cymbus

Mobile App User Guide

ANDROID VERSION 6.7.3
IOS VERSION 6.7.3

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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.

System Requirements

Operating System	• Android version 8.0 (Oreo) or higher • iOS 13 or higher
Supported Devices	• Android smartphones, tablets, and Chromebooks • iPhone 6S, 6S Plus, SE 1st generation, iPhone 7 and higher • iPod Touch 7th generation and higher • iPad 5th generation, Air 2, Mini 4, 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 & 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.

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Install and Sign In

To get started, download your cloud communications app at https://cymbus.com/, the Google Play Store, or 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*.

APP PERMISSIONS

When prompted, give Cymbus the following permissions:

- Allow Cymbus to make and manage calls
- Allow Cymbus access to your contacts
- Allow Cymbus access to the microphone
- Allow Cymbus access to the camera
- Allow Cymbus access to the location (Precise location should be enabled on iOS)
- Allow Cymbus to send notifications

Can't sign in?

- If you can't remember your password, tap *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, you can do so by tapping ≡ **Menu** in the top left corner, then tap **Log Out**.
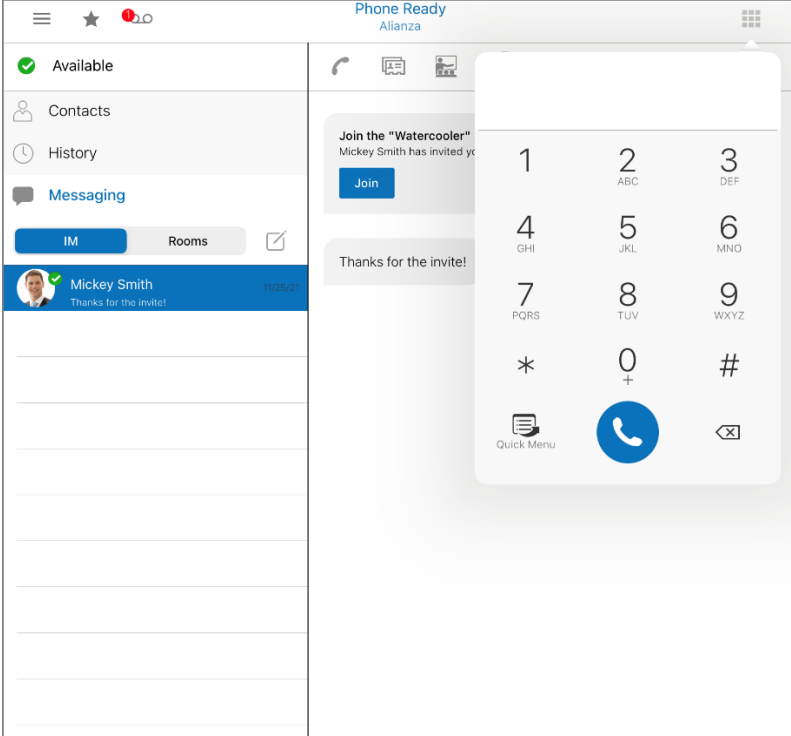
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USING CYMBUS

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.
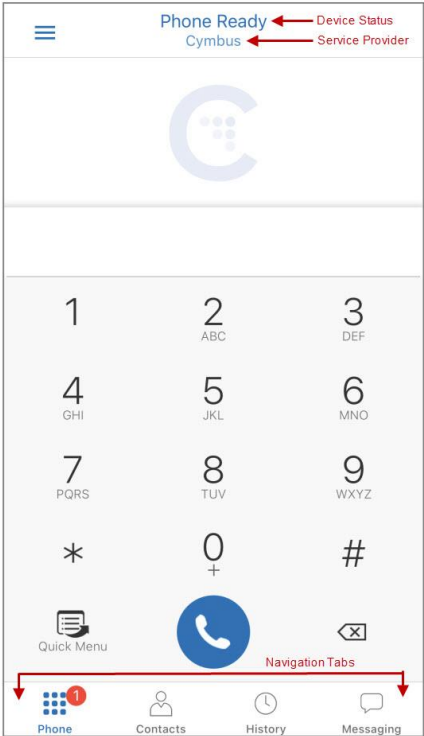
PHONE   TABLET

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. On the top left corner, the ☰ Menu allows you to access Settings, Log out and more. The navigation tabs are located at the bottom of the screen on a phone, and at the top of the screen on a tablet. The Quick Menu contains links to start or schedule a meeting call, copy a meeting link, and access voicemail.

| Phone | Contacts | Messaging | History | Quick Menu |
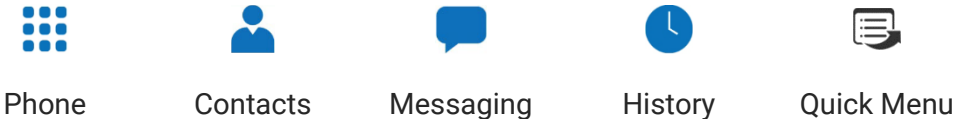
iPad Multitasking

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.
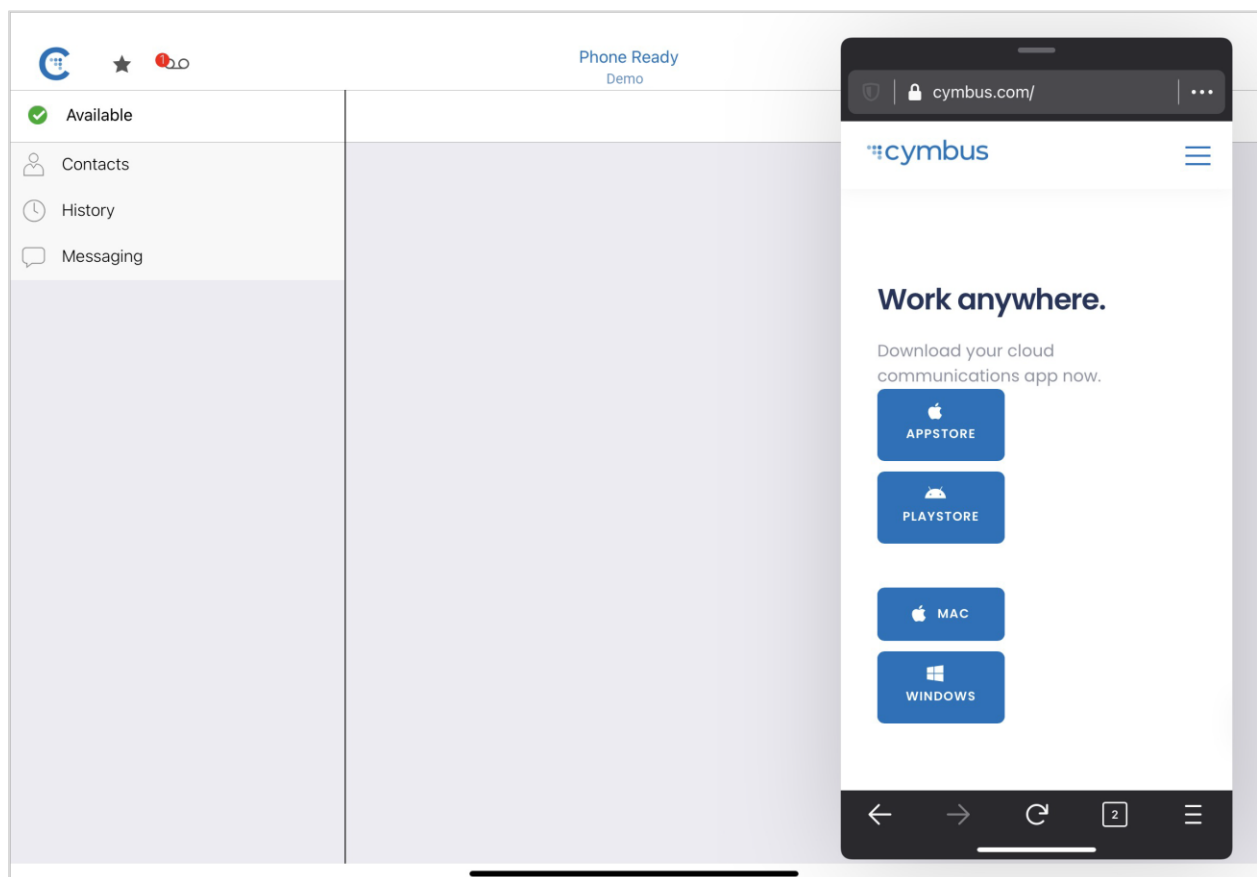
iPad Split View

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.
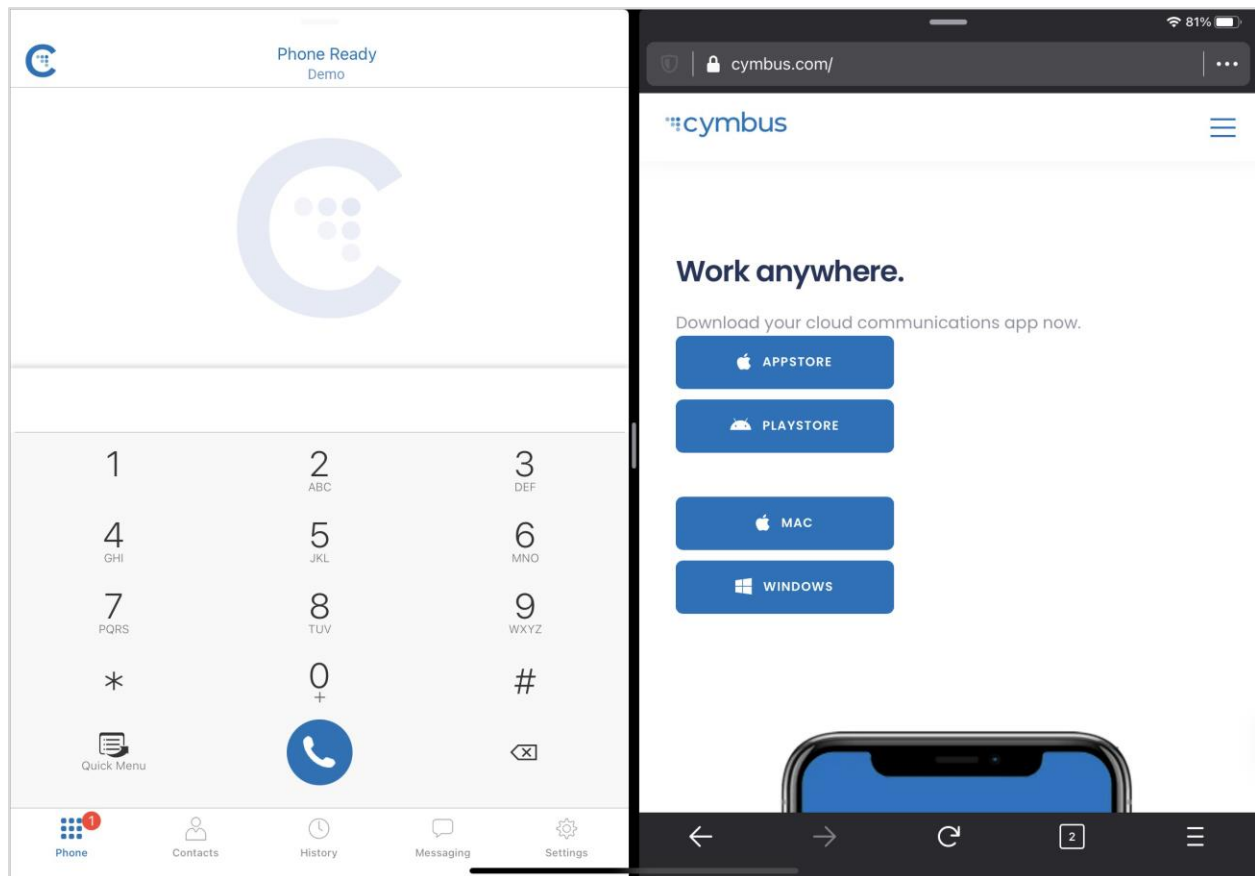
IOS PREFERENCES

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

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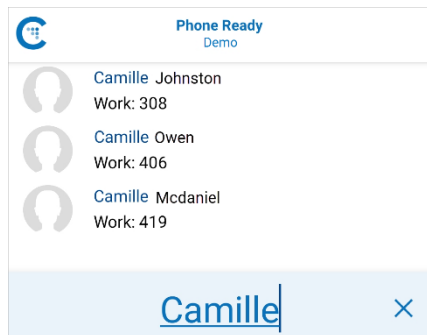
Type the name, phone number, or extension you want to call in the dialer field. As you type, Cymbus will display suggestions for completing the entry. Tap a contact from the list to dial.

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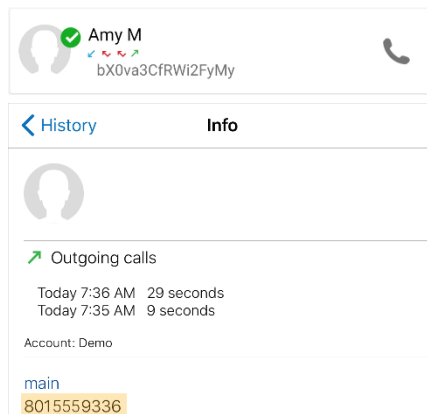
Using Contacts

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.
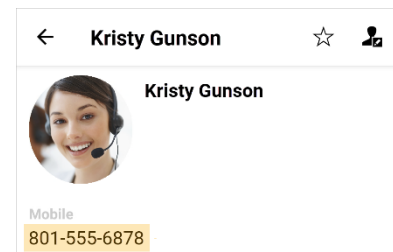
Using History

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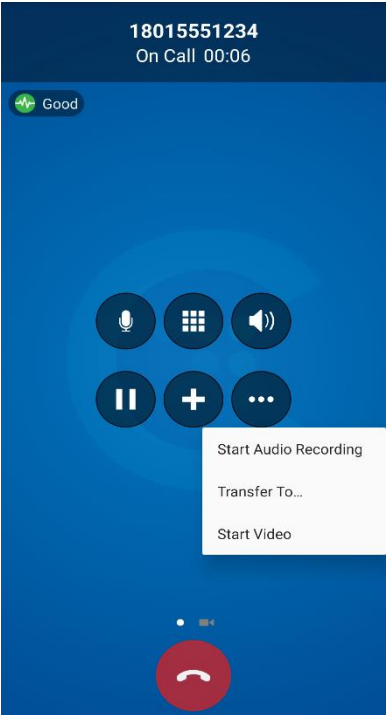
> **CALL HISTORY SYNC**
>
> Call logs are synchronized between your devices. Cymbus downloads the logs in small increments as you scroll through the Call History. When a call is deleted from one device, the log is deleted from the server, so the change is reflected on both devices.

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Android call screens
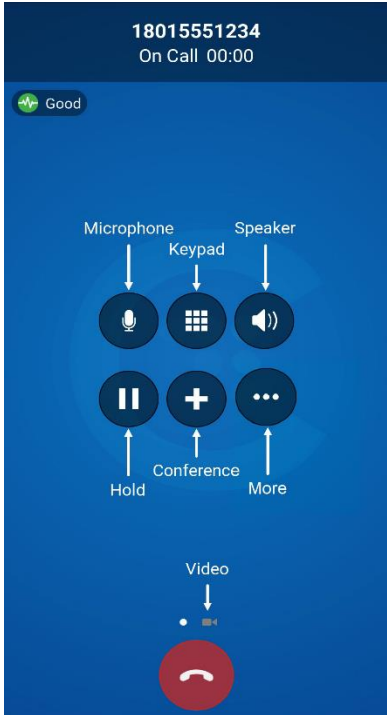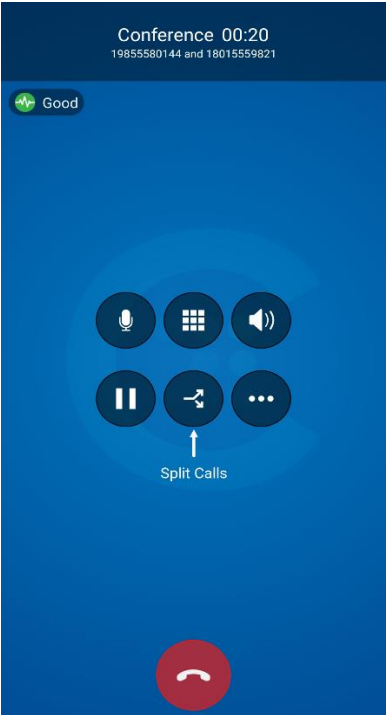
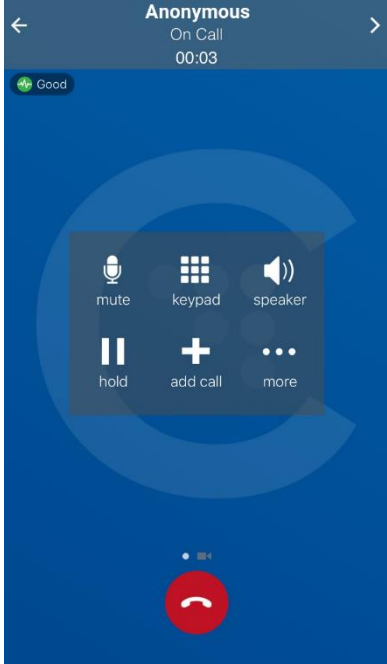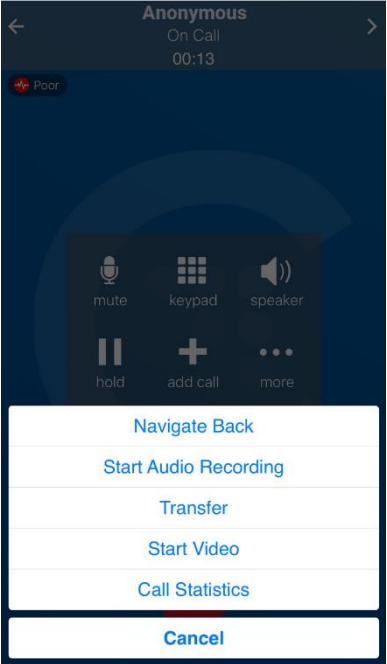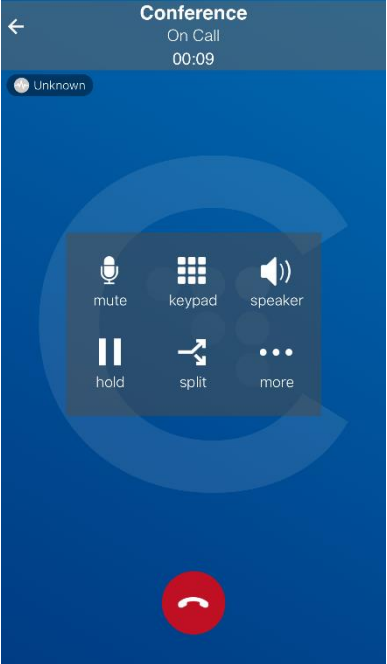ON CALL   MORE   THREE-WAY CALL
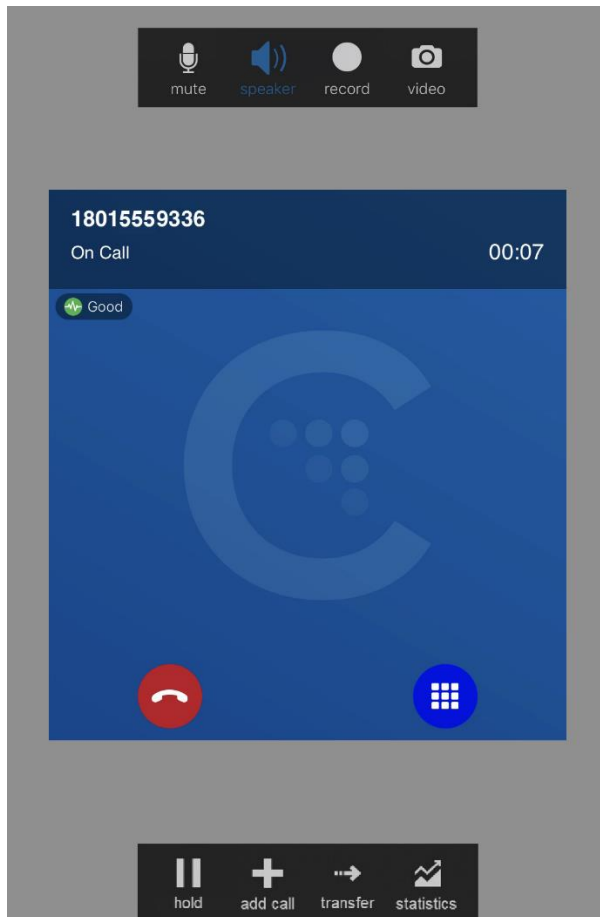

iPhone call screens

ON CALL   MORE   THREE-WAY CALL
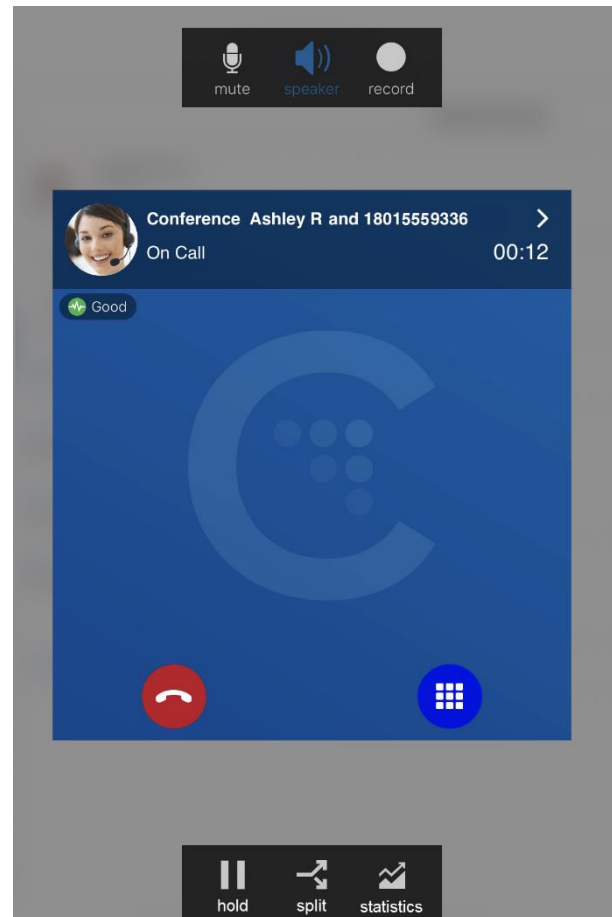
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Tablet call screens

ON CALL

THREE-WAY CALL

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

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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.

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.

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Three-way Calls

When you have two calls established, you can merge two calls into a three-way call where you can add more participants. The merged call is audio only; no three-way video calls are supported on Cymbus Mobile apps.

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** to dial.
3. Cymbus connects the second call. If you end one of the calls, Cymbus automatically switches back to the other call.
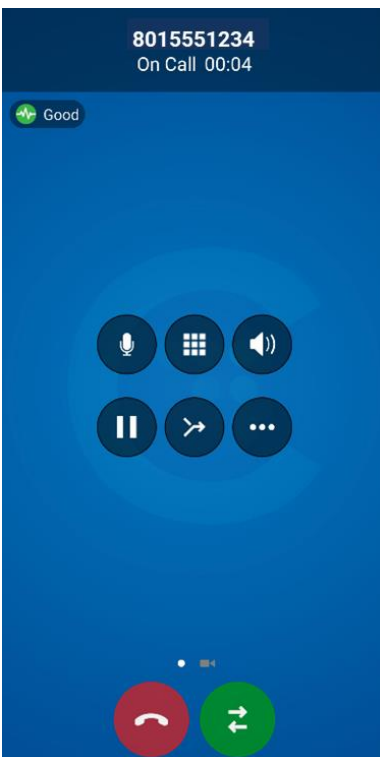
Merge Calls

While you have two calls established, tap ⟩ to merge the calls into a three-way call. 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 them.

Video

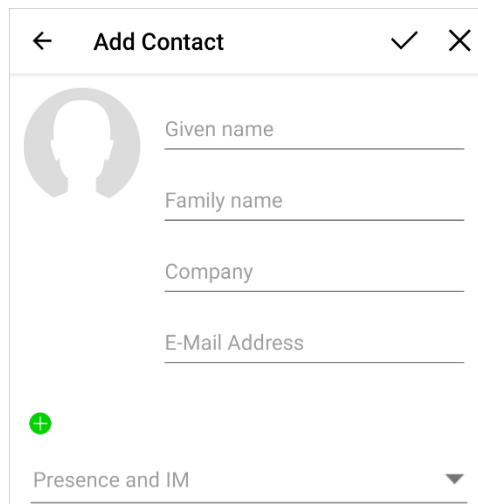To send your video to the other caller, swipe left.

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

1. 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 ⓘ **Info** next to an entry (iOS), then tap **Create New Contact** or **Add to Existing Contact**. Cymbus auto-populates the phone number.

2. In the Add Contact window, enter the contact's name, company, and email address. If necessary, tap ⊕ to add a phone number.

3. 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.
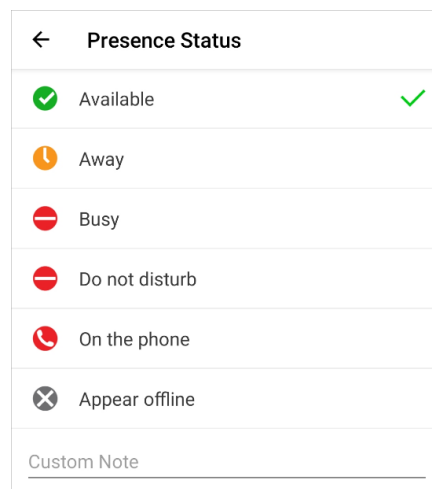
:::cymbus

> **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.
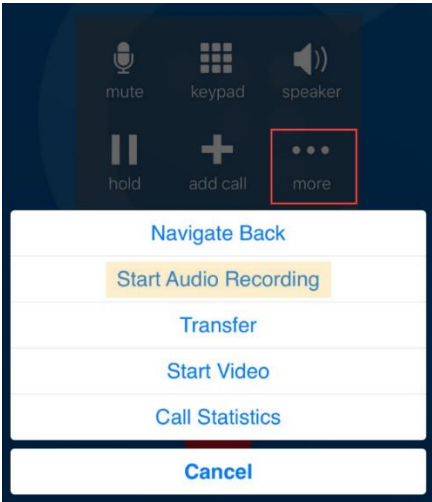
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Voice Mail

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.

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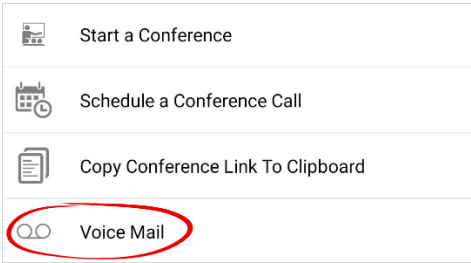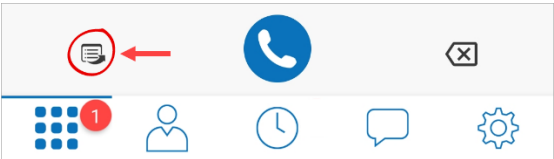
MEETINGS *(Professional Only)*

Video Meetings, also known as Virtual Meeting Rooms or Meetings, combine audio, HD video, screen sharing, messaging, and presence in one virtual meeting. Anyone can join your using desktop and mobile devices.

MEETING PIN (OPTIONAL)

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

Create a Meeting

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

Schedule a meeting

1. From the Phone tab, tap 📑 **Quick Menu > Schedule a Meeting 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 Meeting Link to Clipboard** and send the link another way.

Start a meeting now

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

Invite participants during a meeting

1. Tap 👥 **Participants** then tap ＋ **Add**.
2. Start typing the name of a person that you want to invite.
3. Tap 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 meeting link.

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Join a Meeting

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

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

- **HISTORY.** In the Contacts tab, locate the host's entry. On Android, long-press the entry and tap **Join a Meeting**. On iOS, tap ⓘ **Info**, then tap the URL.

- **CONTACTS.** In the Contacts tab, tap **Roster**. Locate and tap the person that is hosting the meeting, then tap on their meeting link.
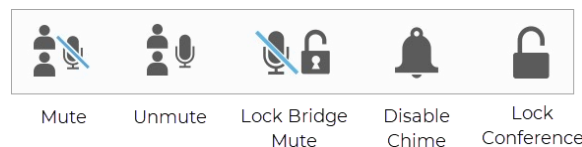
Host Controls

Participants panel

In a meeting you are hosting, tap 👥 **Participants**. These settings apply to everyone in the meeting.

- **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.
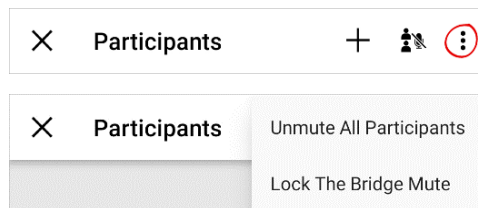

- **IOS.** The participant controls are at the bottom of the panel. Here you can mute or unmute all participants, lock the bridge mute so users cannot unmute themselves, disable the chime for incoming participants, and lock the meeting (no new participants).

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.
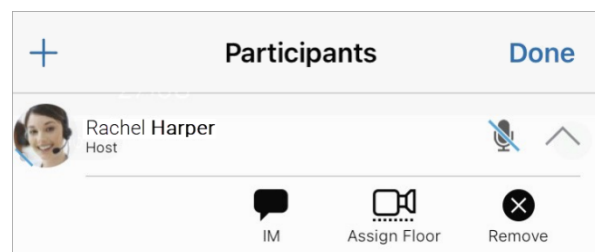
Video

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 meeting, go to ⋮ **More > Start Video**. To remove all incoming and outgoing video from the call, tap **More > Stop Video**.

- **LAYOUT.** The video layout the meeting 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 🎙🔒 **Lock The Bridge Mute** so users cannot unmute themselves.

To mute a single meeting 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

Tap ⋮ **More** to access these settings:
- Put Call On Hold
- Stop Video
- Start Audio Recording
- Assign Video Floor To Me
- Disable Chime (Android)
- Lock Meeting (Android)
- Copy Meeting Link To Clipboard
- Meeting Video Layout
- Meeting Video Resolution

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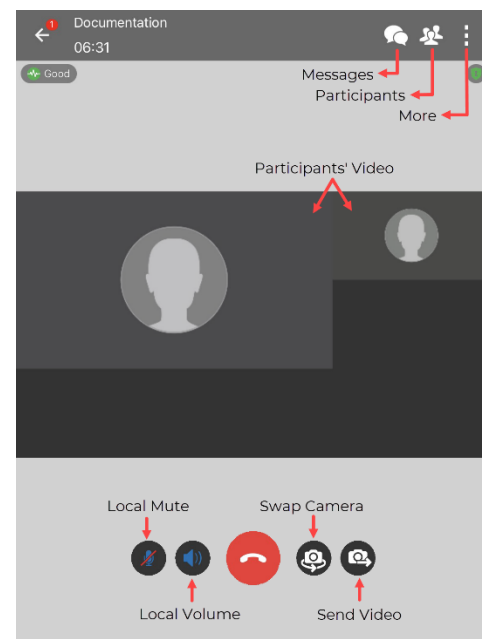
Video

You can choose whether to share your video.

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

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- **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 meeting 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
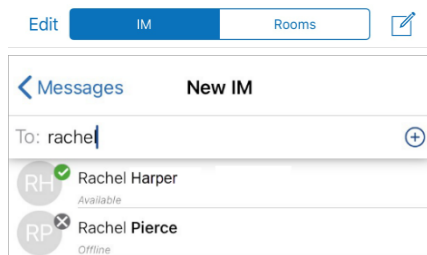
1. Go to the Messaging ta and tap IM.
2. Tap ⊕ **Add** (Android) or ☑ **Compose** (iOS).
3. Search for a Buddy and tap their name.
4. Compose your message and tap ➡ Send.

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**.

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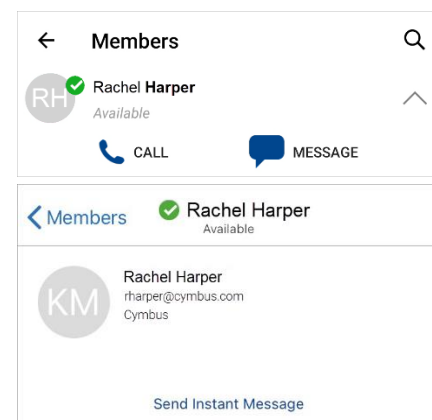
Chat Rooms

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.
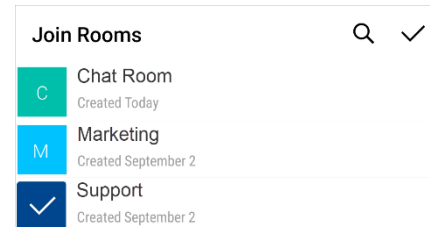
Create a room

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**.

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MENU

In the top left corner of the app, tap ☰ **Menu** to manage your settings and log out.
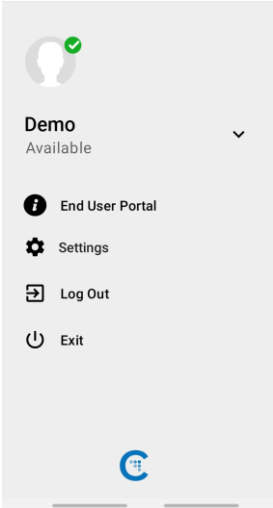
- **END USER PORTAL.** Manage some of your own settings, including device logs and avatar photo.
- **SETTINGS.** Choose how you want your Cymbus app to work.
- **LOG OUT.** Log out of the app.
- **EXIT.** Close the app.

End User Portal

The Cymbus End User Portal is specific to the Cymbus app and is not connected to the Voice Portal where you can manage your voice services.

Device Logs

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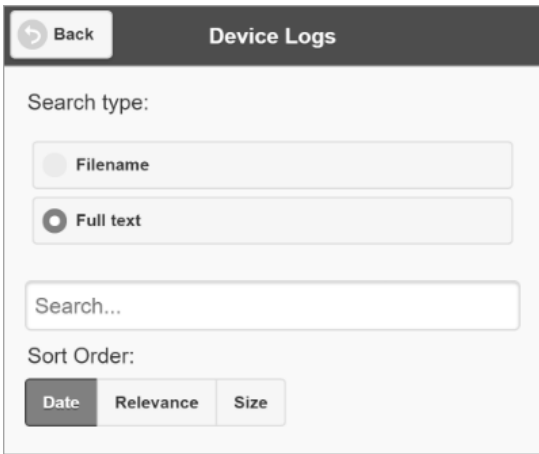
Manage Devices

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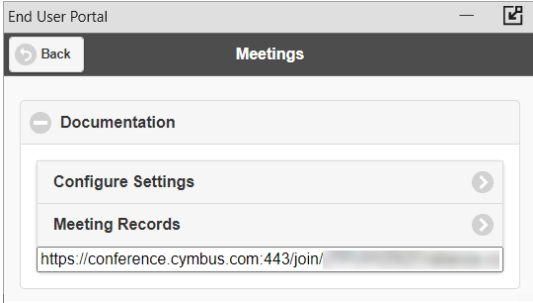
1. Go to **Devices** to view your activated devices.
2. Find the record of the device that you wish to deactivate, then tap **Delete**.
3. A message will pop up asking if you're sure you want to delete this device. Tap **Delete** to confirm.

Now you can log in on another device.
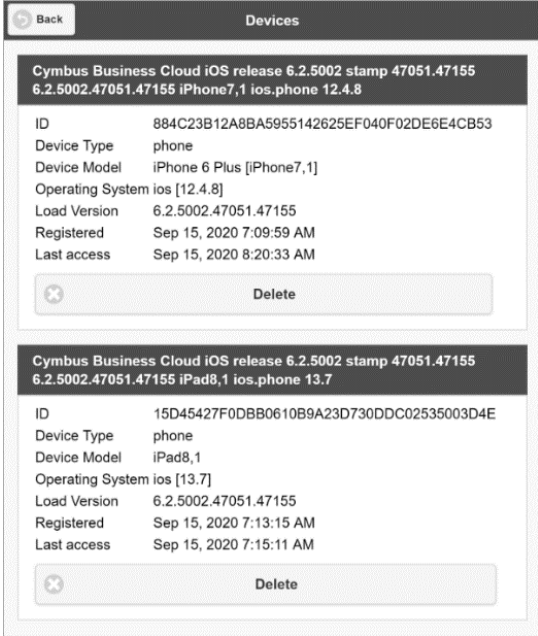
Meetings

Access your configuration settings and records. At the bottom of the menu is your personal bridge link.

MEETING SETTINGS

Manage various meeting 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 meeting.
- Moderator and participant PINs.
- Grace period after the host leaves.
- Enable automatic meeting recordings.
- Set up Dropbox for server-based recording.
- And more.

In **Settings > Meetings**, you can choose to require a PIN/Passcode, and choose to mute your microphone or speaker when joining a meeting.

MEETING RECORDS

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

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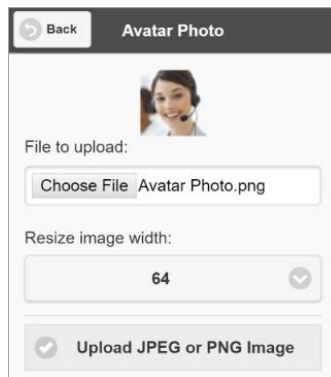
XMPP Photo

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**.

Settings

Preferences

In Settings > 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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