

eXpress

Communication
System

User Manual

iOS

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 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 iOS version 15 and higher to operate.

If the user logs in to the app using only their phone number, they are connected to the **regional server**. If the user logs in using their username and password or a corporate e-mail and code, they connect to the **corporate server**.

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;
 - there is no possibility to call a regional server user (there is the possibility of incoming and outgoing calls only with corporate users);
 - there is no possibility to create a conference (it is possible to enter the created conference using a link).
-

DESCRIPTION OF THE APP INTERFACE

The "Chats" window is used to describe the main elements of the app (Figure 1).

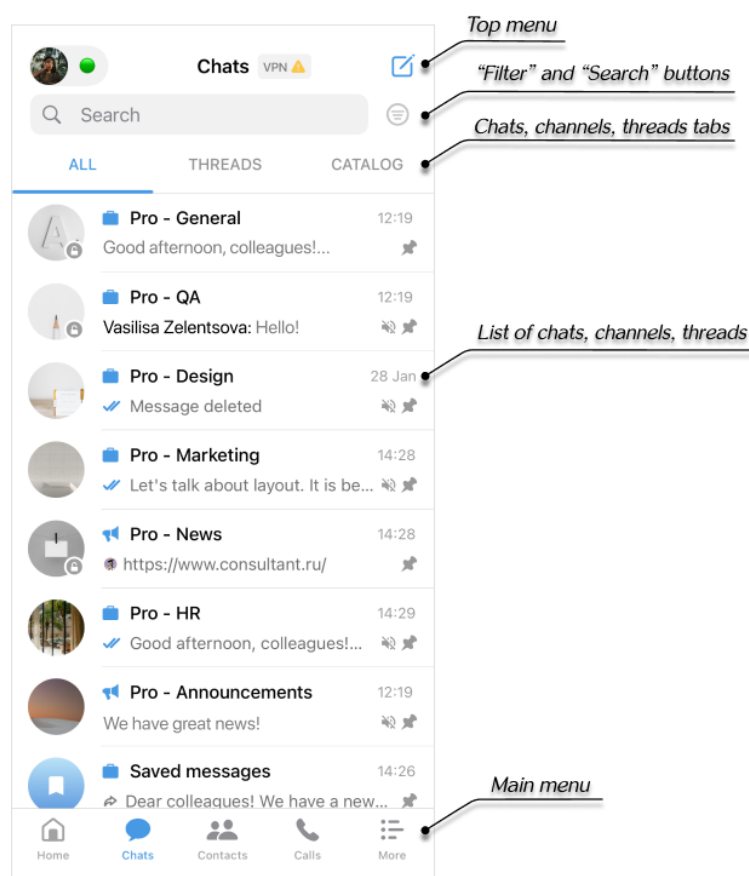





Figure 1

The Chats window consists of the following main components:






- upper menu:
 - user avatar — a button to go to the "Settings" section;
 - status — displays the user's status, opens a context menu of actions with the status with a long press;
 - heading — the name of the section.

If VPN is enabled on the device, the icon  will also be displayed. Tapping on the icon opens a warning message "VPN is enabled. Connection may be unstable";
 - the  button for creating new chats/channels (available only in the "Chats" window).
- the search bar for chats and contacts and the  button to enable/disable the filter for unread messages;
- tab bar for filtering user chats, channels and threads;
- the list of user chats, channels and threads;
- the [main menu of the app](#) for navigating through its sections.

MAIN MENU OF EXPRESS

The menu contains the main sections of eXpress ([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 corporate and personal phone numbers of the user
	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


SUPPORTED LANGUAGES


eXpress CS is available in six language versions:

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

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 the app, 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 to the contacts, which have not been registered in eXpress, there is an icon  for inviting a contact to the app.

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. An external contact is displayed in the list, if the owner of the contact data has eXpress app installed on their device. External contacts are displayed on the "External" tab.
- **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. Such contacts are available to the user even if they are not stored on the specific user's device.
- **unregistered user** — the card contains users who are not registered in eXpress. It is available only in the mobile app.
- **chatbot** — a user account that is managed by a computer program, which is designed to automate business processes.

Examples of displaying contacts in the app interface depending on their types are provided below (Table 2):

Table 2

Contact type	Icon	Display example
External		  Innokenty Sinitsyn Innokenty
Corporate		  Innokenty Sinitsyn CompanyName, Innokenty
Corporate Trusted		  Innokenty Sinitsyn CompanyName, Deployment Engineer
Unregistered		  Innokenty Sinitsyn 
Chatbot		  Contacts Bot

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).

The contact card contains the following data:




- avatar;
- contact's name;
- connection status;
- user status (may be not available);
- chat settings menu;
- a tag added to the user and/or a field for adding a tag;
- 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 3](#)):

Table 3

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

The display of buttons on the card and the available actions are configured by the administrator.

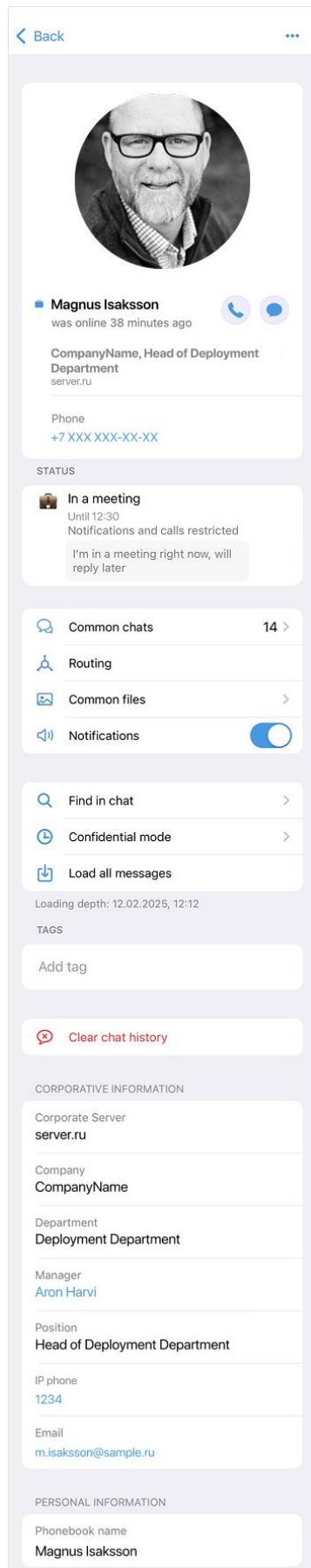


Figure 2

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.

Note. 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:


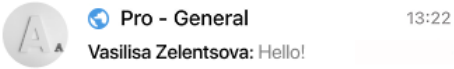

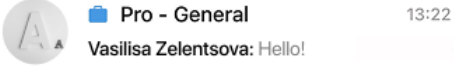

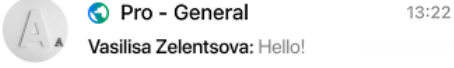

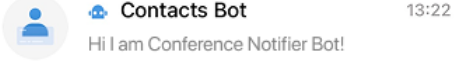
- open chats — corporate chats that can be joined by any user registered on the corporate server. External users can access such chats only after they are added to the chat by the administrator;
- closed chats — corporate chats created for a closed user group. New users are added to a closed chat by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



Note. The user can only create closed chats and channels 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.

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 4](#)):

Table 4

Chat type	Icon	Display example
Chat with corporate contacts		
Chat with corporate trusted contacts		
Chat with external and corporate contacts		
Chat with a bot		

If a trusted connection is set up in a corporate chat, the chat 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 the “Chats” section 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.

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

Depending on the chat type, the message counter is marked with the following colors:

- blue — for corporate chats and mixed type chats (if the current user is a corporate user) with notifications enabled;
- gray — for all chats with disabled notifications.

To the right of the chat names, the unread messages counter is displayed (Figure 3).

Next to the “Chats” menu item in the bottom menu, the number of chats containing unread messages is displayed (Figure 3).

Chats with notifications turned off are not included in the unread counter.

Chats with disabled end-to-end encryption are marked with the icon .

The user can [filter unread messages](#).

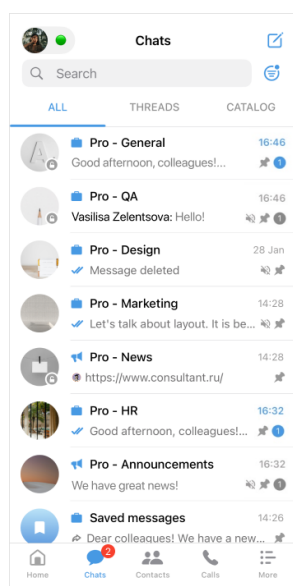




Figure 3

Note. It is possible to search for a corporate chat/channel/bot by name and description.

To the left of the “Chats” window title, there is an icon showing the app's network connection status (Table 5):

Table 5

Status	Appearance
The app is not connected	 Chats
App synchronization in progress	 Chats
Connection successful	Chats

For corporate users, a catalog is available that displays the list of open chats, channels, and corporate bots.

To go to the catalog, go to the "Chats" section in the bottom menu.

In the window that opens, go to the "Catalog" tab.

To join a chat or channel, tap on the chat name and in the window that opens, tap on "Join".

Joined chats and channels will be displayed in the "All" tab along with other active chats.

Tapping on the name of a corporate chat/channel opens a window containing brief information about it (Figure 4):

- avatar;
- name;
- description of the chat/channel, if it was added by the administrator;
- The "Join chat/channel" button, if the user has not joined this chat/channel.

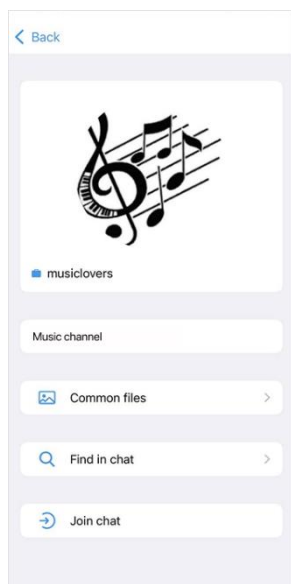



Figure 4

Tapping on the name of a corporate chatbot opens a window containing brief information about it.(Figure 5):

- the icon  for opening the chat with the bot;
- avatar;
- name;
- server name;

- a description, if it was added by the administrator.



Figure 5

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

- interlocutor's avatar;
- interlocutor's name;
- user status (may be not available);
- Interlocutor's connection status — whether they are currently online or when they were last online;
- information about the current action of the interlocutor ("typing", "recording a voice message", "uploading a file", "uploading a video", "uploading a photo", "selecting a sticker").

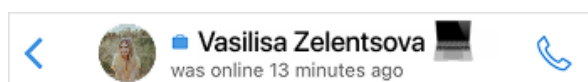


Figure 6

More detailed information about a personal chat is available in its card. The personal chat card is the card of the contact with whom the chat was created (for more details, see page 20).

The group chat header (Figure 7) contains the following information about the chat:

- chat avatar;
- chat name;
- number of participants;
- information about the current chat participant's action (<Participant_name> "typing", "recording voice message", "uploading file", "uploading video", "uploading photo", "selecting sticker").

Chats with disabled end-to-end encryption are marked with the icon .

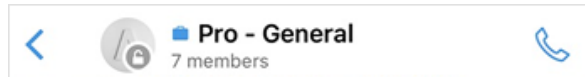


Figure 7

The chat header and line display a typing indicator to indicate that a participant is typing a message (Figure 8). More detailed information about a group chat is available in its card (for details, see page 21).



Figure 8

A personal chat card is the contact card that contains the following data (Figure 9):

- avatar;
- user name;
- connection status;
- user icon based on server affiliation;
- user server address;
- chat settings menu;
- corporate information (for corporate users).



Figure 9 Personal chat card

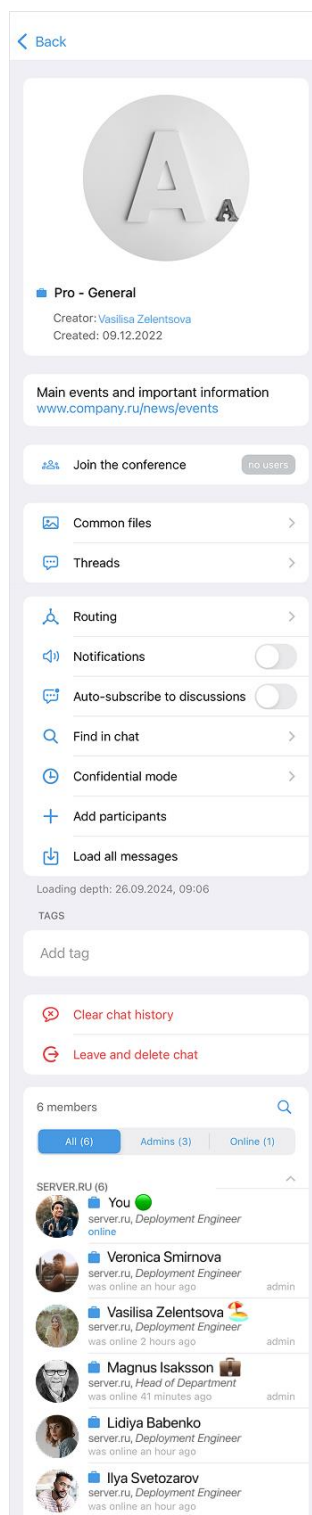


Figure 10 Group chat card (participant)

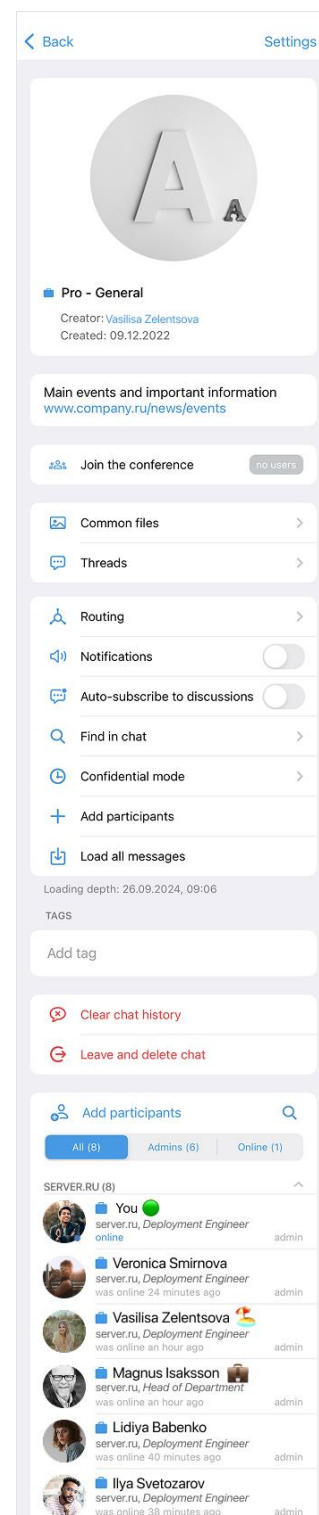


Figure 11 Group chat card (administrator)

The group chat card contains the following information (Figure 10):

- avatar;
- chat name;
- chat creator's name (a link to the card of the user who created the chat);
- chat description;
- chat settings menu;

- list of participants;
- chat participants search bar.

The order in which user names are displayed in the list of chat participants:

- the current user's name is always displayed at the top position;
- the names of other users are grouped by servers;
- the names of the users within these groups are listed in alphabetical order, with Latin names listed first, followed by Cyrillic names;
- First, all user groups registered on corporate servers are displayed, then user groups registered on regional servers are shown.

Note:

- the chat creator's name will not be indicated in the chat card if the user has logged out of the corporate server;
- If there are more than 256 participants in a chat, only administrators are displayed in the list. The rest of the participants can be found using the search bar;
- The chat administrator is marked as "Admin".

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 12](#), [Figure 13](#)) is designed to store favorite messages from all chats and quickly access saved messages.

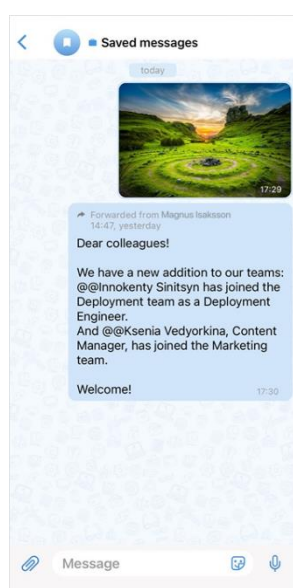


Figure 12

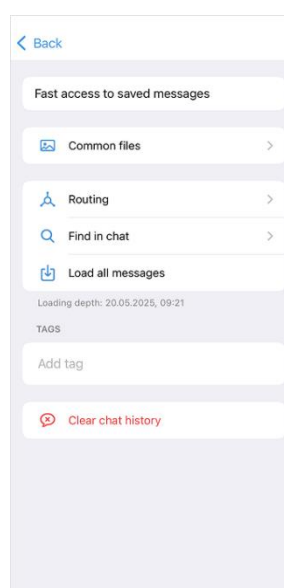


Figure 13

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;
- you can access the “Saved Messages” chat from the chat list or via “Settings” → “Saved Messages”;
- only the current user can send messages in the chat;
- the current user is the only participant in this chat;
- you cannot change chat settings;
- the chat card contains only the items shown in the image above ([Figure 13](#));
- the chat interface lacks call buttons, number of participants, and the Confidential Mode button;
- you cannot re-create the chat;
- editing messages feature is always available;
- you cannot delete the chat;
- when clearing history, the chat is removed from the list in the same way as personal chats.

ADMINISTERING A GROUP CHAT

By default, the creator of the chat is the chat administrator.

Note. You can later appoint another participant as the chat administrator (see [page 93](#)).

The chat administrator has the following privileges:

- changing the chat's name;
- changing the chat's avatar;
- adding chat description;
- setting up end-to-end encryption;
- setting up threads;
- setting up reactions;
- adding users;
- adding participants;
- deleting participants;
- deleting messages in the chat;
- appointing other participants as chat administrators.



Each group chat has its own card with information about it. The card interface differs depending on who is viewing it: administrator ([Figure 10](#)) or participant ([Figure 11](#)).

CHANNELS

GENERAL INFORMATION

Visually, channels are similar to chats and are divided into corporate, external and mixed type channels. The icons that represent the channels depending on their types are shown in the table below ([Table 6](#)).

[Table 6](#)

Icon	Channel type
	A channel with corporate users
	A channel with external users and corporate users

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

- only administrator can post messages in the channel;

Note. The creator of the channel becomes the administrator by default. They can then appoint other administrators.

- all channel messages are published, quoted and transmitted on behalf of the channel;
- the channel administrator can edit and delete messages posted by any of the channel administrators, without any time limitations;
- the list of users subscribed to the channel, detailed information about reactions to messages, the routing scheme (see page 34) and system messages are visible only to the administrator;
- in channels, the users cannot make calls and video conferences;
- The Confidential Mode is not available for channels.

The channel card contains the following information (Figure 14):

- avatar;
- name of the channel;
- the channel creator's name (a link to the card of the user who created the channel) and the date the channel was created;
- channel description, if it was added;
- channel settings block;
- subscriber search bar and the list of channel subscribers in alphabetical order, grouped by servers (available only to channel administrators).

Channels with disabled end-to-end encryption are marked with the icon .

Note. the channel creator's name will not be indicated in the channel card if the user has logged out of the corporate server.

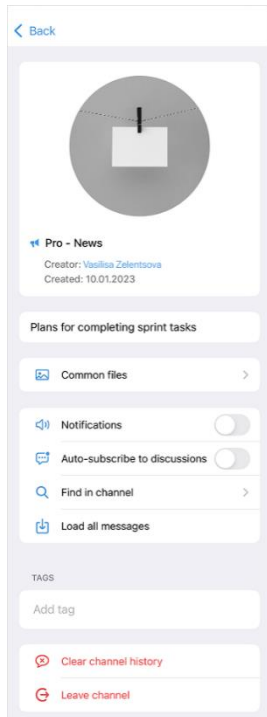


Figure 14 Channel card (subscriber)

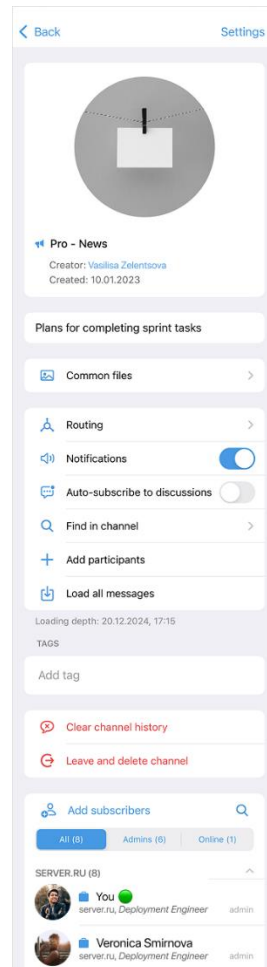


Figure 15 Channel card (administrator)

GLOBAL CHAT

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.

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

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

- in Global 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.

Note. You can later appoint another participant as the channel administrator (see page 110).

The channel administrator has the following privileges:

- changing the chat's name;
- changing the chat's avatar;
- adding chat description;
- setting up end-to-end encryption;
- setting up threads;
- setting up mentions in threads;
- setting up reactions;
- adding users;
- adding subscribers;
- deleting subscribers;
- deleting messages from the channel;
- appointing other subscribers as channel administrators.

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

MESSAGES

To enter a message, use a special field (Figure 16).

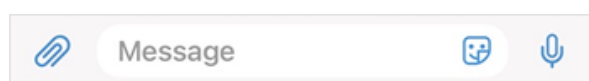


Figure 16

If a message has been created but not sent, it is saved as a draft (Figure 17), and the chat moves to the top and is displayed below the pinned chats in the list. After deleting the draft, the chat returns to its previous position.

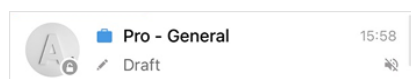



Figure 17

If the message exceeds the length of the input field, a line break is automatically inserted.

To send a message, use the icon .

Note. If the message length exceeds 4,096 characters, the message is automatically split into two or more messages, without separating words and sentences.

If a chat user is added to the address book, then tapping on the avatar in the message field opens the contact card.

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. A message that has not passed verification can only be deleted or its text can be copied.

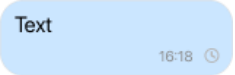
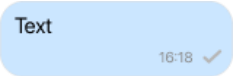
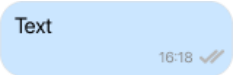
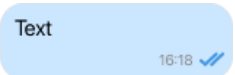
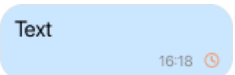
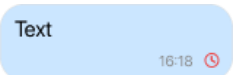
In the eXpress interface, you can track the verification process using [message statuses](#).

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

To the right of the sent message, the time of its sending and the status are displayed ([Table 7](#)):

Table 7


Status	Appearance
Pending message (sender is not connected to the Internet when sending message)	 A blue rounded rectangle containing the word "Text" on the left, the time "16:18" in the middle, and a gray clock icon on the right.
Not delivered (recipients disconnected from the Internet)	 A blue rounded rectangle containing the word "Text" on the left, the time "16:18" in the middle, and a red X icon on the right.
Delivered to at least one recipient (recipient is connected to the Internet but has not yet read the message)	 A blue rounded rectangle containing the word "Text" on the left, the time "16:18" in the middle, and two gray checkmarks on the right.
Read by at least one recipient	 A blue rounded rectangle containing the word "Text" on the left, the time "16:18" in the middle, and two blue checkmarks on the right.
Queued/being checked for sensitive data (if the setting is enabled by the administrator)	 A blue rounded rectangle containing the word "Text" on the left, the time "16:18" in the middle, and a gray clock icon on the right.
Sending canceled, sensitive data detected (if setting enabled by administrator)	 A blue rounded rectangle containing the word "Text" on the left, the time "16:18" in the middle, and a red circle with a slash icon on the right.

If reactions have been sent in response to a message, they appear below the body of the message. For more details, see the section "[Reactions](#)".

Messages are sorted by time they were sent. Changing the time zone does not change the sorting of messages.

Note. If the user sends a message when they are disconnected from the Internet, then after they are connected to the Internet again, the message is sent automatically, and sending attachments (files, contacts, geolocation markers) requires additional actions from the user.

FILES AND LINKS IN THE MESSAGE

The user can attach attachments (see page 145) and polls (see page 133) to the message using the  icon, insert emoji (see page 125) and stickers (see page 127).

To send a voice message, use the icon  (Figure 16) (see page 131).

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

MENTIONS IN MESSAGES

In a message, the user can mention (including themselves) and invite other users to the chat, provide links to other chats and channels using special symbols — @ and #. When this construct is used, the user being mentioned receives a corresponding notification. The chat in which the user was mentioned is marked with an @ symbol in the chat list.

A mention is always a link to a contact or chat/channel, by tapping on which the user can (Table 8):

- go to the mentioned chat/channel;
- go to the card of the mentioned contact (quick tap);
- open user context menu (long press) (Figure 18).

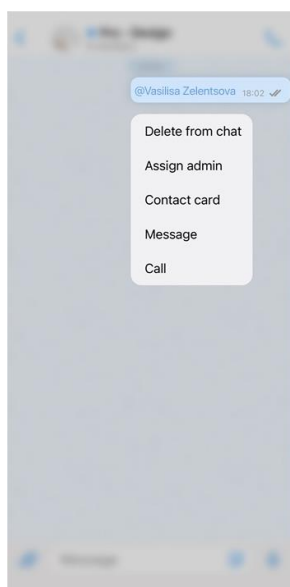


Figure 18

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.

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/channel participant	The mentioned chat/channel participant receives a notification about a new message
@@User_name	Mentions a user from your contact list who is	Message recipients receive a link

Construct	Purpose	Result
	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 	to the contact
##Chat_name	Mentions a chat or channel	Message recipients receive a link to the chat or channel. If the link is not available, it means that the chat is a closed chat and the user is not a participant.
@Tag	Mentioning several chat or channel participants	All tagged participants receive notifications of a new message

By default, all chats in the app are closed. The [##Chat_name](#) construct will be displayed as a link (including to the current chat) only if the chat is open or the user is its participant.

Note:

- the app sends files up to 1 GB;
- the Confidential Mode is available only for corporate server users;
- a draft is not created if the message consists only of spaces.

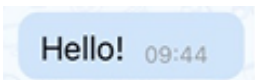
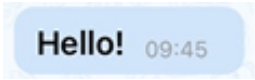
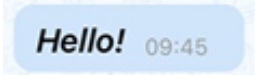
If there are less than 256 users in a chat/channel, then after entering the "@" symbol, the list of available mentions automatically opens. The tags that mark the contacts from the chat, if any, are displayed at the end of the list.

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		

Code	Output example	Note
* passport * INN * SNILS	<div>Bring documents:<ul style="list-style-type: none">• passport• INN• SNILS09:46</div>	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	<div>nobody saw this text 09:45</div>	<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 containing code: ```\nconst a = 1;\nconst a = 2;\n```	<div>const a = 1;\nconst a = 2; 09:45</div>	<ul style="list-style-type: none">• acute symbols [`] shall be used without spaces;• if there is no content inside the special characters, the entered combination is displayed as text
The inline code is used to insert into a sentence, for example `const a = 1`	<div>The inline code is used to insert into a sentence, e.g. const a = 1 09:46</div>	
Tags		
#russia #moscow #photo #day	<div>#russia #moscow #photo #day 09:46</div>	


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 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](#).

To record and send a voice message, use the icon .

Specifics of 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 window, reactions are displayed directly below the message they were sent in response to. Reactions sent by the current user are highlighted with a blue border (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 (Figure 20).

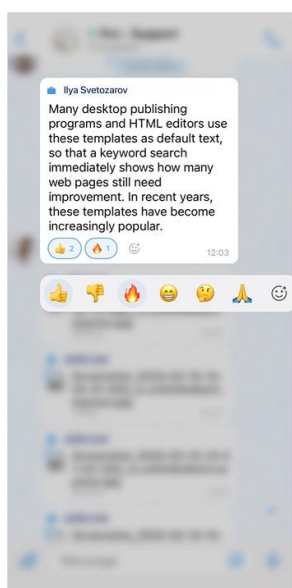


Figure 19

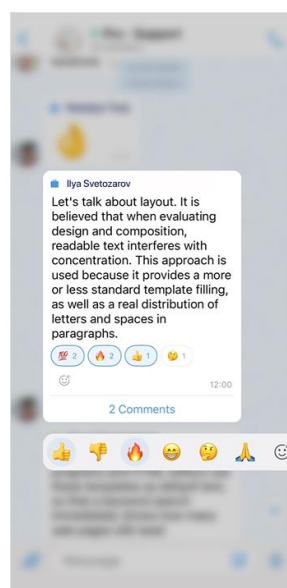



Figure 20


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.

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 21). In the window of such a chat, the

icon  with a counter of unseen reactions is displayed (Figure 22).

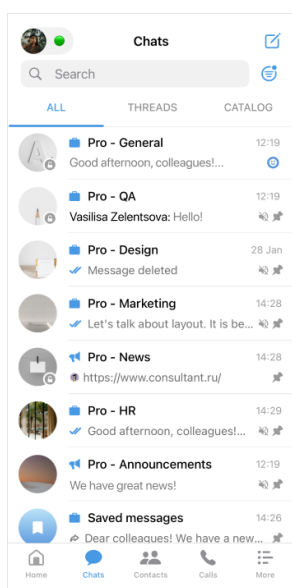


Figure 21

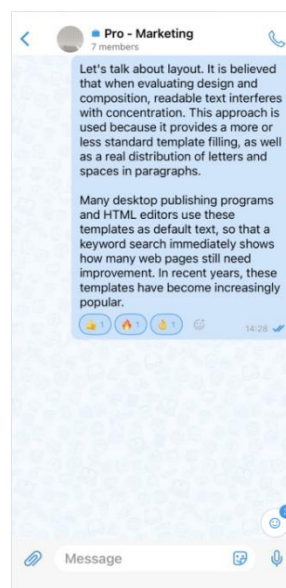


Figure 22

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, provided that the Confidential Mode was 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 group's opinion 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.

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. 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.


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

- they were mentioned in a thread using the @ symbol;
- the user has the “Auto-subscribe to threads” setting enabled in the chat/channel card;
- the user posted a message in the thread.

The user can also subscribe to a thread in a chat or channel.

The user ceases to be a participant in the thread (unsubscribes from it) in the following cases:

- they have deleted the original chat/channel or the thread itself in the chat list;
- they have been kicked from a chat or channel;
- they have left the thread.

Threads that the user is a participant of are marked with the icon  and are displayed in the “Threads” tab ([Figure 23](#)). If the “Threads in general chat list” option is enabled in eXpress settings, they also appear on the “All” tab, in the user's other chats list ([Figure 24](#)).

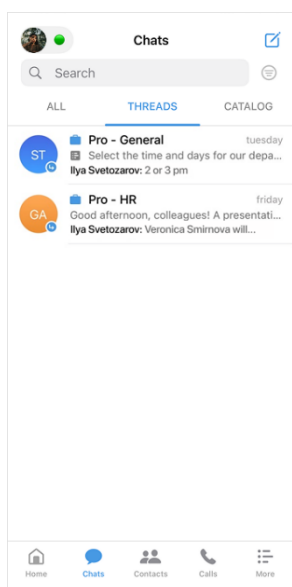


Figure 23

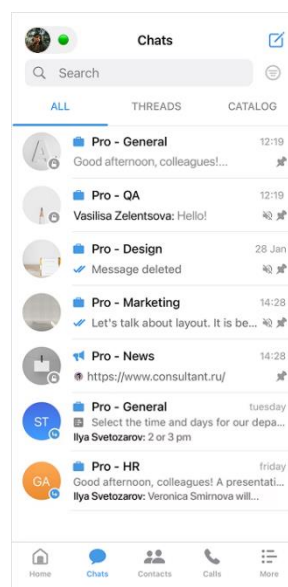


Figure 24

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 (Figure 25) contains the following information about the chat:

- avatar (made up of the capital letters of the first two words of the original message);
- name (made up from the name of the chat: "Thread in <Chat name of original message>").

Each thread has a card that contains data about it and functional elements for performing certain actions (Figure 26). For more information, see the section "Managing Threads".



Figure 25

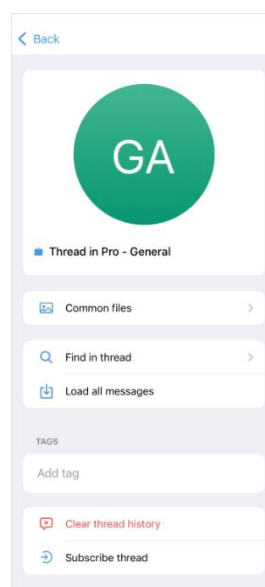


Figure 26

ROUTING DIAGRAM

A routing diagram is a visual schematic representation of the routes of message exchange between users in any type of chat (Figure 27).

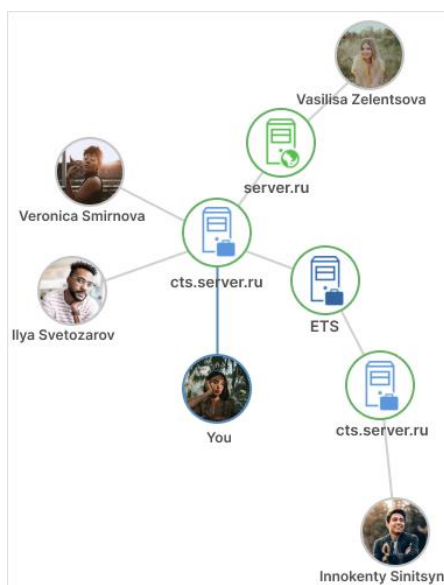





Figure 27

Participants include users and chatbots. If users are registered on different servers, the diagram will reflect this. In the eXpress interface, the routing call button is indicated by the icon .

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 10):

Table 10

Icon	Server
	Regional server
	Corporate 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 registered on.

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 add an automatic response to the status, which will be displayed in the personal chat of other participants.

When you first log into the app, a system message is displayed about the possibility of setting the user status ([Figure 28](#)):

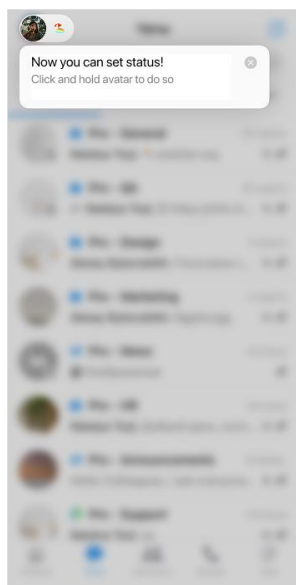



Figure 28

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 from new to old by the time of last use by the user, when setting the 6th status, the oldest status in the list will be deleted.

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

Table 11

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
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
Off sick	Notifications and calls are restricted for one week, auto-reply "I will reply after sick leave" is added
On vacation	Notifications and calls are restricted for two week, auto-reply "I will reply after I get back from vacation" is added

TYPES OF STATUSES

The following types 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 modified standard statuses.

MANAGING STATUSES

The user has access to the following actions with statuses:

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

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

Working with statuses is described in detail in the “[Managing Statuses](#)” section.

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.

Tags can be used in the following cases:

- 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 included with 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 12](#)):

Table 12

Category	Description
Catalog	Chats and bots from the open catalog
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 where notifications are enabled; chats where the user has been mentioned.
Recent	Chats recently viewed by the user
Mentions	Chats in which the user has been mentioned

Category	Description
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 tagging a contact, chat, channel, discussion, or message;
- in the "Tag Settings" 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/discussions marked with that tag.

The tag filter is displayed when searching in the "Chats" and "Contacts" sections after tapping on the search field and then the icon **#** (Figure 29, Figure 30).

Note. If the message "Tag list is empty" is displayed in the "Contacts" section when **#** is tapped next to the search field, it means that the user has no contacts marked with personal tags.

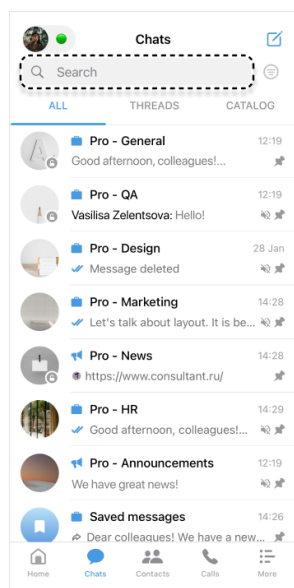


Figure 29

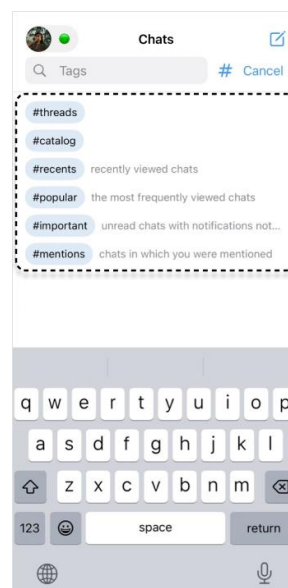


Figure 30

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 application also includes management of chat and channel tabs through the "Tag Settings" menu.

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;
- from the user card;
- from the list of group chat participants;
- from 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 about user capabilities and actions with personal calls is described in the "Operation of the Mobile App" → "Personal Call" section.

PERSONAL CALL INTERFACE

Examples of personal call interface are shown below ([Figure 31](#) – [Figure 33](#)).

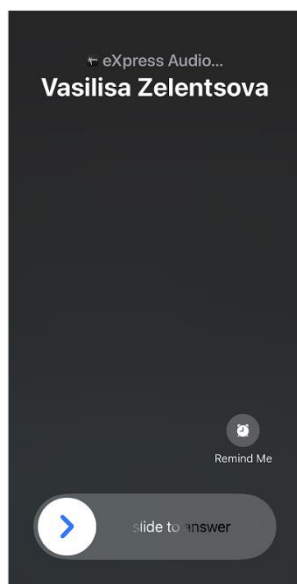


Figure 31

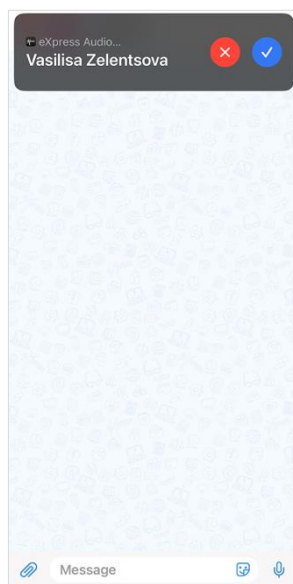


Figure 32























Figure 33

If the Internet connection is unstable, the call participant will see a weak signal indicator. If the Internet connection is lost, the call participant will receive a system notification stating "Connection lost. Please call back later", and a beep is played.

FUNCTIONAL ELEMENTS

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

Table 13

Icon	Designation	Action
	Accept call	Select to accept a call/to call a user
	Accept call	Select to return to the call on hold
	Cancel call	Select to cancel a call
	Leave conference	Leave conference
	Microphone on	Select to mute the microphone when making a call
	Microphone off	Select to turn on the microphone when making a call
	Camera on	Select to turn off the camera when making a call
	Camera off	Select to turn on the camera when making a call
	Speakerphone is on	Select to disable speakerphone
	Speakerphone is off	Select to enable speakerphone
	Open the call chat	Selected to type a message during a video call
	Create call link	Select to invite a user to a call using a link
	Go to the list of call participants	Select to connect a user to a call. After adding a participant, a personal call becomes a group call
	Call context menu	Select to call the context menu of the call, in which it is possible to set reactions and start recording the conference
	Recording (<i>in context menu</i>)	Start/stop recording a call/conference
	Pause, resume, end recording (<i>if recording is enabled</i>)	Pause, resume, end call/conference recording
	"Raise your hand"	Draw the attention of call/conference participants
	Add a user to a video call. Only available to the administrator or the call/conference creator	Available in the call/conference participant list menu. Select to add a user to a video call (displayed on the call/conference participant list screen). After adding a user to a call, the personal call becomes a group call
	Change screen layout	Select to change the arrangement of user windows on the screen
	Expand to full screen	Select when a call is minimized to return to the call window



The call timer is located in the upper right corner of the screen ([Figure 33](#)).

Note. The iPad's handsfree on/off button is hidden when no headphones are connected. When headphones are connected, the button becomes active and allows switching the sound from headphones to the speaker.

CALL SCREEN LAYOUT

On the 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 in blue. 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.

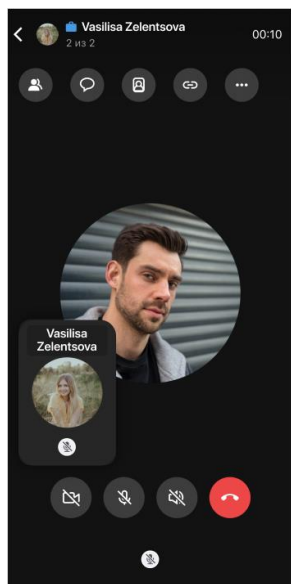


Figure 34



Figure 35

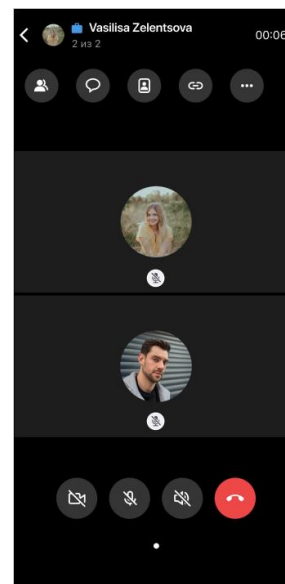



Figure 36

CALL LOG

eXpress has a call log that contains detailed information about the user's calls, including date, connection duration, call type, etc. The user can [view the entries in the call log](#) and [clear it](#).

The call log includes the following tabs:

- “Calls” — contains the list of all calls made in the app (Figure 37). Missed calls are highlighted in red, active calls are marked with the icon .
- “Missed” — contains the list of missed calls (Figure 38).

Call links are saved in the chats in which the calls were made.

Tapping on a personal call entry will initiate a [call to the user](#).

Long pressing on a personal call entry opens a context menu from which you can open the contact card, go to the chat with the user, or start a call to the other person (for more details, see page 171).

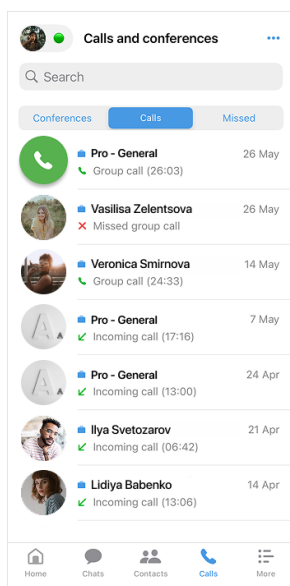


Figure 37

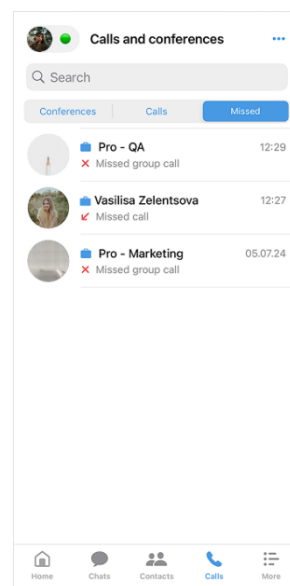


Figure 38


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 about user capabilities and actions with group calls is described in the "Operation of the Mobile App" → "Group Call" section.

GROUP CALL INTERFACE

Examples of group call interface are shown below (Figure 39 – Figure 41).

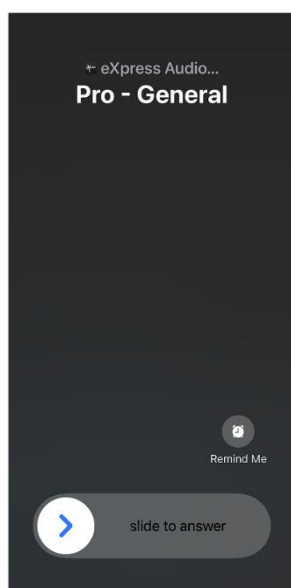


Figure 39

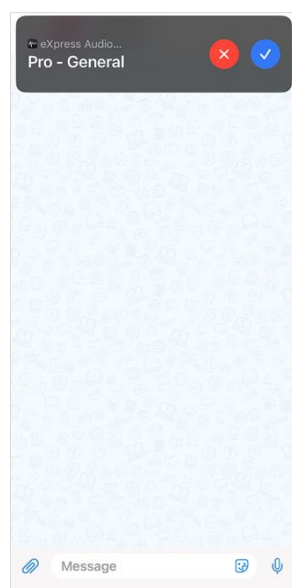


Figure 40

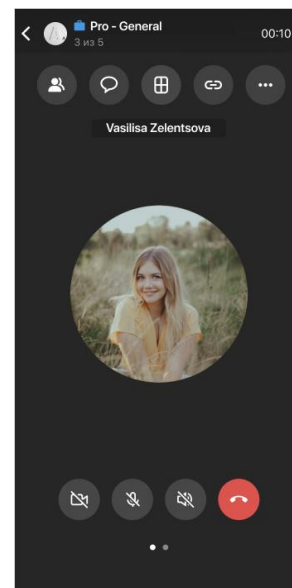


Figure 41






If the Internet connection is unstable, the call participant will see a weak signal indicator. If the Internet connection is lost, the call/conference participant will receive a system notification stating "Connection lost. Please call back later", and a beep is played.

FUNCTIONAL ELEMENTS

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

Table 15

Icon	Designation	Action
	Accept call	Select to accept a call/to call a user
	Accept call	Select to return to the call on hold
	Cancel call	Select to cancel a call
	Leave conference	Leave conference
	Microphone on	Select to mute the microphone when making a call
	Microphone off	Select to turn on the microphone when making a call
	Camera on	Select to turn off the camera when making a call
	Camera off	Select to turn on the camera when making a call
	Speakerphone is on	Select to disable speakerphone
	Speakerphone is off	Select to enable speakerphone
	Open the call chat	Selected to type a message during a video call
	Create call link	Select to invite a user to a call using a link
	Go to the list of call participants	Select to connect a user to a call. After adding a participant, a personal call becomes a group call
	Call context menu	Select to call the context menu of the call, in which it is possible to set reactions and start recording the conference
	Recording (in context	Start/stop recording a call/conference

Icon	Designation	Action
	Pause, resume, end recording (if recording is enabled)	Pause, resume, end call/conference recording
	"Raise your hand"	Draw the attention of call/conference participants
	Add a user to a video call. Only available to the administrator or the call/conference creator	Available in the call/conference participant list menu. Select to add a user to a video call (displayed on the call/conference participant list screen). After adding a user to a call, the personal call becomes a group call
	Change screen layout	Select to change the arrangement of user windows on the screen
	Expand to full screen	Select when a call is minimized to return to the call window




The call timer is located in the upper right corner of the screen ([Figure 41](#)).

Note. The iPad's handsfree on/off button is hidden when no headphones are connected. When headphones are connected, the button becomes active and allows switching the sound from headphones to the speaker.

CALL SCREEN LAYOUT

On the personal/group call and conference 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 42). 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 43)
	Participants' window thumbnails are arranged on the screen in a grid (Figure 44). The window of the user who is speaking is highlighted in blue. 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.

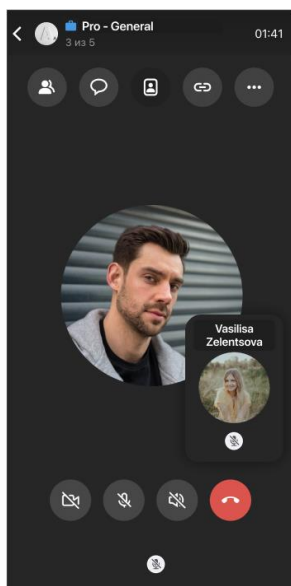


Figure 42

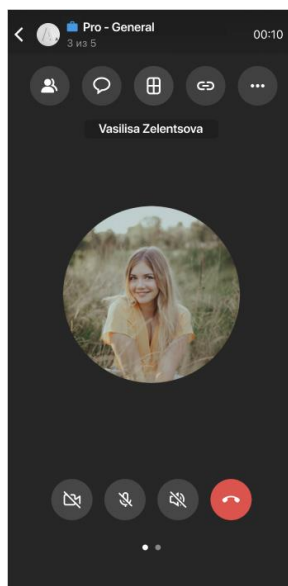


Figure 43

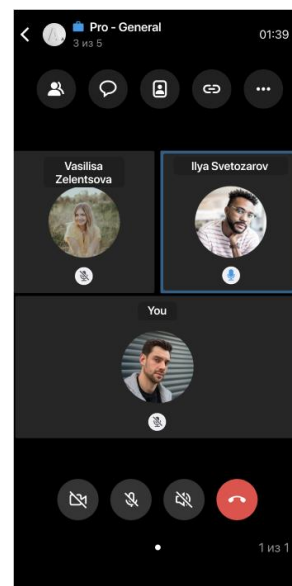


Figure 44

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 performed the "Raise your hand" action or the call/conference administrator shall perform the "Lower the hand" action.

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

In the call/conference participant 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/conference 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 user can [view the entries in the call log](#) and [clear it](#).

The following tabs are designed to view the call log:

- "Calls" — contains the list of all calls made in the app ([Figure 45](#)). Missed calls are highlighted in red, active calls are marked with the icon ;
- "Missed" — contains the list of missed calls ([Figure 46](#)).

Call links are saved in the chats in which the calls were made.

Tapping on a group call entry opens the call chat.

Long pressing on a group call entry opens a context menu from which you can open the list of call participants, go to the call chat, or start a repeat call to the participants (for more details, see [page 189](#)).

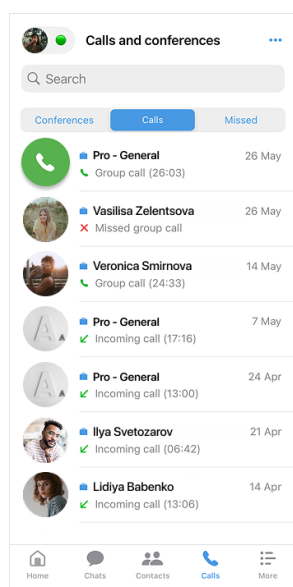


Figure 45

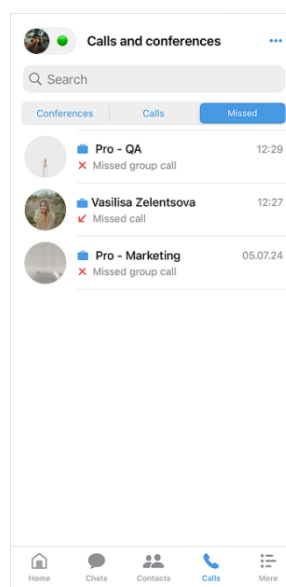


Figure 46

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 supports SIP calls to internal and external numbers (see [page 192](#)).

Express sends a push notification to the mobile device about a missed 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 248).

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

Table 17

Status	Designation
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 “Using the Mobile App” → “Videoconferencing” section.

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

eXpress is available in App Store.

To install the app:

1. Open App Store.
2. In the search bar, enter "Express Enterprise".
3. Tap on "Download" in the window that opens ([Figure 47](#)).
4. Wait for the installation process to complete and close App Store.

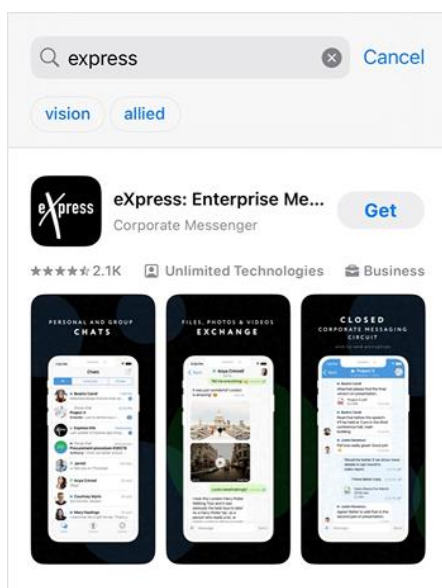


Figure 47

After installing the app, the following actions are available to the user:

- [registering a new corporate user account](#);
- [registering a new external user account](#);
- [logging a corporate user in to the app](#);
- [logging an external user in to the 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

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 a new account in the Mobile App:

1. Launch the app.
2. Select “Phone and credentials” in the window that opens ([Figure 48](#)).

Note. The appearance of the “Select a login method” window may differ from that shown and depends on the server settings.

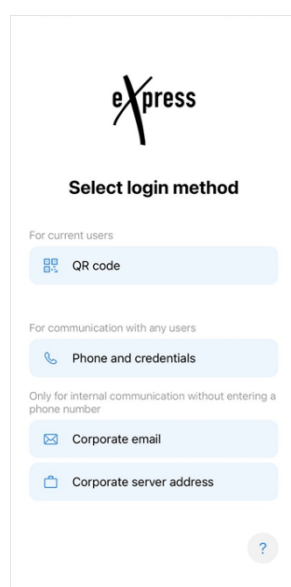


Figure 48

3. Enter your phone number and tap on “Next”.
4. Skip this step if the app does not ask you to enter verification text.
When prompted to pass verification:
 - check the box “I’m not a robot” ([Figure 49](#));

- enter text from an image or audio message (Figure 50) if you need to pass verification.

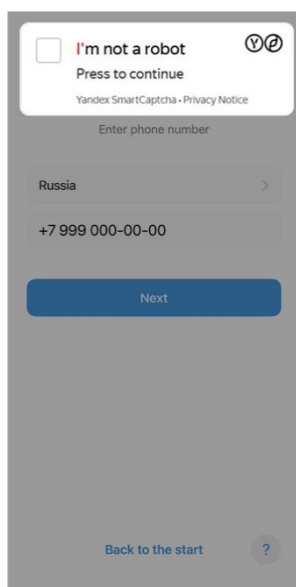


Figure 49

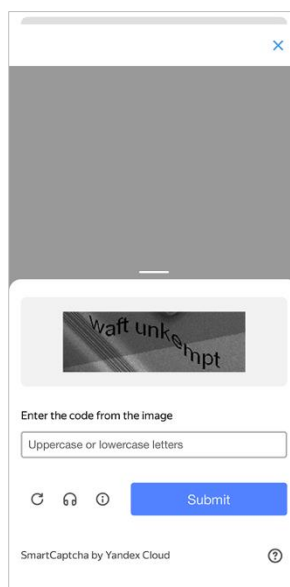


Figure 50

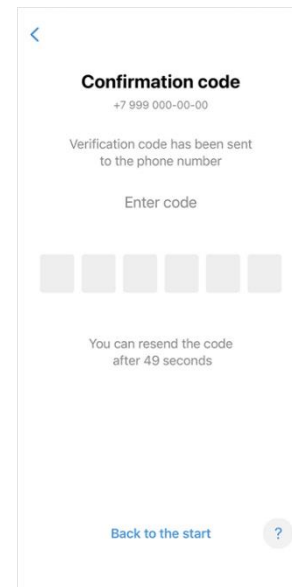


Figure 51

An SMS message with a confirmation code will be sent to the specified phone number. Tapping on the “Return to top” button will take you to the login method selection window (Figure 48).

5. Enter the code in the empty field and tap on “Next” (Figure 51).
6. Select your avatar and enter your name in the «Profile» window (Figure 52). Then, tap on “Next”.

Note. You can add or change your profile avatar later (see page 212).

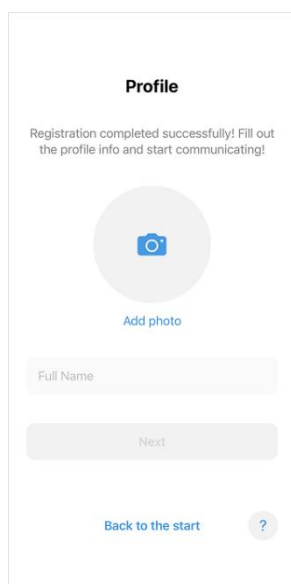


Figure 52

7. Enter your corporate e-mail address and tap on “Next”.
8. 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”.

9. 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".
10. In the window that opens, follow the steps depending on the selected server connection option:
 - **Option A. Corporate e-mail address and code:**
 11. Verify that the e-mail you entered is correct. An e-mail with a code will be sent to the specified e-mail address.
 12. Enter the received code in the corresponding field.

Attention! If the code is entered 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 user agreement is not available.

If the user agreement is displayed, check the box "I agree with the rules of information exchange" and then tap on "Next".

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

REGISTRATION USING E-MAIL ADDRESS

To register a new account in the Mobile App:

1. Launch the app.
2. Select "Corporate E-mail" in the window that opens ([Figure 53](#)).

Note. The appearance of the "Select a login method" window may differ from that shown and depends on the server settings.

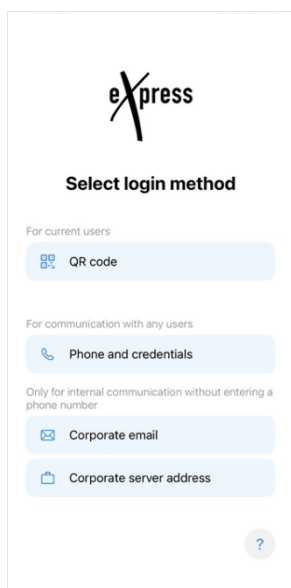


Figure 53

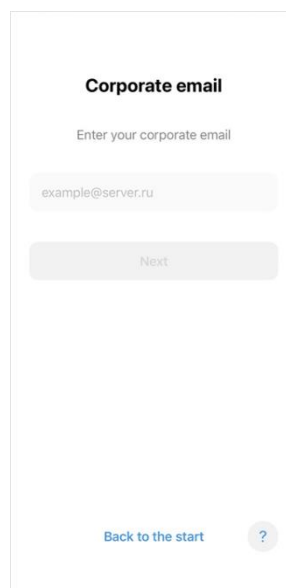


Figure 54

Attention! If the user registered using their **phone number**, then they must log in to the app using their phone number. If they log in 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 the 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 54](#)).

Note:

- if the entered e-mail is not found, the system message “Corporate e-mail not found” will be displayed, tap on “Return to top” and select another registration method or contact the technical support of the user’s organization;
- 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;
- 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.

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. An e-mail with a code will be sent to the specified e-mail address.
8. Enter the received code in the corresponding field.

Attention! If the code is entered 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, check the box "I agree with the rules of information exchange" and then 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" in the window that opens ([Figure 55](#)).

Note. The appearance of the "Select a login method" window may differ from that shown and depends on the server settings.

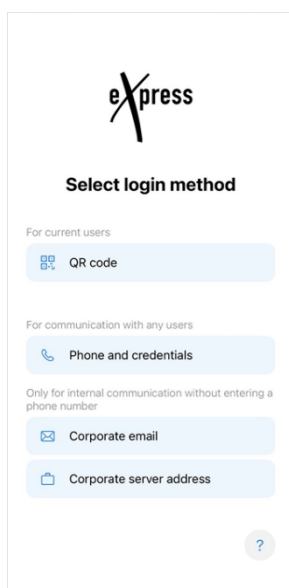


Figure 55

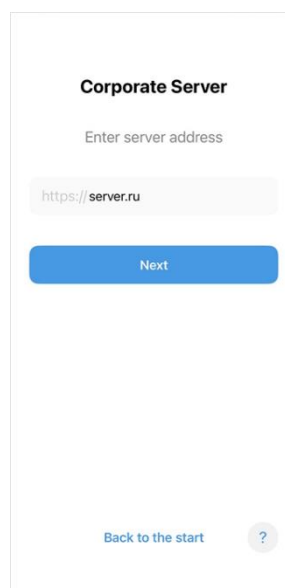


Figure 56

Attention! If the user registered using their **phone number**, then they must log in to the app using their phone number. If they log in 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 the 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 56](#)).

Note:

- if the notification "Corporate server address not found" is displayed, make sure you have entered the correct address;
- 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.

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. An e-mail with a code will be sent to the specified e-mail address.
6. Enter the received code in the corresponding field.

Attention! If the code is entered 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, check the box "I agree with the rules of information exchange" and then 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.

To register a new account in the Mobile App:

1. Launch the app.
2. Select "Phone and credentials" in the window that opens ([Figure 57](#)).

Note. The appearance of the "Select a login method" window may differ from that shown and depends on the server settings.

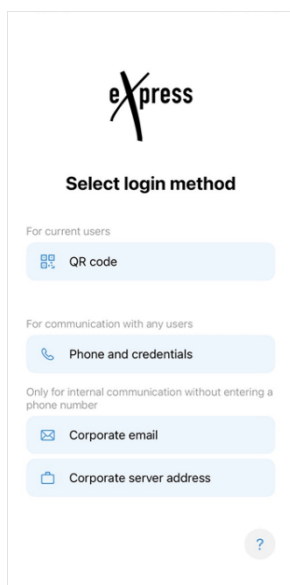


Figure 57

3. Enter your phone number and tap on "Next".
4. Skip this step if the app does not ask you to enter verification text.

When prompted to pass verification:

- check the box "I'm not a robot" (Figure 58);
- enter text from an image or audio message (Figure 59) if you need to pass verification.

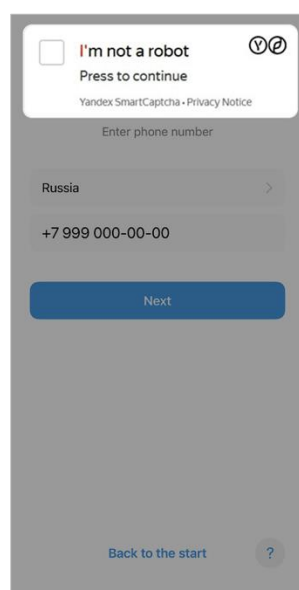


Figure 58

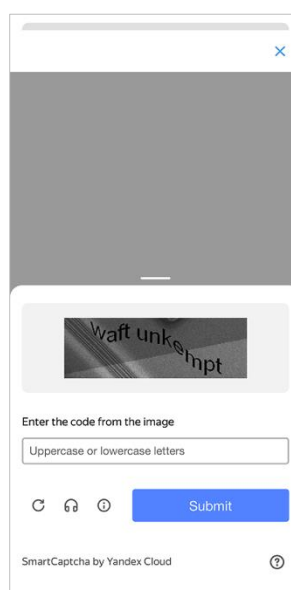


Figure 59

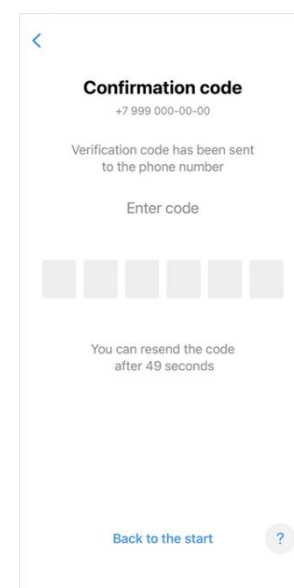


Figure 60

An SMS message with a confirmation code will be sent to the specified phone number. Tapping on the "Return to top" button will take you to the login method selection window (Figure 57).

5. Enter the code in the empty field and tap on "Next" (Figure 60).
6. Select your avatar and enter your name in the "Profile" window. Then, tap on "Next" (Figure 61).

Note. You can add or change your profile avatar later (see page 212).

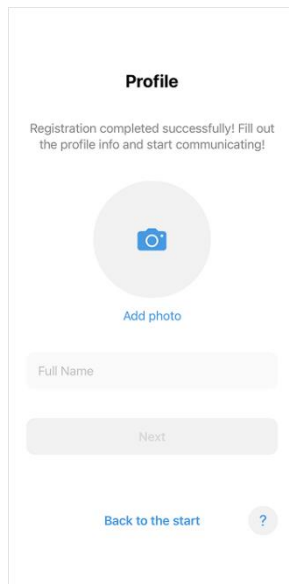


Figure 61

7. In the corporate e-mail address entry window, tap on "Skip".
The user will be registered and the main eXpress window will open.

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 login method "QR code".

Note. If the app has not previously received permission to use the device's camera, a modal window will open with the option to go to the device settings and allow the camera access to the app.

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 Mobile App using your phone number:

1. Launch the app.
2. Select "Phone and credentials" in the window that opens ([Figure 62](#)).

Note. The appearance of the "Select a login method" window may differ from that shown and depends on the server settings.

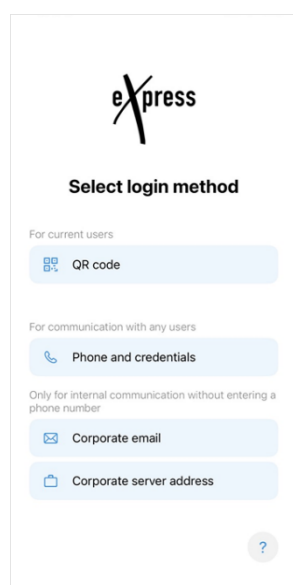


Figure 62

3. Enter your phone number and tap on "Next".
4. Skip this step if the app does not ask you to enter verification text.
When prompted to pass verification:

- check the box “I’m not a robot” (Figure 63);
- enter text from an image or audio message (Figure 64) if you need to pass verification.

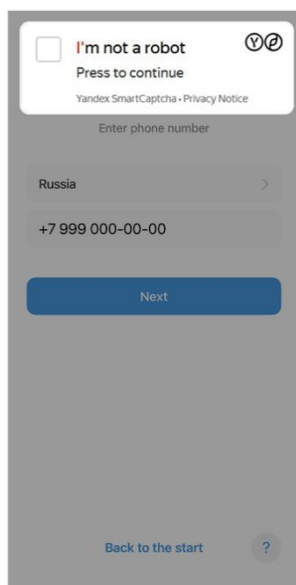


Figure 63



Figure 64

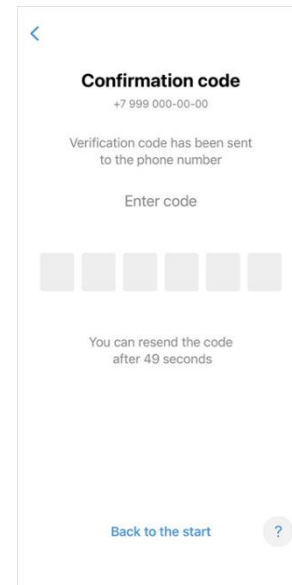


Figure 65

5. Skip this step if the app does not ask you to enter a verification code.

When prompted to pass verification:

- the “Confirmation code” window will open (Figure 65);
- an SMS message with a confirmation code will be sent to the specified phone number.

Tapping on the “Return to top” button will take you to the login method selection window.

6. Skip this step if the app did not ask you to enter a verification code in the previous step.

Enter the code in the empty field and tap on “Next”.

If the confirmation code is correct, a window for entering your corporate e-mail address will open (Figure 66).

7. Enter your corporate e-mail address in the field and tap on “Next”.
8. 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 “Next” (Figure 67).

9. 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”.

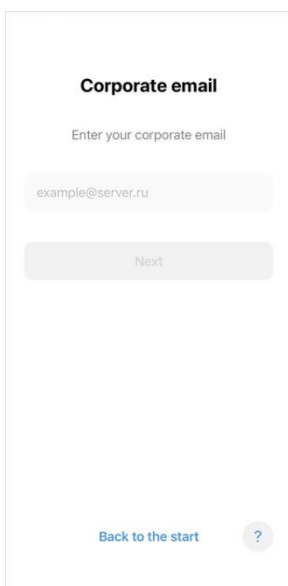


Figure 66

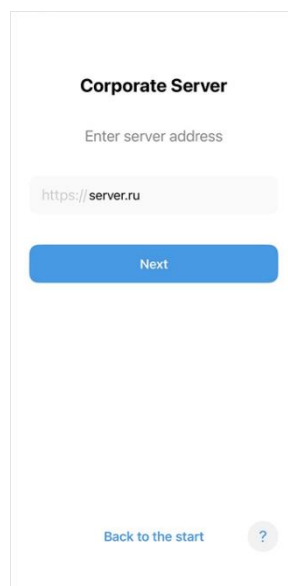


Figure 67

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

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

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

Attention! If the code is entered 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:**

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

Attention! If you enter your corporate password incorrectly more than three times, the message "The number of authorization attempts has been exceeded" will be displayed. The account will be locked out for 10 minutes. You can try log in to the app again after this time has passed.

13. Skip this step if the app does not ask you to enter the password.

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

The "Enter password" window is not displayed, if the user has not set a password or has refused one ("[Additional Data Protection](#)").

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

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

If the user agreement is displayed, check the box "I agree with the rules of information exchange" and then 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 e-mail address:

1. Launch the app.
2. Select "Corporate E-mail" in the window that opens ([Figure 68](#)).

Note. The appearance of the "Select a login method" window may differ from that shown and depends on the server settings.

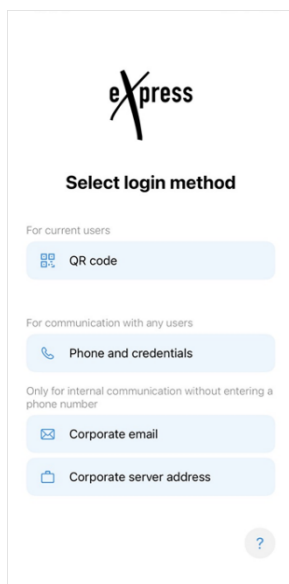


Figure 68

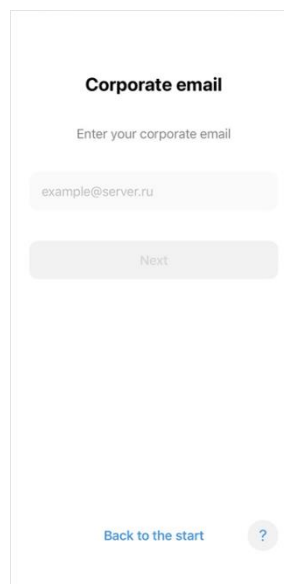


Figure 69

Attention! If the user registered using their **phone number**, then they must log in to the app using their phone number. If they log in 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 the 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 69](#)).

Note:

- if the entered e-mail is not found, the system message "Corporate e-mail not found" will be displayed, tap on "Return to top" and select another registration method or contact the technical support of the user's organization;
- 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;
- 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.

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. An e-mail with a code will be sent to the specified e-mail address.
8. Enter the received code in the corresponding field.

Attention! If the code is entered 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".

Attention! If you enter your corporate password incorrectly more than three times, the message "The number of authorization attempts has been exceeded" will be displayed. The account will be locked out for 10 minutes. You can try log in to the app again after this time has passed.

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 password.
When prompted for a password, enter it and tap on "Next".
The "Enter password" window is not displayed, if the user has not set a password or has refused one ("[Additional Data Protection](#)").

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

10. Skip this step if the user agreement is not available.
If the user agreement is displayed, check the box "I agree with the rules of information exchange" and then 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" in the window that opens ([Figure 70](#)).

Note. The appearance of the "Select a login method" window may differ from that shown and depends on the server settings.

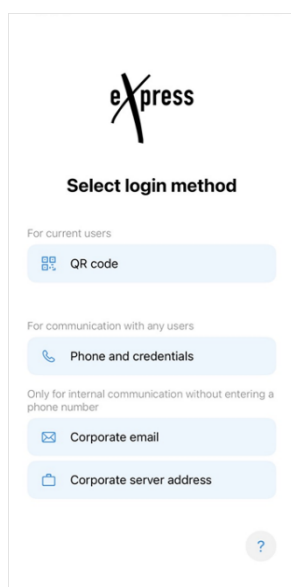


Figure 70

Attention! If the user registered using their **phone number**, then they must log in to the app using their phone number. If they log in 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 the 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".

Note:

- If the server address is entered incorrectly, a warning "Corporate server address not found" is displayed. Make sure you have entered the correct address;
- 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.

4. Depending on the server settings, one of the available registration methods will be offered:

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

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

Attention! If the code is entered 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:**

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

Attention! If you enter your corporate password incorrectly more than three times, the message “The number of authorization attempts has been exceeded” will be displayed. The account will be locked out for 10 minutes. You can try log in to the app again after this time has passed.

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](#).

6. Check the box “I agree with the rules of information exchange” and tap on “Next”.

7. Skip this step if the app does not ask you to enter the password.

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

The “Enter password” window is not displayed, if the user has not set a password or has refused one (“[Additional Data Protection](#)”).

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

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

If the user agreement is displayed, check the box “I agree with the rules of information exchange” and then 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 PROCEDURE FOR LOGGING A CORPORATE USER IN TO THE APP

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

For logging in to the Mobile App using the simplified procedure:

1. Launch the app.
 2. Select “Phone and credentials” in the window that opens ([Figure 71](#)).
-

Note. The appearance of the “Select a login method” window may differ from that shown and depends on the server settings.

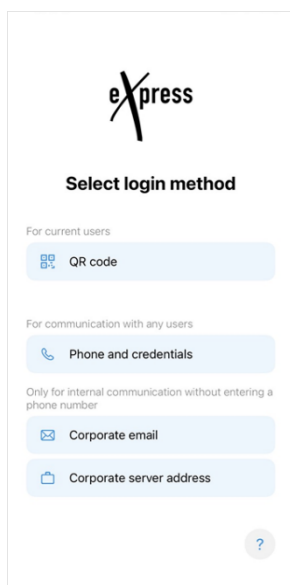


Figure 71

3. Enter your phone number and tap on "Next".
4. Skip this step if the app does not ask you to enter verification text.

When prompted to pass verification:

- check the box "I'm not a robot" (Figure 72);
- enter text from an image or audio message (Figure 73) if you need to pass verification.

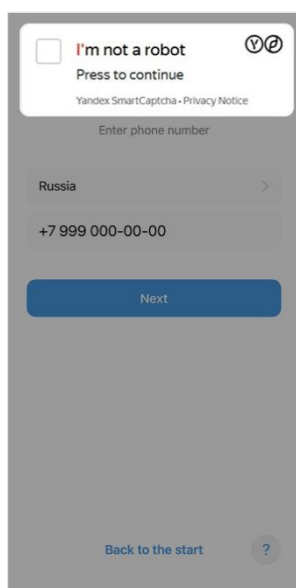


Figure 72

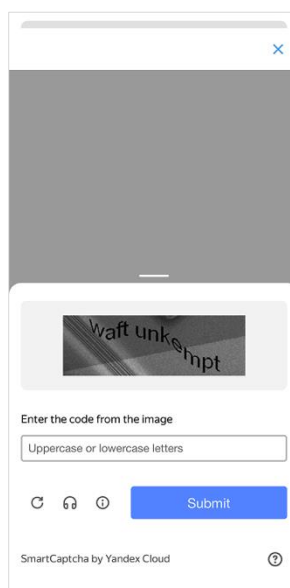


Figure 73

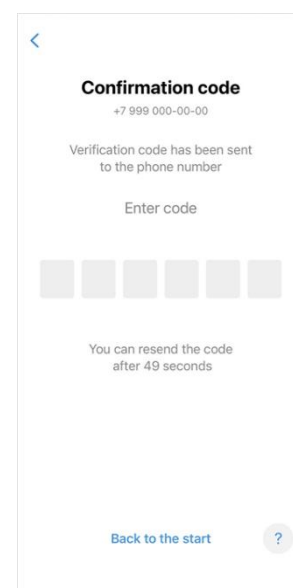


Figure 74

5. Skip this step if the app does not ask you to enter a verification code.

When prompted to pass verification:

- the "Confirmation code" window will open (Figure 74);
- an SMS message with a confirmation code will be sent to the specified phone number.

Tapping on the "Return to top" button will take you to the login method selection window (Figure 71).

6. Skip this step if the app did not ask you to enter a verification code in the previous step.

Enter the code in the empty field and tap on "Next".

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

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

8. In the "Login or E-mail" field, check the correctness of the data or enter your corporate e-mail address. An e-mail with a code will be sent to the specified e-mail address.

9. Enter the received code in the corresponding field.

Attention! If the code is entered 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:**

8. Check the correctness of the data filled in the fields and enter the password or enter the login, password and domain provided by the administrator.

9. Tap on "Next".

Attention! If you enter your corporate password incorrectly more than three times, the message "The number of authorization attempts has been exceeded" will be displayed. The account will be locked out for 10 minutes. You can try log in to the app again after this time has passed.

10. Skip this step if the app does not ask you to enter the password.

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

The "Enter password" window is not displayed, if the user has not set a password or has refused one ("[Additional Data Protection](#)").

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

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

If the user agreement is displayed, check the box "I agree with the rules of information exchange" and then 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 the 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 to the Mobile App using your phone number:

1. Launch the app.
2. Select "Phone and credentials" in the window that opens ([Figure 75](#)).

Note. The appearance of the "Select a login method" window may differ from that shown and depends on the server settings.

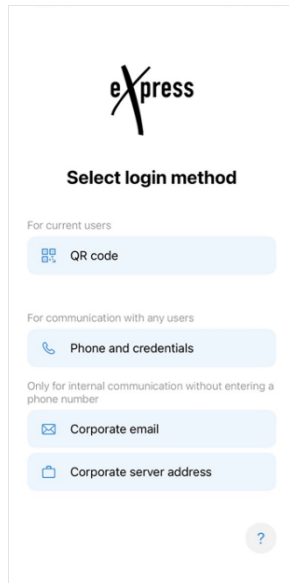


Figure 75

3. Enter your phone number and tap on "Next".
4. Skip this step if the app does not ask you to enter verification text.
When prompted to pass verification:
 - check the box "I'm not a robot" ([Figure 76](#));
 - enter text from an image or audio message ([Figure 77](#)) if you need to pass verification.

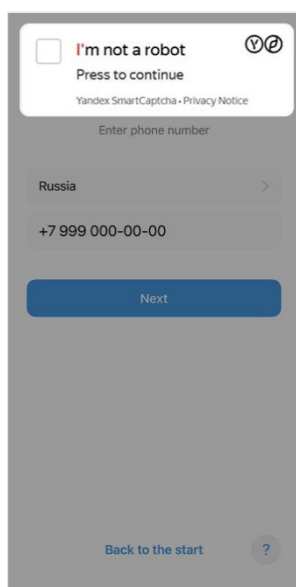


Figure 76



Figure 77

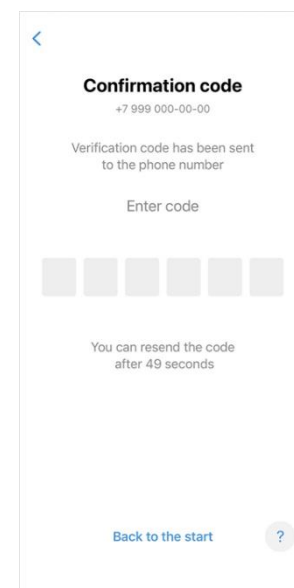


Figure 78

An SMS message with a confirmation code will be sent to the specified phone number. Tapping on the "Return to top" button will take you to the login method selection window (Figure 75).

5. Enter the code in the empty field and tap on "Next" (Figure 78).
6. Skip this step if the app does not ask for a password created for additional data security.

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

The "Enter password" window is not displayed, if the user has not set a password or has refused one ("Additional Data Protection").

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 Password".

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

CONNECTING TO THE CORPORATE SERVER

To register an external user on a 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. Tap on "Connect"

COLLECTING DIAGNOSTIC INFORMATION

The can collect diagnostic information about problems that arise during registration and logging in to the app.

To collect diagnostic information:

1. Launch the app.
2. Select "Phone and credentials" in the window that opens (Figure 79).

Note. The appearance of the “Select a login method” window may differ from that shown and depends on the server settings.

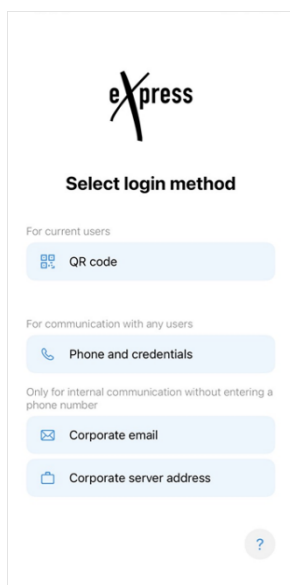


Figure 79

3. Tap on “Enter phone number” seven times (Figure 80).
The system message “Diagnostic information collection started” will be displayed (Figure 81).

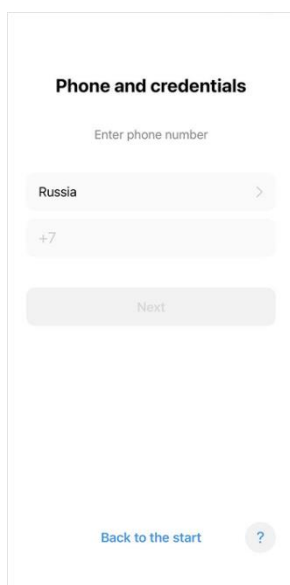


Figure 80

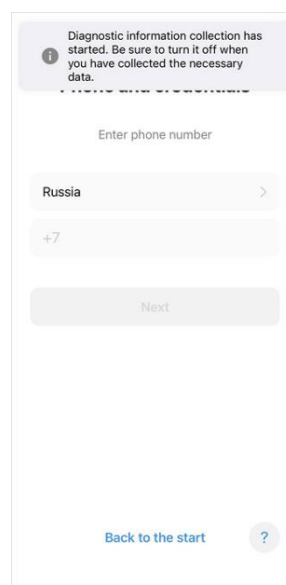


Figure 81

4. Register or log in to the app.
 5. Perform the actions that cause the problem.
 6. if an error occurs, in the window that opens, tap on “Show report”.
 7. Tap on “Share”.
- Send or save the file generated by the app.

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" (Figure 82).
2. In the modal window that opens, confirm the action by tapping on the "Reset" button.(Figure 83).

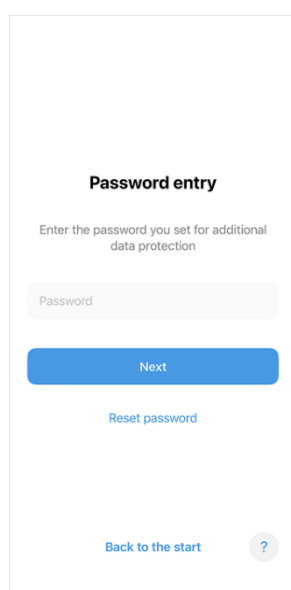


Figure 82

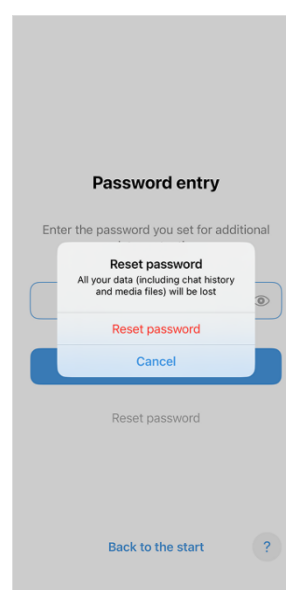


Figure 83

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

Attention! For stable operation of the app, it is necessary to update the software regularly! If the server software is more than three additional versions behind the client software and the client software is more than three additional versions behind the server software, this may cause errors in the app.

The user can update the app from external or corporate sources. The update method is determined by the administrator. This guide describes the procedure for updating the app from publicly available sources.

Note. The user also has access to automatic app updates. The manufacturer provides instructions on how to set up automatic app updates: <https://support.apple.com/ru-ru/HT202180>.

UPDATING THE APP FROM CORPORATE SOURCES

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

UPDATING THE APP FROM PUBLICLY AVAILABLE SOURCES

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

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

FIRST METHOD. VIA APP STORE

To update the version of the Mobile App via App Store:

1. Open App Store.
2. At the bottom of the screen, select “Search”.
3. In the search bar, enter “Express”
4. Tap on “Update” ([Figure 84](#)).

The app will be updated.

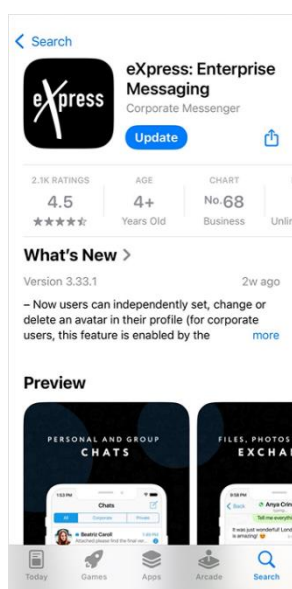


Figure 84

SECOND METHOD. VIA NEW VERSION MESSAGE

eXpress notifies users when the app needs to be updated.

When the app is first launched after a new version is released, a notification window will be displayed on the user's screen ([Figure 85](#)).

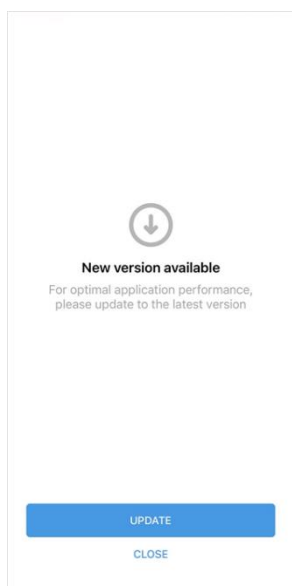


Figure 85

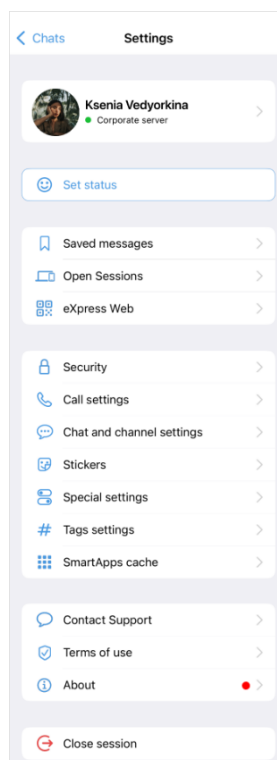


Figure 86

To update the app version, tap on "Update".

The app will be updated.

To skip the notification, tap on "Close".

The app will be launched with the current version, the update will be available in the "About" item of the "Settings" section (Figure 86).

Note. If the notification window (Figure 85) does not have a "Close" button, you need to update the app to continue using eXpress.

THIRD METHOD. VIA THE "ABOUT" SECTION

To update the app:

1. Go to the "Settings" menu by tapping on the user avatar in the upper left corner.
2. Select "About" (Figure 86).
3. Tap on "Update".
4. On the App Store page, tap on "Update".

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 87](#)) 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 87](#)).

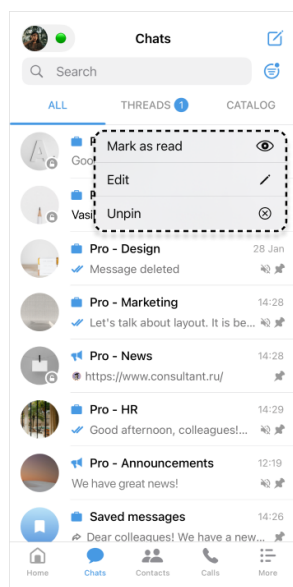


Figure 87

The user can configure which tabs will be displayed in the interface in the "Settings" section (see page [236](#)).

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".
2. Change the tab name.

To restore the original name of the tab, tap on "Restore".

3. Set up the counter of unread chats.
4. Tap on "Done" to save your changes.

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 BOTTOM NAVIGATION MENU

Note. This instruction describes the default configuration of the bottom menu. The available parameters may be changed by the application administrator and may differ from the description provided.

The bottom navigation 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 sections they want. Pinned sections are configured by the administrator, such as "Home" and "Chats" (Figure 89), such sections cannot be deleted or moved.

To go to the navigation menu settings:

1. Tap on "More" in the bottom menu.
2. In the window that opens, tap on  (Figure 88).

During the customization process, an example of how the menu view changes is displayed at the top of the "Navigation Settings" window (Figure 89).

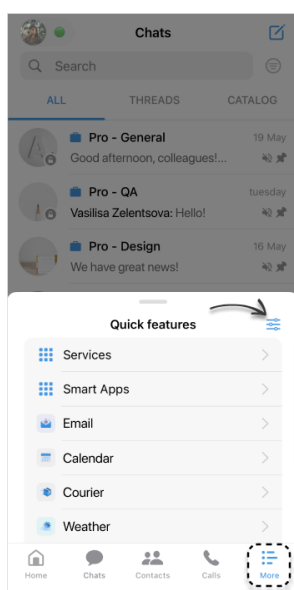


Figure 88

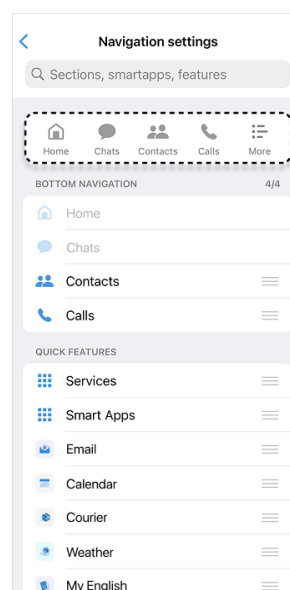




Figure 89


Adding a Button to the Bottom Menu

To add a button, tap on  next to the button in the "Quick functions" block and, while pressing down, move the button 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 pressing down, move the button to the desired position. This way, arrange the buttons in the desired order.

Removing a Button from the Bottom Menu

To remove a button, tap on  next to the button in the “Bottom navigation” block and, while pressing down, move the button to the “Quick functions” block.

MANAGING STATUSES

The following actions with statuses are available in the section:

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

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

NAVIGATING TO THE “STATUS” SECTION

NAVIGATING WHEN NO STATUS HAS BEEN ASSIGNED

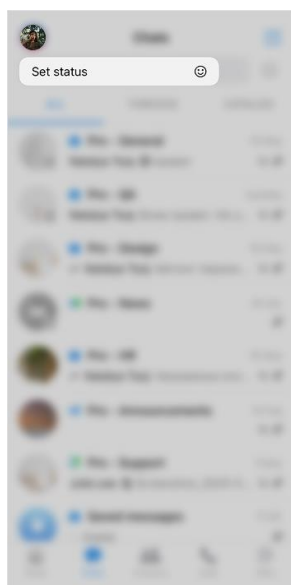


Figure 90

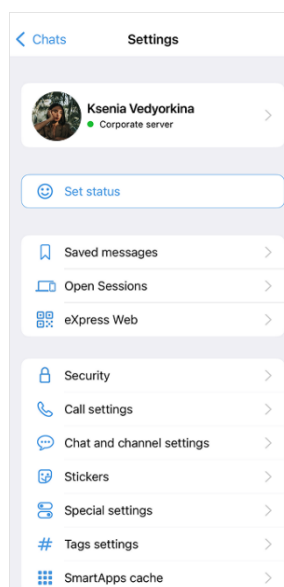


Figure 91

To navigate to the "Status" section:

- in the "Chats" section, long press on the user's avatar and in the menu that opens, tap on "Set status" (Figure 90);
- in the "Chats" section, tap on the user's avatar and in the window that opens, tap on "Set status" (Figure 91);

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

NAVIGATING WHEN A STATUS HAS BEEN ASSIGNED

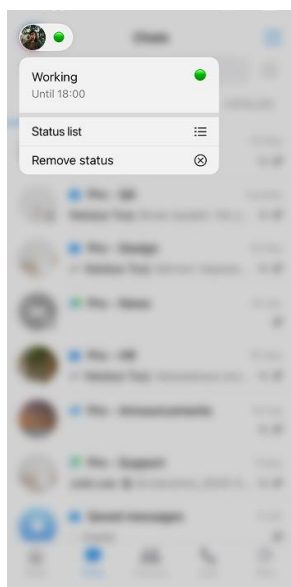


Figure 92

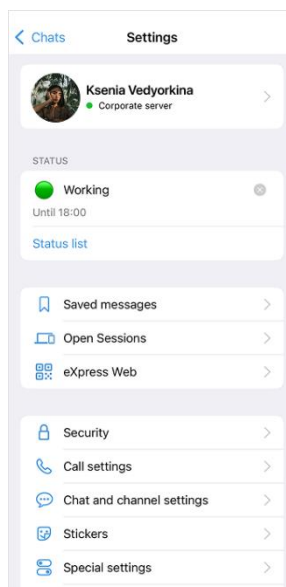


Figure 93

To navigate to the "Status" section:

- in the "Chats" section, long press on the user's avatar and in the menu that opens, tap on "Status list" (Figure 92);
- in the "Chats" section, tap on the user's avatar and in the window that opens, tap on "Status list" (Figure 93);

CREATING A PERSONAL STATUS

To create a personal status:

1. In the "Status" section, tap on "Create Status".
2. In the window that opens, enter the status title (required field) and add emoji (Figure 94 and Figure 95):

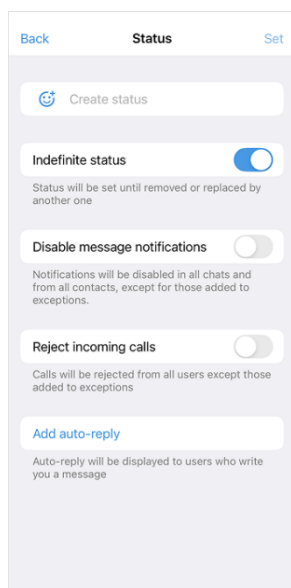


Figure 94

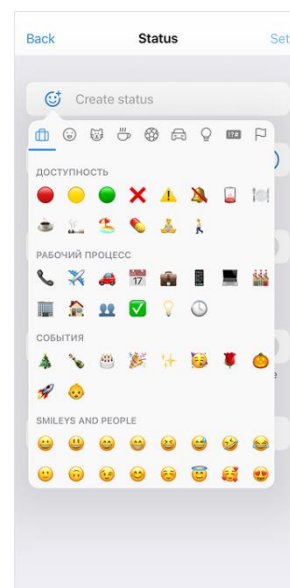


Figure 95

- Set the status end date and time or leave the "Indefinite status" setting enabled (Figure 96 - Figure 98):

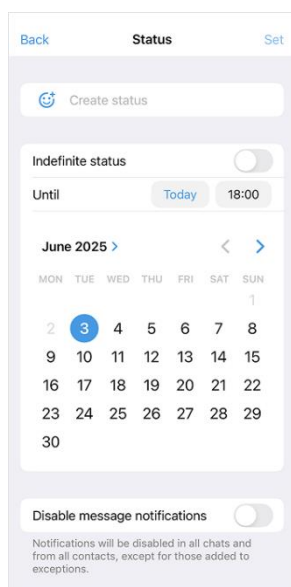


Figure 96

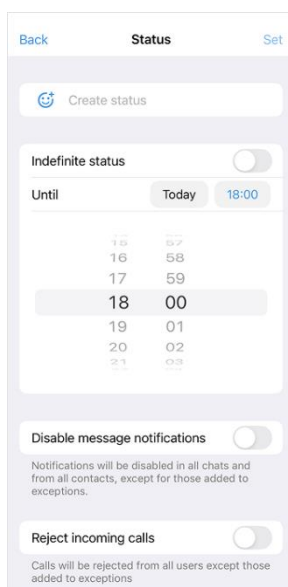


Figure 97

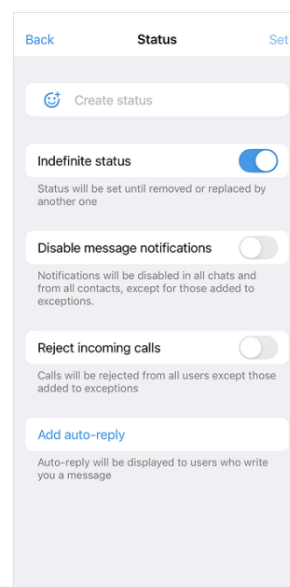


Figure 98

- Enable the "Disable message notifications" setting and set up exceptions (Figure 99 and Figure 100):



Figure 99

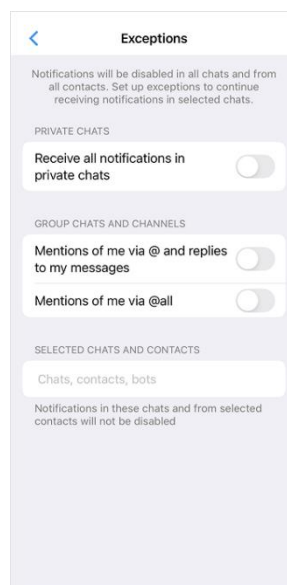


Figure 100

When this setting is enabled, the user will not receive notifications in all chats and from all contacts except those added to the exceptions.

5. Enable the "Reject incoming calls" setting and set up exceptions (Figure 101 and Figure 102):

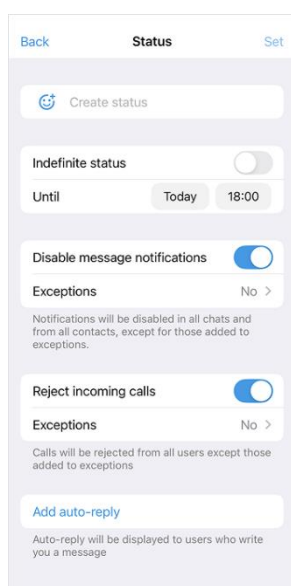


Figure 101

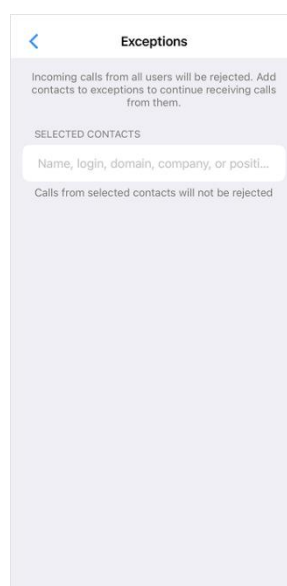


Figure 102

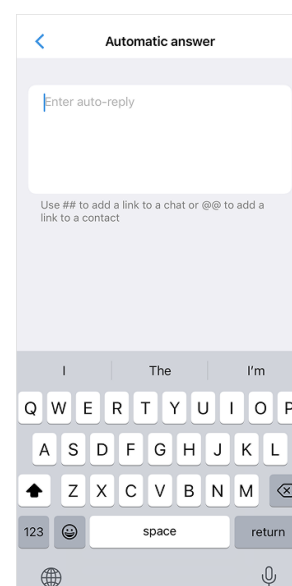


Figure 103

When this setting is enabled, calls from all users will be rejected except for calls from users added to the exceptions.

Search for contacts to add to exceptions is carried out by name, login, domain, company or position.

6. Add auto-reply text (Figure 103).
Use ## and @@ to add a link to a chat or contact to your auto-reply.
7. Tap on "Install".
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:

1. Go to the "Status" section.
2. Select a recent or standard status by long pressing and tap on "Set" in the context menu that opens.

The status will be set.

The status icon will appear 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. Go to the "Status" section.
2. Tap on a recent or standard status.
3. Set the status in the window that opens.
4. Tap on "Install".

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;
 - swipe left on the status and tap on ;
 - select the status by long pressing and tap on "Edit" in the context menu that opens (Figure 104).
2. Change the settings of the status in the window that opens (Figure 105).

When editing a status from the "Standard" list, the modified status will be saved as a personal one in the "Recents" list, the original standard status will remain in the "Standard" list without changes (Figure 106).

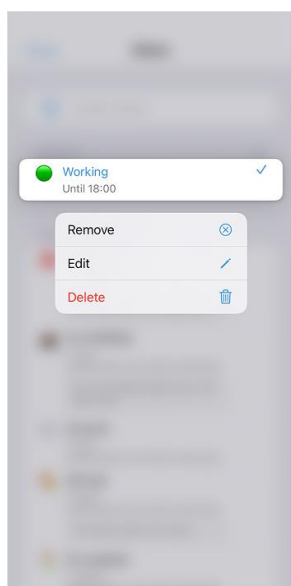


Figure 104

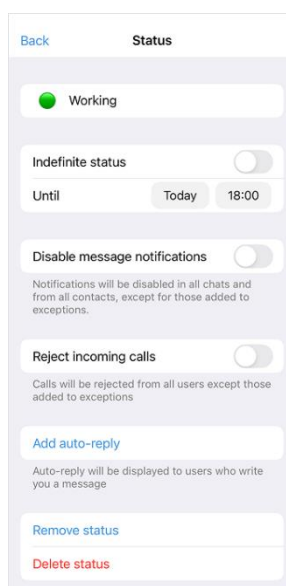


Figure 105

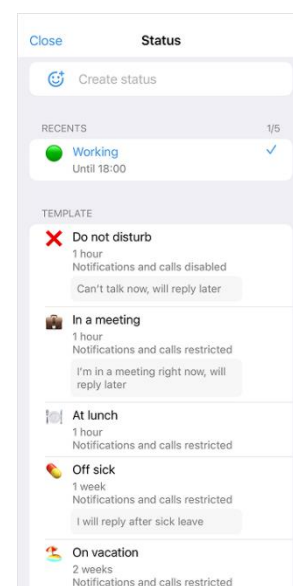


Figure 106

REMOVING A STATUS

You can remove your personal or standard status in one of the following ways:

- via the "Chats" section;
- via the status list;
- via the "Status" section;
- via the "Profile" section.

FIRST METHOD. VIA THE "CHATS" SECTION

To remove a status:

1. Long press on the user's avatar.
2. In the menu that opens, select "Remove status" (Figure 107).

The status will be removed.

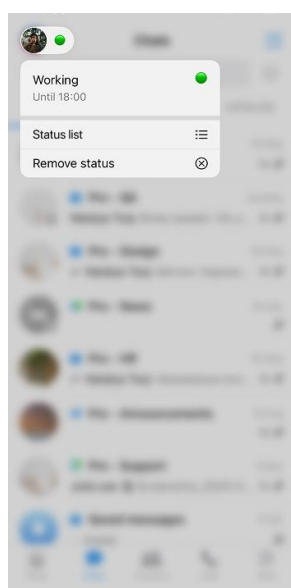


Figure 107

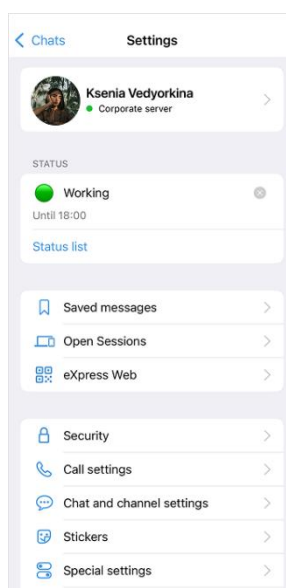


Figure 108

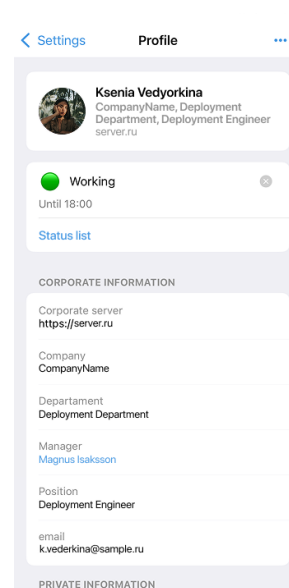


Figure 109


SECOND METHOD. VIA THE STATUS LIST

To remove a status:

1. [Go to the status list.](#)
 2. Long press on the current status.
 3. In the menu that opens, select "Remove" ([Figure 104](#)).
-


THIRD METHOD. VIA THE "STATUS" SECTION

To remove a status:

1. Tap on the user's avatar.
 2. Tap on  to the right of the current status ([Figure 108](#)).
-

FOURTH METHOD. VIA THE "PROFILE" SECTION

To remove a status:

1. Tap on the user's avatar.
 2. Open profile settings.
 3. Tap on  to the right of the current status ([Figure 109](#)).
-

CHANGING A STATUS

To change a status:

1. [Go to the "Status" section.](#)
2. [Select a standard or recent personal status.](#)

The status will be set.

The user can create and set a new personal status (for more details, see the ["Creating a Status"](#) section).

REMOVING A STATUS

The user can only delete a status from the "Recents" list. Removing statuses from the "Standard" list is not available.

There are two ways to delete a status:

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

FIRST METHOD. VIA THE STATUS SETTINGS WINDOW

To delete a status in the settings window:

1. [Go to the "Status" section.](#)
 2. Tap on the status.
 3. In the window that opens, select "Delete status" ([Figure 105](#)).
- The status will be deleted.
-


SECOND METHOD. VIA THE STATUS LIST

To delete a status using the context menu:

1. [Go to the "Status" section.](#)
2. Long press on the status.

3. Select "Delete" in the menu that opens (Figure 104).

To delete a status using swipe motion:

1. Go to the "Status" section.
2. Swipe left on the status.
3. Tap on .

VIEWING A STATUS

To view the user status, go to the user's card (Figure 110) or open a personal chat with the user (Figure 111):

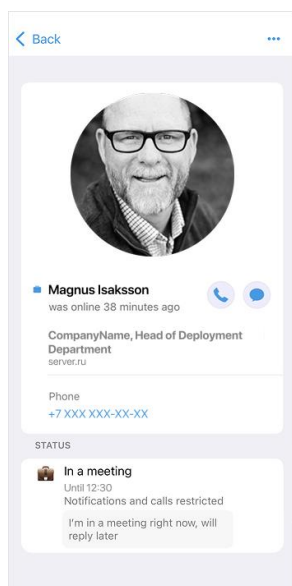


Figure 110

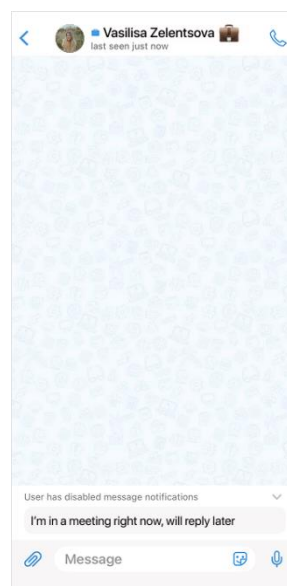




Figure 111

To collapse/expand an automatic response in a personal chat with a user, use the  or  buttons (Figure 111).

MANAGING CHATS

The following functions are available to users of eXpress SC:

- creating a personal chat;
- creating a group chat;
- joining an open chat;
- joining a closed chat;
- setting up chat;
- administering a group chat;
- leaving and deleting the chat;
- searching for a chat;
- searching in chat;
- saving messages;
- managing tabs;
- unread messages filter.

CREATING A CHAT

You can create a personal chat in the following ways:

- via the “Contacts” menu item;
- via the user card;
- via the “Chats” window;
- via the group chat card.

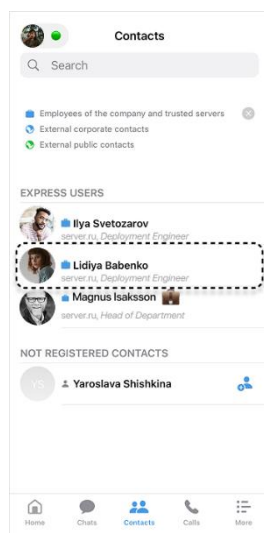


Figure 112

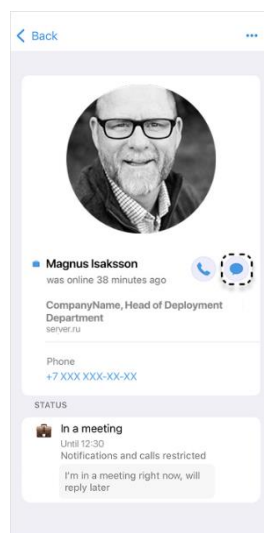


Figure 113

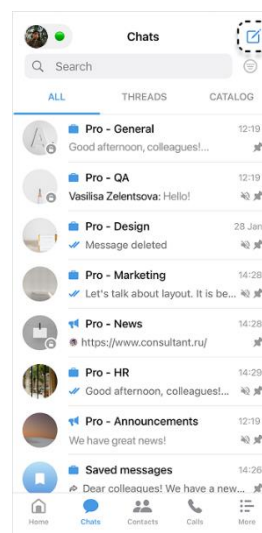


Figure 114

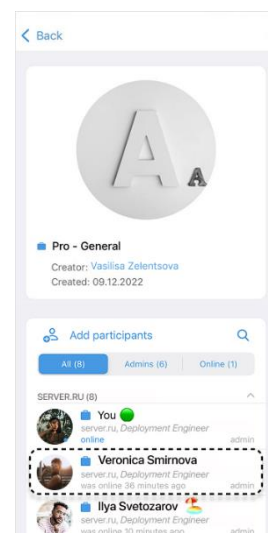



Figure 115

FIRST METHOD. VIA THE “CONTACTS” MENU ITEM

To create a chat:


1. Go to the “Contacts” menu item.

Note. To find a contact, use the search bar.

2. Tap on the name of the contact with whom you are creating a personal chat (Figure 112).
3. Tap  in the upper right corner.
The chat window 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. Tap on  in the upper right corner (Figure 113).

THIRD METHOD. VIA THE “CHATS” WINDOW

To create a chat:

1. Go to the “Chats” window and tap on  (Figure 114).
2. Select the user from your contact list with whom you want to create a personal chat.


FOURTH METHOD. VIA THE GROUP CHAT CARD

To create a chat:

1. Open the group chat card and select a user from the list ([Figure 115](#)).
2. In the context menu that opens, select "Start chat".

CREATING A GROUP CHAT

To create a group chat:

1. Go to the "Chats" window and tap on .
2. Select "New group chat" from the list.
3. Select chat participants from the contact list that opens and tap on "Next" in the upper right corner of the screen.

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

4. Enter a chat name (maximum 128 characters) and upload an avatar.

Note:

- the chat name cannot be empty or contain spaces. The chat name specified at the creation stage can be changed later (see [page 84](#));
 - the chat avatar can be uploaded or changed later (see [page 84](#)).
-

5. Enter a chat description.

Note. Chat description can be added or changed later (see [page 89](#)).

6. Tap on "Done".

A group chat window will open.


JOINING AN OPEN CHAT

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

- [via the button in the "Chats" menu](#);
- [via the button in the chat window](#);
- [via the chat card](#).

FIRST METHOD

To join an open chat:

1. Go to the "Catalog" tab in the top menu of the "Chats" window.
2. Tap on  to the right of the chat name.

You will be joined to 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. To go to the user's profile, tap on this message.

SECOND METHOD

To join an open chat:

1. Go to the "Catalog" tab in the top menu of the "Chats" window.
2. Tap on the chat name.

3. Tap on "Join" at the bottom of the screen.

THIRD METHOD

To join an open chat:

1. Go to the "Catalog" tab in the top menu of the "Chats" window.
2. Tap on the chat name.
3. Tap on the chat name at the top of the screen.
4. Tap on "Join chat" at the bottom of the screen ([Figure 116](#)).

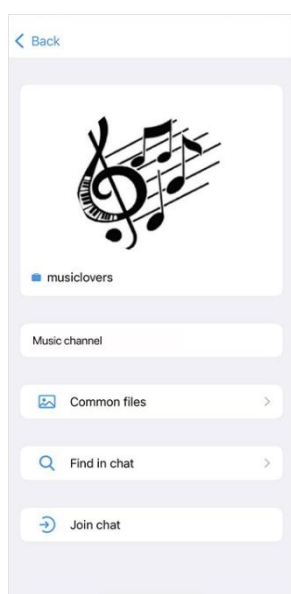


Figure 116

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.

JOINING A CLOSED CHAT

The user can join a closed chat using a link. The link [is created and sent by the chat administrator](#).

To join a chat using a link, tap on "Open chat in the app":

- if the user is logged in to the app, a chat with a "Join" button will open. Tap on this button.
- If the user has not logged in to the app, after tapping on the link, a window for selecting a login method will open. [Login](#) or [register](#) in the app.

If the link has expired, the following message is displayed: "The link is no longer active."

If the user tapping on the link does not match the parameters specified when it was created, then when tapping on the "Join" button, the message "Link is unavailable" is displayed.

SETTING UP CHAT

In eXpress, you can manage chats and chat settings.

The following are available to the user:

- marking the chat as read/unread;
- managing sound notifications;
- pinning/unpinning a chat;
- managing chat tags;
- subscribing to threads;
- downloading chat history;
- clearing chat history.

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

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 chat creator's name may be not present. To obtain this information, contact the chat administrator (marked as "admin" in the list of chat participants) or technical support.

NAVIGATING TO SETTINGS

Chat settings can be managed using swipe motion, context menu ([Figure 117](#)), and chat card ([Figure 118](#)).

To set up using swipe motion, in the chat list, tap a chat with your finger and swipe left or right.

To bring up the context menu, select a chat from the chat list by long pressing ([Figure 117](#)).

To open the chat card:

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

The group chat card will open ([Figure 118](#)).

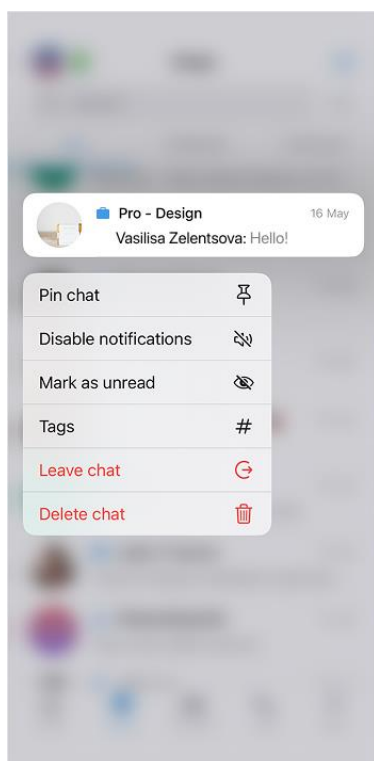


Figure 117

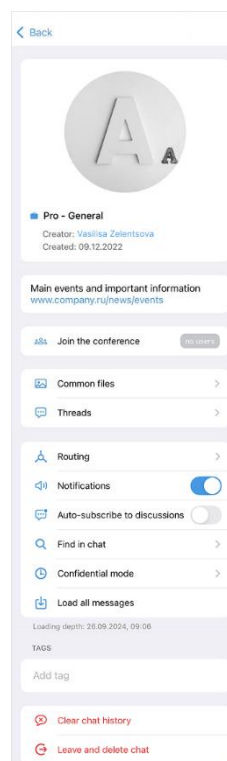




Figure 118

MARKING AS READ/UNREAD

To mark chat messages as read/unread, use one of the following methods:

- swipe right and tap on /.
- in the chat context menu, select "Mark as read" or "Mark as unread" (Figure 117).



Marking a chat as read/unread is automatically synchronized across all user devices.

The number of unread messages in a chat cell is marked with:

- blue circle – for a corporate user with sound notifications enabled;
- green circle – for an external user with notifications enabled;
- gray circle – chats with disabled notifications.

MANAGING SOUND NOTIFICATIONS



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

- swipe right and tap on /.
- in the chat context menu, select "Enable notifications" or "Disable notifications" (Figure 117);
- in the chat card, slide the "Notifications" switch to the right/left (Figure 118).

Note. In the "Saved Messages" chat, notification settings are only accessed through the context menu;


PINNING/UNPINNING A CHAT


To pin/unpin a chat, use one of the following methods:

- swipe left and tap on /;
- In the chat context menu, select "Pin chat"/"Unpin chat" (Figure 117).
The chat will be pinned/unpinned to the top position in the chat list.

MANAGING CHAT TAGS

To add a tag:

1. Go to the tag management interface in one of the following ways:
 - in the chat context menu, select "Tags" (Figure 117);
 - in the chat card, go to the "Tags" section.
2. In the "Add tag" field, enter a tag and tap on .
The chat will be tagged with the specified tag.

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

SUBSCRIBING TO THREADS

To enable/disable automatic subscription to new threads, in the chat card, slide the "Auto-subscribe to threads" switch to the right or left (Figure 118).

Note. The setting is only available if the administrator has enabled the "Threads" option in the channel settings.

DOWNLOADING CHAT HISTORY

To download chat history, select "Download all messages" (Figure 118).

CHAT HISTORY HAS BEEN CLEARED

To clear chat history, select "Clear chat history" (Figure 118). All messages on all user devices will be deleted, messages on the server will remain encrypted.

ADMINISTERING A GROUP CHAT

The following actions are available to the group chat administrator:

- viewing information about the chat;
- changing the chat name, description, and avatar;
- performing actions with chat participants;
- enable/disable threads in chat messages;
- setting up reactions in the chat;
- adding users to the chat;
- inviting users to the chat using a link;
- appointing a chat participant as chat administrator;
- removing users from the chat;
- enable/disable end-to-end encryption.

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 THE CHAT CARD

Navigation to the chat card is described in the [“Navigation to Settings”](#) section. For the chat administrator, the card also provides access to the operations described in the [“Administering a Group Chat”](#) section.

OPENING THE CONTEXT MENU

Removing a user from the chat and granting a participant administrator rights is available in the context menu of the chat participant.

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

The list of actions in this menu 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](#));
- the user is an administrator, and the participant has administrator rights ([Figure 120](#));
- the user is a chat participant without administrator rights ([Figure 121](#)).

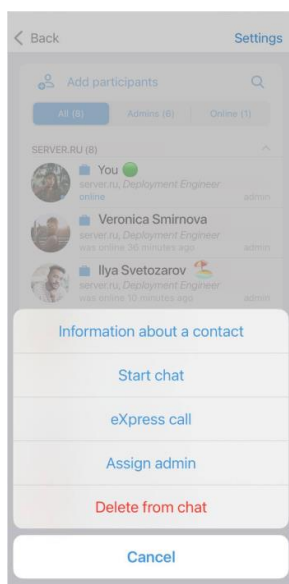


Figure 119

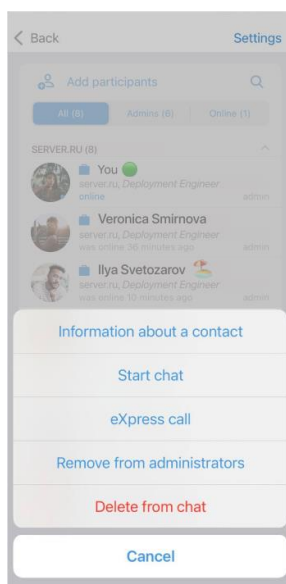


Figure 120

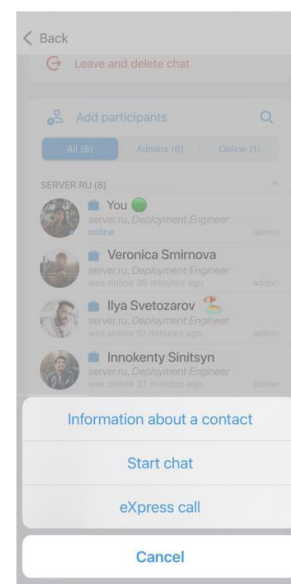


Figure 121

CHANGING THE NAME OF THE CHAT

To change the name of the chat:

1. Open the chat card.
2. Tap on “Settings” in the upper right corner.
3. Enter a new name in the “Chat name” field.

Note. You cannot create a new chat name from space characters or leave it blank.

CHANGING THE CHAT AVATAR

You can change the chat avatar in the following way: take a photo with your camera and upload it or select an image from your device.

To change the chat avatar by uploading a new photo from your camera:

1. Open the chat card.
2. Tap on "Settings" in the upper right corner.
3. Tap on "Add photo" or "Change photo" in the window that opens (Figure 122).

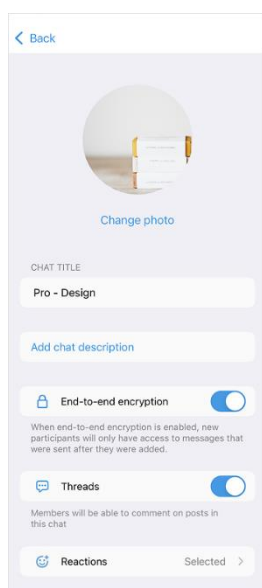



Figure 122

4. Select "Camera".
5. Tap on .
6. In the next window, tap on "Use Photo" or tap on "Retake" to change the photo. The chat avatar will be changed.

To change the chat avatar by uploading an image from your device:

1. Open the chat card.
 2. Tap on "Settings" in the upper right corner.
 3. Tap on "Add photo" or "Change photo" in the window that opens (Figure 122).
 4. Select "Library".
 5. Select an image from the device gallery.
 6. Tap on "Select".
- The chat avatar will be changed.

ADDING A CHAT DESCRIPTION

To add a chat description:

1. Tap on the "Add chat description" field (Figure 122).
 2. Enter the text in the field and tap on "Save".
- The description will be displayed in the group chat card.

Note. The user can change the added description.

SETTING UP REACTIONS IN THE CHAT

Enable/Disable Threads in Chat Messages:

1. Open the chat card.

2. Tap on "Settings" in the upper right corner.
3. In the window that opens, 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 IN THE CHAT

To set up reactions in the chat:

1. Open the chat card.
2. Tap on "Settings" in the upper right corner.
3. In the "Chat Settings" window, 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 "Save".

Reaction settings in group chat will be saved.

Note. In calls and conferences started in a group chat, participants can send reactions during the call, just like they can react to messages in that chat.

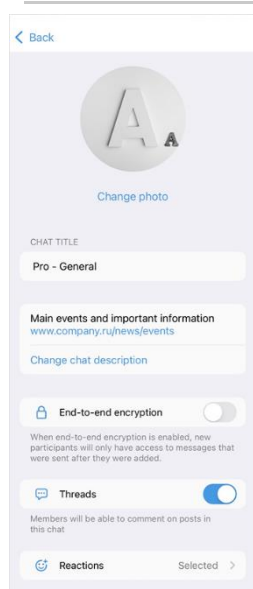


Figure 123

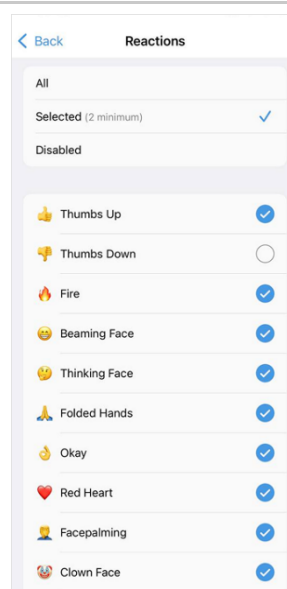


Figure 124

ADDING USERS TO THE CHAT

To add a user to the chat:

1. Open the chat card.
2. Tap on "Add participants" (Figure 125).

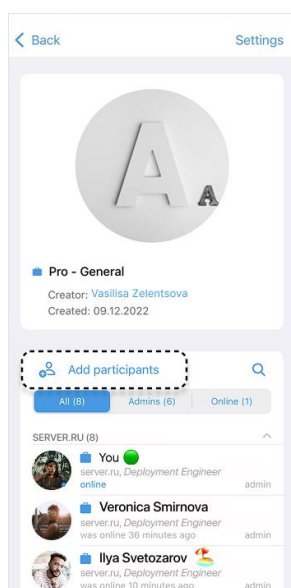


Figure 125

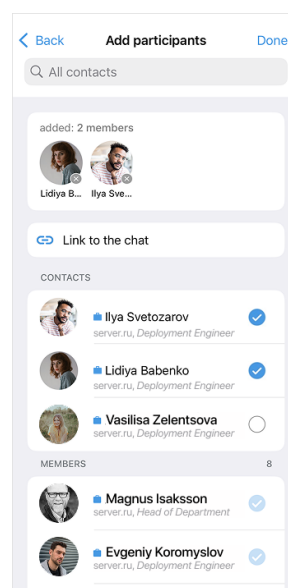


Figure 126

3. Select the users who will be added to the chat (Figure 126). For convenience, use the search function.

Note. The search is carried out by full name and corporate e-mail address or by 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 name, last name, or e-mail address;
- If exact match search is disabled, enter the contact's first name, last name, title, department name, supervisor's name, phone number or e-mail address.

4. Tap on "Done".

All chat participants will receive the following notification: "<Administrator_name> added user <User_name>, <Time>". When adding multiple users, their names will be separated by commas. The chat will be moved to the top of the chat list.

Note. The user will only be able to see the message history of a closed chat after joining the chat, provided that end-to-end encryption has not been enabled in the group chat settings.

INVITING USERS TO A CHAT

The administrator can invite users to the chat, including those not registered in eXpress, using a link. To join the chat, the user needs to follow the link they received.

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.

To invite a user to the chat:

1. Open the group chat card.

2. Select "Add participants" (Figure 125).
3. Select "Link to the chat" (Figure 127).
4. Set the link expiration date and availability. The default values are "Always" and "All users (including guests)" (Figure 128).

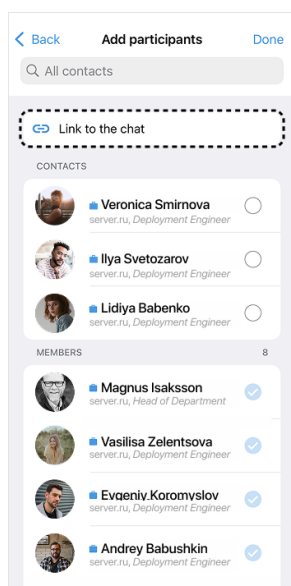


Figure 127

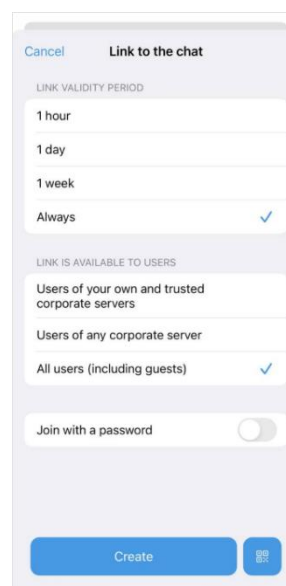


Figure 128

5. Enable the "Join with a password" setting to set a password to enter the chat.

To automatically update the password, tap on .

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

To invite a user to the chat using a link, tap on "Create".

The link to the chat will be copied to the clipboard. A message will be displayed at the top of the screen that says "A link to the chat has been created and copied to the clipboard."

To invite a user to the chat using a QR code, tap on .

In the "Chat QR code" window, the user can send, save to the clipboard, and download the QR code.

To send, save and download the QR code, tap on "Share" at the bottom of the screen and select the appropriate item from the context menu that opens.

6. Send users a link/QR code in eXpress or any other convenient way.

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

APPOINTING A CHAT ADMINISTRATOR

To appoint an administrator:

1. Open the chat card.
2. Select the user from the list.
3. Select "Appoint as administrator" from the context menu that opens.

The selected user will be granted chat administrator rights.

REMOVING A USER FROM THE CHAT

To remove a user from the chat:

1. Open the chat card.
2. Select the user from the list.
3. In the context menu that opens, select "Remove from chat".

The user will be removed from the chat and will not be able to receive messages in the chat.

All participants will receive the following notification in the chat: "<Administrator_name> removed user <User_name>, <Time>".

Note. If end-to-end encryption has been enabled in a chat, then after leaving it, the chat will be removed from the current user's "All" list.

If end-to-end encryption has not been enabled, the chat will remain in the "All" list, but the user will not be able to write to the chat. In the chat window, instead of the message input field, a notification will be displayed stating "You cannot send messages to this chat because you are no longer a participant."

ENABLING/DISABLING END-TO-END ENCRYPTION

To enable/disable end-to-end encryption:

1. Open the group chat card.
2. Tap on "Settings" in the upper right corner.
3. Slide the "End-to-end encryption" switch to the left/right.
4. Tap on "Enable"/"Disable".

When end-to-end encryption is enabled, a user added to the chat does not have access to the history of messages that were sent before they joined the chat.


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.

Note:

- when end-to-end encryption is enabled, the number of chat participants cannot exceed 128 people;
 - when end-to-end encryption is disabled, the number of chat participants is unlimited.
-

LEAVING A CHAT

To leave a chat, use one of the following methods:

- If end-to-end encryption is enabled in the chat:
 - in the chat list, swipe left in the chat area and tap on ;
 - in the chat context menu, tap on "Leave chat";
 - in the chat card, tap on "Leave chat".
- if end-to-end encryption is disabled in the chat:
 - in the chat card, tap on "Leave and delete chat".

The user will no longer be a participant of this chat. All chat participants will receive the following message: "<User_name> has left the chat".


Note:

- if the current user is the only chat administrator, then after they leave the chat, another participant is automatically appointed as the administrator;

- when exiting 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.
-

DELETING A CHAT

To delete a chat, use one of the following methods:

- in the chat list, swipe left in the chat area and tap on ;
- in the chat context menu, tap on “Delete chat”;
- depending on the end-to-end encryption setting in the chat:
 - in the chat card, tap on “Leave and delete chat”;
 - first tap on “Leave”, and after exiting the chat, tap on “Delete”.

The chat will be deleted.

Note:

- the chat is deleted locally on the current user's device. After deleting any chat, the chat history is also deleted;
 - after deleting an open chat, the user can rejoin the chat independently;
 - after deleting a closed chat, the administrator can add the user back to the chat.
-

SEARCHING FOR A CHAT

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

- exact search by full or partial chat name;
- 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 NAME

To search for a chat by name:

1. Go to the “Chat” section.
2. Select one of the following tabs: “All” or “Catalog”.
3. In the search bar at the top of the window, enter the chat name in full or in part ([Figure 129](#)).

The list of chats that match your search criteria will be displayed on the screen.

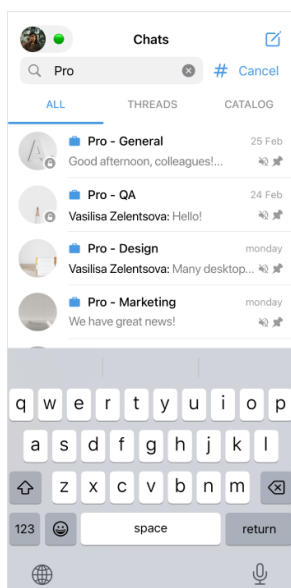


Figure 129

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.

SEARCHING FOR A CHAT BY TAGS

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:

- "off" — only one tag search is available;
- "and" — only chats marked with each of the selected tags will be displayed;
- "or" — all chats marked with one of the selected tags will be displayed.

To search by one tag:

1. Go to the "Chats" section.
2. Tap the search box and then #.
3. Enter a tag (Figure 130) in the search box or select from the list.
All chats tagged with the specified tag will be displayed.

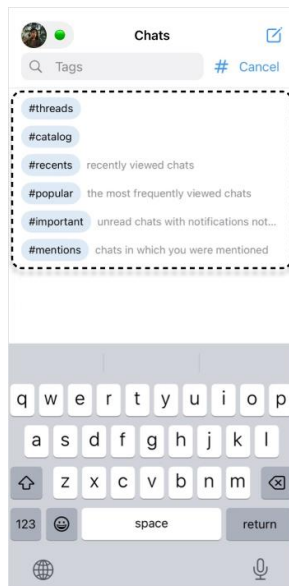


Figure 130

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

To cancel the search, tap "Cancel".

To search by multiple tags:

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

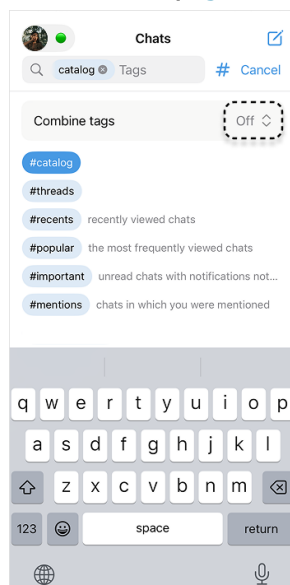


Figure 131

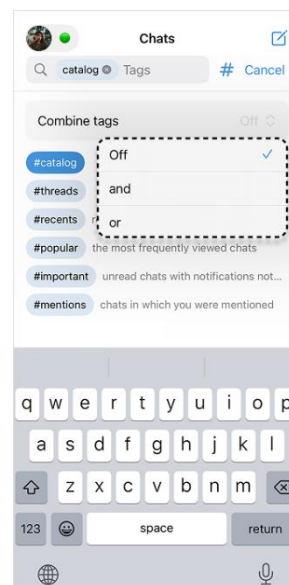


Figure 132

6. Select one more or several tags.
The search result will be displayed.

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



To cancel the search, tap “Cancel”.

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 in chat” (Figure 133).
3. Enter part of the word you are looking for in the search bar (Figure 134).
4. To view search results, use the buttons   (Figure 134).

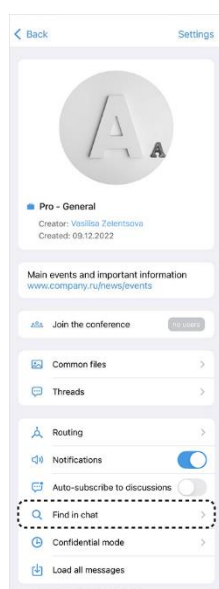


Figure 133

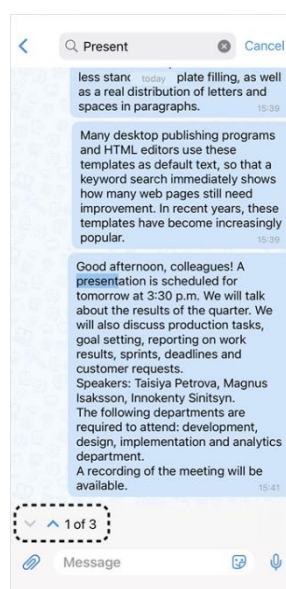


Figure 134

To search for shared media files in the chat:

1. Open the chat card.
2. Select “Common files”.
3. In the “Media” tab (Figure 135), select the file you are looking for.

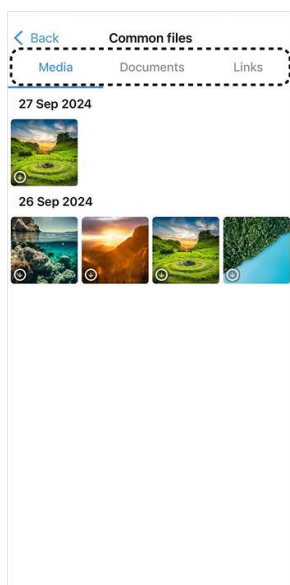



Figure 135


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  in the upper right part of the window and enter the file name, either fully or partially.

The list of files whose names contain the characters you typed will be displayed on the screen.

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

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  in the upper right part the window and enter the characters contained in the address, title, or subtitle of the resource you are searching for.

The list of found links/addresses will be displayed on the screen.

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.

"SAVED MESSAGES" CHAT

The user can either add existing messages to the "Saved Messages" chat or create new ones in this chat.

SAVING A MESSAGE

To save a message:

1. Open the message context menu.
2. Select "More".
3. Select "Save message" (Figure 136).

The following message will be displayed: "The message has been saved." The "Saved Messages" chat will be displayed at the top of the chat list.

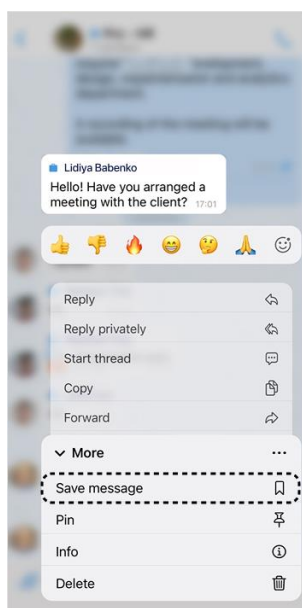


Figure 136

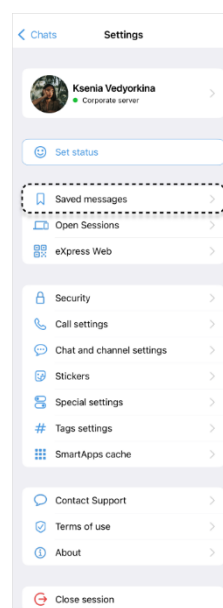


Figure 137

NAVIGATING TO THE "SAVED MESSAGES" CHAT

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

NAVIGATING TO THE MESSAGE IN THE ORIGINAL CHAT

To go to the message in the corresponding chat from the "Saved Messages" chat, tap on ↩ in the upper left corner of the message.

Other actions with saved messages include the following:

- editing the text of the message (available only for messages sent by the user);
- 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 114).

MANAGING TABS

The "Chats" section of the corporate user interface displays the "All", "Threads", and "Catalog" tabs by default.

The user can set up the display of tabs:

- add up to 10 tabs (except for the "All" tab);
- change the order in which the tabs are displayed;
- remove tabs from the interface.

Tabs can be managed in the [app settings](#).

To view all activated tabs, swipe from right to left on the chat tabs block (Figure 138).

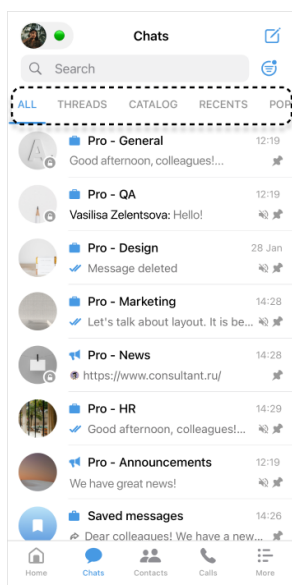


Figure 138

UNREAD MESSAGES FILTER

In the “Chats” section, you can use the filter to sort all chats with unread messages in any of the tabs.

To enable/disable the filter, tap on its icon next to the search bar (Figure 139).

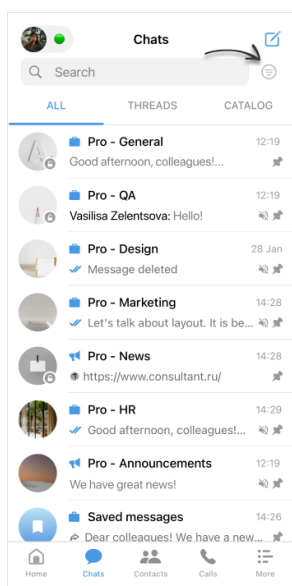


Figure 139

The following filter icons may be displayed in the interface (Table 18):

Table 18

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

To hide chats with disabled notifications in the filter, use a [special setting](#).


MANAGING CHANNELS

The following functions are available to users of eXpress SC:

- [creating a channel](#);
- [setting up a channel](#);
- [joining a channel](#);
- [administering a channel](#);
- [leaving and deleting a channel](#);
- [searching for a channel](#);
- [searching in a channel](#);
- [administering Global Chat](#).

CREATING A CHANNEL

To create a channel:

1. Go to the "Chats" window and tap on .
2. Select the "New channel" item from the list ([Figure 140](#)):

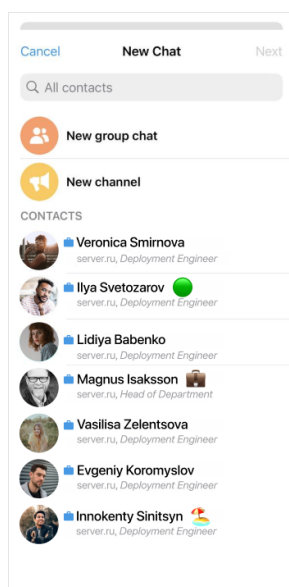


Figure 140

3. Select channels participants from the contact list that opens and tap on "Next" in the upper right corner of the screen.
This step can be skipped if the user has no contacts and plans to [invite participants to the channel using a link](#).
4. Enter a channel name (maximum 128 characters) and upload an avatar.

Note:

- the channel name cannot be empty or contain spaces. The channel name specified at the creation stage can be changed later (see [page 106](#));
- the channel avatar can be uploaded or changed later (see [page 106](#)).

5. Add channel description

Note. Channel description can be added or changed later (see [page 107](#)).

6. Tap on "Done".
The channel window will open.

SETTING UP A CHANNEL

The following channel settings are available to the user:

- [marking the channel as read/unread](#);
- [managing sound notifications](#);
- [pinning/unpinning a channel](#);
- [managing channel tags](#);
- [subscribing to threads](#);

- downloading channel history;
- clearing channel history.

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

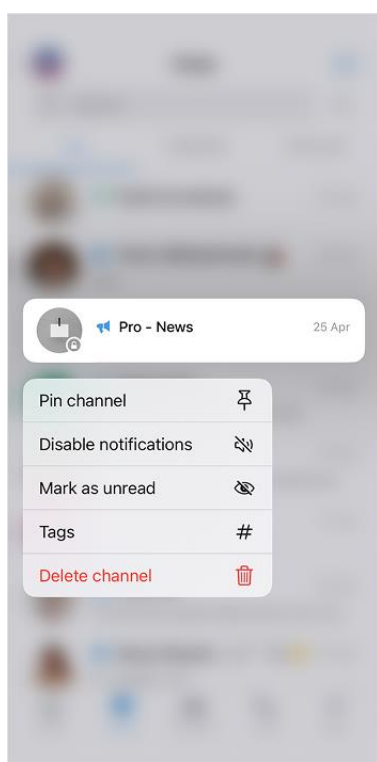
VIEWING INFORMATION ABOUT THE CHANNEL CREATOR

To view information about the channels creator, tap on their name located at the top of the card ([Figure 142](#)). The contact card will open.

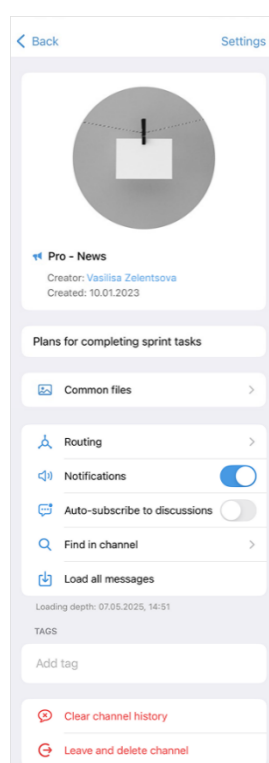
Note. The chat creator's name may be not present. To obtain this information, contact the chat administrator (marked as “admin” in the list of chat participants) or technical support.

NAVIGATING TO SETTINGS

Channels settings can be managed using swipe motion, context menu ([Figure 141](#)), and channel card ([Figure 142](#)).



[Figure 141](#)



[Figure 142](#)

To set up using swipe motion, in the chat list, tap a channel with your finger and swipe left or right.

To bring up the context menu, select a channel from the chat list by long pressing ([Figure 141](#)).



To open the channel card:

1. In the list of chats, select the channel.
2. Tap on the window header with the channel avatar and name.

The channel window will open ([Figure 142](#)).

MARKING AS READ/UNREAD



To mark channel messages as read/unread, use one of the following methods:

- swipe right and tap on /;
- in the channel context menu, select “Mark as read” or “Mark as unread” (Figure 141).

Marking a channel as read/unread is automatically synchronized across all user devices.



MANAGING SOUND NOTIFICATIONS

To enable/disable channel notifications, use one of the following methods:

- swipe right and tap on /;
- in the channel context menu, select “Enable notifications” or “Disable notifications” (Figure 141);
- in the channel card, slide the “Notifications” switch to the right/left (Figure 142).

PINNING/UNPINNING A CHANNEL


To pin/unpin a channel, use one of the following methods:

- swipe left and tap on /;
- in the channel context menu, select “Pin channel”/“Unpin channel” (Figure 141).


The channel will be pinned/unpinned to the top position in the chat list.

MANAGING CHANNEL TAGS

To add a tag:

1. Go to the tag management interface in one of the following ways:
 - in the channel context menu, select “Tags” (Figure 141);
 - in the channel card, go to the “Tags” section.
2. In the “Add tag” field, enter a tag and tap on .

The chat will be tagged with the specified tag.

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

SUBSCRIBING TO THREADS

To enable/disable automatic subscription to new threads, in the channel card, slide the “Auto-subscribe to threads” switch to the right or left (Figure 142).

Note. The setting is only available if the administrator has enabled the “Threads” option in the channel settings.

DOWNLOADING CHANNEL HISTORY

To download channel history, select “Download all messages” (Figure 142).

CLEARING CHANNEL HISTORY

To clear channel history, select “Clear channel history” (Figure 142). All messages on all user devices will be deleted, messages on the server will remain encrypted.

JOINING AN OPEN CHANNEL

Joining an open channel is performed in the same way as [joining an open chat](#).

JOINING A CLOSED CHANNEL

Joining a closed channel is performed in the same way as [joining a closed chat](#).

ADMINISTERING A CHANNEL

The following actions are available to the channel administrator:

- [viewing information about the channel](#);
- [changing the channel name, description, and avatar](#);
- [performing actions with channel participants](#);
- [enable/disable threads in channel messages](#);
- [setting up reactions in the channel](#);
- [adding users to the channel](#);
- [inviting users to the channel using a link](#);
- [appointing a chat participant as chat administrator](#);
- [removing a user from the channel](#);
- [enable/disable end-to-end encryption](#).

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

Navigation to the channel card is described in the [“Navigation to Settings”](#) section. For the channel administrator, the card also provides access to the operations described in the [“Administering a Channel”](#) section.

OPENING THE CONTEXT MENU

Removing a user from the channel and granting a participant administrator rights is available in the context menu of the channel participant.

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

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

- the user is an administrator, and the participant does not have administrator rights ([Figure 143](#));
- the user is an administrator, and the participant has administrator rights ([Figure 144](#)).

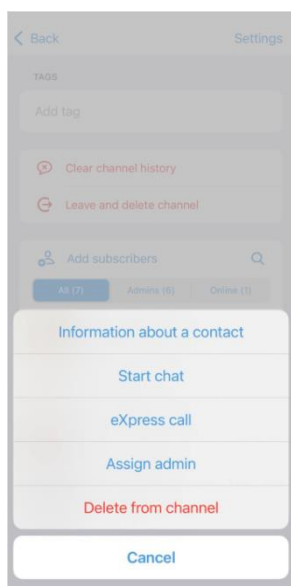


Figure 143

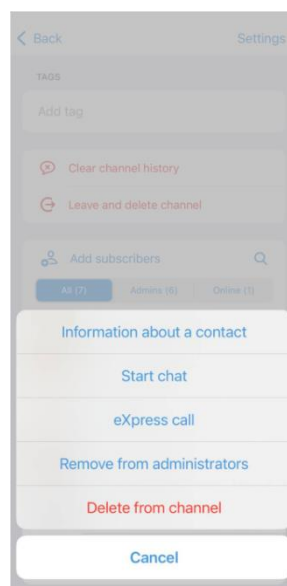


Figure 144

Note. Users without administrator rights cannot view the list of channel participants.

CHANGING THE NAME OF THE CHANNEL

To change the name of the channel:

1. Open the channel card.
2. Tap on "Settings" in the upper right corner.
3. Enter a new channel name in the "Channel name" field.


Note. You cannot create a new channel name from space characters or leave it blank.

CHANGING THE CHANNEL AVATAR

There are several ways to change the channel avatar:

- take and upload a photo;
- upload an image from your device.

To change the channel avatar by uploading a new photo from your camera:

1. Open the channel card.
 2. Tap on "Settings" in the upper right corner.
 3. Tap on "Add photo" or "Change photo".
 4. Select "Camera".
 5. Tap on .
 6. In the next window, tap on "Use Photo" or tap on "Retake" to change the photo.
- The channel avatar will be changed.

To change the channel avatar by uploading an image from your device:

1. Open the channel card.
2. Tap on "Settings" in the upper right corner.
3. Tap on "Add photo" or "Change photo".
4. Select "Library".

5. Select an image from the device gallery.
 6. Tap on "Select".
- The channel avatar will be changed.

ADDING A CHANNEL DESCRIPTION

To add a channel description:

1. Open the channel card.
 2. Tap on "Settings" in the upper right corner.
 3. Tap on the "Add channel description" field.
 4. Enter the text in the field and tap on "Save".
- The description will be displayed in the channel card.

Note. The user can change the added description.

SETTING UP THREADS IN THE CHANNEL

Enable/Disable Threads in Channel Messages:

1. Open the channel card.
2. Tap on "Settings" in the upper right corner.
3. In the window that opens, slide the "Threads" toggle switch ([Figure 145](#)):
 - 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 channel contains participants from a corporate server version below 2.6. To enable the feature, remove such participants from the channel or wait until their server is updated to the required version.

SETTING UP MENTIONS IN THREADS

To enable/disable mentions in threads:

1. Open the channel card.
2. Tap on "Settings" in the upper right corner.
3. In the window that opens, slide the "Mentions in Threads" toggle switch ([Figure 145](#)):
 - to the right — to enable the feature;
 - to the left — to disable the feature.
4. Select the appropriate value:
 - "Available to all" — all channel subscriber can mention other subscribers in threads;
 - "Available to administrators" — only channel administrators can mention other subscribers in threads.

Note. If the "Mentions in threads" setting is disabled, no one in the channel can mention other subscribers in threads.

SETTING UP REACTIONS IN THE CHANNEL

To set up reactions in the channel:

1. Open the channel card.

2. Tap on "Settings" in the upper right corner.
3. Select the "Reactions" item in the window that opens (Figure 145).
4. In the window that opens , select one of the following options (Figure 146):
 - "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 "Save".

Reaction settings in the channel will be saved.

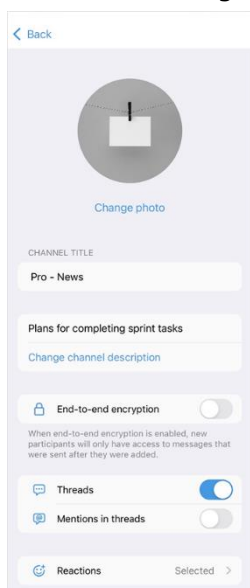


Figure 145

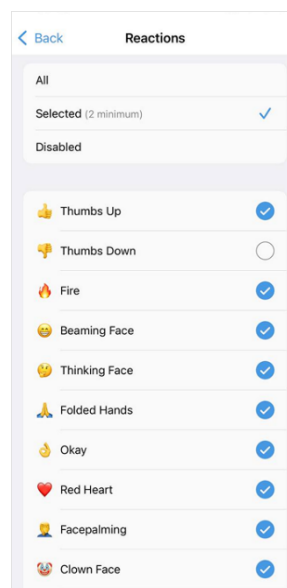


Figure 146

ADDING USERS TO THE CHANNEL

To add a user to the channel:

1. Open the channel card.
2. Tap on "Add subscribers" (Figure 147).

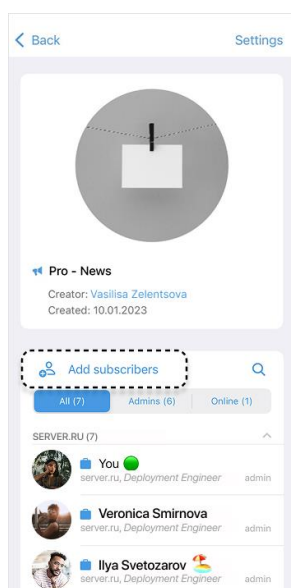


Figure 147

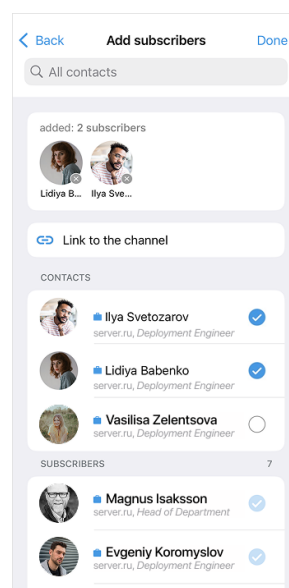


Figure 148

3. Select the users who will be added to the channel (Figure 148).

For convenience, use the search function.

Note. The search is carried out by full name and corporate e-mail address or by 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 name, last name, or e-mail address;
- If exact match search is disabled, enter the contact's first name, last name, title, department name, supervisor's name, phone number or e-mail address.

4. Tap on "Done".

All channel participants will receive the following notification: "<Administrator_name> added user <User_name>, <Time>". When adding multiple users, their names will be separated by commas. The channel will be moved to the top of the channel list.

Note. The user will only be able to see the message history of the channel after joining the channel, provided that end-to-end encryption has not been enabled in the channel settings.

INVITING A USER TO THE CHANNEL

The administrator can invite users to the channel, including those not registered in eXpress, using a link. To join the channel, the user needs to follow the link they received.

To invite a user to the channel:

1. Open the channel card.
2. Select "Add subscribers" (Figure 148).
3. Select "Link to the channel" (Figure 149).
4. Set the link expiration date and availability. The default values are "Always" and "All users (including guests)" (Figure 150).

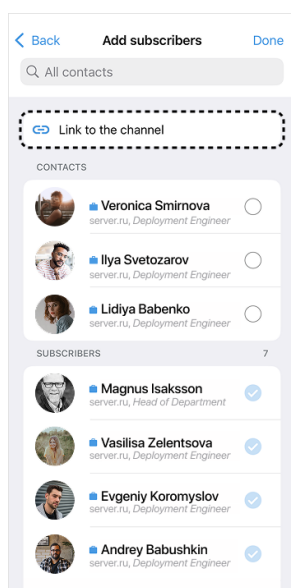


Figure 149

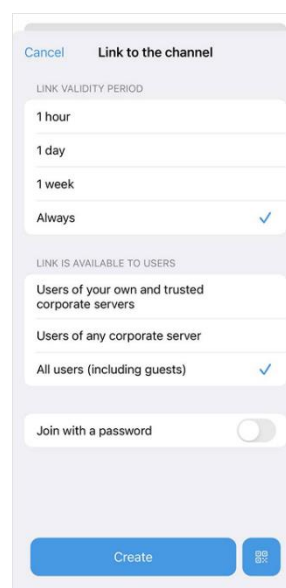


Figure 150

5. Enable the "Join with a password" setting to set a password to enter the channel.

To automatically update the password, tap on .

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

To invite a user to a channel using a link, tap on "Create".

A link to the channel will be copied to the clipboard. A message will be displayed at the top of the screen that says "A link to the channel has been created and copied to the clipboard."

To invite a user to the channel using a QR code, tap on .

In the "Channels QR code" window, the user can send, save to the clipboard, and download the QR code.

To send, save and download the QR code, tap on "Share" at the bottom of the screen and select the appropriate item from the context menu that opens.

6. Send users a link/QR code in eXpress or any other convenient way.

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

APPOINTING A CHANNEL ADMINISTRATOR

To appoint an administrator:

1. Open the channel card.
2. Select the user from the list.
3. Select "Appoint as administrator" from the context menu that opens.

The selected user will be granted channel administrator rights.

REMOVING A USER FROM THE CHANNEL

To remove a user from the channel:

1. Open the channel card.
2. Select the user from the list.
3. In the context menu that opens, select "Remove from channel".

The user will be removed from the channel and will not be able to receive messages in the channel.

All channel participants will receive the following message: "<Administrator_name> deleted user <User_name>, <Time>".

Note. If end-to-end encryption was enabled in the channel, then after leaving it, the channel will be removed from the current user's "All" list.

If end-to-end encryption was not enabled, the channel will remain in the "All" list.

ENABLING/DISABLING END-TO-END ENCRYPTION

To enable/disable end-to-end encryption:

1. Open the channel card.
2. Tap on "Settings" in the upper right corner.
3. Slide the "End-to-end encryption" switch to the left/right.
4. Tap on "Enable"/"Disable".

When end-to-end encryption is enabled, a user added to the channel does not have access to the history of messages that were sent before they joined the chat.


When end-to-end encryption is disabled, the user added to the channel has access to the history of all messages, including those that were sent before they joined the channel.

Note:

- when end-to-end encryption is enabled, the number of channel participants cannot exceed 128 people;
 - when end-to-end encryption is disabled, the number of channel participants is unlimited.
-

LEAVING A CHANNEL

To leave a channels, use one of the following methods:


- if end-to-end encryption is enabled in the channel:
 - in the chat list, swipe left in the channel area and tap on ;
 - in the channel context menu, select "Leave channel";
 - in the channel card, select "Leave channel".
- if end-to-end encryption is disabled in the channel:
 - in the channel card, tap on "Leave and delete chat".

The user will no longer be a subscriber of this 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.

DELETING A CHAT

To delete a channel, use one of the following methods:

- in the chat list, swipe left in the channel area and tap on ;
- in the channel context menu, select "Delete channel";
- depending on the end-to-end encryption setting in the channel:
 - in the channel card, tap on "Leave and delete channel".
 - first tap on "Leave", and after exiting the chat, tap on "Delete".

The channel will be deleted from all user devices. The user will be automatically removed from the deleted channel.

Note:

- the channel is deleted locally for the current user. After deleting any channel in the user's app, the message history is also deleted;
 - if the channel is open, then after deleting the channel, the user will be able to find it in the "Catalog" section and rejoin it independently;
 - If the channel is closed or is located on another server, then after deleting the channel, the user can be added back to the channel by its administrator.
-

SEARCHING FOR A CHANNEL

Searching for a channel is similar to [searching for a chat](#).

SEARCHING IN A CHANNEL

Searching for messages, media files, documents, links and e-mail addresses in the channel is similar to [searching in 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.

To send messages in Global Chat:

1. Go to the dialog with Notifications Bot from the Global Chat card (Figure 151).
2. Send the following command: `/start_post` (Figure 152).
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`.

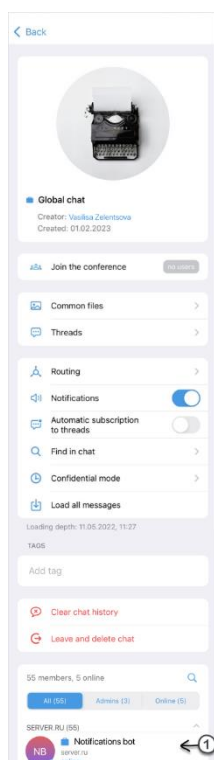


Figure 151

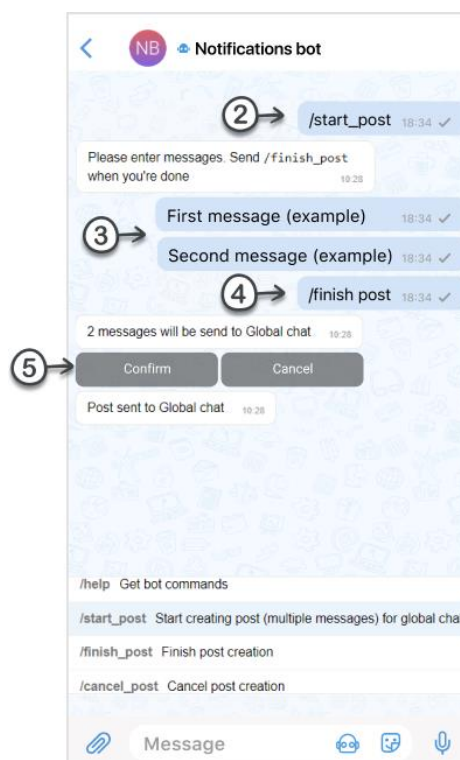


Figure 152

5. Confirm sending by tapping on the "Confirm" button.
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.

Note. Messages removed from the Notifications Bot chat are not sent to Global Chat.

EDITING MESSAGES IN GLOBAL CHAT

To edit messages in Global Chat:

1. Go to the dialog with Notifications Bot 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 subsection provides a description of available actions. Theoretical information is provided in the “Messages” subsection.

Managing messages includes the following:

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

ACTIONS WITH MESSAGES

The following actions with messages are available to the user:

- formatting of message text;
- editing a sent message;
- copying of message text;
- forwarding a message;
- navigating to the original message;
- searching for a message;
- 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.

The user can send any messages to the chat, including those with attachments.

When sending a message with an attached document or image from the camera, the download progress is displayed, as well as the attachment download indicator in the form of a circle.

As the file is loaded, the circle fills up.

Once the file is downloaded, the progress bar fills completely and disappears, the download indicator also disappears.

If the message was not sent due to an unstable network connection, an icon ⌚ is displayed in the lower right corner of the message (Figure 153).

After connecting to the Internet, messages are automatically sent to the chat. **To delete an unsent message**, tap on the attachment and select “Delete” (Figure 154).

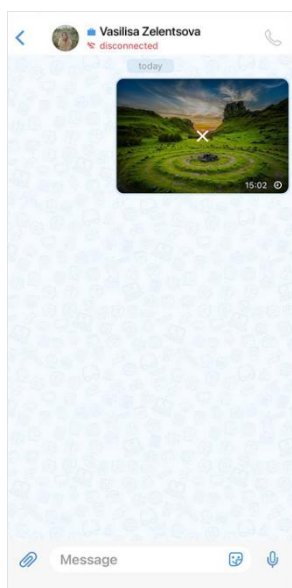


Figure 153

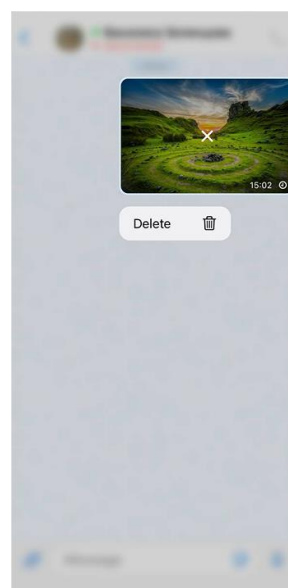


Figure 154

To perform actions with a message, tap on it. The context menu will be displayed (Figure 155 and Figure 156). To expand the menu, tap on "More" (Figure 157). To select an action, tap on the corresponding item.



Figure 155

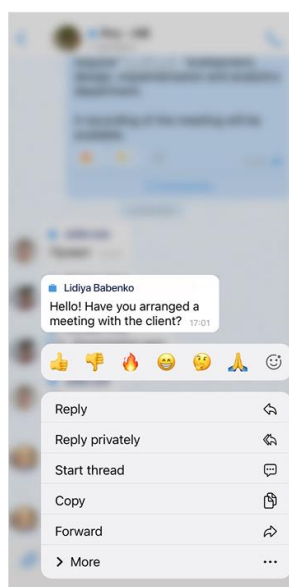


Figure 156

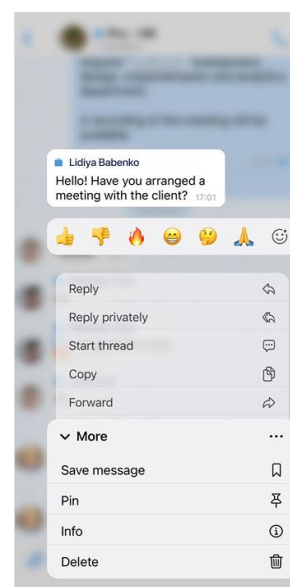


Figure 157

Depending on the type of chat in which the message was sent and the settings of the user's server, the context menu contains the following items (Table 19):

Table 19

Menu item	Purpose	Note
Reply	Quoting a message in the chat	Available to all participants of all types of chats
Reply personally	Reply to the sender of the message in a private chat	Available to all participants of all types of chats, except the sender of the message
Edit	Changing the text of the message	Available only to the sender within 48 hours after sending the message, with the exception of channel administrators and "Saved Messages" chat. Editing is always available to channel administrators and users in the "Saved Messages" chat

Menu item	Purpose	Note
Forward	Forwarding messages to other users	Available to all participants of all types of chats
Start thread	Creating a subchat with the name "Thread in <Chat Name>"	Creating a subchat in which the message being discussed will be pinned, while the user is redirected to this subchat
Copy	Copying the text of the message to the clipboard	Available to all participants of all types of chats
Save message	Saving a message in the "Saved Messages" folder	Available to all participants of all types of chats
Pin	Pinning a message to the top of the chat	Available to all participants of all types of chats
Info	Viewing information about the message	Available to all participants of all types of chats
Delete	Deleting a message locally	Available to all participants of all types of chats
	For all chat participants	Available only to the sender within 24 hours after sending the message, with the exception of administrators. Editing is always available to administrators

Actions with unsent messages:

- the following actions are unavailable:
 - quoting;
 - editing;
 - forwarding.
- the following actions are available:
 - formatting of message text;
 - deleting a message for yourself;
 - copying of message text.

MESSAGE FORMATTING

The user can perform formatting of message text, in particular:

- [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

To perform formatting of an unsent message:

1. Select a fragment of the text.
2. In the context menu, select "Format" ([Figure 158](#)).
3. Select the type of formatting in the menu that opens ([Figure 159](#)).
The selected text will be formatted.

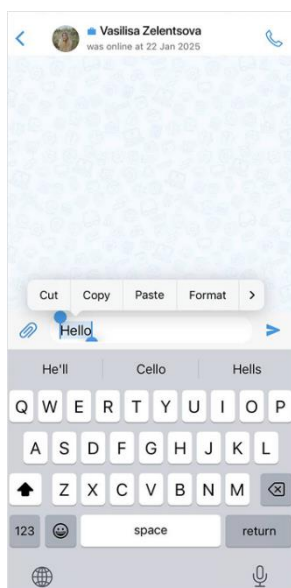


Figure 158

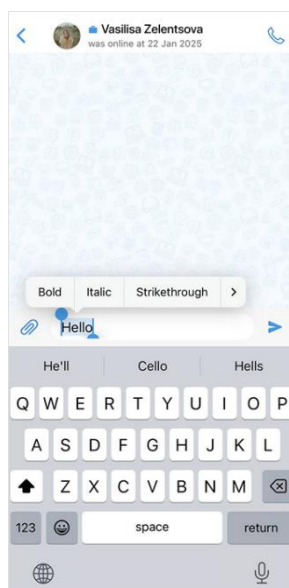


Figure 159

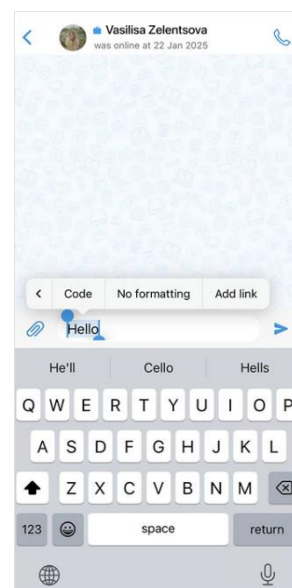


Figure 160

Clearing Formatting

To clear formatting, highlight a previously formatted text and select "No Formatting" (Figure 160) from the menu.

The formatting of the selected text will be cleared.

Inserting a Hyperlink

To insert a hyperlink in a message:

1. Select a fragment of the text.
2. In the context menu, select "Format" (Figure 161).
3. Select "Add a link" in the menu that opens (Figure 162).
4. Paste the link and tap on "Add" (Figure 163).

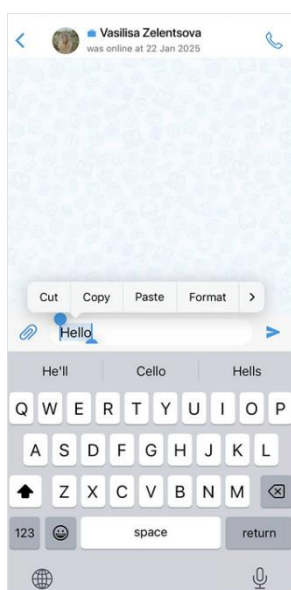


Figure 161

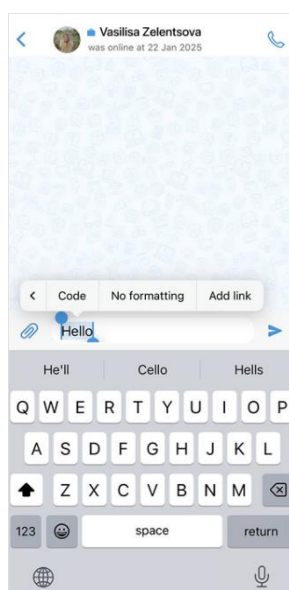


Figure 162

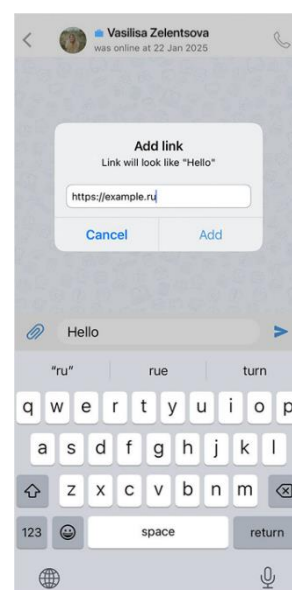


Figure 163

Note:

- the link cannot be associated with a message fragment that does not contain text or consists only of spaces;
- if the link does not pass the automatic check, the user will receive the notification “Invalid link” and will not be able to add it to the message.

Changing the Formatting of a Sent Message

To change the formatting of a sent message:

1. Long press on the message.
2. In the context menu, select “Edit” (Figure 164).
3. In the editing mode, select a text fragment and open the formatting menu (Figure 165).
4. Change the text formatting.
5. Tap on the send message button.

A message with a new text format will be displayed in the chat window.

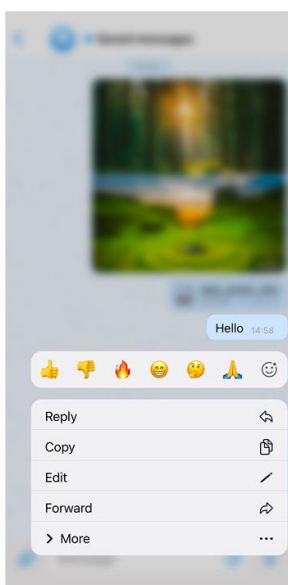


Figure 164

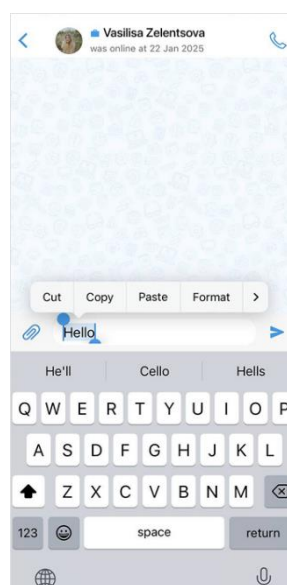


Figure 165

Changing a Hyperlink in a Sent Message

To changing a hyperlink in a sent message:

1. Long press on the message.
2. In the context menu, select “Edit” (Figure 164).
3. Replace the link with the following syntax: [text](https://link).
4. Tap on the send message button.

The link will be changed.

EDITING A MESSAGE

To edit the text of a sent message:

1. Long press on the message.
2. In the context menu, select “Edit”.
3. Change the text in the message input field (you can add/change/delete signatures for all types of attachments).

4. Confirm the changes.

The message will be edited.

The main rules that apply when editing a message are as follows:

- the user can edit the text of any message sent by them, including the ones containing attachment, within 48 hours (with the exception of channel administrators and the "Saved Messages" chat). Editing is always available to channel administrators and users in the "Saved Messages" chat);
- 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 replying to it, then the message containing the original text as a quote remains unchanged. If the message is edited after it has been sent, it is also displayed unchanged by the recipients.

COPYING A MESSAGE


To copy a message to the clipboard:

1. Long press on the message.
2. In the context menu, select "Copy".

The message will be copied to the clipboard.

FORWARDING A MESSAGE

To forward a message:

1. Long press on the message.
2. In the context menu, select "Forward".
3. Select all the messages you want to forward using check marks ([Figure 166](#)).
4. Tap on the send button in the lower right corner of the screen .
5. Select chats and threads ([Figure 167](#)).
6. Tap on "Send" in the upper right part of the window.

The message will be sent to selected chats and threads. The header of the forwarded message displays the name of the author, the date and time of sending the message ([Figure 168](#)).

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

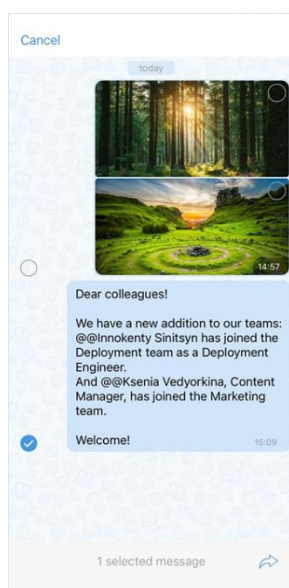


Figure 166

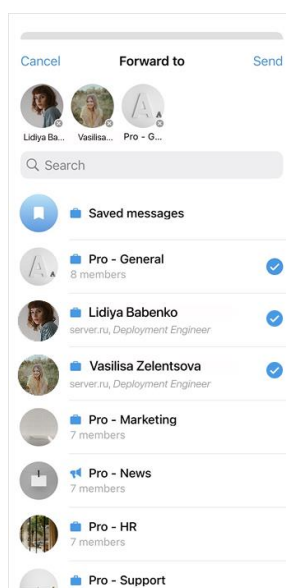


Figure 167

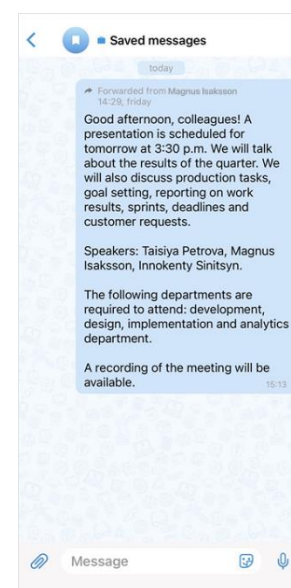


Figure 168

The main rules that apply when forwarding a message are as follows:

- if you forward a forwarded message to another chat or thread, when you tap on the forwarded message, you will be taken to the original (and not intermediate) message;
- if the recipient of the forwarded message is not a participant in the chat or thread 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 (thread), then when switching to the original message, a notification will be displayed stating that this user is no longer a participant in the chat (thread);
- if the original message is deleted by the author and the author is its recipient in another chat (thread), 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");
- if the original message was edited after it was sent, the recipients will still see its unchanged version.



NAVIGATING TO THE ORIGINAL MESSAGE

To go to the original message, tap on the header of the message quoted in the reply.

SEARCHING FOR A MESSAGE

Searching for a Message by Words

To search for a message in a chat by words:

1. Open the chat card.
2. Select "Search in chat" (Figure 169).
3. Enter part of the word you are looking for in the search bar (Figure 170).
4. To view search results, use the buttons  .

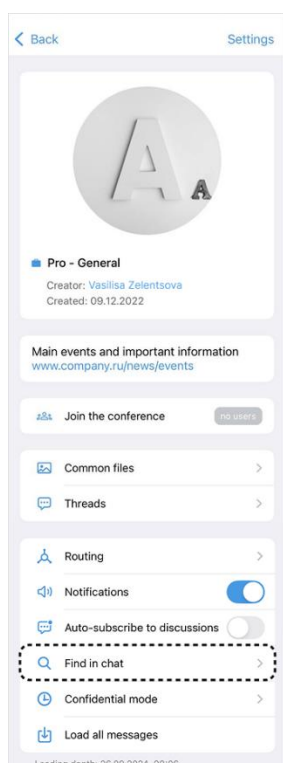


Figure 169

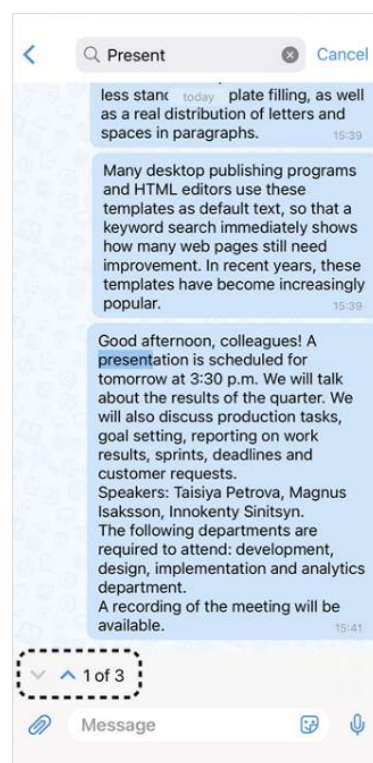


Figure 170

Searching for a Message by Tags

Searching for a message by tags is similar to [searching for a chat by tags](#).

REPLYING TO A MESSAGE

To reply to a message with a text message in the chat using the context menu:

1. Long press on the message.
2. In the context menu, select "Reply".
3. Type the text in the message input field.
4. Tap on ➤.

The reply to the message will be displayed in the chat.

Note. If the message to which the user replied contains emojis and/or attachments, they will be displayed in the message.


To reply to a message with a voice message in the chat using the context menu:

1. Long press on the message.
2. In the context menu, select "Reply".
3. Press and hold 🎤 to record a voice message.
4. Release the button after recording the message.

The reply to the message will be loaded and displayed in the chat.

To quickly reply to a message in chat, swipe the message from right to left or left to right, depending on the [app settings](#).

To reply to a message personally to the sender in a group chat:

1. Long press on the message.
2. In the context menu, select "Reply personally".
3. Type the text in the message input field.
4. Tap on .


The reply to the message will be displayed in the personal chat with the sender.

Note. If the "Reply" and "Reply personally" items are missing, 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. Select a message by long pressing.
3. In the context menu that opens, select "Tags".
4. Enter the tag and tap on .

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:

1. Long press on the message.
2. In the context menu, select "Save message".

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

PINNING A MESSAGE


To pin a message to the top of the chat:

1. Long press on the message.
2. In the context menu, select "Pin".
3. Tap on "Pin" in the window that opens.

The message will be pinned to the top of the chat window.

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. Tap on  to the right of the message.
2. Tap on "Unpin" in the window that opens.

The message will be unpinned to the top of the chat window.

VIEWING INFORMATION ABOUT THE MESSAGE

Note. Viewing information about the message is available for chats with no more than 256 participants.

To view information about the message:

1. Long press on the message.
2. In the context menu, select "Info" (Figure 157).

A window (Figure 171) containing the following data will open:

- the list of chat participants to whom the message was delivered;
- the list of chat participants who have read the message;
- confirmation of signature validity.

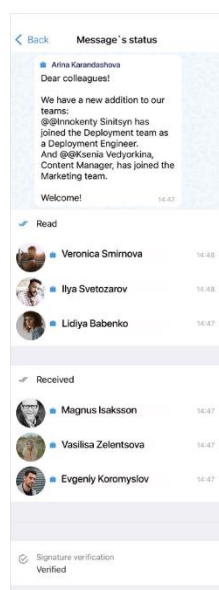



Figure 171

DELETING A MESSAGE

To delete a message:

1. Long press on the message.
2. In the context menu, select "Delete".
3. Select a message.

Tap on  in the lower right corner:

- if all selected messages were sent no more than 24 hours ago, a window will open with the actions "Delete for me" and "Delete for everyone";
 - if one or several of the selected messages were sent more than 24 hours ago, a window with the "Delete for everyone" action will open.
4. Select "Delete for me" or "Delete for everyone".

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

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;
- chat and channel administrators can delete messages of any users in the chat and channel regardless of the time that has passed since the message was sent;
- deleted messages cannot be restored.

REACTIONS

The following actions with reactions are available to the user:

- [viewing](#);
- [sending](#);
- [viewing information about reactions](#);
- [deleting](#).


VIEWING REACTIONS

To view received reactions, tap on  in the chat window.

SENDING A REACTION

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

To send a reaction to a message:

1. Long press on the message.
2. In the message context menu that opens ([Figure 172](#)), select  to display all available reactions ([Figure 173](#)).
3. Select a reaction tapping on it.

The reaction will be sent.

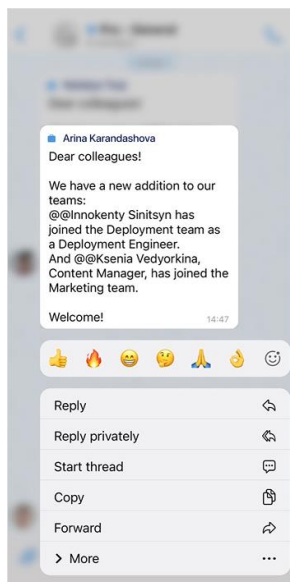


Figure 172

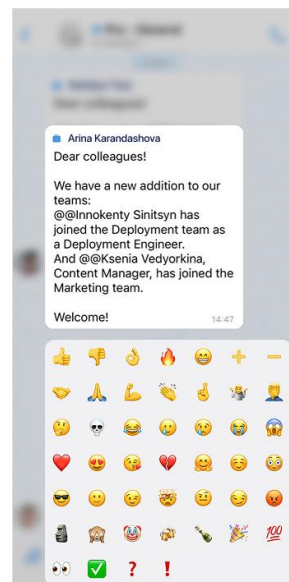


Figure 173

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 on 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. A window will open (Figure 174).

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

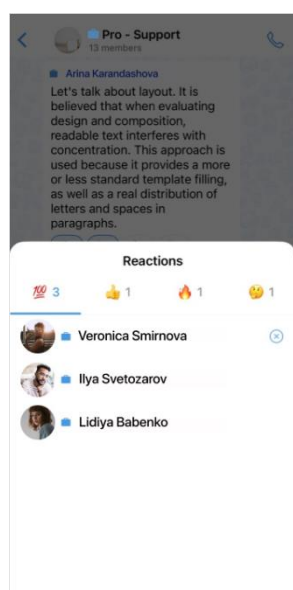


Figure 174

DELETING A REACTION

The user can delete the sent reaction in two ways:

- by tapping on the reaction again;
- by tapping on 🗑️ in the “Reactions” window.

EMOJIS

Emojis are smileys, pictograms, logograms, or ideograms designed to convey emotional signals that otherwise cannot be reflected in written speech. The available set of emojis cannot be changed by the user.

The following actions with emojis are available to the user:

- [inserting in a message](#);
- [selecting from the set](#);
- [searching](#).

To insert an emoji into a message:

1. Tap on the message input field.
2. Tap on 🗑️.

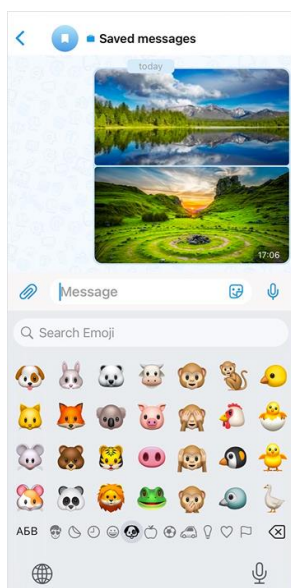


Figure 175

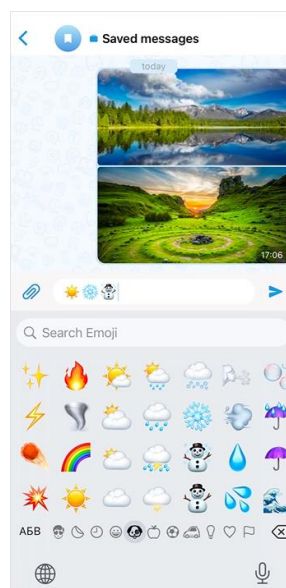


Figure 176

3. Select a set of emojis by tapping on the appropriate button at the bottom of the window (Figure 175).

Swipe from right to left to view available emojis.

4. Select one or more emojis.

The selected emojis will be added to the message (Figure 176).

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

Recently sent emojis are saved in the left part of the emoji panel, in the “Frequently used” section.

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

To search for emoji by name, enter the full or partial name of the emoji in the search bar (Figure 177). Found emojis will be displayed on the screen.



Figure 177

To switch to text input, tap **ABC** on the keyboard.

STICKERS

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


The following actions with stickers are available to the user:

- [sending in a message](#);
- [setting up](#);
- [adding a set](#);
- [deleting a set](#).

When you first open the sticker panel, it is displayed empty. The users can add one or more sticker sets to the panel for sending stickers in messages. eXpress supports the creation of a personalized collection of stickers with the help of available libraries (sticker sets).

The upper part of the stickers window contains the following buttons for working with stickers ([Table 20](#)):

Table 20


Button	Purpose
	Setting up stickers
	Adding a Sticker Set
	Displaying the most frequently used stickers
	Favorite stickers

SENDING IN A MESSAGE

There are two ways to send a sticker.

First Method

To send a sticker in a message:

1. Tap on  in the message input field.
2. Select a sticker set by tapping on the corresponding button at the top of the stickers window ([Figure 178](#)).
3. Select the desired sticker.

The sticker will be sent to the chat.

Recently sent stickers are displayed at the top in the "Recent" section ([Figure 178](#)).

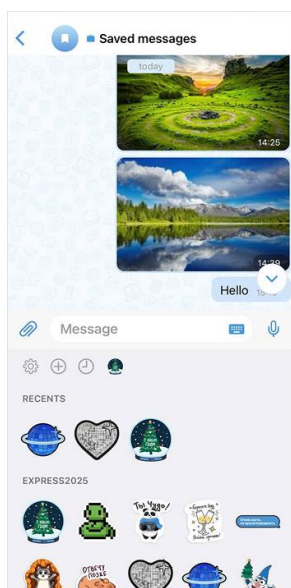


Figure 178

When replying (quoting) to a message with stickers in the original message, only the emoji associated with the sticker is displayed (Figure 179 and Figure 180).



Figure 179

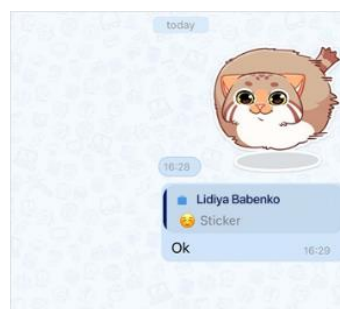


Figure 180


Second Method

To send a sticker in a message:

1. Tap on the sticker, which was sent in the chat.
2. Select a sticker from the set that opens.
3. Tap on "Send sticker".

The sticker will be sent to the chat.

SETTING UP STICKERS

To set up the sticker collection, select "Stickers" in the "Settings" menu or tap on  in the upper left corner of the sticker screen (Figure 178). A window containing two tabs will open: "My stickers" and "Library". The "My stickers" tab (Figure 181) contains sticker sets added to the collection, the "Library" tab (Figure 182) contains all available sticker sets.

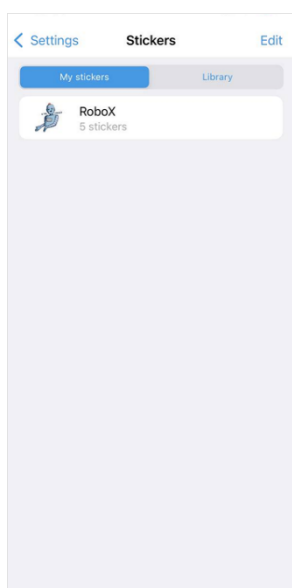


Figure 181

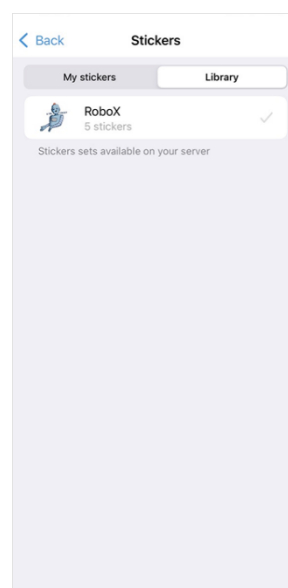


Figure 182

To view stickers included in the set, tap on the name of the set (Figure 185).

To view a sticker in an enlarged view and perform actions with it press and hold on it (Figure 183 and Figure 184).

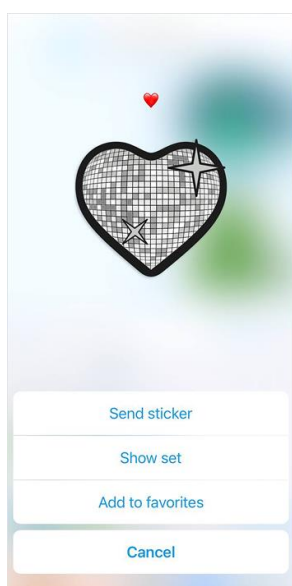


Figure 183

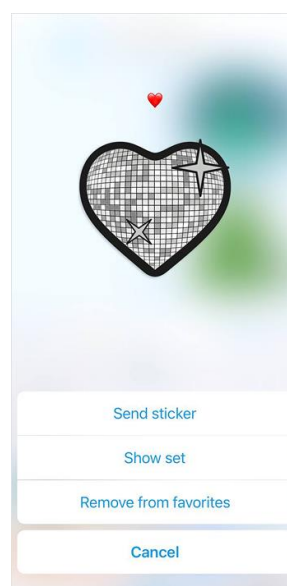


Figure 184



The user can customize the sticker collection by adding and removing available sets.

ADDING A STICKER SET

There are three ways to add a sticker set to the collection.

First Method



To add a sticker set to the collection:

1. Tap on  in the upper left corner of the stickers window (Figure 178).
2. Tap on  to the right of the sticker set.

The sticker set will be added to the collection. The button  will be replaced by the button .

Second Method

To add a sticker set to the collection:

1. Tap on  in the upper left corner of the stickers window (Figure 178).
2. Tap on  to the right of the sticker set.
Tap on "Done" in the upper right corner.

Third Method

To add a sticker set to the collection:

1. Tap on the sticker, which was sent in the chat.
2. Tap on "Add" in the sticker set that opens.
The sticker set will be added to the collection.

DELETING A STICKER SET

There are three ways to delete a sticker set from the collection.

First Method

To delete a sticker set from the "My stickers" section:

1. Tap on the name of the sticker set.
2. Tap on "Delete" (Figure 185):

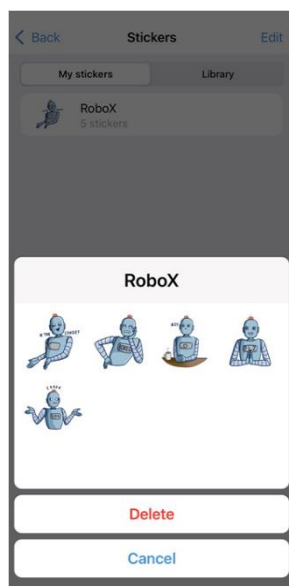



Figure 185

3. Tap on "Delete" in the dialog box that opens.

Second Method

To delete a sticker set from the collection:

1. On the "My stickers" tab, tap on "Edit" in the upper right corner (Figure 181).
2. Tap on  to the left of the sticker set (Figure 186):

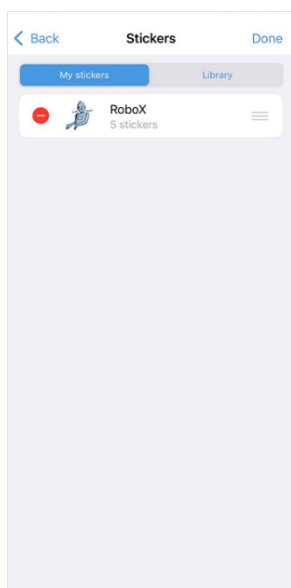


Figure 186

3. Tap on "Delete".

Third Method

To delete a sticker set from the collection:

1. Tap on the sticker, which was sent in the chat.
2. Tap on "Add" in the sticker set that opens.
The sticker set will be deleted from the collection.

VOICE MESSAGES

eXpress supports the function of sending voice messages.

This subsection describes the actions available to the user when using voice messages. General theoretical information is provided in the "Voice Messages" subsection.


The following are available to the user:

- quick sending;
- sending with recording mode locked;
- adding text to voice message.

To access the voice message recording feature, clear the line of any characters.

QUICK SENDING OF VOICE MESSAGES

To quickly send a voice message:

1. Press and hold  in the message input field.

The icon  and the recording timer (Figure 187) will be displayed in the field.

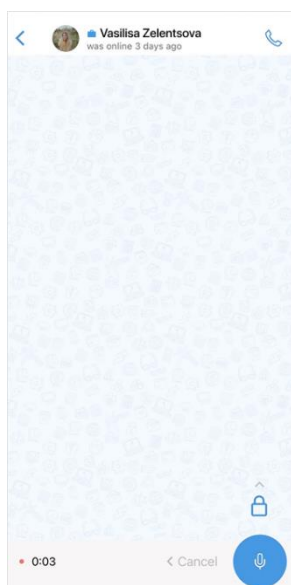


Figure 187

2. Release the button after recording the message.
The message will be loaded, will be sent to the addressee and will be displayed in the chat workspace.

To cancel recording a message, slide your finger towards the button ОТМЕHA .

SENDING A VOICE MESSAGE WITH RECORDING MODE LOCKED

To send with the recording mode locked:

1. Press and hold in the message input field.
The icon and the recording timer (Figure 187) will be displayed in the field.
2. Swipe up towards the icon to lock the recording mode.
The button will change to the button . The voice message recording mode will be locked and will continue until the user sends the message.
3. Tap on after the recording is stopped.
The message will be loaded, will be sent to the addressee and will be displayed in the chat workspace.

To delete a recording, tap on .

To playback a message, tap on .

To stop playback of the message, tap on .

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. Select a message by long pressing.
2. In the context menu that opens, tap on "Edit" (Figure 188):



Figure 188

3. Enter the text and tap on  .
The text will be added to the message.

POLLS

This subsection describes the actions available to the user within the scope of polls management.

Additional theoretical information is available in the “Polls” subsection.

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](#).

Other actions with a poll are similar to actions with a message (see “[Actions with Messages](#)”):

- replying;
- starting a thread;
- copying;
- editing;
- forwarding (it may not be available if the creator has prohibited forwarding the poll);
- saving a message;
- pinning;
- viewing message info.

An example of a chat poll is illustrated below ([Figure 189](#)).

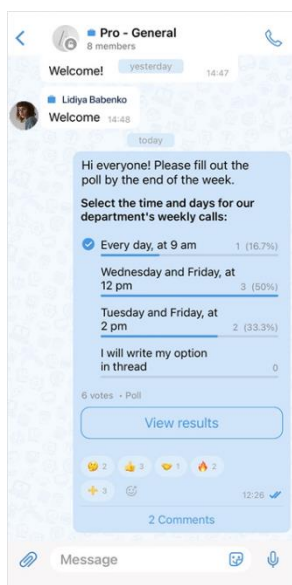


Figure 189

POLLS MANAGEMENT

Creating a Poll

The rules for filling out the fields of the poll form are provided in the table below (Table 21):

Table 21

Field	Designation
Question	The field is mandatory for filling, accepts letters, numbers, symbols (no more than 256 symbols)
Description	The field is optional, accepts letters, numbers, symbols, markdown, mentions of contacts and chats (up to 4,096 characters)
Answer options <i>Minimum 2, maximum 10</i>	The field is mandatory for filling, accepts letters, numbers, symbols, emojis (no more than 128 symbols)
Answer explanation <i>Displayed if quiz mode is enabled</i>	The field is optional, accepts letters, numbers, symbols, including emojis (up to 256 symbols)

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 "Cancel vote" item is missing in the context menu.

The "Done" button will not send the poll to the chat and will show the corresponding prompt if:

- 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. Tap on  in the message field.
2. Select the "Poll" attachment type.
3. Enter the text of the question in the "Question" field ([Figure 190](#)).





Figure 190

4. Enter a poll description in the "Description" field.
5. Enter the answer options in the "Answer" field.
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 "Done".

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 text of the question in the "Question" field ([Figure 190](#)).
4. Enter a poll description in the "Description" field.
5. Enter the answer options in the "Answer" field.
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 "Done".

The quiz will be created and sent.

Editing a Poll

The action is available only 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, long press on the message with the poll and select "Edit" in the context menu.

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 the poll/quiz, long press on the poll message and select "End" from the context menu.

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 from yourself:

1. Long press on the message with a poll.
2. In the context menu, select "Delete".
3. In the modal window that opens, tap on "Delete for me".

The poll will be deleted from the current user.

To delete a poll/quiz for everyone:

1. Long press on the message with a poll.
2. In the context menu, select "Delete".
3. In the modal window that opens, tap on "Delete for everyone".

The poll will be deleted for all users, but will not be ended.

To delete and end the poll/quiz for everyone:

1. Long press on the message with a poll.
2. In the context menu, select "Delete".
3. In the modal window that opens, tap on "Remove for everyone all and end the poll" / "Delete for everyone and end the quiz".

The poll will be deleted and ended for all users.

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 191):

- 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.

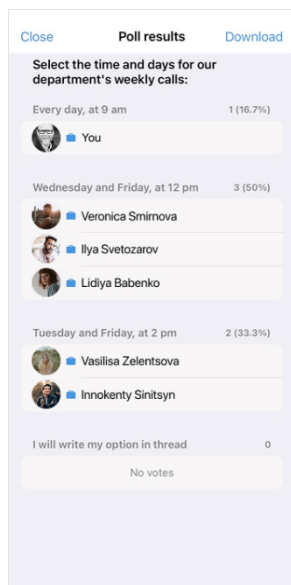


Figure 191

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 "Download" in the upper right corner of the "Poll results" window.

Poll Bot will generate and send a CSV file. The table will show the names of the users, their chosen answer option, the date and time of the answer (Figure 192).

	A
1	name,variant,inserted_at
2	Veronica Smirnova,"Wednesday and Friday, at 12 pm",2025-02-11 09:27:38
3	Vasilisa Zelentsova,"Tuesday and Friday, at 2 pm",2025-02-11 09:27:39
4	Innokenty Sinitsyn,"Tuesday and Friday, at 2 pm",2025-02-11 09:28:22
5	Ilya Svetozarov,"Wednesday and Friday, at 12 pm",2025-02-11 09:29:42
6	Lidiya Babenko,"Wednesday and Friday, at 12 pm",2025-02-11 09:29:55
7	Magnus Isaksson,"Every day, at 9 am",2025-02-11 09:35:43

Figure 192

PARTICIPATING IN A POLL

The following actions are available to the poll participant (Figure 193 and Figure 194):

- selecting an answer option;
- canceling a vote;
- view results (downloading results is not available).

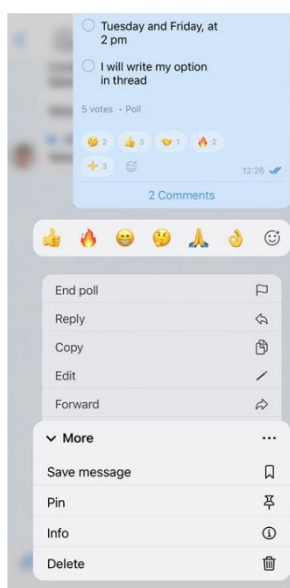


Figure 193

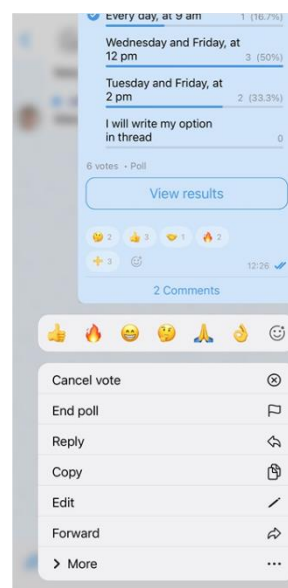


Figure 194

To select an answer option, check one of the available options.

To cancel a vote, long press on the poll message and select “Cancel vote” from the context menu (Figure 194). 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”.

The window will open (Figure 191).

MANAGING THREADS

The following functions are available to users of eXpress SC:

- [creating a thread](#);
- [viewing a thread](#);
- [joining a thread](#);
- [adding a user to a thread](#);
- [setting up a thread](#);
- [searching for a thread](#);
- [searching in thread](#);
- [leaving a thread](#).

CREATING A THREAD

A user can create a message thread, if the message was sent in a group chat/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 “Start thread” from the context menu that opens.

A sub-chat named "Thread in <Chat Name>" will be created, where the message being discussed will be pinned. 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.

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.

To view a thread, go to the window of the selected thread.

It is possible to go to a thread in which the user is not a participant:

- 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, 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 195](#)).



Figure 195

To navigate from a chat/channel card:

1. Open the chat/channel card.
2. Select "Threads" ([Figure 196](#)).

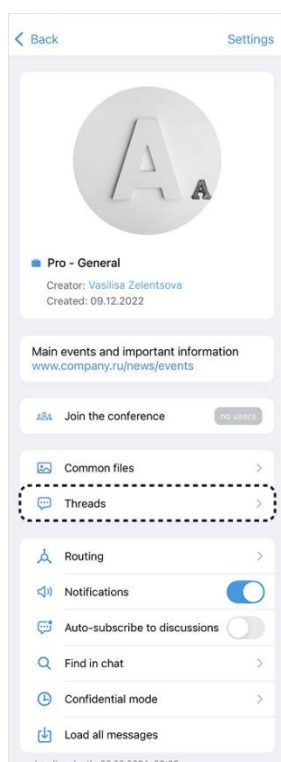


Figure 196

3. Tap on a thread in the list in the window that opens, or search for the desired discussion.

The user will be redirected to the threads window.

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 also appear on the "All" tab, in the user's other chats list.

The user can join a thread (subscribe to it) in several ways.


FIRST METHOD. VIA THE GROUP CHAT/CHANNEL CARD


To join a thread:

1. Open the chat/channel card.
2. Select "Threads" (Figure 196).

A window will open with the list of all threads in this chat/channel (Figure 197).

Note:

- threads to which the user is not subscribed are marked with the icon ;
- here, the user can search for the desired thread.

3. Select a thread and swipe it from right to left (Figure 197).
4. Tap on .
5. Tap on "Join the thread" (Figure 198).

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.

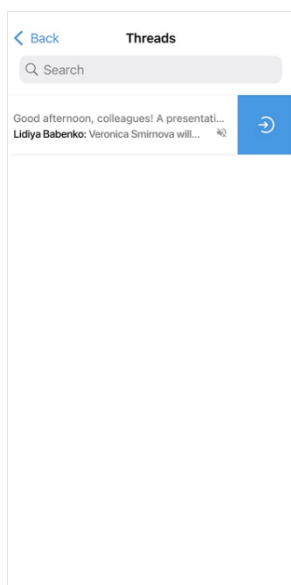


Figure 197

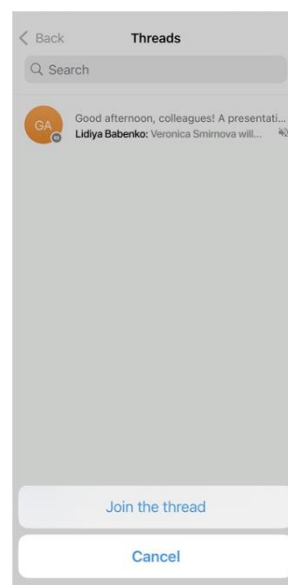



Figure 198

SECOND METHOD. VIA THE THREAD CARD

To join a thread:

1. Open the chat/channel card.
2. Select "Threads" ([Figure 196](#)).
3. A window will open with the list of all threads in this chat/channel.

Note:

- threads to which the user is not subscribed are marked with the icon ;
- here, the user can search for the desired thread.

4. Tap on the thread name.
5. Open the thread card by tapping on the area with the thread avatar and name at the top of the window ([Figure 199](#)).
6. Select "Subscribe thread" ([Figure 200](#)).

The user will join the thread. The thread will be displayed in the chat list and in the "Threads" tab of the "Chats" section.



Figure 199

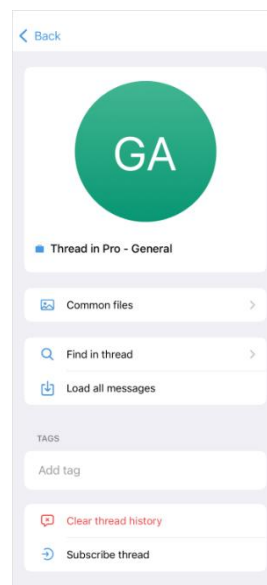


Figure 200

ADDING A USER TO A THREAD

A chat or channel participant can add another participant to a thread by mentioning them in the thread using the @Username construct (for more information, see the section "[Mentions in Messages](#)"). The mentioned user will be automatically subscribed to the thread.

Depending on the status of the "Mentions in threads" option in the channel settings, the following options are possible:

- the option is disabled — none of the channel subscribers can mention other subscribers in threads;
- the option is enabled, "Available to all" is selected — all channel subscribers can mention other subscribers in threads using the @Username construct (for more details, see the section "[Mentions in Messages](#)"). The mentioned user will be automatically subscribed to the thread;
- the option is enabled, "Available to administrators" is selected — only channel administrators can mention other subscribers in threads using the @Username construct (for more details, see the section "[Mentions in Messages](#)"). The mentioned user will be automatically subscribed to the thread.

SETTING UP A THREAD

In eXpress, you can manage thread settings.

The user can set up thread settings using the tool bar or the chat card.

To bring up the tool bar, touch the chat name with your finger and slide it left or right until the icon bar is displayed ([Figure 201](#), [Figure 202](#)).

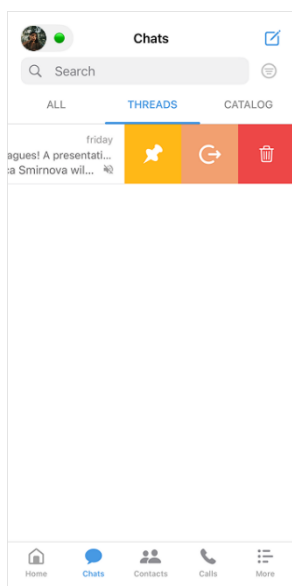


Figure 201

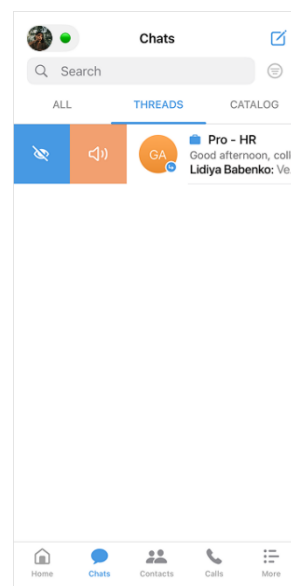







Figure 202

Thread settings are managed using the context menu, in which the user has access to the functions listed in the table below (Table 22):

Table 22


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
	Leaving a Thread
	Enable/disable notifications
	Enable/disable the unread notification counter in the thread cell
	Clear thread history

To go to the thread card:

1. Open the thread window (Figure 199).
2. Tap on the area with the avatar and thread name at the top of the window.
The thread card will open (Figure 200).

To enable/disable notifications, slide the “Notifications” switch to the right or left.

To add a tag to the thread card:

1. Select “Add Tag” in the thread card.
 2. Enter the tag and tap on .
- The thread will be tagged with the specified tag.

To delete a tag in the thread card, tap on  next to the tag.

To add a thread tag in the “Chats” section:

1. Select a thread by long pressing.
2. In the context menu that opens, select “Tags”.

3. Enter the tag and tap on .

The thread will be tagged with the specified tag.

To download thread history, select "Download all messages".

To delete thread history, select "Clear thread history" and confirm the action by tapping "Clear thread history" in the pop-up window.

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" tab in the "Chats" section.

SEARCHING FOR A THREAD BY QUERY

To search for a thread by query

1. Go to the "Threads" or "All" tab in the "Chats" section.
2. Tap on the search field.
3. Enter a query fully or partially.

Case and keyboard layout are not taken into account.

A list of threads that match the search criteria will be displayed.

Note. In the said 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 [140](#)).

SEARCHING FOR A THREAD BY TAGS

Searching for a thread by tags is done in a similar way as [Searching for a Chat by Tags](#).

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 [95](#)).

LEAVING A THREAD

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 also appear on the "All" tab, in the user's other chats list.

To leave the thread:

1. Go to the "Threads " or "All" tab in the "Chats" section.
2. Select the desired thread.
3. Open the thread card by tapping on the area with the thread avatar/name in the windows header (Figure 199).
4. Select "Unsubscribe thread".

The user will be removed from the thread and will not receive notifications about new messages. This thread will no longer be displayed in the "Chats" section.

ACTIONS WITH FILES AND LINKS

eXpress CS allows users to exchange links and files of any type up to 1 GB in chats.

Note. For users connected to a regional server, there is a limit of up to 25 MB.

Actions with files and links are available from the message in which the file was sent, as well as from the "Common files" section of the chat card.

The user can perform the following actions with files and links:

- viewing;
- downloading;
- forwarding in eXpress;
- forwarding via an external app;
- deleting.

The following types of documents can be viewed in the chat:

- pdf, pdf/a, doc, docx, xlsx, xls, pptx, ppt, rtf, txt, html, xps;
- jpg, heif, bmp, tif, png, svg, emf, gif;
- pages, keynote, numbers.

To view documents, the standard viewer from the operating system is used.

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 TO CHAT



The following types of attachments can be sent to chat:

- [document](#);
- [geolocation](#);
- [image](#);
- [photos and videos from the device camera](#).

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](#);
- [by forwarding from other programs \(Google mail, WhatsApp, Telegram, etc.\) 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 file type.
3. Select a file from the file system.
4. Write the text in the message field.
5. Tap on .

You can send multiple photos at once. Batch sending of other types of files is prohibited.

Note. It is not possible to send more than 10 files at a time.

Files are sent in the order in which they are selected, including after disconnecting and reconnecting to the Internet.

To forward files from the “Common files” section of the chat card:

1. Open the chat card.
2. Select “Common files” ([Figure 203](#)).
3. Select the “Media”, “Documents”, or “Links” tab. ([Figure 204](#)).
4. Select a file by long pressing.
5. In the context menu that opens, tap on .
6. Select recipients and tap on “Send”.

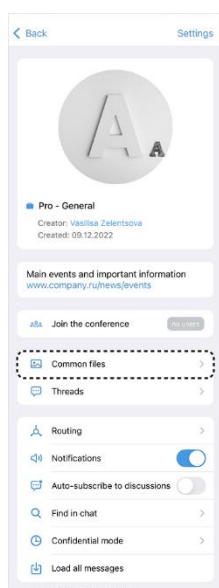


Figure 203

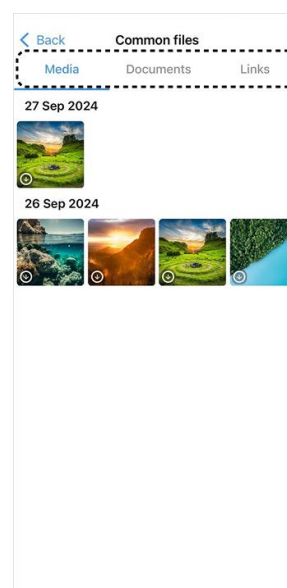





Figure 204

To send a file to the chat from a device or third-party program:

1. Select one or more files.
2. Select "Share" by tapping on the icon .
3. Select "eXpress".
4. Select a chat by tapping on it (you can select only one chat).
A check mark will be displayed to the right of the selected chat.
5. Tap on "Send" in the upper right corner.
The files will be sent to the selected chat.

SENDING DOCUMENTS

To send a document:

1. Tap on  in the message field.
2. Select "Document".
3. Select a document from your device's file system.
4. Write the text in the message field.
5. Tap on .

SENDING GEOLOCATION

Selecting "Geolocation" opens the current position window.

Please note. To send your location, first allow the app to access this data.

Note. For enterprise servers, the Yandex Maps service is used by default.

To change the location, move the map and select a position by tapping on it. The address of the selected geolocation is displayed dynamically depending on the marker position (Figure 205).

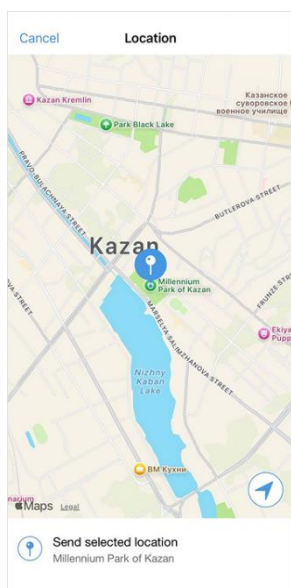



Figure 205

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. Messages with attachments grouped into an album are sent only after all files have been fully downloaded.

To send an image:

1. Tap on  in the message input field.
2. Select the file type "Photo or video".
3. Select an image by tapping on it.

A window will open where you can edit the image and enter the text of the message (Figure 206 and Figure 207).

To select multiple images, tap on  in the lower left corner and select the images.



Figure 206

Figure 207

4. Make changes and tap on .

The images will be sent to the selected chat.

Note:


- sent and forwarded .gif files smaller than 1 MB are animated in chat, in full screen mode, after editing the message; in the pinned message and in the message info window, they are static;
 - sent and forwarded .gif files larger than 1 MB are static in the chat, and are animated in full screen mode.
-

SENDING VIDEO FILES

The user can send one or more video files at a time.


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  in the message input field.
2. Select the file type "Photo or video".
3. Select a video file by tapping on it.

A window will open with a video file thumbnail where you can enter the message text.

To select multiple video files, tap on  in the lower left corner and select the video files.

4. Tap on .

The video files will be sent to the selected chat.

PHOTOS AND VIDEOS FROM THE DEVICE CAMERA

To send photos from the camera:

1. Select "Camera".
2. Select "Photo" in the window that opens (Figure 208).
3. Take a photo using the buttons on the screen (Figure 208, Figure 209, Table 23):







Figure 208



Figure 209

Table 23

Button	Purpose
	Turning on the flash and setting it up
	Switching to the front camera and back
	Taking photos
Cancel	Cancel action

4. Tap on "Use photo".
5. [Edit the photo](#), write a message and tap on . The photo will be sent to the chat.

To send video from the camera:


1. Tap on  in the message field.
2. Select "Camera".
3. Select "Video" in the window that opens (Figure 210).
4. Perform video recording using the buttons on the screen (Figure 210, Figure 211, Table 24):








Figure 210



Figure 211

Table 24

Button	Purpose
	Turning on the flash and setting it up
	Switching to the front camera and back
	Start video recording
	Stop video recording
Cancel	Cancel action

5. Tap on "Done".
6. In the window that opens, tap on .
The video will be sent to the chat.











EDITING IMAGES

In eXpress, you can edit images before sending them to the chat using built-in tools.

When selecting multiple photos, they are edited one by one; to change the photo being edited, swipe the screen from right to left.

The following tools are used to edit the images (Table 25):

Table 25

Function	Icon	Description
Insert Text		Type text on image canvas
Pencil		Simulates the application of paint to an image. Allows to draw free-form shapes
Save changes made in the Text mode		Save changes made in the Text mode and exit the Text mode
Crop		Crop Image
Undo		Undo the last action with the image
Save changes made in the Pencil mode		Save changes made in the Pencil mode and exit the Pencil mode
Save changes		Save changes made in the Edit Image mode
Undo		Cancel changes made in the Edit Image mode
In Crop Image mode		
Rotate Image		Rotate the image clockwise in 90° increments
Cut to size		Create a fragment with specified proportions and center alignment
Save fragment		Save a fragment of the image
Reset	Reset	Undo all actions
Undo	Undo	Undo last action
Done	Done	Save changes

INSERT TEXT

The Text tool window is shown in the figure below ([Figure 212](#)).

The scale on the right is used to select the text color. 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 enter text, tap on the screen. A text input field and keyboard will be displayed. Type the text on the keyboard ([Figure 213](#)).

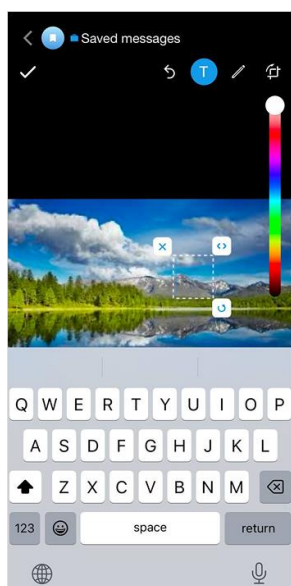




Figure 212



Figure 213

To move text, drag it.

To change the tilt of the text, tap on  in the lower right corner of the text input field and rotate the text while holding it down.

To change the font size, press  in the lower right corner of the text input field and drag it towards you (to increase the font size) or away from you (to decrease the font size).

To delete text, tap on the cross in the upper left corner of the text field.

To save changes, tap on .

PENCIL

The Pencil tool window is shown below (Figure 214). Select the text color by tapping on any point on the scale on the right and create a drawing on the screen.

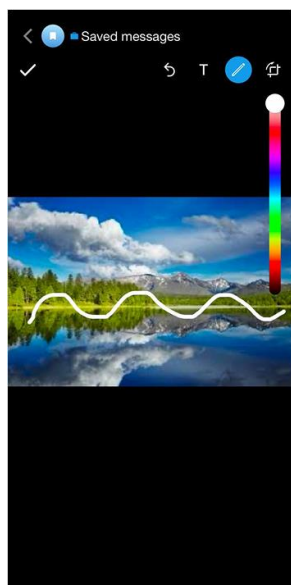


Figure 214

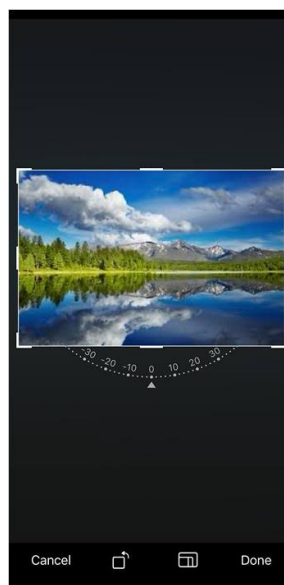


Figure 215

To save changes, tap on .


CROP AND ROTATE IMAGE

The Crop Image tool window is shown in the figure above (Figure 215).

To crop an image using movable frames, select the area you want to keep.

To create a fragment with exact proportions, tap on  and select the desired value (Figure 216).

To save the fragment, tap on .

To rotate the fragment, tap on . You can rotate the drawing any number of times.

The selected and edited image fragment will be displayed on the screen.



Figure 216

ACTIONS WITH FILES IN A MESSAGE





To view a media file, tap on the file. The window for viewing the file will open (Figure 217).



Figure 217

To perform actions with a media file, use the buttons at the bottom of the window (Table 26):

Table 26

Icon	Purpose
	Forward a file using a third-party app
	Download a file
	Forward a file. Recipients are selected from the list of users
	Go to the message in which the file was sent

Viewing and downloading a document sent in a message is similar to viewing and downloading a document in the chat card (see page 157).

ACTIONS WITH FILES AND LINKS IN THE CHAT CARD

Files and links shared in chat are saved in the “Common files” section.

Note. If there are no shared files or links, the “Common files” tab is not available.

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, images and video files sent as “Photos” and “Videos” are stored (see page 148, 149).
- files sent as “Document” are saved in the “Documents” tab (see page 146).
- in the “Links” tab, links sent to the 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 “To” field.

The following actions with files are available to the user in the chat card:

- search;
- navigating to the message in which the file was sent;
- forwarding to another chat;
- forwarding via an external program;
- downloading a media file to the device.

To search for a media file:

1. Select the “Common files” in the chat card (Figure 218).
2. Open the “Media” tab (Figure 219).
3. Select the file.

Searching for media file is performed visually.

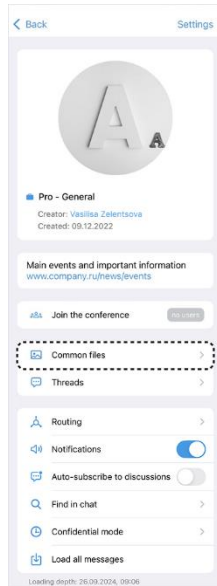


Figure 218

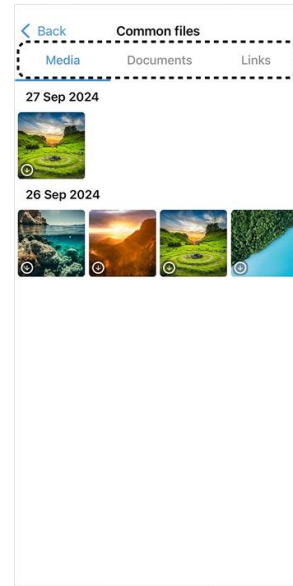




Figure 219

To search for a document:

1. Open the "Documents" tab (Figure 219).
2. Tap on  in the upper right corner.
3. In the search bar, enter the name of the document in full or in part.
The list of files that match your search criteria will be displayed on the screen.
The document is searched for by the characters contained in its name and description.

To search for a link/e-mail address:

1. Open the "Links" tab (Figure 219).
2. Tap on  in the upper right corner.
3. In the search bar, enter the characters contained in the title or description of the link/e-mail address.
The list of links and e-mail addresses that meet the search criteria will be displayed on the screen.

To perform actions with a media file:

1. Open the chat.
2. Tap on the chat name.
3. Select "Common files".
4. In the "Media" tab, tap and hold the file.
5. Select the required action from the context menu (Figure 220):

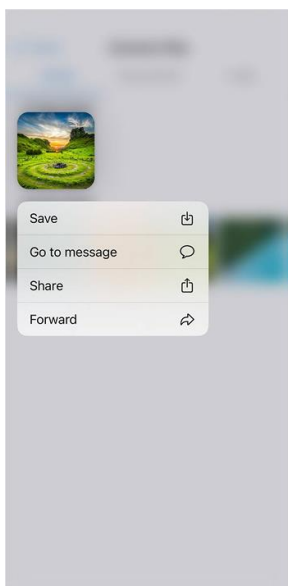


Figure 220

To perform actions with a document:

1. Go to the "Documents" tab.
2. Press and hold the document.
3. Select the required action from the context menu (Figure 221):

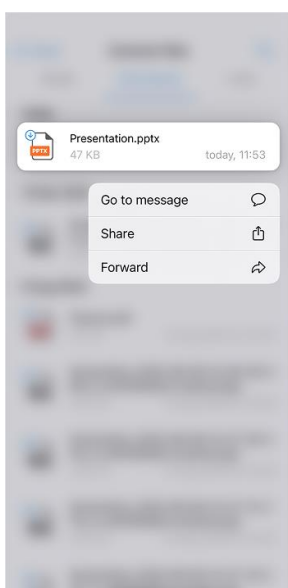



Figure 221

To view a document, select the document with a quick tap. The document will open for viewing.

To send a document using a program installed on a mobile device tap on  in the lower left corner of the document viewer screen and select a program from the list.

To follow a link, in the chat card, go to the "Links" tab and tap on the link.

To send an e-mail, in the chat card, go to the "Links" tab and tap on the e-mail address.

ACTIONS WITH FILES AND LINKS IN THE THREAD

Actions that the user can perform with attachments (media files and links) in the thread are similar to actions with attachments in chat (see page 145).

DELETING SENT FILES

The actions for deleting an attachment are similar to those for [deleting a message](#).

ACTIONS WITH CONTACTS

The following functions are available to users of eXpress SC:

- [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 the app to a contact](#).

SEARCHING FOR A CONTACT

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 full or partial contact name or corporate e-mail address;
- advanced search by name and parameters in the contact card:
 - phone number;
 - corporate server name;
 - company name;
 - department;
 - supervisor;
 - position;
 - e-mail.

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. Chatbots are also included in the search filter.

SEARCHING FOR A CONTACT BY QUERY

To search for a contact:

1. Go to the "Contacts" menu.
2. Tap on the search field.
3. Go to the "All", "Corporate" or "External" tab.
4. Enter the full or partial value of the parameter in the search bar.
5. Select a user by tapping on their name.

The contact card will open.

SEARCHING FOR A CONTACT BY TAGS

Search is conducted based on the personal tags, with which the user has previously tagged contacts.

Note. If the message “Tag list is empty” is displayed when **#** is tapped, it means that the user has no contacts marked with personal tags. In this case, searching for a contact by tags is unavailable.

To search for a contact by tag:

1. Go to the “Contacts” menu.
2. Tap on the search field.
3. Tap **#** next to the search field.
4. Enter a personal tag into the search bar or select a tag from the list.
5. Select a user by tapping on their name.
The contact card will open.

ADDING A TAG TO A CONTACT

A contact can be tagged in the following ways:

- in the contact card;
- in the card of 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 the user does not yet have a personal chat.

FIRST METHOD. VIA THE CONTACT CARD

To add a contact tag:

1. In the “Contacts” section, find a contact.
2. Open the contact card.
3. Tap “Add a tag”.
4. Enter or select a tag from the list.


The contact will be tagged. Contact search based on this tag will be available to the user.

SECOND METHOD. VIA THE CARD OF 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 contact tag

1. Select a contact by long pressing in the “Contacts” section.
2. In the context menu that opens, select “Tags”.
3. Enter the tag and tap on .

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. Select “Contacts”.

3. Select a contact from the address book and leave marked the fields that need to be sent (Figure 222).

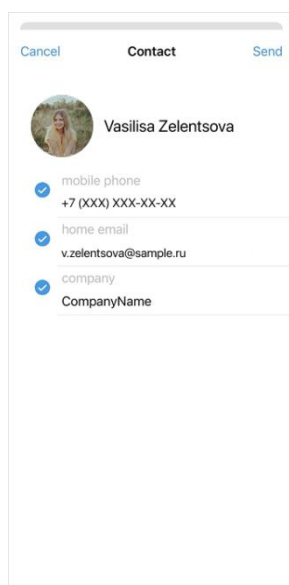


Figure 222

By default, all fields are selected. The following fields are available (if they are present 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 "Send".

The contact will be sent to the chat as a message with the "View" and "Save" buttons.

When you tap on the "View" button on the sent attachment, 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:

1. Tap on "Save".
2. Tap on "Add" in the menu that opens.
Tap on "Done".

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 223).
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.

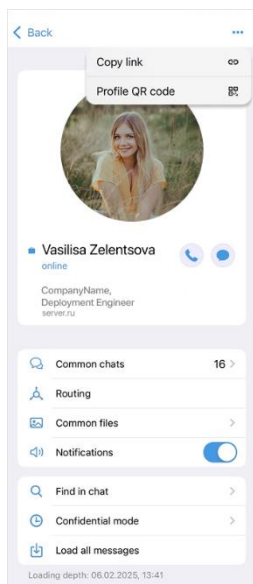


Figure 223

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.

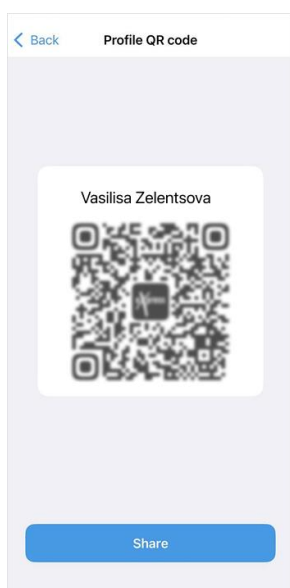


Figure 224




In the “Profile QR code” window, the user can send, save to the clipboard, and download the QR code (Figure 224).

To send, save and download the QR code, tap on “Share” at the bottom of the screen and select the appropriate item from the context menu that opens.

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. Go to the “Contacts” section by tapping on  Контакты.
2. Tap on  to the right of the contact in the “Unregistered contacts” list.
3. Select the method of sending the invitation:
 - to send an SMS message, tap on “SMS to <phone number>”, write a message and tap on ;
 - to send an e-mail, tap on “E-mail to <e-mail address>”.

PERSONAL CALL

This section describes the actions available to the user in personal calls in the app.

The following functions are available in eXpress SC:


- [starting a call](#);
- [switching the call to the background mode](#);
- [sending messages and files](#);
- [screen sharing](#);
- [adding users to the call](#);
- [call recording](#);
- [ending a call](#);
- [rating of call quality](#);
- [performing actions in the call log](#).

STARTING A CALL

STARTING A PERSONAL CALL

You can start a personal call to the user in the app in the following ways:

- [via the user card](#);
- [via a personal chat](#);
- [via the group chat card](#);
- [via the call log](#).


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.

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 call is automatically rejected, it means that the called user's status settings restrict incoming calls.


First Method. Via the User Card

To make a personal call from the user card:

1. Open the user card.
2. Tap on  .
The call window will open.

Second Method. Via a Personal Chat

To make a personal call from a personal chat with the user:

1. Open a personal chat with the user.
2. Tap on  in the upper right corner.


Third Method. Via the Group Chat Card

To make a personal call from the group chat:

1. Open the group chat card.
2. Tap to select a user from the list.
3. Select "eXpress call" from the context menu that opens.

Fourth Method. Via the Call Log

To make a personal call via the call log:



1. Open the call log by tapping on  in the bottom menu of the eXpress app.
2. Tap on the personal call entry.

To make a personal call via the context menu:

1. Select a personal call by long pressing on it.
2. In the context menu that opens, select "Call".

RECEIVING AN INCOMING CALL

To receive an incoming call:

Tap on  (Figure 225) or slide the "Answer" switch to the right (Figure 226) and tap on  (Figure 227). The call window will open.

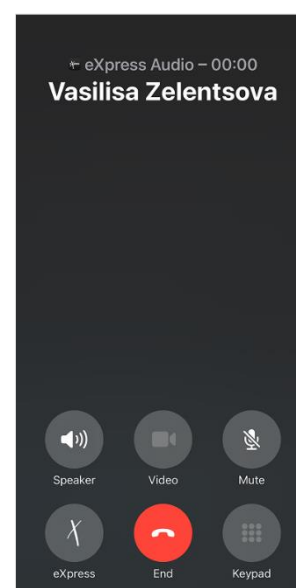
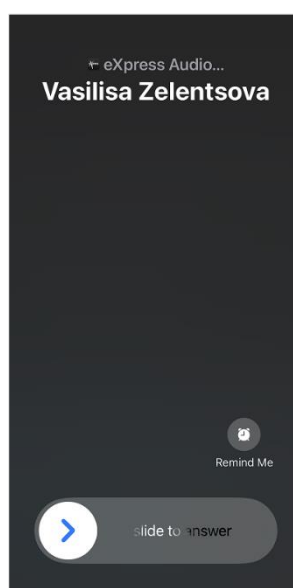
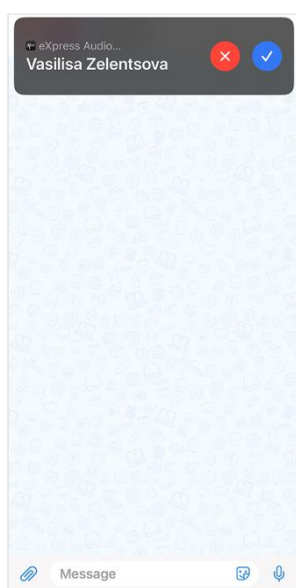



Figure 225

Figure 226

Figure 227

SWITCHING THE CALL TO THE BACKGROUND MODE

To go to the chat in which the call is being made, tap on the left arrow in the upper left corner. The call will be switched to the background mode. At the top of the screen, the message "Press to return to the call" will be displayed on a green background (Figure 228).

To go to the list of chats, tap on the left arrow in the upper left corner again. The chat in which the call is in progress will be marked with the icon  (Figure 229).

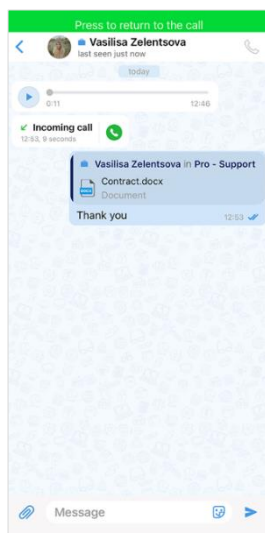


Figure 228

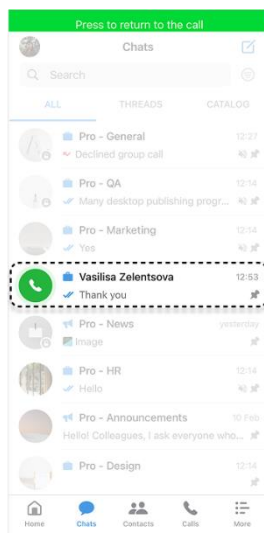


Figure 229

To minimize the call screen press the button to go to the home screen of the device. You will be taken to the home screen of the device. The timer of the current call is displayed in the upper left corner.

When the call is minimized, the user can work in any app and remain in the call at the same time. You can perform any actions, except making calls via eXpress and sending voice messages.

When the app is unloaded, the minimized call is paused, but not ended.

To return to the call screen:

1. Tap on the green background at the top left of the screen.
2. Tap on the message "Press to return to the call" at the top of the screen (Figure 229).

SENDING MESSAGES AND FILES

To send a message during a personal call, tap on the left arrow in the upper left corner of the screen. You will be transferred to a personal chat with the user, in which you can exchange messages and files. The call will be switched to the background mode (Figure 230).

To return to the call window, tap on "Press to return to the call" at the top of the screen.

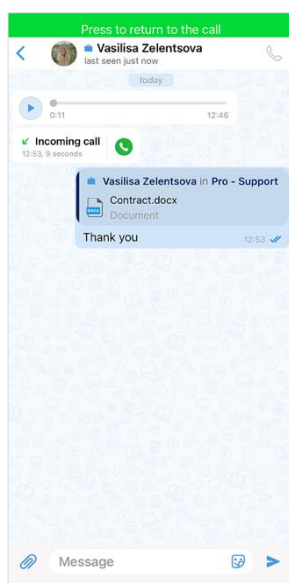


Figure 230

To view messages and files after the call is ended, go to the personal chat with the user from the "Chats" section.

You can also go to a personal chat with the user from the "Calls" section (for more details, see page 172).

SCREEN SHARING

A Mobile App user 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.

ADDING USERS TO THE CALL

The user can add new participants and chatbots to the personal call. When adding new participants to a personal call, the call becomes a group call. When adding chatbots to a call, the call 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.

The actions for adding chatbots to a call are similar to the actions for adding new participants to a call.

To add new participants:

1. During a call, tap on  at the top of the screen.
2. In the "Participants" window that opens, tap on  at the top of the screen (Figure 231).
3. Select the users you want to add to the call by checking the boxes on the right. For your convenience, use the search feature to find participants.

Note. The search is carried out by full name and corporate e-mail address or by 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 name, last name, or e-mail address;

- if exact match search is disabled, enter the first name, surname, job title, department name, manager name, phone number, or contact e-mail address.

Selected users will be displayed in the upper part of the window (Figure 232).

To remove a selected user, tap on  in the lower right corner.

4. Tap on "Done".

You will be returned to the call window. The call will become a group call (Figure 233).

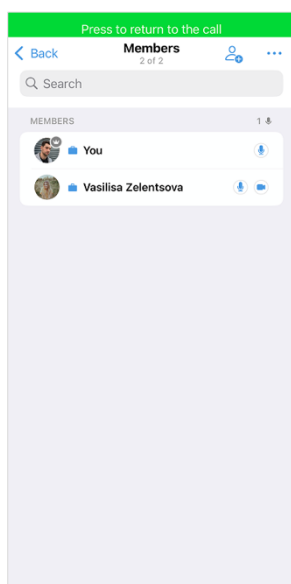


Figure 231

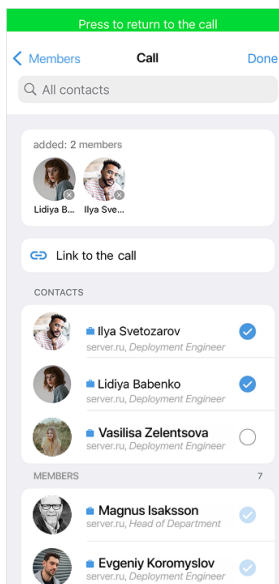


Figure 232

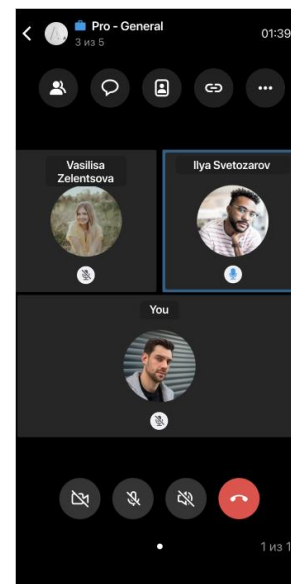


Figure 233

CALL RECORDING

The user can initiate call recording.

The following actions are available to the initiator of the call recording:


- starting a recording;
- pausing a recording;
- stopping a recording;
- viewing a recording.

The following actions are available to other call participants:

- 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  (Figure 234).
2. In the menu that opens select "Start recording".

Call recording will start.

A timer will be displayed at the bottom of the call window.



Figure 234

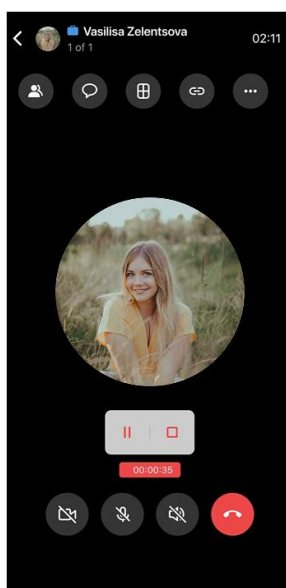


Figure 235

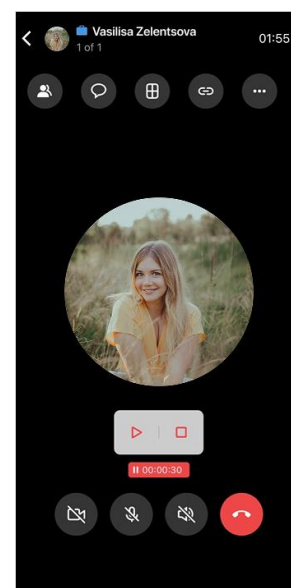


Figure 236

PAUSING A RECORDING

To pause a recording:

1. Tap on the recording timer at the bottom of the call window.
2. Tap on **||** (Figure 235).
The recording will be paused.

To resume a recording:

1. Tap on the recording timer at the bottom of the call window.
2. Tap on **▶** (Figure 236).
The recording will be resumed.

STOPPING A RECORDING

You can stop the recording in several ways.

First Method

To stop a recording:

1. Tap on the recording timer at the bottom of the call window.
2. Tap on **□** (Figure 237).

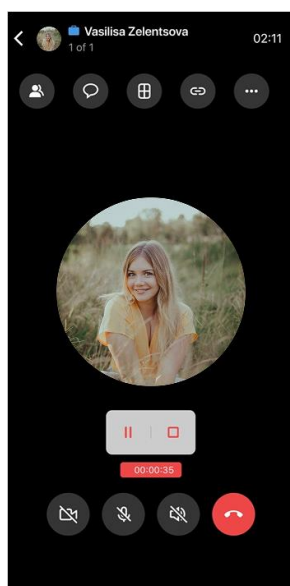


Figure 237



Figure 238



Figure 239

Second Method

To stop a recording:

1. In the call window, tap on **...** in the upper right corner (Figure 238).
2. In the menu that opens, tap on "Stop recording".

Third Method

To stop a recording:

1. In the call window, tap on **Leave** (Figure 239).
2. In the dialog box that opens, tap on "Leave the call and stop the recording".

The recording will be stopped.

Recordings Bot will send a message containing a link to download the recording.

GENERATING A LINK FOR DOWNLOADING FILES

Once the administrator stops the recording, the system will start generating a link for downloading files.

Important notice! 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.

Once the link is generated, Recordings Bot will send a message with links to the audio and video files.

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

After the call participant starts recording, all other participants will receive a corresponding notification (Figure 240).

Note. The recording starts at the moment when the participant of the call turns it on, i.e. even before other participants agree/refuse to participate in the recording.

Other participants need to confirm or refuse to participate in the recording. This confirmation is requested only once, even if the current recording is ended, and then the next one starts.

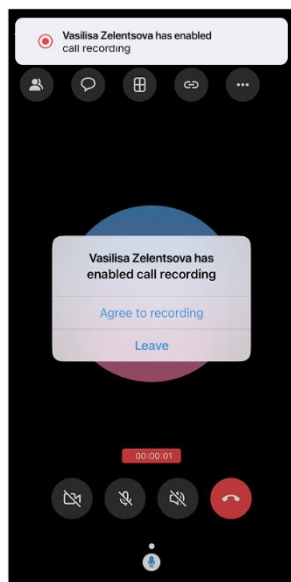


Figure 240

To confirm participation in the recording, tap on "I agree to the recording".

The user will continue to participate in the recording.

To refuse participation in the recording, tap on "Leave".

The call window will be closed.

The user can join the call being recorded later. To do this, enter the call and confirm your participation in the recording.

VIEWING A RECORDING

After the recording is ended, the system generates a link for downloading files. Recordings Bot will send it to the chat (Figure 241).

Then follow the link and download the files for viewing.

Note. The time required to generate a link is approximately equal to the length of the recording itself.

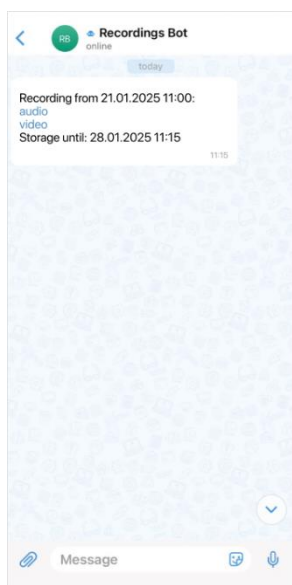


Figure 241

Attention! If the video does not play, make sure that the HEVC (h.265) codec is installed in the video player.

To view the recording, tap on the corresponding link in the message.
The file will be downloaded to the user's device.

To view the recording of an ended call:

1. Open the chat in which the call was made.
2. In the window that opens, tap on the desired link in the message.
The file will be downloaded to the user's device.

ENDING A CALL

To reject a personal call, tap on . The call will be rejected

To end a personal call, tap on . The call will be ended.

To cancel an outgoing call, tap on .

Note. When the app is minimized and the Internet connection is unstable during a call, the dialing/call is interrupted only 120 seconds after the start of the dialing/loss of connection. When downloading or restarting the app during a call, the dialing/call is interrupted for all participants after 120 seconds.

RATING OF CALL QUALITY

After the call is ended, a pop-up window may appear on the screen (Figure 242):

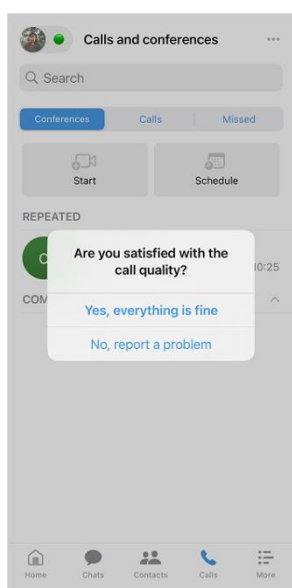


Figure 242

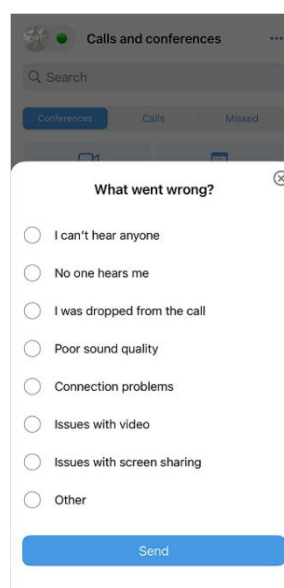


Figure 243

To close the window, tap on “Yes, everything is fine”.

To provide feedback on call quality:

1. Tap on “No, report a problem”.
 2. Choose one or several of the available options (Figure 243).
If you select “Other”, a field for entering text will open.
 3. Tap on “Send”.
- An automatically generated call report will be sent to the server.


CALL LOG

This subsection provides a description of available actions. Theoretical information is provided in the “Call Log” subsection.

The following actions are available to the user:

- viewing the call log;
- switching to chat with the interlocutor;
- calling the interlocutor;
- viewing the interlocutor's card;
- deleting a call entry;
- clearing the call log.


VIEWING THE CALL LOG

To view the call log, tap on  in the lower menu of the eXpress app.

To search for a call, enter the user’s 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.

When switching between the “Conferences”, “Calls” and “Missed” tabs, the search filter is saved.

To reset the filter, tap on  in the search bar.

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 context menu that opens, select "Message" (Figure 244).

A chat with this user will open.

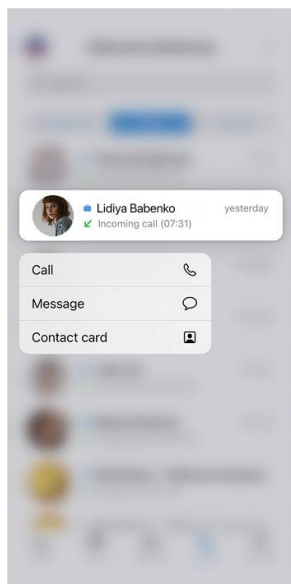


Figure 244

CALLING THE INTERLOCUTOR

The user can initiate a personal call using the call log (for more details, see page 163).

VIEWING THE INTERLOCUTOR'S CARD

To view the interlocutor's card:

1. Select a personal call by long pressing on it.
2. In the context menu that opens, select "Contact card" (Figure 244).


The user card will open.

DELETING A CALL ENTRY

There are two ways to delete a call entry.

First Method

To delete a call entry:

1. Tap on the call entry and swipe from right to left along the call entry (Figure 245).
2. Tap on .

The call entry will be removed from the log.

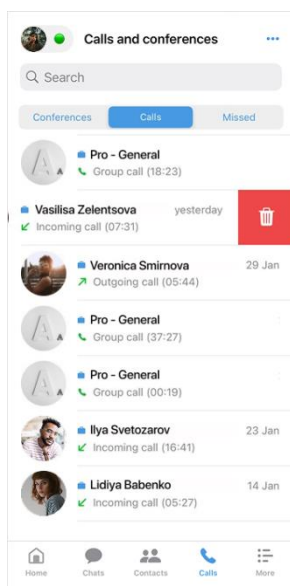


Figure 245

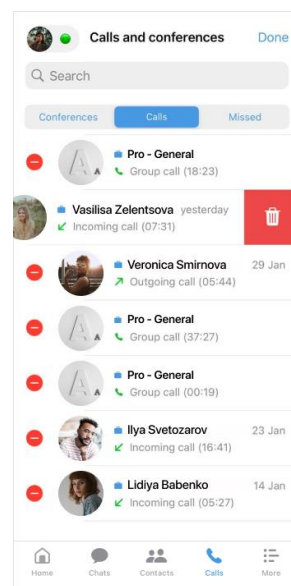


Figure 246

Second Method

To delete a call entry:

1. Tap on **...** in the upper right corner of the window.
2. Tap on "Edit call list".
3. In the window that opens, tap on **-** to the left of the call entry (Figure 246).
4. Tap on **🗑**.
5. Tap on "Done" in the upper right corner.

CLEARING THE CALL LOG

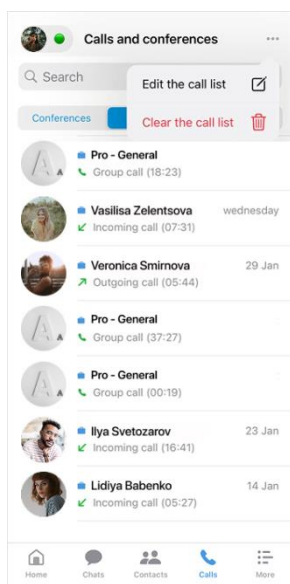


Figure 247

To clear the call log:

1. Tap on **...** in the upper right corner of the window.
2. Tap on "Clear call list" (Figure 247).

3. Tap on "Clear" in the dialog box that opens.

The log will be completely cleared: all user call entries in the "Calls" and "Missed" tabs will be deleted.

GROUP CALL

This section describes the actions available to the user in group calls in the app.

The following functions are available in eXpress SC:

- starting a call;
- switching the call to the background mode;
- sending messages and files;
- screen sharing;
- sending reactions in the call;
- using the "Raise your hand" action;
- viewing the list of call participants;
- adding users to the call;
- inviting users to the call;
- joining the call using a link;
- making a repeat call to the participant;
- viewing information about a participant;
- administering a group call;
- call recording;
- ending a call;
- rating of call quality;
- performing actions in the call log.


STARTING A CALL

FIRST METHOD. VIA A GROUP CHAT

Attention! The call is available for a group chat with up to 256 participants.

If the call is automatically rejected, it means that one of the called users has status settings that restrict incoming calls.

To start a call in a group chat:


1. Open the chat.
2. Tap on  at the top of the screen.
3. Check the boxes to the left of the contacts to add them to the call. To select all chat participants, check "All chat participants".
4. Tap on "Done".
5. Turn the microphone on/off by moving the switch. Camera settings will be available in the call.
6. Tap on "OK" to make a call.

If the user does not answer the call within two minutes, the call is ended and the message "Group call ended" is displayed.

A user who is not selected as a call participant cannot start a call in this chat until the current call is ended. After the call starts, the following message is displayed: "The call is already in progress. You cannot start a call in this chat."

SECOND METHOD. VIA THE CALL LOG


To repeat a call via the call log:

1. Open the call log by tapping on  in the bottom menu of the eXpress app.
2. Select a group call by long pressing on it.
3. In the context menu that opens, select "Call".
4. Check the participants of the call and tap on "Done".
5. Turn on the microphone and tap on "OK".

The selected participants will be called.

RECEIVING AN INCOMING CALL

To receive an incoming call:

- If the user's phone is unblocked, tap on  (Figure 248).
The call window will open (Figure 251).

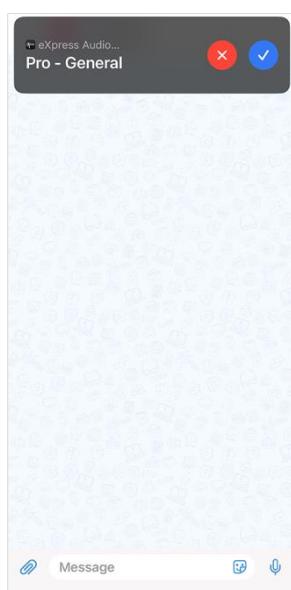


Figure 248

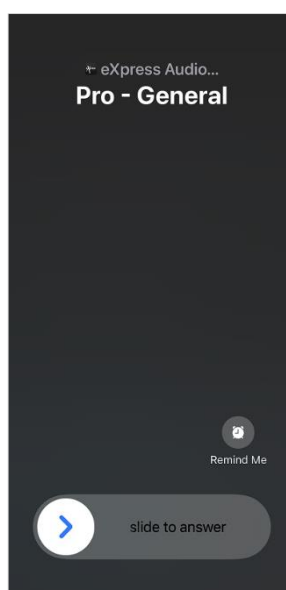


Figure 249

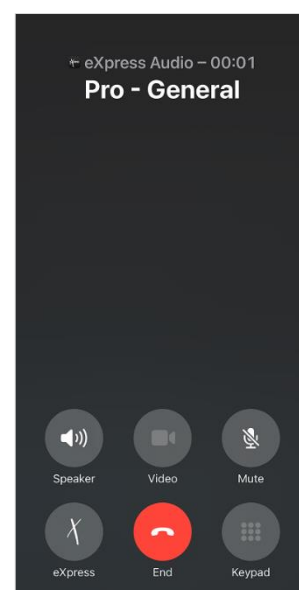



Figure 250

- If the user's phone is blocked, slide the "Slide to answer" switch to the right (Figure 249) and in the window that opens tap on  (Figure 250).
The call window will open (Figure 251).

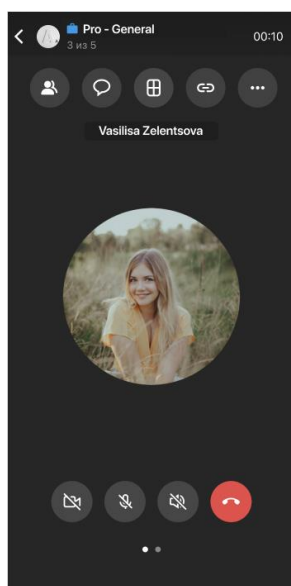


Figure 251

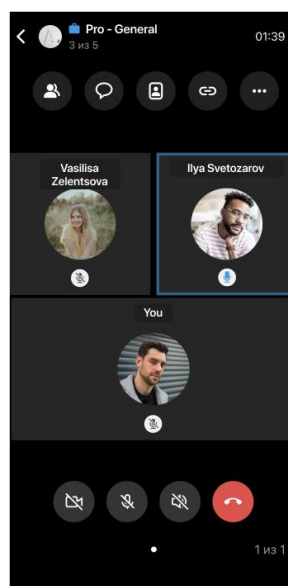



Figure 252

Avatars of users who have joined the call are displayed on the screen (Figure 252). The counter of call participants will increase by the number of users who have joined.

To expand the participant's avatar to the full screen, tap on their thumbnail.

SWITCHING THE CALL TO THE BACKGROUND MODE

To go to the chat in which the call is being made, tap on the left arrow in the upper left corner. The call will be switched to the background mode. At the top of the screen, the message "Press to return to the call" will be displayed on a green background (Figure 253).

To go to the list of chats, tap on the left arrow in the upper left corner again. The chat in which the call is in progress will be marked with the icon  (Figure 254).

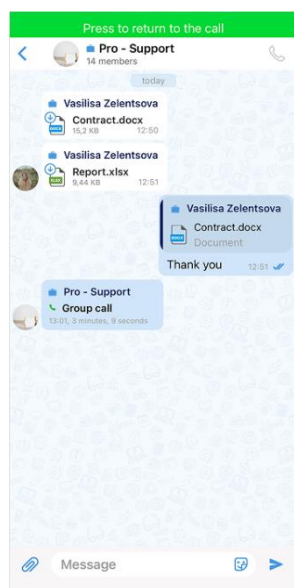


Figure 253

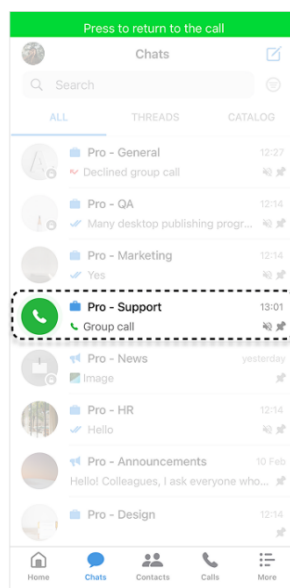


Figure 254

To minimize the call screen press the button to go to the home screen of the device. You will be taken to the home screen of the device. The timer of the current call is displayed in the upper left corner.

When the call is minimized, the user can work in any app and remain in the call at the same time. You can perform any actions, except making calls via eXpress and sending voice messages.



When the app is unloaded, the minimized call is paused, but not ended.

To return to the call screen:

1. Tap on the green background at the top left of the screen.
2. Tap on the message "Press to return to the call" at the top of the screen (Figure 254).

SENDING MESSAGES AND FILES

To send a message to the group call chat:

1. Tap on .
You will be taken to the chat window where the call is made. The call will be switched to the background mode.
2. Write a message, attach a file.
3. Tap on .

To return to the call window, tap on the left arrow in the upper left corner or on "Press to return to the call" at the top of the screen (Figure 255).

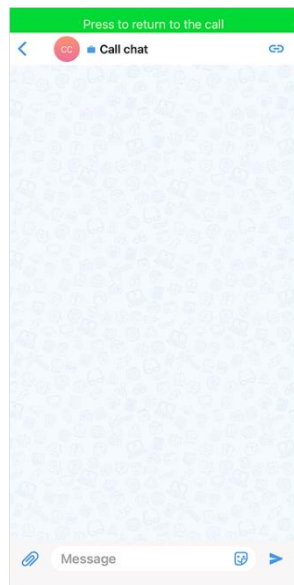


Figure 255

The text of the messages send during the call is available for viewing after the call is ended.

To go to the chat of an ended call, tap on the call hyperlink in the chat (Figure 256). A window will open on the screen with the chat messages of a specific group call.

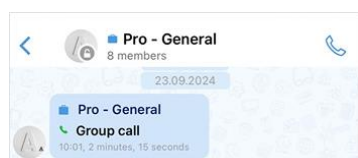


Figure 256



You can also go to the group call chat from the “Calls” section (for more details, see page 190).

SCREEN SHARING

Screen sharing in a group call works similarly to screen sharing in a [personal call](#).

REACTIONS IN THE CALL

To send a reaction in the call:

1. Tap on  in the current call window.
2. In the context menu that opens ([Figure 257](#)), tap on  to display all available reactions ([Figure 258](#)).
3. Select a reaction.

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 259](#)).



Figure 257



Figure 258

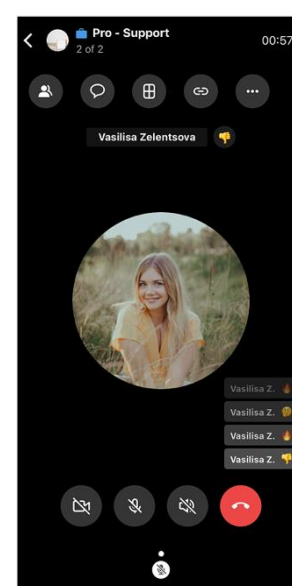




Figure 259

To change a reaction:

1. Tap on .
2. In the context menu that opens ([Figure 257](#)), tap on  to display all available reactions ([Figure 258](#)).
3. Choose a reaction that is different from the previous one.

The previously sent reaction will be replaced by a new one.

USING THE “RAISE YOUR HAND” ACTION

Note. Call participants who performed the “Raise your hand” action have priority over others in the list of call participants and are sorted by the time the button was pressed.

To “Raise your hand”:

1. Tap on .

2. Tap on the "Raise your hand" action button (Figure 260):

The message "<User_avatar> <User_name> raised their hand <raised_hand_emoji>" will be displayed for all users for 5 seconds (Figure 261).

Note. If the user has sent a reaction after using "Raise your hand", the reaction is displayed on top of the icon 🙋.



Figure 260



Figure 261

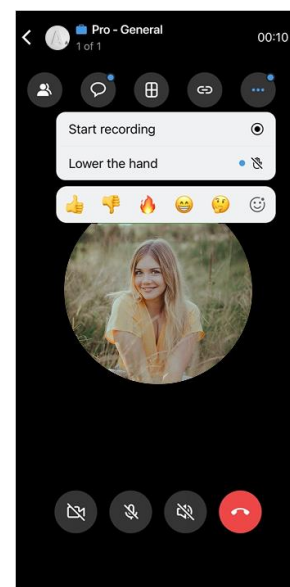


Figure 262

To "Lower the hand":

1. Tap on
2. Tap on the "Lower the hand" action button (Figure 262):

The **call administrator** can also "Lower the hand" for a call participant.

The option is disabled automatically when user turns on their microphone and starts speaking after using "Raise your hand" (if the microphone was turned on when the "Raise your hand" button was tapped on, the user must turn off the microphone, then turn it on again and start speaking).

VIEWING THE LIST OF CALL PARTICIPANTS

To view the list, tap on in the call window. A window will open with the list of all participants (Figure 263).

In this list:

- participants who have already accepted the call are displayed in the "Participants" 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;
- chat bots added to the call are displayed in the "Bots" block;
- participants who joined the call using a link as a guest (a user who is not logged into the account) are marked with the "guest" label.

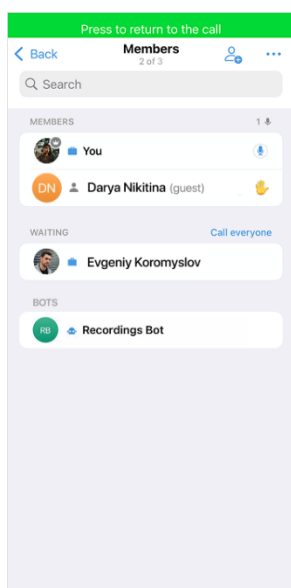




Figure 263

ADDING USERS 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 actions for adding chatbots to a call are similar to the actions for adding new participants to a call.

To add new participants:

1. During a call, tap on  at the top of the screen.
2. Next, in the "Participants" window that opens, tap on  at the top of the screen.
3. In the list that opens, select the users you want to add to the video call by checking the boxes on the right (Figure 264). For your convenience, use the search feature to find participants.

Note. The search is carried out by full name and corporate e-mail address or by 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 name, last name, or e-mail address;
- if exact match search is disabled, enter the first name, surname, job title, department name, manager name, phone number, or contact e-mail address.

Selected users will be displayed in the upper part of the window (Figure 265).

To remove a selected user, tap on in the lower right corner.

4. Tap on "Done".

You will be returned to the call window. The total number of call participants will increase by the number of added participants (Figure 266).

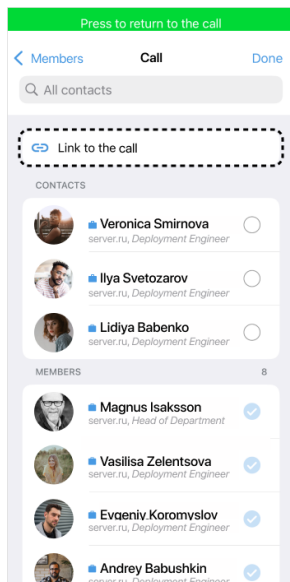


Figure 264

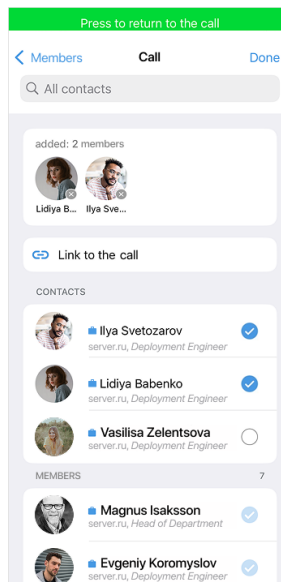


Figure 265

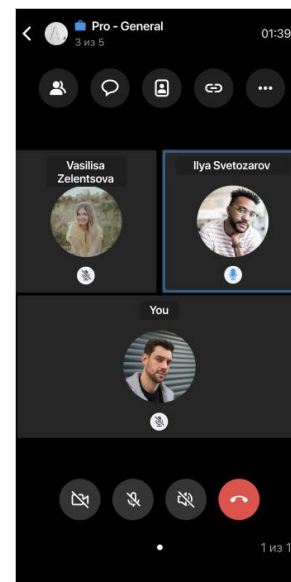


Figure 266

INVITING USERS TO THE CALL USING A LINK OR QR CODE

To invite a user to the calls

1. Tap on during a group call.
2. In the link generation settings window, select the link validity period and availability (Figure 267). The default values are "Always" and "All users (including guests)" (Table 27):

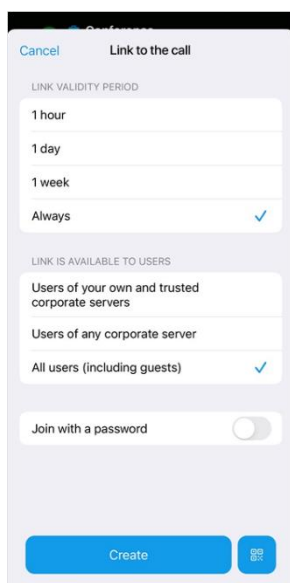


Figure 267

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
Any (including guests)	Any users including external and unregistered users (guests)

Note. For an unregistered user (guest) when following the link:

- on a mobile device — the guest will be given a choice: download and install a Mobile App or open a mobile browser. Registration is not mandatory. A guest can immediately join the conference;
- 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.

3. Enable the “Join with a password” setting to set a password to enter the chat. A field will be displayed, in which the automatically generated password is displayed.

To update the password, tap on .

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

To invite a user to the call using a link, tap on “Create”.

A link to the call will be copied to the clipboard. A message will be displayed at the top of the screen that says “A link to the call has been created and copied to the clipboard.”

To invite a user to the call using a QR code, tap on .

In the “Call QR code” window, the user can send, save to the clipboard, and download the QR code.

To send, save and download the QR code, tap on “Share” at the bottom of the screen and select the appropriate item from the context menu that opens.

4. Send users a link/QR code in eXpress or any other convenient way.

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 steps when receiving a link differ for users who are registered and unregistered in the app.

Note. If the following messages are displayed when you tap on a link/QR code, you need to contact the user who sent the link/QR code:

- “The link is no longer active” —the link has expired;
- “Unable to connect” — the user does not meet the parameters required to join the call.

JOINING A CALL FOR REGISTERED USERS

The steps to join a call vary depending on the app you received the link/QR code from.

Link/QR code received in Express

To join the call as a registered user, tap on "Join" below the link or scan the QR code.

Link/QR code received in the app

To join a call via the app:

1. Follow the link or scan the QR code.
2. In the window that opens, do one of the following (Figure 268):
 - If the app is installed and logged in, tap on "Open call in the app";
 - If the app is installed, but the user has not logged in, tap on "Open call in the app" and [log in](#) to eXpress;
 - if the app is not installed, tap on "Download app", [install](#) the app, and [log in](#) to eXpress.

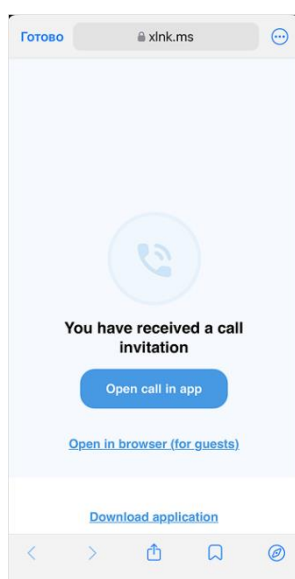


Figure 268

3. Tap on "Join" in the window that opens.
The call window will open. The user will join the call under their account.

JOINING A CALL FOR UNREGISTERED USERS

An unregistered user can join a call via a link in two ways:

- without registering in the app (as a guest);
- after registering in the app.

First Method. Without Registration (As a Guest)

To join the call:

1. Follow the link.
2. In the window that opens, tap on "Open in browser (for guests)" (Figure 268).
3. Enter your username and tap on "Join".
4. Allow access to the device's microphone.

The call window will open. The user will join the call under the specified name.

Second Method. After Registration

To join the call:

1. Follow the link.
2. In the window that opens, tap on "Download app" (Figure 268).
3. [Install the app](#).
4. [Log in to 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 PARTICIPANT

If the participant did not answer the group call or left it, the user can make a repeat call to the participant.

This action is available to all users who are participants in the call.

To make a repeat call to the participant:

1. Open the list of participants by tapping on  in the call screen.
2. Tap on the participant's name from the "Waiting" list.
3. In the menu that opens, select "Call again" (Figure 269).

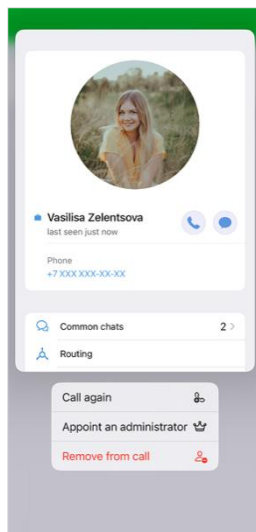



Figure 269

The app will start calling a participant 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 participant's name.

To make a repeated call to all participants from the "Waiting" list:

1. Open the list of participants by tapping on  in the call screen.
2. Tap on "Call everyone" in the "Waiting" block (Figure 270).

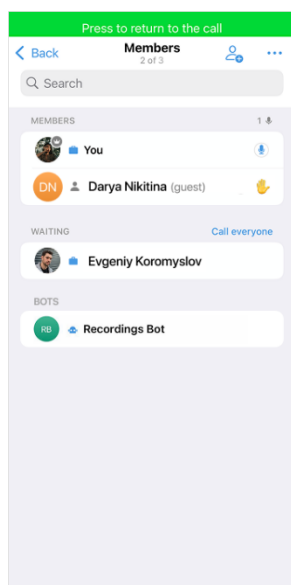



Figure 270

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.

VIEWING INFORMATION ABOUT A CALL PARTICIPANT

Information about the participant of the call is contained in their card. In eXpress, the call participant's card is the contact card (see the “[Contacts](#)” section).

To go to the user card:

1. During a call, tap on .
2. Tap on the participant's name in the list ([Figure 271](#)).
3. Tap on the thumbnail of the user card.

The call participant card will open ([Figure 272](#)).

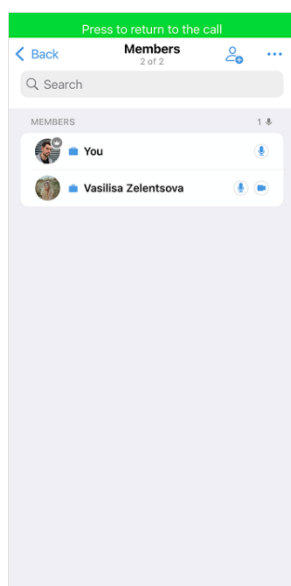


Figure 271

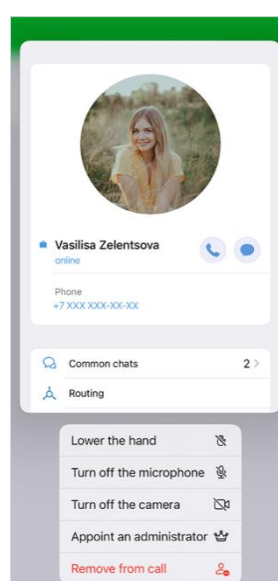


Figure 272




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;
- appointing a user as the call administrator;
- disabling the "Raise your hand" notification for a participant;
- removing a call participant;
- ending a call.



TURNING OFF THE MICROPHONE/CAMERA OF CALL PARTICIPANTS

To turn off the microphone/camera of an individual participant:

1. During a call, tap on .
2. Tap on the participant's name in the list (Figure 271). If the participant has a camera/microphone enabled, the corresponding icon —  or  — is displayed to the right of their name.
3. In the context menu that opens, select "Turn off the microphone" / "Turn off the camera" (Figure 272).

The users' microphone/camera will be turned off. The user will receive a notification "Your microphone has been turned off by the administrator" / "Your camera has been turned off by the administrator".


To turn off the microphone/camera for all participants:

1. During a call, tap on .
2. Tap on  in the upper right corner of the window (Figure 271).
3. In the window that opens, select "Turn off the microphone" / "Turn off the camera".

All call participants will receive a system notification "Your microphone has been turned off by the administrator" / "Your camera has been turned off by the administrator".

APPOINTING A USER AS THE CALL ADMINISTRATOR


To appoint a user as the call administrator:


1. During a call, tap on .
2. Tap on the participant's name in the list (Figure 271).
3. In the window that opens, select "Appoint an administrator" (Figure 272).

The user will be appointed as the call administrator.

"LOWER THE HAND" ACTION


To "Lower the hand" for a participant:

1. During a call, tap on .
2. Tap on the participant's name in the list (Figure 271).
3. In the window that opens, select "Lower the hand" (Figure 272).

The icon  will no longer be displayed next to the participant's name in the conference interface.

REMOVING A USER FROM THE CALL

To remove a user from the call:

1. During a call, tap on .
2. Tap on the participant's name in the list (Figure 271).
3. In the context menu that opens, select "Remove from call" (Figure 272).
The user will be removed from the call.

CALL RECORDING


The actions for recording a group call are similar to those for [recording a personal call](#).

ENDING AND LEAVING A GROUP CALL

Please note:

- a 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.

REJECTING, TERMINATING AND CANCELING A CALL

To reject a group call, tap on . The call will be rejected

To terminate a group call, tap on . The call will be ended.


To cancel an outgoing call, tap on .

During a call via eXpress, if the user has not left the group call, there is no indication of incoming calls, outgoing calls are unavailable, and notifications about missed calls are received. An entry about missed incoming calls is displayed in the call log.


Note. When the app is minimized and the Internet connection is unstable during a call, the dialing/call is interrupted only 120 seconds after the start of the dialing/loss of connection. When downloading or restarting the app during a call, the dialing/call is interrupted for all participants after 120 seconds.

ENDING THE CALL AS ADMINISTRATOR

To end a group call as administrator:

1. Tap on  during a call.
2. In the menu that opens, select "End call for everyone".
The call will be ended. In the call chat, all participants will receive the following message: "Call ended".

PUTTING A GROUP CALL ON HOLD

To put a group call on hold, tap on . If the user is the initiator (administrator) of the current call, select "Leave call". The call will go be put on hold and a bar will be displayed at the top of the screen that says "Press to return to the call" (Figure 273).

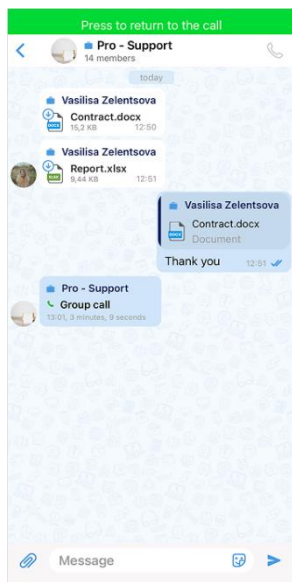


Figure 273

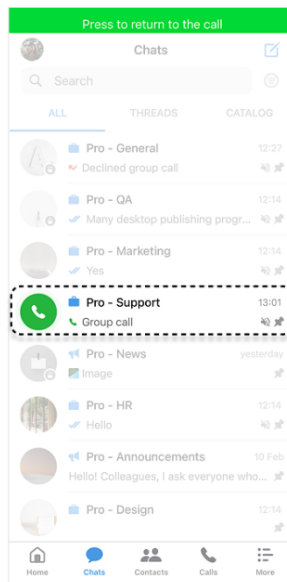



Figure 274

To go to the list of chats, tap on the left arrow in the upper left corner again. The chat in which the call is in progress will be marked with the icon  (Figure 274).

The user can perform any actions using the device, including making calls, then return to the call on hold at any time until it is ended by the administrator.

There are two ways to return to the call on hold.

First Method

To return to a call:

1. Tap on the chat with the call on hold (Figure 274).
2. Tap on the message "Press to return to the call" at the top of the screen.
3. In the window that opens, tap on "Reply" (Figure 275).
4. Turn the microphone/camera on/off and tap on "OK" (Figure 276).

You will be returned to the call window.

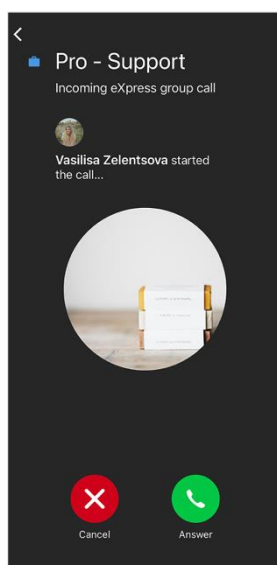


Figure 275

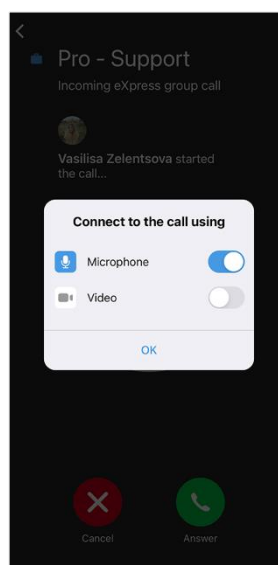


Figure 276

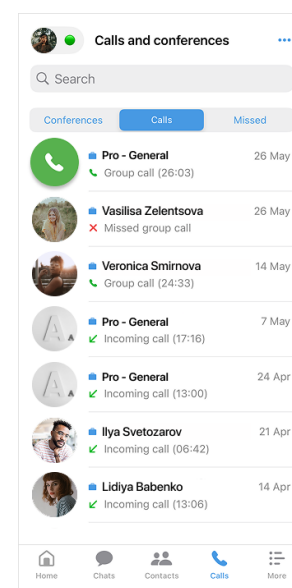


Figure 277

Second Method

To return to a call:

1. In the main menu at the bottom of the window, tap on "Calls" (Figure 277).
2. Tap on the name of the call on hold.
3. Tap on the message "Press to return to the call" at the top of the screen.
4. In the window that opens, tap on "Reply" (Figure 275).
5. Turn the microphone/camera on/off and tap on "OK" (Figure 276).

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.

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.

RATING OF CALL QUALITY

After the call is ended, a pop-up window to rate the quality of the call may appear on the screen. The actions for doing this are similar to those for [rating the quality of a personal call](#).

CALL LOG


This subsection provides a description of available actions. Theoretical information is provided in the "Call Log" subsection.

The following actions are available to the user:

- [viewing the call log](#);
- [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.

VIEWING THE CALL LOG


To view the call log, tap on  in the lower menu of the eXpress app.

To view information about the call, tap on the corresponding link in the chat.

To search for a call, enter the name of the group chat in the search bar.

Note. The request can be entered in full or in part, case and keyboard layout are not taken into account.

When switching between the "Conferences", "Calls" and "Missed" tabs, the search filter is saved.

To reset the filter, tap on  in the search bar.

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 context menu that opens, select "Chat call" ([Figure 278](#)).

A group call chat will open.

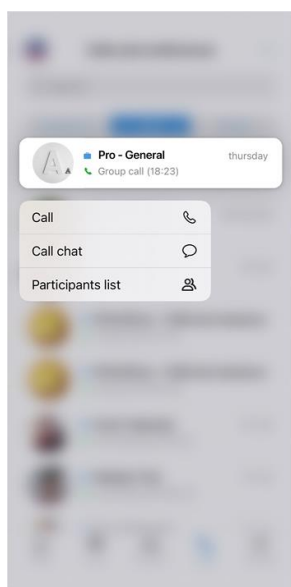


Figure 278

MAKING A REPEAT CALL TO THE PARTICIPANTS

The user can initiate a repeated group call using the call log (for more details, see [page 175](#)).

VIEWING THE LIST OF CALL PARTICIPANTS

To view the list of participants:


1. Select a group call by long pressing on it.
 2. In the context menu that opens, select "Participants list" (Figure 278).
- The list of users who participated in the call will open.

DELETING A CALL ENTRY

There are two ways to delete a call entry.

First Method

To delete a call entry:

1. Tap on the call entry and swipe from right to left along the call entry (Figure 279).
 2. Tap on .
- The call entry will be removed from the log.

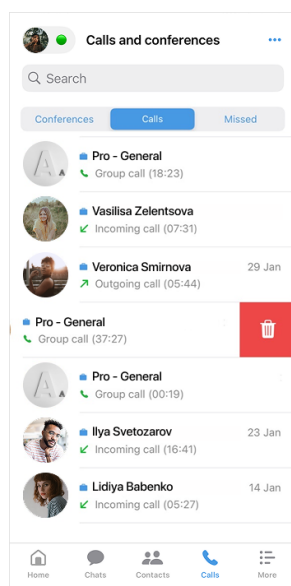


Figure 279

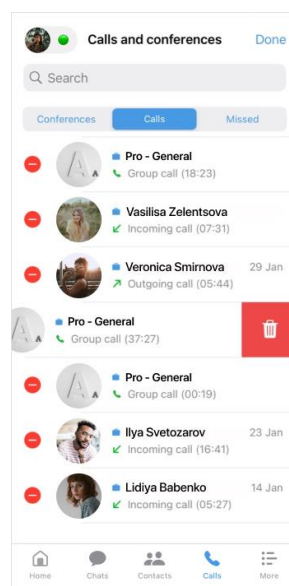





Figure 280


Second Method

To delete a call entry:

1. Tap on  in the upper right corner of the window.
2. Tap on "Edit call list".
3. In the window that opens, tap on  to the left of the call entry (Figure 280).
4. Tap on .
5. Tap on "Done" in the upper right corner.

CLEARING THE CALL LOG

To clear the call log:

1. Tap on  in the upper right corner of the window.
2. Tap on "Clear call list" (Figure 281).

3. Tap on "Clear" in the dialog box that opens.

The log will be completely cleared: all user call entries in the "Calls" and "Missed" tabs will be deleted.

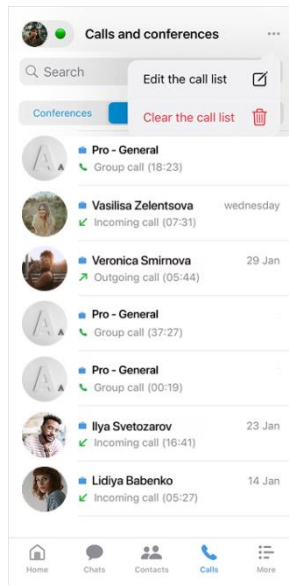


Figure 281

SIP CALLS

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 THE Personal Chat Window.**

A contact can have one or more short corporate SIP numbers. In this case, the SIP numbers (IP Phone) are displayed in its profile or card, in the "Corporate Information"/"Corporate Data" section.

FIRST METHOD. VIA THE DIAL PAD

A SIP call using dial pad is performed in the "Calls and conferences" section (Figure 282).

To make a SIP call:

1. Go to the "Calls and conferences" section.
2. Tap on  in the upper right corner of the screen.
3. Select "Dial extension number" in the menu that opens (Figure 282).
4. Enter the number in the window that opens and tap on .

The app will make an outgoing call via PBX to the dialed number.

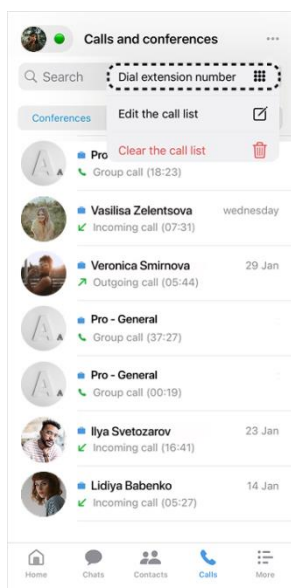


Figure 282

SECOND METHOD. VIA THE CONTACT CARD

To make a SIP call:

1. Go to the "Contacts" section.
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 283](#)).


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.



Figure 283

THIRD METHOD. VIA THE 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 subsection describes the actions available to the user when using the videoconferencing feature. General theoretical information is provided in the “[Videoconferencing](#)” subsection.

To go to the “Calls and conferences” section, tap on  in the bottom menu of the eXpress main window ([Figure 284](#)).

The “Calls and conferences” section will open ([Figure 285](#)).

Note. If the user has a missed call, then tapping on  opens the “Missed” tab.

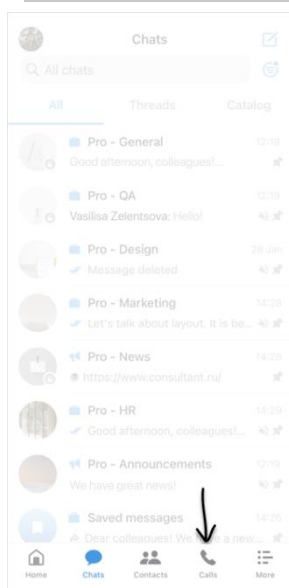


Figure 284

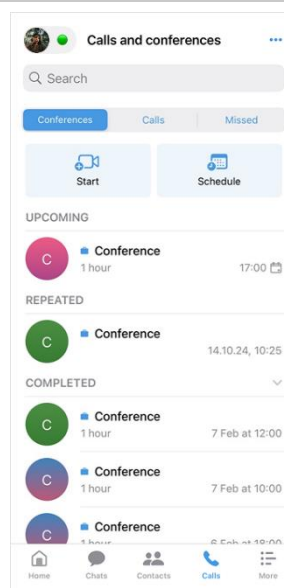


Figure 285

The following actions are available to the user:

- [creating a scheduled conference](#);
- [creating an unscheduled conference](#);
- [opening the context menu of the conference](#);
- [inviting participants to the conference](#);
- [adding participants to the conference](#);
- [making a repeat call to conference participants](#);
- [joining a conference](#);
- [exchange messages and files during the conference](#);
- [screen sharing](#);
- [sending reactions in the conference](#);
- [using the “Raise your hand” action](#);
- [using a countdown timer](#);
- [viewing the list of conference participants](#);
- [leaving and ending a conference](#);
- [rating of conference quality](#);
- [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 date and time of the conference start, the date and time of the conference end, determine the list participants, access parameters, set a password for joining the conference, send notifications about the conference.

For participants not registered in eXpress CS, an invitation link needs to be sent.

For users registered in eXpress CS, the scheduled conference will be displayed in the "Calls and conferences" section in the "Upcoming" block (Figure 286).

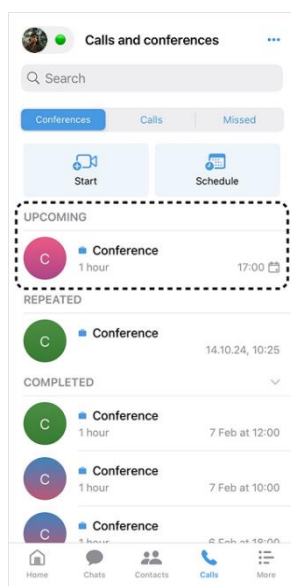


Figure 286

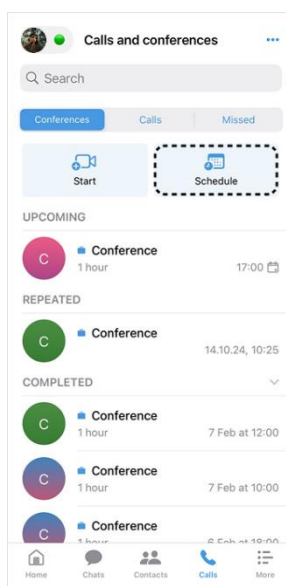


Figure 287

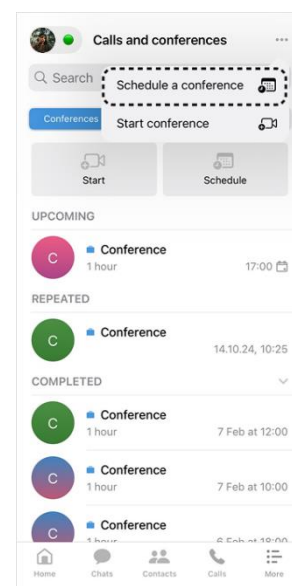


Figure 288

To create a scheduled conference:

1. In the "Calls and conferences" section, tap on "Schedule" (Figure 287) or open the corresponding item in the section menu (Figure 288).
2. In the conference settings form, in the "Name" field, enter the name of the conference (Figure 289):

Cancel Schedule Done

NAME OF THE CONFERENCE
Conference eXpress

Unlimited conference ☐

Starting today 17:00

Duration 1h

Timezone Moscow Time (GMT+3) >

MEMBERS
Name, login, domain, company, or posit...

ADD TO CALENDAR
Add to calendar ☒

You will be able to create an event in the Calendar application after creating a conference. To send invitations to members, their e-mail addresses will need to be added in the calendar application

LINK IS AVAILABLE
All users (including guests) >

Join with a password ☒
ftLIQJP

Figure 289

- Set up the "Schedule conference time" option by selecting one of the following options:
 - to create a scheduled conference**, select the date and time for the start and end of the conference;
 - To create a permanent (unlimited) conference**, enable the "Unlimited conference" option by moving the switch to the right.
- Add users or chatbots by entering the name, username, login, domain, company or position in the search bar. Use search or tags for convenience.
- For a scheduled conference, set up the "Add to Calendar" option to add the meeting to your calendar and invite users via e-mail.
- Select from the menu which users will have access to the link. The following functions are available in the menu (Table 28):

Table 28

Function	Access
Users of the same or trusted corporate server	For example, all servers of the same organization
Users of any corporate server	Including other organizations
All users (including guests)	Including external users and guests (unregistered users)

Note. For an unregistered user (guest) when following the link:

- on a mobile device — the guest will be given a choice: download and install a Mobile App or open a mobile browser. Registration is not mandatory. A guest can immediately join the conference;
 - 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 conference. For more information about guest access, see the Web App User Guide or Desktop App User Guide.
- Enable the "Join with a password" option to restrict access to the conference for outside users. To join the conference, participants must enter a password.

To automatically update the password, tap on .

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

8. Tap on "Done" in the upper right corner of the screen.
The conference will be displayed in the list in the "Calls and conferences" section. A link to the conference will be copied to the clipboard.
9. If the "Add to calendar" option was activated, in the "Event" window that opens, configure the settings for displaying the conference in the device calendar and invite users by e-mail (Figure 290).

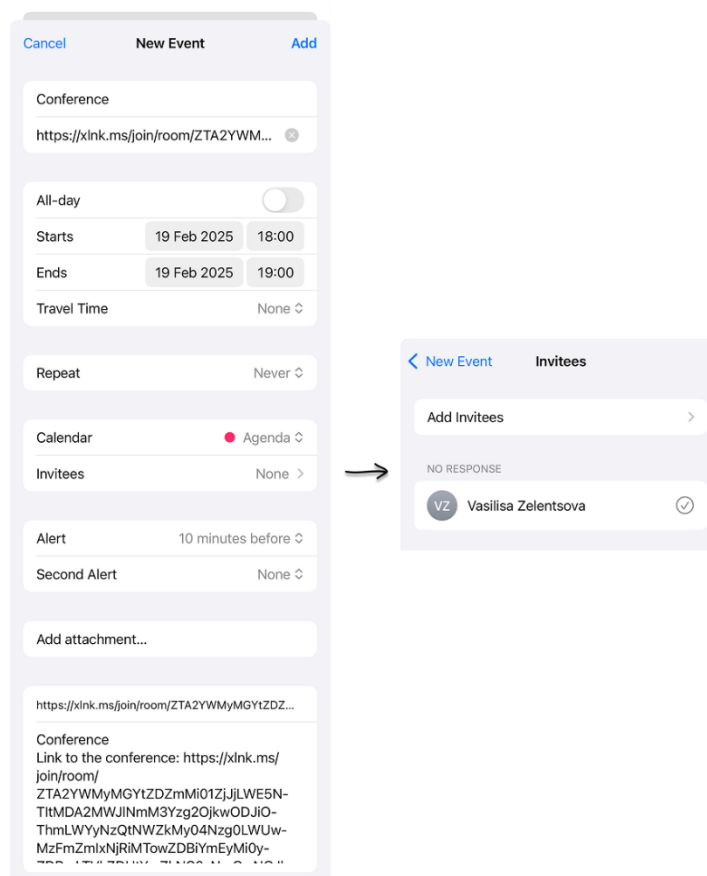


Figure 290

10. Share the link and password (if it was created) 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.

Such a conference has an unlimited duration. To allow other participants to join, share the invitation link with them.

There are three ways to start a conference:

- **First Method.** Via the "Conferences" tab;
- **Second Method.** Via the menu in the "Calls and conferences" section;
- **Third Method.** Via a group chat.

Note. The user will not join the conference if their status settings restrict incoming calls.

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 291).

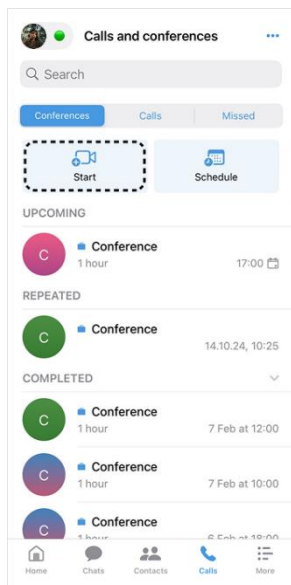


Figure 291

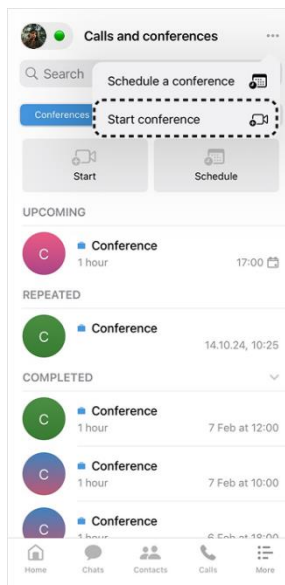


Figure 292


The call window will open.

A link to the conference will be copied to the clipboard. 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 MENU IN THE "CALLS AND CONFERENCES" SECTION

To create a conference:

1. In the "Calls and conferences" section, tap on .
2. Select "Start conference" (Figure 292).

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. In the chat window, tap on the chat name at the top of the window.
3. Tap on "Join Conference" in the chat card (Figure 293).

As a result of these actions, the "Join the conference" button will be displayed in the chat (Figure 294).

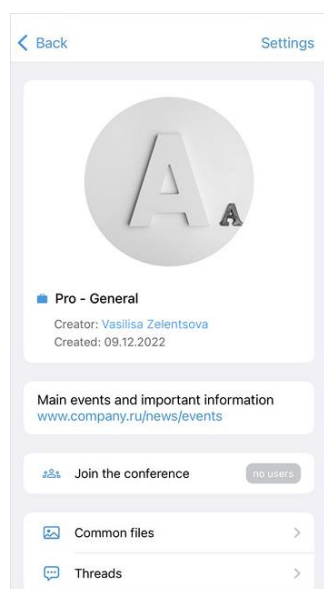


Figure 293

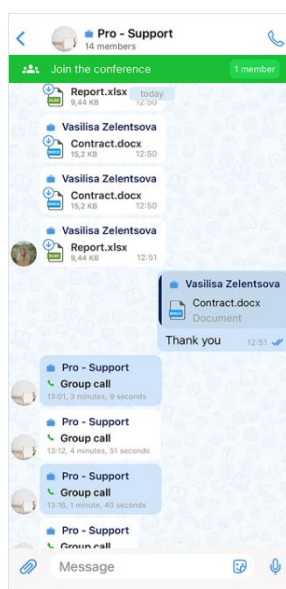


Figure 294

OPENING THE CONTEXT MENU OF THE CONFERENCE

To opening the context menu:

1. Go to the "Calls and conferences" section.
2. Press and hold your finger on the name of the relevant conference.

The context menu will be displayed (Figure 295). The list of menu items depends on the conference status and user rights (Figure 296).

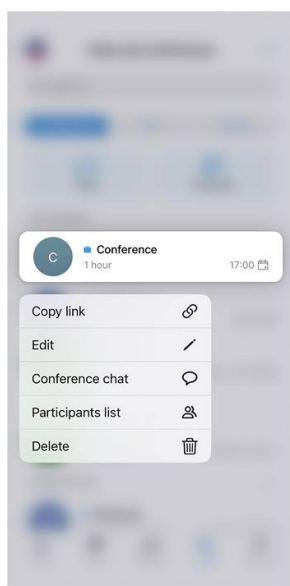


Figure 295

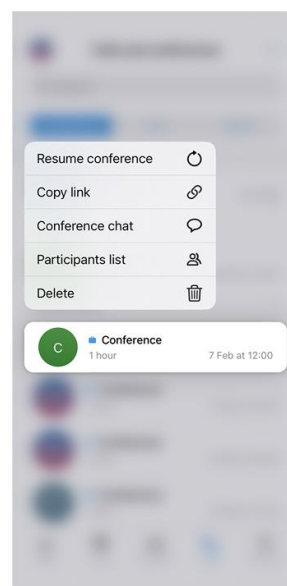


Figure 296

INVITING PARTICIPANTS TO AN ACTIVE CONFERENCE

The user can invite participants to a conference that has already started. The actions for doing this are similar to those for [inviting users to a call](#).

INVITING PARTICIPANTS TO AN UPCOMING CONFERENCE

To invite participants to the conference:

1. [Open the context menu](#).
2. Select "Copy link".

The link will be copied to the clipboard. Share the link with conference participants.

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

- on a mobile device — the guest will be given a choice: download and install a Mobile App or open a mobile browser. Registration is not mandatory. A guest can immediately join the conference;
 - 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 conference. For more information about guest access, see the Web App User Guide or Desktop App User Guide.
-

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 group call](#).

MAKING A REPEAT CALL TO CONFERENCE PARTICIPANTS

The user can make a repeat call to the participants of a conference that has already started. The actions for doing this are similar to those for [making a repeat call to call participants](#).

Note. The callback will not work for the user if their status settings restrict incoming calls.

JOINING A CONFERENCE

There are several ways to join an ongoing conference:

- [First Method. via the "Calls and conferences" section.](#)
- [Second Method. Via an invitation link.](#)
- [Third Method. Via a group chat.](#)
- [Fourth Method. Via the chat card.](#)

FIRST METHOD. JOINING VIA THE "CALLS AND CONFERENCES" SECTION

Note. This method is available in the following cases:

- the participant was added to the scheduled conference;
- an unscheduled conference was initiated in a group chat.

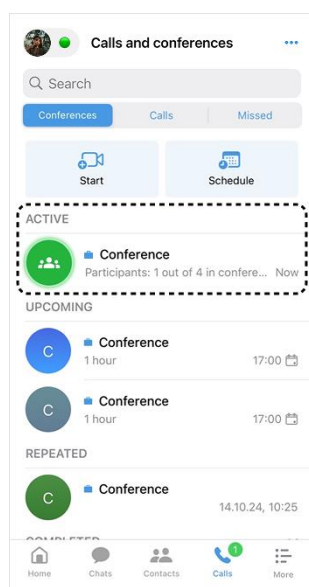


Figure 297

To join a conference:

1. Go to the "Calls and conferences" section.
2. Tap on the name of the relevant conference ([Figure 297](#)).
The conference window will open.

SECOND METHOD. JOINING VIA AN INVITATION LINK

The steps to join a conference via a link invitation are the same as [joining a call via a link](#).

THIRD METHOD. JOINING VIA A GROUP CHAT

To join a conference, in the group chat window, tap on “Join the conference” (Figure 298):

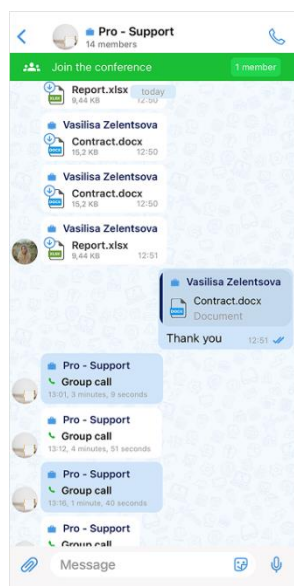


Figure 298

FOURTH METHOD. JOINING VIA THE CHAT CARD

To join a conference:

1. Tap on the chat name.
2. Tap on “Join the conference” (Figure 299).

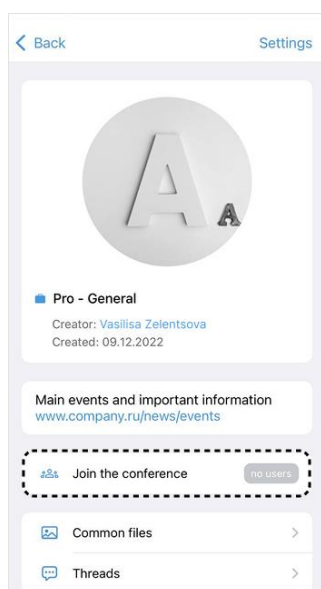


Figure 299

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.

ACTIVE CONFERENCE CHAT

To switch to the chat of an active conference, tap on  at the top of the screen ([Figure 300](#)).

You will be redirected to the conference chat.

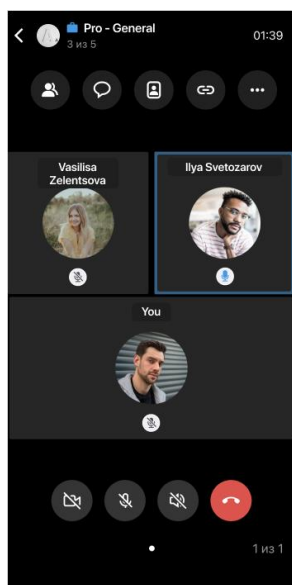


Figure 300

UPCOMING CONFERENCE CHAT

To switch to the chat of an upcoming conference:

1. [Open the context menu.](#)
2. Tap on "Conference chat" ([Figure 301](#)).

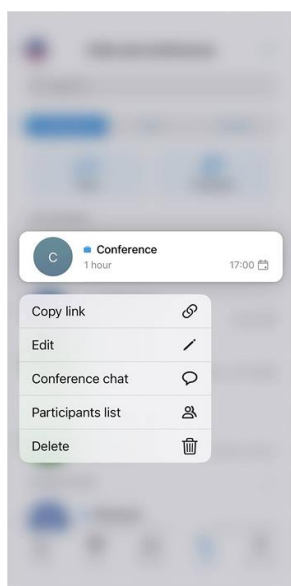


Figure 301

COMPLETED CONFERENCE CHAT

To go to the chat of a completed conference, tap on the conference name in the “Completed” block (Figure 302). The chat window of the completed conference will open (Figure 303).

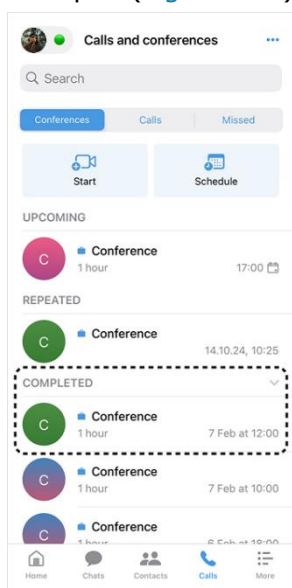


Figure 302

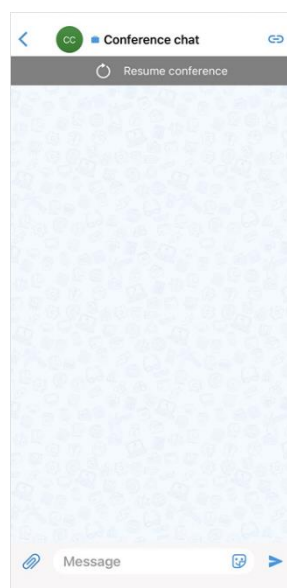


Figure 303

SCREEN SHARING

Screen sharing in a conference works similarly to screen sharing in 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 user can enable a conference countdown timer in scheduled conferences with a specified end time.

To turn on the countdown timer in a conference, tap on the conference time in the upper right corner (Figure 304). The countdown timer will start (Figure 305).

To turn off the countdown timer in a conference, tap on the conference time one more time. The timer will change to displaying the current conference time.

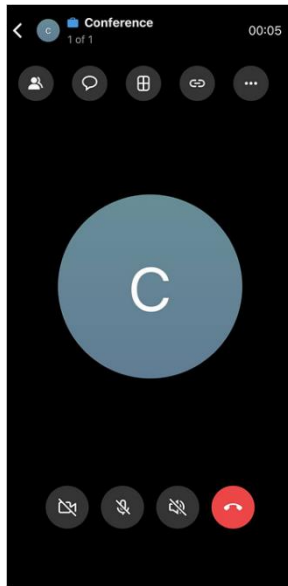


Figure 304

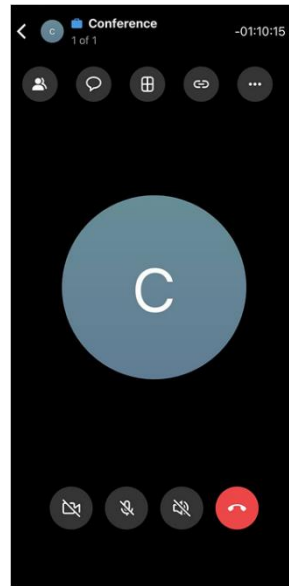


Figure 305

Ten minutes before the end of the conference, the notification "10 minutes left until the end of the conference" is displayed.

When the time expires, the notification "The conference time is up" is displayed, the conference does not end automatically.

If the conference window is minimized, notifications continue to be displayed.

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 
2. Long press on a participant's name in the list (Figure 306).
3. Select "Appoint an administrator" (Figure 307).

The user will be appointed an administrator.

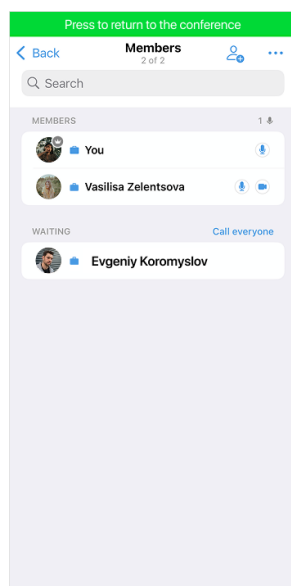


Figure 306

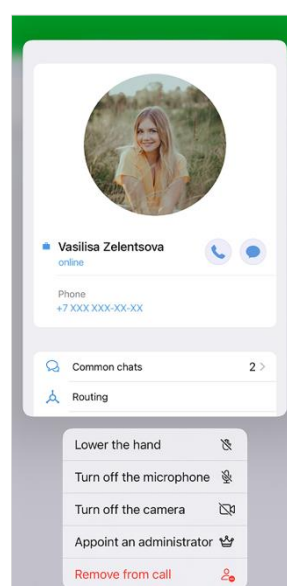



Figure 307

Removing from the list of Administrators

To remove from the list of administrators:

1. In the conference window, tap on .
2. Long press on a participant's name in the list (Figure 306).
3. Select the "Remove from administrators" item.

The user will be removed from the list of administrators.

CHANGING CONFERENCE SETTINGS

To edit a conference that has been created:

1. [Open the context menu](#).
2. Tap on "Edit".
3. Make the required changes:
 - enter the name of the conference;
 - change the list of participants;
 - select conference link availability;
 - enable/disable joining with password.
4. Save your changes by tapping on "Done".

Conference parameters will be changed.

Note. Editing is not available for a completed conference.

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](#).

"LOWER THE HAND" ACTION

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 an active conference;
- the label "Guest" — unregistered users who joined an active conference.

To view the list in the "Conferences" tab:

1. [Open the context menu](#).
2. Tap on "List of participants".

A screen will open ([Figure 308](#)), containing the following:

- name of the conference;
- number of participants (including those joined — for an active conference);
- list of participants with search functionality;
- "Join" button for an active conference.

To view the list in the active conference window, tap on . The list of all conference participants will open ([Figure 309](#)).

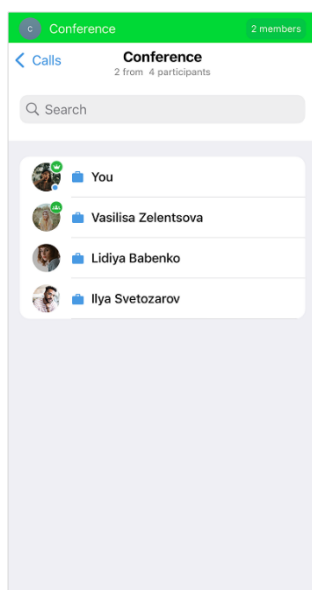


Figure 308

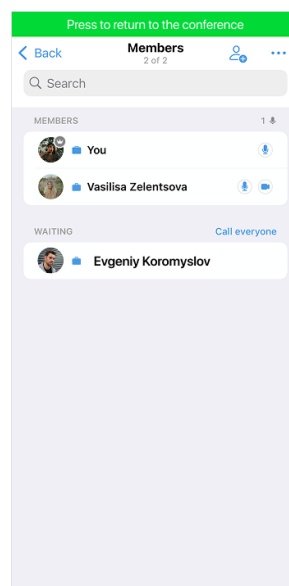


Figure 309

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" menu, 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 a conference as administrator, tap on  and select "End conference for everyone"

RATING OF CONFERENCE QUALITY

After the call is ended, a pop-up window to rate the quality of the call may appear on the screen. The actions for doing this are similar to those for [rating the quality of a personal call](#).

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 ([Figure 310](#)):

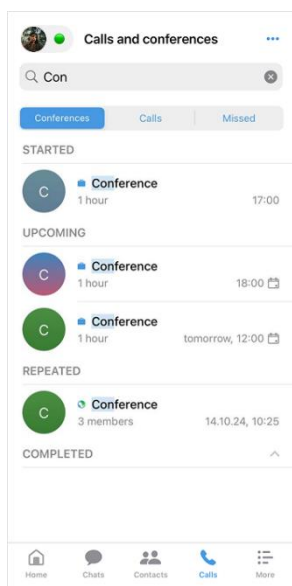


Figure 310

When switching between the “Conferences”, “Calls” , “Missed” tabs, the search filter is saved.

To reset the filter, tap on in the search bar.

RESUMING A COMPLETED CONFERENCE

Any participant can resume a completed conference.

To hide/show the list of completed conferences, tap on the name of the “Completed” block ([Figure 311](#)).

To resume a completed conference:

1. [Open the context menu](#).
2. Tap on “Resume conference”.

The conference window will open. The conference will be resumed and moved to the “Active” block.

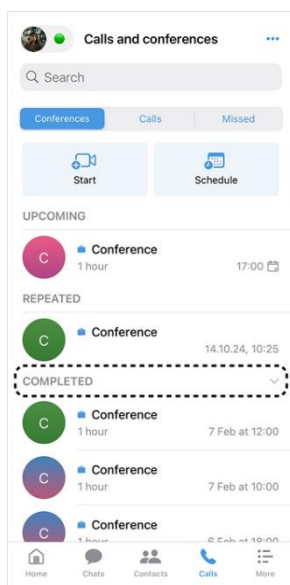


Figure 311

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. [Open the context menu](#).
 2. Tap on "Delete".
 3. Confirm the action by tapping on the "Delete" button.
- The selected conference will be removed from the list.

SETTINGS

The general view of the "Settings" section is provided below ([Figure 312](#)). The section can be accessed by tapping on the user's avatar in the upper left corner.

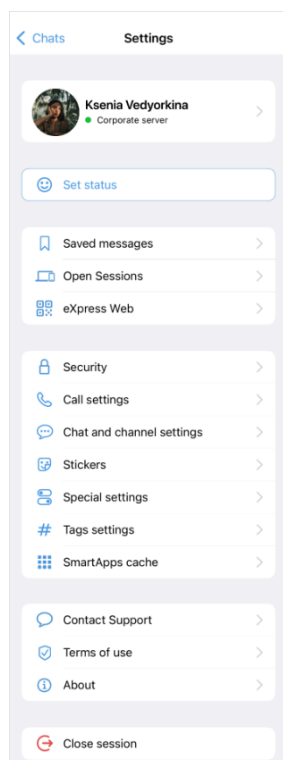


Figure 312

The “Settings” section contains the following items:

- [Profile](#);
- [Status](#);
- [Saved Messages](#);
- [Open sessions](#);
- [Security](#);
- [Call settings](#);
- [Chat and channel settings](#);
- [Stickers](#);
- [Special settings](#);
- [tag settings](#);
- [SmartApps Cache](#);
- [Contact Support](#);
- [Terms of Use](#);
- [About](#);
- [Close session](#).

The “Settings” section may display a notification about technical work being carried out on the server (the message text is configured by the administrator).

PROFILE

The “Profile” section provides information about the user account on the corporate and regional servers ([Figure 313](#), [Figure 314](#)).

The following actions will be available:

- [connecting an external user to the corporate server](#);

- logging out of a corporate user from the server;
- editing a corporate user profile:
 - adding an avatar;
 - changing the avatar;
 - deleting the avatar;
 - adding a phone number;
 - changing the phone number;
 - deleting the phone number;
- editing a corporate user profile:
 - adding an avatar;
 - changing the avatar;
 - deleting the avatar;
 - changing the username;
 - changing the phone number;
- deleting the account.

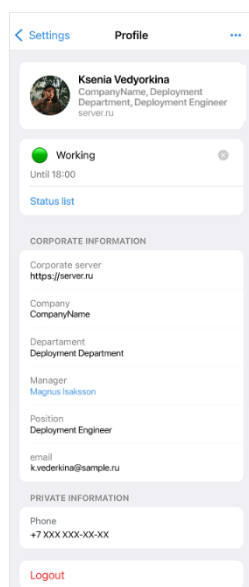


Figure 313

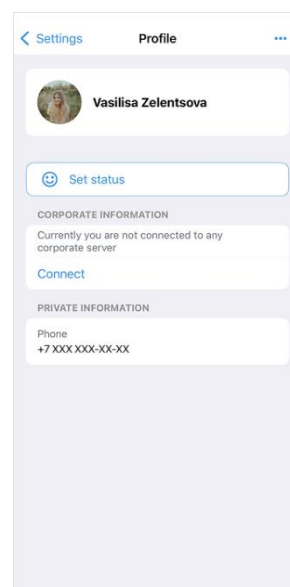


Figure 314

If the user is connected to the corporate server, the following is displayed in the section (Figure 313):

- avatar and username on the corporate server;
- company name and user position;
- server address and avatar;
- user status (may be not available);
- corporate information (depending on server settings);
- the phone number to which the account is linked (if the user has added a number);
- button to disconnect from the corporate server.

If the user is connected to a regional server, the following is displayed in the section (Figure 314):

- avatar and username on the regional server;
- user status (may be not available);
- notification that the user is not connected to the corporate server;
- button to connect to the corporate server;
- personal information (phone number to which the account is linked).

CONNECTING TO THE CORPORATE SERVER

To connect an external user to the corporate server, tap on “Connect”. A window for connecting to the corporate server will open. In this window, enter the data provided by the administrator (see page 63).

DISCONNECTING FROM THE CORPORATE SERVER

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 the 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 disconnect from the corporate server:

1. Tap on “Logout”.
2. In the window that opens, tap on “Confirm” to disconnect from the corporate server (Figure 315):

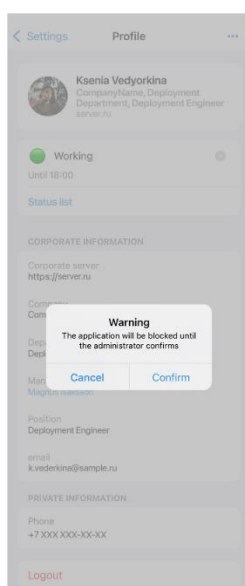


Figure 315

The app will be blocked until the administrator confirms the user's request to disable it.

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.

Note. If the user taps the “Logout” button a second time, they will be taken to the login method selection window.

To cancel the disconnect operation, reconnect to the corporate server. In this case, the disconnection request will be deleted and the app will be unblocked.

To log back in to the corporate server, [connect to the corporate server](#) and enter your login credentials.

EDITING A CORPORATE USER PROFILE

To go to the profile editing window, tap on  in the upper right corner and select “Edit profile”.

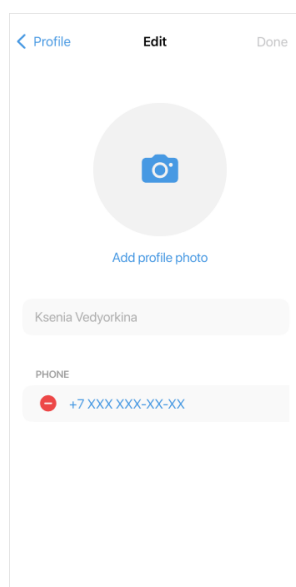


Figure 316

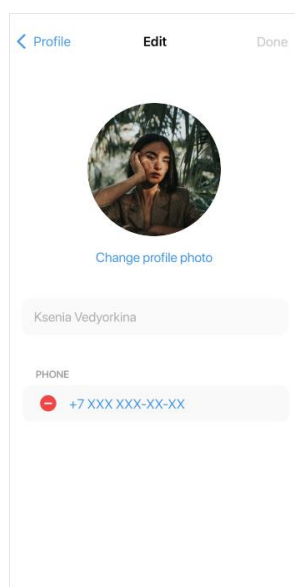


Figure 317

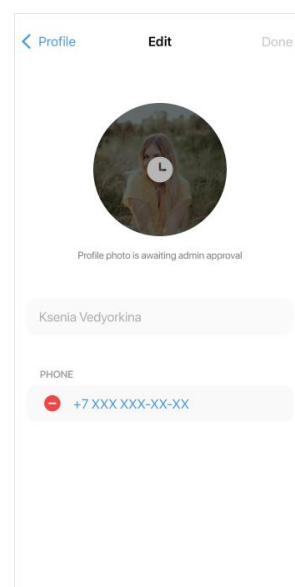


Figure 318

In this window the user can add, change or delete (Figure 316, Figure 317):

- avatar;
- phone number.

The availability of these actions is configured by the administrator.


To change your username, contact your administrator.

Adding an Avatar

To add an avatar:

1. Tap on “Add profile photo” (Figure 316).
2. Select “Upload from Gallery” or “Take photo”.
3. Select or take a photo.
4. Tap on “Select/Use photo”.

The photo will be uploaded:

- if administrator permission is required to change the avatar, the user will receive a corresponding message and the icon  will be displayed on the avatar (Figure 318). Once the avatar is approved by the administrator, the new avatar will become visible to all users;
- if changing an avatar does not require administrator permission, the new avatar will be immediately visible to all users.

Changing the Avatar


To change the avatar:

1. Tap on "Change profile photo" (Figure 317).
2. In the context menu that opens, select "Library" or "Camera".
3. Select or take a photo.
4. Tap on "Select/Use photo".

The photo will be uploaded.

Deleting the Avatar

To delete the avatar:

1. Tap on your profile avatar and  in the upper right corner.
2. In the context menu that opens, select "Delete photo".
3. Tap on "Delete" in the modal box that opens.

The photo will be deleted.

Note. After deleting the uploaded avatar, the user's profile will be set to the corporate avatar if one was uploaded earlier.

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. Go to the "Profile" section.
2. Tap on "Add phone number" (Figure 319).
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 has been added".

Second Method

To add a phone number:

1. Go to the "Profile" section.
2. Tap  and select "Edit" (Figure 320).
3. Tap on "Add phone number" (Figure 321).
4. In the window that opens, enter your phone number and tap on "Send code".
5. Enter the confirmation code you received.

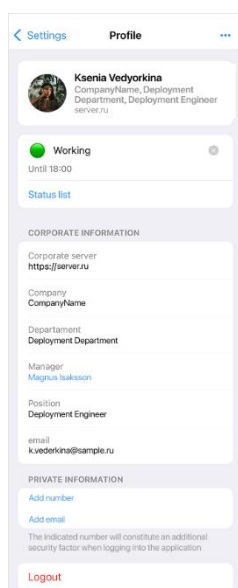


Figure 319

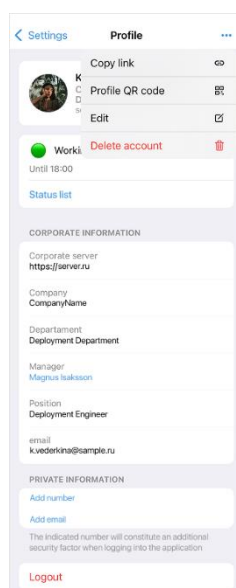


Figure 320

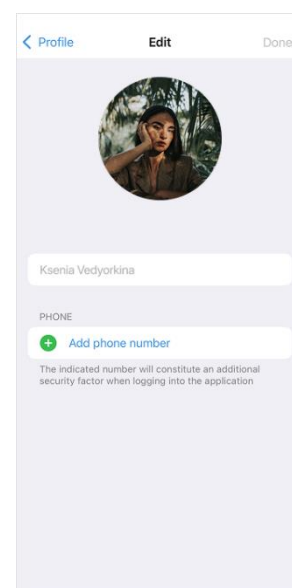


Figure 321

Changing the Phone Number

To change the phone number:

1. Go to the "Profile" section.
2. Tap **...** and select "Edit" (Figure 320).
3. Tap on the current phone number (Figure 322).
4. Tap on "Edit" in the modal window (Figure 323).
5. In the window that opens, enter your phone number and tap on "Send code".
6. Enter the confirmation code you received.

A notification will be displayed stating "Phone number changed".

An SMS notification about the change of number in the eXpress account will be sent to the user's old phone number.

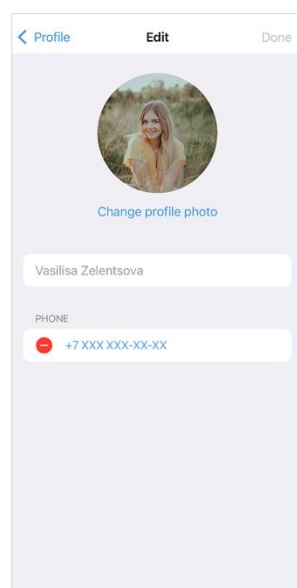


Figure 322

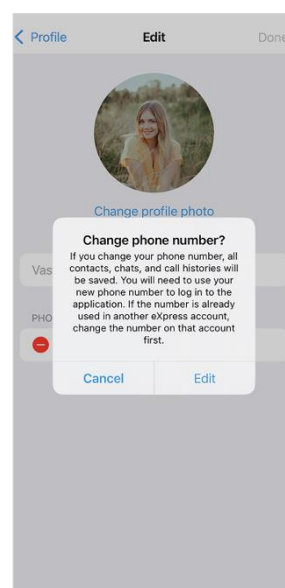


Figure 323

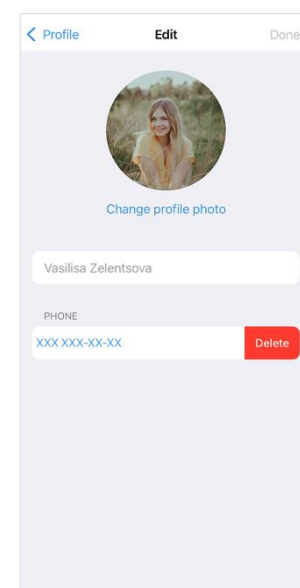


Figure 324

Deleting the Phone Number

After deletion, the user will no longer be able to log in to the app using their phone number. The user will be able to log in using a QR code, corporate e-mail address or server address.

To delete the phone number:

1. Go to the "Profile" section.
2. Tap **⋮** and select "Edit" (Figure 320).
3. Swipe from right to left on the current phone number (Figure 324).
4. Tap on "Delete".
5. Confirm the action in the modal window.

A notification will be displayed stating "Phone number deleted".

EDITING AN EXTERNAL USER'S PERSONAL PROFILE

To go to the profile editing window, tap on **⋮** in the upper right corner and select "Edit".

In the window that opens window, the user can (Figure 325):

- add, change or delete their avatar;
- change their name;
- change their phone number.

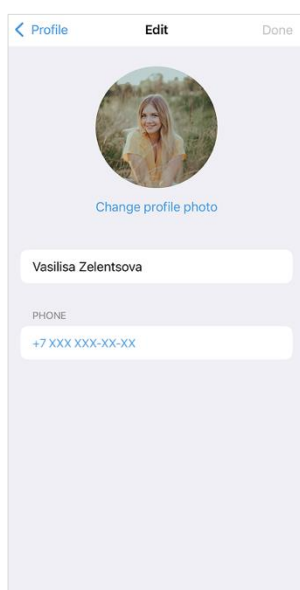


Figure 325

Adding an Avatar

To add an avatar:

1. Tap on "Add profile photo" (Figure 316).
2. Select "Upload from Gallery" or "Take photo".
3. Select or take a photo.
4. Tap on "Select/Use photo".

The photo will be uploaded.


Changing the Avatar

To change the avatar:

1. Tap on "Change profile photo" (Figure 325).
2. In the context menu that opens, select "Library" or "Camera".
3. Select or take a photo.
4. Tap on "Select/Use photo".

Deleting the Avatar

To delete the avatar:

1. Tap on your profile avatar and  in the upper right corner.
2. In the context menu that opens, select "Delete photo".
3. Tap on "Delete" in the modal box that opens.

The photo will be deleted.

Changing the Username

In the "Edit" window, tap on the current name and enter the new details.

The "Name" field cannot be empty or contain only spaces.

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 the current phone number.
2. Tap on "Edit" 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 notification about the change of number in the eXpress account will be sent to the user's old phone number.

DELETING AN ACCOUNT

Attention! It is strongly recommended not to perform this action!

After deleting a profile from the system, the following will also be deleted:

- history of messages in user chats;
- all shared files.

Deleted data cannot be recovered.

Contact your company administrator before performing this action.

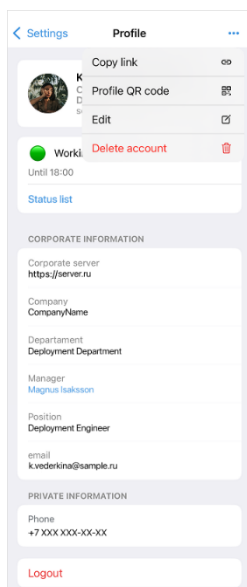


Figure 326

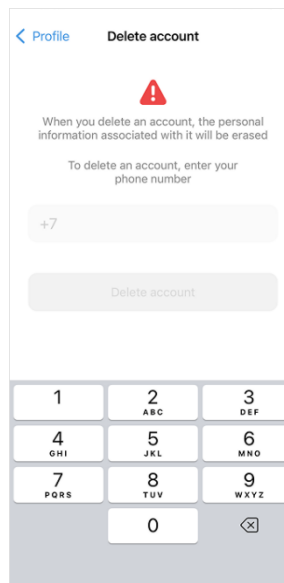


Figure 327


To delete an account:

1. Tap on **...** in the upper right corner of the "Profile" section.
2. Select the "Remove" item (Figure 326).
3. Enter the phone number to which the user account to be deleted is registered.
4. Tap on "Delete account" (Figure 327).

The profile will be deleted. The user will be automatically redirected to the app login window.

SAVED MESSAGES

Selecting the "Saved Messages" item (Figure 328) takes you to the "Saved Messages" chat (Figure 329), which contains messages that the user has selected and saved as the most important. For a detailed description of the "Saved Messages" chat, see page 98.

To go to a message, in the corresponding chat tap on  in the upper left corner of the message.

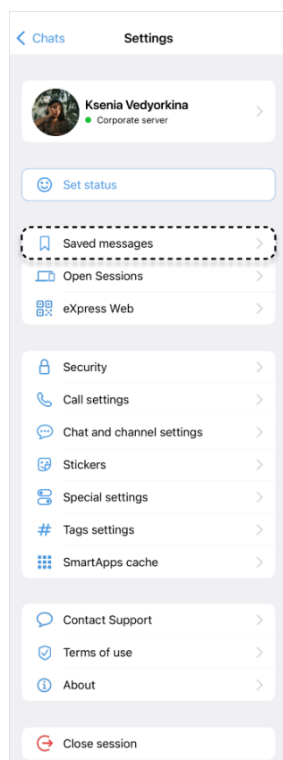


Figure 328

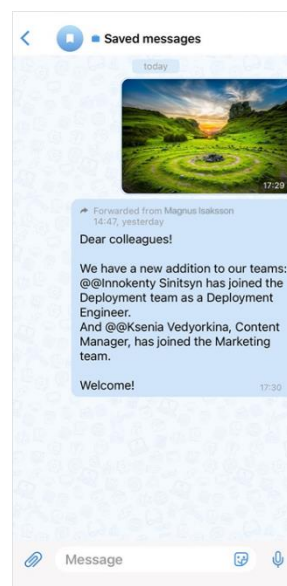


Figure 329

OPEN SESSIONS

The “Open sessions” section (Figure 330) is designed to display all active user sessions under one account. The list does not display the device on whose screen the section is opened.

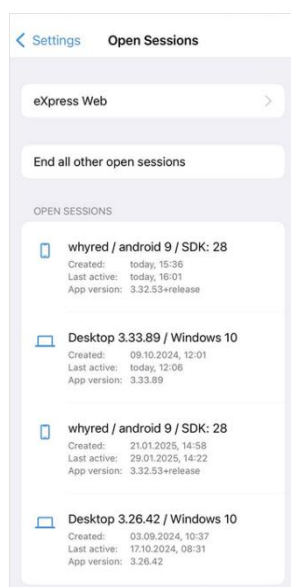


Figure 330

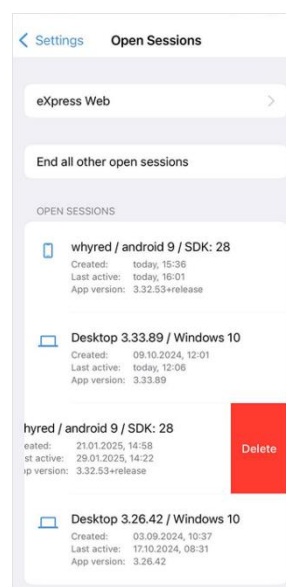


Figure 331

To terminate the session on all devices, tap an “End all other open sessions”. In the dialog box that opens, confirm closing all sessions by tapping on “OK”.

To close a session on a specific device swipe left and tap on “Delete” (Figure 331). In the dialog box that opens, confirm deletion (closing) of the session by tapping on “OK”.

To log in to the Web App using QR code:

1. In your browser, open the page <https://corp.express> (the link is provided by the administrator) or launch the Desktop App.
2. Select the login method "QR code".
3. In the Mobile App, go to "Settings" section and select "Open Sessions".
4. In the window that opens, tap on "eXpress Web" (Figure 330).

A camera window and instructions on how to read the QR code will open.

Note. If the app has not previously received permission to use the device's camera, a modal window will open with the option to go to the device settings and allow the camera access to the app.

5. Hold your camera over a QR code on the Web/Desktop App page.
The phone scans the QR code and the user is logged in to the app.

SECURITY

The "Security" section is intended for personal security settings (Figure 332).

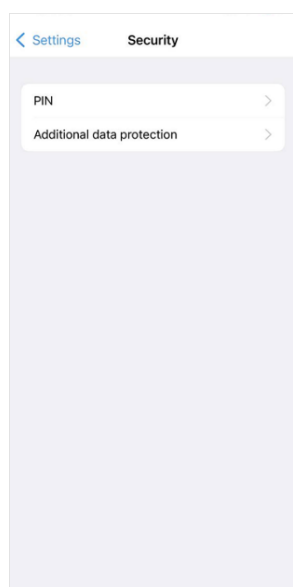


Figure 332

In the "PIN code" section, the user can activate and deactivate the app access protection functions using a PIN and fingerprint.

In the "Additional data protection" section, the user can manage the password for their account.

PIN CODE

This section is designed to set a PIN code for the Mobile App. This feature provides additional protection of data from unauthorized access in case of unblocking of the mobile device.

Note. Disabling the PIN code may not be available depending on the application of the [role model](#), which is configured by the app administrator. In this case, the "PIN code" switch will not be available in the interface. The app will automatically ask you to create a PIN code during registration or login. The user can change it and customize the parameters.

The following actions are available to the user:

- enabling PIN code;
- changing PIN code;
- resetting PIN code;
- setting up app unblocking via Touch ID/Face ID;
- setting up app logout interval;
- disabling PIN code.

Enabling PIN Code

To enable PIN code:

1. In the "Security" section, "PIN".
2. In the window that opens, tap on "Enable PIN" (Figure 333).

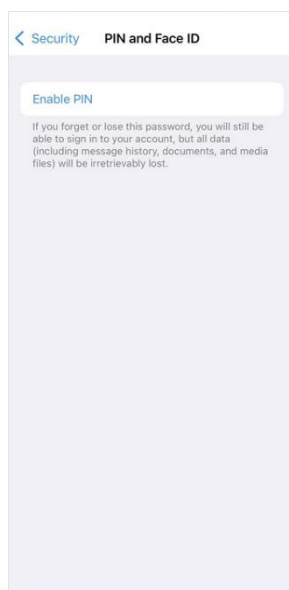


Figure 333

3. Create a PIN code.
4. Repeat the PIN code in the new window.

The window will look as follows (Figure 334):

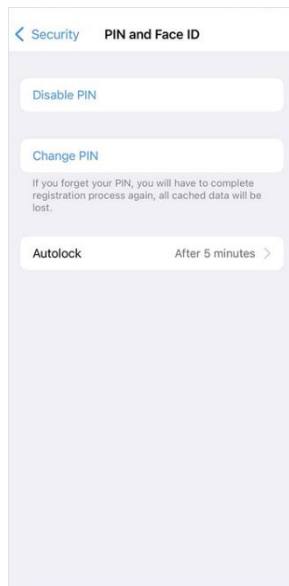


Figure 334

Now, every time the app is accessed, it will require the user to enter a 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 enter an incorrect PIN code, the message "Incorrect PIN" will be displayed at the bottom of the screen with a counter of remaining entry attempts;
- if you enter an incorrect PIN code three times, you will be taken to the phone number entry screen;
- if you remove the app from the list of active apps, the PIN code entry counter will not be reset.

Changing PIN Code

To change the PIN code:

1. Select "Change PIN" (Figure 334).
2. Enter your previous PIN code.
3. Enter a new PIN code.

Repeat the PIN code in the new 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 their 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?"
2. In the "Clear Data" window, tap on "OK".

The PIN code will be reset and the data will be cleared.

Setting Up App Unlocking via Touch ID/Face ID

To set up app unlocking via Touch ID/Face ID:

Attention! App unlocking using Touch ID and Face ID is only possible on a mobile device that supports this feature.

1. Enable the fingerprint/face unblock feature in the device's "Settings" section.

Note. The manufacturer provides instructions on how to enable the Touch ID/Face ID functions:

- see <https://support.apple.com/ru-ru/HT208109> for instructions on how to enable Face ID;
- see <https://support.apple.com/ru-ru/HT201371> for instructions on how to enable Touch ID.

2. Activate the PIN code in the app.

The "Unlock with Touch ID/Face ID" option will be available in the "PIN" menu (Figure 335 and Figure 336).

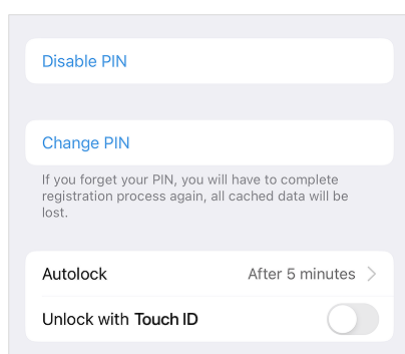


Figure 335

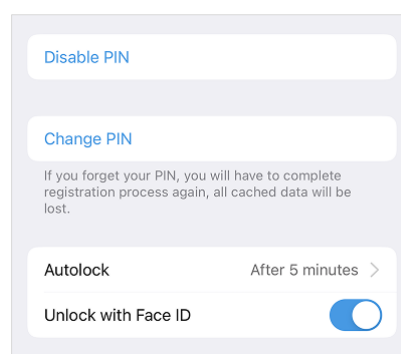


Figure 336

3. Slide the switch to the right.

Each time the app is accessed, it will require the user to enter a PIN code, provide a fingerprint or use the facial recognition feature to log in.

To unblock the app, place your finger on the home button or hold your phone up to face recognition.

If the fingerprint/face cannot be recognized, the messages "Try again. Use Touch Id to log in"/"Face not recognized. Try again".

Setting Up App Lockout Interval

To set the lockout interval, select "Auto block" from the settings list and select the interval from the drop-down menu (Figure 337). 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 within the **role model** and its disabling is not available to the user.

To disable the PIN code, select "Disable PIN" (Figure 334) and enter the PIN code in the window that opens (Figure 338).

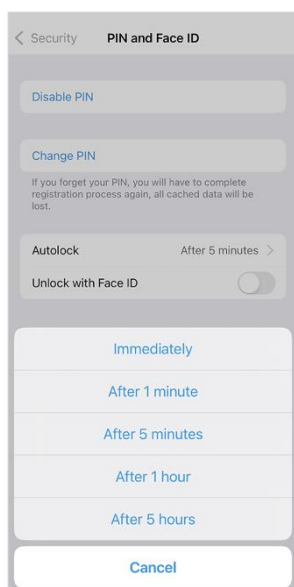


Figure 337



Figure 338

ADDITIONAL DATA PROTECTION

This section is designed to set up additional data protection — the user's personal password. By default, the password is disabled and is not requested by the app during login.

To go to "Additional data protection" section, select "Security" → "Additional data protection". In this section, the following actions are available to the user:

- [creating password](#);
- [changing password](#);
- [disabling password](#).

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 339](#)) and if the password is enabled ([Figure 340](#)).

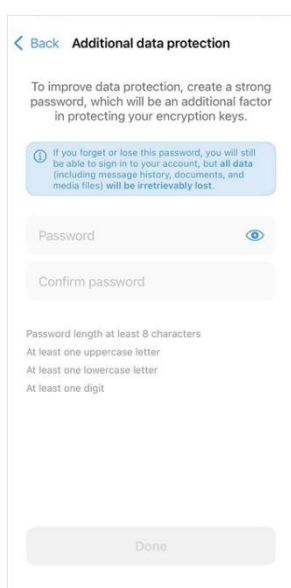


Figure 339

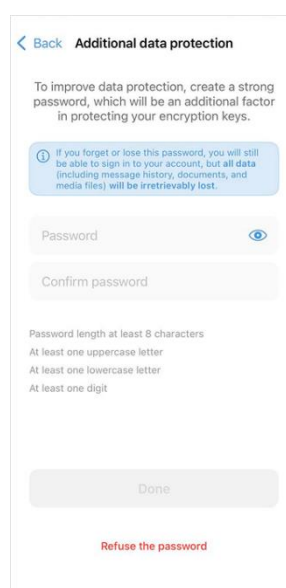


Figure 340

To set up a password:

1. Enter your password and confirm it by following the instructions on your device screen (Figure 339).
2. Tap on "Done".

The password will be created and saved. The user will be automatically redirected to the "Settings" section.

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.

Important notice! Remember or write down the password you created. When you reset your password at the login stage of the app, all messages and media files will be deleted.

To change the password:

1. Select "Additional data protection".
2. In the window that opens, create and save a new profile password by following the instructions on the device screen.
3. Tap on "Done".

The password will be changed. The user will be automatically redirected to the "Settings" section.

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 340).
2. Tap on "Refuse the password" in the modal box that opens.

The password will be disabled. The user will be automatically redirected to the "Settings" section.

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.

CALL SETTINGS

The "Call settings" section allows you to configure the following settings (Figure 341):

- sound quality;
- turn on the microphone when entering a group call;
- blur my video background;
- max incoming videos quality;
- outgoing video quality.



Figure 341

SOUND QUALITY

The “Sound quality” parameter (Figure 341) 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.

Note. 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).

MAX INCOMING VIDEOS QUALITY

This section allows you to set the maximum video quality settings from other users during a video call.

To configure the parameter, tap on “Max incoming videos quality” and select the parameter value (Figure 342) from the list.

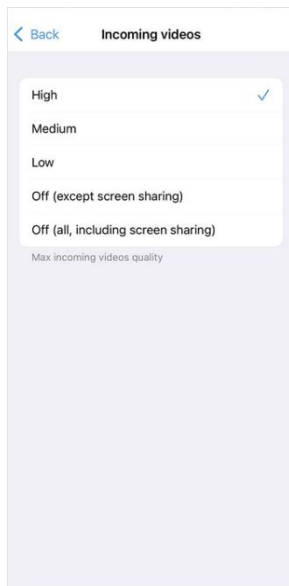


Figure 342

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.

OUTGOING VIDEO QUALITY

This section allows you to set the user's video quality settings during a video call.

To configure the parameter, tap on “Outgoing video quality” and select the parameter value (Figure 343) from the list.

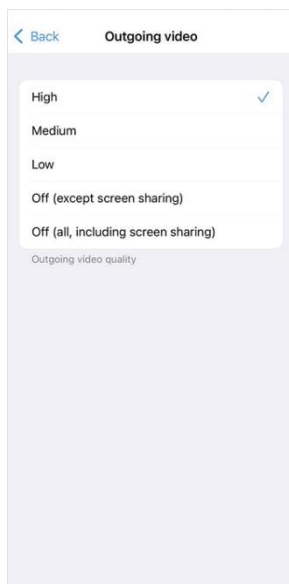


Figure 343

CHAT AND CHANNEL SETTINGS

This section allows you to manage the following parameters (Figure 344):

- Send and received message sound;
- Media autoloading;
- Muted chats in the unread messages filter;
- Reply to a message by swiping;
- Threads in the general chat list;
- Auto-subscribe to threads.

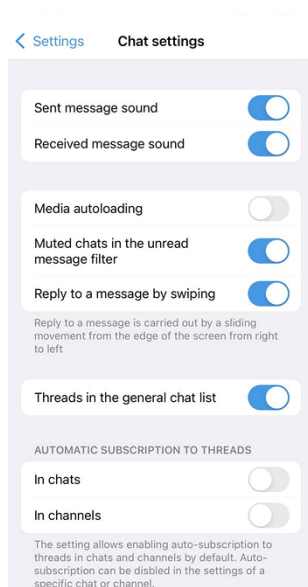


Figure 344

SEND/RECEIVED MESSAGE SOUND

This section contains notification settings that apply to all chats in the app.

To enable the parameter, slide the switch to the right; to disable, slide the switch to the left.

The push messages contain the following:

- name of the chat or SmartApp;
- the name of the author of the message or the header of the message;
- the message text;
- time the message was sent;
- number of chats with new messages.

MEDIA AUTOLOADING

The "Media autoloading" option allows you to enable/disable automatic downloading of files transferred in chats to your mobile device.

If the "Media autoloading" option is disabled, files transferred in chats can only be downloaded manually.

By default, media autoloading is disabled.

Note. After minimizing/closing and opening the app, the media autoloading setting does not change. After exiting the app and logging back in, the setting is reset to the default value.

MUTED CHATS IN THE UNREAD MESSAGES FILTER

This setting allows you to enable/disable displaying chats with inactive notifications when using the [unread messages filter](#) in the chat list.

REPLY TO A MESSAGE BY SWIPING

When this option is enabled, you can quickly reply to a message by swiping your finger across the selected message from left to right.

When the parameter is disabled, the quick reply is performed by sliding from right to left.

By default, the parameter is enabled.

THREADS IN THE GENERAL CHAT LIST

This parameter allows you to choose one of two options for displaying threads:

- only in the “Threads” tab;
- in the general list of chats on the “All” tab and in the “Threads” tab.

When enabled, threads are displayed in the “All” and “Threads” tabs. The chat counter with unread messages in the “Chats” section icon displays the total number of unread chats, including threads ([Figure 345](#)). There is no separate counter for unread threads in the interface.

If this parameter is disabled, all threads the user is subscribed to are shown only in the “Threads” tab. At the same time, the interface displays a counter of threads with unread messages — next to the name of the tab ([Figure 346](#)).

This option is disabled by default.

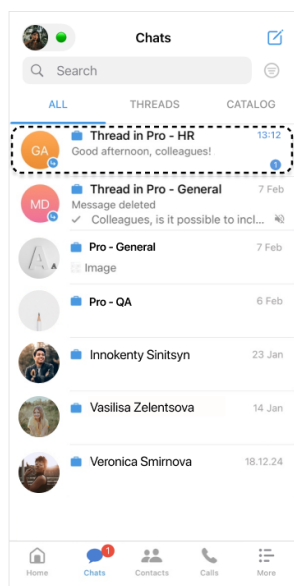


Figure 345

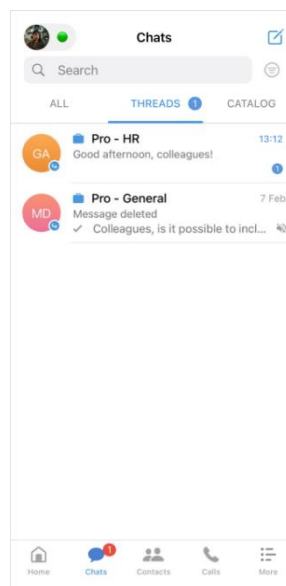


Figure 346

AUTO-SUBSCRIBE TO THREADS

This setting 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 threads in individual [chats](#) or [channels](#) in their cards.

STICKERS

The “Stickers” section ([Figure 347](#)) contains all available stickers and sticker libraries and allows you to manage stickers in the app (see page [128](#)).

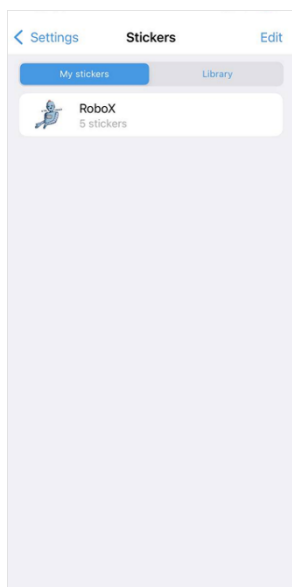


Figure 347

SPECIAL SETTINGS

The “Special settings” section allows you to manage the following parameters ([Figure 348](#)):

- [Theme](#);
- [Use phonebook names](#);
- [Exact match search](#).

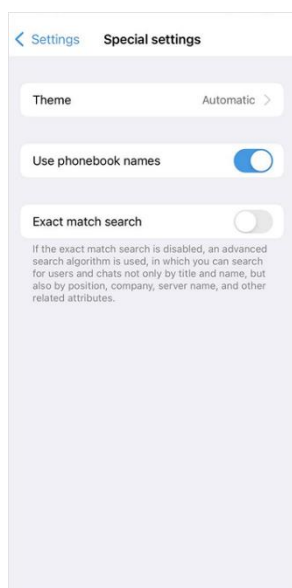


Figure 348

THEME

To change a theme:

1. Go to the "Theme" section.
2. Choose the appropriate theme option:
 - Automatic — the theme is synchronized with the device settings;
 - Dark — sets a dark theme for the app;
 - Light — sets a light theme for the app.

USE PHONEBOOK NAMES

The "Use phonebook names" setting is responsible for displaying user names in the contact list.

If it is disabled, users are displayed under the names that the system receives from the corporate server. In the "Contacts" section, the user name from the phone book is displayed below the user name received from the corporate server.

When this setting is enabled, the app displays users in the contact list under the names they appear under in the user's mobile address book. In the "Contacts" section, the username received from the corporate server is displayed below the username from the phone book.

EXACT MATCH SEARCH

When exact match search is enabled, chat/contact search results will only be shown if the query exactly matches the username, user's corporate e-mail or chat name (case-insensitive).

When exact match search is disabled, an advanced search algorithm is used, which allows you to search for users and chats not only by title and name, but also by job title, company, server name, and other related attributes.

By default, exact match search is disabled.

TAG SETTINGS

This section is intended for working with tags. The subsection contains a list of all tags ([Figure 349](#)). By default, system tags are located at the top, and the user's personal tags are below, but their order can be configured manually.

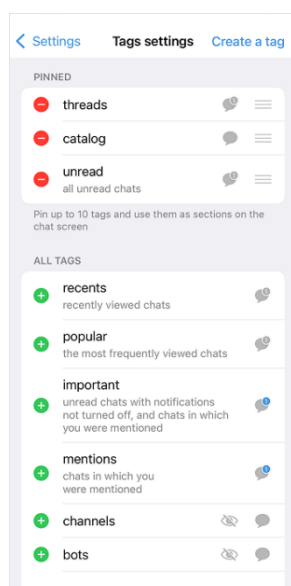


Figure 349

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 an item in the “Settings” section (Figure 350).

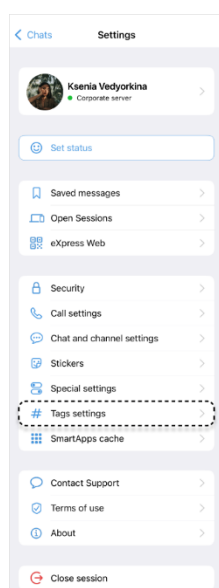


Figure 350

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 “Tag settings” section, tap on “Create a Tag” in the upper right corner.
2. In the “Create” window (Figure 351):
 - 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.

Cancel Create Done

NAME
Enter the name

DESCRIPTION
Enter the description

UNREAD CHATS COUNTER

☒ Enabled for all
Show counter for all unread chats

☐ Enabled for active
Show counter only for chats with notifications enabled

☐ Disabled
Do not show counter for unread chats

Hide the tag ☐
Hidden tags will not be visible in the filter on the chat screen

Figure 351

3. Tap on "Done".

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 "Done" 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 "Done" 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 were 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".

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 "Done" 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 "Done" 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" subsection, 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 a 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 350](#)).

Adding a tab to the interface


To add a tab, tap on  next to the tag in the "All tags" 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 down, move the tag to the desired position. This way, arrange the tags in the desired order.

Unpinning a Tab (Removal From Interface)

First Method. Via the "Settings" section → **"Tag settings"**

To unpin a tab, tap on  next to the tag in the "Pinned" block.

Second Method. Via the "Chats" Section

To unpin a tab in the "Chats" section, see page 73.

SMARTAPPS CACHE

This subsection is intended for deleting the [SmartApps](#) cache ([Figure 352](#)).

This action allows you to update SmartApps data to resolve possible issues during operation.

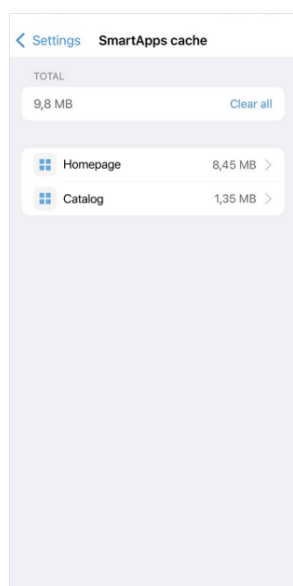


Figure 352

To clear the cache of a specific SmartApp, tap on its name ([Figure 352](#)), 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 352](#)), then tap on "Clear all cache" at the bottom of the window.

CONTACTING SUPPORT

This section is intended for contacting app technical support. When you select a contact method, a form will open in which you can write a request to support.

A support representative may request diagnostic information from the user about the use of the app. For information on how to collect diagnostic information, see the section ["About"](#).

TERMS OF USE

This section is intended for viewing the user agreement and familiarization with the privacy and personal data processing policies.

Note. The contents of the section are configured by the corporate server administrator.

If there is no user agreement for the corporate server, a corresponding notification will be displayed.

ABOUT

The section contains information about the app:

- eXpress logo;
- version number;
- corporate server logo (for corporate users);
- button for collecting diagnostic information;
- button for updating the app.

To collect diagnostic information:

1. Tap on "Start collecting diagnostic information" (Figure 353).
2. Tap on "OK" in the modal window that opens (Figure 354).



Figure 353

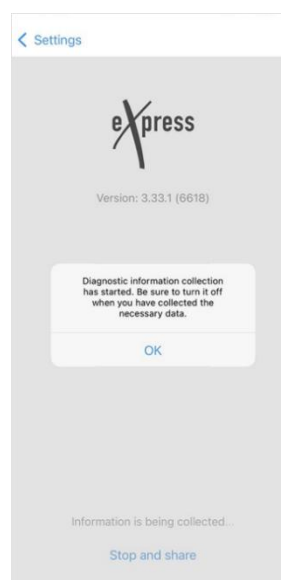


Figure 354

3. Perform the actions that cause the problem.
4. Go to the "About" section and tap on "Stop and share".
5. Send the file generated by the app.

Once an app update becomes available, the user receives a [notification about the update](#), and a mark is displayed to the right of the title of the "About" section (Figure 86).

Updating the application version is described in the ["Updating the App Version»"](#) section.

CLOSING THE SESSION


To close the current session, select this item and tap on "Close session".

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" and "Catalog" tabs. You can distinguish a chatbot from a regular contact by the icon  to the left of the contact name (Figure 355).

Chatbots, like contacts, have a card containing information about them (Figure 356). 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 to execute a command in a 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.

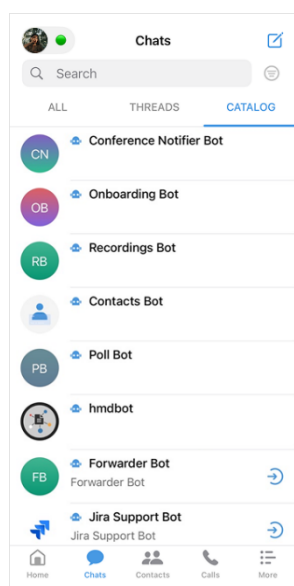


Figure 355

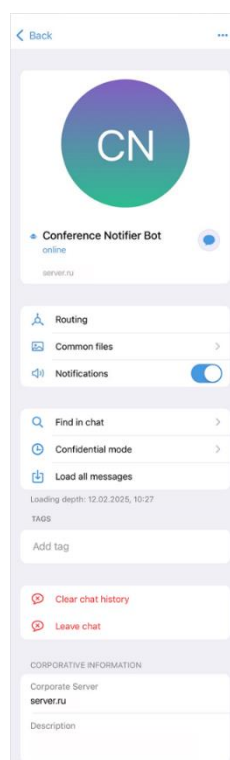


Figure 356

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 357](#), [Figure 358](#)).

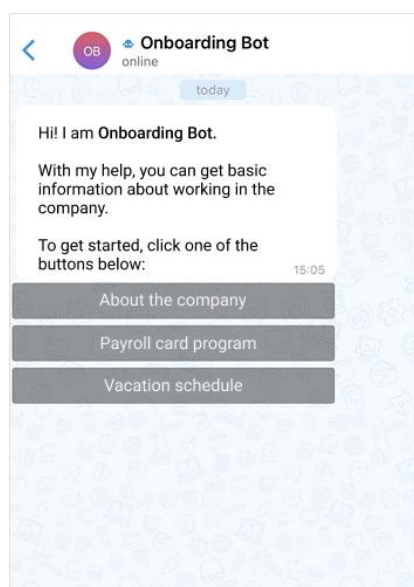


Figure 357

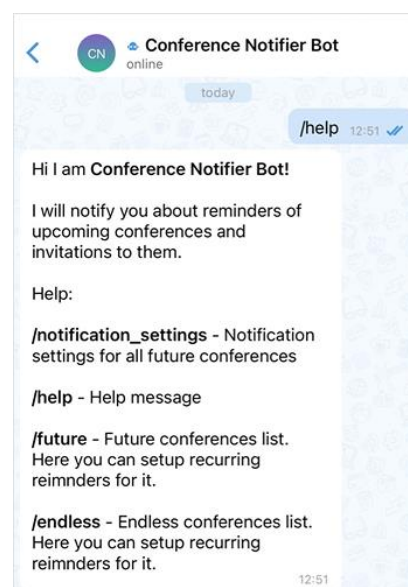


Figure 358

DIALOG

Communication with the chatbot occurs in the form of a dialog.

Users can interact with the bot 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. Go to the "Catalog" tab.
2. In the list of corporate channels and chatbots, tap on the name of the chatbot ([Figure 359](#)).
3. In the window that opens, tap on "Start" ([Figure 360](#)).

A message entry window will open. The chat with the bot will be displayed at the top of the chat list.

4. Type and send a message.

Actions with chatbot messages are similar to the actions with messages from regular users (see page 114).

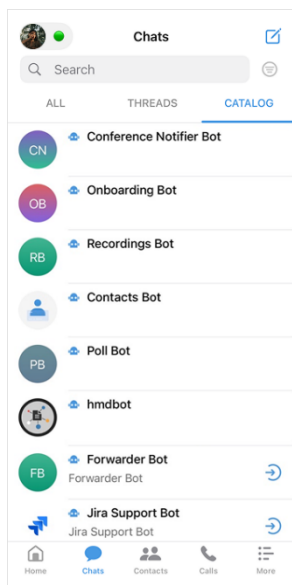


Figure 359

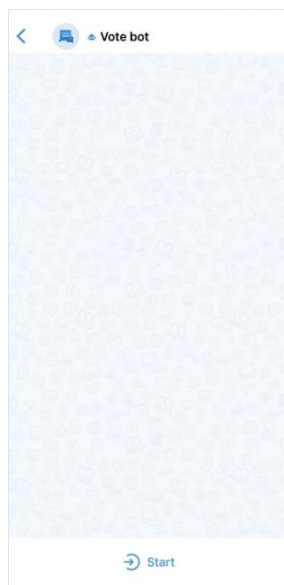


Figure 360

You can interact with the chatbot as follows:

- using buttons in the chat area (Figure 361):

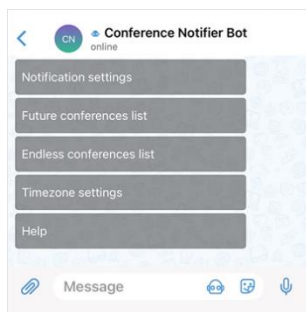


Figure 361

- using the list of commands (Figure 362):

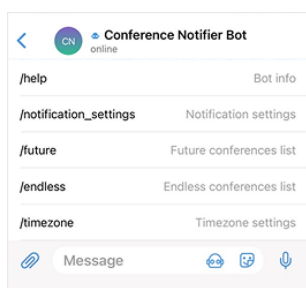


Figure 362

- using buttons in the keyboard area (Figure 363):

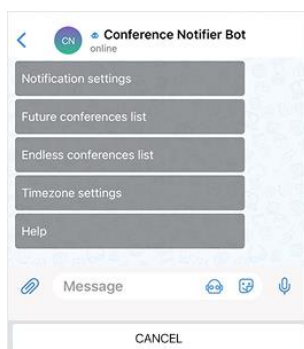


Figure 363

- using independent text input in the message input line (Figure 364):

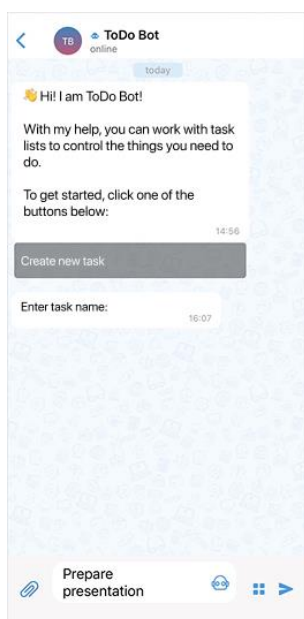




Figure 364

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 the send message button . 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 a chatbot. The result of the command is displayed in the chat area (Figure 365):

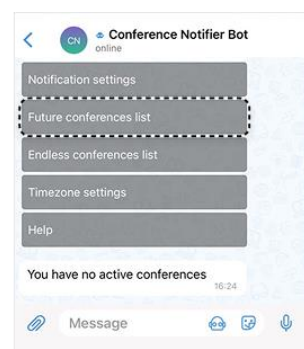


Figure 365

- visible sending of a command to the chat (with special chatbot settings) (Figure 366):

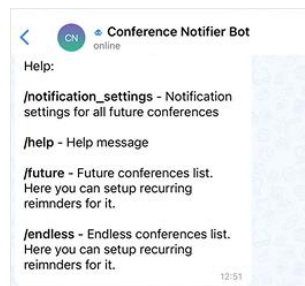


Figure 366

- buttons generated based on user actions with graphical control elements. For example, selecting a date in a calendar month (Figure 367):

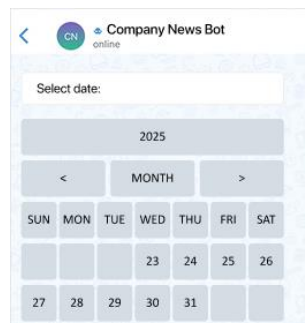


Figure 367

- selection from several options (Figure 368):

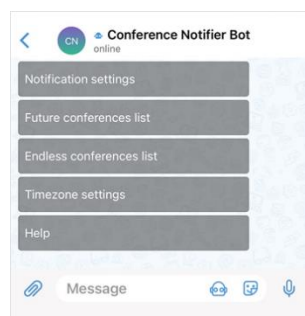


Figure 368

The content of the chatbot messages may change over time if the source data has changed (Figure 369, Figure 370).



Figure 369

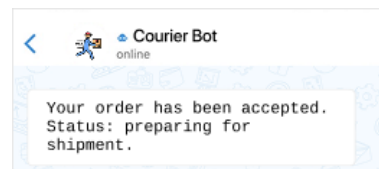


Figure 370

The “Change message” modification supports different widget options:

- simple list of buttons (Figure 371):

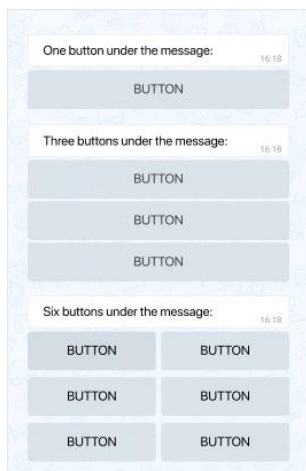


Figure 371

- customizable list of buttons (Figure 372):

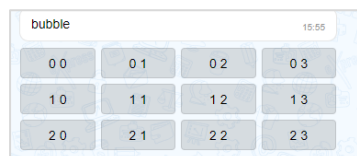


Figure 372

- emojis (Figure 373):

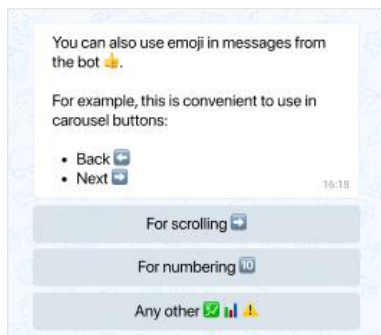


Figure 373

- dynamic calendar (Figure 374):



Figure 374

- carousel (Figure 375):



Figure 375

- carousel in a line (Figure 376):

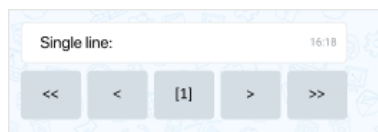


Figure 376

- check list (Figure 377):

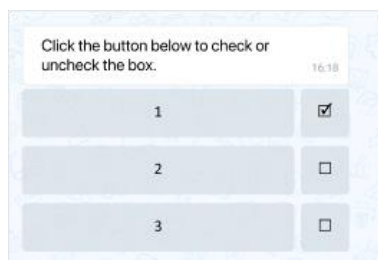


Figure 377

- checklist under the keyboard (Figure 378):

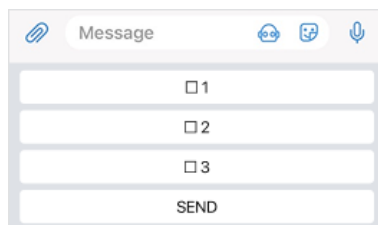


Figure 378

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 shown in Figure 379.

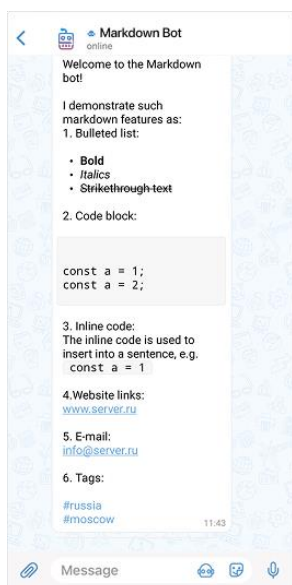


Figure 379

Chatbot messages may contain:

- links to corporate chats and contacts (Figure 380 – Figure 382):

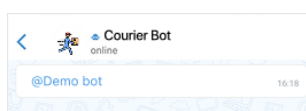


Figure 380

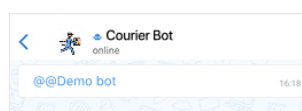


Figure 381

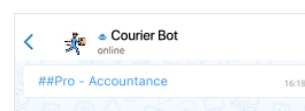


Figure 382

- photo and video files (Figure 383, Figure 384):

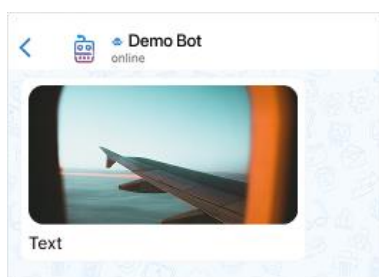


Figure 383

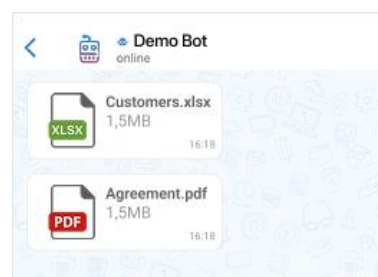


Figure 384

The user can send the chatbot a voice message, geolocation marks and stickers. The chatbot responds to voice messages, geolocation marks and stickers with a text message (Figure 385 – Figure 387).

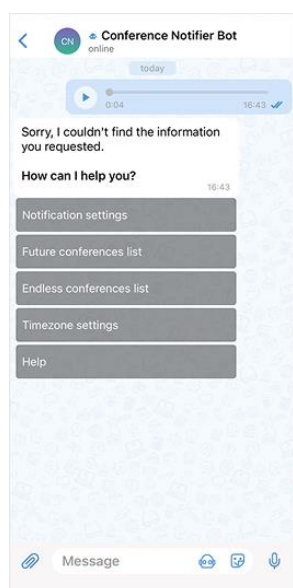


Figure 385

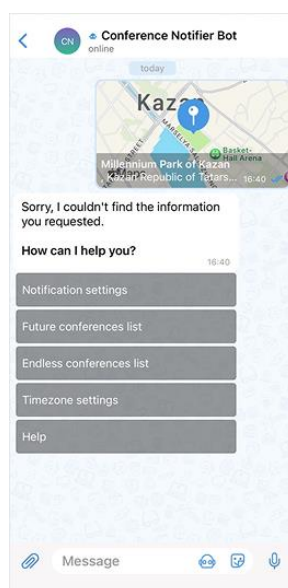


Figure 386

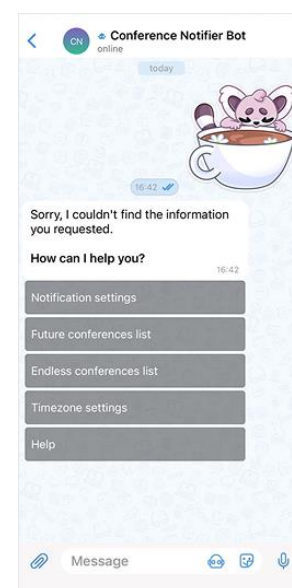


Figure 387

ACTIONS WITH OBJECTS

The chatbot can perform the following actions with objects:

- 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/removing users from the dialog: a notification will be displayed in the chat: "<Bot_name> added user <User_name>, <Time>" / "<Bot_name> removed user <User_name>, <Time>".

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:

- the user and the chatbot are registered on the same corporate server;
- the user and the chatbot are registered on different corporate servers.

CONFIDENTIAL MODE

The chatbot can independently enable and disable the Confidential Mode in cases where the user transmits personal or confidential information (Figure 388 – Figure 390).

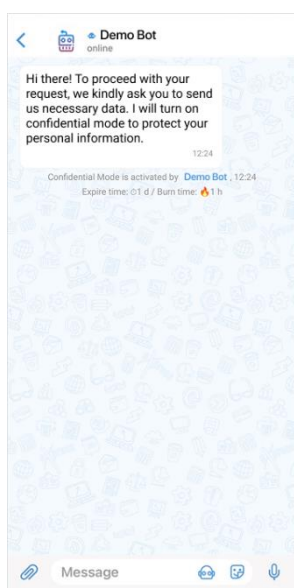


Figure 388

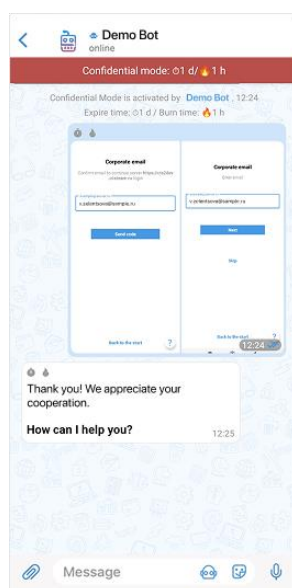


Figure 389

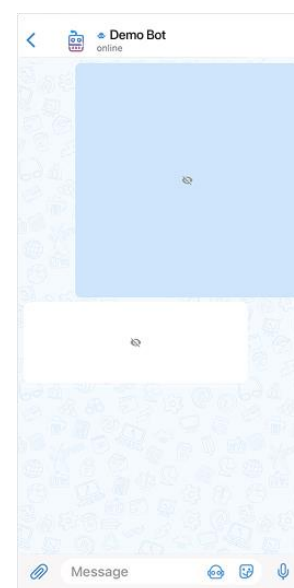


Figure 390

CONFERENCE NOTIFICATION CHATBOT

The chatbot is designed to inform the user about conferences (Figure 391). 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.

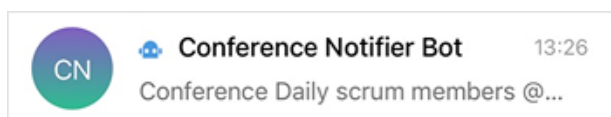


Figure 391

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 (Figure 392):

- 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.

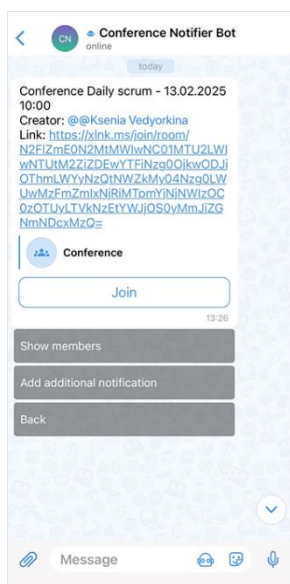



Figure 392

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 393).

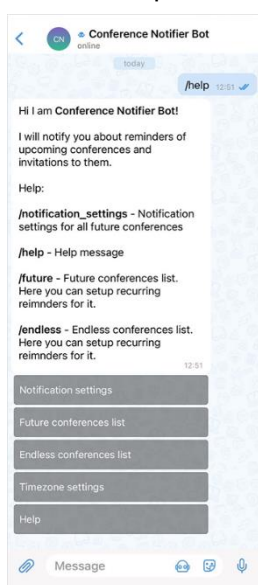


Figure 393

SETTING UP REMINDER TIMES

The chatbot's capabilities allow you to customize the time for sending conference reminders. This option is only available for **scheduled conferences**. 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 the command "/setup" in the message input field and send it;
2. In the form that opens, check the box next to the desired reminder time or turn off reminders (Figure 394):

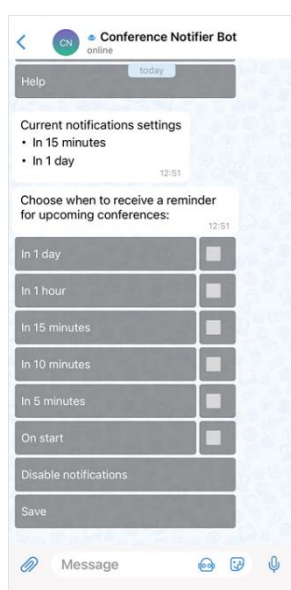


Figure 394

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 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 (Figure 395) and unlimited (Figure 396) conferences will be displayed on the screen.

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.”

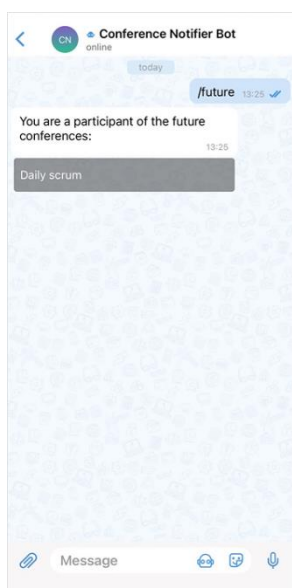


Figure 395

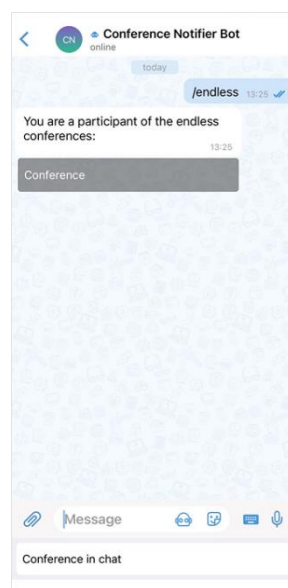


Figure 396

In this list, conference names are buttons that the user can use to view detailed information about the conference.

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 397):

- 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”.

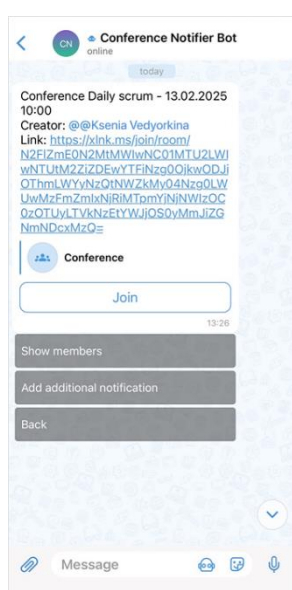


Figure 397

To view the list of conference participants, tap on "Show participants". A message is displayed containing the list of participants ([Figure 398](#)):

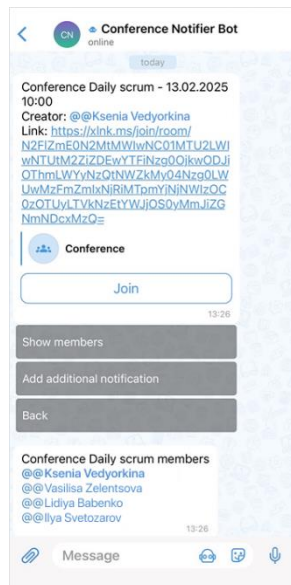




Figure 398

To create/edit an additional conference reminder, tap on "Add additional reminder" / "Edit additional reminder", 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:

- 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.
- Complete the settings using the buttons  and  ([Figure 399](#)).
- 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.

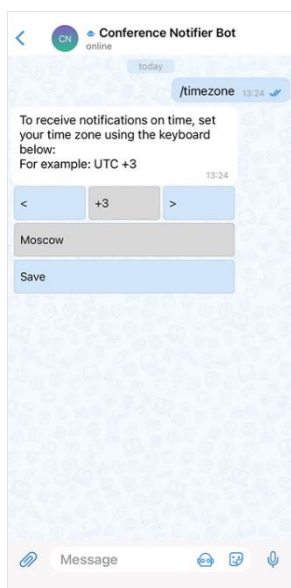


Figure 399

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 bottom menu and select “Smart Apps” from the “Quick Features” window (Figure 400).

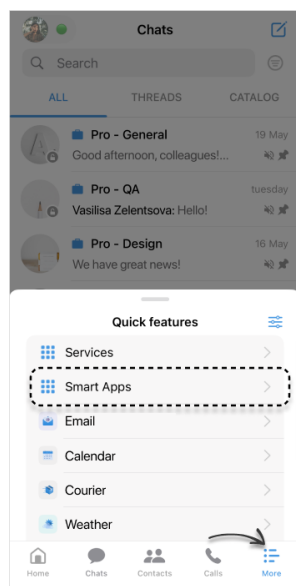



Figure 400

To search for a SmartApp, tap on  in the upper left corner and enter the name, partially or in full.

Descriptions of specific SmartApp add-ons are available at: <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 bottom menu (see page 73).

Chapter 6

CONFIDENTIAL MODE

The Confidential Mode works in 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;
- accessing chat is available on mobile devices only;
- 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.

Note. The Confidential Mode is only available for corporate chats with up to 256 participants. If an external user is added to a chat with the Confidential Mode enabled, or the number of participants exceeds 256 people, the Confidential Mode is disabled.

SETTING UP THE CONFIDENTIAL MODE

To set up the Confidential Mode:

1. Open the chat card.
2. Select "Confidential Mode".

The Confidential Mode settings window will open with the default settings of 1 day / 1 hour and the "Activate" button ([Figure 401](#)).

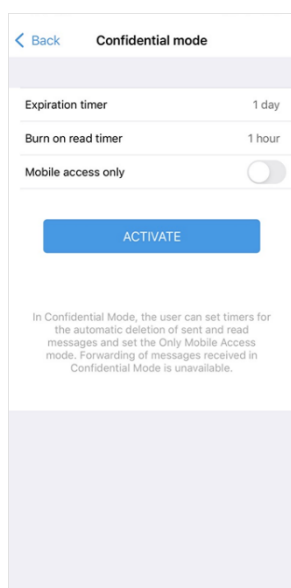


Figure 401

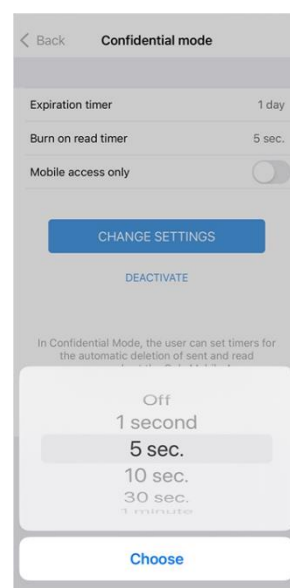


Figure 402

3. Tap on "Expiration timer" / "Burn on read timer".

The list of possible values for setting up the message deletion timer will open (Figure 402).

Set the timer values by tapping on the corresponding item and selecting from the possible options (to view the list, swipe up/down on the field). To disable the timer, select "Off" (Figure 403).

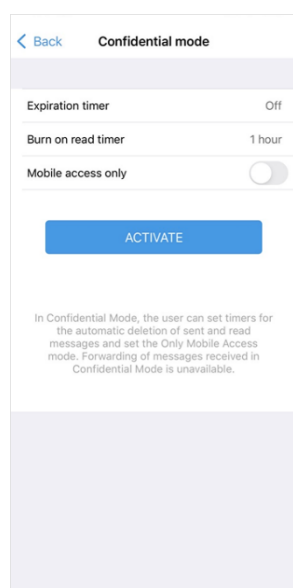


Figure 403

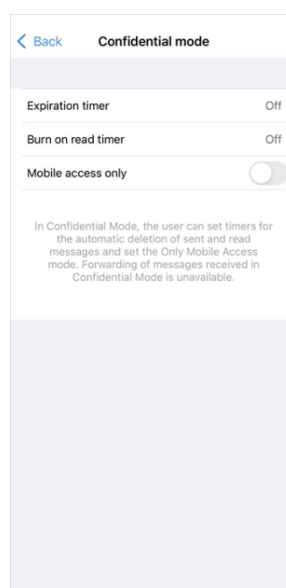


Figure 404

4. Tap on "Select".

The following requirements apply:

- the "Burn on read timer" value cannot exceed the "Expiration timer" value;
- the value of both timers cannot be "Off". When both timers are set to "Off", the "On" button will be unavailable (Figure 404).

5. To make the chat available only on mobile devices, slide the "Mobile access only" switch to the right.
6. Tap on "Activate".

A corresponding message will be displayed in the chat work area. The “Confidential Mode” button will be displayed above the message input line (Figure 405):

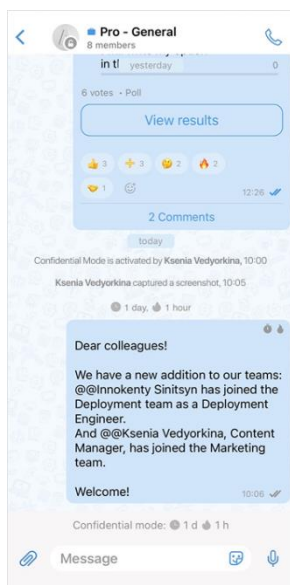


Figure 405

The Confidential Mode settings will be set on all devices of chat participants. Chat users' messages will be deleted according to the settings you set.

Each chat participant has the possibility to disable the mode or make changes to the settings, and the changes are synchronized across all devices of chat participants.

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.

Note. When you send a message to a chat with the Confidential Mode enabled, that chat moves to the top of the list, but after deleting the message, it returns to its previous position.

When the “Mobile access” setting is enabled, corresponding messages will be displayed in the chat workspace in the Mobile App. Access to chat in the Web App and Desktop App will be blocked. The chat window will display the message “Chat is not available in the Web Version. Open it in the Mobile Client.” The message deletion settings will be saved.

To the right of the chat name, the icons showed in Figure 406 will be displayed.

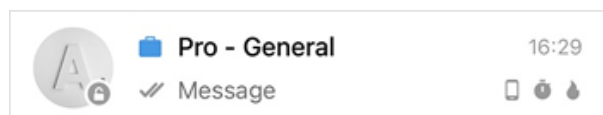



Figure 406

Meaning of icons (Table 29):

Table 29

Icon	Designation
	The chat has the “Mobile access only” setting enabled
	Deleting messages after a certain period of time after sending

Icon	Designation
	Deleting messages after a certain period of time after reading

CHANGING THE CONFIDENTIAL MODE SETTINGS

To change the Confidential Mode Settings:

Note. In the Web/Desktop App, you cannot change the Confidential Mode settings when the “Mobile access only” feature is enabled.

1. Select “Confidential Mode settings” (Figure 407) in the chat card or tap on “Confidential Mode” at the bottom of the chat window (Figure 408).

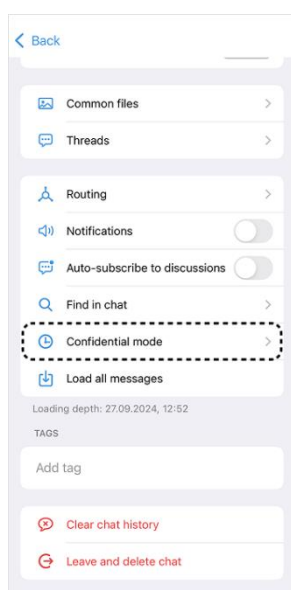


Figure 407

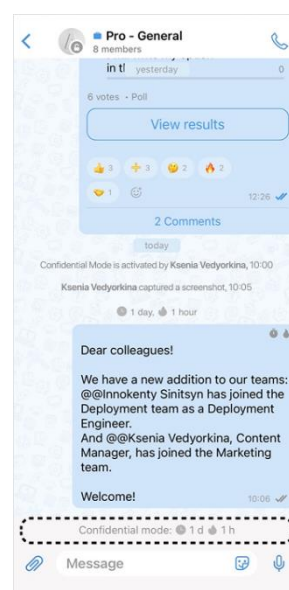


Figure 408

2. In the window that opens, change the settings (Figure 409):

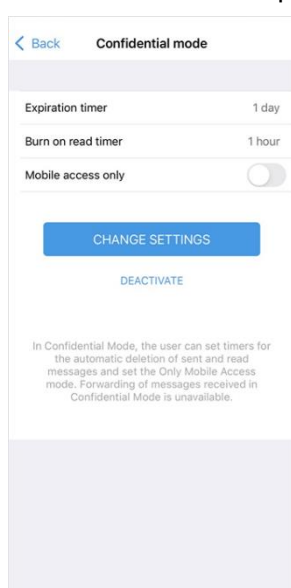


Figure 409

3. Tap on “Change settings”.


The Confidential Mode settings will be changed on all devices of chat participants.

A message will be displayed in the chat window stating "<User_name> has changed their Confidential Mode settings."

DISABLING THE CONFIDENTIAL MODE

To disable the Confidential Mode:

1. Tap on "Confidential Mode" at the bottom of the chat window or select "Confidential Mode" from the chat card.
2. Tap on "Deactivate" (Figure 409) in the window that opens.

The "Confidential Mode" notification at the bottom of the chat will disappear. Messages sent in the Confidential Mode will be replaced by an icon . Such messages will be automatically deleted according to the set timer. They can be viewed if you turn the Confidential Mode back on in your chat settings.

To go to the settings, tap on the hidden message and then on the "Activate" button in the dialog box (Figure 410).

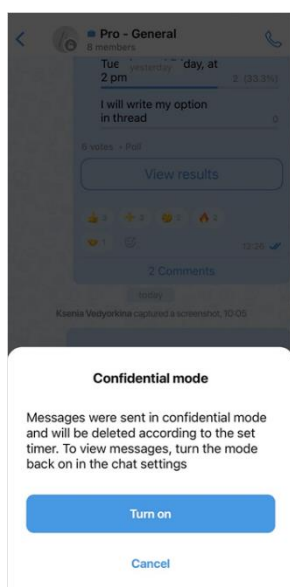


Figure 410

If the last text message sent in this chat was in private mode, then the text "Message" will be displayed under the chat header in the list (Figure 411):

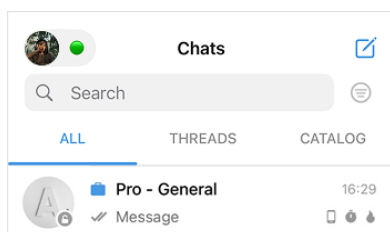


Figure 411

Once you turn off the Confidential Mode, your message deletion settings will be reset to their default values.

Chapter 7

ROLE MODEL

Within the framework of the role model, a [requirement for mandatory use of a PIN code](#) in the app and restrictions for certain actions with attachments can be established for certain groups of users:

- [sending](#);
- [viewing](#);
- [saving to a mobile device](#);
- [forwarding](#) to eXpress chats/channels and third-party apps;
- [downloading attachments from corporate users](#).

Restrictions may apply to:

- attachment type (image, video, document);
- document format (e.g. PDF, DOCX, TXT, etc.);
- attachment size (for example, for files larger than 30 MB);
- certain chats/channels;
- threads and chats of calls/conferences;
- users;
- quantity and display of SmartApps.

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 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 412](#)).

To view detailed information, tap on "Learn more". The details of restrictions for the current chat/channel will be displayed ([Figure 412](#)).

To return to the attachment type selection tap on "Got it" ([Figure 413](#)).

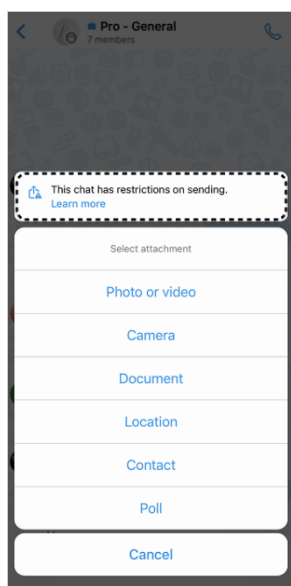


Figure 412

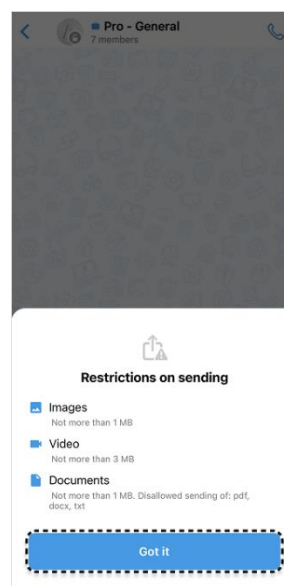



Figure 413

When selecting attachments, files that do not meet the restrictions will be marked with the icon  (Figure 414). 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 415).

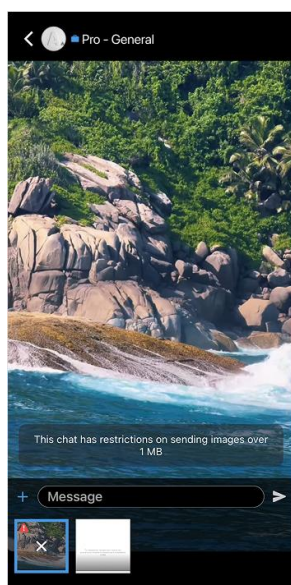


Figure 414

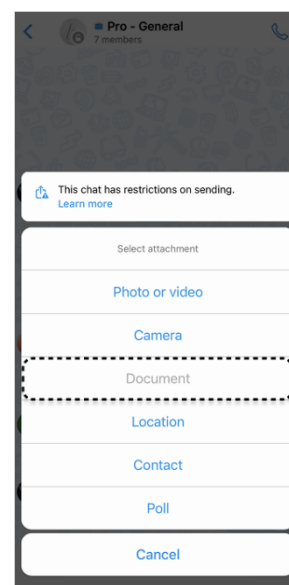


Figure 415

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 416).

To view detailed information about restrictions, tap on the warning (Figure 417).

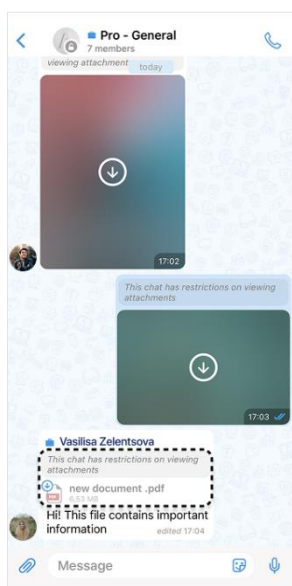


Figure 416

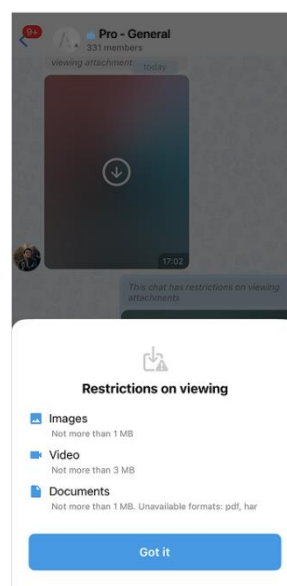


Figure 417

In the chat/channel card, media (Figure 418) and files (Figure 419) 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 select "Go to message" (Figure 420).

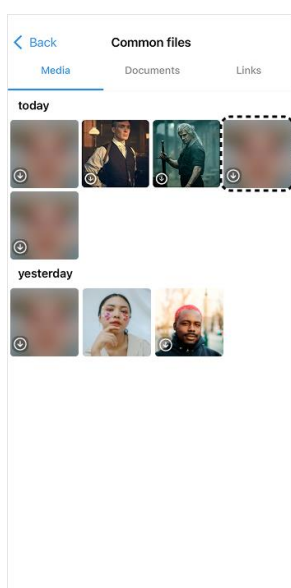


Figure 418

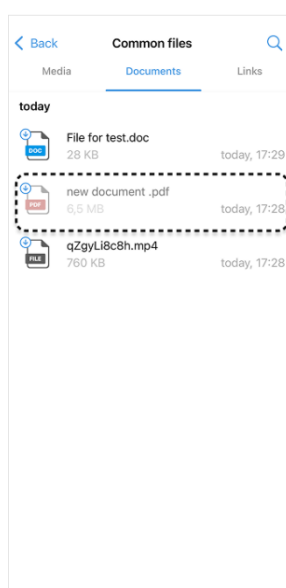


Figure 419

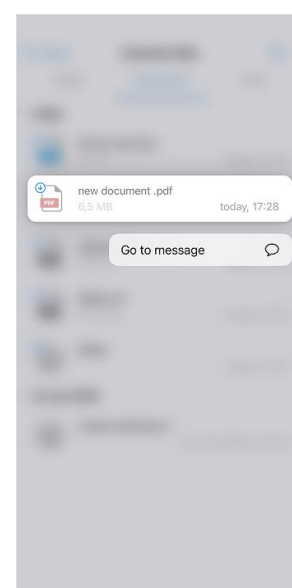


Figure 420

SAVING RESTRICTIONS

If there are restrictions for saving attachments, the user cannot download the file to a mobile device.


When you tap on , a warning will be displayed (Figure 421):



Figure 421

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 those attachments that are not subject to saving restrictions.

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 422).

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 423). 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 424). 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 those attachments that are not subject to forwarding restrictions.

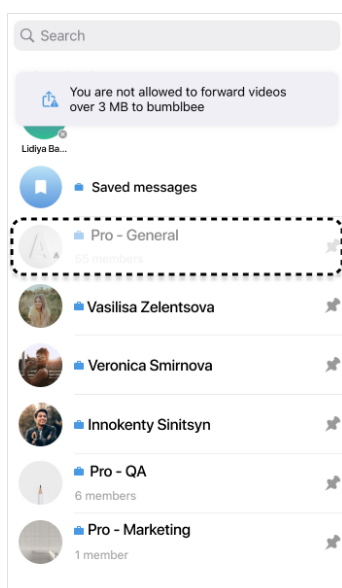


Figure 422



Figure 423

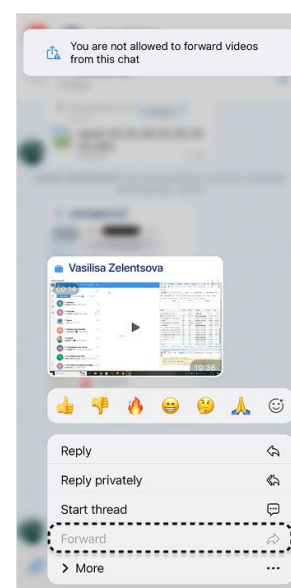


Figure 424

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 425).


When you tap on , a warning will be displayed (Figure 425):



Figure 425

RESTRICTIONS FOR DOWNLOADING ATTACHMENTS FROM CORPORATE USERS

The app may have restrictions for downloading attachments sent by 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

If this setting is enabled, the app automatically requires the user to set a [PIN code](#) during registration or logging in. Further work in eXpress without entering the PIN code will be impossible.

The user can [change](#) the set PIN code, [set the lockout interval](#) and [enable unblocking via Touch ID/Face ID](#).

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 the PIN code, all chat and channel history and media files will be deleted!

Chapter 8

EMERGENCY SITUATIONS

WHAT TO DO IF YOU HAVE PROBLEMS WITH THE APP

The list of the most common problems when working with eXpress, possible causes and solutions are given in the table below (Table 30):

Table 30

Theme	Problem	Solution
Push notifications	Notifications do not come at all, they come only when the app is opened, there are no notifications for calls	See the description below
Logging in to the app	Incorrect login/password from AD, after five unsuccessful attempts the account is temporarily locked out	Contact your system administrator to verify the login credentials and log in again in 10 minutes. Share diagnostic data with eXpress Support
Chatbots	The bot is not responding	Check if the command entered to the bot is correct
	Incorrect button sizes	Contact eXpress Support
	The command is not processed correctly	
Sending/delivering/editing/copying messages	Messages are not sent (clock icons and exclamation marks are displayed)	Check your connection to the Internet, as well as to the public (regional) and corporate servers. Check if the eXpress version is up to date
	Messages are not delivered to the recipient	Contact eXpress Support
	The function of editing/copying messages does not work	
Group calls	No sound, wrong camera turns on, no access to microphone, cannot share screen	See https://express.ms/faq#calls
	The call does not connect, it throws out users, the call is cut off after a while	Check the number of users in the call. It should not exceed 256 people. If there are less than 256 users in the call, contact eXpress Support
Personal calls	The call is dropped when received	Try again or call back. If the problem persists, contact eXpress Support
	After receiving the call in the Web App, the call continues to ring on other platforms	Contact eXpress Support
Markdown (message text formatting) issues	Different text display on different devices, incorrect expected behavior	Contact eXpress Support

WHAT TO DO IF YOU HAVE PROBLEMS WITH PUSH NOTIFICATIONS

For iPhone SE, 6, 7, and 8, and other:

1. Open the "Settings" menu and check your notification settings.

2. Go to the "Notifications" → "Show thumbnails" section and check if the "Always" option is enabled. If it is disabled, enable it.
3. In the "Notifications" section, select "eXpress" and check if "Allow notifications", on-screen push notifications (Alerts), "Sounds", and "Stickers" are enabled. These settings must be enabled.
4. Check if "Do not disturb" mode is enabled (when "Do not disturb" mode is enabled, push notifications will not be received). To do this, swipe up from the bottom of the screen and tap on the corresponding icon (Crescent). The icon color should change to gray.
5. Make sure the Airplane Mode is turned off: swipe up from the bottom of the screen and tap on the corresponding icon. The icon color should change to gray.
6. Check if you are logged into the app on other platforms (iOS, Web, Desktop). If you are logged in to the Web App, notifications will primarily be sent to the web version of the app.

For iPhone 10 and higher:

1. Go to "Settings" → "Notification settings" and make sure "Notification settings" is turned on.
2. Go to "Settings" → "Notifications" → "Thumbnail Display" and check if the "Always" option is enabled. If it is disabled, enable it.
3. In the "Notifications" section, select "eXpress".
4. Check if "Allow notifications" is enabled, as well as on-screen push notifications (Alerts), "Sounds", and "Stickers". These settings must be enabled.
5. Check if "Do not disturb" mode is enabled (when "Do not disturb" mode is enabled, push notifications will not be received). To do this, swipe down from the top of the screen and tap on the corresponding icon (Crescent). The icon color should change to gray.
6. Make sure the Airplane Mode is turned off: swipe down from the top of the screen and tap on the corresponding icon. The icon color should change to gray.
7. Check if you are logged into the app on other platforms (iOS, Web, Desktop). If you are logged in to the Web App, notifications will primarily be sent to the web version of the app.

If you have verified that notification settings are set correctly in iPhone settings and eXpress settings, but you are still not receiving notifications, then there is likely an issue with your connection, iOS, or Apple's push notification service.

Please note that notification delivery is entirely controlled by the Apple Push Notification Service (APNs), and eXpress CS is unable to resolve any issues with this service. If someone sends a message while the user is out of range, the message will be sent to APNs and then delivered to the phone when the user has coverage. eXpress has no control over the delivery of these notifications. The only way to fix the problem in this case is to restore factory settings and set up the phone as new. If the user restores a backup copy, the problem will likely be restored along with it.

CHANGE HISTORY

The “Change History” section contains the list of changes in the document related to changes/improvements to the system.

Build 2.12.45

No.	Section	Change	Reference
1	Administering a Group Chat	Information about the possibility to invite users to chat using a link has been added	page 84
2	Administering a Group Chat	Information about the possibility to enable/disable end-to-end encryption has been added	page 84
3	“Phone calls”	The item has been reworked	

Build 2.17.5

No.	Section	Change	Reference
1	Chats	The section has been updated	page 30
2	Description of the App Interface	The description has been updated	page 11
3	Audio and Video Communication	The section has been reworked and updated. The sections “Video conferencing”, “Call and video conferencing interface” have been added	page 131
4	Settings	The section has been updated	page 211
5	SmartApps	The section has been added	page 254

Build 2.18.1

No.	Section	Change	Reference
1	Actions with Messages	Description of message forwarding has been changed	page 114

Build 2.19.7

No.	Section	Change	Reference
1	Chats	The section has been updated	page 30
2	Chapter 1	Figures updated	page 10
3	Description of the App Interface	Chat descriptions have been updated	page 11
4	Purpose of the App	A note about restrictions for external users has been added	page 10

Build 2.20.6

No.	Section	Change	Reference
1	Chats	The section has been updated	page 30
2	Threads	The section has been added	page 32
3	Description of the App Interface	The section has been updated	page 11
4	SIP Calls	Information has been added	page 210
5	Managing Threads	The section has been added	page 101
6	Chapter 2	Figures updated	page 48
7	Chapter 3	Figures updated	page 72
8	Chapter 4	Figures updated	page 239
9	Voice Messages	Information has been updated	page 131
10	PIN Code	Information has been updated	page 222

Build 2.21.1

No.	Section	Change	Reference
1	Telephony	A description has been updated	page 35
2	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	
3	External User Authorization	Description of connection to the 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. Corporate e-mail input window figures have been replaced	
4	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 Corporate e-mail input window figures have been replaced	
5	Creating a Group Chat	Information about the possibility to create a group chat without selecting participants has been added	page 83
6	Audio and Video Communication	The figures have been updated	page 131
7	Settings	The figure has been updated	page 211
8	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). Actions to edit personal profile have been updated Action to delete profile has been added	page 212
9	Additional Data Protection	The section has been renamed, action descriptions and figures have been updated	page 226
10	Conference Notification Chatbot	A subsection describing the conference notification chatbot has been added	page 248
11	Actions with E-mail	The description of actions has been updated, the screenshots have been added and updated	

Build 2.22.1

No.	Section	Change	Reference
1	"Saved Messages" Chat	Information about editing messages has been updated	page 98
2	Actions with Messages	Information about editing messages has been updated	page 114
3	Messages	The figure has been updated. Information about e-mail addresses has been added	page 26
4	Chats	The figures in the table have been updated	page 16
5	Threads	Figure 24 has been updated	page 32
6	Description of the App Interface	The figure has been updated	page 11
7	Registering a New Account	The figure has been updated	
8	Viewing a Thread	The figure has been updated	page 139
9	Switching the Call to the Background Mode	The figures have been updated. Description has been updated	page 179
10	Putting a Group Call on Hold	Figure 274 has been updated	page 188
11	Dialog	Figure 359 has been updated	page 240
12	SmartApps	The figure has been updated	page 254
13	Confidential Mode	Figure 405 has been updated	page 255
14	Actions with Files and	The description has been updated (information about e-	page 155

No.	Section	Change	Reference
	Links in the Chat Card	mail addresses has been added)	
15	Searching in Chat	The description has been updated (information about e-mail addresses has been added)	page 95

Build 2.23.0

No.	Section	Change	Reference
1	Description of the App Interface	Information on setting up visibility of threads and clearing the call list has been supplemented	page 11
2	Setting Up Chat	The context menu information and illustrations have been updated	page 85
3	Leaving a Chat	The section has been updated	page 93
4	Creating a Thread	Information about setting up visibility of threads has been added	page 138
5	Viewing a Thread	The section has been updated	page 139
6	Joining a Thread	Information about setting up visibility of threads has been added	page 140
7	Setting Up a Thread	The context menu information and illustrations have been updated	page 142
8	Searching for a Thread	Information about setting up visibility of threads has been added	page 144
9	Leaving a Thread	Information about setting up visibility of threads has been added, one of the ways to leave a thread has been removed	page 145
10	Administering a Group Call	The section has been added	page 184
11	Viewing the Call Log	Information about the possibility of clearing the call log has been added, figures have been updated	page 171
12	Videoconferencing	Figures updated	page 192
13	Calling a User via the Dial Pad	The section has been added	
14	Settings	Figure 312 has been updated	page 211
15	Saved Messages	Figure 328 has been updated	page 220
16	Special Settings	The "Data and memory" section has been removed, replaced with the "Special settings" section, and updated	page 232
17	Threads in the General Chat List	The section has been added	page 233

Build 2.24.0

No.	Section	Change	Reference
1	Registering a New Account	Information about Captcha has been updated	
2	External User Authorization	Information about Captcha has been updated	
3	Corporate User Authorization	Information about Captcha has been updated	
4	Simplified Corporate User Authorization	Information about Captcha has been updated	
5	Conference Notification Chatbot	Information about the chatbot functionality has been supplemented	page 248
6	Call Log	The section has been renamed from "Viewing the Call Log" to "Call Log"	page 171

Build 2.26.0

No.	Section	Change	Reference
1	Chats	Information about the graphical display of the app's connection status to the network has been supplemented	page 16

Build 2.27.0

No.	Section	Change	Reference
1	Chats	Information about the functionality of the "Chats" icon in the bottom menu has been supplemented	page 16

Build 3.0

No.	Section	Change	Reference
1	Reactions	The section has been added	page 124
2	Administering a Group Chat	Information about the context menu in the chat and setting up reactions in the chat has been added	page 84
3	Starting and Ending a Call	Information about camera settings when joining a call has been changed	page 131
4	Stickers	The icon for opening the sticker selection window has been changed	page 127
5	Messages	Information about reactions has been added, figures have been updated	page 26
6	Channels	The table of channel designation icons has been shortened	page 16
7	Chats	The table of graphic displays of chats has been shortened, figures have been updated	page 16
8	Resetting Passport	The section has been added	page 56
9	Updating the App Version	Information and figures have been updated	page 69
10	Installing the App	Information and figures have been updated	page 48

Build 3.1

No.	Section	Change	Reference
1	Settings	The "Frequently Asked Questions" section has been removed	page 211
2	Sending Images	Information about sending multiple images has been updated	page 148

No.	Section	Change	Reference
3	Viewing Information about Reactions	Information about opening the contact card from the "Reactions" window has been supplemented	page 125
4	Max Incoming Videos Quality	The section has been added	page 228
5	Outgoing Video Quality	The section has been added	page 228

Build 3.2

No.	Section/subsection	Change	Reference
1	Contacts	A note concerning the possibility to copy data from the contact card has been added	page 11
2	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 192
3	SIP Calls	The item has been reworked	page 210
4	Conference Notification Chatbot	"Viewing conference list" item has been updated	page 250
5	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 255

Build 3.3

No.	Section/subsection	Change	Reference
1	Setting Up Chat	Information about the chat context menu has been updated	page 85
2	Setting Up a Thread	Information about the thread context menu has been updated	page 142
3	Actions with Messages	Information about the available time for editing messages has been updated, a note about displaying forwarded messages in the chat list has been added	page 114
4	Call and Video Conference Interface	The figures and icons have been updated, information about switching to the conference chat has been updated	page 39
5	Starting and Ending a Call	The figures and icons have been updated, actions to end/reject call have been updated	

Build 3.4

No.	Section/subsection	Change	Reference
1	Administering a Group Call	Information has been updated, the figures have been added	page 184
2	Creating a Scheduled Conference	Information has been updated	page 195
3	Actions with Completed Conferences	The section has been added	page 210

Build 3.5

No.	Section/subsection	Change	Reference
1	Contacts	Information about contact groups has been updated	page 12
2	Chats	Information about chats with a large number of participants has been updated	page 16
3	Searching for a Chat	Information about the order of search results has been updated	page 94
4	Sending Geolocation	Information about the services used has been updated	page 147
5	Contacting Support	Information about collecting diagnostic data has been updated	page 233
6	About	Information and figures about collecting diagnostic data has been updated	page 237
7	Service Desk App	Information and figures have been updated	
8	E-mail App	Information and figures have been updated and supplemented	

Build 3.6

No.	Section/subsection	Change	Reference
1	General Information	The structure has been updated, general information about saved messages, reactions, calls, video conferences and voice messages has been moved from the "Using the Mobile App" section	page 10
2	Contacts	Information about contact types has been updated	page 12
3	Chats	Information has been updated	page 16
4	Setting Up Chat	Information about changing the order of pinned chats has been added	page 85
5	Sending a File to Chat	Information about sending files from a device or third-party program has been updated	page 148
6	Confidential Mode	Information about hidden messages when confidential mode is disabled has been supplemented	page 255

Build 3.7

No.	Section/subsection	Change	Reference
1	Description of the App Interface	Images and information about managing chat tabs have been updated	page 11
2	Chats	Images have been updated, information about unread messages filter has been updated, chat card description has been updated	page 16
3	Global Chat	The section has been added	page 25
4	Administering a Group Chat	The figures and description of the chat card have been updated	page 23
5	Messages	Figures updated	page 26
6	Threads	Figures updated	page 32
7	Reactions	Figures updated	page 30
8	Call Log	Figures updated	page 46
9	Installing the App	Images have been updated, the "Contact support" item has been deleted, information about entering a	page 48

No.	Section/subsection	Change	Reference
		profile password has been added, information about updating the app have been updated	
10	Creating a Chat	Figures updated	page 82
11	Setting Up Chat	Figures updated	page 85
12	Joining an Open Chat or Channel	Figures updated	page 83
13	Administering a Group Chat	Figures updated	page 84
14	Searching for a Chat	Figures updated	page 94
15	Managing Tabs	The section has been added	page 99
16	Administering Global Chat	The section has been added	page 112
17	Unread Messages Filter	The section has been added	page 100
18	Viewing a Thread	Figures updated	page 139
19	Joining a Thread	Figures updated	page 140
20	Setting Up a Thread	Figures updated	page 142
21	Searching for a Thread	Figures updated	page 144
22	Leaving a Thread	Figures updated	page 145
23	Actions with Messages	The figures have been updated, information about the "Send to..." item has been added, quick reply to message action has been added	page 114
24	Call and Video Conference Interface	Figures updated	page 39
25	Videoconferencing	Figures updated	page 192
26	Settings	Information has been updated, figures have been updated, information concerning notification about maintenance work on the server has been added	page 211
27	Saved Messages	Figures updated	page 220
28	Open Sessions	Figures updated	page 221
29	Threads in the General Chat List	Figures updated	page 233
30	Chat List Sections	The section has been added	page 233
31	Setting Up Quick Reply to Message Action	The section has been added	page 231
32	About	Information about updating the app version has been added	page 237
33	Description of Chatbots	Figures updated	page 239
34	Dialog	Figures updated	page 240
35	SmartApps	Figures updated	page 254
36	Confidential Mode	Figures updated	page 255

Build 3.8

No.	Section/subsection	Change	Reference
1	Searching in Chat	Information has been updated	page 97
2	Call Log	Information about searching for a call has been added	page 171
3	Videoconferencing	The "Searching for a Conference" subsection has been added, figures have been updated	page 210
4	Actions with Conferences	The structure has been updated, a description of the function "Viewing the list of conference participants" has been added	page 210
5	Special Settings	Information about the "Reply to message with swipe" setting has been updated	page 232

Build 3.9

No.	Section/subsection	Change	Reference
1	Description of the App Interface	Information about the unread message counter has been added, figures have been updated	page 11
2	Channels	Information about administrator capabilities has been updated	page 23
3	Special Settings	The "Muted Chats in the Unread Messages Filter" subsection has been added, figures have been updated	page 232

Build 3.10

No.	Section/subsection	Change	Reference
1	Recording a Conference	The section has been added	page 210
2	Channels	Information about the differences between a channel and a chat has been updated	page 23
3	Videoconferencing	The list of available actions has been expanded	page 46
4	Notifications	Information and figures of notifications have been supplemented	page 230
5	Confidential Mode	Information about the Confidential Mode in channels has been deleted	page 255

Build 3.11

No.	Section/subsection	Change	Reference
1	Call and Video Conference Interface	Information about reactions, the "Raise your hand" action has been supplemented, the "Lost connection" section has been moved, figures have been updated	page 39
2	Reactions in the Call	The section has been added	page 178
3	Administering a Group Call	Information about reactions, the "Raise your hand" action has been supplemented, figures have been updated	page 184
4	Reactions in a Conference	The section has been added	
5	SmartApps	The section has been updated, descriptions of specific apps have been removed	page 254

Build 3.12

No.	Section/subsection	Change	Reference
1	SIP Calls	Information about notifications has been added	page 46
2	Installing the App	The section structure has been improved	page 48
3	Administering a Group Chat	Information about searching by exact match has been added	page 84
4	Searching for a Chat	Information about searching by exact match has been added	page 94
5	"Saved Messages" Chat	The section structure has been improved	page 98
6	Searching for a Contact	Information about searching by exact match has been added	page 158
7	Managing Messages	The section structure has been improved	page 114
8	Audio and Video Communication	The section structure has been improved	page 131
9	Adding Users to the Call	Information about searching by exact match has been added	page 179

Build 3.13

No.	Section/subsection	Change	Reference
1	Contacts	Information about SmartApp actions in the contact card has been added, figures have been updated	page 12
2	Global Chat	Information has been updated	page 25
3	Phone Call	Information about the limitation on the number of users in a group call has been added	page 39
4	Call and Video Conference Interface	The section structure has been reworked, figures have been updated	page 39
5	Administering a Group Chat	The section structure has been improved	page 84
6	Setting Up Reactions in the Chat	Information about reactions in calls and conferences has been added	page 90
7	Administering Global Chat	Information has been updated	page 112
8	Saving a Message	Figures updated	page 98
9	Phone Call	Information about the limitation on the number of users in a group call has been added, section structure has been improved, figures have been updated	page 191
10	Call and Video Conference Recording	The section has been added	page 210
11	PIN Code	The section structure has been improved	page 222
12	Confidential Mode	The section structure has been improved	page 255

Build 3.14

No.	Section/subsection	Change	Reference
1	Contact Details	Information has been updated	page 2
2	Messages	Information about the context menu for mentions has been added	page 26
3	Personal Call	The section has been regrouped, information has been updated	page 35 , page 162

No.	Section/subsection	Change	Reference
4	Group Call	The section has been regrouped, information has been updated	page 42, page 174
5	Making a Repeat Call to the Participant	The section has been added	page 184
6	Call Recording	The section has been added	page 166
7	Channels	Information has been updated	page 23
8	Managing Channels	The section has been added	page 101

Build 3.16

No.	Section/subsection	Change	Reference
1	Description of the App Interface	The section structure has been improved	page 11
2	Contacts	The section structure has been improved	page 12
3	Contact Card	Notes, figures have been updated	page 13
4	Chats	The figure has been updated	page 16
5	Messages	The section structure has been improved	page 26
6	Installing the App	Information has been updated, the chapter has been completely reworked	page 48
7	Administering a Group Chat	Information has been updated	page 87
8	Administering Global Chat	The section structure has been improved	page 112
9	Managing Messages	The section structure has been improved	page 114
10	Searching for a Message	The section has been added	page 120
11	Replying to a Message	A note has been added	page 121
12	Saving a Message	The section has been added	page 122
13	Starting a Personal Call	A note has been added	page 162
14	Rating of Call Quality	The section has been added	page 170, page 189
15	Viewing the List of Call Participants	The section has been added	page 179
16	Joining the Call Using a Link	The figure has been updated	page 182
17	Making a Repeat Call to the Participant	The section has been added	page 184
18	Videoconferencing	Information has been updated, the section has been completely revised	page 195
19	Rating of Conference Quality	The section has been added	page 209
20	Profile	Information has been updated, the section has been completely revised	page 212
21	Max Incoming Videos Quality	The information and the figure have been updated	page 228
22	Role Model	The chapter has been added	page 260
23	Making a Repeat Call to Conference Participants	The section has been added	page 201
24	SmartApps	The definition of SmartApp has been updated	page 254

Build 3.17

No.	Section/subsection	Change	Reference
1	Entire document	The figures with app settings have been updated	
2	Description of the App Interface	The description of app settings has been updated	page 11
3	Main Menu of eXpress	The table of descriptions of the main sections of the app has been updated	page 12
4	Administering a Group Chat	Information about the possibility to delete messages by the administrator has been added	page 23
5	Administering a Channel	Information about the possibility to delete messages by the administrator has been added	page 26
6	Creating a Group Chat	Information about the limit on the number of characters in the chat name has been added	page 83
7	Creating a Channel	Information about the limit on the number of characters in the channel name has been added	page 102
8	Forwarding a Message	Information about the possibility of forwarding to threads has been added	page 119
9	Deleting a Message	Information about the possibility to delete messages by the chat or channel administrator has been added	page 123
10	Deleting a Call Entry	The section has been added	page 172, page 190
11	Clearing the Call Log	The information and the figures have been updated	page 173, page 191
12	Settings	The information and the figures have been updated	page 211
13	SmartApps	Information about the Homescreen SmartApp has been added	page 254

Build 3.18

No.	Section/subsection	Change	Reference
1	Message Formatting	Description has been updated	page 29
2	Reactions	The section has been moved	page 30
3	Actions with Messages	Information about message formatting has been added	page 114
4	Message Formatting	The section has been added	page 116
5	Viewing information about the message	Information has been updated	page 123
6	Settings	Information about notifications about enabled VPN has been added	page 211
7	Confidential Mode	Information has been updated	page 255

Build 3.19

No.	Section/subsection	Change	Reference
1	Call Screen Layout	Figures updated	page 40, page 44
2	Sending Documents	Information has been updated	page 147
3	Adding Users to the Call	Figures updated	page 165, page 180

No.	Section/subsection	Change	Reference
4	Call Recording	Figures updated	page 166, page 187
5	Starting a Call	Figures updated	page 174
6	Using the "Raise your hand" Action	Figures updated	page 178
7	Creating a Scheduled Conference	The figures have been updated, information about the available actions has been updated	page 196
8	Opening the Context Menu of the Conference	The figures have been updated, information about the available actions has been updated	page 200
9	Inviting Participants to the Conference	Information about the available actions has been updated	page 201
10	Upcoming Conference Chat	The figures have been updated, information about the available actions has been updated	page 204
11	Changing Conference Settings	Information about the available actions has been updated	page 207
12	Viewing the List of Conference Participants	Information about the available actions has been updated	page 208
13	Deleting a Conference	Information about the available actions has been updated	page 211

Build 3.20

No.	Section/subsection	Change	Reference
1	External User Warning	The section has been added	page 22
2	Registering a Corporate User	Information has been updated	page 49
3	Logging a Corporate User in to the App	Information has been updated	page 56
4	Logging in Using E-mail Address	A note has been updated	page 60
5	Logging in Using Server Address	A note has been updated	page 61
6	Conference Countdown Timer	The section has been added	page 205
7	Settings	Information and figures have been updated	page 211
8	Terms of Use	The section has been added	page 237
9	Installing the App	A note about the appearance of the "Choose a sign-in method" window has been added	page 48
10	Editing a Corporate User Profile	Information has been updated	page 215

Build 3.21

No.	Section/subsection	Change	Reference
1	Ending and Leaving a Group Call	Information has been updated	page 187
2	Confirming Leaving the Call	The section has been added	page 189
3	Leaving and Ending a Conference	Information has been updated	page 209
4	Leaving a Conference	The section has been added	page 209
5	SmartApps	A note has been added	page 254
6	Role Model	The list of restrictions has been expanded	page 260

Build 3.22

No.	Section/subsection	Change	Reference
1	Main Menu of eXpress	The figure has been updated	page 12
2	Contact Card	The figures and the note have been updated	page 13
3	General Information	The figure of the contact card has been updated	page 16
4	Registration Using E-mail Address	A note has been added	page 51
5	Registration Using Server Address	A note has been added	page 53
6	Logging in Using E-mail Address	A note has been added	page 60
7	Logging in Using Server Address	A note has been added	page 61
8	Collecting Diagnostic Information	The section has been added	page 67
9	Sending an Invitation to eXpress	The figure has been updated	page 160
10	Use Phonebook Names	Information has been updated	page 233
11	What to Do if You Have Problems with the App	A link to the "Collecting diagnostic information" section has been added	page 266

Build 3.23

No.	Section/subsection	Change	Reference
1	Contact Card	A note has been supplemented	page 13
2	Installing the App	The notes have been supplemented	page 48
3	Setting Up Chat	Information in the table has been supplemented	page 85
4	Forwarding a Message	The figure has been updated	page 119

Build 3.24

No.	Section/subsection	Change	Reference
1	Description of the App Interface	Information about VPN has been updated	page 11
2	Contact Card	Information about creating a link to the contact card has been supplemented, figures have been updated	page 13
3	Chats	The figure of the contact card has been updated	page 16
4	Registration Using E-mail Address	A note has been supplemented	page 51
5	Logging in Using E-mail Address	A note has been supplemented	page 60
6	Adding Users to the Chat	Figures updated	page 90
7	Adding Users to the Channel	Figures updated	page 108
8	Creating a QR Code or a Link to the Contact Card	The section has been added	page 160
9	Inviting Users to a Chat	Information about creating a QR code has been added	page 91
10	Inviting a User to the Channel	Information about creating a QR code has been added	page 109
11	Inviting Users to the Call	Information about creating a QR code has been added	page 181
12	Inviting Participants to an Active Conference	The section has been added	page 201
13	Settings	Information about VPN has been deleted	page 211
14	Changing the Phone Number	Information has been updated	page 217, page 219
15	Description of Chatbots	Information about creating a QR code has been added	page 239

Build 3.25

No.	Section/subsection	Change	Reference
1	Creating a Scheduled Conference	The figure has been updated	page 196

Build 3.26

No.	Section/subsection	Change	Reference
1	Registration Using E-mail Address	A note has been updated	page 51
2	Logging in Using E-mail Address	A note has been updated	page 60
3	SmartApps	The figure has been updated	page 254

Build 3.27

No.	Section/subsection	Change	Reference
1	Supported Languages	Turkish language added	page 12
2	Chats	Added notifications about user actions in the chat/channel	page 16
3	Adding Users to the Call	Added information about adding chatbots to a call	page 165, page 180

No.	Section/subsection	Change	Reference
4	Creating a Scheduled Conference	Added information about adding chatbots to a conference	page 196
5	PIN Code	A note about mandatory PIN code creation has been added	page 222
6	Role Model	New rules have been added	page 260
7	Restrictions for Downloading Attachments from Corporate Users	The subsection has been added	page 264
8	Mandatory PIN Code Creation	The subsection has been added	page 265

Build 3.28

No.	Section/subsection	Change	Reference
1	Logging in Using QR Code	Information on how to navigate to the "Settings" section has been updated	page 57
2	Registration Using Phone Number	Information about entering the confirmation code has been updated	page 57
3	Simplified Procedure for Logging a Corporate User in to the App	Information about entering the confirmation code has been updated	page 63
4	Removing a User From the Chat	Information has been updated	page 92
5	Leaving and Deleting a Chat	The section structure has been updated, information has been updated	page 93
6	Removing a User from the Channel	Information has been updated	page 111
7	Leaving and Deleting a Channel	The section structure has been updated, information has been updated	page 111
8	Viewing information about the message	Figure 171 has been updated	page 123
9	Viewing the List of Call Participants	Figure 263 has been updated and information about chatbots has been added	page 179
10	Open Sessions	The figure has been updated	page 221
11	SmartApps Cache	The subsection has been added	page 233

Build 3.29

No.	Section/subsection	Change	Reference
1	Logging in Using QR Code	A note about the app request to use the device's camera has been added	page 57
2	Stickers	Information on how to send a sticker, add and remove a sticker set from a collection has been added	page 127
3	Personal Call	A note about erroneous call start have been added	page 162
4	Videoconferencing	Figures updated	page 195
5	Open Sessions	A note about the app request to use the device's camera has been added	page 221

Build 3.30

No.	Section/subsection	Change	Reference
1	Files and Links in the Message	Information has been updated	page 28
2	Voice Messages	Information has been updated	page 30
3	Voice Messages	The section structure has been updated Information about the possibility to add text to a voice message when editing has been added	page 131
4	Polls	The section has been added Information about the possibility of creating a poll in the message has been added	page 32
5	Polls	The section has been added	page 133
6	Special Settings	Figure 348 has been updated	page 232
7	Theme	The section has been added	page 233

Build 3.31

No.	Section/subsection	Change	Reference
1	Throughout the document	Figures updated	Throughout the document
2	Message Status	Information about checking the message for confidentiality of transmitted information has been added	page 27
3	Files and Links in the Message	Information has been updated	page 28
4	Actions with Files and Links	Information has been updated	page 145
5	Reactions	Information about the possibility to react to a message by double-tapping has been added	page 124
6	Polls	Information has been updated	page 133

Build 3.32

No.	Section/subsection	Change	Reference
1	Checking Messages	The section has been added	page 27
2	Mentions in Messages	Information has been updated	page 28
3	Threads	Information has been updated	page 33
4	Call Log	Information about actions in the context menu of call recording has been added	page 41, page 46, page 171, page 189
5	Setting Up Chat	Information about enabling/disabling the "Auto-subscribe to threads" setting has been added	page 85
6	Setting Up a Channel	Information about enabling/disabling the "Auto-subscribe to threads" setting has been added	page 102
7	Setting Up Mentions in Threads	Information about enabling/disabling the "Mentions in Threads" setting has been added	page 105
8	Adding a User to a Thread	The section has been added	page 142
9	Replying to a Message	Information about the possibility to record a voice message in response to a text message has been added	page 121

No.	Section/subsection	Change	Reference
10	Starting a Call	Information has been updated	page 163, page 175
11	Settings	The section structure has been changed	page 211
12	Chat and Channel Settings	The section has been added	page 230
13	Special Settings	The section structure has been changed	page 232

Build 3.33

No.	Section/subsection	Change	Reference
1	Purpose of the App	The minimum operating system version of the device has been updated	page 10
2	Chats → General Information	A note about the chat creator has been added	page 16
3	Channels → General Information	A note about the channel creator has been added	page 23
4	Registering a Corporate User	Information has been updated	page 49
5	Updating the App Version	A note about mandatory app update has been added	page 69
6	Creating a Group Chat	Information about adding chat description has been added	page 83
7	Creating a Channel	Information about adding channel description has been added	page 102
8	Sending a File to Chat	Information about combining media files into albums when sending multiple images and videos has been added	page 145
9	Sending an Image	Information has been updated	page 148
10	Sending Video Files	The section has been added	page 149
11	Editing a Corporate User Profile	Information about adding, changing and deleting user avatar has been added	page 215
12	Editing an External User's Personal Profile	Information about adding and changing user avatar has been updated, information about deleting user avatar has been added	page 218
13	Role Model	Information about the restriction for forwarding and downloading albums with attachments that have restrictions has been added	page 260

Build 3.34

No.	Section/subsection	Change	Reference
1	Mentions in Messages	Information about tags has been added	page 28
2	General Information → Tags	The section has been added	page 35
3	Personal Call Interface	Information about the speakerphone button on iPad has been added	page 39
4	Group Call Interface	Information about the speakerphone button on iPad has been added	page 43
5	Setting Up Chat	Information about tags has been added	page 85
6	Searching for a chat by tags	The section has been added	page 95
7	Setting Up a Channel	Information about tags has been added	page 102

No.	Section/subsection	Change	Reference
8	Setting Up a Thread	Information about tags has been added	page 142
9	Searching for a Thread by Tags	The section has been added	page 144
10	Restrictions for Working with Files	The section has been added	page 145
11	Searching for a Contact by Tags	The section has been added	page 158
12	Adding a Tag to a Contact	The section has been added	page 159
13	Searching for a Message by Tags	The section has been added	page 120
14	Adding a Tag to a Message	The section has been added	page 122
15	SIP Calls	Information has been updated	page 192
16	Creating a Scheduled Conference	Information about tags has been added	page 196
17	Tag Settings	The section has been added	page 233

Build 3.35

No.	Section/subsection	Change	Reference
1	Throughout the document	Figures updated	Throughout the document
2	Deleting an Account	Information has been updated	page 219

Build 3.36

No.	Section/subsection	Change	Reference
1	Chats → General Information	Information has been updated	page 16
2	Channels → General Information	Information has been updated	page 23
3	Adding Users to the Chat	Information has been updated	page 90
4	Adding Users to the Channel	Information has been updated	page 108
5	Searching for a Contact	Information has been updated	page 158
6	Sending eXpress invitation	Information has been updated	page 162
7	Sending a Reaction	The figure has been updated	page 124
8	Personal Call → Adding Users to the Call	Information has been updated	page 165
9	Reactions in the Call	The figure has been updated	page 178
10	Group call → Adding users to a call	Information has been updated	page 180
11	Joining a Conference	The figure has been updated	page 202
12	Call Settings	Information and figure updated	page 227
13	Exact Match Search	Information has been updated	page 233
14	Unpinning a Tab	The section has been added	page 237

Build 3.37

No.	Section/subsection	Change	Reference
1	Throughout the document	The figures featuring the bottom menu have been updated	Throughout the document
2	Description of the App Interface	Information has been updated	page 11
3	Setting Up the Interface	The section has been added	page 72
4	SmartApps	Information has been updated	page 254

Build 3.39

No.	Section/subsection	Change	Reference
1	Chats	The figures have been updated	page 16
2	Channels		page 23
3	Registering a New Account	Information about the restriction on sending the code has been updated	page 49
4	Logging in to the app		page 56
5	Simplified Procedure for Logging a Corporate User in to the App	Information has been updated	page 63
6	Setting Up Chat	Information and figures have been updated	page 85
7	Setting Up a Channel		page 102
8	Adding Users to the Chat	Information and figures have been updated	page 90
9	Adding Users to the Channel		page 108
10	Leaving and Deleting a Chat	Information has been updated	page 93
11	Leaving and Deleting a Channel		page 111
12	Screen Sharing	The section has been added	page 165, page 178, page 205

Build 3.40

No.	Section/subsection	Change	Reference
1	Throughout the document	The figures featuring user status have been updated	Throughout the document
2	Description of the App Interface	Information has been updated	page 11
3	General Information → Statuses	The section has been added	page 35
4	Simplified Procedure for Logging a Corporate User in to the App	Information has been updated	page 63
5	Managing Statuses	The section has been added	page 74
6	Personal Call → Starting a Call	Information about a call to a user with a set status and an enabled setting that restricts incoming calls	page 162

No.	Section/subsection	Change	Reference
7	group Call → Starting a Call	has been added	page 174
8	Joining the Call Using a Link	The section structure has been updated Information about connecting to a call by an unregistered user has been updated	page 182
9	Creating an Unscheduled Conference	Information about adding a user to a conference with a set status and an enabled setting that restricts incoming calls has been added	page 198
10	Making a Repeat Call to Conference Participants	Information about calling back a user with a set status and an enabled setting that restricts incoming calls has been added	page 201
11	Joining a Conference	Information about connecting via invitation link has been updated	page 202