SAMVAD
USER MANUAL
(Android)

Contents

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 and also gives the steps to facilitate the user in exploring them.

1   Samvad Signup and Login

- Download Samvad Application from the Play Store.

- If User account is already created then directly login the application using Mobile No and Password.

- If Account is not created then Proceed with the Sign UP option.

- During Signup, user need to enter certain details such as Name, Email, Department (choose from drop down), Organization (choose from drop down) etc and Password (will be needed during login). After submitting the request if Email is (gov/nic), the account will be automatically created on the server, for other email id Admin will manually approve the signup request.

- Once the Signup request is approved, user can login the application and allow all the permission.

- Upon successful login by user, Samvad main screen will open.

Figure 1: Signup

2   Samvad Main Screen

When the user logs in, Samvad main screen is displayed. The screen contains four main tabs: Chat, Files, Meetings & Call History, and several other main screen options such as search bar with filter options, favorites and three vertical dots option for group creation and other options.
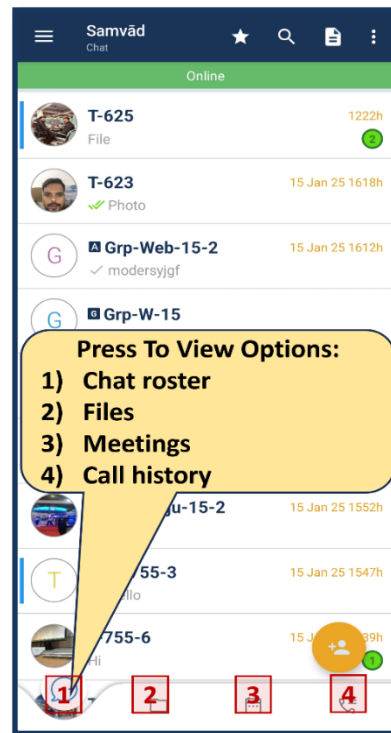
Figure-2: Main Chat Screen

- **'CHAT' tab**: This is the default tab which opens on login to Samvad.

- Chat Contacts roster list is visible here. Groups created or invited to will be visible here.

- The colored vertical bar on the "Left Side" of the Contact towards the edge of the main screen indicates the "contact's availability status".

- **'Files'**: The Files section displays all contacts with whom documents have been shared, making it easier to search for files within the Samvad app.

- **Meetings:**

  Virtual Meeting can be launched by the user from the third bottom nav tab. User can create a meeting and can invite users into the meeting.

  Two sections will be displaying here:

  - o "UPCOMING": shows meeting entries here which are scheduled for later.

  - o "ARCHIVED": shows meetings which are completed or over.

- **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.

3   Samvad Features & Settings

Tap on, the top left drawer icon of Samvad's main screen. This opens a list of features and settings options.
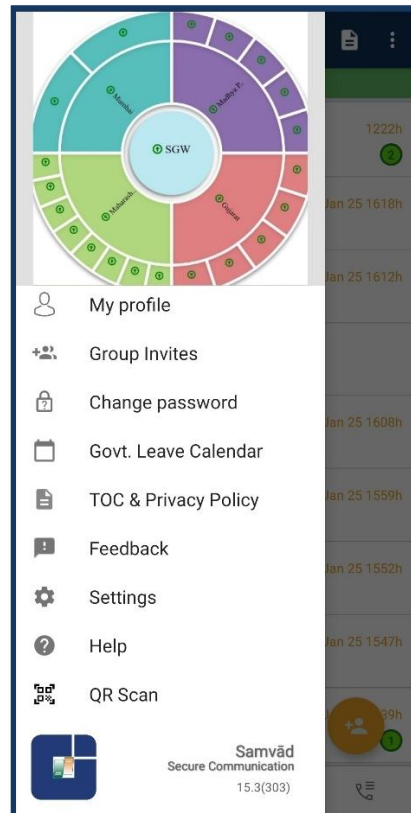
Figure 3: Samvad Menu

3.1   Edit Profile

- Click on the 'My Profile' option.
- Tap at Edit Profile. This opens the screen from where user can set their profile details which would be visible to his chat members.

- Full Name

- Profile Photo (can be uploaded from camera or gallery)

- Status

- Location

- Group

- Designation

- Department (Click on icon ▼ and select respective Department from drop down)

- Organization (Click on icon ▼ and select respective Organization from drop down)

- Telephone (Work)

- Email (Work)

Figure 4: Edit Profile

3.2 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 them.

3.3 Govt. Leave Calendar

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

3.4 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.

3.5 Settings

Font Size

- Font size of the message can be set to Small, Medium, Large and Extra Large

Vapour Message Time

- Vapour message will be disappeared after this time interval
- Vapour message time can be set to 5 sec, 10 sec, 30 sec and 60 sec.

App Lock Time

- App Lock setting can be ON/OFF,
- If selected as ON then the samvad app will be prompted to enter password every time we close the app.

Chat Backup

- Tap at Chat Backup, It will ask to Enter Password, which secure the backup with password.

Contact Sync

- Tap at Contact Sync
- A pop showing Contact Sync ON (to enable Contact Sync Feature) or OFF (to disable contact sync Feature) displays.

Auto Join Groups

- Tap at Auto Join Group
- A pop showing Auto Join Groups ON (to enable Auto Join Feature) OFF (to disable Auto Join Feature) displays. User can select either ON or OFF depend on requirement.

3.6 Help

- Tap on the drawer icon (at top left corner) of main screen.
- Click on the 'Help' option. The user will be able to download below three documents (pdf):
  a) Android User Manual -> Android App User Manual
  b) iOS User Manual -> iOS App User Manual
  c) Contact Us -> Consist of Email & Contact details of Support team.

3.7 QR-Scan

QR scan is used for logging into the web-based solution of Samvad i.e., Samvad webclient.

4   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.
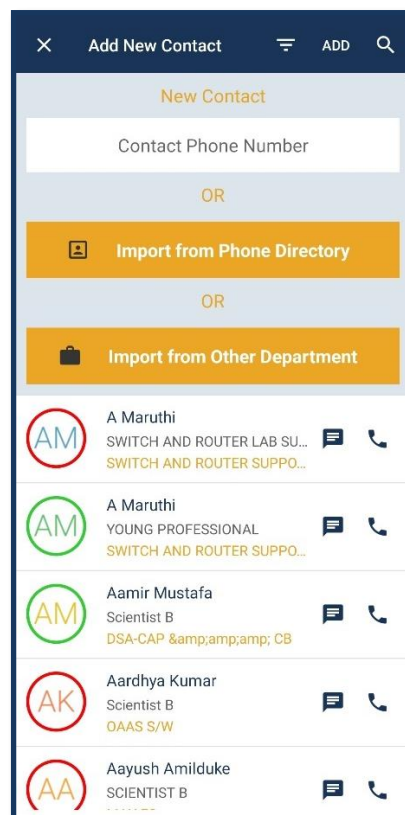

Figure 5: Add User

4.1   Using Subscriber Number

To add contacts to chat roaster, user after tapping at the yellow button, Enter the "Subscriber Number" of the user you want to add, then click on "ADD"icon. It will search for the number in the Samvad directory. If number matches contact will be added in chat roaster.

4.2 Import from Phone Directory

To add contacts to chat roaster, user after tapping at the yellow button, 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 will be shown.

4.3 Import from Other Organization

To add contacts to chat roaster, user after tapping at the yellow button, will be taken to screen. Click at 'Import from Other Organization". Then search the users based on various filters like "departments" and "organizations" from the drop down or directly search by entering "name".Further filter can also be made based on "Department" or "Location" or "Group". Tap on "Search" icon. Among the list of Users either click on message icon ahead of each user or long tap on user followed by clicking on "ADD" icon at top right corner. The selected user will be added in your chat list.

4.4 Adding Members from 'Organization Directory'

Go to 'Organization Directory' section by clicking on the **FAB button on main screen.** 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 message icon present near call icon or long press on selected user then clickon "ADD" option present at top right corner. The selected user will be added in your chat list.

4.5 'Organization Directory' Filter option

The 'Organization Directory' section also contains a filter option to filter the Samvad users according to "Group Code" or "Rank" or "Location". Tap on three horizontal bars in the 'Organization Directory' section. This will open the 'Filter' screen. The "Group Code" or "Rank" or "Location" of Samvad users can be selected from the dropdown section present below the option, Click on Done and Apply. Among the list of Users either click on message icon ahead of each user or long tap on user followed by clicking on "ADD" icon at top right corner.
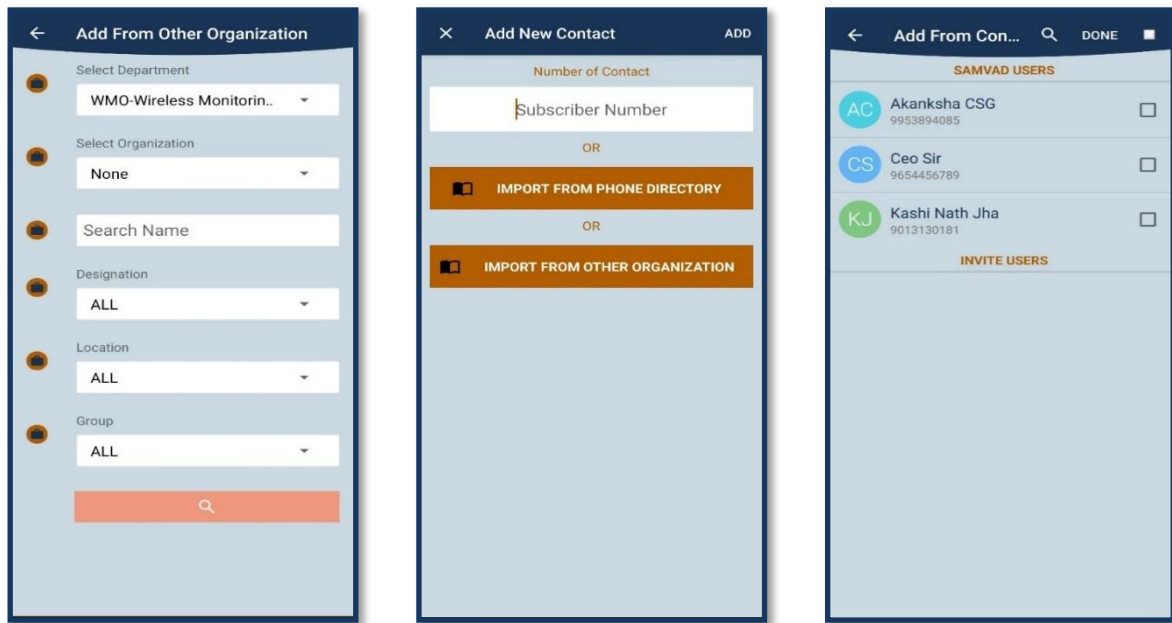
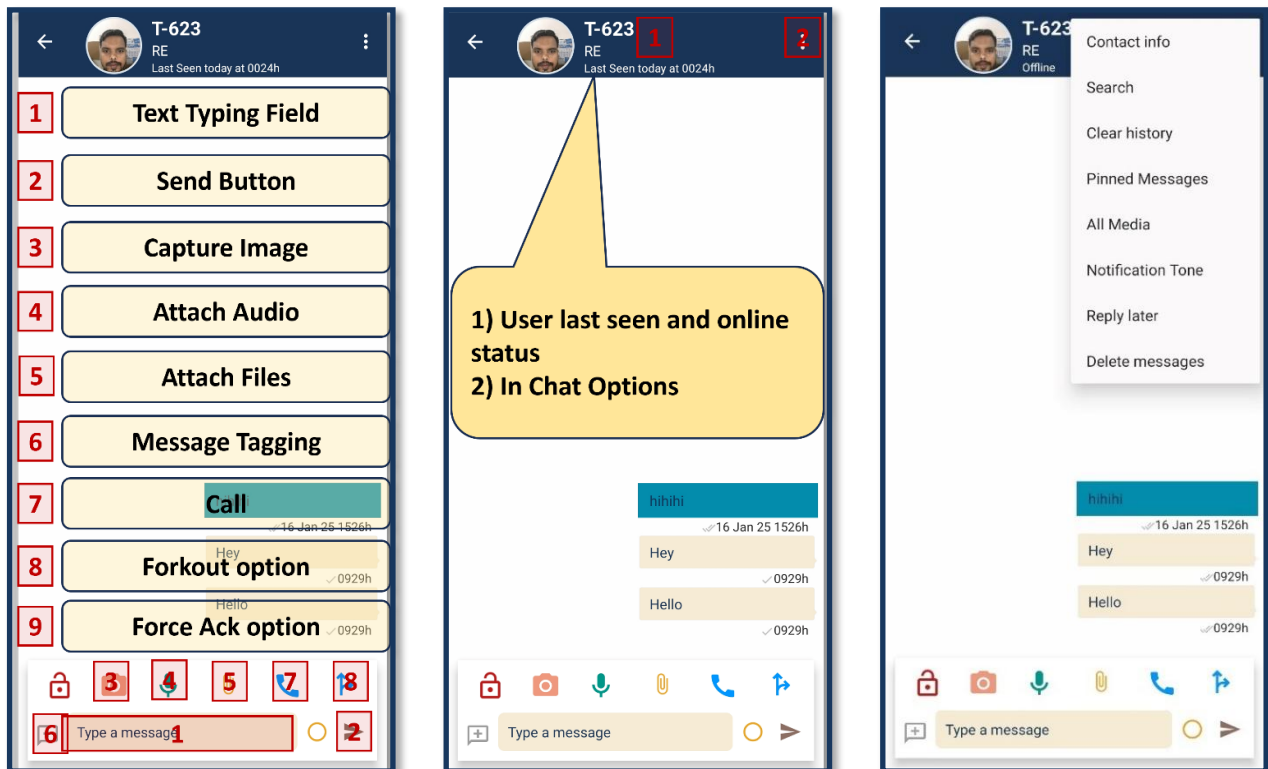Figure 6: Add from Organization

5 Chat Features

Figure 7: Chat Screen

Feature/Option accessible within a contact's chat

5.1. Login status of chat members

The login status of any chat member can be seen from the chat screen of the member. 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 Samvad services being de-activated etc.), details of the 'Last seen' time are shown at the top of the user chat screen.

5.2. 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.

4. 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.

- Stuck messages will be sent automatically when network comes.

- For sent messages, there is option to Clear History/Delete for me/Delete for everyone.

- Read/delivery time is displayed for the received messages.

5.3. 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 and a dropdown menu would appear.

- Click on the Search option. Enter the text in the "Search Message" field and press enter.

5.4. 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 categories of IMG & Files. All the images and video shared will be displayed in IMG section. Files such as office files .xls, .doc, .pdf etc get displayed with date and file name in File section.

5.5. Clear History

User can clear the chat history by clicking on clear history.

- Open the chat screen of any user for whom you want to clear the chat history.
- On the top right-hand side of the chat screen, tap on the three vertical dot and a drop down menu would appear
- Click on the "Clear History" option to clear/delete the chat history of respective user. You can delete or let the pinned messages undeleted by tick/untick the clear pinned message popup. Then click on Yes/No. All the chat history will be erased based on your selection.

5.6. Pinned Messages

- User can see the messages pinned by them during or after chat.
- Open the chat screen of respective user.
- On the top right hand side of the chat screen, tap on the three vertical dot and a drop down menu would appear
- Click on the "Pinned Messages" option to see the messages pinned.

5.7. Notification Tone

- Any member can change the Notification sound of One to One and group messages.
- Open the chat screen of any user to change Notification tone.
- On the top right hand side of the chat screen, tap on the three vertical dot and a drop down menu would appear.
- Click on the "Notification Tone" option. Further a dialog box appears for selection of specific tones from list.

5.8. Reply Later

- tagged with reply later will be shown in this section.
- A message can be long pressed to mark it as reply for later.
- User can go to reply later section by clicking on the three dots menu at the top right and selecting the reply later option.
- This allows the user to reply to a message at a later point of time.

5.9. Delete Messages

Using 'Delete messages' option, all messages, files or both can be deleted at once.

User can go to three dots menu inside the chat and select the delete messages option.

5.10. Message force acknowledge

A message can be tagged to Receive Acknowledgement from the recipient's side. This feature provides the sender to receive a confirmation that message is read and acknowledged by the receiver. Important messages that needs readers attention can be sent with Acknowledgement receipt tags.

5.11. Forkout Message

A forkout message refers to a message that is sent simultaneously to multiple recipients or groups from a single origin, enabling wide distribution of information without first needing to send the message.
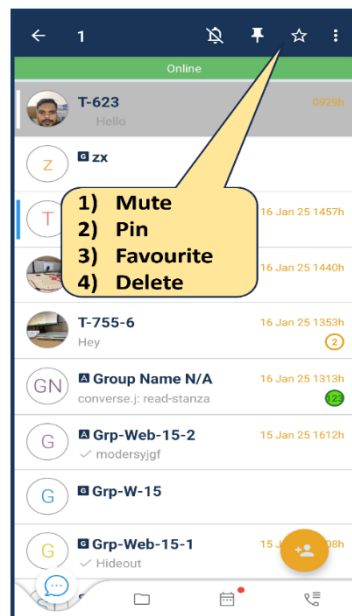
Feature/Option accessible at roster

Figure 8: Chat options

5.12. Deleting chat members

Long press on the contact/ chat group icon, tap on the three vertical dot and a

dropdown menu would appear. Select the 'Delete' option from the drop-down list –the selected member will be deleted from chat list.

5.13. Mute chats

Long press on the contact/ chat group icon, click on the bell icon, and select the duration. The chat notifications will be disabled for the specified duration.

5.14. Pin Chats

Long press on the contact/ chat group icon, click on the pin icon at the top. The chat will be pinned to top for easy access.

5.15. Favorite chat

Long press on the contact/ chat group icon, click on the star icon at the top. The chat will be made favorite. All the favorite chats can be accessed at one place.

6. Messaging with Special Tags

Special tags can be added to messages, shared files, contacts, locations etc. These tagged featurescan either be used alone or in combinations with each otheras per user desire.

6.1. Self-destructive message (Vapor 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.

- Choose 'send as vapour message'

- Colour of message box will change to blue (Vapour mode enabled). After this self-destructive message can be send. 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, i.e read by the receiver,such message vaporizes and cannot be seen at bothends.

- Long press on blue coloured text, will manual delete vapor message.

- Using this method one can share text messages, or images or video or files etc .

- In order to customize the vapor 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 vapor message at both ends shall disappear .

- Vapor tag can be stopped by tapping 'Disable Modes'.

6.2. 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.

Choose 'send as Confidential Message'

The sent messages will be tagged with 'Confidential'.

6.3. 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.

- Choose 'send as Non Forwardable Message'

- The sent messages will be tagged 'Non forwardable'. Such message cannot be copy pasted nor forwardable.

6.4. Disable Mode

- In the chat window click on the 'tag icon' on left of message box.

- Choose 'Disable mode', this removes the special tags on the chat message.

7. 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 twoparties through a channel other than Samvad (personally ortext 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.

- In the chat window, click on the lock icon at the bottomleft corner of the screen. A menubox 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. Enter the already decided key for the verification.

- At the receiver side, an OTR verification phone notification prompting to key in the shared secret will be received.

- Enter the pre-decided verification key and Click on the "send" option. OTR encrypted session with shared secret will start with notification on screen OTR verification successfully passed.
- Click on the "Stop Encryption" option to stop the OTR encryption.

8. 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.
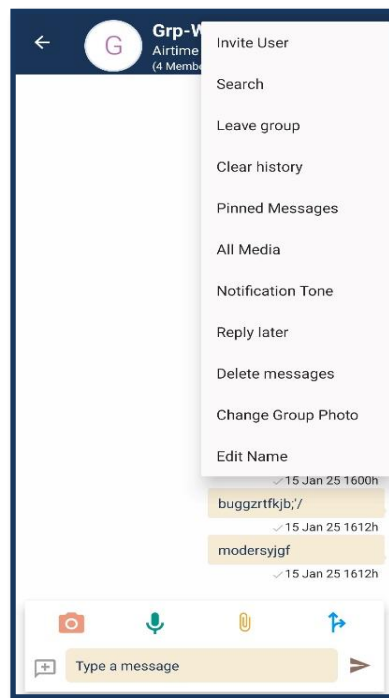
Figure 9: Group Chat

8.1. Creating Groups

Tap at the three vertical dots at the top right hand side of the main screen. A drawer will open, select 'Add New Group'.

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

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 etc.

A user can be part of maximum 25 groups. A group can have a maximum of 500 members.

8.2. 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

- 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 mainchat screen. Also, a Bar on main chat screen appeared for pending invites.

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

8.3.   View Group members and group logs

Any group member can view the list of all group members by clicking on the group icon on the top of the group chat page. The list of all members added and participating in the group is shown.

The group logs can also be viewed at the same screen by changing the tab from the group member screen to group log screen. The group log displays the list of group activities such as add of member, making member as admin, remove member from group etc.

8.4.   Remove the user from Group.

Admin can remove a user from the group by clicking on group icon on the top of the group chat page group chat page. The member list will be shown from which any member can be removed by long press on member name.

8.5.   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 top of the group chat page of the group chat page. The member list will be shown from which any member can be made 'Admin' by long press on member name.

An admin of the group has option to change the group profile photo and edit the name of the group.

8.6.   Leave Group

Tap on menu icon indicated by three dots on top right corner and click on '**leave group'** option. 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.

8.7.   Remove Group

Group can be deleted only by Admin. Admin can remove all the group members from the

groupafter which he can leave the group. After leaving the group, admin can tap long press the group seen on the main chat screen and click on the "Remove group". This will delete the group.

9. Broadcast Message

9.1. 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'.

- 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.

- 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.

10. Sharing through Samvad

10.1. Sharing Contact, Location, Files from phone memory (sharing from INSIDE Samvad):

- Select any chat Member or group chat or broadcast group.

- Tap the "Attachment Icon" indicated by 📎.

- Option to attach Contact, Location, and Files will be displayed.

- 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 "filesize 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 toobig to be sent even with compression, it will not be sent and there will a message "file size limit exceeded'.

10.2.   Sharing Images/Videos directly from Camera

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

- Select any chat Member or group chat or broadcast group.

- In chat screen click on camera icon. The camera will open.

- Take the picture, add caption and send.

10.3.   Sharing Audio recording from in-built microphone

- Select any chat Member or group chat or broadcast group.

- Click on the microphone option from message box.

- Record the voice and send.

10.4.   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.

- Files size should not exceed 30MB.

10.5.   Files supported for viewing through Samvad

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

- Open Office, doc, docx, jpg, jpeg files through Samvad.

- Files such as ppt, pptx, xls and xlsx, cannot be opened from inside Samvad. They can be downloaded and opened through device's third party apps.
- Support for Clicking on links in the attachment shared with Samvad.

11. 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.

- Open any file shared through Samvad.

- Click on the download/share icon on the top right corner.

- **If the 'downloading/external sharing' feature is enabled for the user**, User will be able to download or share the file externally.

- For Downloading a file tap on $\downarrow$ icon -> save. Files will be stored in Downloads folder.

- For sharing a file externally, tap on ◄ icon -> share externally -> Select the external applications where you want to share the file.

- Samvad admin is entrusted with this activity **to enable or disable downloading/sharing feature for a user.**

12. Circulars

- Another one of latest addition to Smavad's feature is the inclusion of "Circular" section. Main Screen of Samvad.
- 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.

13. 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/video call.
- Call will be placed.

13.1. Call logs screen:

- Open Samvad main screen.
- Click on bell icon on rightmost bottom of chat screen. Call log screen will open.
- 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
- 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.

14. Backup & Chat Restore

14.1. Generating Chat Backup

- Click on the three horizontal bars on the top left hand side of the Samvad main screen and go to Settings page.
- Click on "Take Backup" tab. It will asked to Enter password, Chat backup will be generated.

14.2. Chat Restore

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

- While re-installation of Samvad application, 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.
- User need to Enter the password to restore the backup.