BlackBerry OS - Quick Start Guide - Professional Edition

PrivateWave
Quick Start Guide for BlackBerry OS

This guide provides you easy step-by-step instructions to help you get started with PrivateWave .

Secure calls with PrivateWave

Calling with PrivateWave is a very easy task. You can both use your **contact lis**t or directly dial a number using the **dialpad**.

> ⓘ   To make a secure call, you and the called party must have PrivateWave software running on the mobile device, be **connected to the Internet** and to the **same PrivateServer** .
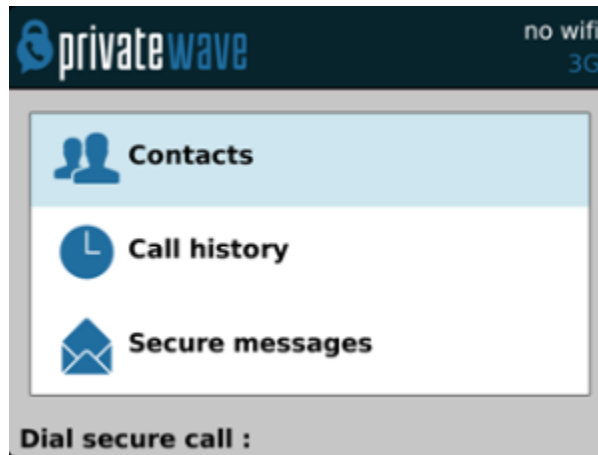

figure 1. Main menu

Calling by contact list

Select **Contacts** item from the main view, select on the contact you want to call and select the contact number associated with PrivateWave , then press the "Call" button:

figure 2. you address book is shared with the application

As you can see in figure 2. you address book is shared with the application each contact can show a coloured ball at its left, or nothing at all. These are status marker and they represent the **Presence Status** for each contact.

Presence

The **Presence** avoid users to call contacts who are not reachable, eg: because they do not have PrivateWave activated and/or connected. The main value of this feature is to improve user experience suggesting the possible outcome of a call.

Contacts lists

PrivateWave gives you access to three different kind of lists:

- **ALL**: it lists all the contacts which are in the mobile address book, ordering them in the very same way.
- **KNOWN**: it shows only known contacts (registered or not) according to PrivateServer 's knowledge. This means it is a list of the contacts that are recognised by the server and thus can have a status.
- **FAVOURITES**: it reads the contacts marked by you as " PrivateWave favorites". It's a selection of contacts you choose to have apart, in order to make speed calls.

Each list may show a **Contact status** beside each contact. The contact status legenda is shown below:

Contact status

	Online	The contact is reachable. You can make a secure call to the user.
	Offline	The contact is not reachable, because is not under network coverage or is offline. You can try to make a secure call but the call will likely fail
	Error	There is a comunication error between your phone and the server. The contact status is unknown, anyway you can try to make a secure call

Calling by keyboard

You can make a secure call to any arbitrary number (presuming that the call peer has PrivateWave connected) by simply entering the number on PrivateWave main menu and pressing the dial button.
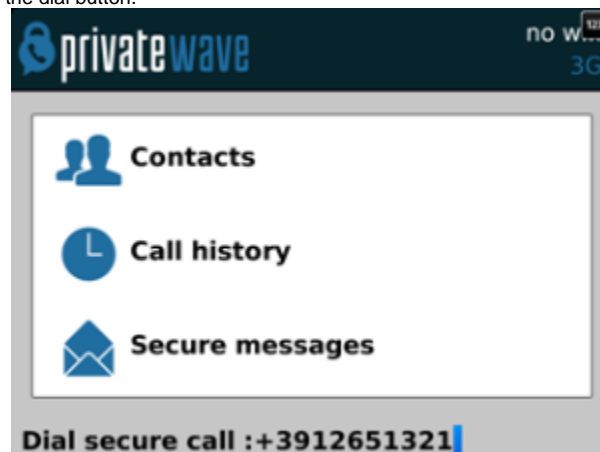

figure 3. you can dial any number

Receiving a secure call with PrivateWave

 Once PrivateWave is installed and all the settings are correctly configured on your device, you are able to receive a secure call. PrivateWave displays a screen when an incoming secure call is arrives to your phone. Press the **Accept** (green) button to allow the connection. After the system have exchanged and verified the security keys the you can start the conversation.

> ⓘ   To receive a secure call PrivateWave has to be running and be **connected to the Internet**.
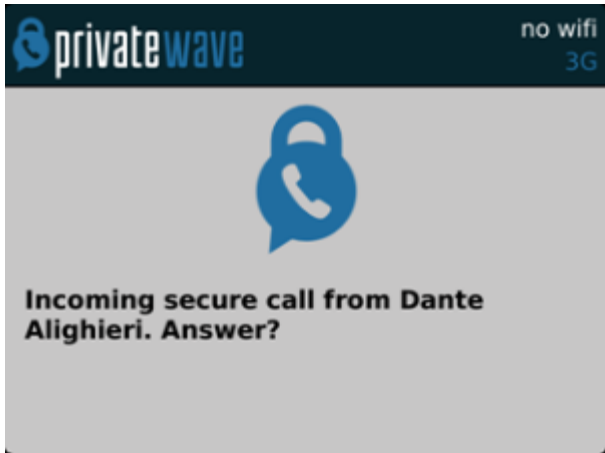
figure 4. incoming call

figure 5. call secured and in progress

Checking your security

A PrivateWave phone call **is always encrypted**. To check that nobody is intercepting the call, you must verify the security verification words with you remote party. After the call has been connected PrivateWave displays the same two security verification words at the bottom of the screen to both parties. If both of you and your contact see the same **security verification words** then the call is secure. The security verification words are **different eac h time** you make or receive a secure call. If the words are not the same hang up the call immediately as this may be a sign of a security attack.

figure 6. SAS displayed after you answered

Call status

To establish a call PrivateWave completes three phases shown by three icons:

Call status icons

	Red light	**Starting the connection**	**Connection not yet established**. This step may take several seconds
	Yellow light	**Key exchange**	**Connection established: encryption keys are being exchanged**.

	Green light	**Secure call established**	**Connection established and secure**. You can now speak securely
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Inviting your contacts

Using your address book, **you can invite your contacts** to join PrivateWave .

figure 7. Select "Invite others"

figure 8. choose from your address book
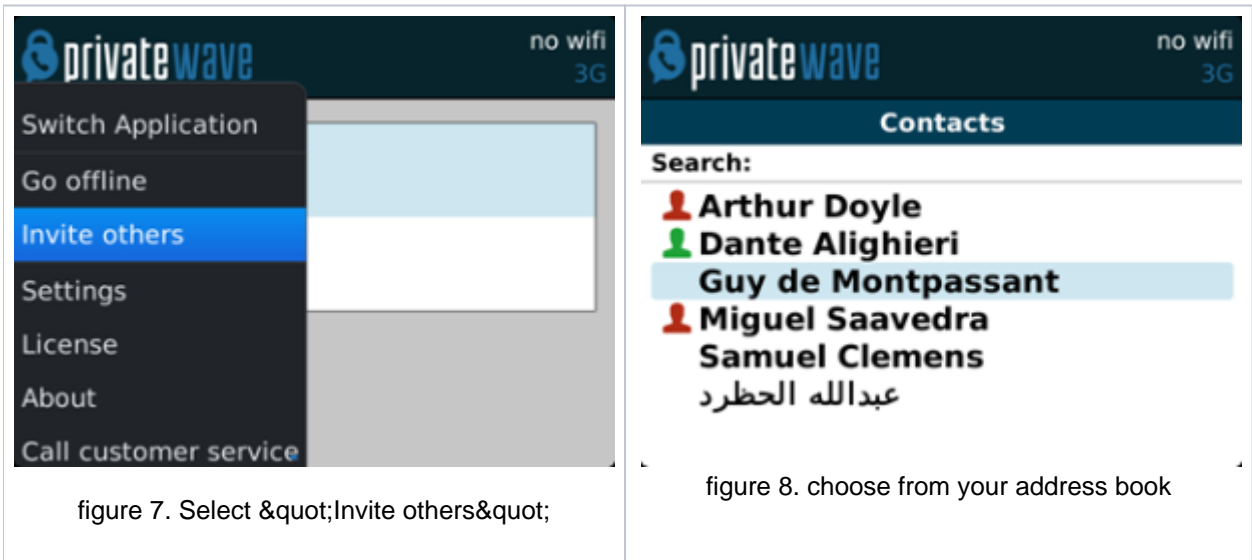
Open PrivateWave main menu (figure 7. Select "Invite others") select "**Invite others**" and choose the contacts to whom you want to make secure calls (figure 8. choose from your address book) . They will receive a **text message** including the **installation link** so they can also install PrivateWave .

History

Every event performed or received on your PrivateWave is listed into the "History" view, which can be displayed by selecting "**Recent**" item in the Main view.
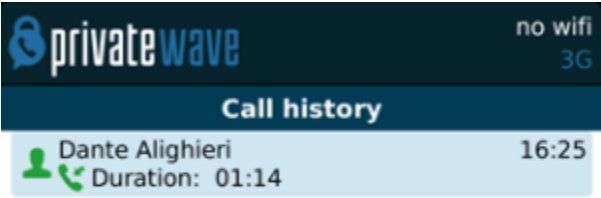

figure 9. recent event list

Events are displayed grouped on the account they are related to. So you'll have one line for each account who left a communication event into your "History".

figure 10. event detail

You can access event's details by selecting the line you're interested into and pressing the central key (figure 10. event detail).

Secure Messages

You can communicate with your peers by text messages using the **Secure Messages System** which provides **Secure Messages**. A **Secure Message** is a text message that travels into the same encrypted architecture of the Secure Call.

ⓘ   The maximum length of a single message is 160 character

Secure Messages rely on the very same security infrastructure the voice calls do. Plus for security each Secure Message is blanked 15 minutes after it's been read or sent.
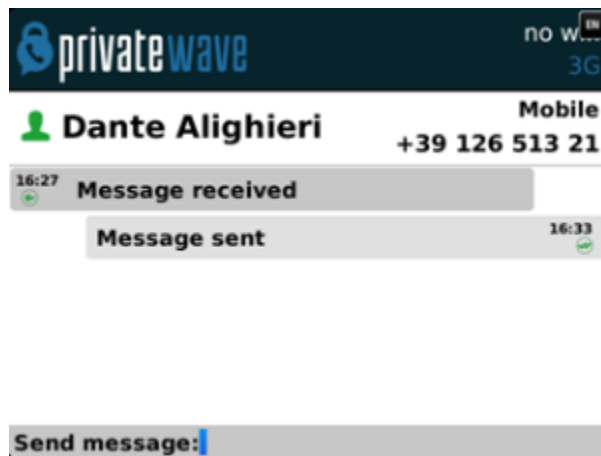

figure 11. blanked secure message

⊘   Secure Message System need specific abilitation. If the service is not available on your device please contact your support team to check it's enabled on your account.

Sending Secure Messages from "History" tab

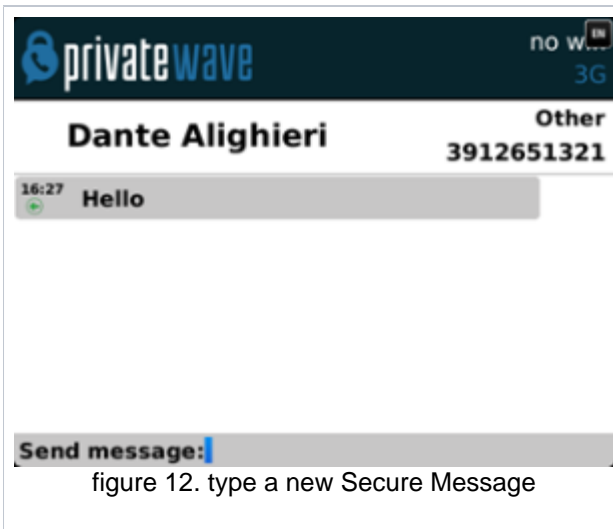Secure Messages are available via "History" view, specifically from the detailed view: figure 10. event detail.

figure 12. type a new Secure Message

figure 13. "enter" keyboard button

As you can see in figure 12. type a new Secure Message: you can type Secure Messages and send them to your party by pressing enter button (cfr. figure 13. "enter" keyboard button).

Sending Secure Messages from "Contacts" tab

Secure Messages are also available from "Contacts" tab.
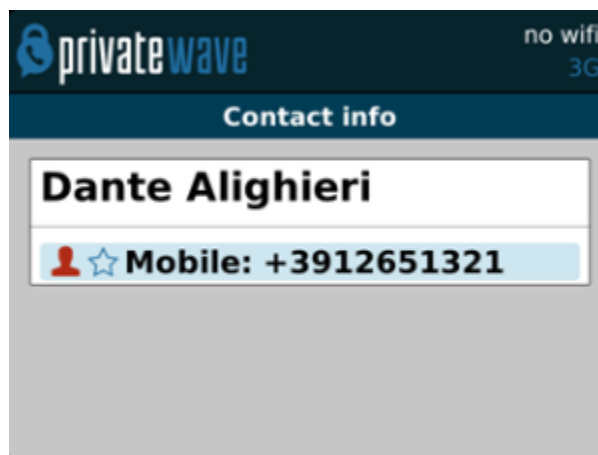

figure 14. contacts list tab

You have to select an account from the list shown in figure 2. you address book is shared with the application and show its details by clicking on the blue icon displayed on its right side.

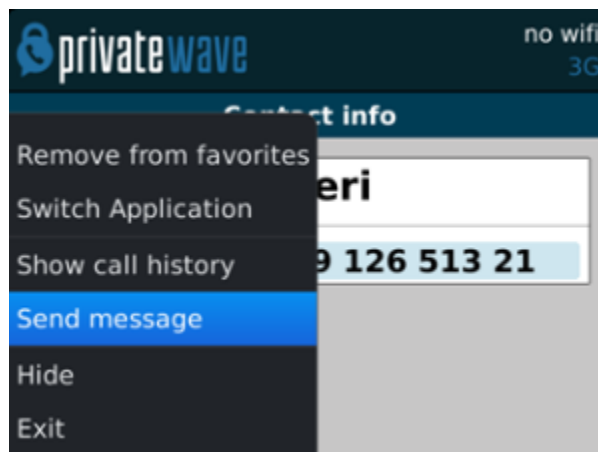figure 15. Contact's communication view

Once you select the desired phone number of the account you want to send Secure Messages to, then you get the view shown in from where you can type your message.

Secure Messages status icons and known limitations

Each Secure Message is displayed with an icon showing its status. Most important icons are:

Icon	Meaning
	Sending Message
	Message Delivered
	Error sending Message

There are few known limitations in the current Secure Message System:

⚠ Actually it's not possible to use Secure Messages in order to chat with multiple people (ie it's not possible to create chat rooms).

🚫 Please note that the body of each Secure Message you send or receive will be deleted after 15 minutes you read or wrote it.