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UC Webphone Guide

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Introduction

Welcome to the Cloud UC Webclient User Guide. In this guide, you will learn how to perform the basics with the web phone.

Accessing Web Phone

Login to Portal

1. Start a web browser.
2. Go to <https://portal.onq.net/>
3. At the login page:
 - Click in the name field and type `ext@domain.onqcs.com`, where `domain.onqcs.com` would have been provided to you.
 - Click in the field and enter your user password.
 - Alternatively, if your domain has been configured for Single Sign On (SSO) using either or, click the corresponding button.

Launching the Client

Once logged in, click the top-right corner menu labelled 'Apps', and select the 'SNAPMobile Web' option.

Navigation

Right Side of Page

Globe - language selection

Headset button - Agent status, will change colour with status. If the web app does not detect a functioning mic, or the browser has not given mic permission, the app may automatically change itself to offline.

SIP (phone) button - Registration status

Left Side of Page

Avatar Button - This will be your gravatar, if configured.

Presence badge (phone icon) - green means logged in & user is online, red is logged in & user busy or on a call, and grey is logged in & user is offline.

Presence badge (chat icon) - blue means logged into chat.

Permissions on First Time Launch

Microphone Request

SNAPMobile web requires microphone access. This a browser permission and can be later disabled in browser settings. Microphone selection is also available under the "Settings" sidebar.

Receive Inbound Calls Request

If the current answering rule is configured to ring only the user's extension, then a prompt will display asking whether the user would like to enable SNAPmobile Web to receive inbound calls. It is important to click YES when prompted, or else inbound calls to the webphone might be sent straight to voicemail.

Customise Screen Layout

Multiple cards can be displayed at a time, including chat and active calls. Cards have drag & drop capability, and the ability.

Usage

Place a Call

1. Click the red circle/plus button in the bottom right, and then the dial pad option (new call)
2. Dialing can be performed by either clicking directly on the numbers in the dial pad, or by typing the numbers from your keyboard. Autocomplete suggestions may also be displayed. Once dialed, the phone icon will turn green - either click this or simply press enter on your keyboard to begin the call.
3. Calls can also be placed directly from the Portal, while still using the SNAPmobile web application.

For instance, in the below screenshot, a call is being placed from the Portal's "contacts" sidebar. Clicking on the phone icon across from a contact will open the option to "call using" and a dropdown selection of available phones.

Receive a Call

When receiving a call, the computer will play a ringtone and the webphone will display the below call options.

Reject - reject the call from all ringing devices that are part of a simultaneous ring (if applicable).

Ignore - this will ignore the call received within the SNAPMobile Web interface, but will continue ringing other devices that are part of a simultaneous ring (if applicable)

Answer - this will simply answer the call

Handle a Call

When a call is active, the following functions will be available:

Transfer a Call

To transfer a call, first click the 'transfer' button during an active call. You will then be given the option to either dial the number or select a contact. If you choose to dial the number, a dial pad will popup. After dialing the number, click the green phone icon to choose either blind or assisted transfer.