



SAMVAD USER MANUAL



ANDROID

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Introduction

Centre for Development of Telematics (C-DOT) is the Telecom R&D Centre of the department of Telecommunications, Ministry of Communications, Government of India. C-DOT provides indigenous solutions for current and future telecommunication requirements and converged networks, including those of national importance in areas related to rural applications and specific strategic and security requirements.

C-DOT has developed an easy-to-use mobile application to provide secure unified communication in the form of chat and call services in closed user groups. This will enable the enhancement of communication possibilities across a dedicated virtual network for security agencies personnel. The users will benefit from the availability of data on their mobile phones anytime, anywhere, while still enjoying the privileges of a secure and self-hosted network.

This document gives a brief about the features supported in the Samvad Android version and also gives the steps to facilitate the user in exploring them.

1. Samvad Installation

For the purpose of security, Samvad App is distributed to user in the apk format and user can easily install the same on his/her mobile phone. A common practice is to send a link to user along with the Login Id and password of the user via email. The user can download the application by clicking on the link.

2 Samvad Login

After installing the App, **SAMVAD icon** will get displayed on user' mobile screen (refer Figure 1).



Fig 1: Samvad icon

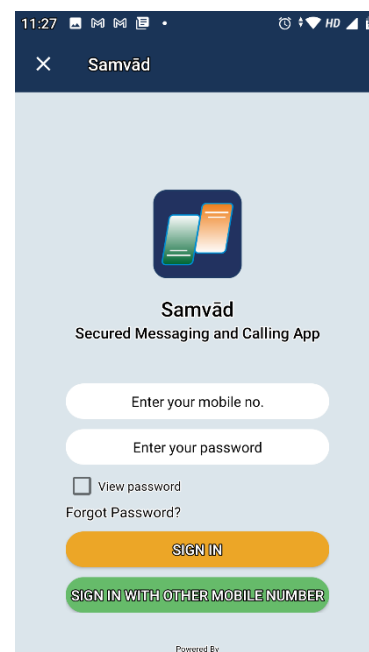


Figure – 2

- Tap the 'Samvad' icon. Login screen will open (Figure 2).
- Login using the samvad registered (user ID) Mobile No. and Password assigned. There is option to see the password being entered. If there are more than 5 wrong attempts, account will get locked.
- Upon successful login by user, Samvad main screen will open.
- If login fails, check the Internet connection, login and password.
- Allow permission to bring application on front.

2.1 Account Lock

- Account will be locked if user attempts login with wrong password for five times. User will not be informed about the exhausted wrong attempts.
- On the 6th wrong logging attempt, Error message “Username/password is wrong or password is expired” will appear in login screen.
- User needs to contact the administrator with a request to unlock his account.
- User can also reset account password by using ‘forgot password’ option from login screen. Refer figure – 2. Same is explained in detail at section 18.1 of this manual.

2.2 Sign in with other Mobile number

- Samvad user has option to login by different user name/ registered mobile number.
- Login by different username/ mobile number will permanently delete all the chat history, call history and settings etc. of the previous user name/mobile number.
- Tap on ‘SIGN IN WITH OTHER MOBILE NO’. A warning message will be displayed that “This will delete all your contact chats and group from this device. Do you really want to delete account xxxxxxxxxx from this device?” Accept the Warning and sign in.

3 Samvad main screen

When the user logs in, Samvad main screen is displayed (Refer figure 3). The screen contains four main tabs and several other options such as circular, main screen contacts cum group name search bar etc. as elaborated vide below corresponding sections.

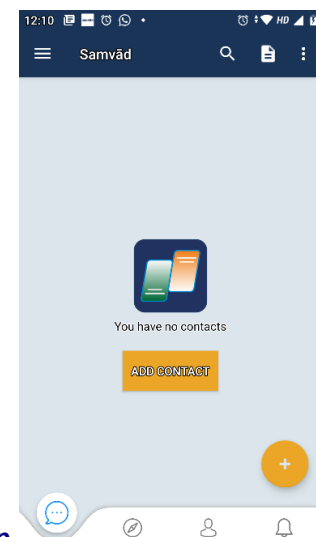


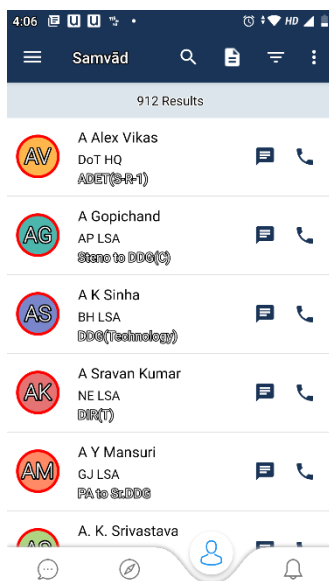


Figure 3, Main Chat Screen

- 'CHAT' tab: This is the default tab which opens on login to Samvad. Refer figure 3. With recommendation to Add Contacts.
- Tap Add contacts. Samvad registered Contacts can be added by their phone number or imported from phone directory or from Organization Directory. Once contacts are added User can chat or make calls from here.
- Search in Organization Directory: It is a character based Search bar present next to the three vertical dots on top of the screen. It is used for searching contacts from the user contact list.
- 'NEWS' tab : Refer Figure -3, This tab provides access to latest news feed through RSS. RSS stands for "Real Simple Syndication". It enables users to keep track of different websites in real time. This includes News from three broad category, namely India, World & Telecom.
- Organization Directory' tab: : This section is linked with your organization database (refer figure – 4a) which has user details like name, employee ID, mobile no. etc. The users can be searched for chat or call.(Refer Figure – 4b)



• **Figure - 4 a (Organization Directory Tab)**

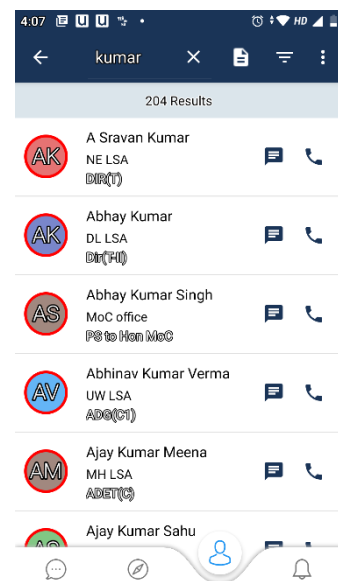



Figure – 4b

- CALL LOG' tab:  There is a "CALL LOG" section in menu bar which gives the description of call logs. All incoming calls, outgoing calls and missed calls and their logs are available here. A notepad at the right hand corner of the call menu screen can be used to clear call history selectively or in bulk.

4. Samvad additional Features & Settings

Tap on, the top left drawer icon of samvad's main screen. Refer Figure 3 (icon at top left corner of the main screen with 3 horizontal lines). This opens a list of features and settings options as shown in figure 5.

4.1 Setting Profile

- Click on the 'My Profile' option.
- "Edit Profile" screen will be displayed. Tap at Edit Profile. This opens the screen from where user can set his profile details which would be visible to his chat members. (Refer Figure – 6)
 - Name
 - Photo (can be uploaded from camera or gallery)
 - Birthday
 - Job title
 - Organization
 - Telephone (Home, Work)
 - Email (Home, Work)

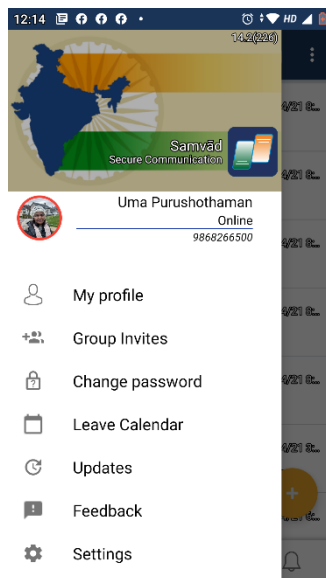


Figure - 5

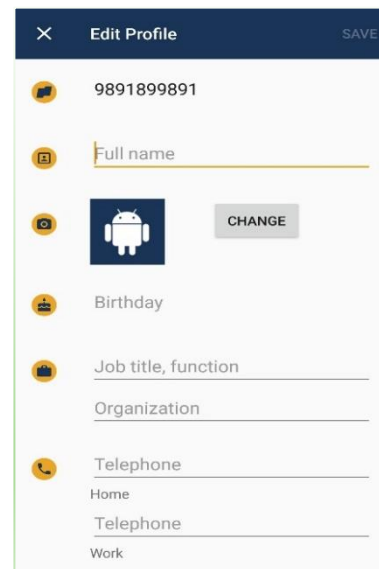


Figure - 6

4.2 Group Invites

This contains list of all the pending invites which has been send to a user. The user can go to this section and accept or reject the 'Group Invites' send to him/her.

4.3 Change Password

- Change password option can be selected by navigating on the drawer icon (icon at top left corner of the screen with 3 horizontal lines) of Main screen and selecting the "Change Password" option (Refer Fig 5).
- User needs to enter the current password followed by the new password (twice).
- Password must be at least eight characters in length and it must include a minimum of one uppercase character, one lowercase character, one numeric character and one of these special characters @ # _ / - + ~ % = * ! ? . Please also refer and follow password policy at the time of changing password.

4.4 Leave Calendar

- Organizations leave schedules can be viewed from here.
- List is taken from Organizations leave calendar.

4.5 Updates

- The 'Updates' option can be clicked to install updates, should any revised release of Samvad is linked (Refer Figure 5).

- If no link for update is available, this section by default shall show “no update found”.

4.6 Feedback:

- Select Feedback option
- “Report Issue” page will appear. User can explain their issues in the text box provided in the screen.
- Upon tapping ‘Report’ user feedback get submitted to samvad administrators.

4.7 Settings

4.7.1 Font Settings

- Tap at the font size settings
- This gives options to choose fonts between small, normal, large, extra large.
- Choose a convenient option, this shall change the text size used by user in his chat message box.

4.7.2 Vapour Massage Time

- Tap at the Vapour Message Time
- This gives option to set vapour setting timing as 5sec or 10 sec or 30sec or 1 minute.
- Choose a convenient option, this shall set the vapour message timing for user in his chat message box.
- Refer section 7.1 for details on effecting vapour messaging.

4.7.3 App Lock Time

- Tap at the App lock time
- This gives option to set app lock time to never or after 1 minute or after 15 minute or after 1 hour.
- Choose a convenient option, this shall set the app lock timing for samvad in user’s device.
- When samvad is left open for more than selected apk lock timing, application will activate device lock screen.

4.7.4 Chat Backup

- Tap at Chat Backup.
- This gives option to take backup of samvad.
- Backup details include users profile setting, files shared, chat history of one to one messages, group messages etc.

- Each time backup is generated the new backup file replaces the backup file of older date.
- Latest Backup file is offered for restoration during re-installation of samvad for the same number by user in same device or in new device.

4.8 Logout

- Tap on the drawer icon (icon at top left corner of the screen with 3 horizontal lines) of Main screen (Refer figure 4).
- Click on the 'Logout' option (Refer Figure 5).The user will be logged out from Samvad.
- During period user is logged out of samvad account, user will not receive any messages or samvad calls till user Sign In's into samvad.

5. Adding Chat Members:

To add chat members, click on the floating active (fab) button (yellow button shown with plus icon hovering at the main screen) present on the lower right portion of the main chat screen (refer Figure 7).

5.1 Import from Phone Directory

To add contacts to chat roaster, user after tapping at the yellow button, will be taken to screen as shown in Figure – 8. Click at 'Import from Phone Directory". This will automatically compare Samvad 'Organization Directory' data list with your phone directory contacts list and "a list" of common contacts will be shown. Manually select the contacts from the check box, you want to add. Option to add all the contacts is also available. If no contacts data are common then message "***No Samvad users found in your phone directory***" will be shown.

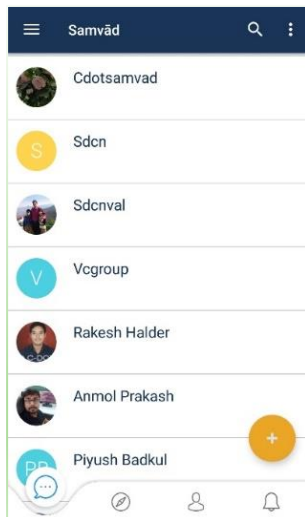


Figure – 7

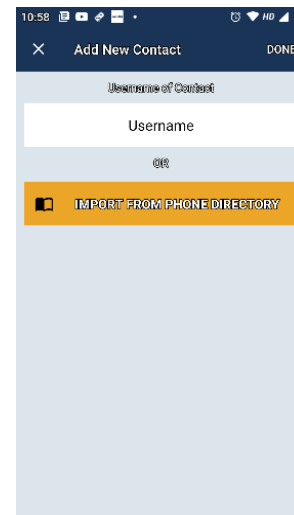


Figure – 8

Import of contact from Phone Directory & Adding contact using mobile number

5.2 Adding Contacts Using their Mobile Number/ User Name

Contacts may also be added one at a time by entering their mobile number directly in the field provided “user name” (Refer Figure -8). If the mobile number is of a samvad registered user, contact will get added in chat roaster. Otherwise error ‘user does not exist’ will be shown.

5.3 Adding Members from ‘Organization Directory’

Go to ‘Organization Directory’ section by clicking on the **third icon in the menu bar of the main screen. (Refer figure 7)**. There is a search bar where user can search by name or mobile number in this section. Enter user name or phone number in the search option. The selected user will be displayed. Tap on the add contact icon present near call icon. The selected user will be added in your chat list.

5.4 ‘Organization Directory’ Filter option

The ‘Organization Directory’ section also contains a filter option to filter the Samvad users according to “Rank” or “Location”(Refer Figure- 9a). Tap on three horizontal bars in the ‘Organization Directory’ section. (Refer Figure – 9b) This will open the ‘Filter’ screen. The “Rank” and “Location” of Samvad users can be selected from the dropdown section present below the “Rank” and “Location” option.

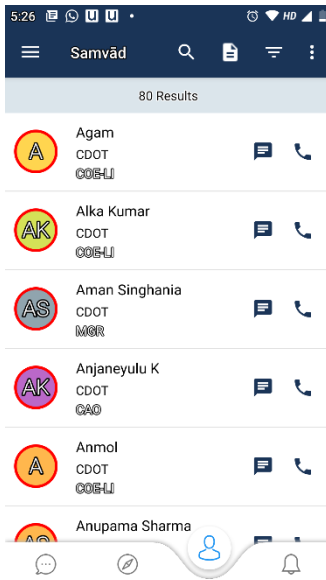


Figure – 9a

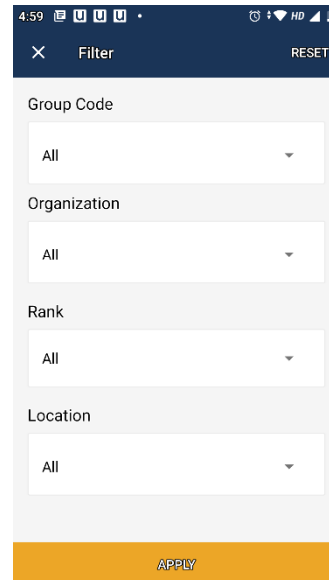


Figure – 9b

6. Chat Features

6.1 Login status of chat members

The login status of any chat member can be seen from the chat screen of the member (refer Figure 10). When a user name from the main chat screen is clicked, the user chat screen is displayed.

- If a user is online, 'Online' is shown at the top of the user chat screen.
- If a user is offline (due to user's data network being down, user having logged out or his Samvād services being de-activated etc.), details of the 'Last seen' time are shown at the top of the user chat screen.

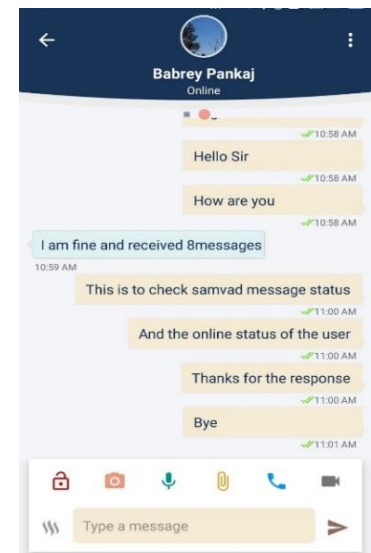


Figure: 10

6.2 Chat message status

- For sent messages, status of the message is indicated by the following indicators
 1. Single 'grey' tick will be seen when message is delivered to chat server.
 2. Double 'grey' tick will be seen when message is delivered to recipient user.
 3. Double 'green' tick will be seen when the recipient has read the message.

- A clock under the message would mean message is not sent and stuck within device application itself. This may be due to lost network connection on the sender side.
- User can re-try and send the stuck up message by long pressing such unsent message.
- For sent messages, there is option to Clear History/Delete for me/Delete for everyone.
- For received messages/file there is an indicator that whether the message/file received is forwarded, confidential or non-forwardable.
- Read/delivery time is displayed for the received messages.

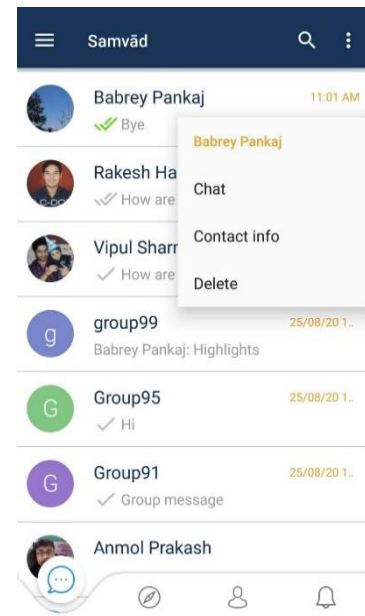


Figure - 11

6.3 Contact Info

- Long press on the contact/ chat group icon, drop down screen will open as in Figure 11.
- Select “contact info”. User details will be displayed.

6.4 Chat message search

Chat message search can be done for a chat member for a particular text. The selected text, if found will be highlighted in yellow.

- On the top right hand side of the chat screen, tap on the three vertical dot (Refer Figure – 11) and a dropdown menu would appear (Refer Figure 12).
- Click on the Search option. Enter the text in the “Search Message” field and press enter.

6.5 Deleting chat members

- Long press on the contact/ chat group icon, drop down screen will open as in Figure 12.
- Select the ‘Delete’ option from the drop-down list – the selected member will be deleted from chat list.
- If required, user can be re-added from ‘Organization Directory’ section or by “Add Contact” option.

6.6 Block/Unblock User

Any member can block another user on his chat screen. Once a user is blocked, messages cannot be send to or received from the blocked user. Refer figure – 12. A blocked user cannot call the user who has blocked him. However a user can make call to the blocked user.

- Open the chat screen for any user who needs to be blocked.
- On the top right hand side of the chat screen, tap on the three vertical dot and a dropdown menu would appear
- Click on the Block option to block the user.
- Same drawer will show unblock in the chat screen of a blocked user which can be used for unblocking the user.

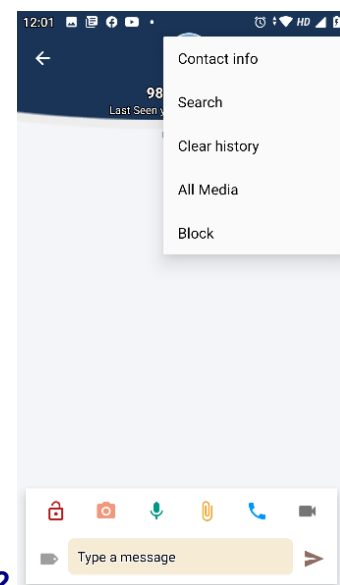


Figure -12

6.7 All Media

This section would show all the files and images shared by the two users within the chat. Files shared are broadly divided into two category of IMG & Files. All the images and video shared get displayed in IMG section. Files such as office files .xls, .doc, .pdf etc get displayed with date and file name in File section. In case of chat backup and restoration, dump of these files also get taken and restored.

7. Messaging with Special Tags

Special tags (Refer Figure 13) can be added to messages, shared files, contacts, locations etc. These tagged features can either be used alone or in combinations with each other as per user desire.

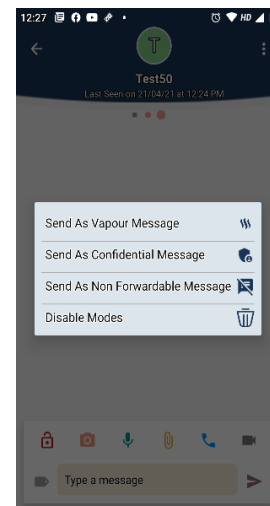


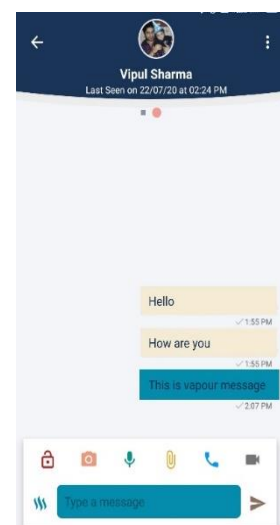
Figure – 13

7.1 Self-destructive message (Vapour Messages)

In this case all messages can be seen only for a pre-defined time after being read by recipient. The messaging system automatically simultaneously erases the content after 'the' specified time. This deletion happens on the receiver's as well as the sender's device.

- In the chat window click on the 'tag icon' on left of message box. (Refer Figure 13)
- Choose 'send as vapour message'
- Colour of message box will change to blue (Vapour mode enabled). After this self-destructive message can be send. (Refer Figure 14).The sent messages will be highlighted with BLUE colour.
- This message will remain at senders chat window till the time it is not read by the receiver.
- Once green tick is received, ie read by the receiver, such message vaporizes and cannot be seen at both ends.
- Longpress on blue cloured text box, will manual delete vapour message.
- Using this method one can share text messages, or images or video or files etc .

Figure - 14



- In order to customize the vapour message time, click on the three horizontal bars on the top left hand side of the main screen and navigate to 'Settings' → 'Chat'→'Vapour Message Time' choose 5sec or 10sec or 30sec or 1minute, this would be the duration upon lapse of which vapour message at both ends shall disappear .
- Vapour tag can be stopped by tapping 'Disable Modes'.

7.2 Send as Confidential Messages

A message can be tagged as confidential. This will caution the recipients from unnecessary sharing/deleting the message.

- In the chat window click on the 'tag icon' on left of message box. (Refer Figure 13)
- Choose 'send as Confidential Message'
- The sent messages will be tagged with 'Confidential'.
- Confidential tag can be removed by tapping 'Disable Modes' Refer Figure 13.

7.3 Send as Non Forwardable Message

A message can be tagged as Non-Forwardable. This will prevent the forwarding of sensitive message to other Samvad users/groups.

- In the chat window click on the 'tag icon' on left of message box. (Refer Figure 13)
- Choose 'send as Non Forwardable Message'
- The sent messages will be tagged 'Non forwardable'. Such message cannot be copy pasted nor forwardable.
- Non forwardable tag can be removed by tapping 'Disable Modes' Refer Figure 13.

7.4 Disable Mode

- In the chat window click on the 'tag icon' on left of message box. (Refer Figure 13)
- Choose 'Disable mode', this removes the special tags on the chat message.

8. OTR Encryption

Samvad has provision for TLS based additional layer of encryption. This is over and above the encryption samvad provides. In OTR each message session initiated by user is encrypted by a different key. There is also a provision to verify the identity of the other party through a shared secret key which has been decided between the two parties through a channel other than Samvad (personally or text message or by some other means).

- OTR session can be established only when both parties are online.
- OTR Session with offline users would not get started at all.

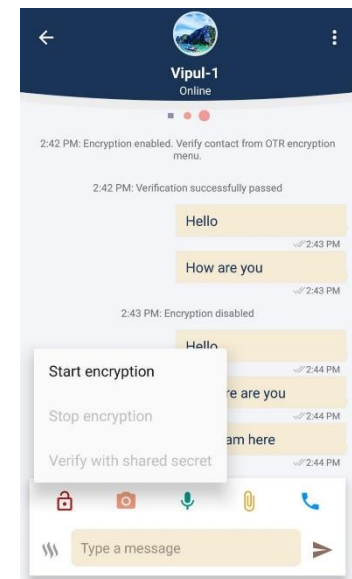


Figure – 15a

- In the chat window, click on the lock icon at the bottom left corner of the screen. A menu box will open with
- option to “Start Encryption”, “Stop Encryption” and “Verify with shared secret”.
- If other party identity needs to be verified, click on “Verify with shared secret” option. It will open a screen to enter the shared secret key (Refer Figure 15 b). Enter the already decided key for the verification.
- At the receiver side, an OTR verification phone notification prompting to keyin the shared secret will be received. Refer Figure – 15b.
- Enter the pre-decided verification key and Click on the “send” option. OTR encrypted session with shared secret will start.

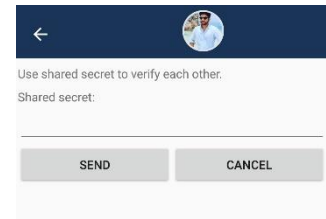


Figure: 15b

- Click on the “Stop Encryption” option to stop the OTR encryption.

9. Group Chats

User can create groups in which he/she can add members. The creator of group is by default assigned ‘Admin role’ for the group. Group admin can assign other group members admin role. So in a group multiple admin’s can exist, and if creator of group desires, can relinquish admin status.

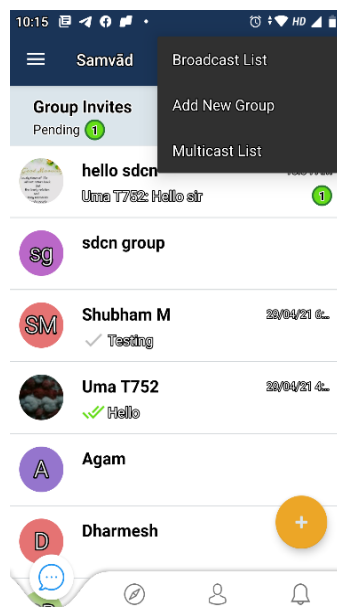


Figure -16

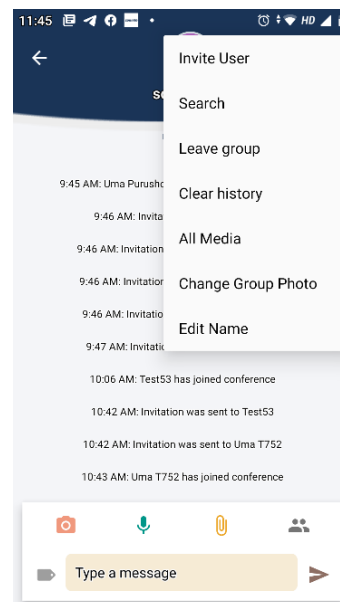


Figure – 17

9.1 Creating Groups

Tap at the three vertical dots at the top right hand side of the main screen. A drawer will drop-down, select ‘Add New Group’ (Refer figure 16).

Enter a group name and press **Next**.

Group with the entered name will be created and added in the chat list in the main page.

Group name can be created with special characters, emojis etc.

Character length of group name is limited to Maximum of 25.

After group creation, the Admin can send invites, modify chat settings, change group photo, make admin & remove users.

A user can be part of maximum 10 groups.

A group can have a maximum of 500 members.

9.2 Invite/Adding the User to a Group

- Once a group is created, open group's chat window.
- Click on the three vertical dot on the top right corner of the group and click on the "Invite User" option (Refer figure 17).
- The user list will open from where Admin can select members for sending invitation.
- The pending invite is seen by the recipient in the phone notification bar and in the left drawer of main chat screen (refer Figure 5).

Once the pending invite is accepted, user gets added in the chat group created by admin.

9.3 View Group members

Any group member can view the list of all group members by clicking on the group icon on the bottom right corner of the group chat page (Refer figure 17). The list of all members added and participating in the group is shown.

9.4 Remove the user from Group.

Admin can remove a user from the group by clicking on the group icon on the bottom right corner of the group chat page (Refer figure 17). The member list will be shown from which any member can be removed by long press on member name.

9.5 Give Admin role to users from Group.

More than one admin can exist in a group. Admin who created the group can make users from the group 'admin'. Click on the group icon on the bottom right corner of the group chat page (Refer figure 17). The member list will be shown from which any member can be made 'Admin' by long press on member name.

9.6 Leave Group

Tap on menu icon indicated by three dots on top right corner and click on '**leave group**' option (Refer figure 17). A user cannot send messages to the group after leaving the group. If an admin wants to leave the group he/she needs to make some other group member as the admin and then leave the

group. In case of absence of any other admin in the group a random group member will become the admin of the group.

9.7 Remove Group

Group can be deleted only by Admin. Admin can remove all the group members from the group after which he can leave the group. After leaving the group, admin can long press the group seen on the main chat screen and click on the “Remove group”. This will delete the group.

9.8 Reply Privately

A user can choose to reply privately to the message send by any group member. The reply will be send to that particular group member only on his chat window with the user. It will not be shared in the group.

- Long press on any message send by any group member.
- The message will be highlighted in green.
- Click on the three vertical dot on the top right corner of the group, “Reply privately” option will be seen (Refer Figure 18).

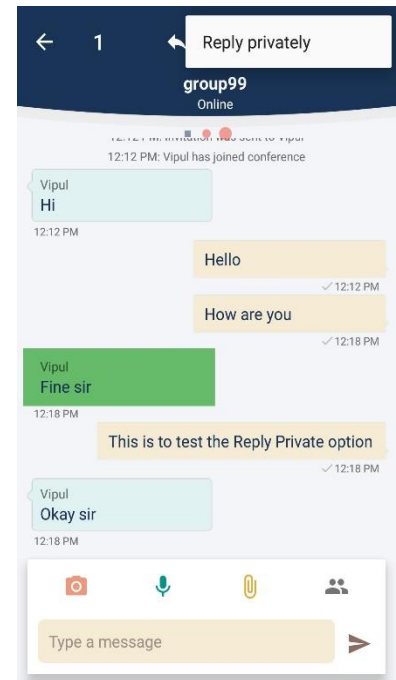


Figure – 18

- Click on the “Reply privately” option. This message will be received by the message sender only in his chat window with the user. The group name will be tagged in the message. **Figure – 18**

10. Broadcast Message

10.1 Creating Broadcast Group

The user can “Broadcast” messages to multiple members by creating a broadcast list and adding chat members to that list.

- Tap at the three vertical dots at the top right hand side of the main screen. Drawer will drop-down, select ‘Broadcast List’ (Refer figure 16).
- The “Broadcast List” screen will show existing broadcast group if any and will show option to “Create New List” at the bottom of the screen (Refer figure 19).
- Tap “Create New List” and select users to create a broadcast list. Once the required members are selected tap ‘CREATE LIST’ at the bottom of this screen.
- Enter Broadcast list name and tap OK.
- The Broadcast list is created.



Figure: 19

10.2 Broadcast list, chat screen

- Click on any of the created Broadcast list from the “Broadcast List” screen (Refer figure 19)
- The screen for the broadcast list will open, which would show nos. of recipients in the group (Refer figure 20).
- Tap the three vertical dots on the right hand side of this screen will drop down Clear History, All Media, All Members, Delete List.
- User can send messages from broadcast list which will appear to user as if it's been sent as individual message.

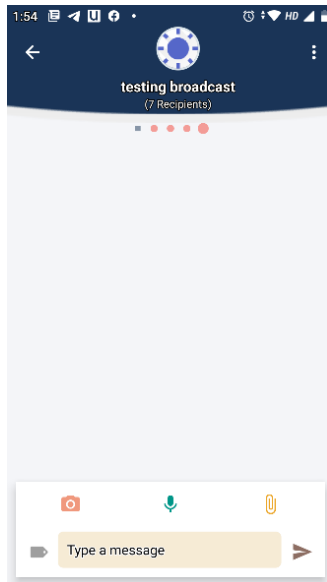


Figure – 20

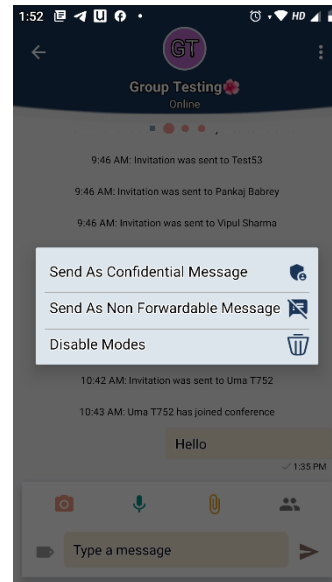


Figure – 21

10.3. Confidential message

A message can be tagged as confidential. This will caution the recipients from unnecessary sharing/deleting the message.

- Select any broadcast group.
- Tap at the 'Tag' icon. (Refer Figure 21).
- Click on “Send As Confidential Message” option
- The message will be tagged as *Confidential*

10.4. Non Forwardable message

A message can be tagged as Non-Forwardable. This will prevent the forwarding of sensitive message to other Samvad users/groups.

- Select broadcast group.
- Tap at the 'Tag' icon. (Refer Figure 21).
- Click on “Send As Non Forwardable Message” option (Refer Figure 21).
- The message will be tagged as *Non Forwardable* and it will not be possible to forward it.

11. Multicast Messaging

11.1 Creating Multicast Groups

The user can create 'Multicast Group' and send "Multicast messages" to multiple members of the group who are filtered based on Rank and/ or Location.

- Tap at the three vertical dots at the top right hand side of the main screen. Drawer will drop-down, select 'Multicast List' (Refer figure 16).
- The "MIS Multicast List" screen will show existing multicast groups if any and will show option to "Create New" at the bottom of the screen (Refer figure 22).

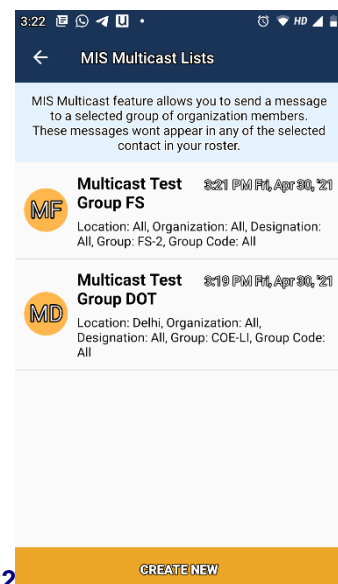


Figure- 22

- Tap "Create New" and Organization Directory will be displayed.
- Select users by applying filter based on 'Rank' and/or Location.
- Tap 'Apply'. Multicast list will get created based on Rank and Location selected.
- a broadcast list. Once the required members are selected tap 'CREATE LIST' at the bottom of this screen.
- Enter 'Proceed' and user will be prompted to give a name to the Multicast Group.
- Tap OK, Multicast list gets created.

11.2 Multicast List, Chat Screen


- Click on any of the created Multicast list from the "Multicast List" screen (Refer figure 22)
- The screen for Multicast list will open.

- Tap at the group icon for getting summary of the group members detail (Rank/ Location).
- Tap at the three vertical dots on the right hand side of this screen, this will drop down Search, Clear History, All Media, Edit Name, Remove Multicast.
- Similar to Broadcast messages, Multicast Group Chat screen also holds the 'Tag' for sending Confidential & Non Forward able Message.

User can send messages from Multicast list, which will get delivered across the chosen cadre based on their location (if selected). This platform is recommended for delivering office orders and other official communications across a standard set of officers.

12. Sharing through samvad

12.1 Sharing Contact, Location, Files from phone memory (sharing from INSIDE samvad):

- Select any chat Member or group chat or broadcast group or Multicast group.
- Tap the "Attachment Icon" indicated by .
- Option to attach Contact, Location, and Files will be displayed (Refer Figure 23)
- Select the option which is to be send.
- Simultaneous sharing of up to 5 files are allowed.
- Images, pdf, doc, ppt, xls, Audio clip, video clip are the type of files which can be attached and shared.
- If the file size is more than the permitted size i.e. 30 MB, file will not be sent and there will a message "file size limit exceeded".
- If the video file size is more than the permitted size i.e. 30 MB, compression will be attempted. If the file is too big to be sent even with compression, it will not be sent and there will a message "file size limit exceeded".

12.2 Sharing Images directly from Camera

There is an option to send the current images which can be taken from the phone camera.

- Select any chat Member or group chat or broadcast group or multicast group.
- In chat screen click on camera icon (Refer Figure 23). The camera will open.

- Take the picture, add caption and send.
- If the image size is more than the permitted size i.e. 30MB, file will not be sent and there will a message “file size limit exceeded”.

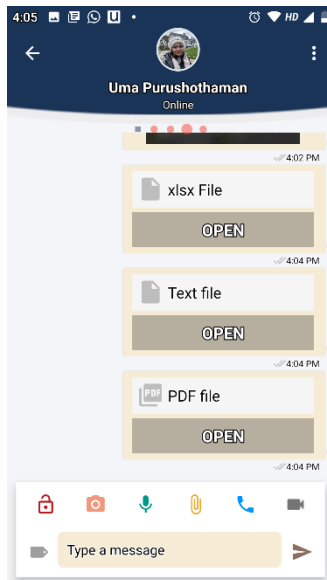


Figure – 23

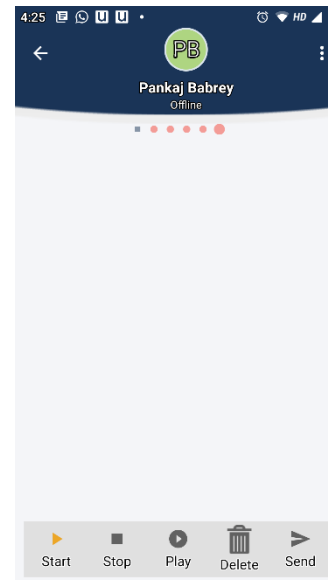


Figure – 24

12.3 Sharing Audio recording from in-built microphone

- Select any chat Member or group chat or broadcast group or multicast group.
- Click on the microphone option from message box (Refer Figure 23).
- Option to ‘Start’, ‘Stop’, ‘Delete’ and ‘Send’ the audio recording will be displayed at the bottom of the screen (Refer Figure 24).
- Record the voice and send.

12.4 Sharing Images from OUTSIDE samvad, from Device Gallery

- Open the gallery and select the files to be sent, press the share icon and click on Samvad option.
- User’s Samvad user list in his chat roaster will be seen.
- Select the user or group or multicast group and press SEND.

- Can share up to 5 file simultaneously.
- Files size should not exceed 30MB.

12.5 Files supported for viewing through Samvad

Samvad supports the following type of files for transfer & viewing:

- Open Office, doc, docx, jpg, jpeg and password protected pdf files through Samvad.
- Files such as ppt, pptx, xls andxlsx, cannot be opened from inside Samvad. They can be downloaded and opened through device's third party apps.
- Image editor for editing the image before sharing with contacts.
- Support for Clicking on links in the attachment shared with Samvad.
- Support for selection of texts in the shared attachment.

12.6 Sharing from other applications to Samvad

A user can share files from other application to Samvad by clicking on the share option for that file on the other application and Selecting Samvad option for sharing.

13. Downloading files shared through Samvad

For the purpose of security, files shared through Samvad application cannot be saved in the phone storage, and can be opened through Samvad application only.

However a user can be granted special privilege to download the files which are shared through Samvad and can share it with the other applications. This feature is enabled by Samvad Admin for the individual user.

- Select any chat Member or Group Chat or Broadcast Group or Multicast Group.
- Open any file shared through Samvad.
- Click on the download link on the top right corner.
- User will be prompted to enter the login password.
- **If the downloading feature is enabled for the user**, permission granted window will appear (Refer Figure 25). User will option to have either download the file or share it to the other application.
- Files will be stored in Downloads folder and may be selected to forward to other users.
- Samvad admin is entrusted with this activity **to enable or disable downloading feature for a user.**

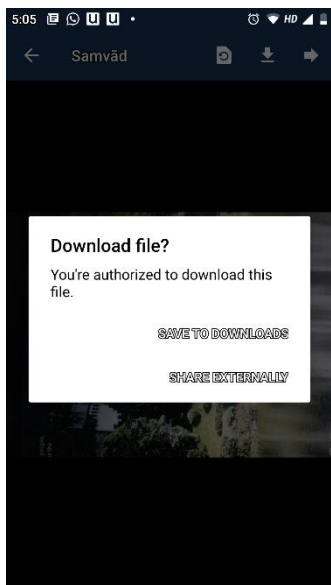
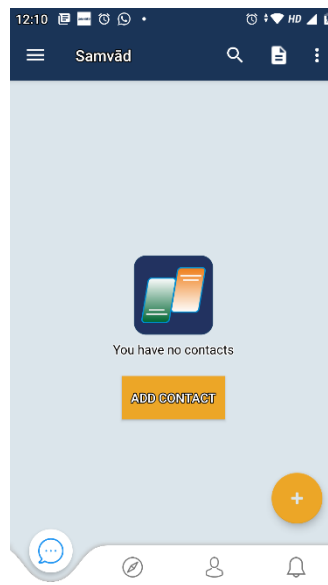


Figure – 25



Circular section- Figure -26a

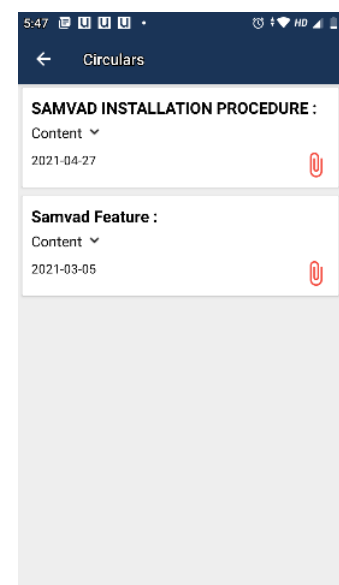


Figure – 26b

14. Circulars

- Another one of latest addition to smavad's feature is the inclusion of "Circular" section. Refer Figure – 26a Main Screen of samvad.
- Clicking on the page icon next to search bar lists all the organization's circulars hosted via samvad. Refer figure – 26b.
- The various circulars are listed in chronological order of date of publish.
- Taping at attach icon, downloads circular file to File Manager.
- User can view the file from file manager→download section of device.

15. Samvad Calls

Samvad contacts can be called from user chat screen, 'Organization Directory' screen and call logs screen.

- Open chat screen of the user to be called.
- Click on phone icon at the bottom right corner to place audio call.
- Click on video icon at the bottom right corner to place video call.
- Call will be placed.
- The call running screen will have option to mute/unmute the call and start/stop the loudspeaker.
- There is also an option to switch to the chat window from the call screen (Refer Figure 27).



Figure – 27

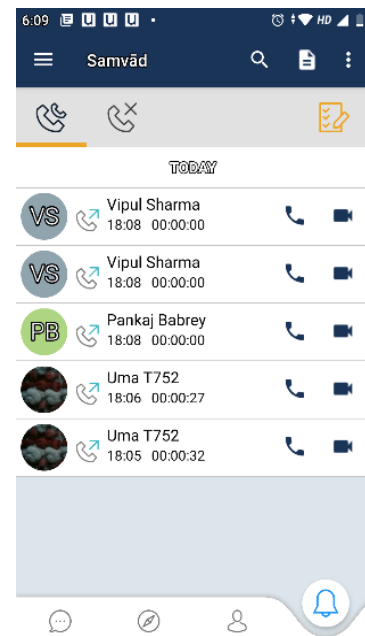


Figure - 28

15.1 Call logs screen:

- Open Samvad main screen.
- Click on bell icon on rightmost bottom of chat screen. Call log screen will open (Refer Figure 28).
- The Call log screen will display the call history along with time and duration of call. The screen has option to delete call history of selected calls. Also there is a separate tab for missed calls.
- The Call log screen has option to place audio and video call to a user in its call history by clicking on the call icon and video icon respectively.

15.2 Making Calls from Organization Directory screen:

- Go to 'Organization Directory' section by clicking on the third icon in the menu bar of the main screen. (Refer figure 28).
- Use the search bar to search a user by name or mobile number.
- Tap on the call icon to make a call to the selected user.
- Tap on the video call icon to make video call to the selected user.

16. Samvad usage indicator

At a glance samvad usage can be viewed from the colour of the rings encircling the user profile picture in Organization Directory.

- Go to 'Organization Directory' section by clicking on the third icon in the menu bar of the main screen. (Refer figure 26).
- A red ring over the user profile pic indicates that either user has not downloaded the Samvad App or has not logged in in the App from the last 15 days.
- A green ring indicates that user has logged in in the Samvad App in the last 7 days.
- An orange ring indicates that user has logged in the app in between 7 to 15 days.
- The above mentioned days are configurable as per requirement.

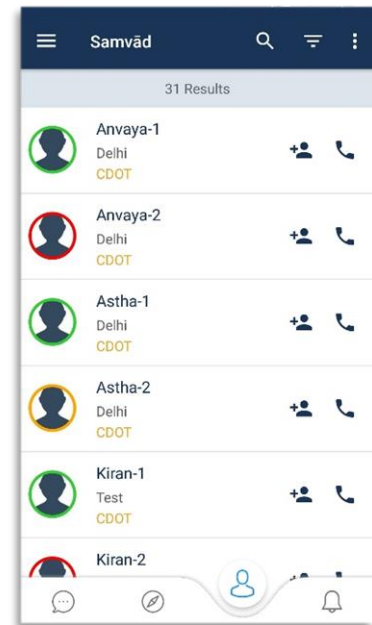


Figure – 29

17. Backup & Chat Restore

17.1 Generating Chat Backup

- Click on the three horizontal bars on the top left hand side of the samvad main screen.
- Click on "Take Backup" tab. Chat backup will be taken.
- Refer to figure- 30. Which shows when a chat backup is successfully taken and uploaded to server.

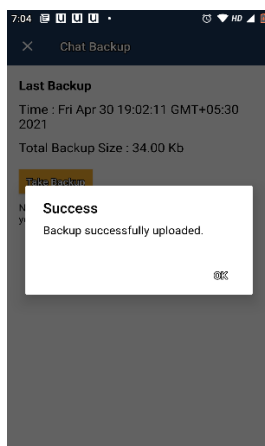


Figure – 30

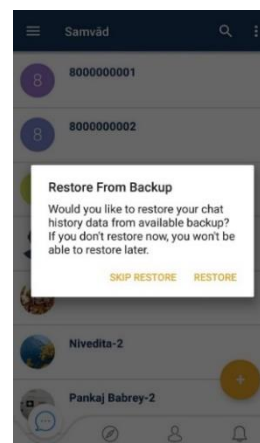


Figure – 31

17.2 Chat Restore

Chat Restore option is displayed when a user reinstalls & logs into Samvad App.

- For a returning samvad user at the time of re-installation, besides the various prompts to allow device permissions, a **“Restore From Backup”** option is also displayed.
- **“Restore From Backup”** is displayed, only if any chat backup has been taken by the corresponding user.
- This samvad notification of **“Restore From Backup”** screen is displayed to user with options to **“SKIP RESTORE”** or **“RESTORE”**. Refer Figure – 31.
- Returning user should be very careful at the time of re-installation **not to skip** this very crucial step if desirous of RESTORING his old chat history, settings, group messages, files etc.

18. Forgot Password

Latest and a very client specific hugely demanded feature that’s been most recently added is the **forgot password** option. User if forgets his password, with this has the option to reset the password from device end itself without any request and intervention from samvad admin

18.1 OTP Verification method

- In this method, OTP generated by user is used to get access to Password Reset Screen.
- At the Main login screen, press forgot password. Refer figure – 2
- This notifies the user that verification will be sent to the registered mobile number or to the email id. Press Ok. Refer Figure – 32.
- **“Verification code sent successfully”** notification is received followed by delivery of OTP through SMS at the samvad registered mobile number.
- Copy paste the OTP at **‘Enter Verification Code’**. Press verify. Refer Figure - 33
- **‘OTP verification successful’** message gets flashed. Upon completion of this user verification, application proceeds and gives user access to **‘Reset Password’**. Refer Figure - 34
- User may key-in password of desire as per password policy recommended at bottom of this screen.
- Upon submission of the password, application will take user back to **‘Sign In’** screen with message flash **‘Password successfully changed’**.
- User may now login with the newly created password.

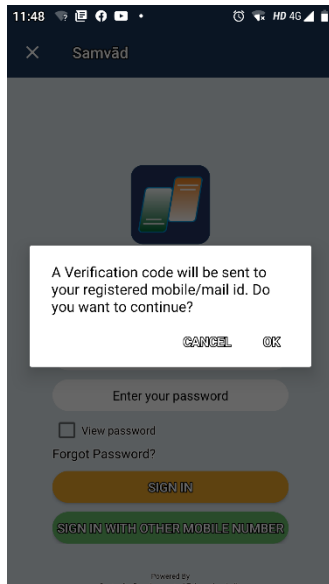


Figure – 32

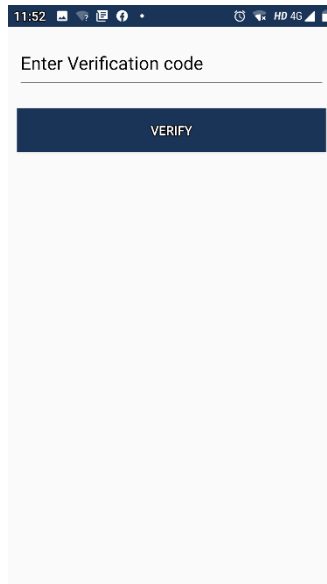


Figure – 33

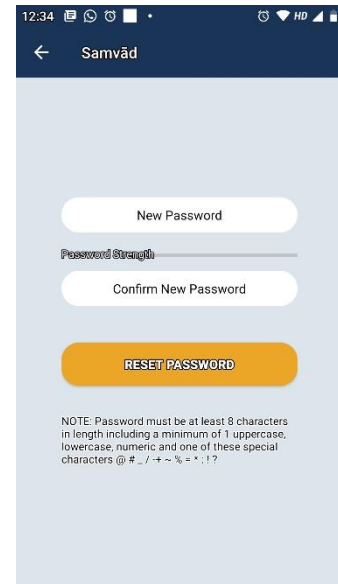


Figure - 34

18.2 Change password Request

In this alternative method user can directly mail to samvad admin with a request to reset user password to default password. Samvad admin under intimation with authorized security clearance resets the password to Password@1.

Annexure-I Receiving real-time message notifications in 'Samvad' App

It is desirable that users should allow the permissions required to run 'Samvad' app in the background. Only when it runs in the background it is able to receive message notifications in real time. Setting for the same have been given in the section ["Adding Samvad app to the Whitelist"](#).

Some users prefer to kill the app and lock the screen of their mobile phones. Under these conditions normally the OS restarts the app after sometime, not immediately. The restarting of the app in the background depends on the OS (Android/iOS), OS version, battery optimizations and in case of android, the OEMs. OEMs customize the Android OS for power management etc. So, the behavior in such cases cannot be precisely predicted and also differs from version to version of the same OEM.

It is advisable for users to test this behavior in their device specifically. If user device is getting notifications even after killing the app, they may kill the app. Otherwise users should not kill the app, as their device does not bring up the app in the background to receive notifications.

Generally, it is observed that notifications are not received in Android 7.0 and below. Given below is a compiled list of devices for which this behavior was tracked. However, the list is not exhaustive:

Sr. No	Mobile phone model	Android version*	Message notifications when app is killed	VOIP notifications when app is killed	VOIP/message notifications when app is NOT killed
1.	Samsung S10lite	Android 10	Working	Working	Working
2.	Samsung S10e	Android 10	Working	Working	Working
3.	Samsung M31s	Android 10	Working	Working	Working
4.	Redmi Note 5 pro	Android 9	Not working	Not working	Working
5.	MI A1	Android 9 (Stock Android)	Working	Working	Working
6.	One plus 7 pro	Android 10 (Stock Android)	Working	Working	Working
7.	Redmi note 4	Android 7	Not working	Not working	Working
8.	Samsung Blaze	Android 5	Not working	Not working	Working
9.	One plus	Android 10 (Stock Android)	Working	Working	Working
10.	MI	Android 10 (Stock Android)	Working	Working	Working
11.	Oppo	Android 5	Not working	Not working	Working
12.	LG	Android 5.1	Not working	Not working	Working
13.	Lenovo	Android 5	Not working	Not working	Working
14.	Micromax	Android 5	Working	Working	Working

*Stock Android is the original Android without changes by OEM. Other OS versions are OEM specific.

Annexure-II Adding Samvad app to the Whitelist

App Usage, *Profiles* and *Battery* apps keep running in the background for monitoring the device state. Some devices have a built-in task killer (or battery saving) function which kills our app in the background and results in stopping it. The app stops working. To fix such problems, please go through system settings or built-in apps settings given below to add Samvad app to the whitelist.

Common Settings for App to run in background:

If the device runs on Android 6 or greater version, please continue to add Samvad app to the not optimized list of Doze mode:

. Launcher > Settings > Apps > Advanced settings toolbar icon > Battery optimization > select "All apps" > tap Samvad app > select "Don't optimize" for it

or

. Launcher > Settings > Apps > Advanced settings toolbar icon > Special access > Battery optimization > select "All apps" > tap Samvad app > select "Don't optimize" for it

or

. Launcher > Settings > Apps > Advanced settings toolbar icon > Ignore optimizations > select "All apps" > tap Samvad app > select "Allow" for it

or

. Launcher > Settings > Battery > MENU > Battery optimization > select "All apps" > tap Samvad app > select "Don't optimize" for it

If the device runs on Android 8 or greater version, in addition to the above settings, you have to enable Samvad app to be run in the background:

. Launcher > Settings > Apps > App Info > tap Samvad app > Battery > turn on the "Background activity" option

Phone Specific Settings:

Asus devices:

. Launcher > Settings > Power management > Auto-start manager > tap over the DOWNLOADED page > switch to "Allow" for Samvad app

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Htc devices

. Apps drawer > Boost+ > Optimize background apps > tap Samvad app > select "Off"

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Huawei devices:

. Apps drawer > Phone Manager > Battery manager(or Energy Saver) > Protected apps > Turn on the switch for Samvad app

or

. Launcher > Settings > tap "All" tab > Protected apps > Turn on the switch for Samvad app

or

. Launcher > Settings > Battery > Launch > Turn off the switch for Samvad app (i.e. Manage manually)

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Lenovo devices:

. Launcher > Settings > Power manager > Background app management > add Samvad app to the unrestricted (or allow auto-start) list

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OnePlus

devices:

. Launcher > Settings > Apps > Gear icon > Apps Auto-launch > allow Samvad app to start-up in the background

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Oppo

devices:

. Apps drawer > Security center > Privacy permissions > Auto-run management (or Startup manager) > Turn on the switch for Samvad app and

. Launcher > Settings > Application management > Running tab > tap the Locker icon for Samvad app

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Samsung

devices:

. Launcher > Settings > Security > Auto-start management > set Samvad app to 'Allowed' or

. Launcher > Settings > Battery > Detail > tap Samvad app > Turn off or

. Apps drawer > Smart manager > Battery > Detail > tap Samvad app > Turn off or

. Launcher > Settings > Battery > Battery usage > MENU > Optimize battery usage > select "All apps" > turn off the switch for Samvad app

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Sony **devices:**

. Launcher > Settings > Storage & memory > turn off the "Smart cleaner" option or continue to tap the three dots at the top right > Advanced > add Samvad app to the whitelist

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Vivo **devices:**

. Apps drawer > iManager > App manager > AutoStart manager > allow Samvad app to auto-start in the background

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Xiaomi / **MIUI** **devices:**

. Apps drawer > Security app > Permissions > tap Autostart > allow Samvad app to autostart by turning on the switch
or

. Launcher > Settings > Additional Settings > Battery and Performance > Manage apps' battery usage > turn "Power saving modes" off > open the Security app > navigate to Permissions > add Samvad app to Autostart > invoke Task Manager > find Samvad app > drag it downwards until the padlock icon appears

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Annexure III. Common problems reported while using samvad apk

Password forgotten

- Reset using OTP sms method
- Contact the system administrator.
- Password will be reset by Admin.
- Re-Login with new password provided and change it.

Login with different mobile number

- Click on the Samvad icon, login screen will open.
- Tap on 'Sign in with other mobile no.
- Enter a different mobile number and password.

Note:

1. When a user Sig In with different mobile number, all contact data of existing user will be erased.
2. The same however can be restored, if chat back up is taken and restored from chat restore option.

Samvad Call not going through

- Check Internet connection
- Check the speed of internet.

Message not sent

- Check Internet connection
- Check the speed of internet.
- Check the size of file. (Maximum size for image is 30MB).

Annexure IV. FAQ (Frequently Asked Questions)

- Question: Is the app available in google play store?
Answer: No. The app is not hosted on any public site due to security requirements.
- Question: What is the minimum memory required for installation of app?
Answer: Your mobile should have at least 500 MB free space available in internal storage.
- Question: Can it be installed in external memory?
Answer: No
- Question: Which mobile software platform is required for running app?
Answer: Android OS version 5.0 or above
- Question: What is the size of attachments in case sent by using app?
Answer: 30 MB for image file, 30 MB for audio/video file, 30 MB for text/pdf document file.
- Question: What is the maximum length of plain text message which may be sent by using the app?
Answer: 2065 characters (including white space)
- Question: Can it be uninstalled later from mobile?
Answer: Yes
- Question: Are all the text messages or attachments sent by using this app encrypted?

Answer: Yes

- Question: Are offline messages stored at server?

Answer: Yes

- Question: What are offline and online messages?

Answer: If the receiver has turned mobile data off, he is stated to offline. During this period user is not able to receive the message, the message is known as offline message and stored temporarily in server; until recipient comes back online. Similarly if the receiver is online then message will be received immediately. Once a message is sent successfully to the receiver, the server removes it from its memory/database.

- Question: Are online messages stored at server?

Answer: No

- Question: Is it possible to decrypt the message at server?

Answer: Key required for decryption is available only at receiver end and therefore it is never possible to decrypt any message at server. Server stores offline messages temporarily in its database only in encrypted form.

- Question: What is Vapour message?

Answer: Message will evaporate from sender's as well as receiver's chat roster after a predefined interval, as soon as it is read/seen by receiver.

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