



**NAMCHAT**

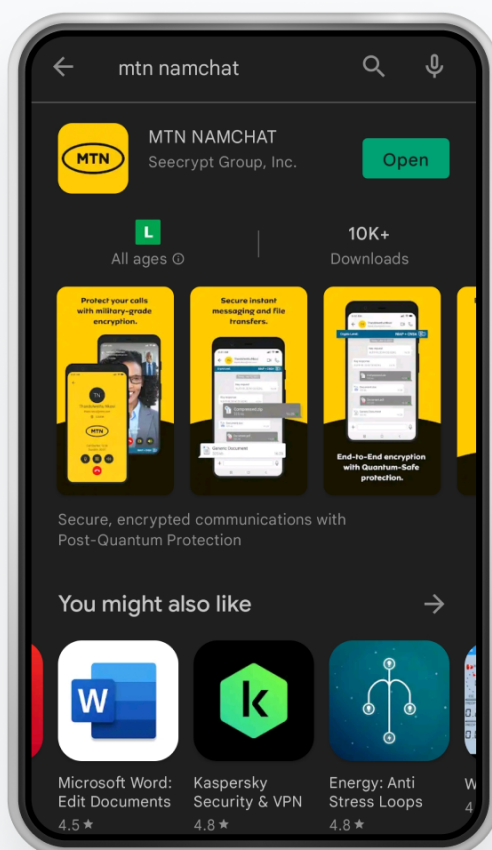
# Mobile Quick Start Guide



Updated April 2022

# 1. Installing

This section explains the steps required to make the **MTN Namchat** app operational on your device. Firstly, download the **MTN Namchat** from your device's Application App Store.



**Note:** The App is linked to the email address used during registration (your **MTN Namchat ID**). The App ID is not linked to a particular network. If you change your device configuration, you should verify that the mobile data Internet settings are working on your device. **MTN Namchat** requires an internet connection via Wi-Fi, or mobile data. Mobile data can incur different billing rates when travelling, and possibly require additional device configuration.



# 1. Installing


## 1. Installing


### 1.1 Downloading *MTN Namchat* from an Application Store

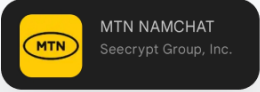
#### 1.1.1. Downloading from the Native OS App Store

**Note:** You will need to go to the Application Store associated with your device's Operating System. For Android this is the **Google Play Store**, and for iOS devices it is the **Apple Store**.

To download *MTN Namchat* from an Application Store:

**1**  Open the Application Store on the device;



**2**  Search for *MTN Namchat*;

**3** Select *Download*, then select *Install*;

**Note:** If the connection is lost, go back to step 1 and try again.

#### Downloading from another App Store

You may need to set up your device to allow installation of 3rd party applications in order to install *MTN Namchat*. You will be instructed to do this from your Company's Administrator if required. This setting may need to be checked to allow installation of apps from sources other than the **Play/Apple Store**.

# 2. Registering

## 2. Registering

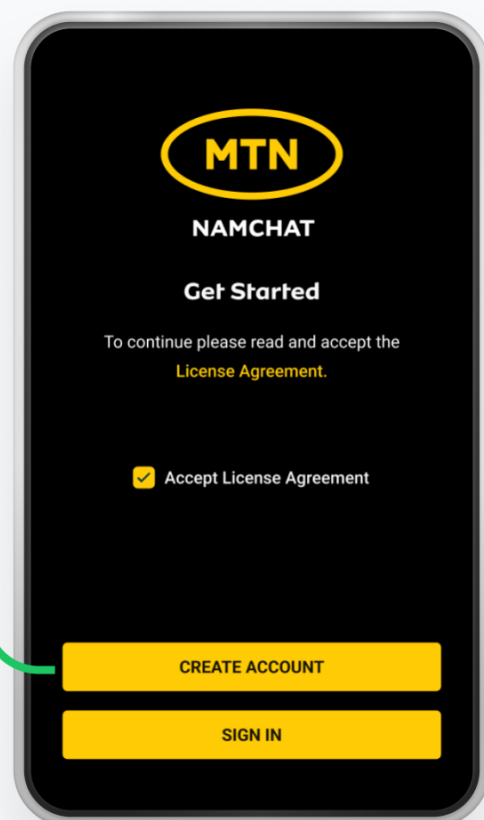
### 2.1. Create an Account

After downloading the app, select the **MTN Namchat** icon to go to the Start screen.

To create an account, select **Create Account** button. Then approve the use of the microphone and camera if requested.

Next, enter your details to create your account. Then, select **Create**.

**Note:** If you already have an **MTN Namchat** account, you should select **Sign In**.



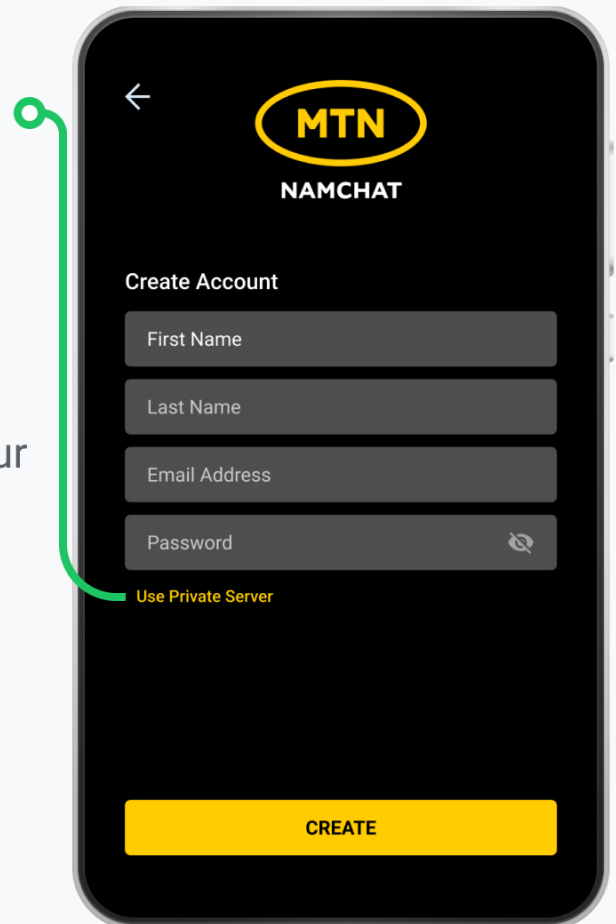
# 2. Registering

## 2. Registering

### 2.1.1. Adding a Private Server URL

To use the Private Server, select the option below the verified password and then fill in the information in the text box.

**Note:** You will only need to fill in the Server field if your company specifies this. This information should be provided to you by your company's IT Administrator.



# 2. Registering

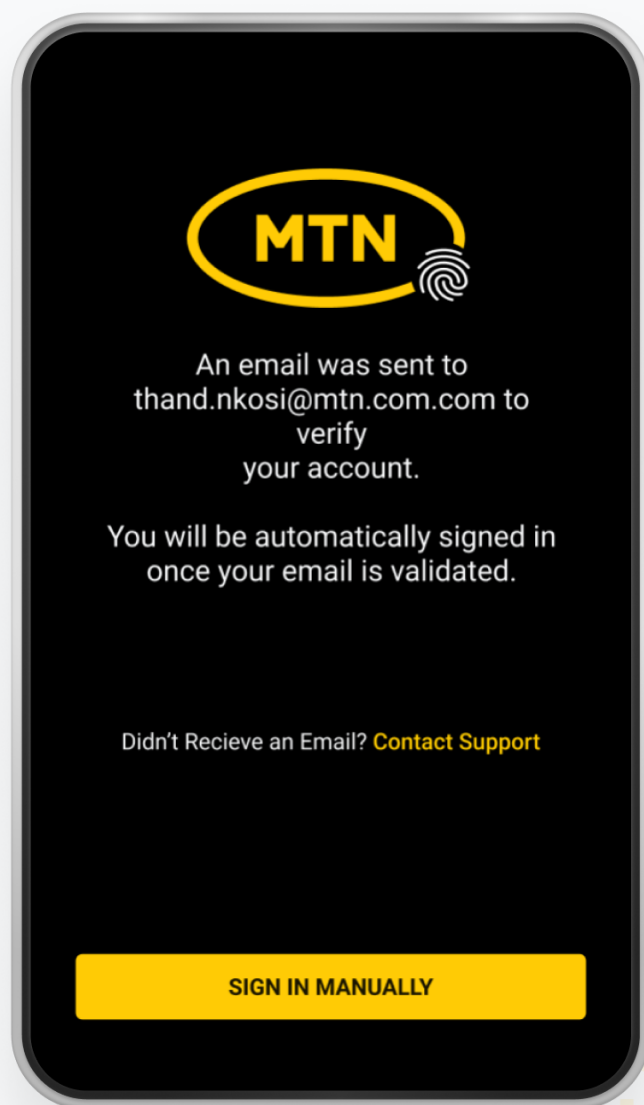
## 2. Registering

### 2.2. Email Verification

Once the account is created, a verification email will be sent to the selected email address. The subject of this email is: "**Please Verify your Email Address**". The delivery status of the email is displayed on the screen. Some mail filters can incorrectly place the email in Junk or Spam folders.

**Note:** Once you click on the email confirmation link, you will be redirected to the app and automatically signed in.

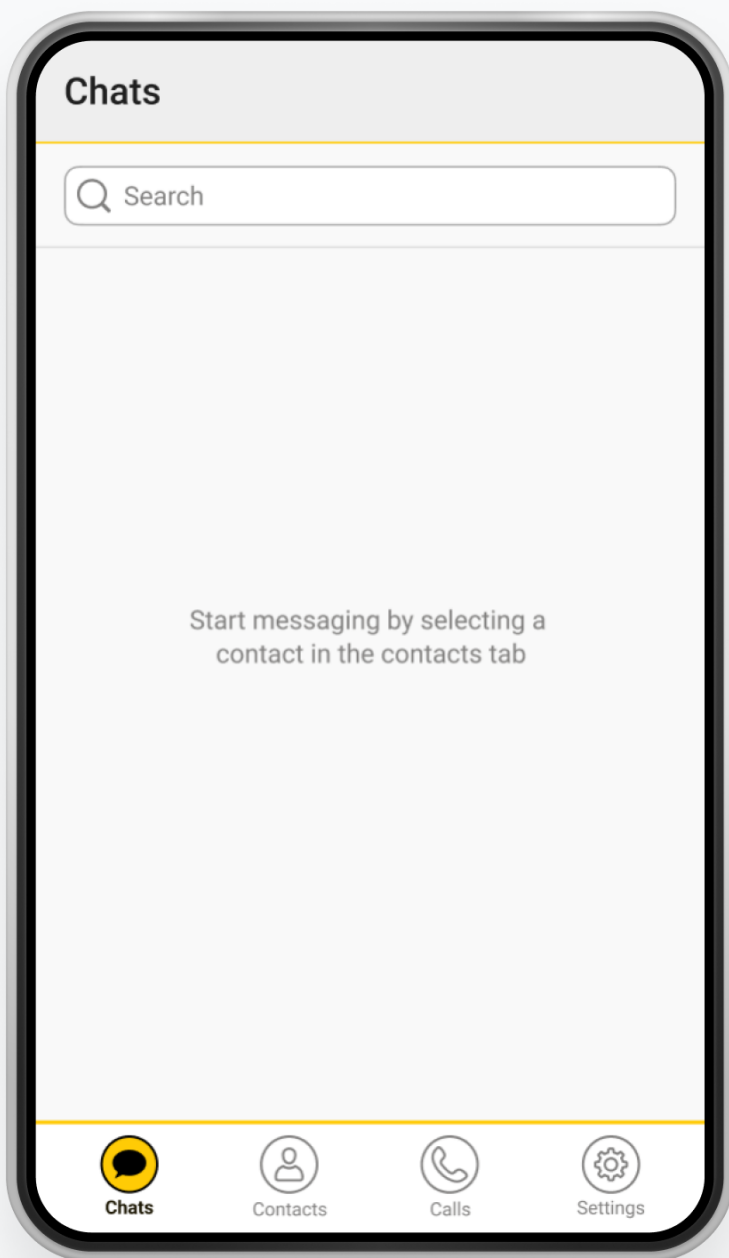
If not, tap the button **Sign in Manually** and type the data of your recently created account.



# 2. Registering

## 2. Registering

On completion, the **MTN Namchat** Chats screen is displayed:



### Note:

An Enterprise Gateway will be automatically added to your verified contact list. This contact is used by **MTN Namchat** for conferencing.



# 3. Status

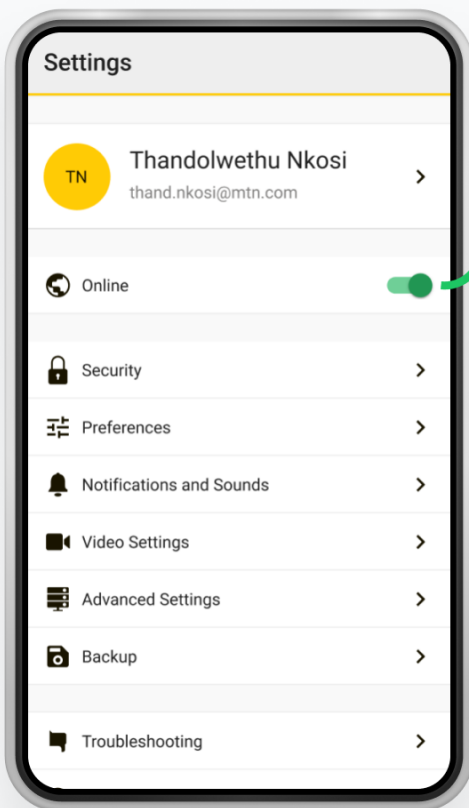
## 3. Status

The **MTN Namchat** app is set up to start automatically when you turn on your device.

To access **MTN Namchat** on the device, select the **MTN Namchat** icon.

### 3.1. Settings: Offline or Online

Setting **MTN Namchat** to offline prevents you from making and receiving secure voice and video calls, messages, or attachments.



**Note:** The **Connection** button is always visible in the Settings menu.

**MTN Namchat** runs in the background allowing you to receive secure calls while using other features on your device, unless the app is set to offline, is not connected to the internet, is force stopped or uninstalled.





# 4. Managing Contacts

## 4. Managing Contacts

Each contact listed in the **MTN Namchat** Contacts List is known as a Verified Contact. These contacts are registered subscribers within **MTN Namchat**.

You can add all registered subscribers stored on your device contacts list to your **MTN Namchat** Contacts List. This can only be done if the contact has an email address included in the contact details.

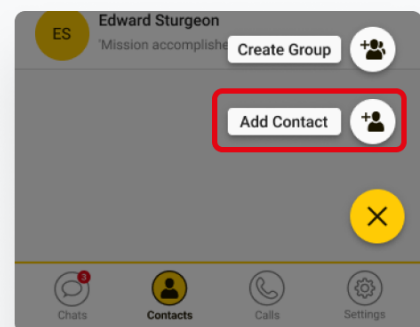
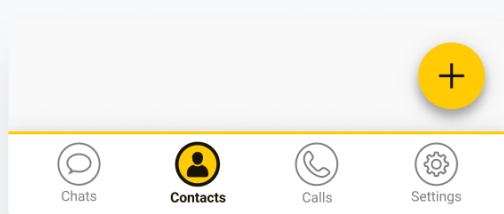
### 4.1. Add a Contact

To add a contact:

- 1 Select **Contacts** from the Navigation Drawer;



- 2 On the Contacts Screen, select the “+” button, then select “Add Contact”:



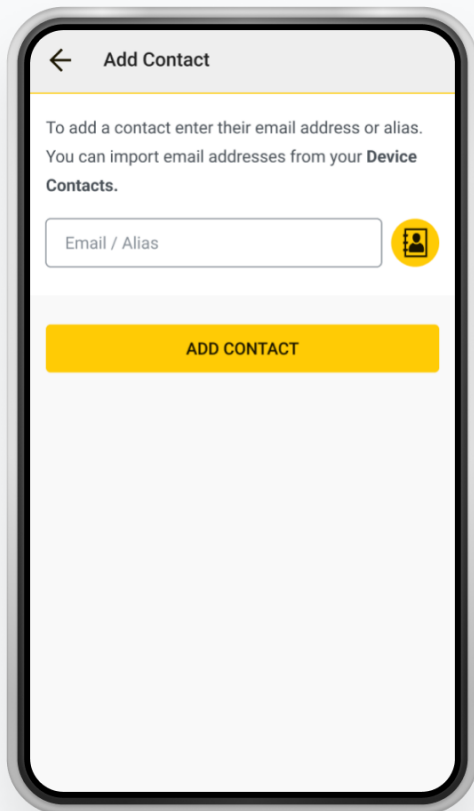
# 4. Managing Contacts 9

## 4. Managing Contacts

3

Fill in the contact's email address, MTN User ID or Alias then select **ADD CONTACT**.

**Note:** You do not need to fill in the contact's name to add them as a verified contact on **MTN Namchat**.



4

To add contacts from the device contact list, select **Phone Address Book** at the top right of the Add Contact screen.

5

Select a contact from the address book. Confirm that the correct contact was imported, then select **Save**.

**Note 1:** With regards to a Private Server Install: when attempting to add a contact that is not a member of the company approved contact list connected to the same server as the company, a Permission denied notification is displayed:



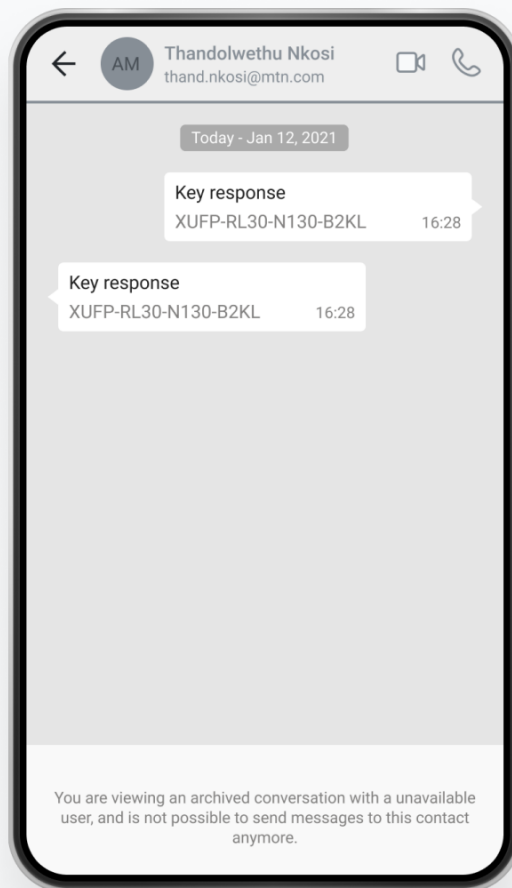
unknown@email.com

Email address not registered on MTN

# 4. Managing Contacts <sup>10</sup>

## 4. Managing Contacts

**Note 2:** If a contact is removed from the company approved contact list, any Chats with that contact are frozen, and no further attempts to message or call the contact are permitted.



**Note 3:** If you are adding a contact that has not yet registered on **MTN Namchat**, you will see a drop down message reading “abc@abc.com is not yet using **MTN Namchat**”. You will not be able to add a contact to the Contacts List until that contact has completed the **MTN Namchat** registration.



# 4. Managing Contacts <sup>11</sup>

## 4. Managing Contacts

### 4.2. Contact Authentication

Additional security measures are suggested when dealing with highly sensitive information.

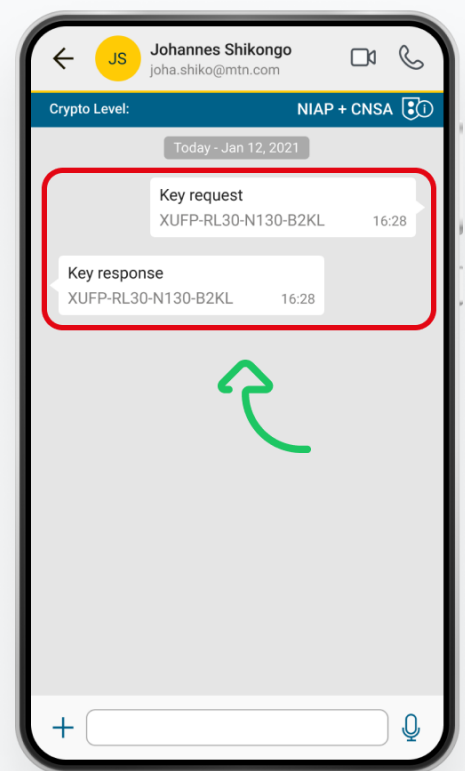
#### Authenticating a Session ID

After answering a call from a contact, the unique Session ID is displayed on the screen as described in this guide's topic, "Receiving a Secure Call." Users should quote the Session ID to the contact and wait for confirmation before continuing the conversation.

#### Authenticating a Key Request

Once a contact has been added, the **MTN Namchat** will run a key exchange. This allows you to trust contacts in future communications while using **MTN Namchat**.

Before sending secure messages to a contact, you should confirm the Key Request code displayed in the conversation using another platform such as email or a text message from the device if you have not already done so via secure call.



# 5. Managing Groups

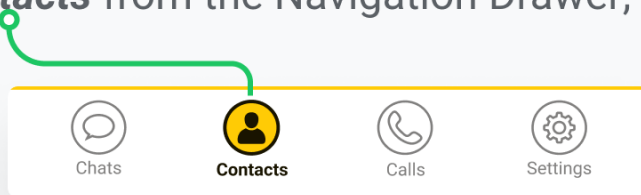
## 5. Managing Groups

Creating groups allows you to add as many contacts as you like to a group for sharing messages, media, and conference calling capabilities. They are added to your contacts list once created and the Admin for the group is always the group creator.

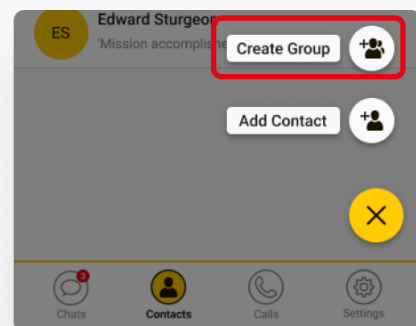
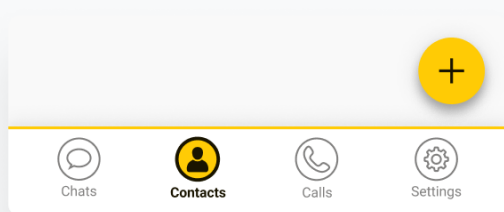
### 5.1. Creating groups

You can create an unlimited number of groups. To create a group in *MTN Namchat*:

- 1 Select **Contacts** from the Navigation Drawer;



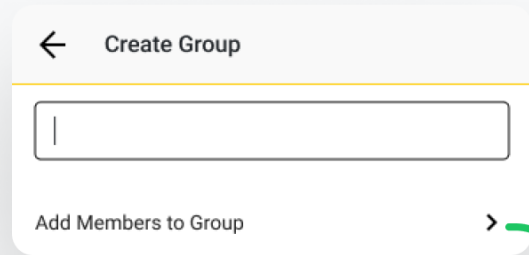
- 2 On the Contacts Screen, select the “+” button, then select “**Create Group**”:



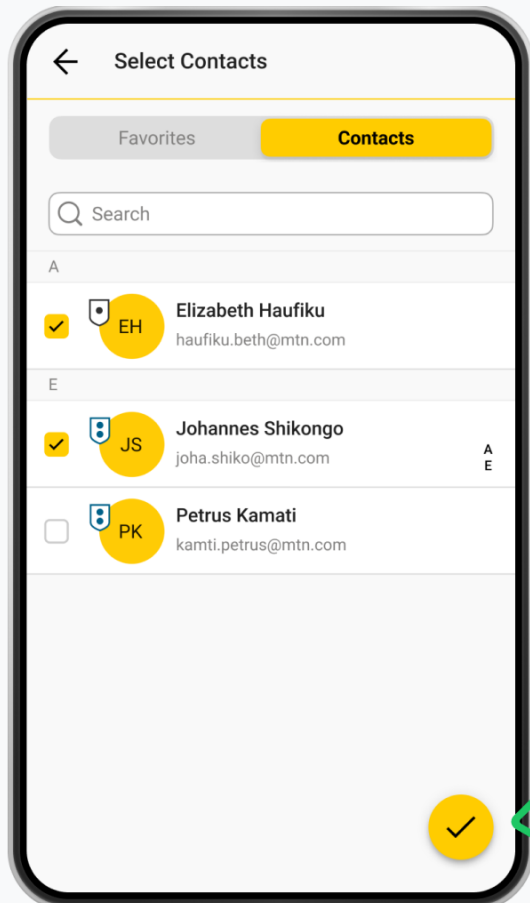
# 5. Managing Groups

## 5. Managing Groups

**2** Choose a **name** for the group that you would like to create:



**3** Then tap **Add Members to Group** to choose the contacts you want on the group.



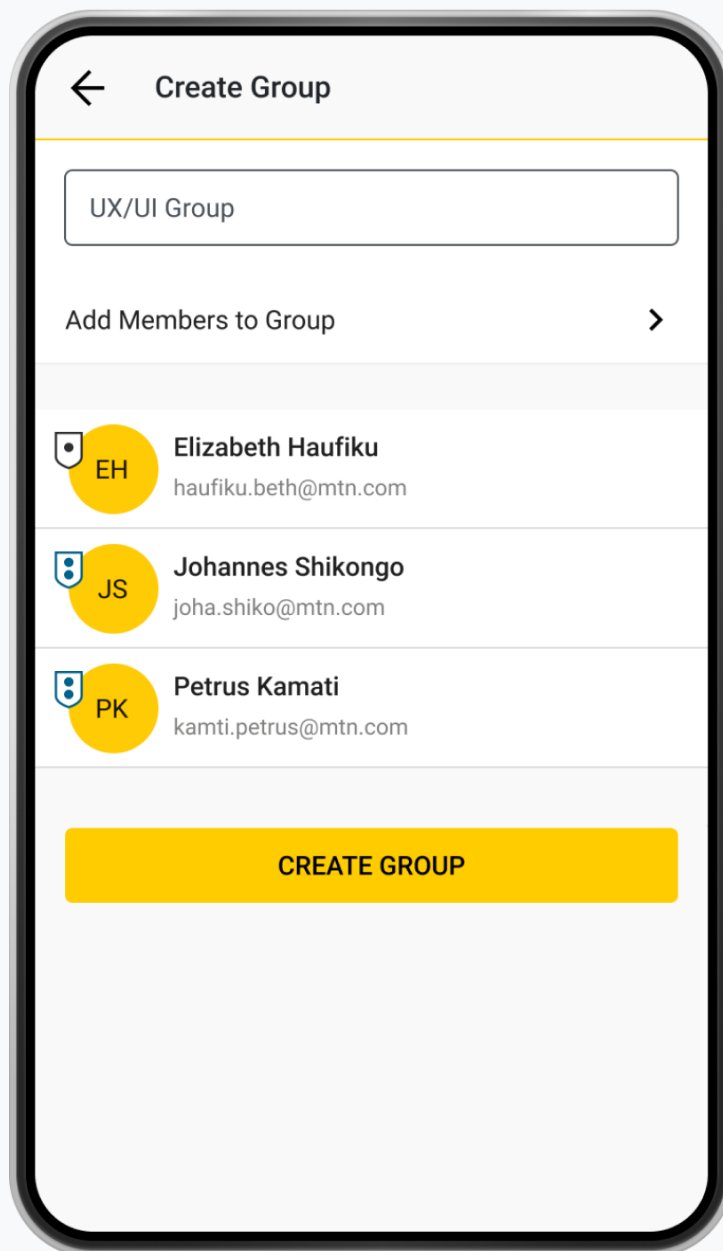
**4** After choosing the contacts, tap the **"Tick"** icon at the bottom right corner to finish adding contacts.



# 5. Managing Groups

## 5. Managing Groups

- 5 After choosing contacts, confirm group members and name, then tap **Create Group** to complete group creation.



# 6. Voice Calls

## 6. Voice Calls

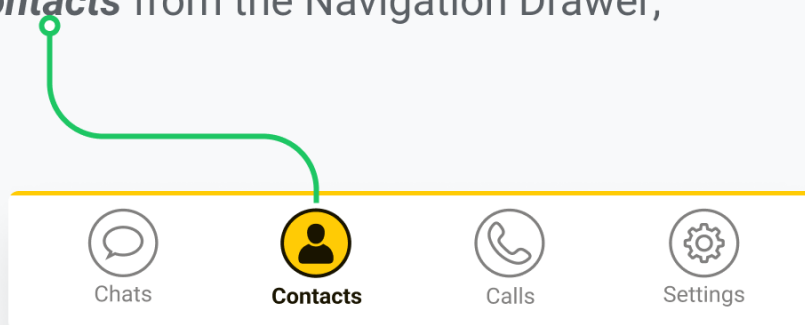
When **MTN Namchat** is set to online on your mobile smart device, it can be used to make and receive secure calls with your verified contacts. For more information about setting **MTN Namchat** online or offline, please see the topic Setting **MTN Namchat** Offline or Online in section 2.1 in this guide.

### 6.1. Make a Secure Call

Secure calls can be made from the **Contacts**, and **Chats** Screens.

To make a secure call from the **Contacts** Screen:

- 1 Select **Contacts** from the Navigation Drawer;

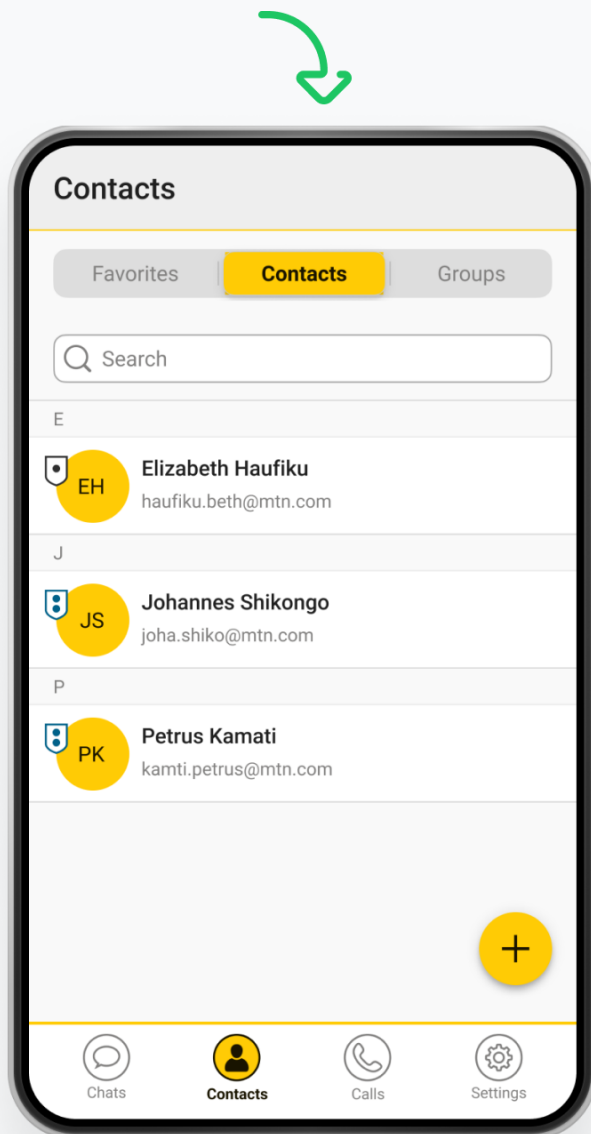




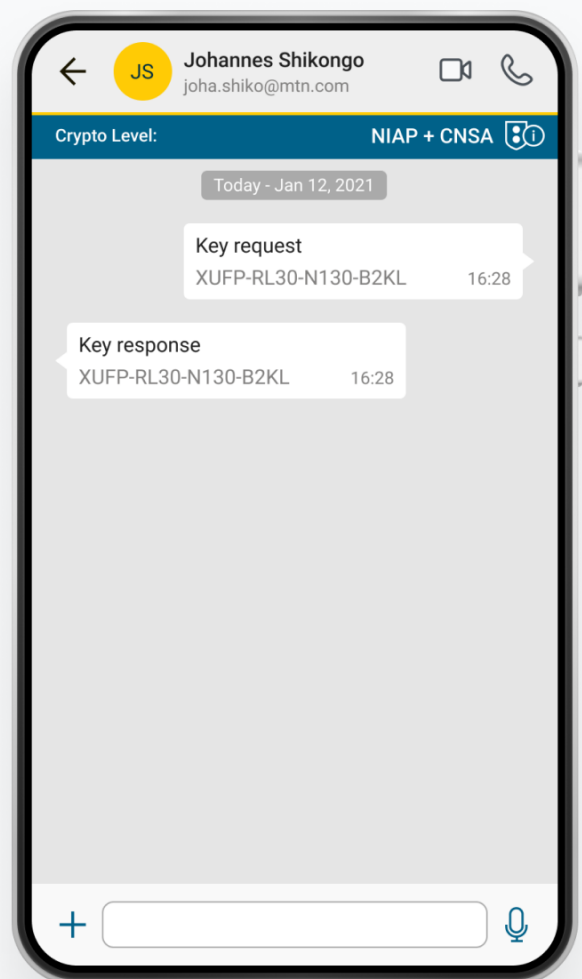
# 6. Voice Calls

## 6. Voice Calls

**2** Search and/or select the contact you want to call:



**3** Then tap the *Phone* button on the top right of the screen:

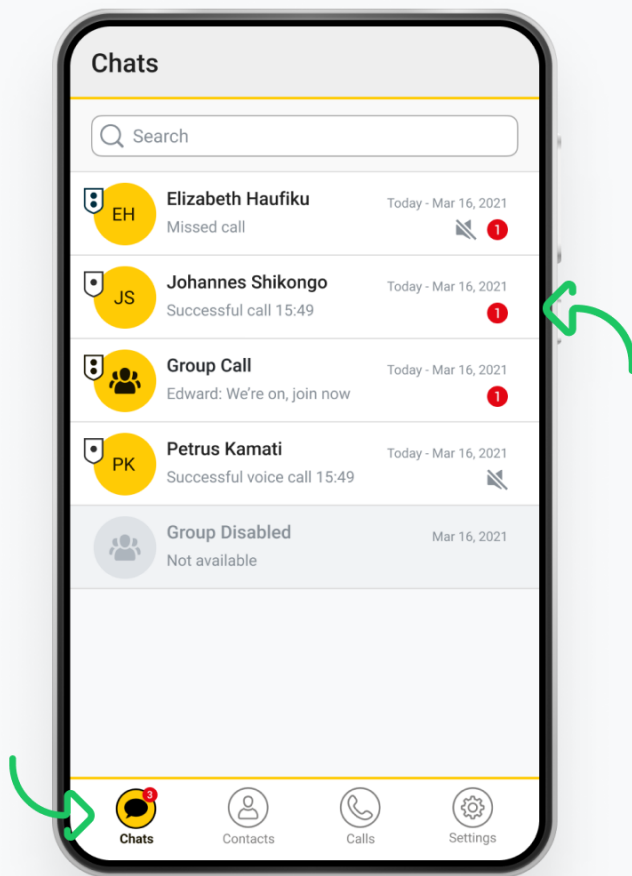


# 6. Voice Calls

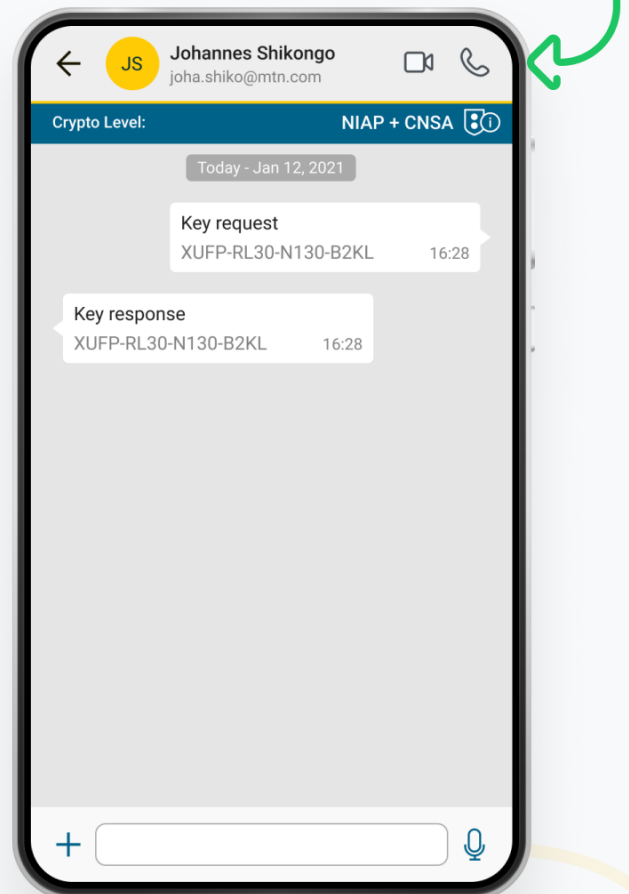
## 6. Voice Calls

To make a secure call from the **Chats** Screen:

- 1 Go to the Chats screen on the navigation drawer and select the contact chat you want to call:



- 2 Then tap the **Phone** button on the top right of the screen:

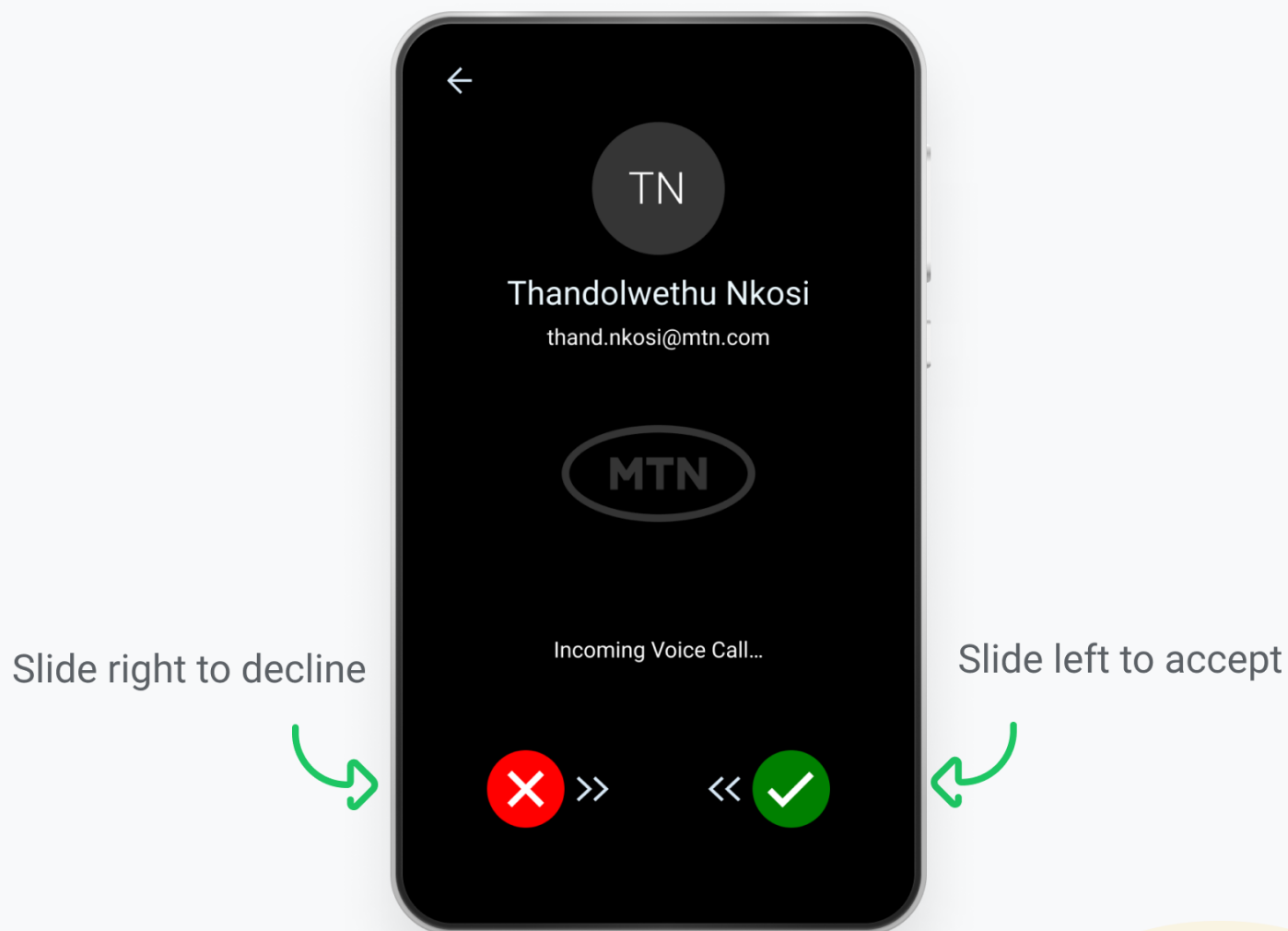


# 6. Voice Calls

## 6. Voice Calls

### 6.2. Receive and Reject a Secure Call

You can only receive a secure call while the **MTN Namchat** is online. The app does not need to be open for you to be able to receive secure calls. To receive a secure call swipe left towards the **Green Tick** icon. To reject a secure call swipe right towards the **Red X** icon.



# 6. Voice Calls

## 6. Voice Calls

### 6.3. In Call Display

You have access to the following in call options:

#### Crypto level -

Displays the Call crypto level.

#### Fingerprint -

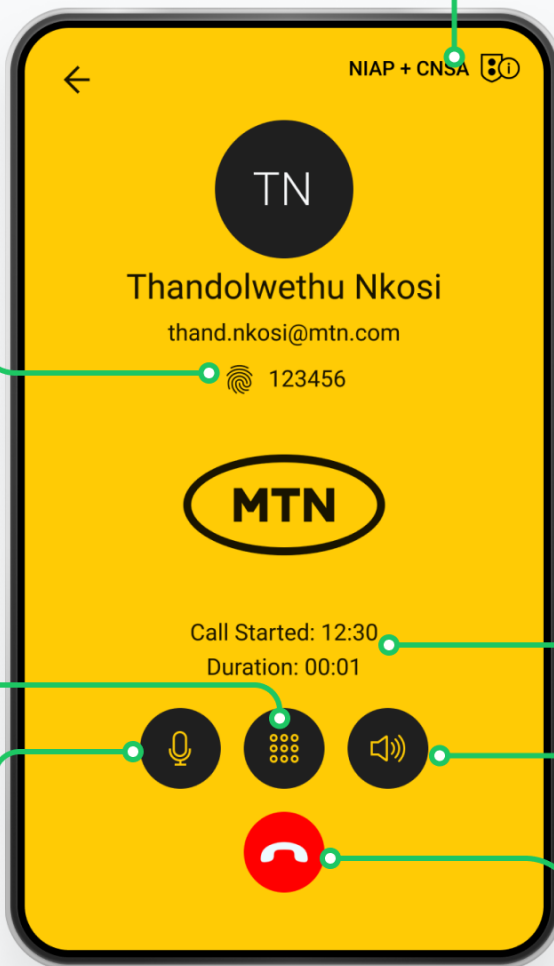
Displays the unique session ID.

#### Keypad icon -

Allows you to view the keypad.

#### Microphone icon -

Allows you to mute the microphone on your device during a call.



**Call Timer -** Displays call duration.

#### Bluetooth® icon / Speaker icon -

Allows you to connect via Bluetooth to a handsfree device during a call or when selected also lets you select the Speaker icon, which allows you to use the device's loudspeaker functionality.

**Red Phone icon -** Allows you to end the call.

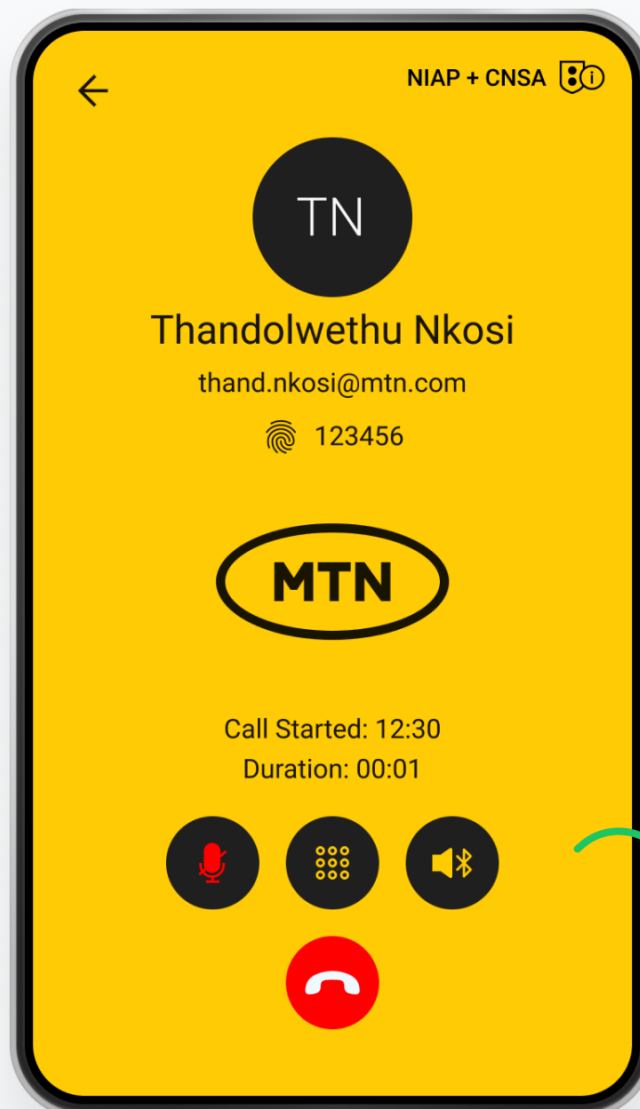


# 6. Voice Calls

## 6. Voice Calls

### 6.4. Using a Bluetooth Connection During a Call

When receiving a call while the device is connected via Bluetooth® to a handsfree device the application will automatically route the audio through the handsfree device. This is indicated by the Bluetooth icon:



Note: Tap the **Bluetooth/speaker** symbol for different audio output options.



## 6. Voice Calls

### 6.5. Missed Calls

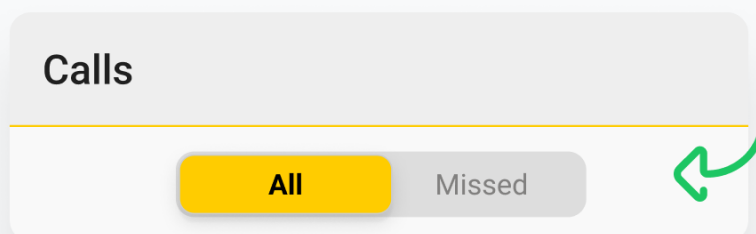
When a call is missed a notification will appear in the device's status bar. Notifications will also appear underneath the contact name on the Chats Screen.

To View the missed call:

- 1 Select **Calls** from the Navigation Drawer;



- 2 You can filter your calls by **changing the tab** on the top of the screen:



# 6. Voice Calls

## 6. Voice Calls







In the Calls screen you can identify missed calls by the icon that represents the status of the call.

You can see the following call status:

**Successful call** - When you have a successful call with a contact or group.

**Missed call** - When you do not answer an incoming call.

**Call Failed** - When for some reason the call can't reach the contact.

	<b>Elizabeth Haufiku</b> Successful Call	Today - Mar 16, 2021 12 PM
	<b>Petrus Kamati</b> Incoming Video Call	Today - Mar 16, 2021 12 PM
	<b>Johannes Shikongo</b> Missed Call	Today - Mar 16, 2021 12 PM
	<b>Elizabeth Haufiku</b> Missed Call	Today - Mar 16, 2021 12 PM
	<b>Thandolwethu Nkosi</b> Video Call Failed	Today - Mar 16, 2021 12 PM
	<b>Johannes Shikongo</b> Voice Call Missed	Today - Mar 16, 2021 12 PM



# 6. Voice Calls

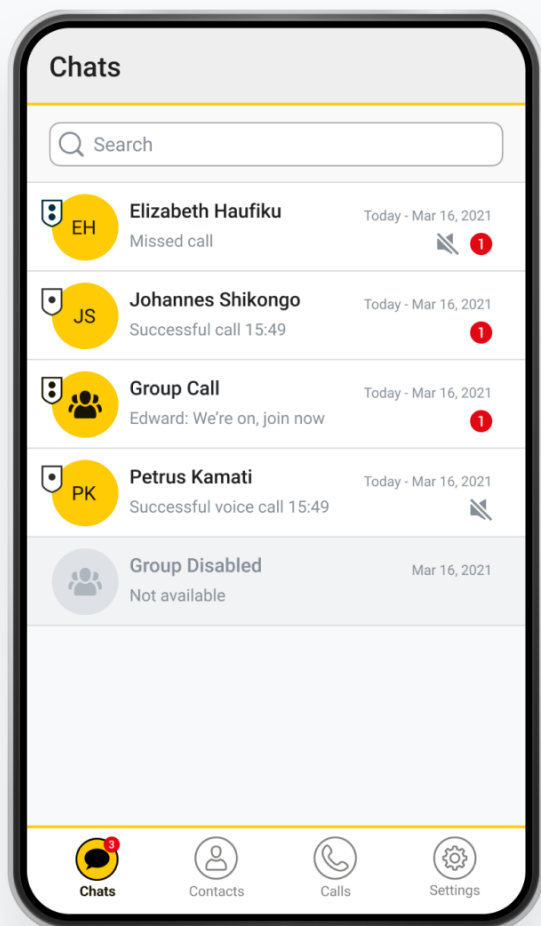
## 6. Voice Calls

### 6.6. Conference Calls

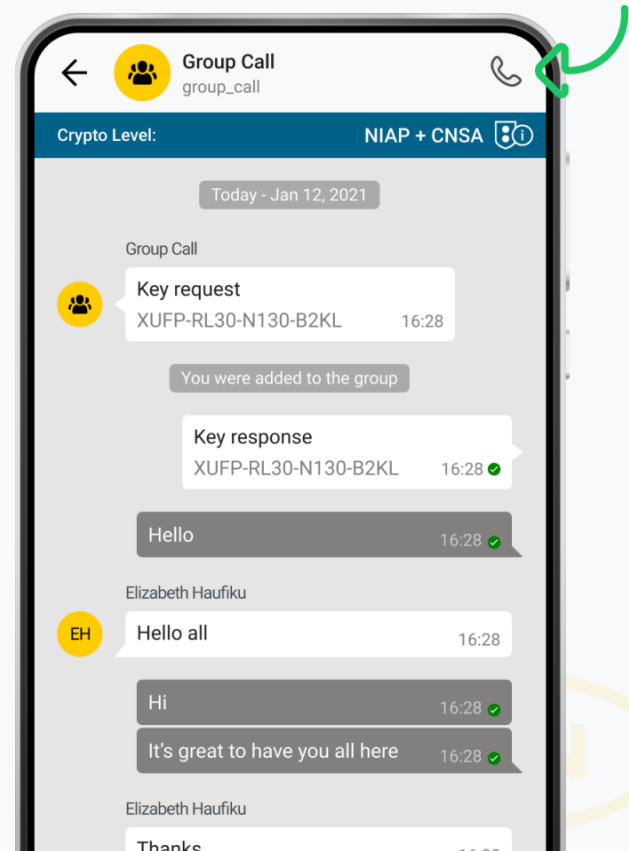
To enter a conference call:

**1** Open the group you want to conference with:

**2** Select the **Phone icon** on the top right of the screen.



**Note:** Each person in the group will receive a notification text informing them that you have joined the conference call.

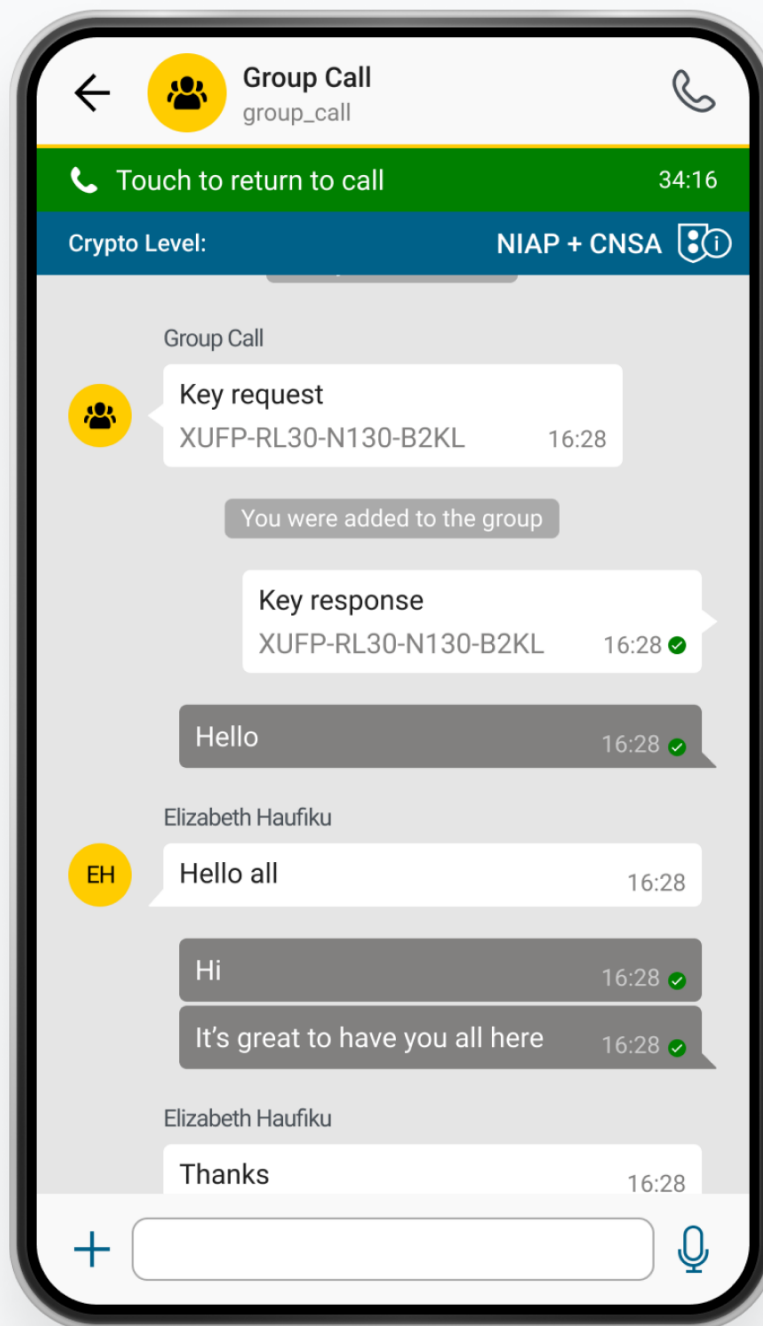




# 6. Voice Calls

## 6. Voice Calls

Once in the conference call, if you go back to the conversation with the group and navigate on the app, you will see a green banner on the top of the screen:



Tap to go back to the *in-call* screen.

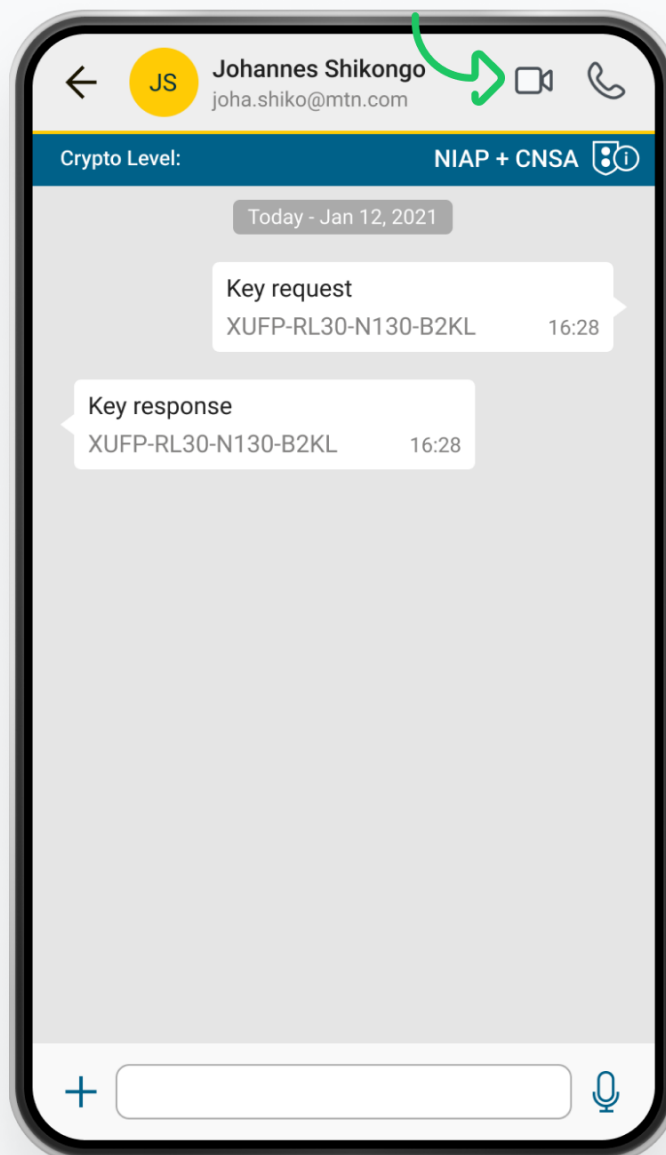


# 7. Video Calls

## 7. Video Calls

### 7.1. Make a Secure Video Call

Secure video calls can be made from the Contacts and Chats Screens. To make a secure call from the Contacts Screen, select the contact and the Chat screen will appear. Select the Video icon on the top right to begin a secure video call:



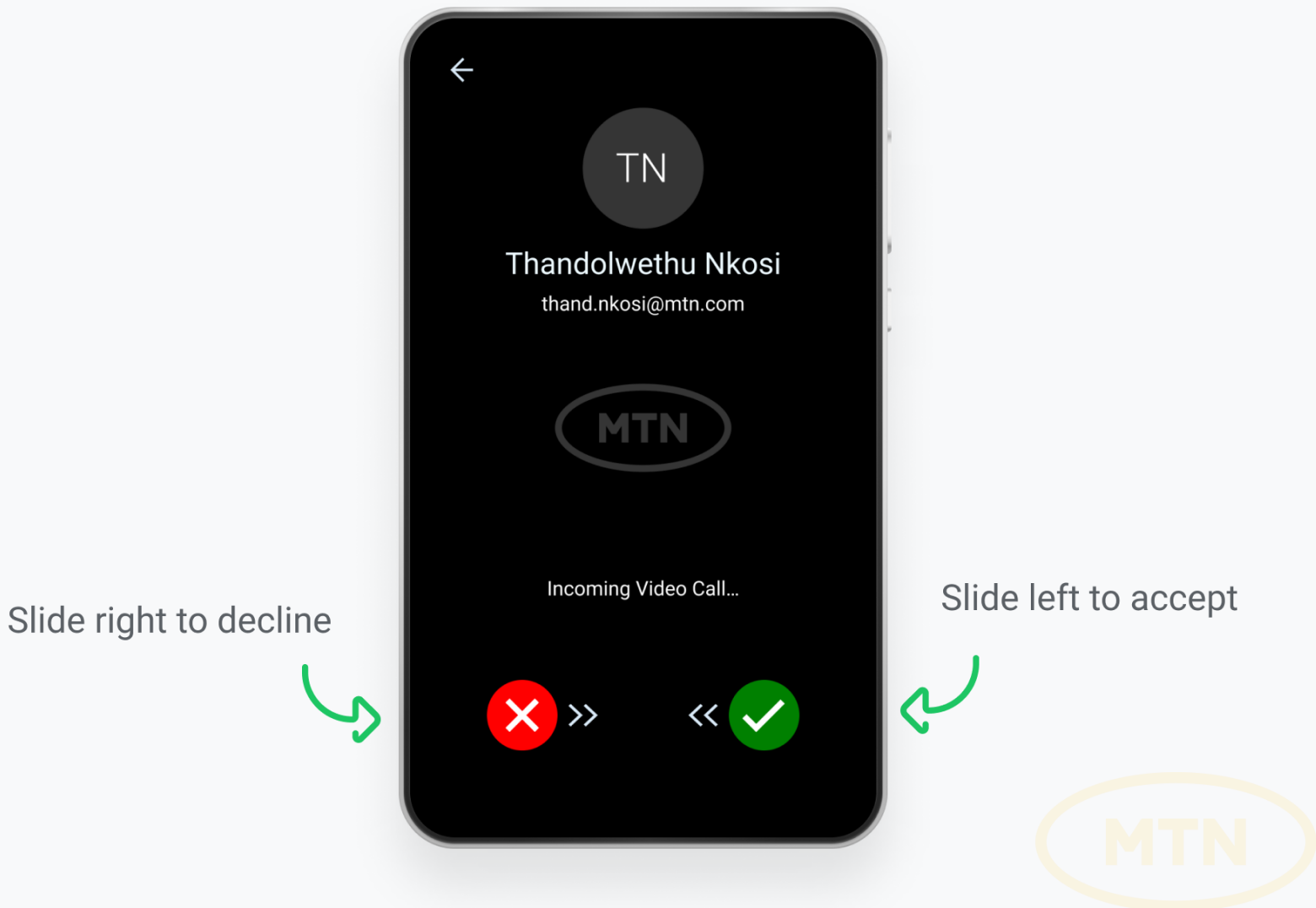
# 7. Video Calls

## 7. Video Calls

### 7.2. Receive and Reject a Secure Video Call

You can only receive a secure video call while the **MTN Namchat** is online. The app does not need to be open for you to be able to receive secure calls.

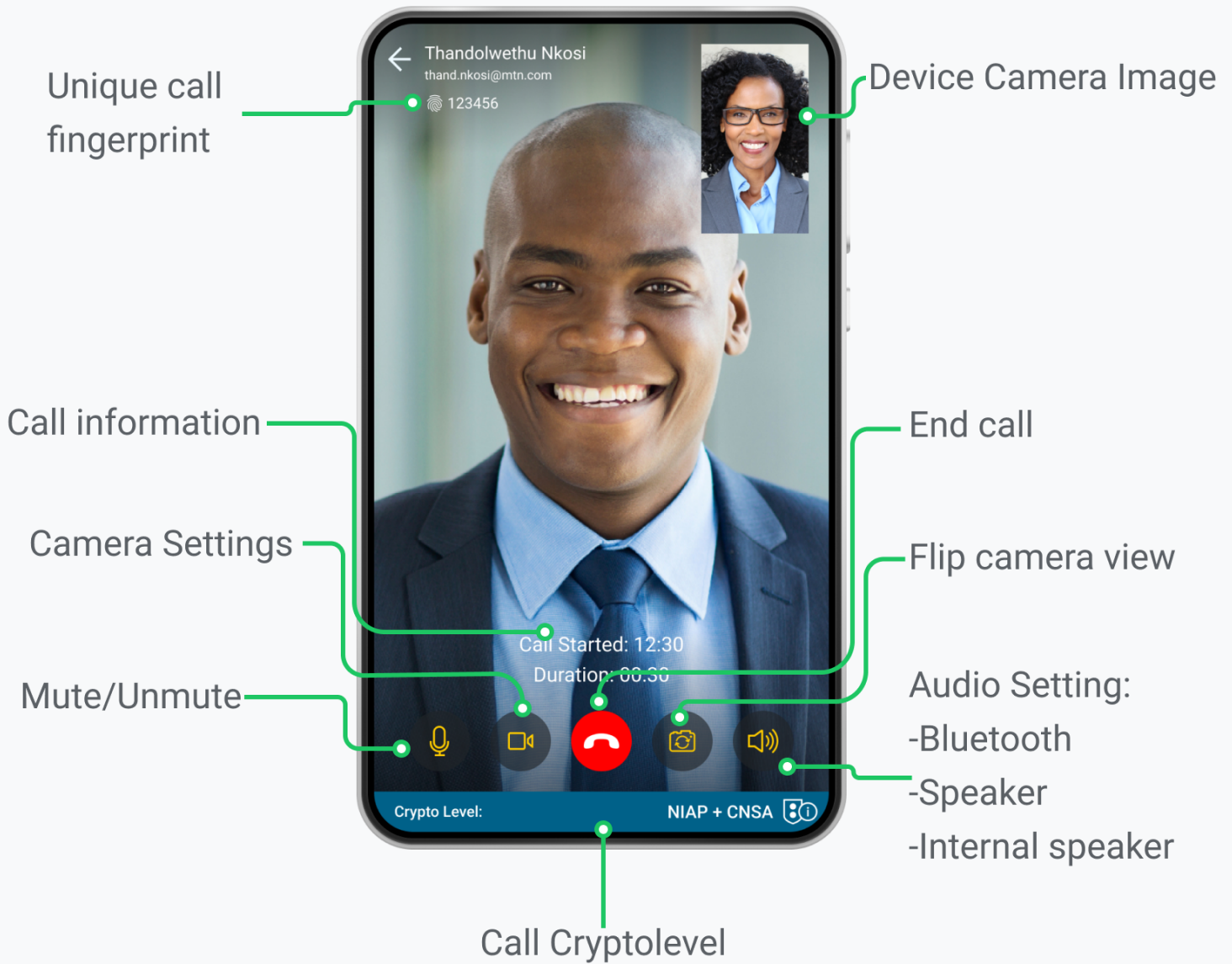
To receive a secure call **swipe left** towards the **Green Tick**. To reject a secure call, **swipe right** towards the **Red X**.



# 7. Video Calls

## 7. Video Calls

### 7.3. Video Call Display



# 8. Messaging

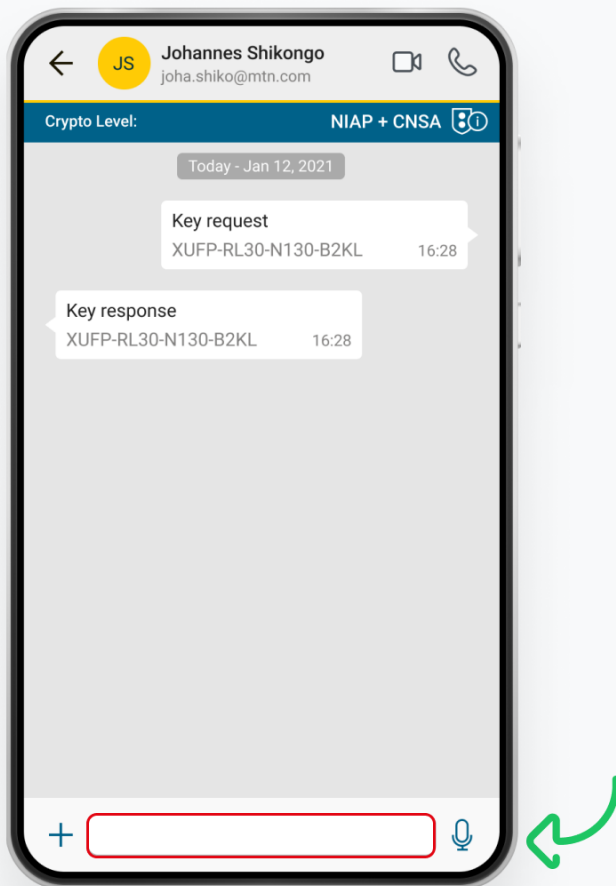
## 8. Messaging

Messages can be sent by selecting a conversation in the Chats Screen or by selecting a contact in the Contacts Screen. These actions take you to the Chat Screen.

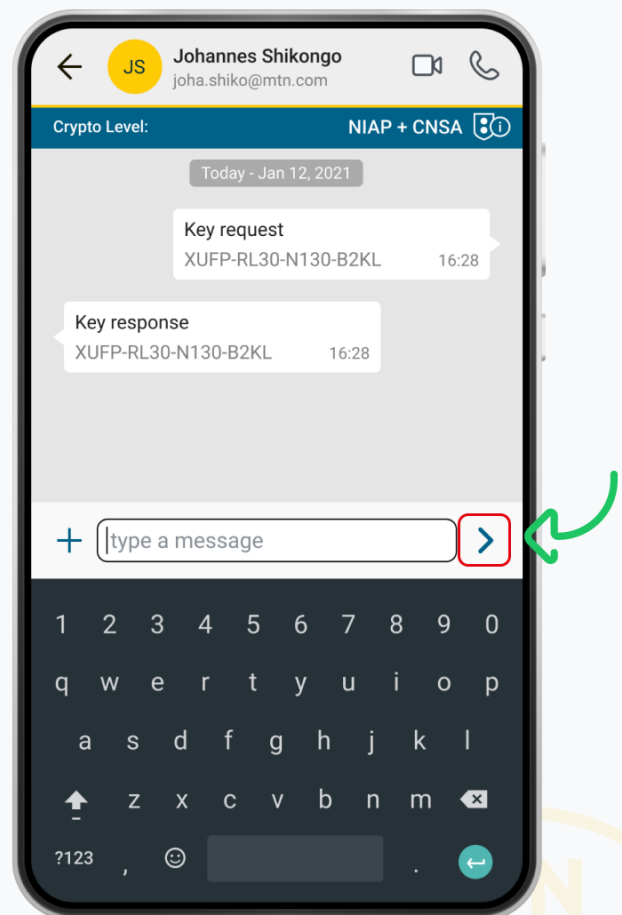
### 8.1. Send a Secure Message

To send a message:

**1** Select the *Message Field*:



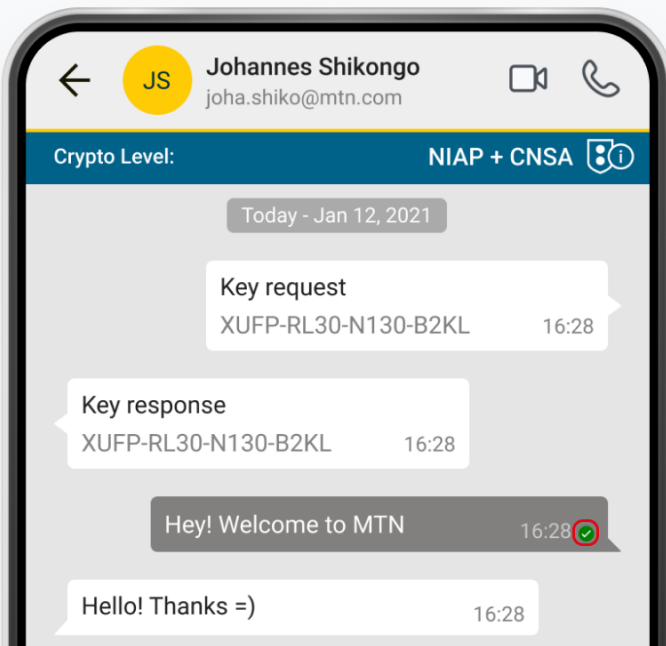
**2** Use the keypad to type the message, then select the *Send icon*:



# 8. Messaging

## 8. Messaging

**Note:** The delivery status icon at the bottom right of the message will indicate whether the message has been successfully sent and delivered to the contact:



### Status:

Green Dot = Sent

Green dot with check = Delivered



Image	Status Message	Meaning
	Pending/Sending	Message is not yet sent to the server
	Sent	Message was sent to the server, server is sending it to the receiver
	Delivered	Server has successfully sent the message to the receiver
	Crypto Error	Receiver could not decrypt message. A new key will be then exchanged, and message will be resent
	Failed	Message could not be sent to the server, or server refused the message
	Attachment Upload Cancelled	Upload of outgoing attachment was cancelled by the user. Waiting for tap to try again.

# 8. Messaging

## 8. Messaging

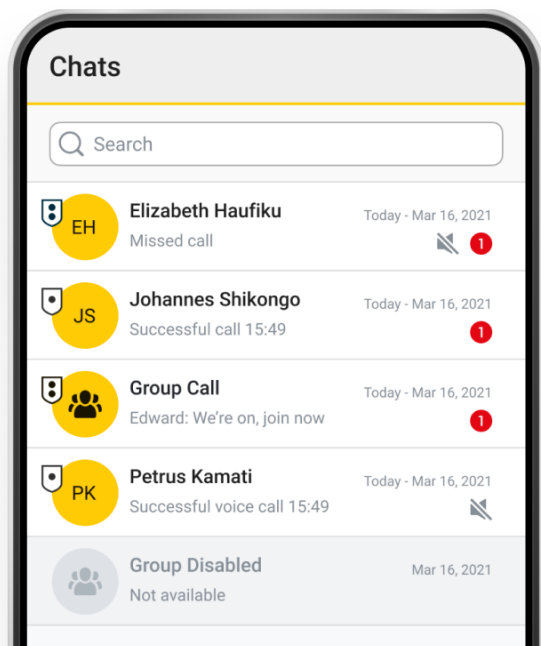
### 8.2. Receive a Secure Message

When a message is received a notification will appear in the device's status bar:



To view the message:

- 1 Open **MTN Namchat** or tap the notification on your device notification panel;
- 2 Select the Chats screen then tap the contact that has a notification on the right side of the conversation:



**Note:** When a received message has not been read, a notification will appear next to the contact name on the **Chats Screen**.



# 8. Messaging

## 8. Messaging

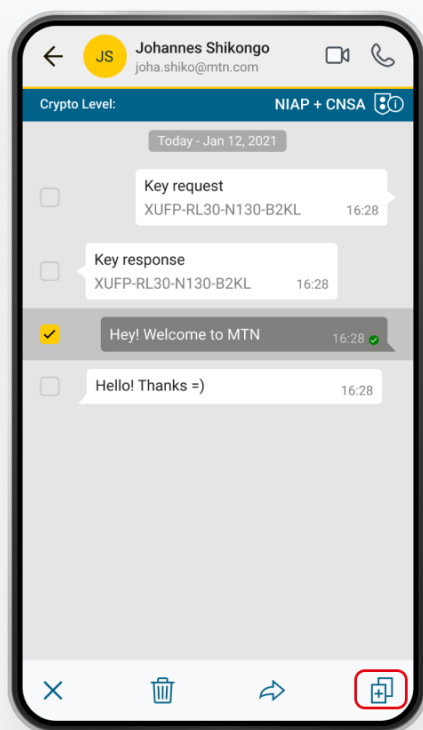
### 8.3. Copy Messages

If you want to send the same message to multiple contacts, you can copy the message and paste it into multiple chats.

To send a message to multiple contacts:

**1** Open the Chats screen from which a message will be copied, then:

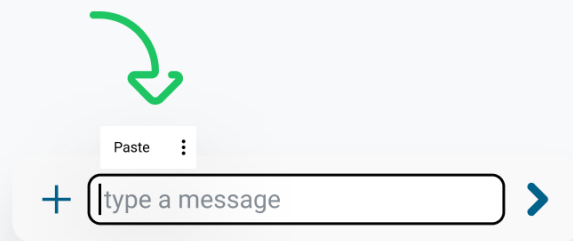
**2** In the chat with the contact you are sending the copied message:



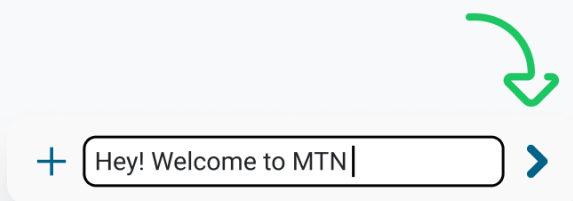
Tap and hold to select the message;

Select the **Copy** icon;

Tap and hold the **Message Field** and select **Paste**;



Then tap the **Send** button.





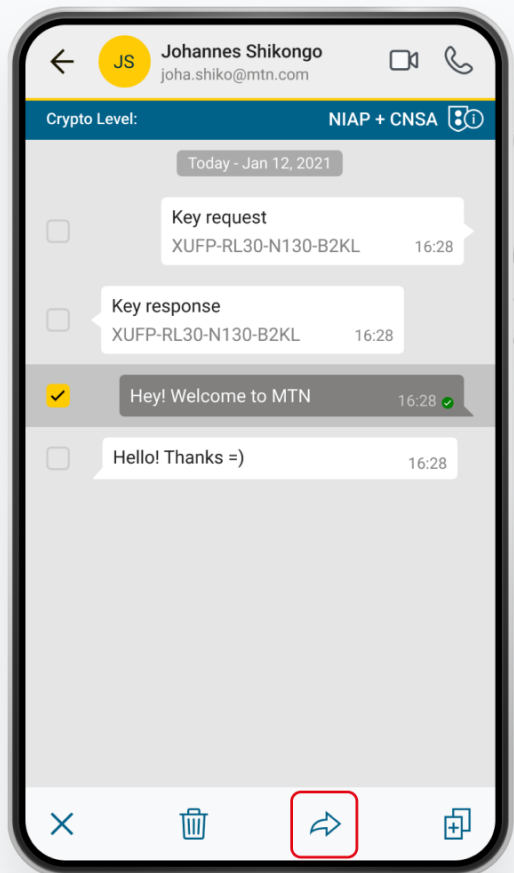
# 8. Messaging

## 8. Messaging

### 8.4. Forward a Message

Individual messages can be forwarded from within a conversation in the Chat Screen. To forward a message:

Select the conversation from which to forward a message, then:



Tap and hold to select the message;

Select the **Forward** icon, then select the contact you are forwarding the message to.



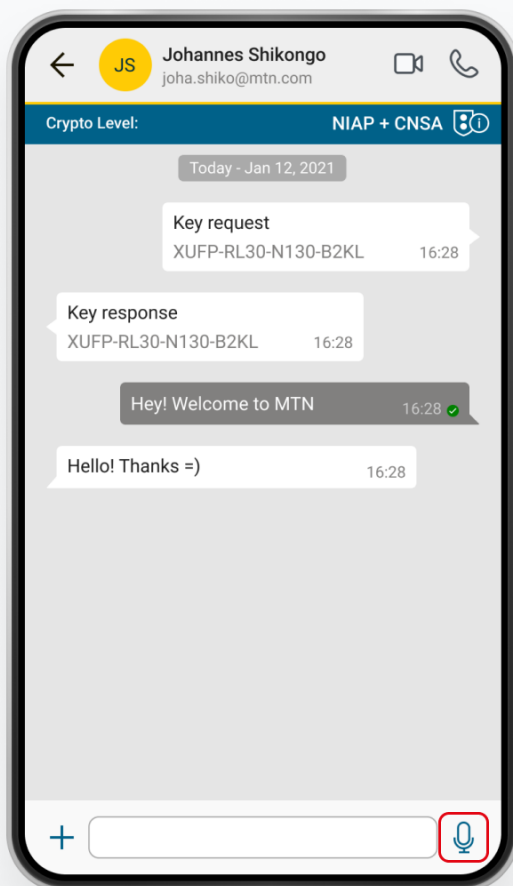
# 9. Voice Notes

## 9. Voice Notes

When **MTN Namchat** is online on a user's device, it can be used to send voice notes to other registered contacts. (For more information about setting **MTN Namchat** online or offline, please see the topic "Setting **MTN Namchat** Offline or Online" in this guide).

### 9.1. Sending a Voice Note

Voice notes can be sent from the Chats screen:



1

Tap and hold the **Microphone** icon located on the bottom right of the message field;

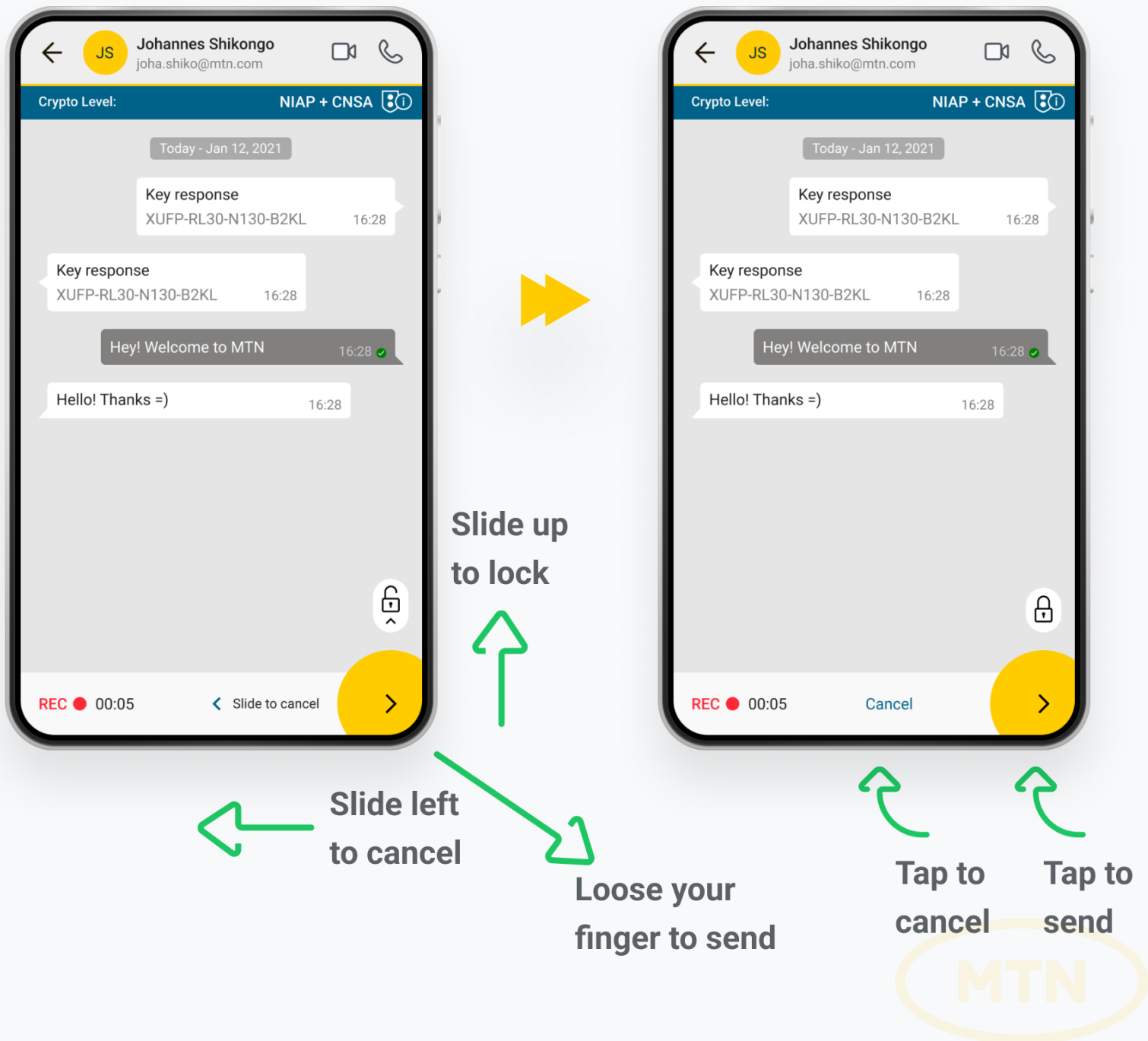


# 9. Voice Notes

## 9. Voice Notes

- 2 Once you start recording, you can lock the voice note button by sliding the button up towards the lock icon:

### Locked recording



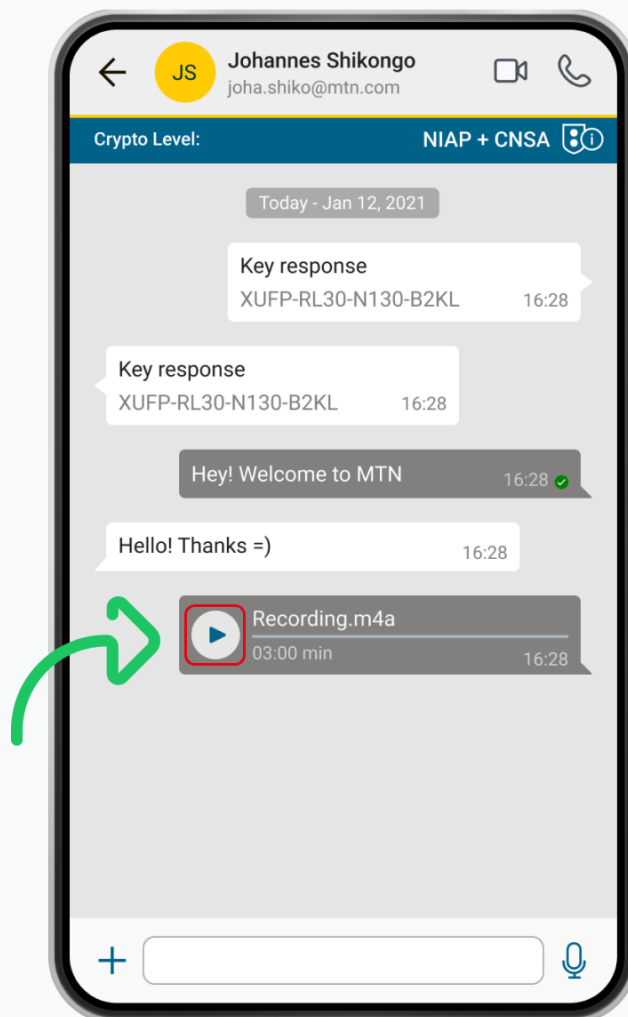
# 9. Voice Notes

## 9. Voice Notes

### 9.2. Playing a Voice Note

Users can only receive a voice note while the **MTN Namchat** is online. The application does not need to be open for users to be able to receive a voice note.

Tap the **Play** icon to listen to voice notes you have sent or received:



# 10. Attachments

## 10. Attachments

Attachments can be sent by selecting a conversation in the Chats Screen, or by selecting a contact in the Contacts Screen. These actions take you to the Chat Screen. You can also view all shared media and shared media between contacts.

### 10.1. Send an Attachment

To send a secure attachment:

- 1 Navigate to the conversation with the person you want to send the attachment.
- 2 Select the **Add Attachment** icon to the left of the message field.



# 10. Attachments

## 10. Attachments

**3** Attachment options are:

**Gallery** – Choose an image, video or doc from your Gallery.

**Files** – Choose from your device files.

**Take a Picture** – To take a picture with your camera.

**Record a video** – To record a video with your camera.



Gallery



Files



Camera



Record Video

**Note:** When taking a photo, you will have the option to *Discard or Save* the photo.

## 10. Attachments

### 10.2. Receiving a Secure Attachment

The device will notify you when an attachment is received.

To view the attachment:

- 1 Select the notification;
- 2 To view the attachment, select the conversation and then select the attachment for it to begin the download process.



- 3 To cancel an upload or download of an attachment, tap it while uploading or downloading. If you tap on an attachment that had its download or upload cancelled, it will restart the download/upload.

## 10. Attachments

### 10.3. Exporting, Sharing, and Deleting a Secure Attachment

- 1 To Export the attachment to your device, select the attachment within the conversation and select the **Export** icon:



- 2 To share the attachment, select the attachment within the conversation and select the **Arrow** icon at the bottom to be directed to your contacts list. Choose any number of contacts to share this attachment with and then select the check button at the bottom right to send:



- 3 To delete the attachment, select the attachment within the conversation and select the **Trash** icon:

