

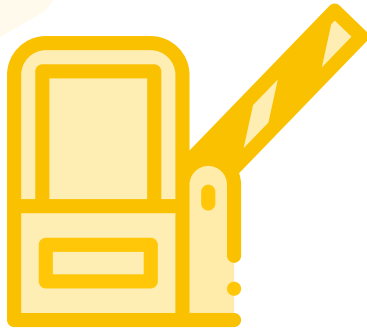
The Heartbeat of Access and Control

COMB MOBILE APPLICATION

User guide

The brand new mobile application will provide you seamless integration with our products allowing you to manage access to your estate easily and efficiently from your phone. We have taken your safety to the next level with our all-new real-time mobile application. Users will receive push notifications giving them instant information on the entry and exit of people who enter the estate's access points. Your security is our main priority, let your phone tell you who enters and when!





OPEN GATES

Users can open their gate directly from their mobile phone using the App.

CREATE TAP-TAP CODES

Easily request a Temporary Access Pin for your visitors.



REAL-TIME NOTIFICATIONS

Know when visitors enter or exits your organisation by receiving notifications in real-time.

REPORTING

Keep track of who, when and how visitors enter your organisation. Filter through and easily back track to find specific events



MULTIPLE ORGANISATIONS

Users can be linked to and switched between to multiple organisations easily.

GET STARTED

1

Downloading the app

Navigate to the App Store on your phone and search for 'MyComb'. Download and install the app.

2

Create an account and login

Open the MyComb app and click the "CREATE ACCOUNT" button, follow the prompts and complete the required fields. Upon logging in you will receive an OTP pin via SMS. Enter the OTP pin to successfully login. This is an additional security measure known as 2-Factor authentication.

3

Link your account to an Organisation

Login with your newly created account details and select your organisation when prompted. Users are automatically linked to their organisations. If no organisations are listed, contact your organisations administrator to link your account to the organisation

PRICING

For more information on our pricing please visit the **License fees page on our Comb Communication website** (<https://comb-communications.com/license-fees/>). Please note the following:

- 🟡 **Inbox Module – Comes standard with the APP** : Notifications can be sent out of Comb Portal to all residents and residents will receive the notifications via push notification and it will also be available for reading in their inbox on the mobile app.
- 🟡 **Advanced 1 – Tap-Tap Module** : The ability for users to easily create and share TAP-TAP codes via the MyComb mobile application.
- 🟡 **Advanced 2 – Gateway Module** : The ability for users to open their organisation gate with the click of a button via the MyComb mobile application.
- 🟡 **15 units for free** : Units only gets billed from 16th unit on all complexes eg. A complex with 100 units will only be billed for 85 units.
- 🟡 Not all units in a complex have to use the mobile app, units can be selected under the Comb store and only the amount of units who is selected will be charged.

HOW TO PURCHASE THE MyComb LICENSE

- 1: Log into the Comb Portal and navigate to the "Comb Store" from the side menu.
- 2: Navigate to the "MOBILE APPS" tab from the top bar navigation.

The screenshot shows the Comb Portal dashboard. On the left sidebar, the 'Comb Store' option is highlighted with a red box and a red circle with the number 1. At the top of the main content area, the 'MOBILE APPS' tab is highlighted with a red box and a red circle with the number 2. The dashboard displays a table of license packages and a calculator on the right.

| PRODUCT NAME | DESCRIPTION | INFO | BILLING CYCLE | MONTHLY COST | ANNUAL COST | ENABLE / DISABLE | ACTIVE UNITS | TOTAL COST |
|----------------------|----------------------|------|---------------|--------------|-------------|------------------|--------------|------------|
| MY COMB - ADVANCED 1 | MY COMB - ADVANCED 1 | ⓘ | Monthly | R 0.00 | R 0.00 | X OFF | 5 | R 0.00 |
| MY COMB - ADVANCED 2 | MY COMB - ADVANCED 2 | ⓘ | Monthly | R 15.00 | R 180.00 | X OFF | 0 | R 0.00 |
| MY COMB - BASIC | MY COMB - BASIC | ⓘ | Monthly | R 0.00 | R 0.00 | ✓ ON | 0 | R 0.00 |

On the right, the 'CALCULATOR' section shows the following amounts:

| AMOUNT |
|--|
| Amount Of Units: 27 |
| MY COMB - BASIC R 0.00 |
| Total Per Unit Monthly Fee R 0.00 |
| Total Organisation Monthly Fee R 0.00 |
| COMB INTERCOM R 1,250.84 |
| Total Per Unit Annual Fee R 46.33 |
| Total Organisation Annual Fee R 1,250.84 |

- 3: Find the MyComb license package that you would like to purchase and click the Enable/Disable button to activate that package.
- 4: Next click the associated "ACTIVE UNITS" settings button as indicated below to select the units that you would like to activate.

The screenshot shows the Comb Portal dashboard with the 'MOBILE APPS' tab selected. The 'ENABLE / DISABLE' button for the 'MY COMB - BASIC' package is highlighted with a red box and a red circle with the number 3. The 'ACTIVE UNITS' button for the same package is highlighted with a red box and a red circle with the number 4. The dashboard displays a table of license packages and a calculator on the right.

| PRODUCT NAME | DESCRIPTION | INFO | BILLING CYCLE | MONTHLY COST | ANNUAL COST | ENABLE / DISABLE | ACTIVE UNITS | TOTAL COST |
|----------------------|----------------------|------|---------------|--------------|-------------|------------------|--------------|------------|
| MY COMB - ADVANCED 1 | MY COMB - ADVANCED 1 | ⓘ | Monthly | R 0.00 | R 0.00 | ✓ ON | 0 | R 0.00 |
| MY COMB - ADVANCED 2 | MY COMB - ADVANCED 2 | ⓘ | Monthly | R 15.00 | R 180.00 | X OFF | 0 | R 0.00 |
| MY COMB - BASIC | MY COMB - BASIC | ⓘ | Monthly | R 0.00 | R 0.00 | ✓ ON | 0 | R 0.00 |

On the right, the 'CALCULATOR' section shows the following amounts:

| AMOUNT |
|--|
| Amount Of Units: 27 |
| MY COMB - ADVANCED 1 R 0.00 |
| MY COMB - BASIC R 0.00 |
| Total Per Unit Monthly Fee R 0.00 |
| Total Organisation Monthly Fee R 0.00 |
| COMB INTERCOM R 1,250.84 |
| Total Per Unit Annual Fee R 46.33 |
| Total Organisation Annual Fee R 1,250.84 |

HOW TO PURCHASE THE MyComb LICENSE

5: A pop-up will open, select all the units that you would like to activate or alternatively click the "SELECT ALL" button to activate all the units in the organisation.

MY COMB - ADVANCED 1 - ACTIVE UNITS SETTINGS

Organisaion Units

Total selected units: 15
Select or deselect the units below which you would like either activate or deactivate.
15 units will be free of charge, per unit billing will apply from unit count 16.

| UNIT NUMBER | UNIT DESCRIPTION | TENANT COUNT | |
|-------------|------------------|--------------|-------------------------------------|
| 1 | Unit 1 | 2 | <input checked="" type="checkbox"/> |
| 2 | Unit 2 | 2 | <input checked="" type="checkbox"/> |
| 3 | Unit 3 | 2 | <input checked="" type="checkbox"/> |
| 4 | Unit 4 | 2 | <input type="checkbox"/> |
| 5 | Unit 5 | 2 | <input type="checkbox"/> |
| 6 | Unit 6 | 2 | <input checked="" type="checkbox"/> |
| 7 | Unit 7 | 2 | <input checked="" type="checkbox"/> |
| 8 | Unit 8 | 2 | <input type="checkbox"/> |
| 9 | Unit 9 | 2 | <input type="checkbox"/> |
| 10 | Unit 10 | 2 | <input type="checkbox"/> |
| 11 | Unit 11 | 1 | <input type="checkbox"/> |
| 12 | Unit 12 | 2 | <input type="checkbox"/> |
| 13 | Unit 13 | 0 | <input type="checkbox"/> |

6: Once you have completed selecting all the units you want to be activated, click the "Apply changes" button at the bottom of the screen to continue.

Apply Changes →

Cancel

7: Finally once completed and happy, you can click the "ACTIVATE" button on the "CALCULATOR" as indicated below to activate the "MyComb" license packages.

SYSTEM BACKEND
COMB COMMUNICATIONS
SUPER_USER

DASHBOARD

ORGANISATION

COMMUNICATE

REPORTS

ADMINISTRATION

OEM ADMIN

SUPPORT

SETUP

ADMINISTRATION

ACCESS CONTROL

CURRENT VIEW: -- [RESIDENTIAL COMPLEX]

23RD AUG 12:21 Logout

HOME / DASHBOARD / MANAGE LICENCE FEES & SUBSCRIPTIONS

MANAGE LICENCE FEES & SUBSCRIPTIONS

USER GUIDE BILL HISTORY COST ESTIMATE

HARDWARE SOLUTIONS SOFTWARE SOLUTIONS MOBILE APPS

| PRODUCT NAME | DESCRIPTION | INFO | BILLING CYCLE | MONTHLY COST | ANNUAL COST | ENABLE / DISABLE | ACTIVE UNITS | TOTAL COST |
|----------------------|----------------------|------|---------------|--------------|-------------|------------------|--------------|------------|
| MY COMB - ADVANCED 1 | MY COMB - ADVANCED 1 | ⓘ | Monthly | R 0.00 | R 0.00 | ✓ ON | 5 | R 0.00 |
| MY COMB - ADVANCED 2 | MY COMB - ADVANCED 2 | ⓘ | Monthly | R 15.00 | R 180.00 | ✗ OFF | 0 | R 0.00 |
| MY COMB - BASIC | MY COMB - BASIC | ⓘ | Monthly | R 0.00 | R 0.00 | ✓ ON | 0 | R 0.00 |

ACTIVE SERVICES CALCULATOR

CALCULATOR

Amount Of Units: 16 - 50 + 27

MY COMB - ADVANCED 1 R 0.00

MY COMB - BASIC R 0.00

Total Per Unit Monthly Fee R 0.00

Total Organisation Monthly Fee R 0.00

COMB INTERCOM R 1,250.84

Total Per Unit Annual Fee R 46.33

Total Organisation Annual Fee R 1,250.84

RESET

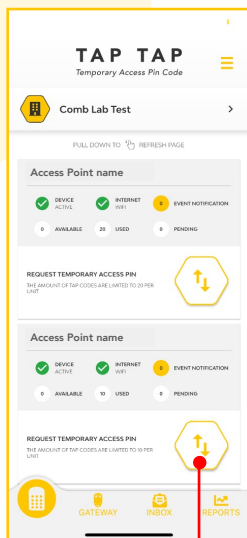
✓ ACTIVATE

DOWNLOAD

NEED HELP Comb Communications

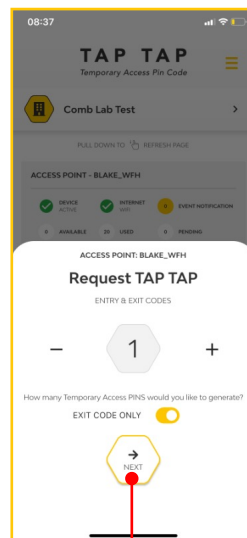
COPYRIGHT © COMB COMMUNICATIONS 2020 CONTACT US COMB PORTAL V1.13.4 TERMS & CONDITIONS DATA POLICY

REQUEST VISITOR PINS (TAP-TAP)



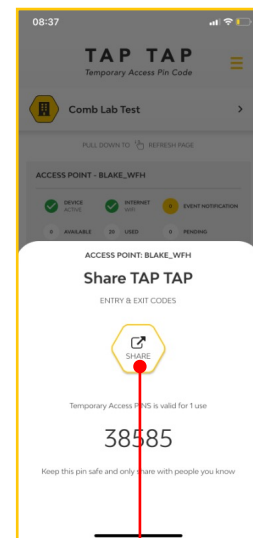
1

Click the TAP-TAP button above on the access point that you would like to request a TAP-TAP code for.



2

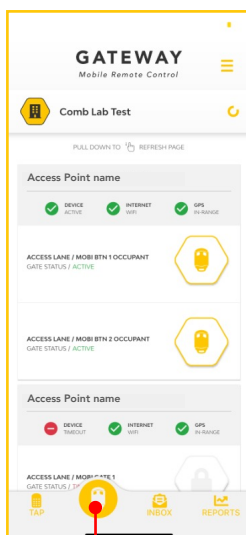
Select the number of times the pin will be able to provide access to and click "NEXT"



3

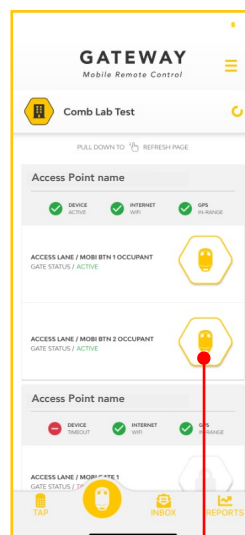
Share the pin to visitors with external applications such as WhatsApp/Messenger

OPENING A GATE (GATEWAY)



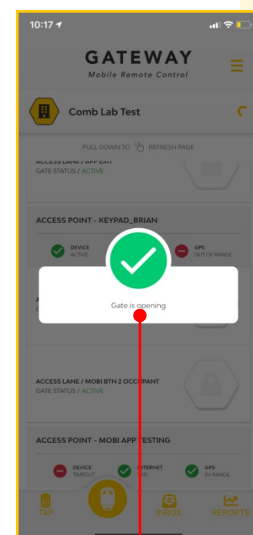
1

Navigate to the "GATEWAY" tab.



2

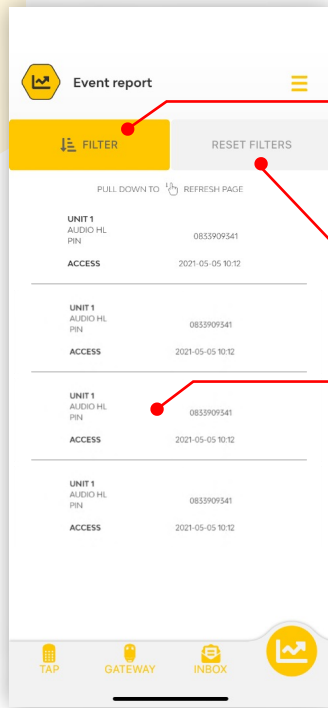
Click the "GATEWAY" button on the access point that you would like to open.



3

If you are within close proximity of the access point, the gate should open.

REPORTING

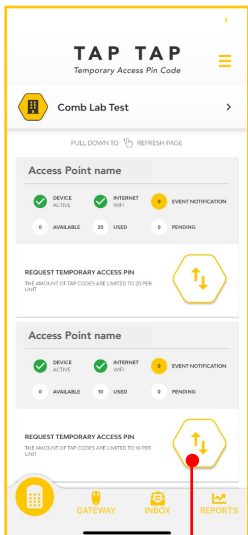


1 Filter through reports to find specific events on access into the organisation.

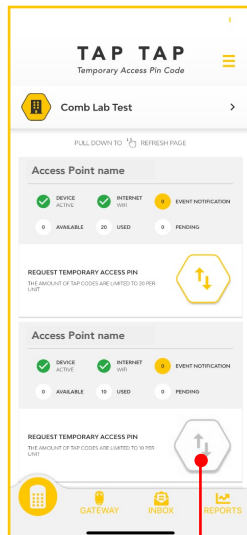
2 Reset you filters to view all your reports

3 View details on each access event into the organisation that visited your unit.

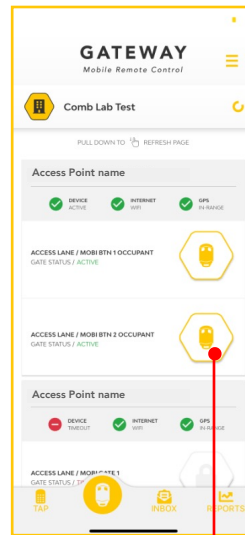
LOCKING TAP-TAP/GATEWAY BUTTONS



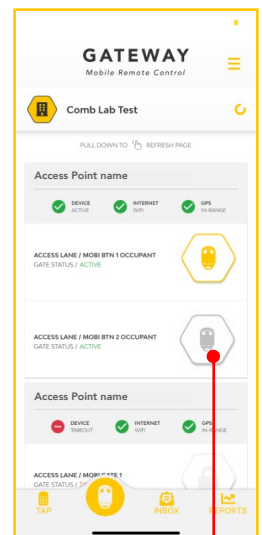
Click and **hold down** the TAP-TAP button to lock TAP-TAP to an access point



To unlock the TAP-TAP button simply **click** and **hold down** the TAP-TAP button



Click and **hold down** the Gateway button to lock the access to an access point



To unlock the Gateway button simply click and **hold down** the Gateway button

COMB MOBILE APPLICATION OVERVIEW

Pull down to refresh the page

Access Point information and real time device status

View more information on your temporary access pins which includes how many are **available**, **used** and **pending**

TAP TAP

This tab will allow the user to easily create and share temporary access pins.

GATEWAY

This tab provides mobile access control where users can open their gates remotely with their phones.

Open and close the side menu

This component displays your selected organisation. Click on it to switch between your linked organisation.

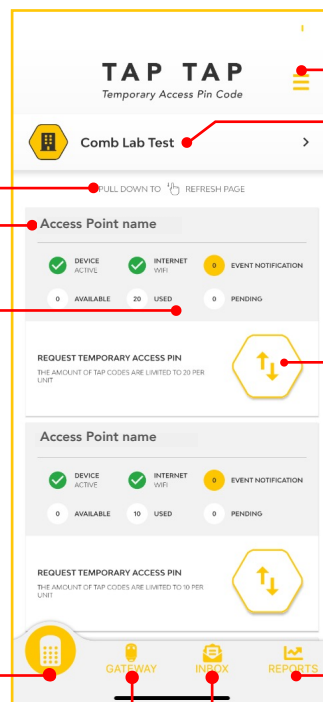
Click this button to generate a new Temporary Access Pin. Users can share the pin directly from the app once created

REPORTS

This tab will allow the user to view reports on who entered the estate and when. Users can then filter these reports to easily find the information that they are looking for.

INBOX

This tab will allow users to view their messages and notifications in more detail.





We're here to help

Email us support@comb-communications.com

Chat to a live agent <https://comb-communications.com/livechat>

www.comb-communications.com



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