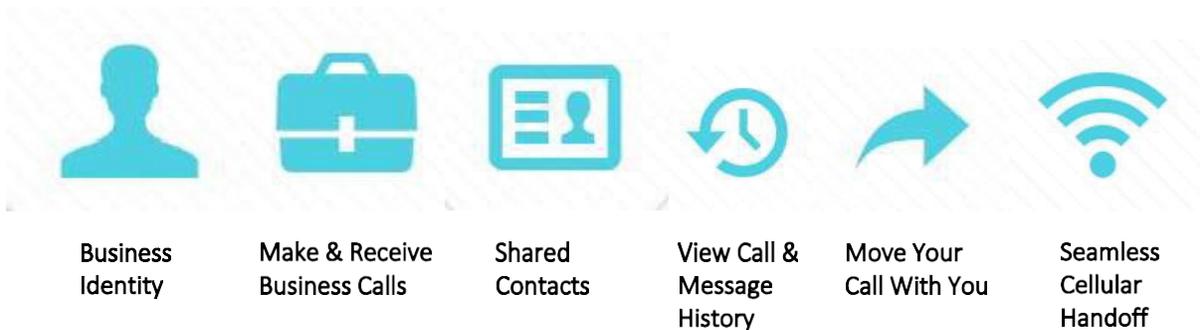




SNAPmobile Web

Turning your Desktop or Laptop PC
Web Browser into your
Unified Communications Hub



Extending your Hosted PBX Desk Phone to your PC Web Browser, with Switch Phone options to SNAPmobile....



SNA!Pmobile Web

Just like the SNAPmobile app extends some of your Desk Phone functionality to your Cell Phone, SNAPmobile Web extends phone functions to your PC Web Browser....



Business
Identity

You can activate your Webphone in your Hosted PBX Portal on your Chrome Web Browser, using your same Business identity by phone number and extension, displaying your current presence and status.



Make & Receive
Business Calls

Make and Receive Business Calls directly from your Desktop or Laptop Personal Computer from within your Hosted PBX Portal, inside a Chrome web browser



Your same business contacts available from your Desk Phone are now available for making and identifying calls on your SNAPmobile Web phone from your Chrome web browser



View Call &
Message
History

Your full call and message history of Webphone and Desk Phone calls, can all be viewed from your Hosted PBX Portal



Move Your
Call With You

You can move a call when in progress to your Cell Phone with SNAPmobile App or to your Desk Phone!



Seamless
Cellular
Handoff

The ability to transfer a live call direct to your Cell Phone as you walk out of the office is truly amazing – Unified Communications at its very best!

Setting up SNAPmobile Web on your Computer

1. Open Google Chrome Web Browser on your Personal Computer:



The browser built by
Google

(If you don't have Google Chrome installed on your computer go to www.google.com on another web browser and search for "Download Chrome" in the Google web browser. Then download Chrome for your computer's operating system version and follow the screen instructions.)

2. In Chrome, enter the following login url...



This takes you to your standard Hosted PBX vPortal login screen. Enter your regular "[extension]@[domain]" username and your password

iii vportal.impacttelecom.net/webphone/login

• lingo •

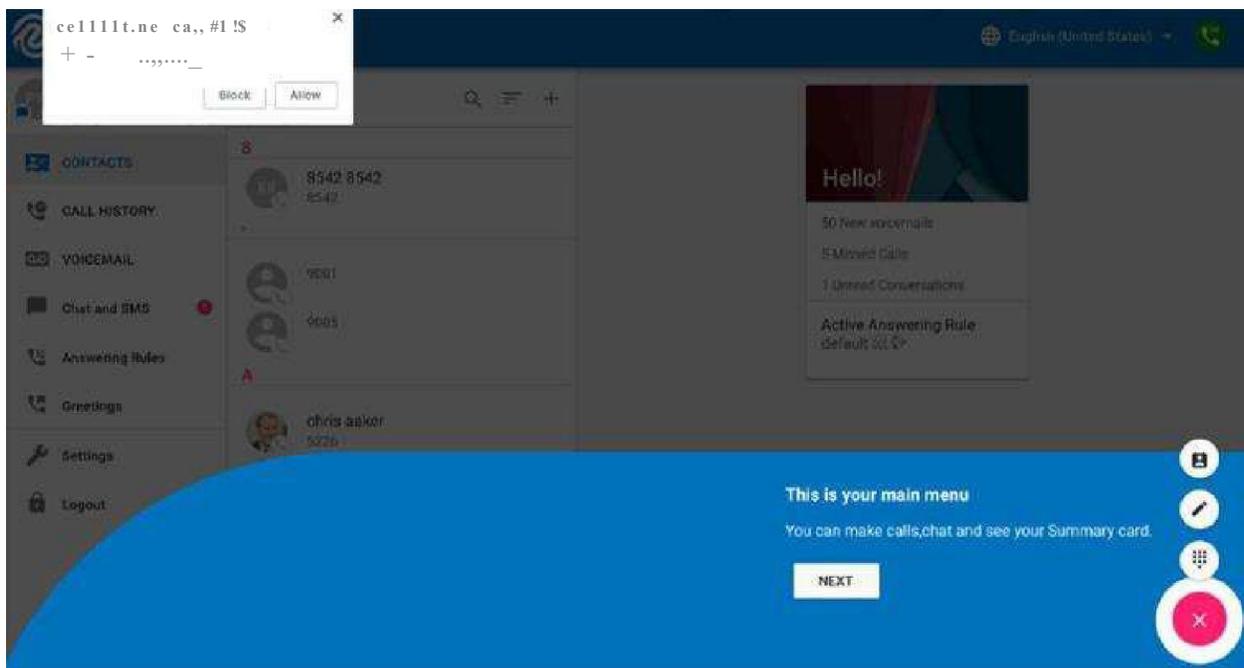
Log In Name*
75978@impact

Password*

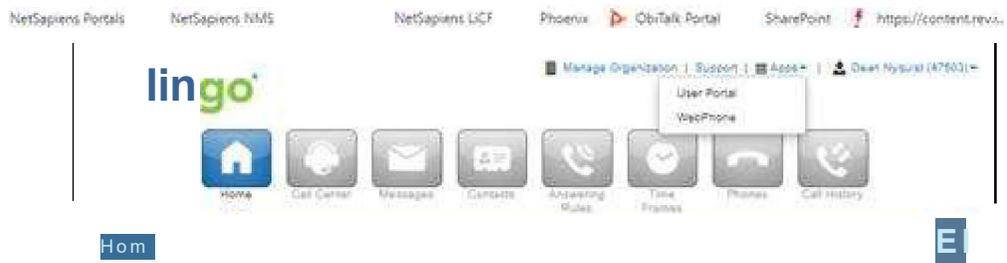
LOGIN

[Forgot login name](#) | [Forgot password](#)

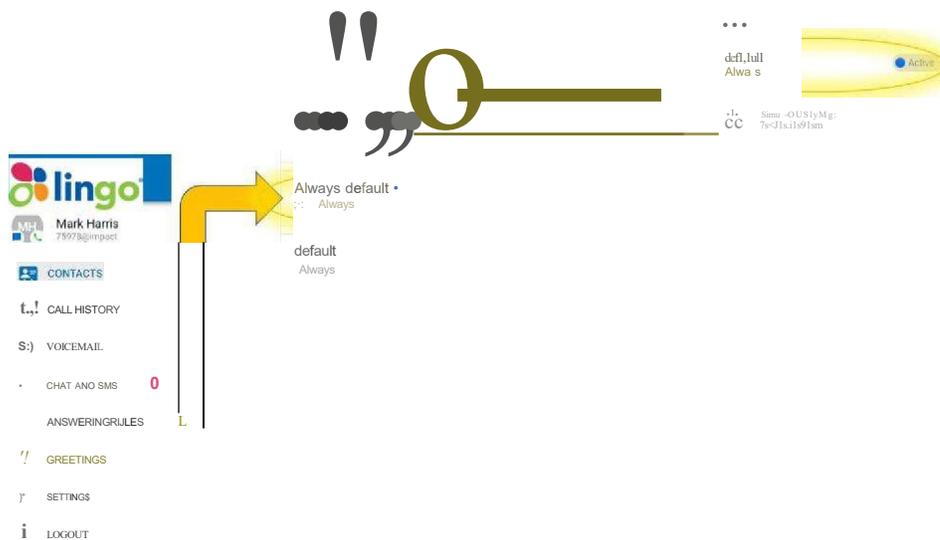
After log in you will be asked to allow your computer microphone to be used, and then in the bottom right-hand corner there are a few more steps to step through, pressing "Next":



Alternatively, you can go straight to the Apps Pull-Down Menu in the vPortal and select "WebPhone":



To make sure your SNAPmobile Web phone rings when your Desk Phone receives calls click on Answering Rules in your main Portal home page from the left-hand menu and check it shows that all devices are on simultaneous ring...



All the same Answering rules for the Desk Phone will also apply to your WebPhone.

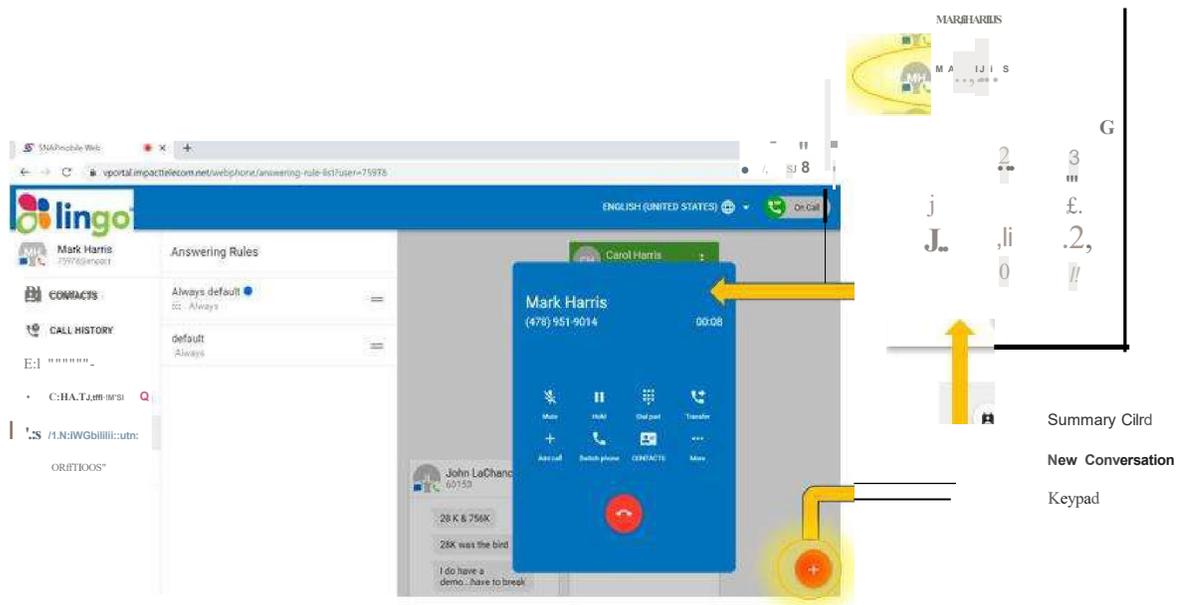
Also, if you wish to select an alternative language to English, select the language from the pull down menu on the top right-hand side of the main Portal home page:





Making & Receiving Business Calls

Now that you're set up to use your SNAPmobile Web, here is how to initiate a Webphone call from your Hosted PBX Portal home page. First, click on the Red "X" button in the bottom-right corner, select Keypad and enter phone number or select a contact recently called from the call history above the keypad number keys. A blue window then shows the call being dialed with other option keys as the call progresses: The

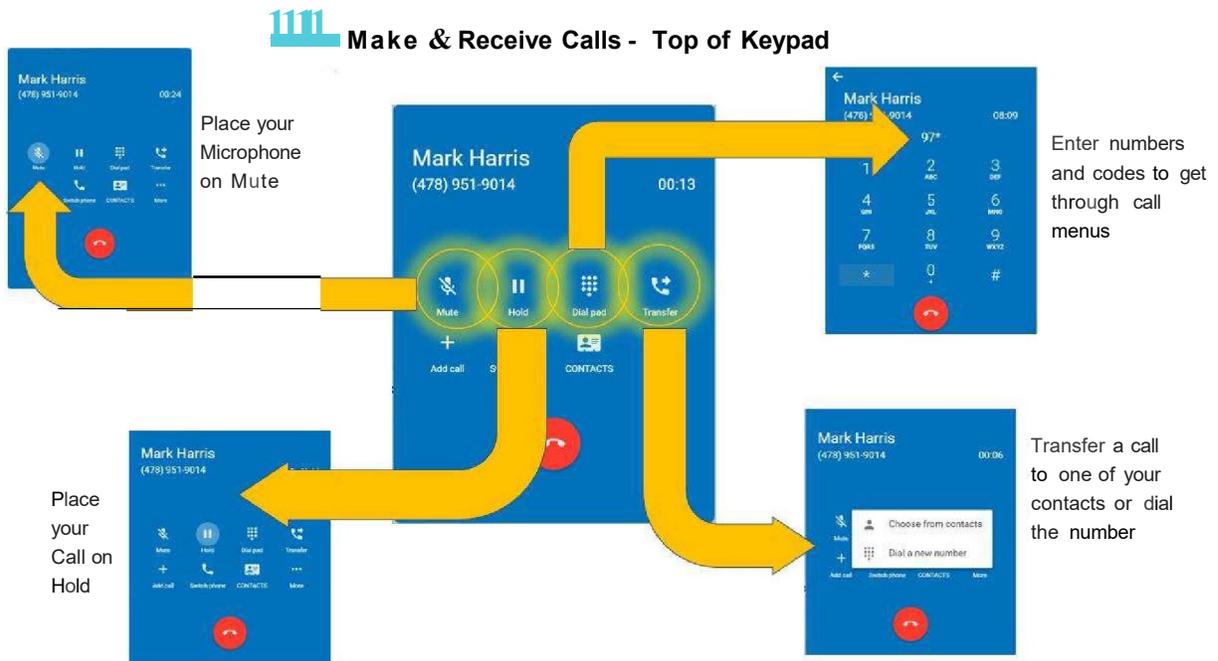


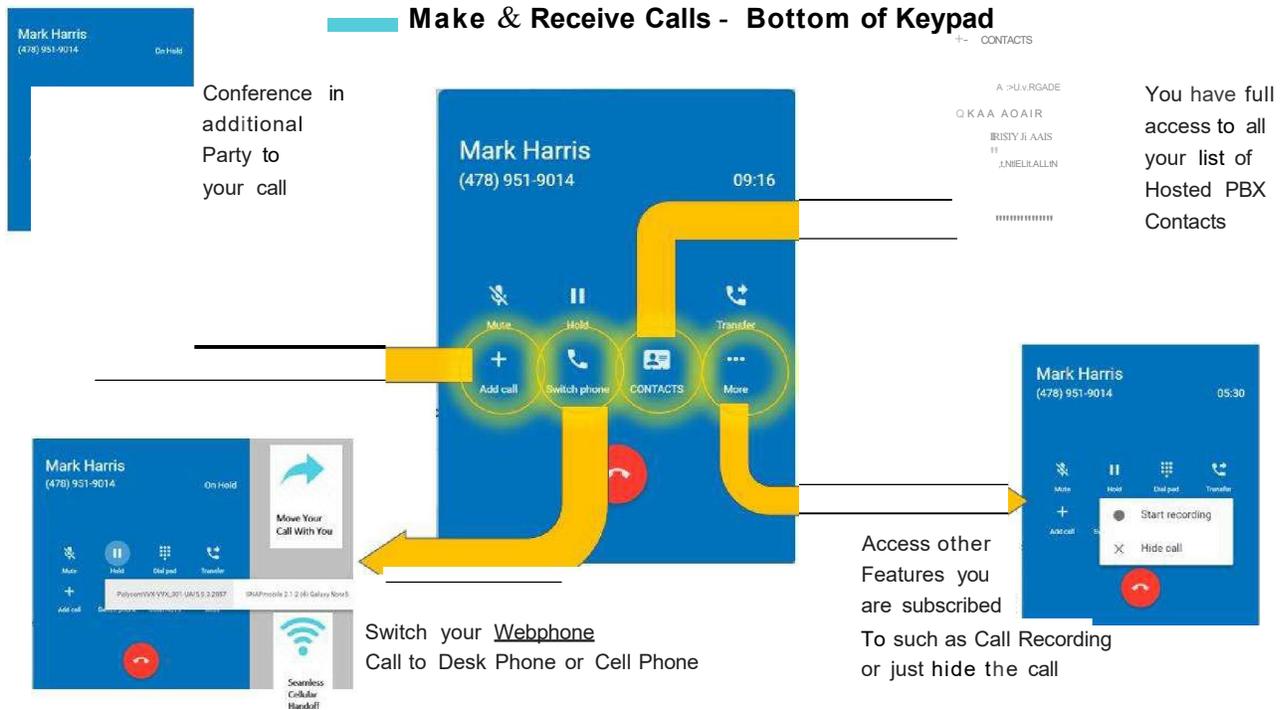
The other Red "X" Button options are the Summary Card which shows the count of New Voicemails, Missed Calls, and Unread SMS or Chat Conversations (if this service is available):



"New Conversation" starts a new SMS/Chat window (if available).

Back to the Keypad, here are all the call handling functions available for a Webphone call:





Im Contacts

Your Hosted PBX full list of contacts for your Extension can be displayed on the main Portal Home Page by selecting Contacts in the left-hand side Menu. New Contacts can be added by pressing the "+" button on the top right-hand side of the Contacts section.



Contacts can be sorted by selecting the  symbol to the left of the "+" button.

Contacts can be sorted by a few categories, including Favorites and Current Status: whether Online on Busy:

- CONTACTS ▾
- All
- Favorites
- CONTACTS
- Coworkers
- ONLINE
- Busy

Contacts can also be searched for using the magnifying glass symbol:



View Call History

Selecting the Call History in the left-hand Menu provides a full breakdown of all your calls, that can be filtered by Missed, Outbound or Inbound Calls as well as displaying all calls...



Mark Harris
75978(L,Impact)

CALL HISTORY

CONTACTS

CALL HISTORY

VOICEMAIL



CHAT AND SMS 0

ANSWERING RULES

GREETINGS

All

HOL AGO

0

Missed

IN HOUR AGO

o 2a

Inbound

NHOURAGO

00 0

Outbound

MARK HARRIS

AN HOUR AGO

01 07

MOBILE

2

AN RAG

0000

WORK

Voicemail

Selecting Voicemail in the left-hand Menu provides a full breakdown of all your voicemail messages on your extension, that that can be filtered by New or Saved as well as displaying all messages not deleted.

By clicking on the right arrow beside a Voicemail message the full transcription of the recorded audio file is also displayed (if Transcription is set up on your service), and the full audio file can be played to your PC speakers/ headset by pressing the right arrow button below the message details....

The screenshot shows a web browser window with the URL `portal.impacttelecom.net/webphone/voicemail?user=75978`. The page header features the 'lingo' logo and the user's name 'Mark Harris' with email 'j5Q78@impac'. A navigation menu on the left includes 'CONTACTS', 'CAUL HISTORY', and 'VOICEMAIL'. The main content area is titled 'VOICEMAIL' and lists two message categories: 'New' and 'Saved'. A message in the 'Saved' category is highlighted, with a transcription: 'Hey Mark Os Be!h give me a call.' and a duration of '00'13'. Below the message, there is a playback interface with a play button, a progress bar, and a volume control icon. The bottom of the page shows a 'CHAT AND SMS' section with a transcription of a message: 'Hey, Mark, Dan, Barron so I gonna catch up today. If you could give me a call at 954954295 wanna. Give me a call thanks.' with a duration of '00'06'.

Chat & SMS

If Chat & SMS is available on your service, the full Message History and set of active Conversation panes are displayed....

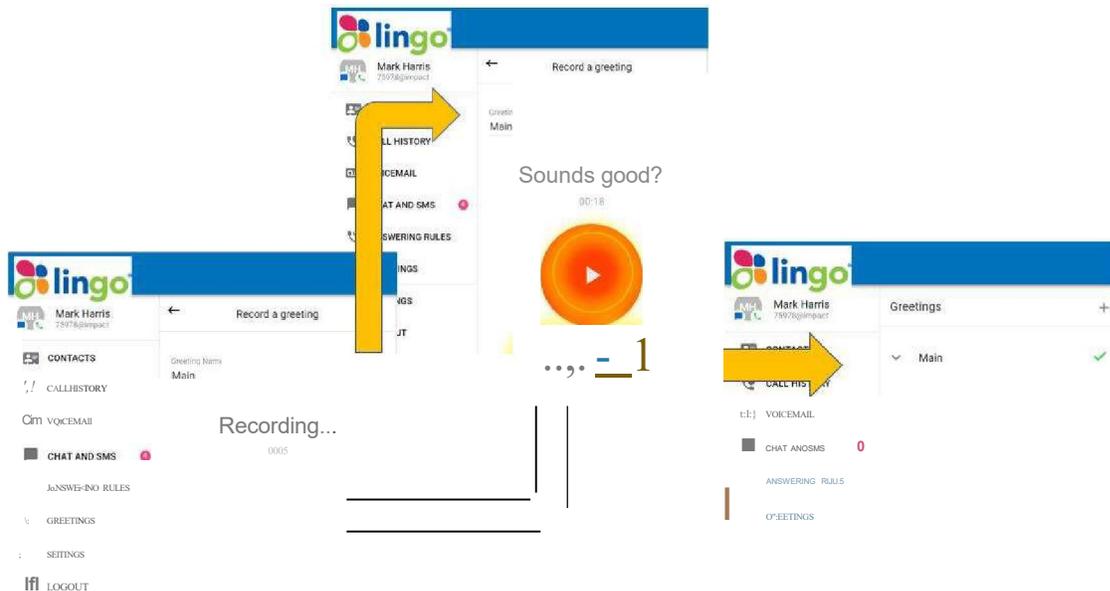
The screenshot displays the lingo.com interface. On the left, there is a navigation menu with the following items: CONTACTS, CALL HISTORY, VOICEMAIL, and CHATANOSMS (indicated with a red '0'). The main content area is titled 'Chat and SMS' and shows a list of messages from contacts: JOHN LACHANCE (6DAYS), CAROL HARRIS (7(1A) A), and a contact with phone number (512)658-1658 (4 I H Jr). A vertical separator line is present. To the right of the separator, a conversation pane is active, showing a message from Carol Harris (478)951-9015: 'How are you. This is Mark from mrr. Hosted sc.11cc'. Below this, a response from John LaChance (601)53-2BK&756K is visible: '2BK was the bird', 'I do have 8 demo ..have to break', and 'okthanks'. The top right corner shows the language setting 'ENGLISH (UNITED STATES)@'.

Greetings

To add a Voicemail Greeting select Greetings in the main left-hand Menu and then select the "+" sign in the top right-hand side of the Add Greeting pane. Enter a name for the greeting and press the "Click to record" button. Speak your message into the PC Speaker/ headset.....

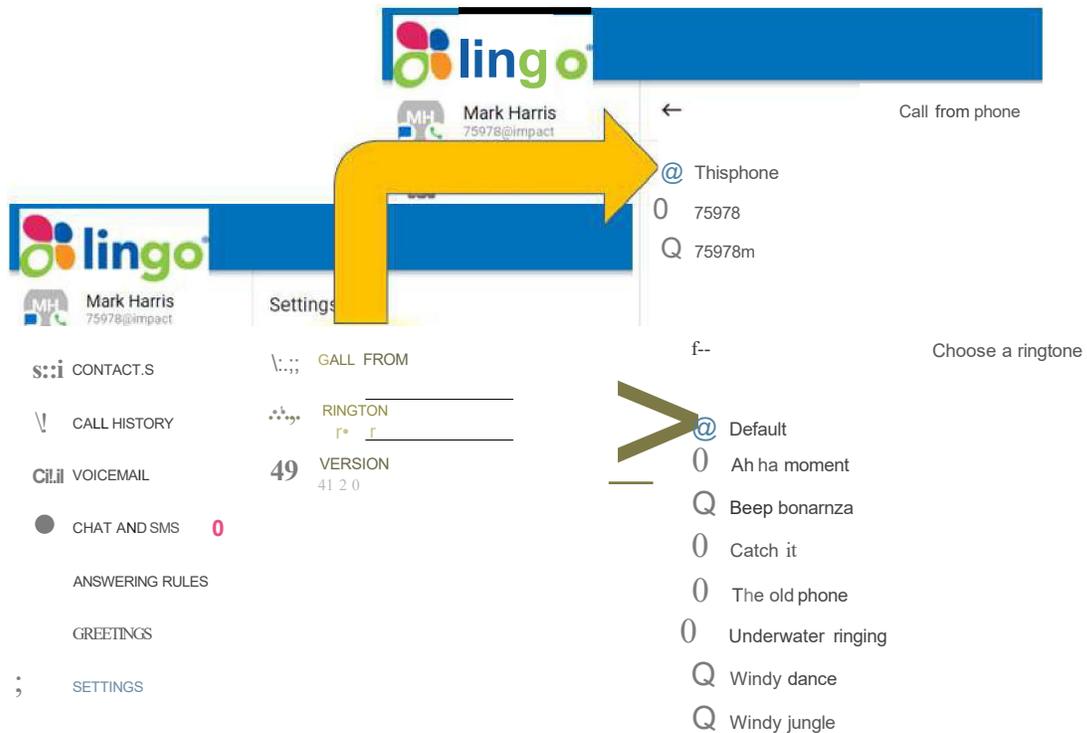


and then press the Red Recording Square to stop recording. Press the Red play button beneath the "Sounds good?" message to listen to the draft message you have recorded. If you are satisfied with the message then press "Save", or to re-record the message press "Redo". Once you have saved your message, it will appear as a Greeting option in the Greetings pane. Messages can be selected for use as required.



Settings

Selecting Settings allows you to choose the phone devices to call from. By selecting the "Call From" sub-menu you can select to use the Webphone using "This phone" option or can select other devices. You can also select your choice of ringtone.



Important Facts about SNAPmobile Web

- SNAPmobile Web can be provided as a Standalone application when ordered as “WebPhone” for \$15.99 per Seat per Month. This provides a Virtual Seat and the SNAPmobile Web application. **SNAPmobile Web has limitations as a phone product – so please read the rest of this Important Facts section and the FAQs in the User Guide.**
- SNAPmobile Web is available **inclusive with all Desk Phone Seats.**
- **Please ensure that your contact details are kept updated in vPortal to ensure any Emergency 911 call would summon first responders to the correct physical location where you are present.**
- SNAPmobile Web is only designed to work with recent versions of the Chrome Web Browser. Download Google Chrome from www.google.com
- SNAPmobile Web relies on the PC’s broadband internet access connection. Voice quality and application performance will rely on sufficient bandwidth and computer memory being available to the computer you are using.
- SNAPmobile Web could be interfered with by other applications running on your computer.
- Lingo cannot assist with computer equipment issues, Web Browser download or release issues or other IT issues related to the performance of SNAPmobile Web running on your computer machine.
- SNAPmobile Web is **not recommended for use as the primary phone for a contact center user or for other intense or critical communication use cases**, given the performance limitations that could be experienced as detailed in this Important Facts page.
- The advice given in this Important Facts and later FAQ section of the User Guide is the most advice Lingo can provide with using SNAPmobile Web. Please reach out to an IT Professional for additional guidance if you are experiencing computer issues.

Question

How can I access the Webphone?

My Web_hone won't register

No audio from computer speaker

No audio from headset

Other party cannot hear me

Why does my Webohone not ring?

Can WebQhone be used in Call Queues?

Will Auto answer work with WebPbm.Jg_?

Why am I having issues dialing into my conference bridge?

I changed the Answering Rule in my Portal. Why is the Web_hone not using the active rule in the Portal?

I just created a new greeting why is the new greeting not in my greeting options list?

Can I use my tablet to access Webphone?

Dialing *88 to Park call and not working

Dialing *96/*96 to start and stop recording, are not recording the call

Can I use Web_hone with Micro Biz VoIP or my Residential Account?

Answer

Log into a Chrome Web Browser and log in at...
<https://jvportal.impacttelecom.net/webphone/login>

Verify your computer's internet connection (wired or Wi-Fi) is working correctly. Also, check that your extension number is listed with the "wp" suffix "123wp" for Extension 123, in the Phones page on your Hosted PBX Portal.

Verify your computer audio settings are correct and also check the volume level.

Verify your headset settings are properly set and also check volume settings. If you are using a Bluetooth headset, check to ensure your device paired up and that it is connected to your computer.

Verify the computer or headset microphone is turned on in the audio settings. Check the microphone is not muted.

Verify the Webphone is registered. Also, check that your Answering Rules are set to ring all devices simultaneously.

Yes, but the device identified by extension followed by wp must be in the queue (for example 5008wp)

No, Auto Answer requires settings which are Qillavailable on a physical device. Currently, only Lingo Polycom phones can work with Auto Answer

Verify the Web Browser being used. We recommend only using the latest version of Google Chrome. Other Browsers are incompatible with SNAPmobile Web.

Refresh the screen on the Web_hone. The Web_hone will not automatically update the change and will continue to use the active rule from when the Web_hone was accessed until the screen is refreshed o r r e s t a r t e d .

Once the greeting is created, a screen refresh is needed to see and use the new greeting.

Webphone is not specifically designed for tablets. It is recommended that the SnapMobile app be used instead.

In call Star Codes not supported with current code

In call Star Codes not supported with current code. Instead use the Recording option from the Web_hone keypad when in-call.

No, Web_hone is not enabled for Micro Biz or Residential accounts.