

eXpress

Communication
System

User Manual

Web. Desktop

Build 3.40
26/05/2025



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Mailing address:	127030, Moscow, Novoslobodskaya Street 24/1
Phone:	+7 (499) 288-01-22
E-mail:	sales@express.ms
Web:	https://express.ms/

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INTRODUCTION

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

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

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

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

Chapter 1

GENERAL INFORMATION

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

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

PURPOSE OF THE APP

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

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

Note:

- supported browsers for the Web App: Google Chrome, Chromium versions 68 and higher, Yandex Browser version 19 and higher, Firefox and Edge versions 79 and higher, Opera version 56 and higher;
- the Desktop App runs on Windows version 7 and higher, Linux Astra Smolensk version 1.6, Linux Astra Orel version 2.12, Linux Ubuntu version 18, Linux Mint version 20, MacOS version 10 and higher.

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;
- calls (it is not possible to call a regional server user, but outgoing and incoming calls to corporate server users are possible);
- conferences (it is not possible to create a conference, but it is possible to join a conference using a link or via the conference list);
- tags (the user does not have access to existing autotags and cannot create their own tags);
- the Enhanced Privacy Mode is unavailable;
- there is no access to the catalog of open chats and universal bots.

When attempting to use a restricted feature, a regional user will see a pop-up warning.

DESCRIPTION OF THE APP INTERFACE

The interfaces of the Web App and the Desktop App are identical. Further in the text, all features and the order of actions will be demonstrated using the example of a Web App interface.

The main window of the app is conditionally divided into the main and working areas. When you bring up certain sections and functions, an additional area may open. Depending on the resolution, size and scale of the display, the additional area may be displayed:

- instead of the working area ([Figure 1](#)) — at low resolution, small screen size and zoom level of 100% or less;

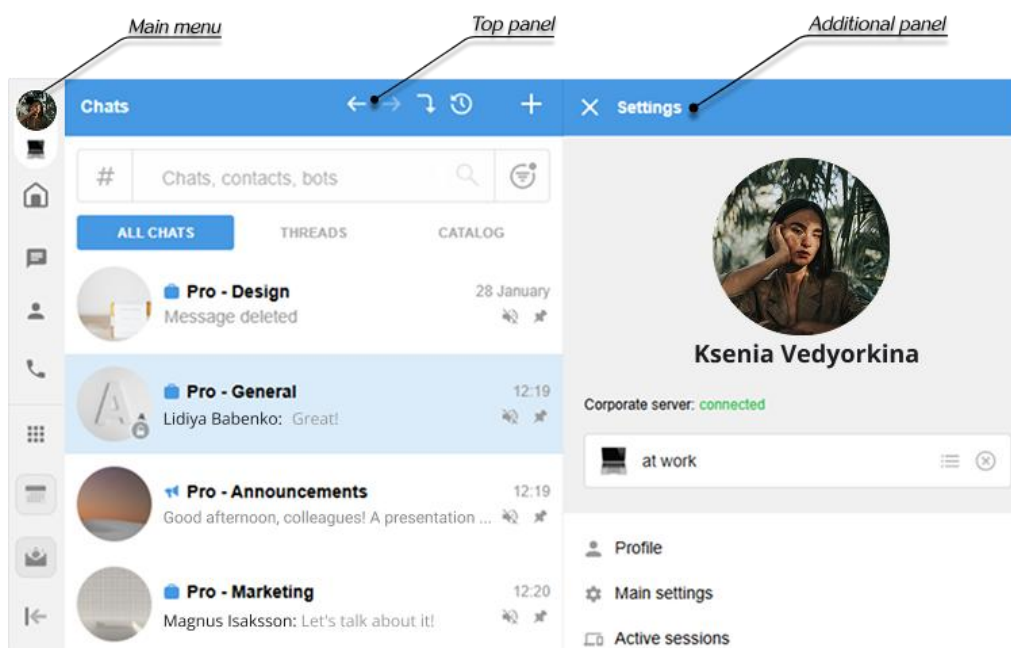


Figure 1

- to the right of the working area ([Figure 2](#)) — at high resolution, large screen size and zoom level of more than 100%;

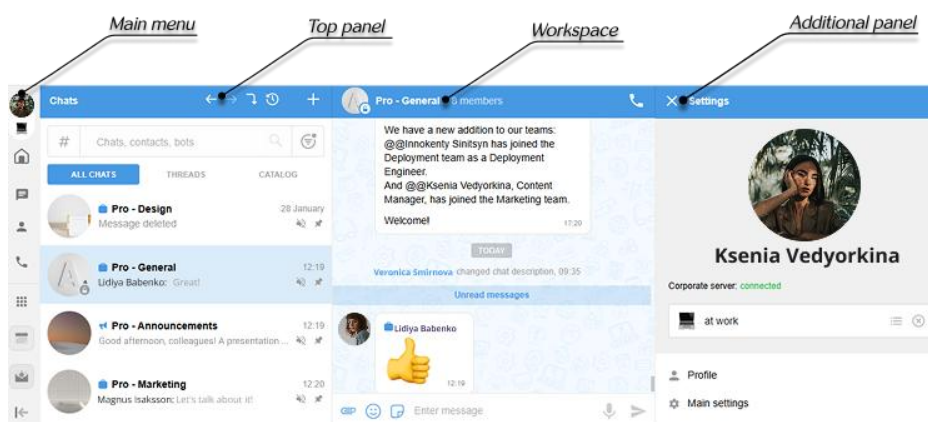


Figure 2

On the left side of the main window is the main menu, which allows you to navigate through the sections of eXpress ([Figure 2](#)).

The Desktop App supports a full-screen version.

To switch to the full-screen version, press F11 while in the app window. The app will expand to full screen.

To exit the full screen version, press F11 again.

In the Desktop App, the user can adjust the position of the app window:









- window size;
- window position on the screen.

After you close the app, these settings will be saved.

MAIN MENU OF EXPRESS

The main menu contains the sections of eXpress ([Figure 1](#), [Table 1](#)):

Table 1





Button	Section	Purpose of the section
	Settings	Allows you to manage app settings, view avatar and information about the current user and how the app is running on their devices
	Status	Assigning and deleting user status
	Home	Home page SmartApp
	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
	SmartApps	Add-on for quick access to corporate services and systems
	Reminders	Reminders about unanswered incoming messages




In the "Status" section, you can create a status, remove it, or set one of the recent statuses if the user has them.

In the "Chats", "Contacts" and "Calls and conferences" sections, a search line is available, which allows to search for:

- [chats](#) and [contacts](#) — by parameters or tags;
- [call](#) and [conference entries](#) — by parameters.




The top menu of the app contains:

- buttons designed to perform certain actions in the chat list:
 -  — create a new chat or channel;
 -  — got to the previous chat;
 -  — go to the next chat;
 -  — go to the next unread chat (the button is inactive if there are no chats with unread messages);

-  — open chat history. When clicked, a drop-down list opens, which displays the user's chats broken down into groups: "Recent chats" and "Popular chats". Clicking on the name of a chat from the list will open the window of this chat;
- chat name and information about it;
- buttons used to perform certain actions in the chat:
 -  — [search for messages](#);
 -  — [call](#).

For some actions, you can use a keyboard shortcut instead of buttons ([Table 2](#)):

Table 2

Button	Keyboard shortcut	Action
	<Left Alt><Shift>+<←>	Go to the previous chat
	<Left Alt><Shift>+<→>	Go to the next chat
	<Left Alt><Shift>+<↓>	Go to the next unread chat

SUPPORTED LANGUAGES

eXpress CS is available in nine language versions:

- Russian;
- English;
- German;
- French;
- Spanish;
- Arabic;
- Uzbek;
- Malay;
- Turkish.

The choice of language during registration or logging in to the app is available in the upper right corner ([Figure 3](#)).

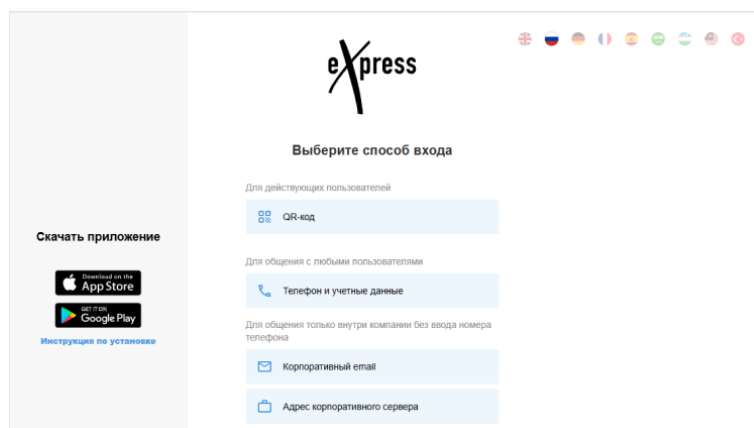


Figure 3

If the user is already logged in to the app, the language can be selected in the "Settings" section → "Main" → "Language" (see page 246).

CONTACTS





Clicking on  in the main menu of eXpress app opens the "Contacts" section, which contains the user's personal and corporate contacts. Opposite each contact, one of the icons is displayed (Table 3):

Table 3

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

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


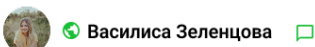



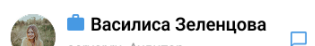


TYPES OF CONTACTS



eXpress CS provides for several types of contacts:

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

Examples of displaying contacts in the app interface depending on their types are provided below (Table 4):

Table 4

Contact type	Icon	Display example
External		
Corporate		
Corporate Trusted		
Unregistered		


Contact type	Icon	Display example
Chatbot		

CONTACT CARD

Each contact has a card with the user's personal data, which opens when you click the selected contact ([Figure 4](#)).




The contact card contains the following data:


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

Note. When you hover over fields in the Corporate information and Personal information blocks, the button  is displayed next to the field. Clicking the button copies the data of the selected field to the clipboard. Clicking on your corporate e-mail opens Email SmartApp if connected, or a window to choose a third-party email app.

The following action buttons are available in the card ([Table 5](#)):

Table 5

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

Next to the contact's name in their card there is an icon  that indicates their belonging to one of the groups ([Figure 4](#)). A similar icon is displayed on the left next to the user's name in the contact list.

An icon indicating the user's current status (for example, "In the office" or "On vacation") appears to the right next to the user's name in the contact list.

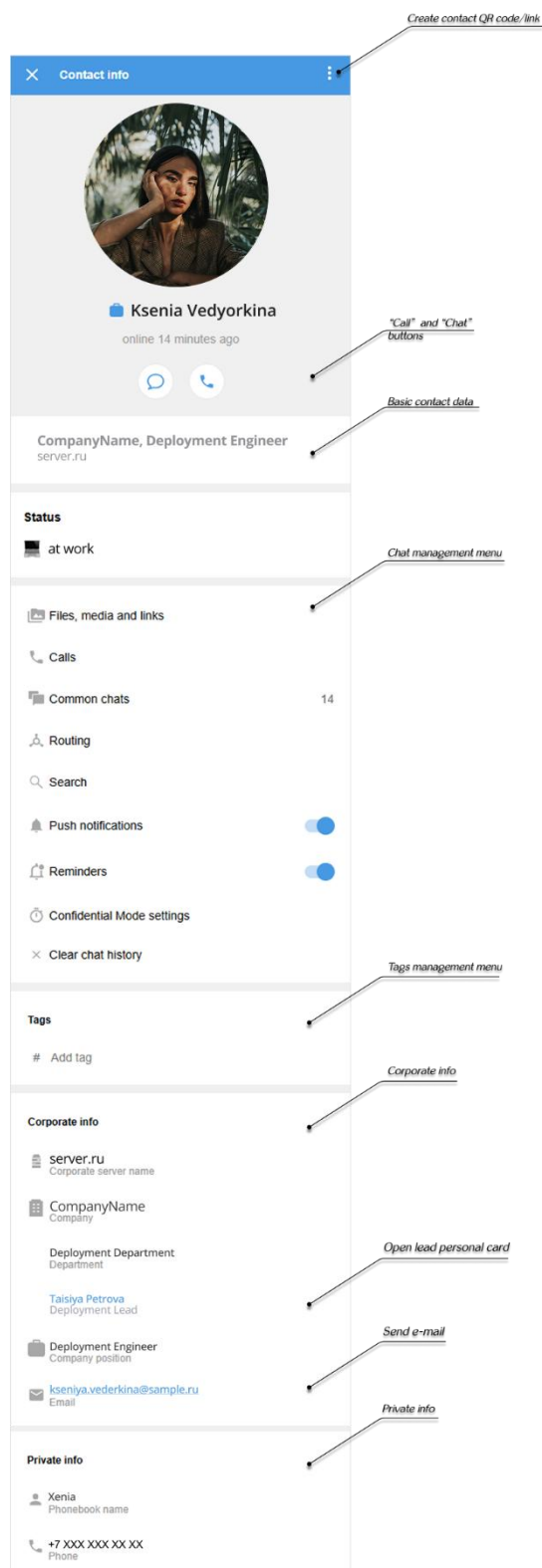


Figure 4

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.


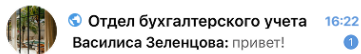

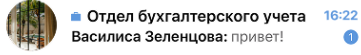

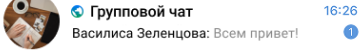

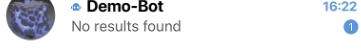
Based on the **method of joining**, group chats are divided as follows:

- 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.

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

For corporate eXpress users, a blue chat theme has been implemented, and a green chat theme is used for external users. The display of chats in the interface depends on the **types of contacts** the user is exchanging messages with. Below are some options using a group chat as an example (Table 6):

Table 6

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

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.

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

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

If there are unread messages in a chat, a counter of unread messages is displayed to the right of its name (Figure 5):

- blue — in the corporate user interface, chat notifications are enabled;
- green — in the regional user interface, chat notifications are enabled;
- grey — in the corporate and regional user interface, chat notifications are disabled.

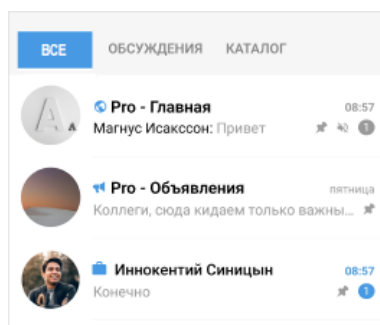



Figure 5

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

Under active corporate user chats, the list of chats, channels, and corporate bots that are open for joining is available. Open chats and channels with end-to-end encryption disabled are marked with the  icon.

The list is located below the user's active chats and channels (they are marked on the right with the time or date of the last message). To see chats and channels that are open for joining, the user just needs to scroll down their own active chats and channels.

Clicking on the name of a chat takes you to its window. Double-clicking on a chat name will rewind the chat history in the window to the end. At the bottom of the window, there is the "Join" button. Clicking on it will allow the user to join the chat.

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

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

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

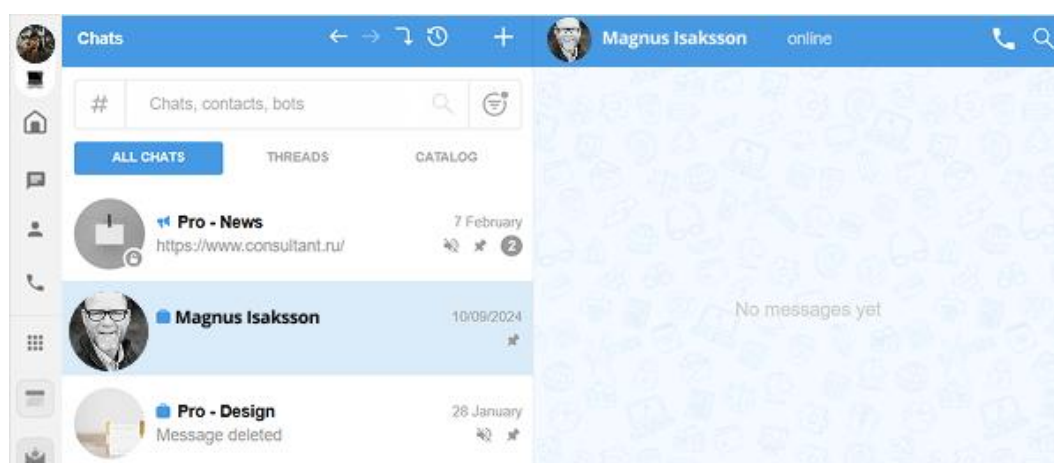


Figure 6

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

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

More detailed information about a group chat is available in [its card](#).

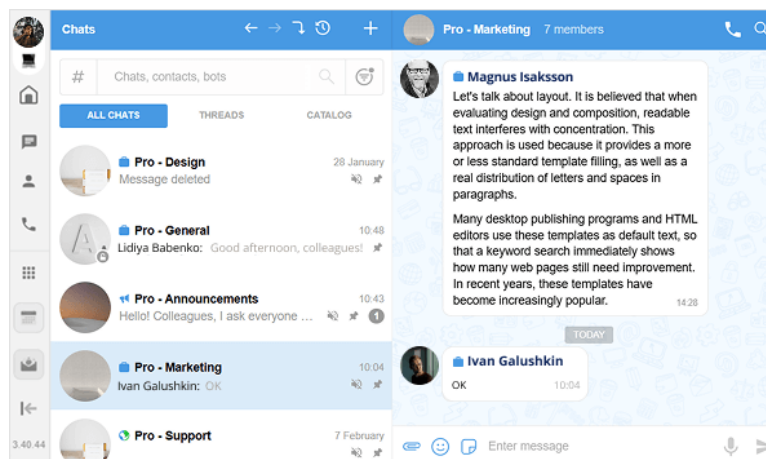


Figure 7

If a group chat/channel message has a thread, information about the number of comments in this thread is displayed below the message (Figure 8). Clicking on this line takes you to a sub-chat with comments on the original message (see the "Threads" section).

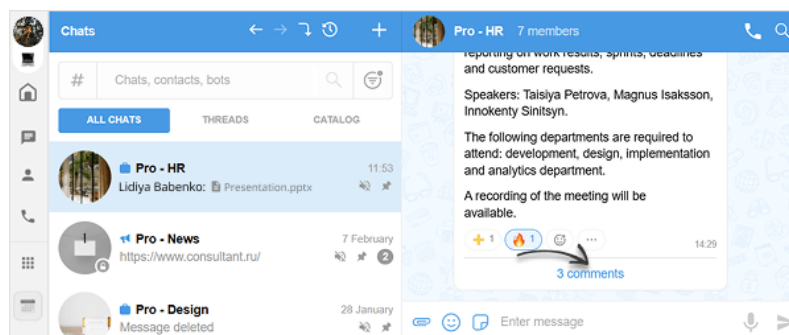


Figure 8

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 9, Figure 10) is designed to store favorite messages from all chats and quickly access saved messages.

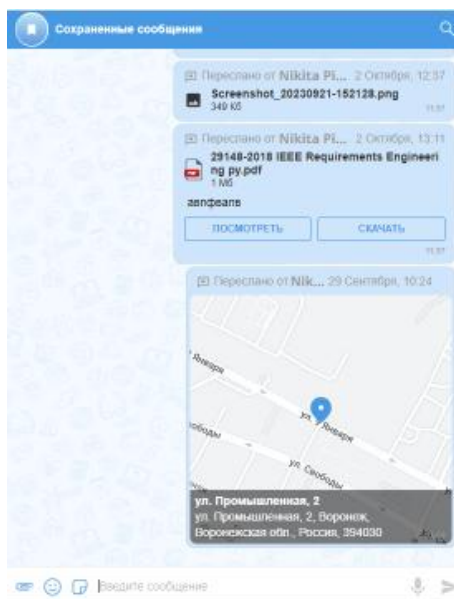


Figure 9

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 the "Settings" section → "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 Figure 10;

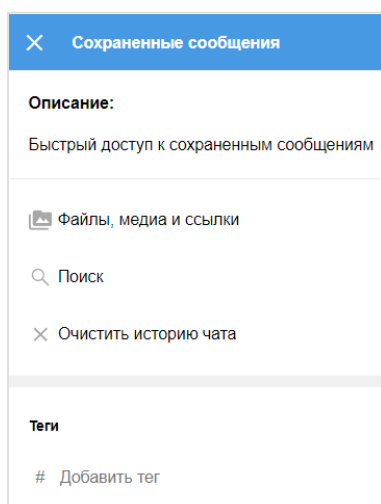


Figure 10

- the chat interface lacks call buttons, number of participants, and the Confidential Mode button;
- when clearing chat history, the chat remains in the chat list, unlike personal chats;
- you can edit a saved message for an unlimited amount of time;

- in the “Saved Messages” chat card, you can create a tag ([Figure 10](#)), but you can only configure and edit it in the [tag settings](#).

There are two ways to add messages to the “Saved Messages” chat: save existing messages [using the context menu](#) and create new messages directly in the chat.

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 [116](#)).

The chat administrator has the following privileges:

- changing chat parameters (avatar, name, etc.);
- adding participants to the chat;
- enabling/disabling end-to-end encryption;
- setting up chat thread settings;
- setting up chat reactions settings;
- deleting participants from the chat;
- appointing other participants as chat administrators.

Each group chat has its own card ([Figure 11](#)). In the group chat card, the user has access to:

- avatar;
- chat name;
- information about the chat creator and creation date;
- chat description, if it was added;
- button to create a conference;
- chat settings block;
- chat participants search bar;
- list of chat participants in alphabetical order.

Note:

- a chat participant with administrator rights is marked as “Admin”;
 - chat name is limited to 128 characters;
 - setting up automatic subscription to threads in the chat card is available to the user if the chat administrator has enabled threads;
 - the name of the chat creator may not be displayed in the card. To obtain this information, contact the chat administrator (marked as “Admin” in the list of chat participants) or technical support.
 - 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 order in which user names are displayed in the list of chat participants:

- current user;
- chat administrators;
- chatbots with administrator rights;
- other chat participants, grouped by servers (first, all groups of participants from corporate servers are displayed, then from regional servers);

- Chatbots.
All participants are additionally sorted by their online/offline status.

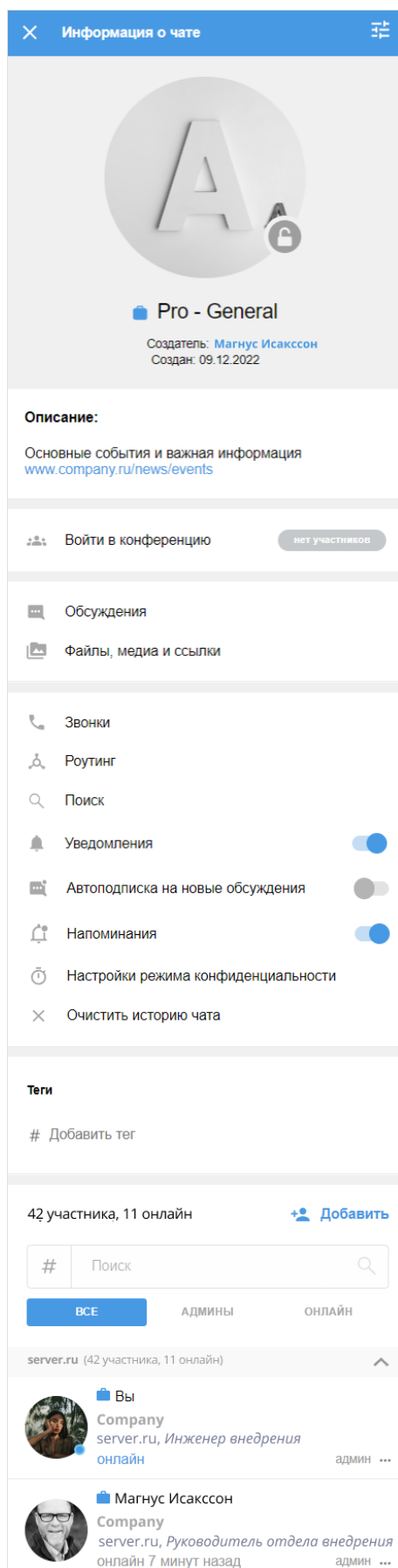


Figure 11

CHANNELS

GENERAL INFORMATION




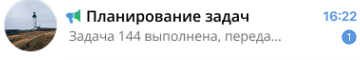
A channel is a tool for publishing news, announcements, instructions, polls, etc. Only administrators can send messages to the channel. The main differences between a channel and a chat are provided in [Table 7](#).

Table 7

Function	Chat	Channel
Posting messages	Participants and administrators on their own behalf	Only administrators on behalf of the channel
Editing and deleting messages from other administrators	✗	✓
Reminders	✓	✗
Calls and Conferences	✓	✗
Confidential Mode	✓	✗
Viewing the list of participants/subscribers	Participants and administrators	Only administrators
Viewing the routing diagram	Participants and administrators	Only administrators
Viewing Information about Reactions	Participants and administrators	Only administrators
Viewing system messages	Participants and administrators	Only administrators

Visually, channels are similar to chats and, just like chats, are divided into corporate and mixed ones. The icons that represent the channels depending on their types are shown in [Table 8](#).

Table 8

Channel type	Icon	Display example
A channel with corporate users		
Channel with corporate and external users (mixed channel)		

Note:

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

The channel window header ([Figure 12](#)) contains the avatar and name of the channel, the number of subscribers.

More detailed information about a channel is available in [its card](#).

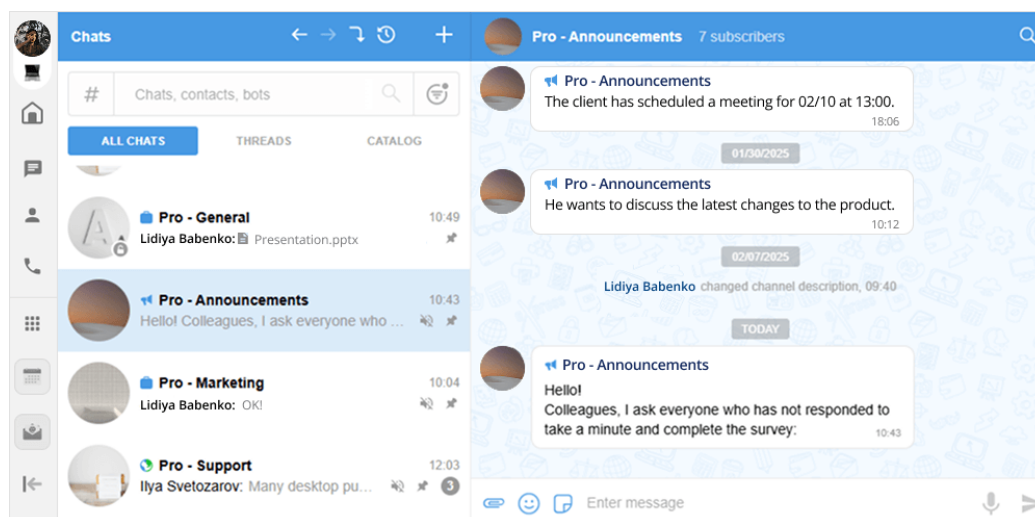


Figure 12

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;
- corporate news.

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

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 connected to 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;
- the user cannot change Global Chat settings or exit it;
- end-to-end encryption is not used, history is available only from the moment of registration on the server;
- in Global Chat, the user cannot pin messages, use reactions and mentions (using a single @ symbol);
- the Global Chat card lacks buttons for routing diagram, adding users, etc.

ADMINISTERING A CHANNEL

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

Note. You can later appoint any subscriber as the channel administrator (see page 132).

Each channel has its own card (Figure 13). In the channel card, the subscriber has access to:

- view information about the channel (avatar, channel name and description, channel creator name and creation date);
- viewing files, media and links;
- searching for channel messages;
- adding a tag;
- buttons:
 - enable/disable notifications;
 - enable/disable auto-subscription to new threads;
 - clear channel history;
 - leave channel.

Note. Setting up automatic subscription to threads in the channel card is available to the user if the channel administrator has enabled threads.

The name of the chat creator may not be displayed in the card. To obtain this information, contact the chat administrator (marked as “Admin” in the list of chat participants) or technical support.

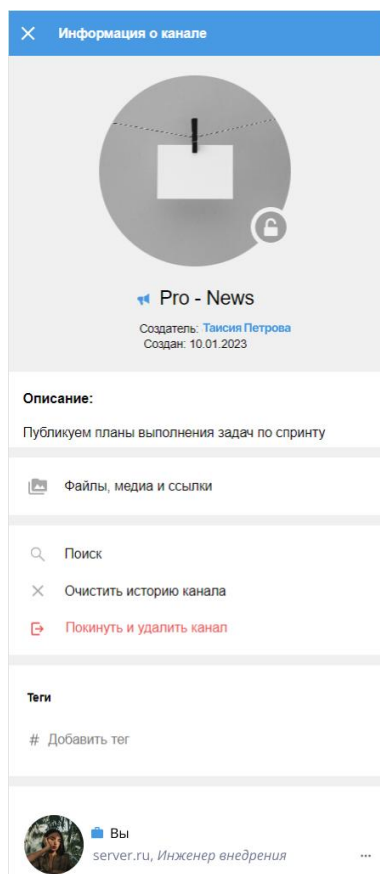


Figure 13

For the administrator, the channel card additionally has access to (Figure 14):

- channel settings;

- routing diagram;
- adding subscribers;
- viewing and managing the list of subscribers.

Subscriber names are listed alphabetically.

Sorting users in the channel subscribers list:

- current user;
- channel administrators;
- chatbots with administrator rights;
- other subscribers, grouped by servers (first, all groups from corporate servers are displayed, then from regional servers);
- Chatbots.

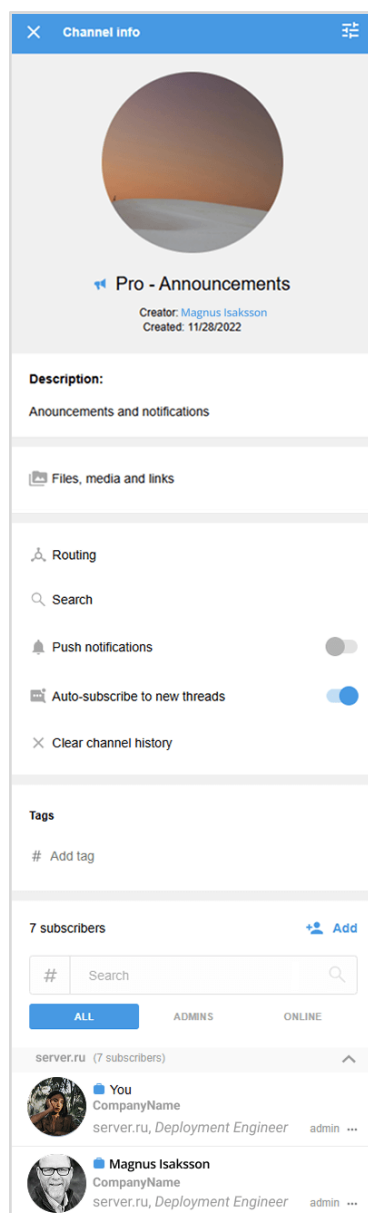


Figure 14

MESSAGES

To enter a message, use a special field (Figure 15).



Figure 15

If a message has been created but not sent, it is saved as a draft (Figure 16), 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.

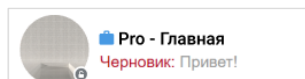


Figure 16

Note. Drafts are automatically synchronized across all user devices.

When you navigate to a chat containing a draft, the cursor is placed at the end of the message (Figure 17).



Figure 17

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

To send a message, use the button ➤ or the <Enter> key.

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

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.

If a chat user is added to the address book, then clicking 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 system checks the text and the files attached to the message. If a message fails the check for sensitive information, it will receive a status ⚠ and the error text "Message failed verification" will be displayed.

Checking for malware is performed after the message has been delivered to the chat. If malware is detected, the corresponding text is displayed in the message and the file becomes impossible to open (Figure 18).

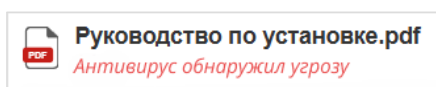


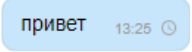

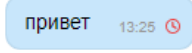

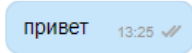
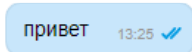
Figure 18

The user can copy the text of the message which failed verification.

MESSAGE STATUS

To the right of the sent message, the time of its sending and the status are displayed (Table 9):

Table 9

Status	Appearance
Pending message (sender is not connected to the Internet when sending message)	
Queued to be checked for information containing sensitive data/check started (if the setting was enabled by the administrator)	
The message failed the check for information containing sensitive data (if the setting was enabled by the administrator)	
Not delivered (recipients disconnected from the Internet)	
Delivered to at least one recipient (recipient is connected to the Internet but has not opened the chat window)	
Read by at least one recipient	




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

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 the Internet is disconnected, the message is sent automatically once connection has been restored. When sending attachments, the message "Connection to the server was lost, please try again later" is displayed and sending does not occur. It is necessary to retry sending once network connection has been restored.

FILES AND LINKS IN THE MESSAGE

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. The e-mail links in the message are active. Clicking on the link opens the "New mail" screen with the "Recipient" field filled in. Depending on the app settings, the action takes place in the [E-mail App](#) or a third-party e-mail client.

To attach files and polls to a message, use the  button (page 176), to add an emoji or a sticker to a message, use  and  (see page 171).







To send a [voice message](#), use the button .

Note:

- the [Confidential Mode](#) is available only for corporate server users;
- The application sends any number of files up to 1 GB in size.

In the Web/Desktop App, each file type is indicated by the following icon (Table 10):

Table 10

Attachment type	Image	Video	Contact	Document	Geolocation	Poll
Icon						

MENTIONS IN MESSAGES

In a message, the user can mention (including themselves) and invite other users and chatbots to the chat, provide links to other chats and channels 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. The @all construct allows you to mention all chat participants at once (Figure 19).

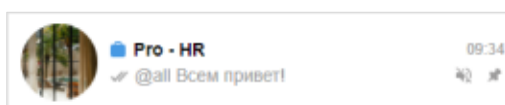


Figure 19

When mentioning users, tags may be used. For example, if multiple chat participants are tagged with the same tag, typing the @ symbol and the tag name will mention all users with that tag (Figure 20, Figure 21).

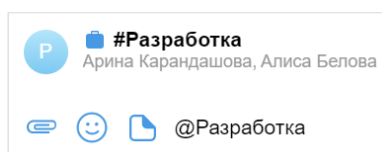


Figure 20

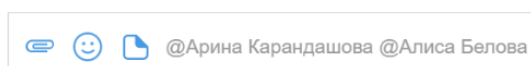


Figure 21

A user mention is always a link to a contact that can be followed to see more detailed information about the mentioned user (Table 11).

Table 11

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

Construct	Purpose	Result
		link to the chat or channel. Note. If the link is not available, it means that the chat is a closed chat and the user is not a participant.

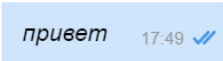

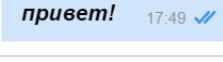
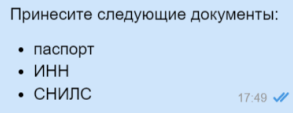

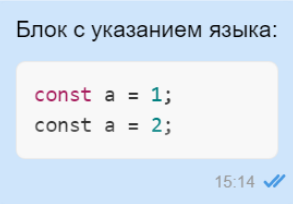
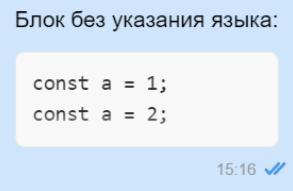
Searching for user mentions with the use of @ or @@ symbols can be used when creating a [conference/chat](#) and when adding a participant to the [call/conference](#).

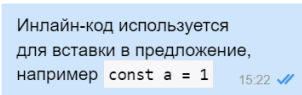
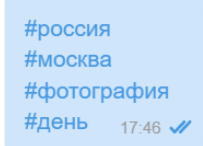
MESSAGE FORMATTING

The user can perform [text formatting](#) in their message: apply bold or italic font, use strikethrough text, insert code fragments or links, as well as delete and edit the formatting of text and links.

The user can also change the formatting of the text in the message using the Markdown markup language ([Table 12](#)):

Table 12

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

Code	Output example	Note
The inline code is used to insert into a sentence, e.g. <code>`const a = 1`</code>		twig, ts, typescript, vbs, vbscript, xml, yml, yaml
Tags		
#russia #moscow #photo #day		


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

VOICE MESSAGES

eXpress supports the [voice messaging](#) feature.

To send a voice message, use the button .

Rules for sending a voice message:

- a voice message cannot be recorded and sent during a call;
- when you leave the chat or the app while recording a voice message, the recording is reset;
- when editing a message, the voice message recording button is unavailable;
- when entering a symbol in the message line, the voice message recording button  is no longer displayed;
- to be able to record a voice message, eXpress requires access to the device's microphone. The query is generated by the operating system automatically if access has not been granted previously.

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

REACTIONS

In eXpress, you can send reactions to messages in the form of smileys and icons.

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 22](#)).

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

Note:

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

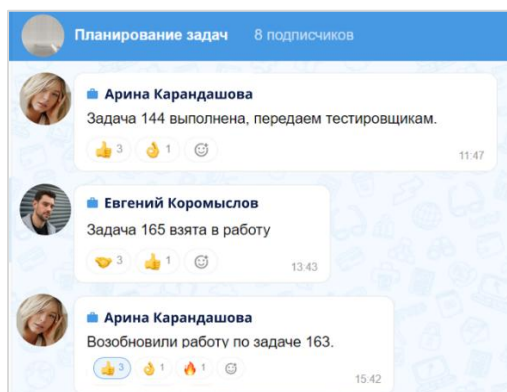


Figure 22

A user can “react” to any message, including a poll, 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 23).

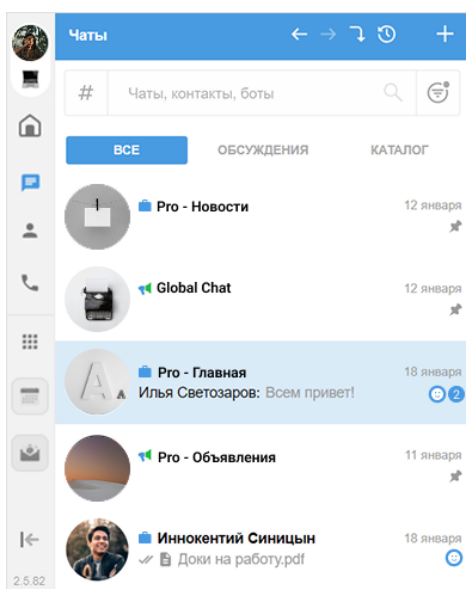


Figure 23

In the window of such a chat, the icon 😊¹ with a counter of unseen reactions is displayed (Figure 24).

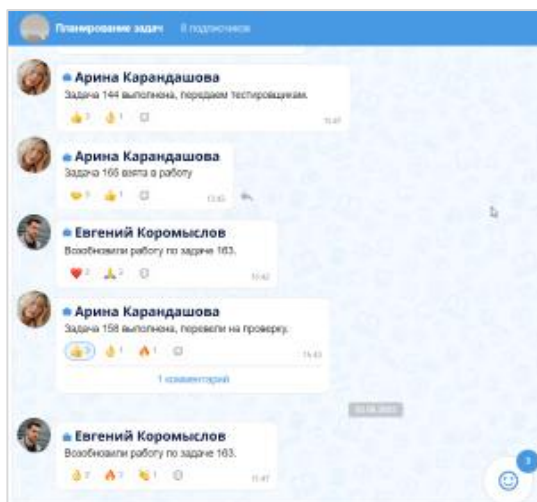


Figure 24

Clicking on this icon allows you to view the received reactions.

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

In eXpress you can create polls in chats, channels, threads, as well as in group call and conference chats.

Polls are messages with voting capabilities that help gather opinions and feedback from chat, channel or call participants. You can interact with a message containing a poll just like you would with a regular message.

Only corporate users can create a poll, and all participants in a chat, channel, or group call can take part in the poll.

For more information on working with polls, see the [“Polls”](#) section.

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 the original group chat is automatically subscribed to the thread in the following cases:

- they were mentioned in a thread using the @ symbol;
- the setting for auto-subscription to threads is enabled;
- the user has added a message to the thread.

The user can also join the thread independently.

A channel subscriber is automatically subscribed to a message thread in the following cases:


- the channel has the “Mentions in threads” setting enabled and the subscriber was mentioned in the thread via the @Username construct;
- the setting for auto-subscription to threads is enabled;
- the user has added a message to the thread.

The user can also join the channel thread independently.

Note. If the chat or channel administrator has disabled auto-subscription, this setting is not available in the chat or channel card.

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” (Figure 25) and “All tabs” tabs (Figure 26).

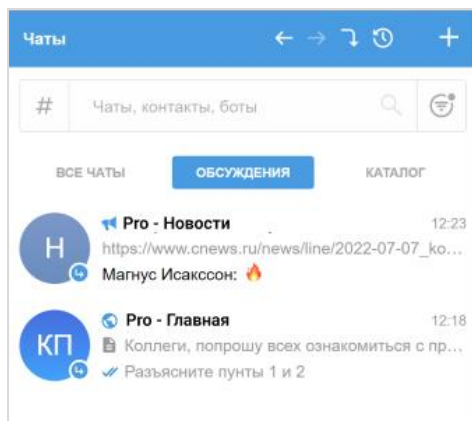


Figure 25

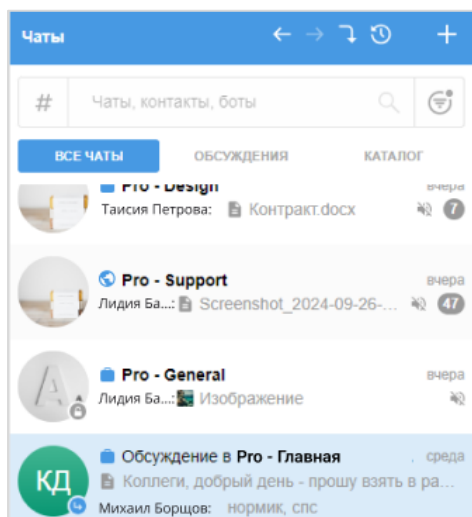


Figure 26

The display of threads depends on the “Threads in the General Chat List” setting. If the setting is disabled (default), threads are shown only on the “Threads” tab.

If the setting is enabled, threads are shown in the “All” tabs of the general chat list and “Threads” tabs (Figure 25, Figure 26).

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.

Clicking on the thread name takes you to that thread’s window (Figure 27).

The thread window header 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>”);
- number of participants (subscribers) in the thread.

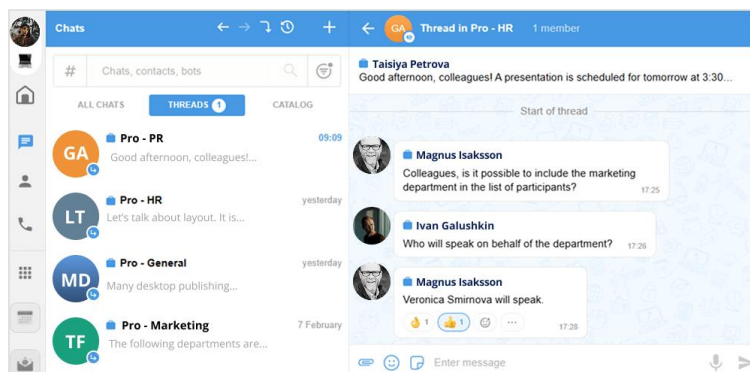


Figure 27

Each thread has a card that contains data about it , and functional elements for performing certain actions (Figure 28). For more details, see the “Managing Threads” section.

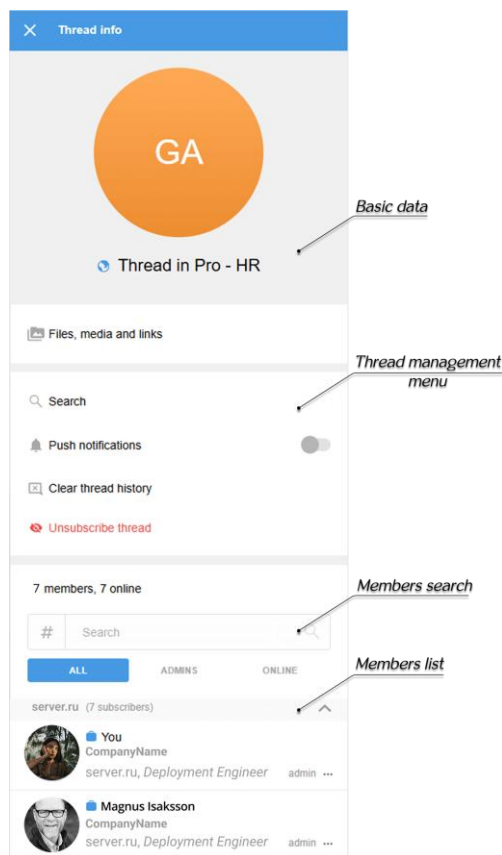


Figure 28

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.

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

STATUS LIST

Statuses created and modified by the user are in the “Recents” list, statuses available in the application by default are in the “Default” list.

The “Recents” list displays no more than the last five statuses set by the user. Among them, both created personal and modified default statuses are taken into account.

Important notice! When the user sets the sixth status, the very first one used is replaced with the new one. If the user has changed statuses more than five times since the status was created, they will have to create it again to return to this status.

The statuses in the list are sorted from new to old by the time of the last use by the user.

Standard statuses are presented in the table below:

Table 13

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 default statuses.

MANAGING STATUSES

The user has access to the following actions with statuses:

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

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

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

TAGS

eXpress SC supports the use of tags. The user can tag contacts, chats and individual messages for easy classification. Tags allow you to quickly find the information you need, sort and group contacts, chats and messages by categories or topics.

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 (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 14](#)):

Table 14

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
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 as follows:

- via the personal or group chat card (see page [106](#));
- via the chat context menu (see page [107](#)) of the message card (see page [169](#));
- via the “Tags” section in the “Settings” section (see page [255](#)).

Note. The user can change any tags and descriptions of personal tags, and also use emoji for this.

TAG FILTER

The tag filter is a list of tags available for searching and filtering data. The app provides the possibility to manage this list, in particular, 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 (Figure 29). To open the filter, click **#** next to the search field.

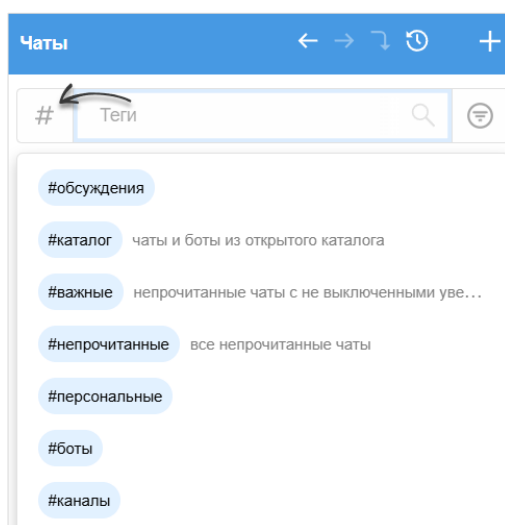


Figure 29

Note. If in the “Contacts section”, when clicking on **#** next to the search field, the message “You don't have any tags” is displayed, this means that the user does not have any contacts marked with personal tags.

WORKING WITH TAGS

Tag settings are managed in the “Settings” → “Tags” section.

In eXpress CS, tags can be used to filter data:

- when [searching for chats, channels, contacts, messages, and threads](#);
- when creating a [personal](#) or [group chat](#);
- when adding participants to [chats, calls](#) or [conferences](#);
- when forwarding [messages](#).

In the app, [management of chat](#) and [channel tabs](#) is implemented through the “Tags” menu.

ROUTING DIAGRAM

A routing diagram is a visual schematic representation of the routes of message exchange between chat participants ([Figure 30](#)). Participants include users and chatbots. If users are logged in to different servers, the diagram will reflect this.

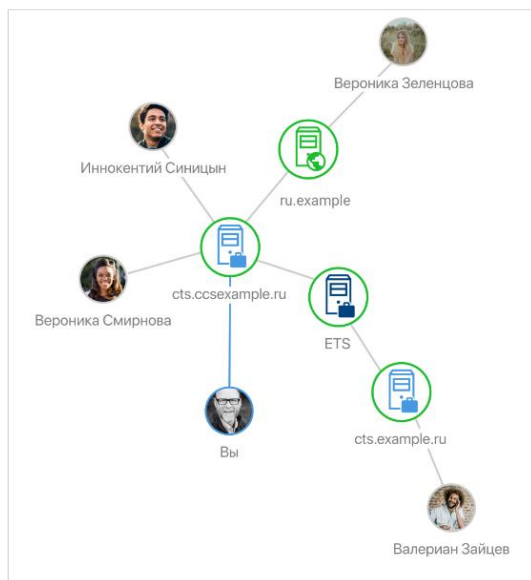


Figure 30

To go to the routing diagram, in the chat card, select “Routing”.

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

The regional server is displayed in green, the corporate server is displayed in light blue, and the enterprise server is displayed in dark blue ([Table 15](#)):

Table 15

Icon	Server
	Corporate server
	Regional server
	Enterprise server

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

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 on how to start and end a call, how to add a participant, user capabilities during the call, etc. are provided in the “Using the Web/Desktop App” → “[Personal Call](#)” section.

PERSONAL CALL INTERFACE

Examples of outgoing and incoming call personal interfaces are shown below ([Figure 31](#), [Figure 32](#)).

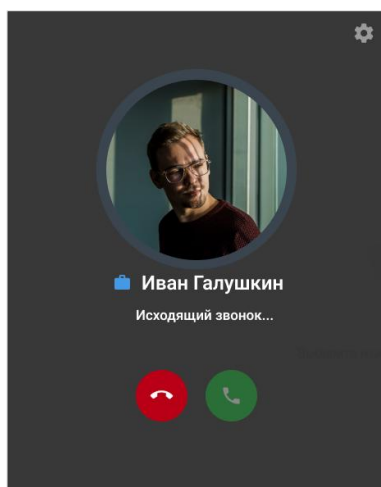


Figure 31

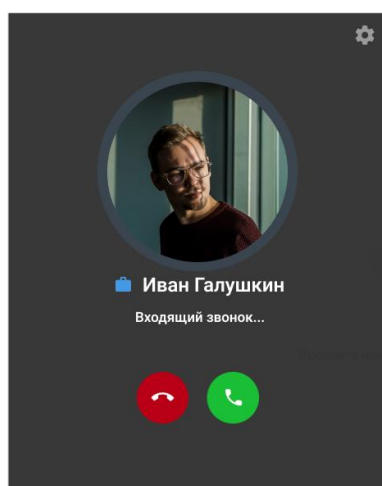



Figure 32

FUNCTIONAL ELEMENTS

During a call, the following buttons may be displayed on the screen (Table 16):




Table 16

Button	Designation	Action
	Accept call <i>Available only during a call</i>	Select to accept a call/to call a user
	Cancel or reject a call	Select to cancel a call
	Expand/collapse screen buttons	Used to expand the image of the interlocutor's camera to the entire screen of the device/return the image to its original state
	Turn on/off the microphone and open/close the microphone settings window	Selected to turn the microphone on and off during a call to adjust the microphone settings during a call
	Turn on/off the camera and open/close the camera settings window	Selected to turn the camera on and off during a call to adjust the video settings during a call
	Screen access	Select to share the device screen to interlocutors during a call
	Open call in a separate window	Select to have the call opened in a separate window
	Open call chat (the user is taken to an existing personal chat)	Select to exchange text messages and files during a call
	Show the list of call participants	Select to display the list of call participants
	Add a user to the call <i>Available only to the call initiator</i>	Available in the call participants list menu. Select to add a user to the call (displayed on the call participants list screen). After adding a user, a personal call becomes a group call
	Button to change avatar layout	Select to change the arrangement of interlocutors on the video call screen. The appearance of the buttons depends on the screen layout
	Create call link <i>Available only to the call initiator</i>	Select to invite a user to a call using a link
	Bring up the settings menu	Select to open the communication settings menu (before starting a conversation)
	Bring up the recording and settings menu	Select to open the communication settings menu and start recording (during a conversation)

Button	Designation	Action
	Pause, resume, end recording (if recording is enabled)	Select to start, pause, end call recording

During a call, when you hover over the button, a tooltip is displayed (Table 17):




Table 17

Button	Tooltip
	Open in a window
	Call chat
	Call participants
	Layout
	Copy call link

CALL SCREEN LAYOUT

On the call screen, participant windows can be arranged in two ways as follows (Table 18, Figure 33, Figure 34).

Table 18

Button	Layout option
	User avatars/videos are located at the top of the screen (Figure 33). One participant's window is displayed in the main part of the window. An on/off microphone icon is displayed on top of the participants' avatars. When you select a participant, their avatar/video is displayed in the main part of the window.
	Participants' windows are arranged on the screen in a grid (Figure 34). An on/off microphone icon is displayed on top of the participants' avatars. The window of the user who is speaking is framed in blue. When you select a participant, you go to the  layout, and the window of the selected participant is displayed in the main part of the window (Figure 33)

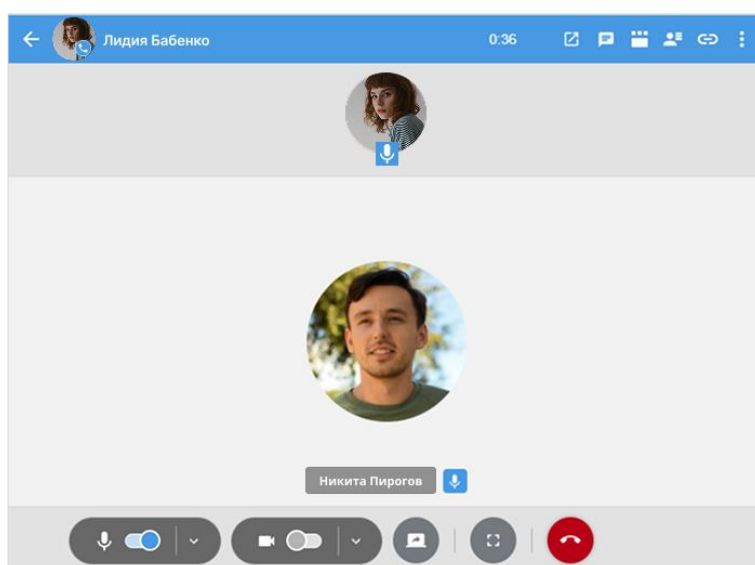


Figure 33

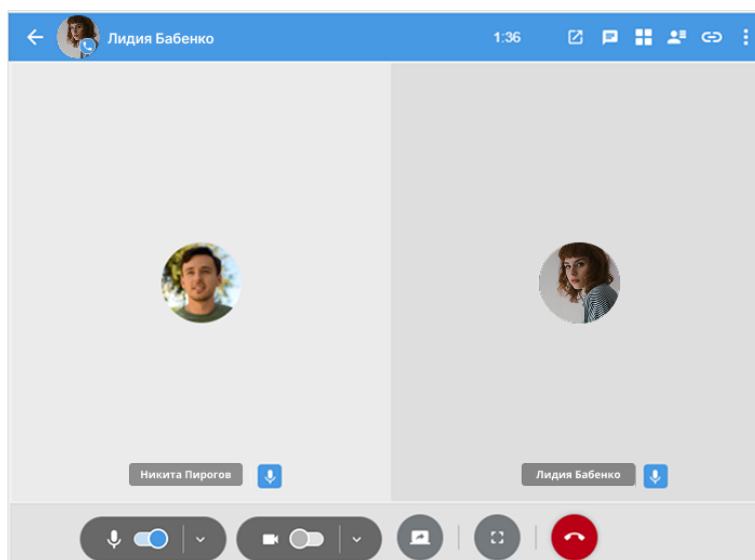


Figure 34

The layout options change sequentially when you click the buttons.


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

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](#).

Moreover, all links are saved in [personal chats](#) in which the calls were made.

The call log includes the following tabs:

- "Calls" — contains the list of all calls made in the app ([Figure 35](#)). Missed calls are highlighted in red, active calls are marked with the icon ;

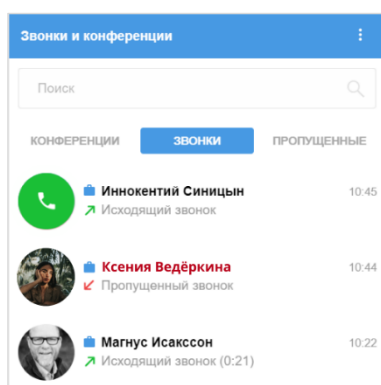


Figure 35

- "Missed" — contains the list of missed calls ([Figure 36](#)).

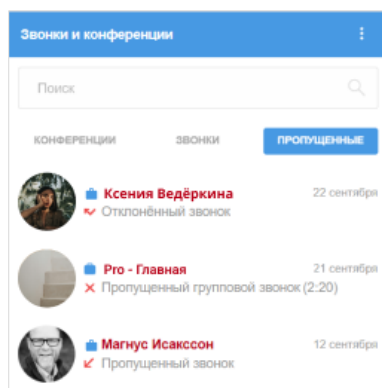


Figure 36

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

Right-clicking on a call entry will display a pop-up window ([Figure 37](#)) from which you can:

- call the user;
- write a message in the chat with the user;
- go to the user's contact card;
- delete the call.

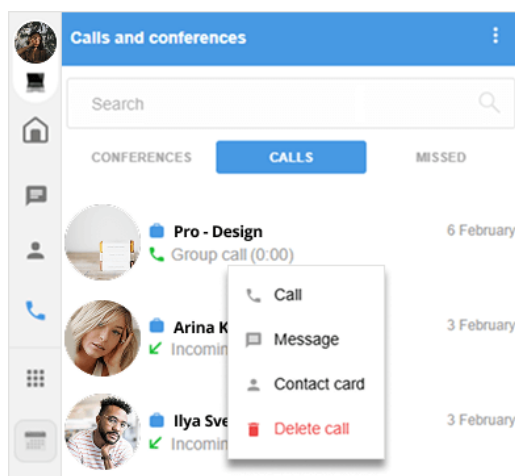


Figure 37

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 personal call is a call between two or more users that is initiated:

- in a group chat;
- in the group chat card.

Note. The call is available for a group chat with up to 256 participants.

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

Detailed information on how to initiate and end a call, how to add a participant, user and administrator capabilities, etc. are provided in the "Using the Web/Desktop App" → "Group Call" section.

GROUP CALL INTERFACE

Examples of outgoing and incoming group call interfaces are shown below (Figure 38, Figure 39).

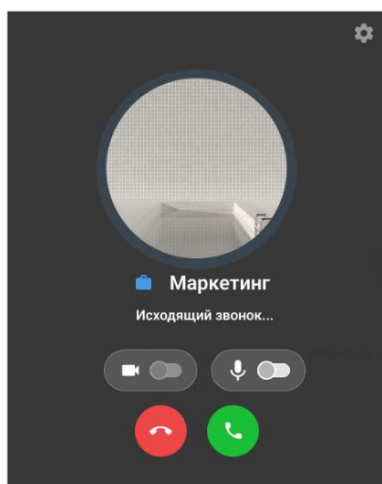


Figure 38

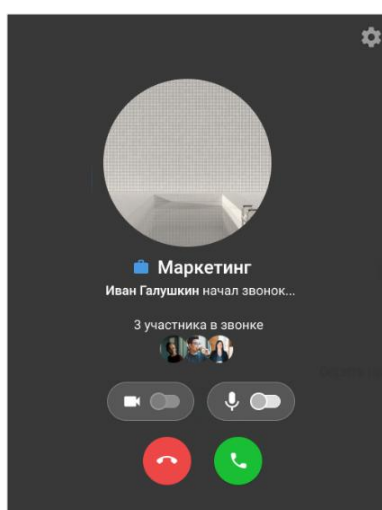



















Figure 39

FUNCTIONAL ELEMENTS





During a call, the following buttons may be displayed on the screen (Table 19):


Table 19

Button	Designation	Action
	Accept call <i>Available only during a call</i>	Select to accept a call/to call a user
	Cancel or reject a call	Select to cancel a call
	Expand/collapse screen buttons	Used to expand the image of the interlocutor's camera to the entire screen of the device/return the image to its original state
	Turn on/off the microphone and open/close the microphone settings window	Selected to turn the microphone on and off during a call to adjust the microphone settings during a call
	Turn on/off the camera and open/close the camera settings window	Selected to turn the camera on and off during a call to adjust the video settings during a call
	Enable/disable screen sharing for interlocutors	Select to enable/disable access to the device screen for interlocutors during a call
	"Raise your hand"	Select to request permission to speak during a call or to get someone's attention
	Reactions	Select to demonstrate emotions during a call
	Open call in a separate window	Select to have the call opened in a separate window
	Open the call chat (a separate chat is created for each group call)	Select to exchange text messages and files during a call
	Show the list of call participants	Select to display the list of call participants
	Add a user to the call <i>Only available to the administrator or the call creator</i>	Available in the call participants list menu. Select to add a user to the call (displayed on the call participants list screen)
	Button to change avatar layout	Select to change the arrangement of interlocutors on the video call screen. The appearance of the buttons depends on the screen layout
	Create call link <i>Only available to the administrator or the call creator</i>	Select to invite a user to a call using a link
	Bring up the settings menu	Select to open the communication settings menu (before starting a conversation)
	Bring up the recording and settings menu	Select to open the communication settings menu and start recording (during a conversation)
	Pause, resume, end recording (if recording is enabled)	Select to start, pause, end call recording

During a call, when you hover over the button, a tooltip is displayed (Table 20):

Table 20





Button	Tooltip
	Open in a window
	Call chat
	Call participants
	Layout

Button	Tooltip
	Copy call link

CALL SCREEN LAYOUT

On the call screen, participant windows can be arranged in three ways as follows (Table 21, Figure 40, Figure 42).

Table 21

Button	Layout option
	User avatars/videos are located at the top of the screen (Figure 40). One participant's window is displayed in the main part of the window. An on/off microphone icon is displayed on top of the participants' avatars. When you select a participant, their avatar/video is displayed in the main part of the window.
	Participants' windows are arranged on the screen in a grid (Figure 41). An on/off microphone icon is displayed on top of the participants' avatars. The window of the user who is speaking is highlighted with a blue frame. When you select a participant, you go to the  layout, and the window of the selected participant is displayed in the main part of the window (Figure 40)
	Participants' avatars are located at the top of the window, and participants' videos with the camera turned on are in the main part of the window (Figure 42). When the camera is turned off, all avatars are located at the top (Figure 40). An on/off microphone icon is displayed on top of the participants' avatars. The window of the user who is speaking is highlighted with a blue frame

The layout options change sequentially when you click the buttons.

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

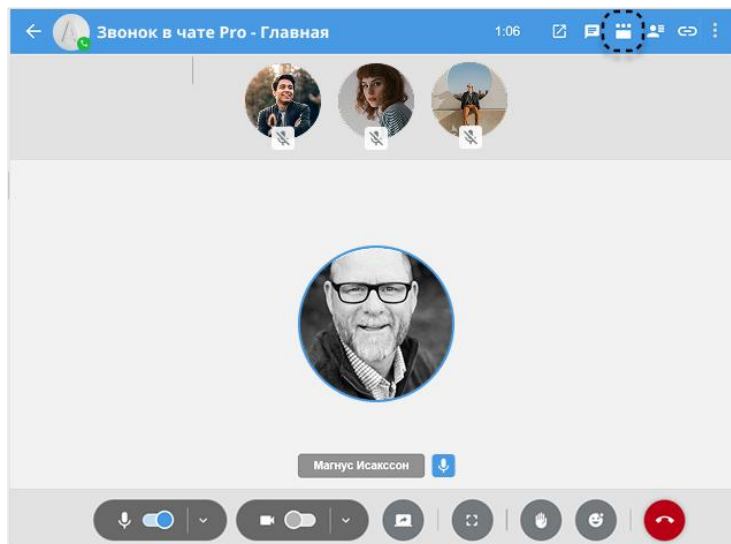


Figure 40

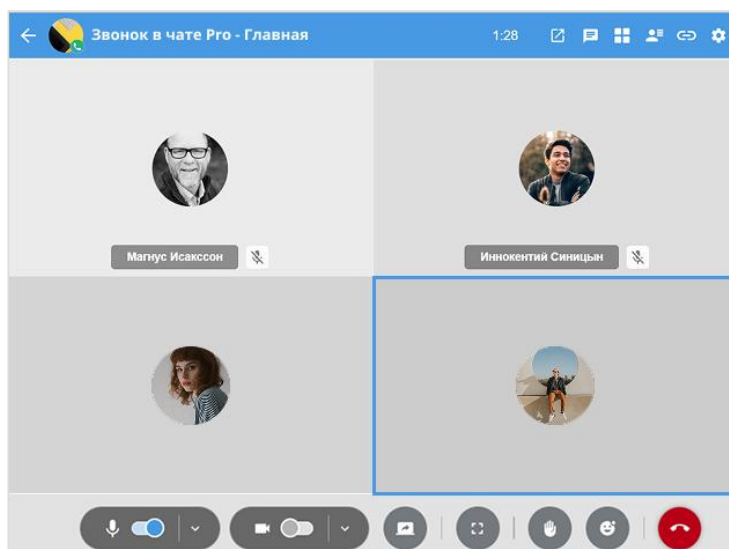


Figure 41

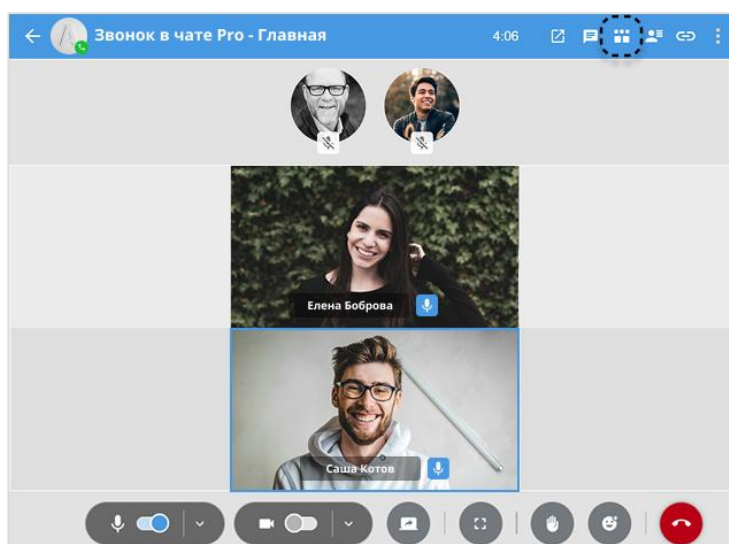


Figure 42

REACTIONS IN THE CALL

Participants in group calls can express their emotions with **reactions** during the call, which are briefly displayed on the screen as emoji (Figure 43).

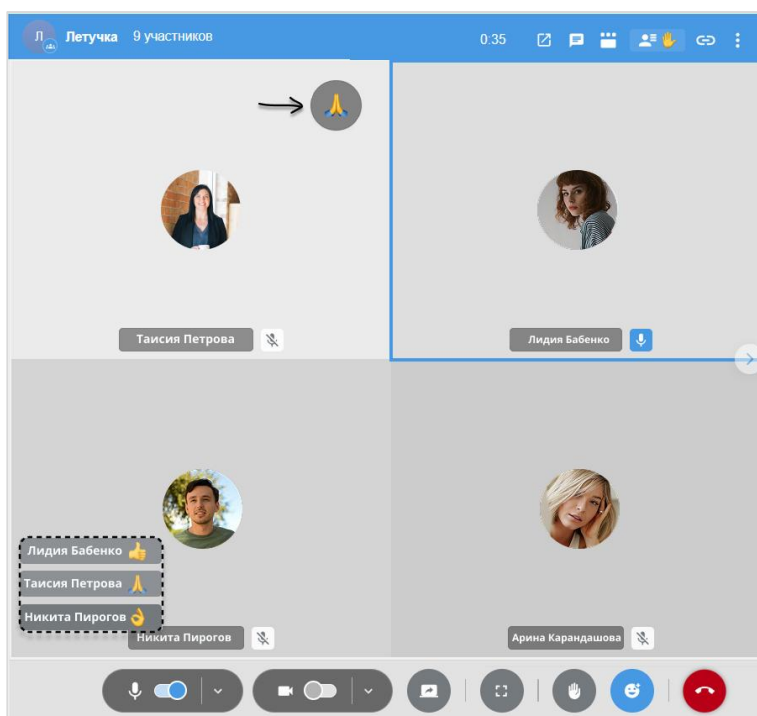


Figure 43

Reactions are available to all participants in a group call, including administrators, similar to [reactions in chats](#).

The list of reactions in calls and group chat conferences is similar to the list of available reactions in chat. In group chats and channels, administrators can [control the availability of reactions](#).

USING THE "RAISE YOUR HAND" ACTION IN THE CALL

Participants can use the ["Raise your hand"](#) action to signal to others that they want to speak or get attention without interrupting the speaker ([Figure 44](#)).

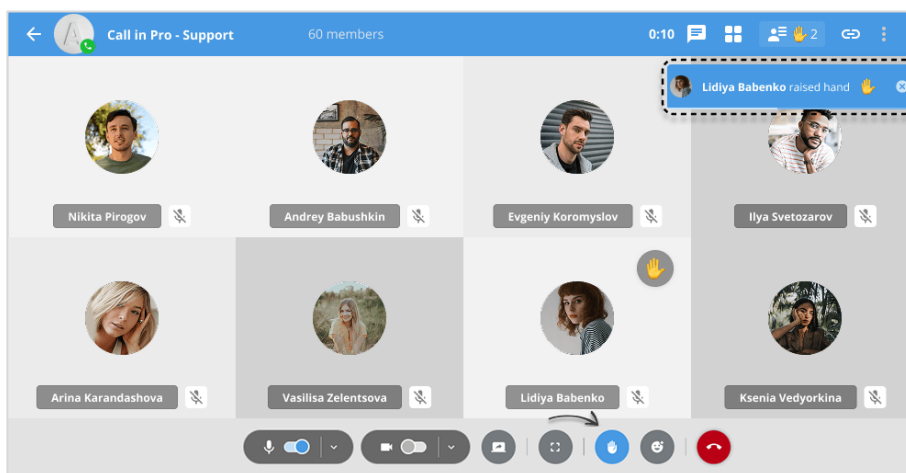


Figure 44

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 again and begin speaking.

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

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

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

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

- participants with screen sharing enabled;
- participants with “Raise your hand” icon;
- participants with the camera turned on;
- the rest of the participants.

CALL LOG

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

The call log includes the following tabs:

- “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 📞;

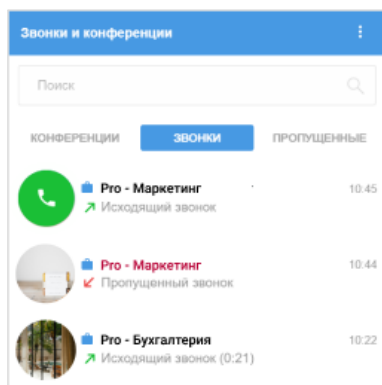


Figure 45

- “Missed” — contains the list of missed calls ([Figure 46](#)).

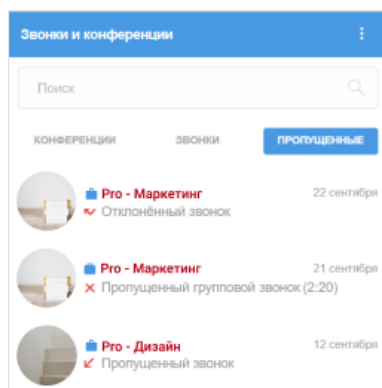


Figure 46

Left-clicking on a group call entry opens the chat window for that call. Files and messages [sent by participants during the call](#) are available in the chat.

Right-clicking on a group call entry displays a pop-up window ([Figure 47](#)) from which you can:

- start a group call;
- switch to the call chat;
- open the list of call participants;
- delete the group call.

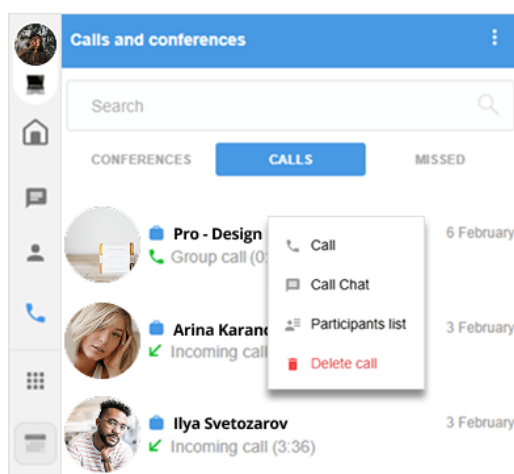


Figure 47

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 application allows you to make SIP calls to internal and external numbers. The user is notified of missed SIP calls.

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. The Videoconferencing feature is available to the user in the ["Calls and conferences"](#) section.

For the convenience of users, eXpress has created a special chatbot for reminders about pending conferences and invitations to participate in them (for more details, see the ["Conference Notification Chatbot"](#) section).

In the "Conferences" section, all user conferences are divided into tabs depending on their status ([Table 22](#)):

Table 22

Status	Designation
Active	Started scheduled and unscheduled conferences that have been joined by at least one participant. Under the conference name you can see how many participants out of the total number of participants have already joined the conference
Started	Scheduled conferences that have already started but no participants have joined them yet
Scheduled	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 Web/Desktop 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.

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

- [registering a new corporate user account](#);
- [registering a new external \(regional\) user account](#);
- [logging a corporate user in to the app](#);
- [simplified login for corporate users to the app](#);
- [external \(regional\) user login to the app](#);
- [resetting user password](#);
- [updating the app version](#).

INSTALLING THE DESKTOP APP

The installation process is described using Windows OS as an example.

To install the Desktop App:

1. Go to <https://express.ms/>.
2. In the top menu, click "Product" and in the drop-down menu, select "Download" (Figure 48).

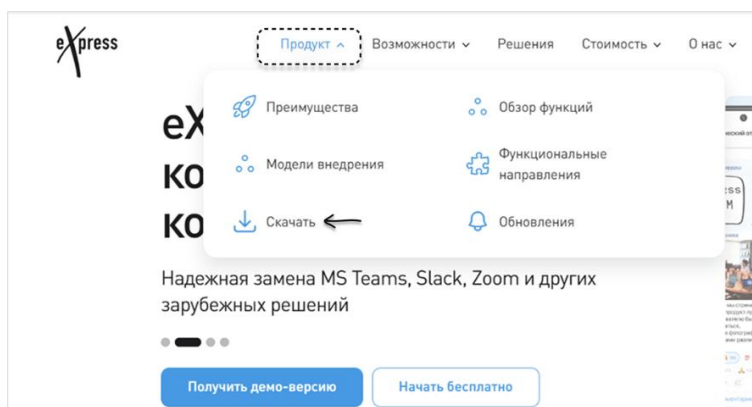


Figure 48

3. On the app download page that opens, select the app version to install.
You can choose the standard version of the Desktop App (Figure 49) or the version for a corporate account only (Figure 50).

Note. In the desktop application version for a corporate account, it is not possible to register an [external](#) user.

Веб- и десктоп-приложение eXpress

Удобный формат для общения команд и рабочей коммуникации — десктопное приложение и веб-версия для использования в вашем браузере.

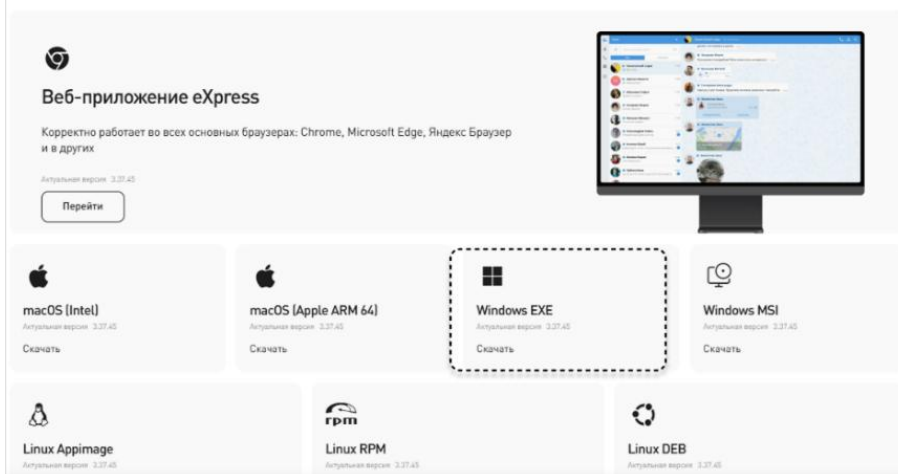


Figure 49

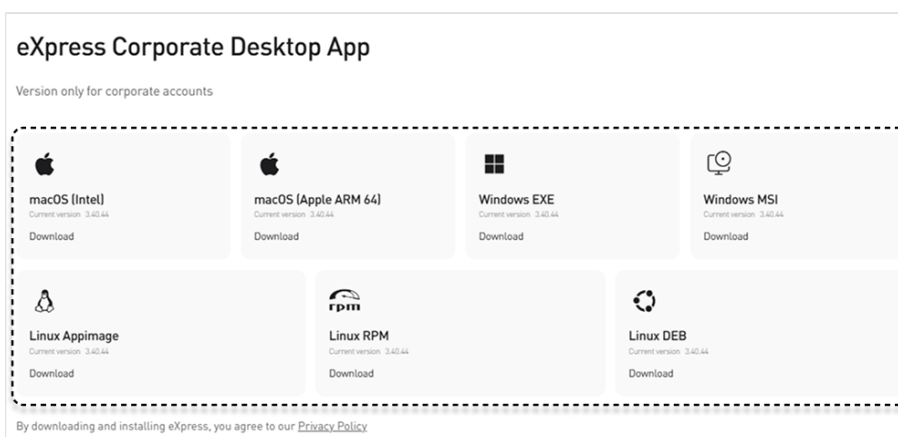


Figure 50

4. Select your operating system.

Note. The specifics of installing Express on Astra Linux OS are described in [Appendix 2](#).

5. Run the downloaded installation file and follow the standard installation procedure.

Note. By default, the app is installed from the MSI package without the internal update feature. Updates for MSI are downloaded to the app installation folder, not to the user profile.

REGISTERING A NEW ACCOUNT

The following types of registration are available in the app:

- [registering a new corporate user account](#);
- [registering a new external \(regional\) user account](#).

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](#).

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

REGISTRATION USING PHONE NUMBER

To register a new account in the Web App:

1. Copy the link <https://corp.express> and paste it into the browser address bar.

Note. If following the specified link does not work, request the correct link from the administrator.

The “Select a login method” page will open ([Figure 51](#)).

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

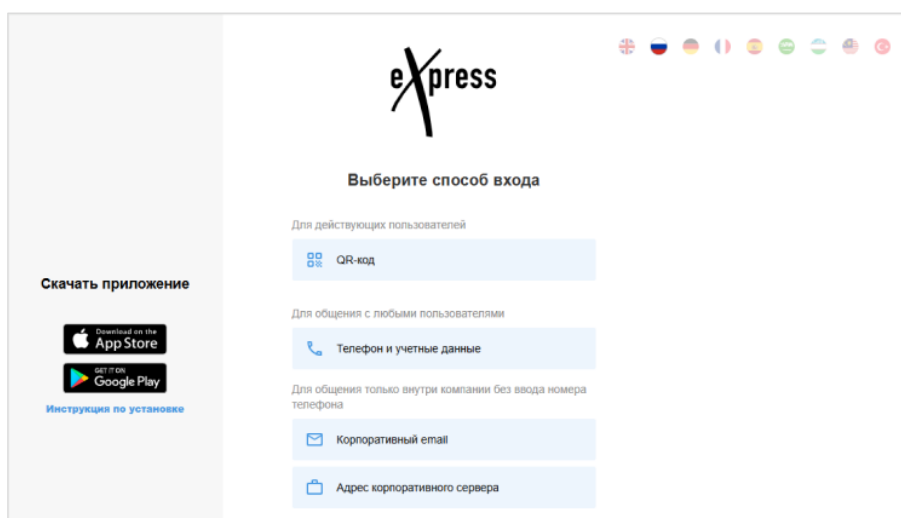


Figure 51

2. Select “Phone and credentials”.

A page for entering phone number will open ([Figure 52](#)).

Note:

- to change the country, select the country from the drop-down list;
- to quickly navigate the list, use the search by name or country code feature.

Figure 52

3. Enter your phone number in the field and click "Next".

Note:

- the app prohibits entering periods, commas, spaces and dashes, inserting text (including from the clipboard) into the field;
- when entering the phone number, extra characters are cut off automatically;
- the "Next" button is inactive, if the phone number is not entered completely;
- for Russian Federation numbers, enter 10 digits in the field, otherwise user registration cannot continue.

4. Skip the next step if the app does not ask you to enter verification text.

When prompted to pass verification:

- check the box "Я не робот" (Figure 53);

Figure 53

- enter the Captcha text from the image or audio message (Figure 54, Figure 55).

Figure 54

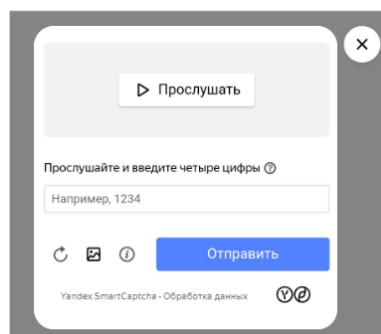


Figure 55

5. A confirmation code will be sent to your mobile device and the window will look like as follows (Figure 56):

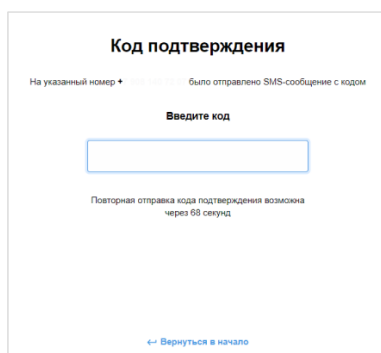



Figure 56

To view help information, click  in the lower right corner. The “Frequently Asked Questions” window will open. Clicking on a question will open the answer text.

Note. The content of the help information is configured by the administrator.

To contact technical support, click “Contact Support” at the bottom of the “Frequently Asked Questions” window and choose a contact method.

To return to the registration start window, click “Return to start” (Figure 56).

6. Enter the code received in the SMS message and click “Next”.

Note:

- you have 70 seconds to enter the code;
 - if the user failed to enter the received code or the code was not received, it is necessary to click “Resend the code”. The button is initially missing from the interface and is displayed after 70 seconds from the moment the code is requested;
 - the code must be 6 digits long, otherwise the “Next” button will not be available.
-

7. In the window that opens (Figure 57), enter your name and upload your profile avatar. You can upload or change your profile avatar later (see the “Profile” section in the app settings).

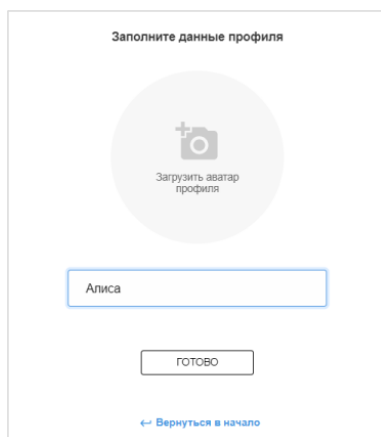


Figure 57

8. Click "Done".

A window for entering the corporate e-mail address will open (Figure 58).

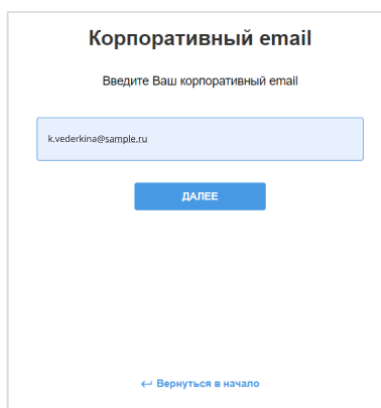


Figure 58

Note. Depending on your server settings, the "Skip" button may not be available.

9. Enter your e-mail address and click "Next".
10. Skip this step if the app does not ask you to enter server address. If a server address is requested, enter the information provided by the administrator and click "Next".
11. If the specified e-mail is registered on more than one server, then after entering the server selection window will open (Figure 59). Click the name of the server you want to register on, and then click "Next".

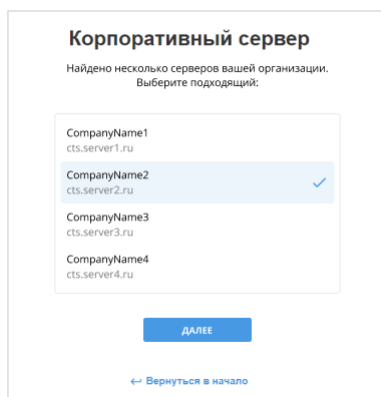


Figure 59

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

- **Option A. Corporate e-mail address and code:**
 12. Verify that the e-mail you entered is correct.
 13. Enter the code received by e-mail in the next window.
- **Option B. Corporate username and password:**
 12. Enter the data provided by the administrator.
 13. Click "Next".

Depending on the server settings, a window may be displayed asking you to agree to the terms of the User Agreement.

14. Check the box "I have read and accept the terms of the User Agreement" and click "Next".

Note. A corporate user can [open the User Agreement](#) after logging in to the app.

15. Skip this step, if the app does not ask you to enter your profile password.
Create and enter a profile password in the appropriate fields or click "Refuse password". After registration, you can set, change or disable your password in the app settings.

Note:

- 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;
 - the password must meet the requirements: the password must be at least 8 characters long, and must contain numbers, uppercase and lowercase letters. Each requirement has a corresponding hint on the screen. When the requirement is met, the hint is highlighted in a different color.
-

16. Click "Next".

The main window of the Web App will open.

To register a new account in the Desktop App:

1. Download the Desktop App at <https://express.ms/>.
2. Run the installation file.
3. Follow steps 2–16 of the "[Registering an Account in the Web App](#)" section.

Note. In the Desktop App, it is possible to register and use two or more accounts on one device. One account in the app can be registered for one user profile of the device's operating system.

To switch between eXpress accounts, switch between operating system user profiles.

REGISTRATION USING E-MAIL ADDRESS

To register a new account in the Web App:

1. Copy the link <https://corp.express> and paste it into the browser address bar.

Note. If following the specified link does not work, request the correct link from the administrator.

The "Select a login method" page will open ([Figure 60](#)). The appearance of the window may differ from that shown and depends on the server settings.

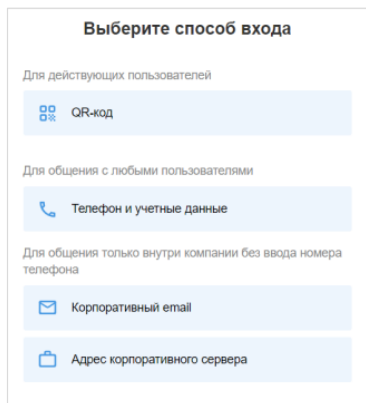


Figure 60

2. Select "Corporate E-mail".

A window for entering the corporate e-mail address will open ([Figure 61](#)).

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 to the app using their **e-mail address** or **server address**, all message history will be lost.

To log in to corporate account:

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

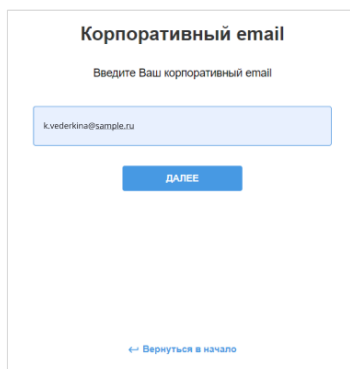



Figure 61

3. Enter your e-mail address and click "Next".

Note:

- if the entered e-mail is not found, the system message “Corporate e-mail not found” will be displayed, click “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.

To view help information, click  in the lower right corner. The “Frequently Asked Questions” window will open. Clicking on a question will open the answer text.

Note. The content of the help information is configured by the administrator.

To contact technical support, click “Contact Support” at the bottom of the “Frequently Asked Questions” window and choose a contact method.

To return to the registration start window, click “Return to start” (Figure 61).

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 click “Next”.
5. If the specified e-mail is registered on more than one server, then after entering the server selection window will open (Figure 62). Click the name of the server you want to register on, and then click “Next”.

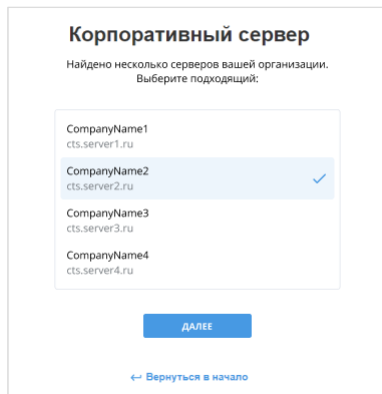


Figure 62

6. Depending on the server settings, one of the available registration methods will be offered:
 - **Option A. Corporate e-mail address and code:**
 7. Verify that the e-mail you entered is correct.
 8. Enter the code received by e-mail in the next window.

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. Click “Next”.

Depending on the server settings, a window will be displayed asking you to agree to the terms of the User Agreement.

9. Check the box "I have read and accept the terms of the User Agreement" and click "Next".

Note. A corporate user can [open the User Agreement](#) after logging in to the app.

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

Create and enter a profile password in the appropriate fields ([Figure 63](#)) or click "Refuse password". After registration, you can set, change or disable your password in the "[Additional data protection](#)" section of the app settings.

Note:

- 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;
 - the password must meet the requirements: the password must be at least 8 characters long, and must contain numbers, uppercase and lowercase letters. Each requirement has a corresponding hint on the screen. When the requirement is met, the hint is highlighted in a different color.
-

Figure 63

11. Click "Next".

The main window of the Web App 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. Click "Specify phone number" and follow the instructions or [add your phone number in your profile settings](#).

To register a new account in the Desktop App:

1. Download the Desktop App at <https://express.ms/>.
2. Run the installation file.
3. Follow steps 2-11 of the "[Registering an Account in the Web App](#)" section.

REGISTRATION USING SERVER ADDRESS

To register a new account in the Web App:

1. Copy the link <https://corp.express> and paste it into the browser address bar.

Note. If following the specified link does not work, request the correct link from the administrator.

The "Select a login method" page will open ([Figure 64](#)).

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

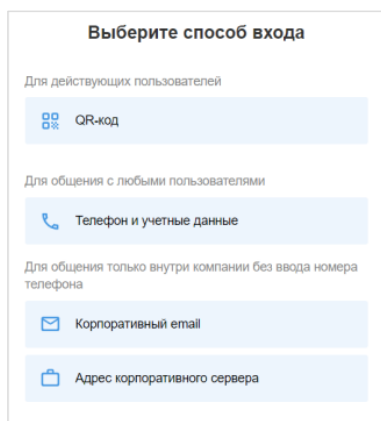


Figure 64

2. Select "Corporate server address".

A window for entering the server address will open (Figure 65).

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 to the app using their **e-mail address** or **server address**, all message history will be lost.

To log in to corporate account:

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

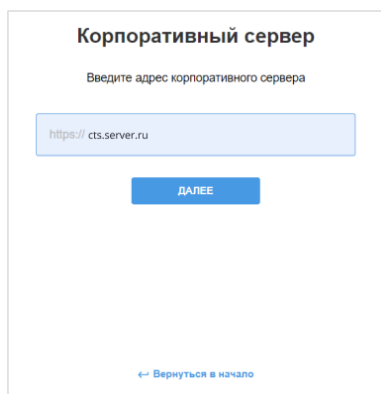



Figure 65

3. Enter your server address and click "Next".

Note:

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

To view help information, click  in the lower right corner. The "Frequently Asked Questions" window will open. Clicking on a question will open the answer text.

Note. The content of the help information is configured by the administrator.

To contact technical support, click "Contact Support" at the bottom of the "Frequently Asked Questions" window and choose a contact method.

To return to the registration start window, click "Return to start" (Figure 65).

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.
 6. Enter the code received by e-mail in the next window.
 - **Option B. Corporate username and password:**
 5. Enter the data provided by the administrator.
 6. Click "Next".

Depending on the server settings, a window will be displayed asking you to agree to the terms of the User Agreement.

7. Check the box "I have read and accept the terms of the User Agreement" and click "Next".

Note. A corporate user can [open the User Agreement](#) after logging in to the app.

8. Skip this step, if the app does not ask you to enter your profile password.
Set a personal password for additional data protection or skip this step (Figure 66). After registration, you can set, change or disable your password in the "Additional data protection" section of the app settings.

Note:

- 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;
 - the password must meet the requirements: the password must be at least 8 characters long, and must contain numbers, uppercase and lowercase letters. Each requirement has a corresponding hint on the screen. When the requirement is met, the hint is highlighted in a different color.
-

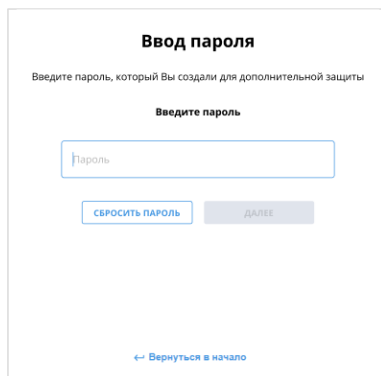


Figure 66

9. Click "Next".

The main window of the Web App 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. Click “Specify phone number” and follow the instructions or [add your phone number in your profile settings](#).

To register a new account in the Desktop App:

1. Download the Desktop App at <https://express.ms/>.
2. Run the installation file.
3. Follow steps 2-9 of the “[Registering an Account in the Web App](#)” section.

REGISTERING AN EXTERNAL USER

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

Note. In the desktop application version for a corporate account, it is not possible to register an external user.

To register a new account in the Web App:

1. Copy the link <https://corp.express> and paste it into the browser address bar. The “Select a login method” page will open ([Figure 67](#)).

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

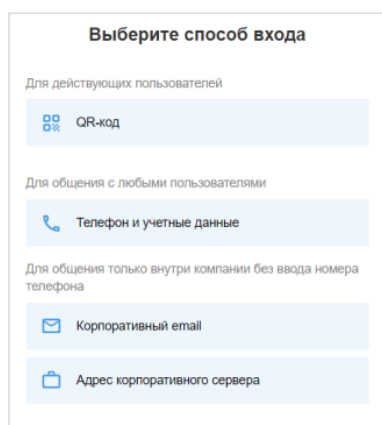


Figure 67

2. Select “Phone and credentials”. A window for entering phone number will open ([Figure 68](#)).

Note:

- to change the country, select the country from the drop-down list;
- to quickly navigate the list, use the search by name or country code feature.

Figure 68

3. Enter your phone number and click "Next".

Note:

- the app prohibits entering periods, commas, spaces and dashes, inserting text (including from the clipboard) into the field;
- when entering the phone number, extra characters are cut off automatically;
- if the phone number is not entered, after clicking "Next", a warning "Fill in the field" will be displayed;
- for Russian Federation numbers, enter 10 digits in the field, otherwise user registration cannot continue.

4. Skip the next 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 69);

Figure 69

- enter the Captcha text from the image or audio message (Figure 70 Figure 71):

Figure 70

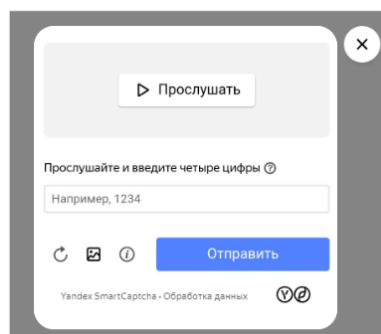


Figure 71

5. A confirmation code will be sent to your mobile device and the window will look like as follows (Figure 72):

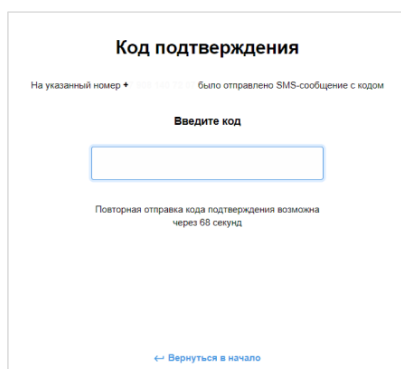



Figure 72

To view help information, click  in the lower right corner. The "Frequently Asked Questions" window will open. Clicking on a question will open the answer text.

Note. The content of the help information is configured by the administrator.

To contact technical support, click "Contact Support" at the bottom of the "Frequently Asked Questions" window and choose a contact method.

To return to the registration start window, click "Return to start" (Figure 72).

6. Enter the code received in the SMS message and click "Next".

Note:

- you have 70 seconds to enter the code;
 - if the user failed to enter the received code or the code was not received, it is necessary to click "Resend the code". The button is initially missing from the interface and is displayed after 70 seconds from the moment the code is requested;
 - the code must be 6 digits long, otherwise the "Next" button will not be available.
-

7. In the window that opens, enter your name and upload your profile avatar (Figure 73). You can upload or change your profile avatar later (see the "Profile" section in the app settings).

Figure 73

8. Click "Done".

A window for entering the e-mail address will open (Figure 74).

Figure 74

9. Click "Skip".

The main window of the Web App will open.

To register an account in the Desktop App:

1. Download the Desktop App at <https://express.ms/>.
2. Run the installation file.
3. Follow steps 2-9 of the "Registering an Account in the Web App" section.

Note. In the Desktop App, it is possible to register and use two or more accounts on one device. One account in the app can be registered for one user profile of the device's operating system.

To switch between eXpress accounts, switch between operating system user profiles.

LOGGING IN TO THE APP

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

- [corporate user login](#);
- [external \(regional\) 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 available app login methods are configured by the administrator.

Attention! Depending on the server settings, corporate users who do not have a phone number specified in their profile may be denied access to the app.

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, click  at the bottom of the screen.

LOGGING IN USING QR CODE

Attention! Before logging in using the QR code, log in to the Mobile App and connect your device to the Internet.

To log in to the Web App using QR code:

1. Copy the link <https://corp.express> and paste it into the browser address bar.
The “Select a login method” page will open (Figure 75).

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

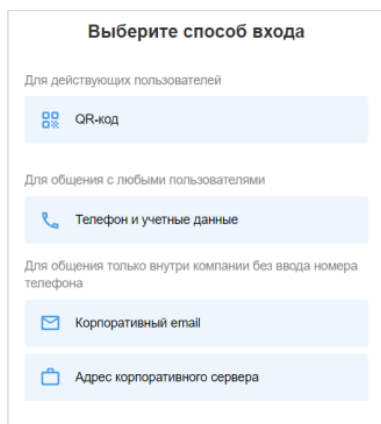


Figure 75

2. Select “QR code”.

The QR code window will open.

Note:

- if following the specified link does not work, request the correct link from the administrator;
- the QR code changes every minute and also when the web page is refreshed.

3. Go to the “Settings” item in the Mobile App and select the “eXpress Web” tab.
The “eXpress Web” window will open, displaying the camera window and instructions on how to log in to your account.
4. Hold the camera over the QR code on the page.

The phone will scan the QR code and you will be logged in to the 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. Click “Specify phone number” and follow the instructions or [add your phone number in your profile settings](#).

To log in to the Desktop App using QR code:

Attention! Before logging in using the QR code, log in to the Mobile App.

1. Launch the Desktop App.
2. Follow steps 2–4 of the “Logging In to the Web App Using a QR code” item.

REGISTRATION USING PHONE NUMBER

To log in to the Web App using phone number:

1. Copy the link <https://corp.express> and paste it into the browser address bar. The “Select a login method” page will open ([Figure 76](#)).

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

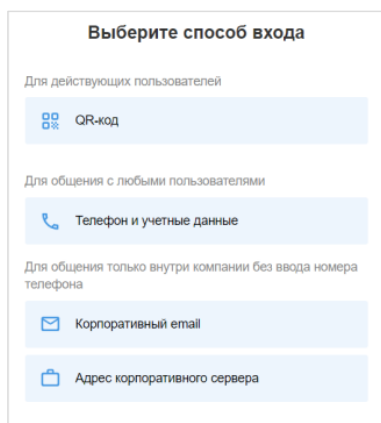


Figure 76

2. Select “Phone and credentials”. A window for entering phone number will open ([Figure 77](#)).

Note:

- to change the country, select the country from the drop-down list;
- to quickly navigate the list, use the search by name or country code feature.

Figure 77

3. Enter the phone number the account was registered with and click "Next".

Note:

- the app prohibits entering periods, commas, spaces and dashes, inserting text (including from the clipboard) into the field;
- when entering the phone number, extra characters are cut off automatically;
- if the phone number is not entered, after clicking "Next", a warning "Fill in the field" will be displayed;
- for Russian Federation numbers, enter 10 digits in the field, otherwise user registration cannot continue.

4. Skip the next 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 78);

Figure 78

- enter the Captcha text from the image (Figure 79) or audio message (Figure 80).

Figure 79

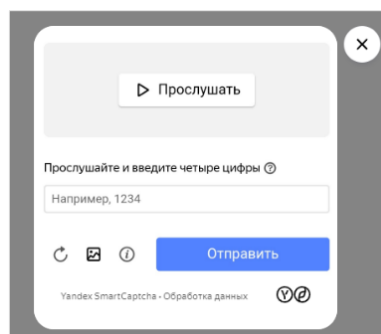


Figure 80

5. Skip the next step if the app does not ask you to enter a verification code. Enter the code received in the SMS message and click "Next" (Figure 81).

Figure 81

Note:

- you have 70 seconds to enter the code;
- if the user failed to enter the received code or the code was not received, it is necessary to click "Resend the code". The button is initially missing from the interface and is displayed after 70 seconds from the moment the code is requested;
- the code must be 6 digits long, otherwise the "Next" button will not be available.

If you haven't received the code, select "Send a new verification code". If the phone number is entered incorrectly, select "Clear data". A page will open with a window to start logging in to the app.

If the verification code is correct, a new page will open (Figure 82).

Figure 82

6. Enter your corporate e-mail address in the field and click "Next".
The next page will open (Figure 83).

Figure 83

7. 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 click "Next".
8. Skip this step if the app does not ask you to select a server.
If the Select "Server window" opens, select the server from the drop-down list and click "Next".
9. Depending on the settings defined by the administrator, you can log in to the app in the following ways:
 - **Option A. Corporate e-mail address and code:**
 10. Verify that the e-mail you entered is correct.
 11. Enter the code received by e-mail in the next window.
 - **Option B. Corporate username and password:**
 10. Enter the data provided by the administrator.
 11. Click "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.

Depending on the server settings, a window may be displayed asking you to agree to the terms of the User Agreement.

Note. A corporate user can [open the User Agreement](#) after logging in to the app.

12. Check the box "I have read and accept the terms of the User Agreement" and click "Next".
The "Enter password" window will open.
The "Enter password" window is not displayed, if the user has not set a password or has refused one (see the ["Additional data protection"](#) section in the app settings).
13. Skip this step if the app does not ask you to enter the password.
When prompted for a password, enter it and click "Next".

Note. The password is created by the user independently in main settings of the app and does not apply to the user's corporate credentials. If the user has forgotten their password, it is possible to use the ["Resetting password"](#) feature.

The main window of the Web App will open.

To log in to the Desktop App using phone number:

1. Launch the Desktop App.
2. Perform steps 2–15 of the ["Logging in to the Web App Using Phone Number"](#) item.

LOGGING IN USING E-MAIL ADDRESS

To log in to the Web App using e-mail address:

1. Copy the link <https://corp.express> and paste it into the browser address bar.

Note. If following the specified link does not work, request the correct link from the administrator.

The "Select a login method" page will open ([Figure 84](#)).

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

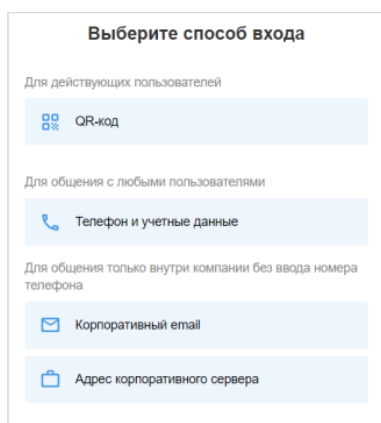


Figure 84

2. Select "Corporate E-mail".

A window for entering the corporate e-mail address will open ([Figure 85](#)).

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 to the app using their **e-mail address** or **server address**, all message history will be lost.

To log in to corporate account:

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

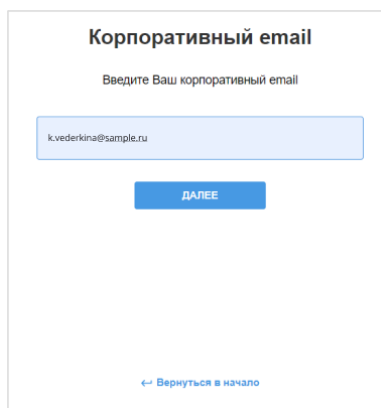


Figure 85

3. Enter your e-mail address and click "Next".

Note:

- if you see the notification "Corporate e-mail not found", check that the address is correct; click "Return to top" and select another registration method or contact technical support;
- if the "Account registration region" pop-up window is displayed, confirm the specified region or select the region in which the user account was registered;
- 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 click "Next".
5. If the specified e-mail is registered on more than one server, then after entering the server selection window will open (Figure 86). Click the name of the server you want to log in to, and then click "Next".

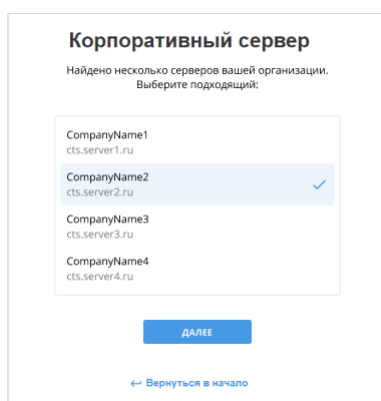


Figure 86

6. Depending on the server settings, one of the available login methods will be offered:
 - **Option A. Corporate e-mail address and code:**
 7. Verify that the e-mail you entered is correct.
 8. Enter the code received by e-mail in the next window.

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. Click "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 there is a phone number associated with your account, a "Verification code" window will open. The user will be redirected to the [simplified login to the app](#).

Depending on the server settings, a window will be displayed asking you to agree to the terms of the User Agreement.

9. Check the box "I have read and accept the terms of the User Agreement" and click "Next".

Note. A corporate user can [open the User Agreement](#) after logging in to the app.

The "Enter password" window will open. The "Enter password" window is not displayed, if the user has not set a password or has refused one (see the ["Additional data protection"](#) section in the app settings).

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

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

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"](#).

The main window of the Web App 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. Click "Specify phone number" and follow the instructions or [add your phone number in your profile settings](#).

To log in to the Desktop App using e-mail address:

1. Launch the Desktop App.
2. Follow steps 2–11 of the ["Logging In to the Web App Using E-mail Address"](#) item.

LOGGING IN USING SERVER ADDRESS

To log in to the Web App using the corporate server address:

1. Copy the link <https://corp.express> and paste it into the browser address bar.

Note. If following the specified link does not work, request the correct link from the administrator.

The "Select a login method" page will open ([Figure 87](#)).

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

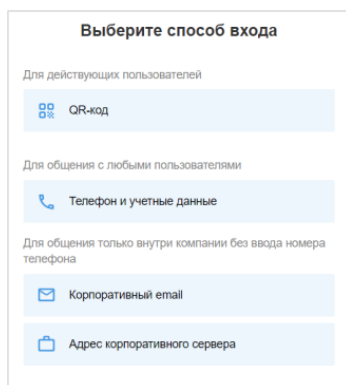


Figure 87

2. Select "Corporate server address".

A window for entering the corporate server address will open (Figure 88).

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 to the app using their **e-mail address** or **server address**, all message history will be lost.

To log in to corporate account:

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

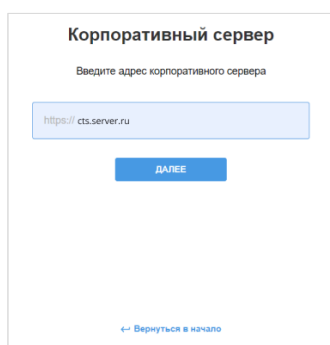


Figure 88

3. Enter your server address and click "Next".

Note:

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

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.

6. Enter the code received by e-mail in the next window.

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

5. Enter the data provided by the administrator.

6. Click "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 there is a phone number associated with your account, a "Verification code" window will open. The user will be redirected to the [simplified login to the app](#).

Depending on the server settings, a window will be displayed asking you to agree to the terms of the User Agreement.

7. Check the box "I have read and accept the terms of the User Agreement" and click "Next".

Note. A corporate user can [open the User Agreement](#) after logging in to the app.

The "Enter password" window is not displayed, if the user has not set a password or has refused one (see the ["Additional data protection"](#) section in the app settings).

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

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

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 Passport"](#).

The main window of the Web App 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. Click "Specify phone number" and follow the instructions or [add your phone number in your profile settings](#).

To log in to the Desktop App using server address:

1. Launch the Desktop App.
2. Perform steps 2-8 of the ["Logging in to the Web App Using Server Address"](#) item.

SIMPLIFIED PROCEDURE FOR LOGGING A CORPORATE USER IN TO THE APP

Simplified login to the app is only used to reconnect to the corporate server. The actions for logging an external user in to the app are described in the section ["Logging an External User in to the App"](#).

To perform simplified logging in to the Web App:

1. Copy the link <https://corp.express> and paste it into the browser address bar. The "Select a login method" page will open ([Figure 89](#)).

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

Выберите способ входа

Для действующих пользователей

QR-код

Для общения с любыми пользователями

Телефон и учетные данные

Для общения только внутри компании без ввода номера телефона

Корпоративный email

Адрес корпоративного сервера

Figure 89

2. Select "Phone and credentials".

A window for entering phone number will open (Figure 90).

Note:

- to change the country, select the country from the drop-down list;
 - to quickly navigate the list, use the search by name or country code feature.
-

3. Enter your phone number and click "Next".

Note:

- the app prohibits entering periods, commas, spaces and dashes, inserting text (including from the clipboard) into the field;
 - when entering the phone number, extra characters are cut off automatically;
 - if the phone number is not entered, after clicking "Next", a warning "Fill in the field" will be displayed;
 - for Russian Federation numbers, enter 10 digits in the field, otherwise user registration cannot continue.
-

Телефон и учетные данные

Введите номер телефона

Россия

+7 |

ДАЛЕЕ

← Вернуться в начало

Figure 90

4. Skip the next 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 91);

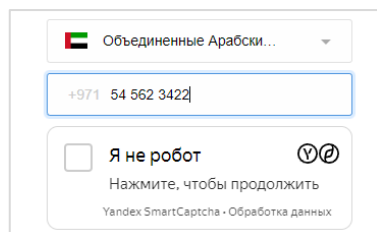


Figure 91

- enter the Captcha text from the image (Figure 92) or audio message (Figure 93).

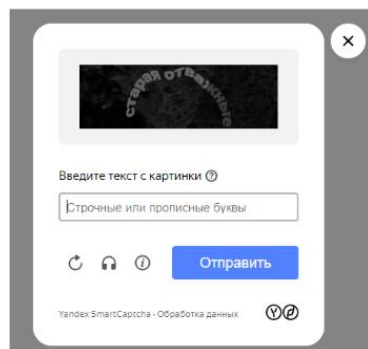


Figure 92

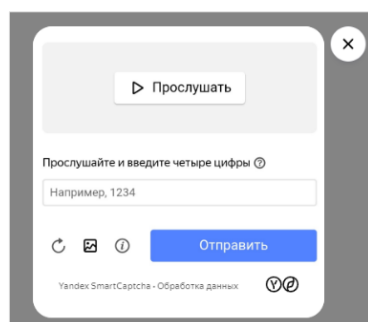


Figure 93

5. Skip the next step if the app does not ask you to enter a verification code. Enter the code received in the SMS message and click "Next" (Figure 94).

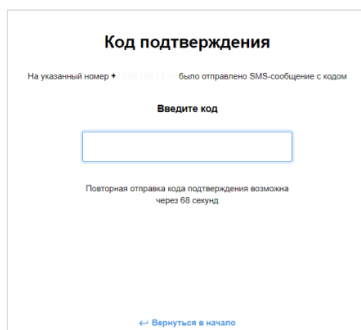


Figure 94

Note:

- you have 70 seconds to enter the code;
- if the user failed to enter the received code or the code was not received, it is necessary to click "Resend the code". The button is initially missing from the interface and is displayed after 70 seconds from the moment the code is requested;
- the code must be 6 digits long, otherwise the "Next" button will not be available.

6. Depending on the settings defined by the system administrator, you can log in to the app in the following ways:

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

7. In the "Login or E-mail" field, check the correctness of the data or enter your corporate e-mail address.
8. Enter the code received by e-mail in the next window.

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

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

9. Depending on the server settings, a window will be displayed asking you to agree to the terms of the User Agreement.

Note. A corporate user can [open the User Agreement](#) after logging in to the app.

10. Check the box "I have read and accept the terms of the User Agreement" and click "Next".

The "Enter password" window will open.

The "Enter password" window is not displayed, if the user has not set a password or has refused one (see the ["Additional data protection"](#) section in the app settings).

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

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

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"](#).

The main window of the Web App will open.

To perform simplified logging in to the Desktop App:

1. Launch the Desktop App.
2. Perform steps 2–11 of the ["Simplified Logging in to the Web App"](#).

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 Web App using phone number:

1. Copy the link <https://corp.express> and paste it into the browser address bar.
The "Select a login method" page will open ([Figure 95](#)).

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

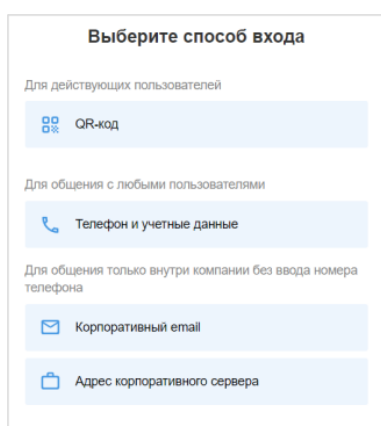


Figure 95

2. Select "Phone and credentials".
A window for entering phone number will open ([Figure 96](#)).

Note:

- to change the country, select the country from the drop-down list;
- to quickly navigate the list, use the search by name or country code feature.

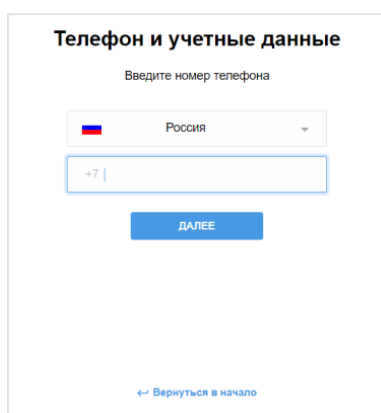


Figure 96

3. Enter your phone number and click "Next".

Note:

- the app prohibits entering periods, commas, spaces and dashes, inserting text (including from the clipboard) into the field;
- when entering the phone number, extra characters are cut off automatically;
- if the phone number is not entered, after clicking “Next”, a warning “Fill in the field” will be displayed;
- for Russian Federation numbers, enter 10 digits in the field, otherwise user login cannot continue.

4. Skip the next 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 97);

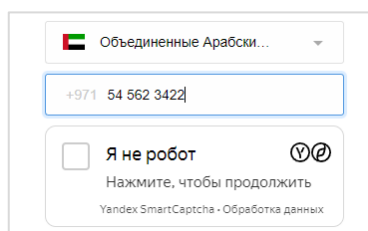


Figure 97

- enter the Captcha text from the image (Figure 98) or audio message (Figure 99).

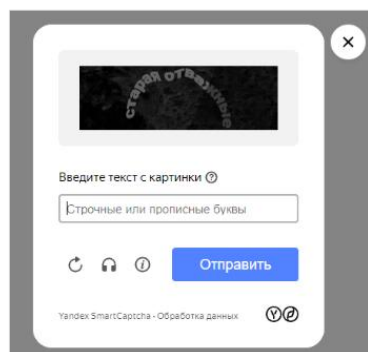


Figure 98

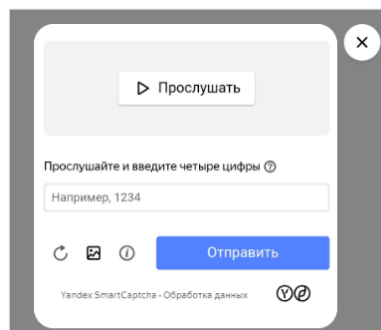


Figure 99

5. A confirmation code will be sent to your mobile device and the window will look like as follows (Figure 100):

Figure 100

6. Enter the code received in the SMS message and click "Next".

Note:

- you have 70 seconds to enter the code;
- if the user failed to enter the received code or the code was not received, it is necessary to click "Resend the code". The button is initially missing from the interface and is displayed after 70 seconds from the moment the code is requested;
- the code must be 6 digits long, otherwise the "Next" button will not be available.

If you haven't received the code, select "Send a new verification code". If the phone number is entered incorrectly, select "Clear data". A page will open with a window to start logging in to the app.

If the confirmation code is correct, the "Enter password" page will open.

The window is not displayed, if the user has not set a password or has refused one (see the ["Additional data protection"](#) section in the app settings).

7. 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 click "Next".

The "Corporate server" window will open ([Figure 101](#)).

Figure 101

8. Click "Skip".

The main window of the Web App will open.

To log in to the Desktop App using phone number:

1. Launch the Desktop App.
2. Follow steps 2–8 of the ["Logging In to the Web App Using Phone Number"](#) item.

CONNECTING TO THE CORPORATE SERVER

To connect an external user to in the Web App:

1. Log in to the app as an external user.
2. Go to the "Settings" section by clicking on the user avatar in the upper left corner of the window (Figure 102).

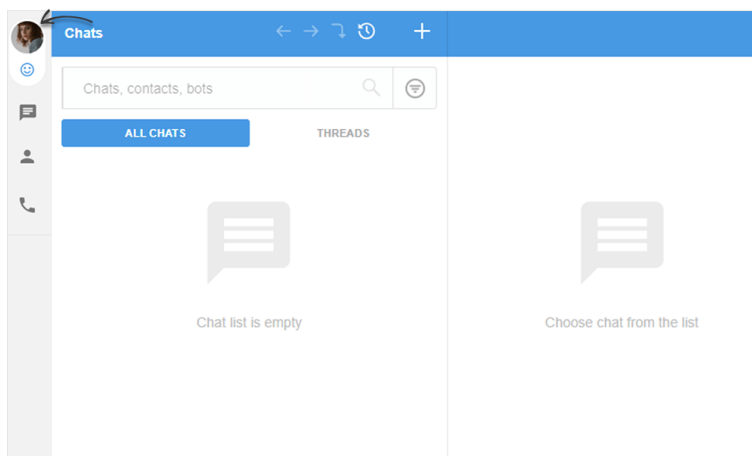


Figure 102

3. Go to the "Profile" section.
4. Click "Connect" (Figure 103).

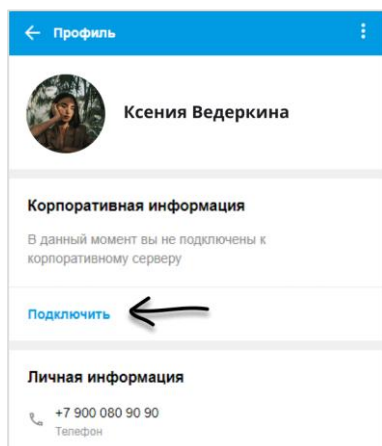


Figure 103

For details on what to do next depending on your settings, see "Logging in Using E-mail Address" or "Logging in Using Server Address" in the "Logging a Corporate User in to the App" section.

To connect an external user to in the Desktop App:

1. Download the Desktop App at <https://express.ms/>.
2. Run the installation file.
3. Follow steps 2–4 of the "Connecting to the Corporate Server in the Web App" item.

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.

Figure 104

To reset your personal password:

1. Click "Reset password" (Figure 104).
2. In the modal window that is displayed, confirm the action by clicking "Reset".
The password will be reset. After this, it will be possible to log in to the app from the start page as an [external](#) or [corporate user](#).

UPDATING THE APP VERSION

Attention! For stable operation of the app, it is necessary to update the server 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.

UPDATING THE WEB APP VERSION

When a new version of the Web App is released, the user will be notified as follows:

- a pop-up notification "New version available" will be displayed in the upper right corner of the "Chats" window;
- in the settings, next to the "About" section, you will see the "Download Update" button.

To install an update from the "Chats" window, click "Update app".

To install the update from Settings:

1. Go to the "Settings" section.
2. Click the "Update Application" button next to the "About" item.
3. Click "Update" in the dialog box that opens (Figure 105).

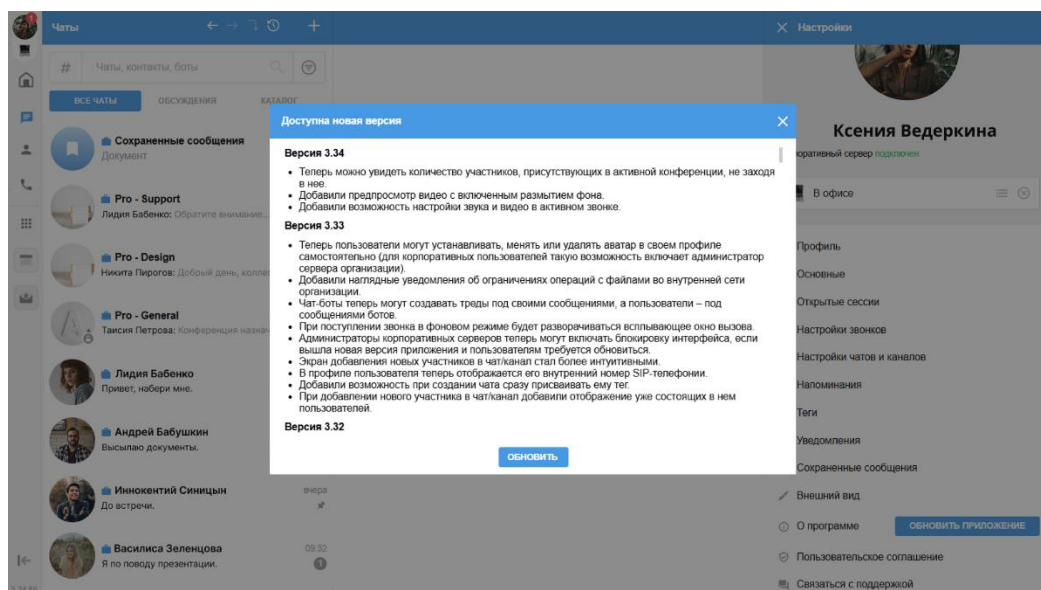


Figure 105

To update the Web App version independently, press <F5>.

To clear the cache and update the app version, press <Ctrl>+<F5>.

In the Google Chrome browser, updates occur automatically.

Note. The server administrator can configure update notifications so that the user cannot close them without installing the update.

UPDATING THE DESKTOP APP VERSION

If there are updates available, the list of new versions is displayed in a pop-up window when you launch the Desktop App (Figure 106).

To install updates, click "Download update".



Figure 106

Click "Close and Update" in the pop-up window for the updates to take effect. The Desktop App will be restarted.

Also, if there are updates available, a notification is displayed in the "Settings" section.

To check for updates independently:

1. Go to the "Settings" section by clicking on the user avatar in the upper left corner of the window.
2. Select "Check for updates".

Available updates will be downloaded.

If there are no updates, the message "You already have the latest version installed" will be displayed.

Note. The server administrator can configure update notifications so that the user cannot close them without installing the update.

Chapter 3

OPERATING THE WEB APP AND THE DESKTOP APP

MANAGING STATUSES

The following actions with statuses are available in the "Statuses" section:

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

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

NAVIGATING TO THE STATUS SETTINGS WINDOW

Navigating When No Status Has Been Assigned

To go to the status settings window, click on the status bar in the "Settings" section.

Navigating When a Status Has Been Assigned

To go to the assigned status setup window from the main eXpress menu:

1. Click on the status below the user's avatar.
2. Click on the status marked with ✓ in the context menu ([Figure 107](#)).

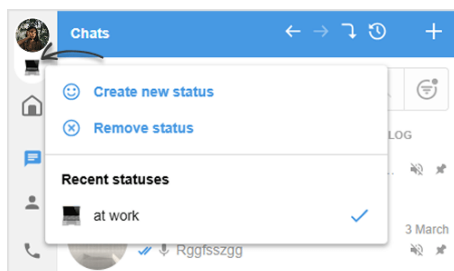


Figure 107

To go to the "Status Settings" window from the "Settings" section:

1. Go to the "Settings" section.
2. Click ☰ ([Figure 108](#)).

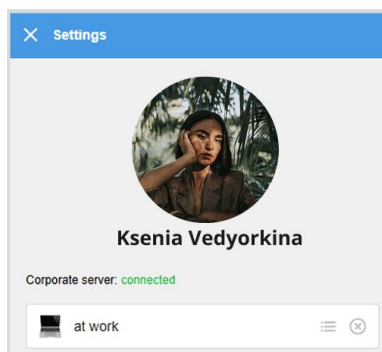


Figure 108

3. In the list of statuses that opens (Figure 114), select the status whose settings you want to change.

To go to the settings of the assigned status, click on the status in the "Settings" section (Figure 108).

CREATING A STATUS

To create a new status:

1. Got to the [status settings window](#).
2. In the "Create Status" field (mandatory field), enter a name for the status and click 😊 to assign a status icon in the context menu.
3. [Configure the parameters](#):
 - date and time of automatic status deletion;
 - call restrictions;
 - notification restrictions;
 - auto-reply.
4. Click ✓.

The status will be created and set. User-created statuses are displayed in the "Recents" list, above the standard ones in the status list.

You can configure parameters for each status (Figure 109).

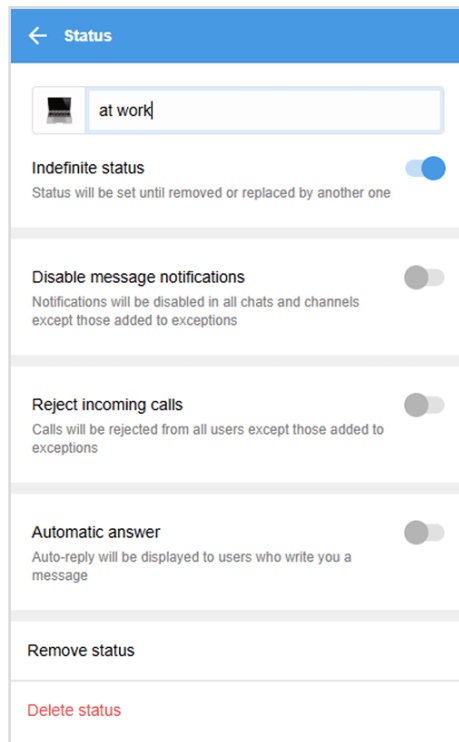


Figure 109

The default **status removal date and time** are set to an indefinite period of time. The status will remain until the user manually sets a new status or removes the current status. The user can set the day and time when the status will be removed (Figure 110).

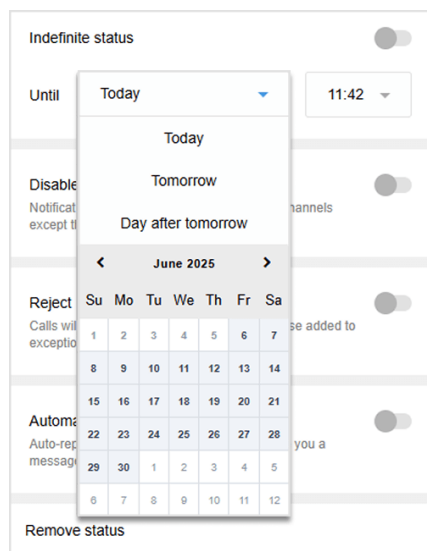


Figure 110

When call restrictions are enabled, all incoming calls will be automatically rejected.

When notification restrictions are enabled, the user will not receive notifications about incoming messages.

For each restriction, the user can set up exceptions (Figure 111).

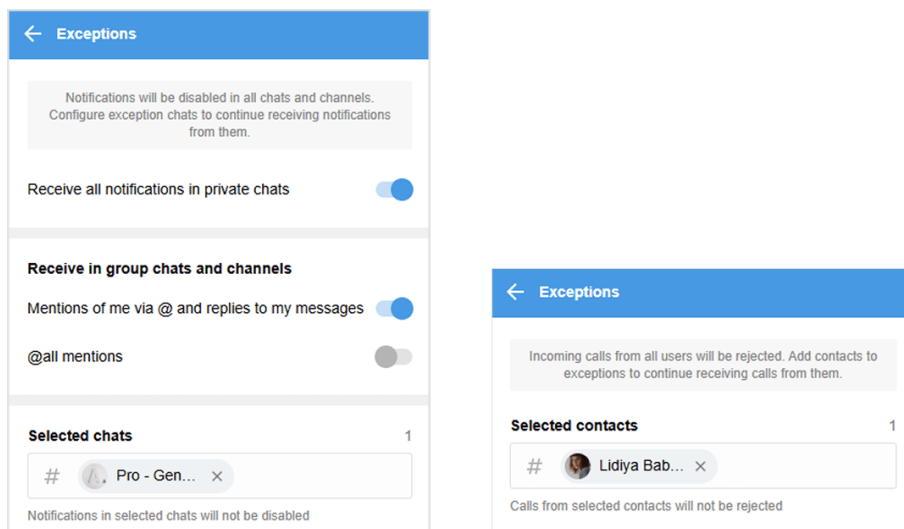


Figure 111

Incoming calls and notifications in chats included in exceptions will be available.

To set up an auto-reply, type its text in the input line (Figure 112). You can additionally tag contacts or chats using @@ or ## tags.

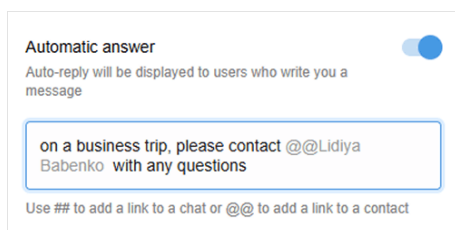



Figure 112

SETTING A STATUS

You can go to setting the status from the "Settings" section and from the main eXpress menu. The user can set the status from the "Recents" or "Standard" list. During the installation process, the status parameters can be changed.

First Method. Via the "Settings" Section

To set the status without changing the parameters:

1. Go to the "Settings" section.
2. Click  (Figure 108).
3. In the list that opens (Figure 114), select the status with right mouse button.
4. In the context menu, select "Set" (Figure 113).

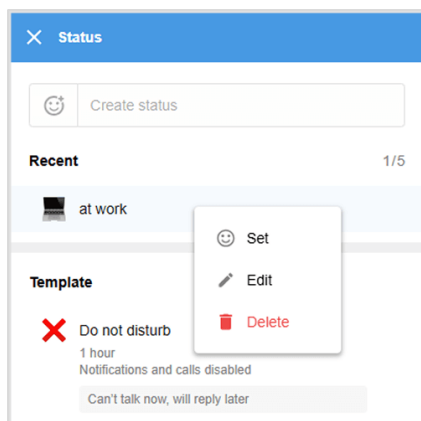



Figure 113

To set the status and change the parameters:

1. Go to the "Settings" section.
2. Click  (Figure 108).
3. In the list that opens (Figure 114), click on the selected status in the "Recents" or "Standard" list.

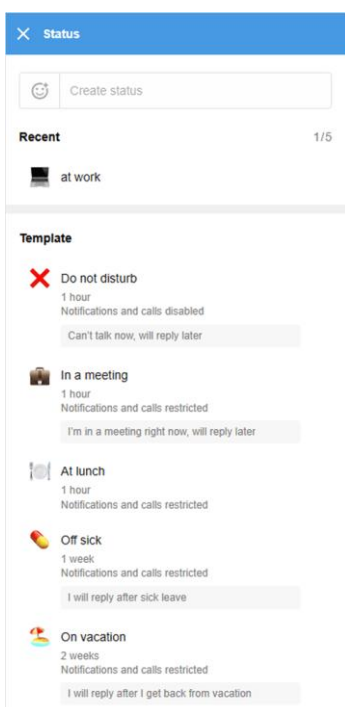



Figure 114

4. Change the [status parameters](#).
5. Click .

The assigned status will be displayed under the user's avatar in the eXpress main menu, user card, and next to the user's name in the chat list.

Second Method. Via the Main Menu of eXpress

To set a standard status without changing the parameters:

1. Click on the status below the user's avatar.
2. In the context menu (Figure 107), select "Create new status".

3. In the list that opens (Figure 114), select the status with right mouse button.
4. In the context menu, select "Set" (Figure 113).

To set a personal status without changing parameters:

1. Click on the status below the user's avatar.
2. In the context menu (Figure 107), select the desired status.

To set a standard or personal status with changing parameters:

1. Click on the status below the user's avatar.
2. In the context menu (Figure 107), select "Create new status".
3. In the list that opens (Figure 114), select the desired status.
4. Change the [status parameters](#).
5. Click ✓.

CHANGING STATUS SETTINGS

The user can set up a standard and a personal status. When you edit a standard status, it will be saved in the "Recents" list. The original status will remain in the list of standard statuses without changes.

To change status settings:

1. Go to the [status settings window](#).
2. Change:
 - the icon;
 - the name of the status;
 - the [status parameters](#).
3. Click on ✓.

The status will be saved.

REMOVING A STATUS

There are several ways to remove the status:

- via the main menu of eXpress;
- in the "Status" section of the "Settings" menu;
- via the status settings window;
- via the status list.

First Method. Via the Main Menu of eXpress

To remove a status:

1. Click on the status below the user's avatar.
2. In the context menu (Figure 107), select "Remove status".

The status will be removed. The icon under the user's avatar in the main Express menu will change to the standard one 😊.

Second Method. Via the "Settings" Section


To remove a status:

1. Go to the "Settings" menu.
2. Click on ⊗ (Figure 108).

Third Method. Via the Status Settings Window**To remove a status:**

1. In the "Settings" section, click on the desired status (Figure 108).
2. In the status settings window that opens (Figure 109), select "Remove status".

Fourth Method. Via the Status list**To remove a status:**

1. In the "Settings" section, click on  (Figure 108).
2. In the list that opens (Figure 114), right-click on the assigned status.
3. Select "Remove" from the context menu (Figure 115).

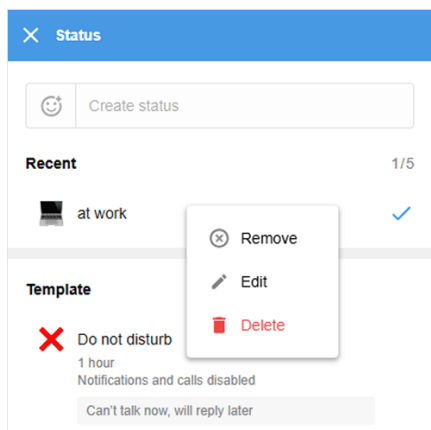



Figure 115

CHANGING A STATUS**To change a status:**

1. Go to the "Settings" section.
2. Click  (Figure 108).
3. In the status list (Figure 114), 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 several ways to remove a status from the "Recents" list:

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

First Method. Via the Status Settings Window**To delete a status:**

1. Open the [status settings window](#).
2. In the status settings window (Figure 116), select "Delete status".

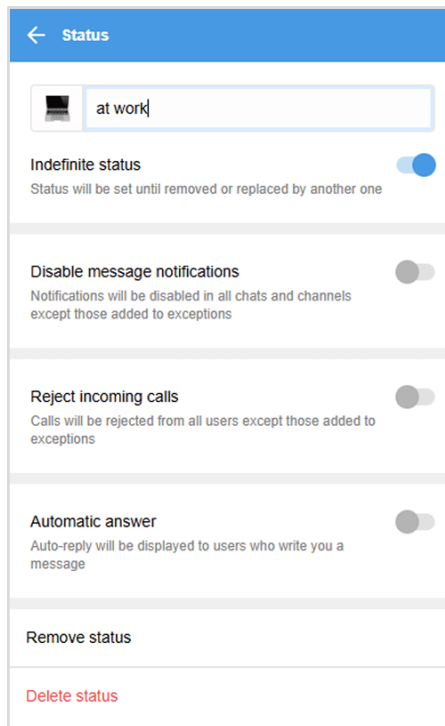


Figure 116

The status will be deleted.

Second Method. Via the Status List

To delete a status:

1. In the "Settings" section, click on (Figure 108).
2. In the status list (Figure 114), right-click on the desired status.
3. In the context menu, select "Delete" (Figure 115).

VIEWING A STATUS

To view the user's status:

- go to the user's card (Figure 117);

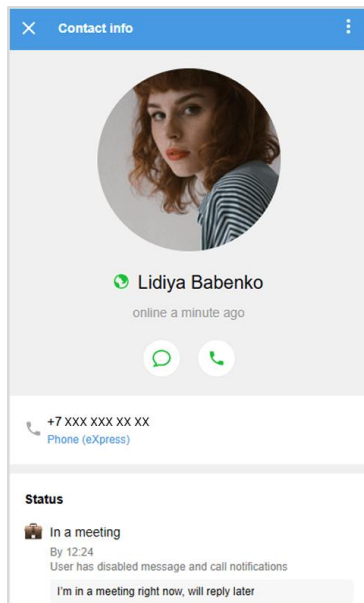


Figure 117

- open a personal chat with the user (Figure 118).

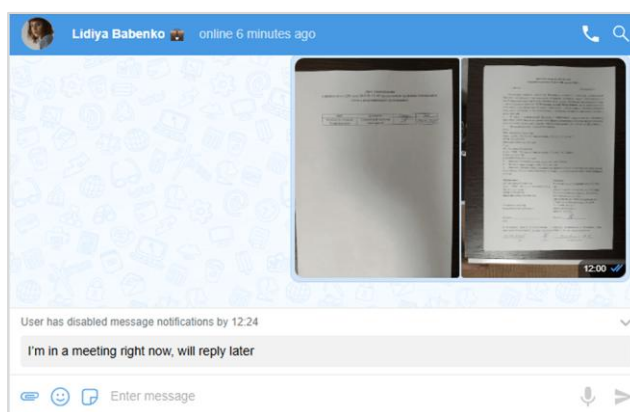




Figure 118

To collapse/expand an automatic response in a personal chat with a user, use the  or  buttons (Figure 118).

MANAGING CHATS

The following functions are available to users of eXpress SC:

- creating a personal chat;
- creating a group chat;
- joining an open chat;
- viewing information about chats;
- setting up chat;
- administering a group chat;
- deleting a chat;
- leaving a chat;

- searching for a chat;
- searching in chat;
- actions with the "Saved Messages" chat;
- managing tabs;
- unread messages filter;
- actions with files and links in the chat.

CREATING A PERSONAL CHAT


Attention! Only private chats can be created in the client app. To create a public chat or change a closed chat to an open one and vice versa, contact your system administrator.

You can create a [personal chat](#) in the following ways:


- [via the user card](#);
- [via the "Chats" section](#);
- [via the group chat card](#);
- [links to contact](#).

First Method. Via the User Card

To create a chat:


1. Open the user card.
2. Click  in the card that is displayed.

The chat window will open.

Note. The absence of the button  in the user card means that the user does not have access to the app, and the message cannot be sent.

Second Method. Via the "Chats" Section

To create a chat:

1. Go to the "Chats" section and click .
2. A pop-up window will be displayed ([Figure 119](#)).

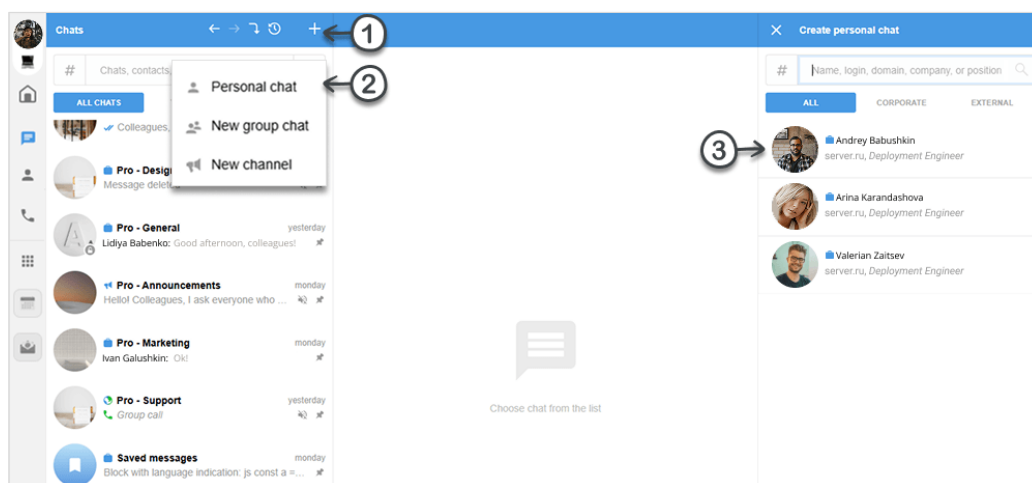


Figure 119

3. Select "Personal chat".

- In the list of contacts that opens, select the user with whom you want to create a personal chat.

To search for a contact by one of the parameters, enter the name/login/phone number/domain/company/job title in the search bar, in full or in part. The search is case-insensitive (Figure 119).

To search for a contact by tag, click # next to the search bar and select a tag from the drop-down tag catalog (Figure 119).

The chat window will open.

Third Method. Via the Group Chat Card

To create a chat:

- Open the group chat card.
- Select a user from the list and click ... opposite the selected contact.

The window will open (Figure 120).

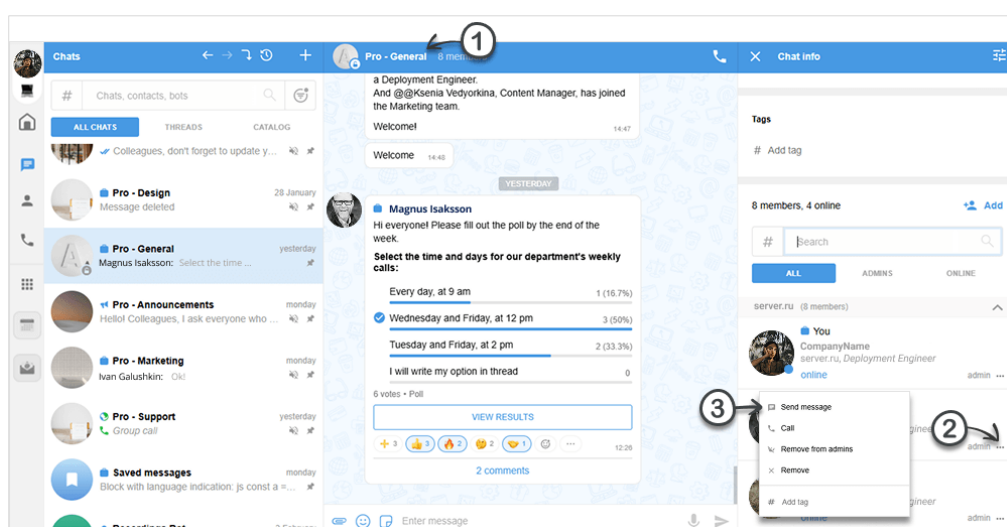


Figure 120

- Select "Message".
- The chat window will open.

Fourth Method. Via a Link to Contact

To create a chat:

- Right-click on the link to the contact.
 - In the menu that opens (Figure 121), select "Message".
- A personal chat window will open.

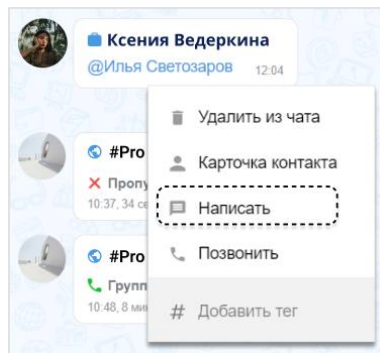


Figure 121

CREATING A GROUP CHAT

To create a group chat:

1. Go to the "Chats" section and click **+**.
2. In the pop-up window (Figure 119), select "Group chat".
The chat creation window will open (Figure 122).

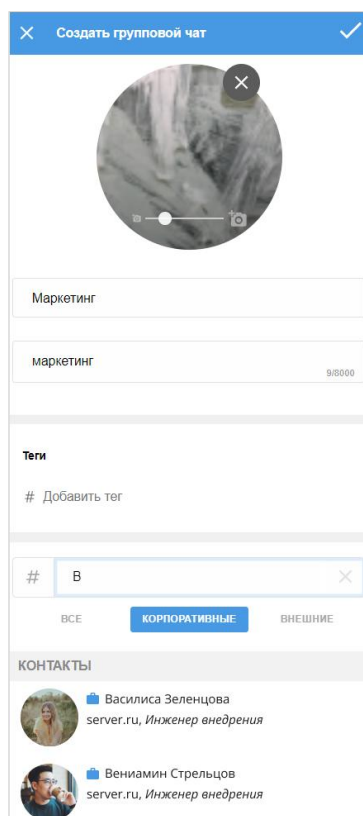



Figure 122

Note. When creating a chat, a default avatar is set based on the first two letters of the chat name, which can be changed.

3. Upload a chat avatar.
4. To change the scale of the avatar, move the slider located below it (Figure 122). To change the position of the avatar, move it with the mouse.

5. To delete the avatar, click .
6. Enter a chat name (required field).

Note. The chat name cannot contain spaces or exceed 128 characters.

7. Enter a description of the chat (up to 8,000 characters) in the appropriate fields.
If the chat description is large, the "Show full" / "Collapse" buttons will be displayed in its card.
Chat descriptions can use links and Markdown markup language (see page 31).

Note:

- When adding or editing a chat description, the character counter shows how many characters have been entered and the maximum number of characters allowed. When you enter more than 8,000 characters, the "Create chat" button becomes inactive;
 - when using links in the chat description, there are no link previews.
-

8. Set up end-to-end encryption by sliding the switch to the right or left.

Note. When end-to-end encryption is enabled, a user who was added to the chat later does not have access to the history of correspondence that was conducted before they joined the chat. The number of chat participants cannot exceed 128 users.


9. Add tags or create a new tag for the chat.
10. Select the users from your contact list who will be added to the group chat.

Important notice! You can create a group chat without adding participants. In this case, it will have one participant: the creator of the chat.

It is possible to add group chat participants later.

To search for a contact by one of the parameters, enter the name/login/phone number/domain/company/job title in the search bar, in full or in part ([Figure 122](#)). The search is case-insensitive.

To search for a contact by tag, click  next to the search bar and select a tag from the drop-down tag catalog.

11. All marked participants will be displayed below the search bar ([Figure 122](#)).
12. Click .

The button is not available for clicking until the chat name field is filled in. The group chat will be created and will be displayed in the chat list.

JOINING AN OPEN CHAT

A corporate user can independently connect to an open chat using the "Chats" menu.

To join an open chat:

1. Scroll through the list of active chats or click the "Catalog" tab.
2. The list of open chats that you can connect to will be displayed ([Figure 123](#)).

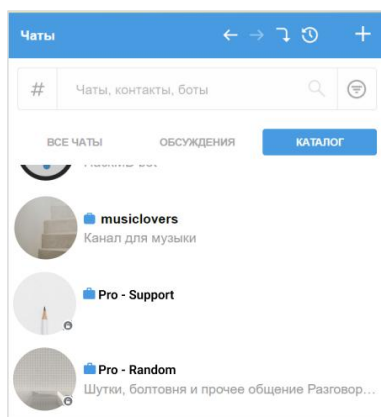


Figure 123

3. Click on the chat name. You will be redirected to the chat window.
4. Click "Join" at the bottom of the screen. The user will join the chat. All chat participants will receive the following message: "<User_name> has joined the chat", and the chat will be moved to the top of the list.

To go to the user's profile, click on the message.

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.

If a user logs out of the corporate server and logs in to the app as an external user, the history of correspondence during their presence on the corporate server will be unavailable to them. A notification will be displayed that says "Chat has been made personal."

JOINING A CLOSED CHAT

The user cannot connect to a closed chat independently.

The administrator adds a new participant to the chat. The administrator can also create an invitation link or a QR code with a link and send it to the user.

Note. You can scan the QR code only from the Mobile App.

After receiving a link or QR code, the user can open the chat in the Web App or Desktop App and become a chat participant under the specified name or under their account.

To join a chat using a link in the Desktop App, click "Open chat in the app".

Attention! In order for a user to join a chat via a link, access to <https://xlnk.ms> must be open in the local network.

Note. Switching to the Desktop App is only possible if it is installed on the user's personal computer.

To join a chat using a link in the Web App, click "Open in Web":

- if the user is logged in to the app, a screen will open with a “Join” button (Figure 124), click it to join the chat.

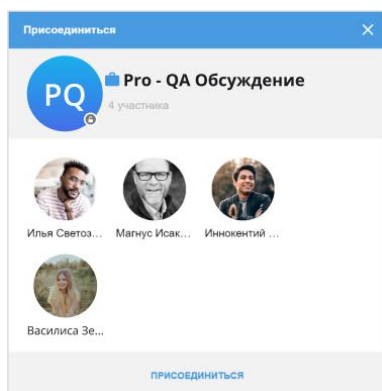


Figure 124

The chat window will open.

- if the user is not logged into the app, then after clicking on the link, a window will open with login options (registered user or guest).

To sign in with your account or register in the app, click “Login”. The [app login window](#) will open.

To log in as a guest (unregistered user), select “Log in as a guest” and enter your name in the next window.

The chat window to which the link was received will open. The following message will be displayed: “<User_name> has joined the chat.”

A “Guest” type user has access to limited functions:

- communicating in chats to which links have been received;
- viewing the chat card and chat participant cards;
- communicating in personal chats with chat participants;
- a “Guest” type user cannot start a chat or call.

Note. If the link has expired, the following message is displayed: “This link is not active”, the chat will not be available.

VIEWING INFORMATION ABOUT THE CHAT

Detailed information about the chat, its creator and its participants can be found in the chat card (see page 21).

To go to the chat, select it from the chat list in the “All” or “Catalog” tab (Figure 123). A personal or group chat window will open.

To view a chat card, select a chat from the list and click on its name or avatar in the header.

To search for a participant, in the group chat card, enter the name/login/phone number/domain/company/job title in the search bar, in full or in part. The search is case-insensitive. For more information about contact search settings, see the [“Main Settings”](#) section.

To view information about the group chat creator, click on their name located at the top of the chat card (Figure 11). A personal chat card will open.

To view information about a chat participant, click on their name. A personal chat card will open.







To view the list of general chats with the contact, in the personal chat card with this contact, select "General chats".

Note. It is possible to search for a corporate chat by name and description (see page 117).

SETTING UP CHAT

Chat settings are managed using the context menu, in which the user has access to the functions listed in Table 23.

Table 23

Function	Icon	Description
Pin/Unpin Chat		The chat is placed at the top of the chat list. Pinned chats are sorted by pinning time: the chat that was pinned last is displayed at the top. The position of pinned chats does not change after minimizing and closing the app
Enable/disable notifications		New messages in the chat are accompanied by a sound notification
Mark as unread / mark as read		Marks the chats with an empty unread message counter: blue circle — corporate and mixed type chats with sound notifications enabled, green circle — chats with external contacts with sound notifications enabled, and gray circle — chats with sound notifications disabled
Clear chat history		Deletes all messages in the chat
Leave and delete chat		The user leaves the chat and deletes the chat from all devices
Add tag		Brings up the "New tag" field where the user can enter a tag to tag the chat (see page 39).

The user can also manage chat settings through the settings menu, which is accessible from the personal (see page 15) or group chat card (see page 21). The settings menu in the chat card allows you to:

- enable/disable notifications for the chat;
- enable/disable auto-subscribe to group chat threads;
- enable/disable reminders for the chat;
- clear chat history;
- add/remove chat tags.

The actions in the chat card are similar to those in the context menu.

To pin/unpin a chat, enable/disable notifications in a chat, mark the chat as read/unread:

1. Right-click on the selected chat to bring up the context menu.
2. Select an action from the list (Figure 125).

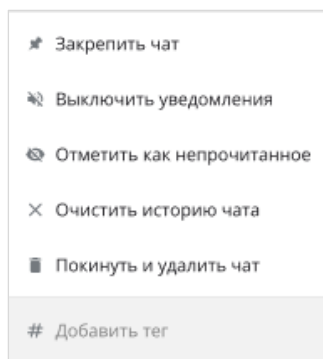


Figure 125

Note. The chat is marked as unread/read automatically on all user devices.

To enable/disable auto-subscription to group chat threads:

1. Open the group chat card;
2. Move the switch to the on/off position.

To clear the chat history:

1. Open the chat context menu.
2. Click on the desired action (Figure 125).
3. Confirm the action in the window that opens.

To add a tag to the chat:

Note. The action to add a tag to a personal chat is also the same as the action to add a tag to a contact.

1. Open the context menu.
2. Open the "New Tag" field to enter a tag:
 - if the chat has no tags, click "Add tag" (Figure 126);

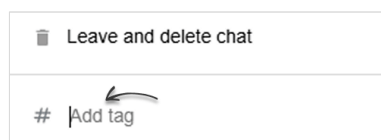


Figure 126

- if the chat already has one or more tags, click on the tag list box (Figure 127).

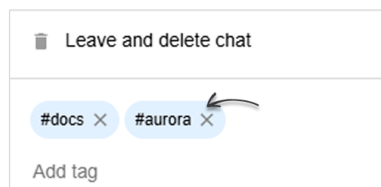


Figure 127

3. Enter the tag.

Note. The keyboard case is not taken into account when entering a tag.

4. Press <Enter> or select "Add tag" again from the context menu.

The tag will be added to the chat and will be displayed in the tag list box. The user will be able to search for Chat by this tag (see page .118).

To delete a chat tag:

1. Click on the tag list box.
2. Click the button that is displayed  (Figure 127) next to the tag you want to delete.

The tag will be deleted and will no longer be displayed in the tag list box. The user will not be able to find a chat by this tag.

ADMINISTERING A GROUP CHAT

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

Additional theoretical information is available in the “Administering a Group Chat” subsection.

The following actions are available to the administrator:

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

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

OPENING CHAT CARD

To open the chat card:

1. Select a group chat from the chat list.
2. In the chat window that opens, click on the window title with the avatar and chat name.

The group chat card will open ([Figure 128](#)).

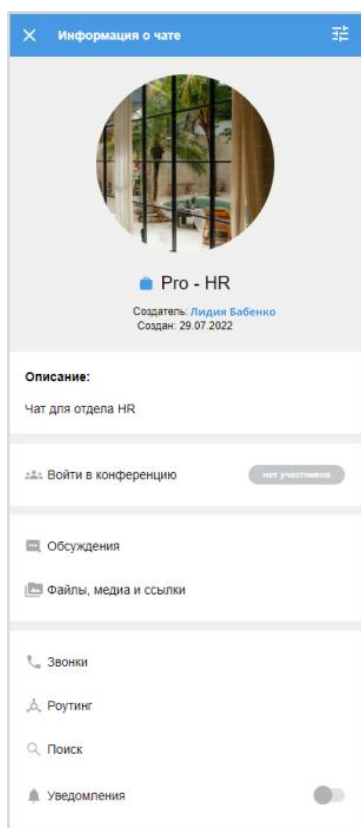



Figure 128

- Click  in the upper right corner.
The window will look as follows (Figure 129).

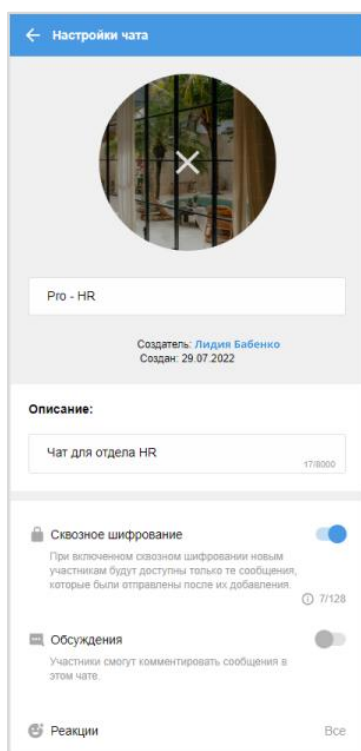


Figure 129

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

OPENING CONTEXT MENU

To open a participant's context menu, in the chat card, scroll down to the list of participants and click **...** to the right from 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 130](#));
- the user is an administrator, and the participant has administrator rights ([Figure 131](#));
- the user is a chat participant without administrator rights ([Figure 132](#)).

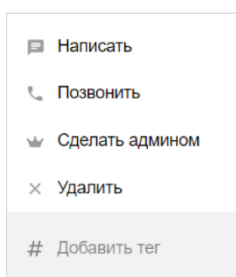


Figure 130

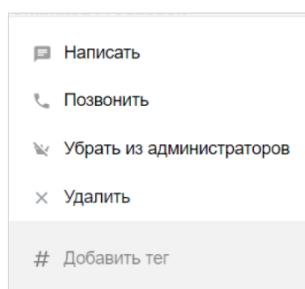


Figure 131

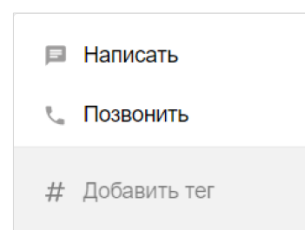



Figure 132

CHANGING THE NAME OF THE CHAT

To change the name of the chat:



1. Open the chat card ([Figure 128](#)).
2. Click  in the upper right corner.
3. In the new window ([Figure 129](#)), enter the new chat name in the appropriate field (up to 128 characters).

Note. The chat name cannot be empty or contain spaces.

4. Click  in the upper right corner to save the settings.

CHANGING THE CHAT AVATAR



To change the avatar of the chat:

1. Open the chat card ([Figure 128](#)).
2. Click  in the upper right corner.
3. In the new window ([Figure 129](#)), click on the chat avatar or the "Download chat avatar" link.
4. In the dialog box that opens, select the new graphic image and click "Open".
5. Click  in the upper right corner to save the settings.

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

ADDING A CHAT DESCRIPTION


To add a chat description:

1. Open the chat card (Figure 128).
2. Click  in the upper right corner.
3. In the window (Figure 129), enter/edit text in the "Description" field to add or edit the chat description.
4. Click  in the upper right corner to save the settings.

All chat participants will see a corresponding notification in the chat list. The chat will be moved to the top of the chat list. The changes made will be saved and visible to all chat participants.

ENABLING/DISABLING END-TO-END ENCRYPTION

To enable/disable end-to-end encryption:

1. Open the chat card (Figure 128).
2. Click  in the upper right corner.
3. In the window (Figure 129), Slide the "End-to-end encryption" switch to the left/right (Figure 129). Click "Enable"/"Disable".

End-to-end encryption will be enabled/disabled. A corresponding system message about enabling or disabling the option will be displayed in the upper right corner of the screen.

If end-to-end encryption is enabled:


- the user added to the chat does not have access to the history of correspondence that was conducted before they joined the chat;
- the number of chat participants cannot exceed 128 users.

If end-to-end encryption is disabled:

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

ENABLING/DISABLING THREADS


To enable/disable threads in the chat:

1. Open the chat card (Figure 128).
2. Click  in the upper right corner.
3. In the window (Figure 129), side the "Threads" toggle switch:
 - to the right — to enable the feature;
 - to the left — to disable the feature.

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

SETTING UP REACTIONS TO MESSAGES

To set up reactions to messages in a chat:

1. Open the chat card (Figure 128).
2. Click  in the upper right corner.
3. In the window (Figure 129), select "Reactions".
4. In the window that opens, select one of the following options (Figure 133):
 - "All" — to enable all reactions (default setting);
 - "Selected (minimum 2)" — to disable individual reactions, then uncheck the boxes of desired reactions;
 - "Disabled" — to disable all reactions.

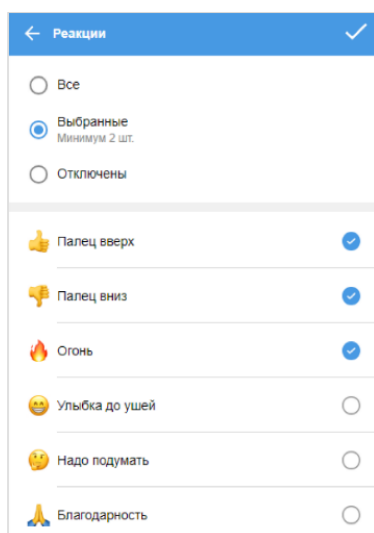


Figure 133

5. Click  in the upper right corner to save the settings.

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

DELETING CHAT MESSAGE HISTORY

To delete all chat messages using the context menu:

1. Open the [context menu](#) of the selected chat by right-clicking on it.
 2. In the context menu that opens, select "Clear chat history".
 3. Confirm the action in the modal window.
- The messages will be deleted.

To delete all messages from the chat card:

1. Open the chat card (Figure 128).
 2. Select "Clear chat history".
 3. Confirm the action in the modal window.
- The messages will be deleted.

ADDING A PARTICIPANT

To add a user to the chat:

1. Open the chat card (Figure 128).
2. Click "+ Add".

A window with the list of contacts will open (Figure 134).

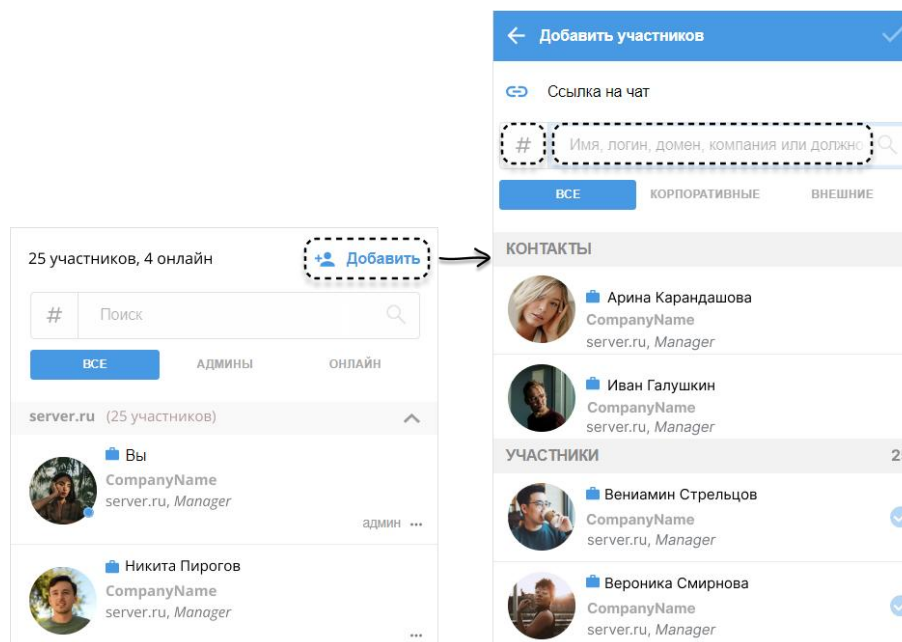


Figure 134

The window is conditionally divided into several areas:

- field that displays avatars of users selected to be added to the chat (Figure 135);
- information about chat parameters and the "Link to chat" item;
- bar for searching by contact details or tags;
- the list of contacts, which are distributed across the tabs according to their type;
- the list of existing chat participants.

To search for a contact, the list uses a search string.

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

- if exact match search is enabled, enter the contact's first 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.

To search for a contact by tag, click # next to the search bar and select a tag from the drop-down tag catalog (Figure 135).

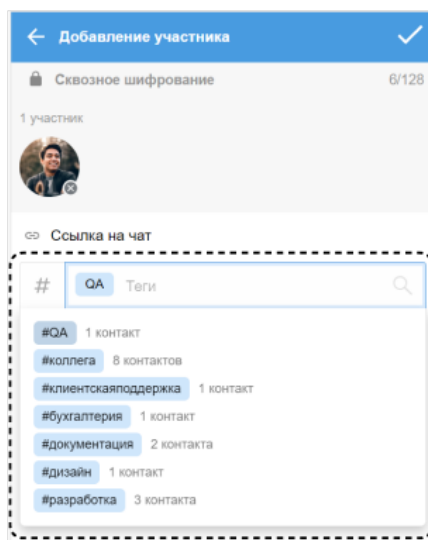


Figure 135

Note. The keyboard case is not taken into account when entering a tag.

To delete an already selected user, click ✕.

3. Select the users and click ✓.

The selected users will be added to the group chat.

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.

INVITING A PARTICIPANT

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

The following actions are available in the section to the group chat administrator:

- [creating a link or QR code for joining the chat](#);
- [setting a password to join the chat](#);
- [updating the automatically generated password](#);
- [creating a personal password](#).

The following actions are available to the user in the section:

- [joining to a chat in the Desktop/Web App](#);
- [logging in with your account or as a guest](#).

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.

To invite a user to the chat:

1. [Open the chat card](#) (Figure 128).
2. Select "+ Add".
3. Select "Link to the chat".

A window will open for generating a link or QR code for joining the chat (Figure 136).

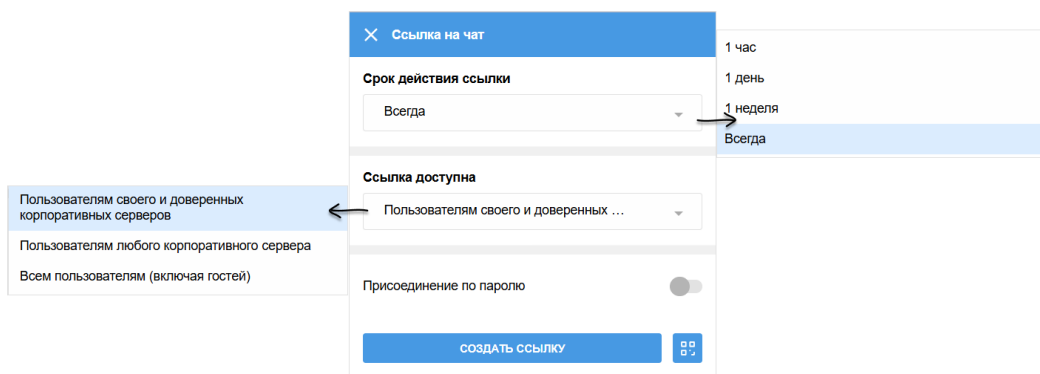


Figure 136

4. Select the link's validity period and its availability in the window that opens. By default, the values are set to "Always" and "Trust corporate servers".

To set a password to join the chat, activate the "Join with a password" option.

A field will be displayed, in which the automatically generated password is displayed.

To update the automatically generated password, click  to the right.


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


- **To create a link:**

5. Click "Create link".

The link to the chat will be copied to the clipboard. A corresponding message will be displayed at the top of the screen.

- **To create a QR code:**

5. Click  to create a QR code.

A pop-up window containing a code will open (Figure 137). Click "Save" to save the code to your device or click  to copy it to the clipboard.

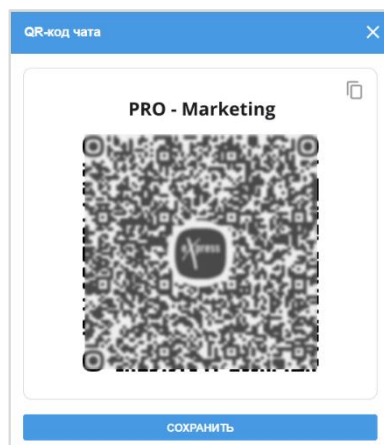


Figure 137

The code will be saved to your device or copied to the clipboard.

6. Paste the link from the clipboard or into the message input field in eXpress or another app or into an email, or attach a QR code to the message. Send the message/e-mail.

The user who receives the link will be able to join the chat using the Desktop App, browser or mobile device.

APPOINTING AN ADMINISTRATOR

To appoint an administrator:

1. Open the [context menu](#).
2. Select "Make admin".

The user will receive administrator rights.

All participants will see a notification: "<User_name> has been appointed as administrator, <Time>."

REMOVING A PARTICIPANT

To remove a user from the chat:

1. Open the [context menu](#).
2. Select "Remove".
3. Confirm the action in the modal window.

The user will be removed from the chat and will not be able to receive or send messages to this chat.


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

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

If end-to-end encryption was not enabled, the chat will remain in the "All chats" list, but the user will not be able to write to the chat. The chat window will have a "Join" button instead of the message input field.

DELETING MESSAGES FROM CHAT PARTICIPANT/ADMINISTRATOR

To delete a message:

1. Right click on the message.
2. In the context menu, select "Delete".
3. Click  in the lower right corner of the window.
4. In the modal window that opens, click "Delete for everyone".

The selected message will be deleted for all chat participants.

All participants will see a notification: "The message was deleted by the administrator."

LEAVING AND DELETING A CHAT

You can leave the chat and delete it from your chat list using the following methods:

- [via the context menu](#);
- [via the chat card](#).

Note:

- the chat is deleted only locally for the current user. After deleting any chat in the user's app, the chat history is also deleted;

- if the only administrator leaves the chat, another participant in this chat is automatically appointed as the administrator;
- after deleting an open chat, the user can rejoin the chat independently. After deleting a closed chat, the user can be added back to the chat by its administrator.

After the user independently leaves and deletes the chat, all chat participants will receive the following message: "<User_name> has left the chat".

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

If end-to-end encryption was not enabled, the chat will remain in the "All chats" list, but the user will not be able to write to the chat. The chat window will have a "Join" button instead of the message input field.

FIRST METHOD. VIA THE CONTEXT MENU

To leave and delete the chat:

1. Open the chat list.
2. Bring up the [context menu](#) of the desired chat.
3. Select "Leave and delete chat".
4. Confirm the action in the modal window.

The chat will be deleted. The user will be removed from the chat.

SECOND METHOD. VIA THE CHAT CARD

To leave and delete the chat:

1. [Open the chat card](#) (Figure 128).
2. Click **•••** to the right of your contact.
3. A window will be displayed with the button "Leave and delete chat".
4. Click "Leave and delete chat".

The chat will be deleted. The user will be removed from the chat.

SEARCHING FOR A CHAT

The user can search for a chat [by query](#) and [by tag](#).

Depending on the [app settings](#), one of the following search types by query 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 QUERY

To search for a chat by query:

1. Go to the "All" or "Catalog" tab in the "Chats" section.
2. Enter the name of the chat you are looking for (in full or in part) in the search bar.

Note. Case and keyboard layout are not taken into account.

The list of chats whose names match the search criteria will be displayed on the screen (Figure 138).

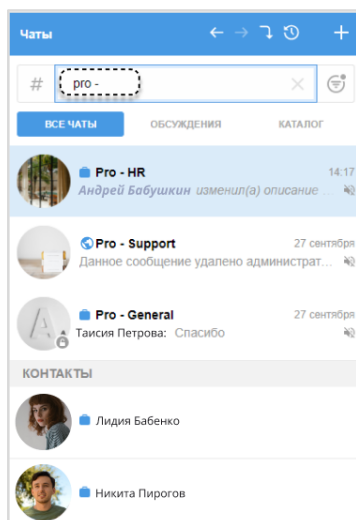


Figure 138

Search results are displayed in the following order:

- pinned chats and threads;
- current calls;
- chats and threads with drafts;
- remaining chats, channels, and chatbots;
- remaining threads;
- contacts.

The rules for searching for a chat by query also apply when searching for a chat to forward a message (Figure 139).

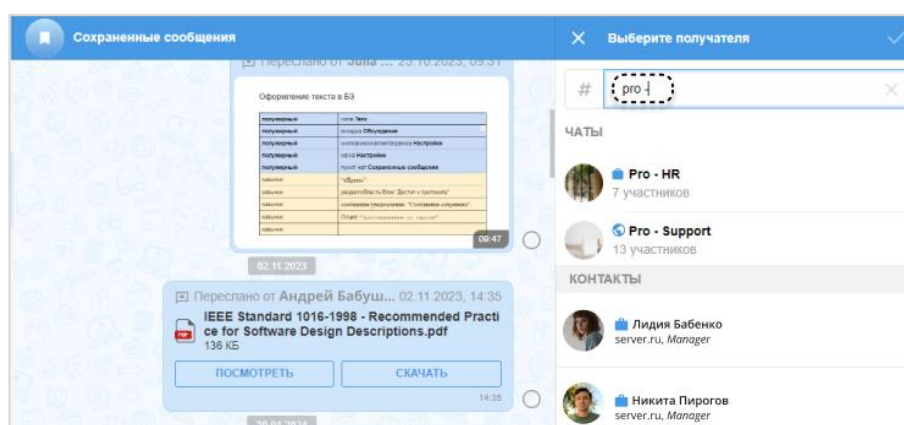


Figure 139

To reset search results, click **X** in the search bar.

SEARCHING FOR A CHAT BY TAG

To search for a chat by tag:

1. Go to the "Chats" section.
2. Click **#** next to the search bar.

3. In the tag catalog that opens ([Figure 29](#)), select the tag or enter it in the “Tags” field. To select multiple tags, hold down the <Ctrl> key.

Note. The keyboard case is not taken into account when entering a tag.

All chats marked with the specified tag will be displayed ([Figure 140](#)).

The user can further filter the search result by tags by selecting the “Unread” or “Catalog” tab.

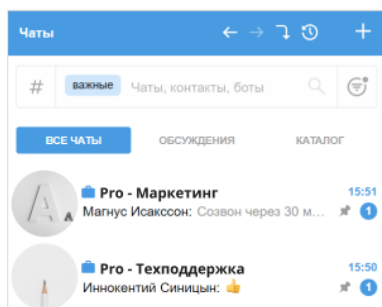


Figure 140


To reset search results by tag, hover over the tag in the search bar and click on the button that appears.

SEARCHING IN CHAT

eXpress provides the possibility to quickly search in the chat for information and files sent as attachments. The following search options are available to the user:

- [messages](#);
- [media files](#);
- [documents](#);
- [links and e-mail addresses](#);
- [user and chat/channel using mentions](#).

To search by message text in the chat history:

1. In the top chat panel, click .
2. In the window that opens, in the search bar, enter a part of the search word (case-insensitive), including special characters and spaces ([Figure 141](#)).

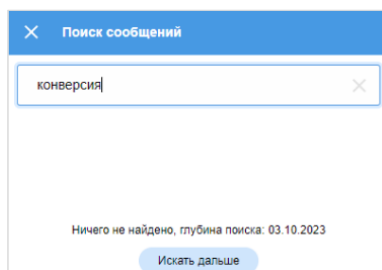


Figure 141

Search results will be displayed on the screen in the form of a list. If the initial search depth does not reveal the messages you are looking for, click “Search more”.

Note. Text search also applies to names of transferred documents and files, links, forwarded and quoted messages, emoji (Figure 142).

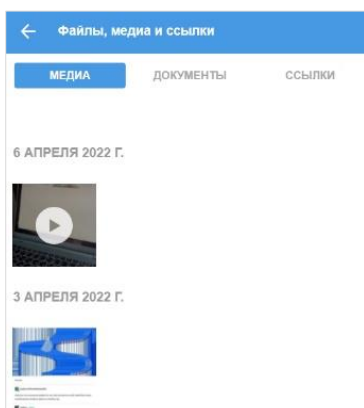


Figure 142

The user can search by tags in the "Chats" section to find messages with tags, which were added manually.

To search by message tags in the "Chats" section:

1. Click **#** next to the search bar.
The tag catalog will open (Figure 29).
2. Select a tag or enter one in the "Tags" field. To select multiple tags, hold down the <Ctrl> key.

Note. The keyboard case is not taken into account when entering a tag.

All messages marked with the specified tag will be displayed (Figure 143).

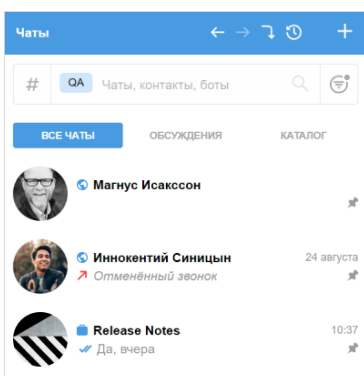


Figure 143

To reset the results of searching by tag, hover over the tag in the search bar and click ✕.

To search for shared media files:

1. Open the chat card.
2. Select "Files, media and links".
3. In the window that opens with three tabs: "Media", "Documents" and "Links", open the "Media" tab and select the media file (Figure 142).

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

To search for shared documents:

1. In the "Files, media and links" section of the chat card, open the "Documents" tab.
2. Click the search bar 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 (Figure 144).

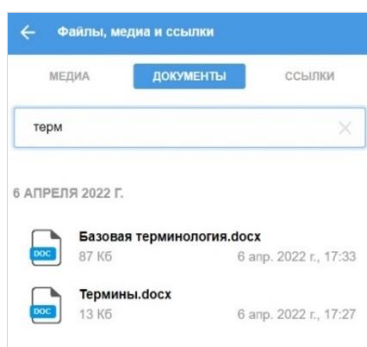


Figure 144

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

To search for shared links and e-mail addresses:

1. Open the "Links" tab in the "Files, media and links" section of the chat card.
2. Click on the search bar at the top of the window and enter the characters contained in the address, title, or subtitle of the resource you are searching for.

The list of found links/e-mail addresses will be displayed on the screen (Figure 145).

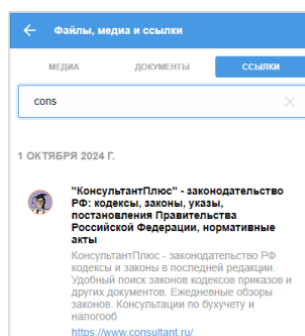


Figure 145

To search for users and chats using mentions:

1. Enter @ / @@ (to search for a user) or ## (to search for a chat or channel) in the message line of any chat.
2. Enter the username/chat or channel name, in full or in part. Select the desired user or chat from the drop-down menu (Figure 146, Figure 147).

Note. Case and keyboard layout are not taken into account.

3. Send the message. The mention will turn into a link to a chat, channel, or user card.

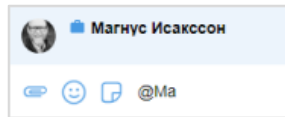


Figure 146

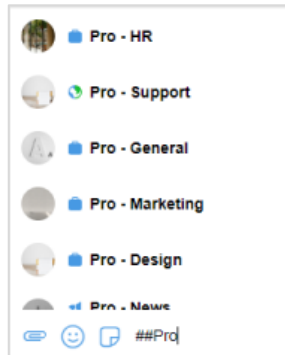


Figure 147

Search results are displayed in the following order:

- chats, channels, and chatbots;
- threads;
- catalog of chats, channels, and chatbots.

"SAVED MESSAGES" CHAT

SAVING A MESSAGE

To save a message:

1. Open the context menu of the message by right-clicking on it.
2. Select "Save message" (Figure 148).

The following message will be displayed: "The message has been saved." You will not be taken to the "Saved Messages" chat. The "Saved Messages" chat will be displayed at the top of the chat list page (see page 19).

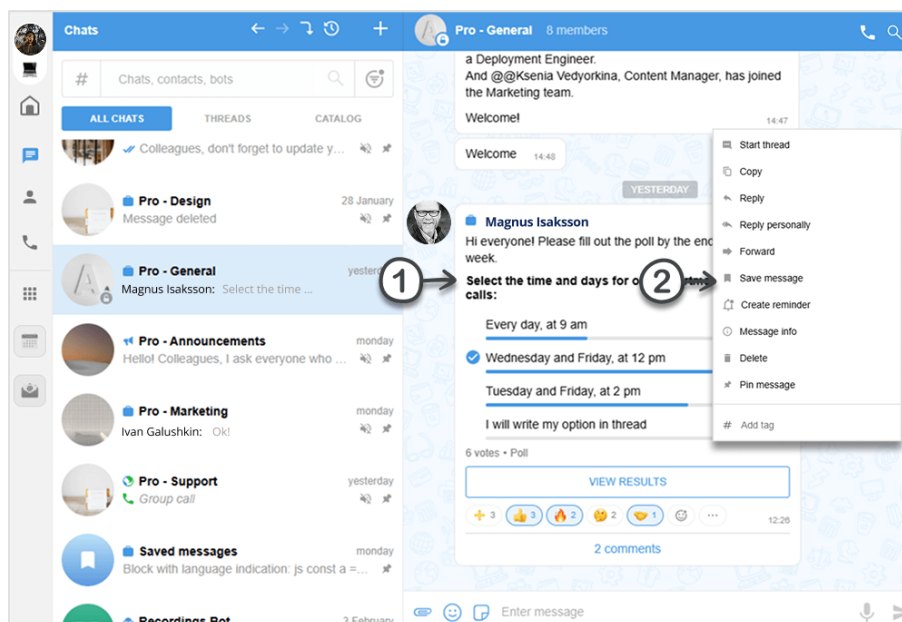


Figure 148

NAVIGATING TO THE "SAVED MESSAGES" CHAT

To go to the "Saved Messages" chat, select it in the list of chats or go to "Settings" section → "Saved Messages" (Figure 149).

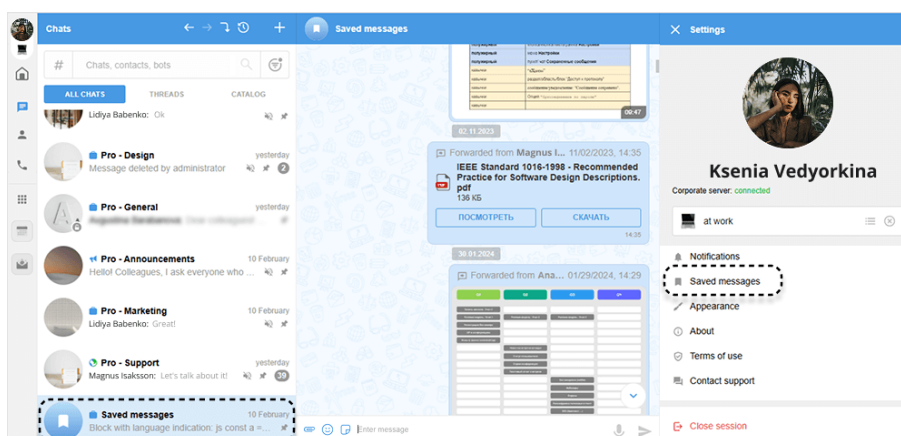


Figure 149

NAVIGATING TO THE MESSAGE IN THE ORIGINAL CHAT

To go to the message in the corresponding chat from the "Saved Messages" chat, click on the upper message header.

ACTIONS WITH SAVED MESSAGES

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

- editing the text of the message (available only for messages sent by the user);
- copying the text of the message to the clipboard;
- forwarding the message;
- creating a mention;
- 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 160).

MANAGING TABS


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

Note. The “All chats” tab is displayed first in the tab ribbon. It cannot be removed from the interface or moved around.

The user can set up the display of tabs:

- add up to 10 tabs (except for the “All chats” tab);
- change the order in which the tabs are displayed;
- unpin tabs so that they are not displayed in the interface.

Tabs are managed in the “Tag settings” subsection.

It is also possible to unpin any tab except the “All Chats” tab by right-clicking on it and selecting  Открепить from the pop-up menu.




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, click its button next to the search bar.

The following filter buttons may be displayed in the interface (Table 24):

Table 24

Button	Description
	The filter is enabled. The tab only displays chats with unread messages
	The filter is disabled. The user has unread messages
	The filter is disabled. The user does not have any unread messages

MANAGING CHANNELS

CREATING A CHANNEL

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

Note. Only closed channels can be created in the app. To create an open channel or change a closed channel to an open one and vice versa, contact your administrator.

JOINING A CHANNEL

The actions for connecting a user to an open or closed channel are similar to those for connecting to an [open](#) or [closed chat](#).

VIEWING INFORMATION ABOUT THE CHANNEL

Detailed information about the channel and its creator can be found in the [channel card](#).

To go to the channel, select it from the chats and channels list in the “All” or “Catalog” tab ([Figure 123](#)). The channel window will open.

To view a channel card, select a channel from the list and click on its name or avatar in the header.

To view information about the channel creator, click on their name located at the top of the [channel card](#). The user’s contact card will open.

SETTING UP A CHANNEL

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

ADMINISTERING A CHANNEL

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

Additional theoretical information is available in the “[Channels](#)” subsection.


The following actions are available to the channel administrator:

- [viewing information about the channel](#);
- [changing the channel name, description, and avatar](#);
- [enabling/disabling end-to-end encryption](#);
- [enabling/disabling message quoting in the channel](#);
- [enabling/disabling mentions in threads](#);
- [setting up reactions to messages in the channel](#);
- [deleting all messages the channel](#);
- [adding subscribers to the channel](#);
- [inviting users to the channel using a link](#);
- [removing subscribers from the channel](#);
- [appointing a channel subscriber as the channel administrator](#);
- [posting messages on behalf of the channel](#);
- [editing and deleting messages from other channel administrators](#).

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

OPENING THE CHANNEL CARD

To open the channel card:

1. Select a channels in the chats and channels list.
2. In the channel window that opens, click on the window title with the avatar and channel name.
3. Click  in the upper right corner of the channel card ([Figure 14](#)).
4. The window will look as follows ([Figure 150](#)).

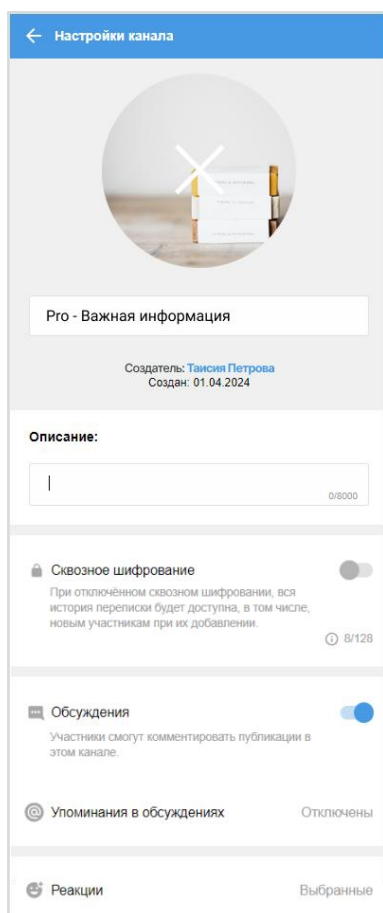


Figure 150

OPENING CONTEXT MENU

To open a subscriber's context menu, in the channel card, scroll down to the list of subscribers and click **...** to the right from the subscriber's name.

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

- the user is an administrator, and the subscriber does not have administrator rights (Figure 151);

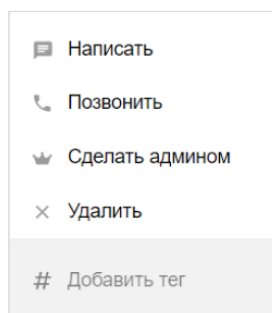


Figure 151

- the user is an administrator, and the subscriber has administrator rights (Figure 152).

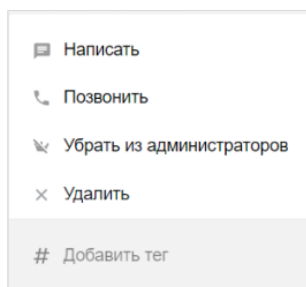




Figure 152

CHANGING THE NAME OF THE CHANNEL

To change the name of the channel:



1. Open the channel card (Figure 14).
2. Click  in the upper right corner.
3. In the window that opens (Figure 150), enter the new channel name in the appropriate field (up to 128 characters).

Note. The channel name cannot be empty or contain spaces.

4. Click  in the upper right corner to save the settings.
The changes made will be saved and visible to all channel subscribers.
All channel administrators will receive the following notification:
"<Administrator_name> changed the channel name, <Time>."

CHANGING THE CHANNEL AVATAR

To change the channel avatar:



1. Open the channel card (Figure 14).
2. Click  in the upper right corner.
3. In the window that opens (Figure 150), click on the channel avatar or the "Download channel avatar" link.
4. In the operating system dialog box, select the new graphic image in the window that opens and click "Open".
5. Click  in the upper right corner to save the settings.

The changes made will be saved and visible to all channel subscribers.

All channel administrators will receive the following notification:
"<Administrator_name> changed the channel avatar, <Time>."

ADDING A CHANNEL DESCRIPTION

To add a channel description:


1. Open the channel card (Figure 14).
2. Click  in the upper right corner.
3. In the window (Figure 150), enter/edit text in the "Description" field to add or edit the channel description.
4. Click  in the upper right corner to save the settings.

The changes made will be saved and visible to all channel subscribers.

All channel administrators will receive the following notification:
"<Administrator_name> added a channel description, <Time>."

ENABLING/DISABLING END-TO-END ENCRYPTION

To enable/disable end-to-end encryption:

1. Open the channel card (Figure 14).
2. Click  in the upper right corner.
3. In the window that opens (Figure 150), slide the "End-to-end encryption" switch to the left/right. Click "Enable"/"Disable".

End-to-end encryption will be enabled/disabled. A corresponding system message about enabling or disabling the option will be displayed in the upper right corner of the screen.

If end-to-end encryption is enabled:


- the subscriber added to the channel does not have access to the history of correspondence that was conducted before they joined the channel;
- the number of channel participants cannot exceed 128 users.

If end-to-end encryption is disabled:

- the subscriber added to the channel has access to the history of all messages, including those that were sent before they joined the channel;
- the number of channel subscribers is not limited.

ENABLING/DISABLING THREADS


To enable/disable threads in the channel:

1. Open the channel card (Figure 14).
2. Click  in the upper right corner.
3. In the window that opens (Figure 150) side 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 channel contains subscribers from a corporate server version below 2.6. To enable the feature, remove such subscribers from the channel or wait until their server is updated to the required version.

ENABLING/DISABLING MENTIONS IN THREADS

To enable/disable threads in the channel:

1. Open the channel card (Figure 14).
2. Click  in the upper right corner.
3. In the window that opens (Figure 150), select "Mentions in threads".
The window will open (Figure 153).

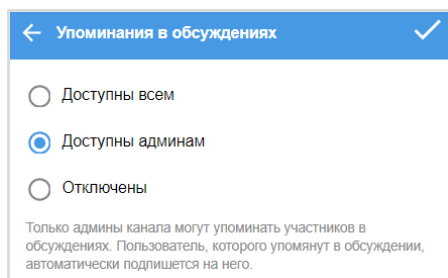


Figure 153

4. Select the option and click ✓.


The administrator can configure mentions in channel threads as follows (Table 25):

Table 25

Option	Designation
Available to everyone	All channel subscribers can mention other subscribers in the thread using @. A user who was mentioned in the thread will be automatically subscribed to it.
Available to administrators	Only administrators can mention other subscribers in the thread using @. A user who was mentioned in the thread will be automatically subscribed to it.
Disabled	Mentions of other channel participants in threads are disabled

SETTING UP REACTIONS TO MESSAGES

To set up reactions to messages in a channel:

1. Open the channel card (Figure 14).
2. Click  in the upper right corner.
3. In the window (Figure 150), select "Reactions".
4. In the window that opens, select one of the following options (Figure 154):
 - "All" — to enable all reactions (default setting);
 - "Selected (minimum 2)" — to disable individual reactions, then uncheck the boxes of desired reactions;
 - "Disabled" — to disable all reactions.

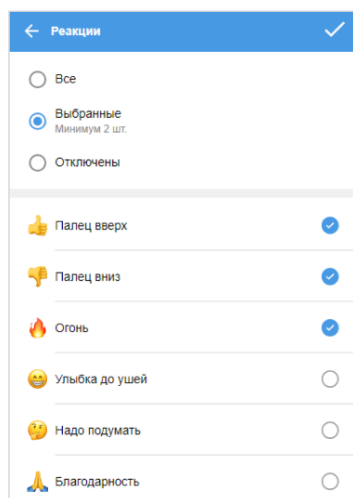


Figure 154

5. Click ✓ in the upper right corner to save the settings.

DELETING CHAT MESSAGE HISTORY

To delete all channel messages using the context menu:

1. Open the [context menu of the selected channel](#) by right-clicking on it.
2. In the context menu that opens, select "Clear channel history".
3. Confirm the action in the modal window.

The messages will be deleted.

To delete all messages from the channel card:

1. [Open the channel card \(Figure 14\)](#).
2. Select "Clear channel history".
3. Confirm the action in the modal window.

The messages will be deleted.

ADDING A SUBSCRIBER

To add a subscriber to the channel:

1. [Open the channel card \(Figure 14\)](#).
2. Click "+ Add".

A window with the list of contacts will open ([Figure 155](#)).

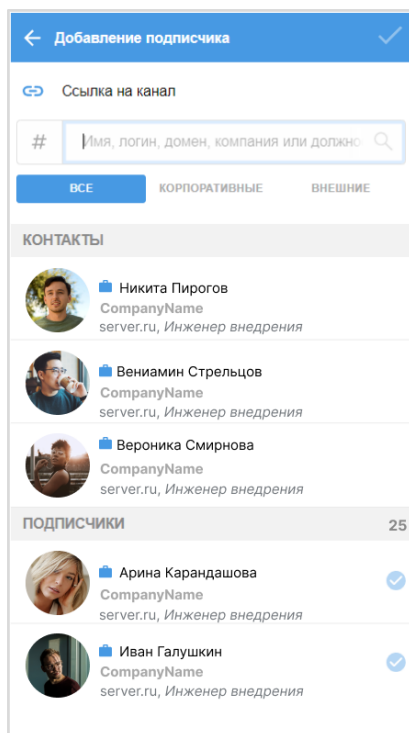


Figure 155

To search for a contact, the list uses a search string.

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

- if exact match search is enabled, enter the contact's first 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.

To search for a contact by tag, click # next to the search bar and select a tag from the drop-down tag catalog .

To delete an already selected user, click X.

3. Select the users and click ✓ .

The selected users will be added to the list of channel subscribers.

All channel administrators will receive the following notification: "<Administrator_name> added user <User_name>, <Time>". When adding multiple subscribers, their names will be separated by commas.

INVITING A SUBSCRIBER

The administrator can invite subscribers 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.

The following actions are available in the section to the channel administrator:

- [creating a link or QR code for joining the channel](#);
- [setting a password to join the channel](#);
- [updating the automatically generated password](#);
- [creating a personal password](#).

The following actions are available to the user in the section:

- [joining to a channel in the Desktop/Web App](#);
- [logging in with your account or as a guest](#).

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

To invite a subscriber to the channel:

1. [Open the channel card \(Figure 14\)](#).
2. Select "Add subscribers".
3. Select "Link to the channel" (Figure 156).

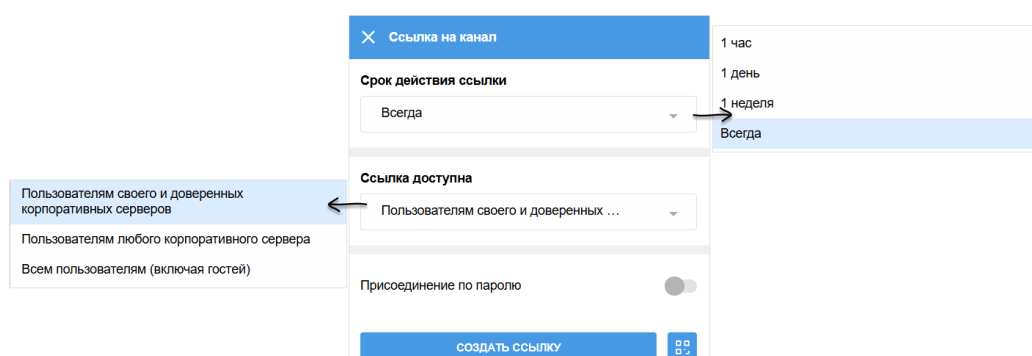


Figure 156

4. In the channel link generation window, select the link validity period and its availability. By default, the values are set to "Always" and "Trust corporate servers".

To set a password to join the channel, activate the "Join with a password" option.

A field will be displayed, in which the automatically generated password is displayed.

To update the automatically generated password, click  to the right.

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


- **To create a link:**

5. Click "Create link".

The link to the chat will be copied to the clipboard. A corresponding message will be displayed at the top of the screen.

- **To create a QR code:**

5. Click  to create a QR code.

A pop-up window containing a code will open ([Figure 157](#)). Click "Save" to save the code to your device or click  to copy it to the clipboard.

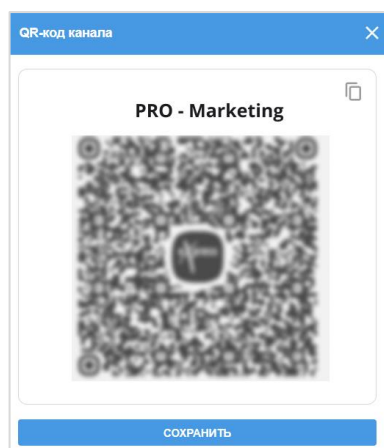


Figure 157

The code will be saved to your device or copied to the clipboard.

6. Share the link or QR code with the user.

APPOINTING AN ADMINISTRATOR

To appoint a channel administrator:

1. [Open the channel card](#) ([Figure 14](#)).
2. Click **•••** next to the subscriber name.
3. In the context menu ([Figure 150](#)), select "Assign as Admin".

The subscriber will receive administrator rights.

The administrators will receive a notification: "<Subscriber_name> has been appointed as administrator, <Time>."

REMOVING A SUBSCRIBER

To remove a subscriber from the channel:

1. [Open the channel card](#) ([Figure 14](#)).
2. Click **•••** in the contact card.

3. In the context menu ([Figure 150](#)), select "Delete".
4. Confirm your choice in the modal window by clicking the "Remove" button.
The subscriber will be removed from the channel and will not be able to receive messages in the channel.

Channel administrators will receive the following notification:
"<Administrator_name> removed subscriber <Subscriber_name>, <Time>".

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

POSTING MESSAGES TO A CHANNEL

Posting messages to a channel is similar to sending messages to a group chat. Subscribers can read channel messages. Depending on [channel settings](#), subscribers may also be able to comment on messages, react to them, and mention other users in threads.

When you post a message to a channel with more than 256 subscribers, a dialog box is displayed asking you to confirm the post.


Note. Posting messages to a channel is only available to administrators. Messages are posted on behalf of the channel.

EDITING AND DELETING CHANNEL MESSAGES

To edit a channel message:

1. Right click on the message.
2. In the context menu, select "Edit".
3. [Edit](#) the desired message.
4. Click ✓ or <Enter> to save your changes.
The message will be changed. The time of modification will be indicated in the lower right corner of the message.

To delete a channel message:

1. Right click on the message.
2. In the context menu, select "Delete".
3. Click  in the lower right corner of the window to delete the selected message.
4. In the modal window that opens, click "Delete for everyone".
The selected message will be deleted for all channel subscribers.

LEAVING AND DELETING A CHANNEL

You can leave the channel and delete it from your chat list using the following methods:

- [via the context menu](#);
- [via the channel card](#).

Note:

- the channel is deleted only locally for the current user. After deleting any channel in the user's app, the channel history is also deleted;
- if the only administrator leaves the channel, another subscriber of this channel is automatically appointed as the administrator;
- after deleting an open channel, the user can rejoin the channel independently. After deleting a closed channel, the user can be added back to the channel by its administrator.

After the user leaves and deletes the channel, all subscribers will receive the following message: "<User_name> has left the channel."

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

FIRST METHOD. VIA THE CONTEXT MENU

To leave and delete a channel:

1. Bring up the [context menu](#) of the desired channel.
2. Select "Leave and delete channel".
3. Confirm the action in the modal window.

The channel will be deleted. The user will be removed from the list of channel subscribers.

SECOND METHOD. VIA THE CHANNEL CARD

To leave and delete a channel:

1. [Open the channel card](#) (Figure 14).
2. Click "Leave channel".

The user will be removed from the channel and will no longer receive notifications about messages in this channel.

SEARCHING FOR A CHANNEL

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

SEARCHING IN A CHANNEL

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

MANAGING TABS

Actions when setting up channel tabs with the use of tags are similar to actions when [setting up chat tabs](#).

UNREAD MESSAGES FILTER

The actions for sorting channels with unread messages are similar to those for [sorting group chats](#).

ADMINISTERING GLOBAL CHAT

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

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

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

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 (with the use of @@);
- 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 158](#)).
2. Send the following command: `/start_post`.
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`.

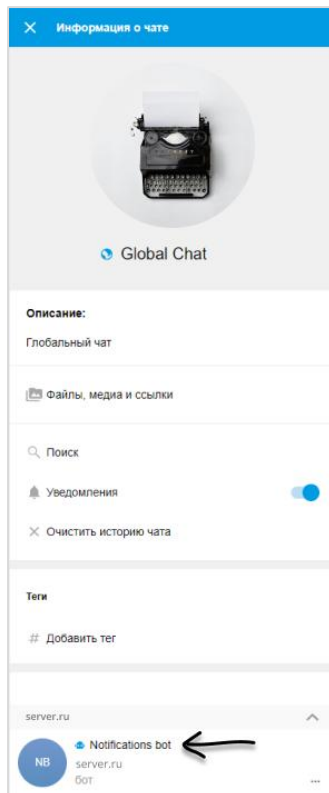


Figure 158

- Confirm sending by clicking the "Confirm" button.

The message "Post sent to Global chat!" will be displayed in the chat with Notifications Bot. (Figure 159).

Sent messages will be published in Global Chat.

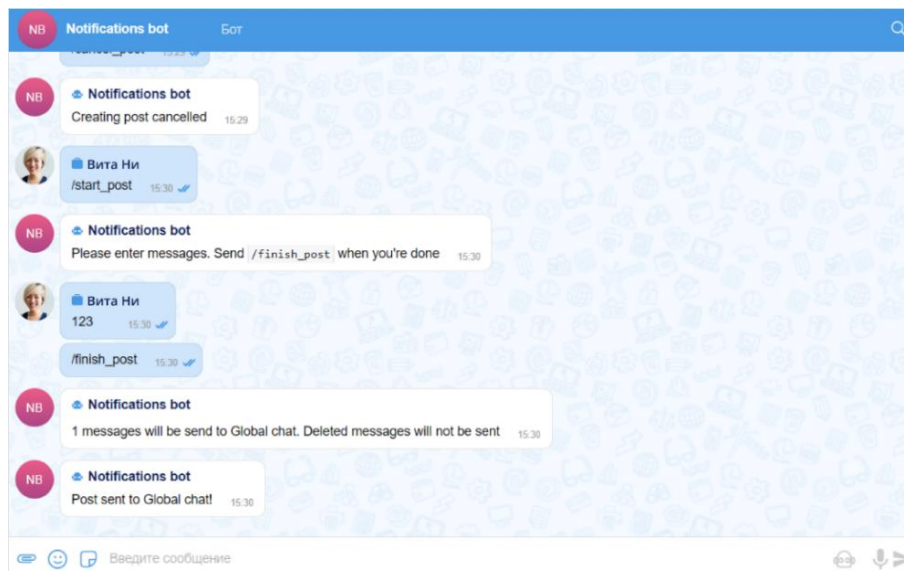


Figure 159

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;

- click "Cancel" when Notifications Bot asks you to confirm the post.
The message "Creating post canceled" will be displayed in the chat with Notifications Bot.

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

EDITING MESSAGES IN GLOBAL CHAT

To edit messages in Global Chat:

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

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

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](#);
- [actions with files and links in the thread](#).

Note. The group chat/channel administrator can delete comments from users and administrators in threads.

CREATING A THREAD

Note. 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. Right click on a message in a chat or channel.
A context menu will open ([Figure 160](#)).

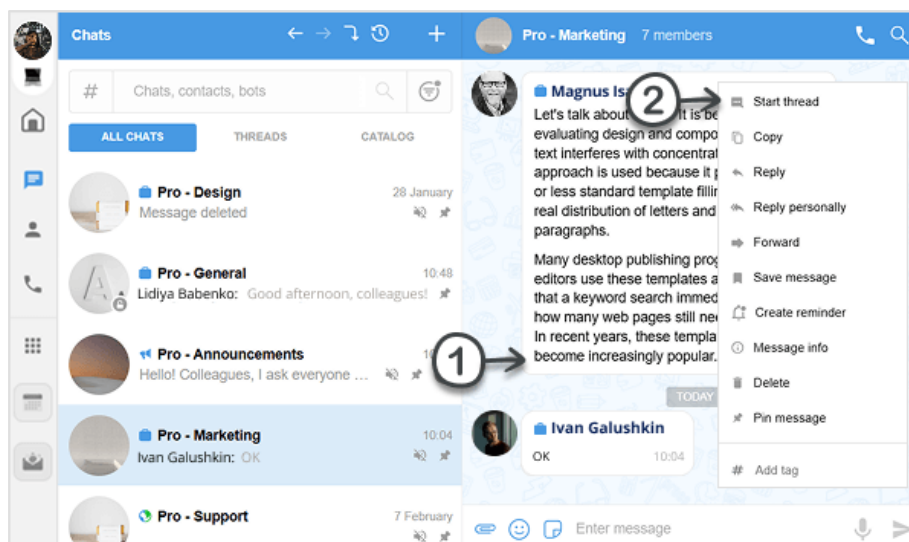


Figure 160

2. Select "Start a thread".

A sub-chat named "Thread in <Chat Name>" will be created, where the message being discussed will be pinned (Figure 161). The user will be redirected to this sub-chat, where they can leave their comment.

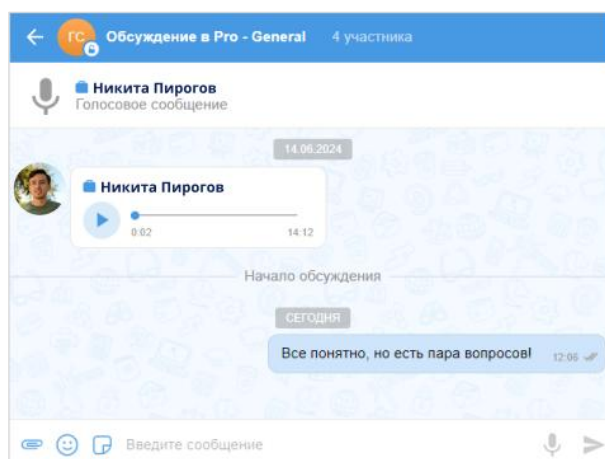


Figure 161

The thread will be displayed in the "Threads" and "All" tabs, or only in the "Threads" tab, depending on the "Threads in the General Chat List" setting.

It is possible to return to the list of threads in which the user is participating from this tab or the "All" tab.

VIEWING A THREAD

The user can view messages in a thread by navigating to it. It can be done via the chat/channel window that contains the original message, and from the chat/channel card.

To navigate from the chat/channel window, click on the link with information about the number of comments to the message (Figure 8).

To navigate from a chat/channel card:

1. Open the card of the chat/channel whose thread you want to go to.
2. Select "Threads" (Figure 11).
3. In the window that opens with the list of threads, click on the desired thread in the list (Figure 162).

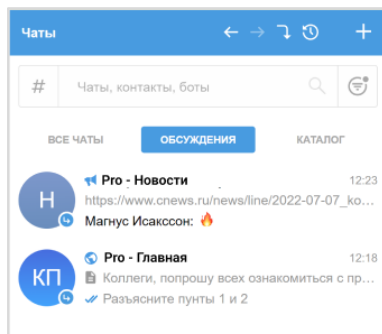


Figure 162

The user will be redirected to the window of the selected thread.

When viewing threads of a specific chat or channel, the tab with a list of all threads of the chat remains on the right (Figure 163). The user can switch between chat threads without opening the card each time.

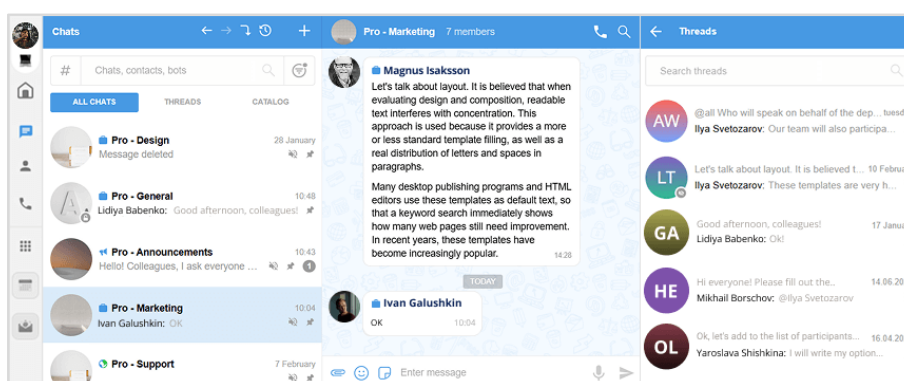


Figure 163

JOINING A THREAD

Joining a thread allows you to track new comments as they appear.

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 automatically joins the thread in the following cases:

- the user was mentioned in the thread via @UserName;
- the "Auto-subscribe to new threads" setting is enabled in the chat/channel card;
- the user sends a message in the thread.

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

FIRST METHOD. VIA THE GROUP CHAT/CHANNEL CARD

To join a thread:

1. Open the card of the chat/channel whose thread you want to join.
2. Select "Threads" (Figure 11).

The list of all threads in this chat/channel will open (Figure 162).

Note. Threads to which the user is not subscribed are marked with the icon . Here, the user can search for the desired thread.

3. Right click on the thread to bring up the context menu.
4. Select "Subscribe the thread".

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

SECOND METHOD. VIA THE THREAD CARD

To join a thread:

1. Open the card of the chat/channel whose thread you want to join.
2. Select "Threads" (Figure 11).

The list of all threads in this chat/channel will open (Figure 162).

Note. Threads to which the user is not subscribed are marked with the icon . Here, the user can search for the desired thread.

3. Click the thread name.
4. In this thread window (Figure 164) open the thread card by clicking on the area with the thread avatar and name at the top of the window.
5. In the card, select "Subscribe the thread" (Figure 164).

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

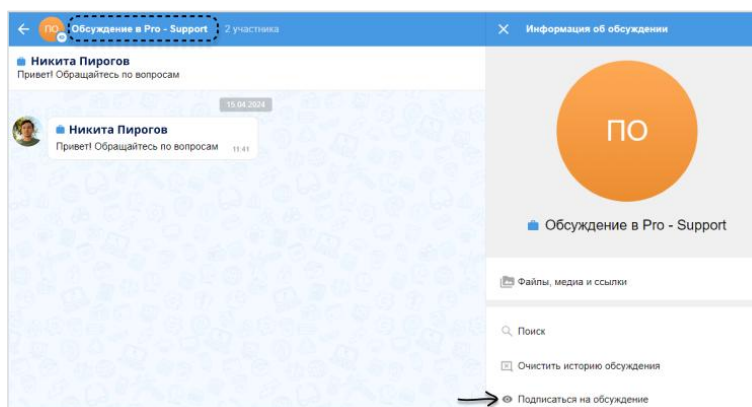


Figure 164

ADDING A USER TO A THREAD

A chat or channel participant can add another user to the thread by mentioning them with the use of the @User_name construct.

The mentioned user will automatically become a participant in the thread.

Conditions under which addition is possible:

- threads are enabled in the chat/channel;
- the added user is a chat participant/channel subscriber;
- the channel has the “Mentions in threads” setting enabled.

Note. Mentions in thread can only be accessed by administrators (for more details, see [page 128](#))







SETTING UP A THREAD

Thread settings are managed using the context menu.

To bring up the context menu, right-click on a thread in the “Chats” or “Threads” tab.

A menu will be displayed in which the user has access to the functions listed in [Table 26](#).

Table 26

Function	Icon	Description
Pin/unpin thread		The thread is placed at the top of the chat list. Pinned threads are sorted by pinning time: the thread that was pinned last is displayed at the top. The position of pinned threads does not change after minimizing and closing the app
Enable/disable notifications in the thread		New messages in the thread are accompanied by a sound notification
Mark as unread / mark as read		Marks threads with an empty unread message counter When you select “Mark as read” the unread message counter disappears
Clear thread history		Deletes all messages in the chat
Leave the thread		Removes a user from the thread, making the chat no longer visible in the “Chats” and “Threads” tabs
Add tag		Brings up the “New tag” field where the user can enter a tag to mark the thread with it (the action is similar to adding a tag to a chat, see page 107).

The user can also manage the thread settings through the settings menu available in his card (see [page 37](#)). The settings menu in the thread card allows you to:

- enable/disable notifications for the thread;
- clear thread history;
- unsubscribe from the thread.

The actions in the thread card are similar to those in the context menu.

To go to the thread card:

1. Open the thread window.
2. Click on the area with the avatar and thread name at the top of the window ([Figure 165](#)).

The thread card will open on the right side of the screen ([Figure 165](#)).

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

To clear thread history, select “Clear thread history” and conform the action in the modal window that opens.

To customize the display of threads, use the “Threads in the General Chat List” option in the “Appearance” settings block.

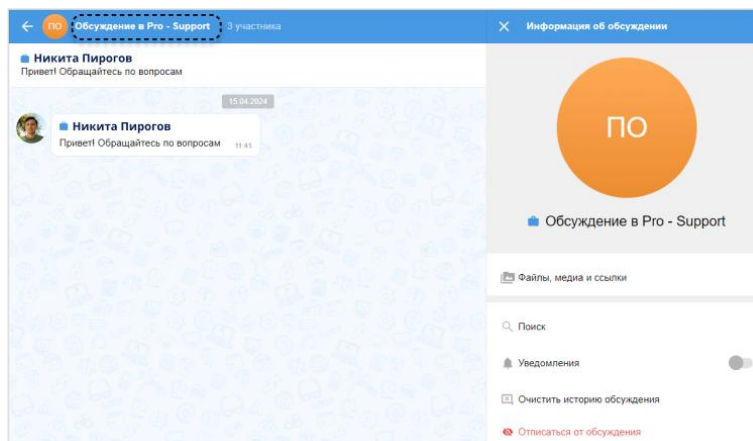


Figure 165

SEARCHING FOR A THREAD

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

Note. In the “Threads” tab, 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 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](#).

LEAVING A THREAD

The user can leave the thread (unsubscribe from it) in several ways.

FIRST METHOD. VIA THE CONTEXT MENU

To leave the thread:

1. Go to the “Threads ” tab in the “Chats” section.
2. Right click on the thread.
3. In the context menu that opens, select “Leave thread” ([Figure 166](#)).

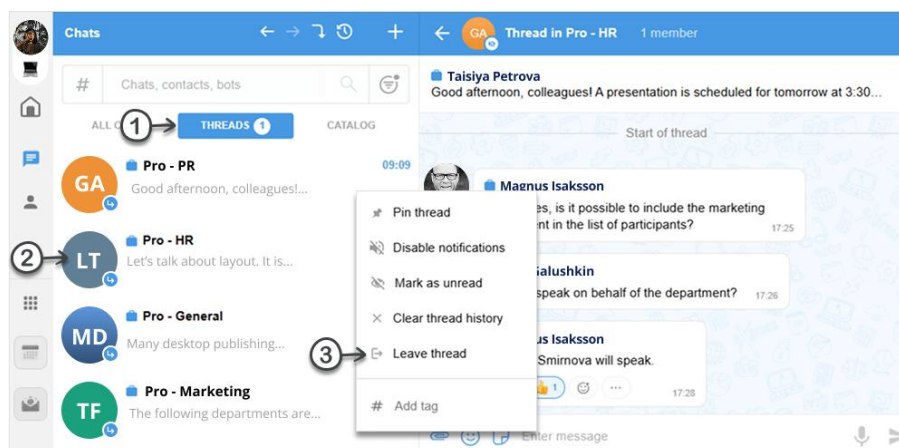


Figure 166

The user will leave the thread. They will no longer be subscribed to the thread and will not receive notifications about new messages. The thread will no longer be displayed in the "Threads" tab.

SECOND METHOD. VIA THE THREAD CARD

To leave the thread:

1. Go to the "Threads" tab in the "Chats" section.
2. Select the thread you would like to leave.
3. In the thread window (Figure 165), open the thread card by clicking on the area with the thread avatar/name in the windows header.
4. Select "Unsubscribe thread" (Figure 165).

The user will leave the thread. They will no longer be subscribed to the thread and will not receive notifications about new messages. The thread will no longer be displayed in the "Threads" tab.

ACTIONS WITH FILES AND LINKS


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

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

The user can perform the following actions with files and links (Table 27):

Table 27

Source	File type	
	Media file	Document
Message	<ul style="list-style-type: none"> viewing; downloading; forwarding 	<ul style="list-style-type: none"> viewing; downloading; forwarding (with the message)
Chat Card	<ul style="list-style-type: none"> viewing; downloading; forwarding 	<ul style="list-style-type: none"> downloading

When viewing documents in PDF, DOCX, XLSX, and TXT formats, the user can download the file directly from the viewing menu. To do this, you need to click  in the upper right corner of the window.

Links sent in chats are recognized. When you click a 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.

The link to the image is sent as a message with an attached image. When you click on an image, it opens in your browser.

Links can be quoted and forwarded to other chats. If a link in a message is sent in the markup (MarkDown) mode, such as [website] (<website link>), then the word in square brackets will be a link that, when clicked on, opens a window to go to the website (Figure 167).



Figure 167

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 sending will not be completed.

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

To send a file to a chat, attach it to the message field. A file of any type (see page 28) is attached to a message by clicking  and then selecting it from the file system. Additional methods for attaching a file, as well as the specifics of preparing it for sending, depend on the file type and are described below.

To attach a file to a message:

1. Click  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. Click .

You can send multiple photos and documents at the same time. Batch sending of other types of attachments is prohibited.

SENDING AN ALBUM

If you send multiple attachments at the same time, they will be grouped into an album. The album is formed when sending documents or images. To be combined into an album, attachments must be of the same type: for example, only images.

Note. You can send up to 10 images ("Photo" attachment type) and an unlimited number of files ("Document" attachment type) in one message, and the images will be grouped into an album. If you send more than 10 images, the first 10 images will be grouped into an album, and the rest will be sent one by one in the next messages.

Files are sent in the order in which they are selected, including after disconnecting and reconnecting to the Internet. The order of files in the album is preserved when forwarding and when saving a message.

If the user has signed the first attachment, that signature will be applied to the entire album. Attachments will not be combined into an album if the signature is longer than 4,096 characters. If the user has signed any attachment except the first one, the album is split into parts based on the number of added signatures, and messages with a signature become the first ones in their own part of the album.

All standard message actions are available for individual album attachments and for the entire album (see [“Managing Messages”](#)).

The user can only edit the album caption, subject to the current editing restrictions.

The user can delete any attachment in the album. If an attachment was deleted for yourself, the attachment will disappear and the album will be reformed. If an attachment has been deleted for everyone, a “Message deleted” notification will be displayed in place of the deleted attachment, and the remaining attachments before and after it will be grouped into two albums.

SENDING DOCUMENTS

You can send one or more documents to the chat at the same time.

Documents can be added to the message field in the following ways:

- by dragging files from the desktop into the message input field;
- by attaching them to the message.

SENDING GEOLOCATION

When you select the “Geolocation” [file type](#), a window showing the current position opens.

The app will request access to your location. **To grant access**, click “Allow” in the modal window that opens. **To change the location**, move the map with the mouse and select a position by clicking on it.

You can send your current/selected geolocation or nearby places. The address of the selected geolocation and the names of nearby objects appear dynamically depending on the marker position ([Figure 168](#)).

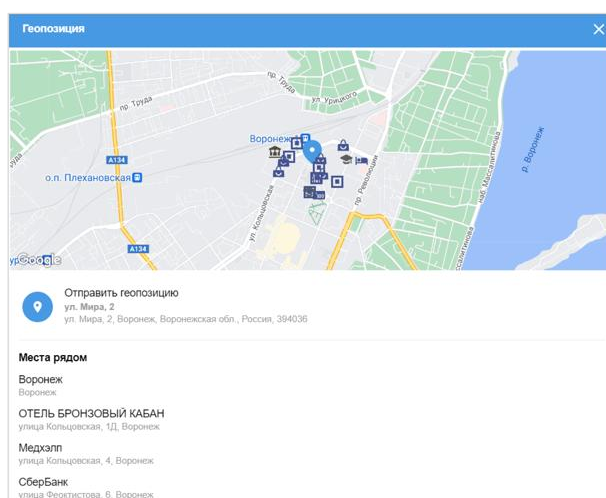


Figure 168

SENDING IMAGES AND VIDEOS

To add images and videos to the message field, use the following methods:

- by dragging files from the desktop into the message input field;
- by copy and paste;
- by attaching them to the message.

You can edit the inserted image before sending. The user has access to image editing functions using built-in tools.









EDITING IMAGES

eXpress provides the user with the following image editing functions using built-in tools:

- [crop and rotate](#);
- [insert text](#);
- [insert shapes](#);
- [brush](#).

A special toolbar is used to make changes ([Table 28](#)).

Table 28

Function	Button	Description
Crop Image		Remove parts of an image to resize it
Rotate Image		Rotate the image to the right or to the left in 90° increments
Insert Text		Type text on image canvas
Insert Shape		Draw shapes on the image canvas. The supported shapes are rectangle, arrow and straight line.
Brush		Simulates the application of paint to an image. Allows to draw free-form shapes
Accept		Button to confirm changes made
Undo		Button to undo the last action with the image
Exit		Button to exit the editing mode. Confirm the changes you made before clicking the button, otherwise they will be lost

The buttons , , and  are available in every editing function window.

To edit an image:

1. Hover over the image.

The "Edit" button will be displayed ([Figure 169](#)).

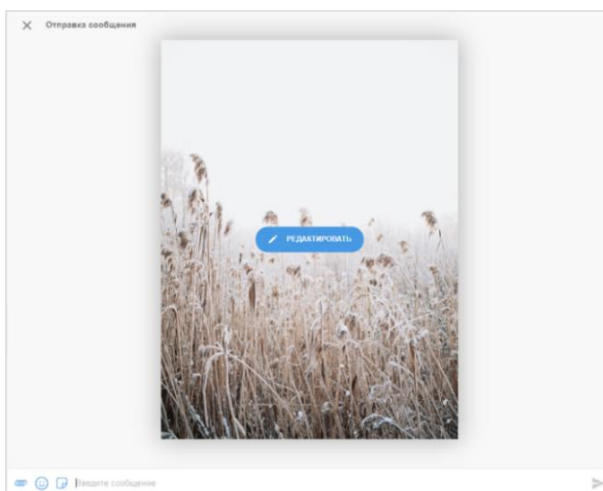


Figure 169

2. Click "Edit".

The Edit Image feature window will open (Figure 170).

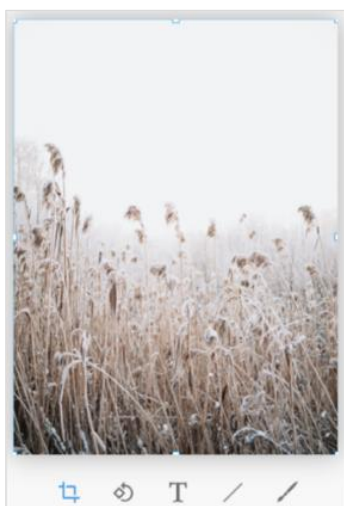


Figure 170

CROP AND ROTATE IMAGE


The Crop Image feature window is shown below (Figure 171).



Figure 171

To crop an image:

1. Select the area you want to keep using the moving frames.
2. Confirm the new drawing boundaries with the button ✓ or cancel the selection by clicking ✕.

The Rotate Image feature window is shown below (Figure 172). **To rotate an image**, use the buttons .

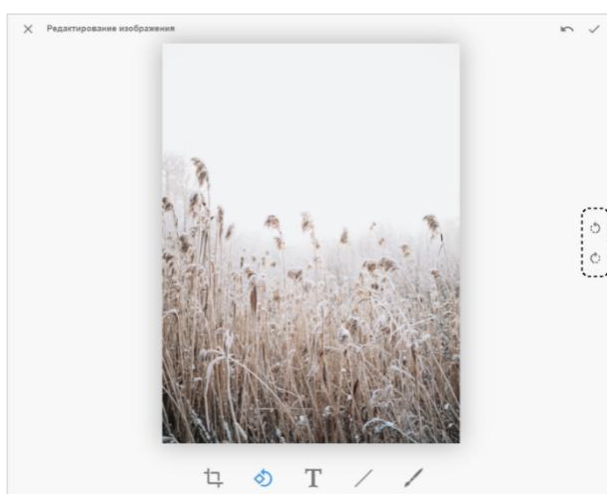


Figure 172

INSERT TEXT

The Insert Text feature window is shown in the figure below (Figure 173).

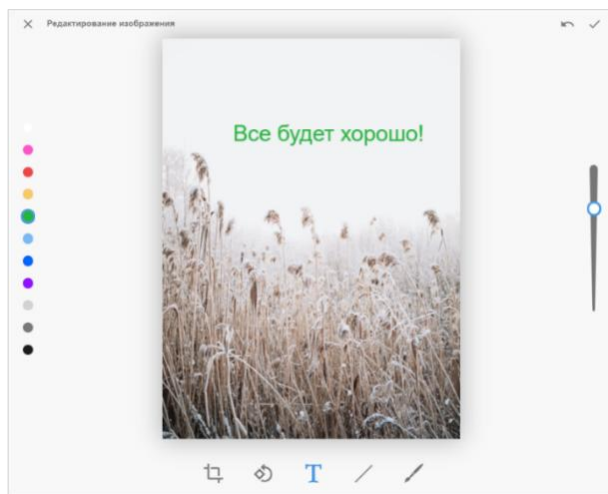


Figure 173

The scale on the left is used to select the text color, the scale on the right is used to select the font size.

To insert text on an image:

1. Select font color and size.
2. Left-click in the area where you want to insert text.
The cursor will change to a blinking line.
3. Enter the text you want to insert.

The following actions are available to the user with the text that has just been entered:

- changing color;
- changing size;
- changing position.

To perform the first two actions, select the text you just entered and use the color and size selection scales.

To change the position of the text, after selecting it, click the mouse button on any point of the image outside the text area. The text will be selected as shown in the image below (Figure 174). Place the cursor over the selected text area and move it across the drawing field while holding down the left mouse button. To rotate the text, hover over the square above the text area and hold down the left mouse button while rotating (Figure 174).

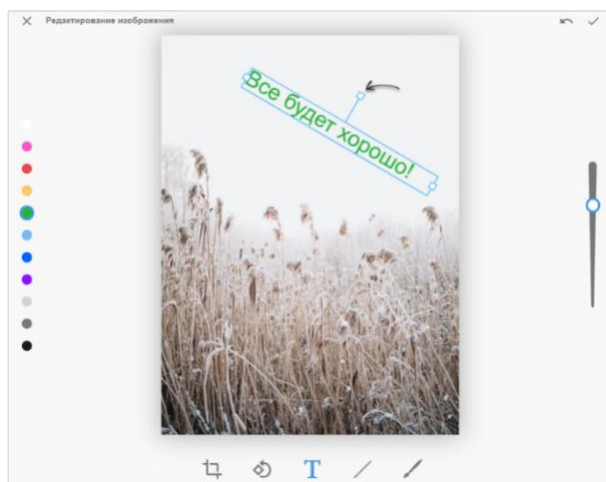


Figure 174

INSERTING SHAPES

The Insert Shape feature window is shown in the figure below (Figure 175).

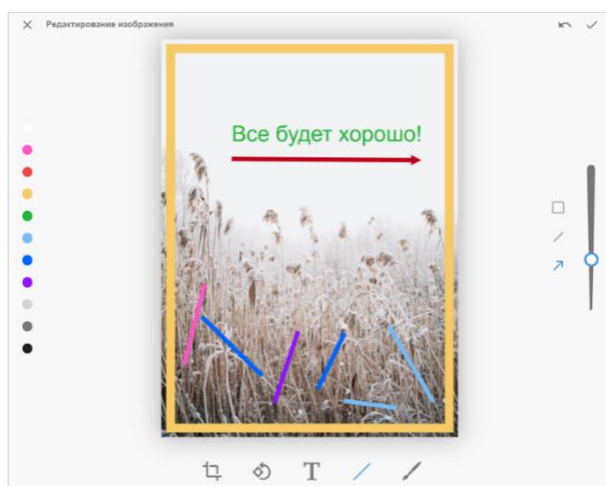



Figure 175

The scale on the left is used to select the color of the shape, the scale on the right is used to determine the line thickness. The buttons  are used to select the type of shape to be inserted: rectangle, straight line or arrow.

The following actions with shapes are available to the user:

- changing color;
- changing size;
- changing position.

To perform the first two actions, select the shape and use the color and size selection scales.

To move the shape, additionally hold down the left mouse button and drag the shape to a new location.

BRUSH

The Brush feature window is shown below (Figure 176).

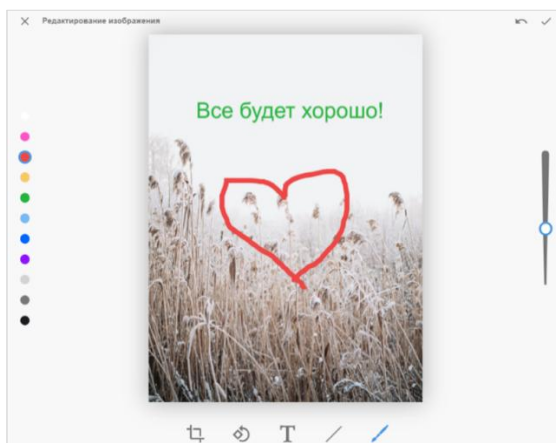


Figure 176

The scale on the left is used to select the color of the brush, the scale on the right is used to determine the line thickness.

ACTIONS WITH FILES AND LINKS IN THE MESSAGE

To view a media file or document in a message, click on the file. The window for viewing the file will open (Figure 177):



Figure 177

Actions with a media file in a message are similar to actions with a media file in the chat card (see page 152).

To download a received or sent document from a message, click "Download" (Figure 178).

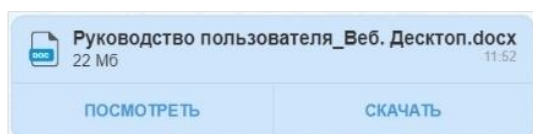


Figure 178

Downloading is carried out in accordance with the following principles:

- when the Internet is disconnected in Windows and Linux, the file download is paused and resumed when the connection is restored; in MacOS, the download is stopped and restarted again;
- when you reload the page and close the app while the file is downloading, the download is reset;
- when you minimize the application, move the cursor to the chat list, or switch to another chat while the file is downloading, the download is not interrupted.

To follow the link, click on it. In the pop-up window, confirm the action.

ACTIONS WITH FILES AND LINKS IN THE CHAT CARD

Files and links shared in chat are saved in the "Files, media and links" section.

When this user logs in as an external account, only the "Files, media and links" tab will be displayed, containing files sent to the chat while the user was logged in as an external account.

Files and links sent in the chat are saved in the "Files, media and links" section (Figure 179) of the "Media", "Documents", and "Links" tabs, depending on the type of the object:

- in the "Media" tab (Figure 179), images and video files sent as "Photos" and "Videos" are stored (see page 146).
- files sent as "Document" are saved in the "Documents" tab (see page 145);
- links sent in chat are saved in the "Links" tab, including those forwarded by e-mail. The system recognizes links. When you click a 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 click an e-mail address, you will be taken to the form for creating an e-mail with a prefilled "To" field.

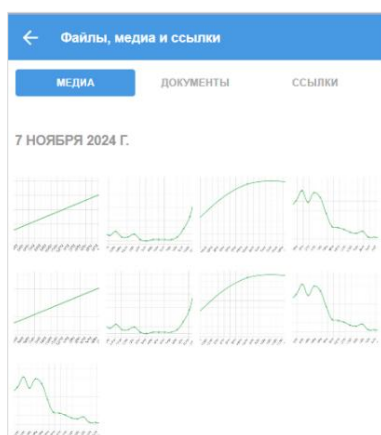


Figure 179

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

- viewing media files;
- navigating to the message in which the file was sent;
- forwarding a file;
- downloading a file;
- search file in a chat;
- following a link;

- **zooming in/out an image.**






To view a media file in the chat card:

1. Open the chat.
2. Click on the chat name.
3. In the chat card that opens, select "Files, media and links".
4. In the "Media" tab ([Figure 179](#)), which contains all the media files transferred in this chat, select the desired media file.

The media file viewing window will open ([Figure 177](#)).

To perform actions with a media file use the buttons at in the top right part of the viewing window ([Table 29](#)).

Table 29

Button	Purpose
	Go to the message in which the file was sent
	Forward a file. Recipients are selected from the list of users
	Download a file
	Zooming in
	Zooming out

To download a document , go to the "Documents" tab ([Figure 180](#)) and click on a document.

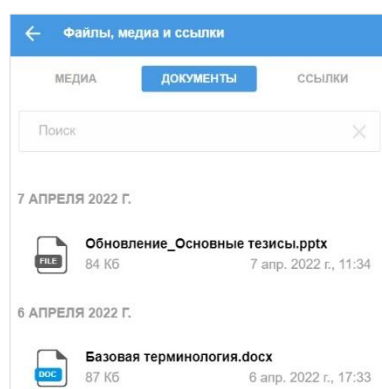


Figure 180

Downloading is carried out in accordance with the following principles:

- when the Internet is disconnected in Windows and Linux, the file download is paused and resumed when the connection is restored; in MacOS, the download is stopped and restarted again;
- when you reload the page and close the app while the file is downloading, the download is reset;
- when you minimize the application, move the cursor to the chat list, or switch to another chat while the file is downloading, the download is not interrupted.

To search for a document in the chat, see page [121](#).

To follow a link, go to the “Links” tab, which contains all the links sent in the chat and their previews (Figure 181), and click on the link.

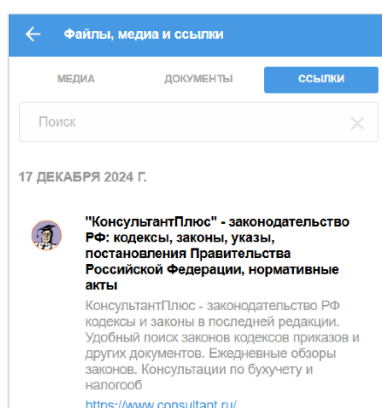


Figure 181

To zoom in/out an image, use the  and  buttons or the mouse wheel.

Note. The “Media”, “Documents”, “Links” tabs are also available when there is no content.

ACTIONS WITH FILES AND LINKS IN THE THREAD

Actions that the user can perform with message attachments (media files and links) sent in the thread are similar to actions with attachments in chat (see page 124).

VIEWING DOCUMENTS

The following actions are available to the users:

- [setting up viewing parameters](#);
- [selecting viewing mode](#);
- [copying text](#);
- [searching in a document](#).

To view a received or sent document, click “View” (Figure 178). The document will open using the viewer (Figure 182).

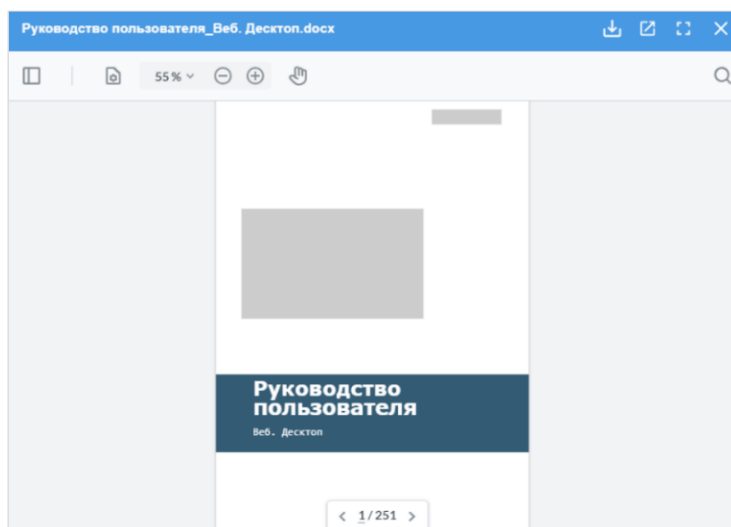


Figure 182

A page counter is displayed in the document workspace, showing the total number of pages and the page number where the cursor is located.







You can view documents of the following formats directly in the chat:

- docx;
- xlsx;
- pptx;
- pdf;
- txt.

SETTING UP VIEWING PARAMETERS

To set up document viewing options, use the panel in the upper left part of the window (Table 30).


Table 30

Button	Purpose
	Display pages and document contents
	Set up the document position in the viewing window
	Scaling
	Zoom out
	Zoom in
	Navigate through a document using the cursor

To enable/disable a setting, click the corresponding button.

In the additional functions menu in the upper right part of the window (Figure 182), the following actions are available to the user:

- downloading a document to the PC;
- viewing the document in a separate browser tab;
- expanding the document to full screen.

To navigate through the pages of a document, use the mouse wheel or click and hold the left mouse button when the  mode is enabled.

To copy the selected text, click  or press <Ctrl+C>.

"SKETCH/OUTLINE" MODE

This mode is designed to view thumbnails of several pages at once and switch to the document's table of contents (Figure 183).

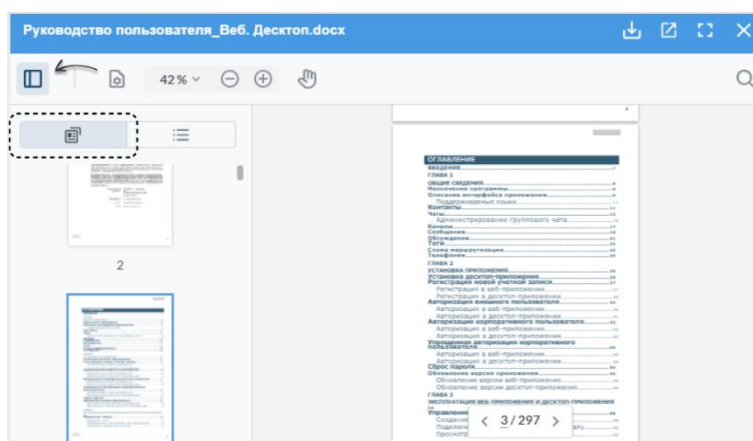


Figure 183

"CHANGE VIEW" MODE

This mode is designed to customize the display of document pages (Figure 184). It allows you to customize the rotation, position, and transition between pages.

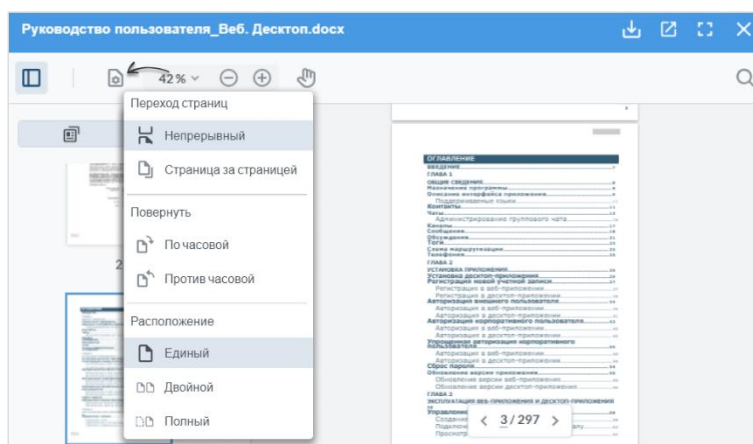






Figure 184

SEARCHING FOR TEXT

To search for text in a document:

1. Click  in the upper right corner (Figure 185).
2. Enter text in the search bar and set parameters (case-sensitive search and whole-word search).
3. Click .

The search results will be displayed on the screen according to the parameters you set. The text you are looking for will be highlighted in yellow on the page in the window on the left (Figure 185).

4. Use the buttons to navigate through the search results  .

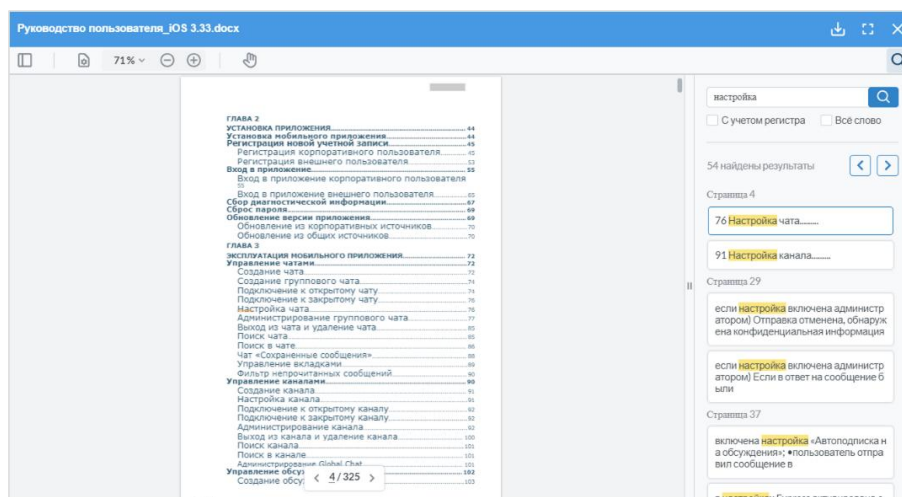


Figure 185

ACTIONS WITH CONTACTS

In eXpress, the user has access to the following actions with **contacts**:

- **filtering contacts**;
- **tagging a contact**;
- **searching for a contact**;
- **sending a contact to other users**;
- **creating a QR code/link to the contact card**.

FILTERING CONTACTS

The “Contacts” section provides a filter using the “All”, “Corporate” and “External” tabs. In these tabs, contacts are grouped according to their **types**.

The user can apply a filter before starting the search or at the end to display only certain types of contacts.

ADDING A TAG TO A CONTACT

A contact can be assigned a **tag** — a personal text label. Using tags (for details, see page 39), the user can group their contacts into specific categories or topics and quickly find them.

Note. The action for adding a tag to a contact is the same as adding a tag to a personal chat and is described in the “Setting Up Chat” section (see page 106).

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;
- 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.

When you enter a user's full name, contacts with an exact match will be displayed at the top of the list. For more information on setting up contact search by name, see the ["Main Settings"](#) section.

To search for a contact by parameter:

1. Go to the "Contacts" section.
2. Go to the "All", "Corporate" or "External" tab.
3. Enter the full or partial value of the parameter in the search bar.
4. In the list of users found according to the specified criteria, select the user by clicking.

The contact card will open.

In eXpress, you can also search for contacts by tags that have been assigned to them by the user.

To search for a contact by tag:

1. Go to the "Contacts" section.
2. Click **#** next to the search bar.
3. In the list of personal tags indicating the number of contacts that are marked with these tags, select the desired tag or enter it in the "Tags" field. To select multiple tags, hold down the <Ctrl> key.

Note. The keyboard case is not taken into account when entering a tag.

All contacts marked with the specified tag will be displayed ([Figure 186](#)).

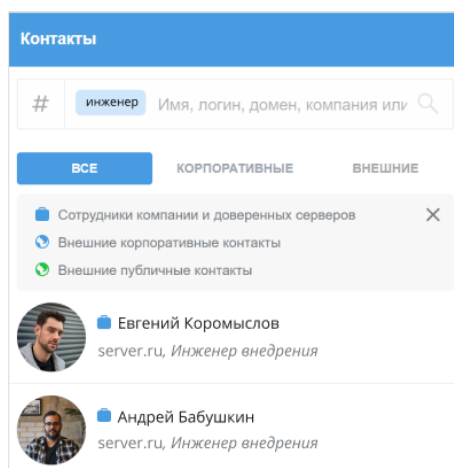



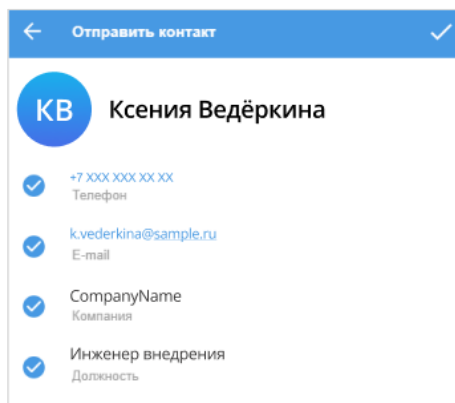
Figure 186

Note. The user can further filter the search result by tags by selecting the "Corporate" or "External" tab.

SENDING A CONTACT

To send a contact:

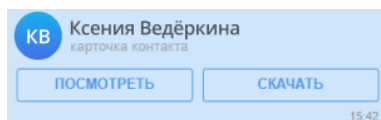
1. Click  in the message input field.
2. Select "Contacts".
3. Select a contact from the address book and leave marked the fields that need to be sent ([Figure 187](#)).

*Figure 187*

By default, all contact fields are selected. The following fields are displayed (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.

A message with an attachment will be displayed in the chat, for which the actions "View" and "Download" will be available ([Figure 188](#)).

*Figure 188*

Clicking "View" will open the contact card ([Figure 189](#)).

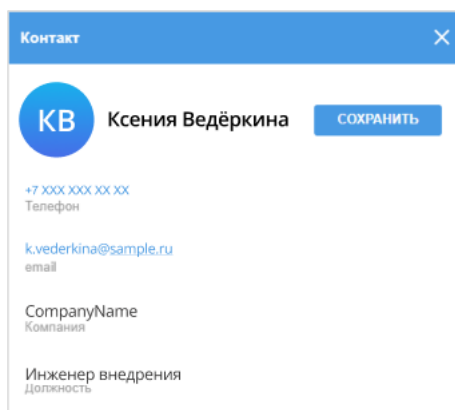


Figure 189


The email address and phone number are links that, when clicked, allow you to text/call the contact.

To save a contact on the user's computer, click "Download" in the chat window or the "Save" button in the contact card. The contact card will be downloaded to the user's computer as a file in VCF format.

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. Click  in the upper right corner of the card (Figure 190).
3. Select "Copy link".
4. Share the copied link with other users in any convenient way.

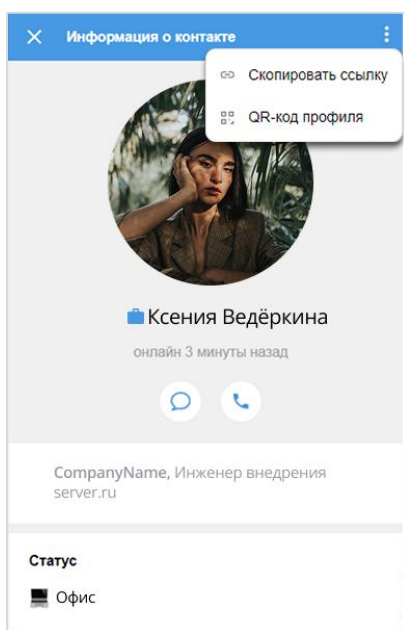



Figure 190

To create a QR code:

1. Open the contact card.
2. Click  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.

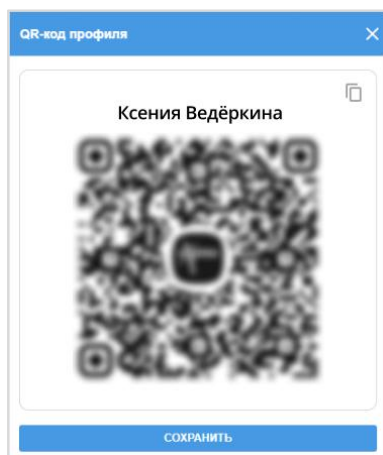


Figure 191

In the "Profile QR code" window, the user can save to the clipboard and download the QR code (Figure 191).

To save to the clipboard, click  in the upper right corner.

To save to your device, click "Save".

MANAGING MESSAGES

This section 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;
- sending voice messages;
- polls.

ACTIONS WITH MESSAGES

Actions with messages are carried out using the toolbar and the context menu. To bring up the context menu, right-click on the message (Figure 192).

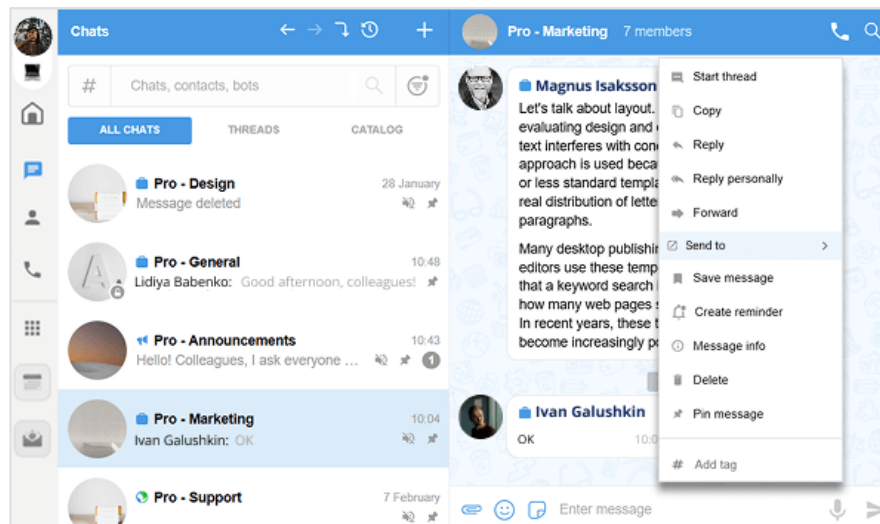


Figure 192

The following actions with messages are available to the user:

- formatting of message text;
- copying of message text;
- responding to a message;
- sending a private message in response (only in group chat);
- editing a sent message;
- forwarding a message;
- adding to the "Saved Messages" chat;
- creating a response reminder;
- viewing information about the message;
- deleting a message;
- pinning a message to the top of the chat;
- adding a tag;
- searching for a message in the chat.

If the message was not sent due to network instability, the user will only be able to delete the message from their account. The remaining actions from the above list will be unavailable. In the chat window, unsent messages are marked with the icon ⌚.

MESSAGE FORMATTING

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

- formatting of an unsent message;
- clearing formatting;
- adding a hyperlink;
- changing the formatting of a sent message;
- changing a link in a sent message;
- formatting with Markdown syntax.

In a group or personal chat, the user can change the formatting and link in a sent message. These actions are available within 48 hours after sending the message.

In a channel, the administrator can change the formatting and links in their own messages and messages from other channel administrators. These actions are available for an unlimited period of time.

Formatting of an Unsent Message

To perform formatting of an unsent message:

1. Select a fragment of the text.
2. In the context menu that opens, select "Format".
3. Select the formatting type.

The selected text will be formatted (Figure 193).

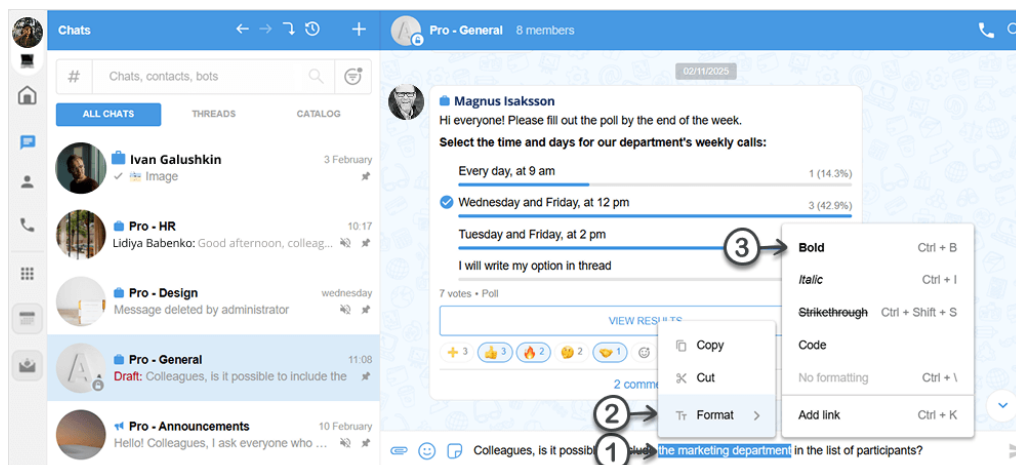


Figure 193

Clearing Formatting

To clear formatting:

1. Select a fragment of the text.
2. In the context menu that opens, select "Format".
3. Select "No formatting" or press <Ctrl + /> on your keyboard (Figure 193).

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 that opens, select "Format".
3. Select "Add link".
4. Enter the link address.
5. Click "Add" (Figure 194).

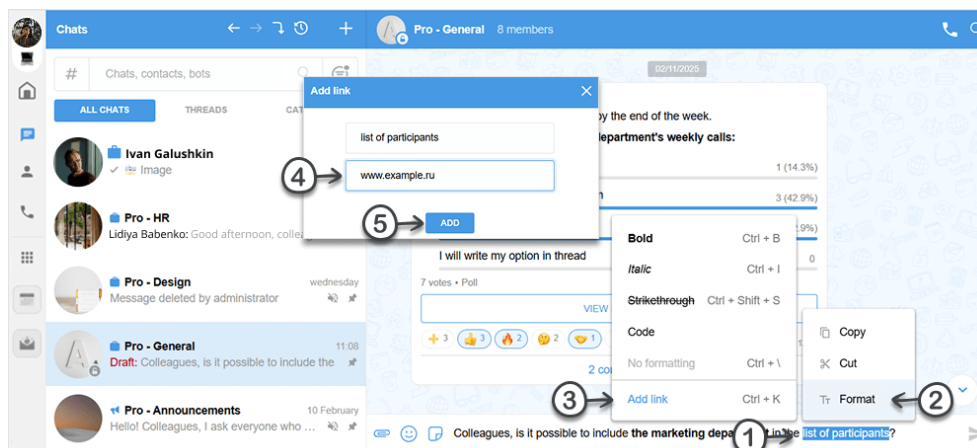


Figure 194

Note. The link cannot be associated with a message fragment that does not contain text or consists only of spaces.

6. Press <Enter> to send the message.
The message will contain formatted text and a link to the selected page with its title and snippet.

Note. 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. Right click on the message.
2. In the context menu, select "Edit" (Figure 192).
3. In the editing mode, select a text fragment and open the formatting menu (Figure 193).
4. Change the text formatting.
5. Click ✓ or press <Enter>.

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

Changing a Hyperlink in a Sent Message

To changing a hyperlink in a sent message:

1. Right click on the message.
2. In the context menu, select "Edit" (Figure 192).
3. Replace the link with the following syntax: [text](https://link).
4. Click ✓ or press <Enter>.



The link will be changed.

COPYING A MESSAGE

To copy a message, select "Copy text" from the context menu. The text of the selected message will be copied to the clipboard.

REPLYING TO A MESSAGE

To reply to a message:

1. Hover over the message and click  or double-click on the message with the left mouse button.
2. Type the text in the message input field (Figure 195).
3. Click .

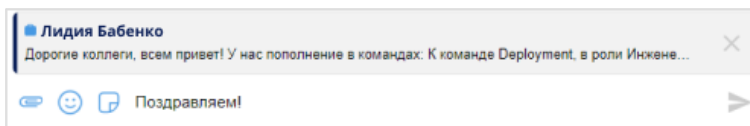


Figure 195

In the chat area, the message that the user responded to will look as follows (Figure 196):

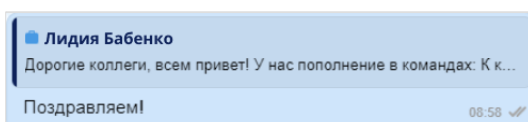



Figure 196

Note:

- a chat participant can reply to any message in the chat, including their own messages. A reply to a message can contain attachments of all types;
 - if the quoted message contains emojis and/or attachments, they will be displayed in the message.
-

To send a personal message in response to a message in the group chat, select  "Reply personally" from the context menu. You will be taken to a personal chat with the user who sent the selected message.

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

EDITING A MESSAGE

Attention!

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

To edit the text of a sent message:

1. Select "Edit" from the context menu (Figure 192) or press the <Up> key to edit the last message sent.
2. Edit the message text.

3. Click ➤.

The bottom right corner of the message will show the “edited” label and the time the initial message was sent (Figure 197).

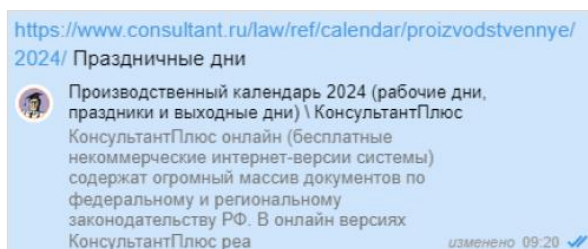


Figure 197

To view the date and time the message was last edited, hover over the word “edited”. The message will display the date and time it was sent and, in brackets, the date and time it was last edited (Figure 198).



Figure 198

The user can also change the formatting of the message text (see page 162).

FORWARDING A MESSAGE


Note:

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

To forward a message to a chat/channel/thread:

1. In the context menu, select “Forward” (Figure 192).
2. Select the recipient of the forwarded message.
3. Use search or tags:
 - enter the chat/channel name or contact name in the search field;
 - click # and select one or more tags from the list (to select multiple tags, press and hold the <Ctrl> key).

Note. To forward a message to a thread, select the “Threads” tag.

4. Click  in the upper right corner.

The message will be forwarded to selected chat/channel/thread. The header of the forwarded message contains the name of the author and the time of sending the original message. In the list of chats, a forwarded message will be marked with the icon ➡.

SAVING A MESSAGE

To save the message, in the “Saved Messages” chat, select “Save message” from the context menu (Figure 192). A corresponding message will be displayed.

NAVIGATING TO THE ORIGINAL MESSAGE

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

CREATING A RESPONSE REMINDER

To create a response reminder, in the context menu, select “Create reminder” (Figure 192). The creation of reminders is described in detail on page 250.

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, in the context menu, select “Message info” (Figure 192).

A column will open containing the following data:

- confirmation of signature validity;
- the list of chat participants, grouped by message status, in the following order:
 - “Read”;
 - “Delivered”;
 - “Not delivered”;
- the time when the message was read/delivered.

DELETING A MESSAGE

To delete a message:

1. Right click on the message.
2. In the context menu, select “Delete” (Figure 199).
3. Select the messages you want to delete.

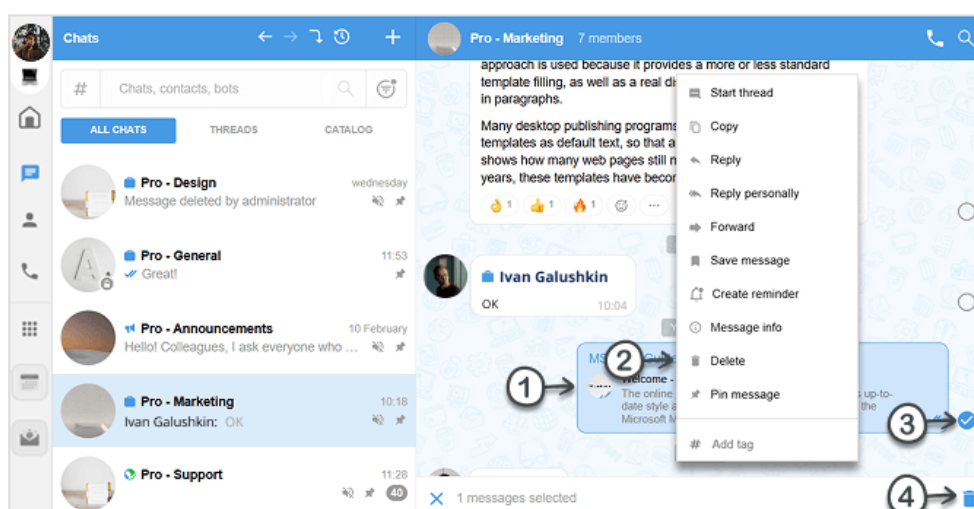



Figure 199

4. Click  in the lower right corner of the window:

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

5. Select "Delete for me" or "Delete for everyone".

Selecting "Delete from me", will remove the message from the current user's chat window.

Selecting "Delete for everyone", the message text will change to "This message has been deleted" for all chat participants. When you hover over a deleted message, the date and time the message was created will be displayed, and in brackets, the date and time it was deleted.

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

- if no more than 24 hours have passed since the message was sent, the sender can delete the message for themselves and for all recipients;
- if more than 24 hours have passed since the message was sent, the sender can delete the message only for themselves;
- deleted messages cannot be restored.

Note. The channel administrator can delete the messages posted by any of the participants for everyone, without any time limitations.

To cancel deletion of the messages, click  at the bottom of the screen next to the information about the number of selected messages.

PINNING A MESSAGE

To pin a message:

1. Right click on the message ([Figure 200](#)).
2. In the context menu, select "Pin message".
3. Confirm the action in the modal window.

The pinned message will be displayed at the top of the chat.

All chat participants will receive the following system message: "<User_name> pinned the message."

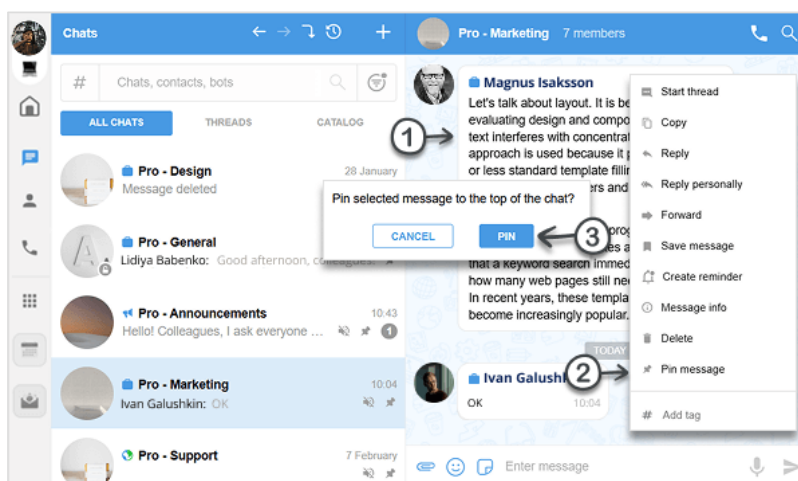



Figure 200

Note. If you pin a message when there is a second pinned message, the previous message is automatically unpinned. When you edit the original message, the changes also appear in the pinned message. If the author of the pinned message deletes it locally ("for me"), no changes occur for other chat participants.

To unpin a message:

1. Click  to the right of the message.
2. Confirm the action in the modal window.

The message will no longer be displayed at the top of the chat. All chat participants will receive the following system message: "<User_name> unpinned the message."

ADDING A TAG TO THE MESSAGE

To add a tag to the message:

1. Right click on the message.
2. In the context menu, in the "Add tag" field, enter the desired tag.

If the message does not have a tag, enter it directly in the (Figure 201) field. If it already has a tag, click the "Add tag" field and enter the new tag under the existing tag (Figure 202).

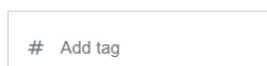


Figure 201

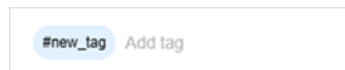




Figure 202

Note. The keyboard case is not taken into account when entering a tag.


3. Press the <Enter> key or the icon  next to the tag.
The tag will be added to the message and will be displayed in the tag list box. The user will be able to search for messages by this tag (see page 119).

To delete a tag from the message:

1. Click on the tag list box.
2. Click the button  (Figure 202) next to the tag you want to delete.

The tag will be deleted and will no longer be displayed in the tag list box. The user will not be able to find the message by this tag.

SEARCHING FOR A MESSAGE


To search for a message in the chat, click  in the upper right corner of the screen and enter your query in whole or in part. The sorting order of search results is described in the "Searching for a Chat" section.

REACTIONS

The following actions are available to the user in this section:



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

VIEWING REACTIONS

To view received reactions, click  in the chat window.

SENDING A REACTION

To send a reaction to a message:

1. Hover over the message. A send reaction button  will be displayed next to the message on the right.
2. Left click  to display all available reactions.
3. Click on one of the reactions (Figure 203).

The reaction will be sent.

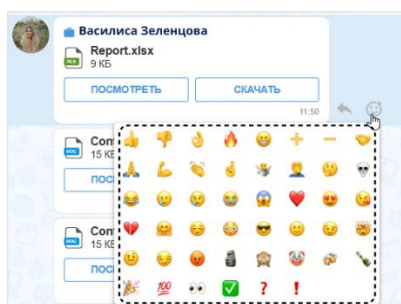



Figure 203

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


- click the desired reaction under the message;
- click  and click 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, click  in the reactions field under the message (Figure 204).

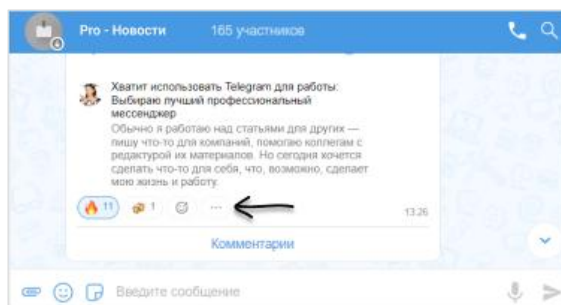


Figure 204

A window will open (Figure 205):

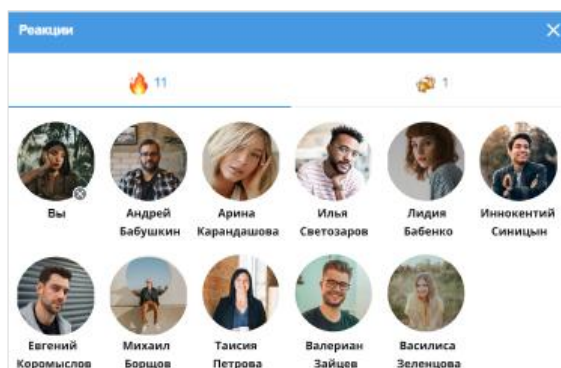


Figure 205


DELETING A REACTION

The user can delete the sent reaction in two ways.


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

To delete a reaction in the reactions information window, click  next to your avatar.

EMOJIS

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

To insert an emoji into a message:

1. Click  in the message input field.
The emoji window will open (Figure 206).

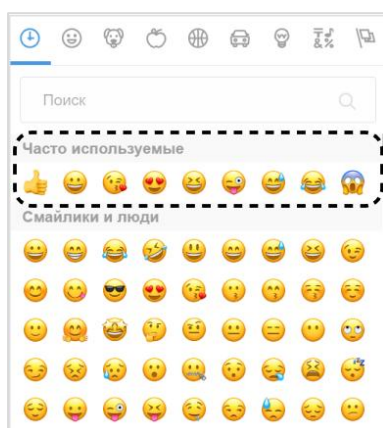


Figure 206

Select a set of emojis by clicking the appropriate button at the top of the window. Recently sent emojis are saved in the upper part of the emoji panel.

Swipe from bottom to top to view available emojis.

2. Select one or more emojis.
The selected emojis will be added to the message.

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

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

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

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

STICKERS

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

When you first open the sticker panel, it is displayed empty. eXpress supports the creation of a personalized collection of stickers with the help of available libraries (sticker sets).


The following actions are available to the user in this section:

- adding stickers to the collection;
- sending stickers in the message;
- deleting stickers from the message.

There are two ways to add a sticker set to the collection:

- via the chat window;
- in the "Settings" → "Stickers" window.

To add a sticker set in the chat window:

1. Click  in the chat window.

The sticker panel will open.

2. Click .

The panel will display the sticker sets available for adding to the collection.

To view available sets, scroll the slider down.

3. Click  next to the name of the sticker set you want to add ([Figure 207](#)).

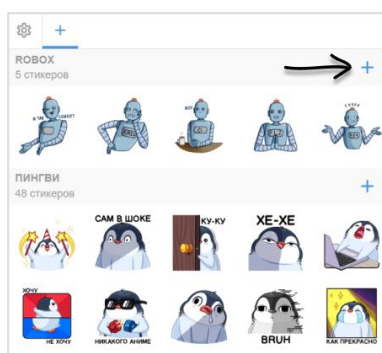




Figure 207

The set will be added to the collection and will be available for selection in the sticker panel ([Figure 208](#)). The button  next to the set name will change to .

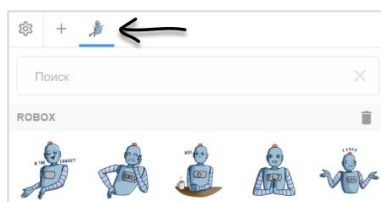




Figure 208

To add a sticker set in the “Stickers” window:

1. Open the “Stickers” window using one of the following methods:
 - go the “Settings” section and select → “Main” → “Stickers”;
 - click  in the chat window and in the upper left corner of the sticker panel, click .

The “Stickers” window will open (Figure 209).

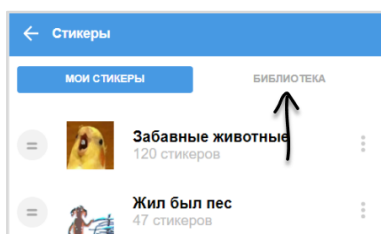


Figure 209

2. Go to the “Library” tab.

To view the stickers included in the set, click on its name.

3. Click  next to the sticker set name (Figure 210).

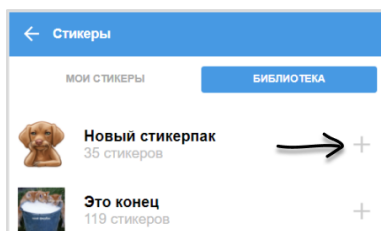




Figure 210


The set will be added to the user's collection and will be displayed in the “My Stickers” tab. The added set will become available for selection in the sticker panel. In the “Library” tab, the button  next to the set name will change to .

To send a sticker in the message, click  in the message input field and select a sticker.

To send a sticker directly to the chat, click on it. To view a sticker, long click on it.

You can send, view, add or remove a sticker from your favorites using the pop-up window.

There are two ways to bring up a pop-up window (Figure 211):

- right click on the sticker;
- hover your mouse over the sticker and then over the button that appears in the upper right corner of the sticker .

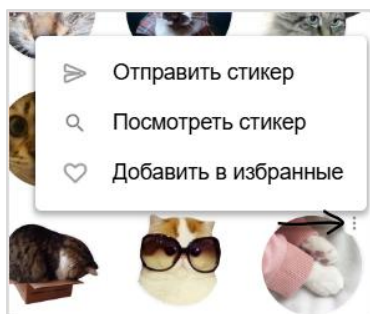


Figure 211

When replying (quoting) to a message with stickers in the original message, only the emoji associated with the sticker is displayed (Figure 212 and Figure 213).

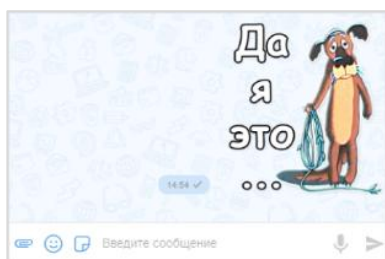


Figure 212

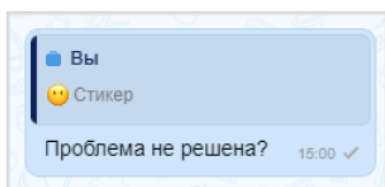



Figure 213

There are two ways to remove a sticker set from the collection:

- via the chat window;
- in the "Settings" → "Stickers" window.

To remove a sticker set in the chat window:

1. Click  in the chat window.

The sticker panel will open (Figure 214).

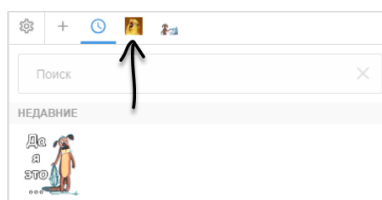



Figure 214

2. Go to the sticker set tab and click .

The sticker set will be removed from the collection and will no longer be available for the user to send in messages (Figure 215).

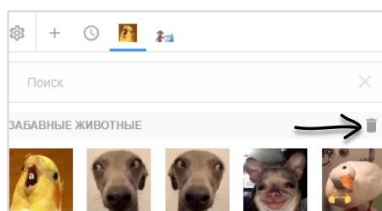







Figure 215

To delete a sticker set:

1. Open the "Stickers" window using one of the following methods:
 - in the "Settings" section select → "Main" → "Stickers";
 - click  in the chat window, then click  in the sticker panel.

The "Stickers" window will open (Figure 216).

2. Go to the "My stickers" tab.
3. Click  next to the sticker set name.
4. Select "Remove".

The set will be removed from the user's collection and will no longer be displayed in the "My stickers" tab. The user will no longer be able to send stickers from this set. In the "Library" tab, the button  next to the set name will change to .

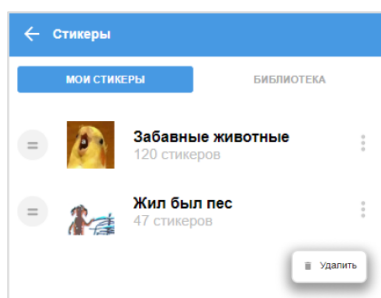


Figure 216

VOICE MESSAGES

To send a voice message:



1. Click  in the message input field.
The recording timer (Figure 217) will be displayed in the field.



Figure 217

2. Once you have finished recording your message, click .
The text message input line will be displayed (Figure 218).

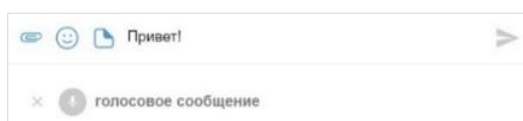


Figure 218

3. Enter your text message, attach a file, insert an emoji/sticker and click ➤.

The message will be sent to the addressee and will be displayed in the chat workspace.

The user may not be able to turn on the microphone due to the following reasons:

- access to the microphone is restricted in the browser or operating system;
- microphone not found among connected equipment;
- the microphone is in use by another app;
- unknown error.

In this case, recording and sending of a voice message does not occur. If you try to force the microphone to turn on, a notification will be displayed with a link to help materials.

To cancel recording or sending a message, click ✕.

To playback a message, click ▶.

Note. Voice message playback automatically stops when a call starts. After the call ends, playback must be manually restarted from the beginning.

To stop playback of the message, click ⏸.

POLLS

POLLS MANAGEMENT

The following actions with polls are available to the user:

- creating a poll;
- editing a poll;
- ending and deleting a poll;
- viewing and downloading poll results;
- participating in a poll.

Other actions with a poll, including forwarding, sending reactions, pinning, replying, saving to the "Saved Messages" chat, are similar to actions with a message (see "Actions with Messages").

Note. Forwarding is not available if the poll creator has disabled poll forwarding.

Creating a Poll

The user can create a poll:

- in a group chat;
- in a channel;
- in a group chat thread;
- in a group call or conference chat.

To create a poll, click 🗳 in the message field. The window will open (Figure 219).

Figure 219

The rules for filling out the fields of the poll form are provided in the table below (Table 31):

Table 31

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	The field is mandatory for filling, accepts letters, numbers, symbols, emojis (no more than 128 symbols)
Answer explanation	The field is active only in the poll mode, is not required, accepts letters, numbers, symbols, including emoji (no more than 256 characters)

To make the poll creation icon active, fill in the required fields and configure the settings:

- question (no more than 256 characters);
- two answer variants (no more than 128 characters);
- mark the correct answer (only in quiz mode).

Note. Other fields and settings are optional, but, except for the description, they cannot be edited after creation.

Additional settings in the lower block (Figure 219) allow you to configure additional poll options (Table 32):



Table 32

Option	Designation
Anonymous poll	Enable/disable anonymity in the poll. When this setting is enabled, it will be possible to view the number of votes for each option both numerically and as a percentage, but it will not be possible to see the users who voted

Option	Designation
Select several answers	Enable/disable multi-variant polling. When this setting is enabled, the user will be able to vote for multiple variants at the same time.
Allow poll to be forwarded	Enable/disable poll forwarding. If this setting is disabled, forwarding the poll to third-party chats and saving the message is not possible.



Note. The “Select several answers” option is not active in Quiz mode.

To create a poll:

1. Click  in the message field.
2. Select the “Poll” attachment type.
3. Enter the text of the question in the “Question” field.
4. Enter a poll description in the “Description” field.
5. Enter the answer options in the “Answer” field.
6. Make additional settings if necessary ([Figure 219](#)).
7. Click .

The poll will be created and sent.

To create a quiz:

1. Click  in the message field.
2. Select the “Poll” attachment type.
3. Enter the text of the question in the “Question” field.
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 ([Figure 220](#)).
8. If necessary, fill in the “Answer explanation” field ([Figure 220](#)). The field is displayed when the “Quiz mode” setting is enabled.
9. Make additional settings if necessary ([Figure 219](#)). In quiz mode, the “Multiple Answer Selector” switch will be inactive.
10. Click .

The quiz will be created and sent.

Режим викторины

Отметьте один правильный ответ выше. В режиме викторины пользователи не смогут переголосовать.

Объяснение ответа

Пользователи увидят объяснение после выбора ответа

Варианты ответов

2/10

Ответ 1

Ответ 2

Добавить ответ

Figure 220

Editing a Poll

Editing is available only to the creator of the poll within 48 hours after its creation.

To edit the poll, right-click on it, select “Edit” from the context menu, and edit the poll description in the message field.

Ending and Deleting a Poll


Only the creator can end a poll.

To end a poll, right-click to bring up the context menu and select “End poll” or “End quiz”.

Note. If the poll has been forwarded to another chat, the creator can end the poll in both the original chat and the chats it was forwarded to. The poll will be displayed as ended in all chats.

The actions to delete a poll, are similar to those for [deleting a message](#).

To delete and end the poll for everyone:

1. Right-click on the message with a poll and select “Delete” from the context menu.
2. Click  in the lower right corner of the window.
3. In the modal window, check “End the poll once the message is deleted” and click “Delete for everyone”.

The poll will be deleted and ended for all users.

Note. If the poll was forwarded to another chat and then deleted in the original chat, it will be viewable in the chat it was forwarded to. If the poll in the original chat was ended when it was deleted, it will not be possible to vote in the chat it was forwarded to.

Viewing and Downloading Poll Results

To view the poll results, click “View results” next to the poll in the chat. The results viewing form will open ([Figure 221](#)).

The action is available if there is at least one participant who voted in the poll.

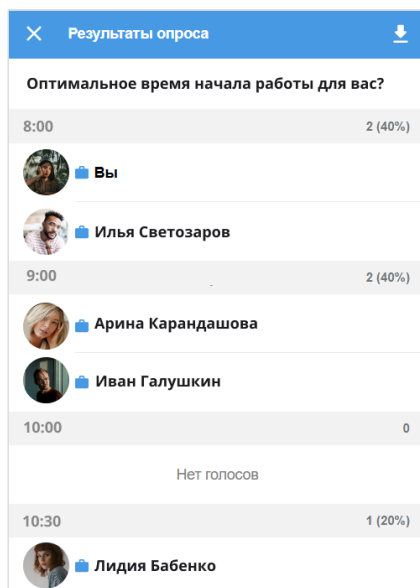


Figure 221

The poll results include:

- the question;
- answer variants.

For ease of scrolling through large volumes of text, the question is pinned to the top of the window.

For each answer variant the following are indicated:

- the number of users who voted for it,
- percentage of all users who voted for each variant;
- the list of all users who voted for this variant.


If the poll is anonymous, then viewing the results in a separate form is not available. The results can be viewed in the chat message (Figure 222).



Figure 222

The total number of users who voted in the poll and the percentage of all users who voted for each option are displayed.

The poll creator can download the results to a .CSV file. This option is not available to poll participants.

To download the results, click  in the upper right corner of the results viewing form (Figure 221). The results will be sent to you via private messages from the Poll Bot.

The resulting table will show the names of the users who voted, the selected answer option, and the time of the answer.

Note. Downloading the results is not available if the poll was anonymous.

PARTICIPATING IN A POLL

The following actions are available to a poll participant:

- voting in a poll;
- canceling a vote;
- viewing poll results.

To vote in the poll, check the desired variant.

To cancel vote, right-click on the poll message and select "Cancel vote" from the context menu. After this you can vote again.

Note. It is not possible to cancel your vote in a quiz.

To view the results of a non-anonymous poll, click "View results" next to the poll in the chat. The results viewing form will open (Figure 221).

The poll summarizes and displays all votes cast if the poll was forwarded to third-party chats.

PERSONAL CALL

This section describes the actions available to the user when using personal calls in the app. General information about calls is available in the “General information” → “Personal call” subsection.

The following actions are available to the user in personal calls:

- [setting up call parameters](#);
- [initiating or accepting a call](#);
- [switching the call to the background mode](#);
- [sending messages and files during the call](#);
- [screen sharing](#);
- [adding users to the call](#);
- [inviting users to the call](#);
- [joining the call using a link](#);
- [call recording](#);
- [ending or rejecting a call](#);
- [rating of call quality](#);
- [managing the call log](#).

SETTING UP CALL PARAMETERS

The user can customize the call settings [before accepting a call](#), [during the call](#) or [before the call comes in](#).

To perform configuration before accepting a call, set up audio parameters:

- “Microphone” — select a device for converting audio information;
- “Bitrate” — select the number of bits transmitted per second in the connection's audio track (the more bits, the higher the quality of the audio information);
- “Output device” — select the speakers or headphones through which the audio information will be played.

Video settings and additional options are available for customization after accepting a call:

- “Camera” — select a device for transmitting images during a video call;
- “Max incoming videos quality” — select or limit the quality of incoming video calls;
- “Outgoing video quality” — select the quality of outgoing videos;
- “Blur the background of my video” — enables background blur during video calls;
- “Show participant join/left notifications” — enables display of notifications during the call.

Note. The “Blur the background of my video” option is not available in the Desktop App on low-end PCs. The minimum system requirements are: >4 GB RAM, 4x2.5 GHz processor.

The user may not be able to turn on the microphone due to the following reasons:


- access to the microphone/camera is restricted in the browser or operating system;
- microphone/camera not found among connected equipment;
- microphone/camera is in use by another app;
- unknown error.

In this case, the microphone/camera will not be available in the list of devices, and the microphone/camera enable buttons will be inactive. If you try to force the microphone/camera to turn on, a notification will be displayed with a link to help materials.

Note. The user can make calls without connecting a microphone/camera.

SETTING UP CALL PARAMETERS BEFORE ACCEPTING A CALL

To set up call parameters before accepting a call:

1. Click  in the upper right corner of the call window.
The settings window will be displayed on the right (Figure 223).
2. Complete the settings.

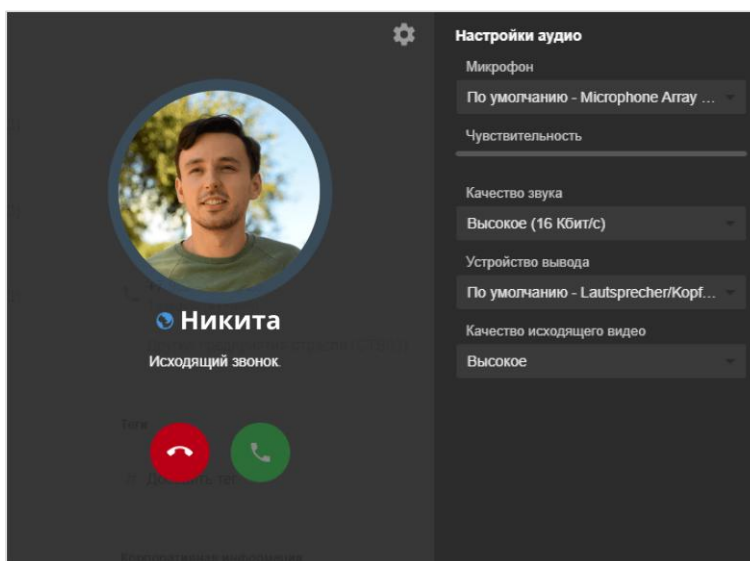



Figure 223

Note. The group call administrator has access to the call participant selection menu (Figure 256).

SETTING UP CALL PARAMETERS DURING THE CALL

During a call, you can customize the call settings in two ways: using the pop-up menu and using the buttons on the call screen.

First Method. Via the Pop-Up Menu

1. Click  in the upper right corner of the call window.
2. In the menu that opens, select "Calls settings" (Figure 224).

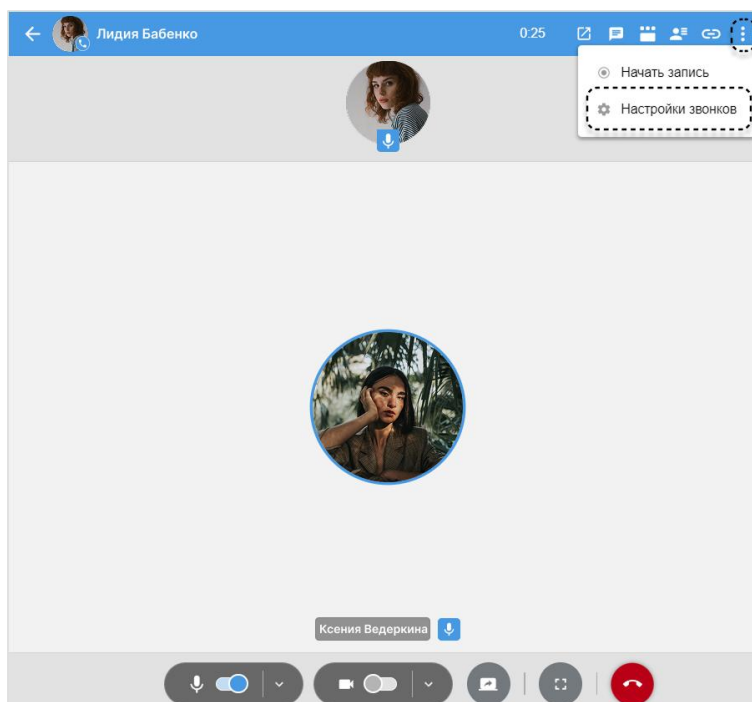


Figure 224

The call settings menu will open (Figure 225).

3. Complete the settings.

The following parameters are available for configuration:

- **sound quality**;
- **max incoming videos quality**;
- **outgoing video quality**.

When checked, the “Always show settings on call start” checkbox automatically shows the participant selection and settings window when making a call in a group chat.

The “Blur the background of my video” checkbox enables background blur during video calls.

Note. The “Blur the background of my video” option is not available in the Desktop App on low-end PCs. The minimum system requirements are: >4 GB RAM, 4x2.5 GHz processor.

The “Show participant join/left notifications” checkbox enables the display of notifications during the call (Figure 225).

Note. To turn off notifications during an ongoing call/conference, click **X**. This does not disable notifications from being displayed in subsequent calls/conferences.

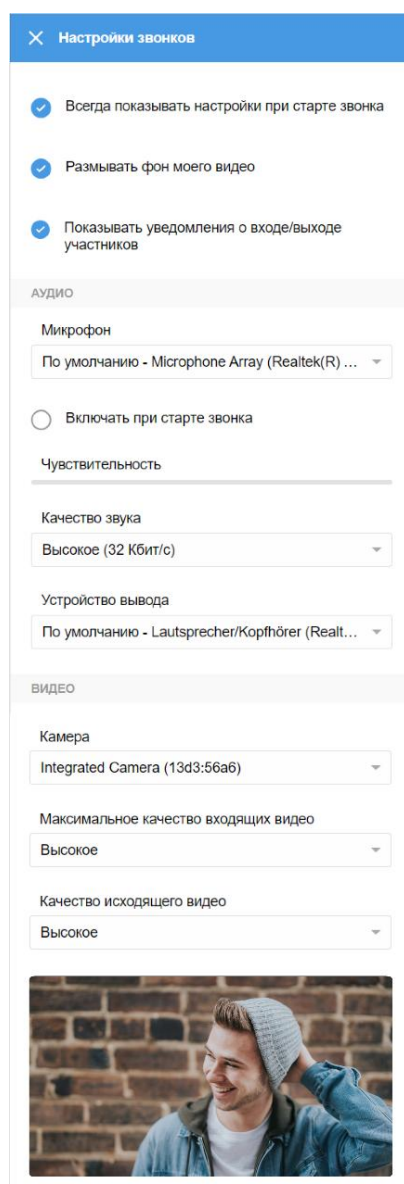




Figure 225

Note. The above parameters can only be set using the menu opened with the icon .

In the “Microphone” drop-down menu, select the device for converting audio information. The closer the input device is to the speaker, the better the sound quality will be.

The checkbox “turn on the microphone when entering a group call” automatically enables the  switch.


Note. To turn the microphone on/off, you can use the key combination <Left Alt>+<M> (regardless of the keyboard layout).

In some cases, the microphone may not be available in the list of audio devices. For more details, see page [181](#).

Sensitivity determines the voltage at the microphone output at a certain sound pressure. The higher the sensitivity, the stronger the output signal will be at the same sound pressure.

In the "Output device" drop-down menu, select the speakers or headphones through which audio will be played.

In the "Video" section, from the "Camera" drop-down menu, select the camera to use for transmitting images during a video call. Below the drop-down menu is an example of the selected camera's operation. Adjust the quality of incoming and outgoing video streams.

The checkbox "turn on the microphone when entering a group call" automatically enables the  switch.

Sound Quality

The "Sound quality" parameter allows to set number of bits transmitted per second in the audio track of the connection. The more kilobits, the higher the quality of the audio information.

The default value is 16 Kbps.

To maintain stable audio transmission in poor connection conditions, lower the audio quality.

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.

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 quality settings for videos received from other users.

To configure the parameter, click "Max incoming videos quality" and select the parameter value ([Figure 226](#)) from the list.

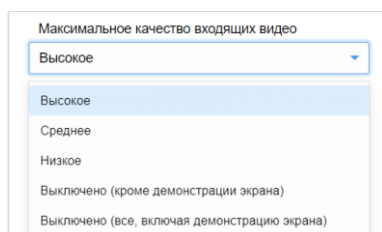


Figure 226


Note. The "Off" setting blocks all incoming videos or only allows viewing of other users' screen sharing.

Outgoing Video Quality

This section allows you to set the quality settings for the videos sent by the user.

To configure the parameter, click "Outgoing video quality" and select the parameter value from the list.

Second Method. Via Buttons in the Chat Window

To configure the microphone settings, click the arrow next to the microphone switch  at the bottom of the screen.

A window with the settings menu ([Figure 227](#)) will open:

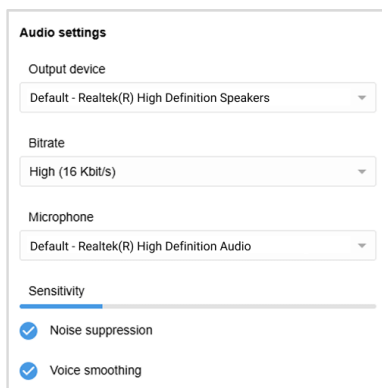



Figure 227

The microphone settings in this menu are similar to the microphone settings that can be made in the menu called up using the button ⋮.

To configure video communication settings, click on the arrow near the camera

switch  at the bottom of the screen.

A window with the settings menu (Figure 228) will open:

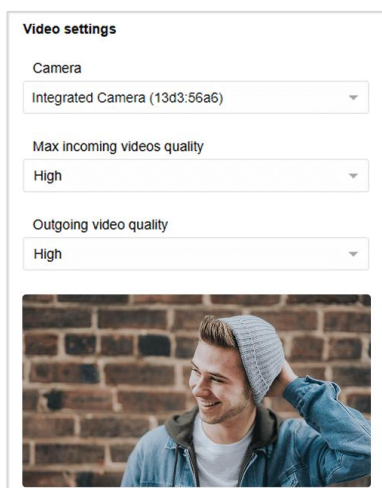


Figure 228

The camera settings in this menu are similar to the camera settings that can be made in the menu called up using the button ⋮.

SETTING UP CALL PARAMETERS BEFORE THE CALL COMES IN

To set up call parameters before the call comes in:

1. Click on the user avatar in the main menu of the app.
2. In the "Settings" section (Figure 291) select "Calls settings".
3. Adjust the desired settings in the call settings menu (Figure 225).
4. Close the menu using the button ✕.
Call settings will be saved.

STARTING A CALL

Note. During a call, the app disables the automatic monitor power off function and app block with a PIN code function (in the Desktop App).

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 with the user;
- via the group chat card;
- via the call log.

If the user starts a call by mistake and terminates it within 3 seconds, the call will not start. The call entry will not be displayed in the chat and in the call log.

If the 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 in the app:

1. Open the user card.
2. Click .

The call window will open.

The call will be initiated. The call chat will be marked with the  icon (Figure 229).

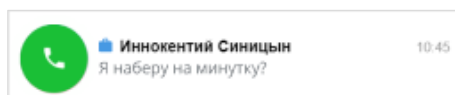



Figure 229

Second Method. Via a Personal Chat with the User

To make a personal call in the app:


1. Open a personal chat with the user.
2. In the upper right corner, click .

The call window will open.

The call will be initiated. The call chat will be marked with the  icon (Figure 229).

Third Method. Via the Group Chat Card

To make a personal call in the app:

1. Open the group chat card.
2. To the right of the user selected in the list, click  (Figure 230).
3. Select "Call".

The call window will open.

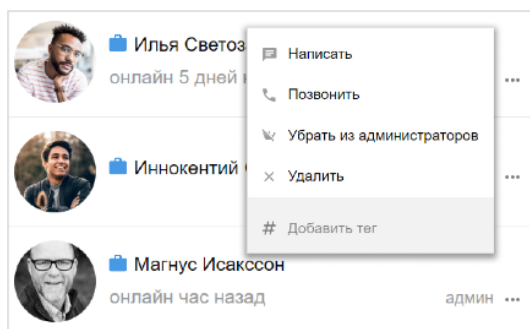



Figure 230

The call will be initiated. The call chat will be marked with the  icon (Figure 229).

Attention! The call is available for a group chat with up to 256 participants.

Fourth Method. Via the Call Log

To make a personal call in the app:

1. Click  in the main menu of the app.
2. In the [call log](#), go to the "Calls" or "Missed" tab (Figure 231).
3. Click on the personal call header.

The call will be initiated. The call chat will be marked with the  icon (Figure 229).

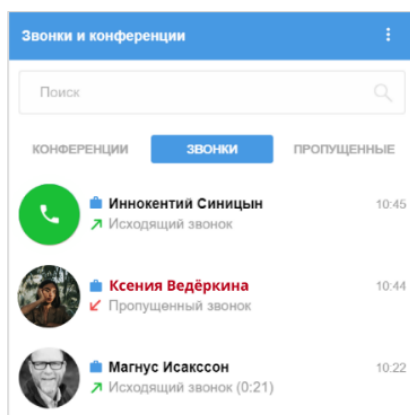


Figure 231

Note. If the user no longer has access to the app, the call will not be possible and a corresponding system message will be displayed.

RECEIVING AN INCOMING CALL

To receive a personal incoming call, click .

To reject a personal incoming call, click .

Note. In the Desktop App, when an incoming call arrives, a pop-up notification is displayed even if the app is minimized.

SWITCHING THE CALL TO THE BACKGROUND MODE

The background mode allows the user to work in eXpress and other apps on their PC without leaving the call. In this mode, all actions are available except for calls via eXpress and sending voice messages.

SWITCHING TO THE BACKGROUND MODE

To switch to the background mode, minimize the call window by clicking on any chat in the list.

The call window will be displayed under the main menu in a collapsed form (Figure 232). The call chat is marked in the highlighted area with an icon with the chat avatar.

Note. To turn the microphone on/off during a call in the background mode, you can use the keyboard shortcut <Left Alt>+<M> (regardless of the keyboard layout).

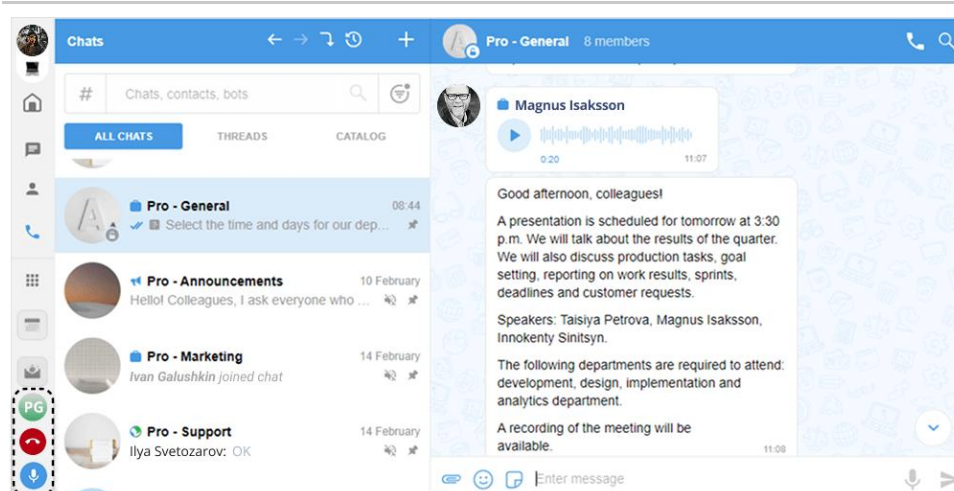


Figure 232

Note. Closing the app and then opening it pauses the call but does not end it. 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.

RETURNING TO THE CALL SCREEN

To return to the call window, in the menu of the collapsed call, click on the chat avatar.

To end or put a call on hold, in the collapsed call menu, press the button .

SENDING MESSAGES AND FILES


During the call, participants can exchange messages and files in a personal chat.

Once the call is ended, files and messages are saved in this chat and are available for viewing.

To exchange text messages/files during a call:

1. Click  in the call window header.

The call window will be minimized and the call will be switched to the **background mode**. You will be transferred to a personal chat with the user, in which you can exchange messages and files.

2. Write a message, [attach a file](#).
3. Click .

To return to the call window, click on the chat avatar in the collapsed call menu.


To view messages and files after the call is ended, go to the personal chat with the user from the “Chats” section.

SCREEN SHARING

During a call, the user can enable/disable screen sharing, which will be visible to other call participants.

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.

To enable screen sharing:

1. During a call, click . The button will change its color from gray to blue. The screen sharing settings window will open.
2. Select a screen sharing option:
 - full screen — call participants will see the entire screen and all actions on it;
 - window — call participants will only see the selected window and all actions in it;
 - tab (in the Web App, depending on the browser) — the setting depends on the browser used.
3. Click “Share”.
4. Click “Show me what I am sharing” to enable the display of the area being shared in the speaker mode ([Figure 233](#)).

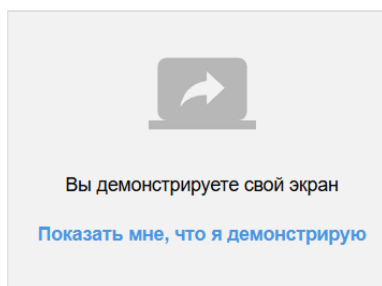


Figure 233

The selected screen will be displayed to all call participants ([Figure 234](#)) in a separate window.

During a call, only one user can share their screen. When a user enables this feature, the previous user's screen sharing is automatically disabled.

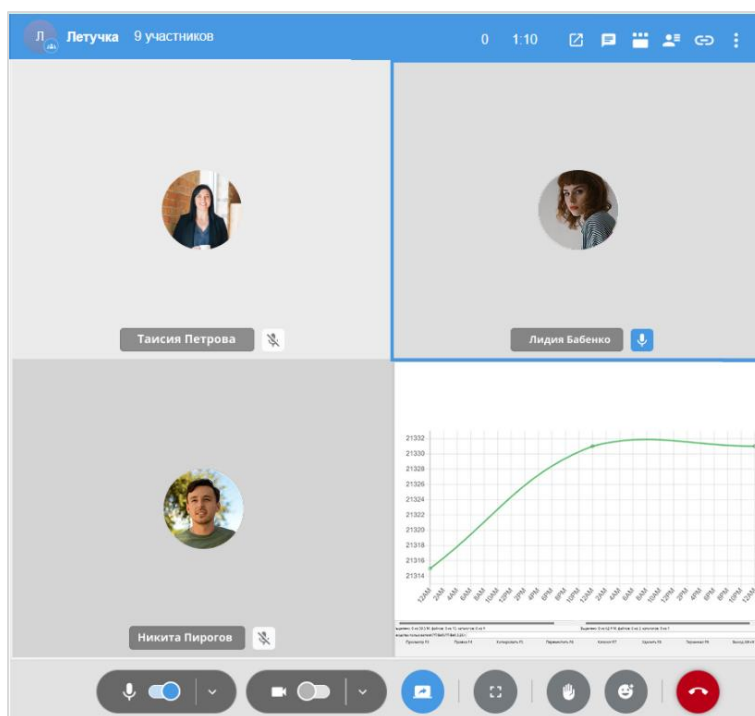


Figure 234

The Desktop App has an option to highlight the area of the screen being shared. To activate it, check the corresponding box in the call settings (Figure 235).

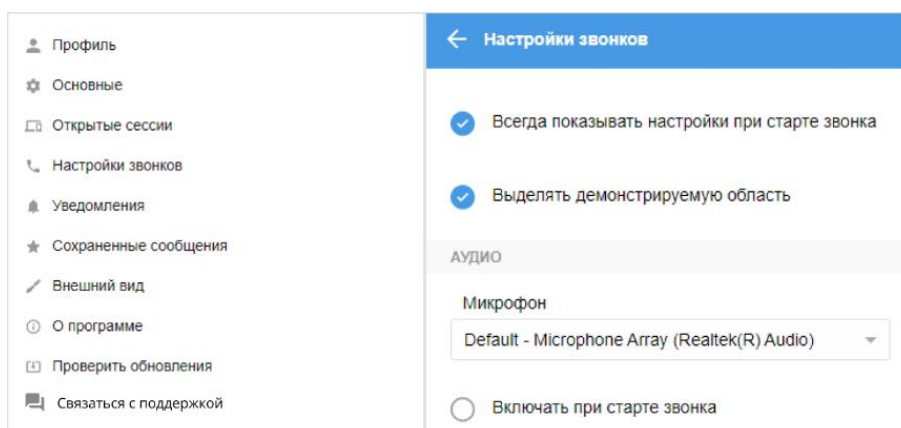


Figure 235

During screen sharing, the area of the screen being shared will be highlighted with a frame (Figure 234).

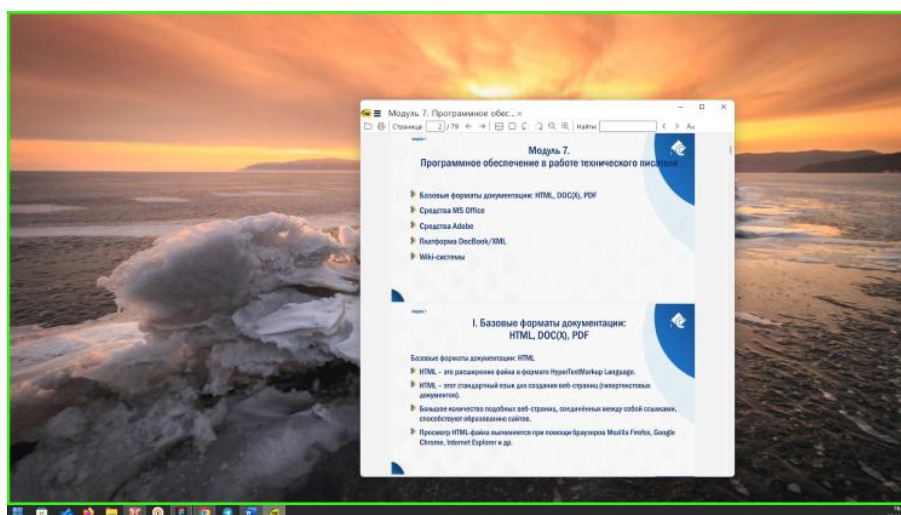


Figure 236

In full screen mode, you can share your screen without buttons or frames.

To hide interface elements while sharing your screen in the full-screen mode, do not interact with the mouse or touchpad for three seconds. The image will be expanded to fill the entire screen, without displaying any of the eXpress window interface elements.

Note. Pop-up notifications on the user's screen will not be shown during screen sharing.

To display interface elements, move the mouse cursor or touch the touchpad. The buttons and window frame will be displayed and the user will be able to exit the full-screen mode.

To turn off screen sharing, click .

The button will change its color from blue to grey.

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 (Figure 237).

Note. The user will not join the call, if their status settings restrict incoming calls.

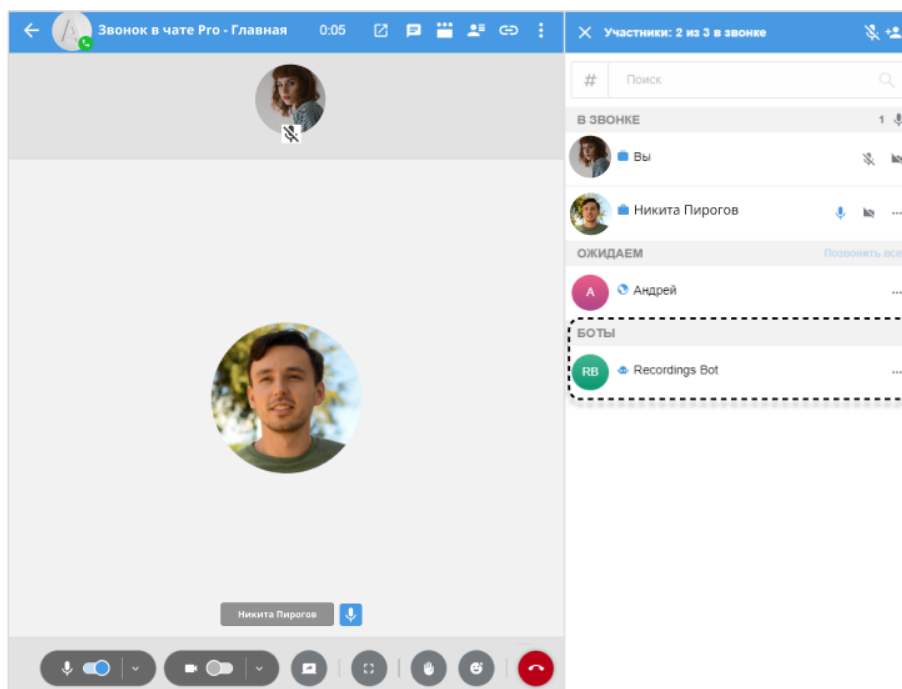




Figure 237

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. Click  in the upper right corner during a call.
2. In the call participants window, click on  in the upper right corner.

The contact list will open (Figure 238).

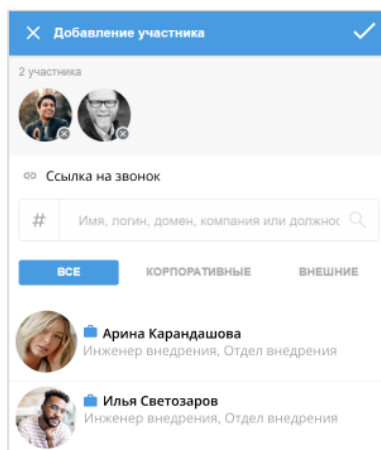


Figure 238

Note. Use the mouse wheel to view the list of call/conference participants.

To search for a contact in the list, use a search string (Figure 238).

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

- if exact match search is enabled, enter the contact's first 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.

To search for a contact by tag, click **#** next to the search bar and select a tag from the drop-down tag catalog (Figure 29).

To delete an already selected user, click **X**.

3. Select the users you want to add to the video call.

The selected users will be displayed above the contact list (Figure 238).

4. Click **✓**.

The selected users will be added to the call. A message will be displayed in the call chat: "<User_name> has joined the call", which when clicked on will take you to that user's profile.

INVITING USERS TO THE CALL

The user can invite a participant by sending them a link or QR code.

The user will join the call [by following the link or using the code](#).

Note. An unregistered user (guest) can follow the link and connect to the call from a mobile or web browser, or download the Desktop App and connect through it.

To invite a user to the calls

1. Click  during a call.

A window will open for generating a link to the chat in which the call is made (Figure 239).

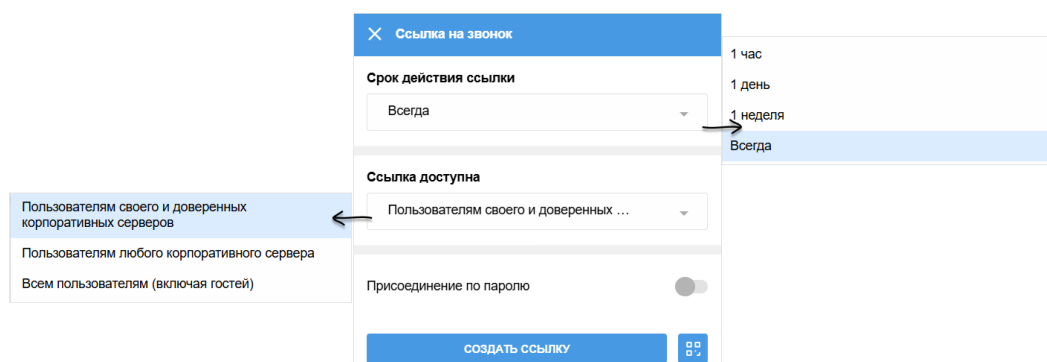


Figure 239

2. Select the link's validity period and its availability in the window that opens. By default, the values are set to "Always" and "Trust corporate servers" (Figure 239, Table 33).

Table 33

Option	Access
Trust corporate servers	For example, all employees of the same organization
Of any corporate server	Including employees of other organizations
Any (including guests)	All users, including external and unregistered eXpress users (guests)

3. Check the "Join with a password" box to set a password that the user will specify to join the chat.

A field will be displayed, in which the automatically generated password is displayed.

To automatically update the password, click  to the right.


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


- **To create a link:**

4. Click "Create link".

The link to the chat will be copied to the clipboard. A corresponding message will be displayed at the top of the screen.

- **To create a QR code:**

4. Click  to create a QR code.

A pop-up window containing a code will open (Figure 240). Click "Save" to save the code to your device or click  to copy it to the clipboard.

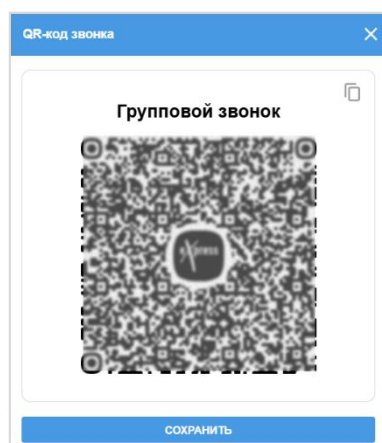


Figure 240

The code will be saved to your device or copied to the clipboard.

5. Paste the link from the clipboard or into the message input field in eXpress or another app, into an email, or attach a QR code to the message. Send the message/e-mail.

The user who receives the link will be able to join the call using the Desktop App or web browser.

JOINING THE CALL USING A LINK

The following actions are available to the user in the section:

- joining a call via a link in Desktop/Web App and via a QR code;
- logging in with your account or as a guest.

Note. An unregistered user (guest) can follow the link and connect to the call from a mobile or web browser, or download the Desktop App and connect through it.

To join a chat using a link in the Desktop App, click "Open chat in the app".

Attention! In order for a user to join the call via a link, access to <https://xlnk.ms> must be open in the local network.

To join a chat using a link in the Web App, click "Open in web".

- If the user is logged in to the app, a screen will open with a "Join" button, click it to join the call.

The call window will open.


- If the user is not logged into the app, then after clicking on the link, a window will open with login options (registered user or guest).

To join the call using a QR code, scan the code using your device.

Note. You can scan the QR code only from the Mobile App.

To sign in with your account or register in the app, click "Login". The [app login](#) window will open.

To log in as a guest (unregistered user), select "Log in as a guest" and enter your name in the next window.

The window of the call to which the link was received will open ([Figure 241](#)). **To join the call**, click . A message will be displayed in the call chat: "<User_name> has joined the chat."

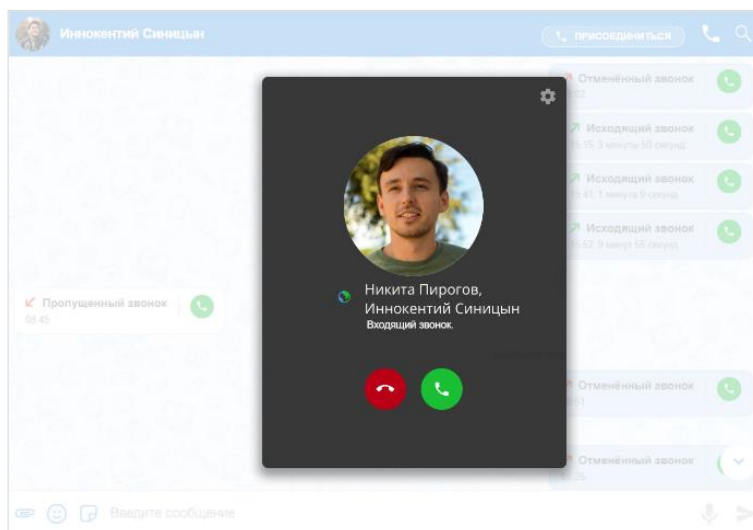


Figure 241

A "Guest" type user can interact with other participants in the call chat. Once the call is over, the chat will be closed.

Note:

- if the link has expired, the following message is displayed: "This link is not active", the call will not be available;
- when you try to join a ended call, the app login window will open.

RECORDING A PERSONAL CALL

Call recording can be managed by any participant except external user or guest.

The following actions are available to call participants:

- [starting a recording](#);
- [pausing a recording](#);
- [stopping a recording](#).



The following actions are available to other call participants:

- confirmation/refusal of participation in the recording;
- viewing a recording.

If your browser or operating system settings prohibit recording during screen sharing, the app will request access to screen recording. Grant the permission in system settings.

ENABLING CALL RECORDING

To enable call recording:

1. In the current call window (Figure 242), click  in the upper menu. If the call is open in a separate window, click  at the bottom of the window.
2. In the menu that opens, select "Start recording".
3. A flashing recording timer indicating the recording duration will be displayed in the upper left corner.

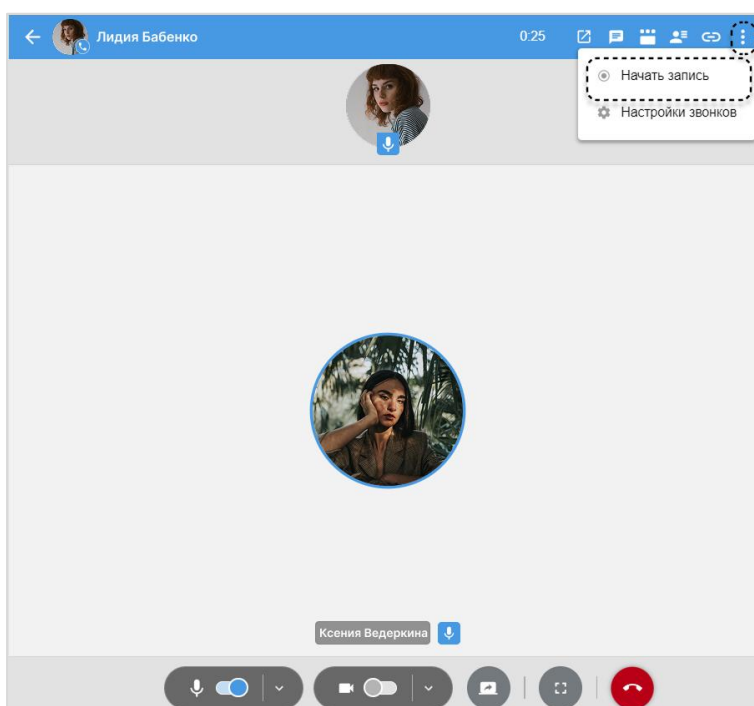



Figure 242

PAUSING CALL RECORDING

To pause a recording:

1. In the current call window, hover over the recording timer in the upper left corner.
2. Click  (Figure 243).
The recording will be paused.

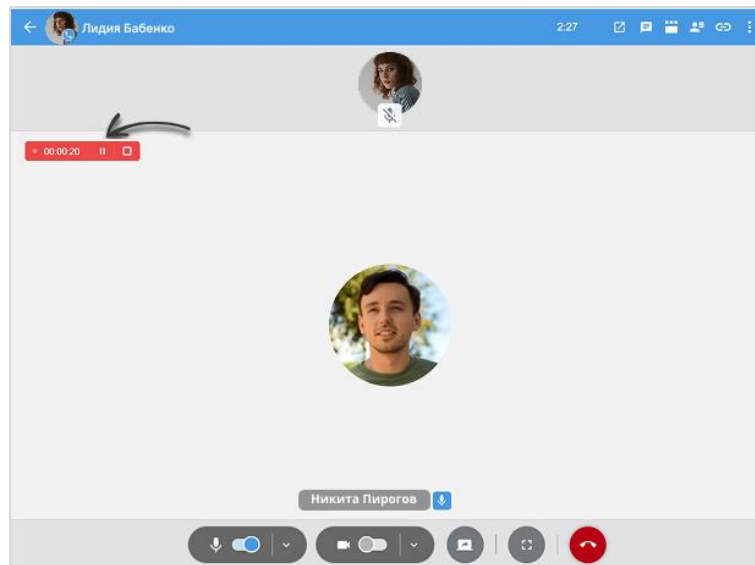


Figure 243

RESUMING CALL RECORDING

To resume a recording:

1. In the call window, hover over the recording timer in the upper left corner.
2. Click ► (Figure 244).

The recording will be resumed.

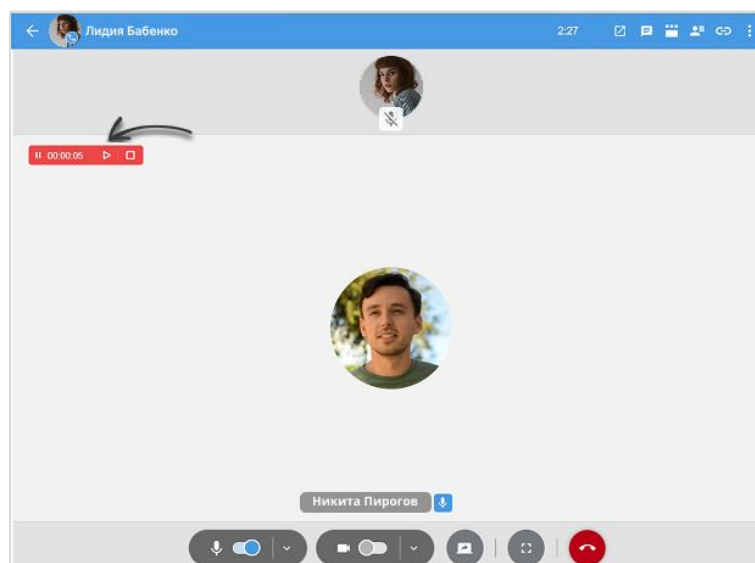


Figure 244

STOPPING CALL RECORDING

You can stop the recording in three ways.

First Method. Using a Timer

To end a call recording using a timer:

1. In the call window, hover over the recording timer in the upper left corner.
2. Click □ (Figure 245).

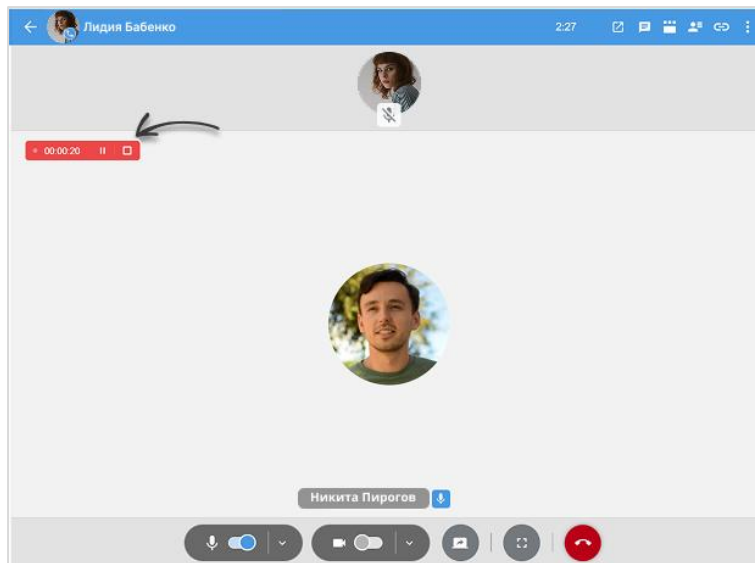




Figure 245

Second Method. Via the Context Menu

To end a call recording using the context menu:

1. In the call window (Figure 246), click  in the upper menu. If the conference is open in a separate window, click  at the bottom of the window.
2. Select "Stop recording".

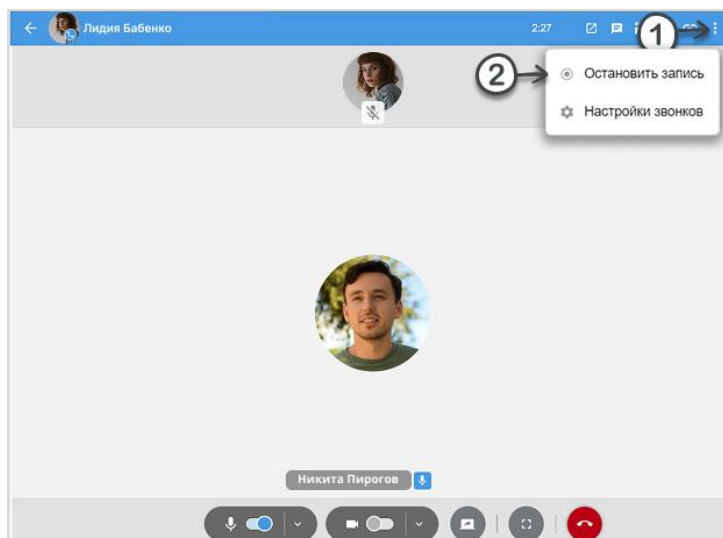



Figure 246

Third Method. Leaving a Call

To end a recording by exiting a call:

1. In the call window (Figure 247), click  to leave the call.
2. In the dialog box that opens, click "Stop recording".
3. Click "Leave call".

The recording will be stopped. The call recording file has a resolution of 1920x1080 pixels and is stored on the server.

A message will be displayed in the Recordings Bot chat with links to the audio and video files of the call recording.

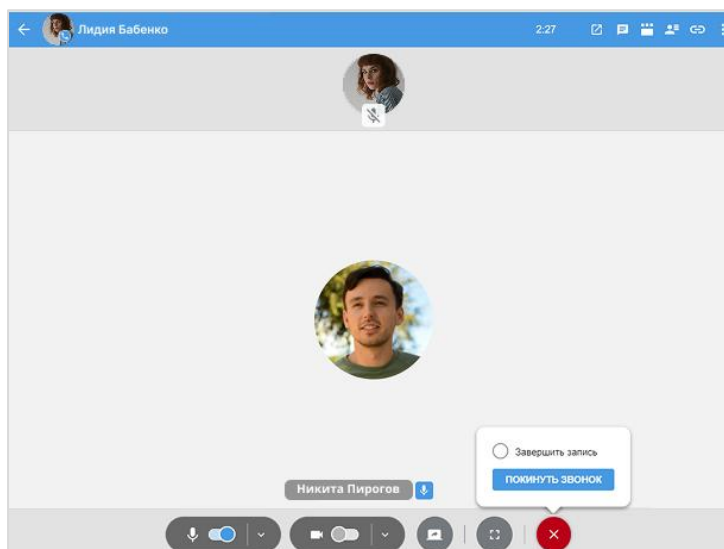


Figure 247

GENERATING A LINK TO DOWNLOAD RECORDING FILES

Important notice! Call recording files can be downloaded by any user who has access to the link, including users from other corporate servers and users from a regional server (external users).

Once the administrator stops the recording the system will start generating a link for downloading files.

Once the link is generated, a message will be displayed in the Recordings Bot chat with links to the audio and video files of the call recording.

Note:

- the format and number of recorded files depends on the recording mode settings in the administrator web interface;
- the time required to generate a link is approximately equal to the length of the recording itself.

CONFIRMATION OF CONSENT TO RECORDING

Once the call initiator starts recording, the second participant will receive a notification. The call participant must confirm participation in the recording or refuse to participate in the recording.

Note. The call recording starts at the moment when the call initiator turns it on, i.e. even before the participants agree/refuse to participate in the recording.

Participants must confirm or refuse participation in the recording. This confirmation is requested only once, even if the call initiator stops the current recording and then starts the next one.

To confirm participation in the recording, click "I agree to the recording".

The user will continue to participate in the recording.

To refuse participation in the recording, click "Leave call".

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.

DOWNLOADING CALL RECORDING

To download the recording of a current or ended call:

1. In the chat list, select Recordings Bot to go to the chat (Figure 248).
2. In the message from the bot, click the "Audio" or "Video" link.

The file will be downloaded to the user's device.

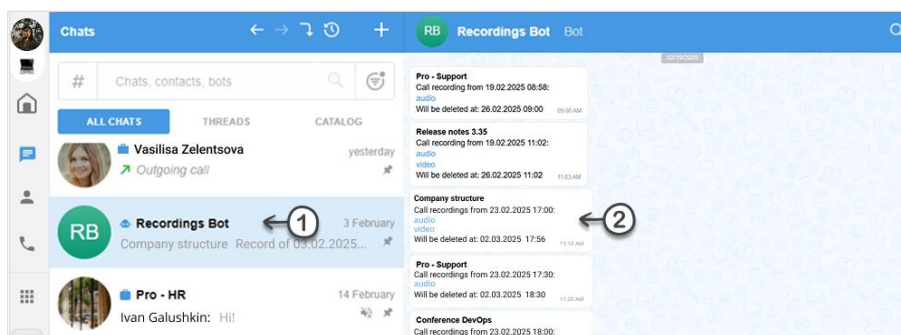


Figure 248

Attention! If the video does not play, make sure that the HEVC (h.265) codec is installed in the video player.

ENDING A PERSONAL CALL

To end an outgoing call or cancel an incoming call, click  (Figure 249). The call will be ended.

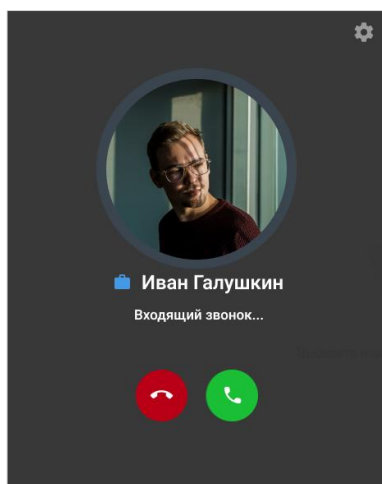


Figure 249

To end a personal call, in the Desktop App, you can use the close app button in the upper right corner:

1. Click the close app button during an active call or conference (Figure 250).
2. In the dialog box that opens, click "End".

The call will end, and the app will be minimized.

Clicking "Do not end" will minimize the app but continue the call.

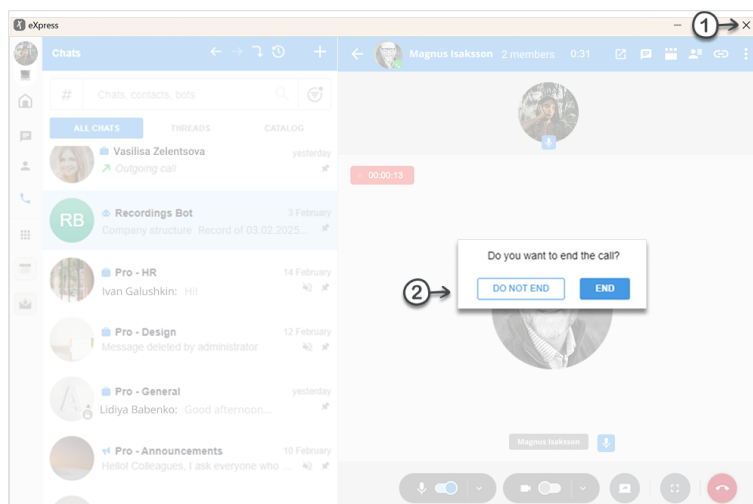


Figure 250

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.

To close the window, click "Yes, everything is fine" or wait until it closes automatically after 5 seconds.

To provide feedback on call quality, click "No, report a problem" and in the next window, specify the nature of the problem. If there is no suitable option in the list provided, select "Other" and describe the problem in the field that appears. Click "Send".

The user's call quality rating and an automatically generated call report in JSON format will be sent to the server.

A pop-up window will open saying "Thank you for helping us make the app better!" and will automatically close after 5 seconds.


If the user does not accept the incoming call within two minutes, the call is ended. A message with the call time will be displayed in the chat:

- the user who initiated the call receives the message "Call canceled";
- the user who did not accept the call will see the message "Missed call".

CALL LOG

The user can view the [call log](#) in the "Calls and conferences" section.

VIEWING THE CALL LOG

To view the log of all calls, click  in the main menu on the left side of the app window.

The "Calls and conferences" section will open, in which the "Calls" and "Missed" tabs are used to view the call log.

If the user has no missed calls, the tab ("Calls" or "Conferences") that the user had open last time will open.

If the user has missed calls, the "Missed" tab will open.

To view the call log with a specific user of any type (missed, accepted or rejected), use the "Calls" subsection in the user card ([Figure 251](#)).

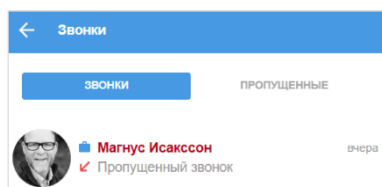


Figure 251

For more information about actions with call records, see [“Call Log”](#) in the “Personal call” section.

SEARCHING FOR A CALL ENTRY IN THE LOG

To search for a call entry in the log:

1. Go to the “Calls” or “Missed” tab.
2. Enter the username, in whole or in part, into the search bar.

Case and keyboard layout are not taken into account.

The list of call records that match your query will be displayed ([Figure 252](#)).

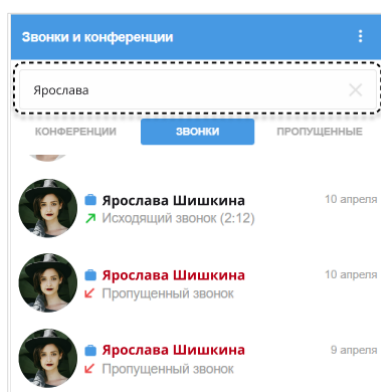


Figure 252

Clicking on the personal call header initiates a call to that user.

Call links are also saved in the personal chats in which the calls were made ([Figure 253](#)).

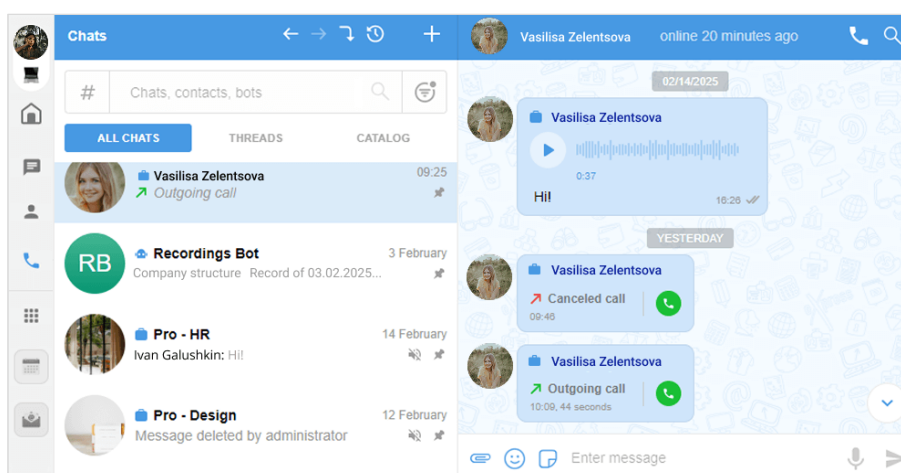


Figure 253

To view information about the call, click on the corresponding link .

To view a call participant's card, click on their name.

CLEARING THE CALL LOG

To delete a call entry from the call log:

1. Go to the "Calls" or "Missed" tab.
2. Right-click on the call entry you want to delete from the log.
3. In the context menu that opens, select "Delete call" (Figure 254).

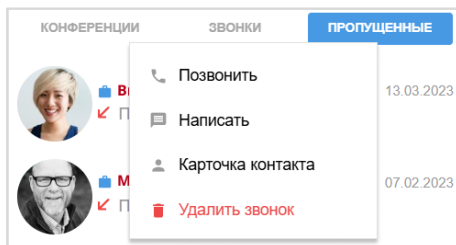



Figure 254

To clear the call list:

1. In the "Calls and conferences" section, click .
2. In the window that opens, select "Clear call list" (Figure 255).
3. Confirm the action in the modal window.

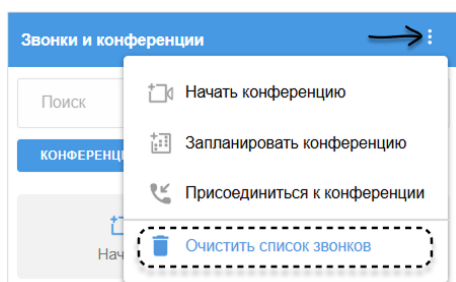


Figure 255

GROUP CALL

This section describes the actions available to the user when using group calls in the app. General information about calls is available in the "Group call" subsection.

The following actions are available to the user in group calls:

- [setting up call parameters](#);
- [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 in the call](#);
- [adding users to the call](#);
- [inviting users to the call](#);
- [joining the call using a link](#);

- viewing information about participants;
- making a repeat call to the call participant;
- call recording;
- additional possibilities of the call administrator:
 - turning off the microphone/camera of individual or all call participants;
 - disabling the "Raise your hand" notification for a participant;
 - removing a call participant;
 - appointing a call participant as administrator;
 - ending the call as administrator;
- ending a call;
- rating of call quality;
- managing the call log.

SETTING UP CALL PARAMETERS

The actions for setting up call settings are similar to those for setting up group and personal [calls](#).



STARTING A CALL

Note. During a call, the app disables the automatic monitor power off function and app block with a [PIN code](#) function (in the Desktop App).

STARTING A GROUP CALL

Note. 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. Click  at the top of the screen.
A window with buttons for turning on/off the camera and microphone and a window for selecting chat participants will be displayed on the screen ([Figure 256](#)).
3. If the participant selection window is not displayed, click  to open it manually.

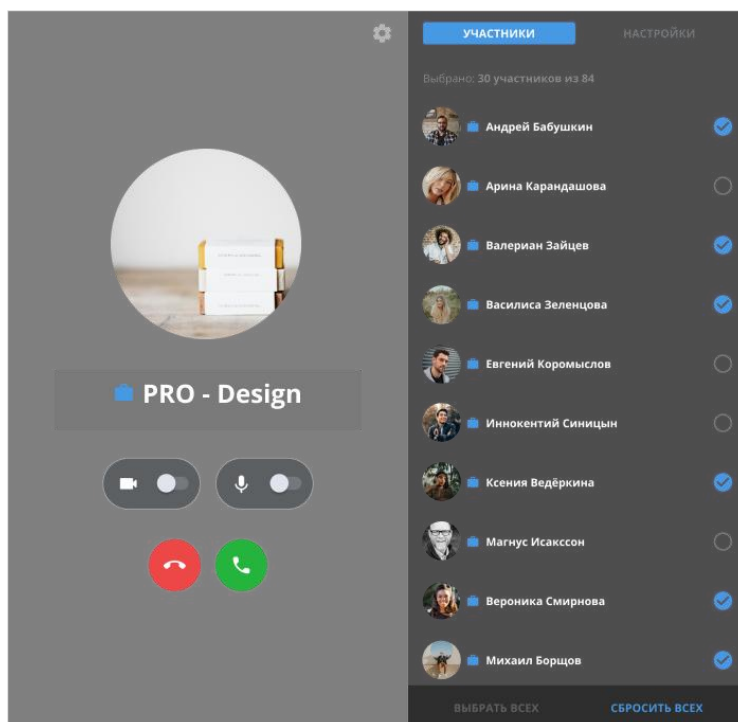





Figure 256

4. Select calls participants (Figure 256):
 - to exclude a participant, uncheck the box on the right;
 - to uncheck all boxes, click "Reset all" and check the required boxes;
 - to select all participants, click "Select all".
5. Turn the microphone on by moving the switch . Camera settings will be available during the call.
 In some cases, the microphone/camera not be available in the list of devices. Moreover, the microphone/camera buttons will be inactive (for more details, see page 181).
6. Click  to make a call.
 The call will be initiated. The call chat will be highlighted in color and marked with the icon .

Note. The participant selection window is displayed automatically only if the "Always show settings when starting a call" checkbox is checked in the "Settings" → "Call settings" section, and this is:

- outgoing call in a group chat;
- incoming call and non-personal call.

The call participant selection settings are saved: when initiating the next call, the values used in the previous call will be used.

RECEIVING AN INCOMING CALL

To receive a group incoming call, click  and in the window that appears, enable/disable the microphone and/or camera by moving the switch.

Note. To turn the microphone on/off, you can use the key combination <Left Alt>+<M> (regardless of the keyboard layout).

In some cases, the microphone may not be available in the list of audio devices. Moreover, the microphone on/off button will be inactive (for more details, see page 181).

To reject an incoming group call, click .

Note. In the Desktop App, when an incoming call arrives, a pop-up notification is displayed even if the app is minimized.



SWITCHING THE CALL TO THE BACKGROUND MODE


The background mode in a group call works similarly to the [background mode in a personal call](#).

SENDING MESSAGES AND FILES

The user can send messages and files during a group call. The actions for doing this are similar to those in personal [calls](#).

To send a message to the group call chat:

1. Click  in the call window header.
A chat window will open on the right, in which the call is made ([Figure 257](#)).
2. Write a message, attach a file.
3. Click .

To open the call chat, click  in the upper left corner of the chat window.

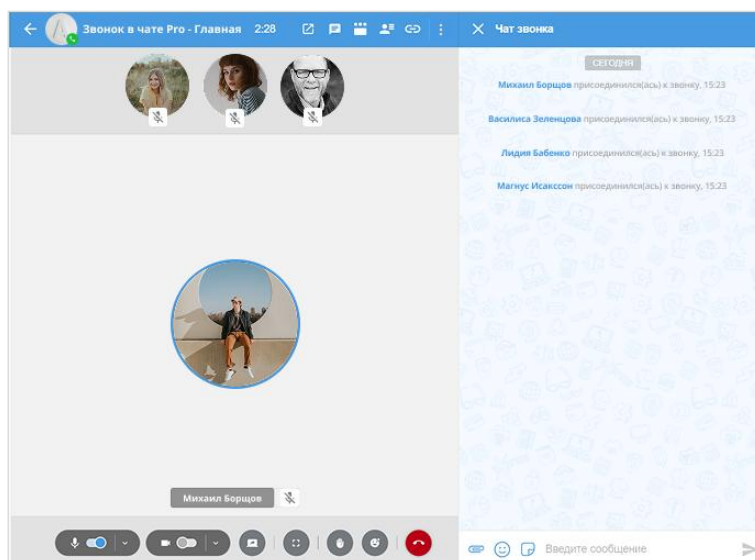



Figure 257

To return to the call window, click on the chat avatar in the collapsed call menu.

To view messages and files after the call is ended:

1. Click  in the main menu of eXpress.
2. Go to the "Calls" or "Missed" tab.
3. Click the group call name in the list.

The chat for this call will open.

SCREEN SHARING

Screen sharing in a group call works similarly to screen sharing in a [personal call](#).

REACTIONS IN THE CALL

Users can send [reactions](#) in group calls. Sent reactions are visible to all participants, with up to five reactions displayed on one screen at a time.

SENDING REACTIONS IN THE CALL

To send a reaction:

1. Click 🗨️ in the current call window.
A window with all available reactions will open ([Figure 258](#)).
2. Select a reaction.
The reaction will be displayed within 10 seconds.
The message "<User_name> <reaction emoji>" will be displayed on all users' screens for 3 seconds ([Figure 259](#)).

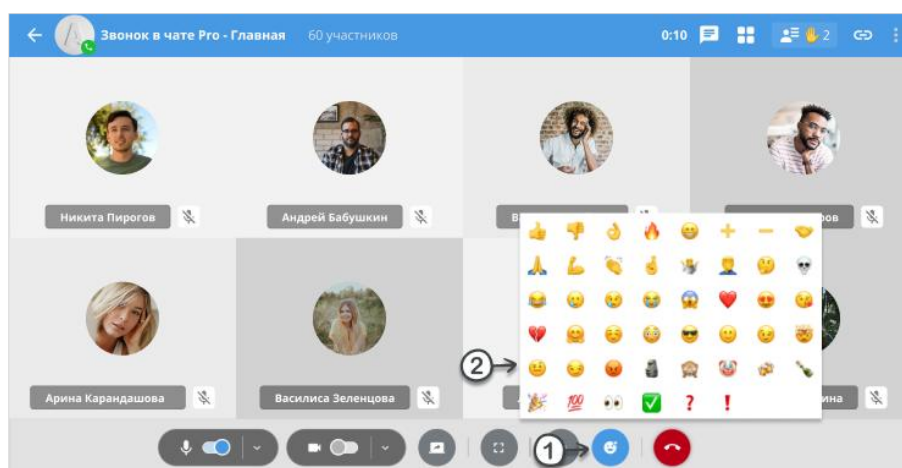


Figure 258

CHANGING REACTIONS IN THE CALL

To change a reaction:

1. Click 🗨️ in the current call window.
2. In the window of all available reactions ([Figure 259](#)), choose a reaction that is different from the previous one.
The previously sent reaction will be replaced by a new one.

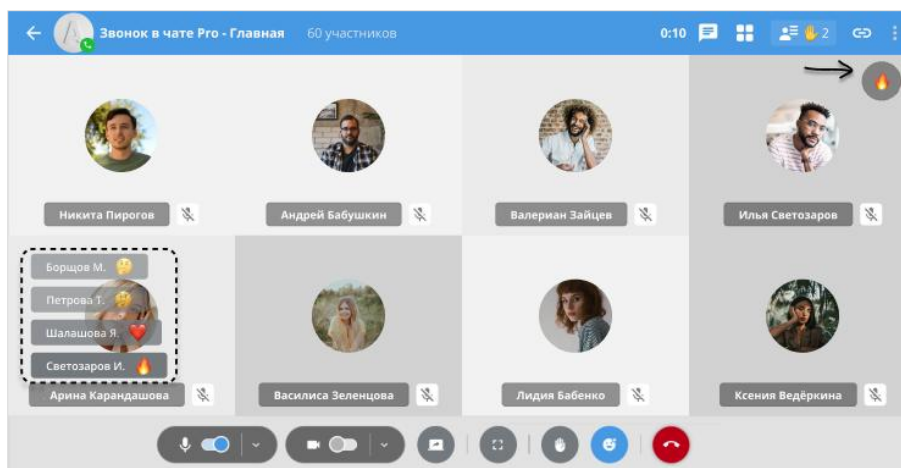


Figure 259

USING THE "RAISE YOUR HAND" ACTION IN THE CALL

The user can perform the "Raise your hand" action during a call to gain attention and ask to speak without interrupting other users.

To "Raise your hand", click 🙋 in the current call window.

The message "<User_name> raised their hand <raised_hand_emoji>" will be displayed for all users for 5 seconds (Figure 260).

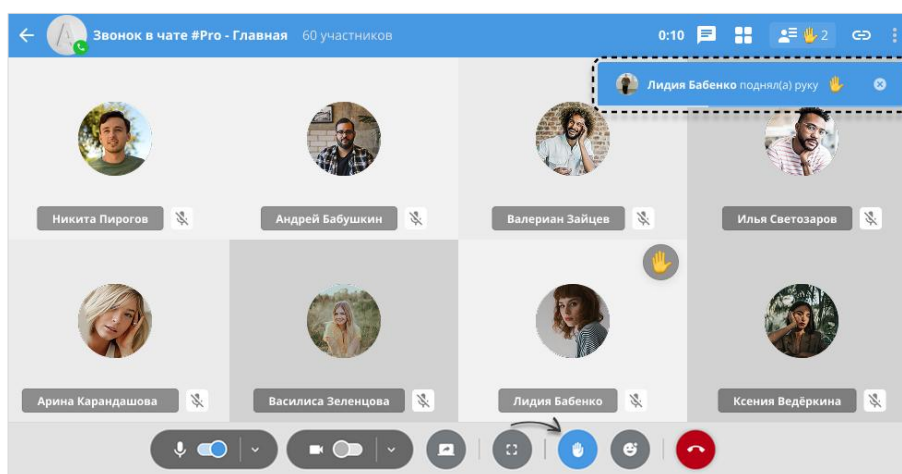


Figure 260

Note. If the user has sent a reaction after using "Raise your hand", the reaction is displayed on top of the icon 🙋.

To "Raise your hand", click 🙋 in the current call window.

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 clicked, the user must turn off the microphone, then turn it on again and start speaking).

ADDING USERS TO THE CALL

The user can add new users to a group call. The actions for doing this are similar to those in personal [calls](#).

Note. The user will be added to the call chat, but not to the group chat in which the call is taking place.


INVITING USERS TO THE CALL

The user can invite new users to a group call. The actions for doing this are similar to those in personal [calls](#).

JOINING THE CALL USING A LINK

The user can join a group call via a link. The actions for doing this are similar to those in personal [calls](#).

VIEWING THE LIST OF CALL PARTICIPANTS

To view the list of call participants, click  in the upper right corner. The call participants window will open to the right of the call window ([Figure 261](#)).

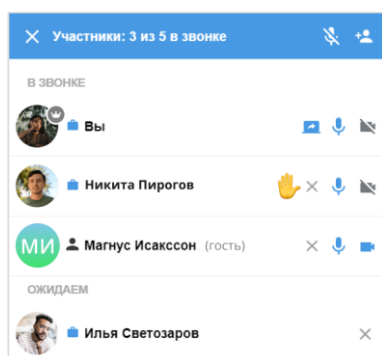


Figure 261

Note. In the list of call participants, guests are marked using avatars and the “Guest” label. Guest avatars are created automatically and contain the first letters of the first and last name.






The “In call” area contains a list of active call participants, with the current user at the top, followed by the call administrator and the remaining participants. The “Waiting” area contains a list of users who did not accept the call.

Note. Use the mouse wheel to view the list of call participants.

To open the card of a call participant, click on their name in the list.

If the current user is a call administrator, the call participants list displays buttons to the right of the user name (Figure 261, Table 34):

Table 34

Icon	Purpose
	Removing a user from a call (available only to the administrator)
	Screen sharing (if enabled)
	Turning the microphone on/off
	Turning the camera on/off
	"Raise your hand"

If the current user is not a call administrator, then in the list of call participants, the buttons for turning off the microphone and camera, canceling the "Raise your hand" action, and removing users from the call are not available to them (Figure 261).

The list of call participants' 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.



MAKING A REPEAT CALL TO THE CALL 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.


Note. Making a repeat call will not work if the called user's status settings restrict incoming calls.

To make a repeat call to one participant:

1. Open the list of participants by clicking  in the upper right corner.
2. Click  to the right of the participant's name in the "Waiting" block (Figure 262).
3. In the modal window that opens, click "Call again".

The app will start calling the participant. The dialing time is 15 seconds. During this time, the system message "The call is in progress" will be displayed opposite the participant's name.

To make a repeat call to the "Waiting" participants:

1. Open the list of participants by clicking  in the upper right corner.
2. Click "Call everyone" in the "Waiting" block.

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.

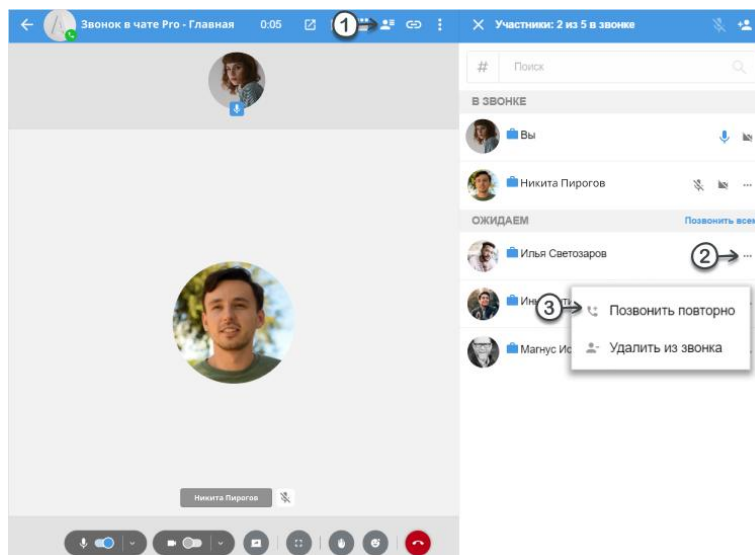


Figure 262

RECORDING A GROUP CALL

The actions for recording a group call are similar to those for [recording a personal call](#).

POSSIBILITIES OF GROUP CALL ADMINISTRATOR



The initiator of the group call is its administrator. The following actions are available to the administrator (which are not available to other participants):



- [turning off the microphone/camera of individual or all call participants](#);
- [disabling the "Raise your hand" notification for individual call participants](#);
- [removing call participants](#).

TURNING OFF THE MICROPHONE/CAMERA OF A CALL PARTICIPANT

To turn off the microphone/camera of an individual participant:

1. Click  during a call.

The list of call participants will open ([Figure 263](#)). If a participant has their microphone/camera turned on, a corresponding icon will be displayed to the right of their name, see  and .

2. Click  and  to the right of the participant's name.
3. Click "Turn off" in the modal window that opens.

The user's microphone/camera will be turned off. The user will receive a corresponding notification.

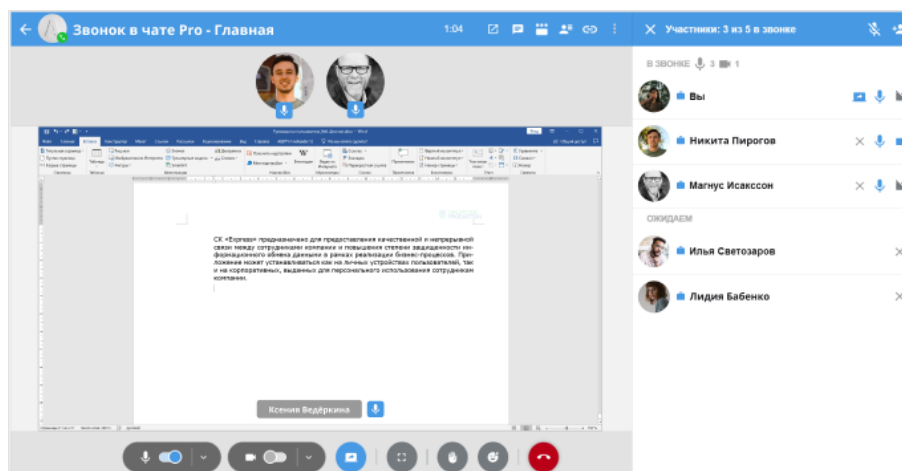






Figure 263




TURNING OFF THE MICROPHONE/CAMERA FOR ALL PARTICIPANTS

To turn off the microphone/camera for all participants:

1. Click  during a call.
The list of call participants will open (Figure 263). If a participant has their microphone/camera turned off, a corresponding icon will be displayed to the right of their name, see  and .
2. Click  in the upper right corner of the window.
3. Click "Turn off" in the modal window that opens.
The users' microphone/camera will be turned off. Call participants will receive a corresponding notification.

DISABLING THE "RAISE YOUR HAND" NOTIFICATION FOR A PARTICIPANT

To "Lower the hand" for a call participant:

1. Click  during a call.
The list of call participants will open (Figure 264).
2. Click  to the right of the participant's name.
A context menu will open.
3. Select "Lower the hand".
The icon  will no longer be displayed next to the participant's name in the conference interface.

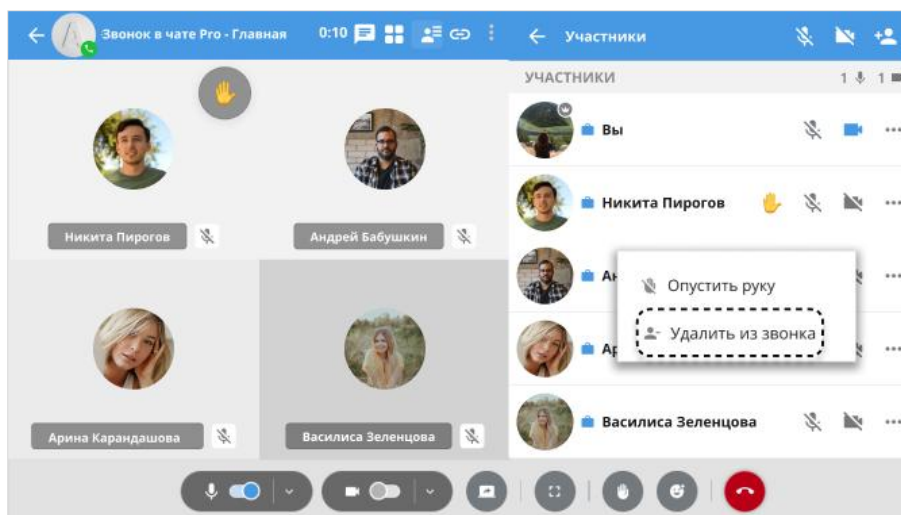



Figure 264

REMOVING A USER FROM THE CALL

To remove a user from the call:

1. Click  during a call.
2. In the call participants window that opens (Figure 263), click on **...** to the right of the participant's name.
3. In the context menu, select "Remove from call" (Figure 264).
4. Confirm the action in the modal window.

The user will be removed from the 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;
- you can return to the call later before it is ended by the administrator.

LEAVING A CALL

To leave a group call, click on .

The participant will be dropped from the call; the call will not be ended.

RETURNING TO THE CALL

To return to the group call, go to the chat where the call is taking place, and lick "Join" in the upper right corner (Figure 265).

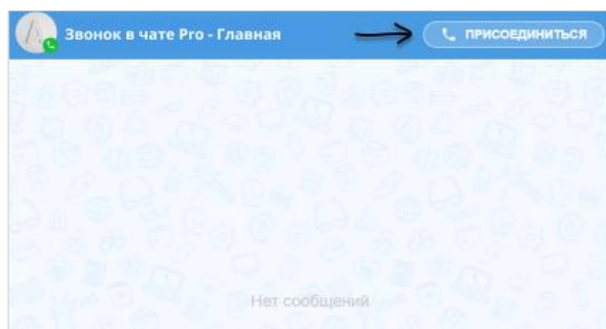



Figure 265

ENDING THE CALL AS ADMINISTRATOR

To end a group call as administrator:

1. Click  during a call.
2. If **recording** was enabled when you clicked the end call button, click "End recording" in the dialog box that opens.
3. Select "End call for everyone" (Figure 266).

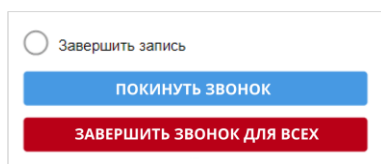



Figure 266

The call will be ended for all participants. In the call chat, all participants will receive the following message: "Group call ended".

To put a group call on hold, click . If the user is the initiator (administrator) of the current call, select "Leave call" (Figure 266). The call will be placed on hold. The chat in which the call is in progress will be marked with a green handset icon.

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.

To exit a group call in the Desktop App, you can use the close button of the app  (see page 201).

If the user does not accept the incoming call within two minutes, the call is ended. A message with the call time will be displayed in the chat:

- the user who initiated the call receives the message "Group call started";
- the user who did not accept the call will see the message "Missed group call".

RATING OF CALL QUALITY

After you end a group call, you may see a pop-up window asking you to rate the call quality. The actions to rate the quality of group calls are similar to the actions for [rating the quality of personal calls](#).

CALL LOG

Viewing, searching and working with entries in the group call log is similar to viewing, searching and working with entries in the [personal calls log](#). For more information about actions with call recordings, see “[Call Log](#)” in the “Personal call” section.

SIP CALLS



This subsection describes the actions available to the user when using the SIP Calls feature. General theoretical information is provided in the “[SIP Calls](#)” subsection.

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](#).

FIRST METHOD. VIA THE DIAL PAD

To make a SIP call:

1. Click  in the main menu.
2. In the “Calls and Conferences” window that opens, click  in the upper right corner.
3. In the menu that opens, select “Dial internal number”.
4. Dial the subscriber's number using the keypad ([Figure 267](#)). When dialing a number, it is searched for in the current user's address book.

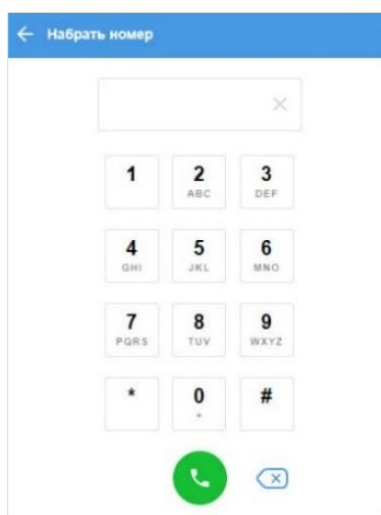


Figure 267

5. Click .

The app will make an outgoing call via PBX to the dialed number.

SECOND METHOD. VIA THE CONTACT CARD

If the corporate user has one or more short corporate SIP numbers, they are displayed in his card, in the “Corporate information” section ([Figure 268](#)). If the user has several corporate SIP numbers, they will be arranged sequentially in the card, one below the other.

Note. The user can learn their corporate SIP number in the personal card, if available.

To make a SIP call:

1. Click on the SIP number in the user card ([Figure 268](#)).
2. Click the call button in the chat window with the user and select one of the short numbers from the list that is displayed.
3. If necessary, select the app with which the call will be made (IP telephony or mobile communications).

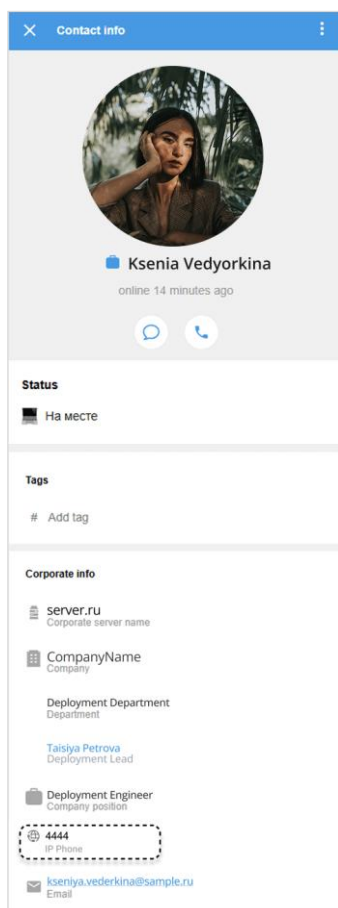



Figure 268


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. Click  in the upper right corner of the window.
3. Select one of the short numbers from the list that is displayed.

VIDEOCONFERENCING

This section 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, click  in the main menu. The “Calls and conferences” window will open (Figure 269).

Note. During a conference, the app disables the automatic monitor power off function and app block with a PIN code function (in the Desktop App).

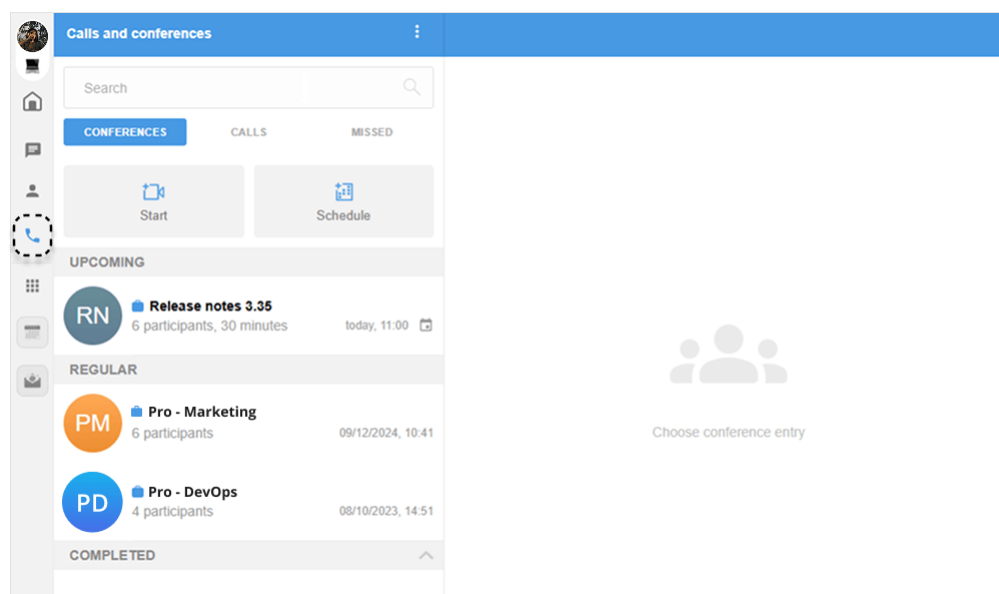


Figure 269

The following actions are available to the user:

- creating a scheduled conference;
- creating a permanent (unlimited) conference;
- creating an unscheduled conference;
- inviting participants to the conference;
- adding participants to the conference;
- making a repeat call to conference participants;
- viewing the list of conference participants;
- switching to background mode during a conference;
- exchange messages and files during the conference;
- viewing the conference chat;
- joining a conference;
- screen sharing;
- using reactions in a conference;
- using the “Raise your hand” action;
- using a countdown timer;
- leaving and ending a conference;
- editing, deleting, and resuming a conference;
- rating of conference quality;
- searching for conferences and viewing their current status;
- 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

Scheduling a [conference](#) allows you to set the date and time of its start and end, determine the list of conference participants, set up access parameters, set a password for joining the conference, and send a notification about the conference.

For participants not registered in eXpress, an invitation link is sent.

For participants registered in eXpress, the scheduled conference will be available in the "Scheduled" list in the «Calls and Conferences» section ([Figure 269](#)).

To create a scheduled conference:

1. Go to the "Calls and conferences" section.
2. Click "Schedule" ([Figure 270](#)) or select the "Schedule Conference" item from the additional menu ([Figure 271](#)):

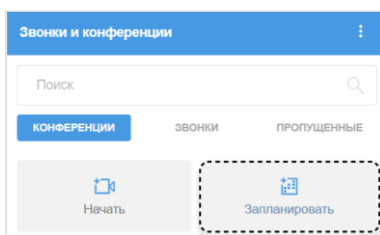


Figure 270

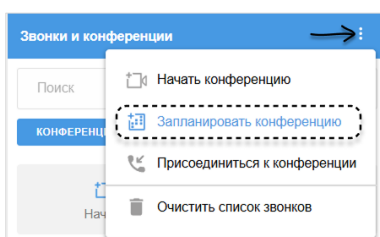


Figure 271

The conference settings form will open (Figure 272):

Figure 272

- Fill in the "Name" field.
- Select the date, start time and duration of the conference, and specify the time zone.
- Add users or chatbots by entering the name, username, login, domain, company or position in the search bar. The number of conference participants will be shown in the upper right corner of the "Participants" field.
- Enable the "Add to Calendar" option (not enabled by default) to create a calendar invitation, for example to send to your Outlook (only available for a scheduled conference).
- Select from the menu which users will have access to the link. The following options are available in the menu (Table 35):

Table 35


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)	All users, including guests and external users

Note. An unregistered user (guest) can follow the link and connect to the call from a mobile or web browser, or download the Desktop App and connect through it.

- Enable the "Join with a password" option to set a password that the user must enter to join the conference. This option is disabled by default.

To automatically update the password, click .

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

9. Save your conference settings by clicking  in the upper right corner.
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.
10. Share the link with conference participants in a convenient way.

CREATING A PERMANENT (UNLIMITED) CONFERENCE

To create a scheduled conference:

1. In the "Calls and conferences" section, click "Schedule" (Figure 272) or open the corresponding item in the section menu (Figure 271).

The conference settings form will open (Figure 273):

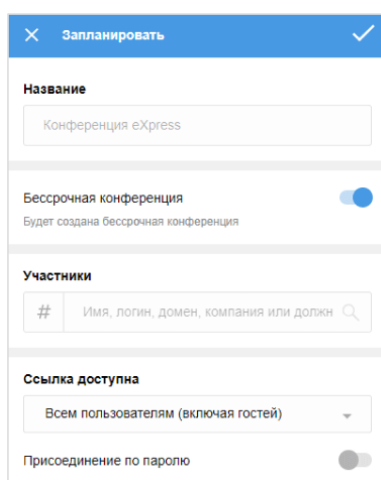



Figure 273

2. Enter the name of the conference.
3. Activate the option "Unlimited conference".
4. Add participants. Use search or tags for convenience.
5. Select from the menu which users will have access to the link. The following options are available in the menu (Table 36):

Table 36

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)	All users, including guests and external users

6. Enable the "Join with a password" option if necessary.
7. Click .
- The conference will be displayed in the list of upcoming conferences. A link to the conference will be copied to the clipboard.
8. Share the link with conference participants in a convenient way.

CREATING AN UNSCHEDULED CONFERENCE

Unlike a scheduled conference, an unscheduled conference starts at the time of its creation, without prior notification to other participants and without determining its parameters.

Other participants can join the unscheduled conference via an invitation link.

You can start an unscheduled conference exist using the following methods:

- via the "Conferences" tab;
- via the menu in the "Calls and conferences" section;
- via a group chat.

FIRST METHOD. VIA THE "CONFERENCES" TAB

To create a conference:

1. Go to the "Calls and conferences" section.
2. In the "Conferences" tab, click "Start" (Figure 274).

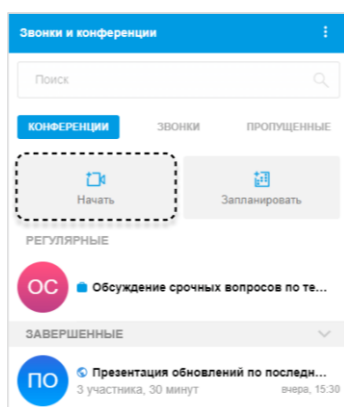


Figure 274

The call window will open (Figure 275).

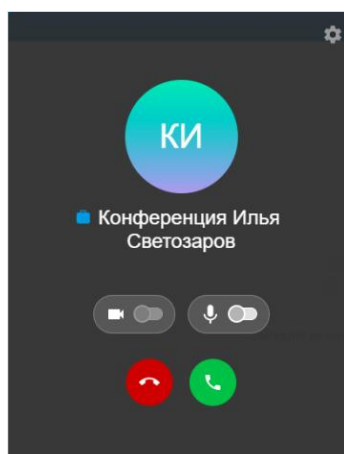


Figure 275

3. Turn on the microphone and click . The camera will be available to turn on after the conference starts.

Note. To turn the microphone on/off, you can use the key combination <Left Alt>+<M> (regardless of the keyboard layout).

In some cases, the microphone/camera not be available in the list of devices. Moreover, the microphone/camera buttons will be inactive. For more details, see page 181.


The conference window will open. The conference will be displayed in the list of active conferences. A link will be created to it and will be automatically copied to the clipboard.

4. 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 top menu of the "Calls and conferences" section, click .
An additional menu window will open (Figure 276).

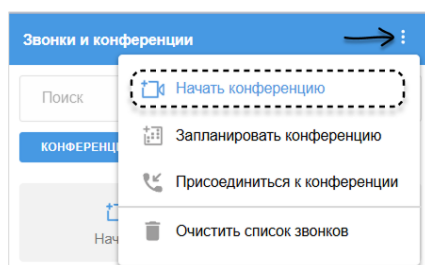



Figure 276

2. Click "Start conference".
3. In the call window (Figure 275), turn on the microphone and click . The camera will be available to turn on after the conference starts.

Note. To turn the microphone on/off, you can use the key combination <Left Alt>+<M> (regardless of the keyboard layout).

In some cases, the microphone may not be available in the list of audio devices. For more details, see page 181.

The conference window will open. The conference will be displayed in the list of active conferences. A link will be created to it and will be automatically copied to the clipboard.

4. 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.

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 window that opens, click on the chat name in the top menu.
3. Click "Join the conference" (Figure 277).

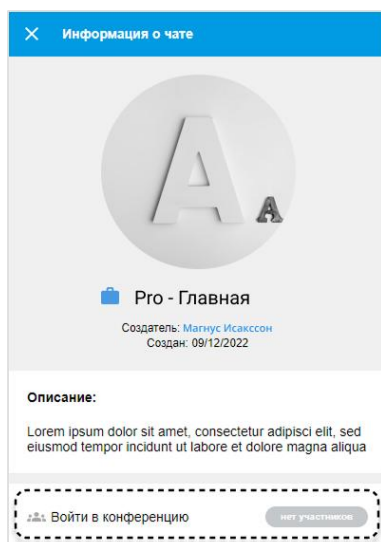


Figure 277

The conference window will open.

The conference will be displayed in the list of active conferences.

The "Join conference" button will be displayed in the chat header, allowing chat participants to join the active conference. The button will display information about the number of conference participants.


INVITING PARTICIPANTS TO THE CONFERENCE

The user can invite participants to an [active](#) or [upcoming conference](#) using a link or a PIN code.

Note. An unregistered user (guest) can follow the link and connect to the call from a mobile or web browser, or download the Desktop App and connect through it.

INVITING PARTICIPANTS TO AN ACTIVE CONFERENCE

To invite participants to an active conference:

1. Click  in the conference window.

A window will open for generating a link to the chat in which the conference is held (Figure 278).

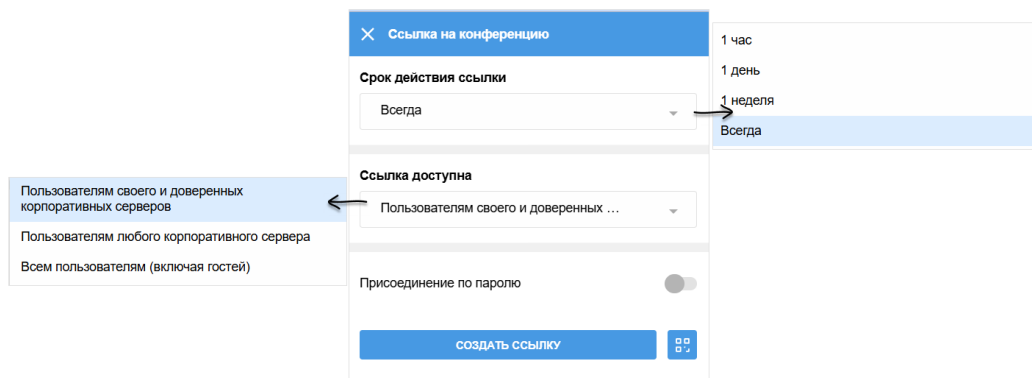


Figure 278

2. Select the link's validity period and its availability in the window that opens. By default, the values are set to "Always" and "Trust corporate servers".
3. Check the "Join with a password" box to set a password that the user will specify to join the chat.

A field will be displayed, in which the automatically generated password is displayed.

To automatically update the password, click  to the right.


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


- **To create a link:**

4. Click "Create link".

The link to the chat will be copied to the clipboard. A corresponding message will be displayed at the top of the screen.

- **To create a QR code:**

4. Click  to create a QR code.

A pop-up window containing a code will open ([Figure 279](#)). Click "Save" to save the code to your device or click  to copy it to the clipboard.

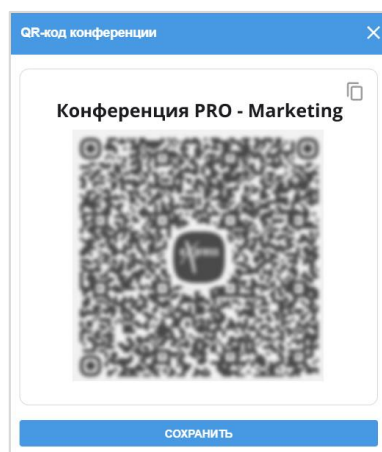


Figure 279

The code will be saved to your device or copied to the clipboard.

5. Share the link or QR code with the user in any way.

The user who receives the link will be able to join the call using the Desktop App or web browser.

INVITING PARTICIPANTS TO AN UPCOMING CONFERENCE

To invite participants to an upcoming conference:

1. Go to the "Calls and conferences" section.
2. Right click on the conference name.
3. In the context menu that opens, click "Copy link" ([Figure 280](#)).
A link to the conference will be copied to the clipboard.
4. Share the link with conference participants in a convenient way.

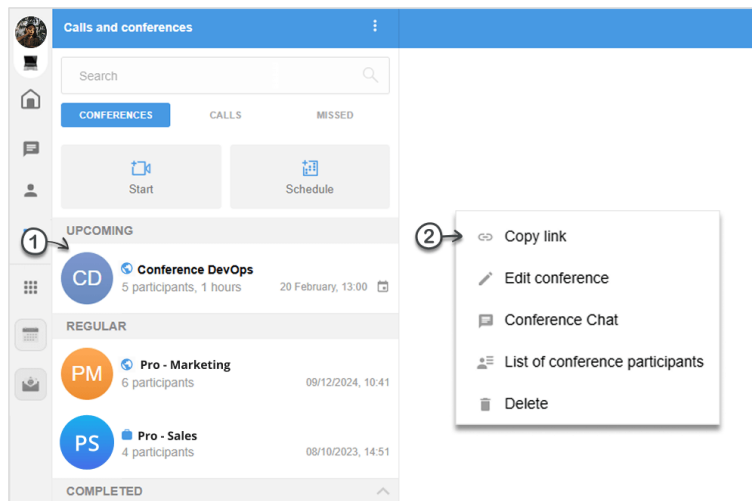


Figure 280

Note. The user will not join the conference if their status settings restrict incoming calls.

ADDING PARTICIPANTS TO THE CONFERENCE


The user can add participants to a conference that has already started. The actions for doing this are similar to those for adding users to a call (see page 210).

MAKING A REPEAT CALL TO A CONFERENCE PARTICIPANT


The user can re-invite participants to a conference that has already started. The actions for doing this are similar to those for making a repeat call to call participants (see page 211).

VIEWING THE LIST OF CONFERENCE PARTICIPANTS

The user can view the list of conference participants in two ways:

- using the context menu on the "Conferences" tab (without logging in or activating the conference);
- using the  button in the upper right corner of the conference window.

Using the context menu, the user can view the list of participants of any conference: regular, upcoming, started, and completed (see page 227). To open the card of a call participant, click on their name in the list.

The button  allows to view the list of participants in the conference that has started. The actions for doing this are similar to those for viewing the list of group call participants (see page 210).

ACTIONS WITH CONFERENCES

The following actions with conferences are available to the user:

- viewing the conference chat (without joining the conference);
- viewing the list of participants (without joining the conference);
- searching among conference participants;
- joining a conference;
- resuming a completed conference.

To view the conference chat (without joining the conference):

1. Right click on the conference name in the list.
2. In the context menu, select "Conference chat" (Figure 281). The chat window will open. In this case, the user does not join the conference, and its activation does not occur.

Note. You can access chats for all types of conferences: completed, regular, upcoming, and started.

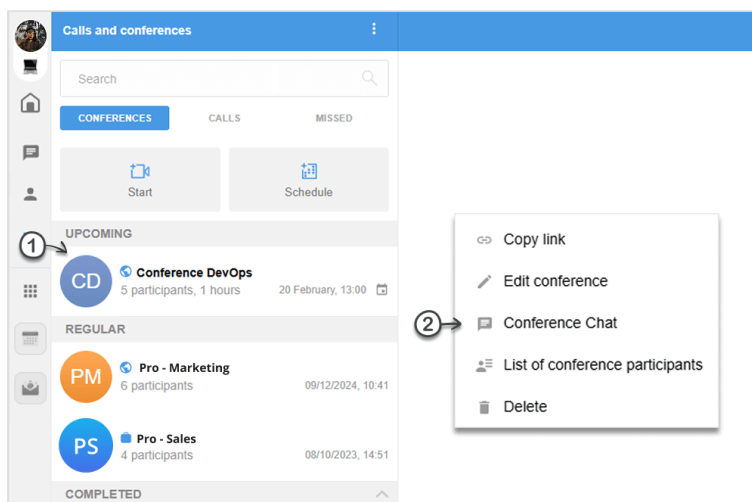


Figure 281

Note. The "Edit" menu item is available only to the conference administrator.

The regular conference chat contains the entire message history for all regular conference dates.

The user can activate the conference from the chat using the button in the upper right corner of the window (Table 37):

Table 37

Conference	Button
Regular, scheduled	НАЧАТЬ КОНФЕРЕНЦИЮ
Started	ВОЙТИ В КОНФЕРЕНЦИЮ
Completed	ВОЗОБНОВИТЬ КОНФЕРЕНЦИЮ

Note. Entering the chat of a completed conference from the active conference window is only possible using the context menu.

To view the list of participants without joining the conference:

1. Right click on the conference name in the list.
2. In the context menu, select "List of conference participants". A list of participants will open on the right side of the window, indicating their online status (Figure 282). The top line of the list is always occupied by the current user, even if they are not the conference administrator.

Note. Use the mouse wheel to view the list of call/conference participants.

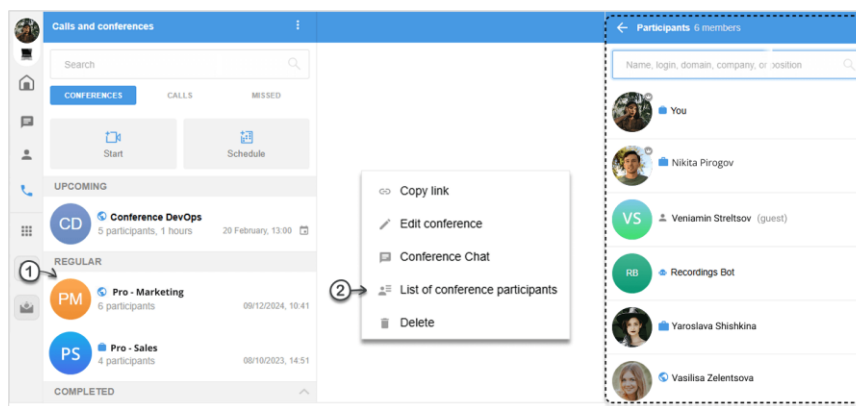


Figure 282

To search among conference participants, use the search bar located above the list of participants. You can search by name, login, position, or company name.

Note. Use the mouse wheel to view the list of call participants.

To join an active conference, use the button below the list of participants (Figure 283).

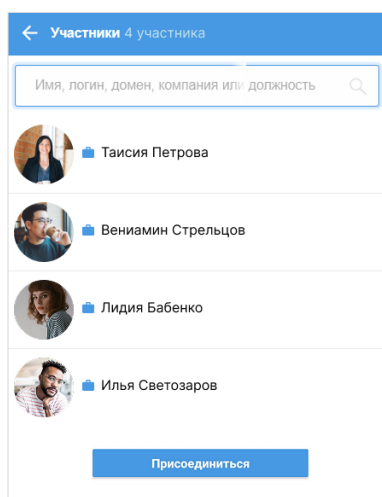


Figure 283

To resume a completed conference, use the appropriate context menu item (Figure 284).

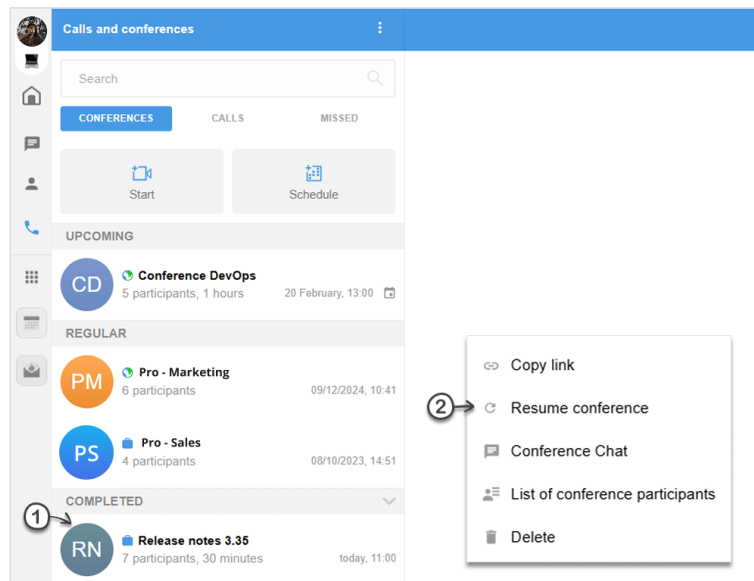


Figure 284

JOINING A CONFERENCE

There are several ways to join an ongoing conference:

- via the “Calls and conferences” section;
- via an invitation link or QR code;
- via the group chat card.

When the user connects to a conference using one of the listed methods, the conference window opens. For a description of the conference window interface and functionality, see page 53.

FIRST METHOD. JOINING VIA THE “CALLS AND CONFERENCES” SECTION

- **Note.** This method is available only in the following cases:
- if the participant was added to a scheduled conference;
- if an unscheduled conference was initiated in a group chat.

To join a conference:

1. Go to the “Calls and conferences” section.
2. Click on the name of the relevant conference (Figure 285).

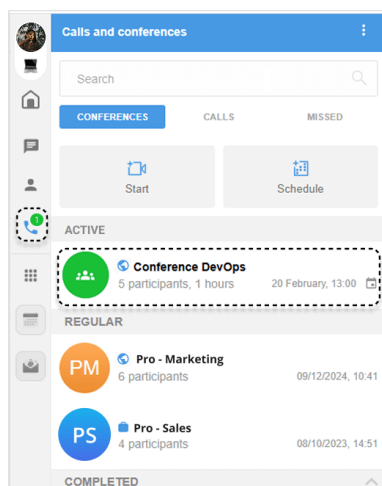


Figure 285

SECOND METHOD. JOINING VIA AN INVITATION LINK OR QR CODE

To join a conference:

- copy the received link and paste it into the address bar of your browser. Next, sign in to your eXpress account or join the conference as a guest.
- if the link was received in the eXpress chat, click "Join".

You can also join a conference using the "Calls and conferences" section menu.

To connect to a conference via a link using the menu:

1. Copy the invitation link you received.
2. Go to the "Calls and Invitations" section and select "Join a Conference" from the top menu (Figure 286).

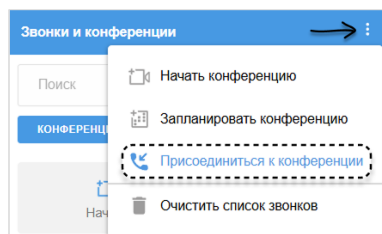


Figure 286

An invitation window will open.

3. Paste the link and click "Join".

To join the conference using a QR code, scan the code using your device.

Note. You can scan the QR code only from the Mobile App.

THIRD METHOD. JOINING VIA THE GROUP CHAT WINDOW

To join a conference:

1. Open the group chat window in which the conference is running.
2. Click "Join the conference".

SWITCHING A CONFERENCE TO THE BACKGROUND MODE

The background mode allows the user to work in eXpress and other apps without leaving the video conference.

The actions for switching to the background mode the conference thumbnail and returning to the conference screen are similar to those in a [call](#).

SENDING MESSAGES AND FILES

In the conference chat, the user can send and view messages/files.

The regular conference chat stores messages and files for all dates on which the conference took place.

For more information on switching to conference chat, see page [227](#).

SCREEN SHARING

The user has access to the screen sharing functionality in conferences. The actions for doing this are similar to those in a [call](#).

REACTIONS IN A CONFERENCE

The user can send reactions and use the "Raise your hand" action in conferences. The actions for doing this are similar to those 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, click on the conference time in the upper right corner. The countdown timer will start.

To turn off the countdown timer in a conference, click the conference time one more time. The timer will change to displaying the current conference time.

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.

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, click .
The list of call participants will open.
2. Click  to the right of the participant's name.
A context menu will open.
3. Select "Appoint an administrator" (Figure 287).
The user will be appointed an administrator.

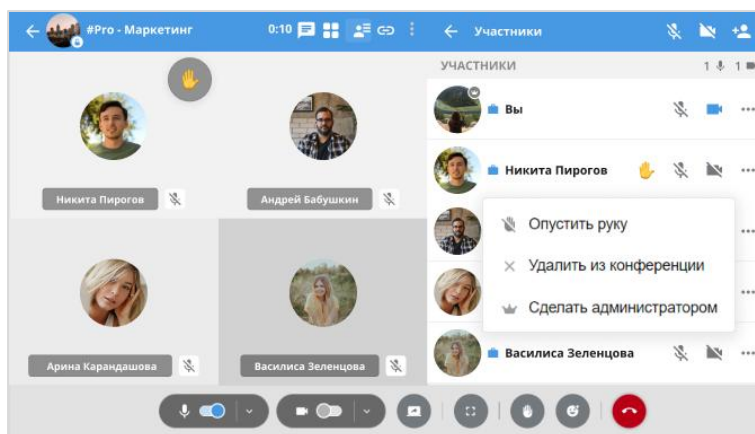




Figure 287


Removing from the list of Administrators

To remove from the list of administrators:

1. In the conference window, click .
The list of call participants will open.
2. Click  to the right of the participant's name.
A context menu will open.
3. Select "Remove from administrators".
The user will be removed from the list of administrators.

CHANGING CONFERENCE SETTINGS

To change conference settings:

1. Go to the "Calls and conferences" section.
2. Select the desired conference from the list and right-click on it.
3. In the additional menu that opens, select "Edit conference".
4. Edit the title, list of participants, or access to the conference.
5. Click  to confirm the changes.
Conference parameters will be changed.

RECORDING A VIDEO CONFERENCE

Recording a video conference is similar to [recording a call](#), with the following exception: only the conference administrator can control the recording of the conference.

The conference creator automatically becomes its administrator. The administrator can [appoint other conference participants as administrators](#).

Note. An external user cannot manage a recording, even if they have been appointed as a conference administrator.

TURNING OFF THE MICROPHONE/CAMERA OF CONFERENCE PARTICIPANTS

The administrator can turn off microphones and cameras of conference participants. The actions for doing this are similar to those for [turning off camera/microphone in a group call](#).

DISABLING THE "RAISE YOUR HAND" NOTIFICATION FOR A PARTICIPANT

The administrator can "Lower the hand" for a conference participant. The actions for doing this are similar to those for [disabling the "Raise your hand" notification](#) for a group call participant.

REMOVING A PARTICIPANT

The administrator can remove a participant from an scheduled or active video conference.

Removing a participant from an scheduled 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](#).

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](#).
- regular conference participants can leave the conference, but the conference will not end;
- you can return to the conference later before it is ended by the administrator.

LEAVING A CONFERENCE

To leave a conference, click . 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 click on the conference name in the "Active" block.

ENDING A CONFERENCE AS ADMINISTRATOR

To end a conference as administrator:

1. Click  during a conference.

2. If **recording** was enabled when you clicked the button, click "End recording" in the dialog box that opens.
3. Click "End conference for all" (Figure 288).

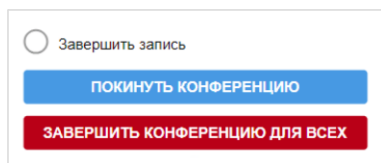


Figure 288

The conference will be ended for all participants. In the conference chat, all participants will receive the following message "Conference ended".

To end a conference in the Desktop App, you can use the close button of the app **X** (see page 201).

RATING OF CONFERENCE QUALITY

After you end the conference, you may see a pop-up window asking you to rate the call quality. The actions to rate the quality of a conference are similar to the actions for [rating the quality of personal calls](#).

SEARCHING FOR A CONFERENCE

The user can quickly find a conference in the "Calls and conferences" section.

To search for a conference:

1. Go to the "Conferences" tab.
2. Enter the conference 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 under the search bar, grouped by status (Figure 289).

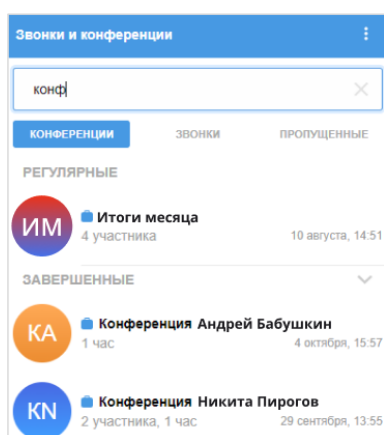


Figure 289

To reset the filter, click **X** in the search bar.

DELETING A CONFERENCE

To delete a conference:

1. Go to the "Calls and conferences" section.
2. Select the desired conference from the list and right-click on it.
3. In the additional menu that opens, select "Delete conference".
4. Confirm the deletion.

The selected conference will be removed from the list.

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.

SETTINGS

In the "Settings" section, you can manage the app settings, view information about the current user and how the app works on their devices.

To go to the "Settings" section, click on the user avatar in the upper left corner of the window (Figure 290).

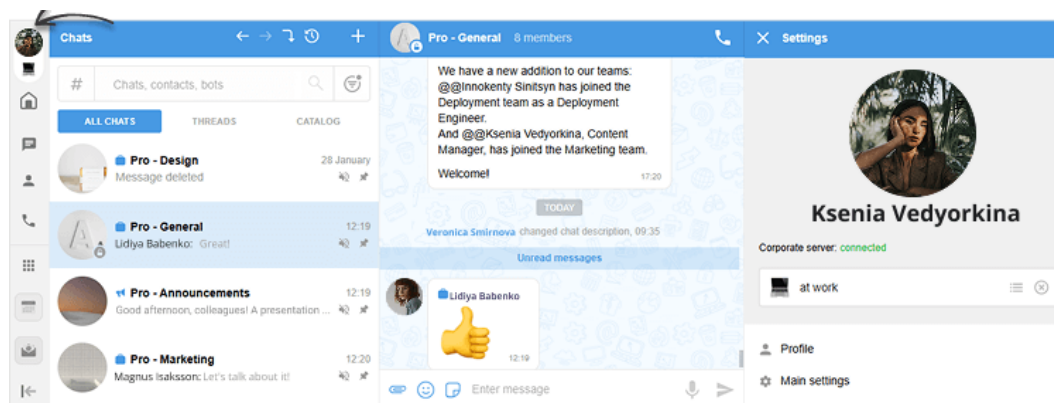


Figure 290

The functionality of the "Settings" section in the Web App and the Desktop App is almost identical. Main difference: there is the "Check for Updates" (Figure 291) item in the desktop app settings. If an update is available, then in the Desktop App, after checking the update, the item disappears and the "Download update" button is displayed.

In the Web App, when an update is available, an "Update App" button is displayed.

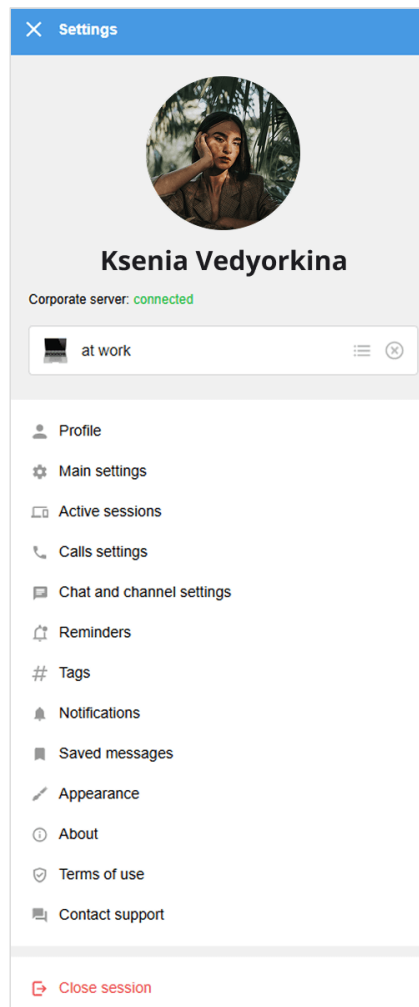


Figure 291

The “Settings” section contains the following items:

- [status bar](#);
- [Profile](#);
- [Main Settings](#);
- [Open sessions](#);
- [Call settings](#);
- [Chat and channel settings](#);
- [Reminders](#);
- [Tags](#);
- [Notifications](#);
- [Saved Messages](#);
- [Appearance](#);
- [About](#);
- [Terms of Use](#);
- [Check for updates](#) (only in the Desktop App);
- [Contact Support](#);
- [Close session](#);

- [Maintenance](#).

PROFILE

The "Profile" section provides information about the user's account on the corporate ([Figure 292](#)) and regional ([Figure 293](#)) servers.

The following actions are available in the section:

- [logging out of a corporate user from the server](#);
- [editing a corporate user profile](#);
- [connecting an external user to the corporate server](#);
- [editing an external user profile](#);
- [deleting the account](#).

If the user is connected to the corporate server, the following is displayed in the "Profile" section ([Figure 292](#)):

- avatar, username on the corporate server;
- company name;
- position;
- server address;
- user status (may be not available);
- corporate user data (depending on server settings);
- personal information (phone number to which the user account is linked).
- button to disconnect from the corporate server.

Important notice! The user cannot edit their data on the corporate server. To change the data, please contact the administrator.

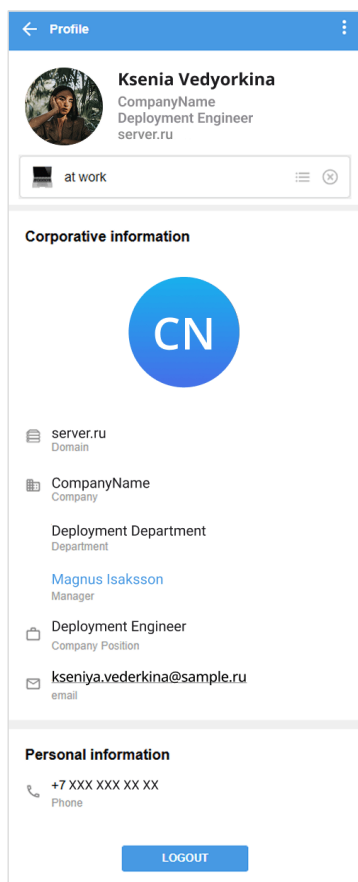


Figure 292

If the user is connected to the regional server, the following is displayed in the section (Figure 293):

- 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).

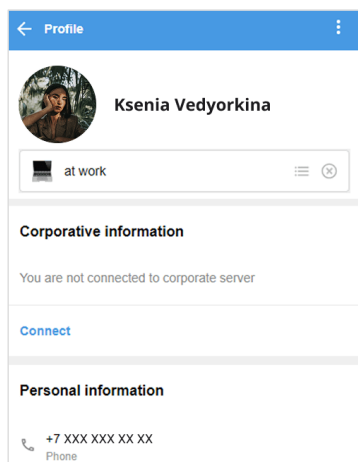


Figure 293

EXITING 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 exit from the corporate server:

1. On the "Corporate" tab, click "Logout".
2. The following window will be displayed on the screen: "The app will be blocked until the administrator confirms this action. Continue anyway?"
3. Click "Yes" to confirm logging out of the corporate server.
4. A window with administrator contacts will open and the app will be blocked until the administrator confirms that the user has been disconnected from the corporate server.

Note. If the user clicks the "Logout" button again, the message "Disconnection from the corporate server has not yet been confirmed by the administrator" will be displayed on the screen.

To cancel the disconnect operation, it is necessary to reconnect to the corporate server. In this case, the disconnection request will be deleted, and the app will be unblocked.

If after logging out of the corporate server the user logs in to it again:

- corporate history will be restored in personal chats;
- in group chats, message history will become available after the user is added to the chats.

To reconnect to the corporate server, enter your [corporate server login credentials](#) and click "Login". The connection will be established and the app will be unlocked.

EDITING A CORPORATE USER PROFILE


The user can independently add, change or delete a phone number, as well as change or delete an avatar. The availability of these actions is configured by the administrator.


To change other data, contact your administrator.

Adding a Phone Number

After adding a phone number, the user will be able to log in to the app using their phone number.

To add a phone number:

1. Go to the "Profile" section.
2. Click  in the upper right corner of the window.
3. Click "Edit profile".

4. Hover over the phone number and click .
 5. Enter the new phone number and click "Send code" (Figure 294).
 6. Enter the confirmation code you received.
- A notification will be displayed stating "Phone number has been added".

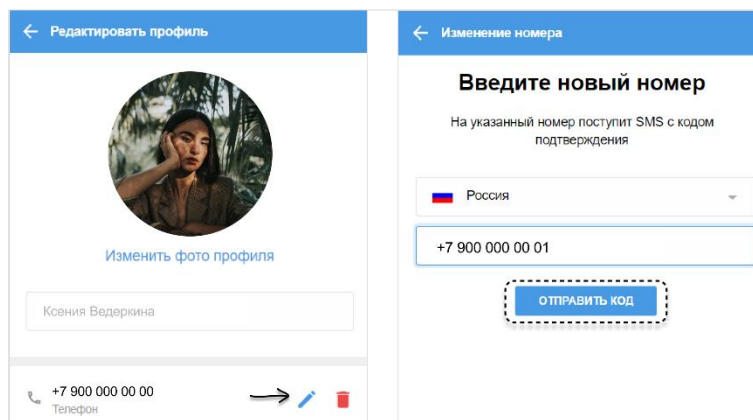




Figure 294

Changing the Phone Number



To change the phone number:

1. Go to the "Profile" section.
 2. Click  in the upper right corner of the window.
 3. Click "Edit profile".
 4. Hover over the phone number and click .
 5. Enter the new phone number and click "Send code" (Figure 294).
 6. Enter the confirmation code you received.
- A notification will be displayed stating "Phone number changed".
7. An SMS message will be sent to the previous phone number reading as follows: "The phone number in your profile has been changed to <new phone number>."

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. Click  in the upper right corner of the window.
3. Click "Edit profile".
4. Hover over the phone number and click .
5. Confirm the action in the modal window (Figure 294).

A notification will be displayed stating "Phone number deleted".

Adding, Changing, or Deleting an Avatar

The possibility to change and delete the corporate user's avatar is configured by the administrator. Depending on the settings, a corporate user can:

- independently upload, change, and delete their avatar;
- upload, change, and delete the avatar, however, the changes will only take effect after they are confirmed by the administrator;
- the actions are not available to the corporate user, and it is necessary to contact the administrator to make the changes.


To add an avatar:

1. To add an avatar, click on the "Upload profile avatar" area ([Figure 295](#)).
The operating system dialog box will open.
2. Select an image in the window that opens and click "Open".
The avatar will be added.
3. Click "Save changes".
A message saying "Profile updated" will be displayed in the upper right corner of the screen.

To change the scale of the avatar, move the slider located below it.

To change the position of the avatar, move it with the mouse.

To change the avatar that was previously set:

1. To add a new avatar, click the icon  displayed in the field with the current avatar.
The window will look as follows ([Figure 295](#)).
2. Click on the "Change profile photo" area.
The operating system dialog box will open.
3. Select an image in the window that opens and click "Open".
The avatar will be changed.
4. Click "Save changes".
A message saying "Profile updated" will be displayed in the upper right corner of the screen.

To delete the avatar, click .

CONNECTING TO THE CORPORATE SERVER

To connect an external user to the corporate server, click "Connect". A window for logging in to the corporate server address will open. In this window, enter the data provided by the administrator (see [page 87](#)).

EDITING AN EXTERNAL USER'S PERSONAL PROFILE

The actions for editing profile data are carried out using functional elements in the "Edit profile" window.

In this window, the external user can:

- select or change their avatar;
- change their name;
- change their phone number.

Navigating to the “Edit profile” Window

To go to the profile editing window on the regional server:

Click , and from the drop-down menu, select “Edit profile”.

The “Edit profile” window will open ([Figure 295](#)).

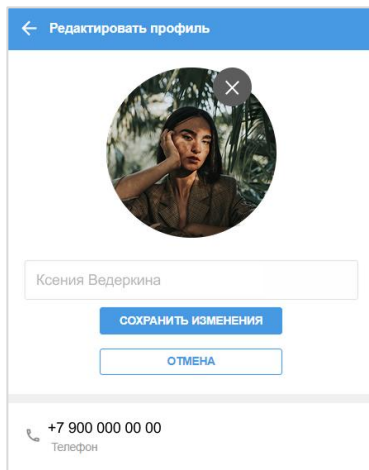


Figure 295

Adding, Changing, or Deleting an Avatar


To add an avatar:

1. To add an avatar, click on the “Upload profile avatar” area ([Figure 295](#)).
The operating system dialog box will open.
2. Select an image in the window that opens and click “Open”.
The avatar will be added.
3. Click “Save changes”.
A message saying “Profile updated” will be displayed in the upper right corner of the screen.

To change the scale of the avatar, move the slider located below it.

To change the position of the avatar, move it with the mouse.

To change the avatar that was previously set:

1. To add a new avatar, click the icon  displayed in the field with the current avatar.
2. In the window that opens ([Figure 295](#)), click on the “Change profile photo” area.
3. Select an image in the operating system window that opens and click “Open”.
The avatar will be changed.
4. Click “Save changes”.
A message saying “Profile updated” will be displayed in the upper right corner of the screen.

To delete the avatar, click .

Changing the Username


In the “Edit profile” window, click on the “Name and surname” field and enter the new details.

Note. The user name cannot be empty or contain 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. Click  in the "Edit profile" window.
2. Confirm the action in the modal window.
3. In the window that opens, enter the new phone number and click "Send code".
4. Enter the confirmation code you received.
A notification will be displayed stating "Phone number changed".
5. An SMS message will be sent to the previous phone number reading as follows:
"The phone number in your profile has been changed to <new phone number>."

DELETING AN ACCOUNT


Attention! It is strongly recommended not to perform this action!

After deleting an account from the system, the following will also be deleted:

- history of messages in user chats;
- all shared files.
- **Deleted data cannot be recovered.**

Contact your company administrator before performing this action.

To delete a user account:

1. Click  in the upper right corner of the "Profile" section.
2. Select "Delete account".
3. Skip this step, if the app does not ask you to enter a number.
Enter the phone number to which the user account to be deleted is registered (Figure 296).

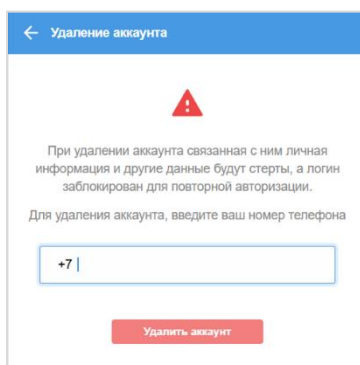


Figure 296

4. Click "Delete account".
The account will be deleted. The user will be automatically redirected to the app login window.

MAIN SETTINGS

The “Main settings” section (Figure 291) is designed to manage the user's personal settings.

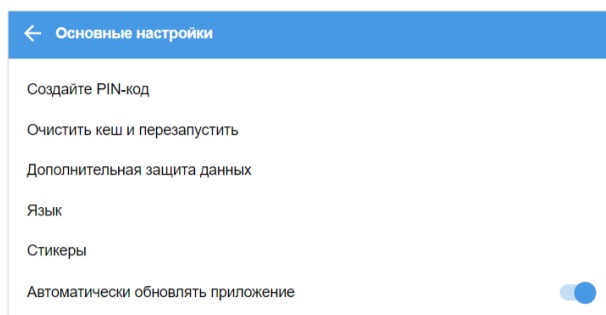


Figure 297

In this section, the following actions are available to the user (Figure 297):

- enabling/disabling a PIN code (available only in the Desktop App);
- clearing cache and restarting the app (available only in the Desktop App);
- setting up, changing, and disabling the profile password;
- changing the interface language;
- setting up stickers;
- enabling/disabling exact match search;
- setting up the date format.

PIN CODE

The PIN code setting function provides additional data protection from unauthorized access to the Desktop App. The PIN code is created for a session on a specific user device. Thus, the user can set a different PIN code in the app on different devices, or set it only on some of the devices.

Note. PIN code creation may be mandatory depending on the [role model](#) and is configured by the app administrator.

When a session ends, the PIN code is reset in the app on the device on which the user ended the session.

The PIN code is entered in the following cases:

- if the app has been minimized for more than 5 minutes;
- if the user has not performed any mouse actions in the app for more than 5 minutes.

To enable a PIN code in the Desktop App:

1. Select “Create PIN-code” in the “Main Settings” section (Figure 297).
2. Create and enter a PIN code in the PIN code creation window.
3. Confirm your PIN code in the next window.

To disable a PIN code in the Desktop App:

1. Select “Disable PIN-code”.
2. Enter the PIN code in the window that opens.

Note. Disabling the PIN code may not be possible due to the [role model](#) restrictions.

CLEARING CACHE AND RESTARTING THE APP

To clear the cache and restart the app:

1. Select "Clear cache and restart" (Figure 297).
2. Confirm the action in the modal window.

ADDITIONAL DATA PROTECTION

This section is intended for setting up a user password. By default, the password is disabled and is not requested by the app during login.

In this section, the following actions are available to the user:

- creating password;
- changing password;
- disabling password.

To set or change the profile password:

1. Select "Additional data protection".

The window for changing the account password will open.

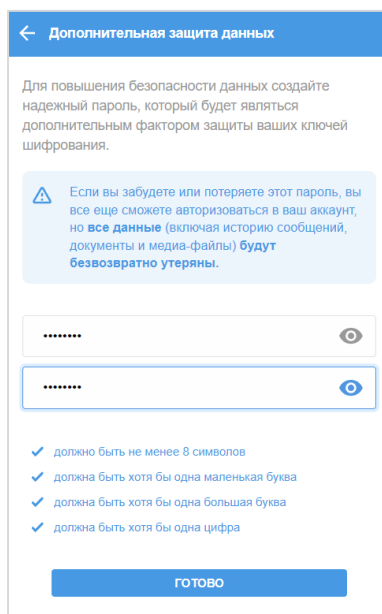


Figure 298

2. Enter your new password in the empty fields.
3. Click "Done".

The user's personal password will be added or changed.

Note. If the user has logged in to eXpress 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 refuse password:

1. Select "Additional data protection".

The window for changing the account password will open.

← **Дополнительная защита данных**

Для повышения безопасности данных создайте надежный пароль, который будет являться дополнительным фактором защиты ваших ключей шифрования.

⚠ Если вы забудете или потеряете этот пароль, вы все еще сможете авторизоваться в ваш аккаунт, но **все данные** (включая историю сообщений, документы и медиа-файлы) **будут безвозвратно утеряны**.

Пароль

Подтверждение пароля

должно быть не менее 8 символов
должна быть хотя бы одна маленькая буква
должна быть хотя бы одна большая буква
должна быть хотя бы одна цифра

ГОТОВО

ОТКАЗАТЬСЯ ОТ ПАРОЛЯ

Figure 299

2. Enter and confirm your password.
3. Click "Refuse password".
4. Confirm the refusal in the modal window that appears, or select "Cancel" if you do not want to refuse your password.

The password will be deleted. After this, to log in to the app using a phone number, the user will only need to enter the number to which the account is linked and the confirmation code.

CHANGING THE INTERFACE LANGUAGE

To change the language in the app:

1. Select "Language".
The "Select language" window will open (Figure 300).
2. Select the language for the application interface.
The application interface language will change.

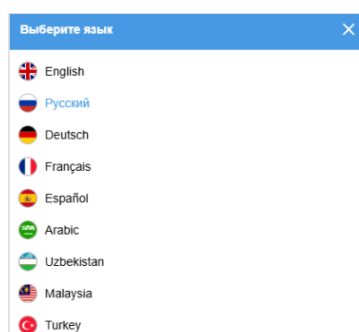


Figure 300

SETTING UP STICKERS

To set up stickers, select "Stickers". The "Stickers" window will open (Figure 301). A description of the procedure for setting up stickers is provided on page 172.

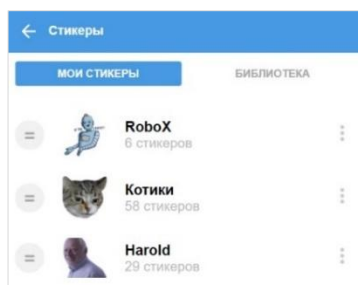


Figure 301

SETTING UP SEARCH

To set up the search feature, use the switch in the main settings menu. This option allows you to customize the search type in the "Chats" and "Contacts" section.

If the option is disabled, the search is performed by the name of the chat/channel or the name of the contact, as well as by additional parameters — company name, position, manager's name, etc. (Figure 302).

If this option is enabled, the app performs exact search only by contact name or chat/channel name.

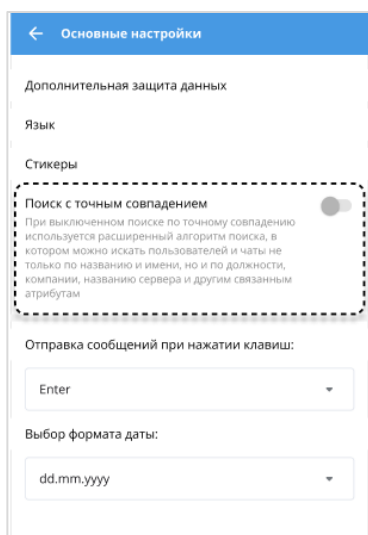


Figure 302

Note. If the user uses the app on two or more devices and/or in different browsers, the search feature is configured on each device.

Below are examples of search results in the "Chats" section.

With exact match search option disabled, the results include:

- chats and contacts whose name and title match the query or part of it;
- contacts whose cards contain part of the searched word (Figure 303).

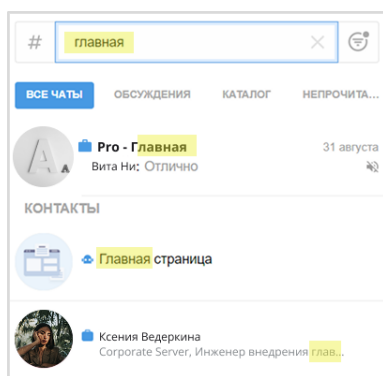


Figure 303

When exact match search option is enabled, only chats and contacts whose title and name exactly match the query are displayed (Figure 304).

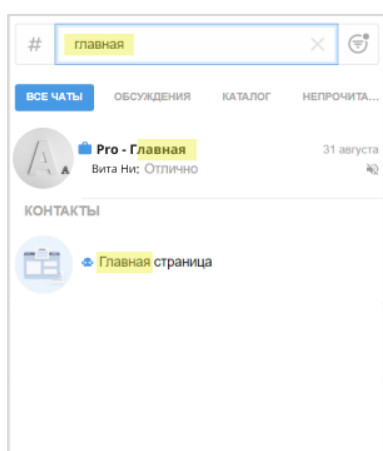


Figure 304

SETTING UP KEY COMBINATIONS FOR SENDING MESSAGES

To set up key combinations for sending messages, select the next item in the "Main settings" section. From the drop-down menu, select the <Enter> key or the <Ctrl> + <Enter> key combination.

SETTING UP THE DATE FORMAT

To set up the date format, select "Change date format". From the drop-down menu, select the format dd.mm.yyyy (day/month/year) or mm.dd.yyyy (month/day/year).

OPEN SESSIONS

The "Open sessions" section (Figure 305) is designed for viewing the list of all active sessions that the user has logged in to under one account. The list does not display the device on whose screen the section is opened.

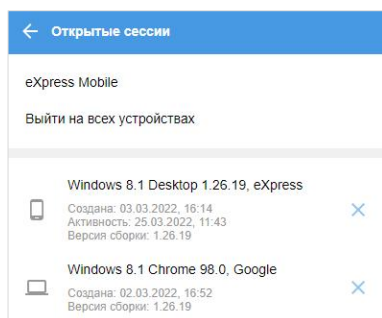


Figure 305

The page displays the device type and information about the device: model, operating system version, browser version.

To close a session on a specific device, click **X**. In the dialog box that opens, confirm closing of the session by clicking "Exit".

To close the session on all devices, click "Log out on all devices". In the dialog box that opens, confirm closing of the session by clicking "Exit".

For logging in to the Mobile App:

1. Select the "eXpress Mobile" in the "Open Sessions" window.
2. Start the Mobile App and on the page for entering the mobile phone number, select "Login via QR code".

A camera window and instructions on how to read the QR code will open.

Note. Selecting "Back" in the QR code entry window will take you to the phone number entry window.

3. Hold your camera over a QR code on the Web App page.
4. The phone will scan the QR code and you will be logged in to the Mobile App.

CALL SETTINGS

The user can customize the call settings before accepting a call, during the call or before the call comes in (for more details, see the "Setting Up Call Parameters" section).

CHAT AND CHANNEL SETTINGS

This section is intended for setting up chats and channels in the Web App and Desktop App.

To activate any of the settings, move the switch to the right (Figure 306). The following settings are available:

- "Own messages on left";
- "Threads in the general chat list";
- "Auto-subscribe to threads":
 - "In chats";
 - "In channels";
- "Sending messages on keypress".

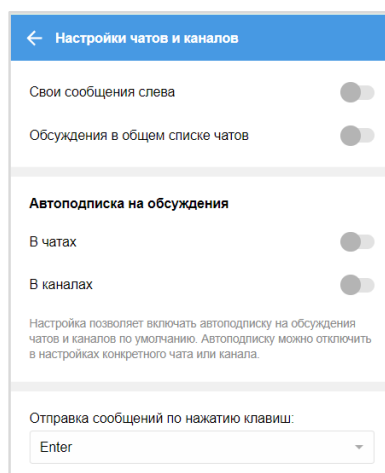


Figure 306

The above settings are described in [Table 38](#):

Table 38

Setting	Description
Own messages on left	Enables/disables the display of current user's messages on the left side of the chat window
Threads in the General Chat List	Enables/disables display of threads in tabs. When this setting is enabled, threads are displayed in the "All chats" and "Threads" tabs, and the unread chats counter displays the total number of unread chats, including threads. When this setting is disabled, threads are only displayed in the "Threads" tab, provided that it is pinned (for details, see "Managing Tabs").
Auto-subscription to threads	Enables/disables auto-subscription to threads by default, separately in channels and chats. You can set up auto-subscription for a specific chat or channel in its card
Sending messages on keypress	The message is sent by pressing <Enter> or <Ctrl>+<Enter> depending on the selected setting

REMINDERS

The "Reminders" section allows you to set up reminders about unanswered incoming messages after they have been read by the current user:

- for personal chats — set reminder rules. The app will send a reminder if the user has read a message or several messages in a row but has not responded within a certain time;
- for group chats — set reminder rules. The app will send a reminder if the user has read a at least one message containing a mention (@@Username or @all) but has not responded within a certain time;
- for separate messages — set a reminder time.

To set up reminders for personal chats:

1. Select the "Reminders" menu item.

The window for setting up reminders for unanswered incoming messages will open ([Figure 307](#)).

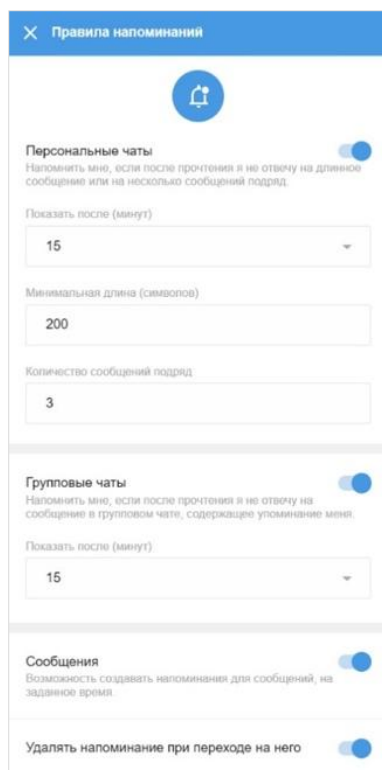


Figure 307

- Slide the "Personal chats" switch to the right.
The function of creating reminders for personal chats will be activated.
- Select the amount of time (in minutes) that should pass after reading a long message or several messages in a row from the "Show after (minutes)" drop-down list.
- Specify the minimum number of characters in a message that the reminder system will respond to in the "Minimum length (characters)" field.
- Specify the minimum number of messages in the "Number of messages in a row" field.

Attention! When setting the minimum length and number of messages, the minimum parameter is taken into account, for example:

- if the message length is set to 10 characters and the number of messages is 1, then the reminder will be displayed upon receiving 1 message consisting of at least 1 character;
- if the message length is 2 and the number of messages is 3, then a reminder will be displayed even when receiving 1 message consisting of 2 or more characters;
- if the message length is 0 and quantity is 3, a reminder will be displayed when receiving any message.

Once you reply to the message, the reminder is automatically deleted.

To set up reminders for group chats:

- In the "Settings" → "Reminders" section, slide the "Group chats" switch to the right (Figure 307).
The function of creating reminders for group chats will be activated.
- In the "Show after (minutes)" drop-down list, select the amount of time (in minutes) that should pass after the message is read.

Once you reply to the message, the reminder is automatically deleted.


To set a reminder time for a specific message:

1. In the "Settings" → "Reminders" section, slide the "Messages" switch to the right (Figure 307).

The function of creating reminders for messages at a specified time will be activated.

2. Right-click on the selected message.
A context menu will open.
3. Select "Create reminder".
4. The "Create message reminder" window will open on the right side of the screen.
5. Select the date and time for the reminder.
6. Click "Create".
7. If the user does not respond to the message, a reminder will be displayed at the set time.

Note. A reminder for a specific message is not automatically deleted after you reply to the message. It shall be removed manually.

Reminders are displayed in the menu on the left side of the window as the icon  (Figure 308).

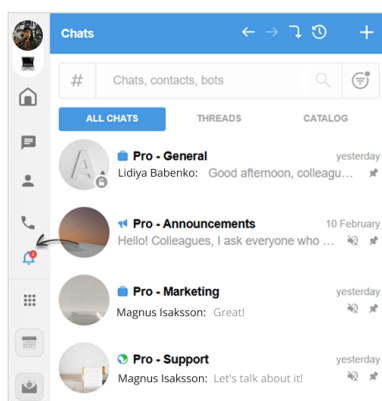



Figure 308

To view the list of active reminders, click . The "Reminder" window will open on the right side of the screen (Figure 309).

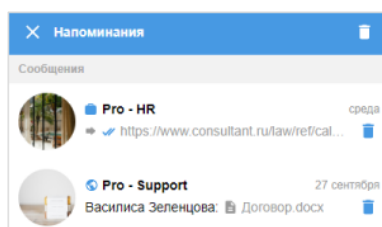



Figure 309

To go to a message in the chat, click on the message.

To delete a reminder, click  to the right from it.

To delete all reminders, click  in the upper right corner of the "Reminders" window.

To automatically delete a reminder when you click on it, in the “Settings” section → “Reminders” menu item, move the corresponding switch to the right (Figure 307).

Note:

- after closing the app, browser, and also after exiting the app and then logging in, reminders are saved;
- the reminders for deleted message are not displayed;
- reminders work synchronously on all devices on which the app is installed under one account.

TAGS

The “Tags” section is designed to manage the settings of system (autotags) and user tags. All tags are displayed in the section as a vertical list, in which each tag corresponds to functional elements.

At the top of the list, there is the “Pinned” block. Tags from this block are displayed in the “Chats” section as tabs in the same order they are listed in the block (Figure 310).

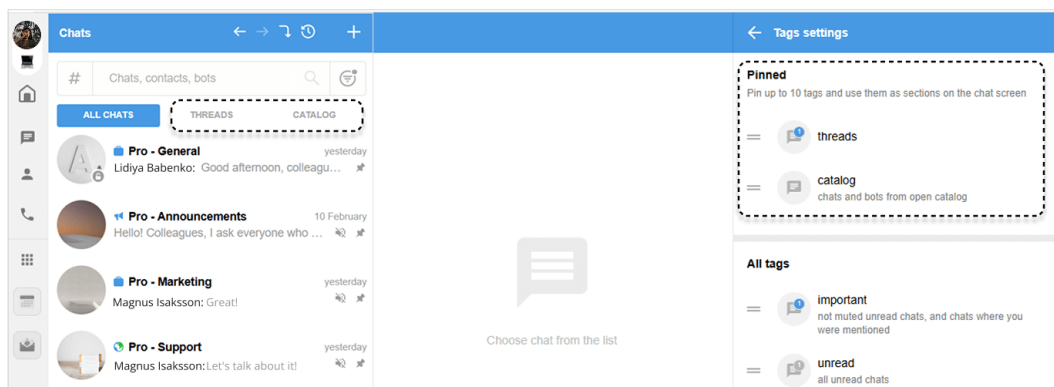


Figure 310

Below is the “All tags” block. By default, the top positions in this block are occupied by autotags, and below them are user-created tags (Figure 311). This order can be changed manually. A description of the tag may also be displayed below it.

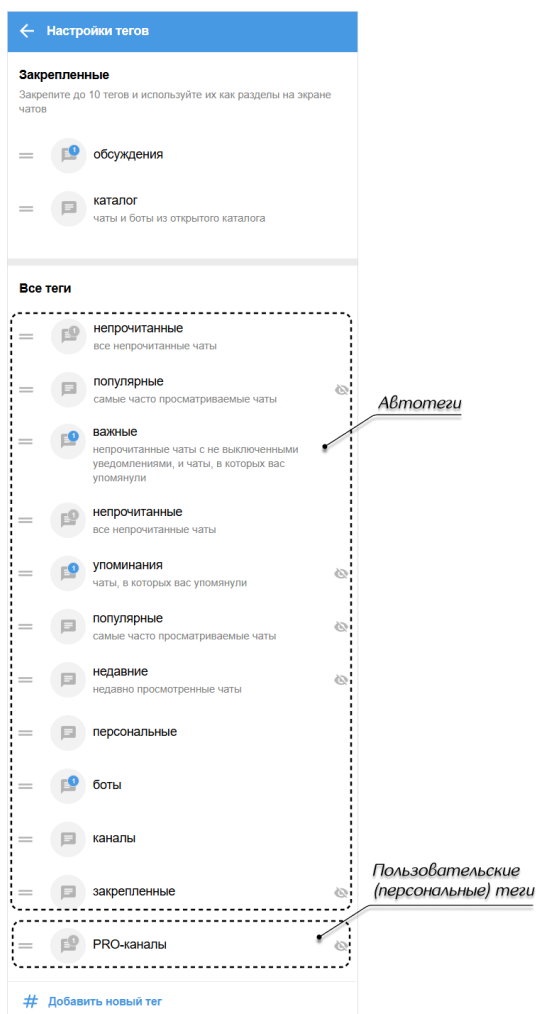


Figure 311

Tags are displayed in the "Chats" section as tabs in the same order the tags are listed in the block (Figure 312).

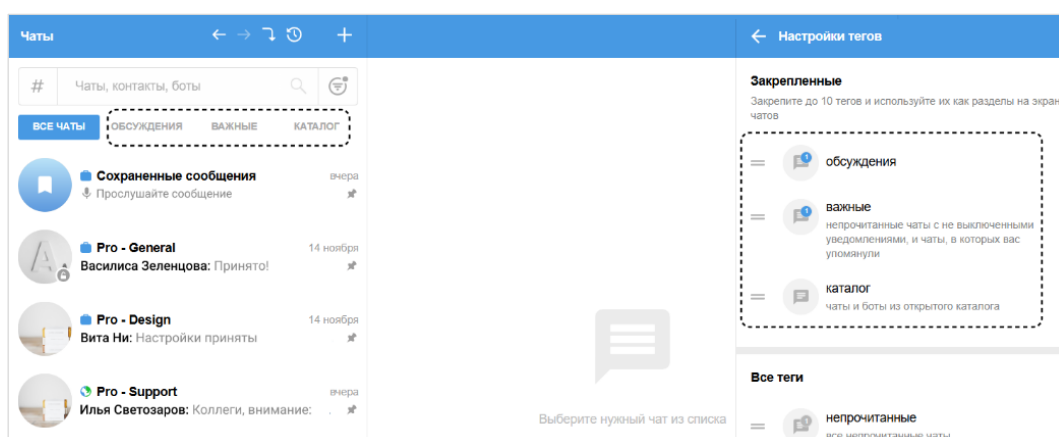


Figure 312

The following actions are available to the user in the "Tag settings" section:

- creating a new personal tag;
- editing a tag;
- deleting a personal tag;

- enabling/disabling a tag;
- enabling/disabling/highlighting notifications for a tag;
- changing the order of tabs in the "Chats" section.

NAVIGATING TO THE "TAG SETTINGS" WINDOW

To go to the "Tag settings" window from the "Settings" section:

1. In the main menu, click on the user's avatar to go to the "Settings" section.
2. In the window that opens, select "Tags".

The "Tag settings" window consists of two blocks: the upper one (pinned tags) and the lower one (all tags, including user tags).

Note. The user can change any tags and descriptions of user tags, and also use emoji for this.

CREATING AND CHANGING A TAG

To create a new personal tag:

1. Click "#Add New Tag" at the very bottom of the tag list (Figure 311).
A pop-up window will be displayed (Figure 313).

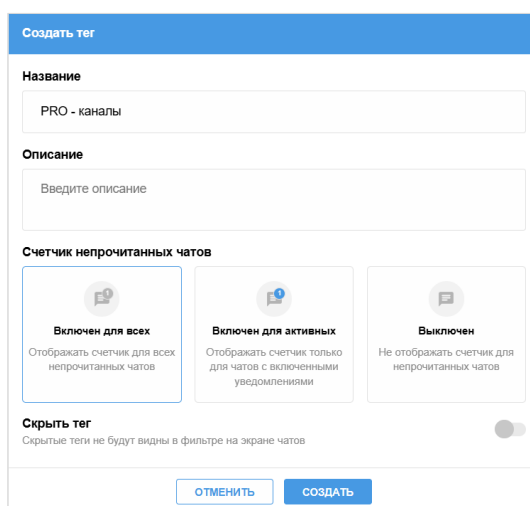


Figure 313

2. Fill in the fields and set up your personal tag:
 - enter the tag name in the "Tag name" field;
 - add a description in the "Description" field, if necessary;
 - set up the unread message counter for tagged chats;
 - set the visibility of the tag in the filter on the chat screen.

Note. To create a tag, simply enter a tag name. You can configure other settings later.

3. Click "Create" to confirm tag creation or "Cancel" to cancel the action.
The tag will be created and displayed in the list of personal tags. The user will be able to add a new tag to contacts, chats, or messages.

EDITING A TAG

To edit a tag:

1. Click on the tag line.
The window will open (Figure 314).

Figure 314

2. Fill in or edit the fields and perform the settings:
 - enter the tag name in the "Tag name" field;
 - add a description in the "Description" field, if necessary;
 - set up the unread message counter for tagged chats;
 - set the visibility of the tag in the filter on the chat screen.
3. Click "Save".

The edited tag will be displayed in the tag list. The tag will also change for all contacts, chats, and messages that were tagged with it.

Note:

- for some autotags only the name can be changed;
- editing of personal tag is fully available.

DELETING A PERSONAL TAG

To delete a personal tag:

1. Click on the tag line.
The window will open (Figure 314).
2. Click "Delete" and confirm the action in the modal window that opens.
The personal tag will be deleted. The user will not be able to add a tag to contacts, chats or messages and use it to search or filter data when searching.

ENABLING/DISABLING A TAG

To enable/disable a tag:

1. Click on the tag line.
A pop-up window will be displayed (Figure 314).

2. Move the switch in the "Hide tag" line to the right to hide the tag, or to the left to show the tag.

A disabled tag is not displayed in the tag catalog and is not available when searching and filtering data.

ENABLING/DISABLING/HIGHLIGHTING NOTIFICATIONS FOR A TAG




To enable/disable/highlight notifications for a tag, click on the tag line.

A pop-up window will be displayed (Figure 314).

Enable the desired option in the "Unread chats counter" section.

The color logic and the settings it corresponds to are described in Table 39:

Table 39

Icon	Purpose
	Notifications for unread chats are not displayed
	Notifications are enabled, the tag catalog displays a gray counter of unread messages (see the "Unread" tag, Figure 315)
	Notifications are enabled, the tag catalog displays a blue counter of unread messages (see the "Threads" tag, Figure 315)

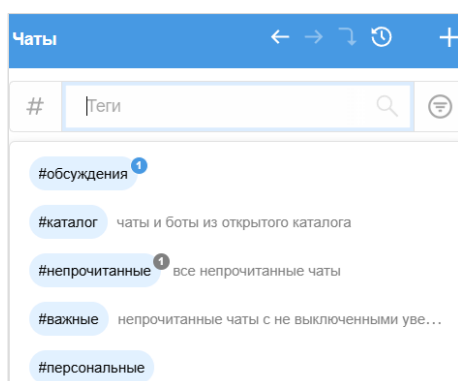


Figure 315

Note. Default notification settings cannot be changed for the following autotags: "Catalog", "Mentions", "Important" and "Unread".

MANAGING TABS

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


Note. The "All chats" tab is displayed first in the tab ribbon. It cannot be removed from the interface or moved around.

The user can set up the display of tabs:


- add up to 10 tabs (except for the "All chats" tab);
- change the order in which the tabs are displayed;
- unpin tabs so that they are not displayed in the interface.

Use the mouse wheel **to view the list of tabs**.

To add a tab in the “Chats” section:

1. In the “Tag settings” window, hover your mouse over the line of the tag you want to add until the cursor changes to .
2. While holding down the mouse button, drag the tag into the “Pinned” block, placing it in the desired position in the list of tabs (Figure 316).

To change the order of tabs in the “Chats” section:

1. In the “Tag settings” window, hover your mouse over the line of the tag you want to move until the cursor changes to .
2. While holding down the mouse button, drag the tag into the desired position in the list (Figure 316).

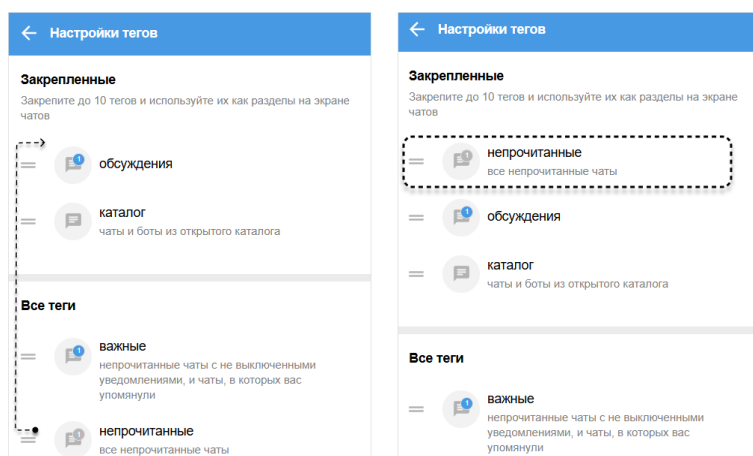


Figure 316

The tag will be moved, and its location in the tag catalog and tabs in the “Chats” section will change accordingly (Figure 317).

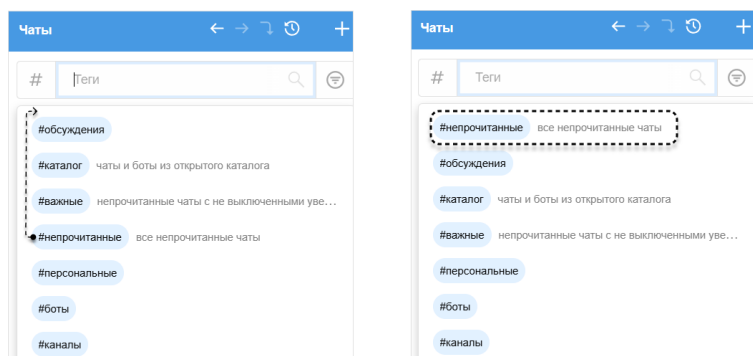



Figure 317

To unpin a tab from the interface:

1. In the “Tag settings” window, hover your mouse over the line of the tag you want to unpin until the cursor changes to .
2. While holding down the mouse button, drag the tag from the “Pinned” block to the “All tags” block.

Note. The user can control the order in which all tags are displayed in the catalog by moving both personal tags and system autotags.

NOTIFICATIONS

The “Notifications” setting is available for group and personal chats (it is not available for the “Saved Messages” chat).

The “Notification settings” window is shown below: in the Web App ([Figure 318](#)), in the Desktop App ([Figure 319](#)).

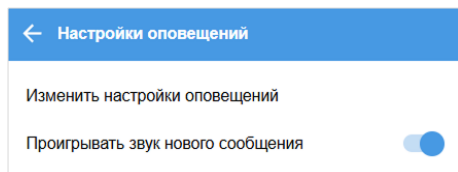


Figure 318

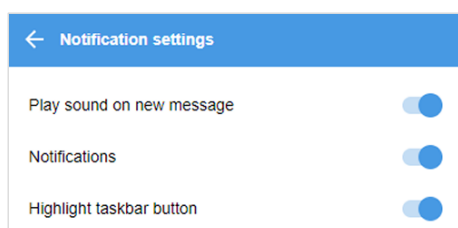




Figure 319

Notifications in the Web App directly depend on the settings of the browser in which the app is running. If the user selects “Change notification settings”, a pop-up window “You can change the behavior in your browser settings” will be displayed at the bottom of the screen.

To enable notifications in the Desktop App, slide the “Notification” switch to the right, to disable notifications, slide the switch to the left ([Figure 319](#)). When you turn off notifications, the “Play sound on new message” setting is automatically disabled.

If the Desktop App is minimized, the user will receive a notification on the app icon in the taskbar: .

To turn off icon animation for notifications in a Desktop App, slide the icon animation switch to the left. By default, animation is enabled.

If the desktop application is minimized, when a notification is received, the icon on the taskbar starts flashing: .

To enable sound notifications in the Desktop App about new messages or missed calls, slide the switch to the right; to disable it, slide it to the left ([Figure 319](#)).

When sound notifications are disabled, notifications are received in the following cases:

- the current user is mentioned in the message (including via @all);
- if the message contains a quote from their message.

Push notifications are received if the tab with the app is inactive, closed, or the app is minimized.

Push notifications are not received if the tab with the app is open and active.

If the app is open and minimized (inactive), the push notification contains:

- avatar of the author of the message in a personal chat / avatar of a group chat;
- name of the author of the message in a personal chat / name of a group chat;

- message text / attachment type.

If the app is closed:

- the push notification for a personal chat contains the text "New personal message";
- group chat push notification — "New message";
- SmartApp push notification — SmartApp name, title and message text;
- when there is an incoming call, a push notification is received with the text "Incoming call".

To go to the chat, click on the notification you received.

SAVED MESSAGES

Selecting "Saved Messages" takes you to the "Saved Messages" chat, which contains your favorite messages.

The available actions with saved messages are described on page [122](#).

APPEARANCE

This section is intended for configuring personal settings of the Web App and Desktop App.

To activate any of the settings, move the switch to the right ([Figure 320](#), [Figure 321](#)).

The following settings are available for the Web App ([Figure 320](#)):

- "Set fullscreen";
- "Dark theme";
- "Use phonebook names".

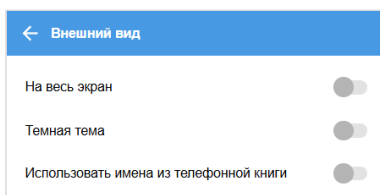


Figure 320

The following settings are available for the Desktop App ([Figure 321](#)):

- "Dark theme";
- "Use phonebook names";
- "Launch at system startup";
- "Zoom".

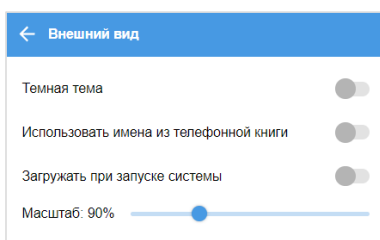


Figure 321

The above settings are described in [Table 40](#):

Table 40

Setting	Description
Set fullscreen	Used when the app is opened on a high-resolution monitor. In the "default" state, there are unused empty fields on the left and right sides of the app's work area. When the setting is activated, the app's working area is stretched and the amount of information displayed increases.
Dark theme	Changes the main color of the application interface to black
Use phonebook names	Changes the names of corporate server contacts on all app screens where these names are displayed, including in calls, user mentions, and quoted and forwarded messages. When replacing server names with names from the user's phone book, the app accesses the mobile device that was used to activate the Web App or Desktop App page by scanning the QR code. After the user logs out of the app and then logs in, the setting does not change
Launch at system startup	Enables/disables autoloading of the app when the operating system starts
Zoom	Moving the slider allows you to adjust the display scale of the interface and text in the app

Depending on the settings made by the system administrator, the Desktop App may be automatically launched in a minimized state when the system starts.

ABOUT

The "About" section displays the build version, the corporate server avatar if the user is connected to it, or the application logo ([Figure 322](#)).

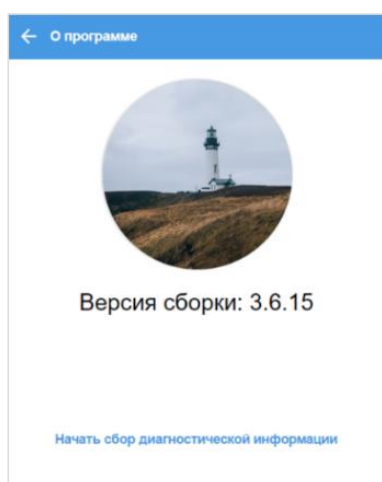


Figure 322

If there are updates available, the section also displays a menu to start the app update ([Figure 105](#)).

The user also has access to the collection of diagnostic information.

To collect diagnostic information:

1. Click "Start collecting diagnostic information".
2. In the modal window that opens, click "OK".
The collection of diagnostic information will start.
3. To download the file with diagnostic information, click "Stop and share".
Information collection will be stopped. Diagnostic information in the form of a JSON file will be saved on the user's device.

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.

CHECKING FOR UPDATES

The “Check for updates” option is only available in the Desktop App and is designed to check and install app updates. For a detailed description, see “Updating the Desktop App Version” on page 89.

To update the Web App, press F5 or use system notifications ([Figure 105](#)).

CONTACTING SUPPORT

This section is intended for viewing help and contacting app technical support. When you go to the section, the “Frequently asked questions” window will open ([Figure 323](#)). Clicking on a question will open the answer text.

Note. The contents of the “Frequently asked questions” screen are customized by the administrator.

To contact technical support, click “Contact Support” at the bottom of the “Frequently asked questions” window ([Figure 323](#)) and choose a contact method.

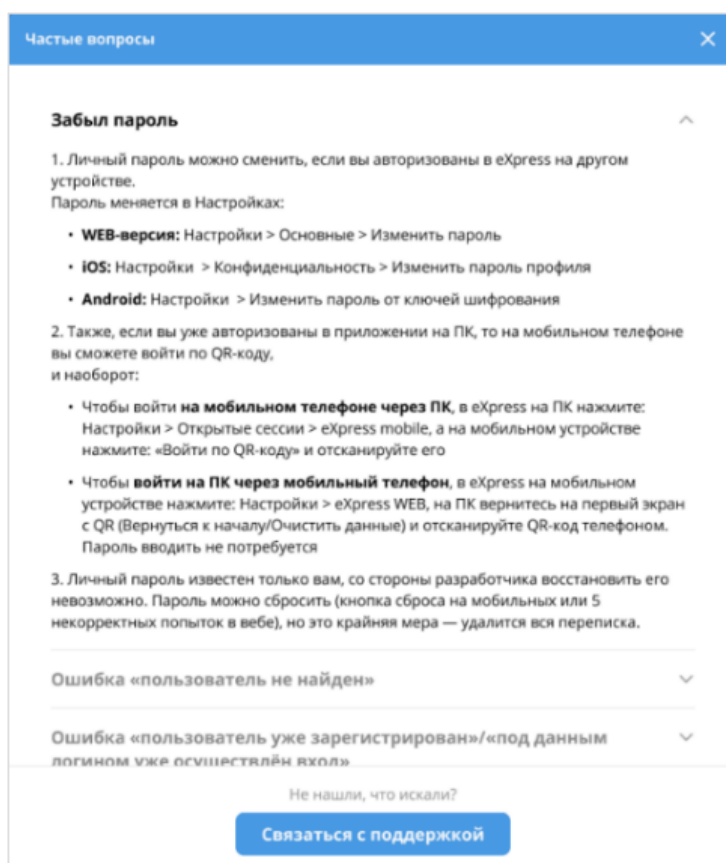


Figure 323

CLOSING THE SESSION

To close the current session, select this menu item and click “Close session”.

MAINTENANCE

During maintenance, a corresponding notification is displayed in the “Settings” section (Figure 324). A notification about an unread message is displayed next to the user's avatar in the main menu.

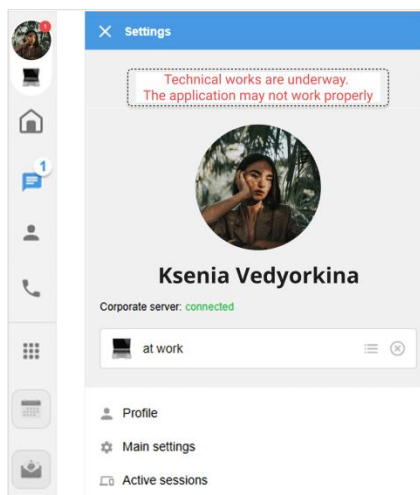


Figure 324

Note. The content of the message about maintenance work is configured by the app administrator.


The external user will constantly see a notification in the “Settings” section about the possibility of connecting to the corporate server. During maintenance work, a notification about the relevant work will be added to it. A notification about an unread message is displayed next to the user's avatar in the main menu (Figure 324).

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 ([Figure 325](#)). You can distinguish a chatbot from a regular contact by the icon  to the left of the contact name.

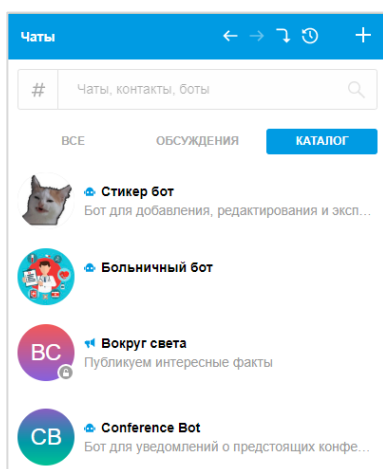


Figure 325

Chatbots, like contacts, have a card containing information about them ([Figure 326](#)). You can write a message from the chatbot card.

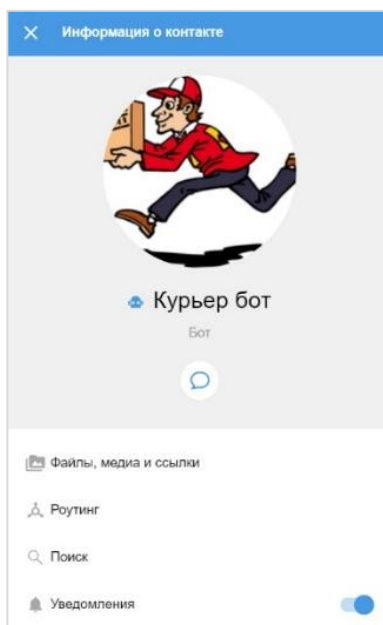


Figure 326

The user can create a QR code for the chatbot card and send it to other users.

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.

FUNCTIONAL CAPABILITIES

Chatbots can perform the following functions:

- welcome the user in the chat;
- conduct a dialog with the user;
- perform actions with objects;
- maintain routing diagrams;
- enable/disable the confidential mode.

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 for interacting with it, and controls (Figure 327 and Figure 328).

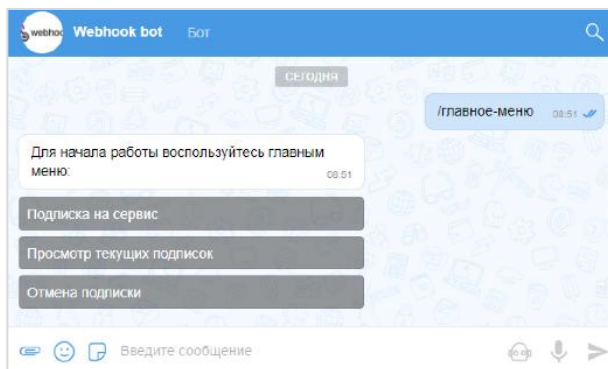


Figure 327

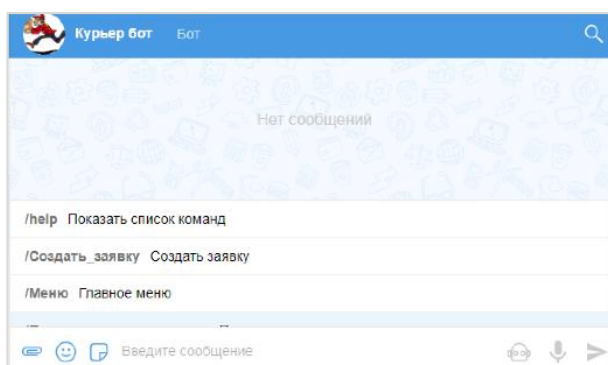


Figure 328

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 "All" or "Catalog" tab.

The "All" tab contains all open chatbots, and the "Catalog" tab contains those with which the user has not yet started a dialog (Figure 329). The required bot can be found on the tab using the search bar.

2. Click the chatbot name.

A chat window with the bot will open (Figure 329).

3. Click "Start" at the bottom of the screen.

4. Start interacting with the bot (enter a command/message, click, etc.).

The chat with the bot will be displayed at the top of the chat list.

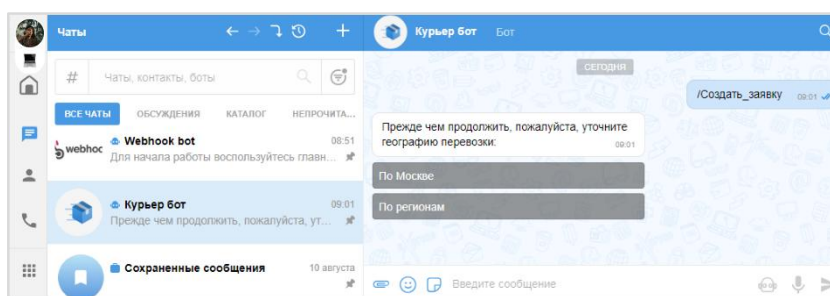


Figure 329

Actions with chatbot messages are similar to the actions with messages from regular users (see page 160).

You can interact with the chatbot as follows:

- using buttons in the chat area (Figure 330);

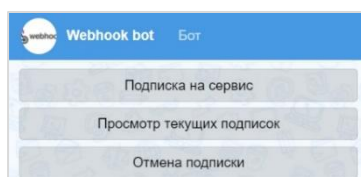


Figure 330

- using the list of commands (Figure 331);

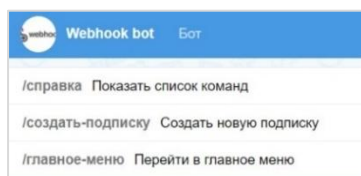


Figure 331

- using buttons in the keyboard area (Figure 332);

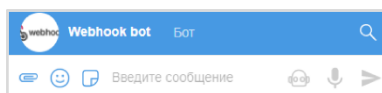


Figure 332

- using independent text input in the message input line (Figure 333).

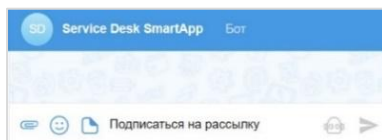




Figure 333

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 click on the send message button . They can be displayed again by clicking on the message input line (Figure 334).

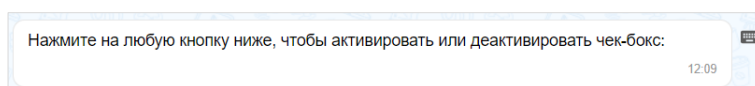


Figure 334

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 335);

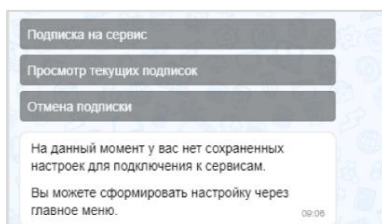


Figure 335

- visible sending of a command to the chat (with special chatbot settings) (Figure 336);

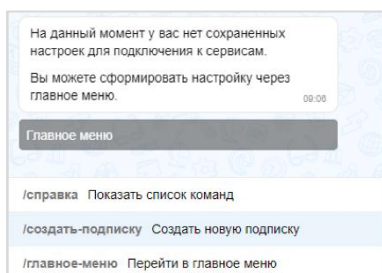


Figure 336

- buttons generated based on user actions with graphical control elements. For example, selecting a date in a calendar month (Figure 337);




Figure 337

- selecting from several options (Figure 338).



Figure 338

Note. Depending on the chatbot settings, the user can click  and navigate to third-party websites.

The content of the chatbot messages may change over time if the source data has changed (Figure 339 and Figure 340).

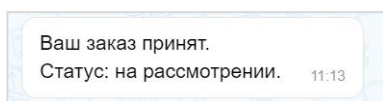


Figure 339

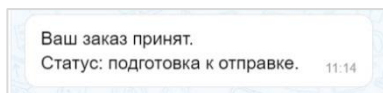


Figure 340

The "Change message" modification supports different widget options:

- simple list of buttons (Figure 341);



Figure 341

- customizable list of buttons (Figure 342);



Figure 342

- emojis (Figure 343);

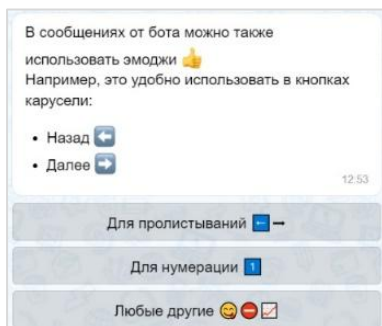


Figure 343

- dynamic calendar (Figure 344);

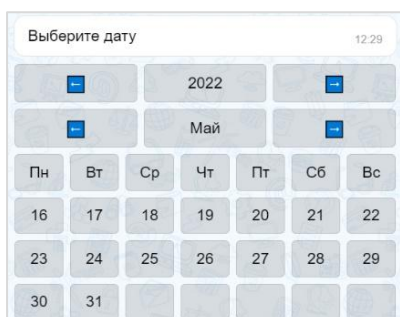


Figure 344

- carousel (Figure 345);

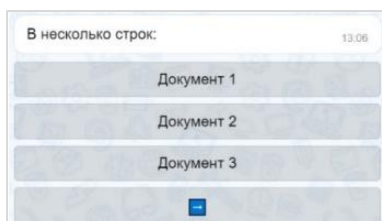


Figure 345

- carousel in a line (Figure 346);



Figure 346

- check list (Figure 347);

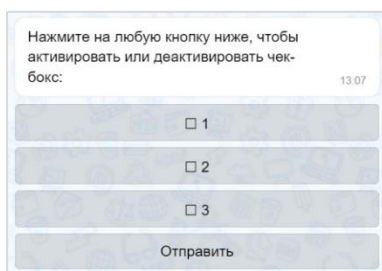


Figure 347

- check list under the keyboard (Figure 348).

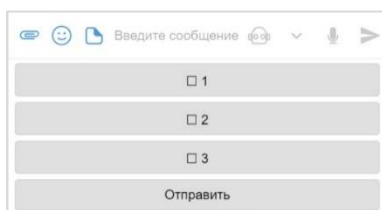


Figure 348

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 the figure below (Figure 349).

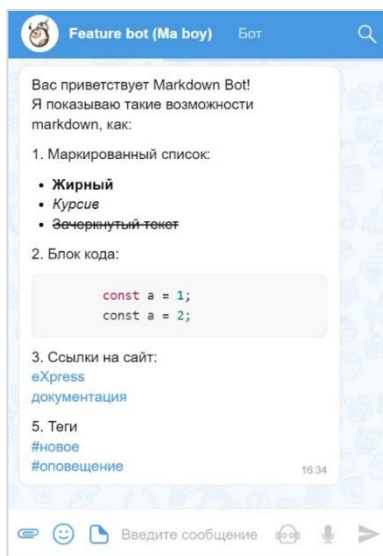


Figure 349

In the Web App, you can highlight the code based on a specific programming language if you specify it after “`”, for example:

```
python
print(123)
def foo(a, b):
    return a + b
...
→
print(123)
def foo(a, b):
    return a + b
```

Chatbot messages may contain:

- links to corporate chats and contacts;
- photo and video files.

The user can send the following to the chatbot:

- voice messages (Figure 350);

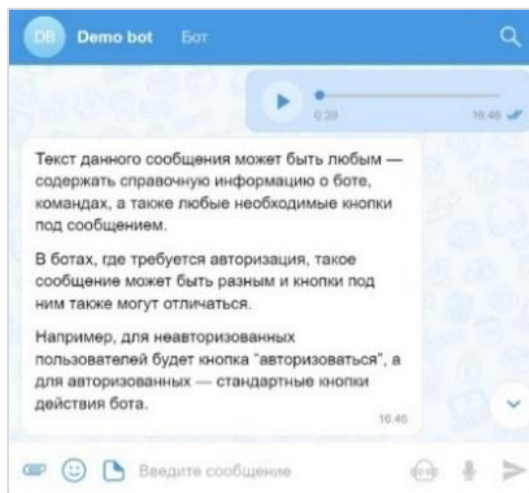


Figure 350

- geolocation (Figure 351);

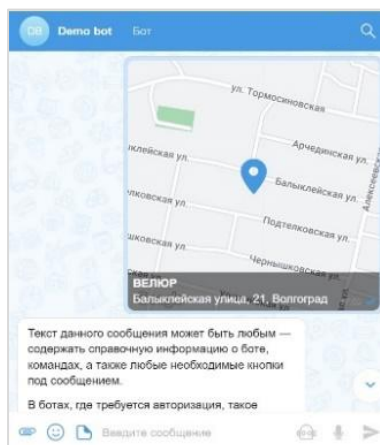


Figure 351

- stickers (Figure 352).

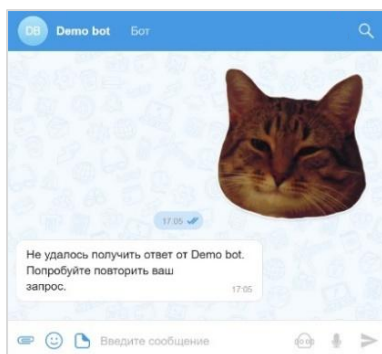


Figure 352

The chatbot will respond with a text message (Figure 350 — Figure 352).

ACTIONS WITH OBJECTS

The chatbot can perform the following actions with objects with the use of commands:

- 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.

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 (Figure 353);

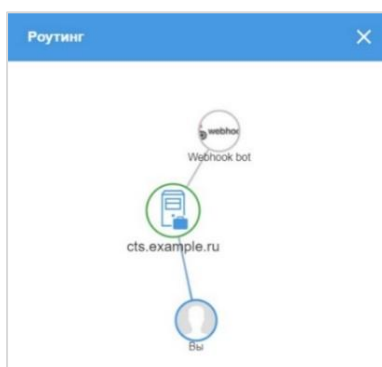


Figure 353

- the user and the chatbot are registered on different corporate servers (Figure 354).



Figure 354

CONFIDENTIAL MODE

The chatbot can independently enable and disable the [Confidential Mode](#) in cases where the user transmits personal or confidential information ([Figure 355](#)).

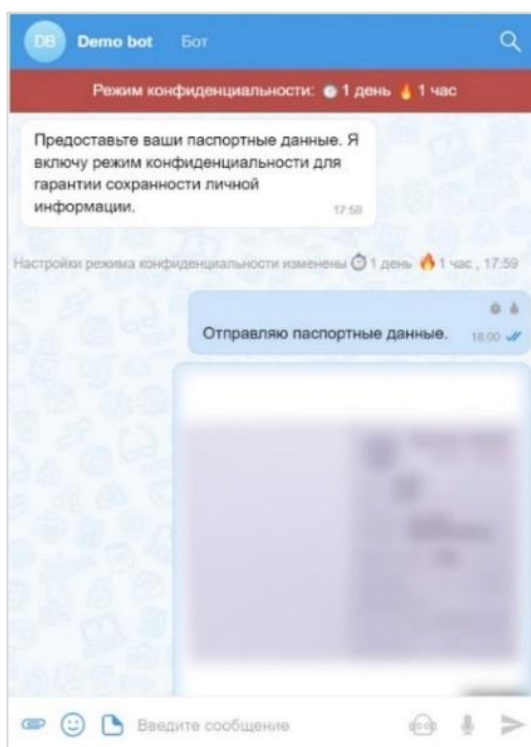


Figure 355

CONFERENCE NOTIFICATION CHATBOT

A special chat bot, Conference Notifier Bot, is designed to remind you about upcoming conferences and invite you to participate in them.

All notifications and alerts about upcoming conferences are sent to the dialog with chatbot. The bot sends notifications according to the parameters configured by the user.

To start a dialog with the chatbot, type any word. The bot will send a message (Figure 356).

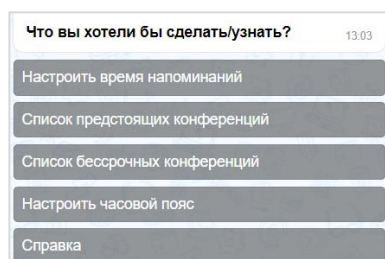


Figure 356

The chatbot can respond to multiple commands.

To bring up the list of commands, click  in the message input line or the "/" key on the keyboard.

NOTIFICATION TYPES

The chatbot sends several types of notifications to the user:

- reminder of an upcoming scheduled conference: [arrives according to a user-configured 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.

HELP

To bring up help, select the command "/help". Information about the chatbot will be displayed on the screen (Figure 357).

The "/notification_settings" command allows you to set up notifications about upcoming conferences.

The "/future" and "/unlimited" commands display a list of scheduled conferences.

The `/timezone` command allows you to set the time according to your time zone.

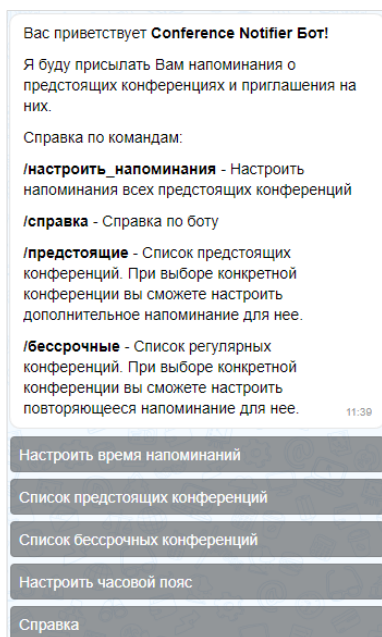


Figure 357

NOTIFICATION SETTINGS

To set up a reminder time for upcoming conferences:

1. Select the command `/notification_settings`.
2. In the form that opens (Figure 358), check the box next to the desired reminder time or turn off reminders.

Выберите время получения напоминания о предстоящих конференциях: 11:10

За 1 день	<input type="checkbox"/>
За 1 час	<input type="checkbox"/>
За 15 минут	<input type="checkbox"/>
За 10 минут	<input type="checkbox"/>
За 5 минут	<input type="checkbox"/>
В момент старта	<input type="checkbox"/>
Отключить напоминания	
Сохранить	

Figure 358

3. Click "Save".

To enable disabled reminders, enter the command `/notification_settings` and check the box next to the desired time in the form that opens (Figure 358).

The user will receive a prior notification before the next scheduled conference. If the conference is not scheduled, information about it will be received at the start of the communication session.

When a conference is created, the bot sends a notification to all participants added to it. The creator himself does not receive notification at this point.

The conference announcement includes (Figure 359):

- information about creating a conference or changing its parameters;
- date and time of conference creation;
- name of the conference organizer;
- a link to join the conference;
- the “Show participants” and “Add additional reminder” buttons.

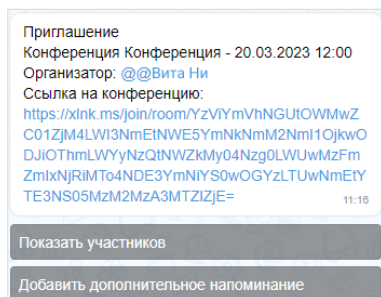


Figure 359

To view the list of conference participants, click “Show participants”. A message is displayed containing the list of participants (Figure 360).

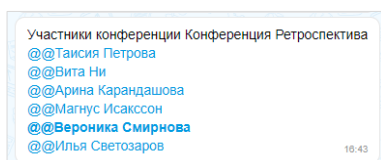


Figure 360

To enable an additional reminder, click “Add additional reminder”. The form will open (Figure 358).

CONFERENCES

The commands “/unlimited” and “/future” commands display the list of conferences: unlimited and with the time and date set respectively (Figure 361).

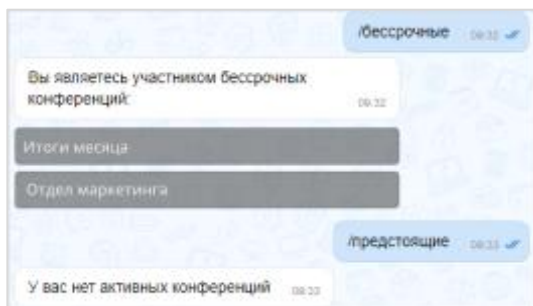


Figure 361

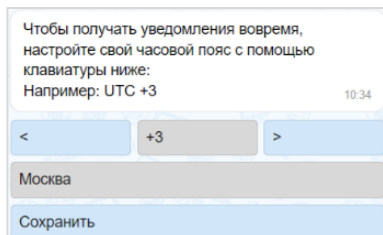
To view the conference card, click on the button with its name.

The “Show participants” button displays the list of conference participants, the “Add additional reminder” button opens the reminder form (Figure 358), and the “Back” button returns to the dialog with the bot.

TIMEZONE

The “/timezone” command allows you to set the user's time zone.

To set the time zone, enter the command “/timezone”, select the desired time zone using the bot's on-screen keyboard ([Figure 362](#)) and click “Save”.



The screenshot shows a dialog box with Russian text: "Чтобы получать уведомления вовремя, настройте свой часовой пояс с помощью клавиатуры ниже: Например: UTC +3". In the top right corner of the dialog is a timestamp "10:34". Below the text is a row of three buttons: a blue button with "<", a grey button with "+3", and a blue button with ">". Below this row is a grey input field containing the text "Москва". At the bottom of the dialog is a blue button labeled "Сохранить".

Figure 362

Chapter 5

SMARTAPPS

SmartApp is a web app implemented as an add-on that runs inside eXpress to access corporate services and systems. SmartApp helps solve work tasks within a single ecosystem and is an alternative to developing dozens of apps for each individual task.

Descriptions of specific SmartApps are available at: <https://docs.express.ms/smartapps/user-guide/>.

To go to the SmartApps list, click  in the main menu of eXpress.

To the right, the “SmartApps” window will open ([Figure 363](#)):

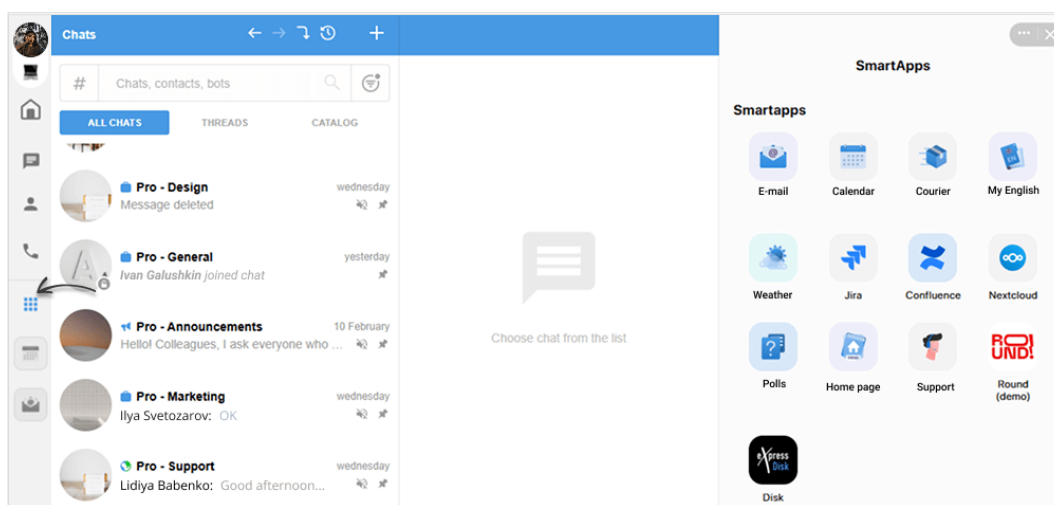



Figure 363

The user can pin favorite SmartApps to the [main menu of the app](#) (up to eight SmartApps and change their order as desired using drag-and-drop. For favorite SmartApps, event notifications are used, similar to notifications in the “Chats” and other sections ([Figure 363](#)).

Note. The number and display of SmartApps on the user's device depends on the settings of the [role model](#) configured by the administrator.

The [contact card](#), depending on the application settings, may contain links to various user actions in a SmartApp.

The text from SmartApps can be copied using the button  to use it in chats and channels, as well as third-party apps.

By default, when you log in and launch eXpress, the “Home page” SmartApp opens — a virtual space that contains the company’s corporate services, news feed and event announcements.

To independently navigate to the “Main page” SmartApp, click  in the main menu of the app.

A detailed user guide for the “Home page” SmartApp is available at <https://docs.express.ms/smartapps/user-guide/home-screen/>.

Chapter 6

CONFIDENTIAL MODE

The Confidential Mode works in all corporate chats and is designed to protect data from copying and transferring data to other people. The Confidential Mode applies to all types of messages. To perform these functions, the Confidential Mode uses the following security measures:

- setting the time interval for deleting messages after reading and sending;
- providing access to chat only from mobile devices;
- tracking video recording and screenshot taking by users (chat participants receive a corresponding notification);
- blocking the display of system events in the chat list (system events are displayed in the chats themselves);
- blocking the functions of copying and forwarding to other chats messages sent in the Confidential Mode (including after it is disabled);
- blocking the function of quoting messages sent in the Confidential Mode after disabling it (when Confidential Mode is enabled, quoting messages is available);
- blocking the function of saving files sent in the Confidential Mode (including after it is disabled);
- no message text in push notification (clicking 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 Confidential Mode enabled, the chat becomes a mixed type chat and the Confidential Mode is disabled.

The following actions are available to each of the participants of the personal/group chat:

- [enabling the Confidential Mode](#);
- [activating the "Mobile access only" option](#);
- [changing the Confidential Mode settings](#);
- [disabling the Confidential Mode](#).

The Confidential Mode settings are synchronized on all devices of chat participants.

ENABLING THE CONFIDENTIAL MODE

To activate Confidential Mode in the Web/Desktop App:

1. Select the "Confidential Mode settings" option (Figure 364) in the chat card.

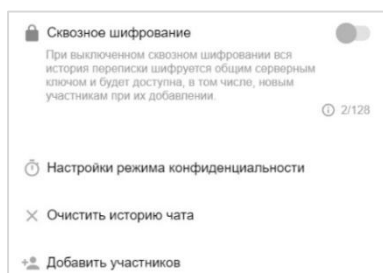


Figure 364

The Confidential Mode settings window will open (Figure 365):

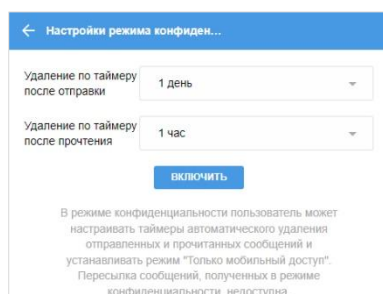


Figure 365

2. In the drop-down menu, select the values for the "Expire timer" and "Burn timer" fields. To disable the setting, select "Off" (Figure 366).

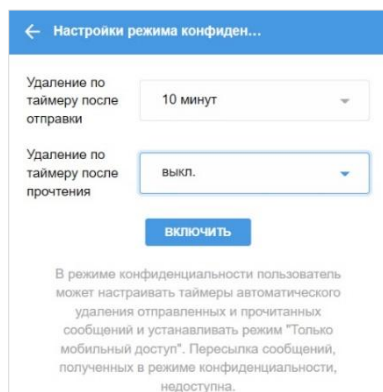


Figure 366

The following requirements apply:

- the value of the "Burn time" option must be less than or equal to the value of the "Expire time" option, otherwise both values are automatically equalized;
- both of the options cannot be set to "Disabled", otherwise the "Enable" button is unavailable (Figure 367).

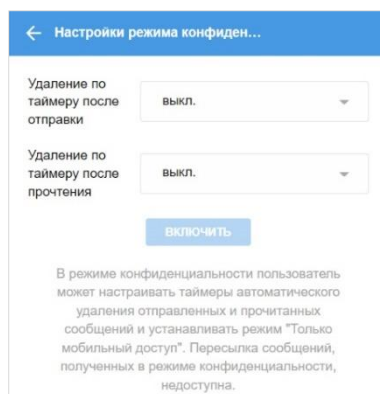


Figure 367

3. Click "Enable Confidential Mode".

A corresponding message will be displayed in the chat work area (Figure 368). The Confidential Mode settings will be set on all devices of chat participants.

When the mode is enabled, the chat or channel administrator sees a message in the format "<User_name> has enabled Confidential Mode" (Figure 368).

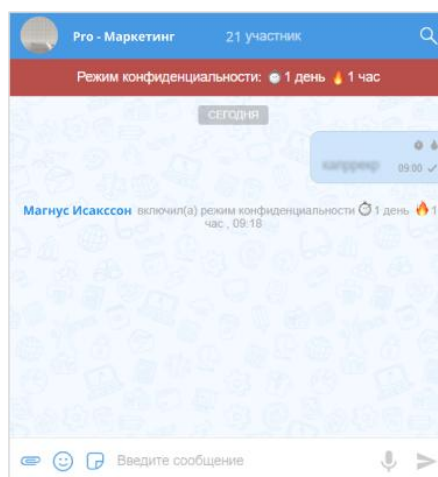


Figure 368

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.

For greater privacy, the user can enable the "Mobile access only" option, thereby restricting access to the chat from stationary devices. This option is not available in the Web/Desktop App, and can only be enabled in the Mobile App.

If this option is enabled, the chat becomes unavailable.

Detailed information on setting up mobile access is provided in the following documents:

- "eXpress Automated Communications System. User Manual. Android";
- "eXpress Automated Communications System. User Manual. iOS".

CHANGING THE CONFIDENTIAL MODE SETTINGS

To change the Confidential Mode Settings:

Note. In the Web/Desktop App, you cannot change the Confidential Mode settings, if the “Mobile access only” feature is enabled.

1. Select the “Confidential Mode settings” option in the chat card.
2. Change the settings in the window that opens.
3. Click “Save Settings”.

The Confidential Mode settings will be changed on all devices of chat participants. When changing the chat mode settings, the chat administrator sees a message in the format “<User_name> has enabled Confidential Mode”.

DISABLING THE CONFIDENTIAL MODE

To disable the Confidential Mode:

1. Click the “Confidential Mode” bar below the chat header, or select the “Confidential Mode settings” item from the chat card.
2. In the window that opens, click “Deactivate”.

The Confidential Mode will be disabled. The confidential mode settings will be reset to their default values.

The “Confidential Mode” notification will no longer be displayed in the chat.

The messages sent in the Confidential Mode will be blurred ([Figure 369](#)).

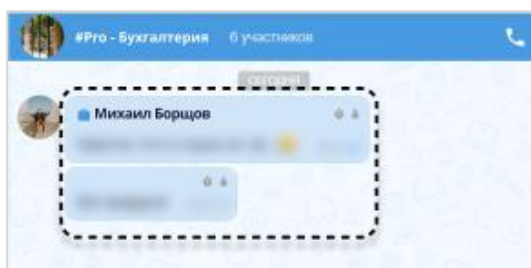


Figure 369

3. if the last text message sent in this chat was sent in the Confidential Mode, the chat list will show a blurred message ([Figure 370](#)).

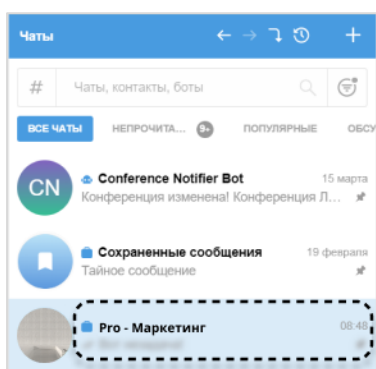


Figure 370

In the chat, hidden messages will be marked with the icons 🔥 and ⌚. When you hover over one of the icons, the time after which the message will be deleted will be displayed (Figure 371).



Figure 371

Clicking on the hidden message will display a hint window (Figure 372) in which the "Enable" button will take you to the Confidential Mode settings (Figure 365).

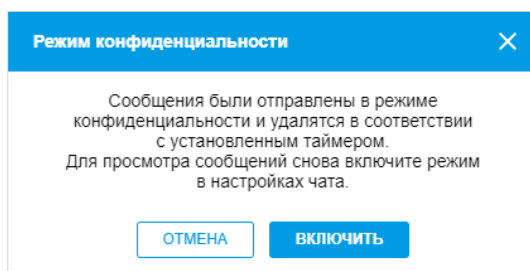


Figure 372

Chapter 7

ROLE MODEL

GENERAL INFORMATION

Within the framework of the role model, a [requirement for mandatory use of a PIN code](#) in the app and restrictions for actions with attachments can be established for certain groups of users:

- [sending](#);
- [viewing](#);
- [saving to the device memory](#);
- [forwarding](#) to eXpress chats/channels and third-party apps;
- [downloading attachments from corporate users](#).

Restrictions can be customized based on the following attachment parameters:

- attachment type (image, video, document);
- attachment format (e.g. PDF, DOCX, TXT, etc.);
- attachment size (for example, for files larger than 30 MB).

Restrictions may apply to:

- certain group chats/channels;
- personal chats with specific users;
- threads and chats of calls/conferences;
- 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 and configured by the app administrator.

TYPES OF RESTRICTIONS

SENDING RESTRICTIONS

When you enable restrictions for sending attachments to a specific chat/channel/SmartApp, a warning will be displayed in the context menu ([Figure 373](#)).

To view detailed information, click on the warning. The details of restrictions for the current chat/channel will be displayed ([Figure 373](#)).

To return to attachment type selection, click on any item in the context menu.

If there are restrictions for sending attachments of a certain type to the chat/channel/SmartApp, the corresponding button will be inactive when selecting such an attachment type.

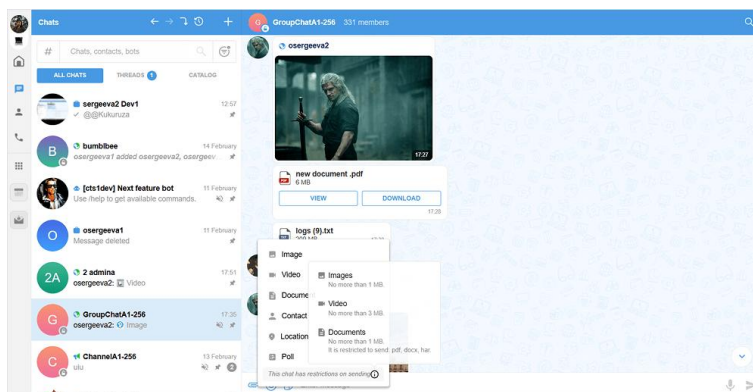


Figure 373

If the user ignores the information and tries to send a file that violates the restrictions, a second warning will be displayed. The send message button ➤ will be inactive (Figure 374).

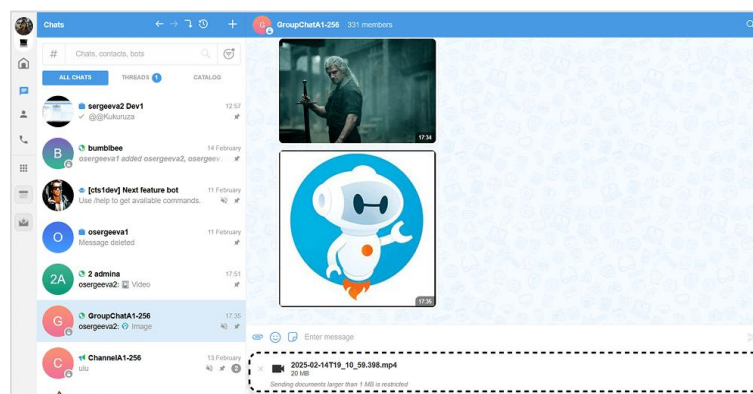


Figure 374

If the chat/channel/SmartApp has restrictions for sending files of a certain size or format, then when you attach such attachments, they will be marked with the icon ⚠ (Figure 375). The send message button ➤ will be inactive. The sending will not be completed.

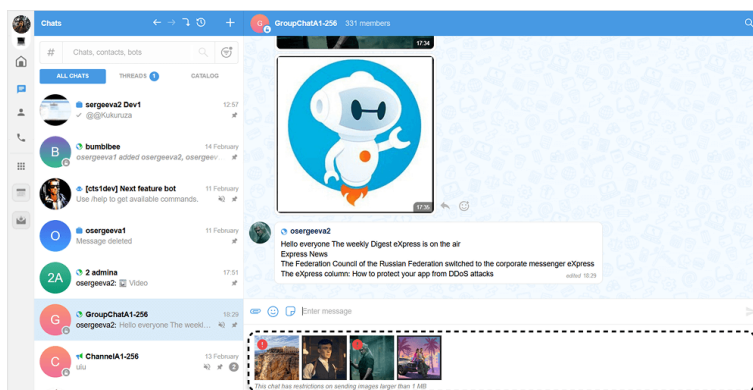


Figure 375

To send the message, deselect files that do not meet the restrictions.

VIEWING RESTRICTIONS

When you set a restriction for viewing attachments, a warning will be displayed above the files in a chat/channel/SmartApp (Figure 376).

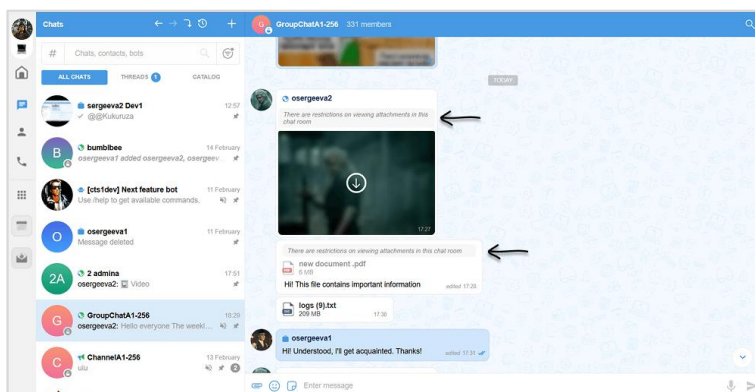


Figure 376

Clicking on the warning will open a window with additional information about the restriction (Figure 377).

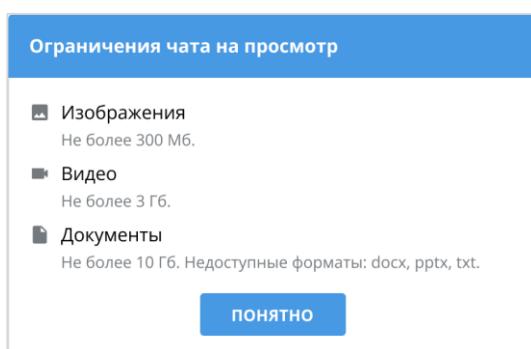


Figure 377

When trying to open a file in the internal viewer, a warning about viewing restrictions will be displayed in the upper right corner of the window.

Viewing restrictions apply to shared files stored in the chat/channel card in the "Files, media and links" section (Figure 378).

Attachments that do not meet the established restrictions will not be available for viewing, and when clicked, a warning about the current restriction will be displayed (Figure 378).

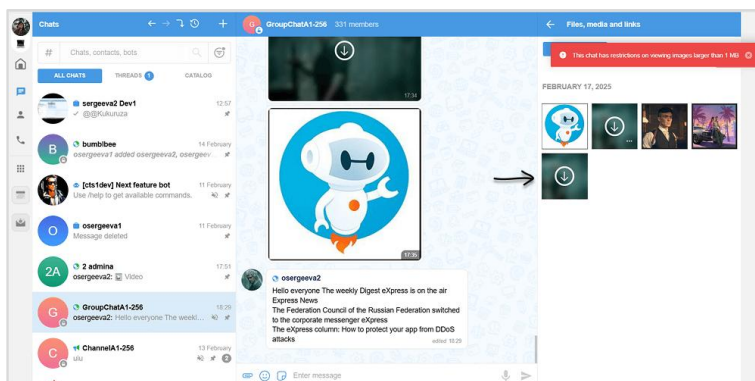


Figure 378

The user can go to the original message with the attachment to view information about the restrictions.

To go to the message, right-click on the attachment thumbnail and select "Show in chat" (Figure 379).

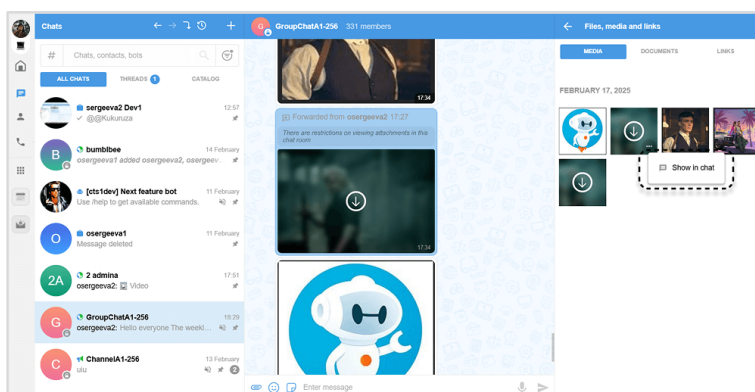


Figure 379

SAVING RESTRICTIONS

When you enable restrictions for downloading attachments, the files will remain available for viewing. When you try to download, a warning about the current restriction will be displayed in the upper right corner of the window. The buttons for downloading and forwarding images and videos in the lower right corner will be inactive (Figure 380).

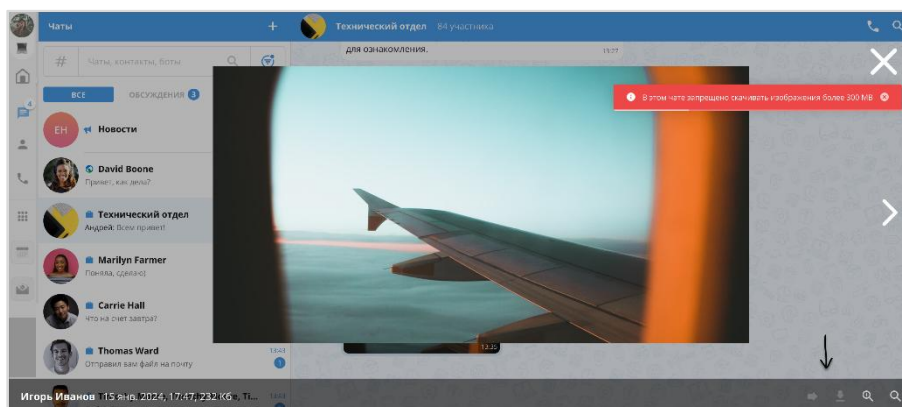


Figure 380

The document download button will be inactive both in the chat/channel/ SmartApp menu, and in the document viewing menu.

If the file download restriction is enabled, it is also impossible to print it.

FORWARDING RESTRICTIONS

Rules can contain restrictions for forwarding files to and from chat/channel/SmartApp.

When you forward a file to a chat/channel/SmartApp that has restrictions, a warning will be displayed in the upper right corner of the window. The chat/channel/SmartApp will not be available for selection (Figure 381).

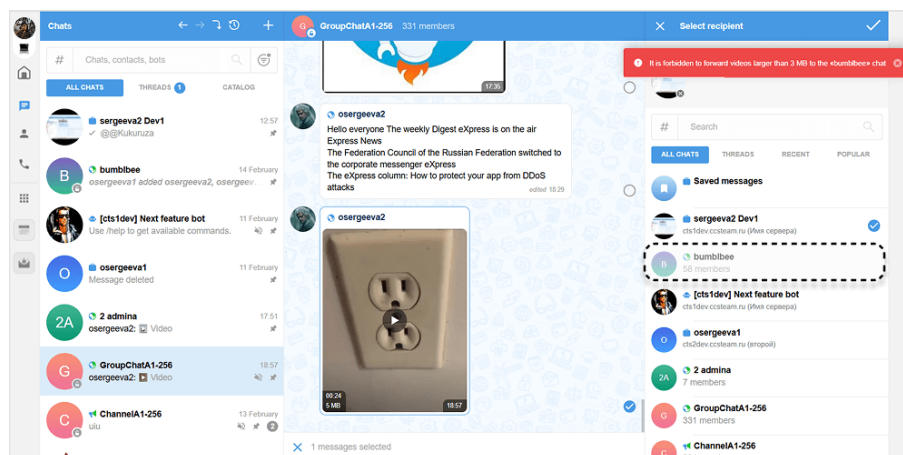


Figure 381

When forwarding a file of a certain type from a chat/channel/SmartApp that has restrictions, a warning will be displayed in the upper right corner of the window (Figure 382). The forwarding will not be completed.

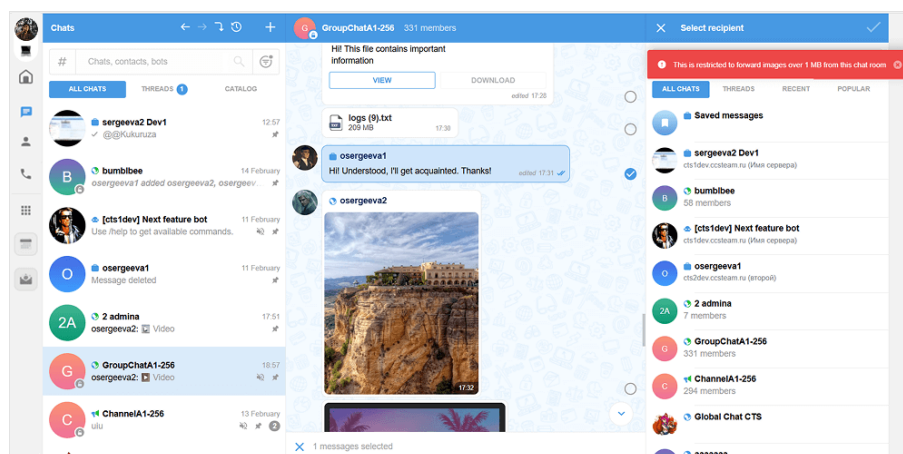


Figure 382

When you try to forward a file from a chat/channel/SmartApp that has a ban on forwarding files of a certain format or size, a warning about the action being prohibited will be displayed in the upper right corner of the window. In the context menu, the "Forward" button will be inactive (Figure 383).

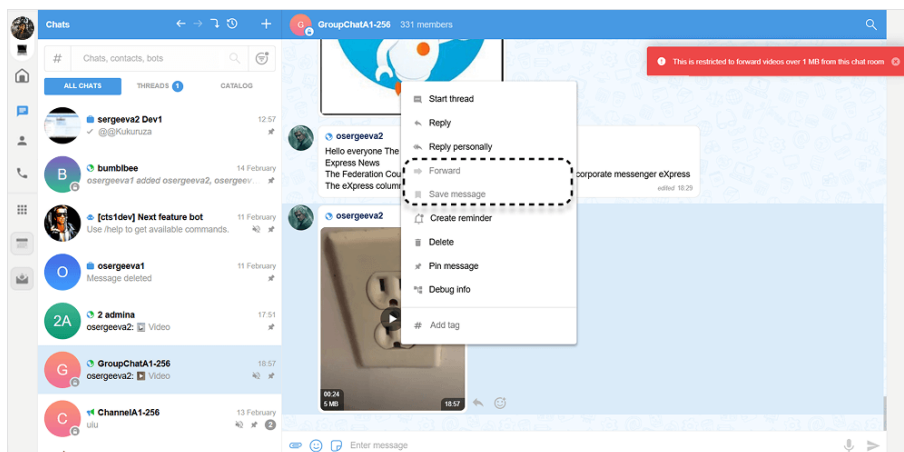


Figure 383

If the file forwarding restriction is enabled, it is also impossible to print it.

RESTRICTIONS FOR DOWNLOADING ATTACHMENTS FROM CORPORATE USERS

The rules can contain restrictions for downloading attachments sent to a chat/channel by a corporate user.

Restrictions may apply to:

- groups of corporate server users, attachment senders;
- attachment types (document, image, video);
- groups of users of various contours, recipients of attachments;
- types of chats or specific chats.

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 cannot disable the PIN code.

Chapter 8

EMERGENCY SITUATIONS

WEB APP

The list of the most common problems when working with the Web App, possible causes and solutions are listed in (Table 41):

Table 41

Theme	Problem	Solution
Registration	When trying to register after entering the SMS code, a message is displayed about the need to install the corporate version of the app	Install the app from a corporate source
	During registration, a message about server disconnection is displayed	Wait for an SMS message about the connection being restored and resume registration
Login	After logging in after entering the SMS code, the error "Use a different version of the application to work with this account" is displayed	Contact your administrator
	After logging in after entering the SMS code, the error "Use a special application to work with this account" is displayed	Contact your administrator
	After entering the server address, an error is displayed: "You cannot use this corporate server with this application"	Check the server address with the administrator
	Nothing happens after scanning the QR code	Check if Frigate extensions and/or other vpn/proxy/ad blockers are installed, if so, disable them. Log in via a "clean" Internet connection (for example, from a home PC). If the login is successful, report it to eXpress Support. Clear the cache (<Ctrl>+<R> on Windows, <Cmd>+<Shift>+<R> on MacOS). Check if the app version is up to date. If the above steps do not help, reproduce the error with the console open (<F12> on Windows, <Fn>+<F12> on MacOS), take a screenshot of the console and contact eXpress Support
	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. If the error persists, contact eXpress Support
	When trying to scan a QR code using a mobile device, the following message is displayed: "Pairing error. Try again"	Check your mobile device's connection to the Internet. Check your PC's connection to the Internet
	When trying to scan a QR code using a mobile device, the following message is displayed: "Invalid QR code. Try again"	Scan the QR code in the Web App
Login	When trying to scan a QR code using a mobile device, the following message is displayed: "Invalid QR code. Try again"	Scan the QR code in the Web App

Theme	Problem	Solution
	When you click "Next" in the phone number entry window, the following message is displayed: "Please enter a valid phone number"	Check if the phone number was entered or pasted from the clipboard correctly. The phone number must consist of a certain number of digits (10 digits for Russian numbers)
	When you try to enter a phone number or paste from the clipboard, nothing happens	Check if the phone number was entered or pasted from the clipboard correctly. The phone number must consist of a certain number of digits (10 digits for Russian numbers)
	When you try to enter the SMS code, nothing happens	Check if the SMS code was entered correctly. The SMS code must contain six digits.
	After the fifth attempt to enter the SMS code, the following message is displayed: "The number of verification attempts has been exceeded"	Wait for the "Send new confirmation code" button to appear, click on it and enter the new SMS code
	When creating a new password, the "Generate" button is inactive	Check the password you are creating to ensure it meets the requirements. Check that the password and its confirmation match
Creating and editing the user profile	When creating a user profile, the "Done" button is inactive	Check if the username has been specified. Check if the username is correct
Sending a message	Unable to send a message	Check the content of the message. An empty message, or a message containing only non-printable characters, can not be sent
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 a message	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
Keys error	Unable to send messages. A message is displayed stating that the checksums do not match	Update the application version (see page 48). If the problem persists, contact Technical Support
Push messages	Push messages are not received	Open your browser and deactivate the

Theme	Problem	Solution
		eXpress tab. If the problem persists, contact eXpress Support

DESKTOP APP

The list of the most common problems when working with the Desktop App, possible causes and solutions are listed in (Table 42):

Table 42

Theme	Problem	Solution
Installation	When trying to register after entering the SMS code, a message is displayed about the need to install the corporate version of the app	Install the app from a corporate source
Registration	During registration, a message about server disconnection is displayed	Wait for an SMS message about the connection being restored and resume registration
Login	After logging in after entering the SMS code, the error "Use a different version of the application to work with this account" is displayed	Contact your administrator
	After logging in after entering the SMS code, the error "Use a special application to work with this account" is displayed	Contact your administrator
	After entering the server address, an error is displayed: "You cannot use this corporate server with this application"	Check the server address with the administrator
	Nothing happens after scanning the QR code	Check if Frigate extensions and/or other vpn/proxy/ad blockers are installed, if so, disable them. Log in via a "clean" Internet connection (for example, from a home PC). If the login is successful, report it to eXpress Support. Clear the cache (<Ctrl>+<R> on Windows, <Cmd>+<Shift>+<R> on MacOS). Check if the app version is up to date. If the above steps do not help, reproduce the error with the console open (<F12> on Windows, <Fn>+<F12> on MacOS), take a screenshot of the console and contact eXpress Support
	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. If the error persists, contact eXpress Support
Login	When trying to scan a QR code using a mobile device, the following message is displayed: "Pairing error. Try again"	Check your mobile device's connection to the Internet. Check your PC's connection to the Internet
	When trying to scan a QR code using a mobile device, the following message is displayed: "Invalid QR code. Try again"	Scan the QR code in the Web App
Chatbots	The bot is not responding	Check if the command entered to the bot is correct

Theme	Problem	Solution
	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
Keys error	Unable to send messages. A message is displayed stating that the checksums do not match	Go to the "Settings" section and select "Check for updates". Install updates (if available) and restart the app. If the problem persists, contact Technical Support
Push messages	Push messages are not received	Open the app and deactivate the eXpress tab. If the problem persists, contact eXpress Support

Appendix 1

KEYBOARD SHORTCUTS FOR WEB AND DESKTOP APP

Hot keys for Windows and Linux OS are listed in [Table 43](#):

Table 43

Keyboard shortcuts	Action
<Ctrl><Shift>+<F>	Open search in chat
<Enter>	Send message
<Shift>+<Enter>	Break line
<Ctrl>+<C>	Copy selected text
<Ctrl>+<X>	Cut selected text
<Ctrl>+<V>	Paste previously copied or cut text
<Ctrl>+<Z>	Cancel text entry
<Ctrl>+<R>	Restart the Desktop App and clear the cache
<Ctrl>+<F5>	Refresh the Web App page and clear the cache
Space (in a call)	Switch the microphone to the "walkie-talkie" mode
<Alt> + <M>	Turn microphone on/off
<Fn>+<F12>	Open the browser console — for the Web App, or console log — for the Desktop App (on some laptops)
<F11>	Switch to full screen mode in the desktop version
<Left Alt><Shift>+<←>	Go to the previous chat
<Left Alt><Shift>+<→>	Go to the next chat
<Left Alt><Shift>+<↓>	Go to the next unread chat

Hot keys for MacOS are listed in [Table 44](#):

Table 44

Keyboard shortcuts	Action
<Ctrl><Shift>+<F>	Open search in chat
<Enter>	Send message
<Shift>+<Enter>	Break line
<Cmd>+<C>	Copy selected text
<Cmd>+<X>	Cut selected text
<Cmd>+<V>	Paste previously copied or cut text
<Cmd>+<Z>	Cancel text entry
<Cmd>+<Shift>+<R>	Reset the Web App page cache
<Cmd>+<R>	Refresh the Web App page or restart the Desktop App with clear cache
<Cmd>+<Alt>+<J>	Open console
<Fn>+<F12>	
<Cmd>+<Q>	Launch the Desktop App
Space (in a call)	Switch the microphone to the "walkie-talkie" mode
<Alt> + <M>	Turn microphone on/off
<F11>	Switch to full screen mode in the desktop version

Appendix 2

INSTALLING EXPRESS ON ASTRA LINUX

To install and operate eXpress on Astra Linux, the “libappindicator3-1” library is required.

To install the “libappindicator3-1” library:

1. Open the “Terminal” system app (“Main Menu”) → “System” → “Fly terminal”).
2. Run the following command:

```
sudo apt-get update
```

Wait until the command completes (Figure 384).

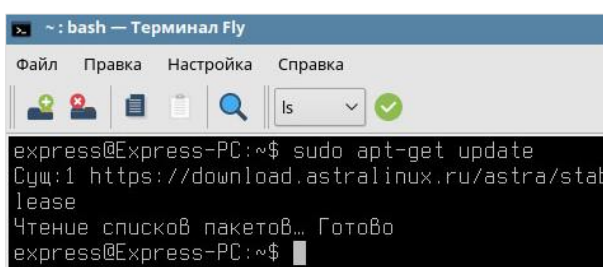


Figure 384

3. Enter the following command to add the library:

```
sudo apt-get install libappindicator3-1
```

Note. If you get the error “dpkg aborted” in the terminal, enter the command `sudo dpkg --configure -a`, then install the library “libappindicator3-1” (Step 3).

To install the app:

1. In any browser, go to <https://express.ms/>.
2. In the top menu, click “Product” and in the drop-down menu, select “Download” (Figure 385).

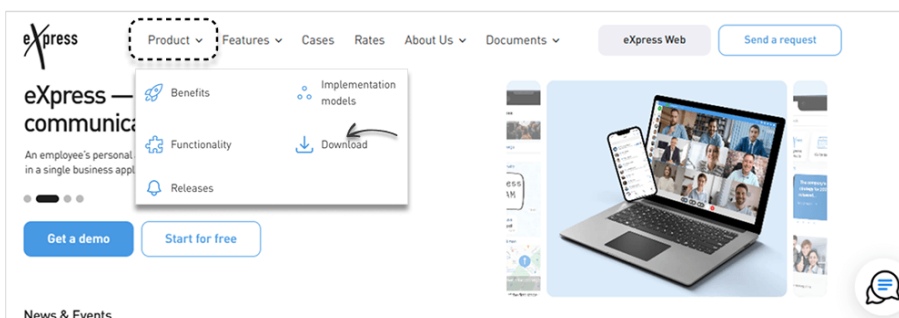


Figure 385

The app download page will open.

3. Select the “Ubuntu” platform (Figure 386) to download the installation file for it.

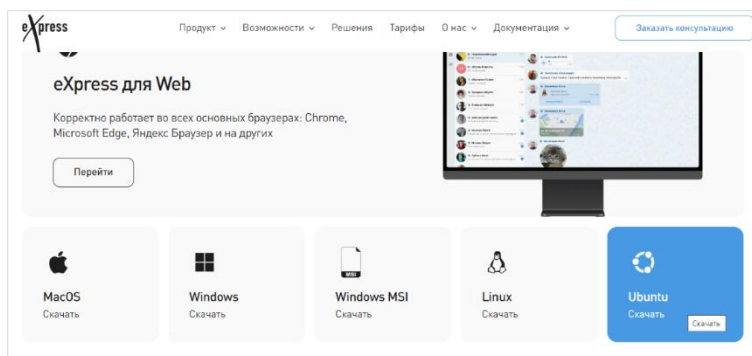


Figure 386

The browser will start downloading a file with the .deb extension.

- After downloading the .deb file (Figure 387), double-click it to run it.

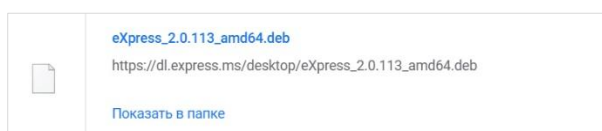


Figure 387

- In the window that appears, select "Open in" → "QApT package installation program" (Figure 388).

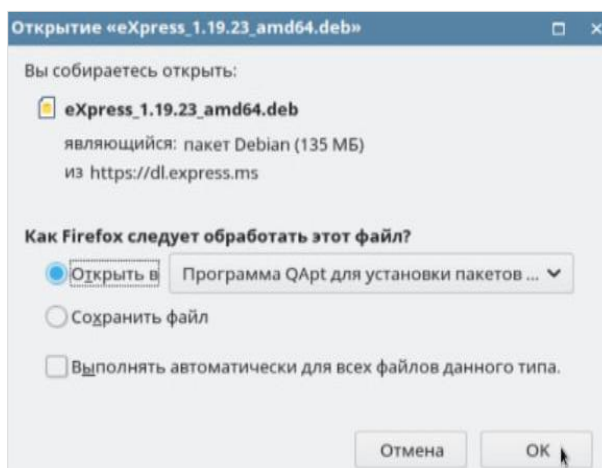


Figure 388

The "Package installation" window will be displayed.

- Click "Install package" (Figure 389).

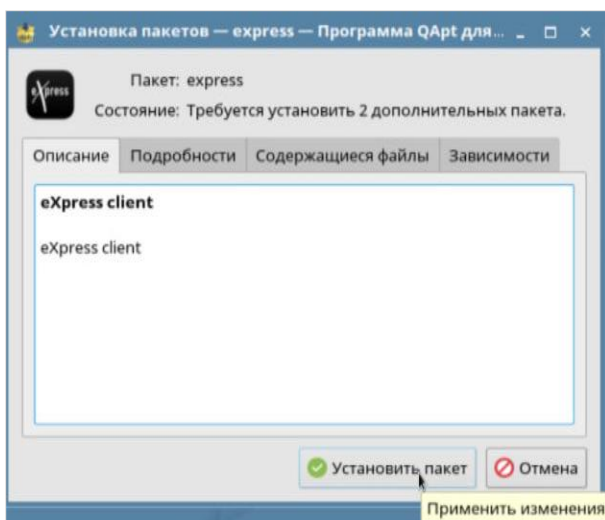


Figure 389

Libraries are installed automatically and are displayed on the “Dependencies” tab (Figure 390).

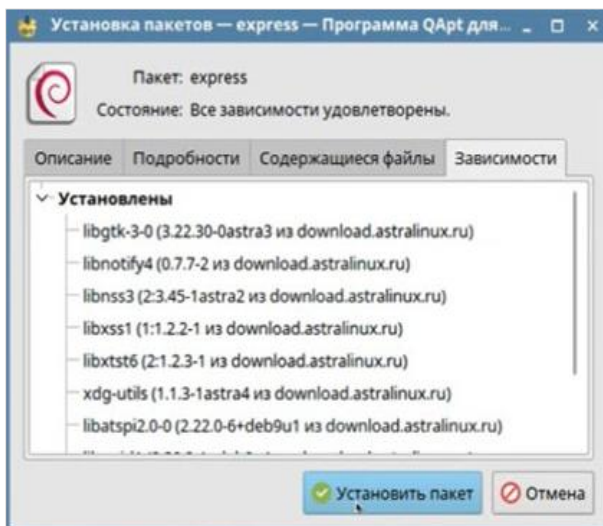


Figure 390

7. Check for the presence of the “libappindicator3-1” library in the “Dependencies” tab. If it is missing (an error occurred during installation), install it (see page 295).
8. In the window that appears, enter your Linux account password (Figure 391).

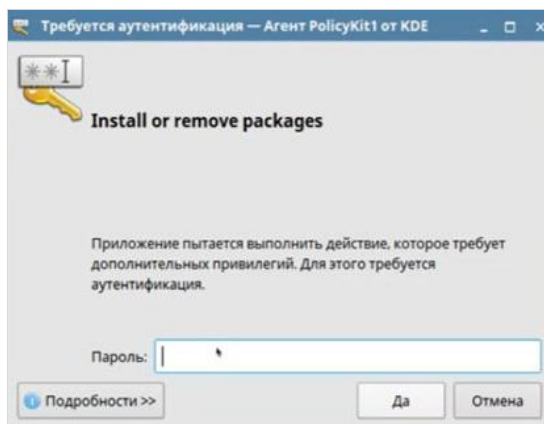


Figure 391

9. Once the installation is complete, click “Close” (Figure 392).

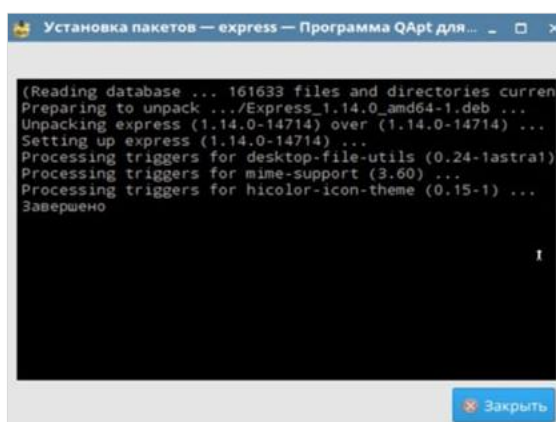


Figure 392

10. Open eXpress (“Main Menu” → “Network”) and create a keychain password (Figure 393).

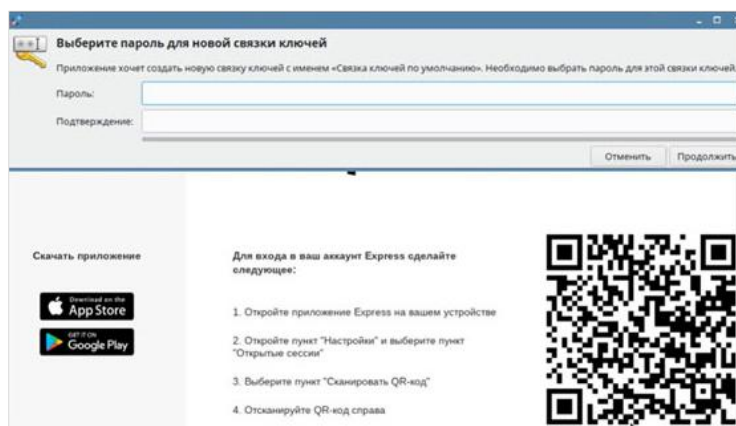


Figure 393

The set password is required by the operating system to store encryption keys. There will be no need to enter it in the future.

Note. If the Linux desktop version gets stuck on the splash screen with the logo, run “`sudo apt install gnome-keyring`” in the Terminal, then log out and log back in or reboot.

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/subsection	Change	Reference
1.	Administering a Group Chat	Information about the possibility to invite users to chat using a link has been added	page 107
2.	Administering a Group Chat	Information about the possibility to enable/disable end-to-end encryption has been added	page 107
3.	“Phone Call” item	The section has been updated	page 41

Build 2.2.53

No.	Section/subsection	Change	Reference
1.	Chats	The section has been updated. Figures and descriptions of chat cards have been updated	page 16
2.	Messages	The section has been updated. Information about the possibility to use tags when mentioning a user has been added	page 28
3.	Tags	The section has been added	page 39
4.	Description of the App Interface	The section description has been updated, figures have been updated. Information about searching using tags and entity parameters has been added. Description of icons in the main area of the main window of the app has been added	page 11
5.	Creating a Chat	Descriptions for searching contacts by tags have been added	page 100
6.	Setting Up Chat	Description of actions for setting up a chat has been updated. Description of actions for chat tagging has been added	page 106
7.	Administering a Group Chat	The section has been updated. The action for adding a user to the chat has been supplemented, figures have been partially updated	page 108
8.	Searching for a Chat	The action for searching for a chat by tag has been added	page 117
9.	Searching in Chat	The action for searching for a message by tag has been added	page 119
10.	Actions with Contacts	Information about the possibility of tagging contacts has been added	page 157
11.	Actions with Messages	The section has been updated. The list of actions has been expanded and the figures have been partially updated. Information about the action for tagging a message has been added	page 160
12.	Stickers	The section has been reworked according to the new structure	page 172
13.	Call and Video Conference Interface	The information has been compiled and presented as a separate section.	page 41
14.	Starting and Ending a Call	The section has been updated, description of call notifications has been updated	page 187
15.	Switching the Call to the Background Mode	The section has been updated, figures have been updated	page 189
16.	Adding Users to the Call	The description of the action has been expanded to take into account the use of tags,	page 210

No.	Section/subsection	Change	Reference
		figures have been added	
17.	Viewing the Call Log	The section has been updated. The figures have been added, information concerning the action to search for a call has been added	page 202
18.	Videoconferencing	The section has been added	page 217
19.	Settings	The section has been updated, figures have been partially updated	page 235
20.	"Settings" → "Tags"	The section has been added	page 253
21.	Appearance	Description of the option "Own messages on the left" has been added	page 260
22.	SmartApps	The section has been added	page 278

Build 2.5.56

No.	Section/subsection	Change	Reference
1.	Information about the division of the top tab into "All" and "Catalog" has been added	Information about the division of chats, channels and bots into tabs has been added and replaced; figures throughout the text have been replaced	
2.	Restrictions for Regional Users	A note about restrictions for regional users has been added	page 10
3.	SIP Calls	Information from the document "SIP Integration — Instructions" has been added to the "SIP Calls" section	page 53
4.	Threads	"Threads" and "Managing Threads" sections have been added	page 34 , page 137
5.	Sending a File to Chat	A note about the limitation on sending more than 10 files at a time has been added	page 144
6.	Administering a Group Chat	Description of the actions for administering a group chat have been updated Description of the action for enabling/disabling commenting on messages has been added	page 108
7.	Chatbots	A subsection describing the chatbot for notifications about upcoming conferences and invitations to participate in the conference has been added to the "Chatbots" section	page 274

Build 2.6.31

No.	Section/subsection	Change	Reference
1.	Chats, Contacts, Interface Description	The routing icon has been removed from the main chat page	
2.	Creating a Chat	Description of actions for adding participants to a group chat has been added and corrected. You can now create a group chat without adding participants	page 103
3.	Call and Video Conference Interface	Pop-up help to icons during a call or conference call have been added. The icon and function "Open call in window" have been added	page 41
4.	Authorization and Registration	A hint with a full e-mail address has been added to the registration screen	page 57
5.	Installing the App	When authorizing, it is now possible to refuse to enter a password; in the section on authorization, this part has been supplemented	page 57
6.	Actions with Messages	Functions have been added for bringing up the context menu with a right mouse click and replying to a message with a quick double left click. The context menu button has been removed	page 160

No.	Section/subsection	Change	Reference
7.	Viewing the Call Log	When you open the "Calls" section, the tab that the user last viewed opens. If there are missed calls, the "Missed" tab opens	page 202
8.	Profile	The display of profiles has changed, the "Corporate/Personal" tabs have been removed	page 236
9.	Profile	The setting "Change encryption keys" has been changed to "Additional data protection", it is now possible to refuse entering a password during authorization. The "Profile" section has been supplemented	page 244

Build 2.7.21

No.	Section/subsection	Change	Reference
1.	Settings/Main	Description of actions for setting up the date format has been added	page 248
2.	Actions with Files and Links in the Chat Card	Information that the "Files, media and links" section also displays forwarded e-mails	page 141
3.	"Saved Messages" Chat	Information about unlimited time for editing a saved message has been added	page 122
4.	Searching for a Contact	Display of contacts at the top of the list when performing exact match search has been added	page 157
5.	Managing Threads	The item "Comment" has been added instead of the "Start a thread" item in the message menu. "Subscribe to notifications" and "Unsubscribe from notifications" instead of "Join thread" and "Leave thread" in thread properties	page 137

Build 2.8.1

No.	Section/subsection	Change	Reference
1.	Conference Notification Chatbot	The section has been supplemented and revised	page 274
2.	Viewing the Call Log	At the end of the section, a function for deleting a specific call from the log has been added	page 204
3.	Corporate User Authorization in the Web App	The screenshot and description of item 5 of authorization by phone number have been changed: a drop-down list of corporate servers has been added	page 57
4.	Settings -> Appearance	Supplemented with a setting for displaying threads	page 260
5.	Changing and Deleting a Conference	The "Deleting a conference" section has been expanded to "Editing and deleting a conference".	page 235
6.	Threads	Supplemented with paragraphs about setting up the display of threads and a figure about displaying the tab	page 34

Build 2.9

No.	Section/subsection	Change	Reference
1.	Call and Video Conference Interface	Information and screenshot about how screen sharing works in full screen mode have been added	page 41
2.	Viewing a Thread	Information and screenshot about switching between threads of one chat has been added	page 138
3.	Registration in the Desktop App	A note about two eXpress accounts from one device in the Desktop App has been added	page 57
4.	Registering a New Account, External User Authorization, Corporate User Authorization, Simplified Corporate User Authorization	An optional item about entering verification text has been added to each of the subsections	page 57
5.	Installing the App	Each of the subsections has been supplemented with consent to the rules of information exchange	page 55

Build 2.10

No.	Section/subsection	Change	Reference
1.	Call Log	The subsection has been renamed from "Viewing the Call Log" to "Call Log". "Clear Call Log" operation has been added to the end of the section	page 202
2.	Threads; Managing Threads	Screenshots have been updated	page 34 , page 137
3.	External User Authorization/ Corporate User Authorization/ Simplified Corporate User Authorization	Screenshots of entering the user's personal password have been replaced (Additional data protection)	page 70
4.	Installing the App	In each of the subsections, the screenshot showing the consent to the rules of information exchange has been updated In the Desktop App description, the screenshots showing downloading the app from the website have been updated and the text of items 2–4 has been replaced	page 55
5.	Installing eXpress on Astra Linux	Screenshots and items 2–4 in the application installation description have been replaced	page 295

Build 2.11

No.	Section/subsection	Change	Reference
1.	Creating a Thread	Removed information about the appearance of a tab with the creation of the first thread: now the tab is always displayed, even if there are no threads	page 137

Build 2.27

No.	Section/subsection	Change	Reference
1.	Authorization of an External User on a Corporate Server	The subsection has been added	page 83
2.	Introduction	The link to the Support page has been changed	page 9
3.	Purpose of the App	The description of authorization on the corporate server has been supplemented	page 10

Build 2.28

No.	Section/subsection	Change	Reference
1.	Chats	The visual display table of chat types has been changed	page 16
2.	Channels	The visual display table of channel types has been changed	page 24
3.	Resetting Passport	The section has been added	page 88

Build 3.0

No.	Section/subsection	Change	Reference
1.	Chats	Description of reaction settings when administering a group chat has been added	page 112
2.	Reactions	A subsection describing reactions in the Web App has been added	page 169

Build 3.1

No.	Section/subsection	Change	Reference
1.	Messages	Information about the possibility to mention contacts from trusted corporate servers using the "@@" construct has been added	page 28
2.	Call and Video Conference Interface	In the table with the description of icons, information about the possibility to go to the call/conference chat has been updated	page 41
3.	Sending Messages and Files	The section has been updated	page 189
4.	Screen Sharing	Information about the frame that limits the displayed area of the screen has been added	page 190
5.	Call Settings	Information about setting the sound and video quality during a call has been added	page 249

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 14
2.	Actions with Messages	The time limit for editing messages has been updated (48 hours for users, no restrictions for channel administrators)	page 160
3.	Videoconferencing	The figures have been updated, information about creation of a scheduled conference and new logic for dividing conferences (5 blocks) has been updated	page 217
4.	SIP Calls	The item has been reworked	page 216

Build 3.3

No.	Section/subsection	Change	Reference
1.	Call and Video Conference Interface	Description of request for feedback after call/conference end has been added	page 41
2.	Call Log	A note about the presence of a card for the group call chat has been added	page 202
3.	Actions with Messages	A note about marking a forwarded message in the chat list has been updated, figure has been updated	page 160
4.	Confidential Mode	Description of hints to hidden messages has been added	page 279

Build 3.5

No.	Section/subsection	Change	Reference
1.	Actions with Contacts	The figures have been updated	page 157
2.	About	The description has been updated	page 261
3.	Videoconferencing	The figures have been updated	page 217
4.	Managing Chats	The "Managing Tabs" subsection has been added	page 124
5.	Unread Messages Filter	The "Filter unread messages" subsection has been added	page 124
6.	Administering a Group Chat	Information about the limitation on the number of chat participants displayed in the list has been updated	page 21

Build 3.6

No.	Section/subsection	Change	Reference
1.	General Information	The section structure has been changed, information has been added	page 10
2.	Supported Languages	Arabic language has been added to the description and figures throughout the text of the document	page 13
3.	Chats Channels	The figures have been partially updated (the name of the chat creator is highlighted with a hyperlink)	page 16 , page 24
4.	Operating the Web App and the Desktop App	General information from subsections has been moved to the "General Information" section	page 91
5.	Searching for a Chat	Information about exact and advanced search,	page 117

No.	Section/subsection	Change	Reference
		link to search settings have been added	
6.	Searching for a Contact	Information about exact and advanced search, link to search settings have been added	page 157
7.	Actions with Files and Links in the Message	Information about the possibility to download files in the built-in document viewer has been added, figures have been updated	page 143
8.	Editing Images	The figures have been updated due to expansion of color palette in the image editor	page 146
9.	SIP Calls	The figure showing the application for calling has been added	page 216
10.	Confidential Mode	Figures with the message about the mode being turned on have been updated	page 279

Build 3.7

No.	Section/subsection	Change	Reference
1.	Description of the App Interface	Menu item names and icons have been updated	page 11
2.	Global Chat	The section has been added	page 25
3.	Messages	Description of functions for formatting message text and inserting links has been added	page 28
4.	Call and Video Conference Interface	Description of the possibility to end a call/video conference in the Desktop App using the close app button has been added	page 41
5.	Updating the App Version	Description of notifications about updates has been added	page 88
6.	Searching for a Chat	Description of setting up search has been added	page 117
7.	"Saved Messages" Chat	The figures have been updated	page 122
8.	Administering Global Chat	The section has been added	page 135
9.	Searching for a Contact	Information about setting up search has been added	page 157
10.	Actions with Messages	Description has been added, information about sending messages to a SmartApp has been added	page 160
11.	Viewing the List of Call Participants	The figures have been updated	page 210
12.	Adding Users to the Call	The figures have been updated	page 210
13.	Call Log	The figures have been updated	page 215
14.	Viewing the List of Conference Participants	The section has been added	page 226
15.	Joining a Conference	The figures have been updated	page 229
16.	Main Settings	Description of the "Exact match search" setting has been added	page 244
17.	Tags	The figures have been updated	page 253
18.	Notifications	The figures have been updated	page 259
19.	Maintenance	The subsection has been added	page 263
20.	SmartApps	Information about the possibility to send messages to a SmartApp and links to events from a SmartApp to chats has been added	page 278

Build 3.8

No.	Section/subsection	Change	Reference
1.	Contacts	Information about the contact card has been updated	page 14
2.	Channels	Information about channel administrator rights has been updated and differences between a channel and a chat have been described	page 24

3.	SIP Calls	Information about missed SIP call notifications has been added	page 53
4.	Installing the App	Information about the possibility to quickly search in the list by name and country code has been added	page 55
5.	Searching for a Chat	Information about sorting chat and notification search results has been added, figures have been updated	page 117 , page 119
6.	Viewing the List of Call Participants	The figures have been updated	page 210
7.	SIP Calls	The figures have been updated	page 234
8.	Chatbots	The figures have been updated	page 264
9.	SmartApps	Information about the possibility of copying text from SmartApps has been added	page 278

Build 3.9

No.	Section/subsection	Change	Reference
1.	Videoconferencing	The figure in the "Searching for a Conference" has been updated	page 234
2.	Phone Call, Video Conferencing, Call Settings	A note about the possibility to quickly turn the microphone on/off has been added	page 187 , page 208 , page 222 , page 249

Build 3.10

No.	Section/subsection	Change	Reference
1.	Notifications	Information about SmartApp notifications has been added	page 259
2.	Confidential Mode	Information about the availability of the Confidential Mode has been corrected	page 24 , page 279
3.	Actions with Conferences	A note about the possibility of switching to the conference chat without activating it has been added, figures have been updated	page 226
4.	Videoconferencing	The "Recording a Conference" subsection has been added	page 234

Build 3.11

No.	Section/subsection	Change	Reference
1.	Installing the App, Settings	The figures have been updated, the "Contacting Support" subsection has been updated	page 55 , page 235
2.	Audio and Video Communication, Carrying out Calls and Videoconferencing	The sections "Recording Calls and Conferences" and "Administering a Group Call" have been updated, the section "Reactions in Calls and Conferences" has been added, and figures have been updated	page 208 , page 234
3.	SmartApps	Information about the possibility to go to a chat message from a SmartApp has been added	page 278

Build 3.12

No.	Section/subsection	Change	Reference
1.	Phone Call	The number of call participants has been increased to 256 users, figures have been updated	page 41 , page 175

2.	Administering a Group Chat	A note about contact search settings has been added, figure has been updated	page 108
3.	Adding Users to the Call	A note about contact search settings has been added	page 210
4.	Managing Messages	The section structure has been changed	page 160
5.	Viewing the List of Call/Conference Participants	A note about the possibility to view the list using scrolling has been added	page 210 , page 210 , page 226
6.	Call Settings	Information about setting up notifications about call/conference participants joining/leaving has been added, figures have been updated	page 249
7.	Entire document	The figures have been updated	

Build 3.13

No.	Section/subsection	Change	Reference
1.	Restrictions for Regional Users	The list of restrictions has been expanded	page 10
2.	Description of the App Interface	The figure has been updated	page 11
3.	Contacts, SmartApp	Information about links in the contact card to actions in SmartApps has been added	page 14 , page 278
4.	Phone Call	The subsection "Setting Up Call Parameters" has been formed, information about setting up an active call has been added	page 181
5.	Actions with Files and Links in the Chat	The figures have been updated	page 124
6.	Call and Video Conference Recording	The figures have been updated	page 196
7.	Call Settings	Information about the background blur option in a video call has been added	page 249
8.	Maintenance	Information about notifications for external user has been added, figures have been updated	page 263
9.	Entire document	Icons have been updated	

Build 3.14

No.	Section/subsection	Change	Reference
1.	Phone number and company e-mail address	Information about company contact details has been updated	page 2
2.	Contacts, Chats, Messages, Personal Call, Group Call, Videoconferencing	The section structure has been changed, information and figures have been added	page 14 , page 16 , page 28 , page 181 , page 204 , page 217
3.	Group Chat, Creating a Group Chat, Administering a Group Chat	Information about the chat name limitation of 128 characters has been added	page 21 , page 102 , page 108
4.	Audio and Video Communication	The section has been broken up and removed	
5.	Personal Call	The section structure has been changed, information has been updated	page 41
6.	Group Call	The section structure has been changed, information has been updated	page 46
7.	Voice Messages	The section has been moved	page 32
8.	Administering a Group Chat	The section structure has been changed	page 108

No.	Section/subsection	Change	Reference
9.	Managing Channels	The section has been added	page 124
10.	Administering Global Chat	The section has been moved	page 135
11.	Main Settings	The section structure has been changed	page 244
12.	Appendix 1	Information about keyboard shortcuts has been supplemented	page 294

Build 3.16

No.	Section/subsection	Change	Reference
1.	Entire document	Figures and descriptions of navigating to app settings have been updated	
2.	Entire document	"Authorization" has been replaced with "login" and "connecting to the server" depending on the context	
3.	Contact Card, Files and Links in the Message	Information about opening e-mail links from messages and profiles in SmartApps has been added	page 15, page 29
4.	Installing the Desktop App	Information about the specifics of installing the app using an MSI package has been added	page 55
5.	Installing the App	Section content has been updated: registration and login methods using e-mail and server address have been added	page 55
6.	Message Formatting	Description of message formatting process has been elaborated	page 162
7.	Voice Messages, Setting Up Call Options, Starting a Group Call, Creating an Unscheduled Conference	Information about the app operation when the microphone is not connected has been added	page 175, page 181, page 205, page 222
8.	Setting Up Call Parameters	Information about setting up incoming video restrictions has been added	page 181
9.	Ending a Personal Call, Ending a Group Call, Exiting and Ending a Conference	Information about call quality rating has been added	page 201, page 214, page 233
10.	Viewing the List of Call Participants	Information about highlighting guests in calls and conferences has been added, figures have been updated	page 210, page 226
11.	Making a Repeat Call to the Call Participant	Information about making a repeat call to a call participant has been added	page 211
12.	Functional Capabilities	Information about the possibility of following a link specified by the administrator when clicking the bot button has been added	page 265
13.	SmartApps	SmartApps description has been corrected	page 278
14.	Role Model	The chapter has been added	page 284

Build 3.17

No.	Section/subsection	Change	Reference
1.	Entire document	Figures and descriptions of the main menu of the app have been updated	
2.	Entire document	Figures and the list of available interface languages have been updated	
3.	General Information — Tags, Settings — Tags	Information about the possibility to change tags and descriptions of personal tags, including using emoji, has been added	page 39, page 253
4.	Updating the App Version	Information about notification in the chat window about the release of a new version of the app has been added	page 88
5.	Actions with Files and Links	New section has been formed	page 143
6.	Actions with Messages — Forwarding a Message	Information about forwarding a message to a thread has been added	page 166
7.	SmartApps	Information about opening the “Home Page” SmartApp when launching the app and setting up the list of favorite SmartApps has been added	page 278

Build 3.18

No.	Section/subsection	Change	Reference
1.	Entire document	Figures with app settings have been updated	
2.	Tags	Information about tag types has been clarified	page 39
3.	Installing the App, Settings	Information about access to the user agreement after installing the app has been added	page 55, page 235
4.	Creating a Group Chat	The figures have been updated	page 102
5.	Administering a Group Chat, Managing Threads	Information about the possibility for the administrator to delete messages in chats and threads has been added	page 108, page 137
6.	Managing Channels	Information about setting up the display of channels using tabs and unread messages filter has been added	page 134
7.	Actions with Messages	A note about the limitation on viewing message information in chats has been added	page 167

Build 3.19

No.	Section/subsection	Change	Reference
1.	Logging in Using E-mail Address, Logging in Using Server Address	A note concerning redirecting the user to a simplified login in the app when a linked phone number is detected has been added	page 78, page 80
2.	Actions with Files and Links	The figures have been updated	page 144
3.	Ending and Leaving a Group Call, Ending and Leaving a Conference	Description has been updated, figures have been updated	page 214, page 233
4.	Role Model	The figures have been updated	page 284

Build 3.20

No.	Section/subsection	Change	Reference
1.	Registering a Corporate User	A note concerning the dependence of registration methods on corporate server settings has been added	page 57

Build 3.21

No.	Section/subsection	Change	Reference
1.	SmartApps	Information about setting the number of SmartApps by the app administrator has been added	page 278

Build 3.22

No.	Section/subsection	Change	Reference
1.	External User Warning	The section has been added	page 19
2.	Registering a Corporate User, Logging a Corporate User in to the App	Information about the need for a corporate client to log in using their phone number when registering using phone number has been added	page 57 , page 76
3.	Logging a Corporate User in to the App	A note concerning the possibility of blocking the login of users without a verified phone number	page 70
4.	Managing Chats — Setting Up a Chat	Information about setting a chat as read/unread on all user devices has been added	page 106
5.	Managing Chats, Actions with Contacts, Managing Messages, Settings — Tags	A note about the tag input field being case insensitive has been added	page 106 , page 157 , page 169 , page 253
6.	Personal Call — Setting Up Call Parameters	A note about the minimum PC requirements for enabling background blur in calls has been added	page 181
7.	Videoconferencing	The description of the procedure for creating a scheduled conference has been updated, figures have been updated	page 219 , page 226

Build 3.23

No.	Section/subsection	Change	Reference
1.	Administering a Group Chat	Description of chat participants list has been changed	page 21
2.	Administering a Channel	Description of channel subscribers list has been changed	page 25
3.	Messages	A note about synchronization of drafts across all user devices has been added	page 28
4.	SmartApps	The description of SmartApps search has been added	page 278

Build 3.24

No.	Section/subsection	Change	Reference
1.	Description of the App Interface	The section structure has been changed	page 11
2.	Chats	Information about notification about the actions of the interlocutor in the chat (sending a file, video, etc.) has been added	page 16

No.	Section/subsection	Change	Reference
3.	Tags	The section structure has been changed	page 39
4.	Registration Using E-mail address, Logging in Using E-mail Address	A note about contacting technical support if you have problems logging in to the app using e-mail address has been added	page 62, page 76
5.	Actions with Files and Links — Viewing Documents	The section structure has been changed	page 154
6.	Actions with Contacts	The section structure has been changed	page 157
7.	Ending and Leaving a Group Call	The section structure has been changed	page 214
8.	Creating a Scheduled Conference	Information about the availability of the “Add to calendar” option only for scheduled conferences has been added	page 219
9.	Leaving and Ending a Conference	The section structure has been changed	page 233
10.	Changing the Phone Number	Information about sending an SMS message to the user when changing the phone number has been added	page 240, page 243
11.	Description of Chatbots	Information about the possibility of generating a QR code for the card or bot action has been added	page 264
12.	Confidential Mode	The section structure has been changed	page 279

Build 3.25

No.	Section/subsection	Change	Reference
1.	Entire document	The section structure and the location of figures have been changed	
2.	Setting, Changing the Interface Language	Malay added to the list of supported languages, the figures have been updated throughout the document	page 55, page 246
3.	Managing Chats, Managing Channels, Administering a Group Chat, Administering a Channel	A description of the procedure for leaving and deleting a chat and channel has been updated	page 116, page 132, page 133
4.	Actions with Contacts	The “Creating a QR Code or a Link to the Contact Card” section has been added	page 160
5.	Receiving an Incoming Call	The subsection has been added	page 188, page 206
6.	Rating of Call Quality, About	Log file format has been changed	page 202, page 261
7.	Creating a Scheduled Conference, Creating an Unlimited Conference	Description and figures have been updated	page 219, page 221

Build 3.26

No.	Section/subsection	Change	Reference
1.	Entire document	The section structure and the location of figures have been changed, figures have been updated	
2.	Entire document	Links to tables have been added	
3.	Contacts — Types of Contacts, Settings — Profile	The figures have been updated with regard to duplication of external user name	page 14, page 237
4.	Contacts — Contact Card, Settings — Profile	The figures have been replaced (the manager's name is shown as a link)	page 14, page 237

Build 3.27

No.	Section/subsection	Change	Reference
1.	Entire document	The figures have been updated	
2.	Installing the App	A note about choosing a region when registering and logging in to the app has been added	page 63, page 77
3.	Creating a Group Chat	A note about the maximum number of characters in the chat description has been added	page 102
4.	Managing Messages — Voice Messages	A note about playing voice message during the call has been added	page 175
5.	Starting a Call, Videoconferencing	A note about disabling the automatic monitor power off function and app block with a PIN code function during an active call/conference has been added	page 187, page 205, page 217
6.	Adding Users to the Call	Added information about adding chatbots to a call	page 192
7.	Creating a Scheduled Conference	Added information about adding chatbots to a conference	page 219
8.	SIP Calls	The section structure has been changed	page 216
9.	Managing Tabs	The section has been moved to "Settings" → "Tags"	page 253
10.	Role Model	New rules have been added to the role model	page 284

Build 3.28

No.	Section/subsection	Change	Reference
1.	Supported Languages, Main Settings — Changing the Interface Language	Support for Turkish language has been added	page 13, page 246
2.	Login by phone number, Simplified app login for a corporate user	A note about entering the code from the SMS when logging in to the app has been added	page 72, page 80

Build 3.29

No.	Section/subsection	Change	Reference
1.	Call Log	The "Call Log" sections for individual and group calls have been updated, figures have been added and replaced	page 45, page 52, page 202 page 216
2.	Sending a File to Chat	Information about combining images into an album has been added	page 144
3.	Stickers	The section has been updated, the figure has been added	page 172
4.	Notifications	Information about notification on the minimized desktop app icon and the button image have been added	page 259
5.	Videoconferencing	The figures have been updated, references to upcoming conferences have been replaced with references to scheduled conferences	page 217

Build 3.30

No.	Section/subsection	Change	Reference
1.	Starting a Call	Information about terminating a call which was started by mistake has been added	page 187
2.	Actions with Files and Links in the Message	Information about the pop-up window confirming following the link has been added, figure has been added	page 151
3.	Administering a Channel	A note about posting to a major channel has been added	page 133
4.	Tags	The section has been updated and rewritten, the figures have been replaced	page 39 page 253
5.	Screen Sharing	Information about screen sharing in the speaker mode (description, figure) has been added	page 190
6.	Polls	New section has been added	page 34, page 176
7.	Switching to SmartApp from the Chat Card	The section has been removed	
8.	Forwarding a Message to a SmartApp	The section has been removed	
9.	Viewing Documents	The list of supported formats that open directly in eXpress has been added	page 154

Build 3.31

No.	Section/subsection	Change	Reference
1.	Description of the App Interface	Description of specifics of setting up the Desktop App has been added	page 11
2.	Appearance	Description of zooming in the Desktop App has been added, the figure has been updated	page 260
3.	Recording a Personal Call	A figure and description of the notification if the user is prohibited from recording have been added	page 196
4.	Joining a Closed Chat, Inviting a Participant, Inviting a Subscriber, Inviting Users to the Call, Joining the Call Using a Link	A link in the form of a QR code to create a link to a chat, channel or call/conference chat has been added. The figures have been updated	page 104, page 114, page 130, page 194, page 195
5.	Message Status	Information about checking the message for confidentiality of transmitted information has been added. The figures in the table in "Message Statuses" have been updated	page 28

No.	Section/subsection	Change	Reference
6.	Checking Messages when Sending	A section on checking the message for confidentiality of transmitted information and antivirus protection has been added	page 28

Build 3.32

No.	Section/subsection	Change	Reference
1.	Entire document	The figures have been updated	
2.	Files and Links in the Message	The table of attachment types has been supplemented	page 29
3.	Checking Messages	The section has been reworked	page 28
4.	Joining a Closed Chat	A part of information has been moved from the "Inviting a Participant" subsection	page 104
5.	Inviting a Participant	A part of information has been moved to the "Joining a Closed Chat" subsection	page 114
6.	"Saved Messages" Chat	Information and figure updated	page 19
7.	Searching in Chat	Information has been updated	page 119
8.	Chat and Channel Settings	New subsection in the "Settings" section	page 249
9.	Administering a Group Chat (theoretical section)	The figure has been replaced	page 21
10.	Administering a Channel (theoretical section)	The sections have been updated, the figures have been replaced	page 25
11.	Setting Up Chat	The section has been updated	page 106
12.	Enabling/Disabling Mentions in Threads, Posting Messages to a Channel	New subsection in the "Administering a Channel" section (practical section) has been added, description of a new setting has been added	page 128, page 133
13.	Threads, Joining a Thread	Information about subscribing to threads has been updated	page 34, page 139

Build 3.33

No.	Section/subsection	Change	Reference
1.	Entire document	The figures have been updated	
2.	Creating a Group Chat	A paragraph about tags has been added, one figure has been updated and one figure removed	page 102
3.	SIP Calls	The figure has been updated and a note has been added	page 216
4.	Administering a Group Chat; Administering a Channel	The figures have been updated, notes about deleting information about chat/channel creator when they leave the corporate server have been added	page 21, page 25
5.	Updating the Web App Version, Updating the Desktop App Version	The sections have been updated, a note has been added	page 88, page 89
6.	Adding a Participant; Adding a Subscriber	The figure and description of the process of adding a group chat participant and channel subscriber have been updated	page 113, page 130
7.	Sending an Album	The subsection has been added	page 144
8.	Editing a Corporate User Profile, Adding, Changing and Deleting an Avatar	Information about editing the avatar by a corporate user has been added	page 239, page 241
9.	Restrictions for Working with Files	The subsection has been added	page 144

Build 3.34

No.	Section/subsection	Change	Reference
1.	Entire document	The figures have been updated	
2.	Call Screen Layout	Figures updated	page 44
3.	Functional elements (Group call)	Button descriptions have been added to the table	page 47
4.	Call screen layout (Group call)	Figures updated	page 49
5.	Reactions in the Call	Figures updated	page 50
6.	Using the "Raise your hand" Action in the Call	Figures updated	page 51
7.	Videoconferencing	Description of the active conference has been added to the table	page 53
8.	Creating a Personal Chat	Figure updated	page 100
9.	Searching for text	Figure and description updated	page 156
10.	Setting Up Call Parameters during the Call	Section revised, figures updated	page 182
11.	Adding Users to the Call	Figure updated	page 192
12.	Recording a Personal Call	Figures updated	page 196
13.	Stopping Call Recording	Figures updated	page 198
14.	Downloading Call Recording	Description and figure updated	page 201
15.	Sending Messages and Files	Figure updated	page 207
16.	Reactions in the Call	Figures updated	page 208
17.	Using the "Raise your hand" Action in the Call	Figure updated	page 209
18.	Making a Repeat Call to the Call Participant	Figure updated	page 211
19.	Possibilities of Group Call Administrator	Figures updated; Subsection on appointment by administrator has been removed	page 212
20.	Joining a Conference	Figure updated	page 229
21.	Conference Administrator Capabilities	Figure updated	page 231
22.	Keyboard shortcuts for Web and Desktop App	F11 key added	page 294

Build 3.35

No.	Section/subsection	Change	Reference
1.	Chapter 1	Figures corrected	
2.	Screen Sharing	Figure updated	page 190
3.	SIP Calls	Description has been added	page 216

Build 3.36

No.	Section/subsection	Change	Reference
1.	Entire text	Figures updated	
2.	Chats – General information	Figure removed, lock icon description corrected	page 16
3.	"Saved Messages" Chat	Description has been updated	page 19

4.	Updating the Web App Version	Information and figure updated	page 88
5.	Managing Tabs	Information has been updated	page 124 , page 257
6.	Sending an Album	Information corrected	page 144
7.	Adding a Tag to the Message	Information corrected	page 169
8.	Sending a Reaction	The drawing has been updated in accordance with new reactions	page 170
9.	Sending Reactions in the Call	The drawing has been updated in accordance with new reactions	page 208
10.	Creating a Scheduled Conference	Information corrected	page 219
11.	Deleting an Account	Figure updated	page 243
12.	Reminders	Note deleted	page 250

Build 3.37

No.	Section/subsection	Change	Reference
1.	Searching for a Chat	Figure updated	page 118
2.	Opening the Channel Card	Figure updated	page 125
3.	Inviting a Subscriber ("Channel Administration" section)	Figure updated	page 131
4.	Actions with Files and Links in the Chat Card	Figure updated	page 152
5.	Screen Sharing	A note has been added	page 190
6.	Clearing the Call Log	The drawings featuring the menu of the "Calls and Conferences" section have been updated	page 204
7.	Creating a Scheduled Conference		page 219
8.	Creating an Unscheduled Conference		page 223
9.	Joining a Conference		page 230
10.	Inviting Participants to an Active Conference	Figure updated	page 224
11.	Actions with Conferences	The drawing has been replaced, the note has been removed	page 226
12.	Notifications	The drawing has been updated and a description of the new setting for icon animation in the Desktop App has been added	page 259
13.	Appearance	Information about autostart in minimized mode has been added	page 260

Build 3.38

No.	Section/subsection	Change	Reference
1.	Description of the App Interface	The description of alternative hotkeys to icons has been added	page 12
2.	Keyboard shortcuts for Web and Desktop App		page 294
3.	Installing the Desktop App	The images have been replaced and information about installing the Desktop App only for a corporate account has been added	page 55
4.	Registering an External User		page 67
5.	Adding a Participant	Description of the exact match search has	page 113

No.	Section/subsection	Change	Reference
6.	Adding a Subscriber	been corrected	page 130
7.	Adding Users to the Call		page 192
8.	Viewing the List of Call Participants	Information about navigation to the participant card from the list has been added	page 210
9.	Viewing the List of Conference Participants		page 226
10.	Saving Restrictions, Forwarding Restrictions	Information about print restrictions has been added	page 287

Build 3.39

No.	Section/subsection	Change	Reference
1.	General Information (Chats)	Information about scrolling the message history by double-clicking on the title has been added	page 16
2.	Logging in Using E-mail Address	The note about limitation of the number of attempts of e-mail code entry has been added	page 76
3.	Simplified Procedure for Logging a Corporate User in to the App	The description of the process of logging in to the app has been updated	page 80
4.	Screen Sharing (Personal Call)	Information about notifications when sharing a screen during a call with external users has been added	page 190

Build 3.40

No.	Section/subsection	Change	Reference
1.	Entire document	Figures have been updated to include main menu with statuses	
2.	Main Menu of eXpress	Information about the user status, which is displayed in the main menu, has been added	page 12
3.	Contact Card	Information about user status has been added	page 15
4.	Statuses (General Information)	New section has been added	page 37
5.	Simplified Procedure for Logging a Corporate User in to the App	The description of the process of logging in to the app has been updated	page 80
6.	Managing Statuses (Operation)	New section has been added	page 91
7.	Inviting a User to the Call	The note regarding guest joining call/conference from mobile devices has been updated	page 194
	Joining the Call Using a Link		page 195
	Creating a Scheduled Conference		page 219
	Inviting Participants to the Conference		page 224
8.	Starting a Personal Call	The notes about rejecting calls when call restrictions are enabled in the user status have been added	page 187
	Adding Users to the Call		page 192
	Starting a Call		page 205
	Making a Repeat Call to the Call Participant		page 211
	Inviting Participants to the Conference		page 224