

FAQ (Frequently asked questions)

Contacts

- ***How to find an already authorized Rendall user and start chatting with him?***

Click on Contacts icon, then type the user's name on the search field. If the user is not on your contact list, you can request an authorization by clicking on their name. Since your request will be approved you can send messages to this user.

- ***How to create groups in Contact list?***

You should go to the Contact list, click on «All contacts» on the top of the screen and then click on «plus» icon in the Group list. Hold (long press) the user's name field to open the menu, then click «move to group».

- ***How to remove user from Contact list?***

Click (long press) on the user's name will open the menu, which allows you delete the user from contact list.

- ***How to invite a new user to Rendall?***

If you don't have an admin status, you can write to Support with the request and get the temporary login and password, or registration code and then send it to a new user.

Messaging

- ***How to send self-destructing message?***

Type the message, click on «timer» icon on a right side of the text field and choose the time, when your message will be deleted. After that you should click on «arrow» icon to send the message.

- ***How to send a file or photo?***

Click on «paperclip» icon on a left side of the text field, then find your file and click on it.

- ***How to open and save incoming file?***

Click on an icon of incoming file in a dialogue window to download it, then click one more time to open it, save it or forward.

- ***How to delete the Chat history?***

Go to the Chat window, hold the field with user's name to open the menu, and then choose «Clear history». After that action you will lose an access to the dialogue.

- ***How to create or edit a group chat?***

Go to the Chat list, click on «plus» icon and then type the name of group chat and choose the members.

- ***How to know the members of group chat?***

Open the group chat, then click on circle icon with abbreviated name of group chat. The member's list will be

opened.

- ***How to use speech recognizer for messaging?***

Open the dialogue window and click on the text field, then click on microphone icon on your keyboard and say the message. Edit the message if you need to, then send it.

Attention: you should remember, that using of Speech recognizer is not quite safe, so don't use it when you send a really important information.

Voice and video calls

- ***How to call a user in Rendall?***

Open the chat with user you want to call, click on «call» icon on the right corner on the top of the screen. Voice calls in Rendall are secured by encryption keys. Remember, that privacy of your calls may be at risk, if there are unauthorized people or recording devices near you or your interlocutor.

- ***How to use conference calls?***

Conference calls will appear in accordance with the Rendall Road Map.

- ***How to use video calls?***

Video calls will appear in accordance with the Rendall Road Map.

Security settings

- ***How to change a password?***

Go to the Settings, then open menu of changing password.

- ***How to change the Display Name?***

Go to the Settings, click on your Display name and change it on the opened window.

- ***How to use «blocking password» option?***

Enter the current password in the appropriate section of the settings, then create the «blocking password». When you enter this password (if somebody demands you to share the important information) on login or relogin screens, your account will be deactivated on all devices. The activation of the account will be possible only with administrator.

- ***How to use Touch ID or Face ID?***

Go to the Settings, then move the slider right in the Touch ID section. To use this feature you should scan your fingerprints on your smartphone and also allow the entry with Touch ID. Attention: Touch ID reduces the level of protection. Your fingerprints can be falsified if somebody gets your phone.