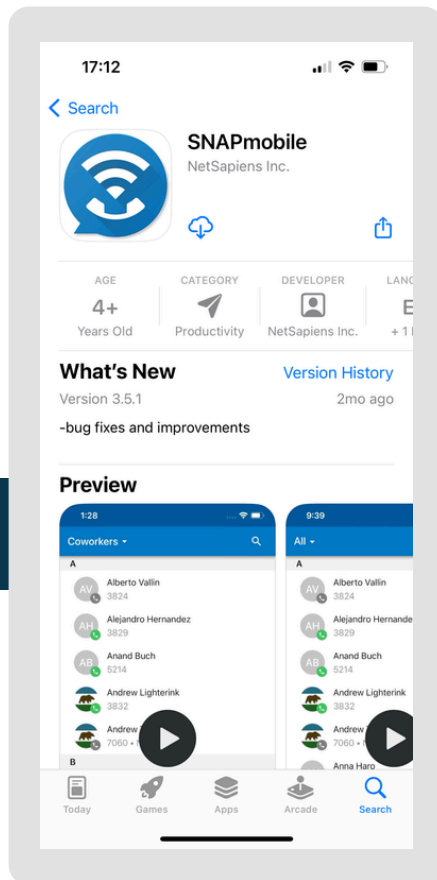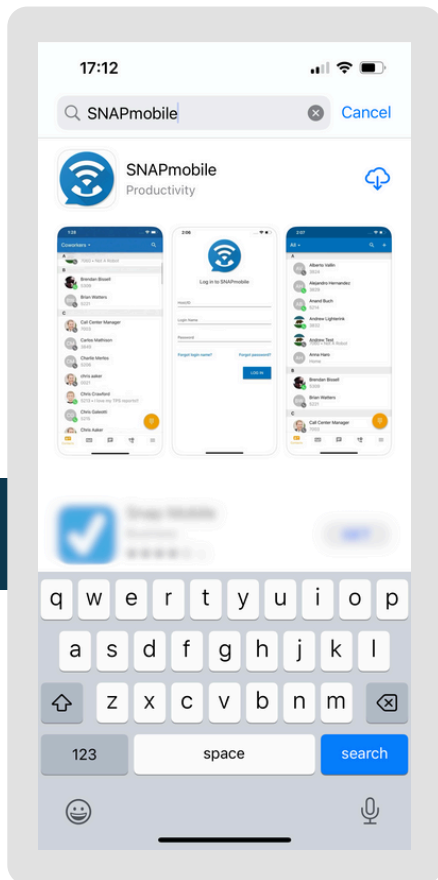# BURTON TECHNOLOGIES

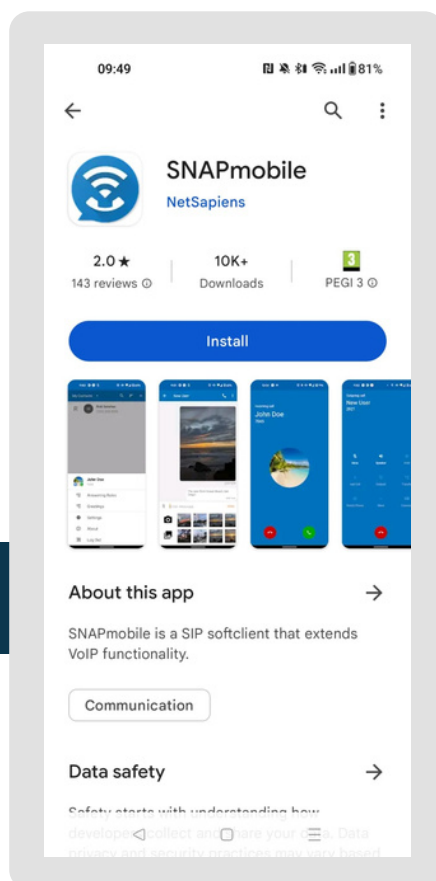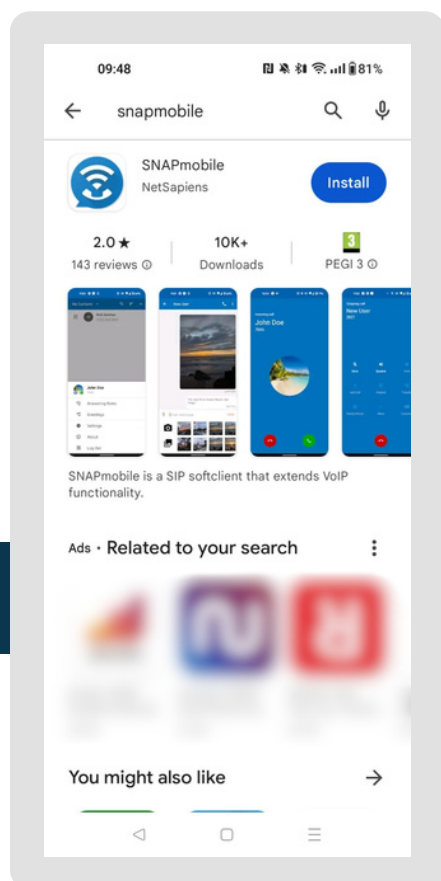# Mobile App

User Guide

Available on all iOS and Android smart devices

Downloading the App

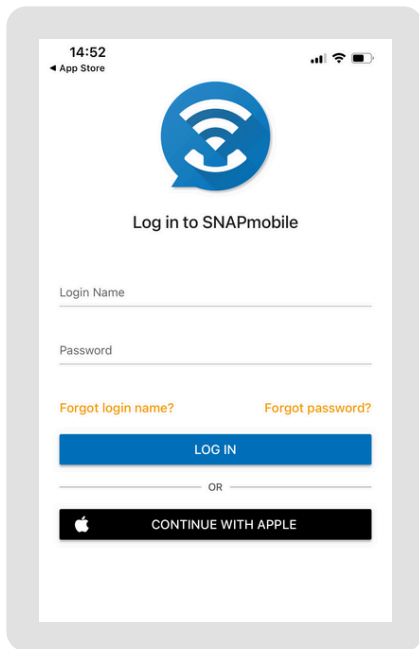**For iOS or Apple devices, you can find the app located in the App Store.**

Search: SNAPmobile

For all Android devices, you can find the app located in the Google Play Store.

Search: SNAPmobile
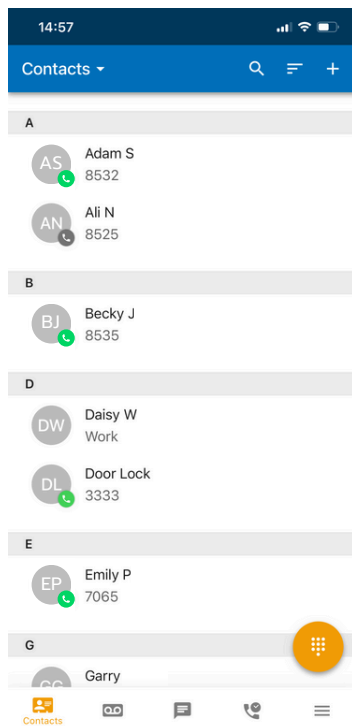
BURTON TECHNOLOGIES

1   The Login Page

You will be provided with a personal login and unique username. Once this has been added, you will be prompted to create a password.

Make sure you keep this safe.

Once logged in, you can access all of your contacts.

From here you can make and receive calls, message and create new contacts.
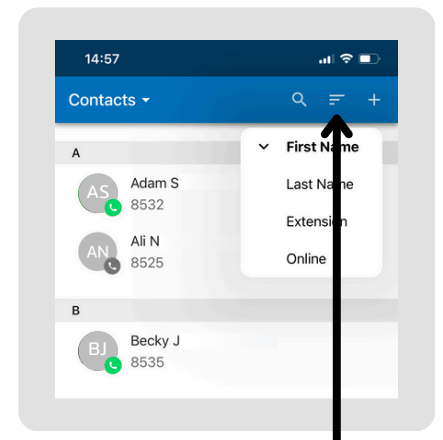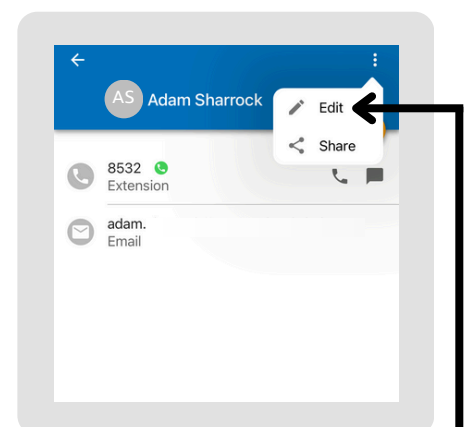
2   The Contacts Page

- Access work or personal contacts.

- Share contacts with others via a link.

- Search for contacts by name or extension number.

- Message or call colleagues from the contacts tab.

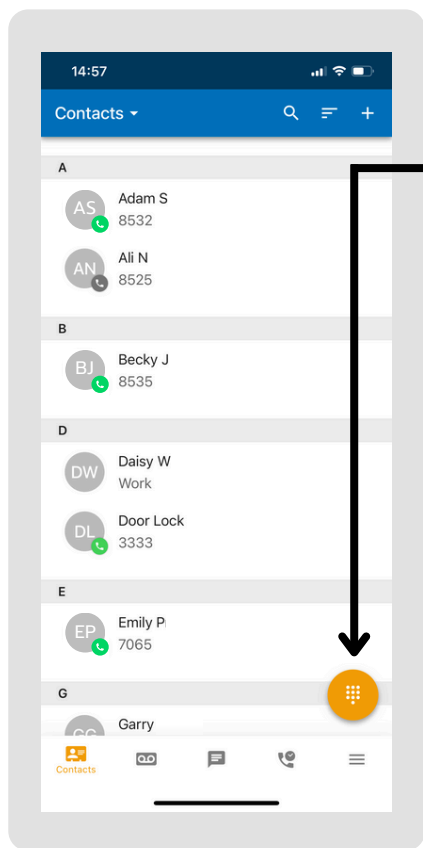**Access the contacts tab at the bottom of the app screen**
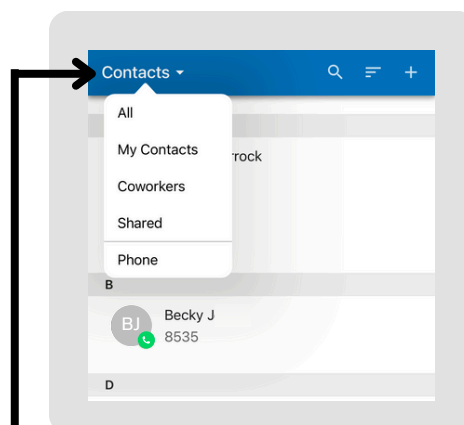
View work or phone contacts

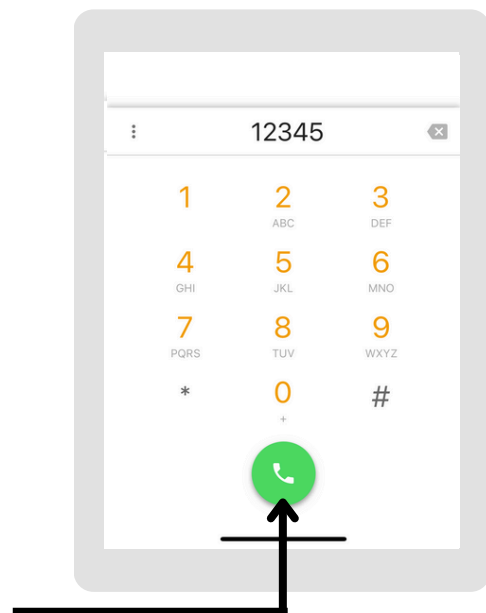**Call, message or edit your stored contacts by clicking into them**
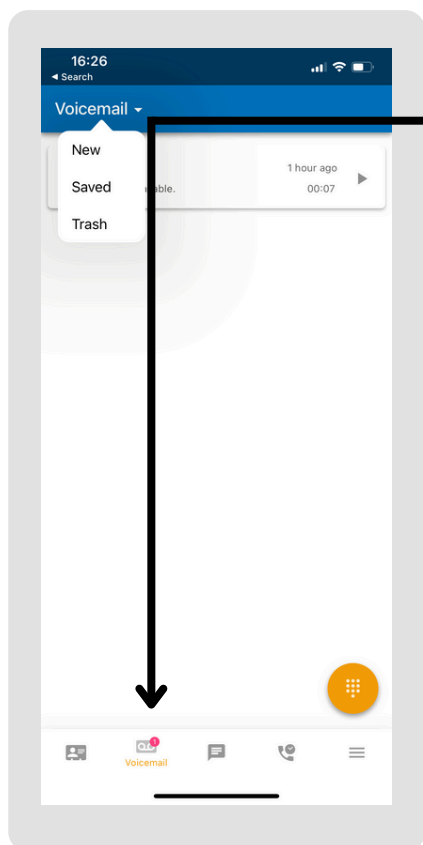
3   Making A Call

To dial out, simply click the keypad icon as shown on the left.

From here you are able to make outgoing calls to numbers not kept in your contact book.

Once you have typed the number, place the call by pressing the green button at the bottom of your screen.
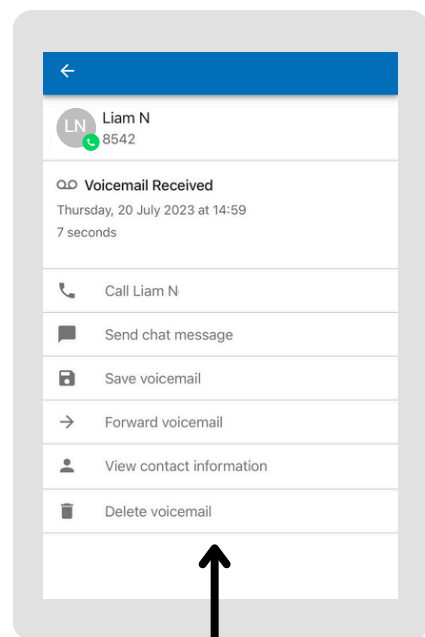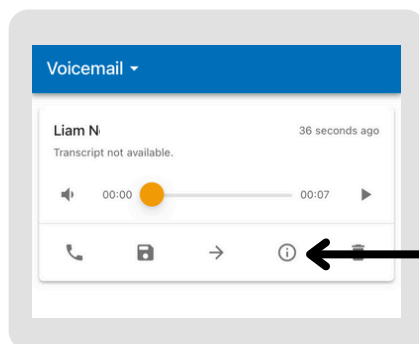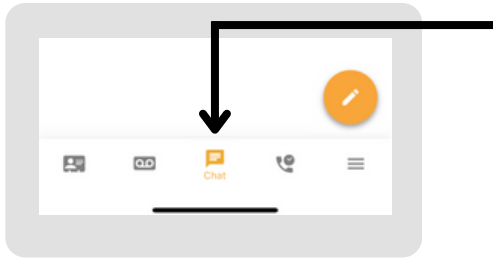
4   Voicemails

Access and listen to any voicemails via the tab at the bottom of the screen.

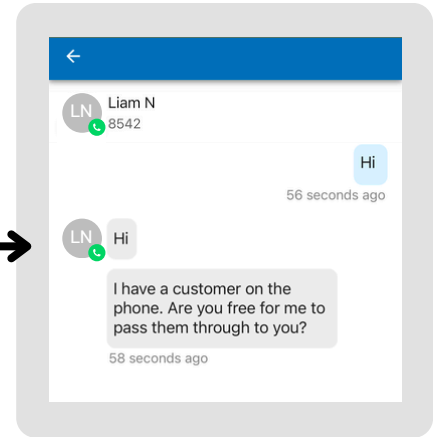Any voicemails can also be accessed through desktop on the web app, or via your physical handset.

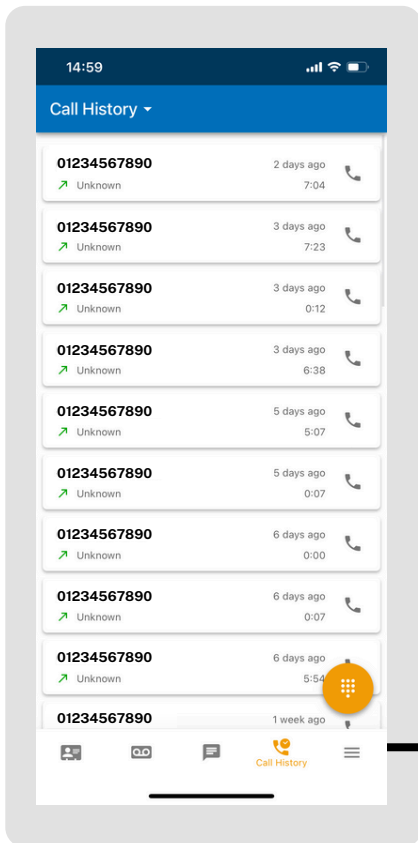Click on the 'i' to call, message, save or forward the voicemail message.

Instant Messaging

Create new chats, or access existing conversations with colleagues. Chats can be used on your mobile and desktop apps.

←

LN Liam N
8542

Hi
56 seconds ago

LN Hi

I have a customer on the phone. Are you free for me to pass them through to you?
58 seconds ago

6 Call History

14:59

Call History ▾

01234567890	2 days ago
↗ Unknown	7:04
01234567890	3 days ago
↗ Unknown	7:23
01234567890	3 days ago
↗ Unknown	0:12
01234567890	3 days ago
↗ Unknown	6:38
01234567890	5 days ago
↗ Unknown	5:07
01234567890	5 days ago
↗ Unknown	0:07
01234567890	6 days ago
↗ Unknown	0:00
01234567890	6 days ago
↗ Unknown	0:07
01234567890	6 days ago
↗ Unknown	5:54
01234567890	1 week ago

Call History

See your call history by selecting the 'Call History' tab at the bottom of the screen. All calls are able to be filtered by inbound, outbound or missed calls.

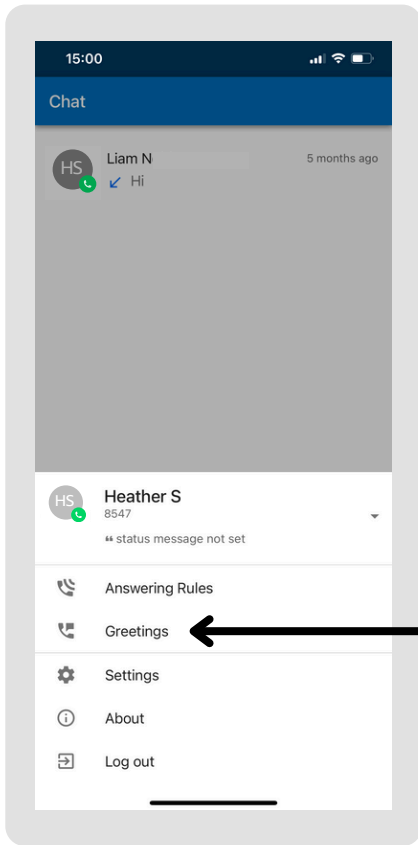**This screen gives an overview of who the call was with, when this occurred, and how long each call lasted.**
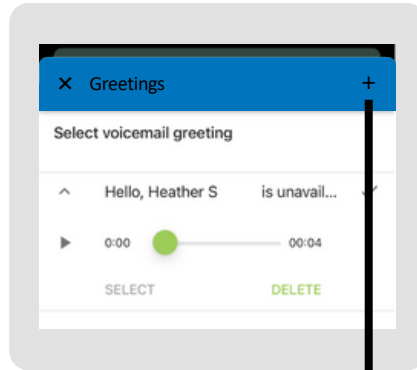
7 Settings & Profile

Call History
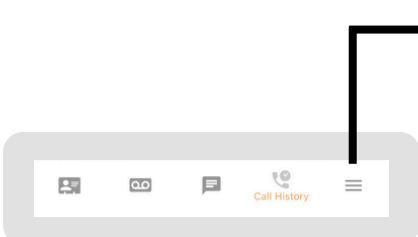
To access the settings, click on the 3 lines option on the bottom menu.

This will provide the ability to access your profile or mobile app settings.
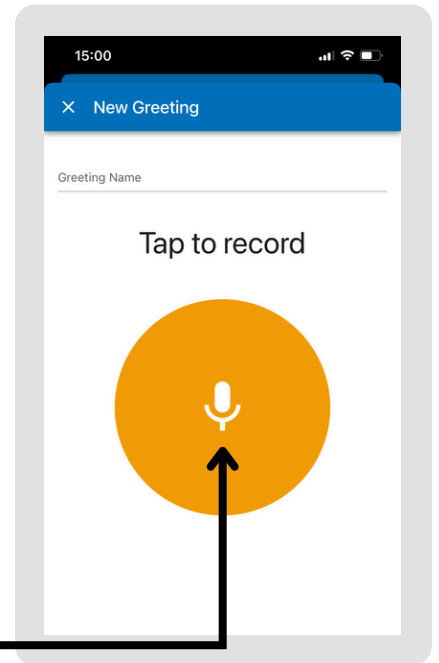
8 Settings

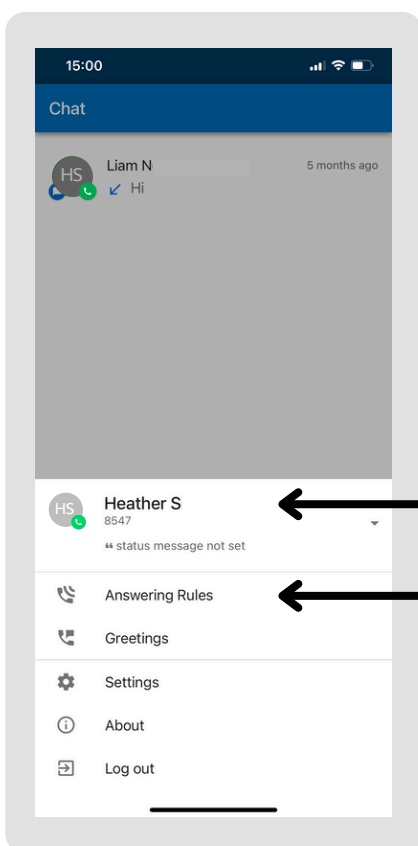**Click into Greetings to change your answer phone message.**

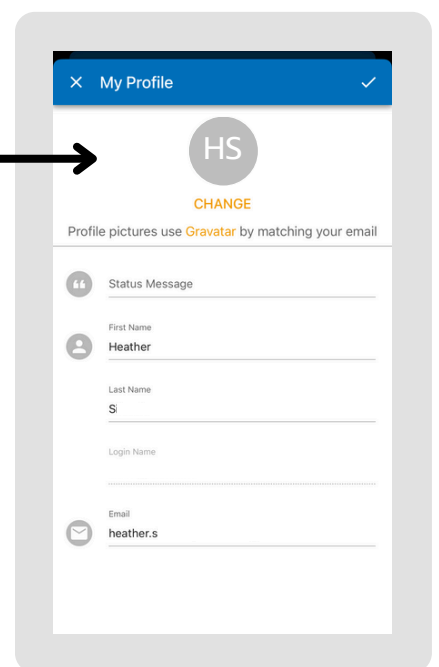**To create or change your greeting messages, select '+' then tap record.**

You can access each message and listen back from the greetings menu.

9 Profile

Click into your personal profile to add a status message, share your email address or change your display name and image.
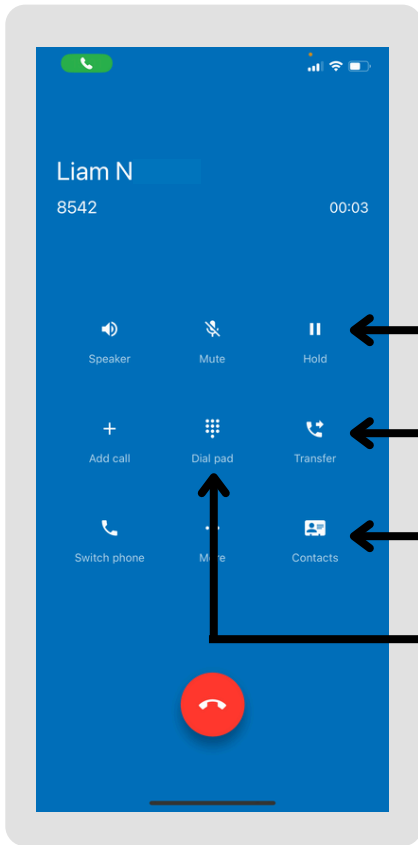

Clicking into 'Answering Rules', allows you to alter your preferences for which devices are called and when.

When making or receiving a call, you can access features such as transfer and place on hold.

These features can be used through both the mobile app and the desktop app alike.
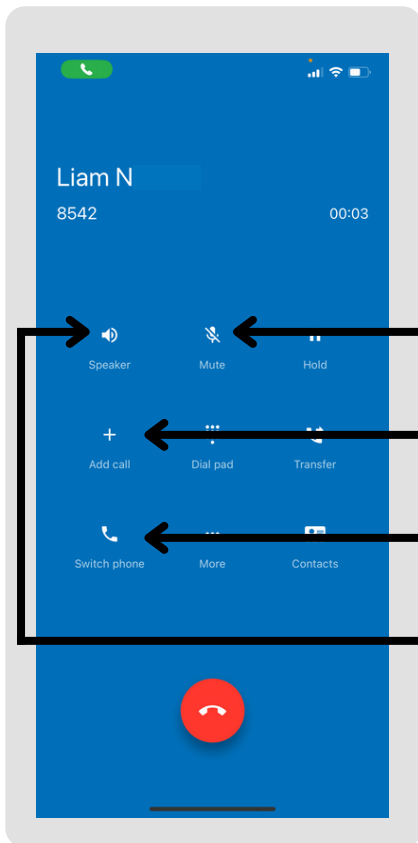
Put callers on hold.

Transfer the call to someone else.

Access your contacts during your call.

Access the keypad during your call.

Mute and unmute yourself whilst on the call.

Add another caller into the call.

Switch the call from the mobile app to another device.

Put the call onto loud speaker.

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