

RioPlay 10

Android FAQ

50 common questions answered for Android students

Prepared for: Students and learners of
your institute powered by RioPlay 10

For Your Query Please WhatsApp On **+91 89837 89829**

50 Frequently Asked Questions — for Android

Install, Login, Course, Exam, Offline, Settings, Support

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Download & System Requirements

Q1. What's the minimum Android version to run RioPlay 10?

Android **8.0 (Oreo)** or later. 4 GB RAM is recommended for smooth video playback at HD quality. Lower-RAM devices work but may struggle with multiple downloads at once.

Q2. What is the direct APK download link?

<https://downloads.antargyan.com/Rioplay-10/Rioplay%2010%20Android.apk>
File is ~326 MB. Download via Chrome / Mi / Samsung / Vivo browser.

Q3. Why isn't RioPlay 10 on the Google Play Store?

RioPlay 10 is distributed as a direct APK by Antargyan AI Pvt. Ltd. This gives us faster release cycles and avoids the Play Store's content restrictions on educational-exam content. A Play Store build may follow in future.

Q4. Is the APK safe? Will my phone warn me?

The APK is signed by Antargyan AI Pvt. Ltd. Google Play Protect may show a one-time warning because the publisher isn't a Play Store developer. Tap **More details** → **Install anyway**. The app has **no special permissions** beyond storage (for downloads) and camera (optional face-verification for exams).

Q5. The APK download stopped mid-way.

Open the browser's download sheet (swipe down notifications → tap Chrome download). Tap **Continue**. If the connection is unstable, switch Wi-Fi ↔ mobile data. The browser resumes from where it stopped.

Q6. How much free storage do I need?

At least **700 MB** free: 326 MB for the APK, 326 MB temporary space while installing, and ~50 MB for the installed app. After install you can delete the APK (or it auto-deletes if you ticked that option).

Installation

Q7. Android says 'For your security, your phone currently isn't allowed to install unknown apps from this source.' What now?

Tap **Settings** on that dialog → toggle **Allow from this source** ON. The permission is granted to the browser or file-manager you launched the APK from (e.g. Chrome). Press back; the install continues.

Q8. The install prompt appears but tapping INSTALL does nothing.

Your phone probably needs you to unlock first (face-unlock, fingerprint, or PIN). Unlock, then tap INSTALL again. If still unresponsive, reboot and re-try.

Q9. 'App not installed as package appears to be invalid' error.

The APK is corrupted (incomplete download). Delete the APK, re-download from the official URL, re-install. Don't share APKs over WhatsApp — they lose integrity.

Q10. Google Play Protect blocks the install.

Tap **More Details** → **Install anyway**. The warning is because the publisher isn't on Play Store, not because of malware.

Q11. Can I install over an older RioPlay 10?

Yes. Downloading the new APK and tapping it will **Update** the installed app — your login, downloaded lessons and settings all stay intact.

Q12. How do I uninstall?

Long-press the RioPlay 10 icon → **Uninstall**, or **Settings** → **Apps** → **RioPlay 10** → **Uninstall**. All downloaded content is removed too; your account on the server stays.

Q13. Does the APK auto-update?

No. The APK does not update automatically. When a new version is released your institute will share a new link / notification; download & install it the same way, and it updates in place.

Login & Account

Q14. What are the four ways to sign in?

(a) **Sign in with Google**; (b) **Email + Password**; (c) **Email OTP**; (d) **Mobile OTP** — all accessible from the Login tab.

Q15. 'Sign in with Google' bounces me back to the login screen.

Your institute hasn't linked a Google account to your enrollment. Use Email + Password with the credentials in your course-access email instead.

Q16. I'm not getting the OTP SMS.

Wait 60 seconds, tap **Resend code**. If still nothing: (a) check phone is on a network with signal; (b) disable Do-Not-Disturb; (c) switch to **Email OTP** instead; (d) WhatsApp +91 89837 89829.

Q17. 'Invalid OTP' error during Create Account.

Codes expire in 10 minutes. Tap **Resend Email OTP** or **Resend Phone OTP** individually (the other code stays valid). Make sure you copy the latest code — older messages have older codes.

Q18. Why do I need both email AND phone OTP for Create Account?

Dual verification prevents fake sign-ups and ensures we have two reliable channels to reach you about course notifications and support.

Q19. Can I change my phone number later?

Yes — **Settings** → **Profile** → **Phone Number**. Changing the number triggers a fresh OTP verification before the change is saved.

Q20. Can I change my registered email?

Yes — **Settings** → **Profile** → **Email Address**. A verification link is sent to the new email; the change takes effect once you click the link.

Q21. 'I'm not a robot' reCAPTCHA keeps failing.

Make sure you tap **every** matching tile in the image grid, then **VERIFY**. If it keeps looping: switch between Wi-Fi and mobile data, or wait 5 minutes and retry. reCAPTCHA throttles repeat attempts from the same IP.

Forgot Password

Q22. I forgot my password. How do I reset it?

Login tab → **Forgot Password?** → enter email or 10-digit mobile → tap **Send code** → enter the 6-digit code → set a new password → **Reset Password**. See section 11 of the user guide.

Q23. How long is the password reset code valid?

10 minutes. After that, request a new one.

Q24. What are the password rules?

Minimum **8 characters**. Mix letters, numbers and symbols. The field accepts up to 128 characters. Avoid dictionary words — the strength meter warns you.

Q25. Does resetting the password log me out from other devices?

No. Your other devices remain signed in. To force them off, use **Settings** → **Danger Zone** → **Logout from all devices**.

Course Access & Activation

Q26. I've logged in — where is my course?

Open the sidebar (hamburger ) → **My Courses**. The course appears with a yellow **Not Activated** badge.

Q27. What does 'Activate course' do?

It starts your access-validity countdown (e.g. 180 days). Until you activate, the clock is paused — you can wait as long as you need.

Q28. Can I undo activation?

No. The 'Activate this course?' popup warns 'You can't undo this.' Only activate when ready to start learning.

Q29. My course status still shows 'Not Activated' after I tapped Activate.

Pull-to-refresh on the My Courses list, or close and reopen the app. If still stuck, WhatsApp +91 89837 89829 with your email and course name.

Q30. My course has expired. What now?

Contact your institute for renewal. Expired courses still show in **My Courses** → **Expired Courses** but videos won't play.

Course Content, Search & Filter

Q31. How do I search for a lesson?

Inside a course, use the **Search in this course...** box at the top of Course Content. It matches lesson names across all sections.

Q32. How do I show only exam items?

Tap the **Filter** chip → pick **Exam** from the 'Filter by type' popup. The list below updates. Pick **All** to reset.

Q33. What do the colored badges on lessons mean?

Yellow EXAM — exam/quiz; **Red PDF** — PDF reading; **Blue VIDEO** — video lesson; **Green LIVE** — live session; **Purple LIVESESSION** — upcoming live class.

Q34. What is '5 of 5 opens left'?

Each lesson has a per-user open-count limit (anti-piracy). Each tap-to-view decrements the counter. Downloads also count. When 0, you need to WhatsApp support to request more opens.

Offline Downloads

Q35. How do I download a lesson for offline?

Open any lesson row → tap the  icon on the right → choose quality (SD / HD / Original). The download runs in the background.

Q36. Where do I see my downloaded lessons?

Sidebar → **My Downloads**. Each tile shows thumbnail, duration and size. Tap to play without internet. Long-press → **Delete** to free space.

Q37. Can I share a downloaded video to WhatsApp?

No. Downloads are DRM-protected and only playable inside RioPlay 10. They don't appear in Gallery.

Q38. Each quality: how big?

Roughly **SD** 60 MB / hr, **HD** 150 MB / hr, **Original** up to 400 MB / hr. On a 32 GB phone, SD is the safe default.

Exam Flow

Q39. How do I start an exam?

Open your course → scroll to a yellow **EXAM** row → tap it → the exam intro screen appears → tap orange **Start Exam**. The timer starts immediately.

Q40. What is 'Resume Exam'?

If you quit a running attempt without submitting, RioPlay 10 saves your progress. The next time you open the exam, the button reads **Resume Exam** — tap it to continue from the exact question you left on, with the timer resumed.

Q41. What does 'Mark for Review' do? (Android-only)

A bookmark flag below the options. Tap it to mark the current question for review — the icon fills orange. Use the Questions grid at the top to jump back to marked questions before submitting. Mark for Review is **not** a 'skip' — a marked question with no answer still counts as 0 marks on submit.

Q42. What does 'Clear' do during an exam?

Removes your selected option from the current question — the question goes back to blank. Use when you change your mind completely and want neither of the four options.

Q43. The timer ran out — what happens?

At **0:00** the exam auto-submits with whatever you had entered. Unanswered or marked-for-review questions count as **0 marks**. Your result still appears normally; the attempt is counted.

Q44. What's 'Common Data' and 'Read More'?

Common Data questions share a long passage across 2–4 questions. Tap **Read More** to expand the full passage; **Read Less** collapses it. Previous/Next moves between questions but the passage carries over.

Q45. How do I jump to a specific question?

Tap **Questions (n of N)** at the top-right. A numbered grid opens — answered questions are green, unanswered are grey, marked for review are orange. Tap any number to jump.

Q46. Where do I see my past exam scores?

Sidebar → **Exam Reports**. Each row shows exam name, date, score, percentage, pass/fail. Tap **View Details** for the per-question breakdown with your answer vs. correct.

Settings & Account Management

Q47. How do I log out?

Sidebar → **Settings** → red **Log Out** button at the top-right of the Profile tab.

Q48. How do I remove an old phone from my account?

Settings → scroll to **Devices** → tap **Logout** next to the device entry. For emergency (lost phone): **Danger Zone** → **Logout from all devices**.

Q49. What is the Device Limit?

Your institute decides the policy. Typical is **3 devices** concurrently signed in. Trying a 4th login prompts you to log out one of the existing devices first.

Q50. How do I contact support?

WhatsApp: +91 89837 89829 (preferred).

In-app: Sidebar → Support → **New Ticket**.

Website: antargyan.ai.

Hours: 10 am – 7 pm IST, Mon–Sat. Expected response: within 24 hours.

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