Intellect Communications

CUSTOMER HELP GUIDE · MOBILE APP

Setting up the SNAPmobile app

Take and make business calls on your mobile, wherever you are.

SNAPmobile puts your business phone line on your smartphone. Calls ring on the app as well as your desk phone, and calls you make show your business number, not your mobile.

Before you start, you'll need

A smartphone
iPhone or Android, connected to Wi-Fi or mobile data.

Your portal login
The details you use to sign in to your Intellect phone portal.

About 5 minutes
That's all it takes from download to first call.

1 Find your username and login details

1. Go to **voiceportal.intellect-comms.com** and sign in.
2. Click **Phones** in the menu along the top.
3. Click the **SNAPmobile** button at the top of the Phones page.
4. Your details are shown under **Login Info**. Keep this screen open for step 3.

WHAT YOU'LL SEE

Login Info

Host ID	**HALO**
Username	**1234@yourcompany**
Password	**Your portal password**

> Your username is your extension number, then @, then your company's ID. Type it exactly as the portal shows it. Your password is the same one you use to sign in to the portal.

2 Download the app

Scan the code for your phone with its camera, or search for **SNAPmobile** in your app store. It's free to install.

iPhone / iPad
App Store

Android
Google Play

3 Sign in

1. Open **SNAPmobile** on your phone.
2. If you're asked for a Host ID, enter **HALO**.
3. Enter your **username** and **password** from step 1, then tap to log in.

4 Allow the app's permissions

The first time you open the app, your phone will ask for a few permissions. Tap **Allow** for these:

Microphone REQUIRED
So the person you're speaking to can hear you.

Notifications REQUIRED
So calls ring on your phone even when the app is closed.

Contacts OPTIONAL
Lets you call people saved on your phone from inside the app.

5 Make a test call

Call a colleague's extension or your own mobile from the app, and check you can both hear each other. Then ask someone to call your business number and check it rings on the app. That's it, you're set up.

Something not working?

"Login failed" or "incorrect details"
Check the username includes the part after the @, exactly as shown in the portal, and that the password is your portal password. Passwords are case-sensitive.

Calls aren't ringing on my phone
Make sure notifications are allowed for SNAPmobile and that Do Not Disturb or Focus mode is off. Don't swipe the app closed, just leave it in the background.

Calls are breaking up or dropping
The app uses your internet connection. Try switching between Wi-Fi and mobile data, or move somewhere with a stronger signal.