

UPGRADE TO PenTeleData. MY BizMobile

Instructions to Migrate From Cymbus App

Step 1: Install MyBizMobile App from PenTeleData

Download PTD MyBizMobile from the App Store or Google Play Store and sign in with your Cymbus login information.



Step 2: Uninstall Cymbus App

After successfully logging in and confirming functionality, uninstall the Cymbus app from your device.



Instructions for upgrading your Cymbus Mobile App to PTD MyBizMobile

Step-by-Step Upgrade Instructions

- Welcome to the MyBizMobile upgrade guide. This page will walk you through the process of upgrading from the **Cymbus Mobile Application to PenTeleData MyBizMobile** on your mobile device and computer.
- The upgrade is designed to be quick and seamless—allowing you to continue using your existing business number while gaining a modern, easy-to-use experience.

What This Guide Covers

- Removing the Cymbus application from your device
- Installing the PenTeleData MyBizMobile app
- Signing in with your existing credentials
- Verifying service after the upgrade

Before You Begin

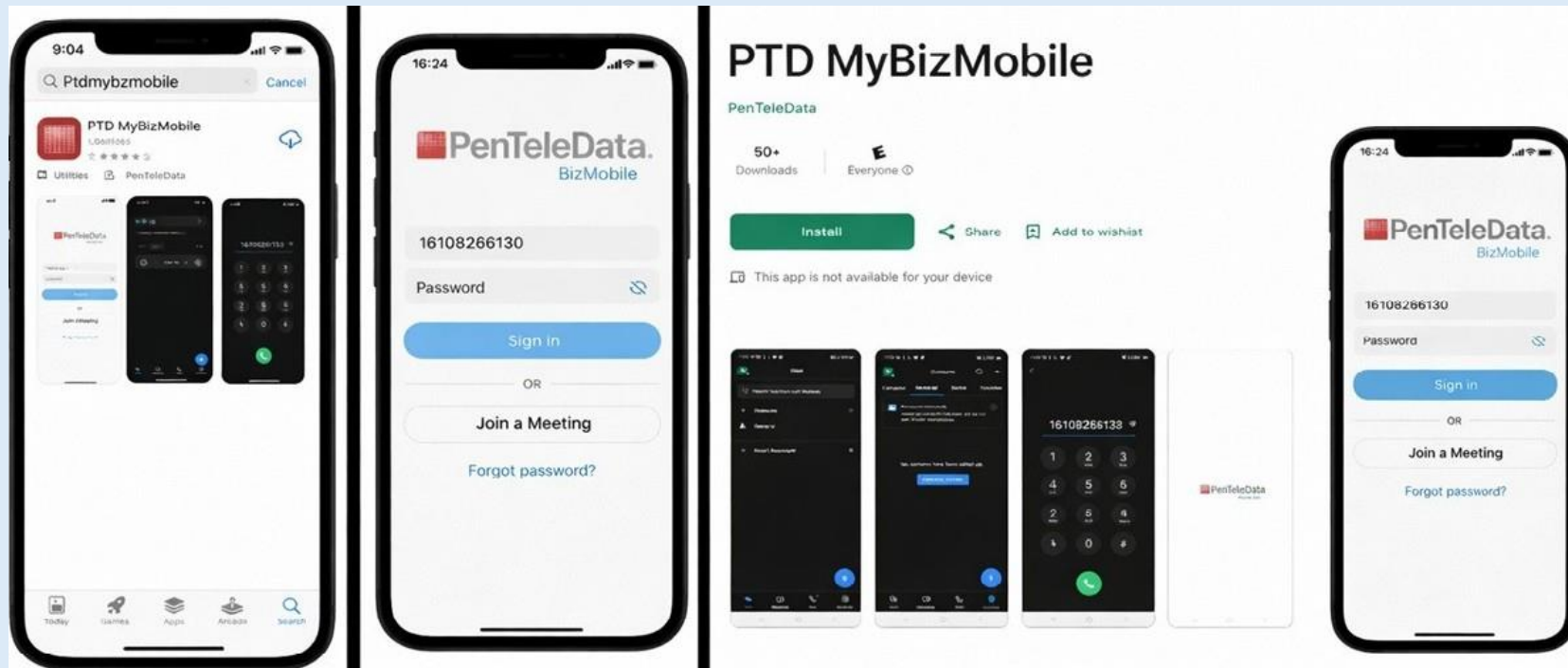
- Please make sure you:
- Have your **MyBizMobile login credentials**
- Are connected to **Wi-Fi or cellular data**
- Complete the installation of **MyBizMobile before uninstalling Cymbus**

Step 1: Install MyBizMobile App On your mobile device



From your iPhone navigate to:
<https://apple.com/us/app/ptd-mybizmobile/id6741858761>

From your Android phone navigate to:
https://play.google.com/store/apps/details?id=net.penteledata.ptd_biz_mobile&utm_source=na_Med



Once downloaded, open the app and you will be prompted to log in with the information provided by our Sales or Customer service email

Step 2: Install PTD MyBizMobile app On Windows or MAC



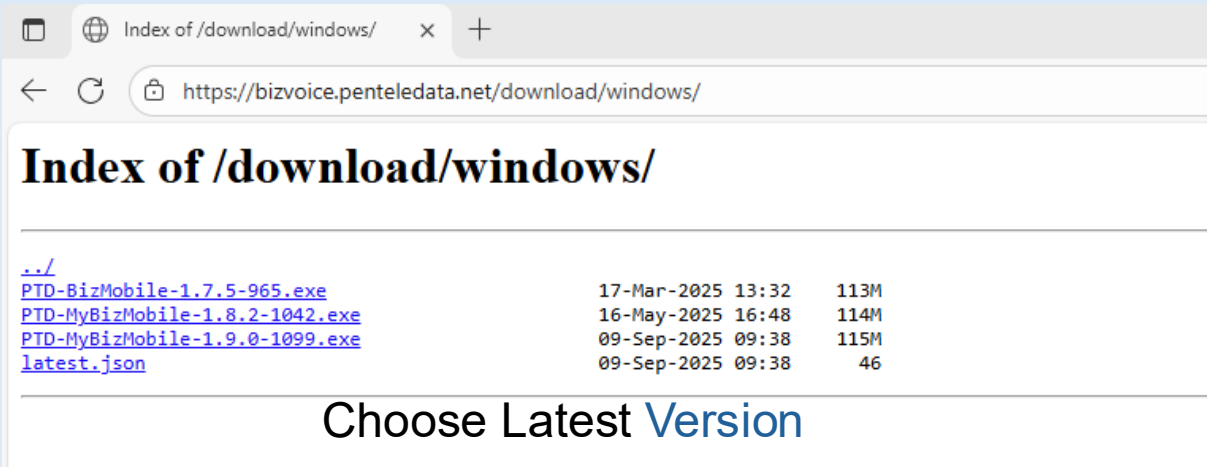
For Windows navigate to:

<https://bizvoice.penteldata.net/download/windows/>

For MAC navigate to:

<https://bizvoice.penteldata.net/download/mac/>

Windows

A screenshot of a web browser showing the download page for Windows. The address bar shows the URL https://bizvoice.penteldata.net/download/windows/. The page title is "Index of /download/windows/". Below the title is a table of files. The table has three columns: file name, date, and size. The files listed are: PTD-BizMobile-1.7.5-965.exe (113M), PTD-MyBizMobile-1.8.2-1042.exe (114M), PTD-MyBizMobile-1.9.0-1099.exe (115M), and latest.json (46). The text "Choose Latest Version" is displayed below the table.

File Name	Date	Size
PTD-BizMobile-1.7.5-965.exe	17-Mar-2025 13:32	113M
PTD-MyBizMobile-1.8.2-1042.exe	16-May-2025 16:48	114M
PTD-MyBizMobile-1.9.0-1099.exe	09-Sep-2025 09:38	115M
latest.json	09-Sep-2025 09:38	46

Choose Latest Version

Once installed you will open the app and be prompted to login via the information received from Sales or customer service email.

MAC

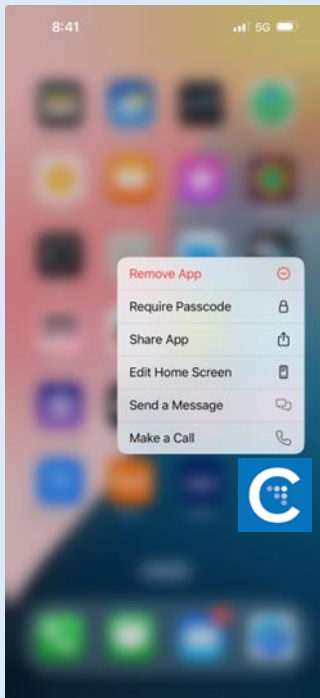
A screenshot of a web browser showing the download page for MAC. The address bar shows the URL https://bizvoice.penteldata.net/download/mac/. The page title is "Index of /download/mac/". Below the title is a table of files. The table has three columns: file name, date, and size. The files listed are: PTD-BizMobile-1.7.5-965-universal.dmg (226M), PTD-MyBizMobile-1.8.2-1042-universal.dmg (226M), PTD-MyBizMobile-1.9.0-1099-universal.dmg (229M), and latest.json (56). The text "Choose Latest Version" is displayed below the table.

File Name	Date	Size
PTD-BizMobile-1.7.5-965-universal.dmg	17-Mar-2025 13:31	226M
PTD-MyBizMobile-1.8.2-1042-universal.dmg	16-May-2025 16:47	226M
PTD-MyBizMobile-1.9.0-1099-universal.dmg	09-Sep-2025 09:37	229M
latest.json	09-Sep-2025 09:37	56

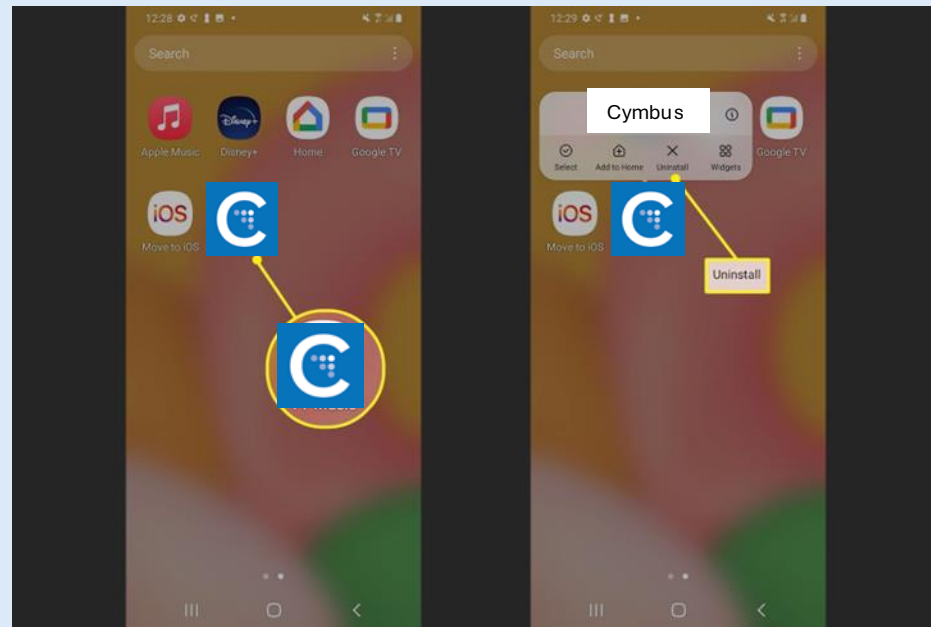
Choose Latest Version

Step 3: Remove current Cymbus app From your mobile device

- **Apple** – Touch and hold the Cymbus App icon, then tap Delete App from the menu that appears.
- **Android** - Long-press the app's icon on your home screen or app drawer and select "Uninstall," or you can go through the phone's Settings app, navigate to the Apps section, find the app, and select "Uninstall".



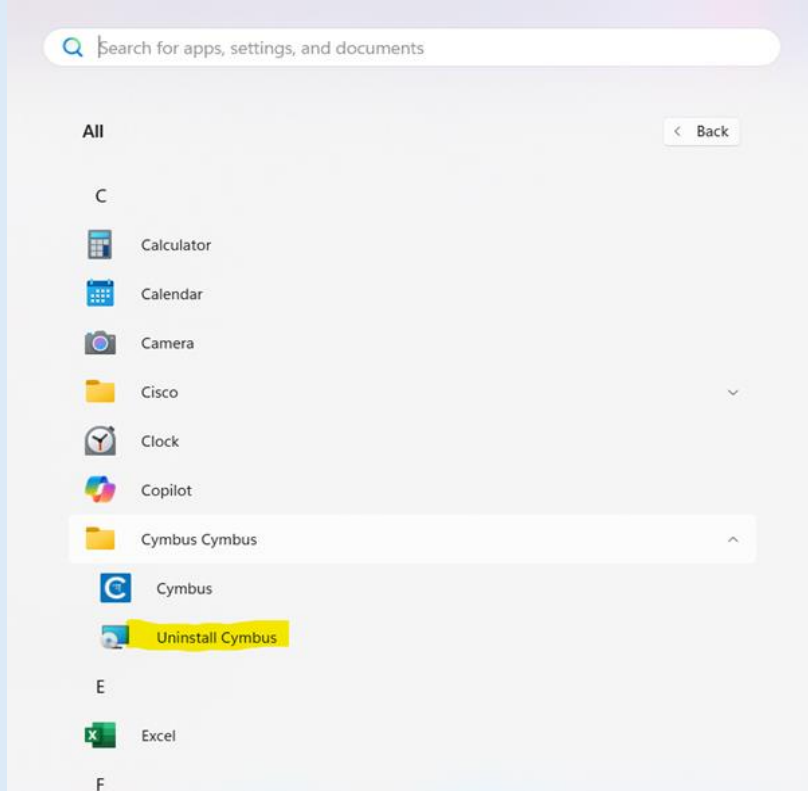
iPhone



Android

Step 4: Remove Current Cymbus app from your PC or MAC

- Windows PC – Click Start, view all apps and search for Cymbus and click uninstall
- MAC – Quit the app if logged in, Open the Finder icon. Goto Applications and drag the app to the trash icon. Then empty the trash by right clicking on the trash icon and permanently delete the Cymbus App



PC



MAC

Login Problems:

- Ensure your username and password are entered correctly.
- If you forgot your credentials, contact Customer Service to reset them.
- Make sure your internet connection is active.

App Crashes:

- Restart your computer and try launching the app again.
- Ensure your operating system is up to date.
- Reinstall the app if the issue persists.

Installation Errors:

- Verify that you have administrative privileges on your computer.
- Ensure there is enough disk space available