

SAMVAD

USER MANUAL

(IOS)



Version-02

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

1. Installation of Samvad

Samvad application is distributed to user in the apk (IOS) format and user can download and install the same on his/her mobile phone . A common practice is to send a link to the user along with the Login Id and password of the user via registered email. The user can download the apk by clicking on the link. Since Samvad Application is ment for registered users , it is not placed on App Store.

2. How to login in Samvad

After installing the App, **SAMVAD icon** will be displayed on the mobile screen.



Fig 1: Samvad icon

- Tap on 'Samvad' icon.. If user is login for the first time, required user permissions pops up on first app launch. Give all the permissions and click on the 'PROCEED' tab to go to the login screen (Figure 2) .
- Login using the user ID (Mobile No.) and Password sent through e-mail or Admin. There is option to see the password being entered. If there are more than 6 wrong login attempts , account will get locked, to unlock contact Admin or send e-mail on samvad@cdot.in
- If the user login successfully, main screen of Samvad will open.
- If login fails, check the Internet connection, login and password.
- Login with other mobile number is not allowed in IOS device .
- . User has to reinstall the app for login with different samvad-ID on same IOS device .

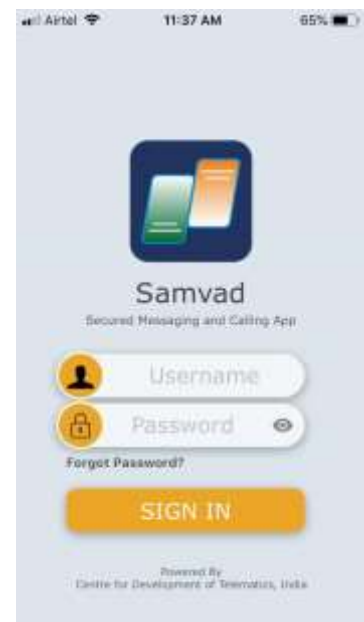


Figure 2: Login Screen

2.1 Suggested change of password after first login

Upon first login, (refer figure 3) it is suggested to change the password given by admin for security purpose.



Figure 3: Password Change Screen

2.2 Account Lock

- Account will be locked if user attempts login with wrong password for six times . User will not be informed about the exhausted wrong attempts.
- On the seventh 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 activate his account or send e-mail at samvad@cdot.in.

2.3 Forget Password

If Samvad user has forgotten his Password, it can be Reset by using feature ”Forgot password”. In this process an OTP is generated which remains valid for 10 minutes. This OTP is used to verify the user and application allows user to reset his password. The generated OTP gets delivered to his registered e-mail id/ phone number (SMS Gateway)



Fig-4(a)



Fig-4(b)

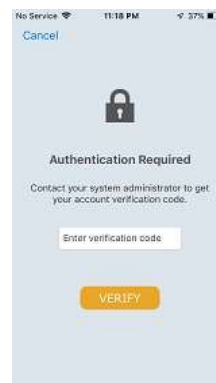


Fig-4(c)

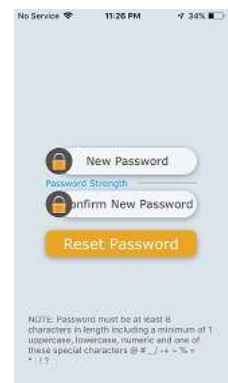


Fig-4(d)

- Tap on Forgot Password Present at login screen. Refer fig 4(a)

- Tapping at forgot password generates a screen on which a statement is written “ A verification code will be sent to your system administrator.Do you want to continue ? “ .Tap on OK. Refer Fig-4(b)
- An OTP is generated which gets delivered over user email id/ registered phone via SMS and the screen to enter OTP gets displayed. Refer Fig 4(c)
- The received correct OTP should be entered within 10 mintes from it’s generation time & press verify. Refer Fig 4(c)
- After 10 minutes OTP shall expire, user may generate a fresh OTP and continue to reset his forgotten password.
- The screen to Reset password opens, herein the user may enter the new password as per samvad password policy and confirm the new password and submit . Refer Fig 4(d)
- User password is reset , and user is redirected to re-login from application’s login screen as shown in Fig -2
- All his contacts in his chat roaster, his groups, multicast groups and broadcast groups are visible.

3. Samvad Main Screen

When the user logs-in, Samvad Main Screen is displayed (Refer figure 4). The screen contains four tabs and several other options as explained below:

- **‘CHAT’ tab:** This is the default tab which opens on login to Samvad. User can add users and chat or make calls from here.
- **‘Organization Directory’ tab:** This section is linked with organization database which has user details like name, employee ID, mobile no. etc. The users can be searched for chat or call.
- **‘NEWS’ tab:** This tab provides access to the news feed through RSS. RSS stands for “Real Simple Syndication”. It enables users to keep track of different websites in real time.

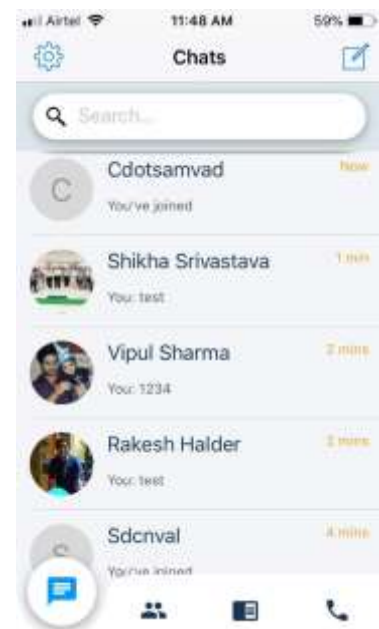


Figure 4: Samvad main screen

- **‘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. An editor icon at the right-hand top corner of the call menu screen can be used to clear call history selectively or in bulk.
- **Search:** Search bar is present on top of the screen. It is used for searching contacts from the Chat Roster.

- **Pending group Invite tray:** There is group invite bar appears at main chat screen below search bar .This appears only when there are some pending group invites. Click on the tray to accept or decline the group request.

4. How to Reset Password

- Change password option can be selected by navigating on the **Settings** icon (icon at top left corner) of Main screen and selecting the “Reset 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 @ # _ / - + ~ % = * ! ? .

5. How to Update version

- Tap on the **Settings** icon (icon at top left corner) of Main screen (Refer figure 4).
- The ‘Updates’ option can be clicked to install updates, should any revised release of Samvad is linked (Refer Figure 5)

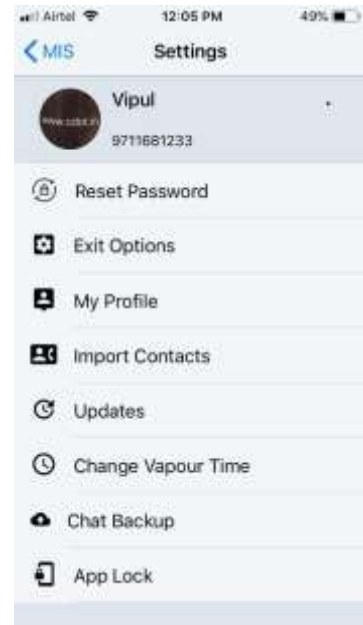


Figure: 5 Settings screen

6. How to Exit from Samvad

- Tap on the **Settings** icon (icon at top left) of Main screen (Refer figure 4).
- Click on the ‘Exit Options’ icon (Refer Figure 5). “Exit Options” screen will be displayed. Click on “Log Out” button. The user will be log out from Samvad.
- User will not be able to receive messages or calls till he relogin. .

7. How to Set Profile

- Tap on the **Settings** icon (icon at top left corner) of Main screen (Refer figure 4).
- Click on the 'My Profile' option.
- "Profile" screen will be displayed (Refer figure 6). The user can set his profile details by clicking on edit button which will be visible to his chat members.
 - Name
 - Photo (can be uploaded from camera or gallery)
 - Birthday
 - Job title
 - Organization
 - Telephone (Home, Work(ten digit)
 - Email (Home, Work)

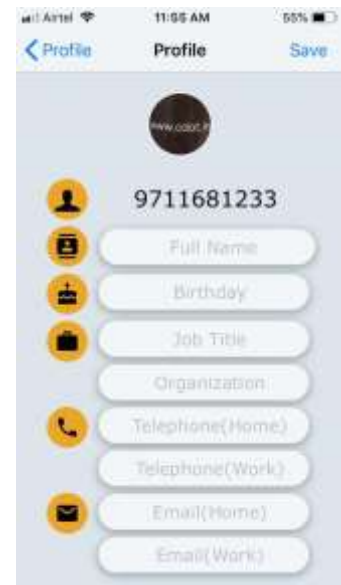


Figure: 6 My Profile

8. How to take Chat Backup

- Tap on the **Settings** icon (icon at top left corner) of Main screen (Refer figure 4).
- Navigate to 'Settings' for Chat Backup'.
- Click on "**Take Backup**" tab. Chat backup will be taken.

9. Chat Restoration

9.1 Chat Backup Restoration

- Chat Restore option is displayed when a user logs into Samvad App after re-installation.of Samvad application.
- A "**Restore Backup**" screen is displayed to user with options to "Check for Backup" (Refer figure 7). The screen will be displayed only if any chat backup has been taken for the corresponding user.
- User can click on the "Restore Messages" or "Skip Restore".

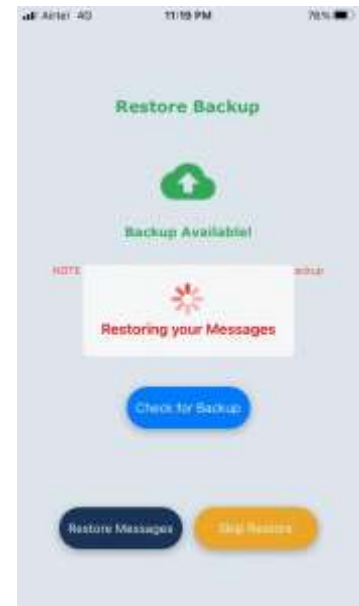


Figure: 7 Chat Backup

10. How to Lock App

The Samvad App will be locked after the applied time interval in case App lock time has been set.

- Tap on the **Settings** icon (icon at top left corner) of Main screen (Refer figure 4).
- Navigate to 'Settings' →App Lock'. (Refer Figure 5).
- Enable “Require Biometrics or Passcode” option (Refer Figure 8).
- The App Lock time can be selected as “Immediately”, “1 minute”, “15 minute” or “1 hour”. In case “Require Biometrics or Passcode” option is disabled (default option), the app lock feature will be disabled.

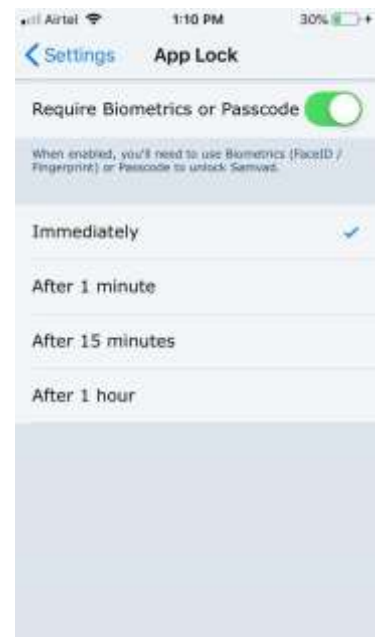


Figure: 8 App Lock

11. How to Add Chat Members

11.1 Import from Phone Directory

Tap on the **Settings** icon (icon at top left corner) of Main screen (Refer figure 4). Click on the “**Import Contact**” on the Settings page. There is Sync / Auto-Sync Contacts option which allows a display of samvad /non samvad users. Also there is option to invite non-samvad users. There is search bar which is meant to search contacts from below displayed list of Samvad /Non –Samvad contacts.

11.2 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 9). 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.

11.3 'Organization Directory' Filter option

The 'Organization Directory' section also contains a filter option to filter the Samvad users according to "Rank" or "Location". Tap on three horizontal bars in the 'Organization Directory' section. 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.

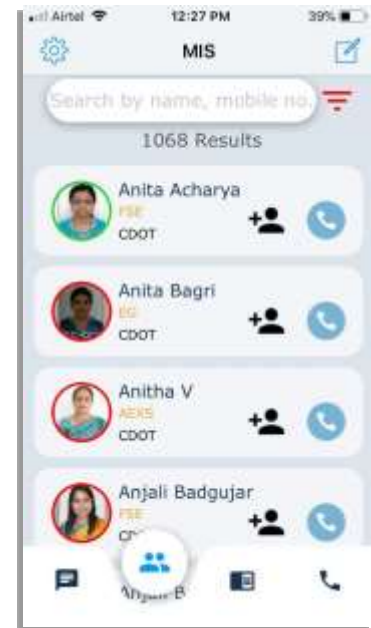


Figure: 9 MIS

11.4 Add user option from main home screen

Click on edit icon on the top left corner of home screen, there is dropdown showing Add user option. Click on add user, enter the username (phone number), click + sign on top right side of screen, same contact will be add to chat roster.

12. Chat Features

12.1 Check Login status of chat members

The login status of 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 or his Samvad services being de-activated etc.), details of the 'Last seen' time are shown at the top of the user chat screen.



Figure: 10 Chat Screen

12.2 How to check user Profile

- On the top right-hand side of the chat screen, tap on the three vertical dot and a dropdown menu would appear (Refer Figure 11)(a)
- Select “View Profile”. User details will be displayed.

12.2.1 How to see All media of chat member

- On the top right-hand side of the chat screen, tap on the three vertical dot and a dropdown menu would appear (Refer Figure 11)(b)and (c)
- Select “All Media”. Images/videos shared with samvad user will be displayed.
- Tap on Media, images ,videos are displayed on user’s screen.
- Tap on Docs , documents are displayed on user’s screen.



Fig: 11 (a)Menu option Of chat screen

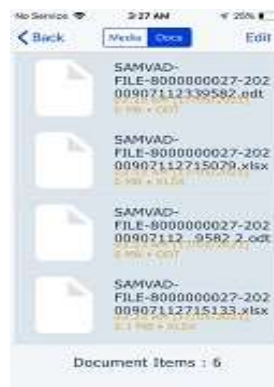


Fig: 11 (b) Menu option Of chat screen(c)

12.2.2 How to Update Alias of chat member

- Ref Fig11(a) Tap on the sixth option from dropdown menu on right-hand side of the chat screen, box appears on screen which allows user to fill concerned contact’s name of his own choice.
- Tap on Update option. Concerned contact’s name will be updated and reflected on user’s chat screen.

12.3 How to Delete chat member

There are two ways to delete a contact from main chat screen.

- First is → Long press on contact, select option appears .Upon selecting concerned contact tap on delete icon which is on top right side of main chat screen, contact gets deleted.
- Second is →On the main chat screen left swap on the contact which is to be deleted.
- The selected member will be removed from the chat list.
- If required, user can be re-added from 'Organization Directory' section or by "Add Contact" option.

12.4 How to Block/Unblock User

User can block another user on chat screen. Once a user is blocked, messages cannot be sent to or received from the blocked user. 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 (Refer Figure 11(a))
- 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.

12.5 How to check 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 recipient receives the message.
 3. Double 'green' tick will be seen when the recipient reads the message.
 4. A clock under the message would mean message is not sent and stuck in application itself due to network problem. .
- There is option to Clear History/Delete for me/Delete for everyone.
- For received messages there is an indicator to tell whether the message/file received is forwarded.
- Read/delivery time is displayed for the received messages.

12.6 Searching Chat messages

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 (Refer Figure 11(a))
- Click on the Search option. Enter the text in the "Search Message" field and press enter.

12.7 Copy/paste, Delete , forwarding of Chat Message

The sent message can be long pressed to reveal edit options such as copy ,delete, forward, reply and info. Info gives you the details whether the message have been delivered to recipient or not and at what time.

A message can be pinned/unpinned . Long press on message and select "Pin " option .This pinning makes message purposefully highlighted as a bar on top of user's chat screen. Similarly, long press on same message makes it unpinned.

12.8 Audio and Video Call from Chat screen

A user can make video call by clicking on the video call icon, similarly he can make audio call by clicking on phone icon

13. Leave Calendar

The app offers a Leave calendar where one can view the national holidays falling in the current year.

14. Mail Circulars

The app offers a Circular documents to be viewed , hosted by Organization at Mail Circulars option.

15. 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 erases the content after specified time. This deletion happens on the receiver's as well as the sender's device.

- In the chat window click on the vapour icon on left upper side of message box. A message will be shown indicating that Left Swipe will enable the vapour mode.
- Left swipe on the message screen, the text box will turn purple indicating that vapour mode has been enabled.
- The sent vapour messages will be highlighted with BLUE colour (Refer Figure 12).



Figure: 12 Vapour Message

- This message will remain till the time it is not seen by the receiver. After that it vaporizes and cannot be seen at both ends.
- In order to customize the vapour message time, Tap on the **Settings** icon (icon at top left corner of the screen) of Main screen and navigate to 'Settings' → 'Change Vapour Time'.
- Sender can also delete vapour message by long press on it

15. OTR (Off The Record) Encryption

Samvad has provision of providing an additional layer of application encryption over already encrypted messages in which each message session 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).

- 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”.
- Click on the “Start Encryption” option, OTR encryption will start (Refer Figure 13).
- 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.
- Click on the “Stop Encryption” option to stop the OTR encryption.

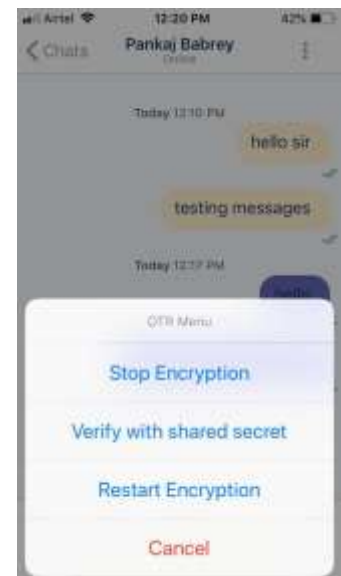


Figure: 13 OTR Menu

16 Group Chats

User can create groups in which he/she can add members. The creator of group will become the 'Admin'.

16.1 Creating Groups

- Click on the Edit icon present on the top right corner of the main chat screen (refer Figure 4).

- Select “**Join Group**” option (Refer Figure 14)
- Enter a group name and press “**Done**” from top right corner.
- Group with the entered name will be created and added in the chat list in the main page.
- Group name can also be with special characters.
- After group creation, the Admin can send invites , modify chat settings, change group photo, add, block or delete its members.

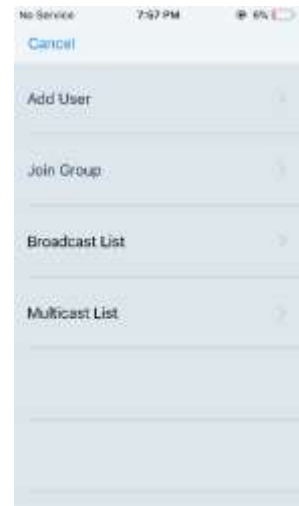


Figure 14: Option Screen

16.2 Invite/Adding the User to a Group

- Click on the three vertical dot on the top right corner of the group and click on the “Invite User” option (Refer figure 15).
- The user list will open from where Admin can select members for sending invitation.

16.3 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 15). The member list will be shown from which any member can be removed by tap on the user name and selecting “**Remove User**” option.

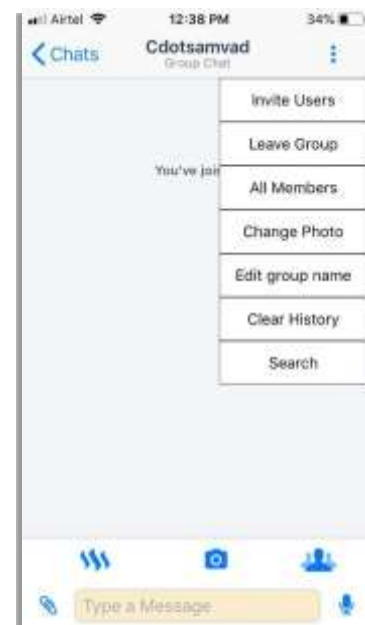


Figure 15: option menu

16.4 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 15). The list of all members added and participating in the group is shown.

16.5 Leave Group

Tap on menu icon indicated by three dots on top right corner and click on '**leave group**' option (Refer figure 15). A user cannot send messages to the group after leaving the group. If an admin wants to leave the group he/she can make some other group member as the Group Admin and then leave the group. If the admin does not do that then in that case any random group member will become the admin of the group. .

16.6 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 **Left Swipe** on the group name seen on the main chat screen. This will delete the group.

16.7 Reply Privately in Group

A user can choose to reply privately to the message sent by any group member. The reply will be sent 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.
- Click on the “Reply privately” option (Refer Figure 16). 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: 16

16.8 How to Change Group Photo

A user can change the group photo by clicking on the three vertical dots under the user chat screen and then clicking on “change group photo”.

16.9 Edit group name

The Admin can edit the name of the group by going under the vertical dots option and selecting edit group name .

16.10 How to Clear Group chat History

Chat group history can be cleared off, by clicking “clear chat history” under option menu of a group chat screen.

16.11 Search Option in Group In the chat window click on the vapour icon on left of message box. A message will be shown indicating that **2 Fingers Left Swipe** will enable the Confidential mode

Within group chat, messages can be searched for by tapping “search”.

16.12 View All Media in Group

All files- images, videos, documents and links can be viewed all together under “All Media ” option.

17. Broadcasting Messages

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

- Click on the Edit icon present on the top right corner of the main chat screen (refer Figure 4).
- Select “**Broadcast List**” option.
- 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 17).
- 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 gets created.

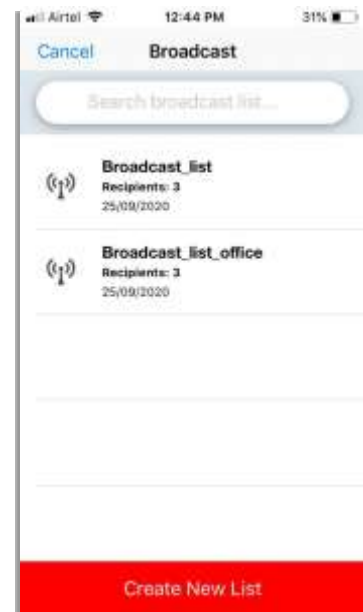


Figure: 17

18. Multicast Message

The user can “Multicast” messages to a selected group of users by creating a Multicast List. There is option to filter the users based on fields.

Click on

- Click on the Edit icon present on the top right corner of the main chat screen.

- Select “**Multicast List**” option.
- Tap “Create New List” and select users to create a multicast list
- Click on Filter button, to filter on parameters such as Group code, Organization, Rank and Location.
- Enter Multicast list name and tap OK.
- The Multicast list is created.

19. How to send Confidential message

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 vapour icon on left of message box. A message will be shown indicating that **2 Fingers Left Swipe** will enable the Confidential mode (Refer Figure 18).
- On the screen do **2 Fingers Left Swipe**, “confidential mode enabled” will be seen in the message box.
- Write any message in message bar press the send button.
- The message will be tagged as *Confidential*
- The mode can be disable by **Right Swipe** on the screen.

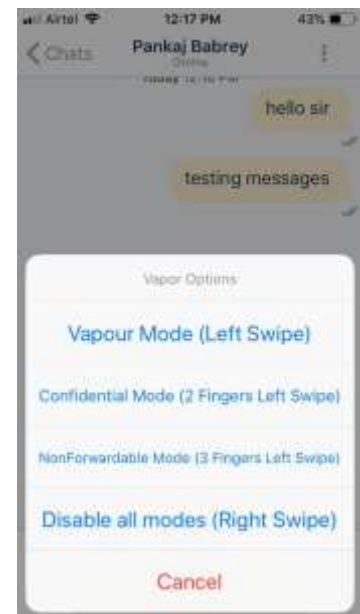


Figure: 18

20. Sending Non Forwardable message

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

- In the chat window click on the vapour icon on left upper side of message box. A message will be shown indicating that **3 Fingers Left Swipe** will enable the Non-Forwardable mode (Refer Figure 18).
- On the screen do **3 Fingers Left Swipe**, “Non-Forwardable mode enabled” will be seen in the message box.
- Write any message press the send button.
- The message will be tagged as *Non-Forwardable*
- The mode can be disable by **Right Swipe** on the screen

21. Disable all Modes

A message can be sent as a vapour message, confidential message and non-forward able message. Each option or a combination of two or three can be selected as per the requirement. All these modes can be disabled by right swiping on user's screen or message bar.

22. Call Logs Tab

When the user logs-in, Samvad main screen is displayed . Select the fourth tab by tapping on it at the bottom of the screen.

Under this section the user can view the call logs.

Tap on clear list , top left corner, to clear the all logs.


Tap on edit, top right corner , to clear individual call logs, by selecting and deleting them.

Click on the call log to view the call details, such as duration.

Click on phone icon for audio call and video icon for connecting a video call.

23. Sharing files , images etc. through samvad

23.1 Sharing Contact, Location, Files from phone memory:

- Select any chat Member or group chat or broadcast group.
- Tap the "Attachment Icon" indicated by .
- Option to attach Photo, Video, Document, Location and Contacts will be displayed (Refer Figure 19)
Select the option which is to be send.
- 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'.
- Simultaneous sharing of up to 5 files are allowed.
- 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'.

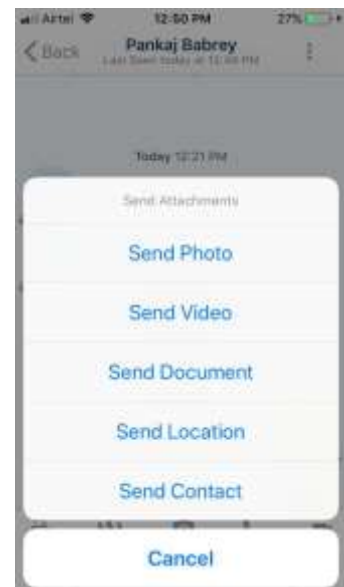


Figure: 19

23.2 Files supported for viewing through Samvad

Files shared through Samvad have following features:

- Support for viewing Open Office, doc, docx, jpg, jpeg and password protected pdf files through Samvad.
- Files such as ppt, pptx, xls and xlsx, cannot be opened inside Samvad. They can be downloaded and opened through 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.

23.3 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.
- In chat screen click on camera icon. 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’.

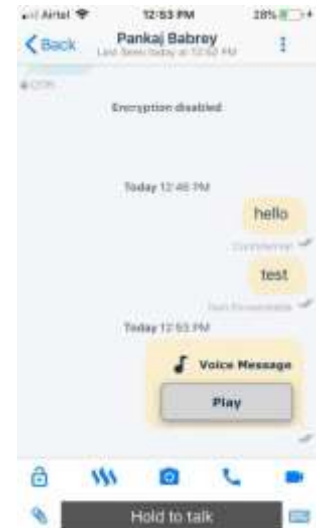


Figure: 20

23.4 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
- “Hold to talk” option will be displayed at the bottom of the screen (Refer Figure 20).
- Press the “Hold to talk” option to record the voice and send.

23.5 Sharing Images from inside Gallery

- Open the gallery and select the file to be sent, press the share icon and click on Samvad option. Samvad user list will be seen.
- Select the user and press SEND.
- Can share up to 5 file simultaneously.

23.6 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.

24. 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.
- Open any file shared through Samvad.
- Click on the download link shown in the file (Refer Figure 21).
- The file can be downloaded. Click on the View link on the file.
- The file needs password which is login password for app to download the file .There is option to share the file on top right corner of the screen. Click on the share icon to share the file with other applications.



Figure: 21

25. How to make 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.
- 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 by clicking on the chat icon. (Refer Figure 22).

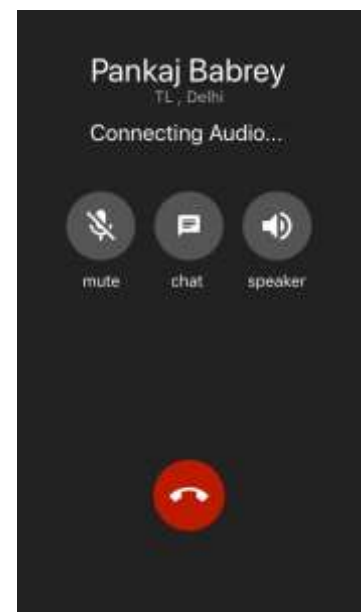


Figure: 22

25.1 Call logs screen:

- Open Samvad main screen.
- Click on Call icon on rightmost bottom of chat screen. Call log screen will open (Refer Figure 23).
- The Call log screen will display the call history along with time and duration of call.
- The Call log screen has option to place audio/video call to a user in its call history by clicking on the call icon.
- The screen has multiple options to delete call history. An individual user entry can be deleted through **Left Swipe**. After clicking on the **Edit** tab on top right corner, multiple entries can be selected and deleted. Also there is option to clear entire call history by clicking on the **Clear** tab on top left screen.

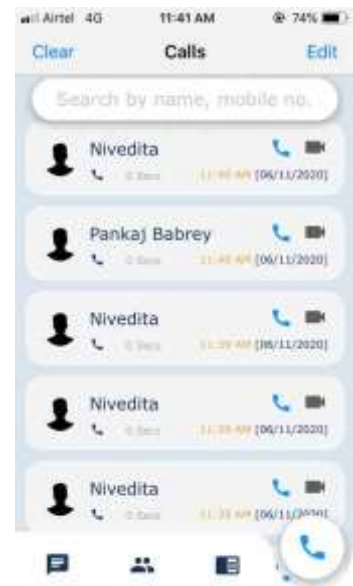


Figure: 23

25.2 Organization Directory screen:

- Go to 'Organization Directory' section by clicking on the third icon in the menu bar of the main screen. (Refer figure 24).
- 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.

26. Samvad usage indicator

It is possible to know about a user whether he/she has been using Samvad frequently or not by looking at the colour of the ring over the user profile picture in the 'Organization Directory' section.

- Go to 'Organization Directory' section by clicking on the third icon in the menu bar of the main screen, from right to left direction, in the menu bar of the main screen. (Refer figure 24).
- 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 in the app in between 7 to 15 days.
- The above mentioned days are configurable as per requirement

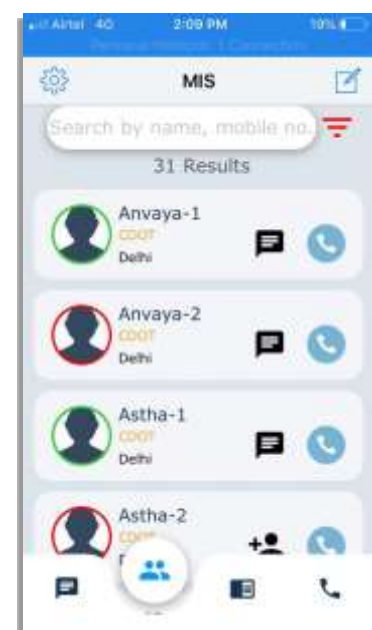


Figure: 24

Annexure I

Download and Installation procedure for SAMVAD apk.

C-DOT has indigenously developed an easy-to-use mobile application called 'SAMVAD' to provide Secure Communication in the form of chat and call services in closed user group.

A. Steps to download and use SAMVAD on Android device:

Click on the link (or copy-paste the link on your mobile browser).

➤ <https://dwd.cdote.in/DOT/samvad.apk>

➤ Click on the link 'Downloading will start '

➤ After downloading the application, click it to install (You may find it in the Notification bar / Downloads folder) . Login into SAMVAD with User ID : " <Your Mobile Number>" and password ' Password@ 1'

➤ Give permissions to samvad to autostart ,allow run in background etc.

➤ It is suggested to change your password after login.

➤ Add users to chat / call .

B. Steps to download and use SAMVAD in iPhone device :

Click on the link (or copy-paste the link on your mobile browser).

➤ <https://dwd.cdote.in/DOT/install.php>

➤ Tap to download.

➤ Press home button to check if downloading has started .

➤ Trusting apk. Once the apk is downloaded, go to Settings >General >Profiles /Device Management>Enterprise App . Tap on Centre for Development of Telematics and choose ' Trust developer ' .

➤ To launch Samvad. Give all permissions and click on PROCEED tab to go to login screen.

➤ Login into SAMVAD with User ID : " <Your Mobile Number >" and password ' Password@ 1'



➤ It is suggested to change your password after login.

➤ Add users to chat / call .

For any help, contact Mr .Vipul : 8800092682, Ms. Nivedita : 9599245718, Ms . Uma :
9868266500

or send email to samvad @cdot . in

!!! Happy Chatting !!!

Annexure II. Notification related advices and Limitations

Receiving real-time message notifications in 'Samvad' App

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 iOS version, battery optimizations etc. In iOS, OS may decide to display

or discard notifications based on device memory availability, battery status, frequency or duration of app usage, do not disturb etc.

It is advisable for users to test this behaviour in their device specifically. If user device is getting notifications even after killing the app, they may kill the app, if not users should not kill the app.

Generally, it has been observed that notifications are not received in iOS 12 and below in the above cases.

Given below is a compiled list of devices for which this behaviour was tracked. However, the list is not exhaustive:

Sr. No.	Mobile phone model	IOS version	Message notifications when app is killed	VOIP notifications when app is killed	VOIP/message notifications when app is NOT killed
1.	iPhone 6s	IOS (OS version 13.x and above)	Working	Working	Working
2.	iPhone 5s	IOS (OS version 12.x)	Working	Randomly working	Working

Annexure III. Common problem

Password forgotten

- Contact the system administrator.
- Password can be reset by Admin.

- Forget password option allows generating of OTP, verifying and can set new password for app.
- Re-Login with new password is possible.
- In IOS device using same device for different number needs reinstallation of app.

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 III. 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: 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 is offline and not able to receive the message at that moment, 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.