



Mobile App User Guide

ANDRIOD VERSION 6.2.3

IOS VERSION 6.2.5



Getting Started

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

System Requirements

Operating System	Android version 6.0 (Marshmallow) or higher iOS 12 or higher
Supported Devices	Android smartphones, tablets, and chromebooks iPhone 5s and higher iPod Touch 6th generation and higher iPad Air, Mini, or Pro and higher
Supported Accessories	Headset with microphone (including Bluetooth™): Cymbus uses the earpiece and microphone on the headset. Headphones (no microphone): Cymbus uses the earpiece on the headphone and the built-in microphone on the device.

VOIP OVER MOBILE AND CELLULAR DATA NOTICE

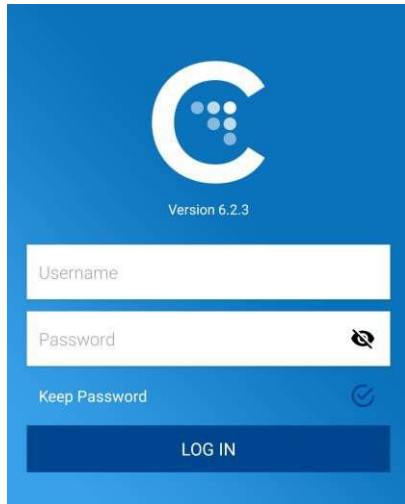
Some mobile network operators may prohibit or restrict the use of VoIP functionality over their network and may also impose additional fees or other charges in connection with VoIP use. Cymbus will not be held liable for any charges, fees, or liability imposed by your carrier for use of VoIP over mobile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

To get started, download your cloud communications app at <https://cymbus.com/>. You can log in to Cymbus on up to two devices.



Open the app and log in with the username and password provided by your VoIP service provider. Remember to toggle on *Keep Password* and *Auto Login*.

When prompted, give Cymbus the following permissions:

- Allow Cymbus to make and manage phone 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

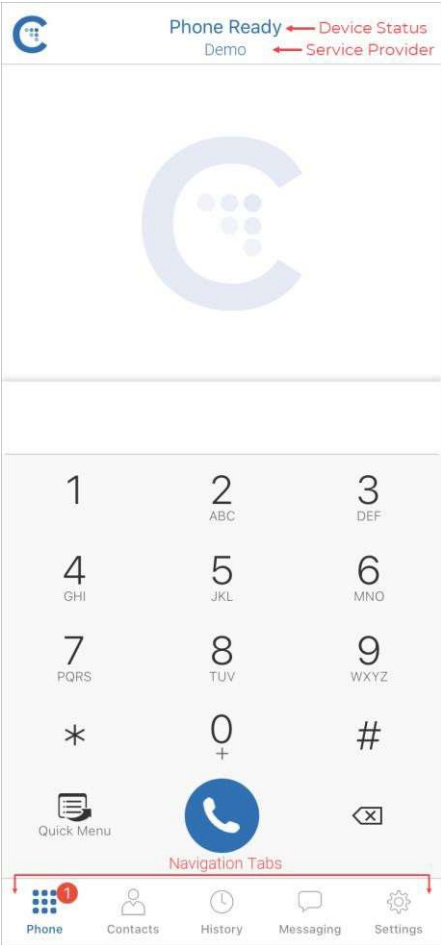
EXIT CYMBUS

To exit the Cymbus application, tap Settings and then tap Logout in the top right corner.

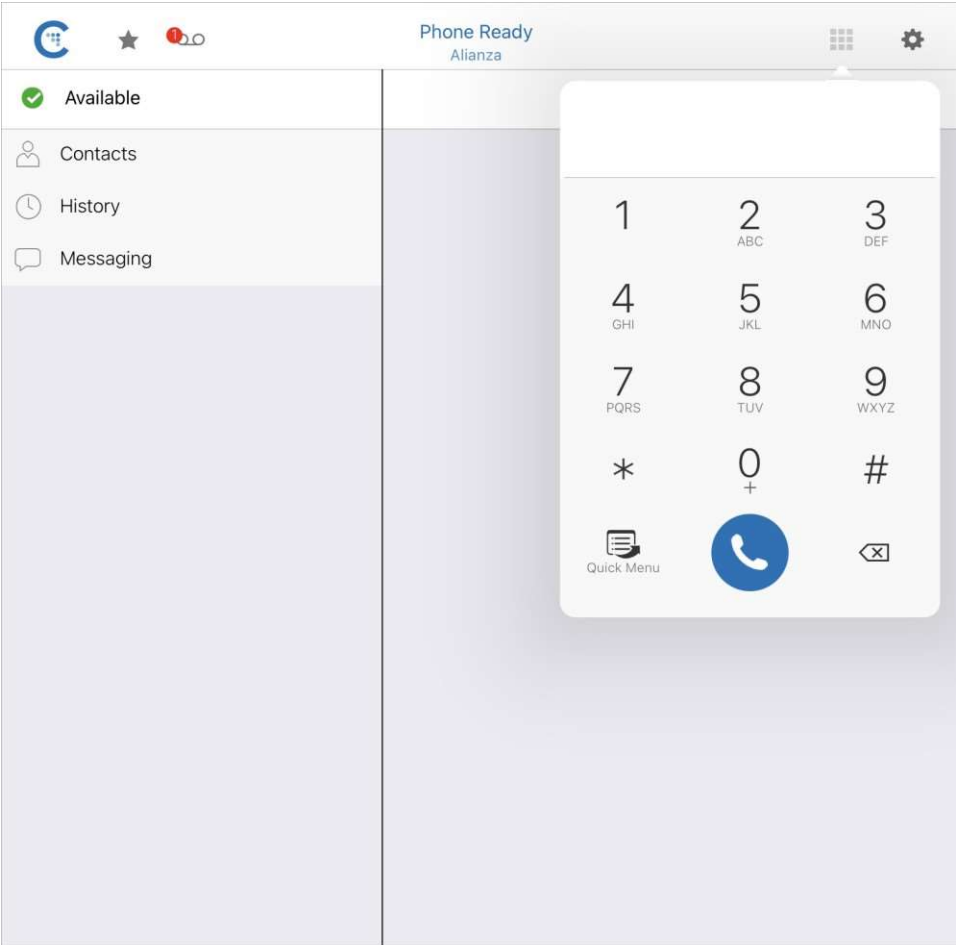
Using Cymbus

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.



PHONE



CONTACTS



HISTORY



MESSAGING



SETTINGS

QUICK MENU

The Quick Menu contains links to start or schedule a conference call, copy a conference link, and access voicemail.

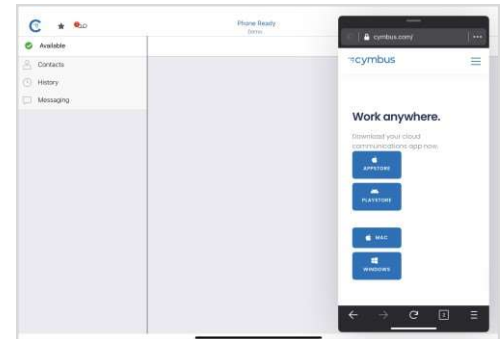
iPad Multitasking

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

Slide Over

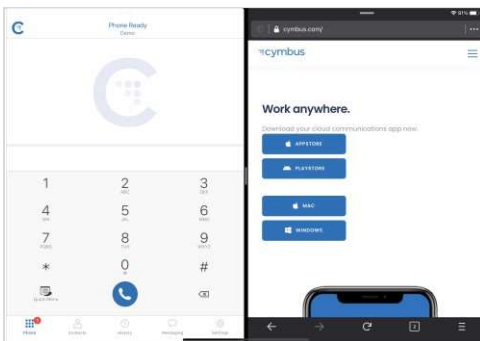
When you use two apps in Slide Over, one app sits on top of the other and blocks part of the content. You can move the app in Slide Over to either side of the screen, but it always covers a portion of the app underneath.

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.



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 turned 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.

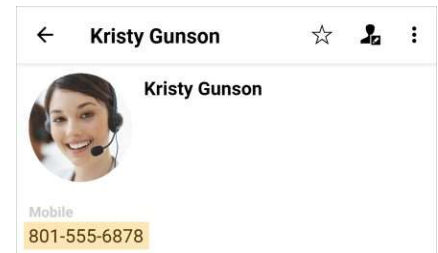
REDIAL

Tap  Dial to bring up the last number you called and then tap  Dial again.

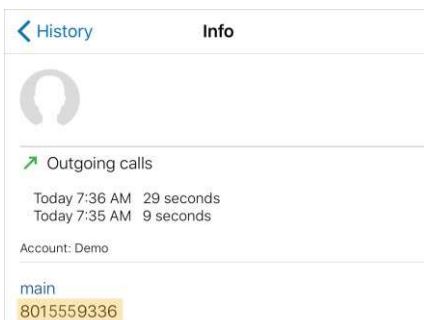
Using Contacts

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

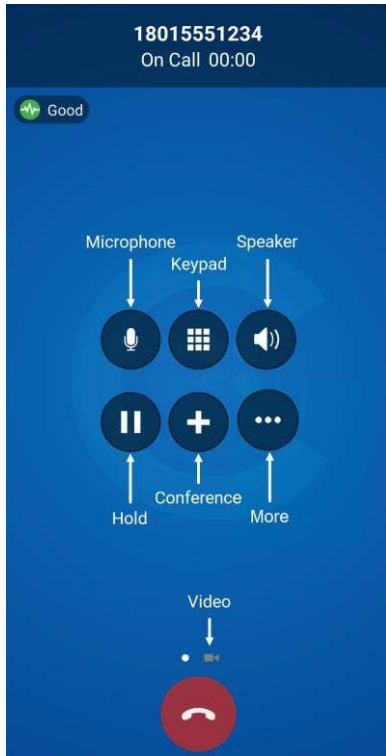


ANDROID

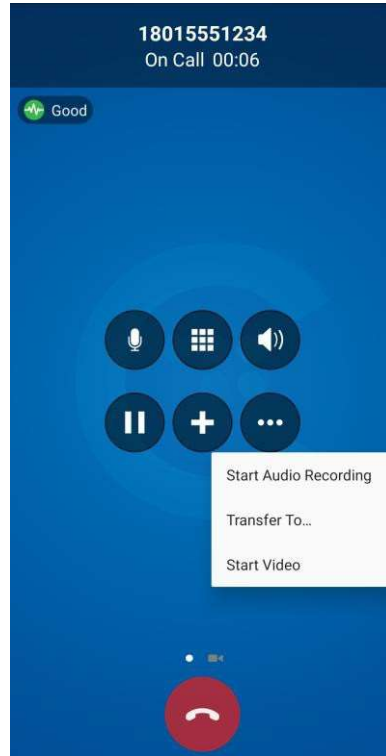
- Go to the History tab and locate the entry containing the contact you want to call.
 - ANDROID.** Tap  Phone. Alternatively, long-press the entry containing the contact you want to call.
 - IOS.** Tap the entry. Alternatively, tap  Info next to the entry, then tap the number you want to dial.
- Tap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

Android Call Screens

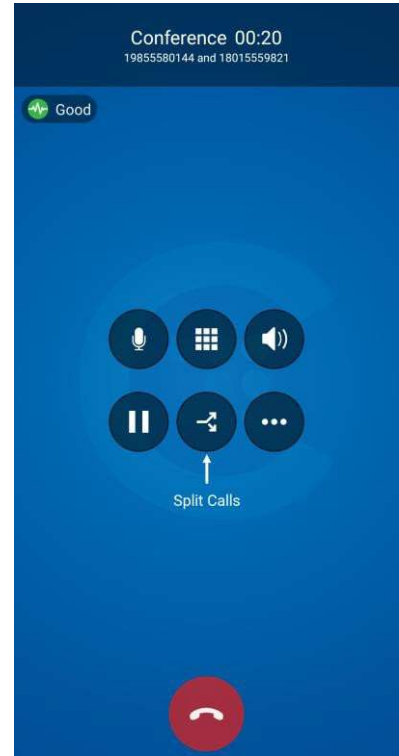
ON CALL



MORE

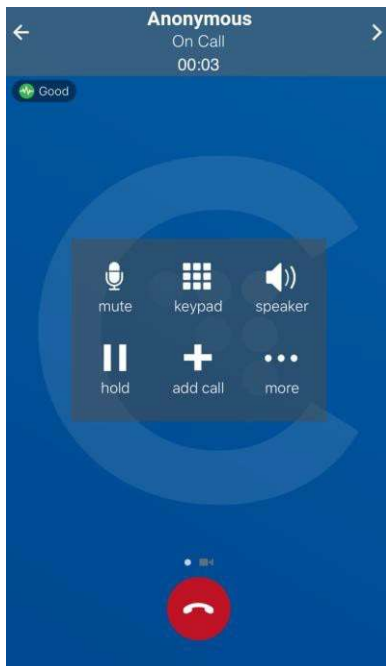


CONFERENCE

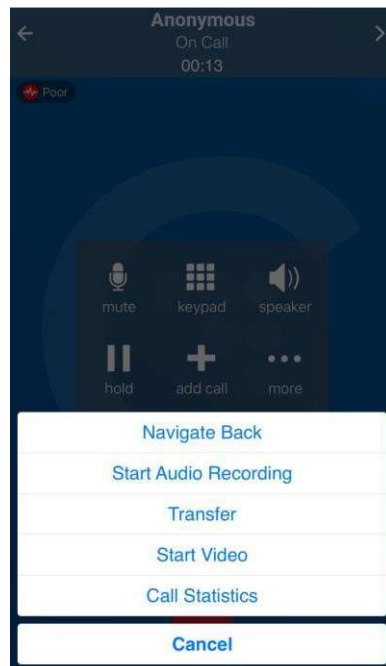


iPhone Call Screens

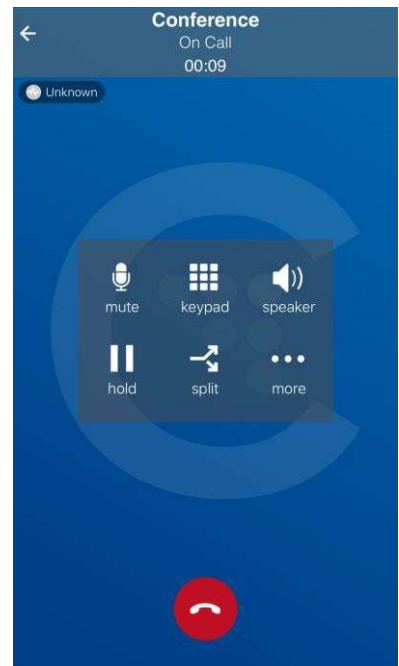
ON CALL



MORE

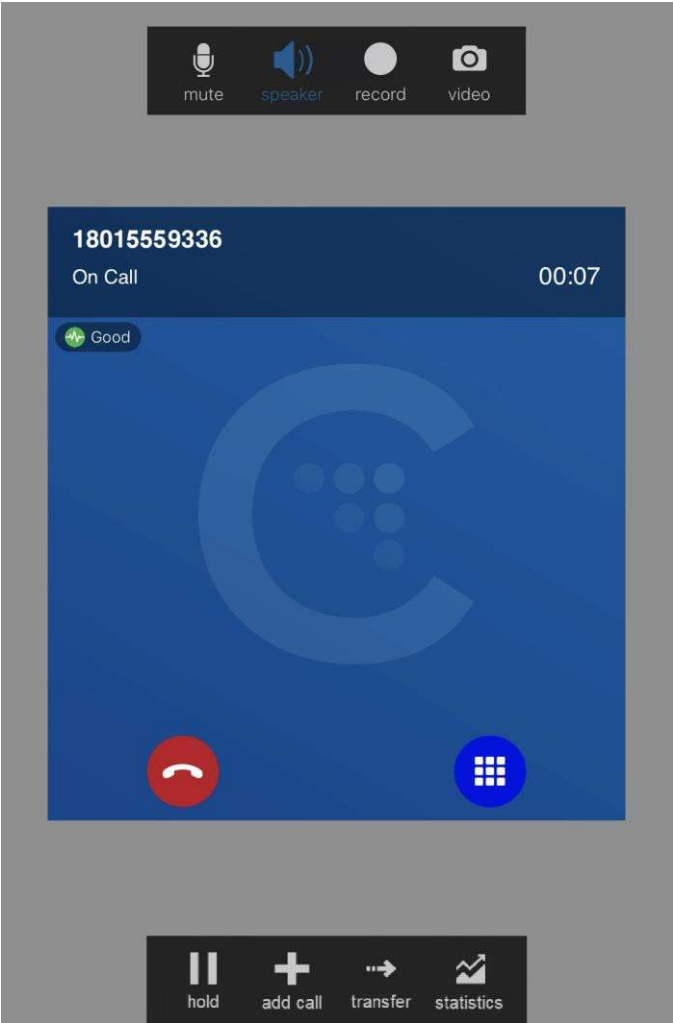


CONFERENCE

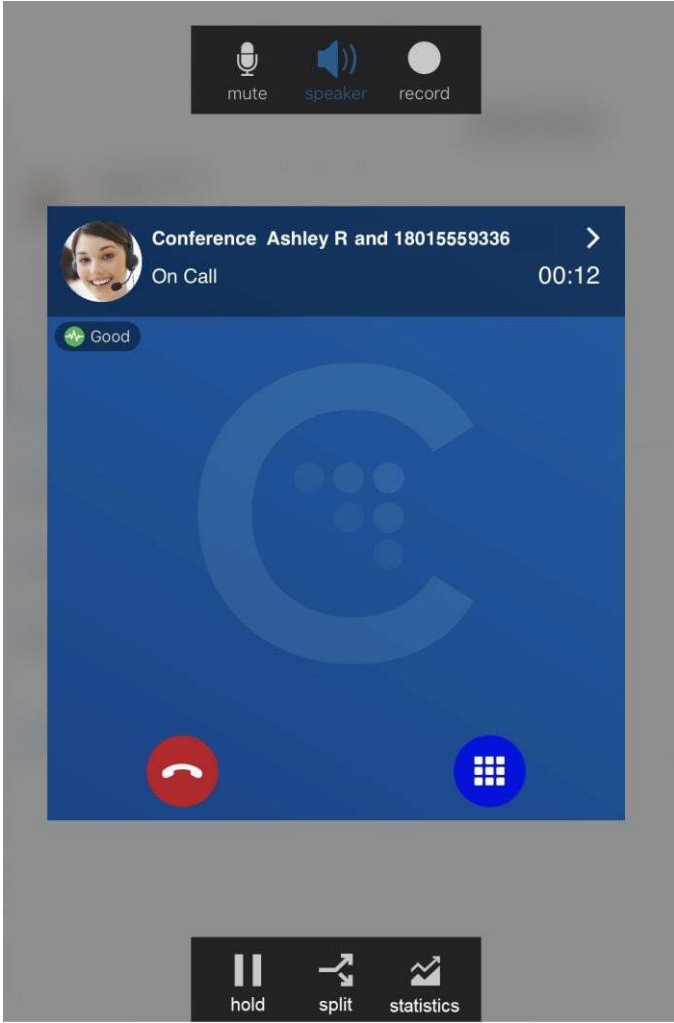


Tablet Call Screens

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.

To turn this on, go to Settings > Preferences: Outgoing Call, and enable Turn Letters to Numbers.

Features

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. Both parties can add video to the 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... (Android).
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.

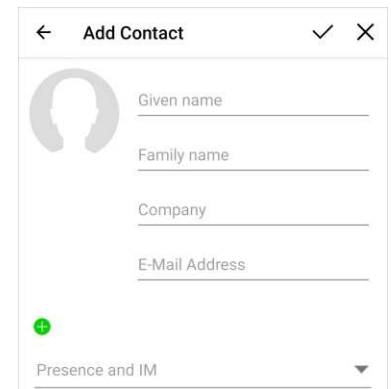
Add contacts

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  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.



iOS 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.

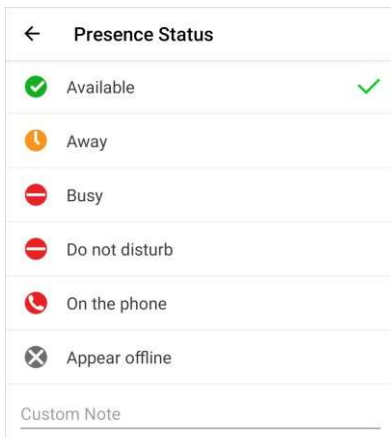
- **iOS.** Tap Edit, then scroll to the bottom and tap Delete. Alternatively, swipe to the left and tap Delete Contact.

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.

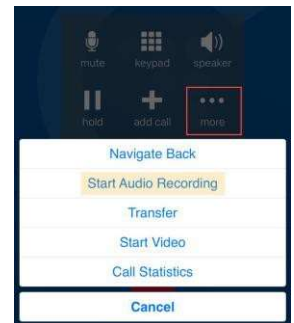
Cymbus updates your status to On the phone when you make or receive a call and your status was Available.

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.

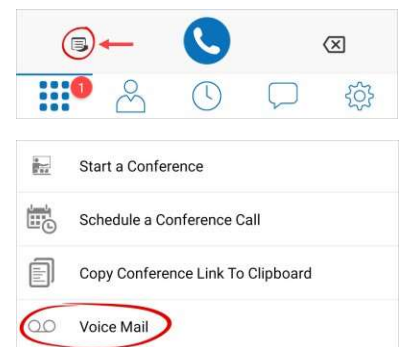


Voice Mail

Voice Mail is offered through your VoIP service provider or through your enterprise's IP PBX; 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  Quick Menu (Android) or Quick Start (iOS), then tap Voice Mail. Cymbus dials your Voicemail Management star code.



Collaboration

Collaboration, also known as Virtual Meeting Rooms, combines audio, HD video, screen sharing, messaging, and presence in one virtual meeting. Anyone can join your collaboration conference using desktop and mobile devices.

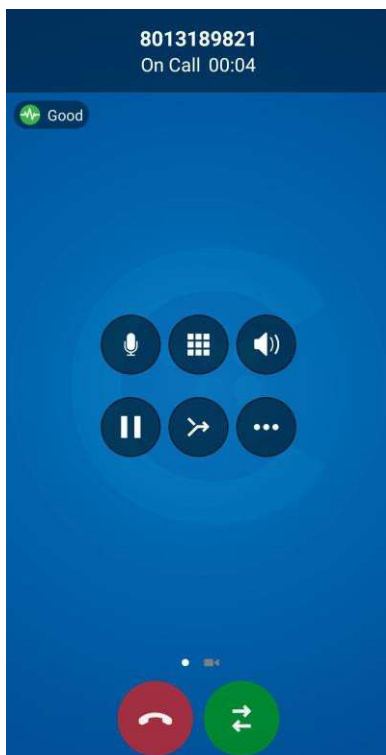
CONFERENCE PIN (OPTIONAL)

If you want to set a participant PIN, go to Settings > Preferences > Conferences. Enable *Require PIN/Passcode*, then enter a PIN.


Place a Second Call

When you have two calls established, you can merge two calls into a three-way conference call where you can add more participants.

1. While on an established call, tap **||** Hold to place the first call on hold, then tap **+** Add Call.
2. Enter the name or phone number of the second party into the dial pad, tap their name, then tap Dial. Alternatively, select a contact from the Contacts or History tabs, then tap Call or Video to dial.
3. Cymbus connects the second call. If you end one of the calls, Cymbus automatically switches back to the other call.




MERGE CALLS

While you have two calls established, tap  to merge the calls into a three-way conference. If you end the call, both remote parties are disconnected.



SPLIT CALLS

After you have merged two calls together, you can tap  to split them into two calls. Cymbus displays the name of the remote party for the active call.



SWITCH CALLS

While on individual calls, tap  to switch between them.



VIDEO

To send your video to the other caller, swipe left.

Create a Conference





The host is responsible for inviting people to a conference as well as starting a conference. Make sure to use a desktop device if you want to share your screen.

Schedule a conference




1. From the Phone tab, tap  Quick Menu > Schedule a Conference Call.
2. Your primary calendar application will open. Add invitees and set a time. If set, the PIN will be included in the invite.
3. When you're done, tap  or Add to send the invitation.

Alternatively, tap Copy Conference Link to Clipboard and send the link in the way you prefer.

Start a conference now

1. From the Phone tab, tap  Quick Menu > Start a Conference Call.
2. Tap  Participants then tap  Add.
3. Search for and select Buddies to add to the conference. When you're done selecting participants, tap  or Done.


Invite participants during a conference

1. Tap  Participants then tap  Add.
2. Start typing the name of a Buddy that you want to invite. Cymbus will make suggestions.
3. Click on the participant's name when it appears in the suggestions.
4. When you've selected all participants, tap  or Done. Cymbus sends instant messages to the invitees with your conference link.

Join a Conference

Participants can join a conference using the Cymbus app, a web browser, or by dialing in. Depending on the host's settings, participants may enter the conference immediately or must wait until the host joins. Cymbus needs access to your microphone and camera for a conference.

- **LINK.** Click the link in the invitation email. The Cymbus app will launch.

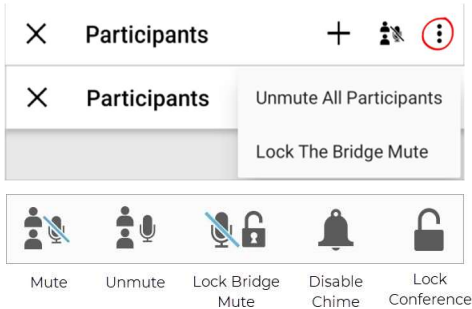
HISTORY. In the Contacts tab, locate an entry belonging to the host. On Android, long-press the entry and tap Join a Conference. On iOS, tap  Info, then tap the URL.

- **CONTACTS.** In the Contacts tab, tap Buddies. Locate and tap the buddy that is hosting the conference, then tap on their conference link.



Host Controls

Participants panel

In a conference you are hosting, tap  Participants. These settings apply to the whole conference.



ANDROID





At the top of the panel is  Mute All Participants button and the  More menu, which contains *Unmute All Participants* and *Lock The Bridge Mute*.

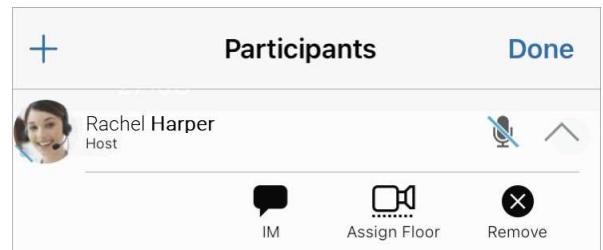
IOS

The participant controls are at the bottom of the panel. Here you can mute or unmute all participants, lock the bridge mute, disable the chime for incoming participants, and lock the conference (no new participants).

Participant controls


In the Participants panel, tap on a participant's name to expand the options:


-  Mute the participant.
-  Send the participant an instant message.
-  Assign the floor to the participant.
-  Remove the participant.



Video



The video that the host sees is automatically sent to all participants. If the host pauses or stops the video, other participants no longer receive video. Participants can choose whether to share their own video.

VIDEO. To start sending video and receiving remote video in the conference, go to  More > Stop Video. To remove all incoming and outgoing video from the call, tap More > Stop Video.

LAYOUT. The video layout the conference members see is determined by the setting chosen by the host. To change the layout, tap  More > Video Layout and choose a layout.

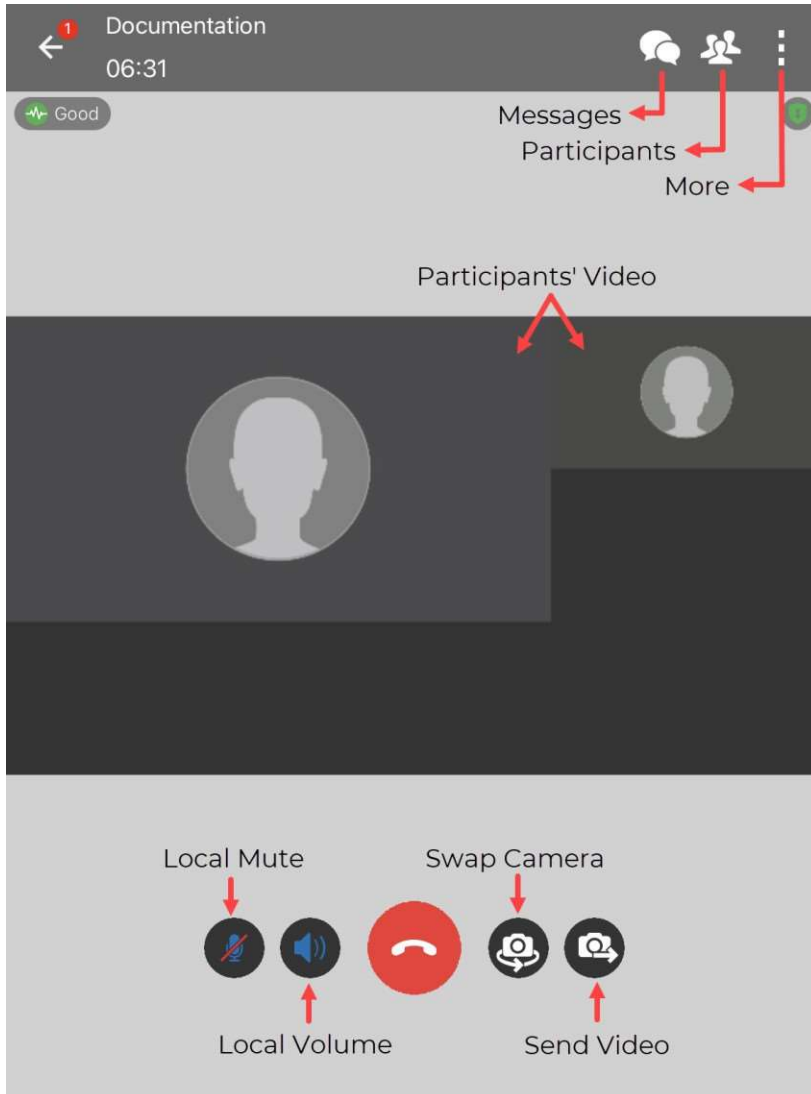
Mute

To mute all participants, tap  Mute All Participants, then tap  Lock The Bridge Mute.

To mute a single conference member, go to the Participants panel, locate the person you want to mute, and tap the  Mute microphone beside their name. Tap  to unmute.

Participant Controls

If the call controls are hidden, tap the screen.



More menu

From the **More** menu, access the following settings:

- Put Call On Hold
- Stop Video
- Local Preview On
- Start Audio Recording
- Assign Video Floor To Me
- Disable Chime (Android)
- Lock Conference (Android)

On iOS, the *Disable Chime* and *Lock Conference* settings are in the Participant panel.

Video

You can choose whether to share your video.

YOUR VIDEO. Tap Send Video to send your video to conference members. To stop sending video, tap Stop Video. Cymbus stops sending your video to conference members but still displays the incoming conference video.

LOCAL PREVIEW. To see your video feed on a local preview, tap Local Preview (Android) or go to **More > Local Preview** (iOS).

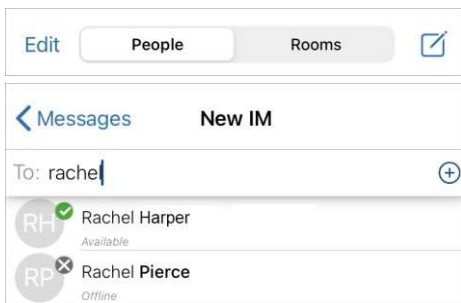
- **VIEW.** When Cymbus is running on a mobile device, you will see only the screen share or the conference video. Use the Screen share view and Remote video view buttons to swap views.

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



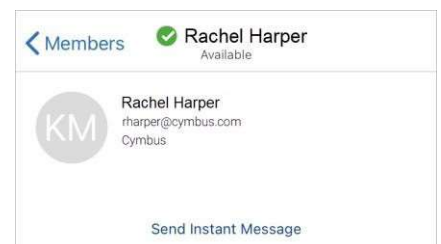
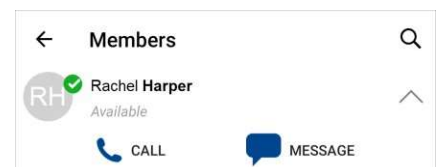
1. Go to the Messaging tab and tap People.
2. Tap Add (Android) or Compose (iOS).
3. Search for a Buddy and then tap their name.
4. Compose your message and tap Send.

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

On the Settings tab, you can find:

- **END USER PORTAL.** Manage some of your own settings, including device logs and avatar photo.
- **PREFERENCES.** Choose how you want Cymbus to work.
- **ADVANCED SETTINGS.** Settings that apply to Cymbus as a whole. Most cannot be modified.
- **CONFERENCES.** Choose if Conferences will require a PIN/Passcode and when Conferences on your bridge will start (*Only When The Host Joins*) and end (*Immediately*).
- **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.

User Portal

Device Logs

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

The screenshot shows the 'Device Logs' interface. At the top, there is a 'Back' button and the title 'Device Logs'. Below this, there is a 'Search type:' section with two radio buttons: 'Filename' (unselected) and 'Full text' (selected). A search input field with the placeholder text 'Search...' is located below the radio buttons. Underneath the search field is the 'Sort Order:' section, which contains three buttons: 'Date' (selected), 'Relevance', and 'Size'.

Manage Devices

The screenshot shows the 'Manage Devices' interface. At the top, there is a 'Back' button and the title 'Devices'. Below this, there are two device records. Each record has a header with the text 'Cymbus Business Cloud iOS release 6.2.5002 stamp 47051.47155 6.2.5002.47051.47155 iPhone7,1 ios.phone 12.4.8' and a 'Delete' button with a trash icon. The first record's details are: ID: 884C23B12A8BA5955142625EF040F02DE6E4CB53, Device Type: phone, Device Model: iPhone6 Plus [iPhone7,1], Operating System: ios [12.4.8], Load Version: 6.2.5002.47051.47155, Registered: Sep 15, 2020 7:09:59 AM, Last access: Sep 15, 2020 8:20:33 AM. The second record's details are: ID: 15D45427F0DBB0610B9A23D730DDC02535003D4E, Device Type: phone, Device Model: iPad8,1, Operating System: ios [13.7], Load Version: 6.2.5002.47051.47155, Registered: Sep 15, 2020 7:13:15 AM, Last access: Sep 15, 2020 7:15:11 AM.

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.

Conferences

CONFERENCE SETTINGS

Manage various conference settings, including:

- The bridge title and description
- If new participants are automatically muted when they join
- If tones are played when participants enter or exit the conference
- Moderator and participant PINs
- Grace period after the host leaves
- Enable automatic conference recordings
- Set up Dropbox for server-based recording
- And more

Bridge Prefix: 118874
 Bridge number: 1234

General Options

Title:

Description:

Email Summary: Send email summary after conference ends

Entry/Exit tones: Play tones when participants join or leave the conference

Join Muted: New participants are automatically muted when they join the conference.

Conference Profile:

Default Video Layout:

Video Name Tags: Show Name Tags

Conference Moderation

Moderator PIN:

Participant PIN:

Moderation: Conference starts only when moderator joins

Grace Period After Host Leaves:

Conference Recording

Automatic Conference Recording: Start conference recording after 2 participants join

Automatic Audio/Video Recording: Audio Only

Dropbox Token:

[Set up Dropbox](#)

You may need to re-login Bria after configuring the dropbox token, for Bria to use server-based recording.

CONFERENCE RECORDS

View the records of each of your conferences, including the start and end times, number of participants, and each participant's information.

[Back](#) Usage:

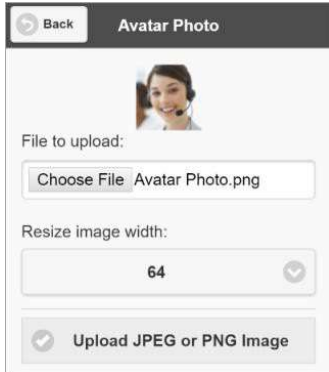
Sep 11, 2020 11:03:51 AM
 Sep 11, 2020 10:56:52 AM
 Sep 11, 2020 10:42:04 AM

Start: Sep 11, 2020 10:42:04 AM
End: Sep 11, 2020 10:43:15 AM
Participants: 2

#	Type	Name	Number	Call time
0	BRIA_DESKTOP	Ashley R	guest_AshleyR_e6382d0f_UCMOU	0:01:10
1	BRIA_DESKTOP	Amy M	guest_AmyM_aebfd30c_UCMOU	0:00:52

Time	Sender	Message
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Change Avatar Photo



Your avatar is the image that will be displayed for your contact.

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 common settings:

INCOMING CALL

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

OUTGOING CALL

- Turn Letters to Numbers

CALL IN PROGRESS

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

PHONE NUMBER

- Single Touch to Call

MESSAGES

- Enable IM & Presence
- Alert Sound
- Hyperlink Preview

VIDEO CALLS

- Enable Video
- Video Quality Wi-Fi

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Need further assistance with Cymbus or Voice Connect? Contact
the Glo Fiber Business NOC: HNOC@horizonconnects.com or
866.533.0859

