

eXpress

Communication
System

User Manual

Android

Build 3.40
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INTRODUCTION

This manual is intended for the users of the product eXpress Communication System (hereinafter referred to as eXpress CS, eXpress, system). It contains information needed to operate the app.

For all the described functions to work properly, the versions of the app and the server part must match.

Technical Support. You can contact Technical Support by e-mail: support@express.ms. Technical Support page on the Unlimited Production website: <https://express.ms/faq/>.

Website on the Internet. Information about the product is available on the Unlimited Production website: <https://express.ms/>.

Chapter 1

GENERAL INFORMATION

This document is intended to familiarize the user with the following functions of the app:

- installing and uninstalling eXpress app on your device;
- types of actions performed by eXpress.

PURPOSE OF THE APP

eXpress CS is designed to provide high-quality and continuous communication between company employees and to increase the level of security of information exchange within the framework of business processes. The app can be installed both on personal devices of users and on corporate devices issued for personal use to company employees.

eXpress supports operation in two formats: on mobile devices using an app and on personal computers using the Web/Desktop App. The user can work with the system from several devices simultaneously.

Note. The Mobile App requires Android version 7 and higher to operate. Update for versions below 7.0 is not available.

If the user logs in to the app using only their phone number, they are connected to the **regional server**, and are an **external** user. If the user logs in using their username and password or a corporate e-mail and code, they connect to **corporate server**, and are an **corporate** user. The appearance of the product interface and the functionality available to the user change depending on the connection method.

Interaction between eXpress users is carried out in the form of chats and calls.

Note. For users connected to a regional server, the following restrictions apply:

- sending files — not more than 25 MB;
 - calls: it is not possible to call a regional server user, but outgoing and incoming calls to corporate server users are possible;
 - conferences: it is not possible to create a conference, but it is possible to join a conference using a link or via the conference list;
 - chats: Confidential mode unavailable
 - tags: the user does not have access to existing autotags and cannot create their own tags.
-

DESCRIPTION OF THE APP INTERFACE

The interface is illustrated using the example of the “Chats” window (Figure 1).

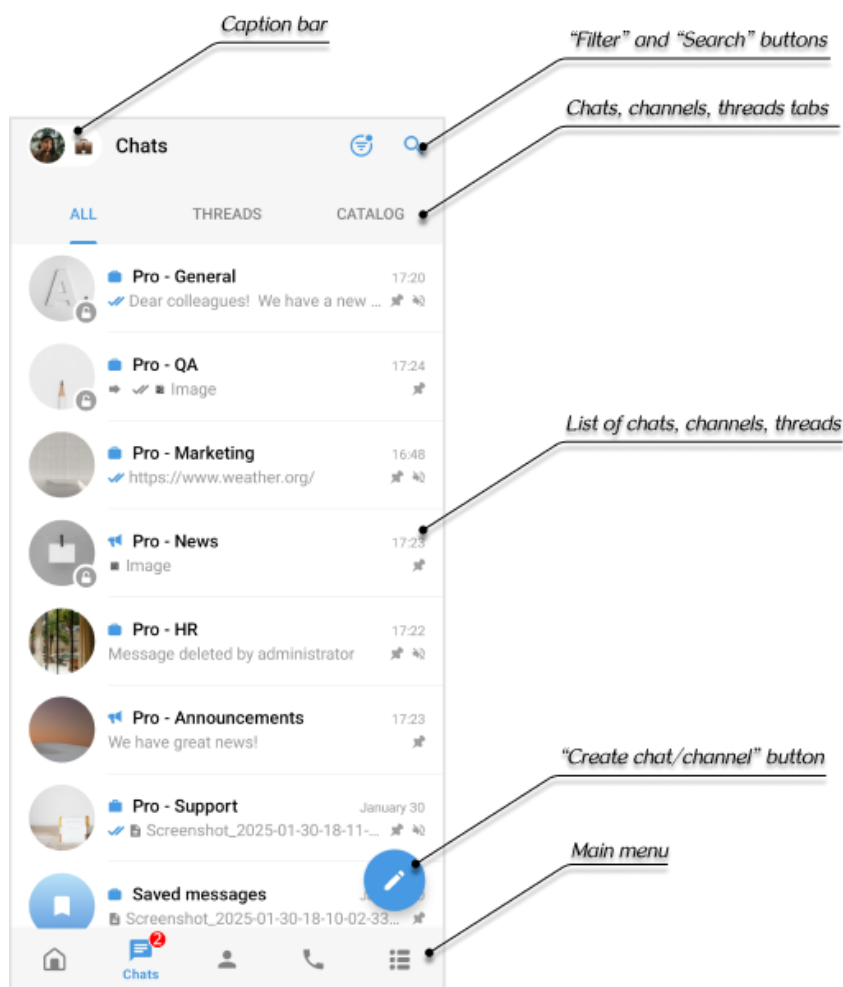






Figure 1

The Chats window consists of the following main components:

- header — contains the name of the section and a button for going to the “Settings” section (the user's avatar is displayed as a button).
- status button — displays the user's status, opens a context menu of actions with the status with a long press;






If VPN is enabled on the device, the icon  will also be displayed. Tapping on the icon opens a warning message that says “Connection may be unstable”;

- the  button enables/disables the filter for unread messages;
- the button  opens a line for searching chats and contacts;
- tab bar for filtering user chats, channels and threads;
- the  button for creating new chats/channels (available only in the “Chats” window);
- the list of user chats, channels and threads;
- the [main menu of the app](#) for navigating through its sections.

MAIN MENU OF EXPRESS

The main menu is used to navigate through the eXpress sections. By default, the menu contains (Figure 1, Table 1):

Table 1

Icon	Section	Purpose of the section
	Home	Contains corporate services of the company, news feed and announcements of upcoming events
	Chats	Used to store the user's chat history
	Contacts	Contains the list of all user's corporate and personal contacts
	Calls and conferences	Managing conferences, viewing information about the user's calls and conferences
	More	Opens the "Quick Features" window with a list of eXpress Web Apps for mobile access to the company's information systems

The user can [customize](#) which sections will be displayed in the bottom menu.


SUPPORTED LANGUAGES

eXpress CS is available in five language versions:

- Russian;
- English;
- French;
- German;
- Spanish.




On mobile devices, the app language depends on the language installed on the system. If it is one of the supported languages, then eXpress will be available in that language versions. If the language installed on the device is not supported by eXpress, English language version will be set by default.

CONTACTS

Tapping on  in the main menu of eXpress app opens the "Contacts" section, which contains the user's personal and corporate contacts.

Opposite each contact, one of the icons is displayed (Table 2):

Table 2

Icon	Purpose
	Inviting a contact, who is not registered in eXpress, to the app
	Switching to chat with a personal contact
	Switching to chat with a corporate contact

The top menu of the “Contacts” section contains tabs where contacts are grouped according to the status of the participants.










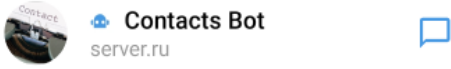
TYPES OF CONTACTS

eXpress CS provides for several types of contacts:

- **external contact** — a contact from the device's address book, which is registered on a public server. It is available in the app, if the user who owns the contact data has eXpress installed on their device;
- **corporate contact** — a contact from the corporate server;
- **corporate trusted contact** — a contact registered on the same corporate server as the user, or on a server with which a direct connection (trust) is established. It is available in the app even if not saved on the user's mobile device;
- **unregistered user** — a contact from the user's device contact list that is not registered in eXpress. Available only in the user's Mobile App.
- **chatbot** — a user account that is managed by a computer program, which is designed to automate business processes (see the “[Chatbots](#)” section).

Examples of displaying contacts in the app interface depending on their types are provided below ([Table 3](#)):

Table 3

Contact type	Icon	Display example
External		
Corporate		
Corporate Trusted		
Unregistered		
Chatbot		

CONTACT CARD

User contacts are available in the “Contacts” section of the main menu.

Each contact has a card with the user's personal data — the contact card ([Figure 2](#)).

Switching to the card is performed by tapping on a contact from the list.

The contact card contains the following data:




- avatar;
- contact's name;
- connection status;
- user status (may be not available);
-
- chat settings menu;
- corporate information (for corporate users);
- personal data.

Note:

- Long pressing on the blocks in the “Corporate Data” and “Personal Data” areas copies the data entered in the fields to the clipboard;
- a quick tap on the supervisor's name opens their card;
- a quick tap on a phone number opens the calling app;
- a quick tap on corporate e-mail address opens the E-mail SmartApp, if available, or a window to select a third-party e-mail app.

The following action icons are available in the card ([Table 4](#)):

Table 4

Icon	Action
	Send message
	Start personal call
	Open the menu to create a QR code or a link to the contact card

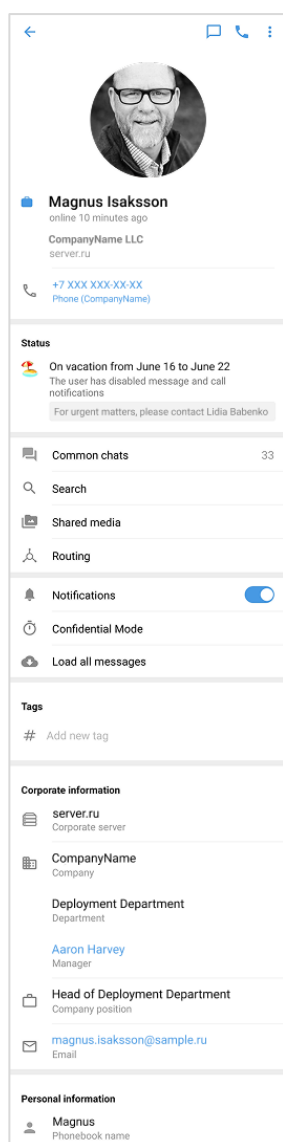


Figure 2

CHATS

GENERAL INFORMATION

eXpress supports several chat options.

Based on the **composition of participants**, chats are divided into:

- personal chats — chats in which there are only two participants.
- group chats — chats with two or more participants.

A personal chat cannot be converted into a group chat and add other users to it.

Based on the **method of joining**, group chats are divided into:

- open chats — corporate chats that can be joined by any user registered on the corporate server. External users can access such chats only after they are added to the chat by the administrator.
- closed chats — corporate chats created for a closed user group. New users are added to a closed chat by a user with administrator rights for this chat.

Note. The user can only create a closed chat and channel on their own. To create an open chat or channel or convert a closed chat to an open one and vice versa, contact your system administrator.

eXpress also features a "Saved Messages" chat, where the user can save their favorite messages.

For corporate eXpress users, a blue chat theme has been implemented, and a green chat theme is used for external users. The display of chats in the interface depends on the [types of contacts](#) the user is exchanging messages with. Below are some options using a group chat as an example ([Table 5](#)):

Table 5

Chat type	Icon	Display example
Chat with corporate contacts		
Chat with corporate trusted contacts		
Chat with external and corporate contacts (mixed type chat)		
Chat with a bot		

A chat with a trusted connection (trust) is indicated by the icon . Otherwise, the corporate chat is indicated by the icon .

Note:

- if an external user joins a corporate chat, the chat becomes a mixed type chat;
- if all external users leave the mixed type chat and only corporate users remain, the chat becomes corporate.

The list of chats is sorted by date and time of the last message, from newest to oldest. If the user has pinned chats, then the pinned chats are displayed at the top, and all the other chats are displayed below.

Tapping on in the bottom menu will:


- take the "All" tab to the top positions, if it is open;
- go to the "All" tab, if another tab is open.

In the chat list, the chat cell displays the latest message in that chat and its author/system message/attached document type.

To the right of the chat names in the list, the unread messages counter is displayed ([Figure 3](#)). Depending on the chat type, the message counter is marked with the following colors:

- blue — for corporate and mixed type chats with notifications enabled;
- gray — for all chats with disabled notifications.

Below the user's active chats are corporate chats, channels, and chats with bots that the user can join. Open chats and channels are marked with the icon

The icon  next to the chat avatar indicates that end-to-end encryption is disabled in the chat.

The list is located below the user's active chats and channels (they are marked on the right with the time or date of the last message).

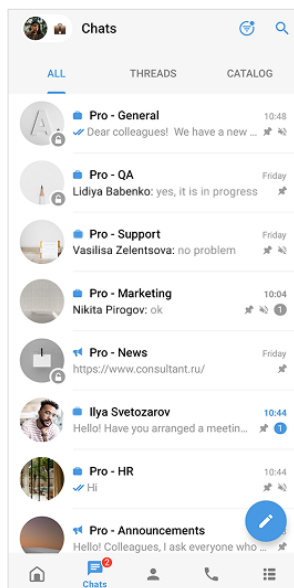



Figure 3

To view the chats and channels that are open for joining, the user needs to scroll down through their active chats and channels.

Tapping on the name of a chat/channel takes you to its window. At the bottom of the window, there is an icon  and the "Join" button.

Tapping on the corporate chat/channel name in the chat or channel window header opens a window (Figure 4), that contains:

- avatar;
- name;
- description of the chat/channel, if it was added by the administrator;
- the "Join to channel" button.

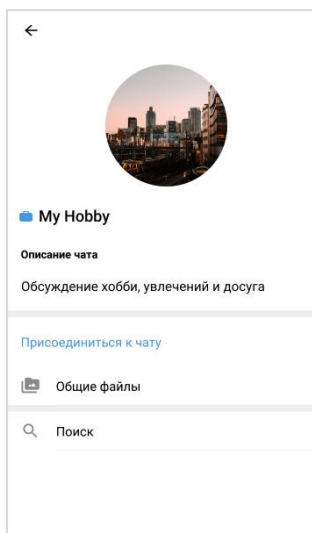


Figure 4

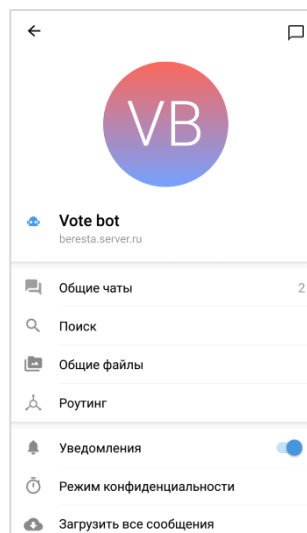



Figure 5

Tapping on the corporate chatbot name in the chat window header with the bot opens a window (Figure 5), that contains:

- the icon  for opening the chat with the bot;
- avatar;
- name;
- server name;
- a description, if it was added by the administrator.

The personal chat header (Figure 6 and Figure 7) contains the following information:

- interlocutor's avatar;
- interlocutor's name;
- interlocutor's connection status;
- user status in eXpress(may be not available);
- information about the current action ("typing", "recording a voice sending a file", etc.).

More detailed information about a personal chat is available in its card. A personal chat card is a card of a contact with whom a chat has been created.

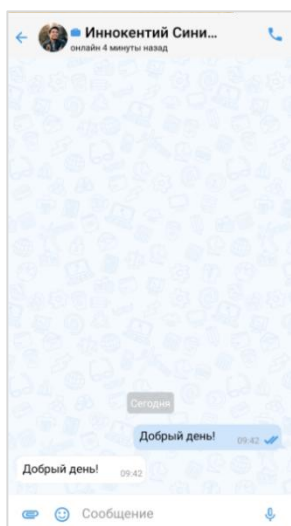


Figure 6

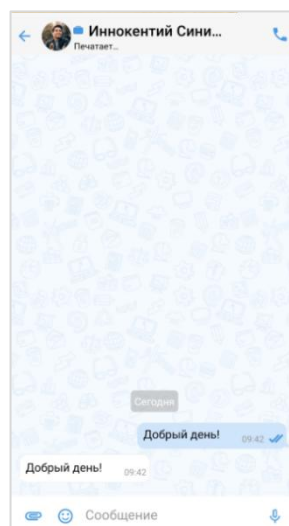


Figure 7

The group chat header (Figure 8 and Figure 9) contains the following information about the chat:

- chat avatar;
- chat name;
- number of participants;
- number of participants online;
- information about the current action of the chat participant (<Participant_name> is "typing", "recording a voice message", "sending a file", etc.).

More detailed information about a group chat is available in its card (for details, see page 23).

If the user who sent the message to the group chat is registered in eXpress, then their avatar in the chat area is a link to the [card](#) of this contact.

If a group chat/channel message has a thread, information about the number of comments in it is displayed below the message (Figure 10). This information is a link to a subchat with comments to the original message (see the "Threads" section).

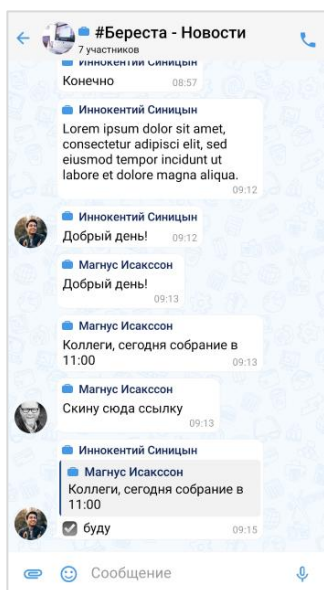


Figure 8

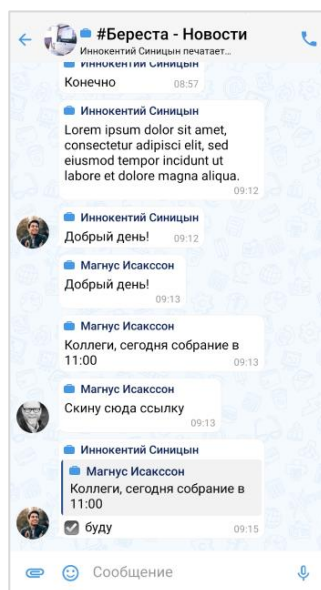


Figure 9

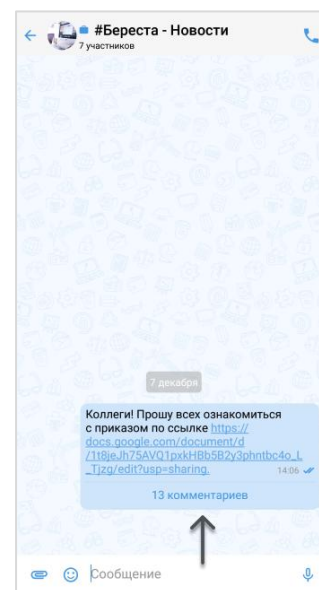


Figure 10

EXTERNAL USER WARNING

If there is an external user in the chat, the following warning may be displayed when opening the chat: "This chat contains public users."

The warning is displayed in the following cases:

- the user opened a mixed type chat or a chat with an [external contact](#) after starting a new session in eXpress;
- the user opened a corporate chat after an external user joined it;
- the user has become a participant of a mixed type chat.

"SAVED MESSAGES" CHAT

The "Saved Messages" chat ([Figure 11](#)) is designed to store favorite messages from all chats and channels, and ensures quick access to them.

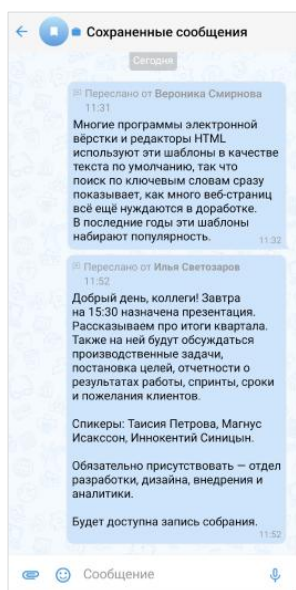


Figure 11

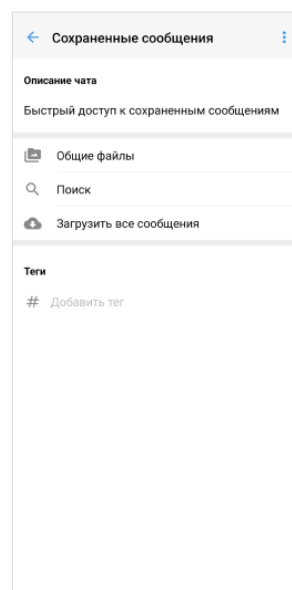


Figure 12

Features of the "Saved Messages" Chat:

- the chat is created the first time you save a message;
- when creating a chat, a default chat name is automatically assigned — "Saved Messages" and an avatar;
- only the current user can send messages to the chat;
- the current user is the only participant in this chat;
- you cannot change chat settings;
- calls are not available in the chat;
- the chat card contains only the items shown in the image above (Figure 12);
- the chat interface lacks call buttons, number of participants, and the Confidential Mode button;
- the "Delete chat" function is not available;
- when clearing chat history, the chat is removed from the list;
- the user can edit the text of any message sent by them, including those containing attachments, without time limits;
- you can access the "Saved Messages" chat from the "Chats" section or from the "Settings" → "Saved Messages" menu.

ADMINISTERING A GROUP CHAT

By default, the creator of the chat is the chat administrator. You can later appoint another participant as the administrator (see page 90).

The chat administrator has the following privileges:

- changing the chat's name;
- changing the chat's description;
- changing the chat's avatar;
- adding participants to the chat;
- deleting participants from the chat;
- appointing other participants as chat administrators;

- enabling/disabling end-to-end encryption;
- enabling/disabling commenting on chat messages;
- enabling, disabling and customizing reactions to chat messages.

Each group chat has its own card with information about it. An example is shown below (Figure 13).

Note. Long pressing on a link in the chat description opens a menu with the actions “Go” and “Copy link”.

If the menu is not available, it means that the functionality is disabled in this app build.

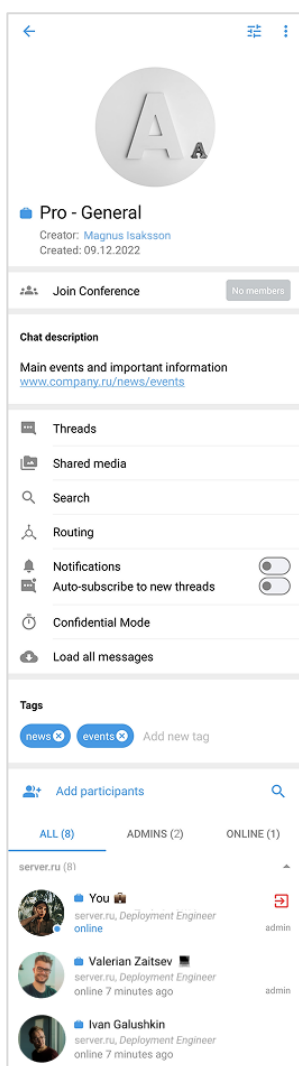


Figure 13

In the group chat card, the user has access to:

- avatar and name of the chat;
- name of the chat creator with a link to the contact card (may be not present);
- chat creation date;
- chat description, if it was added;
- button to create/join a conference;
- button to go to chat threads;
- button to go to shared files of the chat;

- chat settings block;
- chat participants search bar;
- the list of chat participants.

In a chat with 255 or fewer participants, the names in the list are grouped into tabs:

- "All" — contains the names of all participants;
- "Admins" — participants with administrator rights;
- "Online" — only participants that are online.





In a chat with 256 or more participants, only the current user and chat administrators are displayed. The rest of the participants can be found using the search bar.

CHANNELS

GENERAL INFORMATION

Visually, channels are similar to [chats](#) and are divided into corporate, external and mixed type channels. Examples of channel display in the corporate user interface are shown in the table below. (Table 6):

Table 6

Channel type	Icon	Display example
A channel with corporate users		 Планирование задач 14:05 Задача 144 выполнена, переда ... 2
Channel with corporate and external users (mixed type channel)		 Планирование задач 14:05 Задача 144 выполнена, переда ... 2

The main differences between a channel and a chat are as follows:

- only administrator can post messages in the channel;
- the channel administrator can edit and delete messages posted by any of the channel administrators, without any time limitations;
- all channel messages are published, quoted and transmitted on behalf of the channel;
- calls and conferences are not available in the channel;
- the list of users subscribed to the channel, the [routing diagram](#) and system messages are visible only to the administrator;
- the Confidential Mode is not available for channels.

GLOBAL CHAT CHANNEL

Global Chat is a system channel for users of one server. Global Chat sends messages that are relevant to all users, such as:

- information about app updates;
- notifications about maintenance work.

Only users with administrator rights can send messages to this channel. Notifications Bot connected to Global Chat is used to send messages. For more details, see the [“Administering Global Chat”](#) section.

If the user is connected to multiple servers at the same time, each of them will have its own Global Chat:

- RTS Global Chat — regional server global chat;
- ETS Global Chat — enterprise server global chat;
- CTS Global Chat — corporate server global chat.

Features of the Global Chat:

- this is a closed chat, and it is not displayed in the “Catalog” tab;
- for new users connected to eXpress version 3.7 and higher, it is displayed immediately (on the “All” tab), for users of eXpress version 3.6 or lower, it is displayed after it is enabled by the administrator;
- only the current user and chatbots can be chat participants;
- you cannot change settings or leave the chat;
- the user cannot pin messages, use reactions and mentions (using a single @ symbol);
- If you delete Global Chat, it will be displayed again after the first update.

ADMINISTERING A CHANNEL

By default, the creator of the channel is the channel administrator. You can later appoint another participant as the channel administrator (see page 90).

The channel administrator has the following privileges:

- changing the channel name;
- changing the channel description;
- changing the channel avatar;
- adding participants to the channel;
- deleting participants from the channel;
- appointing other participants as channel administrators;
- enabling/disabling end-to-end encryption;
- enabling/disabling commenting on channels messages;
- enabling, disabling and customizing reactions to channel messages;
- setting up the availability of mentions in threads;
- viewing the list of channel participants.

Each group channel has its own card with information about it. The channel card interface differs depending on who is viewing it: an administrator ([Figure 14](#)) or a subscriber ([Figure 15](#)).

Note. Long pressing on a link in the channel description opens a menu with the actions “Go” and “Copy link”.

If the menu is not available, it means that the functionality is disabled in this app build.

The following is displayed in the channel card:

- avatar;
- name of the channel;

- name of the channel creator with a link to the contact card (may be not present);
- channel creation date;
- channel description, if it was added;
- button to go to shared files of the channel;
- channel settings block;
- subscriber search bar and the list of channel subscribers in alphabetical order (available only to channel administrators).

In a channel with 255 or fewer subscribers, the names in the list are grouped into tabs:

- “All” — contains the names of all channel subscribers;
- “Admins” — subscribers with administrator rights;
- “Online” — only subscribers with the “online” status.

In a channel with 256 or more subscribers, only the current user and chat administrators are displayed. The rest of the subscribers can be found using the search bar.

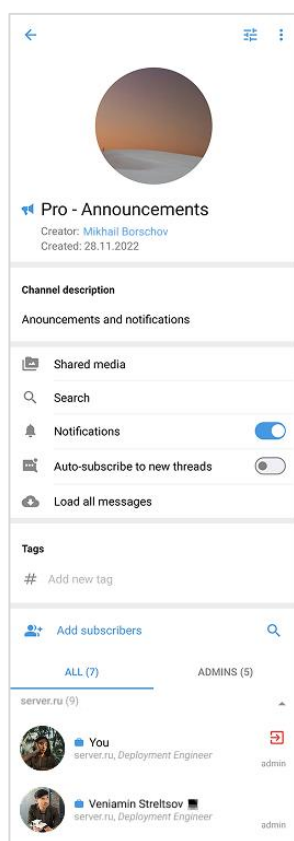


Figure 14

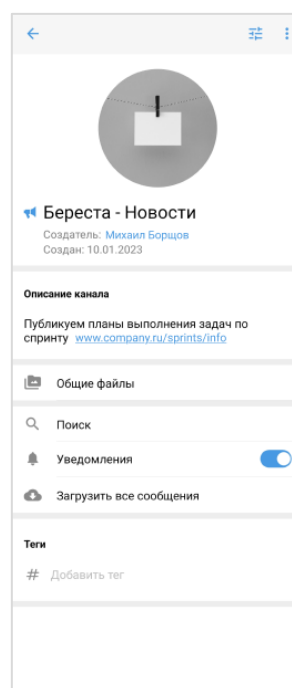


Figure 15

MESSAGES

In chats and threads, sending messages is available to all participants. In a channel, only a participant with administrator rights can send messages.

Messages can be sent without an Internet connection. Once the connection is restored, messages will be sent automatically.

The message input field is located at the bottom of the chat, channel, or thread window (Figure 16). Sent messages are sorted by sending time.

Note:

- The maximum length of one message is 4,096 characters. You can enter more characters. In this case, when sending the message, the app will split it in two or more parts.
- An unsent message is saved as a draft. This moves the chat, channel, or thread to the top of the list on the "All" tab.

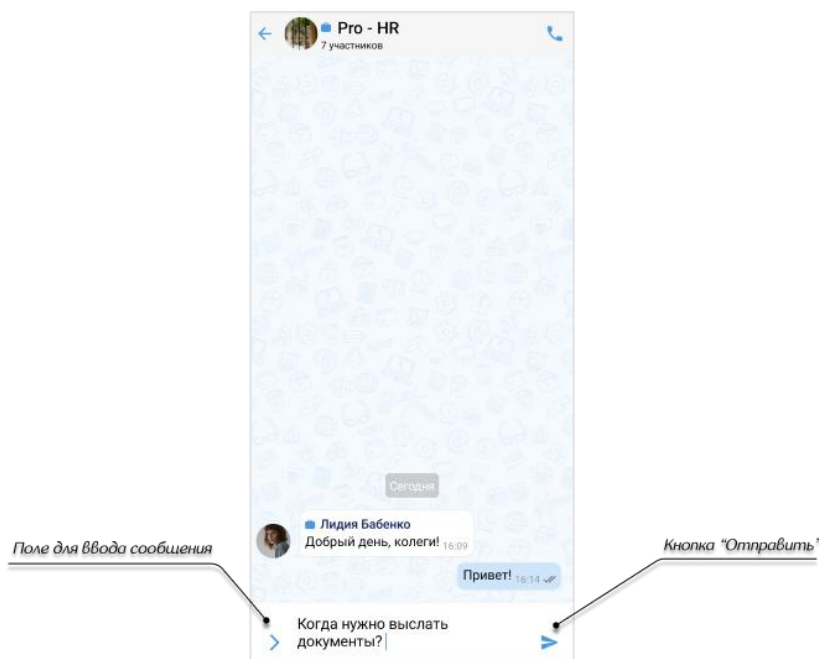


Figure 16

Chat participants can exchange messages in the [Confidential Mode](#). The mode is available only in chats where all participants are corporate users. The app also provides the possibility to enable [scanning of messages for viruses and confidential corporate data](#).

Users can add reactions to messages, discuss them, use messages to poll, etc. For more information, see the section ["Managing messages"](#).

CHECKING MESSAGES

eXpress may scan messages for sensitive data and/or malware. Checks are enabled and set up by the app administrator.

Checking for sensitive data takes place before sending a message to a chat, channel or thread. The app checks the text and the files attached to the message. If confidential information is detected, message sending is canceled, thereby preventing data leaks. The message remains on the user's device and is removed after the window is refreshed.

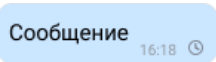
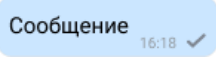
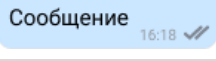
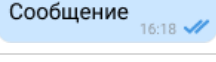
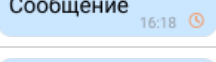
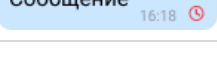
In the eXpress interface, you can track the verification process using [message statuses](#).

Checking for malware is performed after the message has been delivered to the chat. eXpress checks the file attached to the message, and if a virus is found displays the notification "Antivirus has detected a threat". It is impossible to open or download a file with a virus.

MESSAGE STATUS

The message status is displayed on the right, next to the sending time. The following statuses exist (Table 7):

Table 7

Status	Status description
	Waiting to send, sender has no Internet connection
	Not delivered, recipients have no Internet connection
	Delivered to at least one recipient, unread
	Read by at least one recipient
	Verification for the presence of confidential information is underway
	Message sending is canceled, confidential information detected

FILES AND LINKS IN THE MESSAGE

The user can attach [files](#) and add [emojis](#) and [stickers](#) to the message.

Links and e-mail addresses are saved in a special section of the chat card. The link sent in the message can be used to go to the corresponding resource. By tapping on the e-mail address provided in the message, you can send the e-mail.

Note. You can send up to 10 images and an unlimited number of documents up to 1 GB in one message.

MENTIONS IN MESSAGES

In a message, the user can mention (including themselves) and invite other users and chatbots to the chat, provide links to other chats and channels.

The mentioned user receives a notification about a new message, even if notifications are disabled in the chat. At the same time, the interface displays information about the presence of an unread message with a mention.

A mention is always a link to a contact or chat/channel, by tapping on which the user can:

- go to the mentioned chat/channel;
- go to the card of the mentioned contact (quick tap);
- open user context menu (long press).

Note. In this menu, the options “Add to chat/channel”, “Remove from chat/channel” and “Appoint an administrator” are displayed only for the chat/channel administrator.

Below is an illustration of the counter of unread messages in which the user was mentioned and the context menu ([Figure 17](#) and [Figure 18](#)).

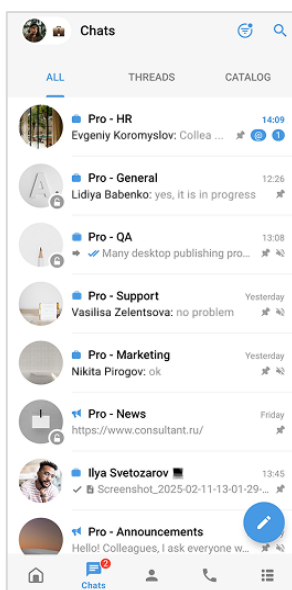


Figure 17

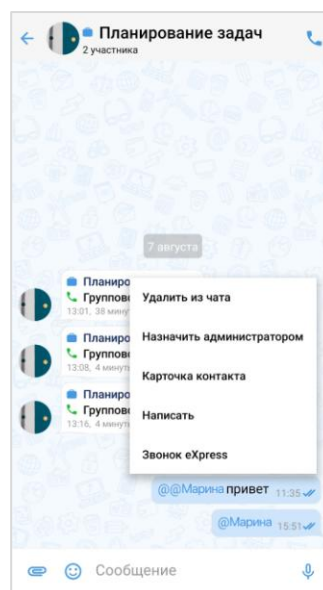


Figure 18

Mentions are constructs formatted with special symbols — @ or #, depending on the desired result (Table 8):

Table 8

Construct	Purpose	Result
@all	Mentions all chat participants	All group chat participants receive a notification about a new message
@User_name	Mentions a specific chat participant	The mentioned chat participant receives a notification about a new message
@@User_name	Mentions a user from your contact list who is not a chat participant: <ul style="list-style-type: none"> a corporate user can specify contacts from their corporate server, from trusted corporate servers and from the mobile device phone book; an external user can only specify contacts from the device's phone book 	Message recipients receive a link to the contact
##Chat_name	Mentions a chat or channel	Message recipients receive a link to the chat or channel. <i>If the link is not available, it means that the chat is a closed chat and the user is not a participant</i>
@Tag	Mentioning several chat or channel participants	All tagged participants receive notifications of a new message

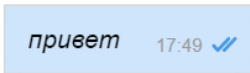

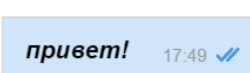
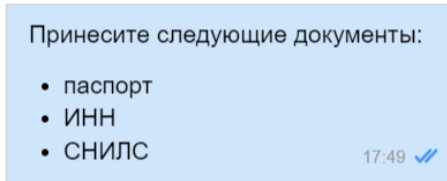

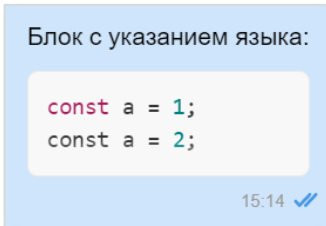
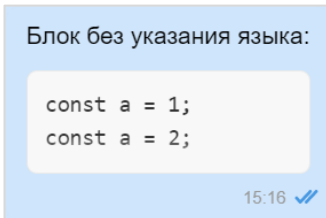
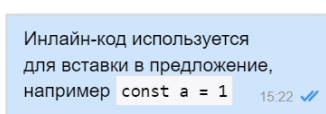
If there are less than 256 users in a chat/channel, then after entering the "@" symbol, the list of available mentions automatically opens. At the end of the list, tags that are attached to contacts from the chat are displayed, if any.

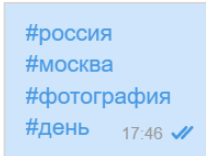
If there are more than 255 users in the chat/channel, then after entering the "@" symbol, you must start entering the username or tag name containing at least 3 characters.

MESSAGE FORMATTING

The user can change the formatting of the text in the message using the context menu (see the section “[Message Formatting](#)”), as well as using the Markdown markup language ([Table 9](#)):

Table 9

Code	Output example	Note
Bold/Italic		
hello		<ul style="list-style-type: none">asterisk symbols [*] shall be used without spaces;an asterisk symbol in the middle of a message is not a sign of italics, for example: a*b*c bold;if there is no content inside the special characters, the entered combination is displayed as text
hello		
hello!		
Bulleted list		
*passport *INN *SNILS		A list with one element is not considered to be a list. The entered combination is displayed as text
Strikethrough text		
~~nobody saw~~ this text		<ul style="list-style-type: none">tilde [~] symbols shall be used without spaces;if there is no content inside the special characters, the entered combination is displayed as text
Block containing code		
Block with language indication: ``js const a = 1; const a = 2; ``		<ul style="list-style-type: none">acute symbols [<code>`</code>] shall be used without spaces;languages supporting the markup function: h, zsh, bash, basic, clojure, cmake.in, cmake, coffeescript, coffee, cson, iced, patch, cpp, cs, css, diff, jinja, django, docker, dockerfile, delphi, elixir, elm, erlang, go, haskell, ini, java, js, jsx, javascript, json, kotlin, less, lisp, llvm, lua, makefile, matlab, nginx, ocaml, perl, php, ps, powershell, prolog, python, r, rb, gemspec, podspec, thor, irb, ruby, rs, rust, scala, scss, shell, sql, swift, tex, twig, ts, typescript, vbs, vbscript, xml, yml, yaml
Block without language indication: `` const a = 1; const a = 2; ``		
Inline code is used for insertion in a sentence, for example <code>const a = 1</code>		

Code	Output example	Note
Tags		
#russia #moscow #photo #day		

Note. Text written in Markdown is displayed as plain text in the following cases: in the chat list, in a quoted message, in a pinned message. The text of the signature and forwarded message are displayed with Markdown in mind.



VOICE MESSAGES

eXpress supports the voice messaging feature. The following are available to the user:

- [quick sending](#);
- [sending with recording mode locked](#);
- [adding text to voice message](#);
- [forwarding to another chat](#);
- [listening to a received message](#).

To send a voice message, use the icon .

Rules for sending a voice message:

- a voice message cannot be recorded and sent during a call;
- when you leave the chat or the app while recording a voice message, the recording is reset;
- when editing a message, the voice message recording button is unavailable;
- when entering a symbol in the message line, the voice message recording button  is replaced by the "Send" button .
- to be able to record a voice message, eXpress requires access to the device's microphone. The app requests access automatically if it has not been granted previously.

REACTIONS

In eXpress, you can send reactions to messages in the form of emoji.

In the chat and channel window, reactions are displayed below the message they were sent in response to ([Figure 19](#)).

All reactions are sorted by quantity, from highest to lowest. If the same reaction has been sent the same number of times, they are sorted by the time they were sent, from earliest to latest.

Note:

- by default, reactions are available in all types of chats and channels;
- in group chats and channels, administrators can [control the availability of reactions](#);
- only one reaction of each type can be sent in response to one message;

- In group and personal chats, detailed information about sent reactions is available to all participants, in channels — only to administrators.

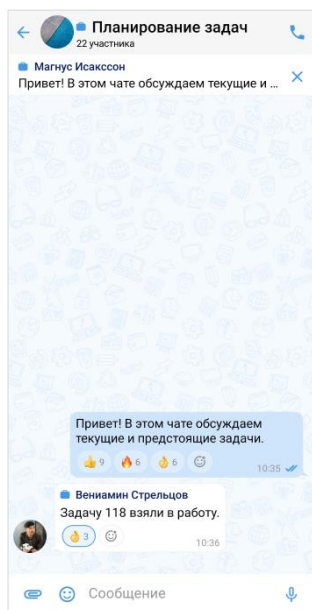



Figure 19

A user can “react” to any message by sending one or more reactions from a set of available reactions.

In a personal chat, all reactions are always available for the user to choose from. In a group chat and channel, the administrator can [enable or disable certain reactions](#).

In the app interface, chats in which reactions to a user's message have been sent are marked with the icon  (Figure 20). In the window of such a chat, the icon with a counter of unseen reactions is displayed (Figure 21).

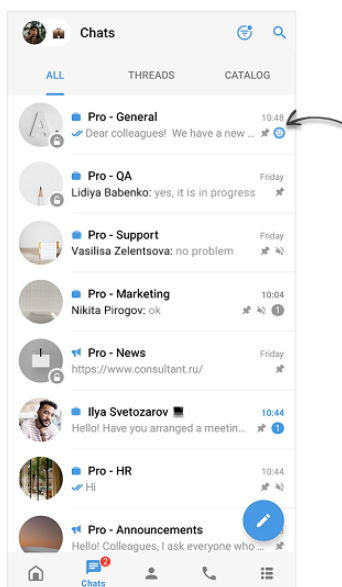


Figure 20

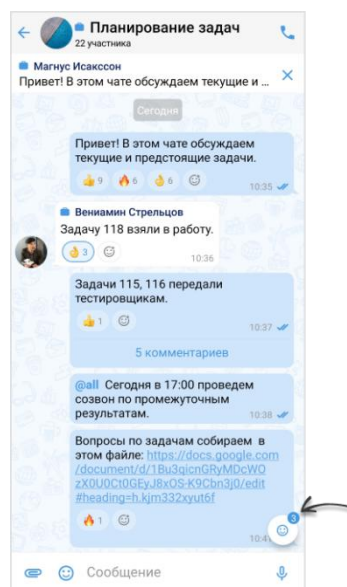


Figure 21

Sending a reaction is not available in the following cases:

- reactions disabled by chat/channel administrator;
- the user is not a participant of the chat in which the message was sent;

- the message was sent in the chat of an ended call;
- the message was sent in the Confidential Mode and this mode has been disabled;
- the message was deleted.

Note. Sent reactions are not deleted when excluding users from a chat or disabling reactions in chats.

POLLS

eXpress supports the function of [creating polls](#) in chats, channels, threads, as well as in group call and conference chats.

A poll can be used to find out the opinion of interlocutors on a specific issue, for example, to choose a suitable time for a meeting, agree on a new document template, or a joint activity for a corporate event.

An example of how a poll is displayed in the user interface is illustrated below ([Figure 22](#)).

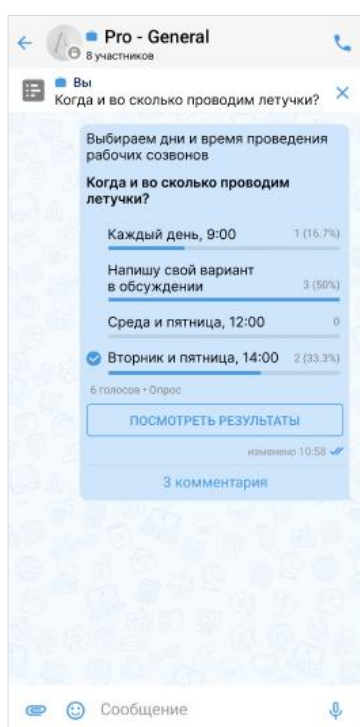


Figure 22

Only corporate users can create polls, and all types of users can take part in polls.

Types of polls:


- standard poll — the user can select only one answer option;
- multivariant poll — several options;
- quiz — choose one correct option.

THREADS

Threads are sub-chats designed for commenting on individual messages from a chat or channel (Figure 23). A thread is inseparable from the original message with which it begins. In such a subchat, users can post their comments, add media files and other attachments to them.

Threads are created by participants of a group chat or channel that has the [option to comment on messages](#) enabled. Only the chat or channel administrator can enable or disable this option.

Note. The user cannot start threads from messages consisting of stickers, as well as system messages and messages sent in the Confidential Mode.

Threads that the user is a participant of are marked with the icon  and are displayed in the "Threads" tab (Figure 24).

If the "Threads in general chat list" option is enabled in eXpress settings, they are also displayed in the "All" tab, along with the user's chats and channels.

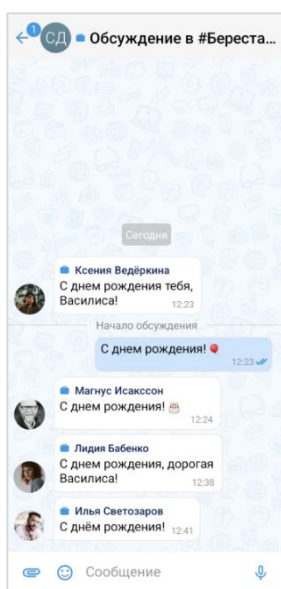


Figure 23

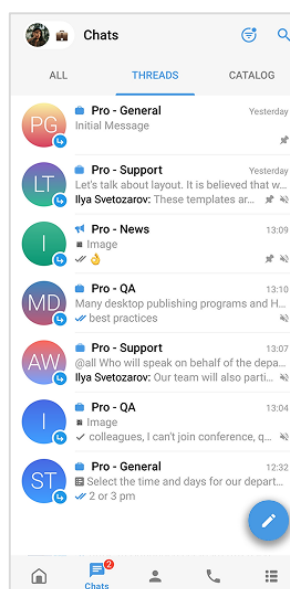


Figure 24

A participant of a group chat or channel is automatically subscribed to the thread in the following cases:

- the participant was mentioned in the thread with @, for example: <@Ivan Ivanov>;
- the "Auto-subscribe to new threads" setting is enabled in the chat/channel card;
- the user sends a message in the thread.

It is also possible to subscribe to a thread manually.

A participant can independently unsubscribe from the thread. They will also be automatically removed from the thread if the administrator removes them from the chat or channel to which the thread belongs.

In the "Threads" tab, subchats are sorted by the date and time of the last message, from top to bottom. If the user has pinned threads, then all pinned threads are displayed at the top, and all other threads are displayed below.

The thread cell displays the original (discussed) message, the latest message, or the name of an attached file.

To the right of the thread names, the unread messages counter is displayed:

- blue — for chats/channels with notifications enabled;
- gray — for chats/channels with disabled notifications.

Tapping on the thread name takes you to that thread's window.

The thread header displays its avatar and title (Figure 23)

Each thread has a card that contains data about it and functional elements for performing certain actions (Figure 25). For more details, see the section "Managing Threads".

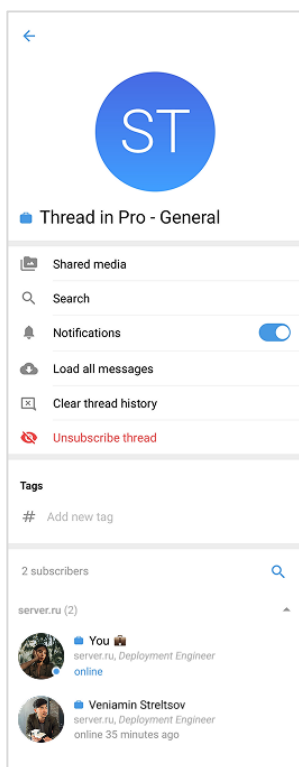


Figure 25

TAGS

Tags are labels enabling you to group contacts, chats/channels, and messages by category or topic. Using tags makes it easier to find the information you need:

- when searching for chats/channels, contacts and messages;
- when selecting participants at the stage of creating chats and channels;
- when adding participants to chats, calls or conferences;
- when forwarding messages.

For convenient search, the interface has a filter by tags.

TAG TYPES

eXpress supports two tag types:

- **personal tags** — tags that the user creates, edits, and deletes manually. A personal tag can be applied to a contact, bot, chat/channel/thread, or message, and will be displayed in the contact, bot, chat/channel/thread card and in the message context menu.

- **system tags** (autotags) – tags that are available in the app by default. You cannot delete a system tag or use it to tag a contact, chat/channel/conversation, or message with a system tag.

System tags are assigned to chats/channels automatically depending on their category (Table 10).

Table 10

Category	Description
Catalog	Public catalog chats and bots
Threads	List of threads in chats and channels
Unread	All chats with unread messages
Popular	Chats most frequently viewed by the user
Important	Unread chats with notifications enabled; chats where the user has been mentioned
Recent	Chats recently viewed by the user
Mentions	Chats in which the user has been mentioned
Personal	Personal chats with other users
Bots	Chats with bots
Channels	Channels to which the user is connected
Pinned	Chats and channels pinned by the user



You can create a personal tag in eXpress CS:


- when adding a tag to a chat, channel, thread or message;
- in the “Tags” section of the “Settings” menu.

TAG FILTER

The tag filter is a list of tags available for searching and filtering data. The app provides the possibility to hide or show tags and customize the order in which they are displayed.

If notifications are enabled for a tag, a counter will be displayed on the tag when there are unread chats/channels/threads marked with that tag.

The tag filter is displayed when searching in the “Chats” and “Contacts” sections, after tapping on the icons  →  (Figure 26, Figure 27).

Note. If in the “Contacts” section, when tapping on  next to the search field, the message “Tags list is empty” is displayed, this means that the user does not have any contacts marked with personal tags.

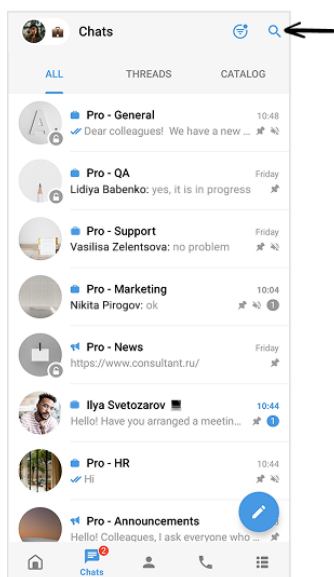


Figure 26

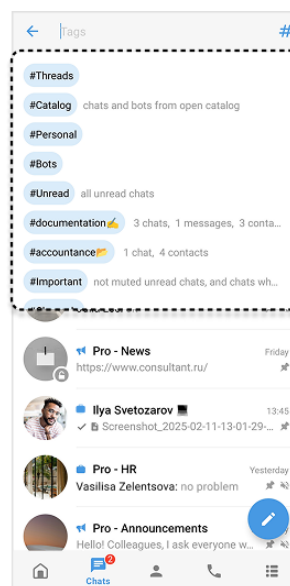


Figure 27

WORKING WITH TAGS

The eXpress user can:

- create, delete, edit and customize tags;
- Tag [contacts](#), [chats](#), [channels](#), [threads](#) and [messages](#) with personal tags;
- use tags when searching for [contacts](#), [chats](#), [channels](#), [threads](#) and [messages](#);

The app also includes [management of chat and channel tabs](#) through the "Tag Settings" menu.

ROUTING DIAGRAM

A routing diagram is a visual schematic representation of the routes of message exchange between chat participants ([Figure 28](#)). Participants include users and chatbots. If users are connected to different servers, the diagram will reflect this.

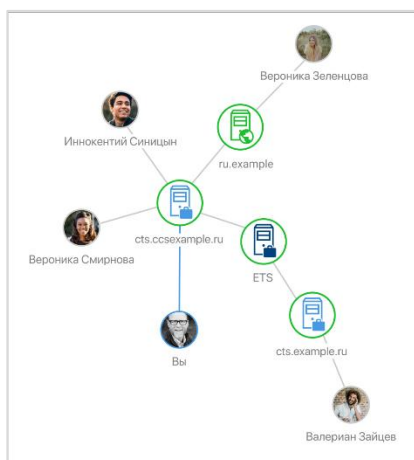





Figure 28

To open the routing diagram in the [group](#) or [personal](#) chat, tap on "Routing".

The routing diagram is generated relative to the chat participant viewing the diagram. The lines on the diagram indicate the paths from the user to other chat participants.

The regional server is displayed in green, the corporate server is displayed in light blue, and the enterprise server is displayed in dark blue (Table 11):

Table 11

Icon	Server
	Corporate server
	Regional server
	Enterprise server

New chat participants are automatically added to the routing diagram. If the user leaves the chat, they are automatically removed from the diagram. The user can interact with elements of the diagram using drag-and-drop, for example, to find specific users or the servers they are connected to.

STATUSES


The user can set a status next to their name, containing a text message and emoji.

Other participants can see the user's status wherever their name is displayed. For example, in the chat list, in the chat or channel window, in the card of this user, etc.

Using status settings, the user can disable notifications about calls and/or messages, including setting a time period during which notifications will be disabled. It is also possible to configure a list of users whose notifications will be received as an exception.

The user can specify an automatic response for the status, which will be displayed to other participants in the personal chat with them.

When you first log in to eXpress, a system message is displayed about the possibility of setting the user status:

To close the window, tap on  in the upper right corner of the message.

STATUS LIST

In the "Status" section, all user statuses, grouped into lists, are displayed: "Recents" and "Standard".

The "Recents" list displays up to five of the most recently set user statuses, including modified standard statuses. Statuses are sorted by the time of last use by the user from recent to old. When setting status to 6, the oldest status in the list will be replaced.

The "Standard" list displays the statuses available in the app by default (Table 12):

Table 12

Name	Description
Do not disturb	Notifications and calls are disabled for one hour, and auto-reply "Can't talk now, will reply later" is added

Name	Description
In a meeting	Notifications and calls are restricted for one hour, and auto-reply "I'm in a meeting right now, will reply later" is added
At lunch	Notifications and calls are restricted for one hour, auto-reply is disabled
Off sick	Notifications and calls are restricted for one week, auto-reply "I will reply sick leave" is added
On vacation	Notifications and calls are restricted for two week, auto-reply "I will reply I get back from vacation" is added

TYPES OF STATUSES

The following Type of statuses are available in the app:

- **standard** — statuses that are available in the app by default;
- **personal** — statuses that the user creates, modifies and deletes manually, including statuses obtained by editing the standard ones.

MANAGING STATUSES

The user has access to the following actions with statuses:

- [installing](#);
- [creating](#);
- [viewing](#);
- [setting up](#);
- [removing](#);
- [deleting](#).

For more information about status management, see the "[Statuses](#)" section.

PERSONAL CALL

This section contains the following information:

- [personal call description](#);
- [personal call interface](#):
 - [functional elements](#) (buttons);
 - [screen layout](#).
- [call log](#).

DESCRIPTION

A personal call is a call between two users that is initiated:

- via a personal chat;
- via the user card;
- via the list of group chat participants;
- via the call log when choosing a personal call.

Note. Additional participants can be added to a personal call. In this case, it becomes a [group call](#).

A record of a personal call is saved in the chat where the call was made and in the call log.

Detailed information on how to initiate and end a call, how to add a participant, user options during a call, etc. are provided in the [“Using the Mobile App”](#) → [“Personal Call”](#) section.

PERSONAL CALL INTERFACE

Examples of personal call interface are shown below ([Figure 29](#) – [Figure 31](#)). The call timer is located in the upper right corner of the screen ([Figure 30](#)).

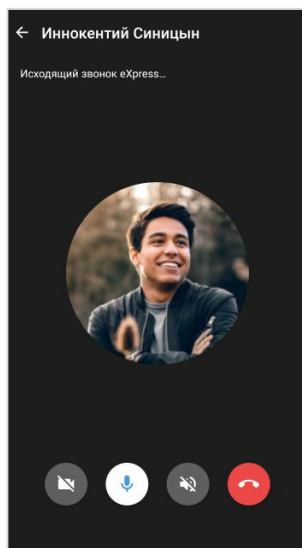


Figure 29

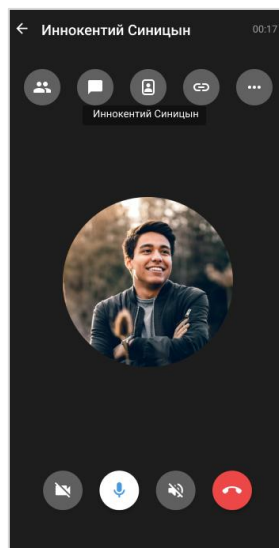


Figure 30

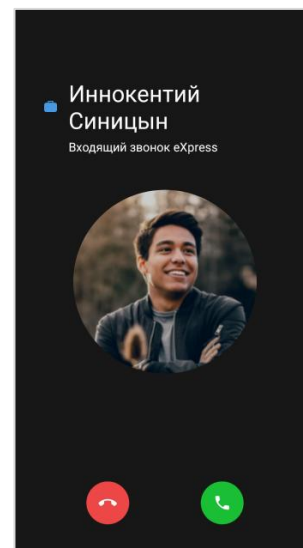


Figure 31

If the Internet connection is unstable, the weak signal indicator is displayed ([Figure 32](#)).

When the Internet connection is lost, a system notification ([Figure 33](#)) is displayed and a sound is played.

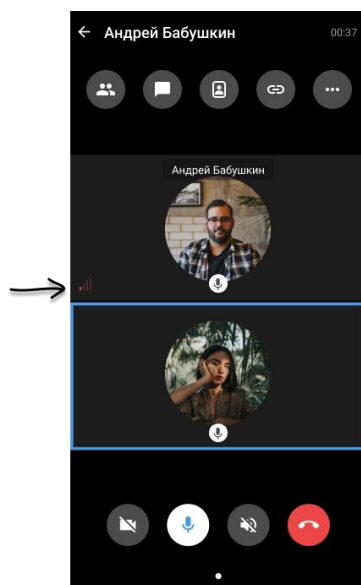


Figure 32

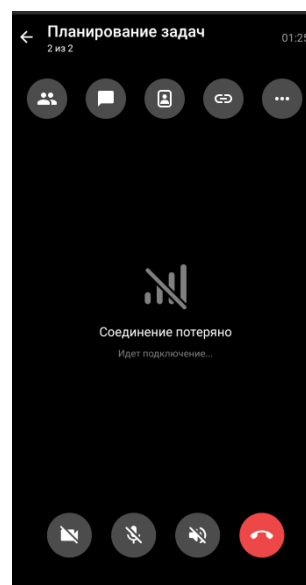
















Figure 33

FUNCTIONAL ELEMENTS

Functional elements of the interface allow you to perform certain actions (Table 13):




Table 13

Icon	Action
	Accept/reject an incoming call or cancel an outgoing call
	Turn microphone on/off
	Turn camera on/off
	Switch between front and main camera <i>Only available when the camera is on</i>
	Turn speakerphone on/off
	Open chat with user
	Go to the list of call participants
	Add participants to the call
	Change the arrangement of participant windows on the screen
	Open context menu to perform recording
	Start/stop call recording <i>(in the context menu)</i>
	Pause, resume, end call recording <i>(if recording has been started)</i>
	Return to the call window <i>(on the call window thumbnail)</i>
	Go to "Picture in picture" mode settings <i>(on the call window thumbnail)</i>

CALL SCREEN LAYOUT

On the personal call screen, participant windows can be arranged in three ways (Table 14):

Table 14

Icon	Layout option
	The current user's window is expanded to full screen (Figure 34). The window of the interlocutor/participant who is speaking is displayed as a thumbnail that can be moved around the screen
	The window of the interlocutor/participant who is speaking is expanded to full screen (Figure 35)
	Participants' window thumbnails are arranged on the screen in a grid (Figure 36). The window of the user who is speaking is highlighted with a blue frame. Participants' windows have an icon indicating that the microphone/camera is on (there are no icons when the microphone/camera is off). Windows cannot be moved around the screen.

The layout options change sequentially when you tap on the buttons.

The next time you make a call, the layout in which the last call was made will be displayed.

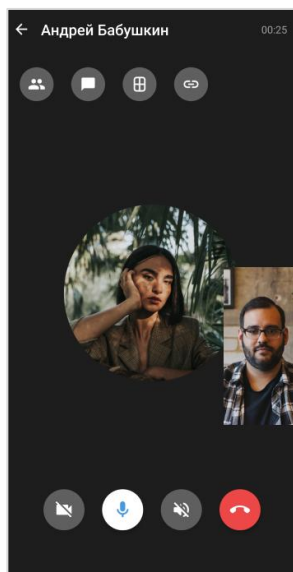


Figure 34

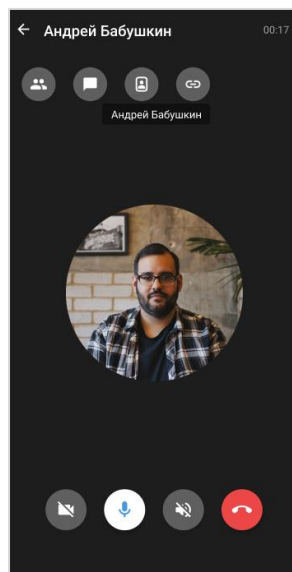


Figure 35

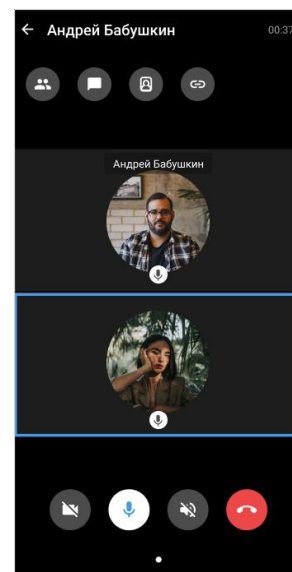



Figure 36

When a call participant shares their screen, the screen is visible to other participants (Figure 37 – Figure 39).

In the layout  (Figure 38), the screen being shared can be enlarged by stretching.

In the layout  (Figure 39), the screen being shared is displayed additionally.



Figure 37

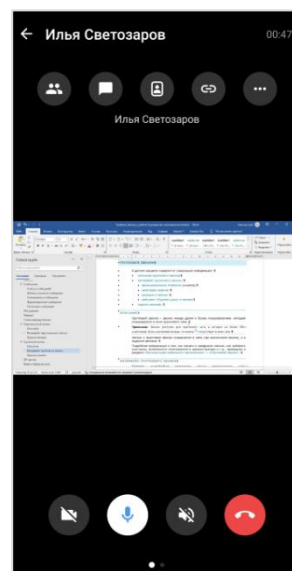


Figure 38

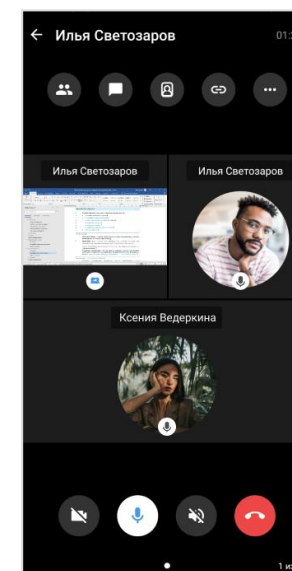



Figure 39

CALL LOG

eXpress has a call log that contains detailed information about the user's calls, including date, connection duration, call type, etc.

The call log includes the following tabs:

- “Calls” — contains the list of all calls made in the app (Figure 40). Missed calls are highlighted in red, active calls are marked with the icon ;
- “Missed” — contains the list of missed calls (Figure 41).

In the call log, the user can go to the chat with the interlocutor, view information about the caller, etc. For more details, see page 169.

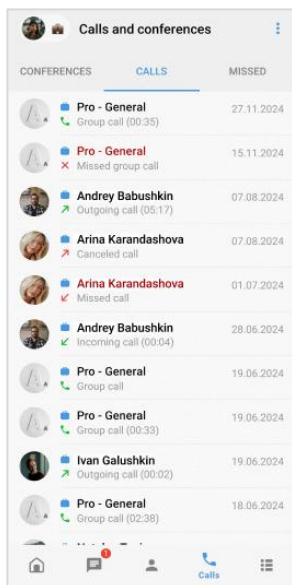


Figure 40

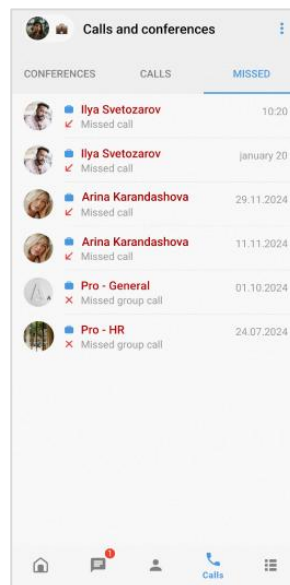


Figure 41


GROUP CALL

This section contains the following information:

- [group call description](#);
- [group call interface](#):
 - [functional elements](#) (buttons);
 - [screen layout](#);
 - [sending reactions in the call](#);
 - [using the “Raise your hand” action in the call](#).
- [call log](#).

DESCRIPTION

A group call is a call between two or more users that is initiated in a group chat window.

Note. The call is available for a group chat with up to 256 participants. If there are more participants, the button  is missing in the chat window.

A record of a group call is saved in the chat where the call was made and in the call log.

Detailed information on how to initiate and end a call, how to add a participant, user and administrator capabilities, etc. are provided in the [“Using the Mobile App”](#) → [“Group Call”](#) section.

GROUP CALL INTERFACE

Examples of group call interface are shown below (Figure 42 – Figure 44). The call timer is located in the upper right corner of the screen (Figure 44).

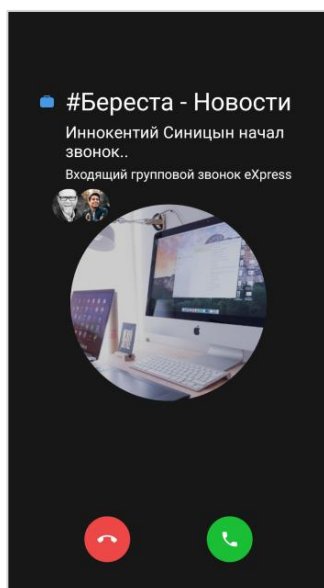


Figure 42

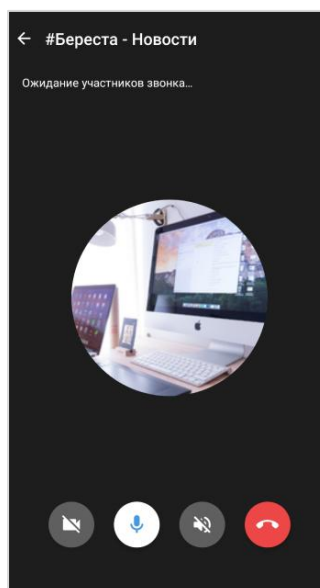


Figure 43

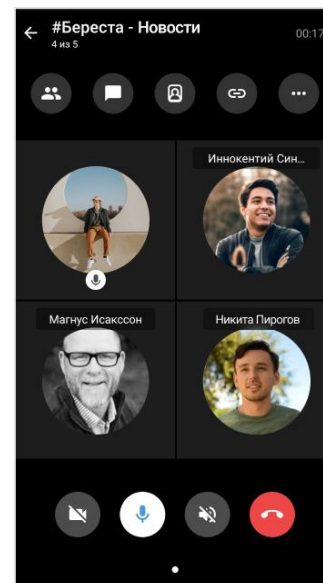


Figure 44

If the Internet connection is unstable, the weak signal indicator is displayed (Figure 45).

When the Internet connection is lost, a system notification (Figure 46) is displayed and a sound is played.

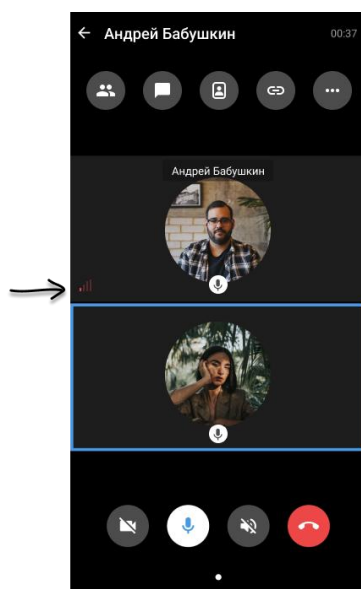


Figure 45

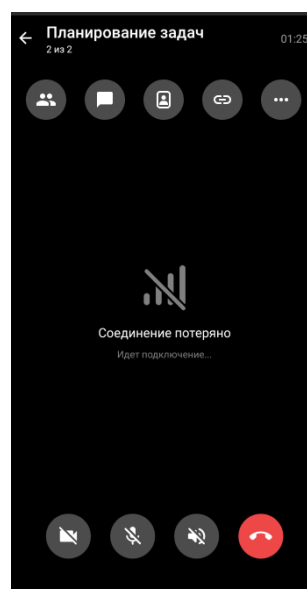


















Figure 46

FUNCTIONAL ELEMENTS

Functional elements of the interface allow you to perform certain actions (Table 15):




Table 15

Icon	Action
	Accept/reject an incoming call or cancel an outgoing call
	Turn microphone on/off
	Turn camera on/off
	Switch between front and main camera <i>Only available when the camera is on</i>
	Turn speakerphone on/off
	Open group call chat/chat with user
	Go to the list of participants
	Add participants
	Change the arrangement of participant windows on the screen
	Open context menu to perform recording, "Raise your hand" and send reaction
	Start/stop recording (<i>in the context menu</i>)
	Pause, resume, end recording (<i>if recording has been started</i>)
	"Raise your hand" (<i>in the context menu</i>) to attract the attention of participants
	Create a link that other participants can use to join the call
	Return to the call window (<i>on the call window thumbnail</i>)
	Go to "Picture in picture" mode settings (<i>on the call window thumbnail</i>)

SCREEN LAYOUT

On the group call screen, participant windows can be arranged in three ways (Table 16):

Table 16

Icon	Layout option
	The current user's window is expanded to full screen (Figure 47). The window of the interlocutor/participant who is speaking is displayed as a thumbnail that can be moved around the screen
	The window of the interlocutor/participant who is speaking is expanded to full screen (Figure 48)
	Participants' window thumbnails are arranged on the screen in a grid (Figure 49). The window of the user who is speaking is highlighted with a blue frame. Participants' windows have an icon indicating that the microphone/camera is on (there are no icons when the microphone/camera is off). Windows cannot be moved around the screen.

The layout options change sequentially when you tap on the buttons.

The next time you make a call, the layout in which the last call was made will be displayed.

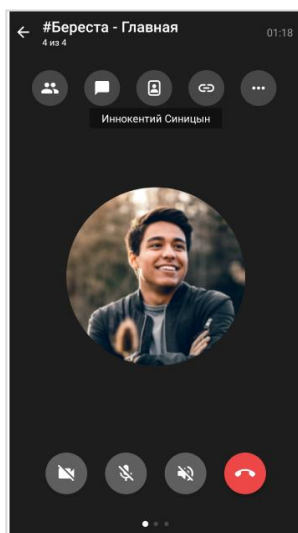


Figure 47



Figure 48

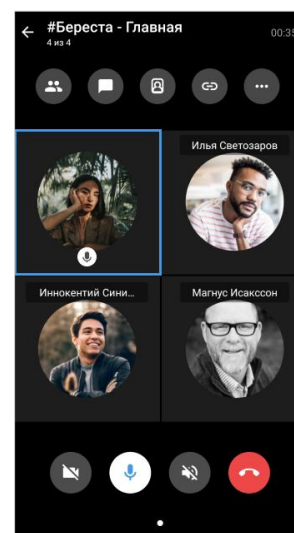



Figure 49

When a call participant shares their screen, the screen is visible to other participants (Figure 50 – Figure 52).

In the layout  (Figure 51), the screen being shared can be enlarged by stretching.

In the layout  (Figure 52), the screen being shared is displayed additionally.



Figure 50

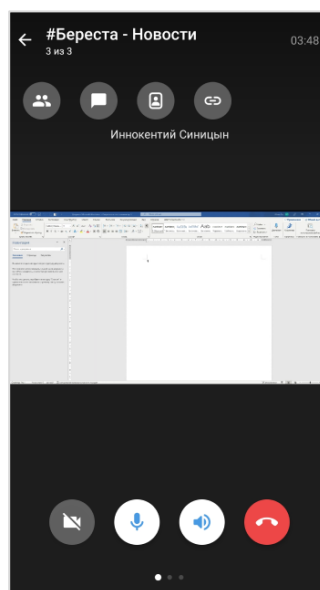


Figure 51

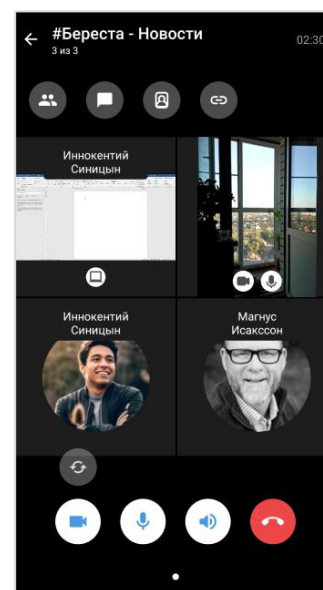


Figure 52

REACTIONS IN THE CALL

The user can express emotions during a group call by [sending reactions](#). Sent reactions are displayed for 10 seconds and are visible to all participants. Up to five reactions can be displayed at a time.

If a call is [started in a group chat](#), the participants can send the same reactions during the call as they can react to messages in the chat.

Note. The list of reactions in a group chat is [set up by the administrator](#).

USING THE "RAISE YOUR HAND" ACTION IN THE CALL

The user can ask to speak without interrupting the conversation by using the ["Raise your hand" action](#) in a group call. The "Raise your hand" notification (the icon 🙋) is visible to all participants, and up to two notifications can be displayed on one screen at a time.

The icon 🙋 remains next to the participant's name and is removed automatically when they turn on the microphone and start speaking. If the microphone was on when the participant performed the "Raise your hand" action, they should turn off the microphone, then turn it on and begin speaking.

To manually remove the icon 🙋, the participant who used the "Raise your hand" action or the call administrator shall perform the "Lower the hand" action.

In the call screen, the names of participants who performed the "Raise your hand" action are moved to the front.

In the call participants list, the names of the users who performed the "Raise your hand" action are automatically placed above the names of other participants.

Note. If there are users in the call with a camera/screen sharing enabled, the list of participant names is arranged in the following order:


- participants with screen sharing enabled;
- participants with "Raise your hand" icon;
- participants with the camera turned on;

- the rest of the participants.

CALL LOG

eXpress has a call log that contains detailed information about the user's calls, including date, connection duration, call type, etc.

The call log includes the following tabs:

- “Calls” — contains the list of all calls made in the app ([Figure 53](#)). Missed calls are highlighted in red, active calls are marked with the icon ;
- “Missed” — contains the list of missed calls ([Figure 54](#)).

In the call log, the user can go to the call chat, see who participated in the call, etc. For more details, see page [185](#).

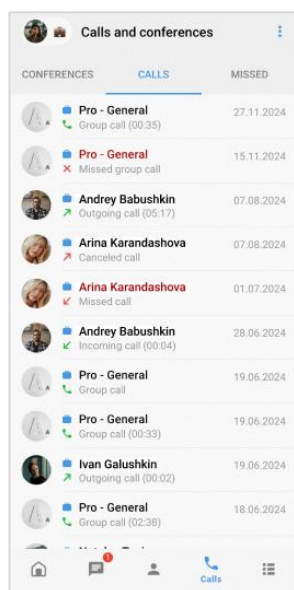


Figure 53

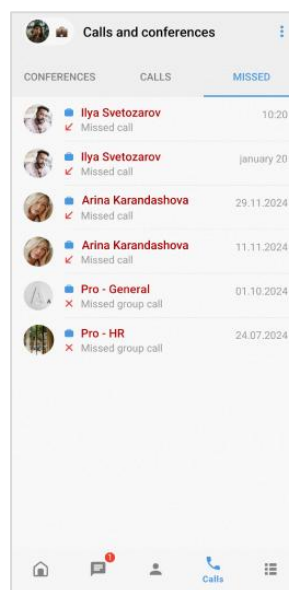


Figure 54

SIP CALLS

eXpress supports [SIP telephony](#), a type of IP telephony. The connection is made via the Internet using the SIP protocol, which describes the method for establishing communication between two devices. SIP telephony transmits data via existing Internet channels. The app allows you to make SIP calls to internal and external numbers.

If the user has one or more SIP numbers, they are displayed in their profile and card, in the “Corporate Information” block.

If the user has not received a SIP call, eXpress sends a push notification to the mobile device: “Missed incoming SIP call”.

VIDEOCONFERENCING

Videoconferencing is a communication service that provides interaction between two or more participants via audio and video communication.

Videoconferencing differs from group calls in that it allows you to plan the date and duration of the communication session.

For the convenience of users, eXpress has created a special chatbot for reminders about upcoming conferences and invitations to participate in them (for more details, see page 242).

In the “Conferences” section, all user conferences are divided into tabs depending on their status (Table 17):

Table 17

Status	Value
Active	Scheduled and unscheduled conferences that have started and at least one participant has joined
Started	Scheduled conferences that have already started but no participants have joined them yet
Upcoming	Scheduled conferences that have not yet started
Regular	Scheduled unlimited (ongoing) conferences that currently have no participants
Completed	Scheduled conferences that have expired and currently have no participants. Unscheduled conferences that currently have no participants

The video conference interface is similar to the [group call interface](#), including functional elements, screen layout, and user capabilities to send reactions and perform the “Raise your hand” action.

For detailed information on how to create a conference, how to add a participant, user and administrator capabilities, etc., refer to the section [“Using the Mobile App”](#) → [“Videoconferencing”](#).

Chapter 2

INSTALLING THE APP

The app can be installed in the following ways:

- from publicly available sources;
- from corporate sources.

The method of installing the app is determined by the administrator. This guide describes installation from publicly available sources.

To install the app from corporate sources, contact your administrator.

INSTALLING THE MOBILE APP

The app is available in the Google Play store.

To install the app:

1. Open the Google Play app.
2. In the search bar, enter "Express Enterprise".
3. From the list that is displayed, select "Express: Enterprise Messaging".
4. Tap on "Install".
5. Wait for the installation process to complete and close the Google Play app.

REGISTERING A NEW ACCOUNT

The following types of registration are available in the app:

- [registering a corporate user](#);
- [registering an external user](#).

REGISTERING A CORPORATE USER

Attention! Registration in the app is prohibited if the user has root rights on the device.

A corporate user can register with eXpress in one of the following ways:

- [using phone number](#);
- [using corporate e-mail address](#);
- [using server address](#).

Not all of the listed registration methods may be available to the user. The available methods are set up by the administrator.

Note. Should you have any questions, refer to the help information or contact technical support in the "Frequently Asked Questions" window.

To open the "Frequently Asked Questions" window, tap on  at the bottom of the screen.

REGISTRATION USING PHONE NUMBER

To register an account using a phone number:

1. Launch the app.

2. Tap on "Phone and credentials" (Figure 55).

Note. The appearance of the start window may differ from that shown and depends on the server settings.

3. Select your country. For convenience, use the search function.
4. Enter your phone number and tap on "Next" (Figure 56).

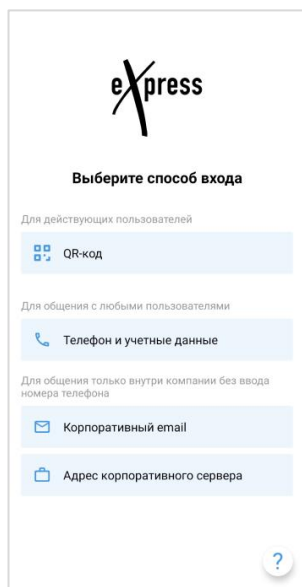


Figure 55

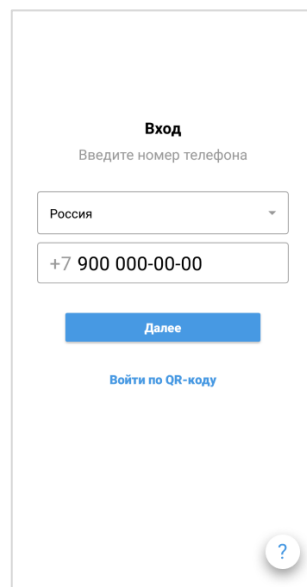


Figure 56

5. Skip this step if the app does not ask you to confirm "I'm not a robot". When asked for confirmation, check the box "I'm not a robot" (Figure 57).
6. Skip this step if the app does not ask you to enter verification text. When prompted, enter the Captcha text from the image or audio message (Figure 58).

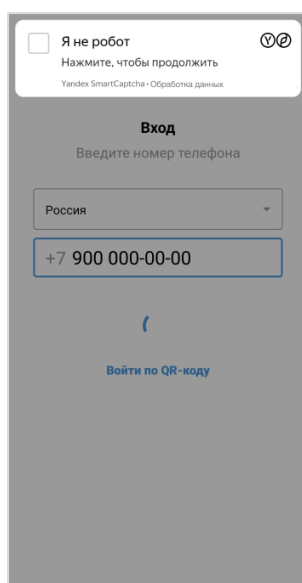


Figure 57

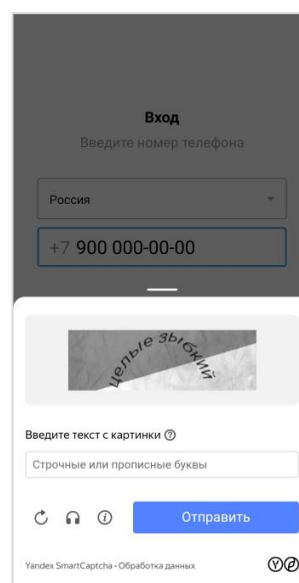


Figure 58

7. Enter the six-digit code received in an SMS message (Figure 59). If the code has not arrived or does not work, wait 60 seconds and tap on "Resend code".

8. Select your avatar and enter your name in the "Profile" window. Then, tap on "Next" (Figure 60).

You can add or change your avatar later (see page 209).

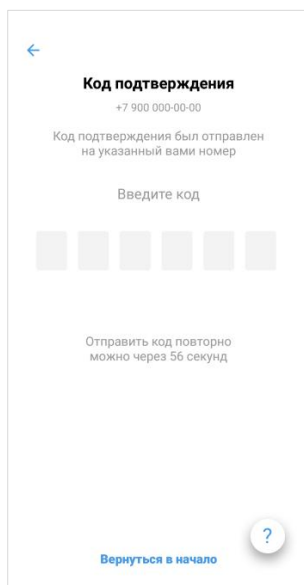


Figure 59

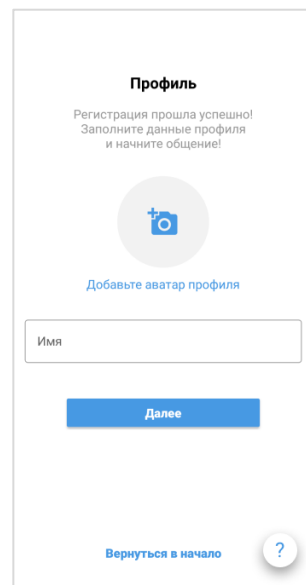


Figure 60

9. Enter your corporate e-mail address and tap on "Next" (Figure 61).
10. Skip this step if the app does not ask you to enter server address.
If a server address is requested, enter the information provided by the administrator and tap on "Connect" (Figure 62).
11. Skip this step if the app does not ask you to select a server. If the server selection window opens, tap on the server name, then tap on "Next" (Figure 63).

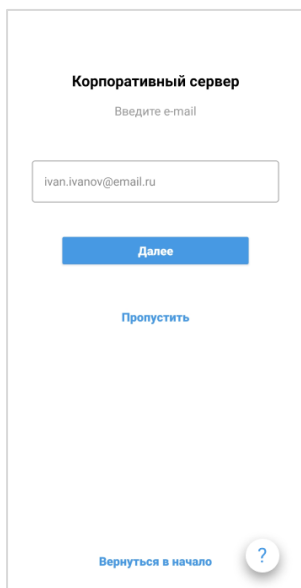


Figure 61

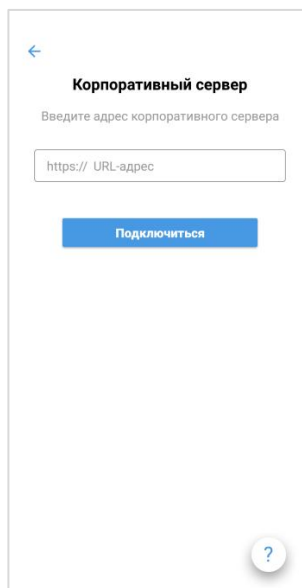


Figure 62



Figure 63

12. In the window that opens, follow the steps depending on the selected server connection option:
 - **Option A. Corporate e-mail address and code.**
 13. Verify that the e-mail you entered is correct.

14. An e-mail with a code will be sent to the specified e-mail address. Enter the received code in the next window.

Attention! If the user enters the code incorrectly more than 3 times, sending of the code will be blocked for 24 hours. The code can be obtained again after this time has passed.

- **Option B. Corporate username and password.**

13. Enter the data provided by the administrator.
 14. Tap on "Next".
15. Skip this step if the user agreement is not available.
If the user agreement is displayed, accept the terms and tap on "Next".
The user will be registered and the main eXpress window will open.

REGISTRATION USING E-MAIL ADDRESS

To register an account using the corporate e-mail address:

1. Launch the app.
2. Select "Corporate e-mail" (Figure 64). The appearance of the start window may differ from that shown and depends on the server settings.

Attention! If the user registered in the app using their **phone number**, then they must log in to the app using their phone number. If they log in to the app using their **e-mail address** or **server address**, all message history will be lost.

To log in to corporate account:

- if the user logged in to the app as an external ("green") user, [connect to corporate server in the profile](#);
 - if the user has not yet logged in to the app on the start page, tap on "Phone and credentials", enter the phone number, the code from the SMS message, and corporate login credentials. For more details, see the instructions in the ["Registration Using Phone Number"](#) section.
-

3. Enter your corporate e-mail address and tap on "Next" (Figure 65).

If you see the notification "Corporate e-mail not found", check that the address is correct; tap on "Return to top" and select another registration method or contact technical support.

Note:

- if the notification "Login without a phone number is prohibited" is displayed, this means that you cannot log in to the app, if the phone number is not linked to the account. Contact your administrator;
 - If you see the notification "Corporate e-mail not found", do one of the following: check that the address is correct; tap on "Return to top" and select another registration method or contact technical support;
 - if the "Account registration region" pop-up window is displayed, confirm the specified region or select the region in which the user account was registered.
-

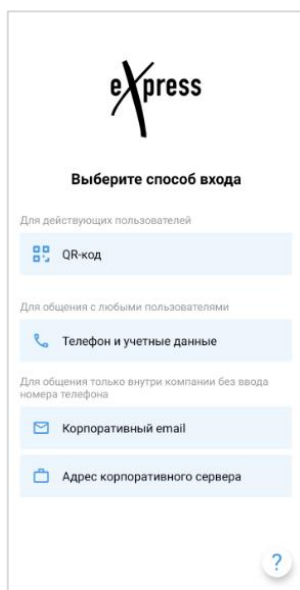


Figure 64

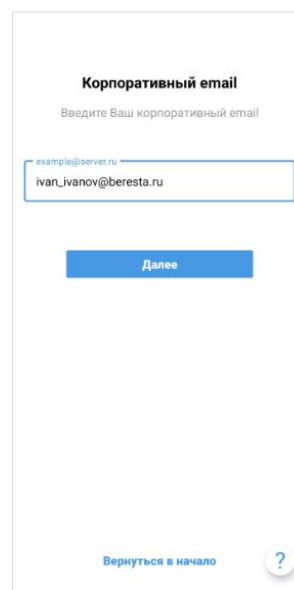


Figure 65

4. Skip this step if the app does not ask you to enter server address.
If a server address is requested, enter the information provided by the administrator and tap on "Connect".
5. Skip this step if the app does not ask you to select a server. If the server selection window opens, tap on the server name, then tap on "Next".
6. In the window that opens, follow the steps depending on the selected server connection option:
 - **Option A. Corporate e-mail address and code.**
 7. Verify that the e-mail you entered is correct.
 8. An e-mail with a code will be sent to the specified e-mail address. Enter the received code in the next window.

Attention! If the user enters the code incorrectly more than 3 times, sending of the code will be blocked for 24 hours. The code can be obtained again after this time has passed.

- **Option B. Corporate username and password.**
 7. Enter the data provided by the administrator.
 8. Tap on "Next".
9. Skip this step if the user agreement is not available.
If the user agreement is displayed, accept the terms and tap on "Next".
The user will be registered and the main eXpress window will open.

Note. If the notification "Add a phone number" is displayed, it means that logging in to the app without a phone number will soon be prohibited. Tap on "Specify phone number" and follow the instructions or [add your phone number in your profile settings](#).

REGISTRATION USING SERVER ADDRESS

To register an account using corporate server address:

1. Launch the app.

2. Select "Corporate server address" (Figure 66). The appearance of the start window may differ from that shown and depends on the server settings.

Attention! If the user registered in the app using their **phone number**, then they must log in to the app using their phone number. If they log in to the app using their **e-mail address** or **server address**, all message history will be lost.

To log in to corporate account:

- if the user logged in to the app as an external ("green") user, [connect to corporate server in the profile](#);
- if the user has not yet logged in to the app on the start page, tap on "Phone and credentials", enter the phone number, the code from the SMS message, and corporate login credentials. For more details, see the instructions in the ["Registration Using Phone Number"](#) section.

3. Enter your server address and tap on "Next" (Figure 67).

Note:

- if the notification "Corporate server address not found" is displayed, make sure you have entered the correct address; return to the start page and select another login method or contact technical support;
- if the notification "Login without a phone number is prohibited" is displayed, this means that you cannot log in to the app, if the phone number is not linked to the account. Contact your administrator.

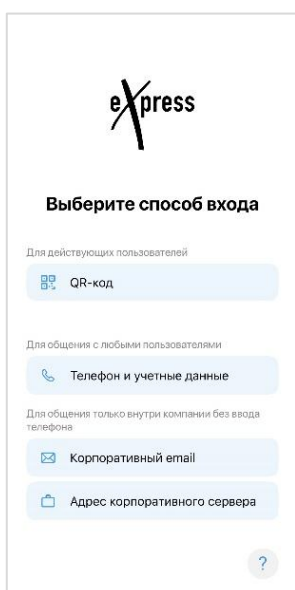


Figure 66

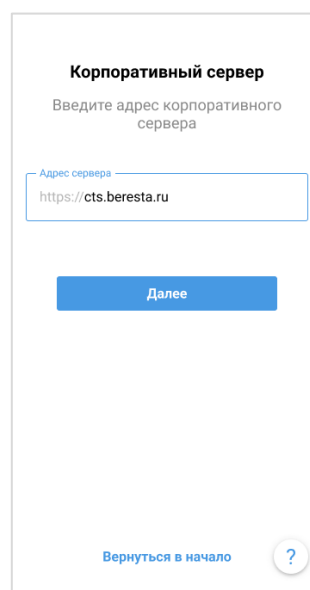


Figure 67

4. In the window that opens, follow the steps depending on the selected server connection option:

- **Option A. Corporate e-mail address and code.**

5. Verify that the e-mail you entered is correct.
6. An e-mail with a code will be sent to the specified e-mail address. Enter the received code in the next window.

Attention! If the user enters the code incorrectly more than 3 times, sending of the code will be blocked for 24 hours. The code can be obtained again after this time has passed.

- **Option B. Corporate username and password.**

5. Enter the data provided by the administrator.
6. Tap on "Next".
7. Skip this step if the user agreement is not available.
If the user agreement is displayed, accept the terms and tap on "Next".
The user will be registered and the main eXpress window will open.

Note. If the notification "Add a phone number" is displayed, it means that logging in to the app without a phone number will soon be prohibited. Tap on "Specify phone number" and follow the instructions or [add your phone number in your profile settings](#).

REGISTERING AN EXTERNAL USER

An external user can register with the app only using their phone number.

Note. Registration in the app is prohibited if the user has root rights on the device.

To register an account in the Mobile App:

1. Launch the app.
2. Tap on "Phone and credentials" ([Figure 68](#)).

Note. The appearance of the start window may differ from that shown and depends on the server settings.

3. Select your country. For convenience, use the search function.
4. Enter your phone number and tap on "Next" ([Figure 69](#)).

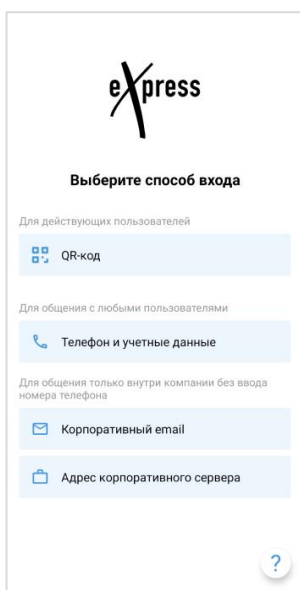


Figure 68

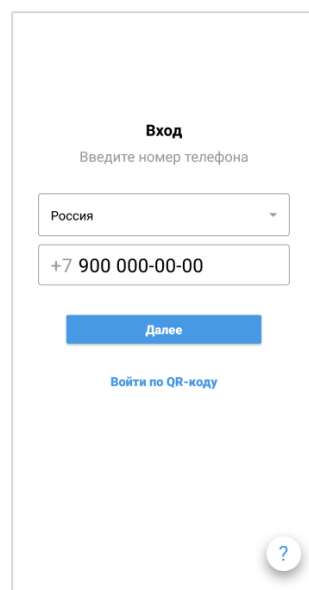


Figure 69

5. Skip this step if the app does not ask you to confirm "I'm not a robot".
When asked for confirmation, check the box "I'm not a robot" ([Figure 70](#)).
6. Skip this step if the app does not ask you to enter verification text.
When prompted, enter the Captcha text from the image or audio message ([Figure 71](#)).
7. Enter the six-digit code received in an SMS message ([Figure 72](#)).

If the code has not arrived or does not work, wait 60 seconds and tap on "Resend code".

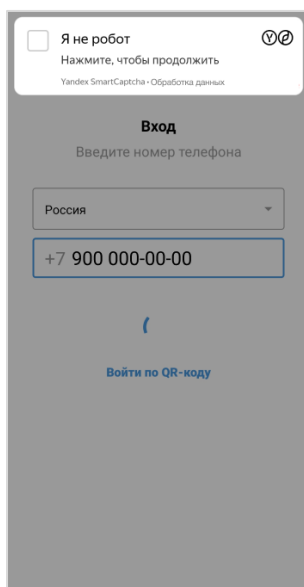


Figure 70

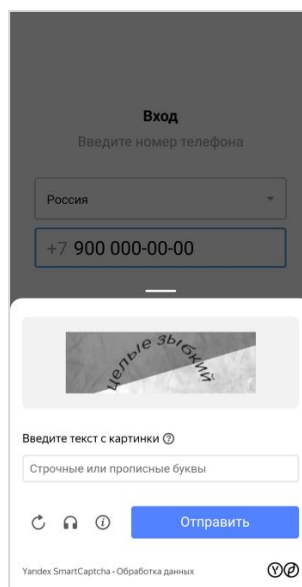


Figure 71

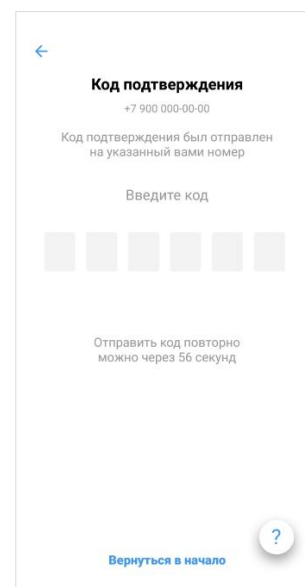


Figure 72

8. Select your avatar and enter your name in the "Profile" window. Then, tap on "Next" (Figure 73).

You can add or change your avatar later (see page 209).

9. In the corporate e-mail address entry window, tap on "Skip" (Figure 74).

Note. The "Skip" button may not be present. In this case, the user needs to [log in to corporate server](#).

The user will be registered and the main eXpress window will open.

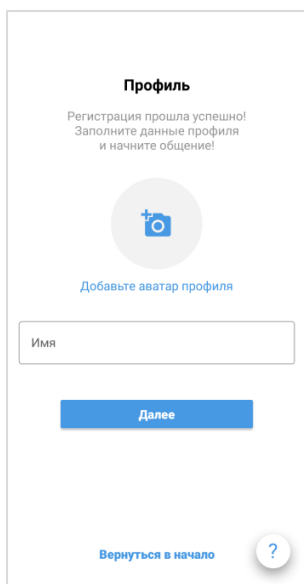


Figure 73

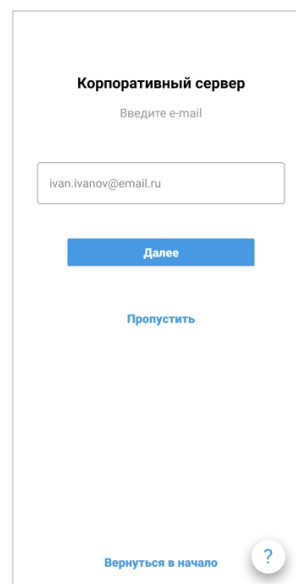


Figure 74

LOGGING IN TO THE APP

Methods of logging in to the app vary depending on user type:

- [corporate user login](#);
- [external user login](#).

LOGGING A CORPORATE USER IN TO THE APP

A corporate user can log in to the app in one of the following ways:

- [using QR code](#);
- [using phone number](#);
- [using corporate e-mail address](#);
- [using server address](#);
- [using a simplified procedure](#).

The user may not have access to all of the listed methods for logging in to the app. The available methods are set up by the administrator.

Note. Should you have any questions, refer to the help information or contact technical support in the “Frequently Asked Questions” window.

To open the “Frequently Asked Questions” window, tap on  at the bottom of the screen.

LOGGING IN USING QR CODE

To log in to the Mobile App using QR code:

1. Log in to the Web/Desktop App.
2. Go to the “Settings” menu by tapping on the user avatar in the upper left corner.
3. Select “Open Sessions”.
4. Select the “eXpress Mobile” in the “Open Sessions” window.
5. Launch the Mobile App.
6. Select the “QR code” option on the start page.
7. Hold the camera over the QR code.

The phone will scan the QR code and you will be logged in to the Mobile App.

Note. If the notification “Add a phone number” is displayed, it means that logging in to the app without a phone number will soon be prohibited. Tap on “Specify phone number” and follow the instructions or [add your phone number in your profile settings](#).

REGISTRATION USING PHONE NUMBER

To log in to the app using phone number:

1. Launch the app.
2. Tap on “Phone and credentials” ([Figure 75](#)).

Note. The appearance of the start window may differ from that shown and depends on the server settings.

3. Select your country. For convenience, use the search function.

4. Enter your phone number and tap on "Next" (Figure 76).

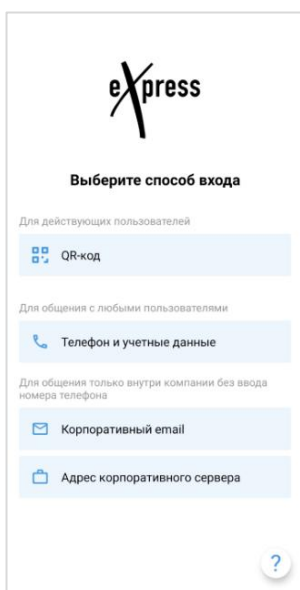


Figure 75

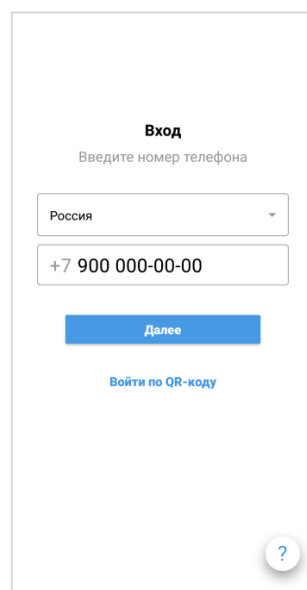


Figure 76

5. Skip this step if the app does not ask you to confirm "I'm not a robot". When asked for confirmation, check the box "I'm not a robot" (Figure 77).
6. Skip this step if the app does not ask you to enter verification text. When prompted, enter the Captcha text from the image or audio message (Figure 78).
7. Skip this step if the app does not ask you to enter a verification code. Enter the six-digit code received in an SMS message (Figure 79). If the code has not arrived or does not work, wait 60 seconds and tap on "Resend code".

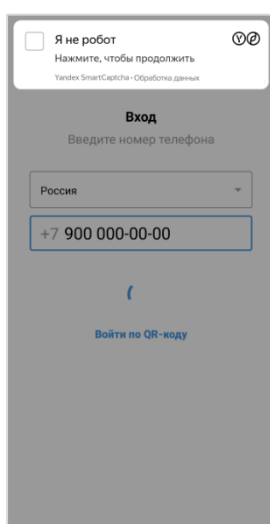


Figure 77

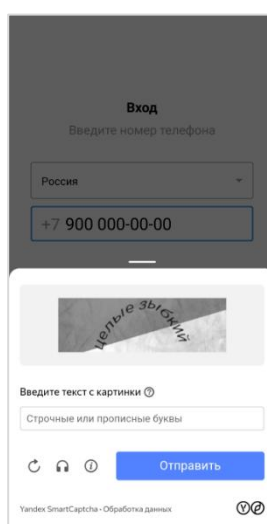


Figure 78

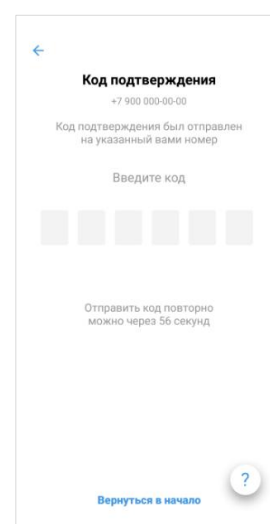


Figure 79

8. Enter your corporate e-mail address and tap on "Next".
9. Skip this step if the app does not ask you to enter server address. If a server address is requested, enter the information provided by the administrator and tap on "Connect".

10. Skip this step if the app does not ask you to select a server. If the server selection window opens, tap on the server name, then tap on "Next".
11. In the window that opens, follow the steps depending on the selected server connection option:

- **Option A. Corporate e-mail address and code.**

12. Verify that the e-mail you entered is correct.
13. An e-mail with a code will be sent to the specified e-mail address. Enter the received code in the next window.

Attention! If the user enters the code incorrectly more than 3 times, sending of the code will be blocked for 24 hours. The code can be obtained again after this time has passed.

- **Option B. Corporate username and password.**

12. Enter the data provided by the administrator.
13. Tap on "Next".

14. Skip this step if the app does not ask you to enter the user's personal password.

When prompted for a password, enter it and tap on "Next".

Note. You are given five attempts to enter your password. If you exceed this amount, you will be automatically redirected to the start page. If you have forgotten the password, see ["Resetting Passport"](#).

15. Skip this step if the user agreement is not available.

If the user agreement is displayed, accept the terms and tap on "Next".

You will log in to the app, and the main eXpress window will open.

LOGGING IN USING E-MAIL ADDRESS

To log in using corporate e-mail address:

1. Launch the app.
2. Select "Corporate e-mail" ([Figure 80](#)). The appearance of the start window may differ from that shown and depends on the server settings.

Attention! If the user registered in the app using their **phone number**, then they must log in to the app using their phone number. If they log in to the app using their **e-mail address** or **server address**, all message history will be lost.

To log in to corporate account:

- if the user logged in to the app as an external ("green") user, [connect to corporate server in the profile](#);
 - if the user has not yet logged in to the app on the start page, tap on "Phone and credentials", enter the phone number, the code from the SMS message, and corporate login credentials. For more details, see the instructions in the ["Logging in Using Phone Number"](#) section.
-

3. Enter your corporate e-mail address and tap on "Next" ([Figure 81](#)).

Note:

- If you see the notification "Corporate e-mail not found", do one of the following: check that the address is correct; tap on "Return to top" and select another registration method or contact technical support;

- if the notification “Login without a phone number is prohibited” is displayed, this means that you cannot log in to the app, if the phone number is not linked to the account. Contact your administrator;
- if the “Account registration region” pop-up window is displayed, confirm the specified region or select the region in which the user account was registered.

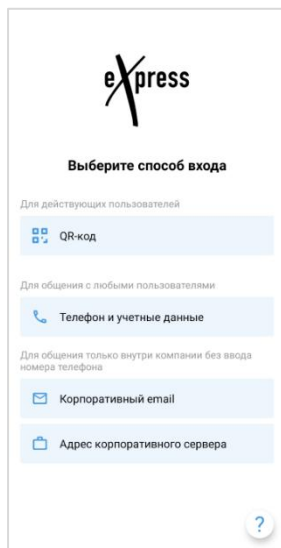


Figure 80

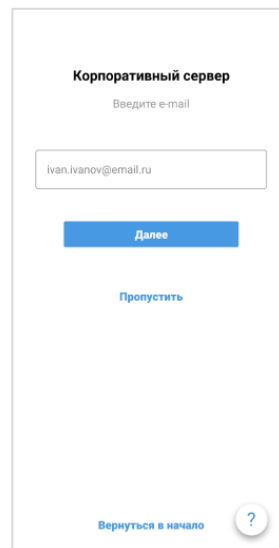


Figure 81

4. Skip this step if the app does not ask you to enter server address.
If a server address is requested, enter the information provided by the administrator and tap on “Connect”.
5. Skip this step if the app does not ask you to select a server. If the server selection window opens, tap on the server name, then tap on “Next”.
6. In the window that opens, follow the steps depending on the selected server connection option:
 - **Option A. Corporate e-mail address and code.**
 7. Verify that the e-mail you entered is correct.
 8. An e-mail with a code will be sent to the specified e-mail address. Enter the received code in the next window.

Attention! If the user enters the code incorrectly more than 3 times, sending of the code will be blocked for 24 hours. The code can be obtained again after this time has passed.

- **Option B. Corporate username and password.**
 7. Enter the data provided by the administrator.
 8. Tap on “Next”.

Note. If the phone number was previously linked to the account, the “Confirmation code” window will open and the user will be redirected to the [simplified procedure for logging in to the app](#).

9. Skip this step if the app does not ask you to enter the user’s personal password.
When prompted for a password, enter it and tap on “Next”.

Note. You are given five attempts to enter your password. If you exceed this amount, you will be automatically redirected to the start page. If you have forgotten the password, see [“Resetting Passport”](#).

10. Skip this step if the user agreement is not available.

If the user agreement is displayed, accept the terms and tap on “Next”.

You will log in to the app, and the main eXpress window will open.

Note. If the notification “Add a phone number” is displayed, it means that logging in to the app without a phone number will soon be prohibited. Tap on “Specify phone number” and follow the instructions or [add your phone number in your profile settings](#).

LOGGING IN USING SERVER ADDRESS

To register an account using corporate server address:

1. Launch the app.
2. Select “Corporate server address” ([Figure 82](#)). The appearance of the start window may differ from that shown and depends on the server settings.

Attention! If the user registered in the app using their **phone number**, then they must log in to the app using their phone number. If they log in to the app using their **e-mail address** or **server address**, all message history will be lost.

To log in to corporate account:

- if the user logged in to the app as an external (“green”) user, [connect to corporate server in the profile](#);
 - if the user has not yet logged in to the app on the start page, tap on “Phone and credentials”, enter the phone number, the code from the SMS message, and corporate login credentials. For more details, see the instructions in the [“Logging in Using Phone Number”](#) section.
-

3. Enter your server address and tap on “Next” ([Figure 83](#)).
-

Note:

- if the notification “Corporate server address not found” is displayed, make sure you have entered the correct address; return to the start page and select another authorization method or contact technical support;
 - if the notification “Login without a phone number is prohibited” is displayed, this means that you cannot log in to the app, if the phone number is not linked to the account. Contact your administrator.
-

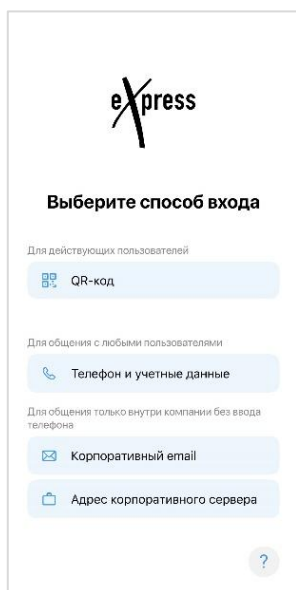


Figure 82

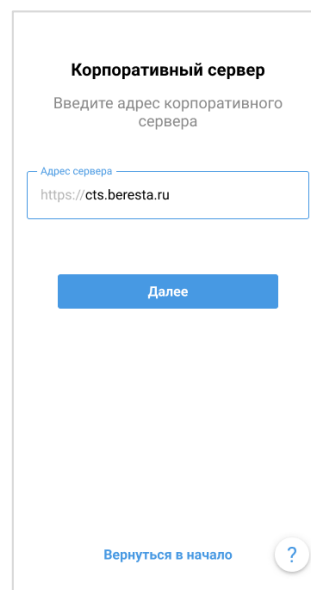


Figure 83

4. In the window that opens, follow the steps depending on the selected server connection option:

- **Option A. Corporate e-mail address and code.**

5. Verify that the e-mail you entered is correct.
6. An e-mail with a code will be sent to the specified e-mail address. Enter the received code in the next window.

Attention! If the user enters the code incorrectly more than 3 times, sending of the code will be blocked for 24 hours. The code can be obtained again after this time has passed.

- **Option B. Corporate username and password.**

5. Enter the data provided by the administrator.
6. Tap on "Next".

Note. If the phone number was previously linked to the account, the "Confirmation code" window will open and the user will be redirected to the [simplified procedure for logging in to the app](#).

7. Skip this step if the app does not ask you to enter the user's personal password.

When prompted for a password, enter it and tap on "Next".

Note. You are given five attempts to enter your password. If you exceed this amount, you will be automatically redirected to the start page. If you have forgotten the password, see ["Resetting Passport"](#).

8. Skip this step if the user agreement is not available.

If the user agreement is displayed, accept the terms and tap on "Next".

You will log in to the app, and the main eXpress window will open.

Note. If the notification "Add a phone number" is displayed, it means that logging in to the app without a phone number will soon be prohibited. Tap on "Specify phone number" and follow the instructions or [add your phone number in your profile settings](#).

SIMPLIFIED CORPORATE USER LOGIN

The simplified procedure is available only to corporate users when logging in using a phone number.

For simplified login:

1. Launch the app.
2. Tap on "Phone and credentials" (Figure 84).

Note. The appearance of the start window may differ from that shown and depends on the server settings.

3. Select your country. For convenience, use the search function.
4. Enter your phone number and tap on "Next" (Figure 85).

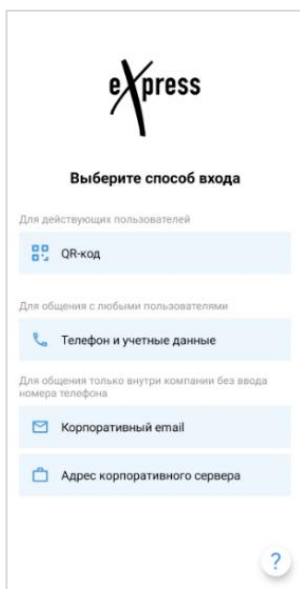


Figure 84

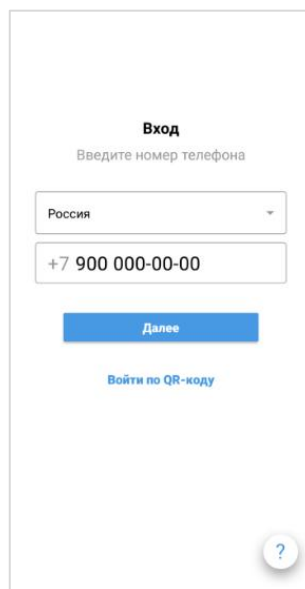


Figure 85

5. Skip this step if the app does not ask you to confirm "I'm not a robot". When asked for confirmation, check the box "I'm not a robot" (Figure 86).
6. Skip this step, if the app does not ask you to enter a Captcha. When prompted, enter the Captcha text from the image or audio message (Figure 87).
7. Skip this step if the app does not ask you to enter a verification code. Enter the six-digit code received in an SMS message (Figure 88). If the code has not arrived or does not work, wait 60 seconds and tap on "Resend code".

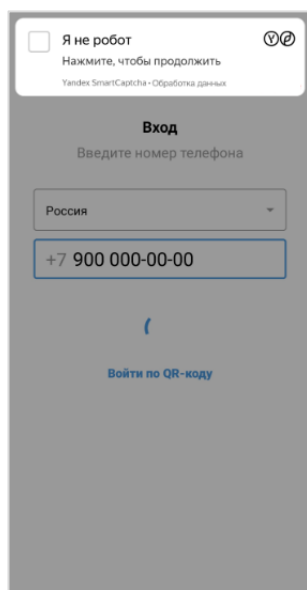


Figure 86

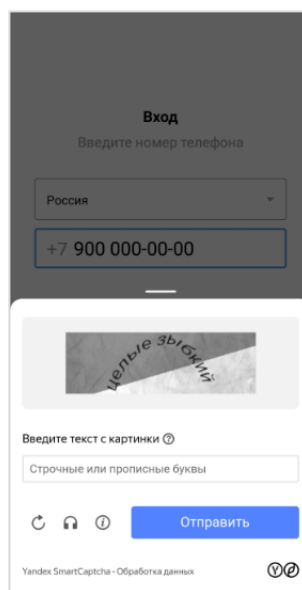


Figure 87



Figure 88

8. In the window that opens, follow the steps depending on the selected server connection option:

- **Option A. Corporate e-mail address and code.**

9. In the "Login or E-mail" field, check the correctness of the data or enter your corporate e-mail address.
10. An e-mail with a code will be sent to the specified e-mail address. Enter the received code in the next window.

Attention! If the user enters the code incorrectly more than 3 times, sending of the code will be blocked for 24 hours. The code can be obtained again after this time has passed.

- **Option B. Corporate username and password.**

9. Check the correctness of the data in the fields and enter the password or enter the login, password and domain provided by the administrator.
10. Tap on "Next".

11. Skip this step if the app does not ask you to enter the user's personal password.

When prompted for a password, enter it and tap on "Next".

Note. You are given five attempts to enter your password. If you exceed this amount, you will be automatically redirected to the start page. If you have forgotten the password, see ["Resetting Passport"](#).

12. Skip this step if the user agreement is not available.

If the user agreement is displayed, accept the terms and tap on "Next".

You will log in to the app, and the main eXpress window will open.

LOGGING AN EXTERNAL USER IN TO THE APP

An external user can log in to the app:

- using QR code;
- using phone number.

Additionally, an external user can [connect to corporate server](#) and become a corporate user.

LOGGING IN USING QR CODE

The procedure for logging in to the app using an external user's QR code is similar to [logging in to the app using a corporate user's QR code](#).

REGISTRATION USING PHONE NUMBER

To log in using phone number:

1. Launch the app.
2. Tap on "Phone and credentials" ([Figure 89](#)).

Note. The appearance of the start window may differ from that shown and depends on the server settings.

3. Select your country. For convenience, use the search function.
4. Enter your phone number and tap on "Next" ([Figure 90](#)).

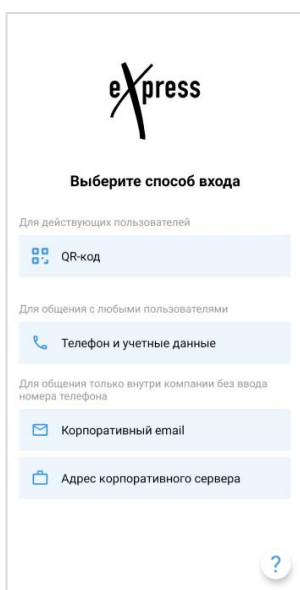


Figure 89

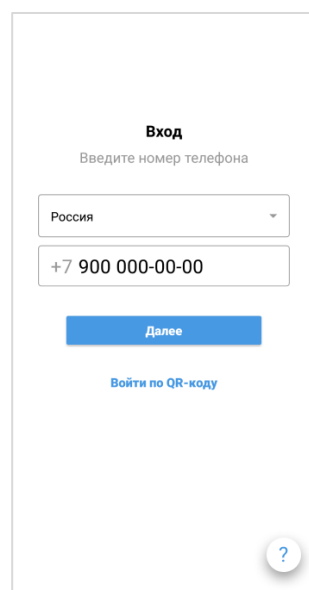


Figure 90

5. Skip this step if the app does not ask you to confirm "I'm not a robot". When asked for confirmation, check the box "I'm not a robot" ([Figure 91](#)).
6. Skip this step, if the app does not ask you to enter a Captcha. When prompted, enter the Captcha text from the image or audio message ([Figure 92](#)).

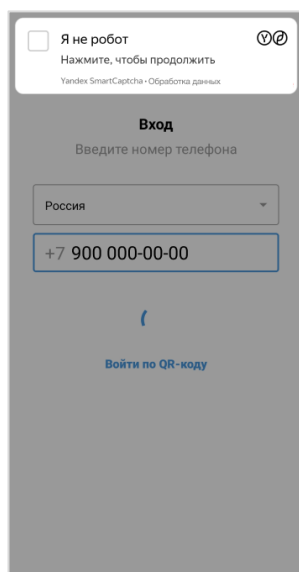


Figure 91

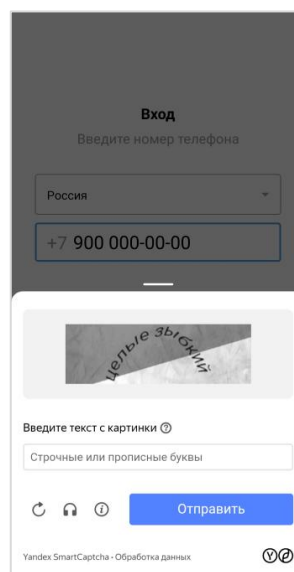


Figure 92

7. Enter the six-digit code received in an SMS message (Figure 93).
If the code has not arrived or does not work, wait 60 seconds and tap on "Resend code".
8. In the corporate e-mail address entry window, tap on "Skip" (Figure 94).

Note. The "Skip" button may not be present. In this case, the user needs to log in to corporate server.



Figure 93

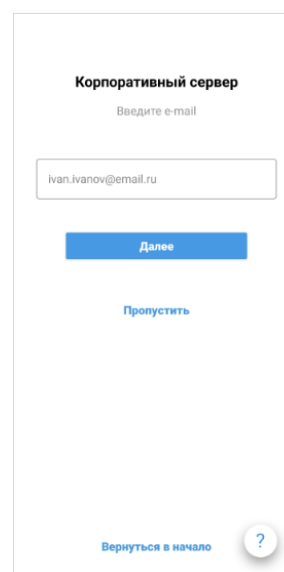


Figure 94

CONNECTING TO CORPORATE SERVER

To connect an external user to corporate server:

1. Log in to the app as an external user.
2. Tap on the user's avatar in the upper left corner of the screen to go to the "Settings" section.
3. Tap on the user name at the top of the window.
4. In the "Profile" section, tap on "Connect".

For details on what to do next depending on your settings, see “[Logging in Using E-mail Address](#)” or “[Logging in Using Server Address](#)” in the “Logging a Corporate User in to the App” section.

RESETTING PASSPORT

If the user has forgotten the personal password set for additional data protection, it can be reset.

Attention! When you reset your personal password at the login stage of the app, all chat message history and media files will be deleted!

To reset your personal password:

1. In the password entry window, tap on “Reset password”.
2. In the modal window that opens, confirm the action by tapping on “Reset”.
The password will be reset. After this, it will be possible to log in to the app as an [external](#) or [corporate](#) user.

UPDATING THE APP VERSION

The user can update the app from [external \(publicly available\)](#) or [corporate sources](#). The update method is determined by the administrator.

The user also has access to automatic app updates. The procedure for setting up automatic updates depends on the model of your mobile device.

The app notifies the user about the availability of a later version of Express in the following ways:

- a message in the “Settings” → “About” section;
- a window with the message “New version available” that is displayed after you log in to eXpress.

If this window cannot be closed, it means that an update is required to continue using eXpress.

UPDATING THE APP FROM PUBLICLY AVAILABLE SOURCES

The user has the following options to update eXpress from publicly available sources:

- [Google Play](#);
- [new version message](#);
- “Settings” → “About”.

FIRST METHOD. VIA GOOGLE PLAY

To update the app:

1. In Google Play mobile app, search for “Express Enterprise”.
2. Tap on “Update” ([Figure 95](#)).

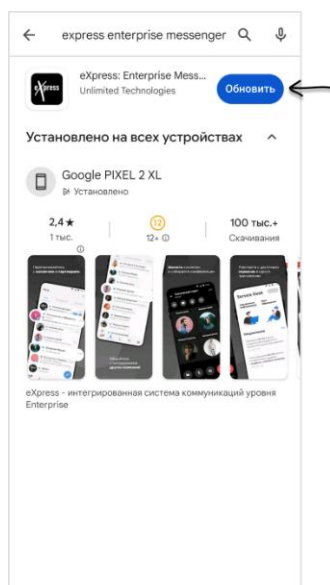


Figure 95

SECOND METHOD. VIA THE NEW VERSION MESSAGE

To update the app:

1. Tap on "Refresh" on the page with the message (Figure 96).

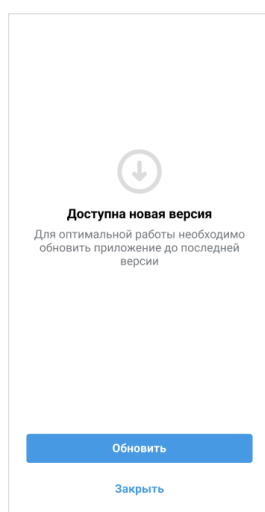


Figure 96

2. On the Google Play page, tap on "Update" (Figure 95).

Note. If there is no "Update" button on the page notifying you of a new version, it means that the app shall be updated from corporate sources. In this case, contact your system administrator.

THIRD METHOD. VIA THE "ABOUT" SECTION

To update the app:

1. Go to the "Settings" section by tapping on the user avatar in the upper left corner.
2. In the "Settings" section, select "About" (Figure 97).
3. Tap on "Update" (Figure 98).

4. On the Google Play page, tap on "Update" (Figure 95).

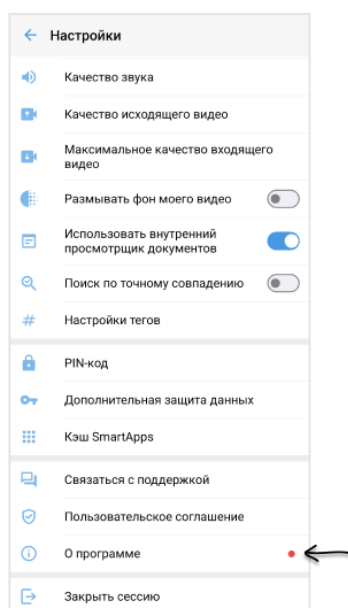


Figure 97

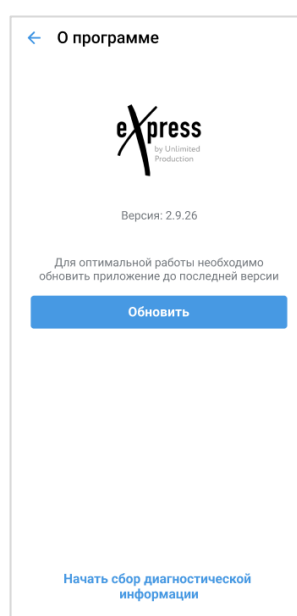


Figure 98

UPDATING THE APP FROM CORPORATE SOURCES

To update the app from corporate sources, contact your administrator.

Chapter 3

USING THE MOBILE APP

SETTING UP THE INTERFACE

MANAGING TABS IN THE "CHATS" SECTION

The "Chats" section displays the "All", "Threads", and "Catalog" tabs (Figure 99) on top by default.

In the "Chats" section, the user can:

- mark all chats in the tab as read;
- edit a tab;
- unpin a tab.

Note:

- you can edit or unpin any tab except the "All" tab;
 - only a tab with unread chats can be marked as read.
-

These actions are available in the context menu of a tab.

To call the context menu, select a tab by long pressing (Figure 99).

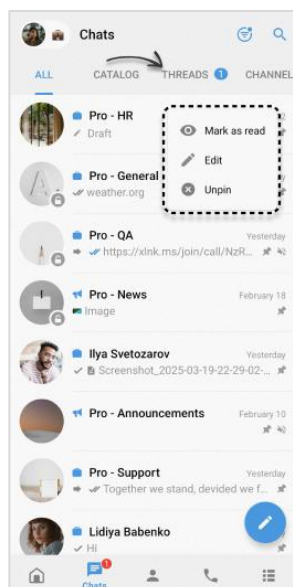


Figure 99

The user can select which tabs will be displayed in the interface in the "Choose" section (see page 226).

MARKING A TAB AS READ

To mark a tab as read, select "Mark as read" in the context menu. All chats in the tab will be marked as read. The counter of unread chats will no longer be displayed on the tab.

EDITING A TAB

To edit a tab:

1. In the context menu, select "Edit".
To restore the original name of the tab, tap on "Restore".
2. Change the tab name.
3. Set up the counter of unread chats.
4. Tap on ✓ to save your changes in the upper right corner.

UNPINNING A TAB

To unpin a tab, select "Unpin" in the context menu. The tab will no longer be displayed in the "Chats" section.

MANAGING THE MAIN MENU

Note. This instruction describes the default configuration of the main menu. The given parameters can be changed by the application administrator and may differ from the given description.

The main menu in eXpress displays buttons for navigating to "Home", "Chats", "Contacts", "Calls and Conferences", and "More". The user can personalize this menu by selecting the required sections. "Home Page" and 'Chats' are pinned and cannot be deleted or moved.

To go to the navigation menu settings:

1. Tap on "More" in the main menu.
2. In the window that opens, tap on ≡ (Figure 100).

During the customization process, an example of how the menu view changes is displayed at the top of the "Navigation Settings" window (Figure 101).

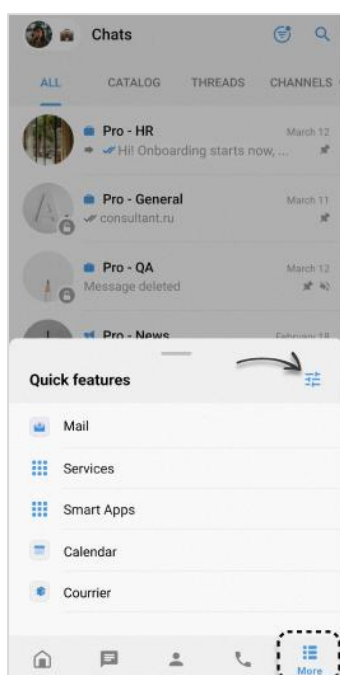


Figure 100

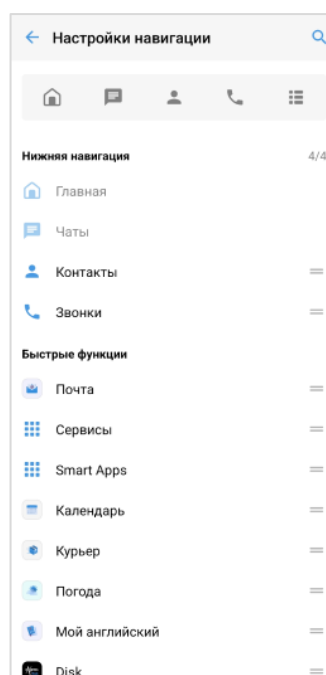




Figure 101


Adding a Button to the Main Menu

To add a button, tap on  next to a button in the “Quick Features” block and, while holding, move the tag to the “Bottom Navigation” block.

Changing the order in which buttons are displayed

To change the order of buttons tap on  next to a button in the “Bottom Navigation” block and, while holding, move the button to the desired position. This way, arrange the buttons in the desired order.

Removing a Button from the Main Menu

To remove a button, tap on  next to the button in the “Bottom Navigation” block and, while holding, move the button to the “Quick Features” block.

MANAGING STATUSES

The following actions with the current use status are available in the section:

- [creating](#);
- [installing](#);
- [changing parameters](#);
- [removing](#);
- [deleting](#).

It is also possible to [view](#) the statuses of other users.

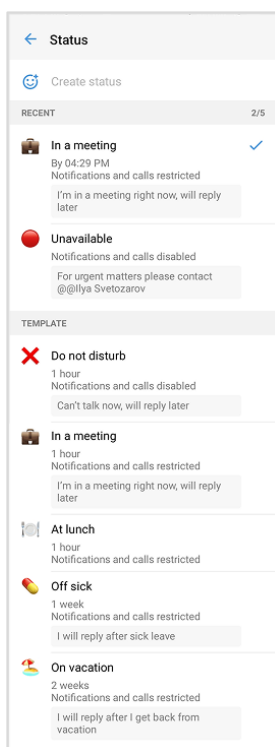


Figure 102

The user can go to the “Status” section through the “Chats” or “Settings” sections.

NAVIGATING TO THE "STATUS" SECTION

NAVIGATING WHEN NO STATUS HAS BEEN ASSIGNED

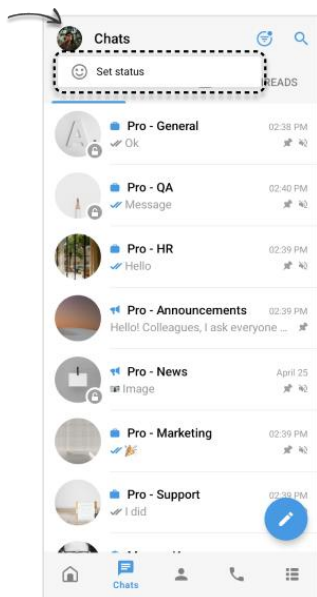


Figure 103

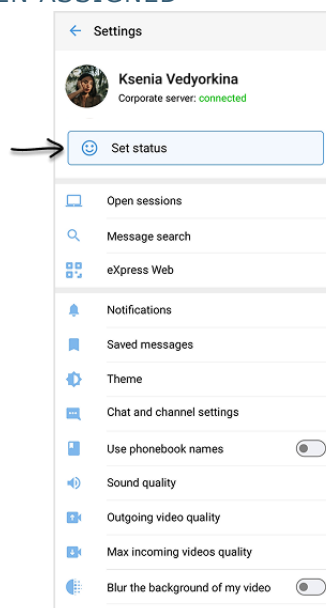


Figure 104

To navigate to the "Status" section:

- in the "Chats" section, long press on the user's avatar and then tap on "Set status" (Figure 103);
- in the "Chats" section, tap on the user's avatar, and in the section that opens, tap on "Set status"/"Status list" (Figure 104);

The "Status" section will open, where the user can manage standard and personal statuses.

NAVIGATING WHEN A STATUS HAS BEEN ASSIGNED

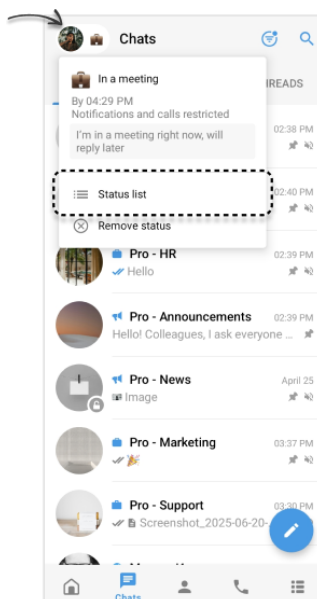


Figure 105

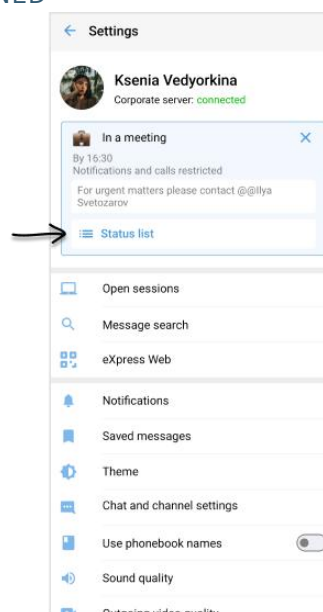
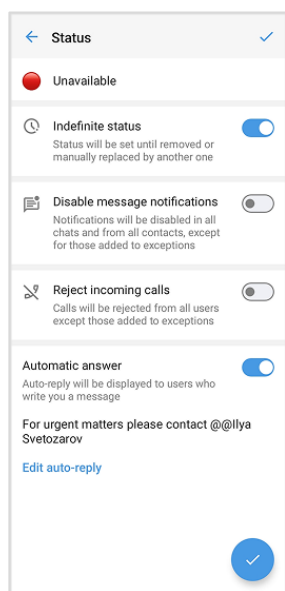



Figure 106

To navigate to the "Status" section:

- in the "Chats" section, long press on the user's status and then tap on "Status list" (Figure 105);
- in the "Chats" section, tap on the user's avatar, and in the "Settings" section that opens, tap on "Status list" (Figure 106).

CREATING A PERSONAL STATUS*Figure 107***To create a new personal status:**

1. In the "Status" section, tap on "Create Status" (Figure 102).
2. In the window that opens, enter the status title and add an emoji (Figure 106).
3. Change the status parameters:
 - date and time of automatic status removal;
 - notifications about new messages;
 - notifications about incoming calls;
 - auto-reply.
4. Tap on .

The status will be created, set and added to the "Recents" list.

SETTING A STATUS


The user can set the status from the "Recents" or "Standard" list. During the installation process, the status parameters can be changed.

To set the status without changing the parameters in the "Status" section, select a status by long pressing, then in the context menu that opens, tap on "Install".

The status will be set and a status icon will be displayed to the right of the user's avatar in the "Chats", "Contacts", and "Calls" sections. Status information will be

displayed in the "Settings" and "Profile" sections, and will also be available for viewing in the chat with the user and in their card.


To set the status and change the parameters:

1. In the "Status" section, Tap on a recent or standard status.
2. Set the status parameters.
3. Tap on .

CHANGING STATUS SETTINGS

The user can set up a standard and a personal status.

To change status settings:

1. In the **"Status" section**, go to the status settings window using one of the following methods:
 - tap on a status in the list;
 - select the status by long pressing and tap on "Edit" in the context menu that opens.
2. Change the status parameters.
3. Tap on .

The changed status will be set and saved in the "Recents" list.

When changing a status from the "Standard" list, the original status will remain in this list with the original settings.

REMOVING A STATUS

There are several ways to remove the user status:

- via the "Chat" section;
- via "Profile" in the "Settings" section;
- via "Status" in the "Settings" section;
- via the status list.

FIRST METHOD. VIA THE "CHATS" SECTION

To remove a status:

1. Long press on the user's avatar in the upper left corner.
2. In the menu that opens, select "Remove status".


The status will be removed.

SECOND METHOD. VIA THE "SETTINGS" SECTION

To remove a status in the **"Settings" section**, tap on  next to its name.

THIRD METHOD. VIA THE "PROFILE" SECTION

To remove a status:

1. In the **"Settings" section**, tap on the user's avatar at the top of the screen.
2. In the window that opens, tap on  to the right of the set status

FOURTH METHOD. VIA THE STATUS LIST

To remove a status:

1. In the "Status" section, select the status by long pressing.
2. In the context menu that opens, select "Remove".

REMOVING A STATUS

You can only remove a status created by the user. Removing system statuses from the "Standard" list is not available.

The following ways to remove a status are available:

- via the status list;
- via the changing status settings window.

FIRST METHOD. VIA THE STATUS LIST

To delete a status:

1. In the "Status" section, select the status by long pressing.
2. In the context menu that opens, select "Remove".

The status will be deleted.

SECOND METHOD. VIA THE CHANGING STATUS SETTINGS WINDOW

To delete a status:

1. In the "Status" section, tap on the desired status.
2. At the bottom of the window that opens, tap on "Remove status".

VIEW ANOTHER USER'S STATUS

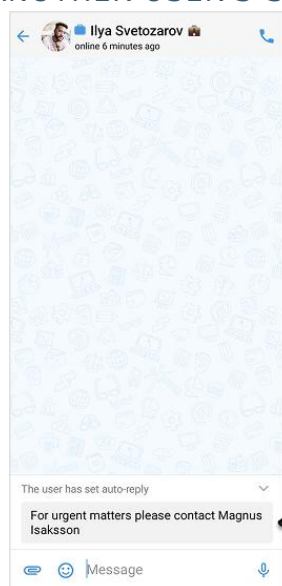


Figure 108

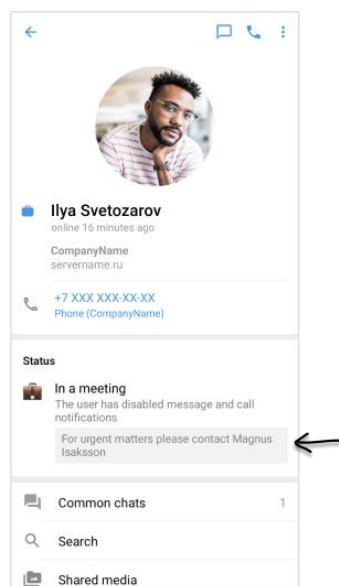




Figure 109

To view the user's status, open a personal chat with the user or go to their card by tapping on the chat header (Figure 108 and Figure 109).

To show/hide automatic response in a personal chat with the user, tap on  or  (Figure 108).

MANAGING CHATS

This section presents the operations available to the user as part of chat management:

- creating a personal chat;
- creating a group chat;
- joining an open chat;
- joining a closed chat;
- setting up chat parameters;
- group chat administration;
- leaving a chat;
- deleting a chat;
- searching for a chat;
- search by chat messages;
- saving messages;

General information about chats is available in “Chats”.

CREATING A PERSONAL CHAT

The user has several ways to create a personal chat:

- via the “Contacts” section;
- via the user card;
- via the group chat card.

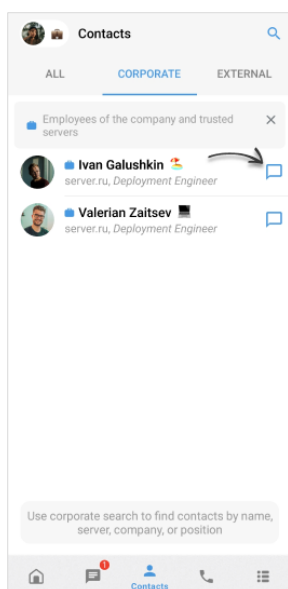


Figure 110

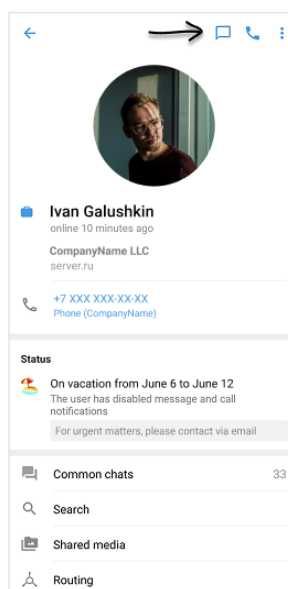


Figure 111

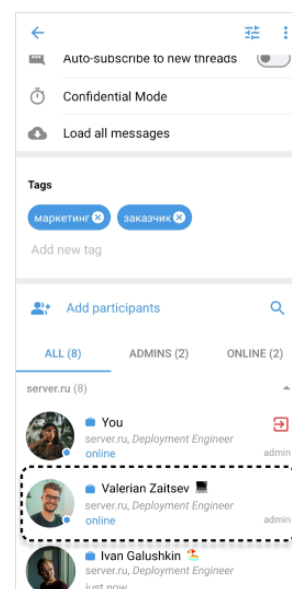



Figure 112

First Method. Via the “Contacts” Menu


To create a chat:

1. Go to the “Contacts” section in the Mobile App.
2. Tap on  in the contact list opposite the name of the user with whom you are creating a personal chat (Figure 110).

A personal chat window with the user will open.

Second Method. Via the User Card

To create a chat:

1. Open the card of the user with whom you are creating a personal chat.
2. In the upper right corner, tap on the icon  (Figure 111).

Note. If the card does not have the icon , this means that this user does not have access to the app and cannot send messages.

Third Method. Via the Group Chat Card

To create a chat:


1. Open the group chat card by tapping on its name in the chat header.
2. Scroll down the page to the list of users.
3. Long tap on the participant's name (Figure 112).
4. In the context menu that opens, select "Send private message".

A chat window with the user will open.

CREATING A GROUP CHAT

When creating a group chat, you only need to specify its name. The chat administrator can add other data (avatar, description, tags, etc.) later.

To create a group chat:

1. In the "Chats" section, tap on  (Figure 113).

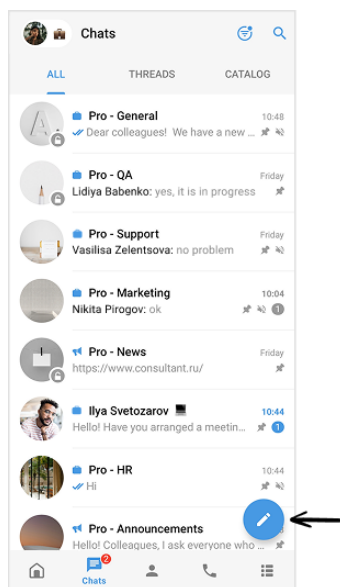



Figure 113

2. Tap on "New group chat".
3. Select chat participants.
Skip this step if the user has no contacts and plans to [invite participants to the chat using a link](#).
4. Tap on  at the bottom of the window.
5. In the window that opens:

- enter the chat name (maximum 128 characters);
- select an avatar;
- provide a description;
- set up end-to-end encryption;
- add tags.

6. Tap on "Create" or .

The window of the chat that was created will open.

JOINING AN OPEN CHAT

Note. The user can have access to messages sent to an open chat BEFORE joining the chat in the following cases:

- if the chat is created on a corporate server on which this user is registered;
- if messages were sent after another user connected from the same corporate server (earlier chat history is not available).


If the connected user is the only participant in the chat from his corporate server, then they can have access to the chat history only from the moment they joined the chat.

A corporate user can independently connect to an open chat using the following methods:

- via the "Catalog" tab;
- via the chat card.

FIRST METHOD. VIA THE "CATALOG" TAB

To join an open chat:

1. Scroll down the list of active chats or go to the "Catalog" tab.
2. Tap on the chat name in the list.
3. Tap on "  Join".

The user will join the chat. All chat participants will receive the following message: "<User_name> has joined the chat", and the chat will be moved to the top of the list.

SECOND METHOD. VIA THE CHAT CARD

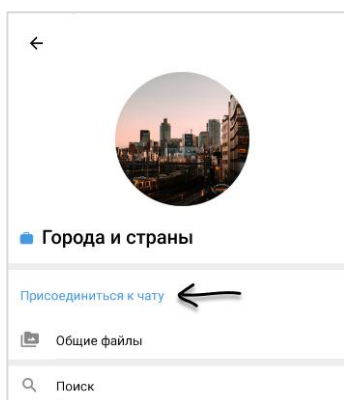


Figure 114

To join an open chat:

1. Scroll down the list of active chats or go to the "Catalog" tab.

2. Tap on the chat name, then on its header in the window.
3. In the chat card, tap on "Join chat" (Figure 114).

JOINING A CLOSED CHAT

The user can connect to a closed chat using a link or QR code that is **created and sent by the chat administrator**.

Note. If the user does not have eXpress on their mobile device, to join the chat using a link, first download the app by tapping on the "Download app".

Please note, if you see the following messages when you tap on the link, you need to contact the chat administrator who provided the link:

- "The link is no longer active" —the link has expired;
- "The link is not available" — this user does not meet the parameters required to join the chat.

To join the chat using a link/QR code:

1. Tap on the link or scan the QR code with your mobile device.
2. In the window that opens, tap on "Open chat in the app" (Figure 115):
 - if the user is logged in to the app, the window with a "Join" button will open. Tap on this button (Figure 116).
 - If the user has not yet logged in to the app, after tapping on the link, the login start window will open. Log in to the app, then tap on "Join" in the window that opens.

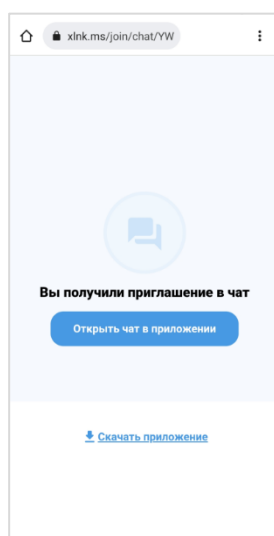


Figure 115

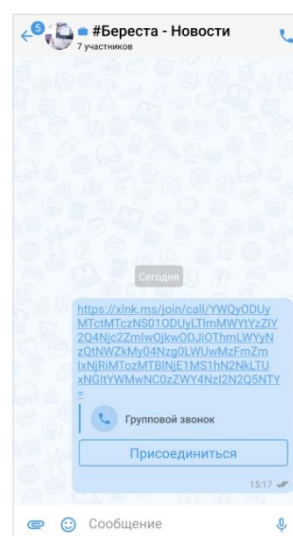


Figure 116

SETTING UP CHAT

In eXpress, you can manage chats and chat settings. The following are available to the user:

- pinning/unpinning a chat;
- enabling/disabling notifications;
- enabling/disabling automatic subscription to new threads;
- marking the chat as read/unread;
- adding/deleting chat tag;

- downloading chat message history;
- deleting chat message history.

The user can also [view information about the chat creator](#).

The above actions are available on the toolbar and in the chat card ([Figure 117](#) and [Figure 118](#)).

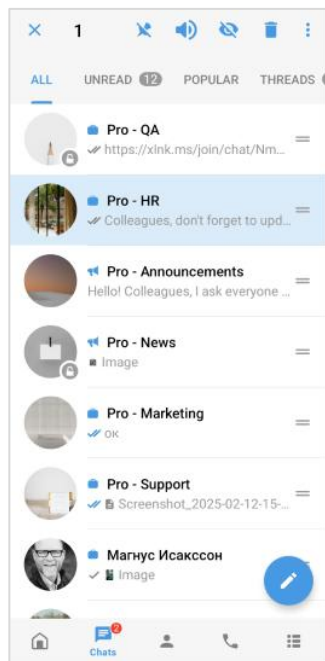


Figure 117

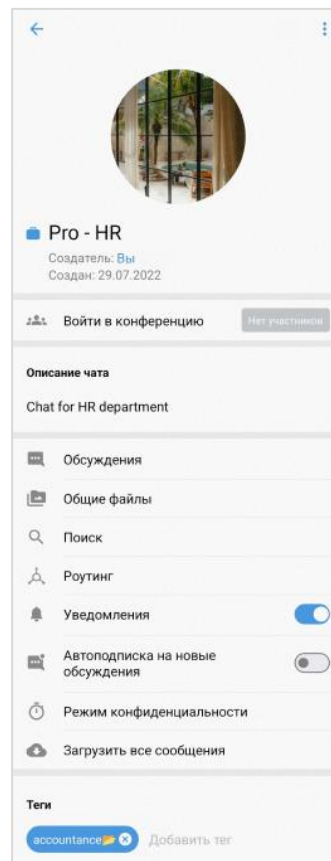


Figure 118

To open the toolbar, go to the "Chats" section and select a chat by long pressing on its name . A toolbar will be displayed at the top of the screen.

To open the chat card, tap on the chat window header in the "Chats" section.

VIEWING INFORMATION ABOUT THE CHAT CREATOR

To view information about the chat creator, tap on their name located at the top of the card ([Figure 118](#)). The contact card will open.

Note. The name of the group chat creator is only available to users from their corporate or trust servers. If the creator's name is not displayed, it means that he or she has left the corporate server.

PINNING/UNPINNING A CHAT

To pin/unpin a chat, in the [toolbar](#) tap on  /  . The chat will be pinned/unpinned.

MANAGING CHAT NOTIFICATIONS

To enable/disable chat notifications, do one of the following:

- in the [toolbar](#), tap on  /  ;

- in the **chat card**, slide the “Notifications” switch to the left/right to turn the option on/off.

Notifications in this chat will be enabled/disabled.

The user can also disable notifications in all eXpress chats. For more details, see “[Sounds of Sending and Receiving Messages](#)”.

MANAGING AUTOMATIC SUBSCRIPTION TO THREADS

To enable/disable automatic subscription to new threads, in the **chat card**, slide the switch to the right or left ([Figure 118](#)).

MARKING THE CHAT AS READ/UNREAD




To mark the chat as read/unread, in the **toolbar** tap on .

This chat will be marked as read/unread.

The user can also mark all chats in the tab as read. For more details, see “[Marking a tab as read](#)”.

ADDING/DELETING A CHAT TAG

To add a chat tag, do one of the following:

- in the **toolbar**, tap on  and in the context menu that opens, select “Tags”; enter the tag and tap on .
- in the **chat card**, select “Add tag”; enter the tag, then tap on .

The chat will be tagged with the specified tag.

To delete a chat tag, tap on  next to the tag.



DOWNLOADING CHAT MESSAGE HISTORY

To download chat message history, in the **chat card**, select “Download all messages” ([Figure 118](#)).

DELETING CHAT MESSAGE HISTORY

The chat message history is stored on the server in encrypted form and the user cannot delete it. This action allows you to delete history locally from the current user's device.

To delete chat message history, do one of the following:

- in the **toolbar**, tap on  and in the context menu that opens, select “Clear chat history”;
- in the **chat card**, in the upper right corner tap on  and in the context menu that opens, select “Clear chat history”.

The chat message history will be deleted.

ADMINISTERING A GROUP CHAT

This section contains a description of actions that are available to the chat administrator.

Additional theoretical information is available in the “[Administering a Group Chat](#)” section.

The following actions are available to the administrator:

- changing the chat name, description, and avatar;
- enabling/disabling end-to-end encryption;
- enabling/disabling message quoting in the chat;
- setting up reactions to messages in the chat;
- deleting all messages from the chat;
- adding users to the chat;
- inviting users to the chat;
- removing users from the chat;
- appointing a chat participant as chat administrator.

Most actions are performed in the [chat card](#), with the exception of removing a participant and granting administrator rights. These actions are available in the [context menu](#) of the chat participant.

OPENING CHAT CARD

To open the chat card:

1. Select a group chat from the chat list.
2. Tap on the window header with the chat avatar and name.

OPENING CONTEXT MENU

To open a participant's context menu, in the chat card, scroll down to the list of participants and long press on the participant's name.

The list of available actions depends on the current configuration of the chat participants and whether the user opening the menu has administrator rights. Possible display options are illustrated below:

- the user is an administrator, and the participant does not have administrator rights ([Figure 119](#));

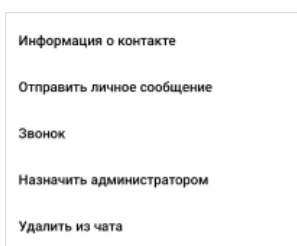


Figure 119

- the user is an administrator, and the participant has administrator rights ([Figure 120](#));

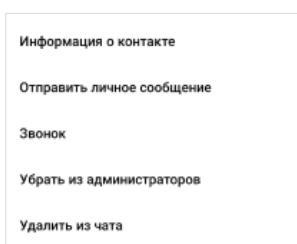


Figure 120

- the user is a chat participant without administrator rights ([Figure 121](#)).

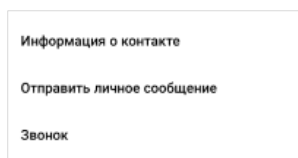




Figure 121

CHANGING THE NAME OF THE CHAT

To change the name of the chat:

1. Open the chat card.
2. Tap on  in the upper right corner.
The "Chat settings" window will open (Figure 122).
3. Enter a new name in the "Chat name" field. The maximum length of is 128 characters.
4. Tap on  in the upper right corner.

CHANGING THE CHAT AVATAR

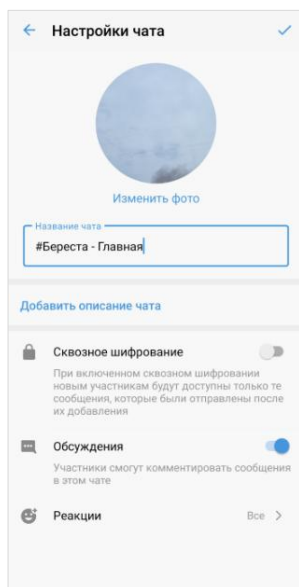






Figure 122

To change the avatar of the chat:

1. Open the chat card.
2. Tap on  in the upper right corner.
The "Chat settings" window will open (Figure 122).
3. Select the current chat avatar or the "Change photo" link.
The image selection window will open.
4. Select an image.
The avatar will be changed. A notification will be displayed in the chat window stating "<User_name> changed the chat avatar." The chat will be moved to the top of the chat list. The changes made will be saved and visible to all chat participants.


ADDING A CHAT DESCRIPTION**To add a chat description:**

1. [Open the chat card](#).
2. Tap on  in the upper right corner.
3. Select "Add chat description" ([Figure 122](#)).
4. Enter the text in the field and tap on .

Note. If Markdown markup language is used in the chat description, tap on  to preview how your entered text will look.

The description will be added to the group chat card. A notification will be displayed in the chat window stating "<User_name> changed the chat description."


ENABLING/DISABLING END-TO-END ENCRYPTION**To enable/disable end-to-end encryption:**

1. [Open the chat card](#).
2. Tap on  in the upper right corner.
The "Chat settings" window will open.
3. Slide the "End-to-end encryption" toggle switch:
 - to the right — to enable the feature;
 - to the left — to disable the feature.
4. Tap on "Enable"/"Disable".

When end-to-end encryption is enabled, the user added to the chat does not have access to the history of messages that were sent before they joined the chat. The number of chat participants cannot exceed 128 users.

When end-to-end encryption is disabled, the user added to the chat has access to the history of all messages, including those that were sent before they joined the chat. The number of chat participants is not limited.



ENABLING/DISABLING THREADS**To enable/disable threads:**

1. [Open the chat card](#).
2. Tap on  in the upper right corner.
The "Chat settings" window will open.
3. Slide the "Threads" toggle switch:
 - to the right — to enable the feature;
 - to the left — to disable the feature.

Note. If you see a warning window when you enable a thread: "Error enabling threads/threads feature not supported", this means that the chat contains participants from a corporate server version below 2.6. To enable the feature, remove such participants from the chat or wait until their server is updated to the required version.

SETTING UP REACTIONS TO MESSAGES

To set up reactions to messages in a chat:

1. Open the chat card.
2. Tap on  in the upper right corner.
The "Chat settings" window will open.
3. Select "Reactions" (Figure 123).
4. In the window that opens, select one of the following options (Figure 124):
 - "All" — to enable all reactions (default setting);
 - "Selected (minimum 2)" — to enable individual reactions, then check the boxes of the desired reactions;
 - "Disabled" — to disable all reactions.
5. Tap on  in the upper right corner to save the settings.

Note. During a call in this chat, participants will be able to send the same reactions as in response to a message. In a conference started in a group chat, reactions from that chat will also be available.

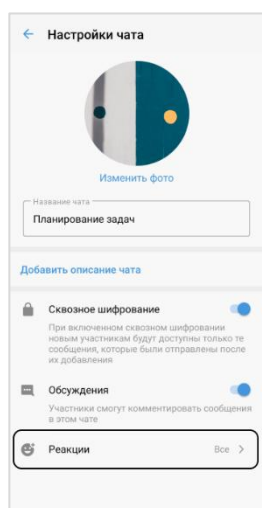


Figure 123

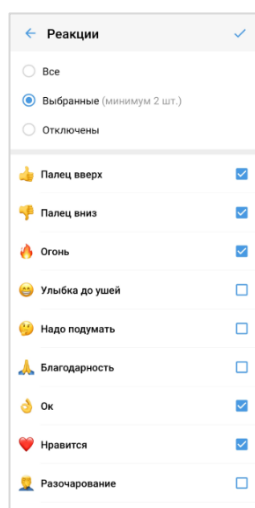


Figure 124

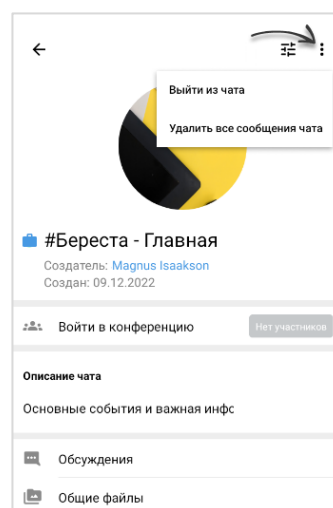


Figure 125

ADDING A PARTICIPANT


To add a user to the chat:

1. Open the chat card.
2. Tap on "Add participants" (Figure 126).
3. For your convenience, use the search feature to find participants.

Note. The search is performed only by full name and e-mail or by full name, email and additional data of the contact. The search type depends on the [app settings](#).

- if exact match search is enabled, enter the contact's first name or e-mail;
- if exact match search is disabled, enter one of the following parameters: first name, last name, position, department name, manager name, phone number, or contact's e-mail address.

4. Mark the users in your contact list, whom you want to add to the chat (Figure 127).

5. Tap on  in the lower right corner.

The selected users will be added to the chat. Chat participants will receive the following system notification: "<Username1>, <Username2> has joined the chat" and the chat will move to the top of the list.

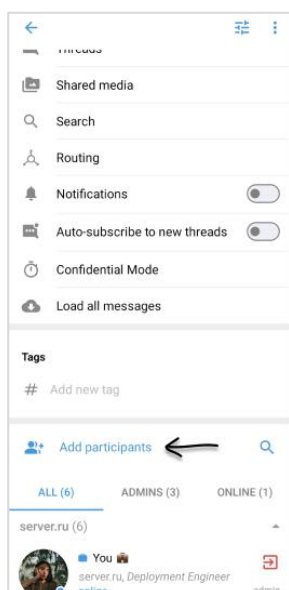


Figure 126

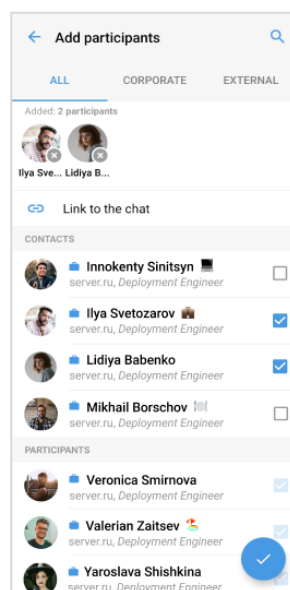


Figure 127

INVITING A PARTICIPANT

The administrator can invite a participant by sending them a link or QR code. The user will join the chat by [following the link](#) or scanning the code.

Note. If an unregistered user (guest) follows the link:

- on a mobile device — the guest will be asked to install the app and register. Registration is mandatory;
- on a PC, the guest will be given a choice: download and install the Desktop App or open the Web App. Registration is not mandatory. A guest can immediately join the chat.

For more information about guest access, see the Web App User Guide or Desktop App User Guide.

Inviting Users to the Chat Using a Link

To invite a user to the chat using a link:

1. [Open the chat card](#).
2. Select "Add participants" (Figure 126).
3. Tap on "Link to the chat".
4. In the "Link to the chat" window, complete the settings (optional step):
 - specify the link validity period (Figure 128);
 - choose whom the link will be available to;
 - enable "Join with a password".

To update the automatically generated password, tap on  to the right.

To change the password manually, clear the field and enter a new password.

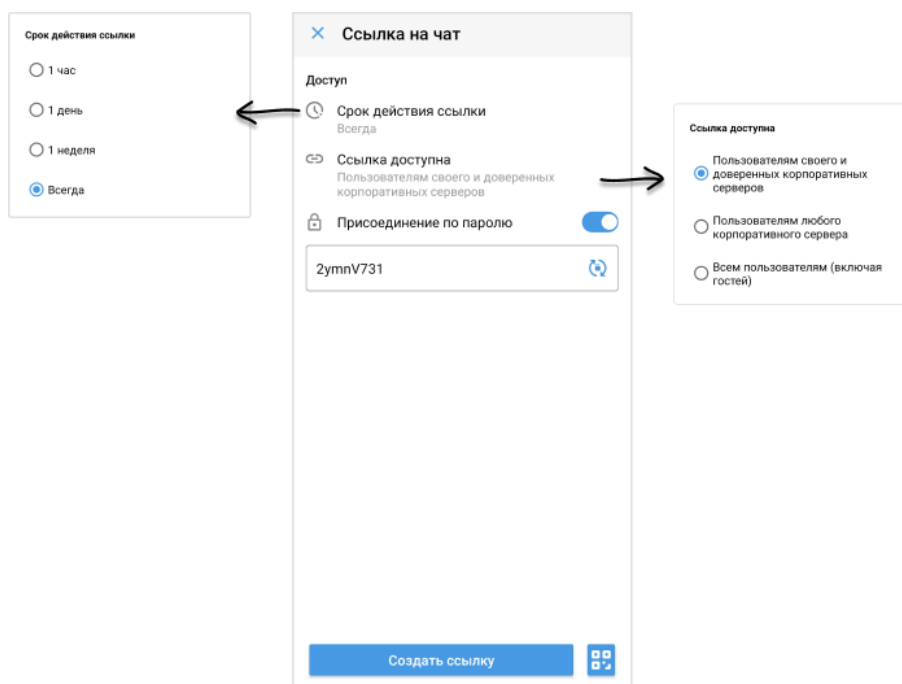


Figure 128


5. Tap on "Create link".

The link to the chat will be copied to the clipboard. A corresponding notification will be displayed on the screen.


6. Share the link with the user in any convenient way.


Inviting Users to the Chat Using a QR Code

To invite a user to the chat using a QR code:

1. [Open the chat card](#).
2. Select "Add participants" and tap on "Chat link".
3. In the lower right corner of the "Link to the chat" window, tap on .
4. In the "Chat QR code" window, perform one of the following actions ([Figure 129](#)):

To send, tap on "Share" at the bottom of the screen and select the app.

To save to the clipboard, in the upper right corner, tap on  and select "Save".

To download to the device, in the upper right corner, tap on  and select "Copy to clipboard".

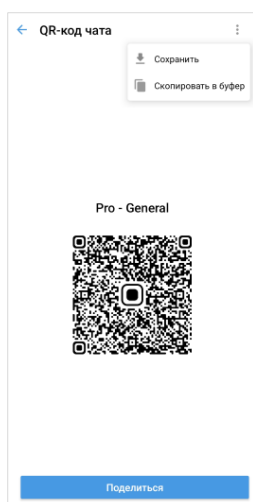


Figure 129

5. Send the QR code to the user, if the code was saved to the clipboard or downloaded to the device.

APPOINTING/REMOVING AN ADMINISTRATOR

To appoint an administrator:

1. In the [chat card](#), go to the list of participants.
2. Tap on the participant's name.
3. In the menu that opens, select "Appoint an administrator" or "Remove from administrators".

REMOVING A PARTICIPANT

To remove a user from the chat:

1. In the [chat card](#), go to the list of participants.
2. Tap on the participant's name.
3. In the context menu, select "Remove from chat".

The user will be removed.

A message will be displayed in the chat: "<User_name> left the chat."

LEAVING A CHAT

There are several ways a user can leave a chat.


Note:

- If the current user is the only chat administrator, then after they leave the chat, another participant is automatically appointed as the app.
- If the user exits a chat with end-to-end encryption enabled, the chat will continue to be displayed in the "Chats" section after exiting;
- When exiting a chat with end-to-end encryption disabled, the chat will be deleted and will no longer be displayed in the "Chats" section.

FIRST METHOD


To leave a chat:

1. Select a contact by long pressing it in the "Chats" section.

2. In the toolbar at the top of the screen, tap on  and select "Leave Chat"/"Leave and Delete Chat".
3. Confirm the action in the window that opens.
The user will leave the chat.
A message will be displayed in the chat stating "<User_name> has left the chat."


SECOND METHOD

To leave a chat:

1. In the [chat card](#), tap on  in the upper right corner.
2. Select "Leave chat"/"Leave and delete chat"
3. Confirm the action in the window that opens.

THIRD METHOD

To leave a chat:



1. In the [chat card](#), go to the list of participants.
2. Tap on  in the user list.
3. Confirm the action in the window that opens.

DELETING A CHAT

Please note:

- The chat is deleted only locally on the current user's device. After deleting any chat, the chat message history is also deleted.
- The user automatically leaves the chat that has been deleted.
- After deleting an open chat, the user can rejoin the chat on their own.
- After deleting a closed chat, the administrator can add the user back to the chat.

To delete a chat:

1. Select a contact by long pressing it in the "Chats" section.
2. Perform one of the following available actions:
 - in the [toolbar](#), tap on ;
 - in the [toolbar](#), tap on  and select "Leave and delete chat";
3. Confirm the action in the window that opens.
The chat will be deleted.

SEARCHING FOR A CHAT

Depending on the [app settings](#), one of the following search types may be available:

- precise search by chat name or e of a personal chat participant;
- advanced search by name and parameters in the personal chat card (phone number, department, position, manager, etc.).

Advanced search is performed by the full or partial value of the parameter, allows imprecise spelling and is not case-sensitive or keyboard-layout-sensitive.

SEARCHING FOR A CHAT BY QUERY

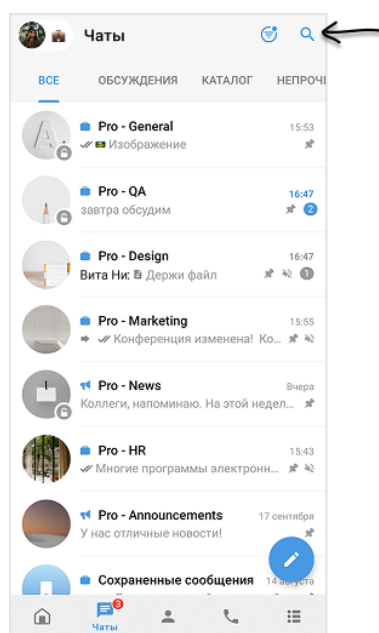




Figure 130

To search by query:

1. In the "Chats" section, tap on  in the upper right corner of the screen (Figure 130).
2. Enter your query in the field that is displayed, either in full or in part.
The list of chats that match your search criteria will be displayed on the screen.

Search results are displayed in the following order:

- pinned chats;
- current calls;
- chats/threads with drafts;
- other chats (personal, group, channels, bots);
- threads;
- chats from the catalog;
- contacts.

To cancel search, tap on  in the upper left corner.



SEARCHING FOR A CHAT BY TAG

When searching, you can indicate one or more tags. A single tag search result will display all chats marked with that tag.

A multiple tag search result will depend on the setting:

- "or" — all chats marked with one of the selected tags will be displayed;
- "and" — only chats marked by each of the selected tags will be displayed.

To search by one tag:

1. Go to the "Chats" section.
2. Tap on  (Figure 130), then tap on .

3. Enter a tag (Figure 131) in the search box or select from the list.
All chats tagged with the specified tag will be displayed.

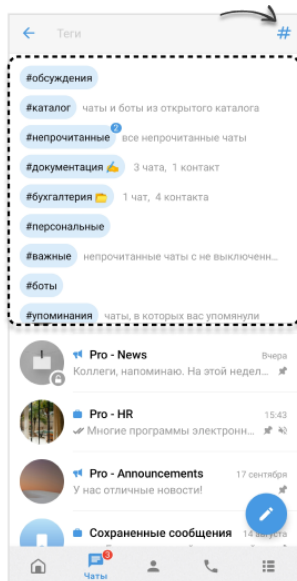






Figure 131

To remove a tag from the search bar, tap on  next to the tag.

To cancel search, tap on  in the upper left corner.

To search by multiple tags:

1. Go to the "Chats" section.
2. Tap on  (Figure 130), then tap on  (Figure 131).
3. Enter a tag into the search bar or select a tag from the list.
4. Tap on  again.
5. In the window that opens, tap on "Disabled" (Figure 132), then select "and"/"or" (Figure 133).

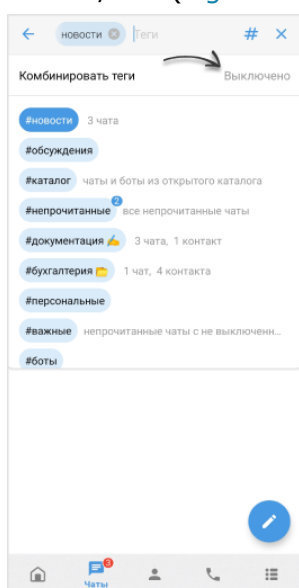


Figure 132

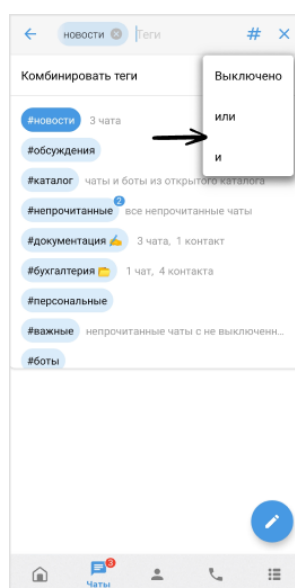




Figure 133

6. Select one or more tags.

The search result will be displayed.

To remove a tag from the search bar, tap on  next to the tag.

To delete all tags, tap on  in the upper right corner.

To cancel search, tap on  in the upper left corner.

SEARCHING IN CHAT

In chat, you can search for:

- [messages](#);
- [shared media files](#);
- [shared documents](#);
- [shared links and e-mail addresses](#).

To search by message text in the chat history:

1. Open the chat card.
2. Select "Search".
3. In the window that opens, in the search bar, enter a part of the search word (case-insensitive), including special characters and spaces.
4. Use special buttons to view search results ([Figure 134](#)).

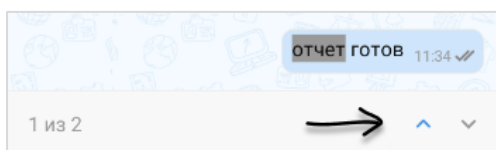


Figure 134

To search for shared media files in the chat:

1. Open the chat card.
2. Select "Common files".
A window with three tabs will open: "Media", "Documents" and "Links" ([Figure 135](#)).
3. Open the "Media" tab and select a media file.

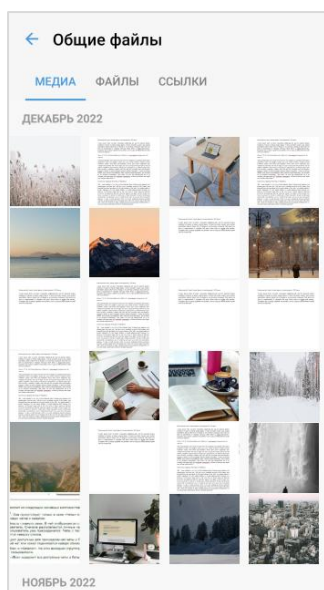


Figure 135

Search for shared documents in chat is performed by characters contained in the file name.

To search for shared documents:

1. In the "Common files" section of the chat card, go to the "Documents" tab (Figure 135).
2. Tap on the search bar in the upper right part of the window and enter the file name, either fully or partially.

The list of files will be displayed.

The search for shared links in the chat is carried out by the symbols contained in the preview, which includes the address, title and subtitle of the resource.

To search for shared links and e-mail addresses:

1. Go to the "Links" tab in the "Common files" section of the chat card (Figure 135).
2. Tap on the search bar at the top of the window and enter the characters contained in the address, title, or subtitle of the resource you are searching for.

The list of search results will be displayed.

"SAVED MESSAGES" CHAT

GOING TO THE "SAVED MESSAGES" CHAT

To navigate to the "Saved Messages" chat, select it in the list of chats (Figure 136) or go to "Settings" and tap on "Saved Messages" (Figure 137).

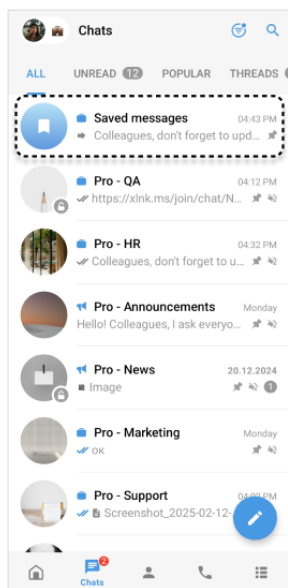


Figure 136

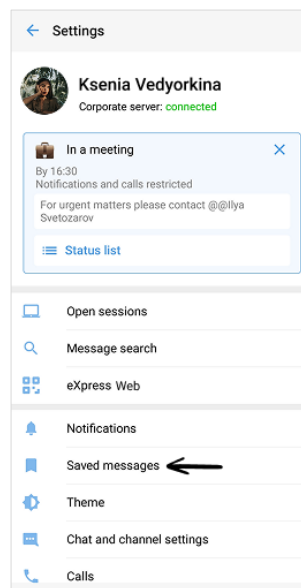


Figure 137

SAVING A MESSAGE

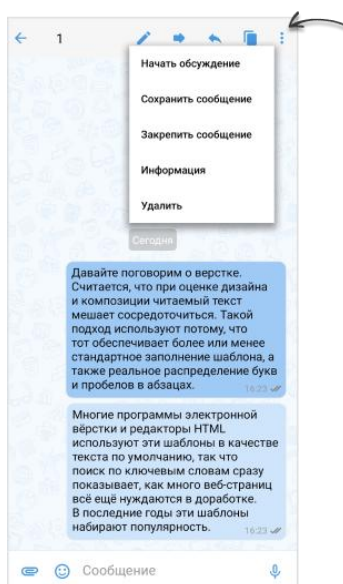



Figure 138

To save a message:

1. In the chat/channel/thread, select a message by long pressing.
2. Tap on  (Figure 138).
3. Select "Save message".

A notification will be displayed: "The message has been saved." You will not be taken to the "Saved Messages" chat. The "Saved Messages" chat will be displayed at the top of the chat list.


The following actions with saved messages are available to the user:

- editing the text of the message (available only for messages sent by the user);

- downloading the attached file (only if there is an attachment in the message);
- copying the text of the message to the clipboard;
- forwarding the message;
- viewing information about the message;
- deleting the message;
- pinning the message to the top of the chat.

These actions are similar to actions with regular messages (see page 109).

GOING TO THE MESSAGE IN THE ORIGINAL CHAT


To go to the message in the corresponding chat from the “Saved Messages” chat, tap on the upper message header with the icon .

MANAGING CHANNELS


This section describes the actions available to the user within the scope of channel management. Additional information about channels is provided the “Channels” section.

CREATING A CHANNEL

When creating a channel, be sure to specify only its name. The channel administrator can add other data (avatar, description, tags, etc.) later.

1. In the “Chats” section, tap on .
2. Select “Channels”.
3. Select channel subscribers.

This step can be skipped if the user has no contacts and plans to [invite users to the channel using a link](#).

4. Tap on  at the bottom of the window.
5. In the window that opens:
 - enter the channel name (maximum 128 characters);
 - select an avatar;
 - provide a description;
 - set up end-to-end encryption;
 - add tags.

6. Tap on “Create” or .

The window of the channel that was created will open.

JOINING AN OPEN CHANNEL

The actions for joining an open channel are similar to those for [joining an open chat](#).

JOINING A CLOSED CHANNEL

The actions for joining an closed channel are similar to those for [joining a closed chat](#).

SETTING UP A CHANNEL

In eXpress, you can manage channels and channel settings. The following are available to the user:

- pinning/unpinning a channel;
- enabling/disabling sound notifications;
- enabling/disabling automatic subscription to new threads;
- marking the channel as read/unread;
- adding/deleting channel tags;
- downloading channel message history;
- clearing messages history.

The user can also [view information about the channels creator](#).

The above actions are available on the toolbar and in the channel card ([Figure 139](#) and [Figure 140](#)).

Setting up a channel is performed using the channel toolbar.

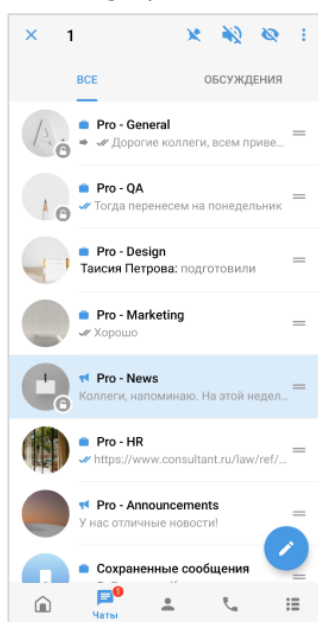


Figure 139

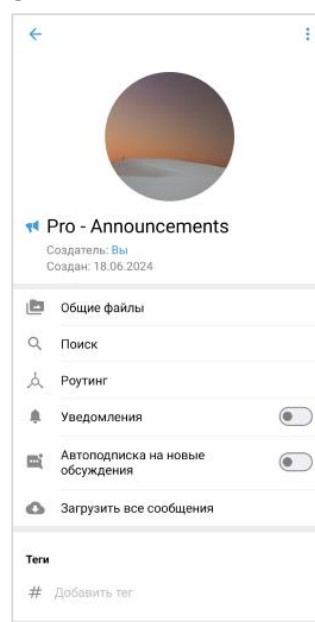


Figure 140

To open the toolbar, go to the "Chats" section and select a channel by long pressing on its name .

To open the channel card, go to the channel and tap on the window header.

VIEWING INFORMATION ABOUT THE CHANNEL CREATOR

To view information about the channels creator, tap on their name located at the top of the card ([Figure 140](#)). The contact card will open.


Note. The name of the channel creator is only available to users from their corporate or trust servers. If the creator's name is not displayed, it means that he or she has left the corporate server.

PINNING/UNPINNING A CHANNEL

To pin/unpin a channel, in the [toolbar](#) tap on  / . The channel will be pinned/unpinned.

MANAGING CHANNEL NOTIFICATIONS

To enable/disable chat notifications, do one of the following:

- in the **toolbar**, tap on ;
- in the **channel card**, slide the “Notifications” switch to the left/right to turn the option on/off.

Notifications in this chat will be enabled/disabled.

The user can also disable notifications in all eXpress channels. For more details, see “[Sounds of Sending and Receiving Messages](#)”.

MANAGING AUTOMATIC SUBSCRIPTION TO THREADS

To enable/disable automatic subscription to new threads, in the **channel card**, slide the switch to the right or left ([Figure 140](#)).

MARKING THE CHANNEL AS READ/UNREAD




To mark the channel as read/unread, in the **toolbar** tap on .

This chat will be marked as read/unread.

The user can also mark all channels in the tab as read. For more details, see “[Marking a tab as read](#)”.

ADDING/DELETING CHANNEL TAGS

To add a channel tag, do one of the following:

- in the **toolbar**, tap on  and select “Tags”; enter the tag and tap on .
- in the **channel card**, select “Add tag”; enter the tag, then tap on .

The chat will be tagged with the specified tag.

To delete a channel tag, tap on  next to the tag.



DOWNLOADING CHANNEL MESSAGE HISTORY

To download messages history, select “Download all messages” ([Figure 140](#)).

DELETING CHANNEL MESSAGE HISTORY

Channel message history is stored on the server in encrypted form and the user cannot delete it. This action allows you to delete history locally from the current user's device.

To delete channel message history, do one of the following:

- in the **toolbar**, tap on  and in the context menu that opens, select “Clear channel history”;
- in the **channel card**, in the upper right corner, tap on  and select “Clear channel history”.

The message history will be deleted.

ADMINISTERING A CHANNEL

This section contains a description of actions that are available to the channel administrator.

Additional theoretical information is available in the "[Administering a Channel](#)" section.

The following actions are available to the administrator:

- [changing the channel name, description, and avatar](#);
- [enabling/disabling end-to-end encryption](#);
- [enabling/disabling message quoting in the channel](#);
- [setting up mentions in threads](#);
- [setting up reactions to messages in the channel](#);
- [adding subscribers to the channel](#);
- [inviting subscribers to the channel](#);
- [removing subscribers from the channel](#);
- [appointing a channel subscriber as the channel administrator](#).

Most actions are performed in the [channel card](#), with the exception of removing subscribers and granting administrator rights. These actions are available in the [context menu](#) of a channel subscriber.

OPENING THE CHANNEL CARD

To open the channel card:

1. Select a channels in the chat list.
The window of this channel will open.
2. Tap on the window header with the channel avatar and name.
The channel window will open.

OPENING CONTEXT MENU

To open a subscriber's context menu, in the channel card, scroll down to the list of subscribers and tap on the subscriber's name.

Note. Viewing channel subscribers and bringing up the context menu are available only to the administrator.

The list of actions in this menu depends on the current configuration of channel subscribers. Possible display options are illustrated below:

- the subscriber does not have administrator rights ([Figure 141](#));

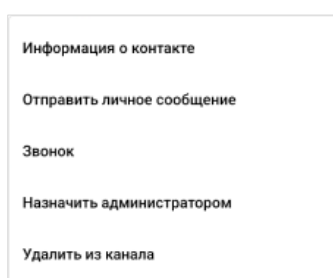


Figure 141

- the subscriber has administrator rights ([Figure 142](#));

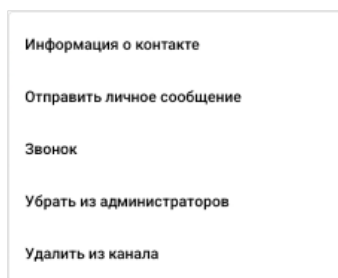




Figure 142


CHANGING THE NAME OF THE CHANNEL

To change the name of the channel:

1. Open the channel card.
2. Tap on  in the upper right corner.
3. Enter a new value in the "Channel name" field, a maximum of 128 characters (Figure 143).
4. Tap on  in the upper right corner.

ADDING/CHANGING THE CHANNEL AVATAR

To add/change the channel avatar:

1. Open the channel card.
2. Tap on  in the upper right corner.
3. Tap on the "Add photo" / "Change Photo" button (Figure 143).

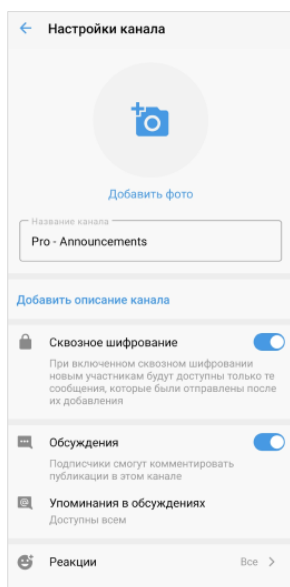




Figure 143

4. Select an image.

The avatar will be changed. A notification will be displayed in the channel window stating "<User_name> changed the channel avatar." The channel will be moved to the top of the chat list. The changes made will be saved and visible to all channel subscribers.

ADDING A CHANNEL DESCRIPTION**To add a channel description:**

1. [Open the channel card](#).
2. Tap on  in the upper right corner.
The "Channel settings window" will open.
3. Select "Add channel description" ([Figure 143](#)).
4. Enter the text in the window that opens and tap on .

Note. The icon  allows you to preview the design of the entered text using Markdown.


The description will be added to the channel card. A notification will be displayed in the channel window stating "<User_name> changed the channel description."

ENABLING/DISABLING END-TO-END ENCRYPTION

When end-to-end encryption is enabled, the user added to the channel does not have access to the history of messages that were sent before they joined the channel. The number of channel subscribers cannot exceed 128 users.

When end-to-end encryption is disabled, the user added to the channel has access to the history of all message, including those that were sent before they joined the channel. The number of channel subscribers is not limited.


To enable/disable end-to-end encryption:

1. [Open the channel card](#).
2. Tap on  in the upper right corner.
The "Channel setting" window will open "([Figure 143](#)).
3. Slide the "End-to-end encryption" toggle switch:
 - to the right — to enable the feature;
 - to the left — to disable the feature.
4. Tap on "Enable"/"Disable".

ENABLING/DISABLING THREADS

Note. If you see a warning window when you enable a thread: "Error enabling threads/threads feature not supported", this means that the channel contains subscribers from a corporate server version below 2.6. To enable the feature, remove such subscribers from the channel or wait until their server is updated to the required version.



To enable/disable threads:

1. [Open the channel card](#).
2. Tap on  in the upper right corner.
The "Channel setting" window will open "([Figure 143](#)).
3. Slide the "Threads" toggle switch:
 - to the right — to enable the feature;
 - to the left — to disable the feature.

SETTING UP MENTIONS IN THREADS



By default, mentioning channel subscribers in the thread using the "@" symbol is disabled. The administrator can enable the option and configure who can mention subscribers — all users or only channel administrators.

To set up mentions:

1. [Open the channel card.](#)
2. Tap on  in the upper right corner.
3. In the "Channel settings" window, tap on "Mentions in threads" (Figure 143).
4. Choose who can mention users with the "@" construct.
5. Tap on  in the upper right corner to save the settings.

SETTING UP REACTIONS TO MESSAGES

To set up reactions to messages in a channel:

1. [Open the channel card.](#)
2. Tap on  in the upper right corner.
The "Channel setting" window will open "(Figure 143).
3. Select "Reactions" (Figure 144).
4. In the window that opens, select one of the following options (Figure 145):
 - "All" — to enable all reactions (default setting);
 - "Selected (minimum 2)" — to enable individual reactions, then check the boxes of the desired reactions;
 - "Disabled" — to disable all reactions.
5. Tap on  in the upper right corner to save the settings.

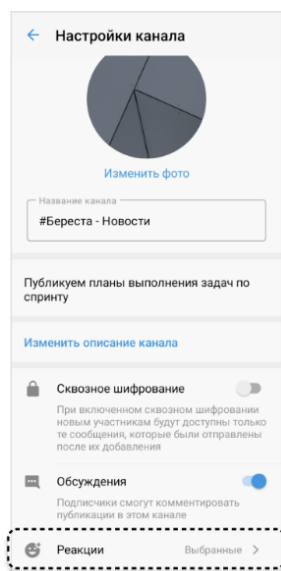


Figure 144

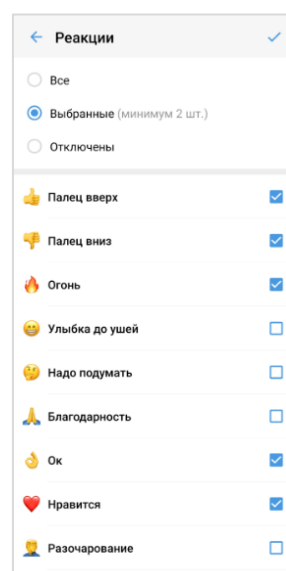


Figure 145

ADDING A PARTICIPANT

To add a user to the channel:

1. [Open the channel card.](#)

2. Select "Add subscribers " (Figure 146).
3. For your convenience, use the search feature to find participants.

Note. The search is performed only by full name or full name and additional contact information. The search type depends on the [app settings](#):

- if exact match search is enabled, enter the contact's first or last name;
- if exact match search is disabled, enter one of the following parameters: first name, last name, position, department name, manager name, phone number, or contact's e-mail address.

4. Mark the users in your contact list, whom you want to add to the channel (Figure 147).

5. Tap on  in the lower right corner.

The selected users will be added to the channel. Channel subscribers will receive the following system notification: "<Username1>, <Username2> has joined the channel" and the channel will move to the top of the list.

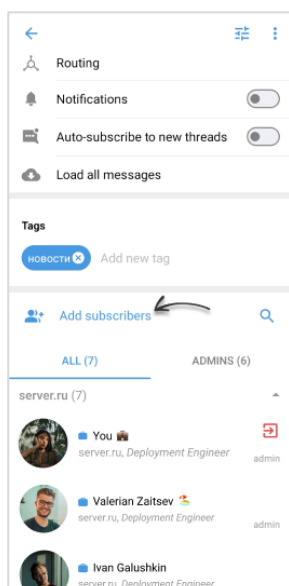


Figure 146

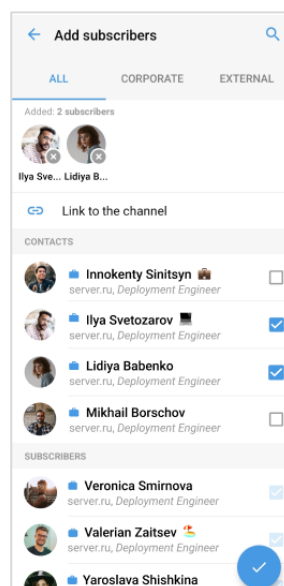


Figure 147

INVITING A PARTICIPANT

The administrator can invite a participant by sending them a link.

The user will join the channel [by following the link](#).

Note. If an unregistered user (guest) follows the link:

- on a mobile device — the guest will be asked to install the app and register. Registration is mandatory;
- on a PC, the guest will be given a choice: download and install the Desktop App or open the Web App. Registration is not mandatory. A guest can immediately join the channel.

For more information about guest access, see the Web App User Guide or Desktop App User Guide.

Inviting Users to the Channel Using a Link

To invite a user to the channel using a link:

1. [Open the channel card](#).

2. Select "Add subscribers " (Figure 146).
3. Tap on "Link to the channel".
4. In the "Link to the channel" window, complete the settings (optional step):
 - specify the link validity period (Figure 148);
 - choose whom the link will be available to;
 - enable "Join with a password".

To update the automatically generated password, tap on  to the right.

To change the password manually, clear the field and enter a new password.

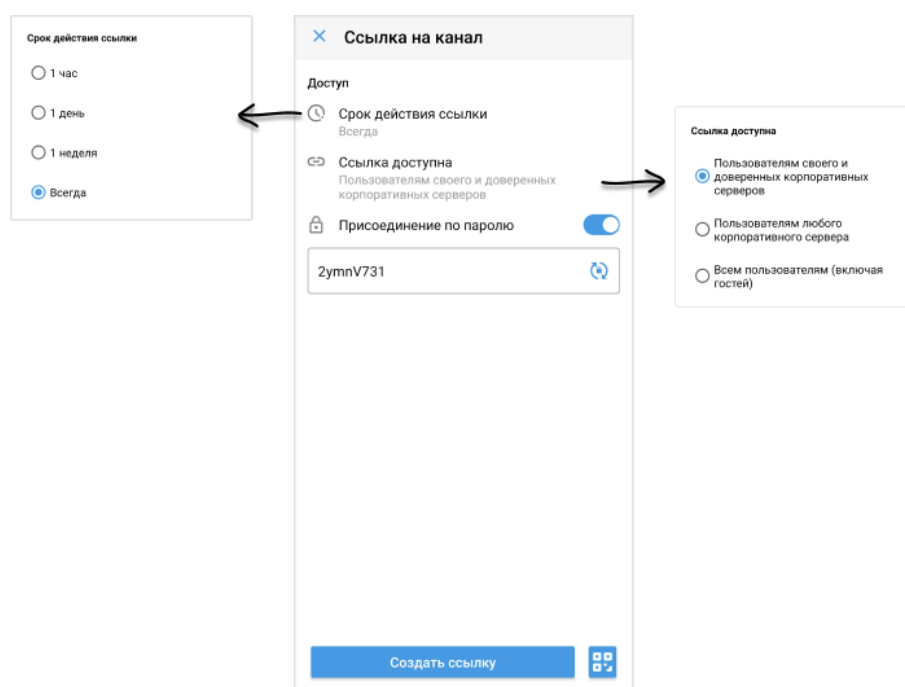



Figure 148


5. Tap on "Create link".
A link to the channel will be copied to the clipboard. A corresponding notification will be displayed on the screen.
6. Share the link with the user in any convenient way.


Inviting Users to the Channel Using a QR Code

To invite a user to the channel using a QR code:

1. [Open the channel card](#).
2. Select "Add subscribers " (Figure 146).
3. In the lower right corner of the "Link to the channel" window, tap on .
4. In the "Channel QR code" window, perform one of the following actions (Figure 149):

To send, tap on "Share" at the bottom of the screen and select the app.

To save to the clipboard, in the upper right corner, tap on  and select "Save".

To download to the device, in the upper right corner, tap on  and select "Copy to clipboard".

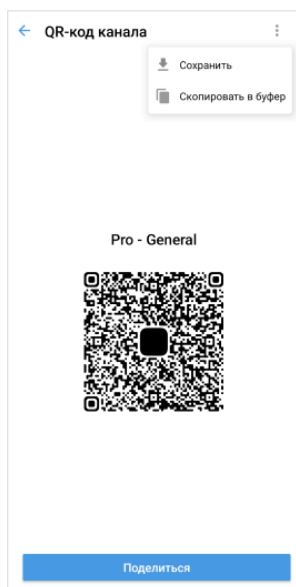


Figure 149

5. Send the QR code to the user, if the code was saved to the clipboard or downloaded to the device.

APPOINTING/REMOVING AN ADMINISTRATOR

To appoint/remove an administrator:

1. [Open the channel card](#).
2. Go to the list of subscribers and tap on the user's name.
3. Select "Appoint an administrator" or "Remove from administrators".

REMOVING A PARTICIPANT

To remove a user from the channel:

1. [Open the channel card](#).
2. Select a user by long pressing on their name.
3. Select "Remove from the channel".

The user will be removed.

Channel subscribers will receive the following Message: "<User_name> left the channel."


LEAVING A CHANNEL

There are several ways a user can leave a channel.

Note. If the current user is the only channel administrator, then after they leave the channel, another participant is automatically appointed as the administrator.

First Method


To leave a channel:

1. [Open the channel card](#).
2. Tap on  in the upper right corner.

3. In the window that opens , select "Leave channel".
4. Tap on "OK" in the "Leave channel" window.

Second Method


To leave a channel:

1. [Open the channel card](#).
2. Select  in the user list.
3. Tap on "OK" in the "Leave channel" window.

Once the user leaves the channel, the following message is displayed to all participants: "<User_name> left the channel."

DELETING A CHANNEL

To delete a channel in the app:

1. Go to the "Chats" section.
2. Select a channel by long pressing.
3. In the toolbar that is displayed, tap on  and select "Leave and delete channel".
4. In the modal window that opens, tap on "Leave and delete".

SEARCHING FOR A CHANNEL

The actions for searching for a channel are similar to those for [searching for a chat](#).

SEARCHING IN A CHANNEL

The actions for searching in a channel are similar to those for [searching in a chat](#).

ADMINISTERING GLOBAL CHAT

Administering [Global Chat](#) includes [sending](#) and [editing messages](#). The administrator can also [cancel sending the message](#).

When performing the listed actions, Notifications Bot connected to Global Chat is used.

Attention! Administrative actions are only available to users with administrator rights.

Note:

- granting rights and connecting Notifications Bot is performed by the server administrator;
 - if the user is connected to multiple servers at the same time, each of them will have its own Global Chat and associated Notifications Bot.
-

SENDING MESSAGES IN GLOBAL CHAT

Using Notifications Bot, you can send the following data to Global Chat:

- text and emoji;
- images;
- documents;
- mentions using @@;

- contacts;
- voice messages.

Sending links with previews, geolocation marks, stickers and mentions via @ is not supported.

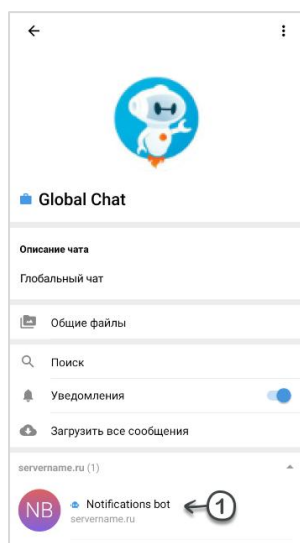


Figure 150



Figure 151

To send messages in Global Chat:

1. Go to the Notifications Bot chat from the Global Chat card (Figure 150).
2. Send the following command: `"/start_post"` (Figure 151).
The chatbot will prompt you to enter the text of the message.
3. Send one or more messages in a row.
4. Send the following command: `"/finish_post"`.
5. Confirm sending by tapping on "Confirm".
The message "Post sent to Global chat!" will be displayed in the chat with Notifications Bot.
Sent messages will be published in Global Chat.

CANCELING MESSAGE SENDING IN GLOBAL CHAT

To cancel publishing of all messages in Global Chat, do one of the following:

- send the command `"/cancel_post"` at any stage;
- tap on "Cancel" when Notifications Bot asks you to confirm the post.
The message "Creating post canceled" will be displayed in the chat with Notifications Bot.

To cancel publishing a single message in Global Chat, delete the message from the Notifications Bot chat.

EDITING MESSAGES IN GLOBAL CHAT

To edit a message:

1. Go to the Notifications Bot chat from the Global Chat card (Figure 151).
2. [Edit](#) the desired message.

The message will be updated in Notifications Bot and Global Chat.

MANAGING MESSAGES

This section provides a description of available actions. Theoretical information is provided in the “Messages” section.

Managing messages includes the following:

- actions with messages;
- sending reactions in response to messages;
- using emojis;
- sending stickers.


ACTIONS WITH MESSAGES

The following actions with messages are available in eXpress:

- formatting of message text;
- editing a sent message;
- copying of message text;
- forwarding a message;
- going to the original message;
- searching for a message in the chat;
- responding to a message;
- message tagging;
- saving a message;
- pinning a message to the top of the chat;
- viewing information about a message;
- deleting a message.

Actions with messages are carried out using the toolbar and the context menu.

Long press on a message **to open the toolbar**. A toolbar will be displayed at the top of the window (Figure 152).

To open the context menu, bring up the toolbar by selecting the message with a long press and tap  (Figure 153).

In the context menu, the following actions with messages are available:

- comments (in a group chat/channel, if the “Threads” option is activated in the chat settings);
- adding to the “Saved Messages” chat;
- pinning at the top of the chat (in a group chat, this feature is available only to the chat administrator);
- viewing information about the message;
- deleting.

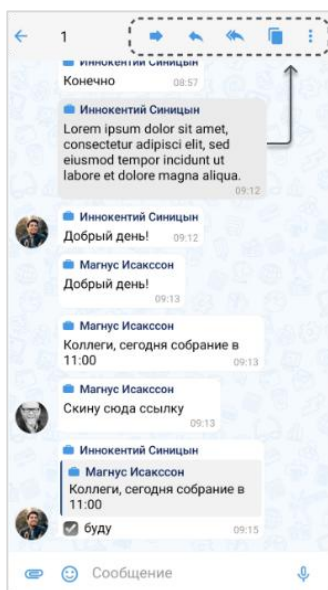


Figure 152

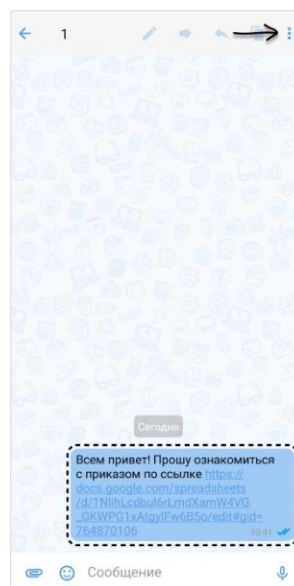


Figure 153

The user can select one or several messages, including unsent messages with the “Pending” status ⌚. The number of selected messages is displayed in the upper left corner of the window.

Note. Only “Delete” and “Copy” actions are available for unsent messages. Reply to the message, its editing and forwarding are not available

MESSAGE FORMATTING

The following actions are available to the user:

- formatting of an unsent message;
- clearing formatting;
- inserting a hyperlink;
- changing the formatting of a sent message;
- changing a hyperlink in a sent message.

Formatting of an Unsent Message

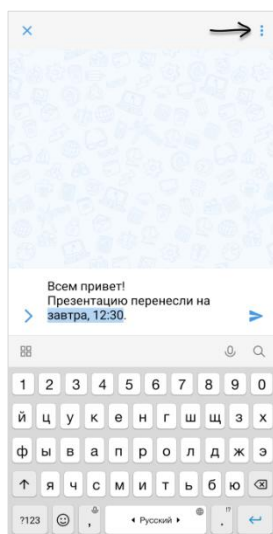


Figure 154

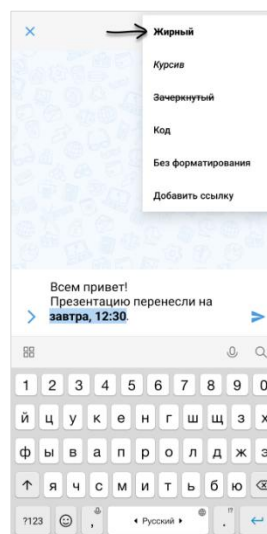



Figure 155

To perform formatting of an unsent message:

1. Select a fragment of the text by long pressing.
2. Tap on  in the upper right corner (Figure 154).
3. Select the type of formatting in the window that opens (Figure 155).

Clearing Formatting

To clear formatting, highlight a previously formatted text and select “No Formatting”.

Inserting a Hyperlink

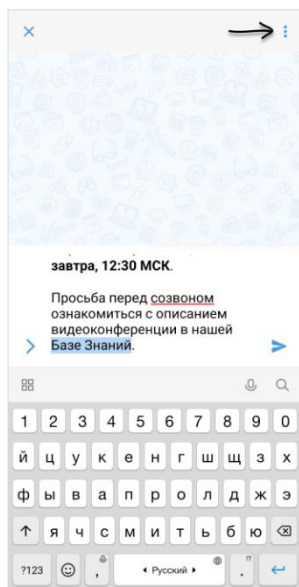


Figure 156

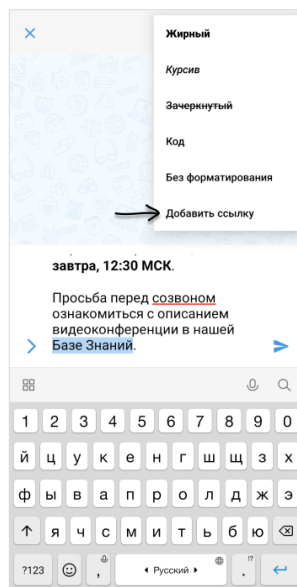


Figure 157

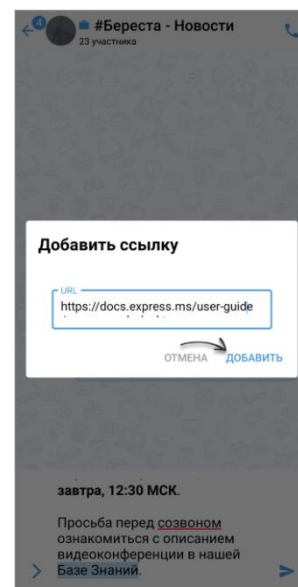





Figure 158

To insert a hyperlink:

1. Select a fragment of the text by long pressing.
2. Tap on  in the upper right corner (Figure 156).
3. Select “Add link” (Figure 157).
4. Paste the link and tap on “Add” (Figure 158).


Changing the Formatting of a Sent Message


To change formatting:

1. Select a message by long pressing.
2. Tap on  in the toolbar at the top of the screen.
3. In the editing mode, select a text fragment and open the formatting types menu.
4. Clear the formatting, if necessary. Then select new formatting.
5. Tap on .

Changing a Hyperlink in a Sent Message

To change a hyperlink:

1. Select a message by long pressing.
2. Tap on  and replace the link with the following syntax: [text](https://link).



3. Tap on .

EDITING A MESSAGE

Note:

- the user can add/change/delete signatures to all types of attachments;
- the user can edit the text of any message sent by them, including those containing attachments, within 48 hours;
- the channel administrator can edit their messages and the messages of other administrators without any time limitations;
- the message can be edited an unlimited number of times;
- attachments and the quoted message are not edited and are not changed when the text of the message is changed;
- if the original message is edited after it is quoted (replied to), then in the message containing it as a quote, it remains unchanged;
- if the original message was edited after it was sent, the recipients will still see its unchanged version.

To edit the text of a sent message:


1. Tap on  in the toolbar.
2. Change the text in the message sending field.
3. Confirm the change by tapping on .

The message will be edited. The "edited" label will be displayed under the message.

COPYING A MESSAGE

The user can copy and paste their own and other users' text messages, one at a time or several at a time. Multiple copied messages are pasted as one message. When pasting copied messages that contain attachments, only the text is pasted.

To copy a message:

1. Tap on the message.
2. Tap on  in the toolbar.

To paste a copied message:



1. Tap on the message input field.
2. Select "Insert".

FORWARDING A MESSAGE


Note:

- if the recipient of the forwarded message is not a participant in the chat from which it was sent, then they will not be able to go to the original message;
- if the user who forwarded the message is removed from the source chat, then when switching to the original message, a notification will be displayed stating that this user is no longer a participant in the chat;
- if the original message is deleted by the author, and the author is its recipient in another chat, then when the author switches to the original message, the following notification will be displayed: "The message is not available" (for a message deleted "for me") or "This message has been deleted" (for a message deleted "for everyone").

To forward a message:

1. Select a message by long pressing, then tap on  (Figure 159).
2. Select one or more chats.
3. Tap on  at the bottom of the screen (Figure 160).

The message will be forwarded to selected chats. The header of the forwarded message contains the name of the author and the time of sending the original message.

Note. In the list of chats, a forwarded message is marked with the icon .

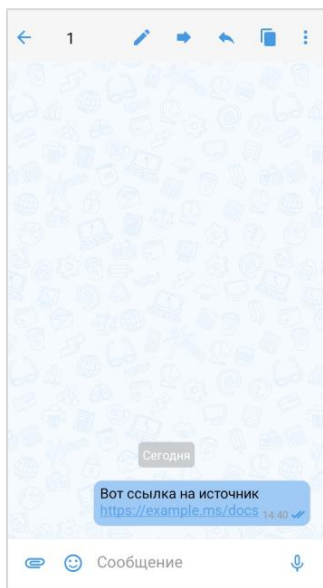


Figure 159

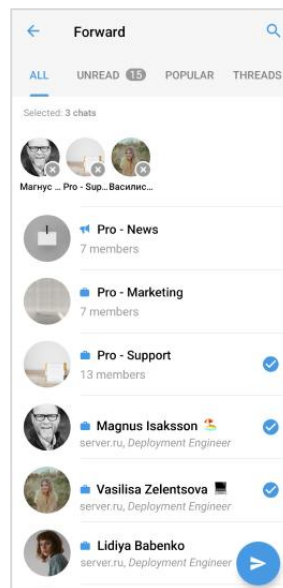


Figure 160

GOING TO THE ORIGINAL MESSAGE

To go to the original message, tap on the header of the forwarded message.

SEARCHING FOR A MESSAGE

In eXpress SC, the user can search for messages **by words** and **by tags**.

Searching by Words**To search for messages by words:**

1. Tap on the chat header to open its card.
2. Select "Search" in the card (Figure 161).
3. Enter the query in whole or in part (Figure 162).

Search results will be displayed on the screen.

To view all results, use the buttons at the bottom of the screen (Figure 162).

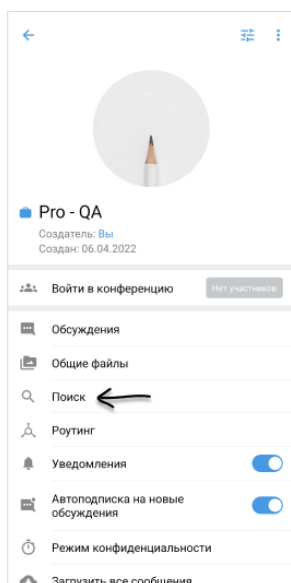


Figure 161

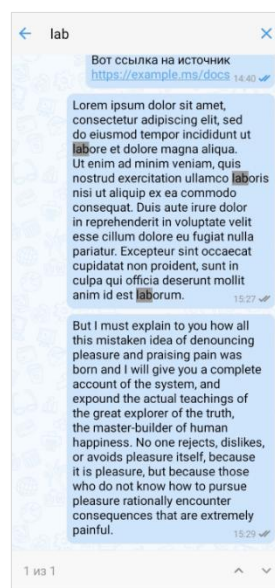



Figure 162

Searching by Tags

The app searches all chats, channels and threads from the list. You can select personal tags which were used by the user to mark messages.

To search for messages by tags:



1. Tap on  in the upper right corner, and then tap on **#**.
2. Enter a personal tag into the search bar or select a tag from the list.

Chats, channels or threads that contain messages with this tag will be displayed on the screen.


REPLYING TO A MESSAGE


A chat participant can quote and reply to any message in the chat, including their own messages. A reply to a message can contain attachments of all types.

To reply to a message:

1. Tap on the message.
2. In the toolbar, tap on  or swipe from left to right on the message.
3. Type your text in the message input field.
4. Tap on .

Tapping on a quoted message takes you to the original message.

To send a private message in response to a message in a group chat, tap on  in the toolbar. You will be taken to a personal chat with the user.


Note. If the icon  is missing from the toolbar, this means that the author of the message no longer has access to the app and a personal reply is not possible.

ADDING A TAG TO A MESSAGE

The user can tag a message with one or several tags to find it later.

To tag a message:

1. Go to chat/channel/thread with the message.

2. Tap on the message to bring up the context menu.
3. Select "Tags".
4. Enter a tag and tap on  next to the tag.
The tag will be added to the message and will be displayed in the tag list box. Message search based on this tag will be available to the user.

SAVING A MESSAGE

To add a message to the "Saved Messages" chat, select "Save message".

The message will be added to the favorites and the "Message saved" message will be displayed at the bottom of the window.


PINNING A MESSAGE

To pin a message to the top of the chat:

1. From the context menu, select "Pin message".
2. Tap on "Pin" in the window that opens.
The message will move to the top of the chat. All chat participants will receive the following system message: "<User_name> pinned the message."


Note. If the user pins a message when there is a second pinned message, the previous message is automatically unpinned. When editing a pinned message, changes are also displayed at the top of the chat. If the author of the pinned message deletes it locally ("for me"), no changes occur for other chat participants.

To unpin a message:

1. In the chat window, tap on  to the right of the pinned message.
2. Tap on "Unpin" in the window that opens.
The message will be removed from the top position. All chat participants will receive the following system message: "<User_name> unpinned the message."

VIEWING INFORMATION ABOUT THE MESSAGE

To view information about the message, do one of the following:

- in the context menu, select "Information";
- in the toolbar, tap on  and select "Information".
A window with the following data will open ([Figure 163](#)):
 - confirmation of signature validity;
 - the list of chat participants who have read the message;
 - the list of chat participants to whom the message was delivered.

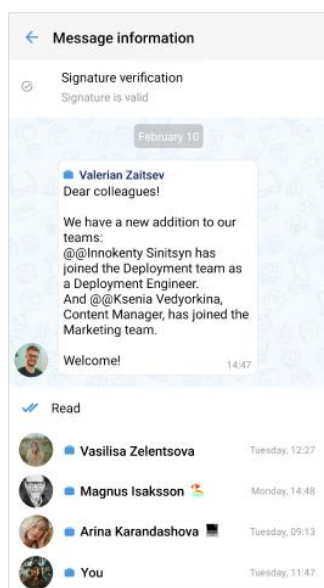


Figure 163

DELETING A MESSAGE

Rules for deleting messages:

- if no more than 24 hours have passed since the message was sent, the sender can delete the message for themselves and for all recipients;
- if more than 24 hours have passed since the message was sent, the sender can delete the message only for themselves;
- deleted messages cannot be restored;
- the channel administrator can delete the messages posted by any of the channel administrators for everyone, without any time limitations;
- the channel administrator can delete the messages posted by any of the participants for everyone, without any time limitations.

To delete a message:

1. In the context menu, tap on "Delete":
2. Select "Delete for me" or "Delete for everyone".

The message will be deleted for the current user/all chat participants.

REACTIONS

SENDING A REACTION

To quickly send a reaction, 👍 double-tap on the message.

To send a reaction to a message:

1. Tap on the message.
2. In the context menu that opens, tap on 😊 to display all available reactions (Figure 164).
3. Select one of the reactions (Figure 165).

The reaction will be sent.

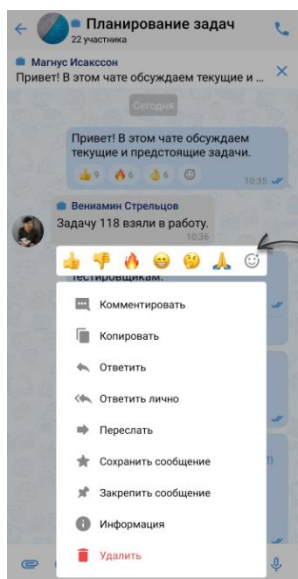


Figure 164

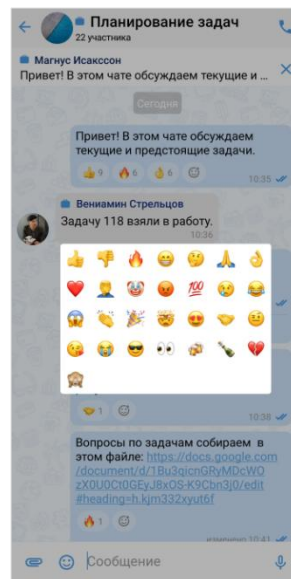


Figure 165

To add a reaction to a message with existing reactions, perform one of the actions below:

- tap on the desired reaction under the message;
- tap on 😊 and tap to select a new reaction.

VIEWING INFORMATION ABOUT REACTIONS

The user can view the following information about reactions in the chat:

- types of sent reactions and their quantity;
- names of the users who sent certain reactions.

This information is displayed in the “Reactions” window.

To open the “Reactions” window, long press the reactions field under the message (Figure 166). The window will open (Figure 167).

To view information about the user who sent the reaction, tap on their avatar. The user/contact card will open.

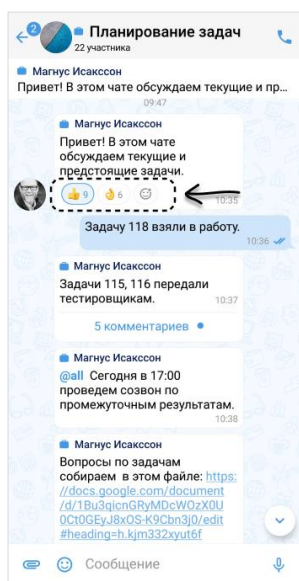


Figure 166

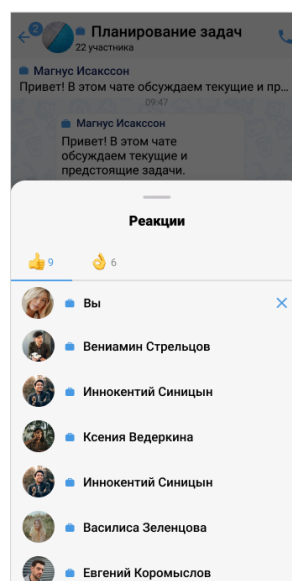


Figure 167


DELETING A REACTION

The user can delete the sent reaction in two ways.


To delete a reaction in the chat window, tap on the reaction again.

To delete in the reaction information window, go to the relevant tab and tap on  (Figure 167).

EMOJIS

Emojis are smileys, pictograms, logograms, or ideograms designed to convey emotional signals that otherwise cannot be reflected in written speech. Viewing, searching and selecting emojis is available to the user in a pop-up window that is displayed when tapping on the button  in the message input field. The available set of emojis cannot be changed by the user.

To insert an emoji into a message:

1. Tap on  in the message input field.
2. Select a set of emojis by tapping on the appropriate button at the top of the window (Figure 168).

Swipe from bottom to top to view available emojis.

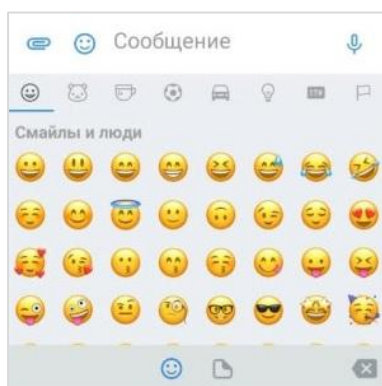


Figure 168

3. Select one or more emojis.

Note. The size of emojis depends on their quantity (the larger the size, the smaller the size) and the presence of text in the message.

4. Send the message.

To view and select the available emoji, tap on the theme tab at the top of the window and/or scroll down the slider.

To select an emoji from another set, go to the corresponding tab.

To search for emoji, enter its English name, in whole or in part, in the search bar.

STICKERS

Stickers are miniature pictures that convey emotions, actions or messages.

eXpress supports the creation of a personalized collection of stickers with the help of available sticker sets, which have been uploaded by the administrator.

The user can [add sticker sets to collection](#), [view sets](#) and [customize the order in which they are displayed](#), and [delete stickers from collection](#).

After adding a sticker set, the following actions are available to the user:

- [viewing stickers](#);
- [sending](#) and [deleting](#) stickers;
- [adding to favorite/deleting from favorite](#);
- [deleting from recents](#).

All user stickers are available in the “Stickers” tab.

To open the “Stickers” tab, in the message input field, tap on 😊, then, at the bottom of the window that opens — 🗨️.

When you first open it, the “Stickers” tab is empty.

The tab interface is shown below (Figure 169):

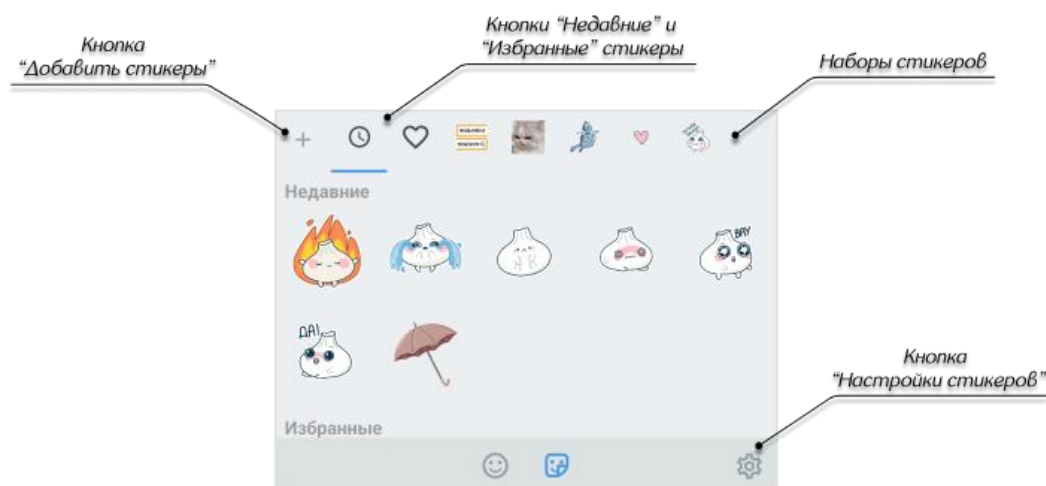


Figure 169

ADDING A STICKER SET TO COLLECTION

First Method

To add a sticker set to the collection:

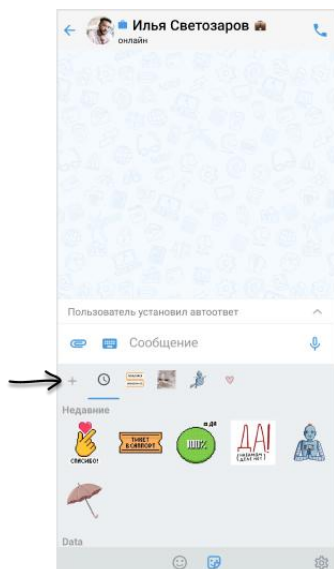


Figure 170

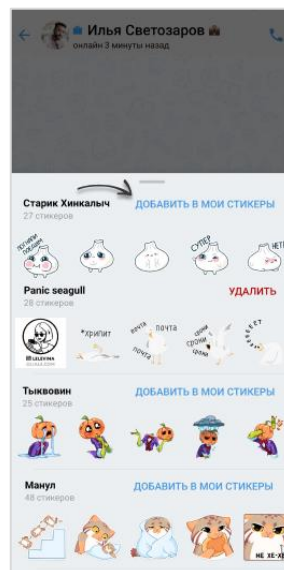


Figure 171

1. In the "Stickers" tab, tap on "+" in the upper left corner (Figure 170).
2. In the list that opens, tap on "Add to my stickers" (Figure 171).


Second Method

To add a sticker set to the collection:

1. In the chat, tap on a sticker sent by another user.
2. Tap on "+" in the upper right corner of the window.

VIEWING A STICKER SET

To view a set of stickers in a separate window:

1. Tap on  in the lower right corner of the "Stickers" tab..
2. In the "My stickers" window, tap on the name of the sticker set (Figure 172):

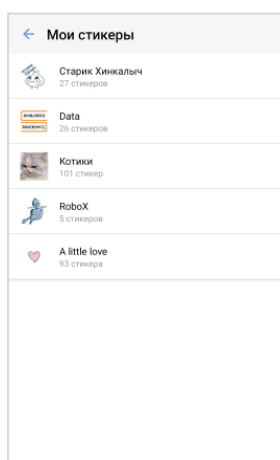




Figure 172

A window will open with all the stickers in the set.

MANAGING THE ORDER IN WHICH STICKER SETS ARE DISPLAYED

To manage the order in which sticker sets are displayed:

1. Tap on  in the lower right corner of the "Stickers" tab..
2. Select a sticker set by long pressing.
3. Tap on  opposite the name of the sticker set and move it down/up.



DELETING A STICKER SET FROM THE COLLECTION

First Method**To delete a sticker set:**



1. In the "Stickers" tab, tap on "+" in the upper left corner.
2. In the window that opens, tap on "Delete" next to the name of the sticker set.

The sticker set will be deleted from the collection.

Second Method**To delete a sticker set:**

1. In the "Stickers" tab, tap on  in the lower right corner.
2. Select a sticker set by long pressing. Then, tap on  in the upper right corner.

Third Method**To delete a sticker set:**

1. In the "Stickers" tab, tap on  in the lower right corner.
2. In the "My stickers" window, tap on the name of the sticker set.
3. In the sticker set viewing window, tap on  to the right of the name of the sticker set.

VIEWING STICKERS

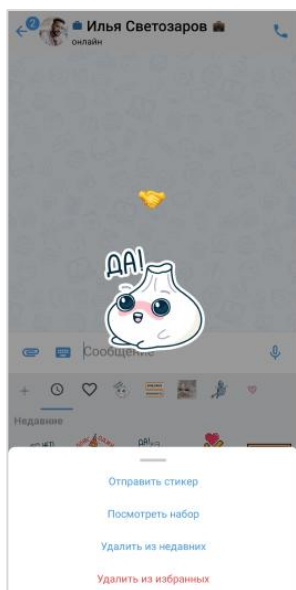
First Method. Via the "Chats" Window

Figure 173

To view a sticker, select it by long pressing. The sticker will be displayed on the screen in a larger size (Figure 173).

Second Method. Via the "My Stickers" Window**To view a sticker:**

1. In the "Stickers" tab, tap on ⚙️ in the lower right corner.
2. In the "My stickers" window, tap on the name of the sticker set.
3. Select a stickers by long pressing.

SENDING A STICKER TO A CHAT/CHANNEL/THREAD

First Method. Via the Chat/Channel/Thread Window**To send a sticker:**

1. In the "Stickers" tab, select a sticker set at the top of the tab.
2. Tap on the sticker.
The sticker will be sent.

Second Method. Via the Sticker Viewing Window**To send a sticker:**

1. In the "Stickers" tab, select a sticker set at the top of the tab.
2. Select a stickers by long pressing.
3. At the bottom of the screen, tap on "Send sticker".

Third Method. Via the "My Stickers" Window**To send a sticker:**

1. In the "Stickers" tab, tap on ⚙️ in the lower right corner.

2. In the "My stickers" window, tap on the name of the sticker set.
3. Select a stickers in the pack by long pressing.
4. At the bottom of the screen, tap on "Send sticker".

DELETING A STICKER FROM CHAT/CHANNEL/THREAD

Deleting a sticker is similar to [deleting a message](#).

ADDING TO FAVORITE/DELETING TO FAVORITE


First Method. Via the Sticker Viewing Window

To add stickers to favorite/delete stickers from favorite:

1. In the "Stickers" tab, select a sticker set at the top of the tab.
2. Select a stickers by long pressing.
3. At the bottom of the screen, tap on "Add to Favorite"/"Remove from Favorite".


Second Method. Via the "My Stickers" Window

To add stickers to favorite/delete stickers from favorite:

1. In the "Stickers" tab, tap on  in the lower right corner.
2. In the "My stickers" window, tap on the name of the sticker set.
3. Select a stickers in the pack by long pressing.
4. At the bottom of the screen, tap on "Add to Favorite"/"Remove from Favorite".

REMOVING A STICKER FROM RECENTS

To remove a sticker from recents:

1. In the "Stickers" tab, tap on  in the lower right corner.
2. In the "My stickers" window, tap on the name of the sticker set.
3. Select a stickers in the pack by long pressing.
4. At the bottom of the screen, tap on "Remove from recent".

VOICE MESSAGES

eXpress supports the function of sending voice messages.


This section describes the actions available to the user when using voice messages. General theoretical information is provided in the ["Voice Messages"](#) section.

The following are available to the user:

- [quick sending](#);
- [sending with recording mode locked](#);
- [adding a signature to the message](#);
- [forwarding to another chat](#);
- [listening to a received message](#).

QUICK SENDING OF VOICE MESSAGES

To quickly send a voice message:

1. Press and hold  in the message input field (Figure 174).
2. Release the button after recording the message.

The message will be loaded (Figure 175), and then will be sent to the addressee, and will be displayed in the chat workspace. The chat will be moved to the top of the list.

To cancel quick sending of voice message, slide your finger towards the button  ОТМЕЧА .

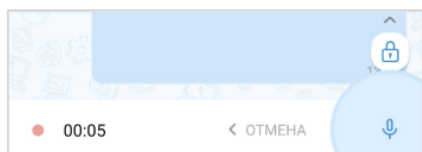


Figure 174

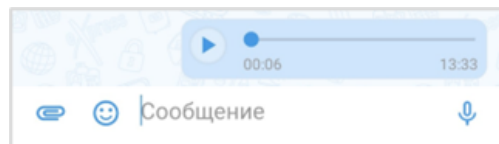





Figure 175

SENDING A VOICE MESSAGE WITH RECORDING MODE LOCKED

To send with the recording mode locked:

1. Tap on  in the message input field.
2. Swipe up towards the icon  to lock the recording mode (Figure 176).
3. Tap on  after the recording is ended (Figure 177).

The message will be loaded, and then will be sent to the addressee, and will be displayed in the chat workspace. The chat will move to the top of the list, and the "Voice message" inscription will be displayed in its field.

To cancel a pinned recording, tap on **ОТМЕЧА** .



Figure 176





Figure 177

ADDING TEXT TO VOICE MESSAGE

The user can add a text to the voice message if it has already been sent.

Note. The action is available within 48 hours from the moment of sending the voice message.

To add a text:

1. Start editing your message using one of the methods below:
 - select a message by long pressing, then in the panel that is displayed at the top of the window, tap on  (Figure 178);
 - tap next to the message, then select "Edit" (Figure 179).
2. Enter the text and tap on  .

The text will be added to the message.

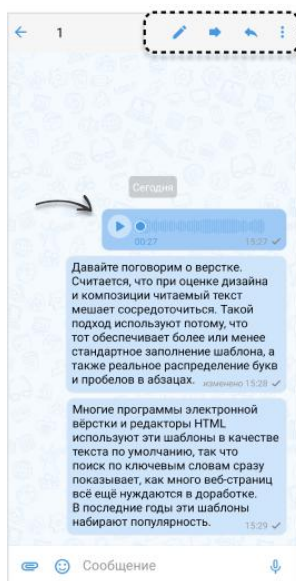


Figure 178

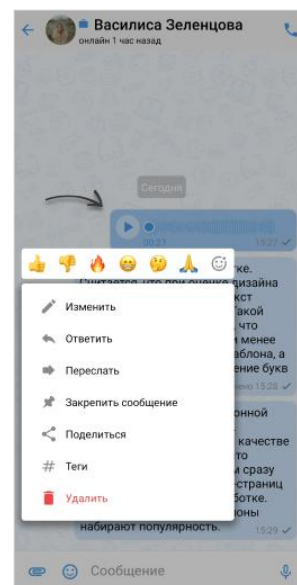



Figure 179


FORWARDING A MESSAGE TO ANOTHER APP

To forward a message:



1. Open the context menu of the message using one of the methods below:
 - select the message by long pressing, then tap on  in the upper right corner (Figure 178);
 - tap on the area next to the message (Figure 179).
2. In the context menu, select "Share".
3. Select the app from the pop-up window and send the message.

The voice message will be sent to the selected app as an MP3 file.


PLAYING A VOICE MESSAGE

To play a message, tap on  in the chat window. A panel with information about the message being played will be displayed in the app interface (Figure 180). This panel will be displayed until the user stops playing the message, including when moving to other sections and chats in the app.

To control the message playback speed, tap on  in the information panel. Available playback speed options: **1x**, **1.5x**, **2x**, and **3x**.

To pause playback of a message, tap on  in the information panel, or tap on  in the chat window. The playback will be paused.

To resume paused playback, tap on  in the information panel, or tap on  in the chat window. Playback will be resumed.

To stop the message playback completely, tap on  in the information panel. Playback will be stopped. The panel will no longer be displayed in the app interface.

Note. Voice message playback automatically stops when a call starts. After the call ends, playback must be resumed manually. Playback will start from the beginning.

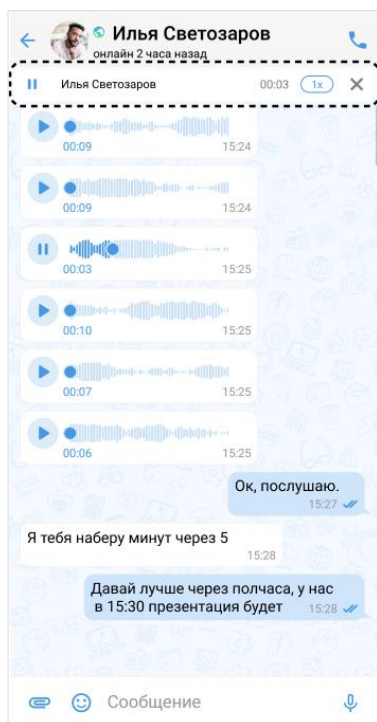


Figure 180

POLLS

POLLS MANAGEMENT

This section presents the operations available to the user as part of polls management:

Additional theoretical information is available in the “Polls” section.

The following actions are available to the user:

- [creating a poll](#);
- [creating a quiz](#);
- [editing a poll](#);
- [participating in a poll](#);
- [ending a poll](#);
- [deleting a poll](#);
- [viewing poll results](#).

The user can also perform actions with the poll, which are similar to actions performed with a regular [text message](#):

- [copying the description](#);
- [starting threads](#);
- [replying in a group chat](#);
- [replying to the poll creator in a private chat](#);
- [forwarding the message](#) (it may not be available if the creator has prohibited forwarding the poll);
- [saving](#);
- [viewing information about a message](#).

Creating a Poll

The rules for filling in the fields when creating a poll are presented below (Table 18):

Table 18

Field	Value
Ask a question	Mandatory field. Allows input of letters, numbers and symbols (up to 256 characters)
Poll description	Optional field. Allows input of letters, numbers, symbols, Markdown, contact and chat/channel mentions (max 4,096 characters)
Answer options <i>Minimum 2, maximum 10</i>	Mandatory field. Allows input of letters, numbers and symbols (up to 128 characters)
Answer explanation <i>Displayed if quiz mode is enabled</i>	Optional field. Allows input of letters, numbers, symbols, and emoji (up to 256 characters)

When the “Quiz Mode” setting is enabled:

- a button is added to select the correct answer in the “Answer” field;
- the “Answer explanation” field is added;
- the “Select multiple answers” setting is turned off (if enabled) and becomes inactive.

The button  may be inactive in the following cases:

- the question and both answers do not contain at least one character;
- only one answer option is filled in;
- the correct answer is not selected for the quiz.

When the “Allow poll forwarding” setting is disabled, the “Forward” and “Save message” options will not be available in the context menu of poll messages.

To create a poll:





1. In the message input creation field, tap on .
2. Select the “Poll” attachment type.
3. Enter the poll (Figure 181).

Figure 181

4. Provide a description of the poll.
5. Enter answer options.
6. Enable/disable the "Anonymous poll" setting.
7. Enable/disable the "Select multiple answers" setting.
8. Enable/disable the "Allow poll forwarding" setting.
9. Tap on  in the upper right corner of the window.
The poll will be created and sent.

To create a quiz:

1. Tap on  in the message field.
2. Select the "Poll" attachment type.
3. Enter the poll (Figure 181).
4. Provide a description of the poll.
5. Enter answer options.
6. Turn on the "Quiz Mode" setting.
7. Specify the correct answer option by checking the box next to the option.
8. Fill in the "Answer explanation" field.
9. Enable/disable the "Anonymous poll" setting.
10. Enable/disable the "Allow poll forwarding" setting.
11. Tap on  in the upper right corner of the window.
The quiz will be created and sent.

Editing a Poll

This action is available to the creator of the poll.

It is possible to edit only the description of the question within 48 hours after sending, by analogy with a regular [text message](#).

To edit a poll/quiz, tap next to the message and select "Edit" in the context menu that opens.

Ending a Poll

Only the creator can end a poll. Once the poll is ended, participants will not be able to cancel their vote.

To end a poll/quiz, tap next to the message and select “End” in the context menu that opens.

Deleting a Poll

There are the following options for deleting the poll:

- **“Delete for me”**. In this case, the poll will continue to be displayed for other users and will be available for participation.

The action is available to any user without any time limitations.

- **“Delete for everyone”**. The poll will stop being displayed to all users, but will not be ended. If the poll was forwarded to other chats/channels, users will be able to participate in it.

The action is available to the creator of the poll/quiz within 24 hours after creation, and to the administrator of the chat/channel without any time limitations.

- **“Delete for everyone and end the poll/quiz”**. The poll will be deleted and ended for all users. If the poll was forwarded to other chats/channels, users will not be able to participate in it.

Available only to the creator of the poll within 24 hours after creation.

To delete a poll/quiz for the current user:

1. Tap next to the message.
2. In the context menu that opens, select “Delete”.
3. In the modal window that opens, tap on “Delete for me”.

To delete a poll/quiz for everyone:

1. Tap next to the message.
2. In the context menu that opens, select “Delete”.
3. In the modal window that opens, tap on “Delete for everyone”.

To delete and end the poll/quiz for everyone:

1. Tap next to the message.
2. In the context menu that opens, select “Delete”.
3. In the modal window that opens, tap on “Delete and end the poll for everyone”.

Viewing and Downloading Results

Note. These actions are not available if the poll was anonymous.

To view the poll results, tap on “View results”. A window will open containing the following ([Figure 182](#)):

- question (pinned in the upper part of the window);
- answer options with the indication of the users who voted for them, their number and percentage of all those who voted.

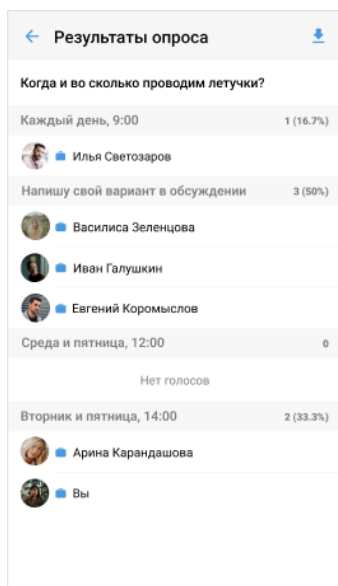


Figure 182

The creator of the poll can download the results to the device in the form of a CSV file.

To download the results, tap on  in the upper right corner of the "Poll results" window.

Poll Bot will generate and send a CSV file that the user can download. The report file contains the names of the users, their chosen answer option, the date and time of the answer (Figure 183).

```
name,variant,inserted_at
Ксения Ведеркина,Вторник и пятница, 14:00,2024-11-19 09:44:59
Евгений Коромыслов,Среда и пятница, 12:00,2024-11-20 09:10:19
Иван Галушкин,Среда и пятница, 12:00,2024-11-20 09:10:48
Илья Светозаров,Каждый день, 9:00,2024-11-20 09:27:14
Василиса Зеленцова,Среда и пятница, 12:00,2024-11-22 10:16:01
Арина Карандашова,Вторник и пятница, 14:00,2024-11-28 08:28:20
```

Figure 183

PARTICIPATING IN A POLL

When participating in a poll, the following actions are available to the user:

- selecting an answer option;
- canceling a vote;
- viewing results (without download option).

To select an answer option, check one of the available options.

To cancel a vote, tap next to the message and select "Cancel vote" from the pop-up menu. The vote will be canceled and the user will be able to choose the second option.

The action is not available in a quiz.

To view the poll results, tap on "View results".

A window with data will open (Figure 182).




FILTER BY UNREAD MESSAGES

In the “Chats” section, you can use the filter to display only all chats/channels with unread messages in any of the tabs.

To enable/disable the filter, tap on its icon next to the search bar:

In the interface, the filter can be indicated by one of the following icons (Table 19):

Table 19

Icon	Description
	The filter is enabled. The tab only displays chats with unread messages
	The filter is disabled. The user has unread messages
	The filter is disabled. The user does not have any unread messages

MANAGING THREADS

This section describes the actions available to the user within the scope of polls management (chats with comments to messages).

Additional theoretical information is available in the “Threads” section.

The following actions are available to the user:

- [creating a thread](#);
- [viewing a thread](#);
- [joining a thread](#);
- [adding a participant to the thread](#);
- [setting up a thread](#);
- [searching for a thread](#);
- [searching by message history in thread](#);
- [leaving a thread](#);
- [managing files and links in the thread](#).

CREATING A THREAD

Note. The user can create a thread in any message, provided that it was sent in a group chat or channel that has the “Threads” option enabled in its settings.

To create a thread:

1. Tap on a message in a chat or channel.
2. Select “Comment”.

A sub-chat named “Thread in <Chat Name>” will be created, where the message being discussed will be pinned (Figure 185). The user will be redirected to this sub-chat, where they can leave their comment.

The created subchat will be available to the user in the “Thread” tab in the “Chats” section. If the “Threads in the general chat list” setting is enabled in the app, the subchat will also be displayed in the “All” tab of the “Chats” section.

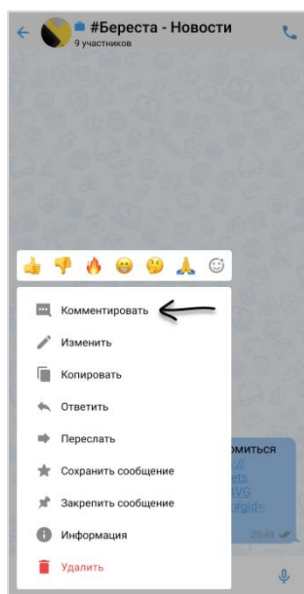


Figure 184

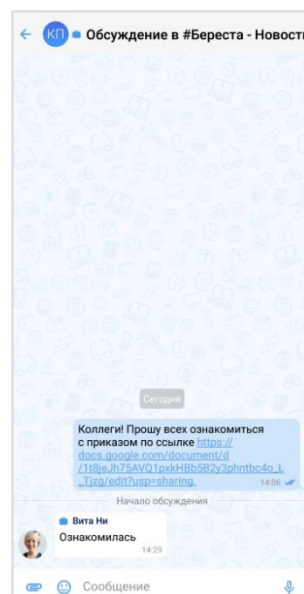


Figure 185

VIEWING A THREAD

The user can view messages in a thread even if they are not a subscribed to it, i.e. has not joined the thread. Viewing is carried out in the window of the selected thread, which can be accessed as follows:

- via the chat/channel window that contains the original message;
- via the chat/channel card.

Note. To view messages in a thread a user is connected to, simply open the desired subchat in the “Threads” tab in the “Chats” section. If the “Threads in the general chat list” setting is enabled in the app, the subchat can also be selected in the “All” tab of the “Chats” section.

To navigate from the chat/channel window, tap on the link with information about the number of comments to the message (Figure 186).

To navigate from a chat/channel card:

1. Open the card of the chat/channel whose thread you want to join.
2. Select “Threads” (Figure 187).
3. Tap on a thread in the list.

The user will be redirected to the threads window.

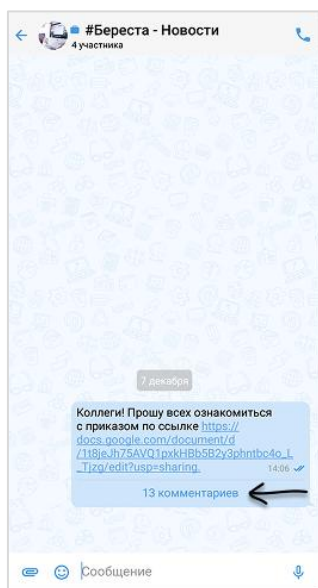


Figure 186

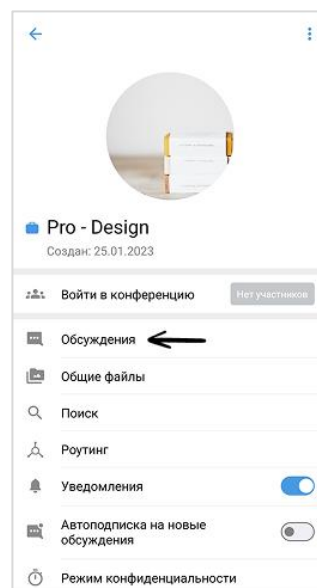


Figure 187

JOINING A THREAD

Joining a thread allows you to track new comments as they appear. The app will automatically notify the user about new comments in followed threads.

All threads that the user has joined are displayed in the "Threads" tab of the "Chats" section. If the "Threads in general chat list" option is enabled in eXpress settings, they are also displayed in the "All" tab, in the user's other chats list.


An eXpress user automatically joins the thread in the following cases:

- the participant was mentioned in the thread with @, for example: <@Ivan Ivanov>;
- the "Auto-subscribe to new threads" setting is enabled in the chat/channel card;
- the user sends a message in the thread.

There are also several ways to join (subscribe to) a thread manually.

FIRST METHOD. VIA THE GROUP CHAT/CHANNEL CARD

To join a thread:

- Open the card of the chat/channel whose thread you want to join.
- Select "Threads" (Figure 187).
- Select a thread by long pressing.
- At the top of the screen, tap on  (Figure 188).

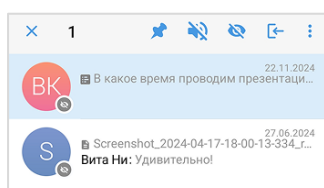



Figure 188

The user will join the thread. This thread is displayed depending on the [app settings](#):

- only in the "Threads" tab of the "Chats" section;
- on the "Threads" and "All" tabs of the "Chats" section.

SECOND METHOD. VIA THE THREAD CARD

Note. Threads to which the user is not subscribed are marked with the icon . If necessary, the user can search for the desired thread.

To join a thread:

1. Open the card of the chat/channel whose thread you want to join.
2. Select "Threads" ([Figure 187](#)).
3. Tap on the title of the thread, then in the thread window, tap on the header.
4. In the thread card, select "Join thread" ([Figure 189](#)).

The user will join the thread. This thread is displayed depending on the [app settings](#):

- only in the "Threads" tab of the "Chats" section;
- on the "Threads" and "All" tabs of the "Chats" section.

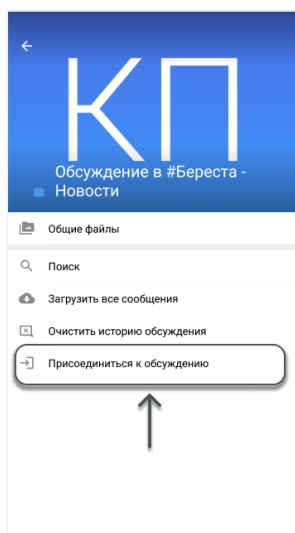


Figure 189

ADDING A PARTICIPANT TO THE THREAD

A chat or channel participant can add another user to the thread.

Conditions under which addition is possible:

- the user is a participant of the chat/channel;
- [the channel has mentions enabled, which are accessible to all participants](#) (set up by the administrator).

To add a participant, send a mention of this user to the thread: `<@Ivan_Ivanov>`.

SETTING UP A THREAD

In eXpress, you can manage thread settings.

The user can customize parameters of a thread as follows:

- using the toolbar;
- using the thread card.

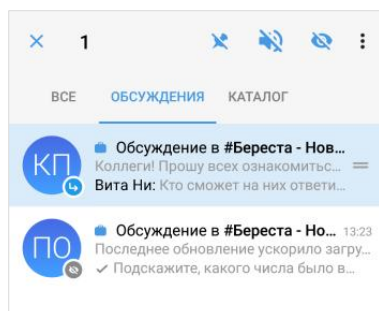






Figure 190

To bring up the toolbar, select the desired thread, tap and hold on it until a bar is displayed at the top of the screen (Figure 190). A complete list of icons and a description of the functions they perform are provided below (Table 20).

Table 20

Icon	Description
	Pin the thread to the top of the list / unpin it from the top of the list. Pinned threads are sorted by pinning time: the chat that was pinned last is displayed at the top. The position of pinned threads does not change after minimizing and closing the app
	Enable/disable notifications
	Enable/disable the unread notification counter in the thread cell
	Bringing up context menu. Available operations: <ul style="list-style-type: none"> • clear thread history; • leave the thread; • tags

To go to the thread card:

1. Open the thread window (Figure 191).
2. Tap on the area with the avatar and thread name at the top of the window.
The thread card will open (Figure 192):

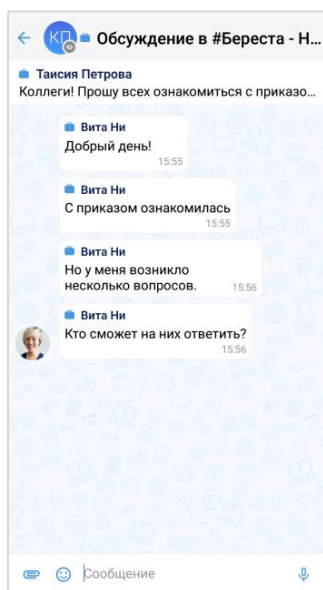


Figure 191

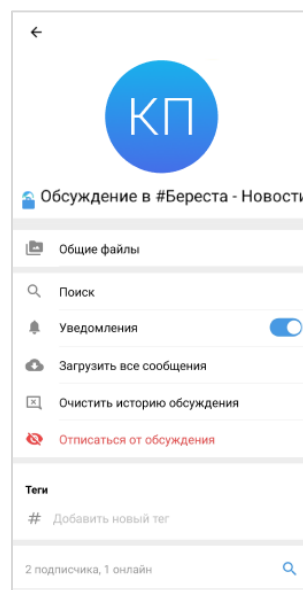



Figure 192

To enable/disable notifications, slide the “Notifications” switch to the right or left.



To download thread history, select “Download all messages”.

To clear thread history, select “Clear thread history” and tap on “OK” in the “Delete messages” window.

To add a tag to the thread card:

1. Select “Add Tag” in the thread card.
2. Enter a tag and tap on  next to the tag.
The thread will be tagged with the specified tag.

To add a thread tag in the “Chats” section:

1. Select a thread by long pressing.
1. Tap on  in the upper right corner.
2. Select “Tags”.
3. Enter a tag and tap on  next to the tag.
The thread will be tagged with the specified tag.

SEARCHING FOR A THREAD

The user can search for threads in the “Threads” tab. If the “Threads in the general chat list” option is enabled in the app settings, the user can also perform search in the “All chats” tab.

Note. In these tabs, the user can only search for threads to which they are subscribed. To perform search in all threads in a specific chat/channel, including those the user is not subscribed to, go to the list of threads for that chat/channel (see items 1-2 on page 133).

Searching for threads by query and by tag is supported. The actions for searching are similar to those for searching for a chat [by query](#) and [by tag](#).

SEARCHING IN THREAD

The user can search for messages, media files, documents and links sent by them and other users subscribed to the thread.

When searching in a thread, actions are performed in the thread card and are similar to those for searching in a chat (see page 92).


LEAVING A THREAD

The user can leave the thread (unsubscribe from it) in several ways.

All threads that the user has joined are displayed in the "Threads" tab of the "Chats" section. If the "Threads in general chat list" option is enabled in eXpress settings, they are also displayed in the "All" tab, in the user's other chats list.

FIRST METHOD. VIA THE CONTEXT MENU

To leave the thread:

1. Go to the "Threads " or "All" tab in the "Chats" section.
2. Tap on a thread and hold until the toolbar is displayed at the top of the screen (Figure 193).
3. Tap on  in the toolbar.

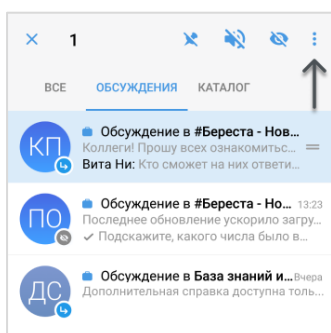


Figure 193

4. Select "Unsubscribe from thread" in the displayed context menu.
The user will be removed from the thread and will not receive notifications about new messages.

SECOND METHOD. VIA THE THREAD CARD

To leave the thread:

1. Go to the "Threads " or "All" tab in the "Chats" section.
2. Select the thread you would like to leave.
3. Open the thread card by tapping on the thread header.
4. Select "Unsubscribe thread" (Figure 194).

The user will be removed from the thread and will not receive notifications about new messages.

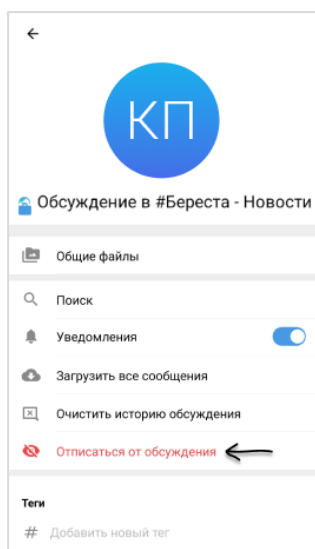


Figure 194

ACTIONS WITH FILES AND LINKS

eXpress allows corporate users to send files of any type up to 1 GB in size, as well as links, to chats, channels, and threads. One message may contain:

- up to 10 images sent as "Photos";
- unlimited number of files sent as "Document".

When you try to select more than 10 images, a system notification is displayed: "You have selected the maximum number of items."

The following actions are available in this section:

- sending files;
- sending images with pre-processing;
- deleting sent files.

The following actions are available for received files:

- viewing;
- downloading;
- forwarding in eXpress;
- forwarding via an external app;
- navigating to a resource via a link/hyperlink;
- sending a letter using e-mail address.

The listed actions are available from a [message containing an attachment](#), as well as from the ["Common files" section of the chat card](#).

The user can also set up [automatic downloading of files to a mobile device](#).

RESTRICTIONS FOR WORKING WITH FILES

The app can be set to prohibit sending files to certain chats or channels.

In this case, the user sending the file will receive the message "Sending files from the corporate network to this chat is prohibited." The file will not be sent.

A ban can be set on viewing and downloading files in certain chats/channels.

In this case, the user viewing/downloading the file will receive the warning "Only available from the company network." Viewing/downloading will not be available.



Restrictions are configured by the administrator. Should you have any questions, contact your administrator or technical support.

SENDING A FILE

You can send a file to the chat in the following ways:

- by attaching to a message (including an empty one);
- by forwarding from the "Common files" section of the chat card;
- forwarding from other mobile apps or the device's file system (gallery, files, etc.).

To attach a file to a message:


1. Tap on  in the message field.
2. Select the attachment type.
3. Select a file from the file system.
4. Write the text in the message field, if necessary.
5. Tap on  in the lower right corner.

You can send multiple photos, videos and documents at the same time.


Files are sent in the order in which they are selected, including after disconnecting and reconnecting to the Internet.

SENDING DOCUMENTS

You can send one or more documents to the chat at the same time.


To send a document, go to "Document" and select a document from the device's file system by tapping on it. Tap on  in the lower right corner.

To send multiple documents, select the first document with a long press, then select the rest of the documents with a tap. The window header will display the number of selected documents.

Tap on  in the lower right corner.

SENDING GEOLOCATION

Note. For enterprise servers, the Yandex Maps service is used by default.

1. Tap on .
2. Select "Geolocation".
3. Send your current location or select and send a new one.



The address of the selected geolocation is displayed dynamically depending on the marker position.

SENDING AN IMAGE

The user can send one or more images at a time.

Note. When sending multiple images, they will be automatically combined into an album. The message with the album is sent only after all files have been completely uploaded.

To send an image:

1. Tap on .
2. Select "Photo".
3. Select an image from your device gallery and tap on "Done".
To select multiple images, select the first image with a long press, then select the rest of the images with a tap.
4. At the bottom of the screen, enter a message (optional step).
5. Tap on  in the upper right corner.
 The images will be sent.

Before sending, you can edit the image using the toolbar at the top of the window (see page 141).

Additional information:




- sent and forwarded GIF files smaller than 1 MB are animated in chat, in full screen mode, after editing the signature, and in the message info window; static in the pinned message;
- sent and forwarded GIF files larger than 1 MB are static in the chat, and are animated in full screen mode.

SENDING VIDEO FILES

Videos are uploaded for sending using a special program that performs fast uploads and allows you to choose the quality of the video being sent.


Note. When sending multiple video files, they will be automatically combined into an album. Messages with attachments grouped into an album are sent only after all files have been fully downloaded.

To send one or several video file(s):

1. Tap on .
2. Select "Video".
3. Select a video from your device gallery and tap on "Done".
 A thumbnail of the video will be displayed at the bottom of the screen.
4. Tap on  in the top right corner of the screen and select video quality (optional step).
5. At the bottom of the screen, enter a message (optional step).
6. Tap on  in the upper right corner.

SENDING VIDEOS AND PHOTOS FROM THE CAMERA

To send video from the camera:

1. Select "Camera".
2. Tap on "Video" in the window that opens.
3. Record a video.
4. Enter your message at the bottom of the screen (optional step).
5. Tap on  in the upper right corner.

To send photos from the camera:

1. Select "Camera".
2. Select "Photo" in the window that opens.



3. Take a photo.
4. Edit the image with built-in tools, for more details, see page 141 (optional step).
5. Enter your message at the bottom of the screen (optional step).
6. Tap on ➤ in the upper right corner.

To cancel the action and return to the camera, tap on the cross in the photo thumbnail.

SENDING AN IMAGE AND VIDEO IN ONE MESSAGE


In one message, the user can send different types of attachments: images and videos, including from the camera.

To send an image and a video:

1. Tap on .
2. Select "Image".
3. Select an image from your device gallery and tap on "Done".
4. Tap on "+" in the lower left corner of the window.
5. Select "Video" or "Camera".
6. Do one of the following:
 - select a video from your device gallery and tap on "Done".
 - take a photo or record a video and tap on .
7. Tap on ➤ in the upper right corner.

SENDING A FILE FROM AN THIRD-PARTY PROGRAM




To send a file to the chat from a device or third-party program:





1. Select the file.
2. Select "Share".
The program selection window will open.
3. Select "eXpress".
4. Select a chat and tap on  at the bottom of the screen.
The File be sent to the selected chat.

EDITING IMAGES

eXpress provides the user with image editing functions using built-in tools (Table 21):

Table 21

Function	Icon	Description
Insert Text		Adding text
Pencil		Draw free-form shapes
Save changes		Save changes made in the Pencil mode, and exiting the Pencil mode

Function	Icon	Description
Crop		Crop Image
Undo		Undo last action with the image
In Crop Image mode		
Rotate Image		Rotate the image clockwise in 90° increments
Mirror		Mirror an image horizontally or vertically

If the user has selected several images, they are edited one by one. **To change the photo being edited**, swipe the screen from right to left.

INSERT TEXT

The Text tool window is shown in the figure below (Figure 195). You can change the color of the text before, during, and after typing.

To select the text color, tap on any point on the scale to the right.

To save the entered text, tap on ✓. The text will be displayed on the screen. The text can be moved around the screen.

To delete text, tap on the cross in the upper left corner of the text field.

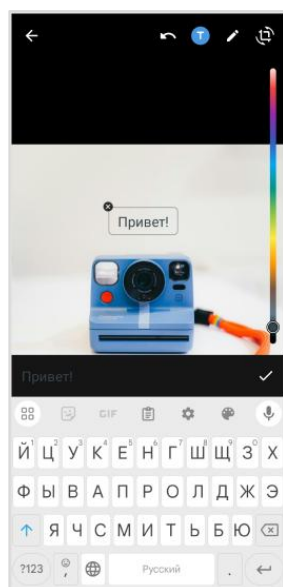


Figure 195

PENCIL


The Pencil tool window is shown above (Figure 196). Select the text color by tapping on the scale on the right and draw a shape.




Figure 196

CROP AND ROTATE IMAGE

To crop and rotate an image using movable frames, select the area you want to keep (Figure 197).

To rotate the drawing, tap on . You can rotate the drawing any number of times.

To mirror the drawing, tap on  and select "Flip Horizontal" or "Flip Vertical".

To save your changes, tap on "Crop".

The selected and edited image fragment will be displayed on the screen.



Figure 197


DELETING SENT FILES

File deletion is an irreversible operation.


Only the sender of the file can delete the file for everyone, and only within 24 hours after sending it.

Both the sender of the file and all its recipients can delete it, without any time limitations.

To delete a file or album from the chat:

1. Long press the message containing the file.
To select an album, long press on the area next to the message.
2. Tap on  in the upper right corner.
3. Tap on "Delete".
4. Select one of the actions in the modal window:
 - "Delete for me";
 - "Delete for everyone".The file or album will be deleted.


To delete an individual image from the album:

1. Select an image from the sent album by long pressing.
To select other images in this album, tap on them.
2. Tap on  in the upper right corner.
3. Tap on "Delete".
4. Select one of the actions in the modal window:
 - "Delete for me";
 - "Delete for everyone".The selected images will be deleted from the album.

ACTIONS WITH FILES AND LINKS IN THE MESSAGE

To view a media file, tap on the file. The window for viewing the file will open ([Figure 198](#)). Actions with a media file in a message are similar to actions with a file in the chat card (see page [145](#)).

To view a received or sent document, tap on the document. The document will open for viewing ([Figure 199](#)).

To download a received or sent document, tap on the message with an attachment in the chat window and hold. Then, tap on  in the upper right corner and select "Save file".

To download the app file, tap on the APK file in the message, then tap on "Save" in the modal window.

To go to a resource via a link from the chat, tap on the link and confirm the action by tapping on the "Go" button in the modal window.

To send an e-mail message from the chat, tap on it. The mail client page will open with the sender and recipient fields pre-filled.

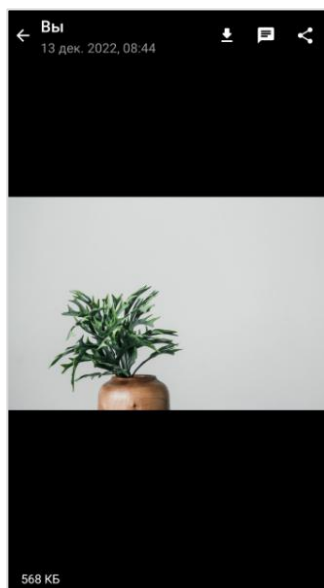


Figure 198






Figure 199

ACTIONS WITH FILES AND LINKS IN THE CHAT CARD

Files and links sent in chat are saved in the “Common files” section, which can be accessed via the chat card (Figure 200).

Files and links sent in the chat are saved in the “Files, media and links” section of the “Media”, “Documents”, and “Links” tabs, depending on the type of the object:

- in the “Media” tab (Figure 201), images and video files sent using the “Camera” , “Photo” , and “Video”  buttons are stored (see page 139, 140);
- files sent as “Document” are saved in the “Files” tab (see page 139);
- in the “Links” tab, links and e-mail addresses sent in chat are stored. The system recognizes links.

When you tap on the link, you will be taken to the corresponding resource. If the link contains a data transfer protocol, its preview is displayed — the header and thumbnail of the resource.

When you tap on an e-mail address, you will be taken to the form for creating a new e-mail with a prefilled recipient address.

To perform actions with files and links:

1. Open the chat in which the file/link was sent.
2. Tap on the chat name.
The chat card will open.
3. Select “Common files”.

A window with three tabs will open: “Media”, “Files” and “Links” (Figure 201:

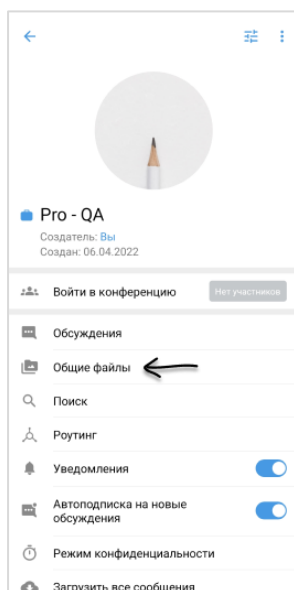


Figure 200

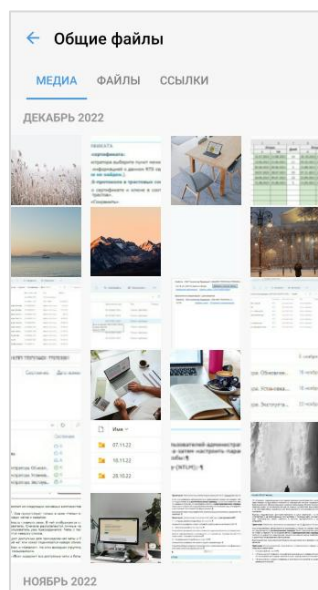


Figure 201

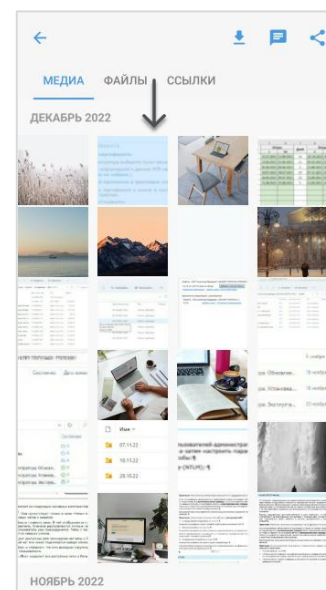





Figure 202

- Select a file by tapping on it in the "Media" or "File" tab.

Buttons for actions with the file will be displayed at the top of the window (Table 22,):

Table 22

Button	Purpose
	Download file
	Navigate to the message in which the file was sent
	Share file: forward the file to the selected program, including eXpress

To view a media file, go to the "Media" tab (Figure 202) and select the file. The media file viewing window will open (Figure 203).

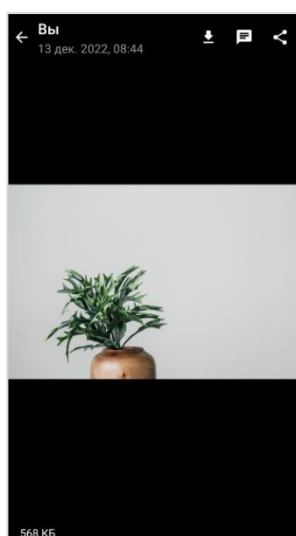





Figure 203

To perform actions with a media file use the buttons at in the top right part of the viewing window (Table 23):

Table 23

Button	Purpose
	Download a file
	Go to the message in which the file was sent
	"Share" — forwards the file to the selected program

To follow a link, in the chat card, go to the "Links" tab and tap on the link. Then confirm the action by tapping on the "Go" button in the modal window.

To send an e-mail, in the chat card, go to the "Links" tab and tap on the e-mail address.

To search for a document in the chat, see page 95.

To view a document, go to the "Files" tab and select the document. For more details, see page 147.

ACTIONS WITH FILES AND LINKS IN THE THREAD

Actions that the user can perform with message attachments (media files and links) in the thread are similar to actions with attachments in chat (see page 97).

VIEWING DOCUMENTS

In eXpress, the user can view documents in the chat card using:

- standard mobile device app;
- PDFtron libraries — a special program built into eXpress. The PDFtron library supports PDF, DOC, DOCX, XLS, XLSX, PPT, TXT, HTML, HTM.

To enable/disable viewing of documents using the built-in program:

1. Go to the "Settings" section.
2. Enable/disable the "Use internal document viewer" setting by sliding the switch to the right/left.

If the "Use internal document viewer" setting is disabled, documents are viewed using the mobile device.

To view a document using your mobile device, tap on the document and select a program to view it.

To view a document using the internal viewer, tap on the document.

If the document format is not supported by PDFtron, a window will open that will take you to the Play Market. Confirm the action by tapping on "OK" and select a program to view the document.

If the document format is supported by PDFtron, the document will open for viewing (Figure 204).

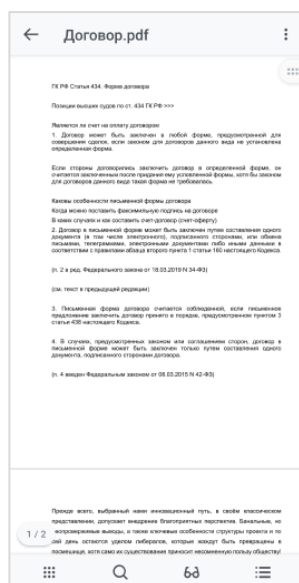



Figure 204

Attention! When sending a file in the Confidential Mode:

- documents in formats supported by PDFtron are always opened for viewing in PDFtron (even if the "Use internal document viewer" setting is disabled);
- documents in formats not supported by PDFtron are not available for viewing. When trying to open such a document, the following message is displayed: "The file cannot be opened in the Confidential Mode";
- the button  Additional functions is not available.



The page scale adjusts to the screen size of the mobile device, and after loading the document, the buttons for working with the document become invisible.

To move through the pages of a document, swipe up/down on the screen.

To display buttons for working with the document, tap on the screen.

A page counter is displayed in the document workspace, showing the total number of pages and the page number where the cursor is located.

At the top of the document viewing window, the following are located:

- button  to finish viewing the document;
- document name;
- button  to call additional menu (not available for documents sent in confidentiality mode).





The following actions are available to the user in the additional menu:

- forwarding a document;
- printing a document;
- saving a copy of the document.

At the bottom of the document viewing window there is a panel with the following buttons (Table 24):

Table 24





Button	Purpose
--------	---------

Button	Purpose
	Enabling the "Page thumbnail" mode
	Search in a document by text
	Enabling the "Reading" mode
	Enabling the "Bookmarks/Table of Contents" mode

To perform actions with the selected text, long press on the screen.


A menu will open with the following functions (Table 25):

Table 25

Function	Icon	Purpose
Copy		Copy selected text
Search on the Internet		Search for selected text on the Internet
Share		Forward selected text using mobile device tools
Voice reading		Play audio of selected text

SEARCHING FOR TEXT

To search for text in a document:





1. Tap on  at the bottom of the window.
2. Enter the search text, in whole or in part.
3. Tap on "Search" on the keyboard.

The search results will be displayed on the screen.

SEARCH MODE

In document search mode, the following buttons are displayed at the top of the screen (Table 26):

Table 26

Button	Purpose
	End search
	Delete current search query
	Go to the page with the list of search results
	Bring up search settings: <ul style="list-style-type: none"> • case sensitive; • whole word; • search on the Internet

At the bottom of the screen, buttons for navigating through the search results in the document are displayed.

"PAGE THUMBNAIL" MODE

This mode is designed for viewing several pages at the same time and setting up a page display filter (Figure 205).

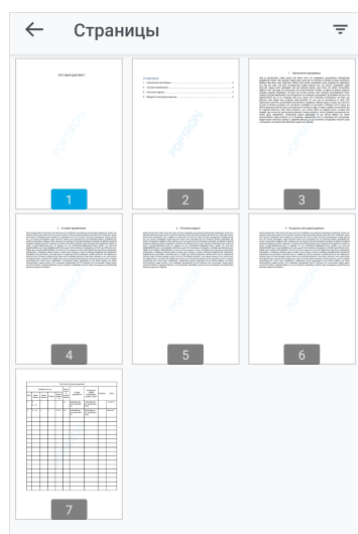



Figure 205


To go to the page, tap on its thumbnail.

To set up a page display filter:

1. Tap on  in the upper right corner.
2. Select page display options:
 - "All";
 - "Annotated";
 - "Bookmarks".

READING MODE

In the Reading mode, the text of the document is displayed in a larger size without dividing it into separate pages and without margins.

In this mode, the user has access to additional options, which are brought up by the button  in the upper right corner:

- "Share";
- "Save copy";
- "Print".

The user cannot perform search in the document.

To show/hide controls in the Reading mode, tap on the screen once.

To disable the Reading mode, tap on .

"BOOKMARKS/TABLE OF CONTENTS" MODE

Bookmarks

The "Bookmarks" section (Figure 206) allows you to create, manage, and navigate links to pages in a document.

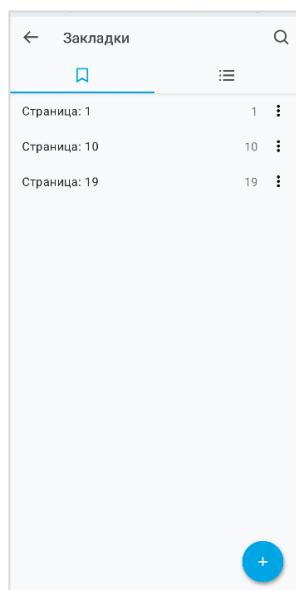


Figure 206

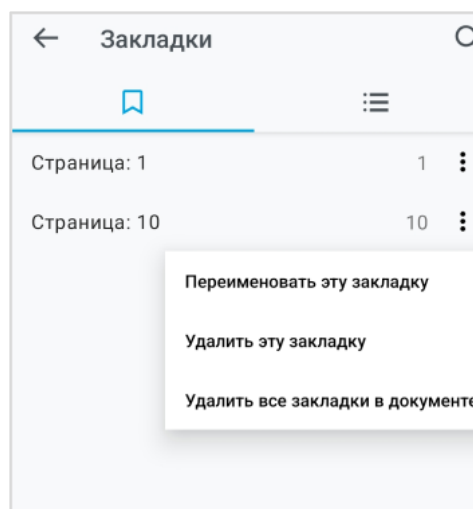





Figure 207

To create a bookmark:

1. In Viewing mode, tap on a page to display the bottom toolbar.
2. Tap on .
3. Tap on  at the bottom of the page.


A link to the current page will be added to the list of bookmarks under the name "Page: <page number>".

To go to a bookmarked page, tap on the corresponding bookmark.

To bring up the context menu, tap on  to the right of the corresponding bookmark (Figure 207). The context menu allows you to perform the following actions:

- rename the selected bookmark;
- delete the selected bookmark;
- delete all bookmarks in a document.


To rename a bookmark:

1. In the bookmark context menu, select "Rename this bookmark".
2. Enter a new bookmark name.
3. Tap on .

The bookmark will be saved under a new name.

To delete the current bookmark/all bookmarks, select the appropriate item from the context menu (Figure 207).

Table of Contents

To view the table of contents, tap on . The list of document sections will open (Figure 208). If there is no table of contents, the message "This document does not have a Table of Contents" will be displayed.

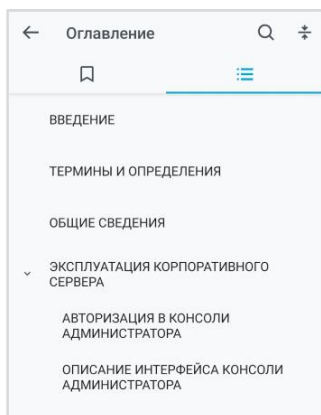




Figure 208

To jump to a specific section in a document, tap on the link to it in the Table of Contents.

To perform search in the Table of Contents, tap on  in the upper right corner (Figure 208) and enter your query in whole or in part.

To collapse the sub-items of the Table of Contents, tap on  in the upper right corner (Figure 208). The action is not available if the sub-items are missing.

ACTIONS WITH CONTACTS

This section provides a description of actions with user contacts in eXpress (Figure 209). Theoretical information is available in the “Contacts” section.

The following actions are available to the user:

- [filtering contacts](#);
- [searching for a contact](#);
- [tagging a contact](#);
- [sending a contact](#);
- [creating a QR code or a link to the contact card](#);
- [sending an invitation to eXpress to a contact](#).

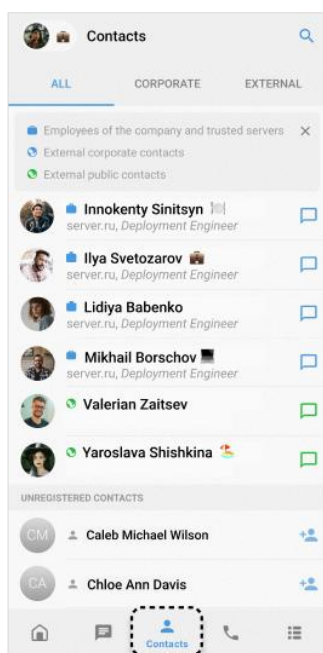


Figure 209

FILTERING CONTACTS

The “Contacts” section provides a filter using the “All”, “Corporate” and “External” tabs. In these tabs, contacts are grouped according to their [types](#).

The user can apply a filter before starting the search or at the end to display only certain types of contacts.

SEARCHING FOR A CONTACT

SEARCHING FOR A CONTACT BY QUERY


The user can search for contacts from the address book.

Depending on the [app settings](#), one of the following search types may be available:

- **exact search** by the contact’s name or e-mail;
- **advanced search** by name, e-mail and other parameters in the contact card: phone number, corporate server name, company, department, manager, position, etc.

Advanced search is performed by the full or partial value of the parameter, allows imprecise spelling, not case-sensitive or keyboard-layout-sensitive. Chatbots are also included in the search algorithm.

To search for a contact by query:

1. In the “Contacts” section, apply a filter by contact type if needed and tap on  ([Figure 210](#)).
2. Enter your query in the field that is displayed.
Search results will be displayed on the screen.

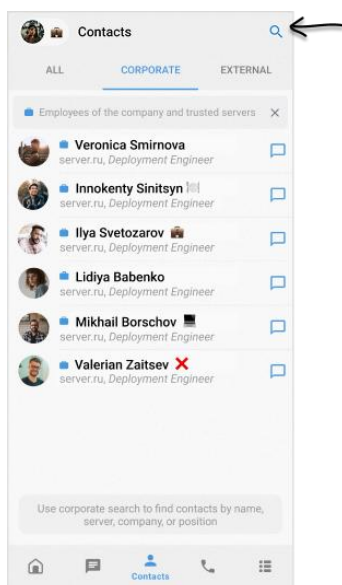


Figure 210

SEARCHING FOR A CONTACT BY TAG

Search is conducted based on the personal tags, with which the user has previously tagged contacts.


When searching, you can indicate one or more tags. When searching by one tag, all contacts marked with this tag are displayed.

A multiple tag search result will depend on the setting:

- “or” — all contacts marked with one of the selected tags will be displayed;
- “and” — only contacts marked by each of the selected tags will be displayed.

Note. If the button **#** displays the message “Tag list is empty”, it means that the user has no contacts marked with personal tags and tag searching is not available.

To search for a contact by one tag:

1. in the “Contacts” section, tap on  (Figure 210), then tap on **#** (Figure 211).
2. Enter a personal tag into the search bar or select a tag from the list.
All contacts marked with the selected tag will be displayed.

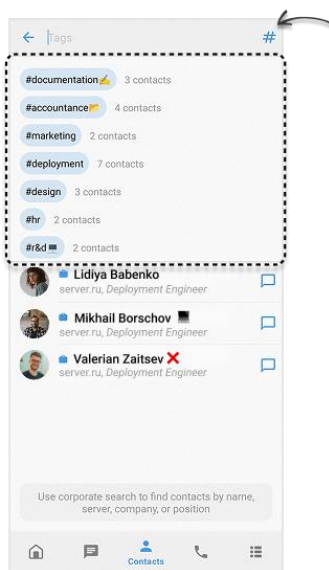






Figure 211

To remove a tag from the search bar, tap on  next to the tag.

To cancel search, tap on  in the upper left corner.

To search for a contact by several tags:

1. Tap on , then tap on .
2. Enter a tag into the search bar or select a tag from the list.
3. Tap on  again.
4. In the window that opens, tap on "Disabled" (Figure 212), then select "and"/"or" (Figure 213).

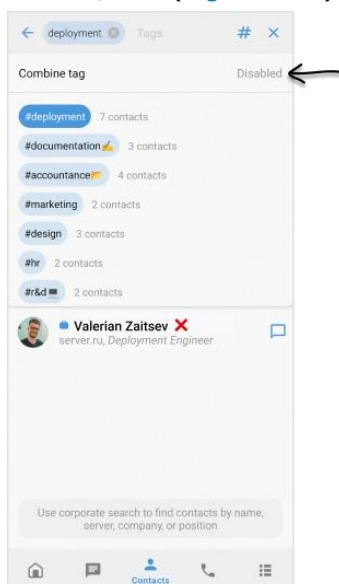


Figure 212

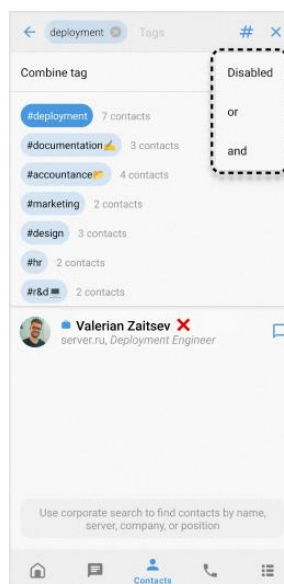




Figure 213

5. Select one or more tags.
The search result will be displayed.

To remove a tag from the search bar, tap on  next to the tag.

To delete all tags, tap on  in the upper right corner.

To cancel search, tap on  in the upper left corner.

ADDING A TAG TO A CONTACT


A contact can be tagged in the following ways:

- via the contact card;
- via a personal chat with the contact;
- using the context menu in the “Contacts” section.

Note. Adding a tag via the contact card allows you to tag a contact with whom you do not yet have a personal chat.

FIRST METHOD. VIA THE CONTACT CARD

To add a contact tag:



1. In the “Contacts” section [find the contact](#).
2. Open the contact card.
3. Tap on “Add tag”.
4. Enter a tag and tap on  next to the tag.
The contact will be tagged. [Contact search](#) based on this tag will be available to the user.

SECOND METHOD. VIA A PERSONAL CHAT WITH THE CONTACT

The procedure under this method is identical to that for tagging a [personal chat](#).



THIRD METHOD. VIA CONTEXT MENU IN THE “CONTACTS” SECTION


To add a chat tag in the “Contacts” section:

1. Select a contact set by long pressing.
2. Tap on  in the upper right corner.
3. Select “Tags”.
4. Enter a tag and tap on  next to the tag.
The contact will be tagged with the specified tag.

SENDING A CONTACT

To send a contact:

1. In the message input field, tap on .
2. Tap on .
3. Select a contact from the address book and leave marked the fields that need to be sent. By default, all contact fields are checked. The following fields are displayed (provided that they are filled in the contact card):
 - phone;
 - e-mail address;
 - date of birth;

- home address;
 - work address;
 - place of work (company name);
 - department;
 - office;
 - position.
4. Tap on  in the upper right corner.
The contact will be sent to the chat as a message with the “View” and “Save” buttons (Figure 214)..

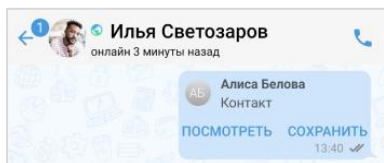


Figure 214


To view the contact card, tap on “View”. The contact card will open. The e-mail address and phone number are interactive links allowing to send a message or make a call.

To save a contact in the address book, tap on “Save” and in the window that opens, select one of the actions: “Create a new contact” or “Add to an existing contact”.

CREATING A QR CODE OR A LINK TO THE CONTACT CARD

The user can create a QR code or a link to an eXpress contact card and share it with other users.

To create a link:

1. Open the contact card.
2. Tap on  in the upper right corner of the card (Figure 215).
3. Select “Copy link”.

The link will be copied to the clipboard. A corresponding notification will be displayed.

Share the link with other contacts in any convenient way.

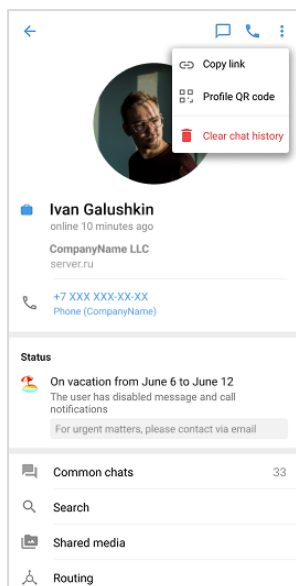



Figure 215

To create a QR code:

1. Open the contact card.
2. Tap on  in the upper right corner of the card.
3. Select "Profile QR code".


The "Profile QR code" window will open with the generated QR code.




Figure 216

In the "Profile QR code" window, the user can send, save to the clipboard, and download the QR code (Figure 216).

To send, tap on "Share" at the bottom of the screen and select the app.



To save to the clipboard, in the upper right corner, tap on  and select "Copy to clipboard" from the menu.

To download to the device, in the upper right corner, tap on  and select "Download".

SENDING AN INVITATION TO EXPRESS

The user can send an invitation to join eXpress to any contact not registered in the app from the address book of the mobile device.

To send an invitation:

1. Open the "Contacts" section by tapping on the icon  in the main menu.
2. Tap on  to the right of the contact in the "Unregistered contacts" list.
A window will open inviting you to eXpress.
3. Tap on the contact's phone number.
A window for sending an SMS message with a link to download the app will open.
4. Type and send a message.

PERSONAL CALL

This section provides a description of the actions available to the user during a personal call.

For general information about the personal call, its interface and screen layout, see the ["General Information" → "Personal Call"](#) section.

The user can perform the following actions:

- [starting or accepting a personal call](#);
- [switching the call to the background mode](#);
- [sending messages and files during the call](#);
- [adding participants to the personal call](#);
- [recording the call](#);
- [ending or rejecting a personal call](#);
- [managing the call log](#).

STARTING A CALL

eXpress offers four ways to start a personal call:


- [via the contact card](#);
- [via a personal chat](#);
- [via the group chat card](#);
- [via the call log](#).

If the user starts a call by mistake and terminates it within 3 seconds, the call will not start. The call entry will not be displayed in the chat and in the call log.


If the outgoing call is automatically rejected, it means that the called user's status settings restrict incoming calls.

FIRST METHOD. VIA THE CONTACT CARD

To make a personal call in the app:


1. Open the [contact card](#).
2. Tap on  in the upper right corner.

The call window will open. The selected participant will be called.


Note. If the button  is missing from the contact card, it means that this user no longer has access to the app and will not be able to receive a call.

SECOND METHOD. VIA A PERSONAL CHAT

To make a personal call in the app:

1. Open a personal chat with the user.
2. Tap on  in the upper right corner.

The call window will open. The selected participant will be called.

Note. If the button  is inactive, it means that this user no longer has access to the app and will not be able to receive a call.

THIRD METHOD. VIA THE GROUP CHAT CARD


To make a personal call in the app:

1. Open the [group chat card](#).
2. In the list of chat participants, select a user by long pressing.
3. Select "eXpress Call".

The call window will open. The selected participant will be called.

FOURTH METHOD. VIA THE CALL LOG


To make a personal call via the call log:

1. Tap on  in the main menu to go to the "Calls and conferences" section.
2. Go to the "Call Log" tab.
3. Tap on the personal call entry.


The call window will open. The selected participant will be called.

Note. If the called user no longer has access to the app, a system message will be displayed.

To make a personal call via the toolbar:


1. Select a personal call from the list by long pressing on it.
2. In the upper right corner, tap on  in the toolbar that is displayed.

ACCEPTING AN INCOMING CALL

To accept a call, tap on  on the screen.

To reject an incoming call, tap on .

SWITCHING BETWEEN AUDIO AND VIDEO CALL



To switch from audio call to video call or vice versa, enable or disable the camera in the current call window. To do this, in the call window, tap on .

Note. Before the camera is turned on or after the camera has been turned on, the user can enable the [“Blur the background of my video”](#) feature.

ADDING A PARTICIPANT TO THE CALL


The user can add new participants and chatbots to the personal call. When adding new participants to a personal call, it becomes a group call. When adding chatbots to a personal call, it remains a personal call. Chatbots are displayed in the list of call participants, but are not included in the number of call participants and are not displayed in the call window.

To add new participants and chatbots:

1. Tap on  in the current call window.
2. Tap on  in the window that opens ([Figure 217](#)).
3. For your convenience, use the search feature to find participants.

Note. The search is performed only by full name and e-mail or by full name, email and additional data of the contact. The search type depends on the [app settings](#).

- if exact match search is enabled, enter the contact's full name or e-mail;
- If exact match search is disabled, enter the contact's first name, last name, title, department name, supervisor's name, phone number or contact's e-mail address.

4. Select users to join the call ([Figure 218](#)).
5. Tap on .

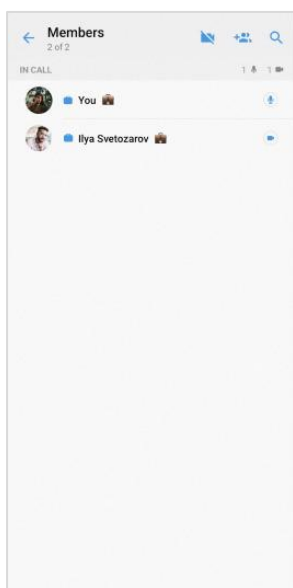


Figure 217

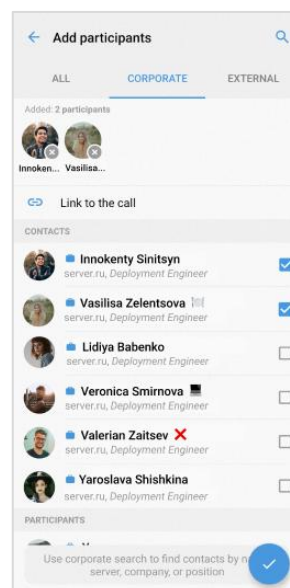


Figure 218

Participants will join the call after they accept the call.

A message will be displayed in the call chat: "<User_name> has joined the call", which when tapped on will take you to that user's profile. The number of participants in the chat will increase.

To return to the call screen, tap on  in the upper left corner.

SWITCHING THE CALL TO THE BACKGROUND MODE

The background mode allows the user to work in eXpress and other apps on the mobile device without leaving the call. In this mode, all actions are available except for calls via eXpress and sending voice messages.

SWITCHING TO THE BACKGROUND MODE

To switch to the background mode, minimize the call window by pressing the device's home button.

The home screen will open and display a thumbnail of the call. The thumbnail can be moved around the screen.

Note. When the **screen layout is in grid mode**, the call thumbnail is not available.

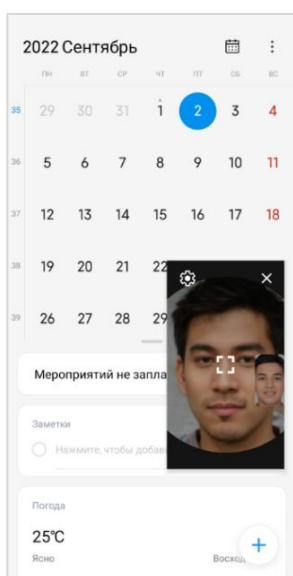


Figure 219

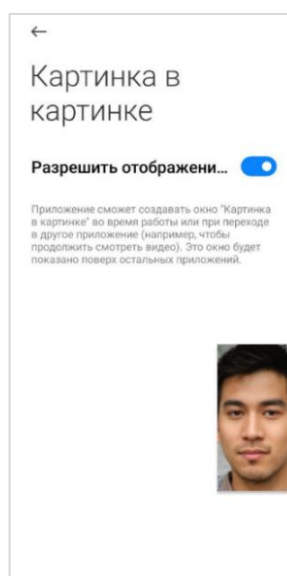



Figure 220

When the app is unloaded, the minimized call is paused, but not ended.


MANAGING CALL THUMBNAIL

To close the call window thumbnail:

1. Tap on the call thumbnail.
2. Tap on  in the upper right corner (Figure 219).
The thumbnail will be closed.

To display the thumbnail again, return to the call window and minimize it, or tap on the message creation button.

To disable the "Picture-in-Picture" mode:

1. Go to the mode settings in one of the following ways:
 - tap on the call thumbnail, then tap on  (Figure 220);
 - via the mobile device settings.
2. Disable the "Picture-in-Picture" mode.

If the “Picture-in-Picture” mode is disabled, the call thumbnail will not be displayed:

- when the call is minimized;
- when returning to the call window and then minimizing the call;
- when tapping on the message creation button during the call.


To enable the “Picture-in-Picture” mode, activate the corresponding setting on your device.

RETURNING TO THE CALL SCREEN

There are three ways to return to the call screen.

First Method. Via the Call Thumbnail

To return to the call screen:

1. Tap on the call thumbnail.
2. Tap on  (Figure 219).

Second Method. Via the Notification Shade

To return to the call screen:

1. Swipe your finger from top to bottom of the screen.
2. Tap on the call notification.

Third Method. Via eXpress

To return to the call screen:

1. Open eXpress.
2. Tap on the message “Tap to return to the call” (Figure 221).

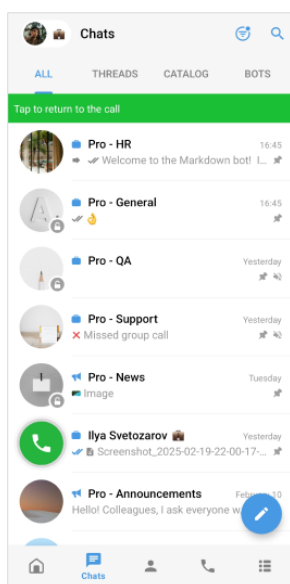


Figure 221

SENDING MESSAGES AND FILES

During the call, participants can exchange messages and files in a personal chat.

Once the call is ended, files and messages are saved in this chat and are available for viewing.

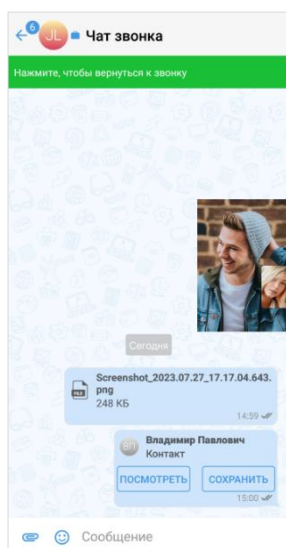


Figure 222

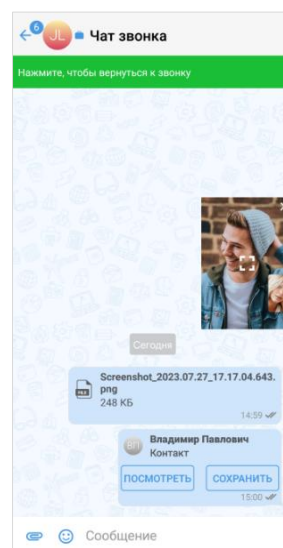





Figure 223

To exchange text messages/files during a call:

1. Tap on  at the top of the screen.
The call will be switched to [the background mode](#). You will be redirected to the chat with the user.
2. Write a message, [attach a file](#).
3. Tap on .

To return to the call window, tap on its thumbnail ([Figure 222](#)), then tap on  ([Figure 223](#)) or on the message "Tap to return to the call" at the top of the window.

To view messages and files after the call is ended, go to the personal chat with the user from the "Chats" section.

SCREEN SHARING

Mobile App users cannot share their screen, but they can view screen sharing from Web or Desktop App users.

Note. The app may have a restriction on screen sharing outside the corporate network. In this case, offline users will not be able to see the shared screen. All call participants will receive a notification about the restriction.

CALL RECORDING

The call recording feature is available to any participant, unless they are an external "green" user or a guest.

A guest is a call participant who is not signed into their eXpress account and joins via a link through the Web/Desktop App.

The following actions are available to call participants:

- [starting a recording](#);
- [pausing a recording](#);
- [stopping a recording](#);
- [confirming or refusing to participate in the recording](#);

- [viewing a recording.](#)

STARTING A RECORDING

To start a call recording:

1. In the current call window, tap on **⋮** in the upper right corner ([Figure 224](#)).
2. Select "Start recording".

Call recording will start.

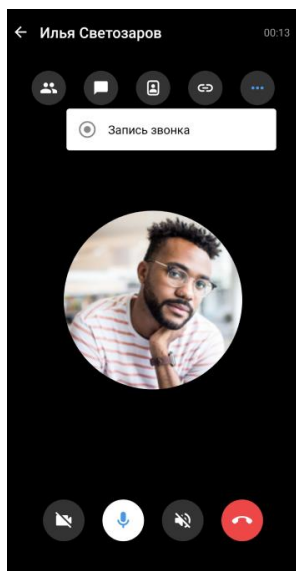


Figure 224

PAUSING A RECORDING

To pause a recording:

1. Tap on the recording timer at the bottom of the call window.
2. Tap on **||** ([Figure 225](#)).

The recording will be paused.

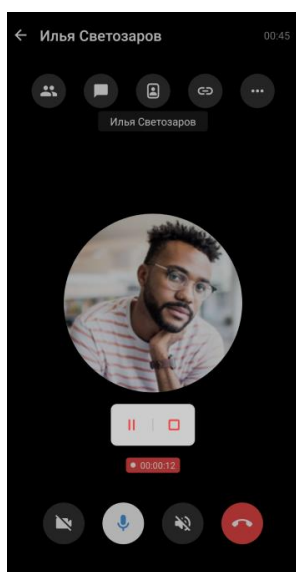


Figure 225

To resume a recording:

1. Tap on the recording timer at the bottom of the conference/call window.
2. Tap on ▶ (Figure 226).
The recording will be resumed.

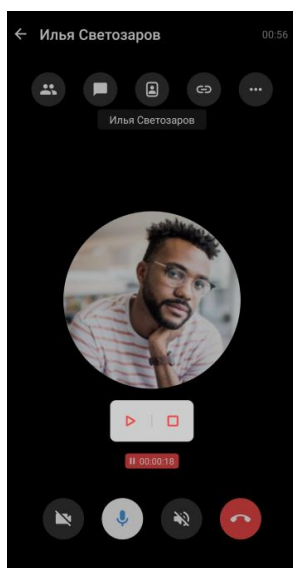


Figure 226

STOPPING A RECORDING

You can stop the recording in three ways.

First Method

To stop a recording:

1. Tap on the recording timer at the bottom of the call/conference window.
2. Tap on □ (Figure 227).

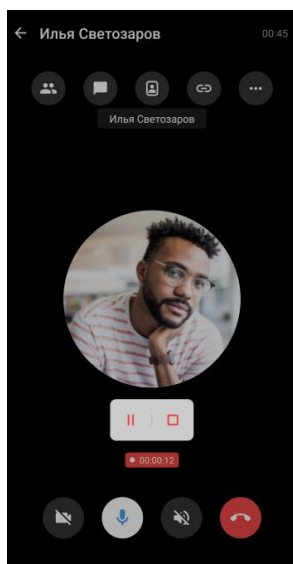


Figure 227

Second Method

To stop a recording:

1. In the call window (Figure 228), tap on ... in the upper right corner.

2. Tap on “Stop call recording”.

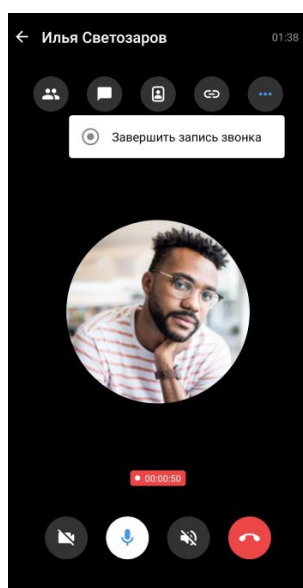


Figure 228

Third Method

To end the recording, tap on  in the call window.

The recording will be stopped.

Recordings Bot will send a message containing a link to download the recording.

GENERATING A LINK FOR DOWNLOADING FILES

Attention! Files can be downloaded by any user who has access to the link, including users from other corporate servers and users from a regional server (external users).

Once the administrator stops the recording, the system will start generating a link for downloading files.

Once the link is generated, Recordings Bot will send message with links to the audio and video files to the call chat.

Note:

- the format and number of recorded files depends on the recording mode settings in the Administrator Console;
- the time required to generate a link is approximately equal to the length of the recording itself.

CONFIRMATION/REFUSAL OF PARTICIPATION IN THE RECORDING

Once the recording has started, all participants will receive a corresponding notification. Participants must confirm their participation or refuse to participate in the recording. This confirmation is requested only once, even if multiple recordings are made during one call.

Note. Recording begins immediately at the moment of switching on, i.e. even before the participants agree/refuse to participate in the recording.

To confirm participation in the recording, tap on “I agree to the recording”.

The user will continue to participate in the call.

To refuse participation in the recording, tap on “Leave call”.

The call window will be closed.

If necessary, the user can join the call being recorded later. **To join the call being recorded**, enter the call and confirm your participation in the recording.

DOWNLOADING THE RECORDING

After the recording is ended, the system generates a link for downloading files. Recordings Bot will send it to the chat. The recordings will be available for viewing once downloaded to the user's device.

Note. The time required to generate a link is approximately equal to the length of the recording itself.

Attention! If the video does not play, make sure that the HEVC (h.265) codec is installed in the video player.

To download a call recording:


1. Go to the chat with Recordings Bot.
2. In the chat window that opens, tap on the link in the message.

The file will be downloaded to the user's device.

ENDING A CALL



Figure 229

To end the call, tap on  (Figure 229).

RATING OF CALL QUALITY

Once the call is ended, a message may be displayed asking you to rate the call quality.

To close the window, tap on "Yes, everything is fine" or wait until the window closes automatically.

To provide feedback on call quality, select "No, report a problem" and in the next window, specify the nature of the problem. Then, tap on "Send".


CALL LOG

This section describes the actions available to the user in the call log. The interface description is provided in the [“General information”](#) → [“Call log”](#) section.

The following actions are available to the user:

- [switching to chat with the interlocutor](#);
- [calling the interlocutor](#);
- [viewing the interlocutor's card](#);
- [deleting a call entry](#);
- [clearing the call log](#).

To open the call log:

1. Tap on  in the main menu of eXpress.
2. Go to the “Calls” or “Missed” tab.

The list of all or only missed calls will be displayed ([Figure 230](#)).

Note. If the user has a missed call, then tapping on  opens the “Missed” tab.

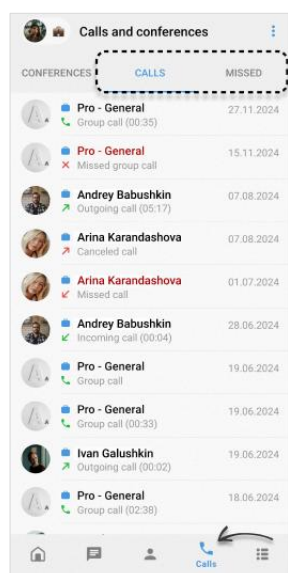



Figure 230

SWITCHING TO CHAT WITH THE INTERLOCUTOR

To switch to a chat with the interlocutor:

1. Select a personal call by long pressing on it.
2. In the upper right corner, tap on  in the toolbar that is displayed. ([Figure 231](#)).

A chat with this user will open.

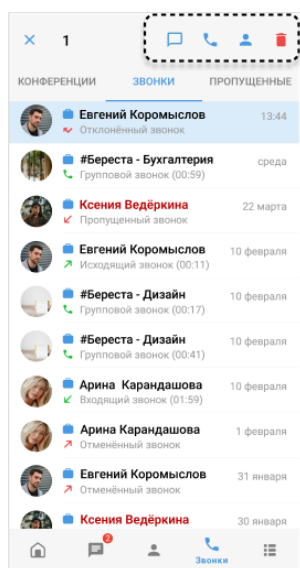



Figure 231

CALLING THE INTERLOCUTOR

The user can initiate a personal call using the call log. For more details, see page 160.


VIEWING THE INTERLOCUTOR'S CARD

To view the interlocutor's card:

1. Select a personal call by long pressing on it.
2. Tap on  in the toolbar that opens (Figure 231).
The user card will open.


DELETING AN ENTRY FROM THE CALL LOG

To delete a call entry:

1. Go to the "Calls" or "Missed" tab.
2. Select a call to delete by long pressing on it.
3. Tap on  in the toolbar that opens (Figure 231).
The entry for the selected call will be removed from the log.

CLEARING THE CALL LOG

To clear the call log:

1. Tap on  in the upper right corner of the window.
2. Select "Clear call list" (Figure 232).

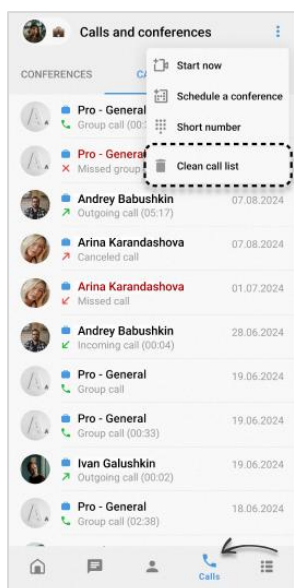


Figure 232

3. Tap on "Clear" in the modal box that opens.

All user call entries in the "Calls" and "Missed" tabs will be deleted. The message "Call history is empty" will be displayed.

GROUP CALL

The following are available to the user:

- starting and ending a call;
- switching the call to the background mode;
- sending messages and files during the call;
- sending reactions in the call;
- using the "Raise your hand" action;
- viewing the list of call participants;
- adding a participant to the call;
- inviting a participant to the call;
- joining the call using a link;
- making a repeat call to the call participant;
- viewing information about a call participant;
- call recording;
- managing the call log.

The following actions are available to the call administrator:

- controlling microphones and cameras of call participants;
- disabling the "Raise your hand" notification for a participant;
- removing a call participant.

Note. The group call administrator is the user who started the call.



STARTING A CALL

Attention! The call is available for a group chat with up to 256 participants.

If the outgoing call is automatically rejected, it means that one of the called users has status settings that restrict incoming calls.

FIRST METHOD. VIA A GROUP CHAT

To start a group call via chat:

1. Open the group chat.
2. Tap on  at the top of the screen (Figure 233).
3. Mark the contacts to add to the call (Figure 234) in the list that is displayed and tap on .

Note. If all chat participants are selected, then when you uncheck the box to the left of a participant, the “All chat participants” box is automatically unchecked.

4. Turn microphone on/off (Figure 235).
Camera settings will be available after the connection is established.

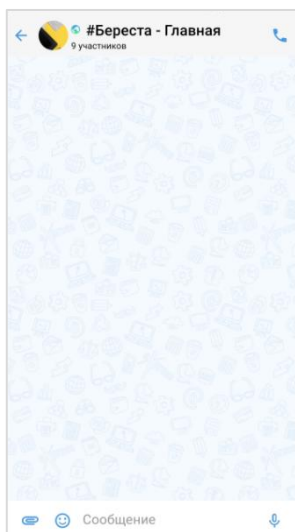


Figure 233

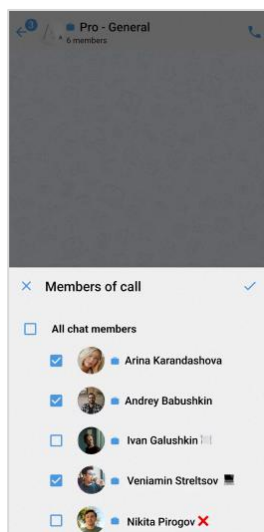


Figure 234

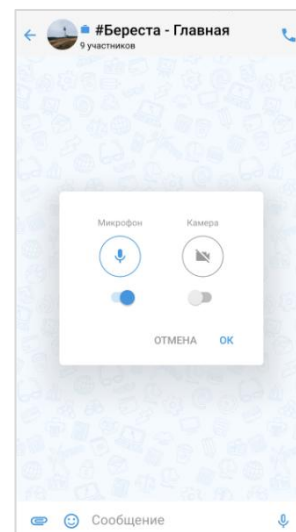


Figure 235

5. Tap on "OK" to start a call.
Once the connection is established, the window will look like this (Figure 236):

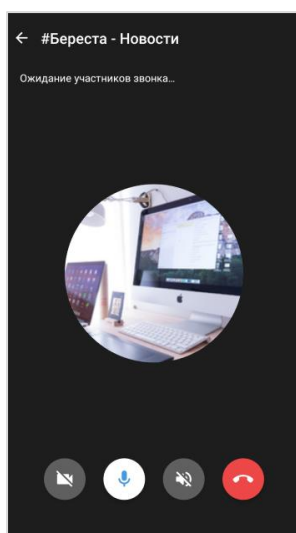


Figure 236




If no one answers the call within two minutes, the call will be automatically ended. The system message "Group call" will be displayed in the chat.

Note:


- a user who is not selected as a call participant cannot start a call in this chat until the current call is ended;
- when you try to initiate a call, the following message will be displayed: "The call is already in progress. You cannot start a call in this chat."

SECOND METHOD. VIA THE CALL LOG


To start a group call via the call log:

1. Tap on  in the main menu to go to the "Calls and conferences" section.
2. Go to the "Call Log" tab.
3. Select a group call from the list by long pressing on it.
4. Tap on  in the toolbar that opens.
5. Select the call participants and tap on  in the lower right corner.
6. Turn on the microphone and tap on "OK".

The selected participants will be called.


To accept a group call, tap on  and in the window that opens, turn on/off the microphone. Camera settings will be available after the connection is established.

ACCEPTING AN INCOMING CALL

To accept a call, tap on  on the screen.

To reject an incoming call, tap on  .

SWITCHING BETWEEN AUDIO AND VIDEO CALL

To switch from audio call to video call or vice versa, enable or disable the camera in the current call window. To do this, in the call window, tap on .

Note. Before the camera is turned on or after the camera has been turned on, the user can enable the [“Blur the background of my video”](#) feature.

SWITCHING THE CALL TO THE BACKGROUND MODE

The background mode in a group call works similarly to the [background mode in a personal call](#).

SENDING MESSAGES AND FILES

During the call, participants can exchange messages and files in the group chat call.

Once the call is ended, files and messages are saved in this chat and are available for viewing.

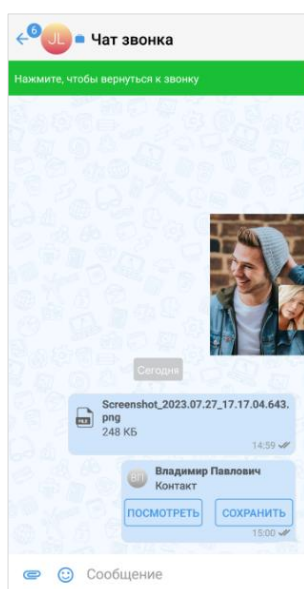


Figure 237

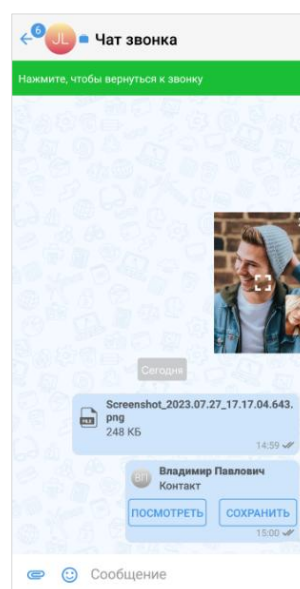






Figure 238

To exchange messages/files during a call:

1. Tap on  at the top of the screen.
The call will be switched to the [background mode](#). You will be taken to the group call chat.
2. Write a message, [attach a file](#).
3. Tap on .

To return to the call window, tap on its thumbnail (Figure 237), then tap on  (Figure 238) or on the message “Tap to return to the call” at the top of the window.

To view messages/files after the call is ended:



1. Tap on  in the main menu of eXpress.
2. Go to the “Calls” or “Missed” tab.

3. Tap on the group call name in the list.
The chat for this call will open.

REACTIONS IN THE CALL

The user can send reactions during a call to express an emotional response to what is happening.

To send a reaction in the call:

1. Tap on  in the current call window.
2. Tap on  to display all available reactions (Figure 239).
3. Select a reaction (Figure 240).

The reaction will be displayed within 10 seconds.

In the lower right corner of the call window, the message "<User_name> <reaction emoji>" will be displayed for 3 seconds (Figure 241).

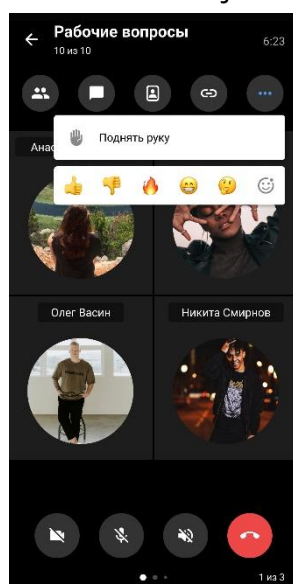


Figure 239

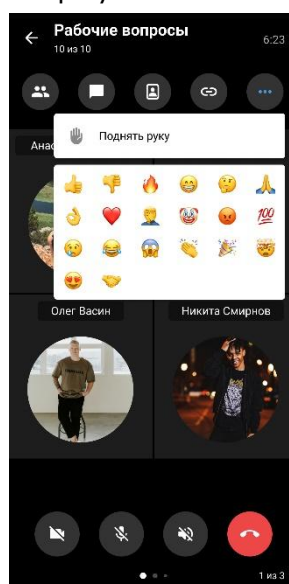


Figure 240

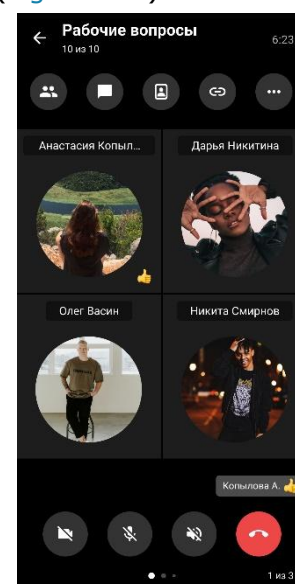


Figure 241


SCREEN SHARING


The user's screen sharing capabilities during a conference are similar to those during a [personal call](#).

USING THE "RAISE YOUR HAND" ACTION IN THE CALL

The user can perform the "Raise your hand" action during a call to gain attention and ask to speak without interrupting other users.

To "Raise your hand":

1. Tap on .
2. Select "Raise your hand" (Figure 242):

The message "<User_name> raised their hand" will be displayed for all users for 5 seconds (). (Figure 243).

If the user has sent a reaction after tapping on "Raise your hand" button, the reaction is displayed on top of the icon .

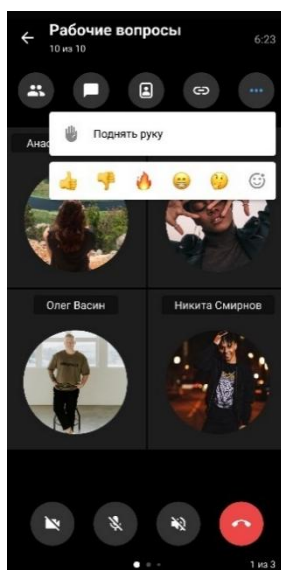


Figure 242

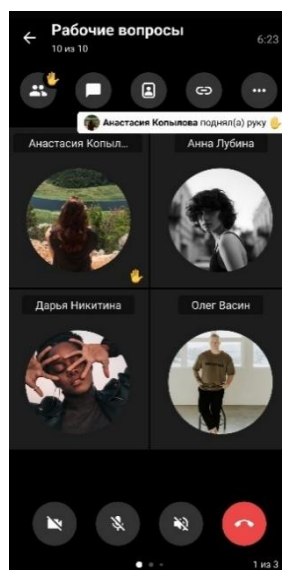


Figure 243

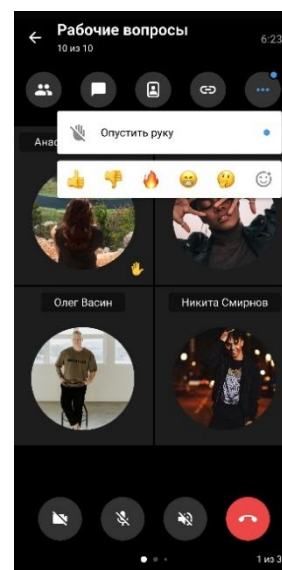


Figure 244


To “Lower the hand”, tap on , then tap on “Lower the hand” (Figure 244).

Note. The call administrator can also “Lower the hand” for a participant. In this case, the user will receive the notification “The call administrator has lowered your hand.”

VIEWING THE LIST OF CALL PARTICIPANTS


The user can view the list of participants of an [active](#) or [completed](#) call.

ACTIVE CALL PARTICIPANTS

To view the list, tap on  in the call window. A window will open with the list of all participants (Figure 245).

In this list:

- participants who have already accepted the call are displayed in the “In call” block. The number of participants with a microphone and/or camera turned on is indicated next to the name of the block;
- participants who have not yet accepted the call and have not joined the call are displayed in the “Waiting” block;
- participants who joined the call using a link as a guest (a user who is not logged into the app) are marked with the “guest” label.

To search for participants in the list, tap on  and enter all or part of the participant's name. All participants whose names match your query will be displayed on the screen.

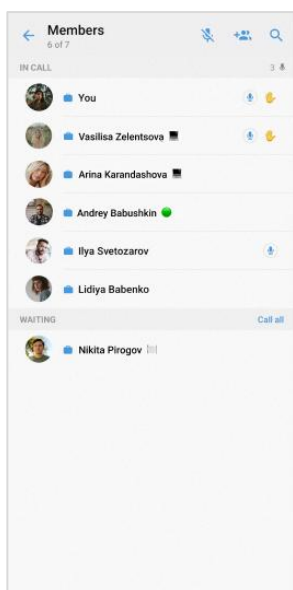



Figure 245

PARTICIPANTS IN A COMPLETED CALL

To view the list of participants in a completed call:

1. In the "Calls and conferences" section, open the "Calls" or "Missed" tab.
2. Select a group call by long pressing on it.
3. Tap on  in the toolbar that opens (Figure 246).
The list of participants will open ().

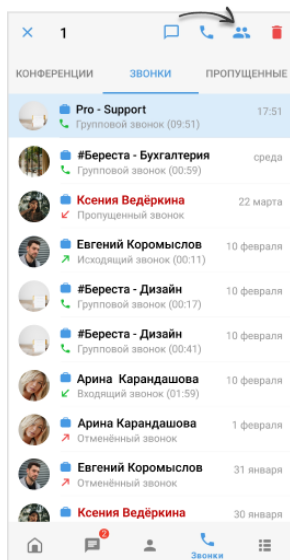


Figure 246

VIEWING INFORMATION ABOUT A CALL PARTICIPANT

The user can view the information about participants of an [active](#) or [completed](#) call.

Information about the participant of the call is contained in their card. In eXpress, the call participant's card is the [contact card](#).

INFORMATION ABOUT ACTIVE CALL PARTICIPANTS

To view information about active call participants:

1. [Open the list of participants in an active call.](#)
2. Tap on a participant's name in the list and select "Contact information".
The call participant's card (contact card) will open.

INFORMATION ABOUT PARTICIPANTS IN A COMPLETED CALL

1. [Open the list of participants in a completed call.](#)
2. Tap on the participant's name in the list.
The call participant's card (contact card) will open.

ADDING A PARTICIPANT TO THE CALL

The user can add new participants and chatbots to the group call. Chatbots are displayed in the list of call participants, but are not included in the number of call participants and are not displayed in the call window.

The steps for adding a participant and a chatbot to a group call are the same as those for [adding a participant to a personal call](#).

INVITING A PARTICIPANT TO THE CALL

The user can invite a participant by sending them a link or QR code.

The user will join the call [by following the link](#).


Note. If an unregistered user (guest) follows the link:

- on a mobile device — the guest will be asked to install the app and register. Registration is mandatory;
- on a PC, the guest will be given a choice: download and install the Desktop App or open the Web App. Registration is not mandatory. A guest can immediately join the call.

For more information about guest access, see the Web App User Guide or Desktop App User Guide.

Inviting Users to the Call Using a Link

To invite a user to the call using a link:

1. During a call, tap on  (Figure 247).

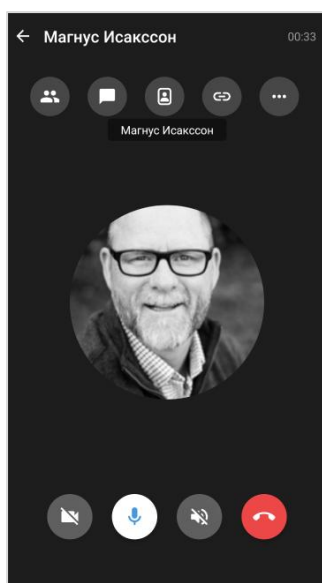


Figure 247

2. In the "Link to the call" window, complete the settings (optional step):
 - specify the link validity period (Figure 248);
 - choose whom the link will be available to;
 - enable "Join with a password".

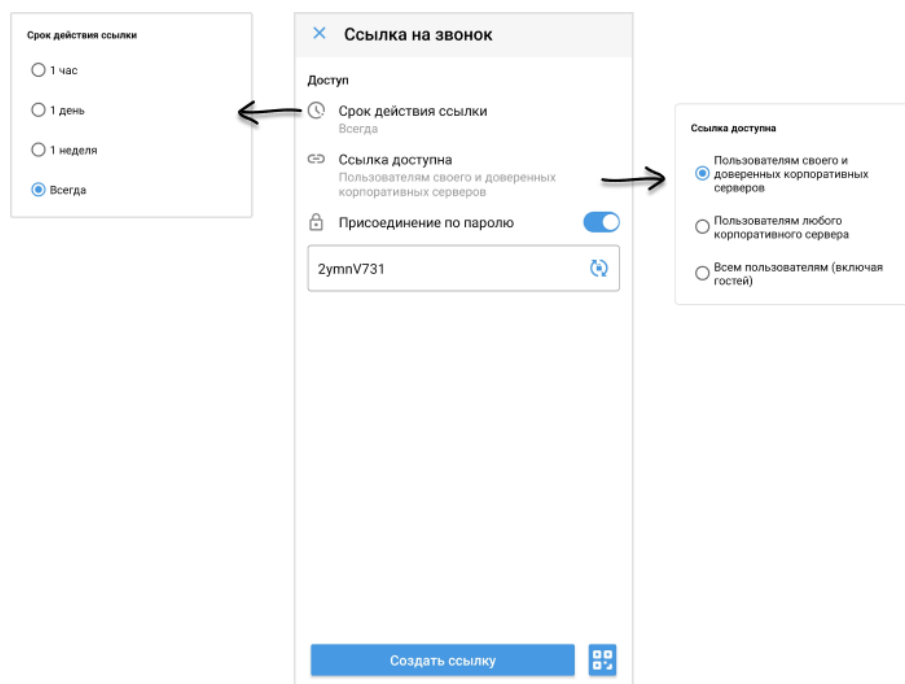




Figure 248


3. Tap on "Create link".
A link to the call will be copied to the clipboard. A corresponding notification will be displayed on the screen.
4. Send a link to the users in eXpress or any other convenient way.

Inviting Users to the Call Using a QR Code

To invite a user to the chat using a QR code:

1. During a call, tap on  (Figure 247).
2. In the lower right corner of the "Link to the call" window, tap on .
3. In the "Call QR code" window, perform one of the following actions (Figure 249):

To send, tap on "Share" at the bottom of the screen and select the app.

To save to the clipboard, in the upper right corner, tap on  and select "Save".


To download to the device, in the upper right corner, tap on  and select "Copy to clipboard".



Figure 249

4. Send the QR code to the user, if the code was saved to the clipboard or downloaded to the device.

JOINING THE CALL USING A LINK/QR CODE

A user can join a call using a link or QR code [received from another call participant](#). The actions to join differ for registered and unregistered eXpress users.

Note. If the following messages are displayed when you tap on a link/QR code, please contact the user who sent the link/code:

- "The link is no longer active" —the link has expired;
- "The link is not available" — this user does not meet the parameters required to join the call.

JOINING AS A REGISTERED USER

Depending on the app in which the link/QR code was received, the user has two options to join the call.

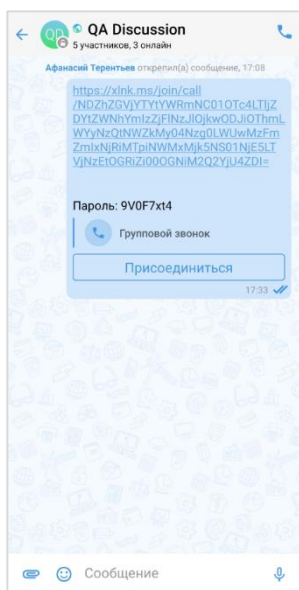


Figure 250

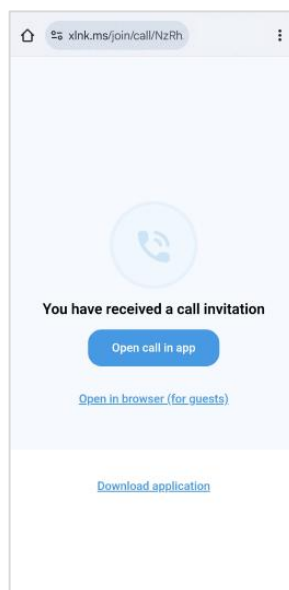


Figure 251

First Method. Via the Link/QR Code Received in Express

To join the call as a registered user, tap on "Join" below the link (Figure 250) or scan the QR code.

Second Method. Via the Link/QR Code Received in the App

To join the call as a registered user:

1. Open the link in your browser or scan the QR code.
2. Do one of the following:
 - if eXpress is installed on the device and the user is logged in, tap on "Open in app" (Figure 251);
 - if eXpress is installed on the device, but the user is not logged in, tap on "Open in app" and **log in**;
 - if the app is not installed on the device, tap on "Download app", **install** the app, and **log in to eXpress**.
3. Tap on "Join" in the window that opens.
As a result of the actions performed, the user will join the call under their account.

JOINING AS AN UNREGISTERED USER

First Method. Via the Link/QR Code as a Guest

To join a call as a guest:

1. Open the link in your browser or scan the QR code.
2. In the window that opens, tap on "Open chat in browser".
3. In the field, enter the name under which the user will be displayed to other call participants.

The call window will open. The user will join the call under the specified name and will be designated as a guest in the interface.

Second Method. Via the Link/QR Code After Registration

1. Follow the link or scan the QR code.
2. Tap on "Download app".

3. [Install eXpress](#).
4. [Register in the app](#).
5. Tap on "Join" in the window that opens.


The call window will open. The user will join the call under their registered account.

MAKING A REPEAT CALL TO THE CALL PARTICIPANT

The user can re-call one or more participants from the "Waiting" list.

This action is available to all users who are participants in the call.


To make a repeat call to one participant:

1. Open the list of participants by tapping on  in the call screen.
2. Long press on a participant's name in the "Waiting" list.
3. Tap "Call again".

The app will start calling the participant. The dialing time is 15 seconds. During this time, the system message "The call is in progress" will be displayed opposite the participant's name.

The called participant will receive an incoming call.

To make a repeat call to all participants:

1. Open the list of participants by tapping on  in the call screen.
2. Tap on "Call everyone" in the "Waiting" block ([Figure 252](#)).

The app will start calling participants from the "Waiting" list. The dialing time is 15 seconds. During this time, the system message "The call is in progress" will be displayed opposite the names of the participants.

The called participants will receive an incoming call.

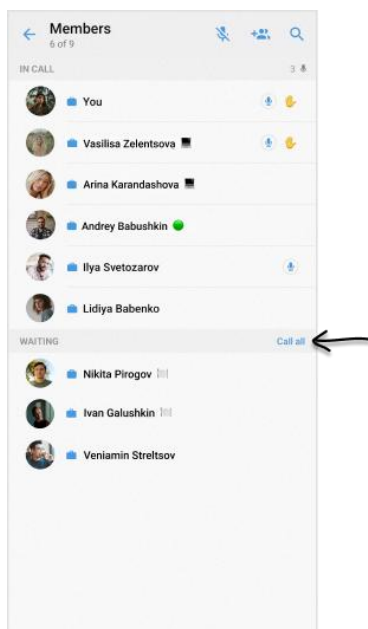


Figure 252


POSSIBILITIES OF CALL ADMINISTRATOR



The initiator of the group call is its administrator. The following actions are available to the administrator, which are not available to other participants:

- turning off the microphone/camera of individual or all call participants;
- disabling the "Raise your hand" notification for a participant;
- removing a call participant.

TURNING OFF THE MICROPHONE/CAMERA OF CONFERENCE PARTICIPANTS




To turn off the microphone/camera of an individual participant:

1. During a call, tap on .

The list of call participants will open (Figure 252). If the participant has a camera/microphone enabled, the corresponding icon —  or  — is displayed to the right of their name.
2. Tap on the participant's name.
3. Select "Turn off microphone"/"Turn off camera".

The user's microphone/camera will be turned off. The user will receive a notification: "<User_name> has muted your camera/microphone."


To turn off the microphone/camera for all participants:


1. During a call, tap on .
2. In the upper right corner of the window, tap on  or .
3. Select "Enable".

All call participants will receive a system notification: "<User_name> has muted your camera/microphone."

DISABLING THE "RAISE YOUR HAND" NOTIFICATION FOR A PARTICIPANT


To disable the "Raise your hand" notification for a call participant:

1. During a call, tap on .
2. Tap on the participant's name in the list (Figure 252).
3. Select "Lower the hand".

The icon  will no longer be displayed in the call/conference interface.

REMOVING A CALL PARTICIPANT

To remove a user from the call:

1. During a call, tap on .
2. Tap on the participant's name in the list (Figure 252).
3. Select "Remove from call".

The user will be removed from the call.

RECORDING A GROUP CALL

The actions for recording a group call are similar to those for [recording a personal call](#).

ENDING AND LEAVING A GROUP CALL

Please note:

- the group call can be ended only by the administrator — the user who started the call.
- non-administrator participants of the call can leave it, but the call will not be ended for other participants;
- you can return to the call later before it is ended.

LEAVING A CALL

To leave a group call, tap on  at the bottom of the screen.

The participant will leave the call; the call will continue for the remaining participants.

RETURNING TO THE CALL

To return to the call, go to the chat where the call is taking place, tap on “Join” at the top of the screen.

CONFIRMING LEAVING THE CALL

In a situation where there is only one participant left in the call, after 10 minutes the app will prompt them to leave the call ([Figure 253](#)).

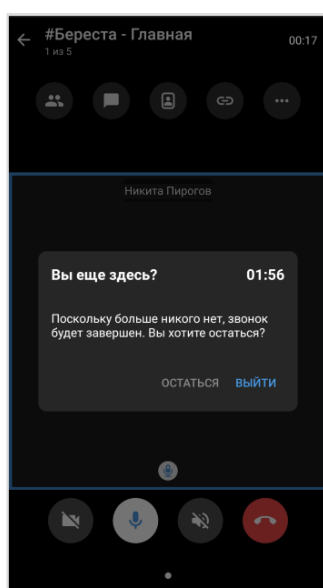


Figure 253

To confirm leaving a group call, tap on “Leave”.

Tap on “Stay” if you plan to continue the call.

Note. If the user does not select any of the options, the app will automatically end the call after 2 minutes.

ENDING THE CALL AS ADMINISTRATOR

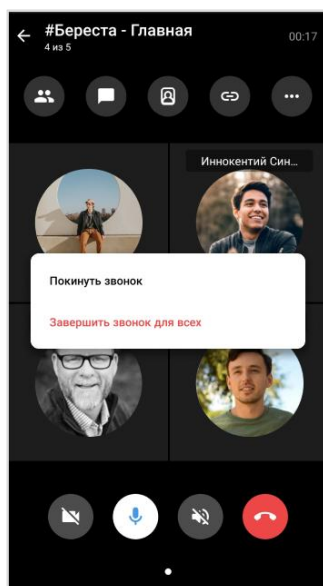


Figure 254

To end a group call as administrator:

1. Tap on .
2. Select "End call for everyone" (Figure 254). The item is displayed only to the call administrator.

The call will be ended for all participants. A message will be displayed in the call chat, saying "Call completed".

RATING OF CALL QUALITY

Once the call is ended, a message may be displayed asking you to rate the call quality. For more details, see page 168.


CALL LOG

This section describes the actions available to the user in the call log. The interface description is provided in the "General information" → "Call log" section.


The following actions are available to the user:

- switching to group call chat;
- making a repeat call to the participants;
- viewing the list of call participants;
- deleting a call entry;
- clearing the call log.

To open the call log:

1. Tap on  in the main menu of eXpress.
2. Go to the "Calls" or "Missed" tab.

The list of all or only missed calls will be displayed (Figure 255).

Note. If the user has a missed call, then tapping on  opens the "Missed" tab.

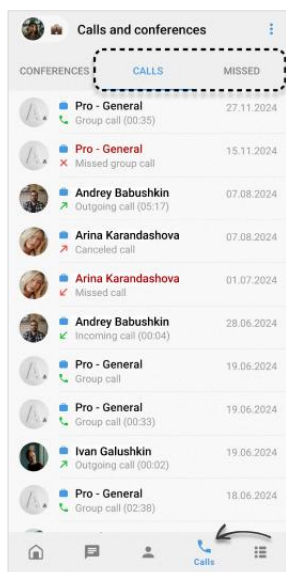


Figure 255


SWITCHING TO GROUP CALL CHAT

First Method

To go to the chat, tap on the group call entry in the list.

Second Method

To switch to the group call chat:

1. Select a group call by long pressing on it.
2. In the upper right corner, tap on  in the toolbar that is displayed. (Figure 256).

A group call chat will open.

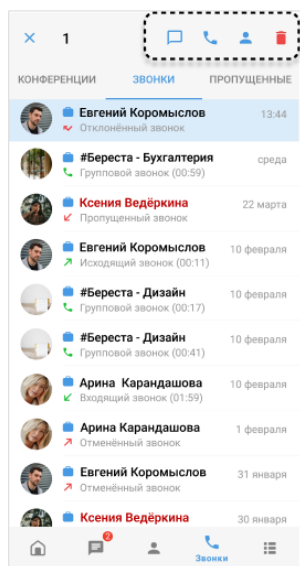



Figure 256

MAKING A REPEAT CALL TO THE PARTICIPANTS

The user can re-initiate a group call using the call log. For more details, see page [173](#).


VIEWING THE LIST OF PARTICIPANTS OF AN ENDED CALL

To view the list of participants:

1. Select a group call by long pressing on it.
2. Tap on  in the toolbar that opens (Figure 256).
The list of users who participated in the call will open.


DELETING AN ENTRY FROM THE CALL LOG

To delete a call entry:

1. In the "Calls" or "Missed" tab, long press the call to select it.
The selected call will be highlighted. You can select multiple calls for deletion.
2. Tap on  (Figure 256).
The entry for the selected call will be removed from the log and will no longer be displayed in the list.

CLEARING THE CALL LOG

To clear the call log:

1. Tap on  in the upper right corner of the window.
2. Select "Clear call list" from the context menu that opens (Figure 257).

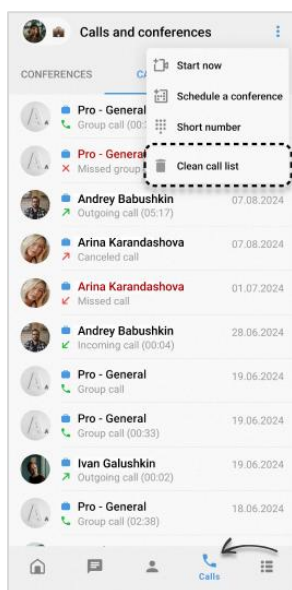


Figure 257

3. Tap on "Clear" in the modal box that opens.
All user call entries in the "Calls" and "Missed" tabs will be deleted. The message "Call history is empty" will be displayed in the tabs.

SIP CALLS

This section describes the actions available to the user when using the SIP Calls feature. General theoretical information is provided in the “SIP Calls” section.

A voice call to a landline phone is made in the following ways:




- **First Method. Via the Dial Pad;**
- **Second Method. Via the Contact Card;**
- **Third Method. Via a Personal Chat Window.**

Note. A user’s SIP number is displayed in their profile and contact card, in the “Corporate Information” block.

FIRST METHOD. VIA THE DIAL PAD

A SIP call using dial pad is performed in the “Calls and conferences” section (Figure 258).

To make a SIP call:

1. Go to the “Calls and conferences” section by tapping on  in the main menu of the app.
2. Tap on  in the upper right corner of the screen.
3. Select “Short number” (Figure 258).
4. Enter the number in the window that opens and tap on  (Figure 259).
The app will make an outgoing call via PBX to the dialed number.

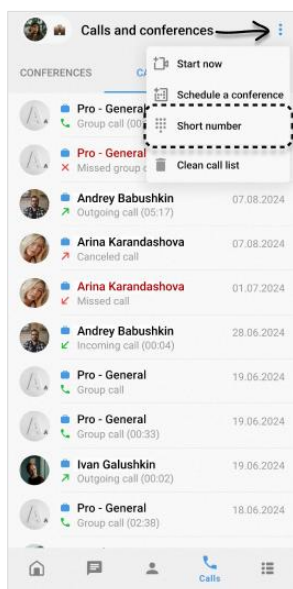


Figure 258

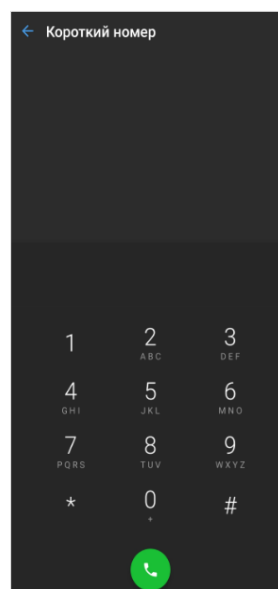




Figure 259

SECOND METHOD. VIA THE CONTACT CARD

If a contact has one or more short corporate SIP numbers, they are displayed in his card, in the “Corporate information” section (Figure 260).

Note. This method allows you to make a SIP call to a contact from the device's address book who is not registered in eXpress.

To make a SIP call:

1. Go to the "Contacts" section by tapping on  in the main menu.
2. Tap on a contact from the list to open their card.
To [search for a contact](#), tap on  and enter the name in part or in full.
3. Tap on the SIP number in the card ([Figure 260](#)).
4. Select the app that will be used to make the call (IP telephony or mobile) — [Figure 261](#).

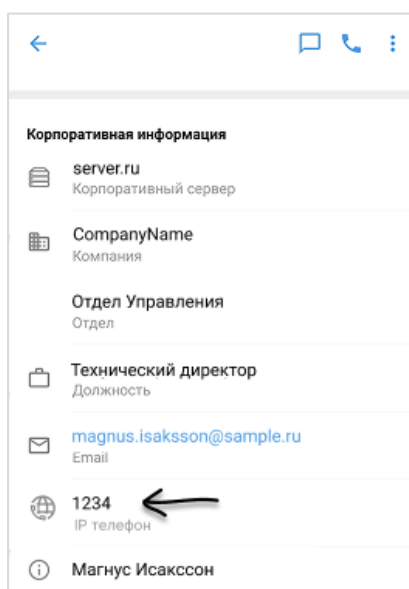


Figure 260

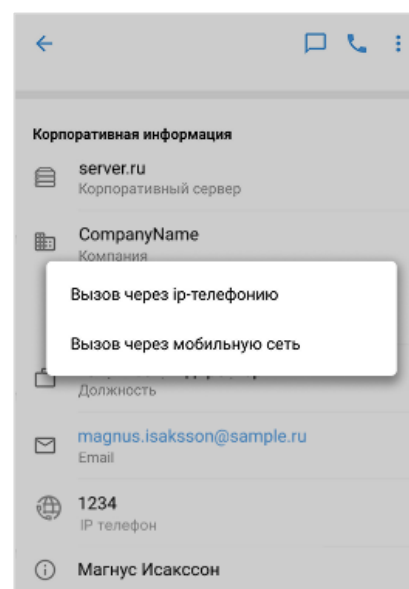



Figure 261

THIRD METHOD. VIA A PERSONAL CHAT WINDOW**To make a SIP call:**

1. Go to the window of a personal chat with the corporate user.
2. Tap on  in the upper right corner of the window.
3. Select one of the short numbers from the list that is displayed.

VIDEOCONFERENCING

This section contains a description of available actions with video conferences. General theoretical information is provided in the “[Videoconferencing](#)” section.

To go to the “Conferences” tab, tap on , then tap on “Conferences” ([Figure 262](#)).

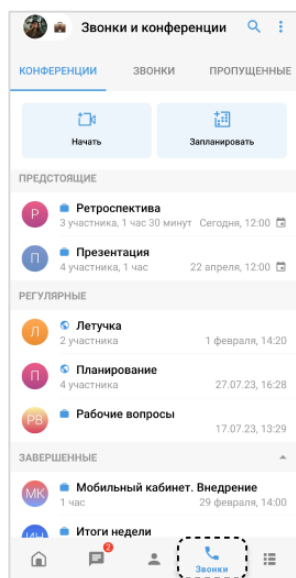


Figure 262

The following actions are available to the user:

- [creating a scheduled conference](#);
- [creating a permanent \(unlimited\) conference](#);
- [creating an unscheduled conference](#);
- [inviting participants to the conference](#);
- [adding participants to the conference](#);
- [making a repeat call to conference participants](#);
- [joining a conference](#);
- [switching to background mode during a conference](#);
- [exchange messages and files during the conference](#);
- [sending reactions during the conference](#);
- [using the “Raise your hand” action](#);
- [setting a countdown timer](#);
- [viewing the list of conference participants](#);
- [leaving a conference](#);
- [searching for a conference](#);
- [resuming a completed conference](#);
- [deleting a conference](#).

The following actions are available to the conference administrator:

- [managing administrators](#);
- [changing conference settings](#);

- recording a video conference;
- controlling microphones and cameras of conference participants;
- disabling the “Raise your hand” notification for a participant;
- removing a conference participant.

CREATING A SCHEDULED CONFERENCE

The app allows you to set the conference start date and time, conference end date and time, define participants, access parameters, set a password for joining the conference, add the conference to the calendar of other participants.

Registered participants will be able to see the conference in the “Calls and conferences” section, in the “Upcoming” block (Figure 263).

For conference participants, who are not registered in eXpress CS, an invitation link needs to be sent.

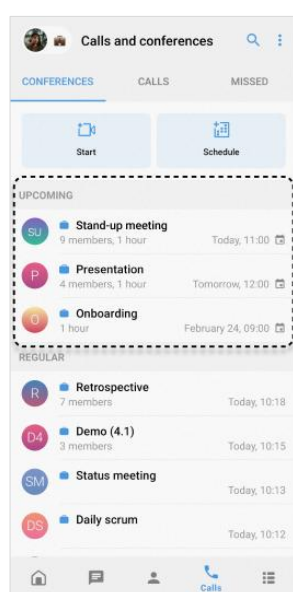


Figure 263

To create a scheduled conference:

1. In the “Calls and conferences” section, tap on “Schedule” (Figure 264) or open the corresponding item (Figure 265).

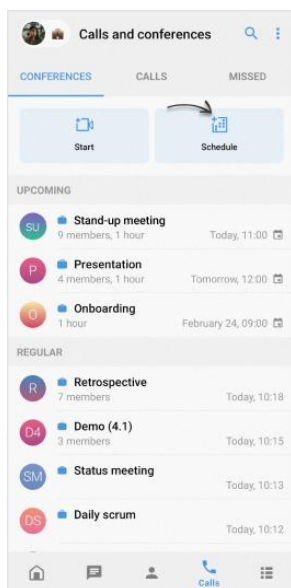


Figure 264

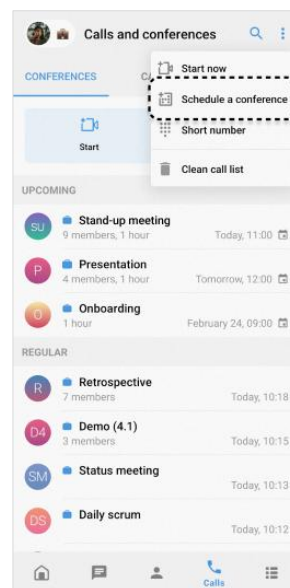


Figure 265

2. In the form for creating a conference (Figure 266):

Заланировать

Презентация

Бессрочная конференция

Сегодня, 26.07.2024
14:00

Продолжительность
45 минут

Часовой пояс
GMT+03:00 (GMT+3)

Участники

#
Арина Каран...

Никита Пирог...

Таксия Петро...

Добавить в календарь

Вы сможете создать событие в приложении Календарь после создания конференции. Для отправки приглашений участникам, их email нужно будет добавить в приложении календаря вручную.

Доступ

Ссылка доступна

Всем пользователям (включая гостей)

Присоединение по паролю

Используйте надежную генерацию пароля или задайте свой

0V78dYM7

Figure 266


- enter the name of the conference;
- select the date and time of the conference, and set its duration;
- select your time zone;

- add users and chatbots. For convenience, use the search feature or tags;
- set the “Add to calendar” option.
The conference will be automatically added to the calendar app on the user's device.
- select which users will have access to the link ([Table 27](#)):

Table 27

Option	Access
Users of the same and trusted corporate servers	For example, all servers of the same organization
Users of any corporate server	Including other organizations
All	Including external users and guests (unregistered users)

- enable the “Join with a password” option if necessary.

3. Tap on .

The conference will be displayed in the list of upcoming conferences. A link to the conference will be copied to the clipboard.

4. Share the link with conference participants in a convenient way.

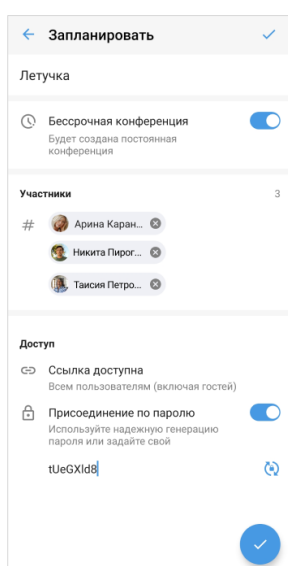
The user can send an invitation to participants through the calendar app on their mobile device. Participants will see a calendar entry for the event on their devices. An invitation e-mail will be sent to the participants.

To create an event in the participant's calendar, go to the calendar app on the user's device and manually enter the participant's e-mail address in the event entry.

CREATING A PERMANENT (UNLIMITED) CONFERENCE

To create a scheduled conference:

1. In the “Calls and conferences” section, tap on “Schedule” or open the corresponding item in the section menu.
2. In the conference settings form ([Figure 267](#)):



← Запланировать ✓

Летучка

⌚ Бессрочная конференция ☒
Будет создана постоянная конференция

Участники 3

Арина Каран...
Никита Пирог...
Татьяна Петро...

Доступ

🔗 Ссылка доступна
Всем пользователям (включая гостей)


🔒 Присоединение по паролю ☒
Используйте надежную генерацию пароля или задайте свой

tUeGXld8

✓

Figure 267

- enter the name of the conference;

- activate the option "Unlimited conference";
 - add users or chatbots. For convenience, use the search feature or tags;
 - select which users will have access to the link;
 - enable the "Join with a password" option if necessary.
3. Tap on  .
The conference will be displayed in the list of upcoming conferences. A link to the conference will be copied to the clipboard.
 4. Share the link with conference participants in a convenient way.

CREATING AN UNSCHEDULED CONFERENCE

Unlike a scheduled conference, an unscheduled conference starts at the time of its creation, without prior notification to other participants and without determining the conference parameters.

Note. The user will not join the conference if their status settings restrict incoming calls.

Other participants can join the unscheduled conference via an invitation link.

There are three ways to start an unscheduled conference:

- via the "Conferences" tab;
- via the "Calls and conferences" section;
- via a group chat.
-

FIRST METHOD. VIA THE "CONFERENCES" TAB

To create a conference:

1. Go to the "Calls and conferences" section.
2. In the "Conferences" tab, tap on "Start" ([Figure 268](#)).

The conference window will open.

A link to the conference will be automatically copied to the clipboard.

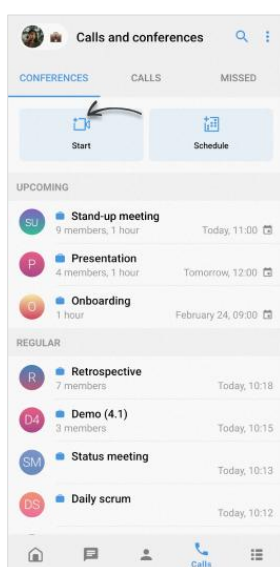



Figure 268

3. Share the link with conference participants in a convenient way.

Note. Access to the conference that has been created will be open to everyone, including guests and external users.

SECOND METHOD. VIA THE "CALLS AND CONFERENCES" SECTION

To create a conference:

1. In the "Calls and conferences" section, tap on .
2. Select "Start conference" (Figure 269).

The call window will open.

A link to the conference will be copied to the clipboard.

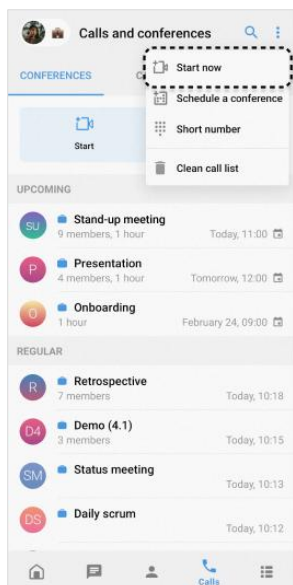


Figure 269

3. Share the link with conference participants.

Note. Access to the conference that has been created will be open to everyone, including guests and external users.

THIRD METHOD. VIA A GROUP CHAT

To create a conference:

1. In the "Chats" window, select the chat in which the conference will take place.
2. Tap on the chat name at the top of the window.

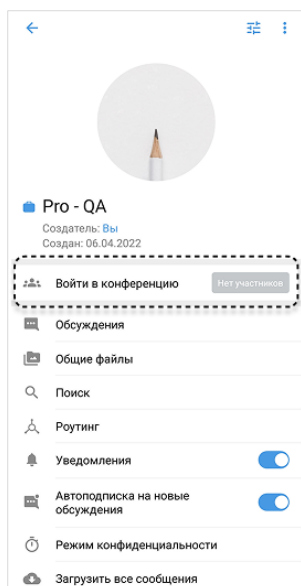


Figure 270

3. in the chat card, tap on "Join the conference" (Figure 270).

The conference will start. A "Join conference" button will be displayed in the chat.


INVITING PARTICIPANTS TO THE CONFERENCE

The user can invite participants to an active or upcoming conference using a link.

INVITING PARTICIPANTS TO AN ACTIVE CONFERENCE

Inviting Users to the Conference Using a Link

To invite users to an active conference using a link:

1. Tap on  in the conference window.
2. Set up access settings (optional step):
 - specify the link validity period;
 - select which users will have access to the link;
 - enable "Join with a password".

To update the automatically generated password, tap on  to the right.

To change the password manually, clear the field and enter a new password.

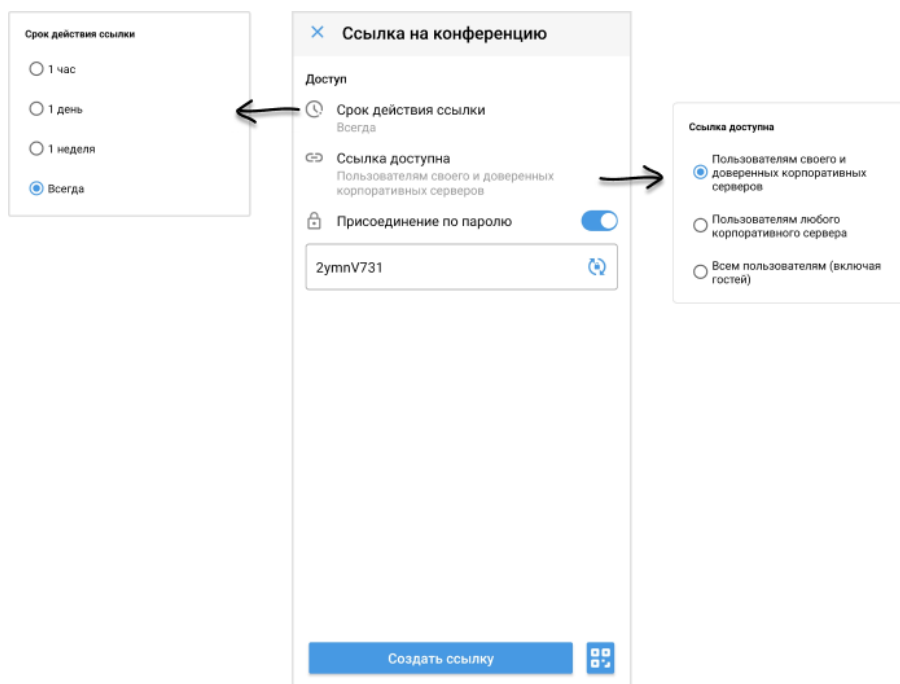




Figure 271


3. Tap on "Create link" (Figure 271).
4. Share the link with the users.

Inviting Users to the Conference Using a QR Code

To invite users using a QR code:

1. Tap on  in the conference window.
2. In the lower right corner of the "Link to the Conference" window, tap on .
3. In the "Conference QR code" window, perform one of the following actions (Figure 272):

To send, tap on "Share" at the bottom of the screen and select the app.

To save to the clipboard, in the upper right corner, tap on  and select "Save".


To download to the device, in the upper right corner, tap on  and select "Copy to clipboard".



Figure 272

4. Send the QR code to the user, if the code was saved to the clipboard or downloaded to the device.

INVITING PARTICIPANTS TO AN UPCOMING CONFERENCE

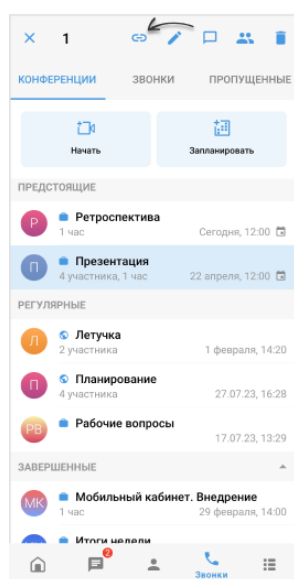



Figure 273

To invite participants to an upcoming conference:

1. Go to the "Calls and conferences" section.
2. On the "Conferences" tab, tap and hold the name of the relevant conference.
A toolbar will be displayed at the top of the screen (Figure 273).
3. Tap on  .
A link to the conference will be copied to the clipboard.
4. Share the link with the users.

ADDING PARTICIPANTS TO THE CONFERENCE

The user can add participants to a conference that has already started. The actions for doing this are similar to those for [adding users to a call](#).

MAKING A REPEAT CALL TO CONFERENCE PARTICIPANTS

The user can make a repeat call to one or more participants who left the conference or did not join it. These participants are displayed in the “Waiting” block.

The action is available only for a scheduled conference with a pre-defined list of participants. Any user in the conference can make a repeat call.

Note. The callback will not work for the user if their status settings restrict incoming calls.

The actions for doing this are similar to those for [making a repeat call to group call participants](#).

JOINING A CONFERENCE

There are several ways to join an ongoing conference:

- [via the menu in the “Calls and conferences” section](#);
- [via an Invitation Link or QR Code](#);
- [via a group chat](#).

FIRST METHOD. VIA THE “CALLS AND CONFERENCES” SECTION

Note. This method is available only in the following cases:

- if the user was added to a scheduled conference;
 - if the unscheduled conference was initiated in a group chat and the user is a participant of that chat.
-

To join a conference:

1. Go to the “Calls and conferences” section.
2. Tap on the conference name in the “Active” block ([Figure 274](#)).
The conference window will open. The user will join the conference.

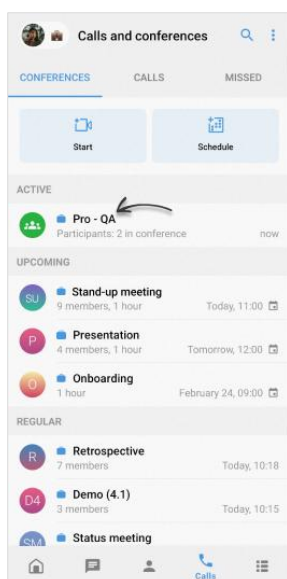


Figure 274

SECOND METHOD. VIA AN INVITATION LINK/QR CODE

joining a conference via a link or code is similar to [joining a call](#).

THIRD METHOD. VIA A GROUP CHAT

To join a conference:

- in the group chat window, tap on "Join the conference" (Figure 275);
- tap on the chat name, then tap on "Join the conference" (Figure 276).

The conference window will open. The user will join the conference.

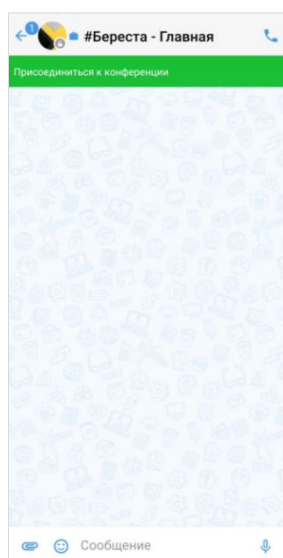


Figure 275

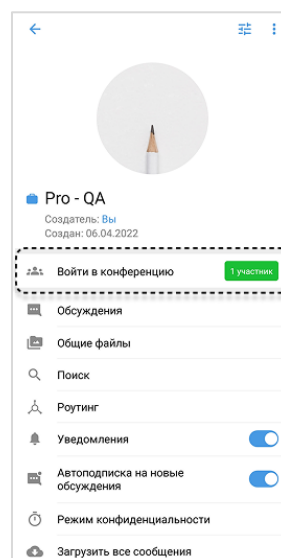




Figure 276

SWITCHING BETWEEN AUDIO AND VIDEO CALL

To switch from audio to video or vice versa, enable or disable the camera in the current conference window. To do this, in the call window, tap on /.

Note. Before the camera is turned on or after the camera has been turned on, the user can enable the “[Blur the background of my video](#)” feature.

SWITCHING A CONFERENCE TO THE BACKGROUND MODE

The background mode allows the user to work in eXpress and other apps on their mobile device without leaving the video conference.

The actions for switching to the background mode, managing the conference thumbnail, and returning to the conference screen are similar to those in a [call](#).

SENDING MESSAGES AND FILES

In the conference chat, the user can send and view messages/files. Recording Bot sends links to download the conference recording in this chat. The **regular conference** chat stores messages and files for all dates on which the conference took place.

There are two ways to go to the conference chat.

FIRST METHOD. VIA THE ACTIVE CONFERENCE WINDOW

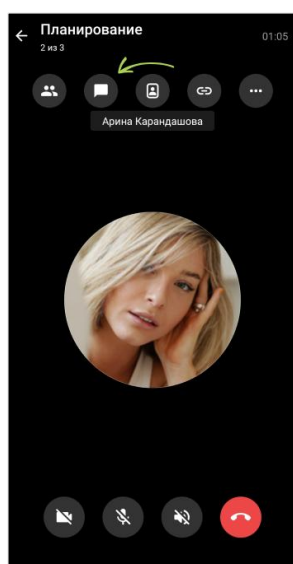



Figure 277

To switch to the conference chat:

Tap on  at the top of the screen ([Figure 277](#)).

The conference will be switched to the [background mode](#). You will be redirected to the conference chat.

SECOND METHOD. VIA THE "CALLS AND CONFERENCES" SECTION

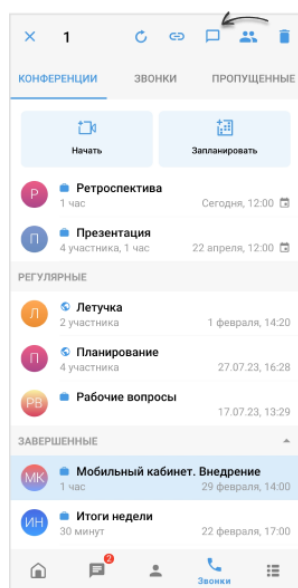



Figure 278

To switch to the conference chat:

1. In the "Calls and conferences" go to the "Conferences" tab (Figure 278).
2. Select a conference by long pressing.
3. Tap on  in the toolbar that opens.

SCREEN SHARING

The user's screen sharing capabilities during a conference are similar to those during a [personal call](#).

REACTIONS IN A CONFERENCE

The user can send reactions during a video conference to express an emotional response to what is happening. The actions for doing this are similar to those for [sending reactions in a call](#).

USING THE "RAISE YOUR HAND" ACTION

The user can perform the "Raise your hand" action during a video conference to gain attention and ask to speak without interrupting other users. This action is similar to [using the "Raise your hand" action in the call](#).

CONFERENCE COUNTDOWN TIMER

The countdown is available in scheduled meetings with a set end time and shows how much time is left until the meeting ends.

If the countdown timer is enabled, a notification is displayed 10 minutes before the end of the conference: "10 minutes left until the end of the conference."

When the scheduled conference time expires, a "Conference time expired" notification is displayed. However, the conference **is not ended** automatically.

To start the countdown, tap on the timer in the upper right corner of the conference window.

To stop the countdown, tap on the timer one more time.

CONFERENCE ADMINISTRATOR CAPABILITIES

The initiator of the conference is its administrator. The following actions are available to the administrator, which are not available to other participants:


- appointing and removing conference administrators;
- changing conference settings;
- recording a conference;
- turning off the microphone and camera of conference participants;
- disabling the "Raise your hand" notification for a participant;
- removing conference participants.

MANAGING ADMINISTRATORS

The administrator can appoint other conference participants as administrators and remove them from the list of administrators.

Appointing an Administrator

To appoint an administrator:

1. In the conference window, tap on  (Figure 279).
2. Long press on the participant's name.
3. Select "Appoint an administrator" (Figure 280).

The user will be appointed an administrator.



Figure 279

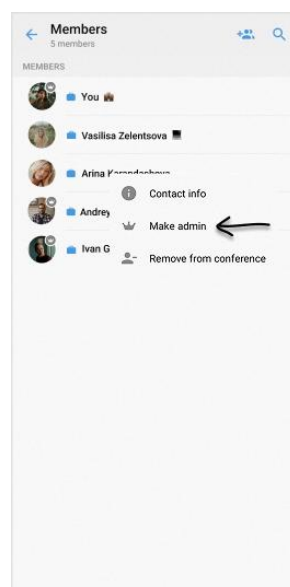



Figure 280

Removing from the list of Administrators

To remove from the list of administrators:

1. In the conference window, tap on  (Figure 281).
2. Long press on the participant's name.
3. Select "Remove from administrators" (Figure 282).

The user will be removed from the list of administrators.



Figure 281

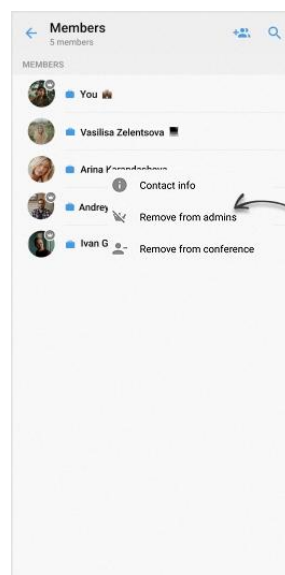




Figure 282

CHANGING CONFERENCE SETTINGS

To change conference settings:

1. Go to the "Calls and conferences" section and tap on the "Conferences" tab.
2. Select a conference by long pressing.
3. At the top of the screen, in the panel that is displayed, tap on  in the toolbar.
4. Make the required changes:
 - edit the name;
 - change the list of participants;
 - select conference link availability;
 - enable/disable joining with password.
5. Save your changes by tapping on  .
Conference parameters will be changed.

RECORDING A VIDEO CONFERENCE

Recording a video conference is similar to [recording a call](#), with the following exception: only the conference administrator can control the recording of the conference.

The conference creator automatically becomes its administrator. The administrator can [appoint other conference participants as administrators](#).

Note. An external user cannot manage a recording, even if they have been appointed as a conference administrator.

TURNING OFF THE MICROPHONE/CAMERA OF CONFERENCE PARTICIPANTS

The administrator can turn off microphones and cameras of conference participants. The actions for doing this are similar to those for [turning off camera/microphone in a group call](#).

DISABLING THE "RAISE YOUR HAND" NOTIFICATION FOR A PARTICIPANT

The administrator can "Lower the hand" for a conference participant. The actions for doing this are similar to those for [disabling the "Raise your hand" notification for a group call participant](#).

REMOVING A PARTICIPANT

The administrator can remove a participant from an upcoming or active video conference.



Removing a participant from an upcoming conference is available in the [change settings](#) mode.

Removing a participant from an active conference is similar to [removing a participant from a group call](#).


VIEWING THE LIST OF CONFERENCE PARTICIPANTS

The user can view the list of conference participants in two ways: on the "Conferences" tab and in the conference window. The first method is available for any conference, the second method is available only for the active conference.

In the list, the participants may be marked by:

- the icon  — administrators;
- the icon  — users connected to the conference;
- the label "Guest" — users who are not logged in to the app under their account, who joined an active conference via a link in the Desktop App or the Web App.

To view the list in the "Conferences" tab:

1. In the "Calls and Conferences" section, select a conference by long pressing.
2. Tap on  in the toolbar that opens.

The list of participants will open ([Figure 283](#)). If the conference is active, the "Join" button will be displayed at the bottom of the window.

To view the list in the active conference window, tap on . The list of all participants will open ([Figure 284](#)).

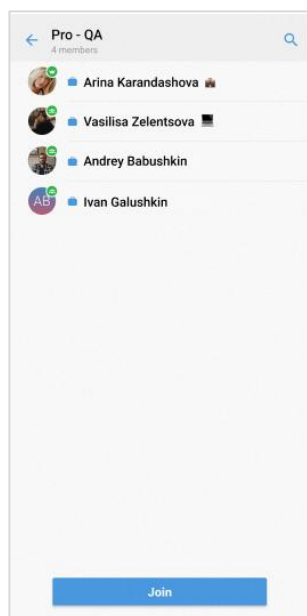


Figure 283

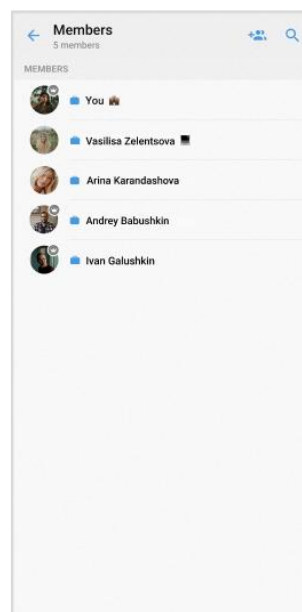



Figure 284

VIEWING INFORMATION ABOUT A CONFERENCE PARTICIPANT

The user can view the information about participants of an active or completed conference.

Information about the participant of the call is contained in their card. In eXpress, the conference participant's card is the [contact card](#).


To view information about active conference participants:

1. Tap on  in the conference window.
2. In the list that opens, tap on the participant's name.
3. Select "Participant information".

The conference participant card (contact card) will open.

To search for participants of an active conference, tap on  and enter all or part of the participant's name. All participants whose names match your query will be displayed on the screen.

To view information about completed conference participants:

1. In the "Calls and Conferences" section, select a conference by long pressing.
2. Tap on  in the toolbar that opens.
3. In the list that opens, tap on the participant's name.

The conference participant card (contact card) will open.

LEAVING AND ENDING A CONFERENCE

Please note:

- only administrator can end the conference — the user who started it, or a participant who has been [appointed as the administrator](#).
- a non-administrator participant can leave the conference, but for other participants the conference will not be ended;
- you can return to the conference later before it is ended.

LEAVING A CONFERENCE

To leave a conference, tap on . The conference window will close.

The conference is automatically ended after all participants leave it. Only the conference administrator can end the conference manually.

RETURNING TO A CONFERENCE

To return to the conference, go to the "Calls and conferences" section, open the "Conferences" tab and tap on the conference name in the "Active" block.

CONFIRMING LEAVING THE CONFERENCE

In a situation where there is only one participant left in the conference, after 10 minutes the app will prompt them to leave the conference.

To confirm leaving a conference, tap on "Leave".

Tap on "Stay" if you plan to continue the call.

Note. If the user does not select any of the options, the app will automatically end the conference after 2 minutes.

ENDING A CONFERENCE AS ADMINISTRATOR

To end the conference as administrator, tap on  and select "End conference for everyone".

RATING OF CONFERENCE QUALITY

Once the conference is ended, a message may be displayed asking you to rate the conference quality. For more details, see page [168](#).

SEARCHING FOR A CONFERENCE

To search for a conference, enter its name in the search bar.

Note. The request can be entered in full or in part, case and keyboard layout are not taken into account.


The list of conferences that match the entered query will be displayed, grouped by status.

To reset search results, tap on  in the search bar.

RESUMING A COMPLETED CONFERENCE

Any participant can resume a completed conference.

To resume a completed conference:

1. In the "Conferences" tab, long press on a conference in the "Completed" block.
2. Tap on .


The conference window will open. The conference will be resumed and moved to the "Active" block.

DELETING A CONFERENCE

Note:

- if the conference is deleted by the administrator, it will be completely removed from the app;
 - if the conference is deleted by a participant (not an administrator), it will only be deleted from the list of their conferences. The user will be removed from the conference participants list.
-

To delete a conference:

1. In the "Conferences" tab, long press on a conference to be deleted.
2. Tap on .
3. Confirm the action by tapping on "Delete" in the modal window.
The selected conference will be removed from the list.

SETTINGS

The general view of the "Settings" section is provided below ([Figure 285](#)).

To go to the section, tap on the user's avatar at the top of the app window ([Figure 286](#)).

Note. When maintenance is performed, a system notification is displayed at the top of the window. The notification text is set by the administrator.

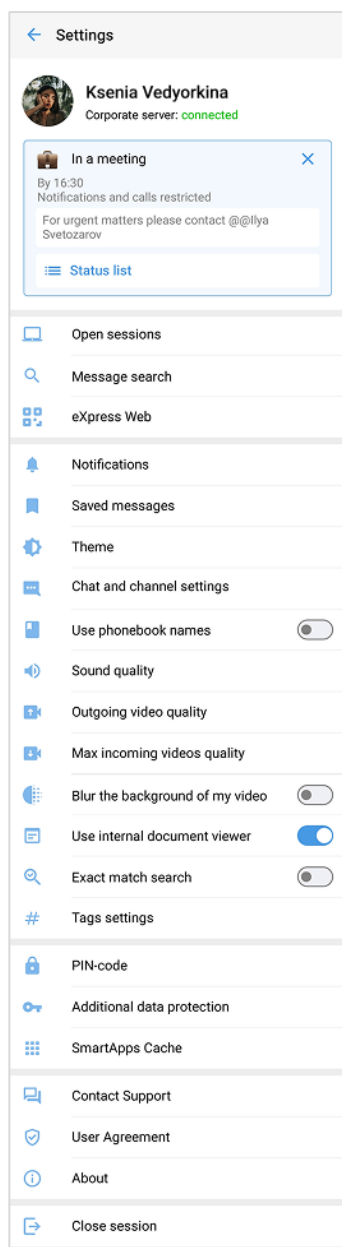


Figure 285

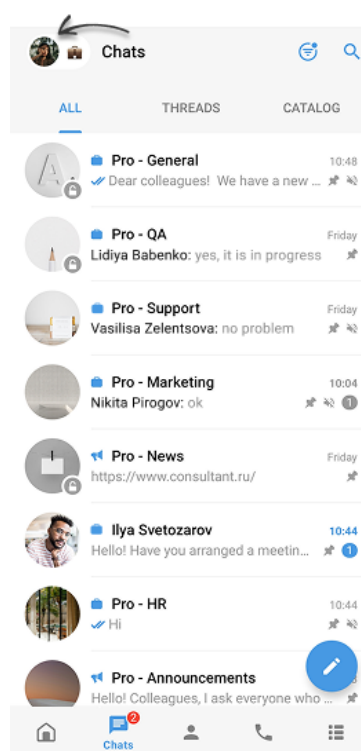


Figure 286

PROFILE

The "Profile" section provides information about the user account on the corporate (Figure 287) and regional (Figure 288) servers.

To go to this section, tap on the profile avatar in the "Settings" window (Figure 285).

The following actions will be available:

- logging out of a corporate user from the server;
- editing a corporate user profile;
- connecting an external user to corporate server;
- editing an external user profile;
- deleting the account.

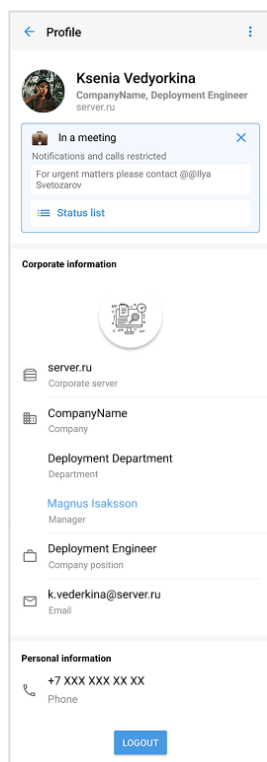


Figure 287

If the user is connected to corporate server, the following is displayed in the section (Figure 287):

- avatar and username on the corporate server;
- status and/or button to go to status settings;
- company name and position;
- server address;
- corporate information (depending on server settings);
- the phone number to which the account is linked (if the user has added a number);
- button to exit from the corporate server.

If the user is connected to the regional server, the following is displayed in the section (Figure 288):

- avatar and username on the regional server;
- status and/or button to go to status settings;
- notification that the user is not connected to corporate server;
- button to connect to corporate server;
- personal information (phone number to which the account is linked).

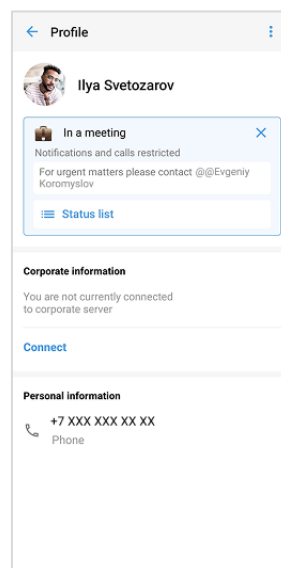


Figure 288

CONNECTING TO CORPORATE SERVER

To connect an external user to corporate server, tap on "Connect" (Figure 288).. For more details, see page 67.

EXITING FROM THE CORPORATE SERVER

Please note! Once the exit from the corporate server is confirmed by the administrator, the user will be excluded from all corporate group chats and channels, even if they are the chat/channel administrator.

If a phone number was linked to the account, the user will be able to continue working in eXpress as an external user. The following will be available to them:

- history of messages in personal chats and saved messages, before connecting to corporate server;
- messaging and calling.

If a phone number has not been linked to the account, the app will not be available for use.

To exit from the corporate server:

1. Tap on "Logout".
2. Tap on "OK" in the modal window that opens to confirm exiting from the corporate server.

A window with administrator contacts will open, and the app will be blocked until the administrator confirms that the user has been disconnected from the corporate server.

If after logging out of the corporate server the user logs in to it again:

- corporate history will be restored in personal chats;
- in group chats, message history will become available after the user is added to the chats.

To log in to corporate server again, log in to the app as corporate user and enter your credentials (for more details, see item 4 in the ["Logging In to the App"](#) section).

EDITING A CORPORATE USER PROFILE

A corporate user can edit the avatar and phone number in the profile:


- [add/change](#) or [delete avatar](#);
- [add](#), [change](#) or [delete phone number](#).

The above actions are available if enabled by the app administrator. Should you have any questions, contact your administrator or technical support.

To change your username, contact your administrator.

Going to the "Edit profile" Window

Changing the profile is available in the "Edit profile" window.

To go to the "Edit profile" window, tap on  in the upper right corner of the "Profile" window ([Figure 289](#)) and select "Edit".

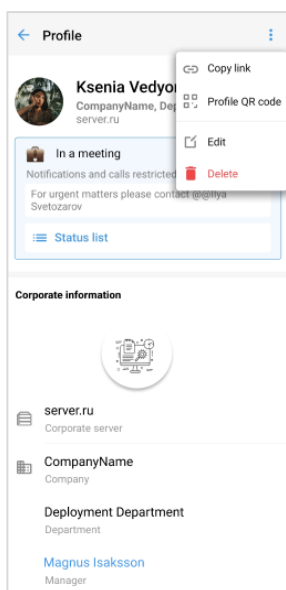


Figure 289

Adding/Changing the Avatar

1. In the "Edit profile" window, tap on "Add profile photo" or "Change profile photo".
2. Select "Take photo" or "Upload from gallery".
3. Take a photo or select a file from your device gallery.


The avatar will be added/changed and will become visible to all users.

If the action requires administrator confirmation, a system notification "Photo uploaded" will be displayed. The avatar will be marked with the icon



and will be visible to other users after approval by the administrator.

Deleting the Avatar

1. In the "Edit profile" window, tap on the avatar.
2. Tap on  in the upper right corner of the window.
3. Tap on "Delete photo" and confirm the action in the modal window.

The avatar will be deleted. If a corporate avatar was previously uploaded, it will be displayed instead of the deleted one.

Adding a Phone Number

After adding a phone number, the user will be able to log in to the app using their phone number. There are two ways to add a number to your account.

First Method

To add a phone number:

1. In the "Profile" section, tap on "Add phone number" (Figure 290).
2. In the window that opens, enter your phone number and tap on "Send code".
3. Enter the confirmation code you received.

A notification will be displayed stating "Phone number has been added".

Second Method

To add a phone number:

1. In the "Edit profile" window, tap on "Add phone number" (Figure 291).
2. In the window that opens, enter your phone number and tap on "Send code".
3. Enter the confirmation code you received.

A notification will be displayed stating "Phone number has been added".

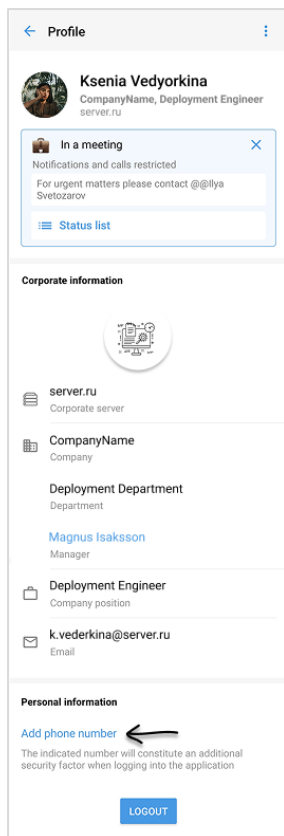


Figure 290

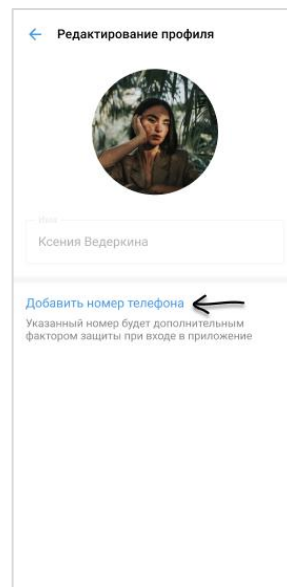



Figure 291

Changing the Phone Number

To change the phone number:

1. In the "Edit profile" window, next to the current phone number, tap on  and select "Change number".
2. Confirm the action in the modal window.
3. In the window that opens, enter your phone number and tap on "Send code".
4. Enter the confirmation code you received.


A notification will be displayed stating "Phone number changed".

An SMS message will be sent to the new phone number notifying you of the number change.

Deleting the Phone Number

After deletion, the user will no longer be able to log in to the app using their phone number.

To delete the phone number:

1. In the "Edit profile" window, next to the current phone number, tap on  and select "Delete number".
2. Confirm the action in the modal window.
A notification will be displayed stating "Phone number deleted".


EDITING AN EXTERNAL USER'S PERSONAL PROFILE

The actions for editing profile data are carried out using functional elements in the "Edit profile" window.

In this window, the external user can:

- change their name;
- select, change or delete their avatar;
- change their phone number.

Going to the "Edit profile" Window

To go to the "Edit profile" window, in the upper right corner of the "Profile" window, tap on  and select "Edit" from the menu. The action is similar to going to the "Edit profile" window for a corporate user (see page 211).

Changing the Username

In the "Edit profile" window, tap on the "Name and surname" field and enter the new details.


The "Name" field cannot be empty or contain only spaces.

Adding/Changing the Avatar**To add or change the avatar:**

1. In the "Edit profile" window, tap on "Add profile photo" or "Change profile photo".
2. Select "Take photo" or "Upload from gallery".
3. Take a photo or select a file from your device gallery.

The avatar will be added/changed and will become visible to all users.

Deleting the Avatar**To delete the avatar:**


1. In the "Edit profile" window, tap on the avatar.
2. Tap on  in the upper right corner of the avatar viewer window.
3. Tap on "Delete photo" and confirm the action in the modal window.

The avatar will be deleted.

Changing the Phone Number

Once changed, the new number will be used to log in to the app.

Attention! One phone number cannot be linked to multiple eXpress accounts.

1. Tap on  in the "Edit profile" window.
2. Tap on "Edit" in the modal window (Figure 292).

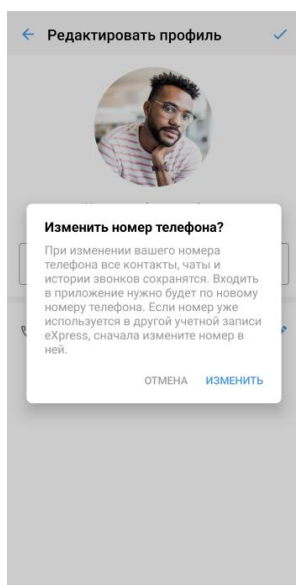


Figure 292

3. In the window that opens, enter the new phone number and tap on "Send code".
4. Enter the confirmation code you received.

A notification will be displayed stating "Phone number changed". An SMS message will be sent to the new phone number notifying you of the number change.

DELETING AN ACCOUNT

Attention! It is strongly recommended not to perform this action!


After deleting an account from the system, the following will also be deleted:

- history of messages in user chats;
- all shared files.

Deleted data cannot be recovered.

Contact the administrator of the user's organization before performing the operation.

To delete an account:

1. Tap on  in the upper right corner of the "Profile" section.
2. Select "Delete account" (Figure 293).
3. Skip this step, if the app does not ask you to enter a number.
Enter the phone number to which the user account to be deleted is registered.
4. Tap on "Delete account" (Figure 294).
5. Confirm the action by tapping on "Delete" in the modal window.

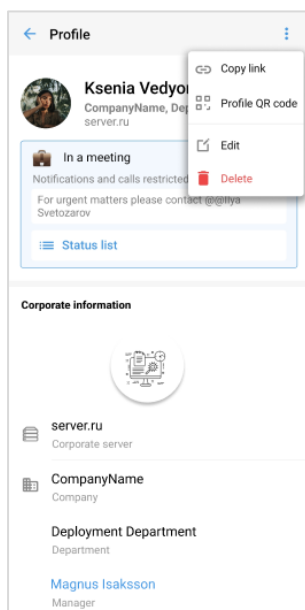


Figure 293

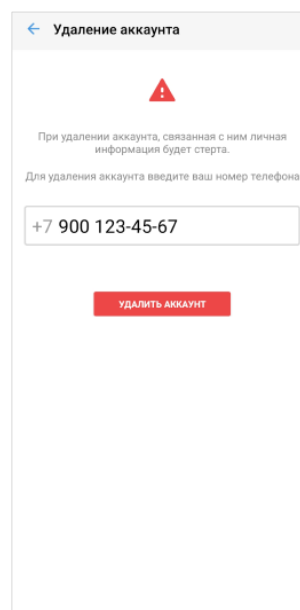


Figure 294

OPEN SESSIONS

The “Open sessions” section (Figure 295) is designed to display all active user sessions under one account.

The list does not display the device on whose screen the user views this information.

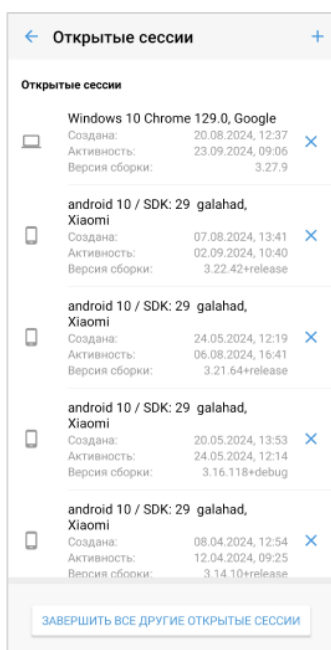


Figure 295

To close a session on a specific device, tap on . In the dialog box that opens, confirm closing of the session by tapping on “OK”.


To terminate the session on all devices, tap an “End all other open sessions”. In the dialog box that opens, confirm the action by tapping on “OK”.

In the “Open sessions” section, the user can log in to the Web/Desktop App using a QR code.

To log in using a QR code:

1. Enter the following link in the address bar of your browser: <https://corp.express>, or start the Desktop App.

Note. If following the specified link does not work, request the correct link from the administrator.

2. On the start page, select the “QR code” login method.
3. In the Mobile App, go to “Settings” section and select “Open sessions”.
4. Tap on  in the upper right corner.
5. Hold your camera over a QR code on the Web/Desktop App page.

SEARCH

The “Search” section (Figure 296) is designed to search for messages in chats and channels.

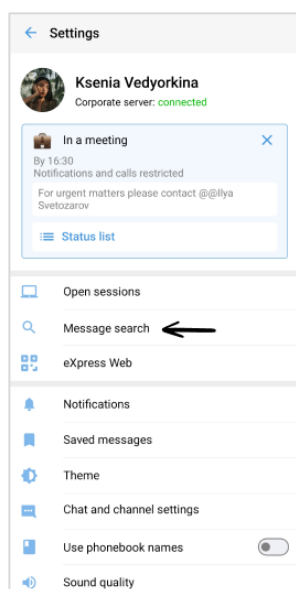


Figure 296

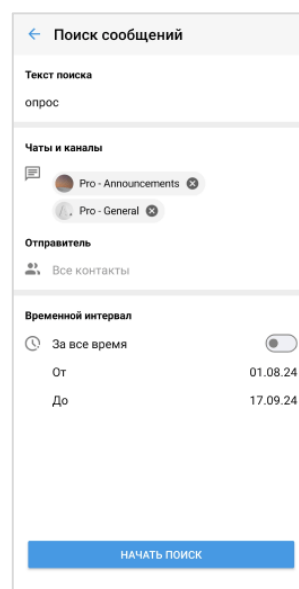


Figure 297

To search for a message:

1. In the top field, enter the text of the message, at least 3 characters (Figure 297). The field is required.
2. Enter all or part of the chat name. If the field is not filled in, the search will be performed across all chats in which the current user is a participant.
3. Enter all or part of the sender’s name. If the field is not filled in, the search will be performed on all senders of the above chats in which the current user is a participant.
4. Adjust the search depth by selecting a time interval or enable the “All time” option.
5. Tap on “Start search” at the bottom of the screen.

Search results will be displayed on the screen.

To go to the found message, tap on it.

To continue searching, tap on "Search next".

To continue searching in the background, tap on "Back" and then "Continue".

To end the search or exit the search screen, tap on "Back" and then "End search".

SETTING UP NOTIFICATIONS

This section contains settings for notifications about new messages and missed calls, which apply to all chats in the app ([Figure 298](#)). Notifications are enabled by default.

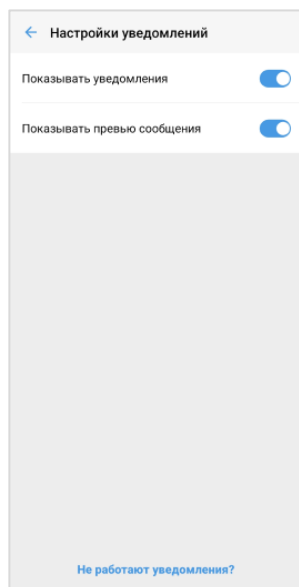


Figure 298

MANAGING NOTIFICATIONS

To enable a setting, slide the switch to the right; to disable, slide the switch to the left.

To temporarily disable notifications, slide the "Show notifications" switch to the left and select the time during which notifications should be disabled.

To disable notifications completely, tap on the "Show notifications" switch and select "Forever".

When the "Show notifications" and "Show previews" settings are enabled, the push message displays:

- name of the chat or SmartApp;
- the name of the author of the message or the header of the message;
- the message text;
- the time it was sent;
- number of chats with new messages.

When the "Show preview" setting is disabled, the push message displays the chat name, the name of the message author, and the text "Message".

Note. If the user has completed all the settings, but notifications do not work or work incorrectly, tap on “Notifications not working?”. An article in the “Frequently Asked Questions” section will open with detailed information about possible causes of problems and how to fix them.

NOTIFICATIONS IN FULL SCREEN MODE

Note. The information in this section is relevant only for users of Android version 14.

The users of Android version 14 can disable notifications in full screen mode. The action is carried out in the settings of their mobile device.

If the user has disabled this type of notifications, a message is displayed in the “Notification settings” section. (Figure 299).

Tapping on “Go to Settings” will open the mobile device settings.

Also, when opening eXpress, a message may be displayed (Figure 300).

To disable the display of this message, tap on “Don't show again”.

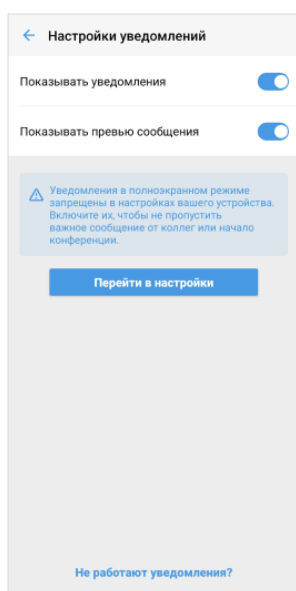


Figure 299

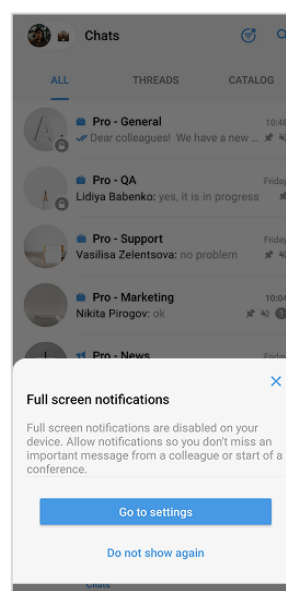



Figure 300

SAVED MESSAGES

Selecting the “Saved Messages” item (Figure 301) takes you to the “Saved Messages” chat (Figure 302), which contains messages selected and saved by the user. For a detailed description of the “Saved Messages” chat, see page 21.

To go to the initial message, in the corresponding chat, tap on  in the upper left corner of the message.

Note. If the transition is not possible, it means that the original message has been deleted.

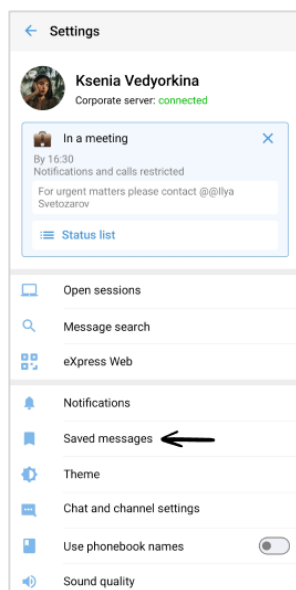


Figure 301

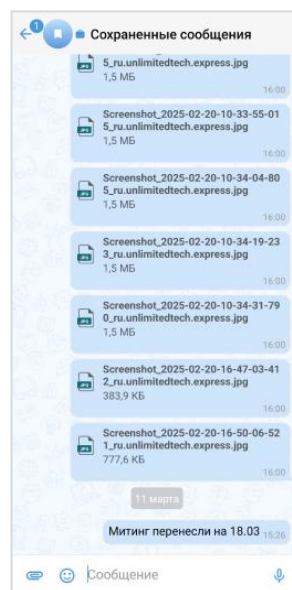


Figure 302

THEME

The user can customize the appearance of the app.

The "Dark theme" option changes the color scheme of all windows of the app.

When you select the "Automatic" option, the app sets the theme according to the device theme.

Note. The selected theme is also used in [SmartApps](#).

CHAT AND CHANNEL SETTINGS

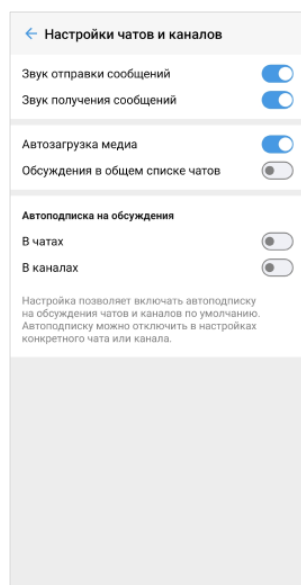


Figure 303

SOUNDS OF SENDING AND RECEIVING MESSAGES

To set up sound signals in all chats and channels, move the switch to the right or left ([Figure 303](#)).

MEDIA AUTOLOADING

The “Media autoloading” switch allows you to enable/disable automatic downloading of files transmitted in chats and channels to your mobile device.

Note. This option applies to files whose size does not exceed 5 MB.

To enable the automatic file download function, move the switch to the right.

If the “Media autoloading” option is disabled, the files transmitted in chats can only be downloaded manually.

The specified setting does not change after closing and opening the app, or after logging out of the session and logging back into the app.

THREADS IN THE GENERAL CHAT LIST

This item allows you to choose one of two options for displaying [threads](#):

- only in the “Threads” tab;
- in the general list on the “All chats” tab and in the “Threads” tab.

This option is disabled by default.

When **enabled**, threads are displayed in the “All Chats” and “Threads” tabs. The chat counter with unread messages in the “Chats” section icon displays the total number of unread chats, including threads.

When **disabled**, all threads that the user is subscribed to are displayed only in the “Threads” tab, provided that it is pinned (for more information, see [“Managing Chat and Channel Tabs”](#)).

Attention! If this option is disabled and the “Threads” tab is not pinned, the user's threads will not be available. The unread chat counter will display the total number, including unread threads.

AUTO-SUBSCRIBE TO THREADS

This item allows you to enable/disable automatic subscription to threads for all chats and channels that the user is a participant of.

The setting does not change in those chats and channels where the user turned on/off automatic subscription manually.

The user can [set up automatic subscription to individual chats](#) and [channels](#) in their cards.

USE PHONEBOOK NAMES

The “Use phonebook names” item is responsible for displaying user names in the contact list:

- if the option is enabled:
 - the users (corporate and external) added to the contact list on a mobile device are displayed under the names stored in the address book of that device;
 - the users who are not in the contact list on the mobile device are displayed under the names stored on the server;
- if this option is disabled, all users are displayed under the names recorded on the server.

SOUND QUALITY

The “Sound quality” item allows to set the number of kilobits transmitted per second during audio calls. The more kilobits, the higher the quality of the audio information.

The default value is 16 Kbps.

If the call participants have different audio quality settings, the audio quality of the current call is set to the lowest value set by the participants.

To maintain stable audio transmission in poor connection conditions, lower the audio quality.

After minimizing/closing and opening the app, the sound quality setting is saved. After exiting the app and logging in, the audio quality setting is reset to the default value (16 Kbps).

OUTGOING VIDEO QUALITY

The user can adjust the quality of their video during a video call.

To configure, tap on “Outgoing video quality” and select the parameter from the displayed list.

- “High”;
- “Medium”;
- “Low”.

MAX INCOMING VIDEOS QUALITY

The user can change the maximum video quality settings for other participants in a video call.

To configure quality, tap on “Best incoming video quality” and select the parameter from the displayed list.

- “High”;
- “Medium”;
- “Low”.

To disable incoming video except for screen sharing, select the appropriate parameter. The user will not see the video of other call participants, but will see their screen when sharing.

To disable all incoming videos, select “Off”. The user will not be able to see the video of other participants in the video call, including sharing their screens.

BLUR MY VIDEO BACKGROUND;

This item allows enabling/disabling background blurring during video call and video conference.

The action is available before and after the video call session starts.

USE INTERNAL DOCUMENT VIEWER

The “Use Internal Document Viewer” item allows enabling/disabling the function of viewing documents transferred in chats, channels, and threads using the built-in program (see page 147).

EXACT MATCH SEARCH

When exact match search is **enabled**, the app searches chats and contacts by contact title, name, or e-mail only (case insensitive).

If exact match search is **disabled**, the app searches by name, email and other contact data — position, company, manager's name, server name, etc.

By default, exact match search is disabled.

SETTING UP THREADS

This section is intended for working with tags. The section contains a list of all tags (Figure 304). By default, system tags are located at the top, and the user's personal tags are below, but their order can be customized manually.

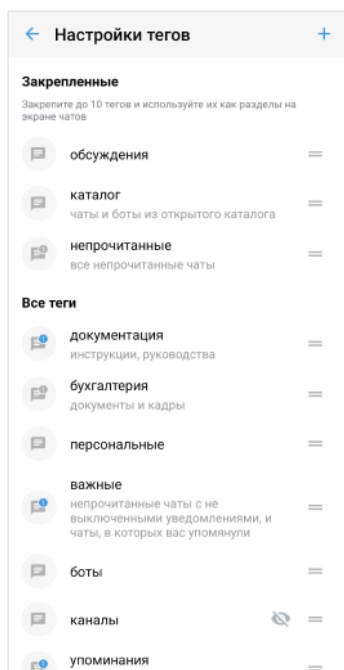


Figure 304

The following actions are available to the user:

- creating or deleting a personal tag;
- adding or changing the description of a personal tag;
- changing a tag;
- setting up notifications for a tag;
- enabling and disabling a tag;
- changing tag arrangement in the tag filter;
- managing tag/channel tabs.

To go to the “Tag Settings” section , select the corresponding item in the “Settings” section (Figure 305).

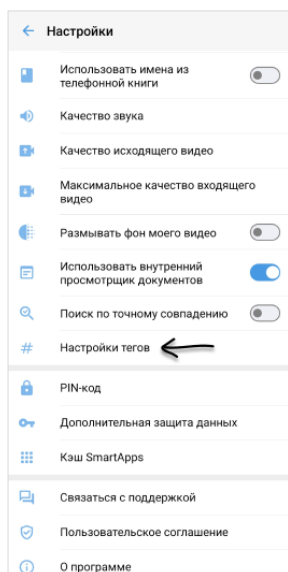


Figure 305

CREATING A PERSONAL TAG

Note. New personal tags are also created when adding a tag to a chat/channel/thread, contact or message.

To create a new personal tag:

1. In the “Tags” section, tap on **+** in the upper right corner.
2. In the “Create” window (Figure 306):
 - enter tag name: text and/or emoji (required field);
 - provide a description: text and/or emoji (optional field);
 - set the counter of unread messages;
 - enable the “Hide Tag” option, where necessary.

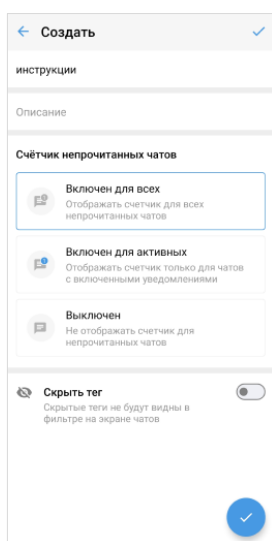




Figure 306

3. Tap on .

The tag will be created and displayed in the list of personal tags.

ADDING OR CHANGING THE DESCRIPTION OF A PERSONAL TAG


To add or change the description of a personal tag:

1. In the "Tag settings" section, tap on a tag.
2. Add/edit tag description, use text and/or emoji.
3. Tap on  in the upper right corner of the window.
Description will be added or edited.

CHANGING A TAG

The user can change tags of any type, both system and personal.

To change a tag:

1. In the "Tag settings" section, tap on a tag.
2. Change tag name, use text and/or emoji.
3. Tap on  in the upper right corner of the window.

The edited tag will be displayed in the list. The tag will also change for all contacts, chats/channels/threads and messages that have been tagged with it.

DELETING A PERSONAL TAG

You can only delete a personal tag. It is not possible to delete a system tag.

To delete a personal tag:


1. In the "Tag settings" section, tap on a tag.
2. Tap on "Delete tag" at the bottom of the screen.
3. In the modal window that opens, tap on "Delete" to confirm the action.

The personal tag will be removed from the list. The tag will also be deleted for all chats, channels, threads and messages that have been tagged with it.

SETTING UP NOTIFICATIONS FOR A TAG

Note. The default notification settings cannot be changed for the following system tags: "Catalog", "Mentions", "Important", "Unread", "Popular", "Recent".


To configure notification settings:

1. In the "Tag settings" section, tap on a tag.
2. Select the option in the "Counter of unread chats" block:
 - "Enabled for all" — the counter of unread messages will be displayed for all chats/channels/threads (counter color – gray);
 - "Enabled for active" — the counter will be displayed for chats/channels/threads with enabled notifications (counter color — blue);
 - "Disabled" — the counter of unread messages will not be displayed.
3. Tap on  in the upper right corner of the window.

SHOW/HIDE TAG

The user can disable and enable the display of all types of tags in the tag filter.


To hide/show a tag:

1. In the "Tag settings" section, tap on a tag.
2. Slide the "Hide Tag" switch:
 - to the right — to hide the tag from the tag filter;
 - to the left — to enable display of the tag in the filter.
3. Tap on  in the upper right corner of the window.

MANAGING THE ORDER OF TAGS IN THE CATALOG

The user can manage the order of display for all tags in the catalog by moving both personal tags and system autotags.

To change the location of a tag in the tag catalog:

1. In the "Tag settings" section, tap on  next to the name of the tag you want to move.
2. "Tap and drag" the tag to a new position.

MANAGING TAG/CHANNEL TABS.

The user can manage the tabs of the "Chats" section, in particular:


- add up to 10 tabs;
- change the order, in which tabs are displayed
- unpin one or all pinned tabs.

If you completely unpin all tabs, all of the user's chats and channels will be displayed as a single list in the "Chats" section.


Attention! If the user deletes the "Threads" tab and disables the ["Threads in the general chat list" option](#), the user's threads will be unavailable. The unread chat counter will display the total number, including unread threads.

Tabs are managed in the "Tag Settings" section ([Figure 305](#)).

Adding a tab to the interface


To add a tab, tap on  next to a tag in the "All tags" block and, while holding, move the tag to the "Pinned" block.

Changing the order in which tabs are displayed

To change the order of tabs, tap on  next to a tag in the "Pinned" block and, while holding, move the tag to the desired position. This way, arrange the tags in the desired order.

Unpinning a tab (removing it from the interface)

First Method. "Settings" section → "Tags"

To unpin a tab, tap on  next to a tag in the "Pinned" block and, while holding, move the tag to the "All tags" block.

Second Method. Via the "Chats" Section

To unpin a tab in the "Chats" section, see page [72](#).

PIN CODE

This section is designed to set a PIN code for the Mobile App ([Figure 307](#), [Figure 308](#)). This feature provides additional protection of data from unauthorized access to the app.

The PIN code is created for a session on a specific user device. The user can set a different PIN code in the app on different devices, or set it only on one of the devices.

When a session ends, the PIN code is reset in the app on the device on which the user ended the session.

The following actions are available to the user:

- [enabling PIN code](#);
- [changing PIN code](#);
- [resetting PIN code](#);
- [setting up fingerprint unblocking of the app](#);
- [setting up app lockout interval](#);
- [disabling PIN code](#).

Note. Enabling and disabling a PIN code may not be available if your administrator has set up a mandatory PIN. In this case, the interface will not have a “PIN code” switch. The app automatically asks you to create a PIN code. The user can change it and customize the parameters.

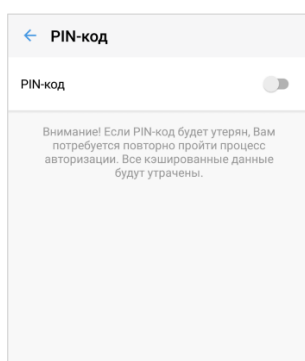


Figure 307

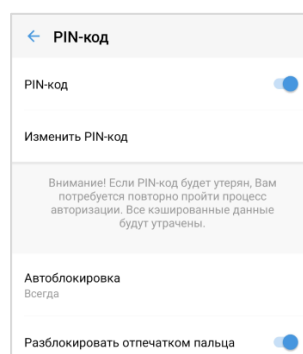


Figure 308

ENABLING PIN CODE

To enable PIN code:

1. Go to the “PIN code” section.
2. Slide the switch to the right ([Figure 307](#)).
3. Enter and confirm your PIN code.

The PIN code will be enabled. Now, every time the app is accessed, it will require the user to enter the PIN code.

When entering your PIN code, consider the following rules:

- the user is given a total of three attempts to enter the PIN code;
- if you remove the app from the list of active apps, the PIN code entry counter will not be reset;
- if you enter an incorrect PIN code three times, you will be taken to the phone number entry screen.

The number of remaining entry attempts is displayed at the bottom of the screen when an incorrect PIN code is entered, in the system message "Incorrect PIN code".

CHANGING PIN CODE

To change the PIN code:

1. Select "Change PIN-code" (Figure 308).
2. Enter your previous PIN code.
3. Enter a new PIN code and confirm it in the next window.

The app PIN code will be changed.

Note. If the repeated PIN code is entered incorrectly, the user will be logged out of the app and taken to the screen for entering/creating a new PIN code.

If the user has forgotten the PIN code, it can be reset. In this case, all data in the app will be deleted.

RESETTING PIN CODE

To reset the PIN code:

1. Tap on the link "Forgot your PIN-code?"

The window will open, see Figure 309.

2. Tap on "Reset data".

The PIN code will be reset and the data will be cleared.

SETTING UP FINGERPRINT UNBLOCKING OF THE APP

To set up fingerprint unblocking of the app:

Attention! Unlocking the app using a fingerprint is only possible on a mobile device that supports this feature.

1. Enable the fingerprint unblocking feature on your device.
2. Activate the PIN code in eXpress.

The "Fingerprint unblocking" option will become available in the "PIN-code" section (Figure 310).

3. Slide the switch to the right.

After successful completion of the actions, each time the app is accessed, it will require the user to enter a PIN code or fingerprint (Figure 311). To unblock the app, place your finger on the scanner or enter your PIN code.

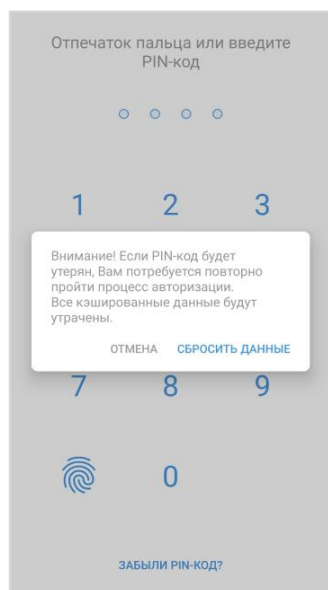


Figure 309

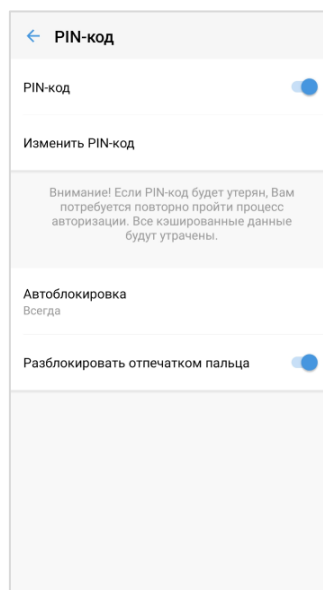


Figure 310

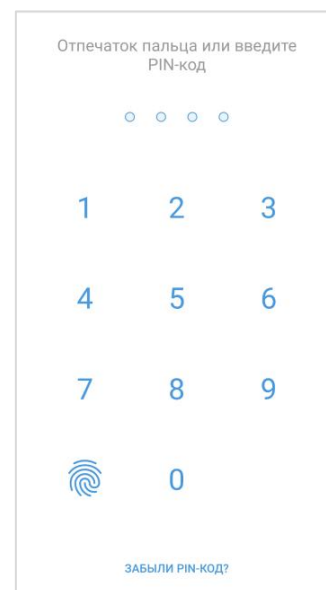


Figure 311

SETTING UP APP LOCKOUT INTERVAL

To set the lockout interval, select “Auto block” from the settings list (Figure 310) and select the interval in the drop-down box.

Once minimized, the app will be automatically blocked if not used for a set period of time.

DISABLING PIN CODE

Note. If the “PIN code” switch is missing from the interface, it means that the administrator has activated **mandatory PIN code** and its disabling is not available to the user.

To disable PIN code:

1. Tap on the “PIN-code” switch (Figure 308).
2. Repeat the PIN code in the new window.
3. The PIN code will be disabled.

ADDITIONAL DATA PROTECTION

The user can manage a personal password for additional data protection:

- creating password;
- changing password;
- disabling password.

By default, the password is disabled and is not requested by the app during login.

The availability of the “Disable password” button in the interface depends on whether a personal password is used or not. Below are examples of how the section is displayed if the password is disabled (Figure 312) and if the password is enabled (Figure 313).

Figure 312

Figure 313

To set up a password:

1. Enter your password and confirm it by following the instructions on your device screen (Figure 312).
2. Tap on "Done".

The password will be created and saved. The user will be automatically redirected to the "Settings" section, and the message "Successfully" will be displayed on the screen.

The next time you log in using your phone number on this device or log in on other devices, the system will ask the user for your personal password.

To change the password:

1. Enter your new password and confirm it by following the instructions on your device screen (Figure 313).
2. Tap on "Done".

The password will be changed. The user will be automatically redirected to the "Settings" section, and the message "Password changed successfully" will be displayed on the screen.

Note. If the user has logged in on two or more devices and/or in different browsers, then when changing the password on one of the devices/browsers, they will be taken to the QR code screen on the PC and to the phone number input screen on mobile devices.

To disable the password:

1. Tap on "Refuse password" (Figure 313).
2. Confirm the operation in the modal window by tapping on "Refuse password".

The password will be disabled. The user will be automatically redirected to the "Settings" section, and the message "Successfully" will be displayed on the screen.

The next time you log in using your phone number, the app will not ask you for personal password.

SMARTAPPS CACHE

The user can delete the [SmartApp cache](#) (Figure 314).

This action allows you to update SmartApps data to resolve possible issues during operation.

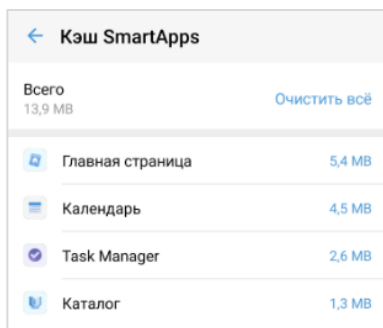


Figure 314

To clear the cache of a specific SmartApp, tap on its name (Figure 314), then tap on "Clear <SmartApp name> cache" at the bottom of the window.

To clear the cache of all SmartApps, tap on "Clear all" (Figure 314), then tap on "Clear all cache" at the bottom of the window.

CONTACTING SUPPORT

This item contains answers to frequently asked questions related to user registration and login to the app.

To contact technical support, tap on "Contact Support" and select a contact method in the window that opens.

Examples of the "Frequently Asked Questions" and "Contact Support" windows are shown below, see [Figure 315](#), [Figure 316](#).

Note. The information in the "Frequently Asked Questions" window and support contacts are set up by the administrator and may differ from the illustrations.

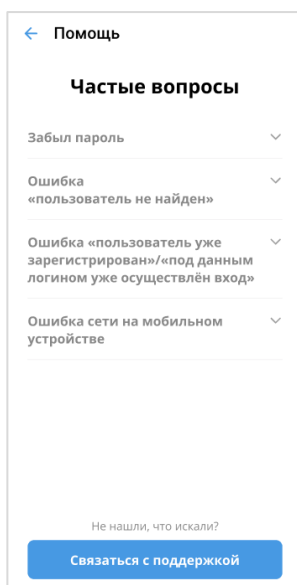


Figure 315

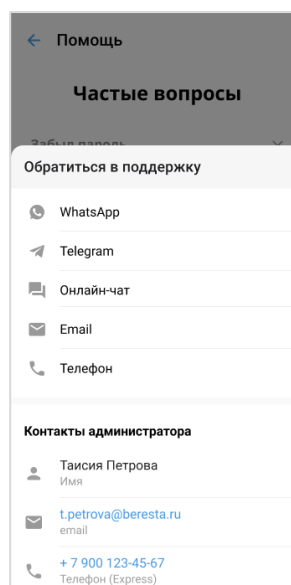


Figure 316

TERMS OF USE

This item is intended for familiarization with the user agreement.

Note. If you see a “Page not found” message after navigating, contact your administrator for more information.

ABOUT

This item contains information about the app:

- eXpress logo;
- version number;
- corporate server logo (for corporate users);
- information about [updates](#) (if available);
- button for collecting diagnostic information.

To collect diagnostic information:

1. Tap on “Start collecting diagnostic information” and tap on “OK” in the modal window.
2. Perform the actions that cause the problem.
3. Go back to the “About” section and tap on “Stop and share”.
4. Send the file generated by the app.

CLOSING THE SESSION

This section is intended for managing the current user session.


To terminate the current session, tap on “Close session” and confirm the operation in the modal window that opens.

Chapter 4

CHATBOTS

DESCRIPTION OF CHATBOTS

A chatbot is a user account that is managed by a computer program, which is designed to automate business processes.

The list of corporate chatbots is contained in the "Chats" section on the "All chats" and "Catalog" tabs (Figure 317). You can distinguish a chatbot from a regular contact by the icon  to the left of the contact's name.

Chatbots, like contacts, have a card containing information about them (Figure 318). You can write a message from the chatbot card.

The user can create a QR code for the chatbot card and send it to other users. The action is similar to [creating a QR code for the contact card](#).

It is also possible to create a QR code for the chat with a bot. When you scan such a code, the app will open a chat with the bot and automatically send a command that the chatbot will execute. For example, a QR code for a chat with the "Courier Bot", in which a command to create an app will be sent.

To create a QR code for a chatbot command, contact the administrator or technical support.

Note. You cannot call the chatbot.

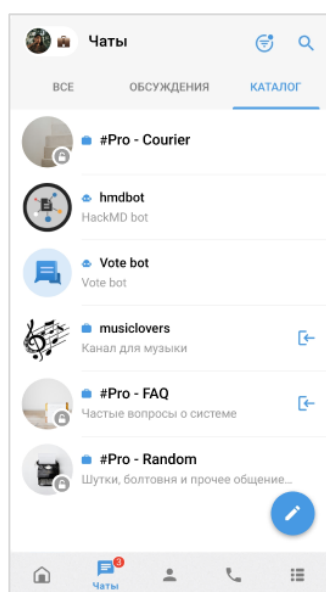


Figure 317

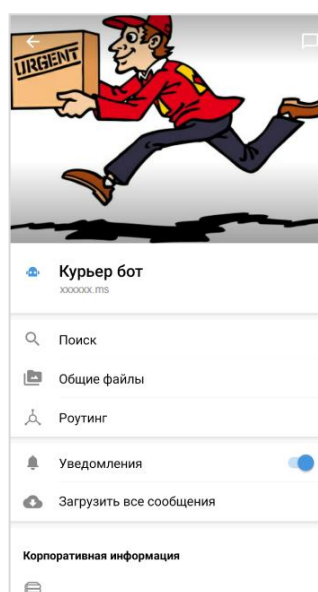


Figure 318

FUNCTIONAL CAPABILITIES

Chatbots can perform the following functions:

- sending text messages and files to chat;
- sending messages with buttons;

- sending messages about system events (creation of a chat, user joining a chat, user leaving a chat, etc.);
- enabling/disabling the Confidential Mode;
- appointing chat administrators;
- creating a chat with a user.

WELCOME MESSAGE

Once the user creates a chat with a chatbot, the bot receives a notification about the new chat. This can be used as a welcome message. The message may contain a greeting, an explanation of the bot's purpose, instructions on how to interact with it, and control elements ([Figure 319](#) and [Figure 320](#)).

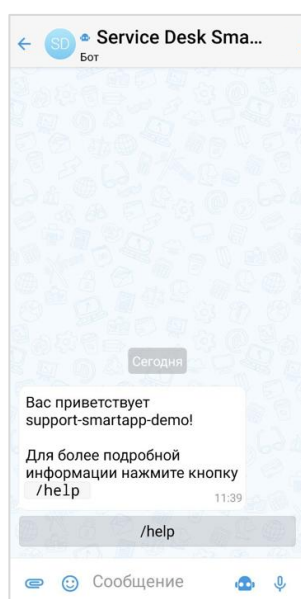


Figure 319

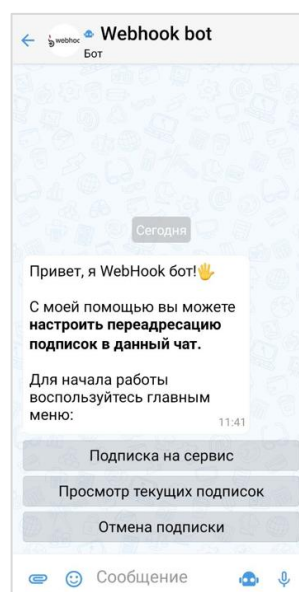


Figure 320


DIALOG

Communication with the chatbot occurs in the following formats:

- personal chat only;
- personal and group chat, and the chatbot can be added to a group chat or channel.

To start a dialog with the chatbot:

1. In the "Chats" section, go to the "All" or "Catalog" tab.

To search for a chatbot, tap on  and enter the name.

2. Tap on the chatbot name.

The chat window will open. The chat with the bot will be displayed at the top of the chat list.

3. Type and send a message.

Actions with chatbot messages are similar to the actions with messages from regular users (see page [109](#)).

You can interact with the chatbot as follows:

- using buttons in the chat area:

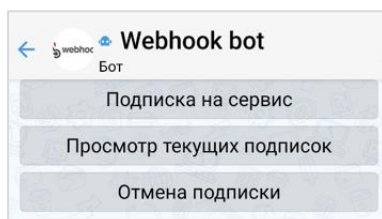


Figure 321

- using the list of commands:

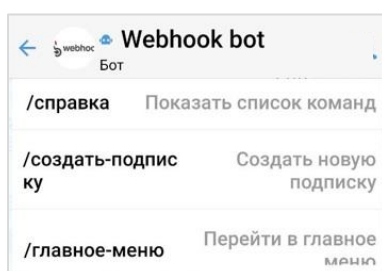


Figure 322

- using buttons in the keyboard area:

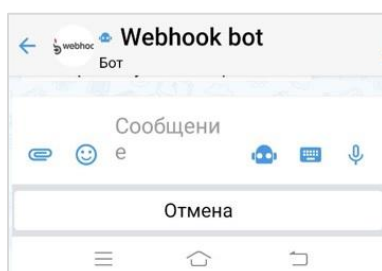


Figure 323

- using independent text input in the message input line:

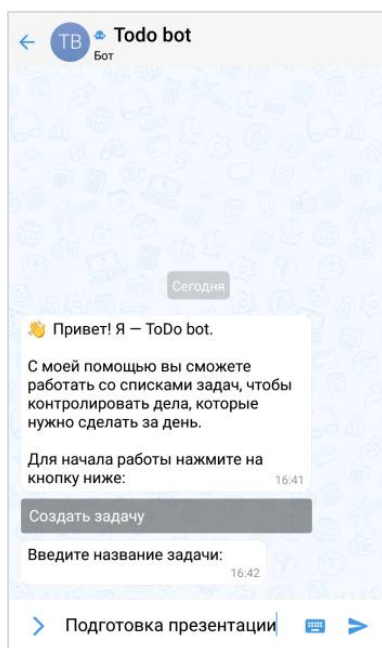


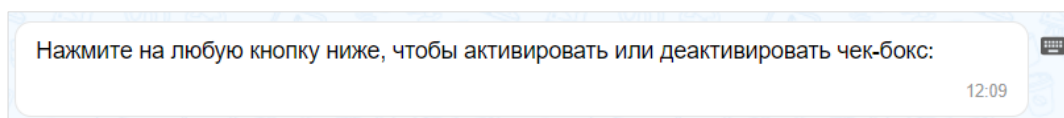


Figure 324

Note. To bring up the list of commands, use the button  or enter “/” in the message line.

Unlike the buttons in the chat area, the keyboard buttons are hidden after you tap on . They can be displayed again by tapping on the message input line.



The buttons in the chat area can be used to perform the following actions:

- sending a command to the chatbot, the result of the command is displayed in the chat area:

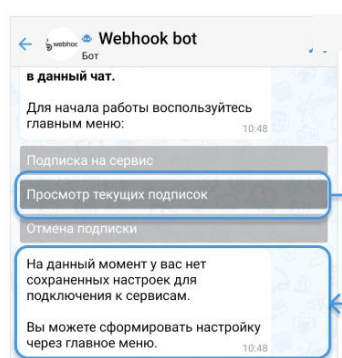


Figure 325

- visible sending of a command to the chat (with special chatbot settings):

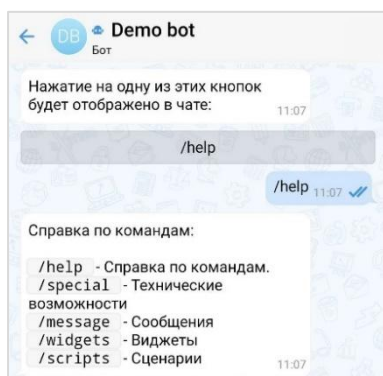


Figure 326

- buttons generated based on user actions with graphical controls, for example, selecting a date in a calendar month:

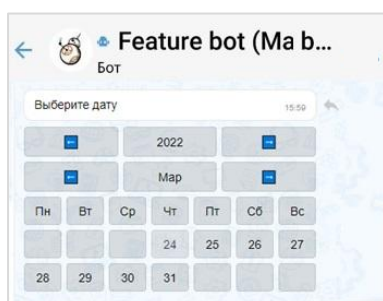


Figure 327

- selection from several options:

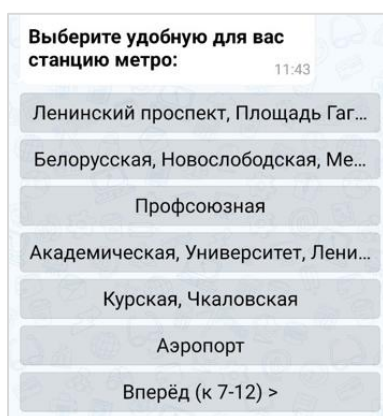


Figure 328

The content of the chatbot messages may change over time if the source data has changed (Figure 329 and Figure 330).

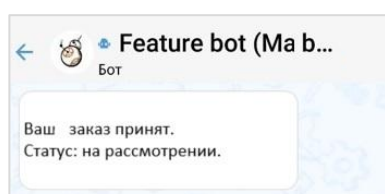


Figure 329

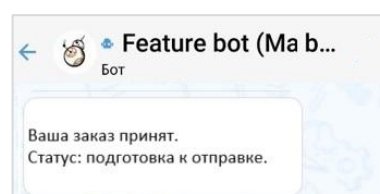


Figure 330

The “Change message” modification supports different widget options:

- simple list of buttons:

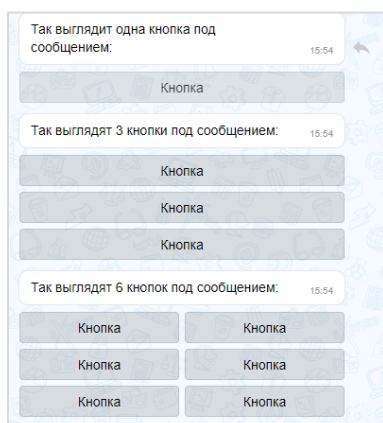


Figure 331

- customizable list of buttons

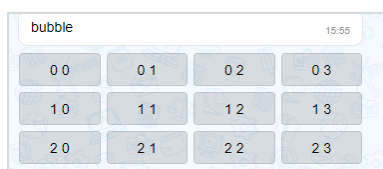


Figure 332

- emojis:

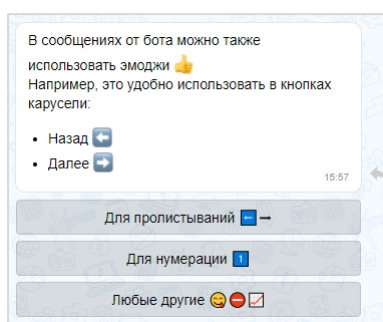


Figure 333

- dynamic calendar:

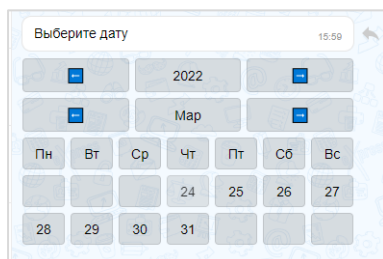


Figure 334

- carousel:

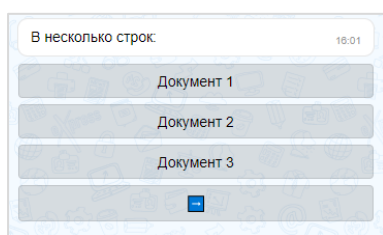


Figure 335

- carousel in a line:

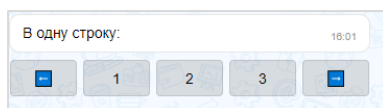


Figure 336

- check list:

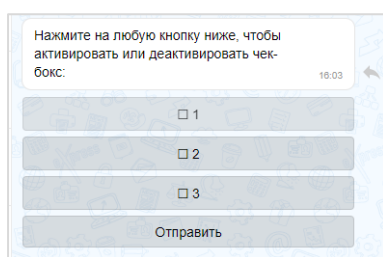


Figure 337

- checklist under the keyboard:

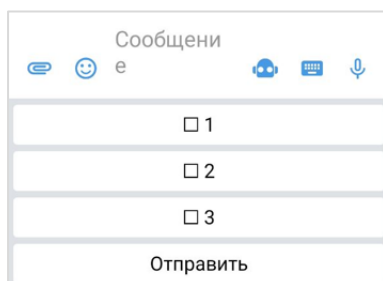


Figure 338

When writing messages, the chatbot can use different text formatting to conveniently present information to the user:

- bulleted list;
- changing font style;
- changing font saturation;
- tags;
- links to websites;
- code block with/without language indication.

Examples of formatting are provided below (Figure 339).



Figure 339

Chatbot messages may contain:

- links to corporate chats and contacts:

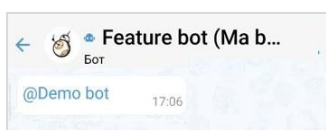


Figure 340

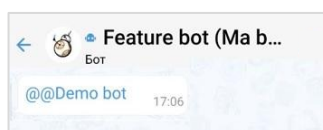


Figure 341



Figure 342

- photo and video files:



Figure 343

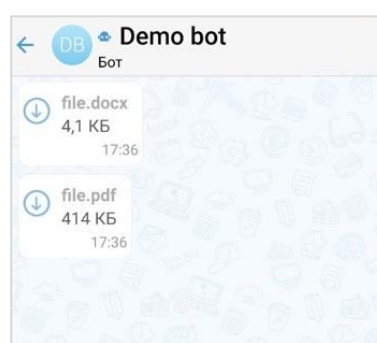


Figure 344

The user can send the chatbot a voice message/ geolocation marks and stickers. The chatbot will respond with a text message (Figure 345, Figure 346, Figure 347).

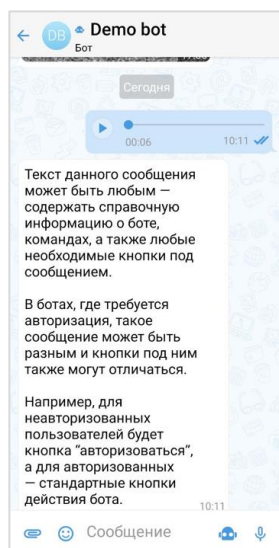


Figure 345

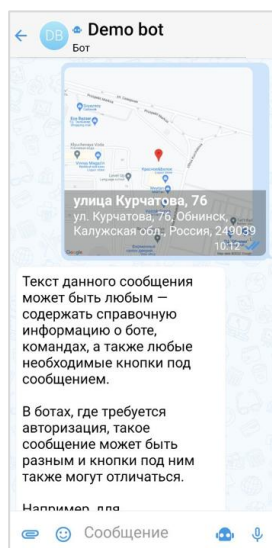


Figure 346

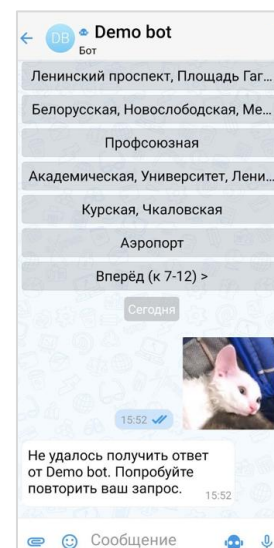


Figure 347

ACTIONS WITH OBJECTS

The chatbot can perform the following actions:

- appointing the user as chat administrator;
- creating a chat with the user;
- pinning/unpinning messages in the chat;
- searching for a user by user ID, login and password, e-mail;
- adding users to the chat and removing them from the chat.

The chatbot supports the invisible message sending format. It is used for one-time transmission of confidential information, which automatically hides the user's message from history.

ROUTING DIAGRAM

The chatbot can support two routing schemes (Figure 348 and Figure 349).

The user and the chatbot are registered on the same corporate server:

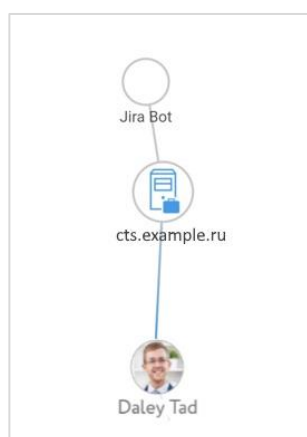


Figure 348

The user and the chatbot are registered on different corporate servers:



Figure 349

CONFIDENTIAL MODE

The chatbot can enable and disable the Confidential Mode on its own in cases where the user transmits personal or confidential information (Figure 350 – Figure 352).

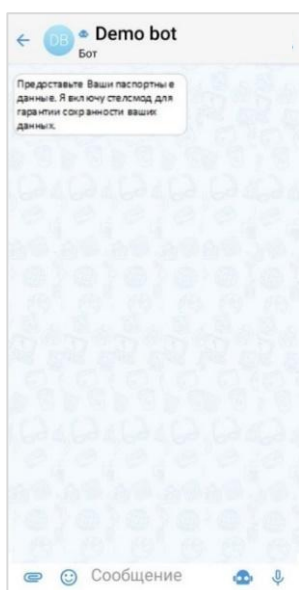


Figure 350

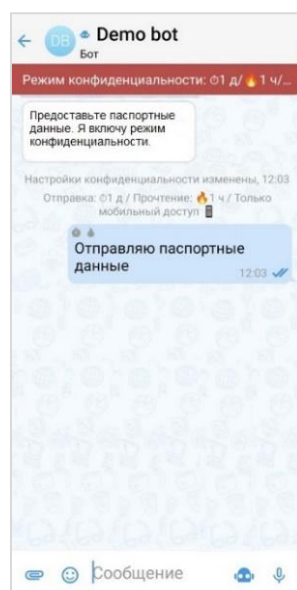


Figure 351

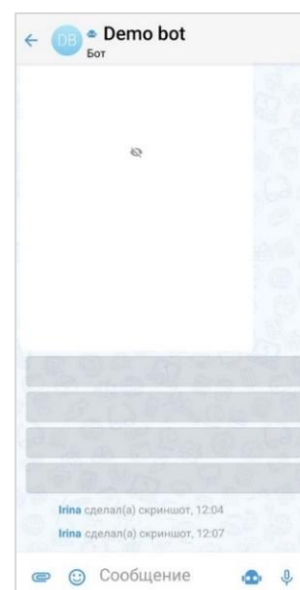


Figure 352

CONFERENCE NOTIFICATION CHATBOT

The chatbot is designed to inform the user about conferences (Figure 353). Information is provided in the form of [automatic notifications](#), as well as upon user request.

The parameters according to which notifications are sent are customized by the user using this chatbot.

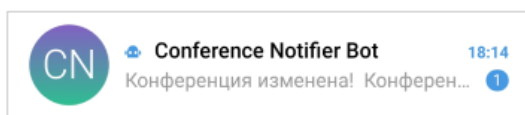


Figure 353

In the dialog window with the chatbot, the user can perform the following actions:

- bring up help on working with the bot;
- set the time of reminders or disable their sending;
- view conference list;
- select a time zone to send notifications on time.

NOTIFICATION TYPES

The chatbot automatically sends several types of notifications to the user (an example of a notification is illustrated below, see [Figure 354](#)):

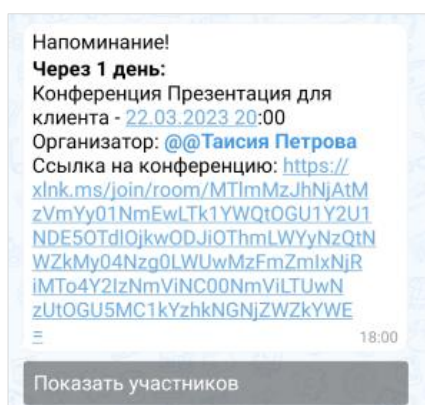



Figure 354

- reminder of an upcoming scheduled conference according to the [established schedule](#);
- invitation to a conference, in the following cases:
 - if the organizer added this user to the created conference;
 - if the organizer started an unscheduled conference and added this user to it.
- a message stating that the conference has been changed, in particular:
 - the name has been edited;
 - a conference participant has been added or removed;
 - the date or time of the conference has been changed;
 - the availability of the conference using a link has been changed;
 - the conference access password has been added, changed or removed.
- message about deleting the conference, in the following cases:
 - if the organizer deleted the conference;
 - if this user has been excluded from the list of conference participants.

BRINGING UP HELP

To bring up help, do one of the following:

- enter the command `/help` in the message input field and send it;
- tap on , select `/help` from the list and send the command.

A message will be displayed in the chat window containing information about the bot and help on how to work with it ([Figure 355](#)).



Figure 355

SETTING UP REMINDER TIMES

For **scheduled conferences**, the user can set the time for sending reminders about the time of the event. For **unscheduled conferences**, automatic sending of information about the conference to the user at the start of the communication session has been implemented.

To set up a reminder time for upcoming conferences:

1. Open the setup form in one of the following ways:
 - [bring up help](#) and tap on "Set reminder time";
 - enter and send the command `"/setup"`.
2. In the form that opens, check the box next to the desired reminder time or disable reminders.
3. Tap on "Save".

A message will be displayed in the chat stating "Notification settings saved." Before the next scheduled conference, the bot will send the user a notification at the specified time.

VIEWING CONFERENCE LIST

The bot allows the user to view lists of upcoming and ongoing (unlimited) conferences that they are a participant in. **Upcoming** conferences are scheduled conferences with a set date and time, while **unlimited** conferences are scheduled conferences without a set date and time.

To view the list of conferences, follow one of the steps below:

- bring up help, tap on "List of upcoming conferences" / "List of unlimited conferences" and send a message;

- enter the command “/upcoming” or “/unlimited” in the message input field and send it;

The list of upcoming and unlimited conferences will be displayed on the screen.

In this list, conference names are buttons that the user can use to view detailed information about the conference.

Note. If the user is not a participant in any scheduled or ongoing conferences, a message will be displayed that says “You have no active conferences.”

To view information about a conference, tap on its name in the list. A message will be displayed on the screen with details of the selected conference. This message includes (Figure 356):

- name of the conference;
- date and time of its holding;
- name of the conference organizer;
- a link to join the conference;
- buttons “Show participants” and “Add additional reminder” / “Edit additional reminder”.

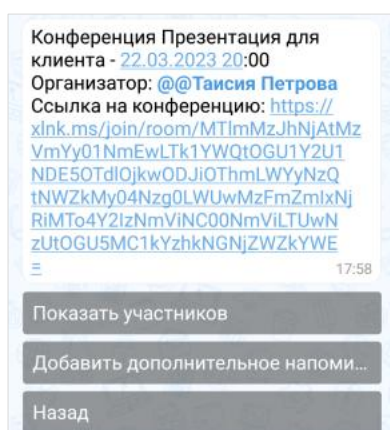


Figure 356

To view the list of conference participants, tap on “Show participants”. A message is displayed containing the list of participants (Figure 357).

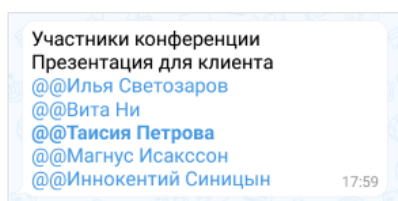




Figure 357

To create/edit an additional conference reminder, tap on “Add additional reminder” / “Edit additional reminder” (Figure 356), select the time and save the setting. The steps are similar to those for [setting up conference reminder times](#).

SETTING TIME ZONE

To set the time zone (Figure 358):

1. Open the setup form in one of the following ways:
 - bring up help and tap on “Set time zone”;

- enter the command “/timezone” in the message input field and send it.
2. Complete the settings using the buttons  and .
 3. Tap on “Save”.

The following message will be displayed: “Time zone set: <New value>”.
Notifications will be sent to the user according to the updated time zone.

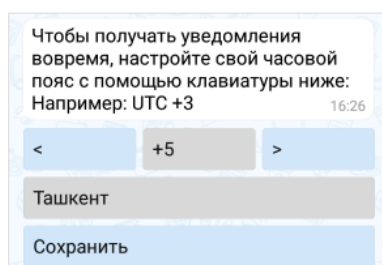


Figure 358

Chapter 5

SMARTAPPS

SmartApp is a web app implemented as an add-on that runs inside eXpress to access corporate services and systems. SmartApps help solve work tasks within one ecosystem and are an alternative to developing dozens of apps for each individual task.

To go to the SmartApp list, tap on “More” in the eXpress main menu and select “Smart Apps” from the “Quick Features” window (Figure 359).

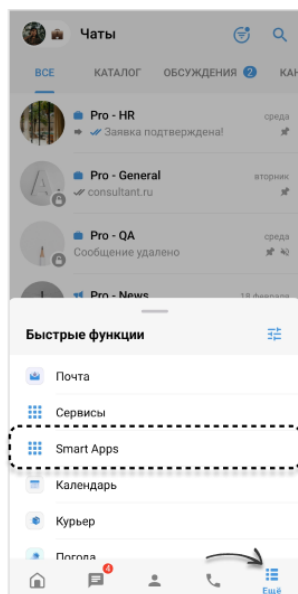


Figure 359

To search for SmartApp, tap on  in the upper left corner and enter the name, partially or in full.

Descriptions of specific SmartApps are provided in the Knowledge Base section, which is available at the following link: <https://docs.express.ms/smartapps/user-guide/>.

If you need to update data to troubleshoot issues while using a SmartApp, use the **Clear Cache** feature.

The user can customize the order in which SmartApps are displayed in the “Quick Features window”, and also add a button to jump to the corresponding SmartApp in the eXpress main menu (see page 72).

Chapter 6

CONFIDENTIAL MODE

The Confidential Mode works in all corporate chats and is designed to protect data from copying and transferring data to other people. The Confidential Mode applies to all types of messages. To perform these functions, the Confidential Mode uses the following security measures:

- setting the time interval for deleting messages after reading and sending;
- providing access to chat only from mobile devices;
- tracking video recording and screenshot taking by users (chat participants receive a corresponding notification);
- blocking the display of system events in the chat list (system events are displayed in the chats themselves);
- blocking the functions of copying and forwarding to other chats messages sent in the Confidential Mode (including after it is disabled);
- blocking the function of quoting messages sent in the Confidential Mode after disabling it (when Confidential Mode is enabled, quoting messages is available);
- blocking the function of saving files sent in the Confidential Mode (including after it is disabled);
- no message text in push notification (tapping on the notification opens the chat);
- blurring out chat content/white chat screen when disconnected from the network (messages are unreadable) and while working in another app.

Attention!

- The Confidential Mode is only available in a corporate chat. If an external user joins a chat with the Confidential Mode enabled, the chat becomes a mixed type chat and the Confidential Mode is disabled automatically.
 - The Confidential Mode is only available in the chat with up to 256 participants.
-

The following actions are available to each of the participants of the personal/group chat:

- [enabling the Confidential Mode](#);
- [changing the Confidential Mode settings](#);
- [disabling the Confidential Mode](#).

The Confidential Mode settings are synchronized on all devices of chat participants.

ENABLING THE CONFIDENTIAL MODE

To enable the Confidential Mode:

1. Tap on "Confidential Mode" in the chat card ([Figure 360](#)).
The Confidential Mode settings window will open with the default settings of "1 day / 1 hour" and the "Activate" button ([Figure 361](#)).
2. Tap on "Expire time / Burn time" to customize these options.

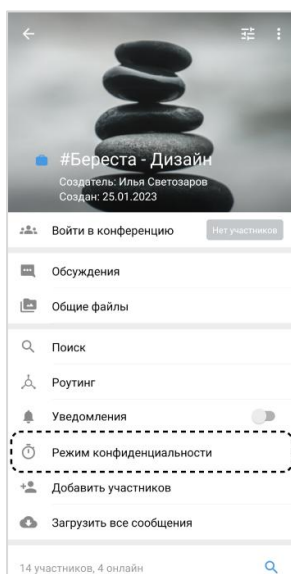


Figure 360

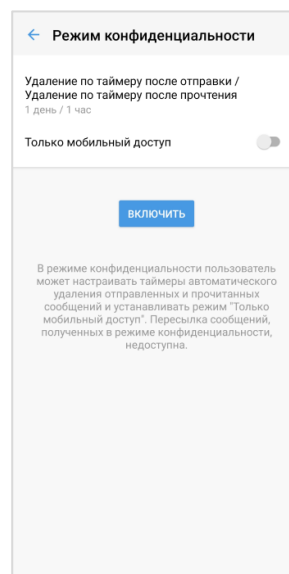


Figure 361

3. Specify the options in the "Sending" and "Reading" tabs (Figure 362 and Figure 363) and tap on "OK".

For correct operation, it is necessary to observe the following conditions:

- the value of the "Burn time" option must be less than or equal to the value of the "Expire time" option, otherwise both values are automatically equalized;
- both of the options cannot be set to "Disabled", otherwise the "Enable" button is unavailable.

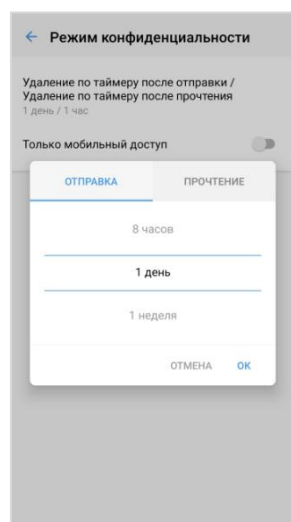


Figure 362

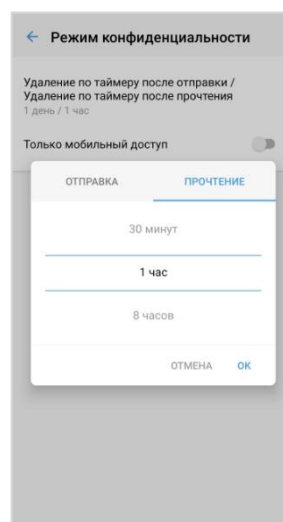


Figure 363

4. Slide the "Mobile access only" switch to the right to allow access to the chat only from mobile devices and block it from desktop devices via the Web/Desktop App.
5. Tap on "Activate" (Figure 364).

The Confidential Mode will be enabled on all devices of all chat participants. The user will be automatically redirected to the chat window, where:

- An information panel called "Confidential Mode" will be displayed under the chat header (Figure 365);

- the chat area will display the message "<User_name> has enabled the Confidential Mode" (Figure 365).

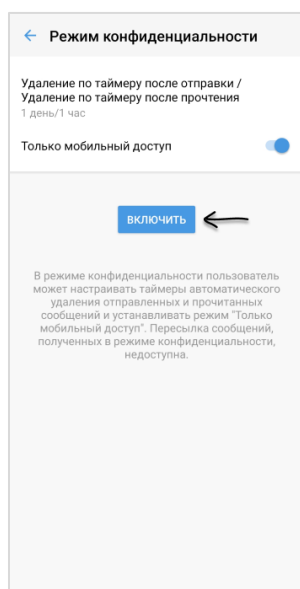


Figure 364

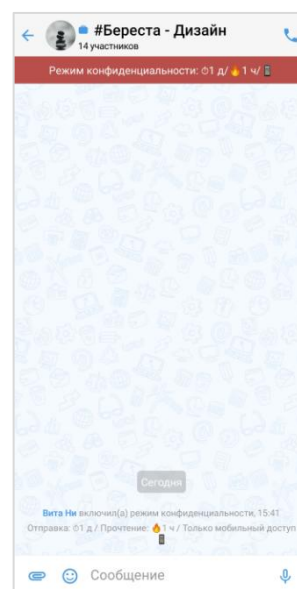


Figure 365

The app will automatically delete messages in the chat according to the specified settings.

Each chat participant has the ability to disable the mode or make changes to the settings.

When a screen recording is in progress, chat participants will receive the following notification: "<User_name> took a screenshot of the chat" that are not deleted after turning off the Confidential Mode.

Attention! When the "Mobile access only" option is enabled in the Web/Desktop App, the chat window content is hidden and the system message "Chat is not available in the Web/Desktop version" is displayed in the chat area. Open it in the Mobile Client."

The chat will be marked with icons, see Figure 366.

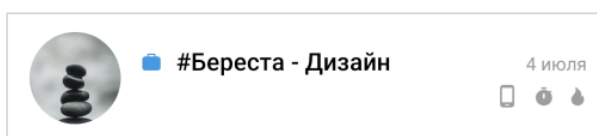


Figure 366

Meaning of icons (Table 28):

Table 28

Button	Purpose
	Mobile access only (not available if option is not enabled)
	Deleting messages after a certain period of time after sending
	Deleting messages after a certain period of time after reading

CHANGING THE CONFIDENTIAL MODE SETTINGS

To change settings:

1. In the Mobile App, open a chat that has the Confidential Mode enabled.
2. Tap on the "Confidential Mode" panel under the chat header (Figure 367) or tap on the chat header and select the item with the same name in its card (Figure 368).

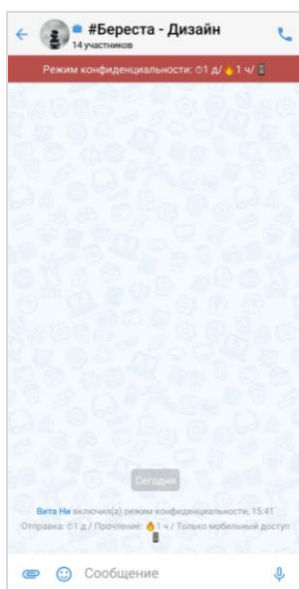


Figure 367

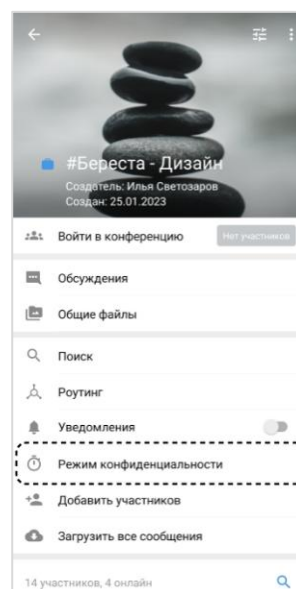


Figure 368

3. Change the settings:
To change the time for deleting messages after sending/reading, tap on "Expire time / Burn time" and select new values in the window that opens;
To enable/disable the "Mobile access only" option, move the switch to the right/left (Figure 369).
4. Tap on "Change settings".
 The changes you make will be saved, and the new settings will be applied to all devices of the chat participants.
 A message will be displayed in the chat window stating "<User_name> has changed their Confidential Mode settings" (Figure 370).

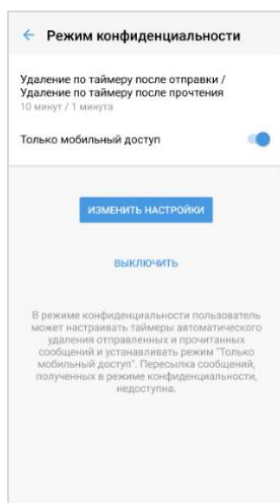


Figure 369

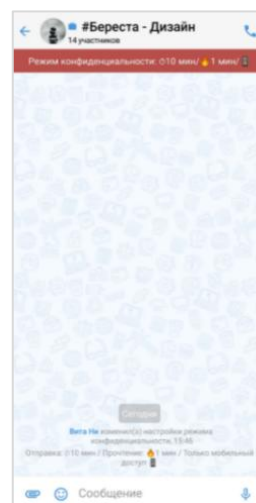


Figure 370

DISABLING THE CONFIDENTIAL MODE

To disable the Confidential Mode:

1. Tap on the "Confidential Mode" panel under the chat header (Figure 367) or tap on the chat header and select the item with the same name in its card (Figure 368).
2. In the window that opens, tap on "Deactivate" (Figure 369).

The Confidential Mode will be disabled. Wherein:

- The "Confidential Mode" notification in the chat will no longer be displayed;
- messages sent in the Confidential Mode will be hidden (Figure 371); when you tap on a hidden message, a window with a hint will be displayed, where the "Activate" button will allow you to go to the Confidential Mode settings (Figure 372);
- if the last text message sent in this chat was sent in the Confidential Mode, it will be hidden in the chat list and replaced with the word "Message" (Figure 373);
- the Confidential Mode settings will be reset to their default values.

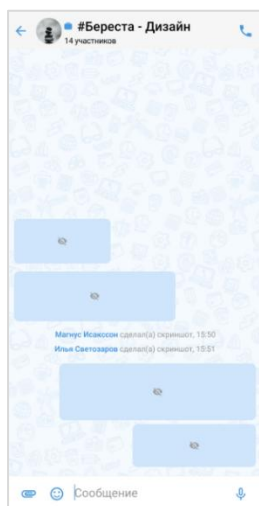


Figure 371

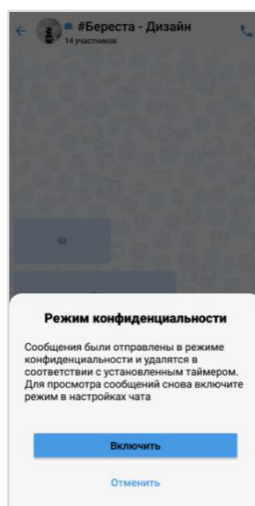


Figure 372

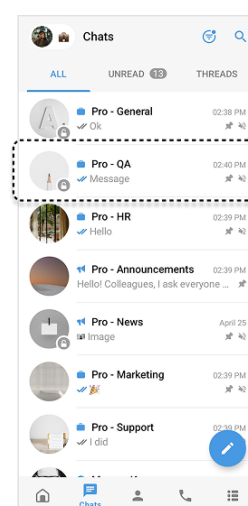


Figure 373

Chapter 7

ROLE MODEL

GENERAL INFORMATION

Within the framework of the role model, restrictions for actions with attachments in the app and in SmartApps can be set for individual user groups:

- [sending](#);
- [viewing](#);
- [saving to a mobile device](#);
- [forwarding](#) to eXpress chats/channels and third-party apps.

The role model settings are set by the administrator.

Restrictions can be customized based on the following attachment parameters:

- attachment type (image, video, document);
- attachment format (e.g. PDF, DOCX, TXT, etc.);
- attachment size (for example, for files larger than 30 MB).

Restrictions may apply to:

- certain group chats/channels;
- personal chats with specific users;
- threads and chats of calls/conferences.

Note. Restrictions can be set for specific users or specific groups depending on their server affiliation. Should you have any questions, contact your administrator or technical support.

The role model also includes [restrictions for downloading attachments from corporate users](#) and [a requirement to set a PIN code in the app](#).

The restrictions are set by the app administrator.

TYPES OF RESTRICTIONS

SENDING RESTRICTIONS

If there are restrictions for sending attachments, a warning will be displayed when you select the attachment type ([Figure 374](#)).

To view detailed information, tap on "Learn more". The details of restrictions for the current chat will be displayed ([Figure 375](#)).

To return to the attachment type selection tap on "Got it" ([Figure 375](#)).

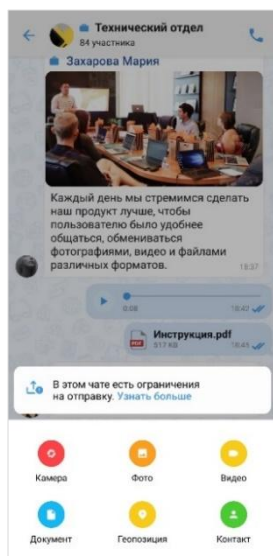


Figure 374

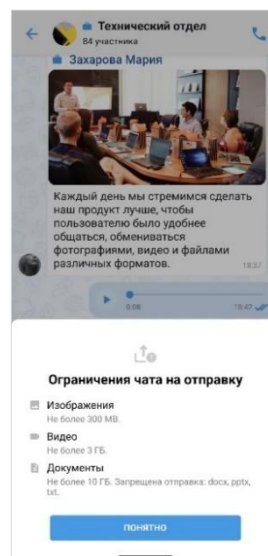



Figure 375

When selecting attachments, files that do not meet the restrictions will be marked with the icon  (Figure 376). A warning will be displayed on the screen. The send message button will be inactive.

To send a message with an attachment, delete the selected files that do not meet the requirements.

If there are restrictions for sending attachments of a certain type to the chat, the corresponding button will be inactive when selecting such an attachment type (Figure 377).

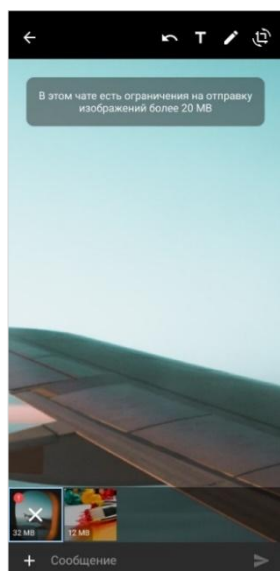


Figure 376

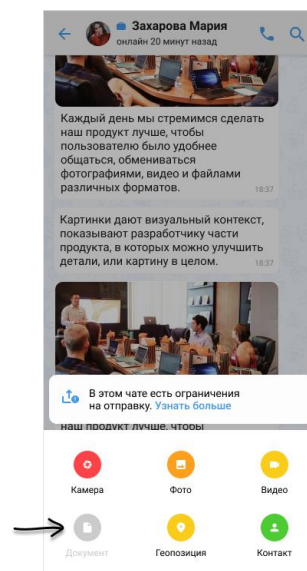


Figure 377

VIEWING RESTRICTIONS

If there are restrictions for viewing attachments, files that fall under the restrictions will not be available for viewing and will be marked with a warning (Figure 378).

To view detailed information about restrictions, tap on the warning (Figure 379).

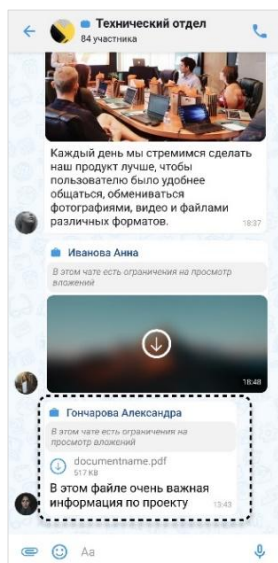


Figure 378

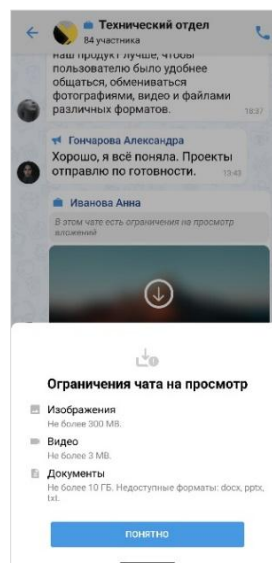



Figure 379

In the chat/channel card, media (Figure 380) and files (Figure 381) that fall under restrictions will also be unavailable for viewing.

The user can go to the original message with the attachment to view information about the restrictions.

To go to the original message, open the context menu by long pressing on the attachment and tap on  (Figure 382).

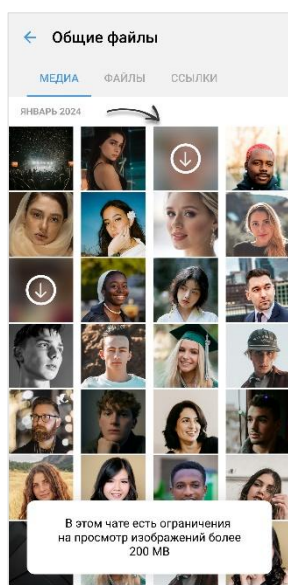


Figure 380



Figure 381

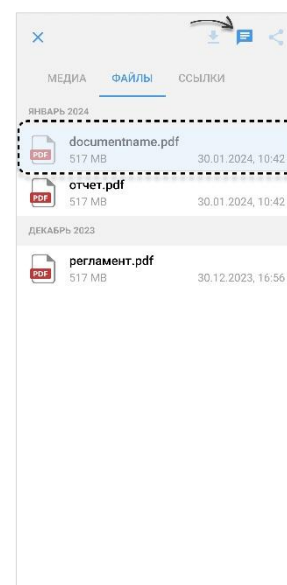



Figure 382

SAVING RESTRICTIONS


If there are restrictions for saving attachments, the user cannot download the file to a mobile device.

The "Download" option  will be disabled in the chat context menu (Figure 383), attachment viewer window (Figure 384), and the "General information" section of the chat/channel card (Figure 385).

Selecting this option will display a warning (Figure 384).

Note. When you try to save an album with attachments that are restricted from being saved, a system notification will be displayed. The user will be able to select only attachments that are not subject to saving restrictions.

The user can go to the original message with the attachment to view information about the restrictions.

To go to the original message, open the context menu by long pressing on the attachment and tap on .

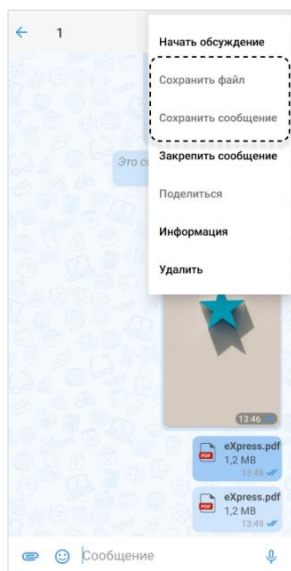


Figure 383



Figure 384

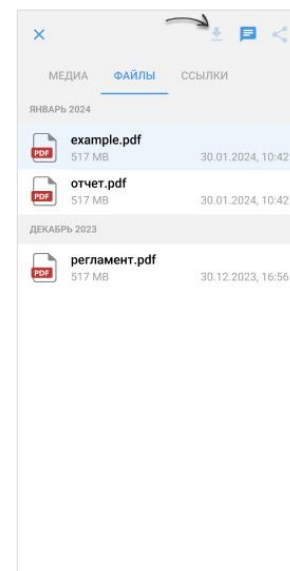



Figure 385

EXPRESS FORWARDING RESTRICTIONS

If there are restrictions for forwarding attachments to a **specific chat/channel**, that chat/channel will not be available for selection when you try to forward a file. Tapping on it will display a warning (Figure 386).

If there are restrictions for forwarding **attachments of a certain format/size**, when you try to mark multiple messages for forwarding, the ones that do not meet the requirements will be unavailable for selection (Figure 387). Tapping on such a message will display a warning.

To forward a message with an attachment, delete the selected attachments that do not meet the requirements.

If there are restrictions for forwarding **attachments of a certain type** (for example, documents), the "Forward" button  will be inactive when you try to forward such an attachment (Figure 388). Tapping on it will display a warning.

Note. If you try to forward an album with attachments that are restricted from being forwarded, a system notification will be displayed. The user will be able to select only attachments that are not subject to forward the message restrictions.

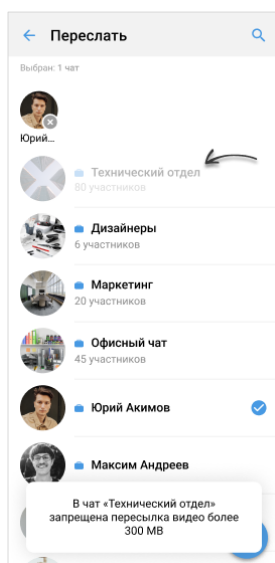


Figure 386

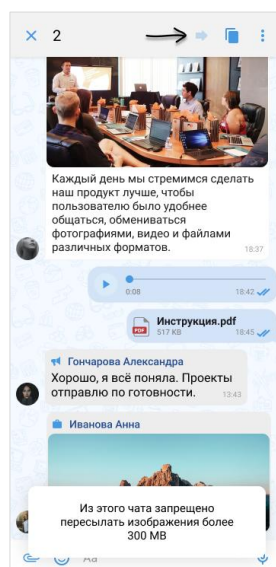


Figure 387

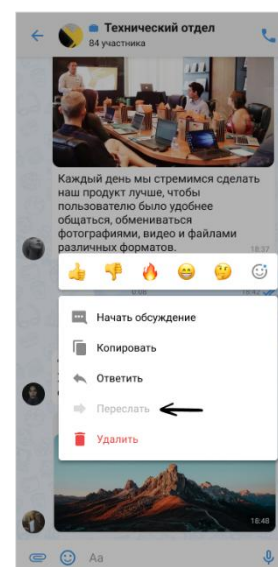




Figure 388


In the chat/channel card, media and/or files that fall under the restrictions will also be unavailable for forwarding.

The user can go to the original message with the attachment to view information about the restrictions.

To go to the original message, open the context menu by long pressing on the attachment and tap on .


RESTRICTIONS FOR FORWARDING TO THIRD-PARTY APPS

If there are restrictions for forwarding attachments from specific chats/channels, the "Share" button  will be inactive when selecting a message in that chat (Figure 389). Tapping on it will display a warning.

If there are any restrictions for sending attachments of a certain format/size or a certain type, the "Share" button  will be disabled. Tapping on it will display a warning, for example: "Sending of PDF files is restricted."

In the chat/channel card, media and/or files that fall under restrictions (Figure 390) will also be unavailable for forwarding.

The user can go to the original message with the attachment to view information about the restrictions.

To go to the original message, open the context menu by long pressing on the attachment and tap on  (Figure 390).

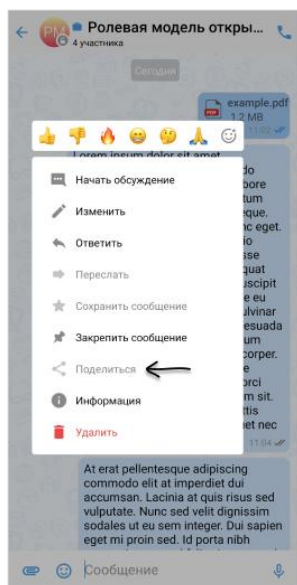


Figure 389



Figure 390

RESTRICTIONS FOR DOWNLOADING ATTACHMENTS FROM CORPORATE USERS

The app may have restrictions for downloading attachments sent by a corporate user or group of corporate users.

Restrictions may apply to all attachments or to attachments of a certain type (for example, only documents).

Downloading may be prohibited for users from certain servers. For example, files will not be able to be downloaded by users from regional ("green") servers or users from non-trusted corporate servers.

Additionally, you can specify the types of chats/channels in which downloading will not be available to participants. For example, files will not be able to be downloaded by users in chats with end-to-end encryption enabled.

When trying to open an attachment, a warning is displayed: "This file is not available." When trying to download an attachment, a warning is displayed: "You do not have access to this file" and the attachment name becomes inactive.

MANDATORY PIN CODE CREATION

The app automatically requires the user to set a [PIN code](#) during registration or logging in. If this setting is enabled, you will not be able to use eXpress without a PIN code.

The user can [change](#) the set PIN code, [set the lockout interval](#) and [enable unblocking using a fingerprint](#).

The user cannot disable the PIN code, but it is possible to [reset](#) it if necessary.

Attention! Remember the PIN code you entered! When you reset your PIN, your message history and media files in chats and channels will be deleted!

Chapter 8

EMERGENCY SITUATIONS

The list of the most common problems when working with eXpress, possible causes and solutions are given in the table below (Table 29):

Table 29

Problem	Reason	Solution
When registering in an app downloaded from Play Market, after entering the SMS code, a message is displayed about the need to install the corporate version of the app	Server settings	Install the app from a corporate source
During registration, a message about server disconnection is displayed	Disconnection from the server	Wait for an SMS message about the connection being restored and resume registration
When logging in after entering the SMS code, the error "Use a different version of the application to work with this account" is displayed	Server settings	Contact your administrator
When logging in after entering the SMS code, the error "Use a special application to work with this account" is displayed	Server settings	Contact your administrator
When you log in using a QR code, a message is displayed: "Invalid QR code. Try again"	Invalid QR code scanned	Check the source of the QR code and scan it again
When you log in using a QR code, a message is displayed: "registration_id_not_found"	The PC is not connected to the Internet	Connect your PC to the Internet
When you log in using a QR code, a message is displayed: "Connection error"	Your device is not connected to the Internet	Connect your device to the Internet
When registering/logging in, after entering a Russian number, a message is displayed: "The phone number was entered incorrectly"	The entered phone number does not meet the requirement (10 digits for Russian numbers)	Enter a correct phone number
When registering/logging in after entering the SMS code, the "Next" button is unavailable	The entered phone number does not meet the requirement (6 digits)	Enter the correct SMS code
When registering/logging in, the SMS code is not pasted from the clipboard	The code you insert does not meet the requirement (6 digits)	Enter the correct SMS code
When registering/logging in, the following message is displayed: "Your Internet connection may have been interrupted."	There is no Internet connection	Connect your device to the Internet
Error entering login when logging in to corporate server	Incorrect login	Enter the correct login
When registering/logging in, the "Next" button is not displayed on the SMS code entry screen	More than 60 seconds have passed since the transition to the SMS code entry screen	Tap on "Resend the code"
When entering the SMS code, an error and a counter of remaining attempts is displayed: "Incorrect code. Two attempts left"	An incorrect SMS code was entered	Enter the correct SMS code
When you log in and tap on the "Next" button on the password entry or confirmation screen, the following message is displayed in the password	Password not entered/not confirmed	Enter/confirm password

Problem	Reason	Solution
entry field: "Complete the field"		
When you log in and tap on the "Next" button on the username entry screen, the following message is displayed in the name entry field: "Complete the field"	Username not entered	Enter your username
When registering a user, after entering the password, a message is displayed: "The password does not meet the requirements"	An incorrect password was entered	Enter a password that meets the requirements: the password must be at least 8 characters long, and must contain numbers, uppercase and lowercase letters
When registering a user, after confirming the password, a message is displayed: "Passwords do not match"	The passwords specified in the password entry and confirmation fields are do not match	Enter the same password on the confirmation screen as on the password entry screen
When logging in after entering the server address, an error is displayed: "You cannot use this corporate server with this application"	An invalid server address was entered	Check the server address with the administrator
Push notifications are not received	There is no Internet connection. Notifications are disabled	See the description below
Login errors	An incorrect login/password was entered	Log in again. If the error persists, contact eXpress Support
When logging into a corporate server, the following message is displayed: "This user is already in logged in the system. It is necessary to log out"	The user is already logged in on another device under this corporate account, but with a different account on the regional server	Log out of the corporate server and log back in
When you tap on the "Next" button on the login and password entry screen, the following message is displayed: "Domain/login missing"	The username input field is not filled in	Enter a correct username
When you tap on the "Next" button on the login and password entry screen, the following message is displayed: "Missing password"	The password input field is not filled in	Enter the correct password
When you tap on the "Next" button on the login and password entry screen, the following message is displayed: "Incorrect login or password"	The username and/or password were entered incorrectly	Enter the correct username and password
When entering your login and password, the following message is displayed: "The specified server is unavailable"	There is no Internet connection	Connect to the Internet
When entering a personal password, the message "Incorrect password" is displayed	An incorrect password was entered	Enter the correct personal password. If the user has forgotten their password, tap on "Reset password" and confirm the action in the modal window by tapping on "Reset"
When logging in after entering an incorrect personal password, the user is redirected to the initial authorization window in the app	The maximum number of attempts to enter your personal password has been exceeded	Restart authorization, at the password entry stage, tap on "Reset password" and confirm the operation in the modal window by tapping on "Reset"
The message "Network error" is displayed	There is no Internet connection	Connect your device to the Internet
The message "Error, possibly unstable connection due to VPN" is displayed	VPN is enabled	Disable VPN
Problems with group and personal calls	Sound turned off,	Turn on sound/microphone. If

Problem	Reason	Solution
	microphone turned off	the error persists, contact eXpress Support
Files are not downloaded automatically when this setting is enabled	The file size exceeds 5 MB	Check the size of received files (automatic download of files larger than 5 MB is not available)
Changes are not saved when creating/editing a user profile	Username cannot consist only of spaces	Enter a correct username
When creating/editing a user profile, a red text is displayed under the username input field: "Name is required"	Username is not specified	Enter a correct username
Unable to send a file	The file size exceeds 1 GB	Send the file in parts
There is no send message button in the message input field	The message is empty or consists only of space characters	Enter any character except space and/or attach a file
When editing a user profile, the save changes button is unavailable	Username is empty or consists only of spaces	Enter a correct username
Changes were not saved while editing user profile	The user did not tap on "Save"	Make changes again and tap on "Save"
The app exited to the phone number entry screen	User password changed or user blocked by administrator, password or account expired	Contact your administrator/technical support
The following message is displayed: "Error loading media file"	The file contains a virus	
When trying to send a file, a message is displayed saying "You cannot send files to this chat", unable to send a file	Sending files to this type of chat is restricted	Contact your administrator
Files received in chat cannot be opened. The following notification is displayed: "You have no access to this file"	Viewing files in this type of chat is restricted	Contact your administrator
When trying to transfer a file, the following notification is displayed: "Error loading file"	No access to files	Contact your administrator
The file in the chat is blurred, does not load, the message "File not found" is displayed	The file storage period has expired	Contact your administrator

To troubleshoot issues with displaying push messages:

- Check your Internet connection. Open any website in your browser. If the browser displays a network connection error, check your network settings (Wi-Fi or mobile Internet), and disable airplane mode if necessary.
- Make sure that notifications in the app are turned on (Settings → Notification settings).
- Make sure the sound is turned on in the desired chat.
- When the active tab of the web version of the app is open, notifications are not received on mobile devices Check if you have any open tabs with the Web version of the app.
- Android turns off unused applications, optimizing the performance of the device. If the user previously received notifications, but after two days of inactivity, the notifications stopped coming, make sure that:
 - the background data restriction option on the device is disabled;
 - The Battery Optimizer, Battery/Battery Manager, App Autostart, and Special Access features do not limit the operation of eXpress.

- Go to the user's device notification settings. Typically, they are located in the "Settings" → "Notifications" → "eXpress" menu.

The settings interface may differ on different devices. The analysis of the situation is given using the example of a Xiaomi mobile device.

Make sure all notifications are turned on.

Attention! It is not recommended to change channel settings. Each channel is responsible not only for notifications, but also for the operation of a particular service as a whole. If you have changed your channel settings manually, reinstall the app from scratch.

Notification settings can be divided into categories as follows:

- lock screen;
- pop-up notifications;
- label on the app icon.

Add eXpress to each category to receive all three types of notifications. If you are experiencing duplicate push notifications, check your "Notification shade" settings. The "Android" toggle switch must be enabled.

If the settings are presented as features, check that all the required notification types are enabled.

If everything is set up correctly, but the user still does not receive notifications or does not see the unread message counter on the app icon, disable the corresponding toggle switch and enable it again.

Attention! Notification settings affect how you receive incoming calls. For example, pop-up notifications are critical for Android 10 devices, as the only way to answer a call when the screen is unlocked is via a push notification.

CHANGE HISTORY

The "Change History" section contains the list of changes in the document related to changes/improvements to eXpress CS.

Build 2.12.45

No.	Section/section	Change	Reference
1.	Administering a Group Chat	Information about the possibility to invite users to chat using a link has been added	page 83
2.	Administering a Group Chat	Information about the possibility to enable/disable end-to-end encryption has been added	page 83
3.	"Phone Call" Item	The item has been reworked	

Build 2.17.22

No.	Section/section	Change	Reference
1.	Chats	The section has been updated. The figures and descriptions of chat cards have been updated	
2.	Messages	The figures have been updated	page 26
3.	Description of the App Interface	The section description has been updated, figures have been updated	page 12
4.	Installing the App	The section has been updated. The figures have been updated, descriptions of actions in all subsections have been supplemented	page 50
5.	Managing Chats	The section has been updated. The figures have been updated in all subsections	page 71
6.	Setting Up Chat	The section has been updated and reworked	page 81
7.	Administering a Group Chat	The action for adding a user to the chat has been reworked, and the action for inviting a user to a chat using a link has been supplemented	page 83
8.	"Saved Messages" Chat	Information about the action for saving a message has been reworked, and the list of available actions has been expanded	page 95
9.	Actions With Messages	The section has been updated, description of actions has been partially updated	page 109
10.	Call and Video Conference Interface	The information has been compiled and presented as a separate section	page 48
11.	Phone Call	The section has been updated. The figures have been updated in all subsections	
12.	Inviting Users to the Call	The section has been updated, the action for inviting a user to the call using a link has been supplemented	
13.	Viewing the Call Log	The section has been updated	page 185
14.	Videoconferencing	The section has been added	page 187
15.	Settings	The section has been updated. The figures have been updated in all subsections	page 208
16.	Chatbots	The figures have been partially updated	page 233
17.	Smart Apps	The section has been added	page 247
18.	Confidential Mode	The figures have been updated	page 248

Build 2.19.75

No.	Section/section	Change	Reference
1.	Call and Video Conference Interface	Information about the indication of network problems during a call has been added	

No.	Section/section	Change	Reference
2.	Viewing the Call Log	Information about opening the "Missed" tab if the user has missed calls has been added	page 185
3.	Videoconferencing	Information about opening the "Missed" tab if the user has missed calls has been added	page 187
4.	PIN Code	Information about the impossibility of disabling the PIN code in the app with the "Mandatory PIN code" setting enabled	page 223
5.	Mandatory Creation of a PIN Code During Registration and Authorization	The section has been added	
6.	Information about the division of the top tab into "All" and "Catalog" has been added	Information about the division of chats, channels and bots into tabs has been added and replaced; figures throughout the text have been replaced	
7.	Restrictions for Regional Users	A note about restrictions for regional users has been added	page 11

Build 2.20.75

No.	Section/section	Change	Reference
1.	SIP Calls	Information from the document "SIP Integration — Instructions" has been added to the "SIP Calls" section	page 205
2.	End-to-end Encryption	Instructions for enabling/disabling end-to-end encryption have been updated	page 90
3.	Threads	"Threads" and "Managing Threads" sections have been added	page 24, page 131
4.	Sending a File to Chat	A note about the limitation on sending more than 10 files at a time has been added	page 144
5.	Administering a Group Chat	Description of the actions for administering a group chat have been updated Description of the action for enabling/disabling commenting on messages has been added	page 83
6.	Videoconferencing	Description of "Changing and deleting conferences" actions has been added	page 38
7.	QR Code Authorization	The figures have been replaced and instructions for authorization via the Mobile App using a QR code in the Desktop App have been corrected	
8.	Mandatory Creation of a PIN Code During Registration and Authorization	Deleted	
9.	Conference Notification Chatbot	The section and a reference to it at the beginning of the "Videoconferencing" section have been added	page 242, page 187
10.	Sound Quality	Information about default audio quality (16 Kbps instead of 12 Kbps) has been updated	page 222

Build 2.21

No.	Section/section	Change	Reference
1.	Messages	Information about the limitation on the number of images and files sent (no more than 10 "Photos" and an unlimited number of "Documents")	page 26

No.	Section/section	Change	Reference
2.	Telephony	A description has been updated	
3.	Registering a New Account	Description of the step of creating a personal password for encryption keys has been removed Corporate e-mail input window figure has been replaced	page 50
4.	External User Authorization	Description of connection to corporate server in the "Profile" section has been updated. Information about entering the password depending on its settings in the "Additional Data Protection" section has been added A reference to "Emergency situations" when the user enters the password incorrectly or forgets it has been added Corporate e-mail input window figures have been replaced	page 53
5.	Corporate User Authorization Simplified Corporate User Authorization	Information about entering the password depending on its settings in the "Additional Data Protection" section has been added A reference to "Emergency situations" when the user enters the password incorrectly or forgets it has been added Corporate e-mail input window figures have been replaced	page 58
6.	Creating a Chat	The section has been restructured, figures have been updated	page 78
7.	Creating a Group Chat	Information about the possibility to create a group chat without selecting participants has been added	page 79
8.	Actions With Files and Links	Information about the division of "Common Files" into personal and corporate files has been added Information about the limitation on the number of images and files sent (no more than 10 "Photos" and an unlimited number of "Documents") The figures have been partially updated	page 97
9.	Actions With Messages	The figures have been updated, information about the possibility of images with multiple messages has been added	page 144
10.	Audio and Video Communication	The figures have been updated	
11.	Settings	The figure has been updated	page 208
12.	Profile	The section has been updated: figures and description of personal and corporate user profiles have been updated (information about the "Personal" tab has been removed) Description of actions to edit personal profile have been reworked Description of the action to delete account has been added	page 209
13.	Additional Data Protection	The section has been renamed, action descriptions and figures have been updated	page 229
14.	Emergency Situations	Information about forgetting and resetting a password has been added	page 259

Build 2.22

No.	Section/section	Change	Reference
1.	Actions With Files and Links in the Chat Card	Description has been updated (information about the "Links" tab has been updated)	page 145
2.	"Saved Messages" Chat	Information about editing messages has been added	page 97
3.	Confidential Mode	The figure has been updated	page 248
4.	Searching in Chat	Information about e-mail addresses has been added	page 92

Build 2.23

No.	Section/section	Change	Reference
1.	Threads	Information about variability depending on the settings has been added	page 24
2.	Description of the App Interface	Information has been added: <ul style="list-style-type: none"> about variability depending on the settings; about the possibility of clearing the list of calls in the call log 	page 12
3.	Managing Threads	In the description of actions, information about variability depending on the settings has been added	page 131
4.	Via the Call Log	The section has been renamed from "Viewing call log", description of the "Clear call log" action has been added	page 185
5.	Calling a User via the Dial Pad	The section has been updated, figure has been updated	
6.	Voice Messages	The section has been updated: descriptions of recording a message using the "lock", control of the message playback speed have been added	page 123
7.	Settings	Figure for the "Settings" section in the app has been added	page 208
8.	Threads in the General Chat List	The section has been added	page 220

Build 2.24

No.	Section/section	Change	Reference
1.	Installing the App	Description of Captcha in the action for user registration and authorization has been added The figures have been updated	page 50

Build 2.25

No.	Section/section	Change	Reference
1.	Purpose of the App	Minimum Android version (7.0) has been changed	page 11
2.	Via the Call Log	Information about the action to delete a single call from the log has been added	page 185

Build 2.26

No.	Section/section	Change	Reference
1.	Actions With Files and Links in the Message	Description of transition by e-mail and modal window when following a link has been added	page 144
2.	Chats	Description of how to open the "All" tab by tapping on the "Chats" icon from another tab/scrolling up in the current one has been added	

Build 2.27

No.	Section/section	Change	Reference
1.	Introduction	The link to the Support page has been changed	page 10
2.	Purpose of the App	The description of authorization on the corporate server has been supplemented	page 11
3.	Voice Messages	Description of forwarding a voice message to another app has been added	page 123

Build 2.29

No.	Section/section	Change	Reference
1.	Resetting Passport	The section has been added	page 68

Build 3.0

No.	Section/section	Change	Reference
1.	Channels	The table with description of chat types has been updated	page 24
2.	Messages	Information about reactions to messages has been added	page 26
3.	Chats	The table with description of chat types has been updated, the list of chat administrator rights has been supplemented	
4.	Administering a Group Chat	Description of reaction settings has been added, figures have been updated	page 83
5.	Creating a Thread	Figure with message context menu has been updated	page 131
6.	Reactions	The section has been added	page 116
7.	Starting and Ending a Call	Information about the unavailability of turning on the camera when starting a group call has been added	
8.	Settings	The figure has been updated	page 208
9.	Outgoing Video Quality	The section has been added	page 222
10.	Max Incoming Videos Quality	The section has been added	page 222

Build 3.1

No.	Section/section	Change	Reference
1.	Messages	Information about the possibility to mention contacts from trusted corporate servers using the "@@" construct has been added	page 26

No.	Section/section	Change	Reference
2.	Call and Video Conference Interface	Figures showing the personal call screen have been updated (added a button to switch to personal chat during the call). In the table with the description of icons, information about the possibility to go to the call/conference chat has been updated	page 48
3.	Call Screen Layout	Figures showing the personal call screen have been updated (added a button to switch to personal chat during the call)	
4.	Sending Messages and Files	The section has been updated	

Build 3.2

No.	Section/section	Change	Reference
1.	Contacts	A note concerning the possibility to copy data from the contact card has been added	page 12
2.	Actions With Messages	The time limit for editing messages has been updated (48 hours for users, no restrictions for channel administrators)	page 109
3.	Videoconferencing	The figures have been updated, information about creation of a scheduled conference and new logic for dividing conferences (5 blocks) has been updated	page 188
4.	SIP Calls	The item has been reworked	page 205
5.	Conference Notification Chatbot	"Viewing conference list" item has been updated	page 244
6.	Confidential Mode	The figures and descriptions of the actions have been updated, the display of the name of the user who enabled the mode has been added	page 248

Build 3.3

No.	Section/section	Change	Reference
1.	Actions With Messages	A note about marking a forwarded message in the chat list has been updated, figure has been updated	page 109
2.	Via the Call Log	A note about the presence of a card for the group call chat has been added	page 185
3.	Confidential Mode	Description of hints to hidden messages has been added	page 248

Build 3.4

No.	Section/section	Change	Reference
1.	Messages	Description of mention functions and figures have been updated	page 26
2.	Call and Video Conference Interface	Information about the signal and screen when connection is lost has been added	page 48
3.	Sending Messages and Files	Figures of call chat have been updated	
4.	Adding a User to the Call	The figures have been updated	
5.	Viewing Information about a Call Participant	The section has been added	

Build 3.5

No.	Section/section	Change	Reference
1.	Administering a Group Chat	Information about the limitation on the number of chat participants displayed in the list has been updated	page 21
2.	Routing Diagram	Information has been updated	page 35
3.	Searching for a Contact	The figures have been updated	page 153
4.	Videoconferencing	Figures and table have been updated	page 188
5.	My Appeals	Description and figures have been updated	
6.	E-mail App	Information and illustrations have been updated, subsections have been added	
7.	Phone Call	Information about the 128 participant limit for a group chat call has been added	

Build 3.6

No.	Section/section	Change	Reference
1.	General Information	The section has been supplemented and restructured	page 11
2.	Chats	The tables with descriptions of symbols have been revised, figures have been partially updated	page 24
3.	Channels		
4.	Corporate User Authorization	Information about entering an incorrect corporate password has been updated	page 58
5.	Simplified Corporate User Authorization		
6.	Using the Mobile App	General information from subsections has been moved to the "General Information" section	page 71
7.	Managing Chats	Links to the theoretical part in the "General Information" section have been added	page 71, page 131, page 152, page 109
8.	Managing Threads		
9.	Actions With Contacts		
10.	Actions With Messages		
11.	Audio and Video Communication		

Build 3.7

No.	Section/section	Change	Reference
1.	Chats	The "Global Chat" section has been added	page 24
2.		Information about the creator of the group chat has been supplemented	page 22, page 83
3.	Registering a New Account	Information about country selection and phone number format has been updated	page 50
4.	Updating the App Version	Information has been updated	page 68
5.	Administering a Group Chat	Information about adding users to the chat has been updated	page 87
6.	Searching for a Chat	Information about the display order of search results has been updated	page 91
7.	Administering Global Chat	The section has been added	page 107
8.	Actions With Messages	The "Sending the Content of Messages to SmartApps" section has been added	
9.	Videoconferencing	Descriptions of the function "Viewing the List of Conference Participants" and other actions have	page 200

No.	Section/section	Change	Reference
		been added	
10.	SIP Calls	Information on calling methods has been updated	page 188
11.	Settings	Description of the "Exact match search" setting has been added	page 223
12.	Settings	The "About" section has been updated, a notification about technical work has been added.	page 208, page 232
13.	Service Desk App	Information and figures have been updated	

Build 3.8

No.	Section/section	Change	Reference
1.	Channels	Information about channel administrator rights has been updated	page 24
2.	Actions With Messages	Information about the possibility to edit and delete messages by the channel administrator has been added	page 109
3.	SIP Calls	Information about missed SIP call notifications has been added	

Build 3.9

No.	Section/section	Change	Reference
1.	Theme	Information about applying a theme to SmartApps has been added	page 220
2.	SmartApps		page 247
3.	Videoconferencing	The "Searching for a Conference" section has been added	page 207

Build 3.10

No.	Section/section	Change	Reference
1.	Videoconferencing	The figures have been updated	page 188
2.	Recording a Conference	The section has been added	
3.	Channels	Information about the differences between a channel and a chat has been updated	page 24
4.	Videoconferencing	The list of available actions has been expanded	page 48
5.	Setting Up Notifications	Information has been updated	page 218
6.	Confidential Mode	Information about the Confidential Mode in channels has been deleted	page 242

Build 3.11

No.	Section/section	Change	Reference
1.	Audio and Video Communication	The actions "Raise your hand" and "Send reaction" have been added to the table	
2.	Call and Video Conference Interface	The section has been restructured, sections "Screen layout", "Reactions and the "Raise your hand" action in a Call and Conference" have been added. The figures have been updated	
3.	Call and Video Conference Recording	The section has been added	page 205
4.	Recording a Conference	Deleted	
5.	Reactions in the Call	The section has been added	page 175
6.	Reactions in a	The section has been added	page 200

No.	Section/section	Change	Reference
	Conference		
7.	Installing the App	Figures of registration and authorization screens, information on contacting support have been updated	page 50
8.	Contacting Support	Description and figures have been updated	page 231

Build 3.12

No.	Section/section	Change	Reference
1.	Phone Call	The limit (256 participants for a group chat call) has been updated	
2.	Administering a Group Chat	Description of adding a participant to the chat (search type depending on the app settings) has been added	page 83
3.	Actions With Messages	The section has been restructured. Information about message formatting has been added	page 109
4.	Adding Users to the Call	Description of adding a participant to the chat (search type depending on the app settings) has been added	
5.	Actions With Conferences	Information about redirecting to the conference chat has been added	page 201

Build 3.13

No.	Section/section	Change	Reference
1.	Contacts	Description of SmartApp buttons in the contact card has been added	page 13
2.	Settings	A note about maintenance works has been changed (text became customizable)	page 208
3.	Making a Repeat Call to the Call Participant	The section has been added	page 182
4.	Administering a Group Chat	The section has been divided into subsections	page 83

Build 3.14

No.	Section/section	Change	Reference
1.	Creating a Group Chat	Information about the maximum number of characters in the chat name (128) has been added	page 79
	Administering a Group Chat		page 85
2.	Notifications in Full Screen Mode	The section has been added	page 219
3.	SmartApps Cache	The section has been added	page 231
4.	Audio and Video Communication	The section has been broken up and removed	
5.	Personal Call	The section has been restructured and updated	page 38, page 159
6.	Group Call	The section has been restructured and updated	page 43, page 171
7.	Voice Messages	The section has been moved	page 31, page 123
8.	Videoconferencing	The section has been restructured and updated. The "Conference Administrator Options" section has been removed, the "Actions With Conferences" section has been broken up	page 203
9.	Inviting a Participant to the Chat	Information about joining via a link depending on the platform on which the user opens the link	page 88

No.	Section/section	Change	Reference
	Inviting a Participant to the Call	has been supplemented	page 161
	Inviting a Participant to the Conference		page 196
10.	Channels	The section has been added	page 24
11.	Managing Channels	The section has been added	page 97

Build 3.16


No.	Section/section	Change	Reference
1.	Installing the App	Information about registration and login methods by e-mail and server address have been added. The section has been restructured	page 50
2.	Updating the App Version	The section has been restructured and supplemented	page 68
3.	Via the Contact Card	Information saying that tapping on e-mail opens the E-mail SmartApp has been added, figures have been updated	
4.	Making a Repeat Call to the Call Participant	The section has been updated	page 182
5.	Viewing the List of Call Participants	The section has been added, designation of guest as a participant not logged into the app has been added	page 176
6.	Making a Repeat Call to Conference Participants	The section has been added	page 199
7.	Viewing the List of Conference Participants	The section has been added, designation of guest as a participant not logged into the app has been added	page 205
8.	Rating of Call/Conference Quality	The section has been added	page 168 page 185 page 207
9.	Settings	Description of navigating to the settings section and figure have been updated	page 208
10.	Profile	Information about the possibility to manage the phone number of a corporate and regional user has been added. Information about deletion of an account in the absence of a phone number has been added	page 209
11.	Max Incoming Videos Quality	Information about the possibility to disable all videos except screen sharing has been added	page 222
12.	Role Model	The section has been added (first stage)	page 253
13.	Throughout the document	The figures with app settings have been updated	
14.	Throughout the document	"Authorization" has been replaced with "login" and "connecting to the server" depending on the context	

Build 3.18

No.	Section/section	Change	Reference
1.	Mentions in Messages	Description of a tag construct has been added to the table	page 28
2.	Tags	The section has been added	page 35
3.	Setting Up Chat	Information about the action for tagging a chat has been added	page 81
4.	Searching for a Chat	The "Searching for a Chat" subsection has been added	page 92
5.	Setting Up a Channel	Information about the action to tag a channel	page 98

No.	Section/section	Change	Reference
		has been added	
6.	Searching for a Channel	Information about searching for a channel by tag has been added	page 107
7.	Setting Up a Thread	Information about the action to tag a thread has been added	page 134
8.	Searching for a Thread	Information about searching for a thread by tag has been added	page 136
9.	Searching for a Contact	Information about searching for a contact by tag has been added	page 154
10.	Adding a Tag to a Contact	The section has been added	page 156
11.	Managing Messages	The "Filter by Unread Messages" section has been added	page 131
12.	Searching for a Message	Information about searching for a message by tag has been added	page 114
13.	Adding a Tag to a Message	The section has been added	page 114
14.	Deleting a Message	Information about the possibility for the chat administrator to delete messages has been added	page 116
15.	Filter by Unread Messages	The section has been added	page 131
16.	Personal Call	Figure for the list of participants has been updated	page 161
17.	Group Call	Figures with the list of call participants have been updated	page 176, page 177
18.	Viewing the List of Call Participants	Information about searching for a chat participant has been added	page 176
19.	Viewing the List of Conference Participants	Information about searching for a chat participant has been added	page 205
20.	Leaving and Ending a Conference	Information about the possibility to end a conference by the administrator has been added	page 206
21.	Settings	The figure for the "Settings" section has been updated	page 208
22.	Tags	The section has been added	page 223
23.	Terms of Use	The section has been added	page 232
24.	Confidential Mode	Information about the unavailability of the mode in chats with more than 256 participants has been added	page 248

Build 3.20

No.	Section/section	Change	Reference
1.	External User Warning	Description of public user warning in chats has been added	page 21
2.	Installing the App	A note saying that the appearance of the start screen depends on the server settings has been added	page 21
3.	Registering a Corporate User	A note saying that not all of the listed registration methods may be available to the user has been added	page 50
4.	Logging an External User in to the App	A note saying that not all of the listed login methods may be available to the user has been added	page 58
5.	Viewing Information about the Message	Information saying that the action has become available via  in the toolbar instead of the context menu has been added	page 115
6.	Confirming Leaving the Call	Description of automatic call termination when there is only one participant has been added	page 184

7.	Confirming Leaving the Conference	The section has been added with a link to confirming leaving the call	page 207
8.	Editing a Corporate User Profile	Information that phone number management is set up by the administrator has been added	page 211
9.	SmartApps	The figure has been replaced, description of SmartApp search has been added	page 247

Build 3.21

No.	Section/section	Change	Reference
1.	Via the Contact Card	The figure has been replaced, added information saying that the phone number in the card has been made "tappable"	page 15
2.	Creating a Scheduled Conference	The figure has been replaced, creation procedure has been updated	page 191
3.	Conference Countdown Timer	The section has been added	page 202

Build 3.22

No.	Section/section	Change	Reference
1.	Description of the App Interface	Notification about enabled VPN has been added	page 12
2.	Contacts	Information saying that a quick tap on the supervisor's name opens their card has been added, figure has been replaced	page 15
3.	Chats	Information about notification about the actions of the interlocutor in the chat (sending a file, video, etc.) has been added	page 16
4.	Installing the App	A warning about the need to log in by phone number when using a phone number for users registered by phone number has been added Note about possible restriction for login without a phone number has been added Notification about the need to add a phone number has been added	page 53, page 54, page 58, page 60, page 62

Build 3.23

No.	Section/section	Change	Reference
1.	Administering a Group Chat	Description of chat participants list has been changed	page 22
2.	Administering a Channel	Description of channel subscribers list has been changed	page 25
3.	Forwarding a Message	The figures have been updated (the server the recipient is connected to is now shown)	page 112
4.	Setting Up Notifications	Description of the "Notifications not working?" button has been added, figures have been updated	page 218

Build 3.24

No.	Section/section	Change	Reference
1.	Registration Using E-mail Address	Recommendation to contact technical support or choose another login method if the specified email/server address is not found has been added	page 53, page 54
	Registration Using Server Address		

2.	Logging in Using E-mail Address	Recommendation to contact technical support or choose another login method if the specified email/server address is not found has been added	page 60 , page 62
	Logging in Using Server Address		
3.	Via the Contact Card	The figures have been updated	page 15
4.	Creating a QR Code or a Link to the Contact Card	The section has been added	page 157
5.	Videoconferencing	Information about inviting participants to an active conference has been added	page 196
		"Creating a Scheduled Conference" has been divided into subsections for scheduled and unlimited conferences	page 191 , page 193
6.	Chatbots	Information about the possibility to create a link/QR code for the chatbot card has been added	page 233
7.	Emergency Situations	Information about system notifications about network unavailability, unstable Internet connection and VPN operation has been added	page 259

Build 3.25

No.	Section/section	Change	Reference
1.	Contacts	The figure has been updated (contact name from regional server is not duplicated if it matches the contact on the user's device)	page 13
2.	Search	Description of the action or searching in a chat and figures have been updated	page 217

Build 3.26

No.	Section/section	Change	Reference
1.	Tags	The figures have been updated	page 35
2.	Setting Up Chat	Information about the possibility to add a chat tag via the context menu in the "Chats" section has been added	page 81
3.	Searching for a Chat	Description of searching by multiple tags ("and"/"or" setting) has been added, figures have been updated	page 91
4.	Setting Up a Channel	Information about the possibility to add a channel tag via the context menu in the "Chats" section has been added, figures have been updated	page 98
5.	Searching for a Channel	Link to searching for a chat has been updated	page 107
6.	Setting Up a Thread	Information about the possibility to add a thread tag via the context menu in the "Chats" section has been added	page 134
7.	Searching for a Contact	Description of searching by multiple tags ("and"/"or" setting) has been added, figures have been updated	page 153
8.	Adding a Tag to a Contact	Information about the possibility to add a contact tag via the context menu in the "Contacts" section has been added, figures have been updated	page 156
9.	All sections	Table titles and cross-references have been added	

Build 3.27

No.	Section/section	Change	Reference
1.	Registration Using E-mail Address	Information about selecting the region for account registration after entering the e-mail address has been added	page 53
	Logging in Using E-mail Address		page 60
2.	Voice Messages	Information about the possibility to enter text (signature) for a message has been added	page 124
3.	Role Model	Information about the restriction for downloading files sent by corporate users and mandatory use of PIN code has been added	page 253
4.	Restrictions for Downloading Attachments from Corporate Users	The section has been added	page 258
5.	Mandatory PIN Code Creation	The section has been added	page 258

Build 3.28

No.	Section/section	Change	Reference
1.	Adding Users to the Call	Information about adding chatbots to a call has been added	page 161, page 177
2.	Creating a Scheduled Conference	Information about adding chatbots to a conference has been added	page 191
3.	Creating a Permanent (Unlimited) Conference	Information about adding chatbots to a conference has been added	page 193
4.	Registration Using Phone Number	Description of Step 7 has been updated	page 58
5.	Simplified Procedure for Logging a Corporate User in to the App	Description of Step 7 has been updated	page 64

Build 3.29

No.	Section/section	Change	Reference
1.	Administering a Group Chat	Information about the menu opened by long pressing on a link in the chat description has been added	page 22
2.	Administering a Channel	Information about the menu opened by long pressing on a link in the channel description has been added	page 25
3.	Mentions in Messages	Information about the display of the list of available mentions and tags after entering "@" has been added	page 28
4.	Adding Participants to the Chat	The section has been updated	page 87
5.	Adding Participants to the Channel	The section has been updated	page 103
6.	Actions With Files and Links	Information about combining media files into albums when sending multiple images and videos has been added	page 139, page 140
7.	Reactions	Information about adding a reaction by double-tapping on the message has been added	page 116
8.	Stickers	Text and figures have been updated, the section has been restructured	page 119
9.	Personal Call	Information about quick call reject has been added; Information about starting a call via the call log (fourth method) has been updated; Description of actions available to the user has	page 42, page 159, page 160, page 169

No.	Section/section	Change	Reference
		been added to the call log	
10.	Group Call	Description of actions available to the user has been added to the call log	page 48, page 185
11.	Role Model	Information about the restriction for forwarding and downloading albums with attachments that have restrictions has been added	page 255, page 256

Build 3.30

No.	Section/section	Change	Reference
1.	Polls	The section has been added	page 33, page 126
2.	Inviting a Participant to the Chat	The section have been updated, supplemented, figures have been updated	page 88
3.	Inviting a Participant to the Channel	The section have been updated, supplemented, figures have been updated	page 104
4.	Inviting a Participant to the Call	The section have been updated, supplemented, figures have been updated	page 178
5.	Inviting a Participant to the Conference	The section have been updated, supplemented, figures have been updated	page 196

Build 3.31

No.	Section/section	Change	Reference
1.	Messages	The section has been updated	page 26
2.	Checking Messages	The section has been added	page 27
3.	Message Status	The section has been supplemented	page 28
4.	Sending a File	The section has been updated	page 139
5.	Sending an Image and Video in One Message	The section has been added	page 141
6.	Deleting Sent Files	The section has been added	page 144

Build 3.32

No.	Section/section	Change	Reference
1.	Updating the App Version	The section has been supplemented (added information saying that update message may block user's work until the version is updated)	page 68
2.	Administering a Channel	Information about the possibility to customize mentions of subscribers in threads has been added	page 25
3.	Threads	Description of automatic subscription has been updated	page 34
4.	Setting Up Chat	Information about automatic subscription has been updated	page 81
5.	Setting Up a Channel	Information about automatic subscription has been updated	page 98
6.	Administering a Channel	Information about the possibility to customize mentions of subscribers in threads has been added	page 103
7.	Adding a User to a Channel/Chat Thread	The section has been added	page 134

8.	Chat and Channel Settings	The section has been added, sound settings, media auto-download, threads in the general chat list have been moved to the section. Description of automatic subscription to threads has been added	page 220
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Build 3.33

No.	Section/section	Change	Reference
1.	General Information → "Saved Messages" chat	The figures have been updated	page 21
2.	General Information → Administering a Group Chat	Information about possible absence of chat/channel creator name has been added	page 22
3.	General Information → Administering a channel		page 25
4.	Creating a Group Chat	Description and figures have been updated	page 79
5.	Setting Up Chat	Information about possible absence of chat creator name has been added	page 81
6.	Creating a Channel		page 97
7.	Setting Up a Channel	Information about possible absence of channel creator name has been added	page 98
8.	Restrictions for Working with Files	The section has been added	page 138
9.	Editing a Corporate User Profile	Information about the possibility to add, change and delete an avatar has been added	page 211
10.	Editing Your Personal Profile	Information about the possibility to delete the avatar has been added	page 214

Build 3.34

No.	Section/section	Change	Reference
1.	SIP Calls	Information about the SIP number in the user profile and card has been added	page 48
2.	Downloading the Recording	Irrelevant illustration has been removed	page 168
3.	SIP Calls	Information about the SIP number in the user profile and card has been added, illustrations have been updated	page 188

Build 3.35

No.	Section/section	Change	Reference
1.	Actions With Files and Links in the Message	Downloading the APK file from the message has been added	page 144
2.	Joining a Conference	Illustration has been updated — Figure 274 (shows the number of participants joining the conference)	page 199
3.	Profile → Deleting account	Illustration has been updated — Figure 294 (message about the possibility to restore the account with the help of tech support has been deleted)	page 215

Build 3.36

No.	Section/section	Change	Reference
1.	Description of the App Interface	Updated, description of the "More" menu button has been added	page 13

No.	Section/section	Change	Reference
2.	Chats	Description of the designation of a chat with disabled end-to-end encryption has been corrected	page 16
3.	Setting Up the Interface	The section has been added	page 71
4.	Adding Participants to the Chat	Description of exact search (by a user's full name and e-mail)	page 87
5.	Searching for a Chat		page 91
6.	Searching for a Contact		page 153
7.	Adding a Participant to the Call		page 161
8.	Personal Call	The section "Switching between audio and video call" with the description of the "Blur the background of my video" function has been added	page 174
9.	Settings	Illustrations have been updated. The "Blur my video background" section has been added	page 208 page 222
10.	SmartApps	Description of the transition to the section and illustrations have been updated	page 247
11.	Throughout the document	Illustrations with the main menu have been updated	

Build 3.37

No.	Section/section	Change	Reference
1.	Group Call	Information about viewing the details of a participant of a completed call has been added	page 177
2.	Videoconferencing	Information about viewing the details of a conference participant has been added	page 206

Build 3.38

No.	Section/section	Change	Reference
1.	Stickers	The section has been updated	page 119
2.	Actions With Files and Links	The introductory part has been rewritten	page 138

Build 3.39

No.	Section/section	Change	Reference
1.	Registering a New Account	Information about limitation of the number requests to send e-mail code to 3 times has been added	page 50
2.	Logging In To the App		page 58
3.	Simplified Corporate User Login	Description of actions during authorization (with pre-filled and unfilled fields) has been added	page 64
4.	Actions With Messages	Information about viewing of message information using the context menu has been added	page 115
5.	Personal Call	Description of screen sharing and restriction on access to screen sharing to users outside the contour has been added	page 164
6.	Group Call		page 175
7.	Videoconferencing		page 202

Build 3.40

No.	Section/section	Change	Reference
1.	Description of the App Interface	Information about statuses has been added	page 12
2.	General Information → Statuses	The section has been added	page 38
3.	Managing Statuses	The section has been added	page 73
4.	Personal Call → Starting a Call	A warning about automatic call drop when calls are restricted in user status settings has been added	page 159
5.	group Call → Starting a Call	A warning about automatic call drop when calls are restricted in user status settings has been added	page 172
6.	Joining the Call Using a Link/QR code	The section has been updated, information about the possibility to join as a guest via a mobile browser has been added	page 180
7.	Creating an Unscheduled Conference	A warning that if calls are restricted in the user's status settings, the user will not join the conference has been added	page 194
8.	Making a Repeat Call to Conference Participants	A warning that if calls are restricted in the user's status settings, the repeated call will not be performed has been added	page 199
9.	Joining a Conference	A reference to joining the call using a link/QR code has been added	page 200
10.	Throughout the document	The figures have been updated to include user status display	