



COEO EmpowerUC™ Mobile User Guide

S-NET Connect Mobile

COEO Solutions
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Getting Started: Downloading S-NET Connect Mobile

S-NET Connect Mobile puts your business phone, messaging, and contacts in your pocket, for both iPhone and Android. This guide is written using an iPhone, so a few screens or menu labels may look slightly different if you're on Android — the core features and workflow are the same.

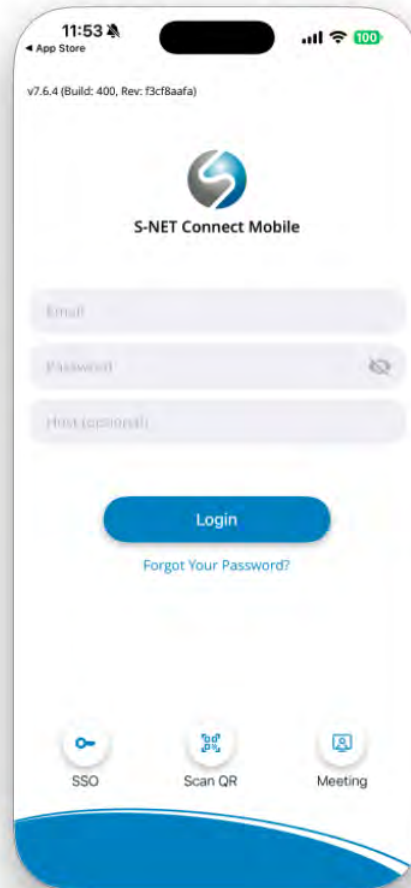
Downloading the App



Search for **S-NET Connect Mobile** in the App Store (iPhone) or Google Play Store (Android), and install the app published by **S-NET Communications, a COEO Company**.

Note: S-NET Communications is now part of COEO Solutions. You'll see the S-NET name in a few places within the app, like this listing — that's expected, and it doesn't affect how the app works. COEO plans to rebrand the app in a future release.

Signing In and First Launch



When you first open S-NET Connect Mobile, you'll land on the sign-in screen.

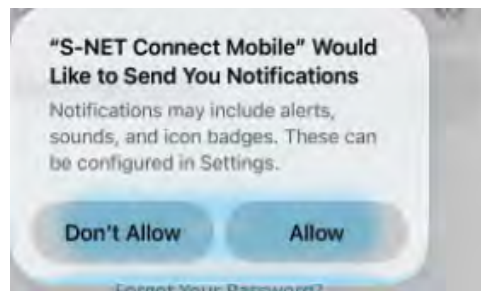
- **Email and password** — Enter the email address and password COEO's Onboarding team provided when your account was set up. The **Host** field is also required — it's unique to your organization and provided by COEO's Onboarding team at the same time.
- **Scan QR Code** — If COEO's Onboarding team has sent you a QR code for setup, tap this to scan it and fill in your login details automatically, instead of typing them in.
- **SSO** — Signs you in through your organization's identity provider (such as Google or Microsoft) instead of a separate password.

 **Note:** Single Sign-On only works if it's been set up ahead of time for your organization — this requires configuration on both COEO's side and your organization's own IT admin. Check with your admin or COEO's Onboarding team to see if SSO is available to you; if not, sign in with your email, password, and Host instead.

App Permissions

The first time you use certain features in S-NET Connect Mobile, your device will ask permission to access things like notifications, your microphone, and your contacts. These prompts appear the first time each feature is actually used — not all at once during sign-in — so you may see them spread across your first few days with the app.

Notifications



Right after you first open the app, S-NET Connect Mobile asks permission to send you notifications.

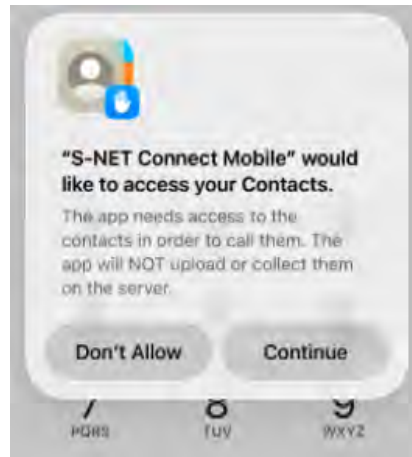
 **Note:** We recommend tapping **Allow** — without this, you won't get alerts for incoming calls or messages while you're outside the app.

Microphone



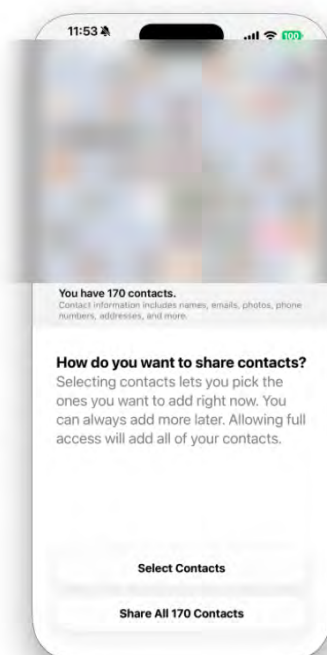
The first time you make or receive a call, S-NET Connect Mobile asks permission to use your microphone. This is required for calls to work at all.

Contacts



The first time you access your contacts in the app, S-NET Connect Mobile asks permission to access them. This lets people already saved in your device's contacts show up by name — instead of just a number — when they call you or you call them. Your contacts stay on your device; the app doesn't upload or collect them.

After you allow access, you may be asked how much to share — for example, iPhone lets you choose to share only selected contacts or your full list.



- **Select Contacts** — choose specific contacts to share now. You can share more later.
- **Share All Contacts** — shares your full contacts list at once.

Calling — Dialpad & Making Calls

The Dialpad

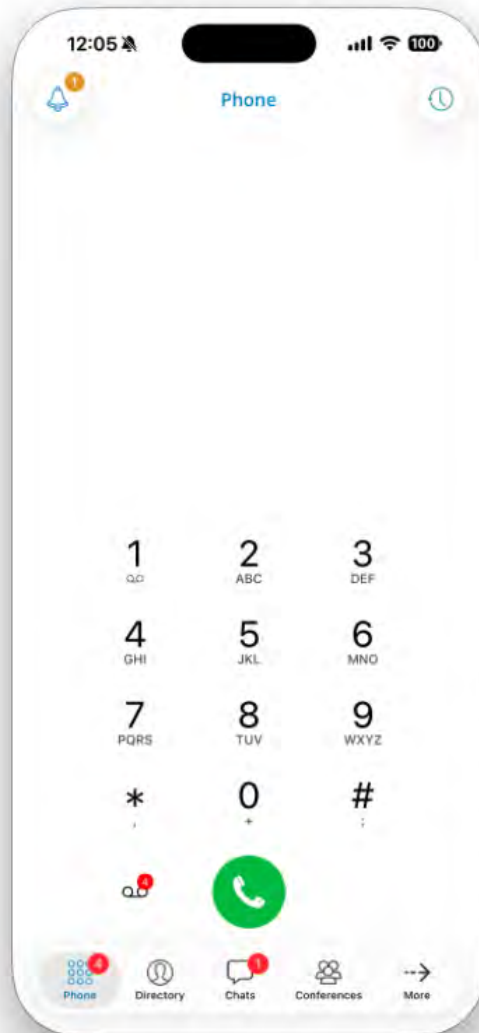


Tap **Phone** in the bottom navigation bar to open the dialpad. Enter a number using the keypad, then tap the green call button to dial.

Two icons flank the number you've entered:

- **Contacts-card icon (blue, left)** — opens a contact card for that number, so you can view its details or save it as a new contact.
- **SMS Number Info icon (green, right)** — opens an "SMS Number Info" dialog, letting you confirm or reformat the number before texting it.

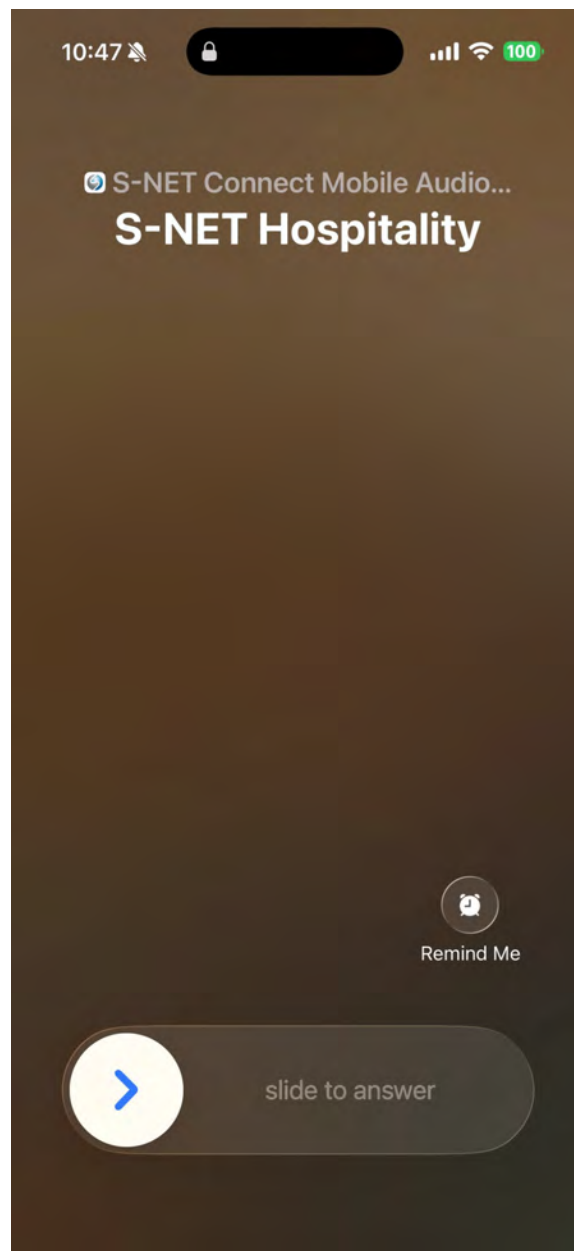
Notifications and Call History Shortcuts



Two more icons sit in the corners of the Phone screen: a bell icon in the top-left corner opens your notification history and shows a badge when there's something new (see [Checking Whether DND Is On](#) in the [More](#) section), and a clock icon in the top-right corner opens your Call History (see the [Call History](#) section below).

Receiving and During a Call

Receiving a Call



When someone calls your S-NET Connect Mobile number, you'll see an incoming call screen — even if your device is locked. Slide to answer, or tap **Remind Me** to set a reminder to call back instead.

During a Call

Once you're connected, you'll see the caller's name and number, the call timer, and a set of in-call controls:

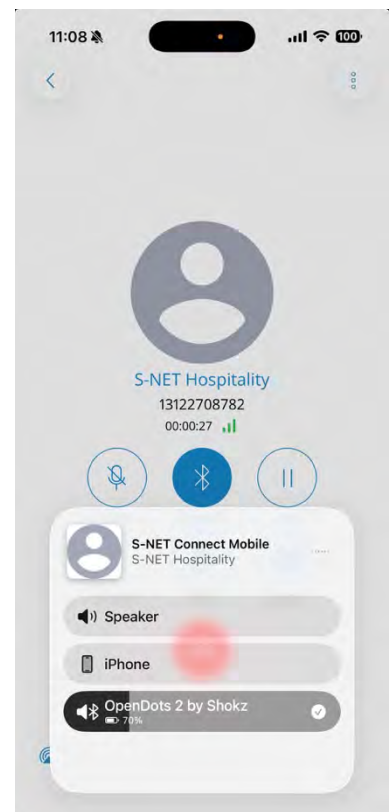
- **Mute** — silence your microphone.
- **Bluetooth/Speaker** — the middle button toggles your current audio output and its label/icon updates to reflect what's active (for example, it shows **Bluetooth** when a Bluetooth headset is connected).
- **Hold** — put the call on hold.
- **Options** — opens **Transfer call** and **Switch device** (see below).
- **Invite** — add another person to the call, turning it into a conference (see the Conferences section).
- **Dialpad** — open the keypad to enter digits during the call.

 **Note:** These are the same controls used during a Conference call — see the Conferences section for more detail on the Bluetooth/Speaker button.

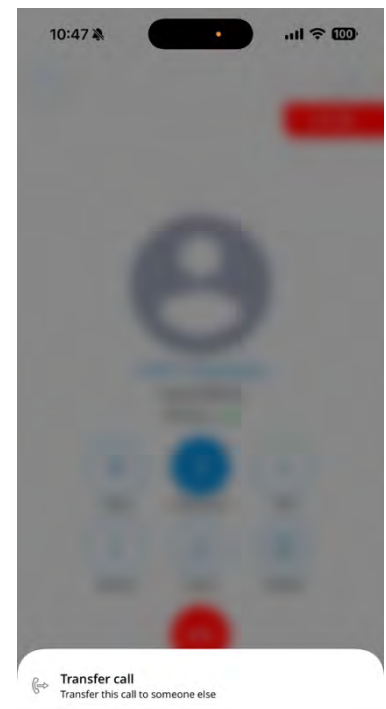


Tap the small icon in the bottom-left corner of the call screen to open the full audio-output picker, showing every available device — your phone's built-in **Speaker**, the phone itself (**iPhone**), and any connected Bluetooth device (like a headset). Tap one to switch your audio to it immediately.

Tap **Dialpad** to bring up the keypad without ending the call — handy for entering extensions or navigating automated phone menus.

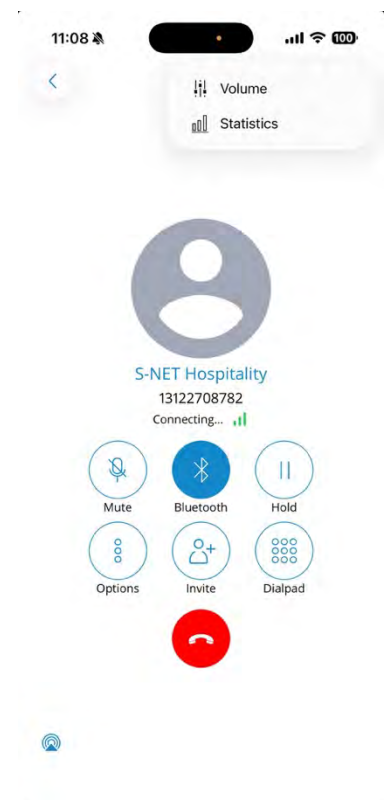


Tap **Options** to **Transfer call** or **Switch device** (see Transferring a Call and Switching Devices During a Call below).



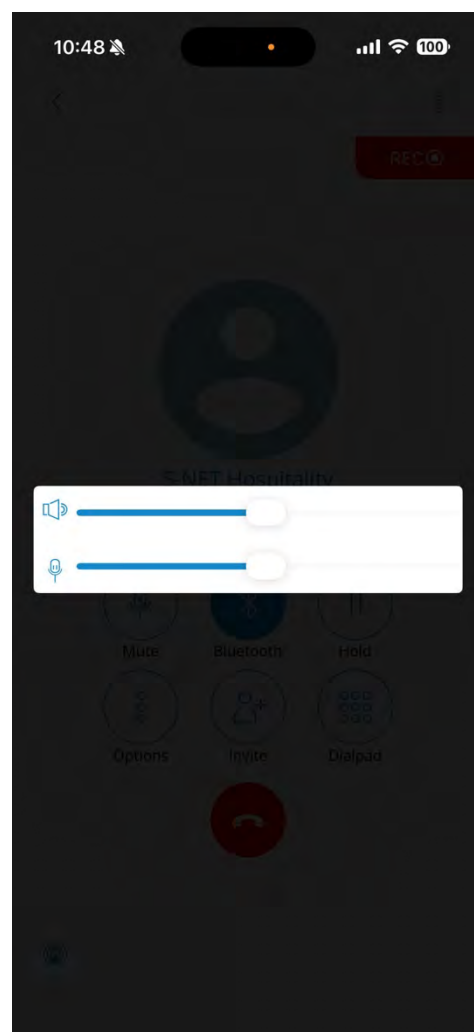
Tap the **:** menu in the top-right corner for two more options:

- **Volume** — adjust your speaker and microphone levels independently with two sliders.
- **Statistics** — view technical call-quality details.



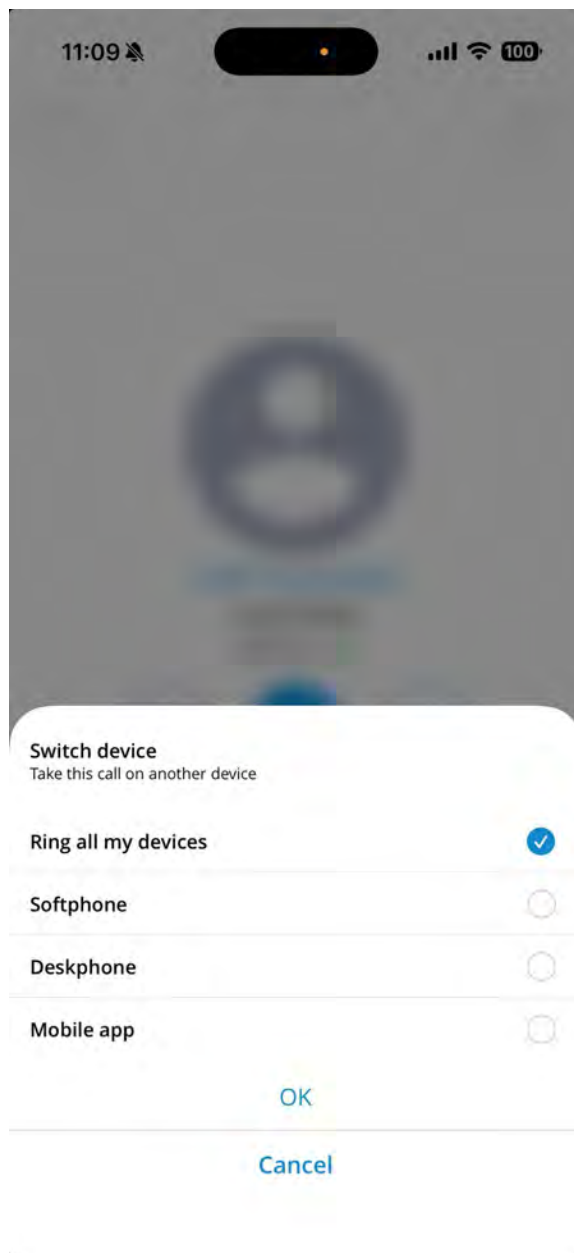
Tapping **Volume** opens this pair of sliders.

 **Note:** You may also see a red **REC** indicator near the top of the call screen on some calls. This means call recording is active for that line — this is configured by your organization, not something you turn on or off from this screen.



Switching Devices During a Call

Tap **Options** during a call, then **Switch device** to move the call to a different one of your registered devices without hanging up.



Choose **Ring all my devices** to have every device ring so you can pick up on whichever is closest, or choose a specific device — **Softphone**, **Deskphone**, or **Mobile app** — to move the call there directly. Tap **OK** to confirm.

Transferring a Call

Tap **Options** during a call, then **Transfer call** to send the call to someone else.

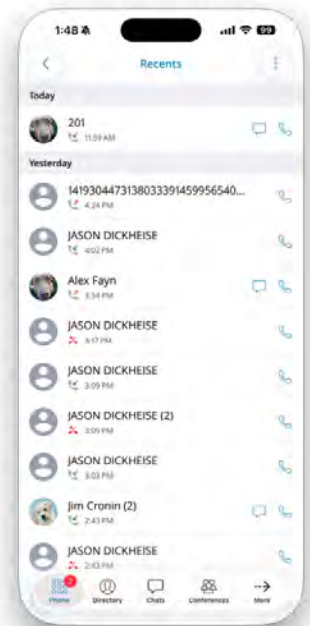


Choose **Select Contact** to pick someone from your Directory or Contacts, or type a number directly under **Enter number**. Then choose how to transfer:

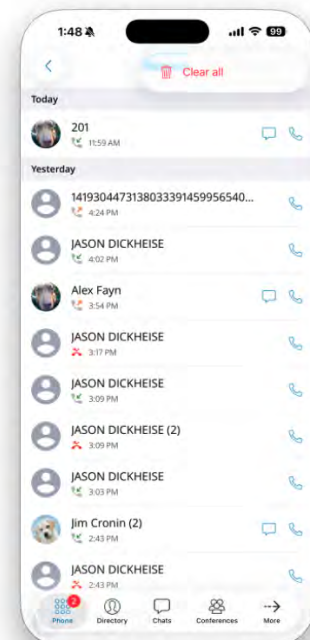
- **Direct** — a blind transfer. The call is sent immediately, with no chance to speak to the other person first.
- **Supervised** — an attended (warm) transfer. You speak with the person first, then complete the transfer or cancel and return to your original caller.

Call History (Recents)

Tap the clock icon in the top-right corner of the Phone screen to see your recent calls, listed most recent first. Each entry shows the caller's name and photo if they're saved in your Directory or contacts — otherwise you'll see a generic icon instead. A missed call is marked in red, and repeated calls from the same number are grouped together with a count, like "(2)." Tap an entry's message icon to text that number, or the phone icon to call them back.

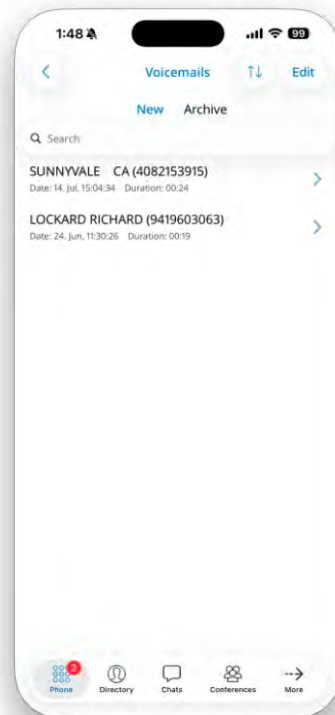


Tap the **:** menu in the top-right corner and choose **Clear All** to clear your entire call history at once.

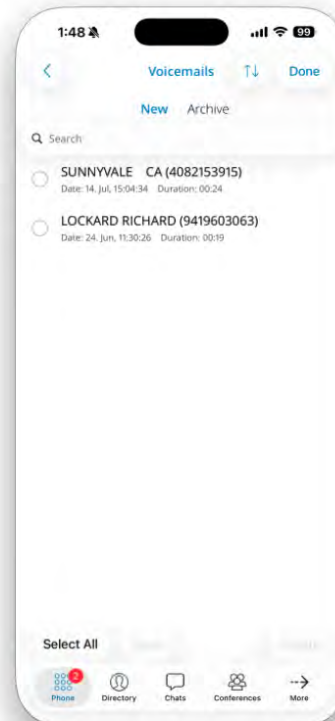


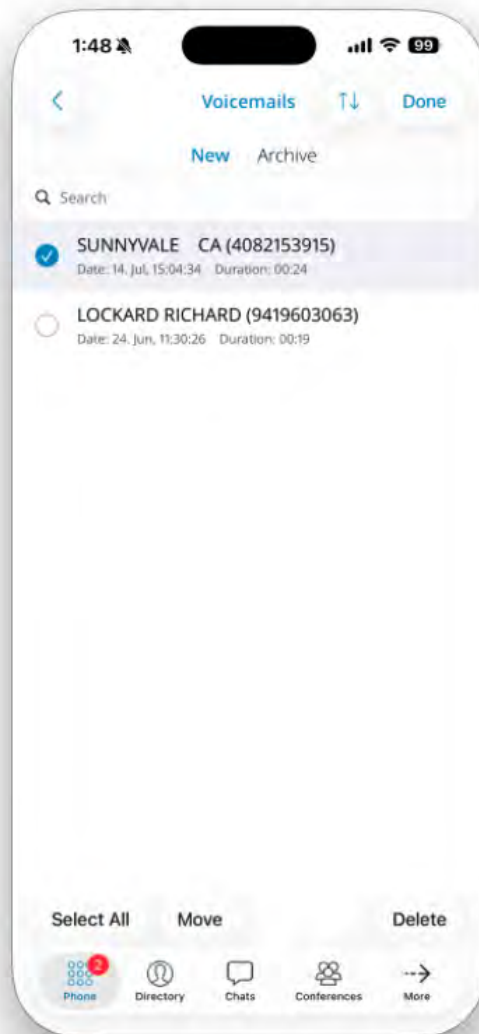
Voicemail

Tap the voicemail icon near the bottom of the Phone screen to open your voicemail box, split into **New** and **Archive** tabs.



To manage multiple messages at once, tap **Edit**.





Select one or more messages, then tap **Move** or **Delete** at the bottom.

 **Note:** Move simply toggles a voicemail between the New and Archive tabs — there's nowhere else to move it to.

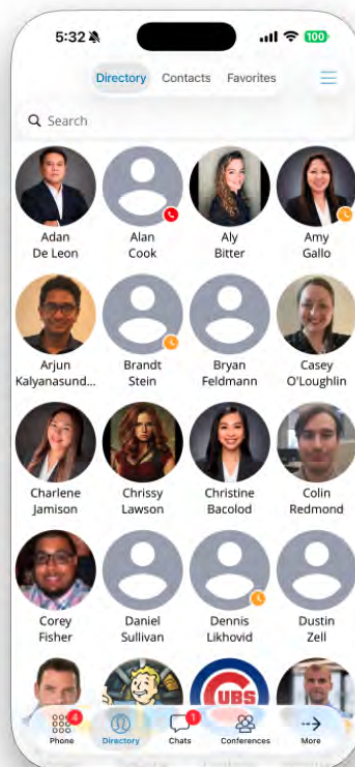
Statistics

During a call, the **:** menu also includes a **Statistics** option, which shows technical call-quality details like RX/TX speed, jitter, packet loss, codec, and connection status. Most users won't need this day to day — it's mainly useful if COEO Support asks you to check it while troubleshooting a call issue. See the Receiving and During a Call section for the rest of the **:** menu.

Directory

The Directory gives you access to your organization's full contact list directly from your device, so you can search for a colleague and call, message, or view their details without saving them to your personal contacts first.

Browsing the Directory

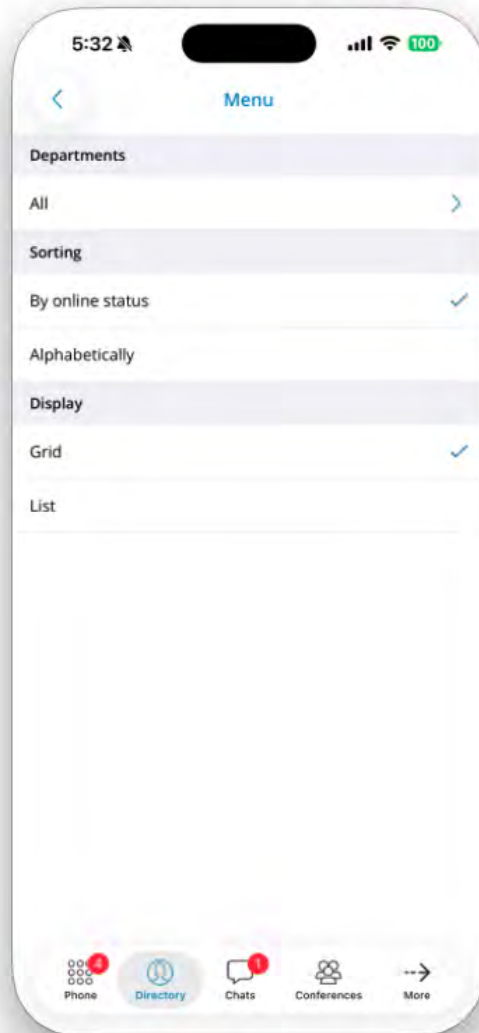


Tap **Directory** in the bottom navigation bar to open your organization's contact list.

- **Search** — use the search bar at the top to quickly find a contact by name.
- **Tabs** — switch between **Directory** (your organization's full contact list), **Contacts** (your personal saved contacts), and **Favorites**.
- Tap any contact's photo or name to open their contact card, where you can call, message, or view more details.

 **Note:** The small icon on a contact's photo shows their presence — no icon means they're available, a gray dot means offline, a clock means away, and a phone icon means they're on a call or their line is ringing.

Changing Display and Sorting



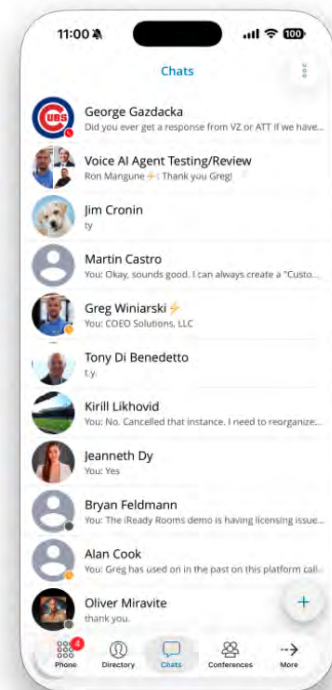
Tap the **Menu** icon (≡) in the top-right corner of the Directory to change how contacts are organized.

- **Departments** — filter the list down to a specific department (default: All).
- **Sorting** — sort **By online status** (default) or **Alphabetically**.
- **Display** — switch between **Grid** (photo tiles, shown above) and **List** view.

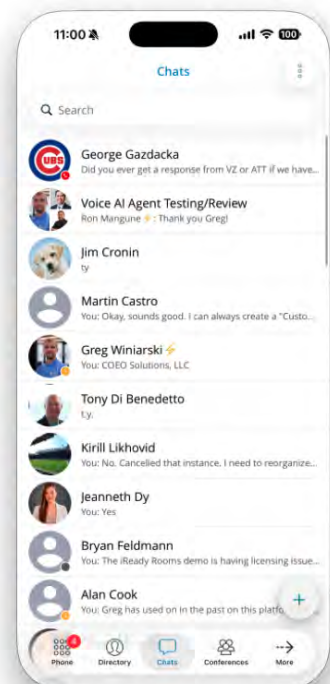
Chats

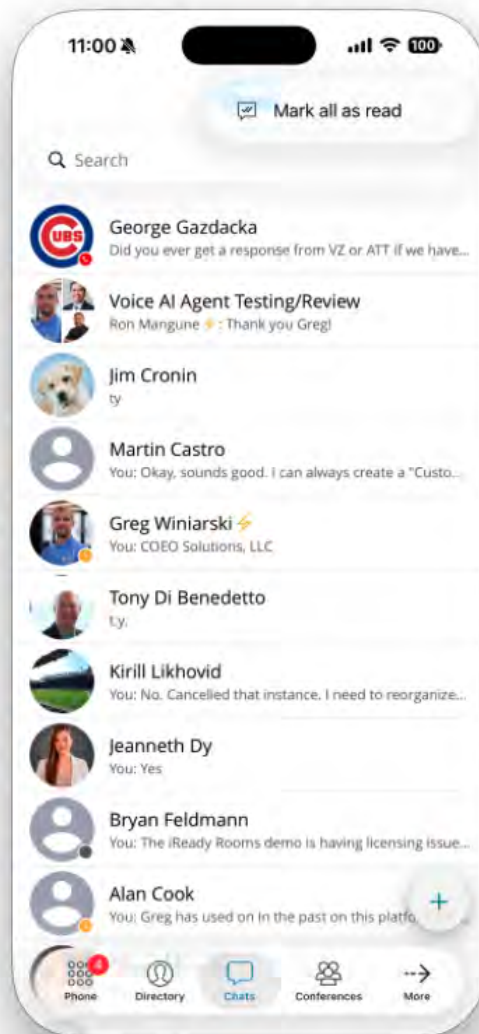
Tap **Chats** in the bottom menu to see your conversations, listed by most recent activity. Tap the + button to start a new chat.

 **Note:** The search bar isn't shown by default — pull down on the list to reveal it.



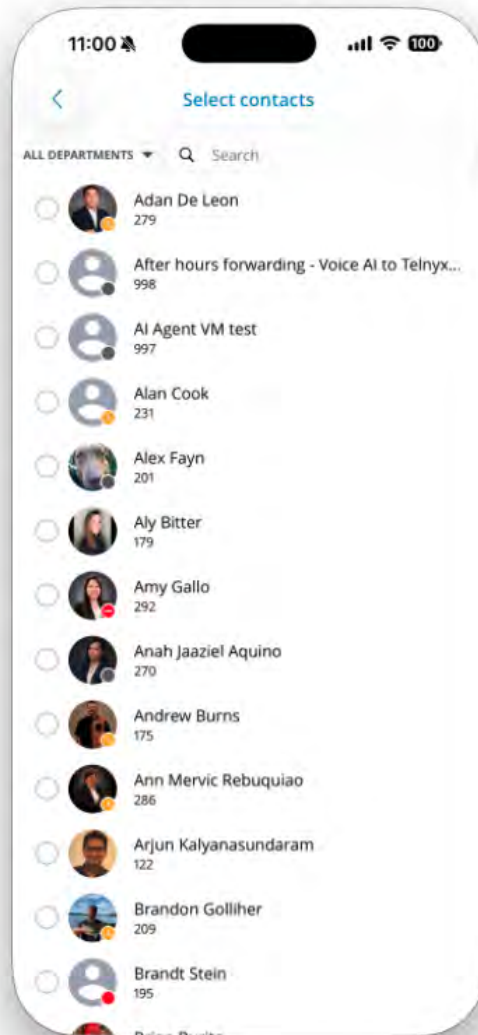
Pull down on the list to reveal the search bar, then search by name to find a conversation quickly.





Tap the **:** menu in the top-right corner and choose **Mark all as read** to clear unread indicators across every conversation at once.

Starting a New Chat

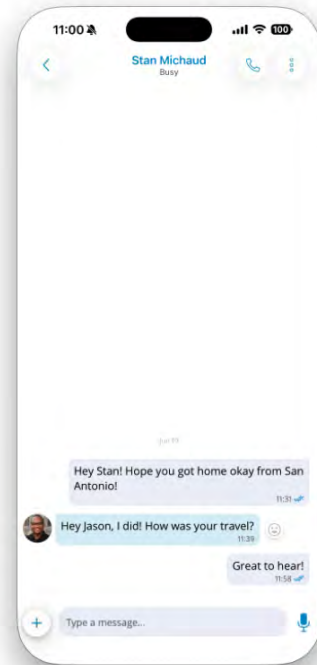


Tapping + opens the Select Contacts screen: search or browse by **Directory**, **Contacts**, or **Favorites**, then tap someone to start a conversation with them.

 **Note:** This same Select Contacts screen appears throughout the app — in Conferences, SMS, and Meetings — whenever you need to pick people to add. In those spots it also supports selecting multiple people at once, and includes a phone/123 icon in the top-right corner for typing in a number directly when the person isn't in your Directory or Contacts.

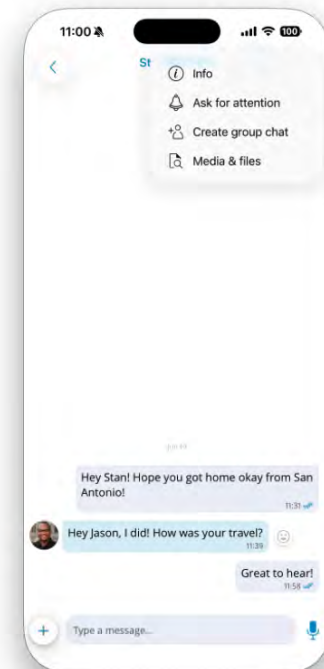
Inside a Conversation

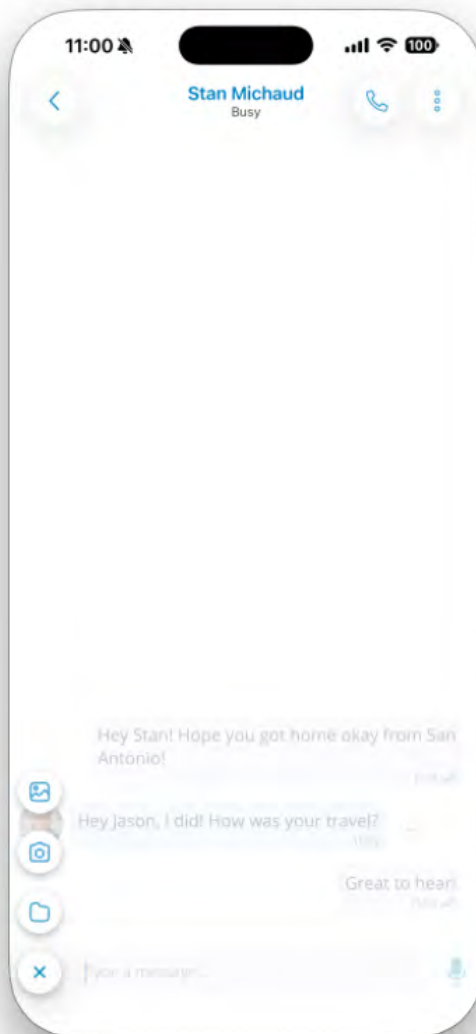
Open a conversation to see the full message history, with the other person's name and current presence status at the top. Type your message in the field at the bottom and tap **Send** (or use the microphone icon to send a voice message).



Tap the **:** menu in the top-right corner for more options:

- **Info** — view details about the conversation.
- **Ask for attention** — notify the other person that you need an immediate response.
- **Create group chat** — add more people to turn this into a group conversation.
- **Media & files** — view everything shared in this conversation.





Tap the + button next to the message field to attach something to your message:

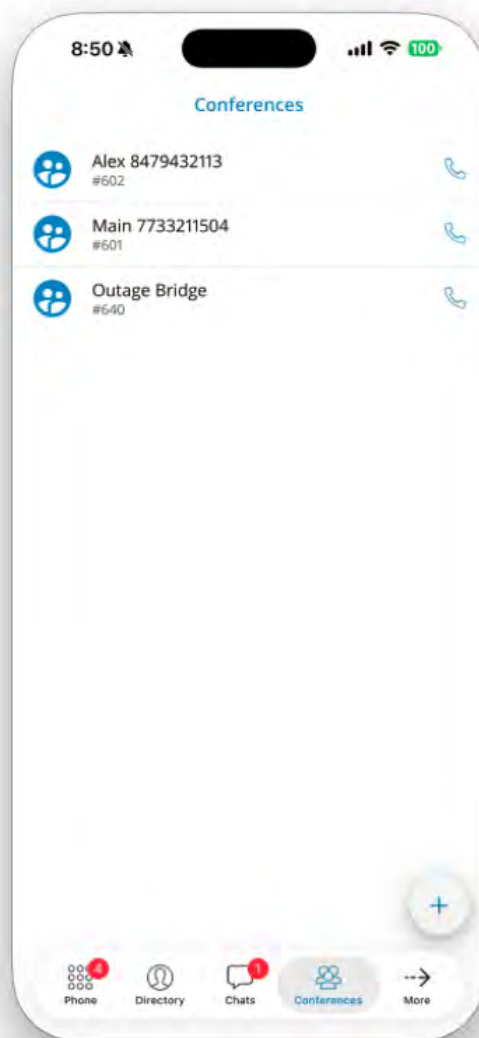
- The image icon — choose a photo from your device.
- The camera icon — take a new photo.
- The folder icon — attach a file.

Tap **X** to close the attachment options without sending anything.

Conferences

Use Conferences to join and manage conference bridge calls with multiple participants. Unlike a regular call, a conference lets several people — internal team members or outside callers — join the same audio call at once.

Viewing and Joining a Conference

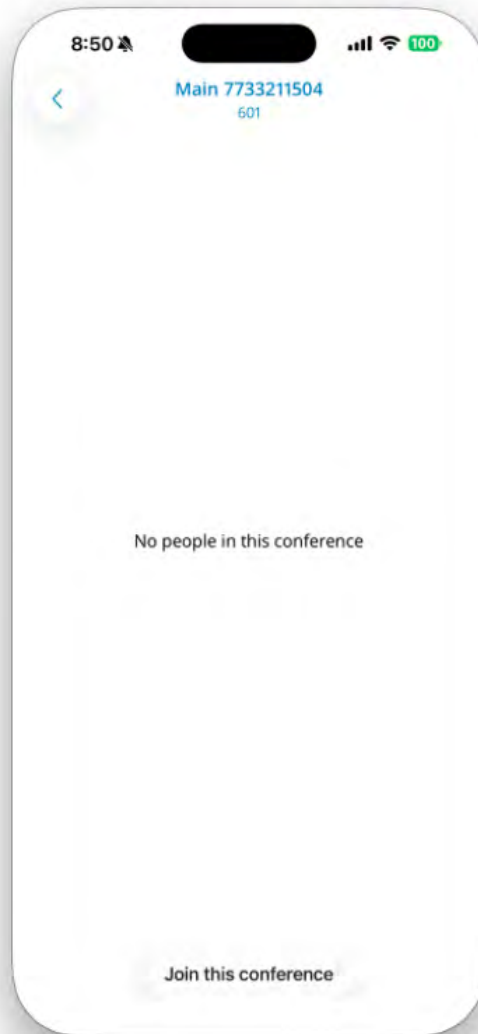


Tap **Conferences** in the bottom menu to see the list of conference rooms available to you. Each entry shows the conference name, its dial-in number, and its extension.

 **Note:** These conference rooms are set up by COEO's Onboarding team as part of your organization's phone system — you can't create a new named conference room yourself from this screen. If you need a new conference room set up, check with your organization's admin.

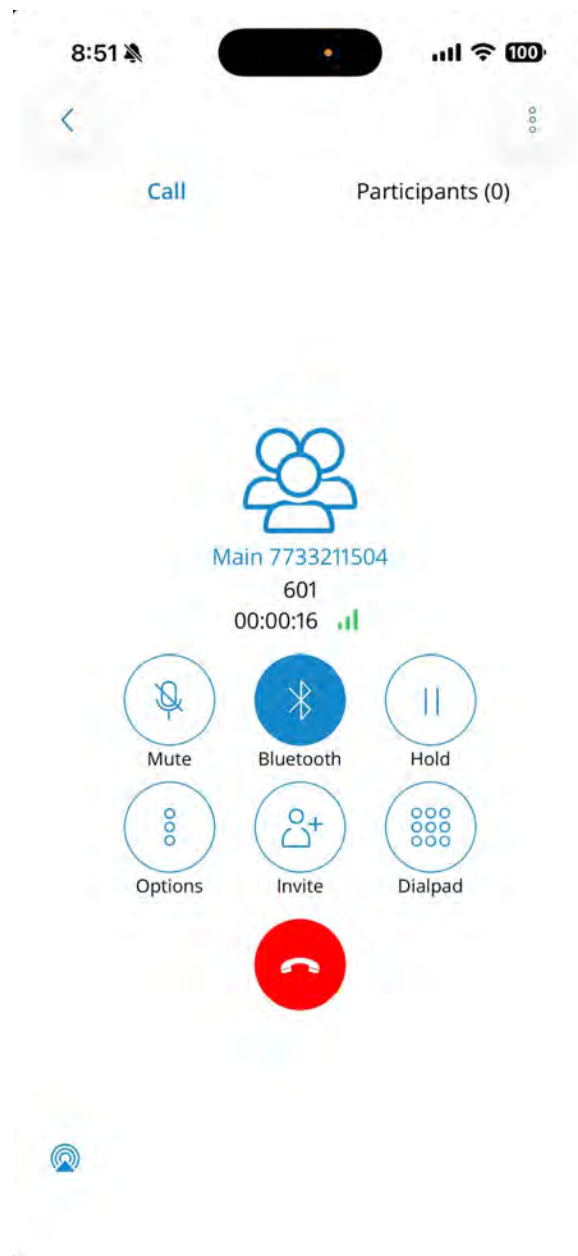
Tap the + button to start an ad-hoc conference on the spot — it opens the same Select Contacts screen described under Adding Participants below, so you can pick who to bring into the call.

Tap a conference to view its details.



The detail screen shows how many people are currently in the conference (or "No people in this conference" if it's empty) and lets you tap **Join this conference** to enter the call.

During a Conference Call



Once you've joined, you'll see the familiar in-call controls: **Mute**, **Hold**, **Options**, and **Dialpad**, along with:

- **Bluetooth/Speaker** — the middle button toggles your current audio output and its label/icon updates to reflect what's active (for example, it shows **Bluetooth** when a Bluetooth headset is connected). The small icon in the bottom-left corner opens the full audio-output picker if you want to choose a specific device.
- **Invite** — add another person to the conference (see below).

At the top, switch between the **Call** tab and the **Participants** tab to see who else is currently on the call.

Adding Participants

The **Participants** tab lists everyone currently in the conference. Tap **Add participants** (or **Invite** from the Call tab) to bring in someone else.

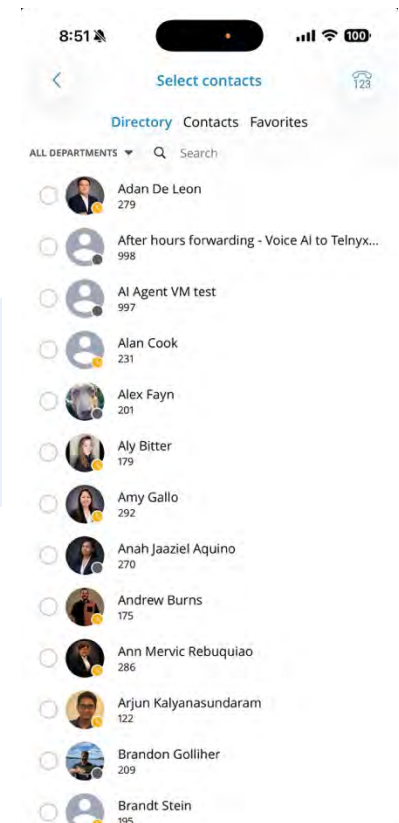


Add participants

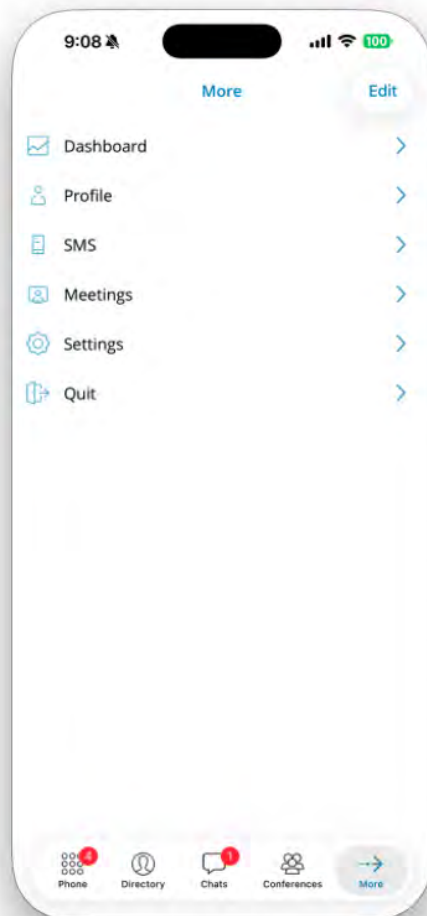
This opens the same contact-selection screen used elsewhere in the app: search or browse by **Directory**, **Contacts**, or **Favorites**, check the box next to each person you want to add, then confirm to add them to the conference.



Note: To add someone who isn't in your Directory or Contacts — an outside number — tap the phone icon in the top-right corner instead of picking from the list. This opens a field where you can type the number directly; your device may suggest matching numbers as you type. Tap **Add** to include that number in the conference.



More

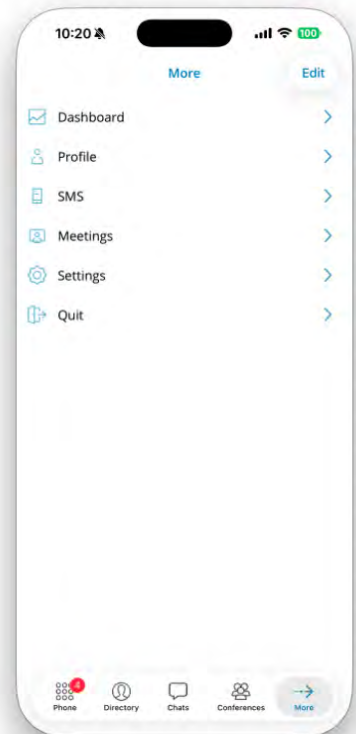


Tap **More** in the bottom menu to reach your Dashboard, Profile, SMS, Meetings, and Settings, plus the option to sign out or quit the app.

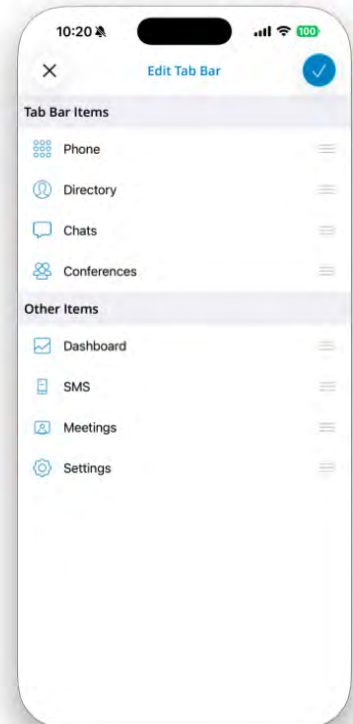
- **Dashboard** — an overview of your call activity and quick shortcuts (see below).
- **Profile** — your account details and profile picture (see below).
- **SMS** — send and view text messages (see below).
- **Meetings** — covered later in this guide.
- **Settings** — covered later in this guide.
- **Quit** — opens the option to sign out or quit the app (see Signing Out or Quitting below).

Customizing the Menu

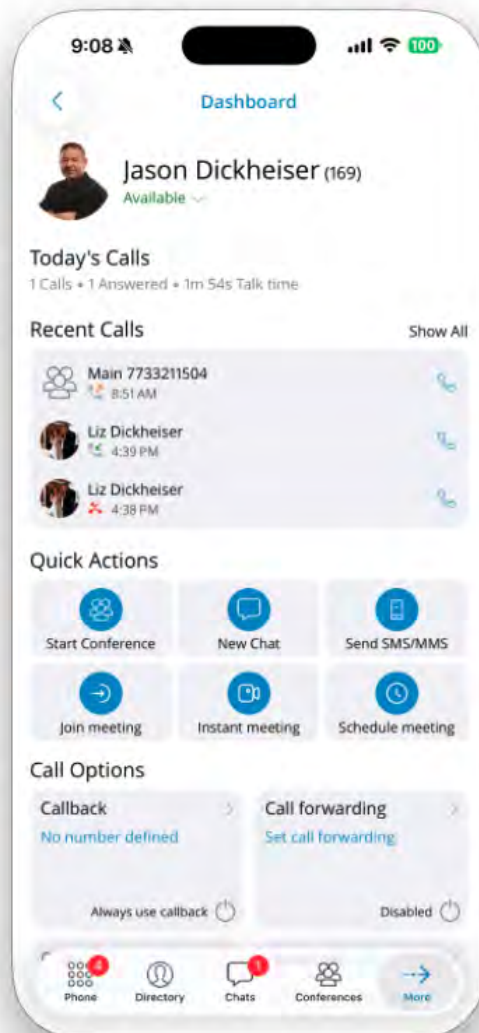
Tap **Edit** in the top-right corner of the More screen to change which items appear in your bottom menu.



Drag items between **Tab Bar Items** (the four icons that always show along the bottom of the screen) and **Other Items** (everything else, tucked under More) to rearrange them to your liking. Tap the checkmark in the top-right corner to save.

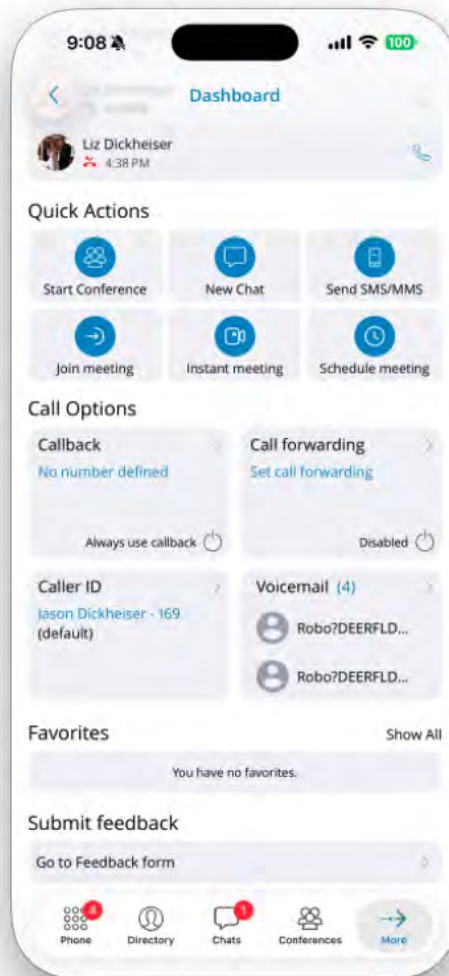


Dashboard



Your Dashboard opens with your name, extension, and current presence status at the top, followed by:

- **Today's Calls** — a quick summary of how many calls you've had today, how many were answered, and your total talk time.
- **Recent Calls** — your most recent calls, with a **Show All** link to see the full history.
- **Quick Actions** — one-tap shortcuts to **Start Conference**, **New Chat**, **Send SMS/MMS**, **Join meeting**, **Instant meeting**, and **Schedule meeting**.

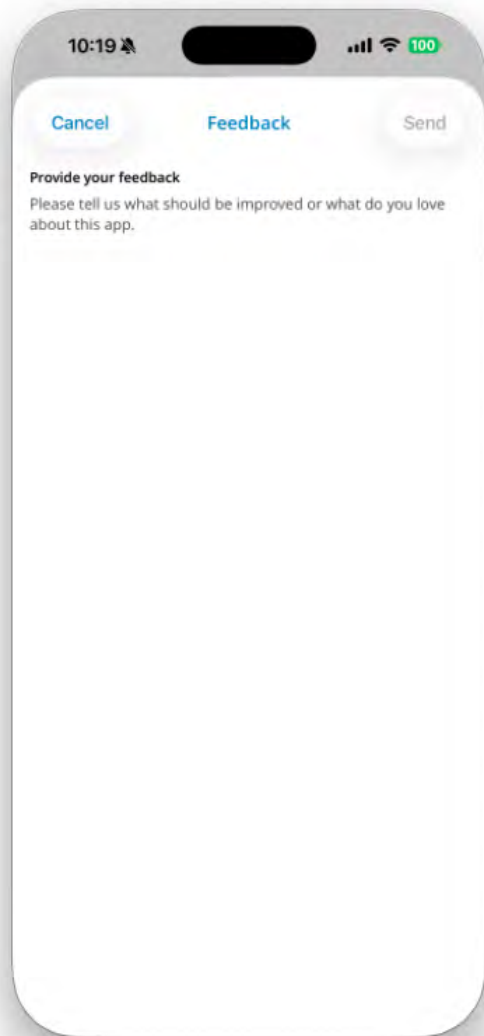


Scroll down for more:

- **Call Options** — **Callback** (have the system call you back instead of dialing out directly) and **Call forwarding**, each with its own on/off toggle.
- **Caller ID** — shows the name and number that appears when you call out.
- **Voicemail** — a preview of your most recent voicemails.
- **Favorites** — your favorited contacts, with a **Show All** link.
- **Submit feedback** — a link to send suggestions for improving the app directly to COEO.

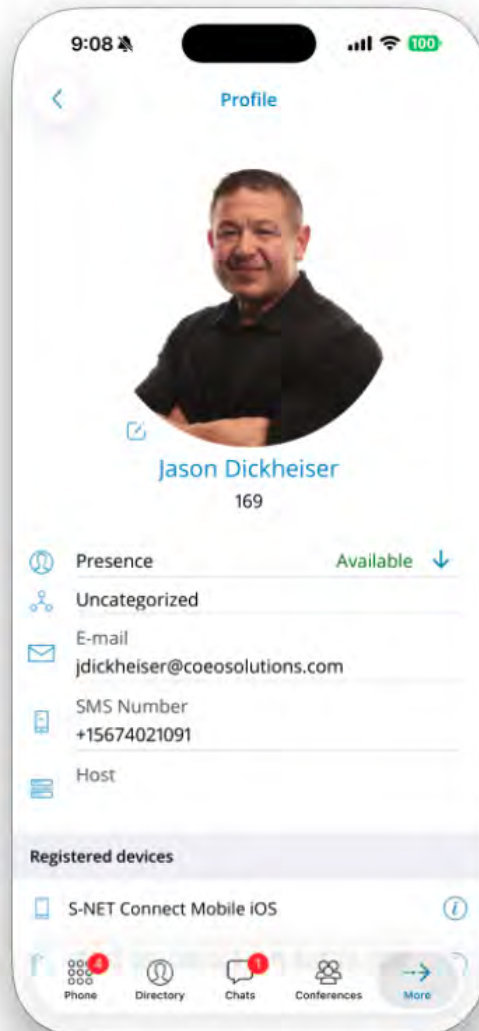
💡 **Note:** Callback here is a shortcut to the same setting covered in more detail in the Settings section later in this guide. Call forwarding and Caller ID are managed directly from this Dashboard screen.

💡 **Note:** Submit feedback is for suggestions and improvement ideas only. If you're running into an actual issue with the app, contact your CTA or COEO Support to submit a ticket instead.



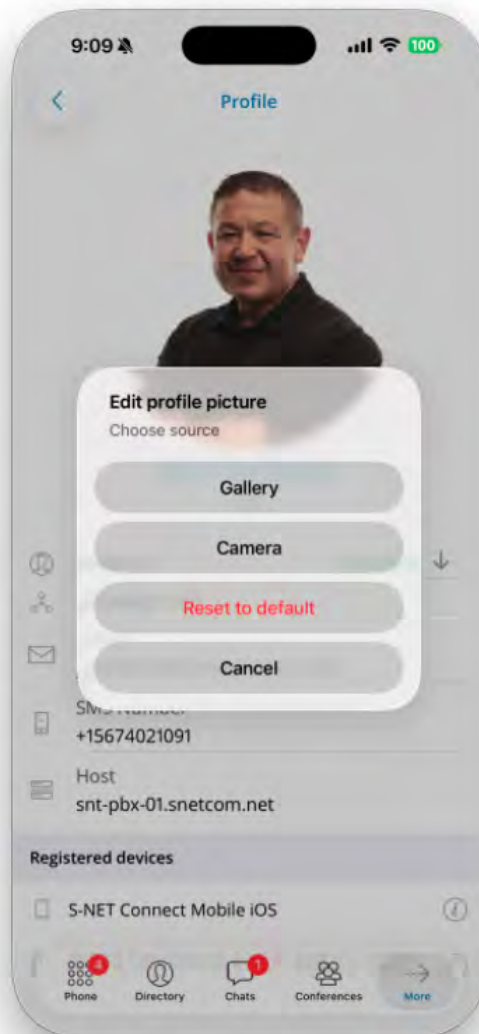
Tapping **Submit feedback** opens a simple form — type your suggestion and tap **Send**.

Profile



Tap **Profile** to view and manage your account details: your profile picture, name, extension, presence status, category, email address, SMS number, and registered devices.

Tap the small edit icon on your profile picture to change it.



You can choose a photo from your **Gallery**, take a new one with your **Camera**, or tap **Reset to default** to remove your photo.

Setting Your Presence Status

Your current presence status is shown near the top of the Profile screen you just saw, next to a small down arrow. Tap either one to open the status picker.

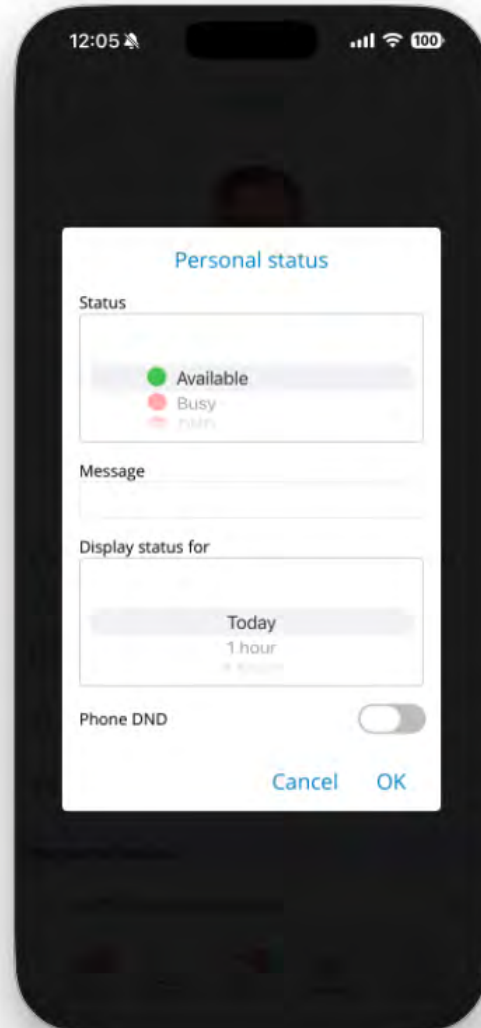
Choose from four statuses:

- **Available** — you're online and reachable.
- **Busy** — you're online but occupied.
- **DND (Do Not Disturb)** — you don't want to be interrupted.
- **Away** — you're stepped away.

Add an optional **Message** for extra context, and use **Display status for** to control how long the status applies — from the next hour up to **Always** — after which it reverts automatically.

Turn on **Phone DND** to stop incoming calls from ringing or notifying you. This is separate from the status list above — you can be showing as Available to colleagues while Phone DND quietly holds off your calls, or vice versa. Tap **OK** to apply your changes.

 **Note:** Your presence status is visible to colleagues throughout the app — for example, next to their name in the Directory. See the Directory section for what each status icon looks like there.

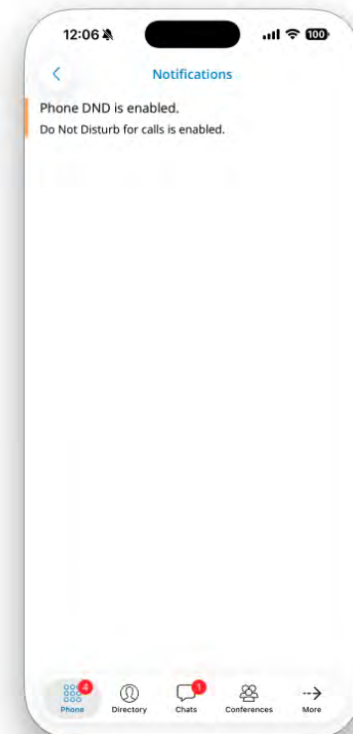


Checking Whether DND Is On

The bell icon in the top-left corner of the Phone screen opens your notification history, and shows a badge when there's something new.



Turning Phone DND on or off logs an entry here — "Phone DND is enabled. Do Not Disturb for calls is enabled." (or the equivalent "disabled" message) — so if you're ever unsure whether it's active, this is a quick way to check. See the Notifications item in the Settings section for more on this screen.



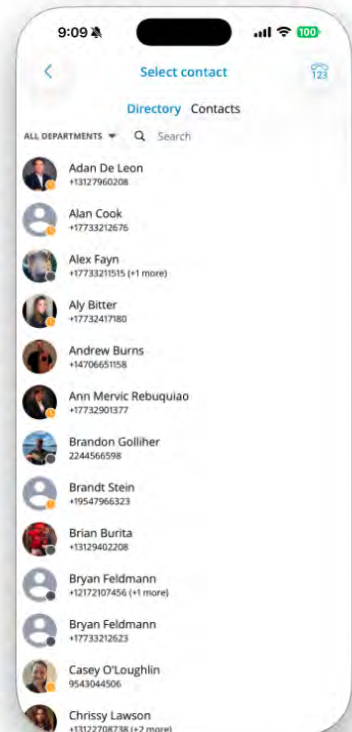
SMS

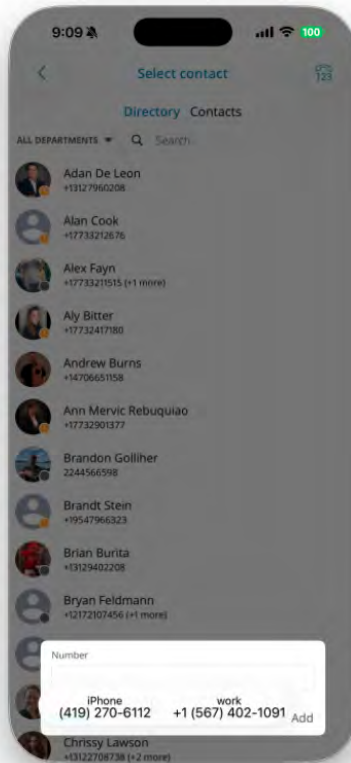
Tap **SMS** to view and send text messages from your S-NET Connect Mobile number. Tap the + button to start a new message.

Note: SMS must be enabled on your line before this feature is available. If you don't see any SMS activity, or it isn't working as expected, contact your COEO Account Manager or CTA to have it enabled.



This opens the same Select Contacts screen described in the Conferences section — search or browse your Directory or Contacts, and tap someone to start a text with them. Numbers are shown here instead of extensions, since SMS goes to a phone number rather than an internal extension.





As with Conferences, tap the phone/123 icon in the top-right corner to type in a number directly if you're texting someone who isn't in your Directory or Contacts.

Staying Connected in the Background

S-NET Connect Mobile doesn't need to be the app you're actively looking at to keep working. Simply switching to another app or your home screen leaves it running in the background — you'll still receive calls, chat messages, and meeting invites.

This depends on push notifications being allowed, which you granted during setup (see App Permissions) and which can be managed under Settings → General → **Push Notifications**.

Note: Fully closing the app with **Quit** (as opposed to backgrounding it) pauses these notifications until you reopen it. **Sign Out** goes a step further and clears your saved login entirely. See Signing Out or Quitting below for the full distinction.

Wi-Fi and Cellular Data

S-NET Connect Mobile works over both Wi-Fi and your cellular data connection, so you're not limited to calling or messaging only when you're on Wi-Fi.

If you're having trouble with calls while on cellular data, two settings under Settings → General are worth checking with your admin:

- **Use SIP over mobile networks** — must be on for calls to work over cellular data at all, rather than only Wi-Fi.
- **Optimise SIP for mobile data** — may improve how incoming calls are handled on a cellular connection.

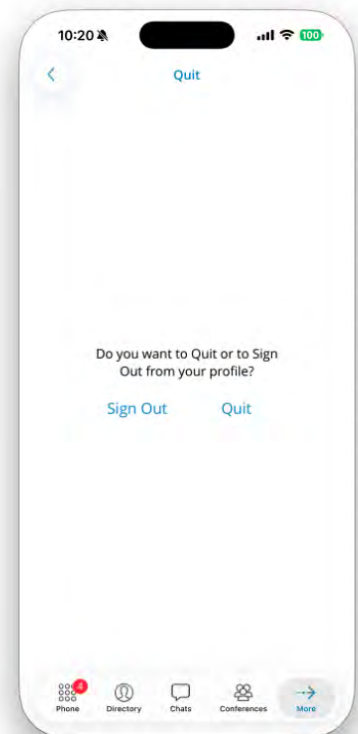
 **Note:** These are advanced settings covered in more detail in the Settings section. In most cases the defaults work well — check with your organization's admin before changing them.

Signing Out or Quitting

Tap **Quit** in the More menu, and you'll be asked whether you want to **Sign Out** or **Quit**:

- **Sign Out** — clears your saved login information. You'll need to enter your password again the next time you open the app.
- **Quit** — closes the app but keeps you signed in. You won't be asked for your password next time, but you also won't receive call, message, or meeting notifications until you reopen the app.

 **Note:** As mentioned above, if you just want to close the app for now and keep getting notifications, you don't need to use this screen at all — simply switching to another app or your home screen is enough.

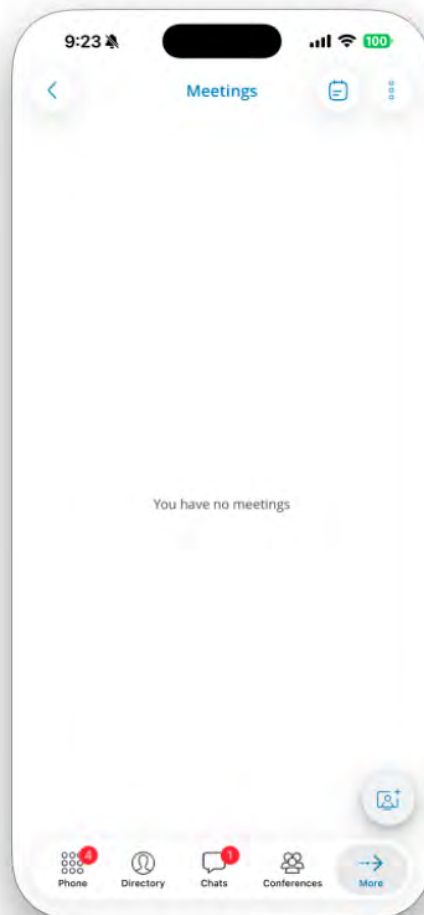


Meetings

Use Meetings for video conferencing with screen sharing, chat, and reactions — separate from the audio-only Conferences feature covered earlier.

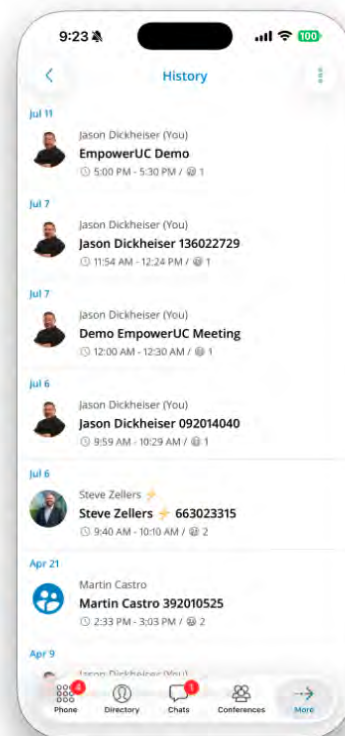
 **Note:** Meetings is an optional add-on feature that must be configured for your account before it's available. If you don't see Meetings in the More menu, or it isn't working as expected, contact your COEO Account Manager or CTA to have it enabled.

Viewing Your Meetings

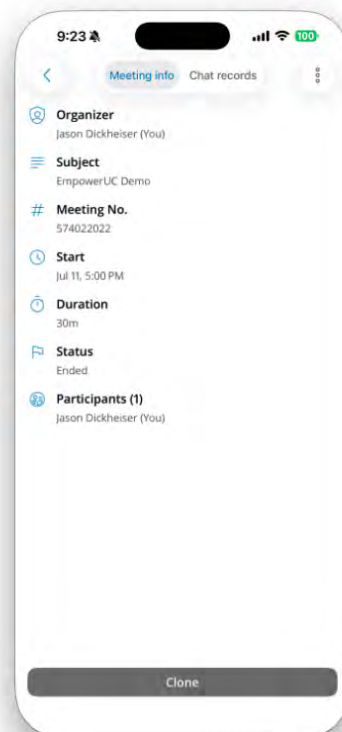


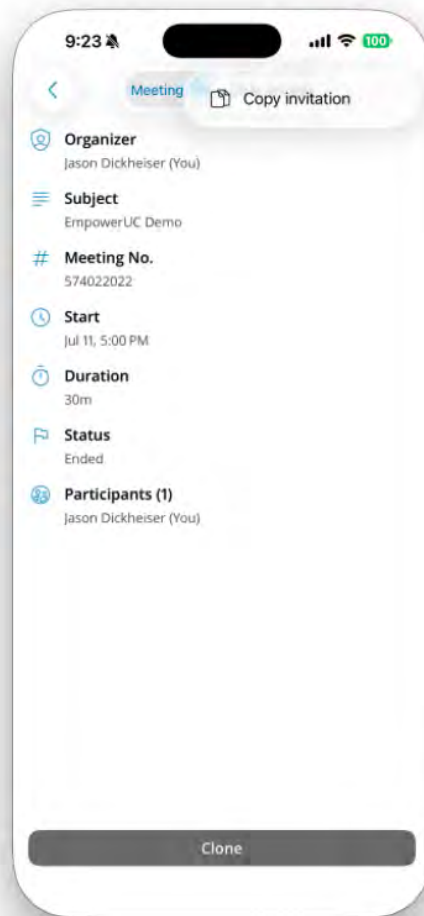
Tap **Meetings** in the More menu. If you haven't held any meetings yet, you'll see "You have no meetings" here.

Tap the history icon in the top-right corner to see your past meetings, listed by date with the organizer, subject, time, duration, and number of participants.



Tap a past meeting to see its full details: organizer, subject, meeting number, start time, duration, status, and participant list. Tap **Clone** at the bottom to start a new meeting with the same settings.





Tap the **:** menu in the top-right corner of this screen to **Copy invitation** — handy for re-sharing the details of a recurring meeting.

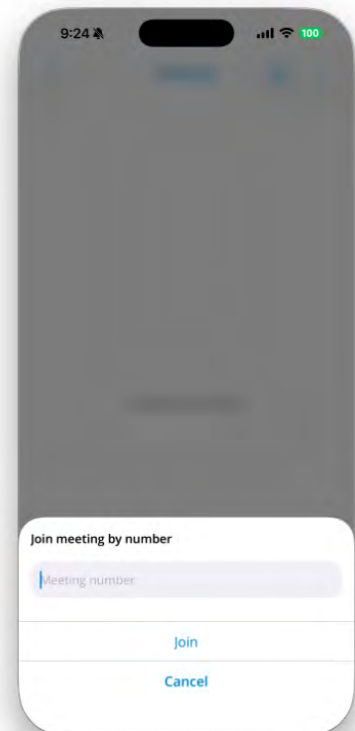
Starting or Joining a Meeting

Tap the **+** button on the Meetings screen (or use the Dashboard's Quick Actions) to:

- **Join an active meeting** — enter a meeting number to join one that's already in progress.
- **Create an instant meeting** — start a meeting right now (see below).
- **Schedule a meeting** — set up a meeting for later.



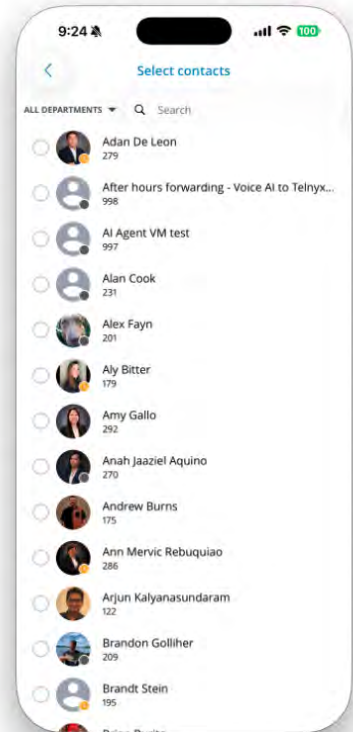
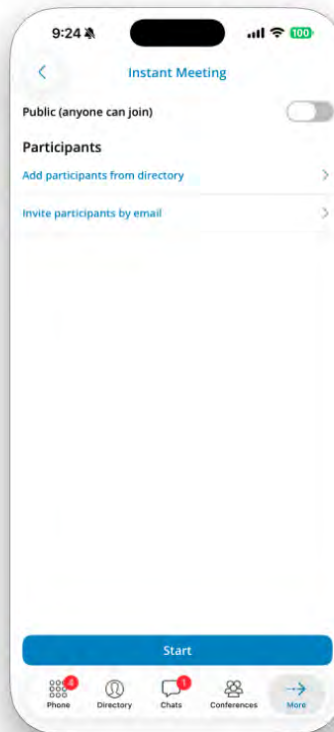
If you choose **Join an active meeting**, just enter the meeting number and tap **Join**.



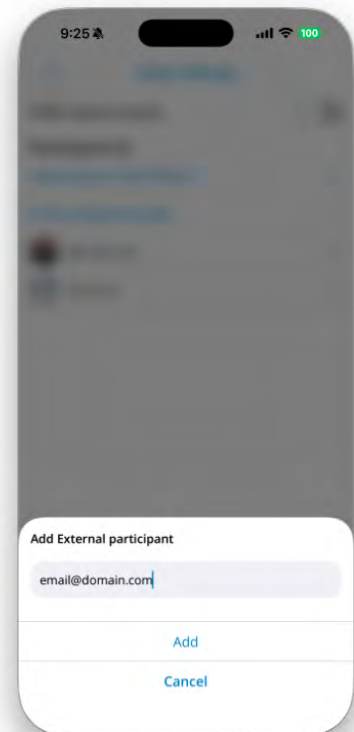
Setting Up an Instant Meeting

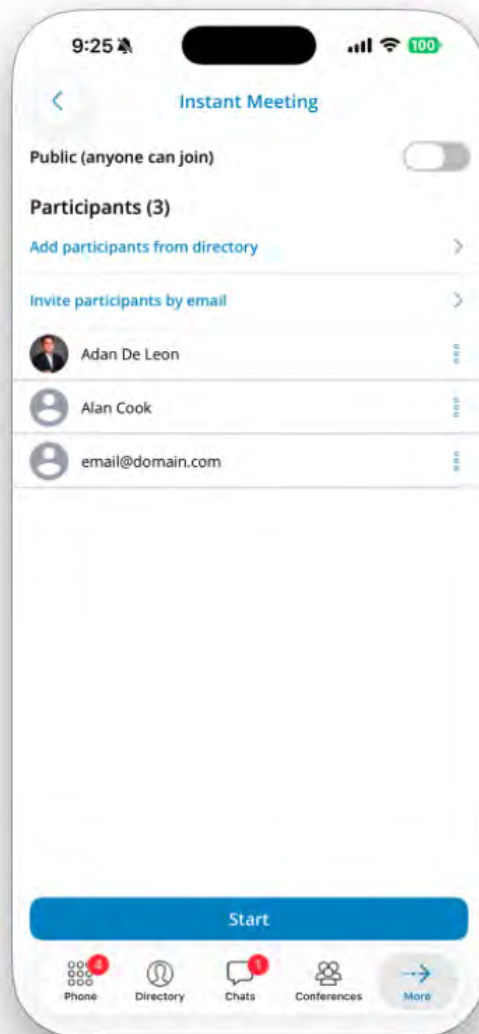
On the Instant Meeting screen:

- **Public (anyone can join)** — toggle this on to let anyone with the meeting number join. Leave it off to keep the meeting private, which requires inviting people by email.
- **Add participants from directory** — pick people from your organization using the same Select Contacts screen described in the Conferences section.
- **Invite participants by email** — add someone by typing their email address.



Inviting by email opens a simple field — type the address and tap **Add**.





Everyone you've added appears in the **Participants** list. When you're ready, tap **Start**.

During a Meeting



Once the meeting starts, you'll see the main video screen with controls along the bottom: **Unmute**, **Video**, **Participants**, **Reactions**, **Chat**, and **Leave**. In the top corners, you'll find a speaker icon and a flip-camera icon on the left, and a **Settings** gear on the right.

 **Note:** The first time you turn on your video, your device will ask permission to use the camera — see the App Permissions section for more on this.

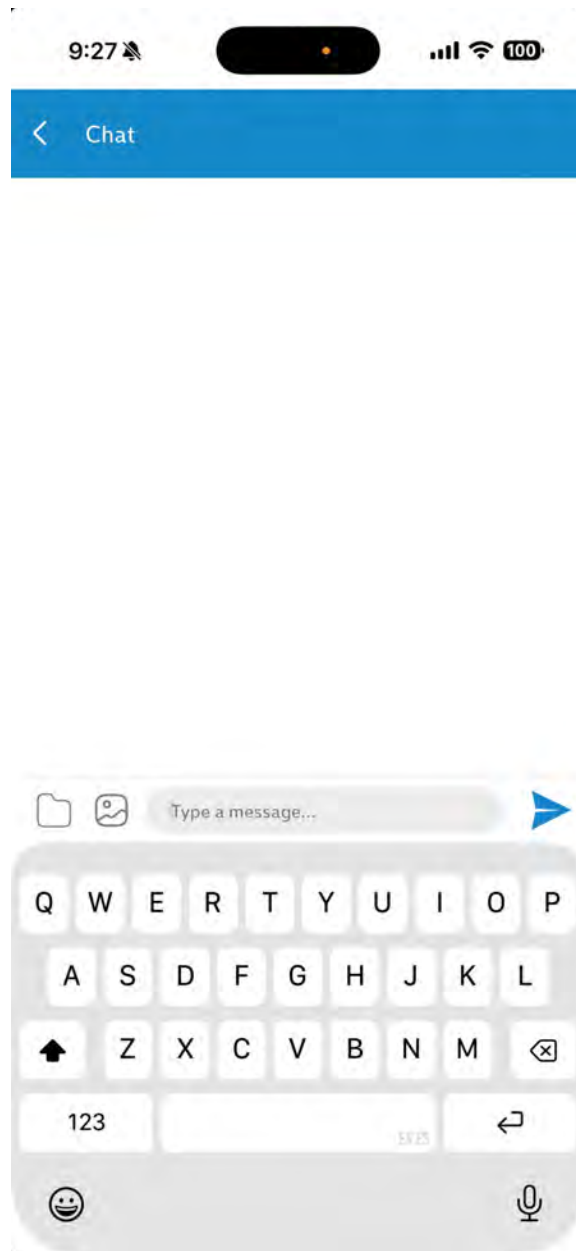
Meeting Settings



Tap the gear icon to:

- **Copy meeting number** or **Copy invite link** — share the meeting with someone else.
- **Switch to public meeting** — open up a private meeting to anyone with the number.
- **Display participant name on video** — show names on each participant's video tile.
- **Turn off sound on chat message received** — mute the notification sound for new chat messages during the meeting.
- **Disable reactions** — turn off the emoji reaction feature for the meeting.
- **Mirror my video** — flip your own camera preview horizontally, as it would appear in a mirror.

Chat



Tap **Chat** to message everyone in the meeting without interrupting the call.

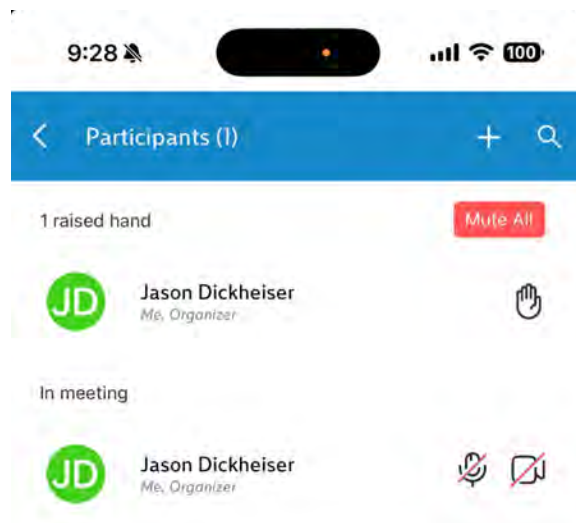
Participants and Reactions



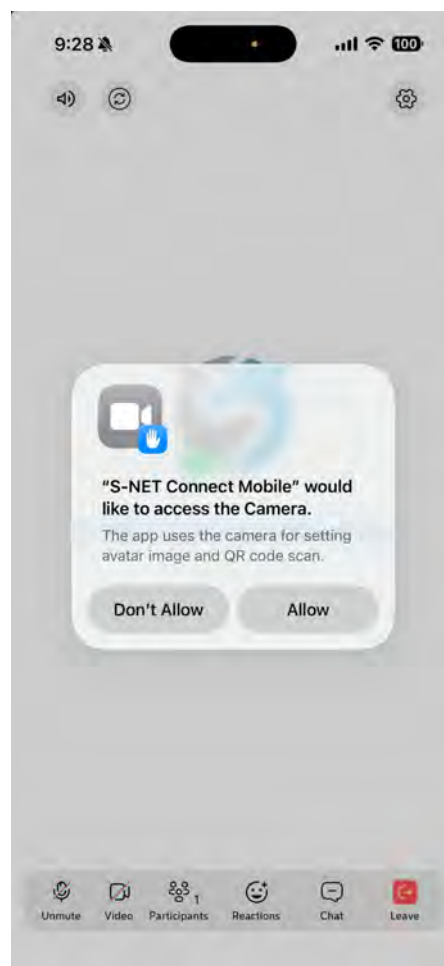
Tap **Participants** to see who's in the meeting, mute individuals or everyone at once with **Mute All**, or tap **+** to invite more people mid-meeting.



Tap **Reactions** to raise your hand or send a quick emoji reaction without unmuting.

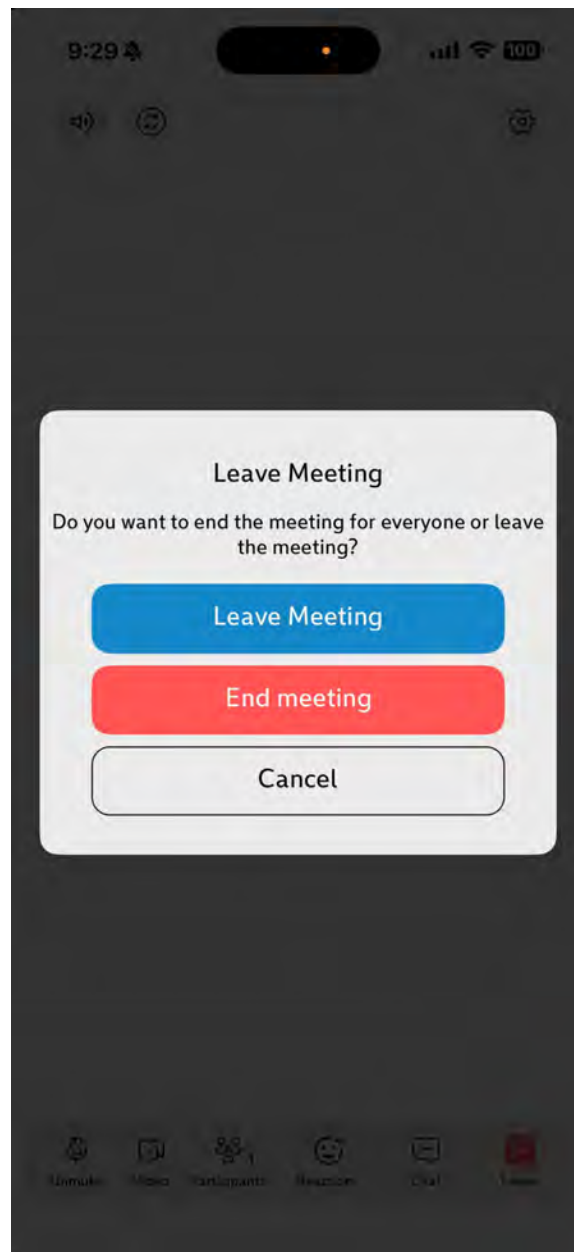


Raised hands show up at the top of the Participants list so the organizer can call on people in order.



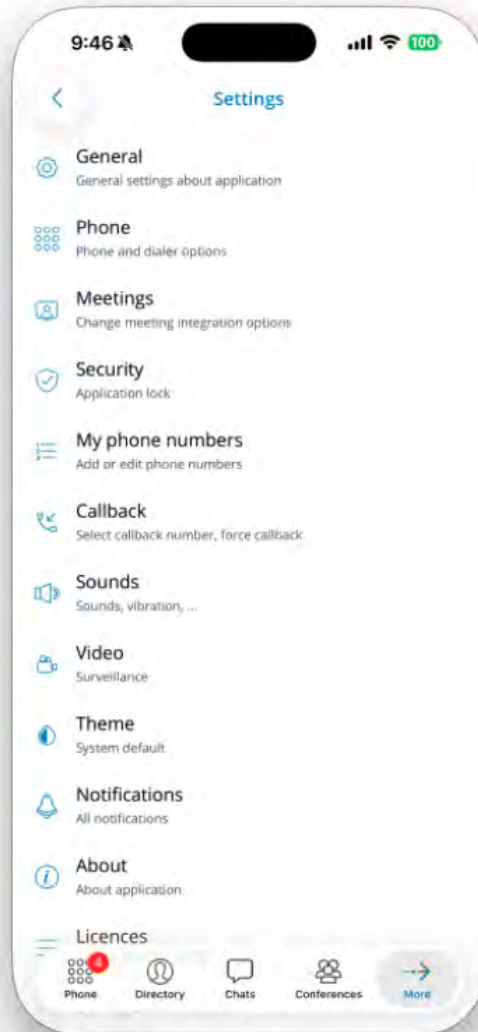
If this is the first time you're turning on your camera, your device will show a permission prompt like this one before your video starts.

Leaving or Ending a Meeting



Tap **Leave** to exit. If you're the meeting's organizer (or a co-organizer), you'll be asked whether to **Leave Meeting** (just you exit, the meeting continues) or **End meeting** (it ends for everyone). Regular participants only see the option to leave — they can't end the meeting for the group.

Settings



Tap **Settings** in the More menu to adjust how the app behaves. There's a lot here, so this section walks through each item in order: **General**, **Phone**, **Meetings**, **Security**, **My phone numbers**, **Callback**, **Sounds**, **Video**, **Theme**, **Notifications**, **About**, **Storage and Media**, and **Licences**.

General

- **Softphone**

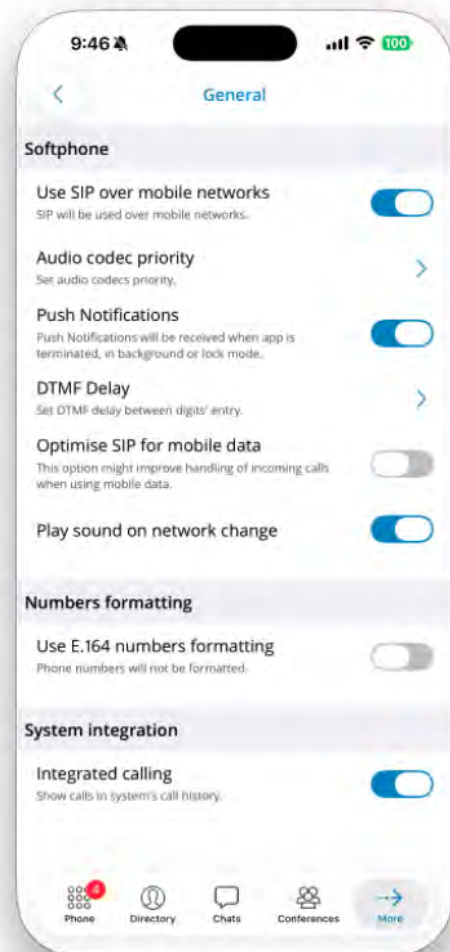
- **Use SIP over mobile networks** — lets calls be made over your cellular data connection instead of only Wi-Fi.
- **Audio codec priority** — sets the order in which audio codecs are used for calls.
- **Push Notifications** — allows the app to receive calls and messages when it's closed or in the background.
- **DTMF Delay** — sets a delay before touch-tone digits are sent, useful when navigating automated phone menus.
- **Optimise SIP for mobile data** — may improve how incoming calls are handled on mobile data.
- **Play sound on network change** — plays a sound when your device switches between Wi-Fi and mobile data.

- **Numbers formatting**

- **Use E.164 numbers formatting** — displays phone numbers in the international E.164 format (e.g., +14075551234) instead of a locally formatted style.

- **System integration**

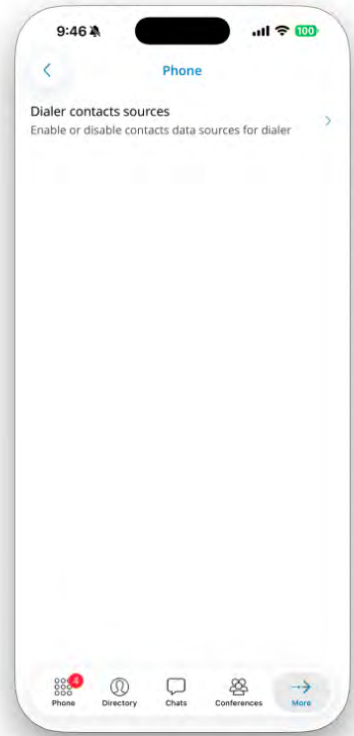
- **Integrated calling** — shows your S-NET Connect Mobile calls in your device's native call history alongside your regular phone calls.



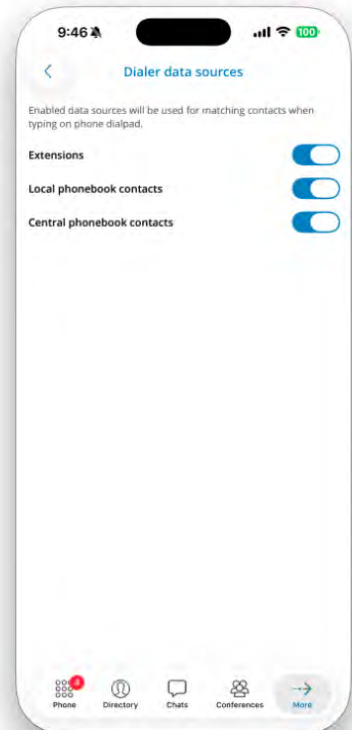
 **Note:** These are advanced settings. In most cases, the defaults work well — check with your organization's admin before making changes here.

Phone

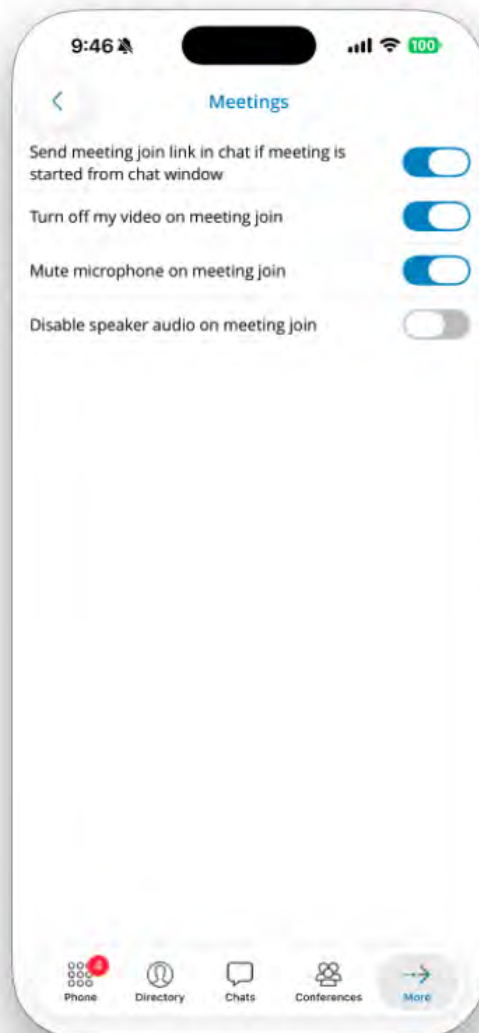
Tap **Dialer contacts sources** to choose which sources are used to match names to numbers as you dial.



Turn on or off **Extensions**, **Local phonebook contacts**, and **Central phonebook contacts** individually, depending on which sources you want the dialer to search.



Meetings

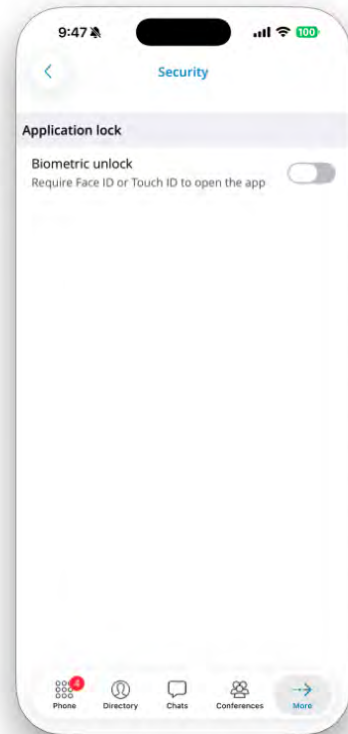


These settings control your default experience when joining a meeting (see the Meetings section earlier in this guide):

- **Send meeting join link in chat if meeting is started from chat window**
- **Turn off my video on meeting join**
- **Mute microphone on meeting join**
- **Disable speaker audio on meeting join**

Security

Turn on **Biometric unlock** to require Face ID or Touch ID to open the app.

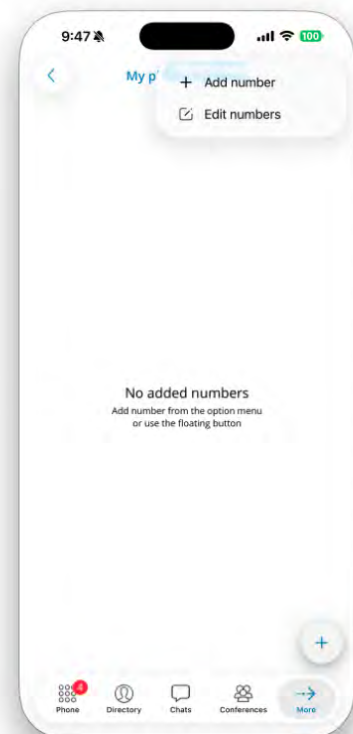


My Phone Numbers

This is where you can add personal or alternate numbers to your account. If none have been added yet, you'll see "No added numbers" here.



Tap the **:** menu (or the **+** button) to **Add number**, or choose **Edit numbers** to change or remove numbers you've already added.





To add a number, choose your **Location**, give it a **Phone Number Label** (like "Home" or "Cell"), enter the **Phone Number**, and tap **Add**.

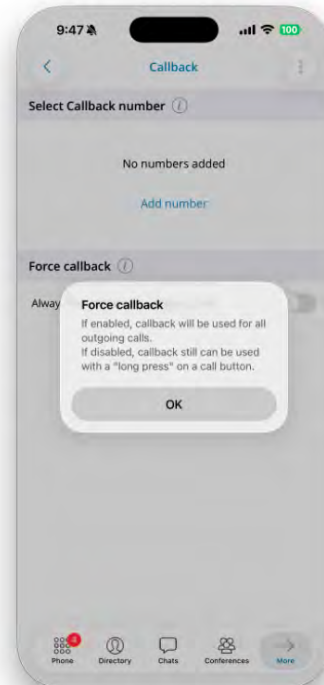
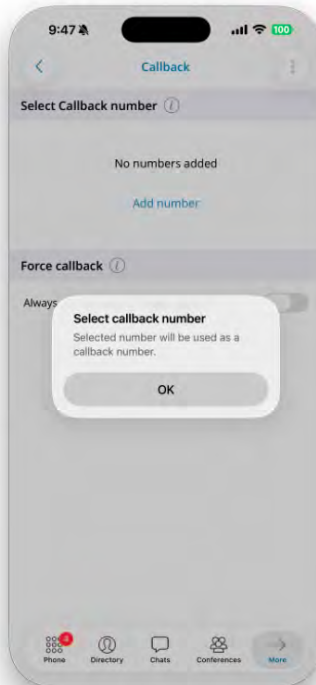
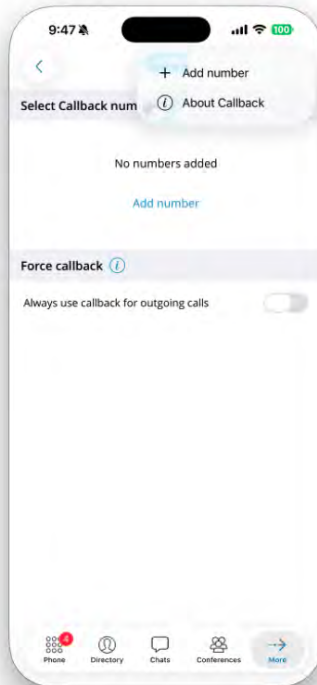
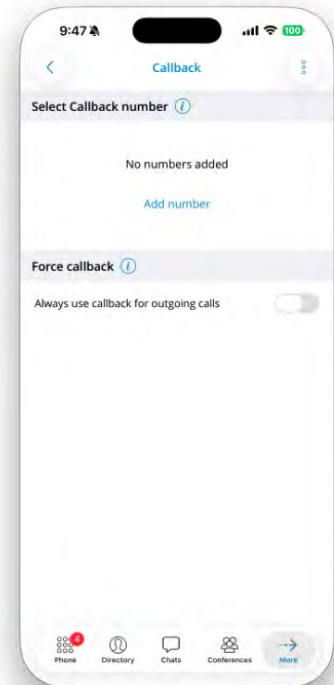
Callback

Callback has the system call your phone first, then connect you to the number you're dialing out to — useful if you're on a spotty cellular connection and want the call to come in over a regular phone line instead.

- **Select Callback number** — choose which of your added numbers (see My Phone Numbers above) should be used for callback.
- **Force callback** — turn this on to always use callback for outgoing calls. If it's off, you can still trigger callback for a single call with a long press on the call button.

Tap the ⓘ menu to **Add number** or view **About Callback**.

Tap the ⓘ icon next to either setting for a quick explanation of what it does.

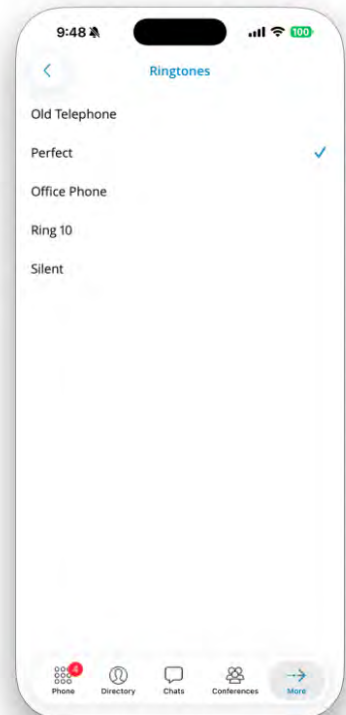


Sounds

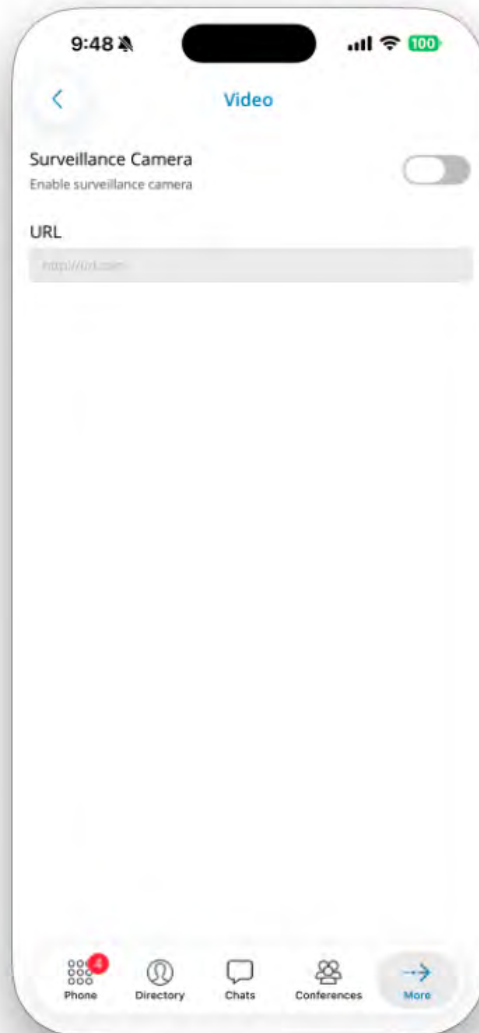
- **Ringtone** — tap to choose which sound plays for incoming calls.
- **Disable dialpad sound** — turns off the tone that plays when you tap the dialpad.



Choose from **Old Telephone**, **Perfect**, **Office Phone**, **Ring 10**, or **Silent**.



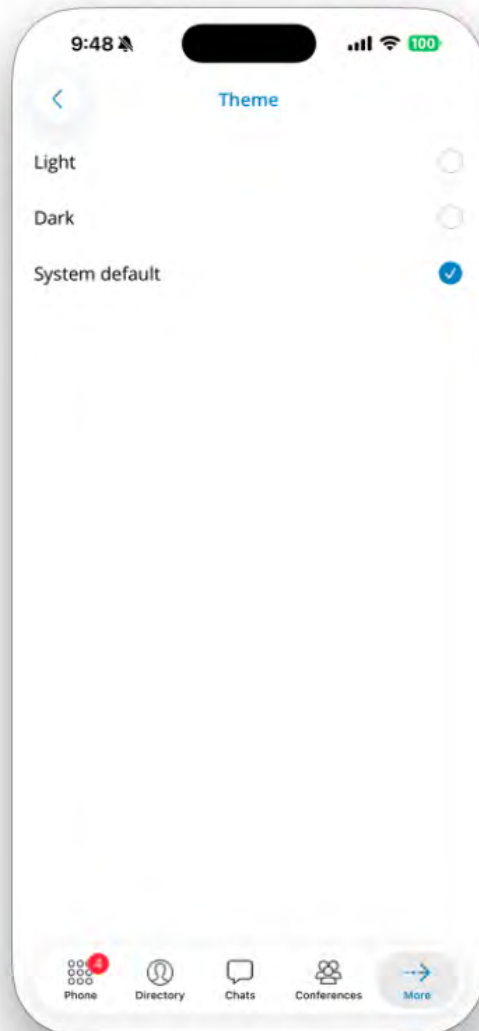
Video



Turn on **Surveillance Camera** and enter a URL to view a camera feed from within the app.

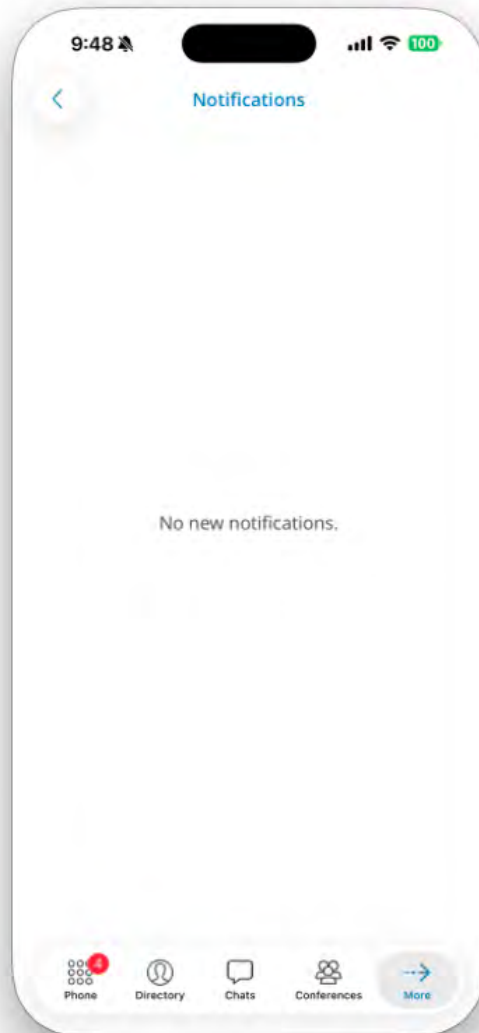
 **Note:** This is a specialized feature most users won't need. Check with your organization's admin if you're not sure whether this applies to you.

Theme



Choose **Light**, **Dark**, or **System default** to match your device's setting.

Notifications



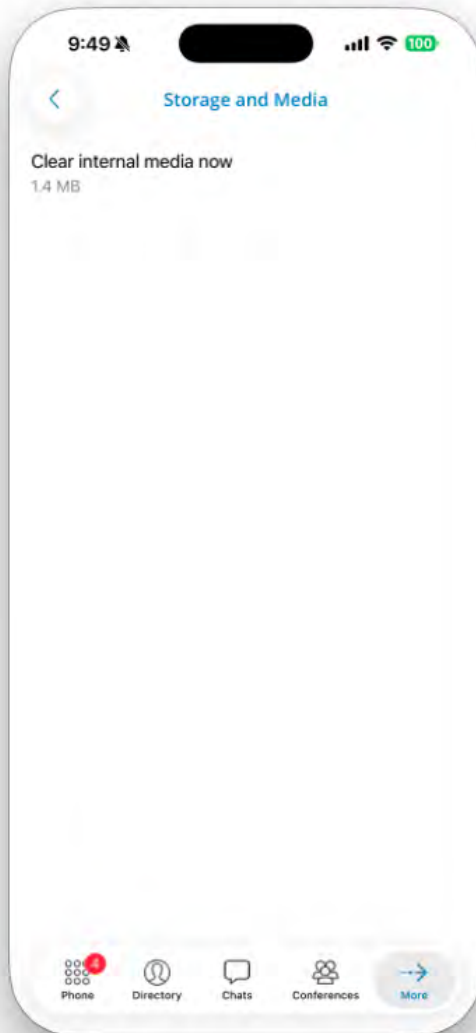
This screen shows a history of notifications from the app. If you haven't received any, you'll see "No new notifications" here.

About



Shows your app version, along with links to the S-NET Connect website, licensing and support contact information, and the privacy policy.

Storage and Media



Tap **Clear internal media now** to free up space used by cached photos and files. The amount of space currently in use is shown below it.

Licences

This screen lists the open-source and third-party software licenses used within the app. It's for reference only — there's nothing here you need to configure.