

Introduction

PrivateWave enables you to make phone conversations securely and in complete privacy on your mobile phone.

PrivateWave can be used on the company network equipped with **Enterprise Voice Security Suite** and a locally installed **PrivateServer** .

It does require some server configuration and it needs to **be installed on both caller's and callee's devices**.

PrivateWave uses **VoIP** technology (Voice over IP) and requires Internet access.

Requirements

PrivateWave works on VoIP technology (Voice over IP) and thus an internet access is mandatory.

Goals

The present manual will explain to you how to:

- install and update **PrivateWave**
- configure the client
- perform secure calls
- send and receive secure messages

Intended audience

This guide is intended for advanced users or customer care operators that would work directly on customers' devices. The reader should also read each Quick Start Guide. No particular background is needed.

The present manual won't explain anything about how the service works or what's under the client's hood. For a better understanding of the service you should as well PrivateServer Manuals.

Glossary

PBX

A **private branch exchange** (PBX) is a telephone exchange that serves a particular business or office, as opposed to one that a common carrier or telephone company operates for many businesses or for the general public.

PBXs make connections among the internal telephones of a private organization—usually a business—and also connect them to the public switched telephone network (**PSTN**) via **trunk** lines.

Trunk

A **trunk line** is a circuit connecting telephone switchboards (or other switching equipment), as distinguished from local loop circuit which extends from telephone exchange switching equipment to individual telephones or information origination/termination equipment.

When dealing with a **private branch exchange (PBX)**, trunk lines are the phone lines coming into the **PBX** from the telephone provider. This differentiates these incoming lines from **extension** lines that connect the **PBX** to (usually) individual phone sets.

Extensions

A **telephone extension** is an internal telephone line attached to a Private branch exchange (PBX). The PBX operates much as a community switchboard does for a geographic telephone numbering plan and allows multiple lines inside the office to connect without each phone requiring a separate outside line. In these systems, a dialer usually has to dial a number to tell the PBX to connect with a landline to dial an external number. Within the PBX, the user merely dials the extension number of the person. Each phone line may be extended up to a fixed maximum.

Secure Call

A **Secure Call** is a voice connection which can't be wiretapped and it runs over Voice Over IP (VoIP) communication protocol.



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PrivateServer

PrivateServer is the **PBX** committed to perform **Secure Calls** both **end to end** and **end to site**. It differs from a standard **PBX** for exposing just the **Secure Call** service to VoIP **PrivateWave** clients and can be connected to a standard **PBX** via **SIP Trunks** if configured accordingly.

PrivateWave

PrivateWave is the **VoIP client for Secure Calls** connections. It has to be used along with **PrivateServer**.



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Jitter

In VoIP systems audio signal is split into multiple packets, which are sent over network. Due to network equipment behavior, packets flow is never regular and constant. Especially on mobile/radio networks packets are delivered in bursts, leading to irregular and variable latency. **Jitter** is the variation in latency as measured in the variability over time of the packet latency across a network.

Automatic Activation

The **Automatic Activation** is the way of create new users automatically without any need they interact with anybody. As from user's side the procedure is that he/she gets first an **invite SMS** or **E-Mail** useful to download the application **PrivateWave** and then a **configuration SMS** or **E-Mail** which provides automatic configuration of the client itself. All the user has to do is to follow the links into both the Texts/E-mails and **PrivateWave** would go automatically on line.

Provisioning

The **Provisioning** is the configuration needed for delivering both for the **PrivateWave** application and its configuration and nowadays it's used by the **Automatic Activation** only.

Presence

The **Presence** is how we call the user's status, also known as the user's reachability. By checking an user's Presence it is possible to know if a he/she is on line and can receive a secure call before trying to.

Audio Messaging

The **Audio Messaging** is the means used by **PrivateWave** for communicating to an user about the failed calls. You have several messages that can be spoken and each of them can be localised in English, French, Italian, Spanish and German.

Secure Message

Secure Message is a text message that can be sent and received only by using **PrivateWave** and that shares the same communication infrastructure of Secure Call. The maximum length of each message is 160 character.

Call Roaming

Call Roaming is specific configuration set up by default on both **PrivateServer** and **PrivateWave**. It let any call to continue even if one network change event occur (e.g: wi-fi network got lost in favour of 3g data mobile one). During network change itself the call is muted but as soon as any connection is again available, then voice stream is back streaming. Call roaming is subject to Strict RTP and RTP timeout options in **PrivateServer**.

Caveat

The figures in this document are solely for illustrative purposes. They give you an idea about the essential information you are supposed to see on the screen while executing the test cases. However the layout of the screen and the details of the information may be changed in subsequent revisions of the software and these modifications are not obligatory reflected in this document. When considering whether a test case passed or not, you should rely only on the textual description of the test case.

[Installation pre-requisites](#)