



## Mobile App User Guide

ANDRIOD VERSION 6.5.0  
IOS VERSION 6.4.5



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# GETTING STARTED

A PenTeleData VoIP service subscription is required to make audio or video calls with Cymbus. Once your account is set up with PenTeleData, you will receive an email from Cymbus with your username and password.

## System Requirements

<b>Operating System</b>	<ul style="list-style-type: none"> <li>• Android version 6.0 (Marshmallow) or higher</li> <li>• iOS 13 or higher</li> </ul>
<b>Supported Devices</b>	<ul style="list-style-type: none"> <li>• Android smartphones, tablets, and Chromebooks</li> <li>• iPhone 5s and higher</li> <li>• iPod Touch 6th generation and higher</li> <li>• iPad Air, Mini, or Pro and higher</li> </ul>
<b>Supported Accessories</b>	<ul style="list-style-type: none"> <li>• Headset with microphone (including Bluetooth™): Cymbus uses the earpiece and microphone on the headset.</li> <li>• Headphones (no microphone): Cymbus uses the earpiece on the headphone and the built-in microphone on the device.</li> </ul>

### VOIP OVER MOBILE & CELLULAR DATA NOTICE

Some mobile network operators may prohibit or restrict the use of VoIP functionality over their network and may also impose additional fees or other charges in connection with VoIP use. Cymbus will not be held liable for any charges, fees, or liability imposed by your carrier for use of VoIP over mobile and cellular data.

### EMERGENCY CALLS WARNING

Cymbus products provide handling designed to redirect emergency calls to the native cellular dialer when possible on a best reasonable commercial-efforts basis. However, this functionality is also dependent on the operating system of the mobile device, which is outside of our control and is subject to change at any time. As a result, the official position of Cymbus is that Cymbus product is not intended, designed, or fit for placing, carrying, or supporting emergency calls. Cymbus will not be liable for any costs or damages arising either directly or indirectly from the use of the software for emergency calls. Using Cymbus as a default dialer may interfere with dialing emergency services.

# Install and Sign In

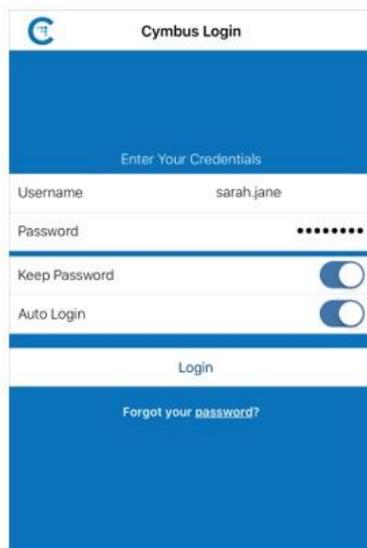
To get started, download your cloud communications app the following locations

[The Google Play Store](#)

[The App Store](#)

A *Welcome* email that contains your login details was sent to you when your account was created. Click the link in that email to create your password, then open the app and sign in.

Remember to toggle on *Keep Password* and *Auto Login*.



## IOS PERMISSIONS

When prompted, give Cymbus the following permissions:

- Allow Cymbus to make and manage calls
- Allow Cymbus access to your contacts
- Allow Cymbus to access to the microphone
- Allow Cymbus access to the camera
- Allow Cymbus to send notifications

## Can't sign in?

- If you can't remember your password, click *Forgot your password?* and check your email for a link to reset it. If you don't receive that email, please contact Customer Support.
- You can be signed in to the Cymbus app on up to two devices, such as your computer and mobile phone. To deactivate an old device so you can sign in on a new one, see [Manage Devices](#) for more information.

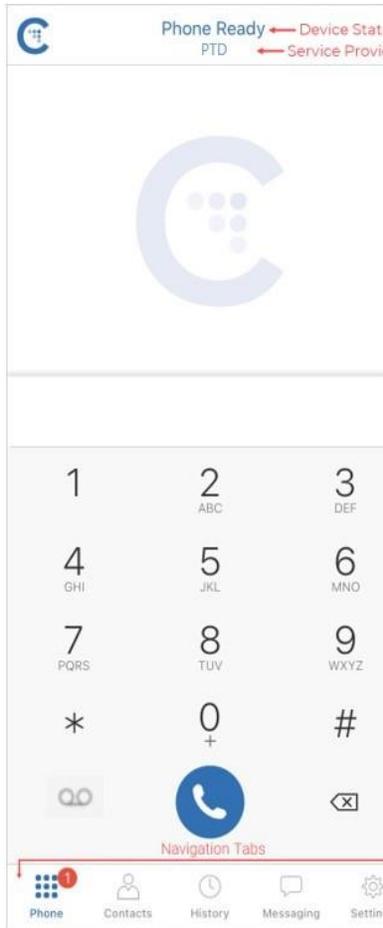
## EXIT CYMBUS

We recommend keeping Cymbus open in the background, but if you need to sign out, To exit the Cymbus application, tap **Settings** and then tap **Log Out** in the top right corner.

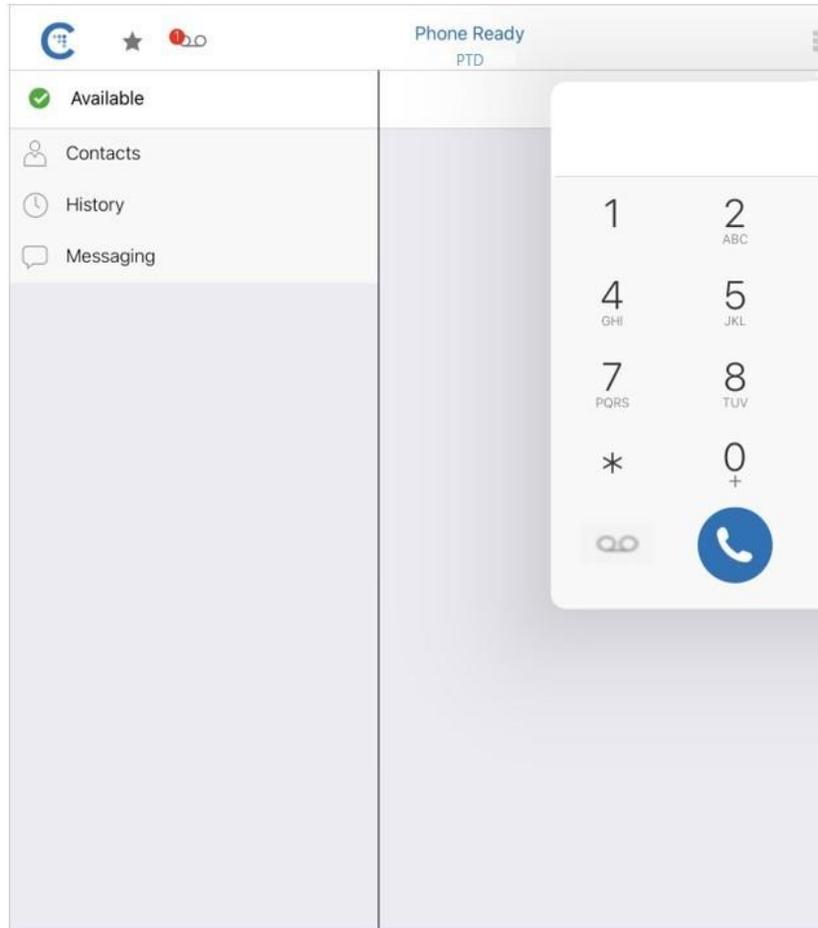
# USING CYMBUS

The screenshots in this guide are from both the Android and iOS apps. While the device layouts and options on each platform may be slightly different, the features and functions are the same.

## PHONE



## TABLET



The screenshots above are from iOS devices. On Android, the icons are not labeled.

## Navigation Tabs

The device status and service provider are listed at the top center of the screen. The navigation tabs are located at the bottom of the screen on a phone, and at the top of the screen on a tablet.



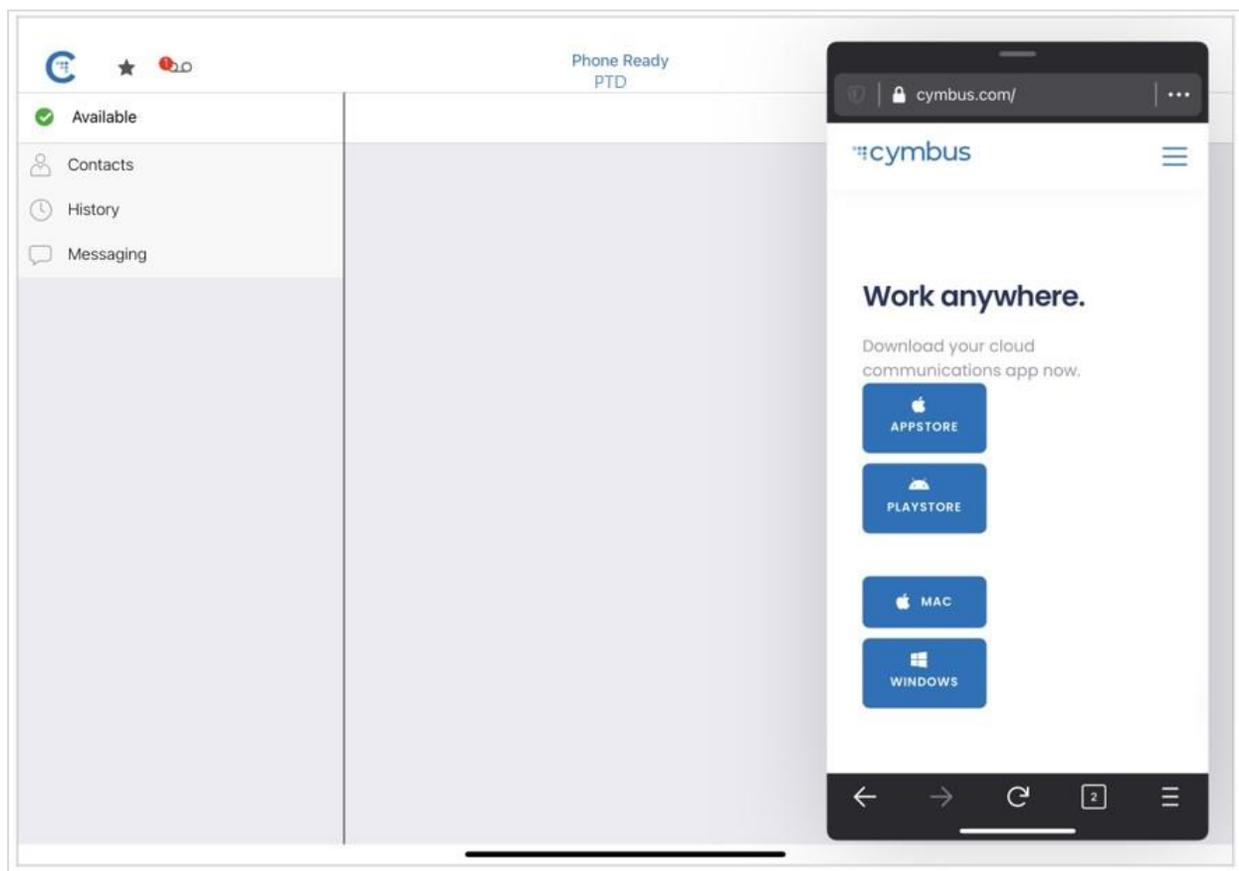
# iPad Multitasking

Cymbus on iPad can be used in Slide Over or Split View. In these modes, the interface is the same as the iPhone app.

## iPad Slide Over

When you use two apps in Slide Over, one app sits on top of the other and blocks part of the content. You can move the app in Slide Over to either side of the screen, but it always covers a portion of the app underneath.

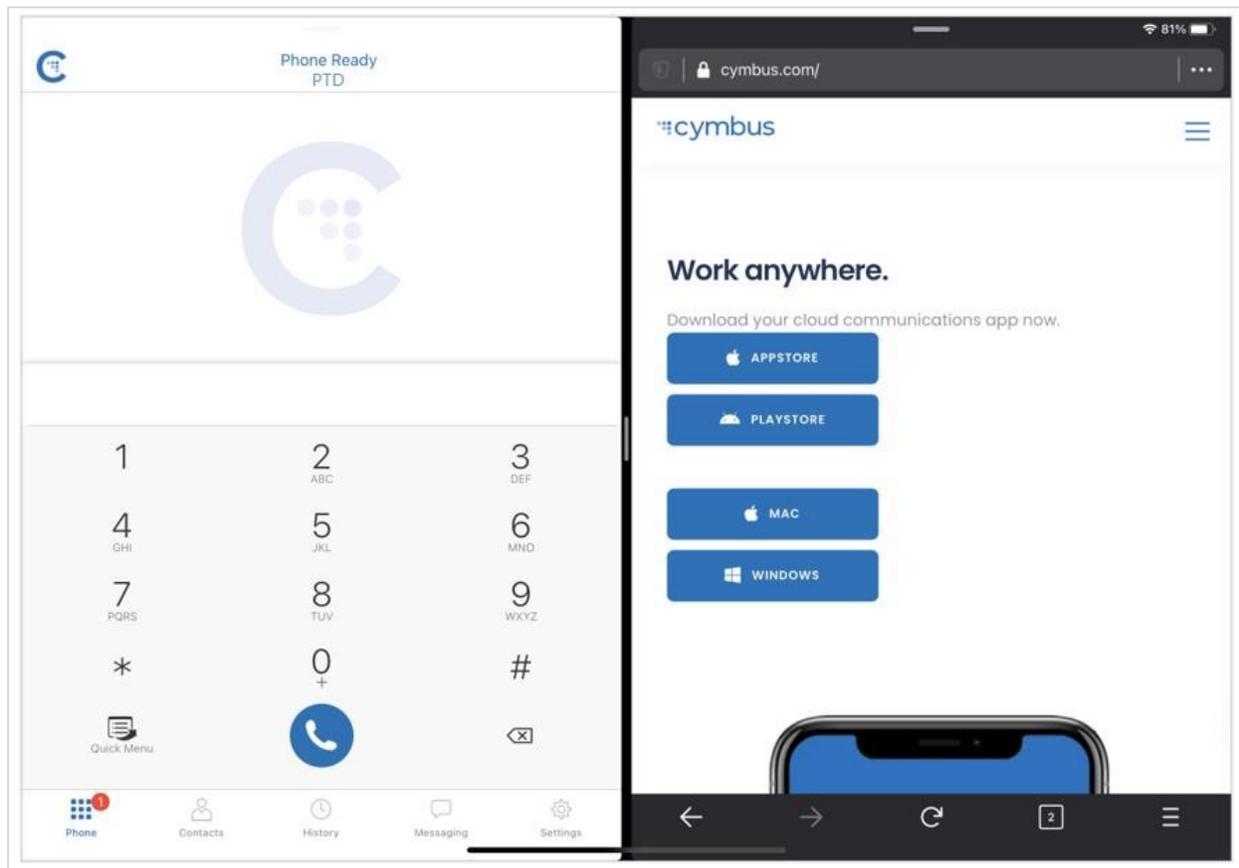
1. With Cymbus in the foreground, swipe up from the bottom of the screen to open the Dock.
2. Long-press the second app you want to open and drag it off the dock. The app opens in Slide Over on top of Cymbus.



## iPad Split View

When you use two apps in Split View, both apps adjust in size and run side by side. You can adjust the size of the apps to be equal in size or a 25/75 split.

1. With Cymbus in the foreground, swipe up from the bottom of the screen to open the Dock.
2. From the dock, long-press the second app you want to open and drag it to the far right or left of the screen until Cymbus shrinks, leaving a space beside it.
3. Release the second app. Both apps are now in Split View.



### IOS PREFERENCES

To use Slide Over or Split View, make sure iOS Settings > General > Multitasking & Dock > *Allow Multiple Apps* is toggled on.

# Making Calls

You can place a voice or video call from almost anywhere in the app. If you know the number, you can place a call from the dialer on the Phone tab. If you don't know a number, you can place the call from Contacts, History, or from a chat room.

## Using the dialer



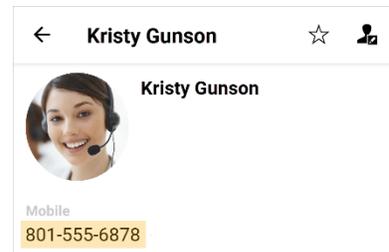
Type the name, phone number, or extension you want to call in the dialer field. As you type, Cymbus will display suggestions for completing the entry. Tap a contact from the list to dial.

To redial a number, tap **Dial** to bring up the last number you called and then tap **Dial** again.

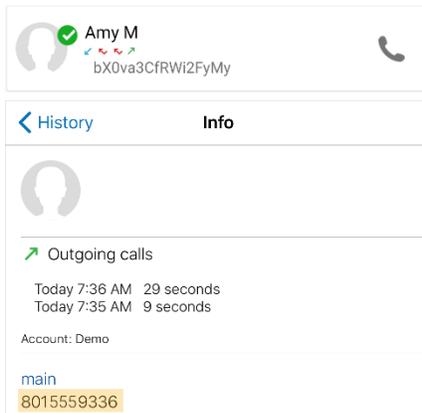
## Using Contacts

In the Contacts tab, search for or locate a contact and tap on their name to open their contact details. Tap the number you want to dial, then choose **Call** or **Video** to complete the call.

If you choose **Video**, Cymbus starts sending your video when the other party accepts the call.



## Using History



1. Go to the History tab and locate the entry containing the contact you want to call.
  - **ANDROID.** Tap **Phone**. Alternatively, long-press the entry containing the contact you want to call.
  - **IOS.** Tap the entry. Alternatively, tap **Info** next to the entry, then tap the number you want to dial.
2. Tap **Call** or **Video** to dial.

### CALL HISTORY SYNC

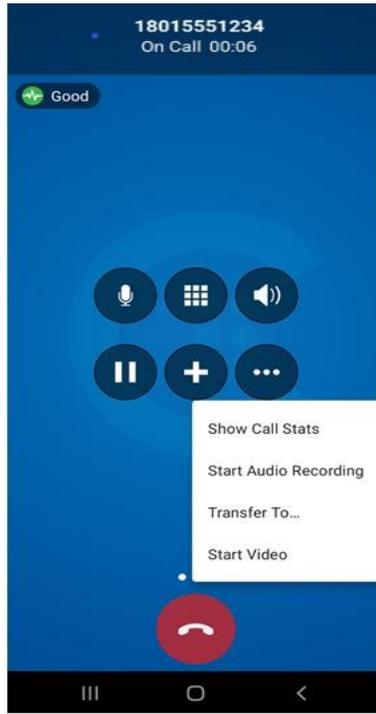
Call logs are synchronized between your devices. Cymbus downloads the logs in small increments as you scroll through the Call History. When a call is deleted from one device, the log is deleted from the server, so the change is reflected on both devices.

# Android call screens

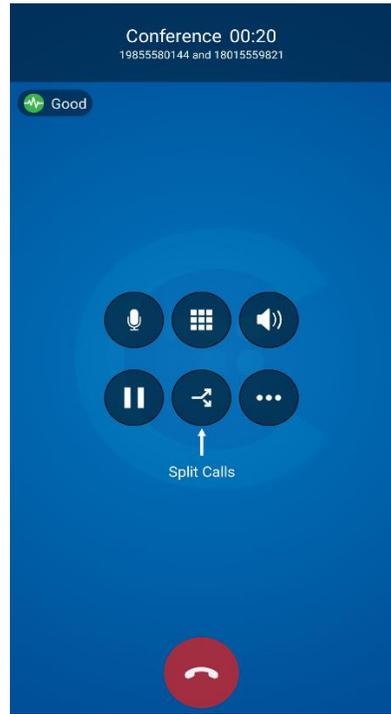
## ON CALL



## MORE

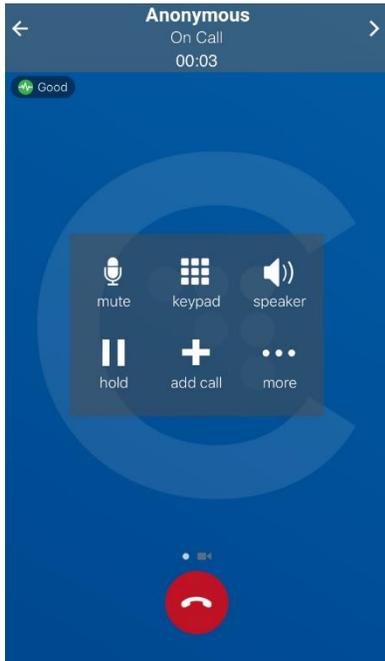


## CONFERENCE

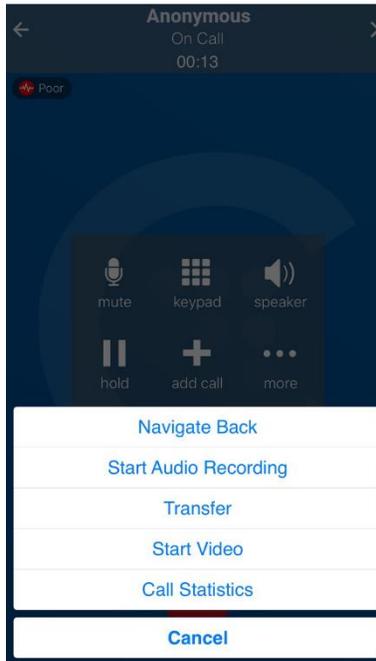


# iPhone call screens

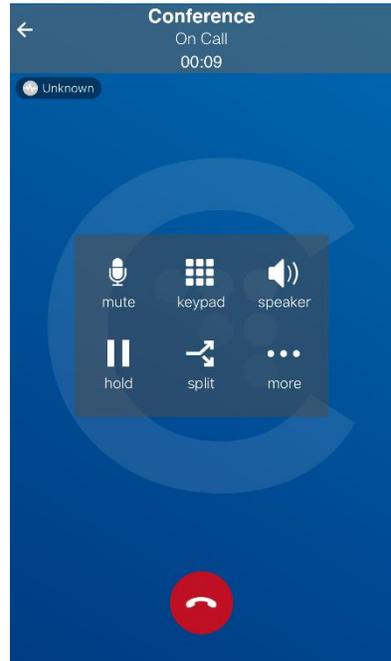
## ON CALL



## MORE

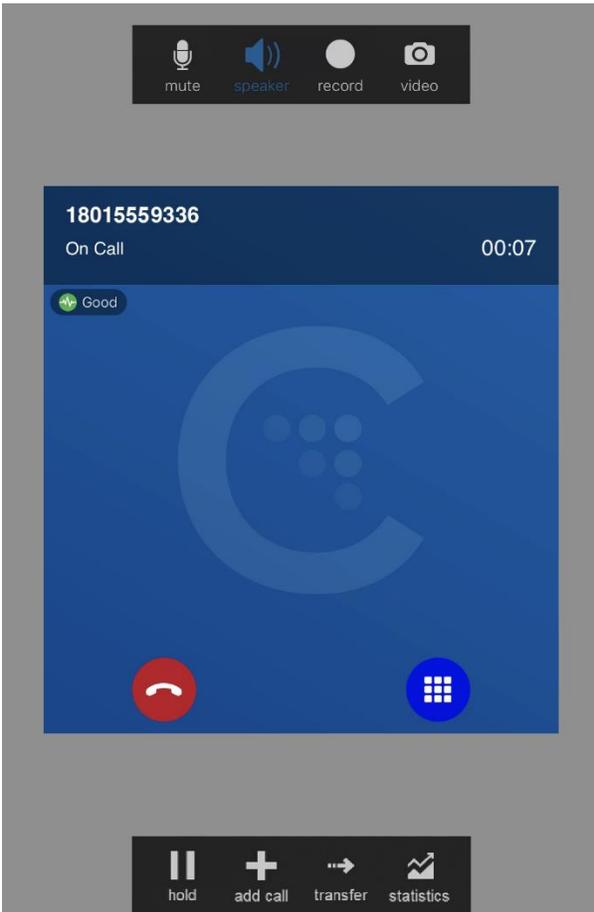


## CONFERENCE

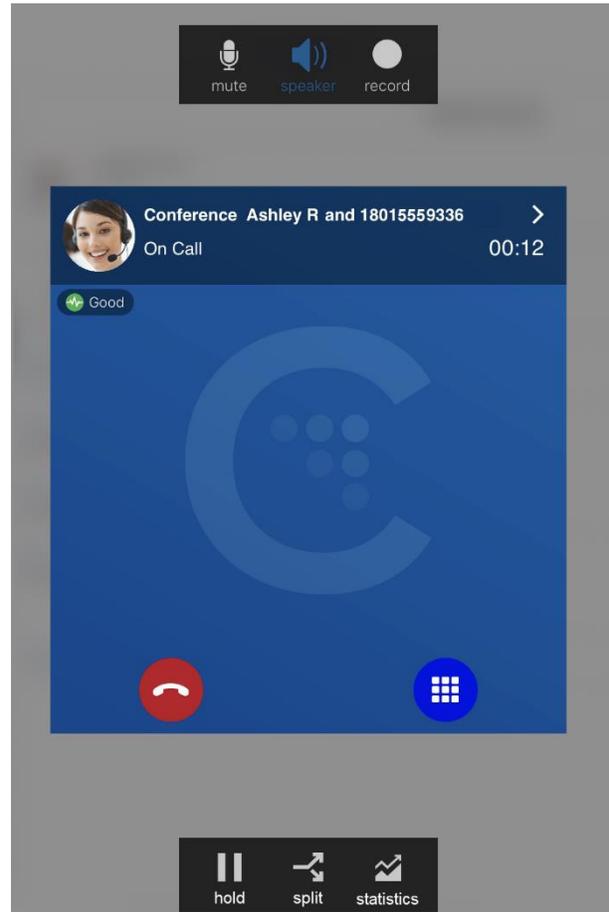


## Tablet call screens

### ON CALL



### CONFERENCE



### LETTERS TO NUMBERS

Some phone numbers are given with words to help you remember them (1-800-NUMBERS). Rather than convert the letters to numbers, you can type letters into the dial pad and let Cymbus convert the letters to numbers when placing the call.

Go to **Settings > Preferences: Outgoing Call**, and enable *Turn Letters to Numbers*.

# FEATURES

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## Add Video to Voice Call

During an established call, swipe left on the screen or tap the **⋮ More** menu and tap **Start Video**. On an iPad, tap the  **Video** icon at the top of the screen. Cymbus initializes the video. You'll see the other party's video after they add video on their end.

## Call Transfer

In an unattended or blind transfer, you transfer the call to the target without talking to them first. An attended transfer occurs when you talk to the target before transferring the call. When you transfer a video call, the call is transferred as an audio call.

### Attended transfer

1. While on an established call, use any method to establish a second call to the target. Cymbus automatically puts the first call on hold and dials the second call.
2. When you've finished speaking to the target, tap **⋮ More**, then tap **Transfer** or **Transfer to...**
3. Don't hang up yet—Once the call connects the second party to the remote party, you will see **Call Ended**.

### Unattended transfer

1. While on an established call, tap **⋮ More**, then tap **Transfer** or **Transfer to...**
2. If necessary, go to the **Phone** tab on the resource panel. Type the name or number of the person you want to transfer the call to and tap  **Transfer**.
  - **CONTACTS**. To select a contact from the Contacts tab, go to that tab on the resource panel (on Android, tap the **Back** button first), then search for or locate and tap on the contact you want to transfer to the call to, tap the number, and tap **Transfer** or **Transfer to...**
  - **HISTORY**. To select a contact from the History tab, tap  **Phone** on the group containing the contact you want to transfer the call to, then tap **Transfer** or **Transfer to...** Alternatively, long-press the contact entry, then tap **Transfer to...**
3. Cymbus puts the remote party on hold while dialing the target. Once the call connects, Cymbus ends the call between you and the remote party. If the target answers the call, the call continues between the target and the remote party. If the target declines, the call ends.

## Contacts

Cymbus uses contacts saved on your device. Cymbus contacts are continually synchronized with your native contacts, which means adding, modifying, or deleting a contact from one list updates the other list.

Buddies are contacts that share their online status with you using an XMPP address or softphone number. These are pre-populated and managed by your system administrator. You can also exchange instant messages (IMs) with your Buddies.

## Add contacts

- Do one of the following:
  - In the Contacts tab, tap **+** (Android) or **+** (iOS) to add a person to your contact list.
  - From the History tab, long-press an entry (Android) or tap **i Info** next to an entry (iOS), then tap **Create New Contact** or **Add to Existing Contact**. Cymbus auto-populates the phone number.
- In the Add Contact window, enter the contact's name, company, and email address. If necessary, tap **+** to add a phone number.
- When you're done, tap **✓** or **Add**. The contact is added to Cymbus contacts and the device's native contacts.

The iOS app has additional options.

## Delete a contact

In the Contacts tab, tap a contact to view their information.

- ANDROID.** Tap **More > Delete**. Alternatively, long-press a contact and tap **Delete**.
- IOS.** Tap **Edit**, then scroll to the bottom and tap **Delete**. Alternatively, swipe to the left and tap **Delete Contact**.

The contact will be deleted from both Cymbus and the device's native contacts.

### BUDDIES

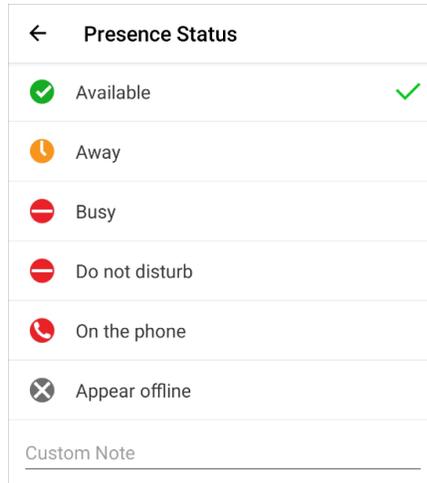
Buddies, which are managed by your system administrator, cannot be permanently deleted by you. If you delete a Buddy, the contact will reappear in your Buddy list the next time you log in.

# Presence

Cymbus allows you to share your online status (presence) with team members (Buddies). Your status is displayed on the Messaging tab.

When Cymbus is launched, your online status is **Available**. To change it, tap  next your status and select a new one: **Away**, **Busy**, **Do not disturb**, **Appear offline**. Optionally, type in a custom note to be displayed next to your status.

Cymbus updates your status to **On the phone** when you make or receive a call and your status was Available.

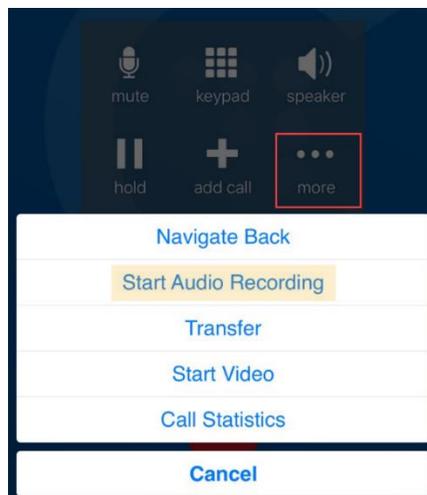


# Record Audio

When you record a call, Cymbus plays a recording tone to the remote party when the recording starts. You can record a video call, but only the audio portion of the call is recorded.

To record an established call, tap **⋮ More > Start audio recording**. Cymbus starts recording the call.

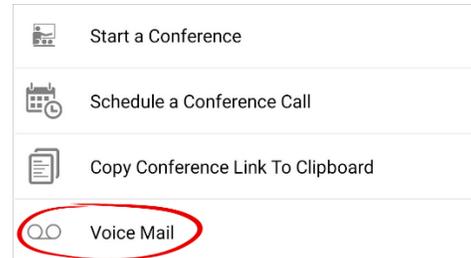
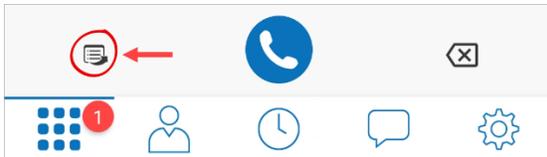
To stop the recording, tap **⋮ More > Stop audio recording**. To listen to, share, or delete a recording, go to the History tab and tap the call entry.



## Voice Mail

Voice Mail is offered through your PenTeleData subscription, it is not part of Cymbus. A small red number on the Phone icon indicates the number of new messages you have.

To access your voice messages, go to the Phone tab (phones) or the Dial Pad (tablets). Tap **voice mail icon** (Android) or **Quick Start** (iOS), then tap **Voice Mail**. Cymbus dials your Voicemail Management star code.

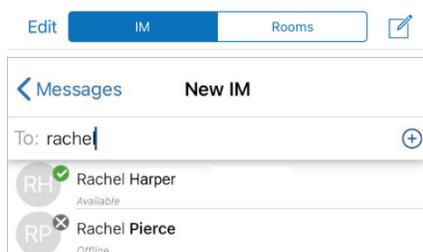


## Messaging

Instant messages (IMs) can be sent to a Buddy from the Messaging tab, the Contacts tab, the Favorites tab, from a chat room or an active call. Cymbus will notify you when there is a new message or when you have been @mentioned in a chat room.

## Send a Message

### New conversation



1. Go to the Messaging tab and tap IM.
2. Tap **+** Add (Android) or **Compose** (iOS).
3. Search for a Buddy and tap their name.
4. Compose your message and tap **Send**.

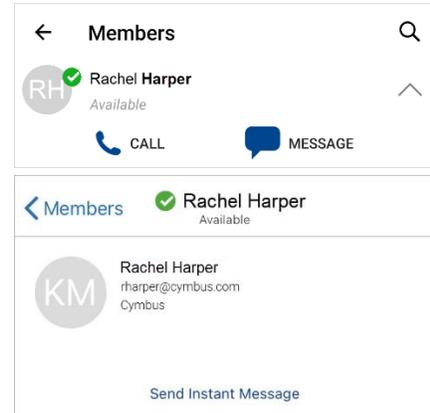
### Existing conversation

1. Do one of the following:
  - In the Messages tab, scroll through your conversations or search for the person you want to send a message to, then tap on the conversation.
  - From the Contacts or Favorites tab, tap a Buddy and then tap **Send Instant Message**. On Android, you can also long-press a Buddy and select **Send IM**.

- During an active call, tap **More > Send Instant Message**.
- 2. Compose your message, then tap **Send**.

## Send IM from a chat room

1. In the Messaging tab, tap **Rooms**, then tap the chat room.
2. In the top right corner, tap **More > Members**. On a tablet, tap **Members** in the toolbar.
  - **ANDROID**. Next to the member you want to send a message to, tap the expand arrow and then tap **Message**.
  - **IOS**. Tap the member you want to send a message to, then tap **Send Instant Message**.
3. Compose your message and tap **Send**.



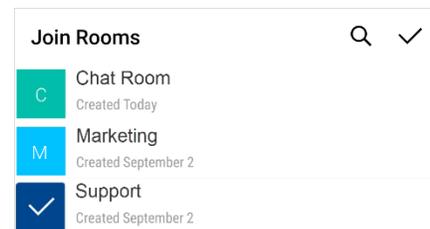
## Chat Rooms

Chat rooms are used when sending messages to multiple recipients. Chat rooms can be private or public. Private rooms can only be joined by invitation from the group owner. Public rooms can be joined by anyone in the XMPP group.

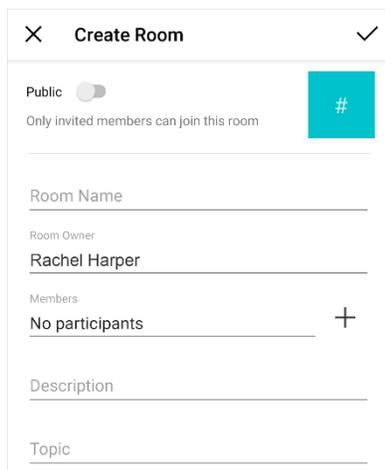
### Join a room

1. In the Messages tab, tap **Rooms**.
2. Tap **+ (Android)** or **+ (iOS)** then tap **Join Room**.
3. Tap the room(s) you want to join and tap **Add**.

Cymbus adds the public chat room(s) to the Rooms section of the Messaging tab.



### Create a room



1. In the Messages tab, tap **Rooms**.
2. Tap **+ (Android)** or **+ (iOS)** then tap **Create Room**.
3. Choose if the new room will be private or public.
4. Enter the room name.
5. If the room is private, add participants.
6. Optionally, enter a description and topic.
7. When you're done, tap **✓** to create the room.

Invited members are automatically added to the room. Cymbus adds the room to the Rooms section of the **Messaging** tab.

## Edit room settings

After a room has been created, the room owner can change the room name and description, add new members, and add a topic. Both room owners and members can change the topic.

1. Go to the **Messaging** tab and tap the chat room you want to edit.
2. Tap **More > Room Settings > Edit**.
3. Make any changes as necessary, then tap **✓** or **Save**.

# SETTINGS

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On the Settings tab, you can find:

- **END USER PORTAL.** Manage some of your own settings, including device logs and avatar photo.
- **ACCOUNTS.** Enable and disable account.
- **PREFERENCES.** Choose how you want your Cymbus app to work.
- **ADVANCED SETTINGS.** Settings that apply to Cymbus as a whole. Most of these settings cannot be modified.
- **HELP DESK ASSISTANT.** Initiate a support session for remote diagnostics. Android only.
- **ABOUT CYMBUS.** Information about Cymbus, such as the version history and third-party credits.

## End User Portal

### Device Logs

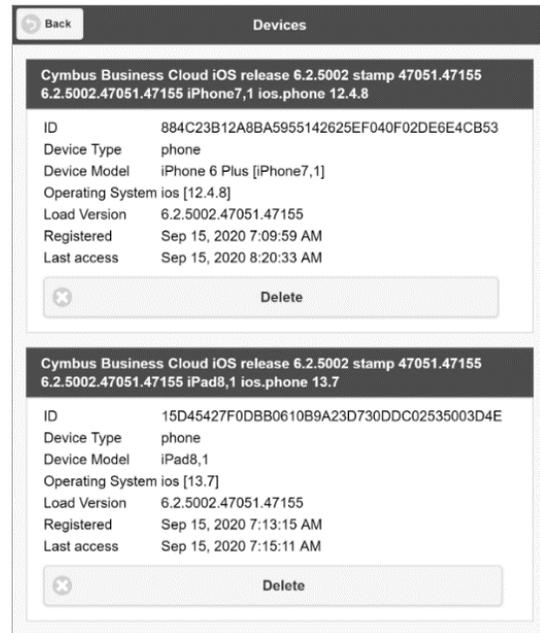
Search through your device logs by filename or full text. Sort the results by date, relevance, and size.

## Manage Devices

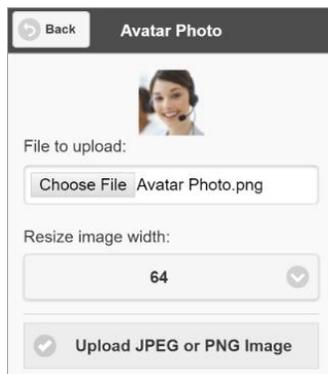
You can log in to Cymbus on only two devices. If you need to switch to a new device, one of your old devices will need to be deactivated.

1. Go to **Devices** to view your activated devices.
2. Find the record of the device that you wish to deactivate, then tap **Delete**.
3. A message will pop up asking if you're sure you want to delete this device. Tap **Delete** to confirm.

Now you can log in on another device.



## XMPP Photo

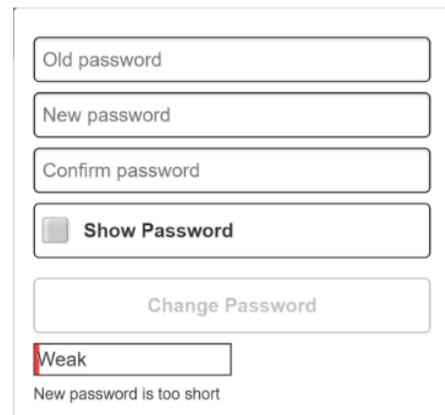


Your avatar is the image that will be displayed for your contact. To change your avatar photo:

1. Go to **XMPP Photo**.
2. Tap **Choose File** and locate the image file on your computer that you want to use as your avatar.
3. Tap **Upload JPEG or PNG Image**.

## Change Password

1. Go to **Change Password**.
2. Enter your old and new passwords. The indicator at the bottom will tell you if your password meets the following requirements:
  - Your new password must contain at least one uppercase letter, one lower case letter, one digit, and one punctuation character.
3. Tap **Change Password**.



## Preferences

In Preferences, you can make Cymbus work the way you want it to. Due to differences in operating systems, options are different between Android and iOS. Here are some of the most common settings:

### Incoming Call

- Disable Call Waiting
- Decline Options (Android)
- Call Blocking (iOS)

### Call In Progress

- Contact Image
- Auto-Record Calls
- Play Tone on Network Lost

### Messages

- Enable IM & Presence
- Alert Sound
- Hyperlink Preview

### Outgoing Call

- Turn Letters to Numbers

### Phone Number

- Single Touch to Call

### Video Calls

- Enable Video
- Video Quality Wi-Fi



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