Performing a secure call with PrivateGSM

Call modes

PrivateGSM lets you to:

1. make secure calls to phone numbers and contacts using the PrivateGSM +801 prefix **(not available on iOS)**. In this case, you do not need to manually open the main menu of PrivateGSM if the application is in background.
2. make secure calls to phone numbers and contacts without entering the PrivateGSM prefix directly from menu of the application.

Secure prefix number (Android and BlackBerry)

Calls with PrivateGSM are simply identified by the "**+801**" prefix in front of the number to be dialed including the international prefix without zeros. For example:
"**+801 44 333 1234567**"

+801	PrivateGSM prefix, including '+'
44	International country code for UK without zeros
333 1234567	Phone number

> ⚠ **Note**
>
> For quick dialing we recommend you save numbers with the +801 prefix as "secure" contacts in your phone book.

Secure calling by the +801 prefix (not available on iOS)

> ⓘ **Dialing a call with secure prefix +801 is not available on iPhone/iPad due to platform constraints.**

Making secure calls with PrivateGSM is very easy. Dialing is as simple as prefixing your phone numbers with +801 as with international calls. With secure prefix you can make calls as you do with normal calls on your phone: insert phone number, select a contact from your address book or even from recent calls logs. Phone numbers prefixed with secure prefix +801 are detected by PrivateGSM which automatically starts a secure call.

Dialing a secure call

You can dial a secure call by entering the **"+801"** prefix before the number to be dialed, **including the international country code without zeros**, and press the Dial button**.**

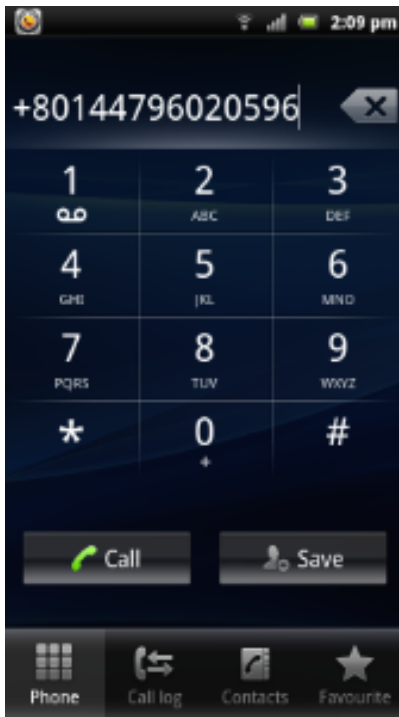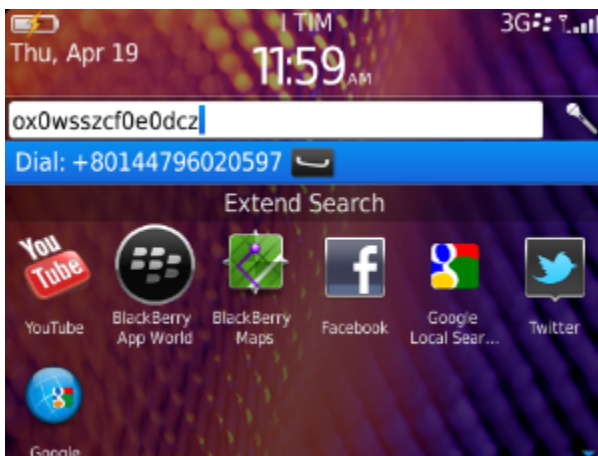**To dial a secure call complete with prefix:**

figure 1. Android

figure 2. BlackBerry

Secure Calling from the contacts list in your mobile

You can call a number previously saved with the PrivateGSM prefix in the contact list of your mobile.

To make a secure call to a contact saved in your address book with the PrivateGSM prefix:

figure 3. Android

figure 4. BlackBerry

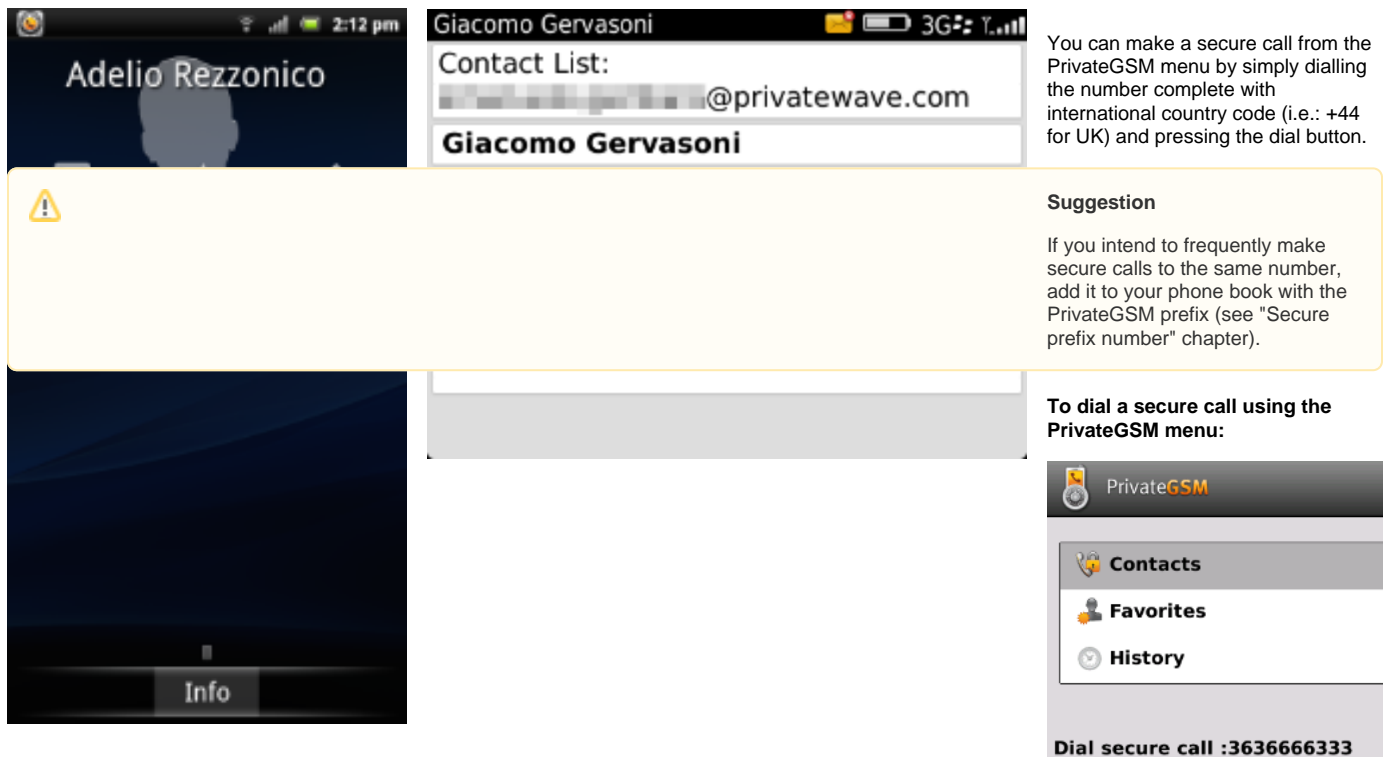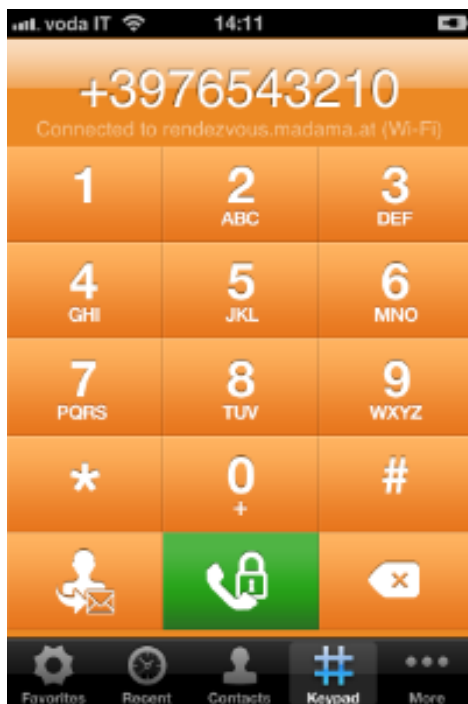Secure Calling from the PrivateGSM application

Dialing a secure call

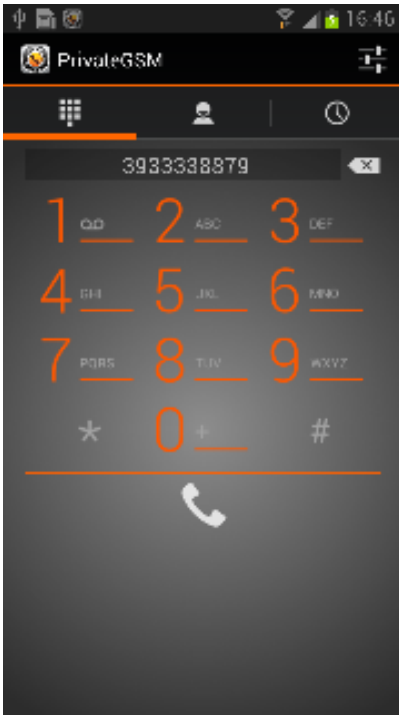You can make a secure call from the PrivateGSM menu by simply dialling the number complete with international country code (i.e.: +44 for UK) and pressing the dial button.

Suggestion

If you intend to frequently make secure calls to the same number, add it to your phone book with the PrivateGSM prefix (see "Secure prefix number" chapter).

To dial a secure call using the PrivateGSM menu:

figure 5. BlackBerry

figure 6. iPhone

figure 7. Android

Secure Calling from the contacts lists in PrivateGSM

You can make secure calls from PrivateGSM by simply selecting a contact. PrivateGSM sorts the contacts in the same way the address book of the mobile does.

> ⓘ   On iPhone you can change contacts ordering by opening System Settings > PrivateGSM > Application > Contacts Sort Order

> ⚠️   **Suggestion**
>
> If you intend to frequently make secure calls to the same number, add it to your phone book with the PrivateGSM prefix or add it to the Favorites list

Presence

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

Contacts lists

Starting with the present version, there are three lists:

- **BASE**: 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 "PrivateGSM 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

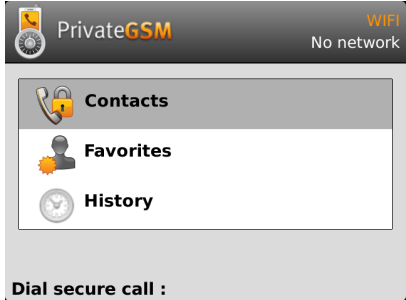|			
	Online	The contact is reachable. You can make a secure call to the user.	
	Offline	The contact is not reachable, because is not under network coverage or is offline. You can try to make a secure call but the call will likely fail	
	Warni ng	The contact is not reachable using a full secure call, but you can call him using the unsecure Sip Trunk configured on your server.	⚠ **Enterprise version only!**
	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	

The contacts lists are not at all similar. One big difference is they are not always editable, the other one is how they show their entries.

The **BASE** list has one number per each contact. If the contact has multiple numbers, then he appears just once in the list. When selecting it for secure call or in order to put the contact to the **FAVORITES** list then you are prompted to choose the phone number to be used.

The other lists (**KNOWN** and **FAVOURITES**) can show only one number per entry.

Secure Calling from the "Base" contacts list

To dial a secure call to a contact using the PrivateGSM menu on BlackBerry:

Step 1	Step 2
Select Dial secure call	- Select the contact - Press the SEND key

To dial a secure call to a contact using the PrivateGSM menu on iPhone:

Step 1	Step 2
Select the contact	Tap on the phone number
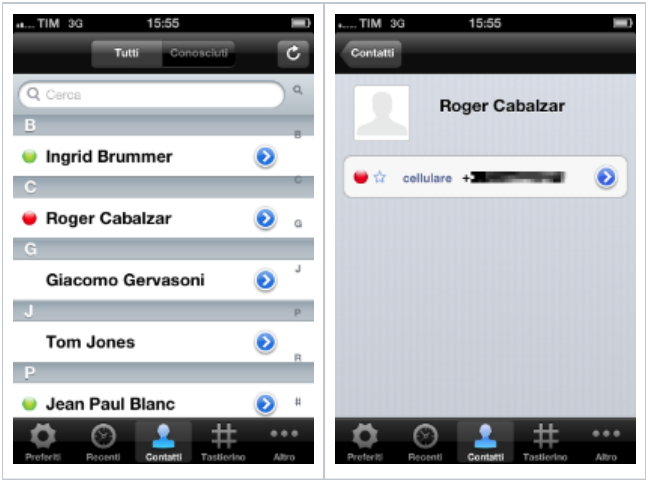
To dial a secure call to a contact using the PrivateGSM menu on Android:

Step 1	Step 2
Select the contact tab	Select a contact

Secure calling from "Favourites" contacts list

PrivateGSM has also a "Favourite contacts" list. You can add and remove contacts from this list for a **speed secure call**.
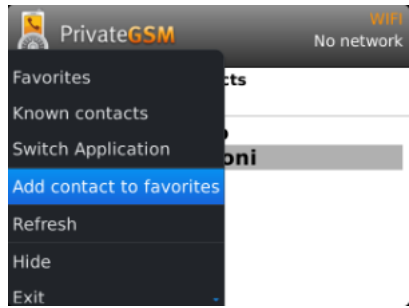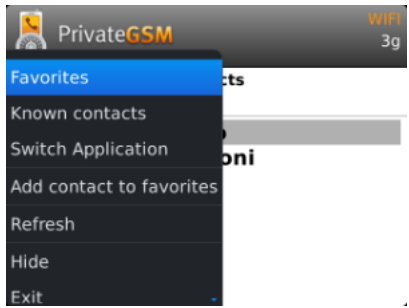
"Favourites" contacts list contains single virtual phone number. If a contact had multiple numbers, then you would have to choose the specific phone number that you want to add to favourites, so that the same contact can appear in this list twice but with two different numbers.
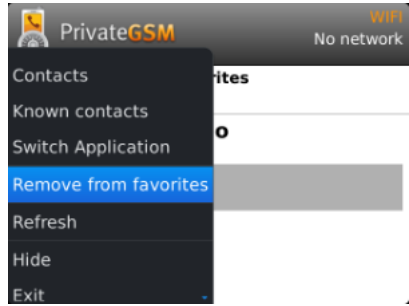
> ⊘ The "Favourite" entries are **copies** of the original contact stored in the Address Book. Thus any change made to the original contact will **NOT** be reflected on the one in the favourite list!

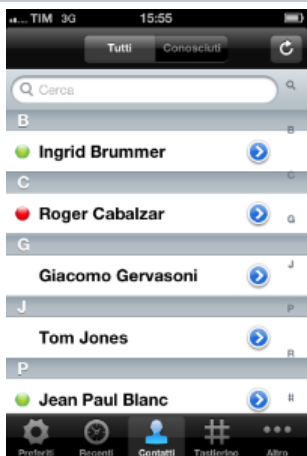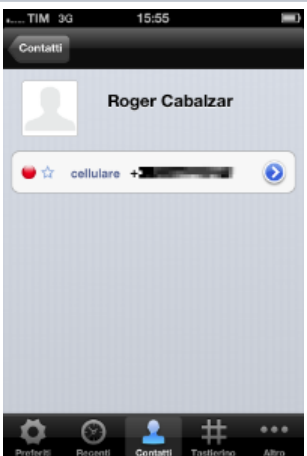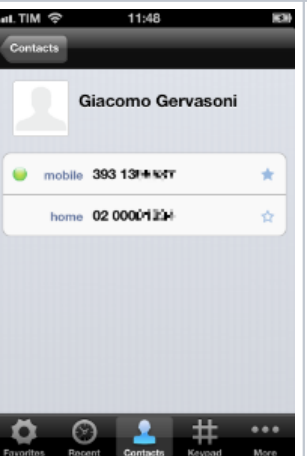**Add a contact to the Favourite list and do a call on Blackberry**

Step 1	Step 2	Step 3

• Select a contact • Open application menu	• Open "Favourites" from the application menu	• Check that the contact has been added to the "Favourites" Contact list

Remove a contact from the "Favourite" list

Step 1
• Select a contact • "Remove from favourites" to remove it

Add a contact to the Favourite list and do a call on iPhone

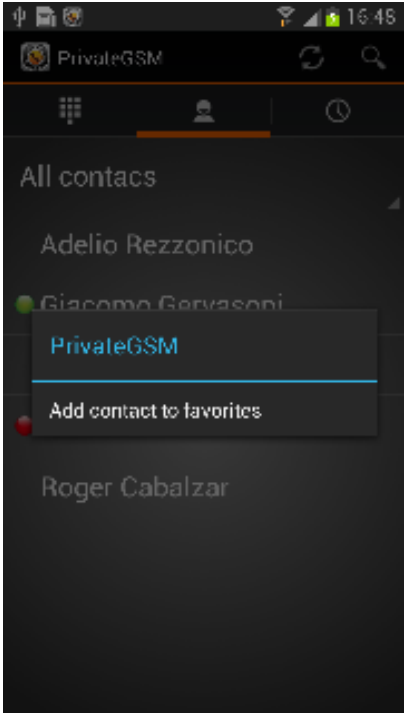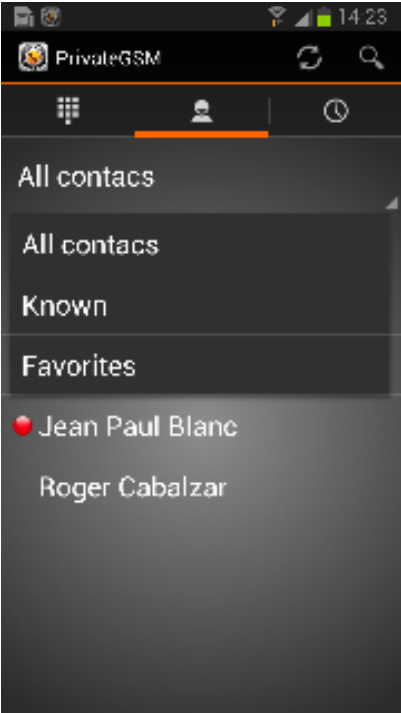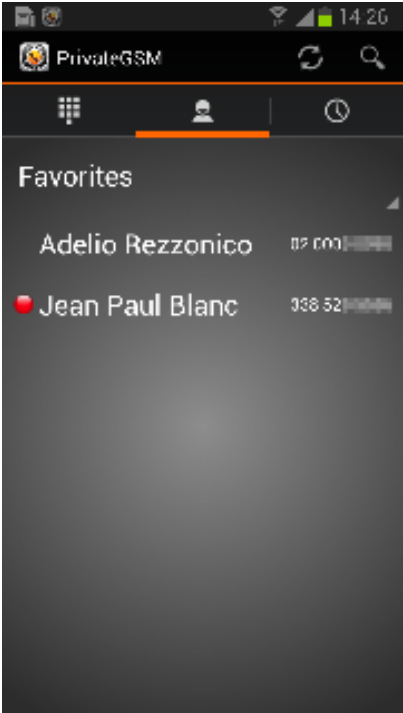| Step 1	Step 2	Step 3	Step 4
From the "Favourites" tab, tap on the "+" sign or just open the "Contacts" tab	Choose one contact and show its details.	• Push on the star symbol • Check it became blue filled.	• Go back to the "Favourites" tab • Check that the contact has been added.

Remove a contact from the "Favourite" list

Step 1

- Tap on "Edit" button on the navigation bar
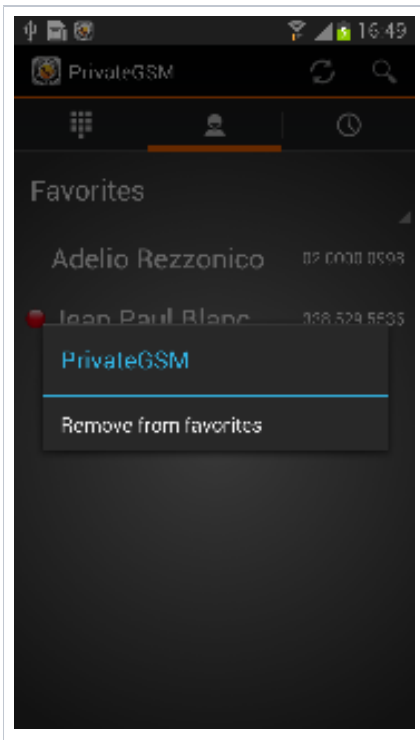- Hit the red simbol
- Tap the "Delete" button
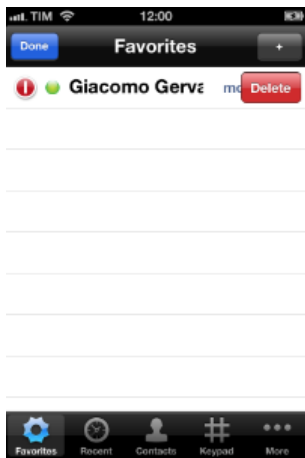
Add a contact to the Favourite list and do a call on Android

Step 1	Step 2	Step 3
To add a contact long tap on name	Select the Favourites contact list	To start a secure call, select a contact

Remove a contact from the "Favourite" list

Step 1
To delete a contact, long tap on the name

Secure Calling from the "Known" contacts list

⚠ End-user can not edit this list.

Known list contains single virtual phone number, only if the phone number is registered on SIP server. The user can add a known number to the FAVORITES lists.

Start PrivateGSM

Receiving a secure call