SIMPLEFIBER

SNAPmobile is a mobile app that extends VoIP functionality beyond your desktop phone hardware. It brings features of the platform directly to your mobile device as a Unified Communications solution.

How to Install SNAPmobile

Login Info

Host ID: simplefiber
Username: ext#@domain
Password: {user's password}

Scan with your phone to download.

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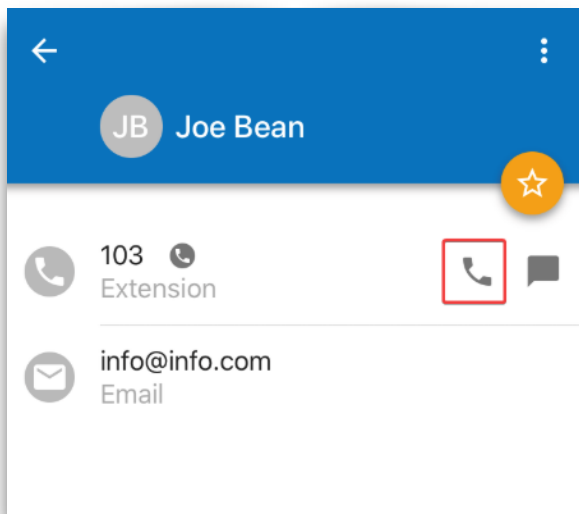
How to Use SNAPmobile

Scope:

This document will walk you through on how to make calls, transfer calls, conference calls, record calls, use SMS/chat, and your check voicemail using the SNAPmobile App.
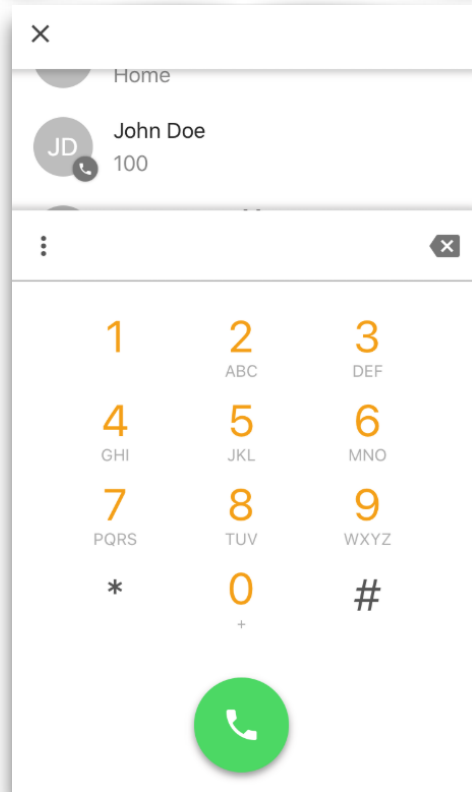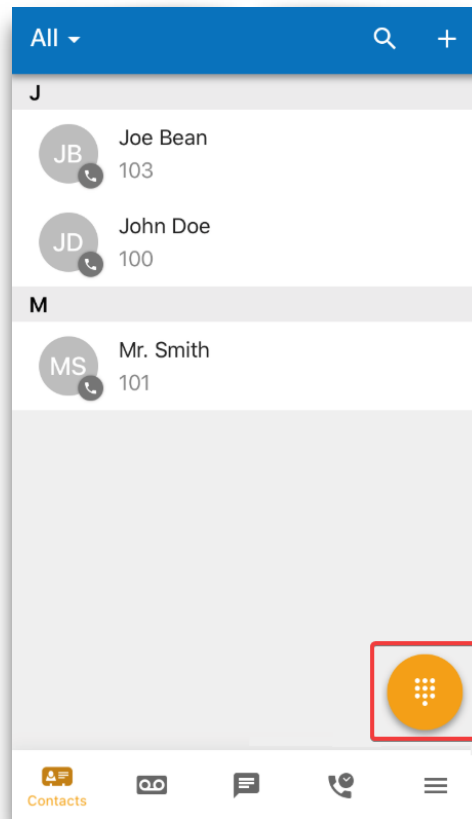
Make a Call

Via Contact Page

1. Select the contact you want to call

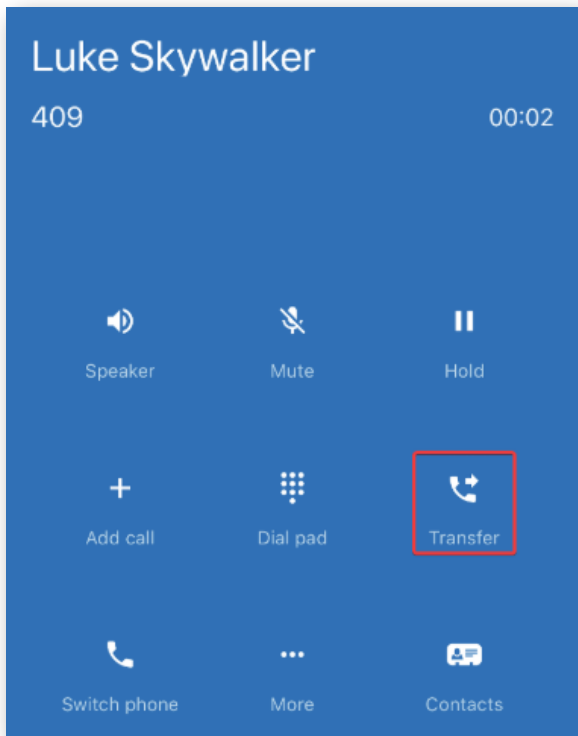2. Press the phone icon to the right of the contact

Make a Call Via the Dialpad

1. Press on the yellow dial pad icon in the lower right corner

2. Dial the number or extension you wish to reach

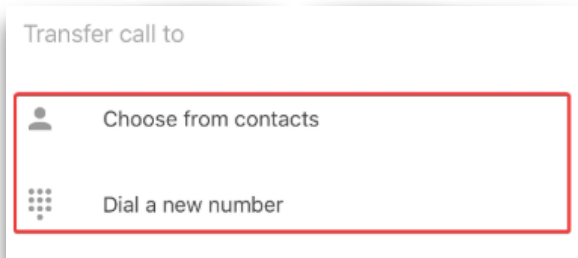3. Press the phone icon at the bottom to start the call
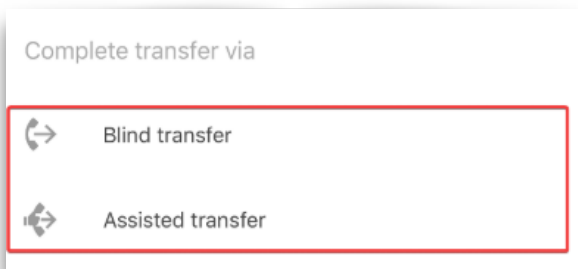
Transfer a Call

1. Press **Transfer** from an active call

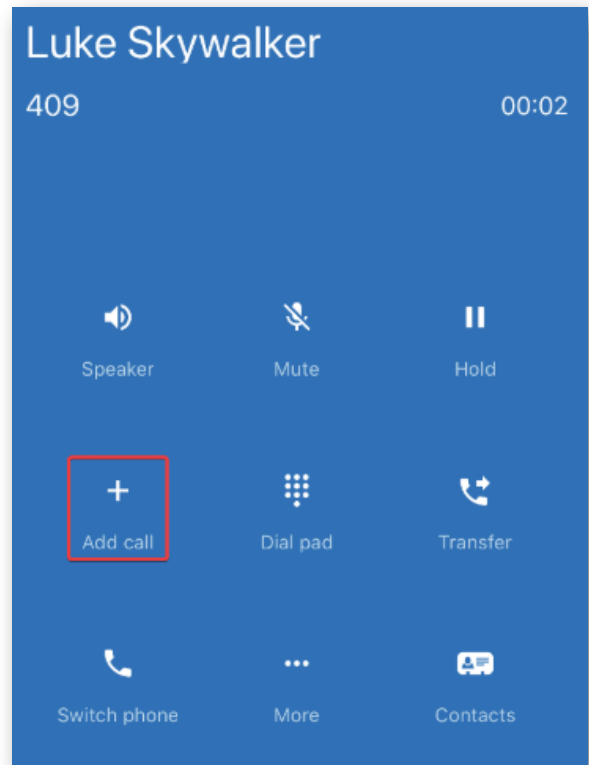2. Select whether to transfer to a contact or dial a number

3. Dial or select the contact then choose whether to use a blind or attended transfer
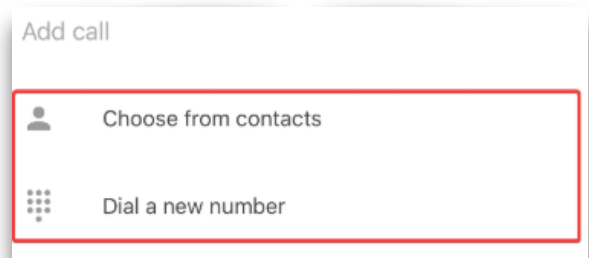

Conference Calling
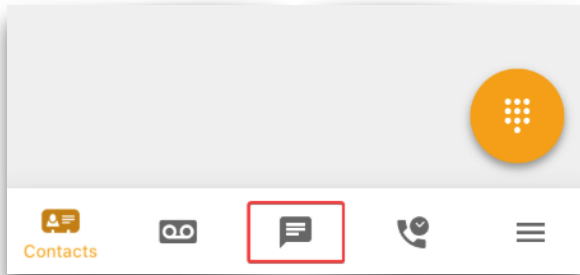
1. Press **Add call** from an active call

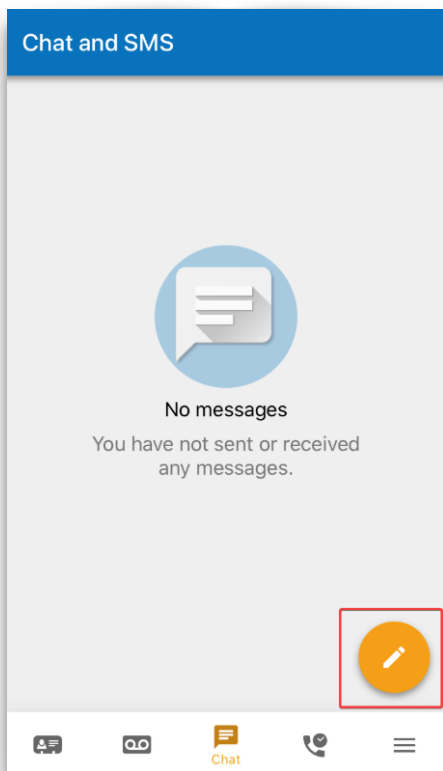2. Select whether to transfer to a contact or dial a number

Chat & SMS

Chat between users is enabled by default, however, SMS must be enabled by SimpleFiber. Please contact SimpleFiber Support by dialing *HELP from your phone or emailing support@simplefiber.com.
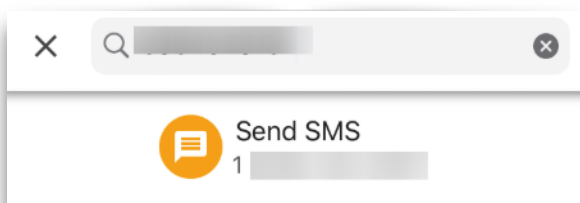
1. Select the **Messaging** tab

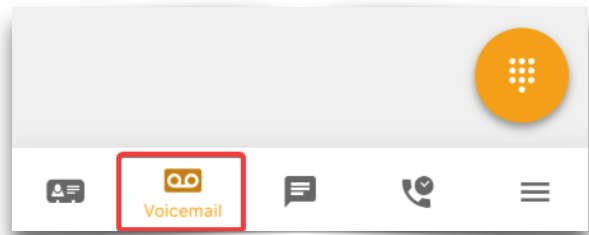2. Tap the yellow and white pencil icon in the lower right corner

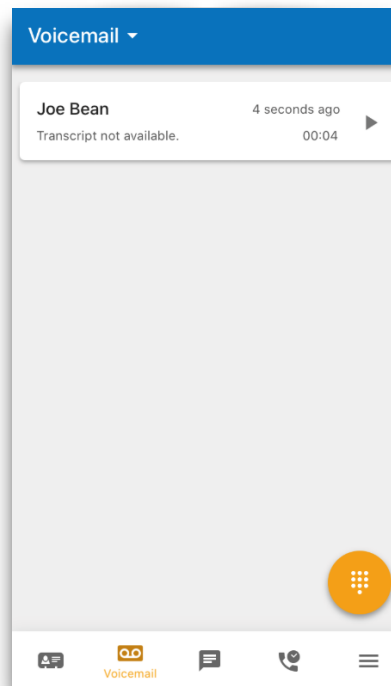**3.** Type in the phone number or contact you would like to message and press **Send**

4. Active chats will then appear on this tab. You can select them to send messages in the same thread

Check Your Voicemail

1. Tap the voicemail icon

2. Here you will be able to view any voicemail messages that have been left for you

3. You can sort through them by new, saved, and trash. To change the sorting, click the drop-down arrow next to **Voicemail** in the top right and select what you would like to sort by

4. Tap on the voicemail to see the following options: