Blackberry - Quick Start Guide - Enterprise Edition

PrivateWave
Quick Start Guide for BlackBerry

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:

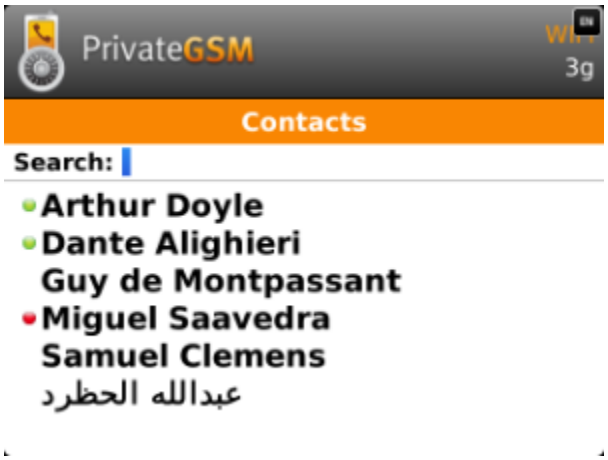

figure 2. you address book is shared with the application

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
	Warning	The contact is not reachable using a full secure call, but you can call him using one Sip Trunk configured on your server.
	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.

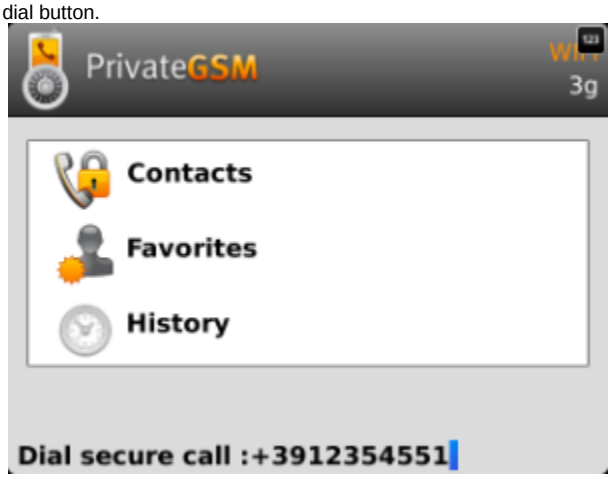

figure 3. you can dial any number

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

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

Checking your security

A PrivateWave call is **always encrypted**. The call is automatically secured during the call setup. As soon as the call is established you can immediately start to talk securely with your call peer.

> The security of the call is based on a digital certificate verification on the SIP/TLS server. If a certificate error appears check whether the date of your phone is correct. If the date is correct it is possible that the certificate is wrong, misconfigured or expired or that **your phone is undergoing a security attack.** In these cases always contact your system administrator.

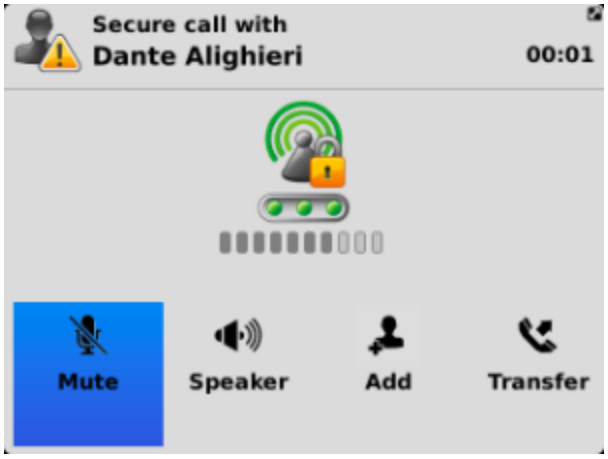

figure 5. the call is secured

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.

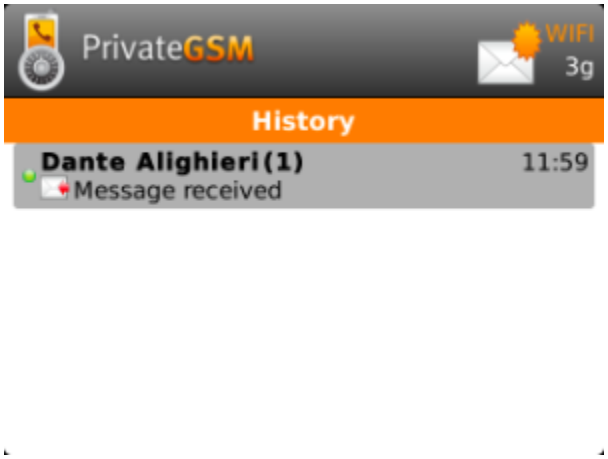

figure 6. recent event list

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 7. event detail

You can access event's details by selecting the line you're interested into and pressing the central key (figure 7. 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 8. 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 "Recent" tab

Secure Messages are available via "History" view, specifically from the detailed view: figure 7. event detail.

figure 9. type a new Secure Message

figure 10. "enter" keyboard button

As you can see in figure 9. type a new Secure Message: you can type Secure Messages and send them to your party by pressing enter button (cfr. figure 10. "enter" keyboard button).

Sending Secure Messages from "Contacts" tab

Secure Messages are also available from "Contacts" tab.

figure 11. 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.

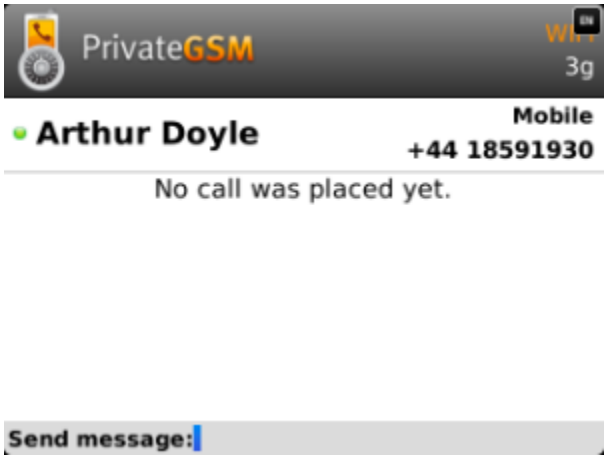

figure 12. Contact's communication view

Once you select the desired phone number of the account you want to send Secure Messages to, then you get the view shown in figure 12. Contact's communication view 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.