



commend



OPERATING INSTRUCTIONS

# SYMPHONY MOBILE CLIENT

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## WELCOME TO THE WORLD OF SYMPHONY

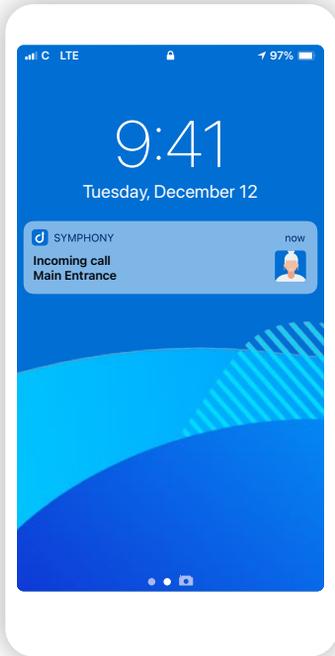
Never miss a visit, door call or call again. With this app you can answer calls and open doors, barriers and gates no matter where you are and also see the caller.

This operating instructions gives you an overview of the most important functions.

As we are constantly developing our Symphony platform and this App, you will soon discover new functions when using it.

If you like the App, we would be pleased if you gave it a positive rating in the App Store or Google Play and if you send us suggestions for improvement by e-mail to [products@commend.com](mailto:products@commend.com), we will be twice as pleased.





Note: The images are from the iOS app and differ slightly from the Android app.

## CALLS AS A MESSAGE ON THE LOCK SCREEN

Incoming calls are displayed as a message on the lock screen.

You can see where the call is coming from (e.g. main entrance) or who is calling (e.g. reception).

If the intercom station on the other end has a camera, you will also see a small preview picture.

**Tap on the message** to open the Symphony Mobile Client.

**Press and hold the message** to display it and perform quick actions.

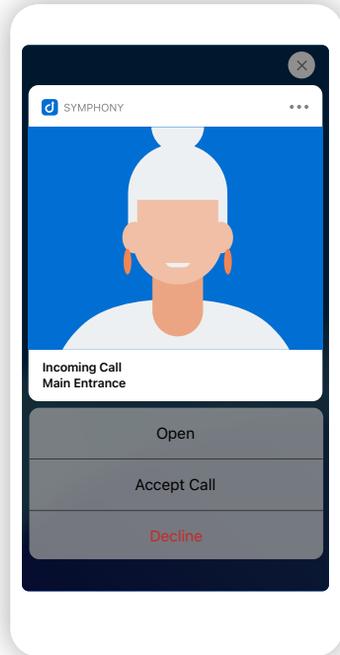
## QUICK ACTIONS

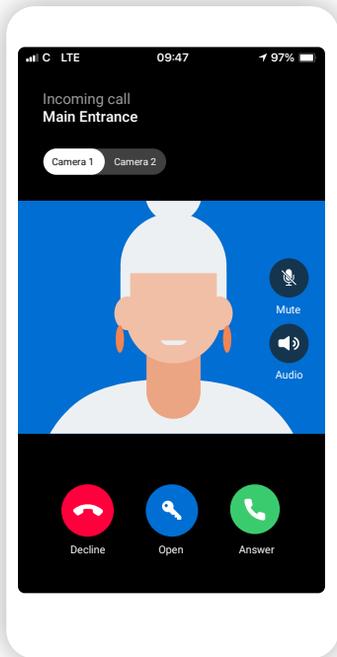
As soon as you press and hold the message, you will see a larger preview image of the station at the other end and have the following options.

**Open** - Open a door, barrier or gate without setting up a conversation.

**Accept Call** - Establish a call.

**Decline** - Call is rejected. If other devices are also in the ring group, they can still accept the call.





## ANSWER CALLS

You have tapped on the message and the app has opened. In the live video you can see the other person and have the following options:

**Decline** – Call is rejected. If other devices are also in the ring group, they can still accept the call.

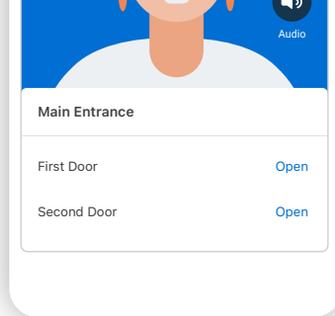
**Open** – Open a door, barrier or gate without setting up a call.

**Answer** – Establish a call.

**Change camera view** – If beside the integrated intercom camera another one is installed, you can switch between the two via the toggle button.

## Two doors/gates/barriers

If there are two doors/gates or barriers and a door to open, you will see this dialogue when you tap on Open.



## IN CONVERSATION

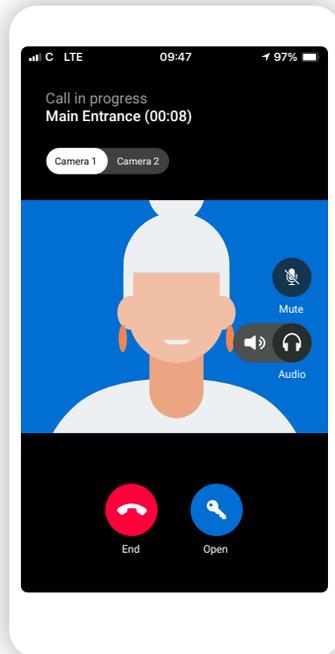
As soon as you press and hold the message, you see the live video of the station at the other end and have the following options.

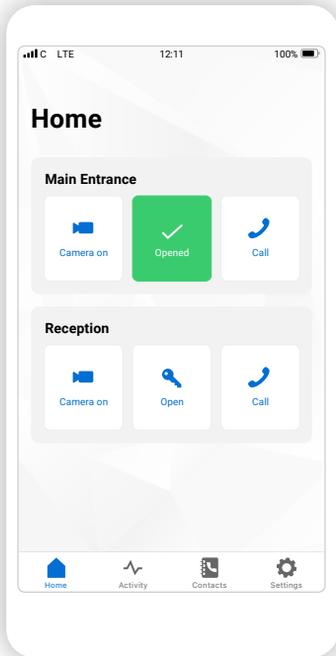
**End** - The call is being ended.

**Open** - Open door, barrier or gate.

**Mute** - Here you can mute your microphone and tap again to reactivate it.

**Audio** - Here you can change the audio source - for example, from the speaker of your mobile device to your headset.





## HOME SCREEN

On the home screen of the Symphony Mobile Client, you will see a list of your favourites from your contacts.

**Camera on** – View the video image of the intercom station.

**Open** – Open a door, barrier or gate without setting up a call.

**Call** – Establish a call to the contact.

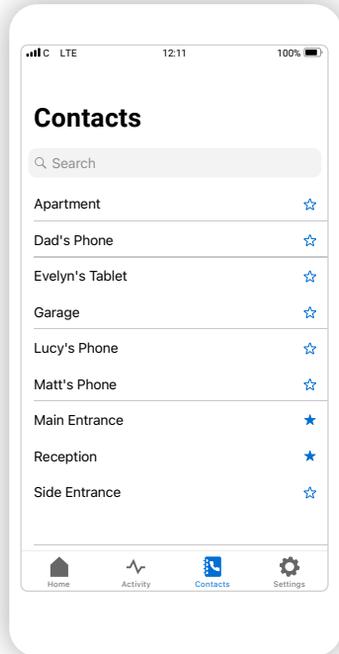
If the icon and text are grey, the button is not active and means that the station at the other end, such as the reception in this example, does not have a camera or that there is no door, barrier or gate to open.

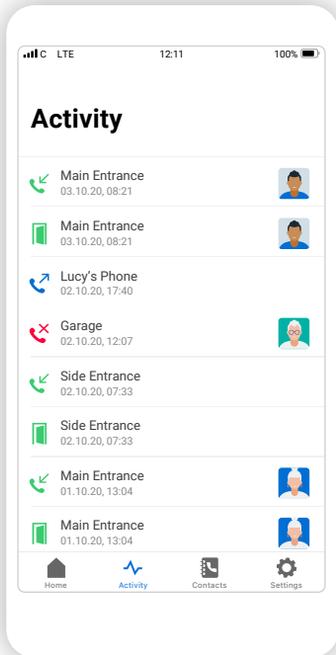
## CONTACTS AND FAVORITES

Simply tap on a contact to call up the video image in the next step as on the home screen or to use the open and call function.

### **Add favourites to the Home screen**

Simply tap on the star symbol and the contact will now be displayed on your home screen.





## ACTIVITY

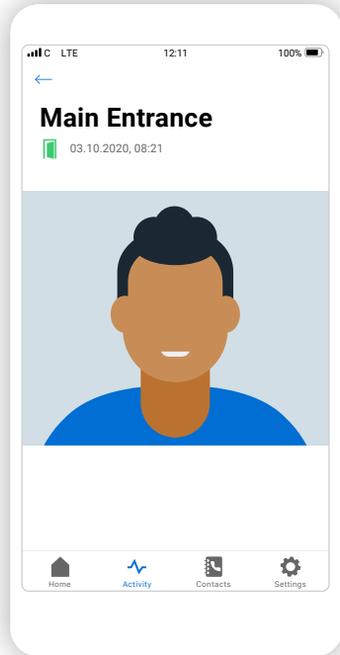
Here you can see all calls in your group - whether missed, outgoing, accepted and also when a door, barrier or gate was opened.

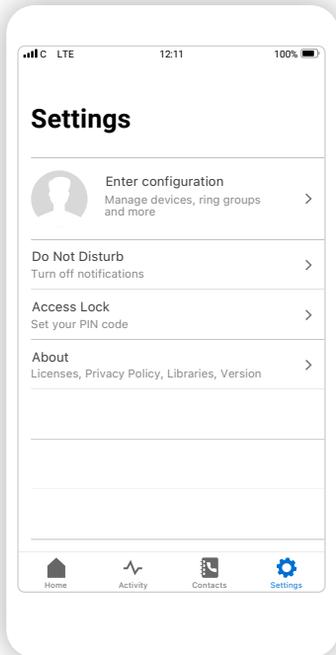
A image of the caller at intercom station at the moment the call is set up can also be seen. If you tap on the picture, an enlarged version is displayed on the next screen.

**Note:** The snapshot function must be activated by the administrator. For data protection reasons, the images are automatically deleted after a defined time.

## SNAPSHOT

The function is especially helpful if you have missed a call. This way you can see who was in front of the door, barrier or gate.





## SETTINGS

On this screen you will find an overview of setting options.

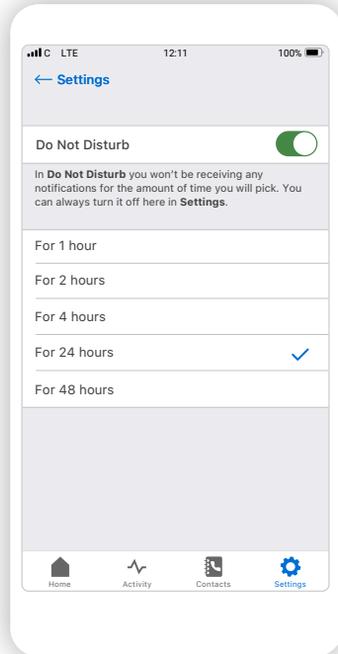
Administrators can manage their respective systems via the system configuration (requires a Symphony Cloud account).

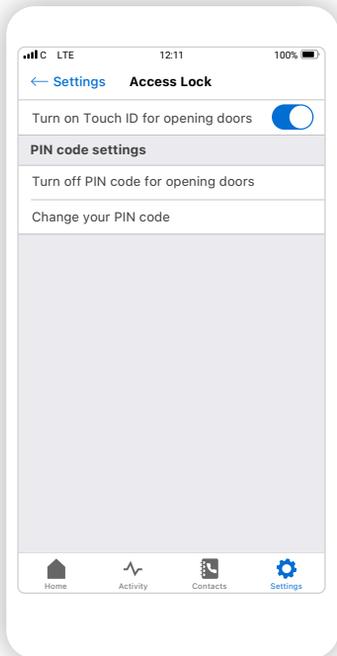
## DO NOT DISTURB

If you do not want to be disturbed by calls, you can activate this function here and select a specific duration.

If the app is open, incoming calls are displayed even if „Do not disturb“ is active. However, there is no acoustic notification.

After the selected duration has expired, calls will be delivered to you again as normal.





## ACCESS LOCK

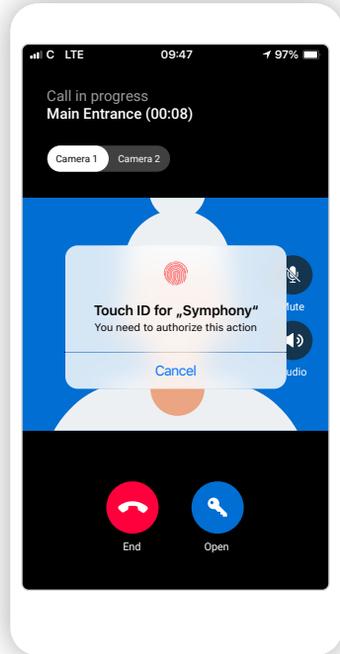
To ensure that only you have the authorisation to open doors, barriers or gates on your smartphone or tablet, you can set up an access lock.

**PIN Code** is possible on all devices.

Depending on the device, **Touch ID** or **Face ID** are also supported.

## EXAMPLE AUTHORISATION

If the access lock is activated and one taps on an open button, then the action must first be authorised by the selected method.





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