PIN protection

It's possible to protect access to PrivateWave by setting a 4 digit long PIN number. **PIN number protect any access to your client** (and thus to your communication data) **except when answering to a Secure Call**.

PIN provides protection for your history call and enable safe storage of your secure messages. Without PIN protection, secure message are temporary and automatically destroyed after 15 minutes from reception.

> ⓘ Even if you can answer without typing any PIN of sort, all the Advanced features that involve access to your contact list would be blocked until you insert your PIN.

By default you'd asked to insert PIN if you didn't use the client for 10 minutes. You have 5 attempts to insert your correct PIN number. If you failed all of them your PrivateWave would be blocked for one minute, in order to prevent malicious unlock attempts.

> ⚠ All above values are default ones, meaning that your Service Operator can change and apply them to your client via Automatic Activation message. Please check your PIN default values with your Service Operator.
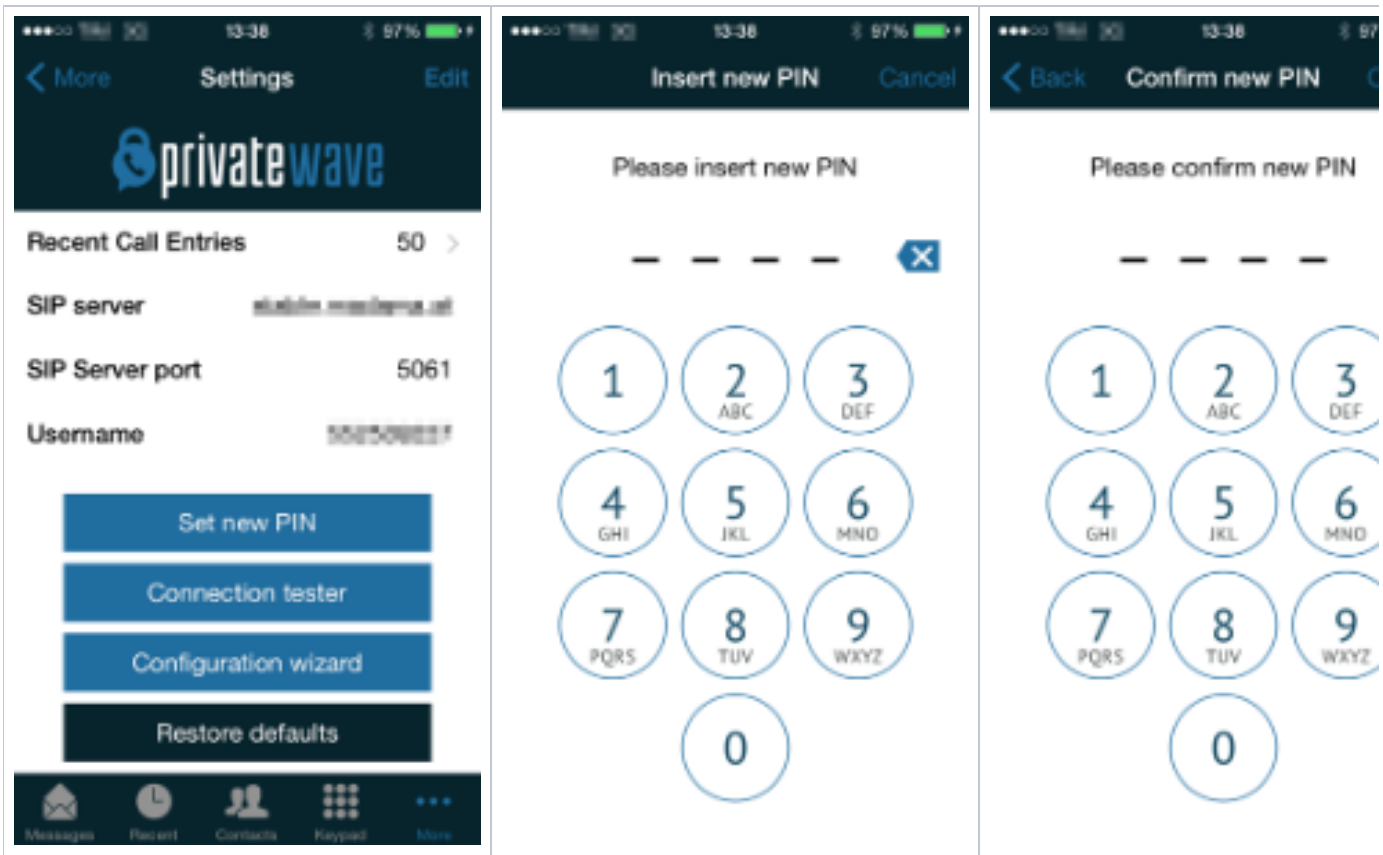
Turn on PIN protection

PIN is enabled either by Automatic Activation or by explicit setup.

> ⚠ Please note that if you upgraded an older PrivateWave , that has been already configured, then PIN would be NOT enabled by default and thus it's required that you specifically turn it on.

iPhone

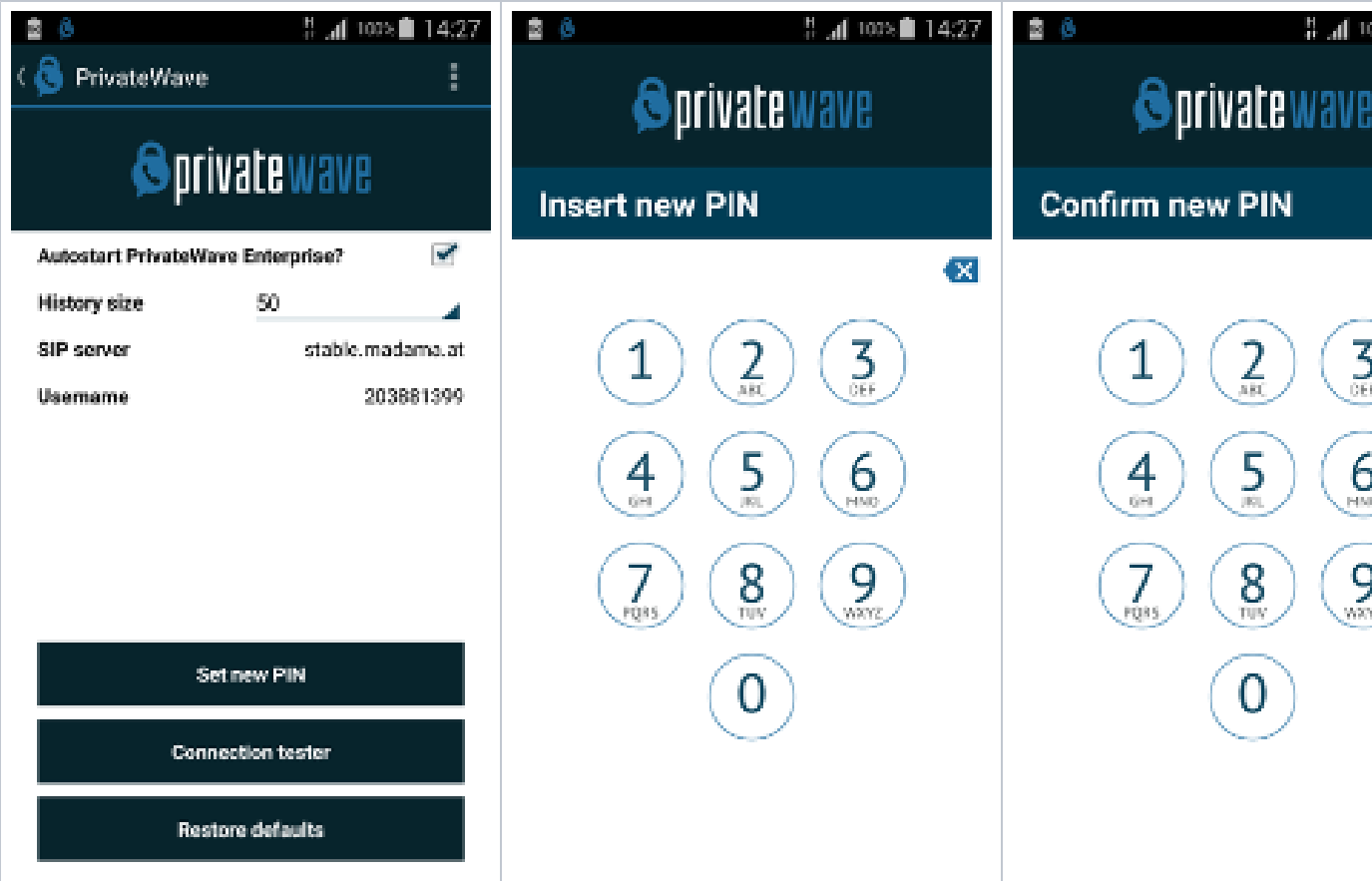| Step 1	Step 2	Step 3
- Enter "Settings" view - Press on "Set new PIN" button	You are asked to insert new PIN	You have to confirm your PIN by inserti again

BlackBerry

Step 1	Step 2	Step 3
• Enter "Settings" view • Press on "Set new PIN" button	• You are asked to insert new PIN	• You have

Android

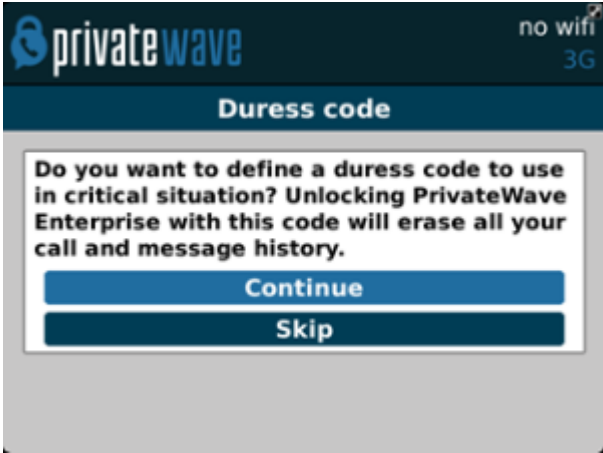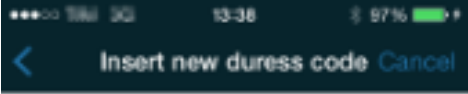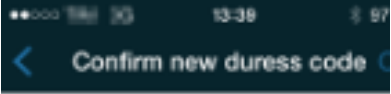| Step 1	Step 2	Step 3
• Enter "Settings" view • Press on "Set new PIN" button	• You are asked to insert new PIN	• You have to confirm your PIN by ins again

PIN Under Duress

Duress code is an additional PIN that let you manage critical situations, eg: somebody forces you to unlock PrivateWave to get access to your messages and call history. If you unlock PrivateWave using your Duress Code, call and message history are silently and safely erased from your device.

When you enable PIN protection, you are prompted to define and confirm your Duress Code.

Blackberry

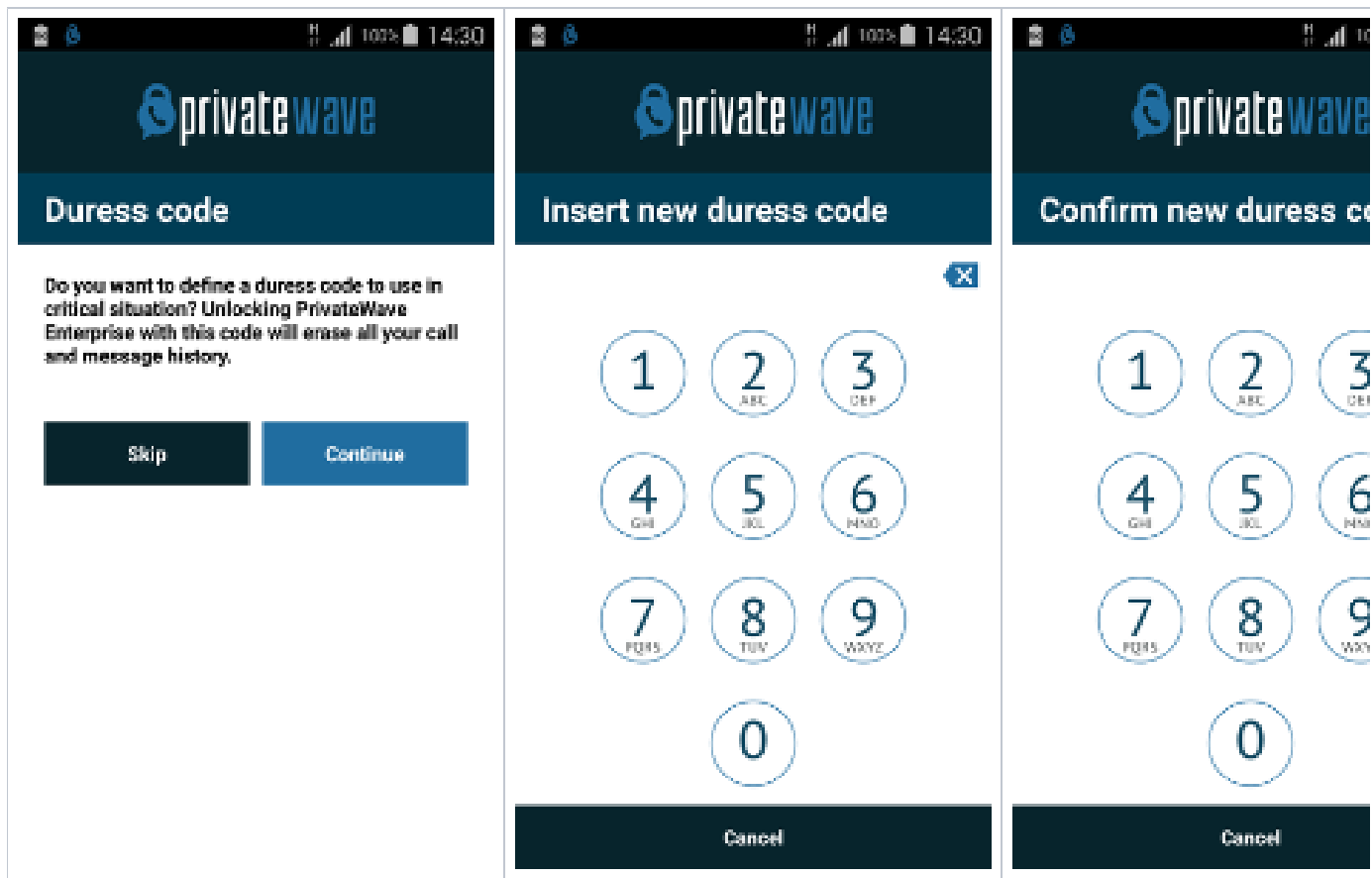| Step 1	Step 2	step 3
- Press on continue to set duress code - Pressing on skip will skip inserting duress code	You are asked to insert new duress code	You have

iPhone

Step 1	Step 2	step 3
• Press on continue to set duress code • Pressing on skip will skip inserting duress code	• You are asked to insert new duress code	• You have to confirm your duress code inserting it again

Android

Step 1	Step 2	step 3
• Press on continue to set duress code • Pressing on skip will skip inserting duress code	• You are asked to insert new duress code	• You have to confirm your duress code inserting it again

Change PIN

It's possible to manage your PIN by changing it any time.

> ⚠️ You can change your PIN even if you under Automatic Activation since it's **not** possible for your Service Operator to specify your PIN number, he can only force you to use one.

BlackBerry

Step 1	Step 2
• Enter "Settings" view • Press on "Edit PIN" button	• You are asked to insert older PIN

Step 3	Step 4
• You have to insert your new PIN	• And confirm it by inserting it again
privatewave no w... 3G **Insert new PIN** Please insert new PIN PIN:	privatewave no w... 3G **Confirm new PIN** Please confirm new PIN PIN:

iPhone

Step 1	Step 2
• Enter "Settings" view • Press on "Edit PIN" button	• You are asked to insert older PIN
More Settings Edit privatewave Recent Call Entries 50 > SIP server SIP Server port 5061 Edit PIN Disable PIN Connection tester Configuration wizard Restore defaults Messages Recent Contacts Keypad More	Insert current PIN Cancel Please insert current PIN — — — — ✕ 1 2 ABC 3 DEF 4 GHI 5 JKL 6 MNO 7 PQRS 8 TUV 9 WXYZ 0

Step 3	Step 4

You have to insert your new PIN	And confirm it by inserting it again

Android

Step 1	Step 2
• Enter "Settings" view • Press on "Edit PIN" button	• You are asked to insert older PIN

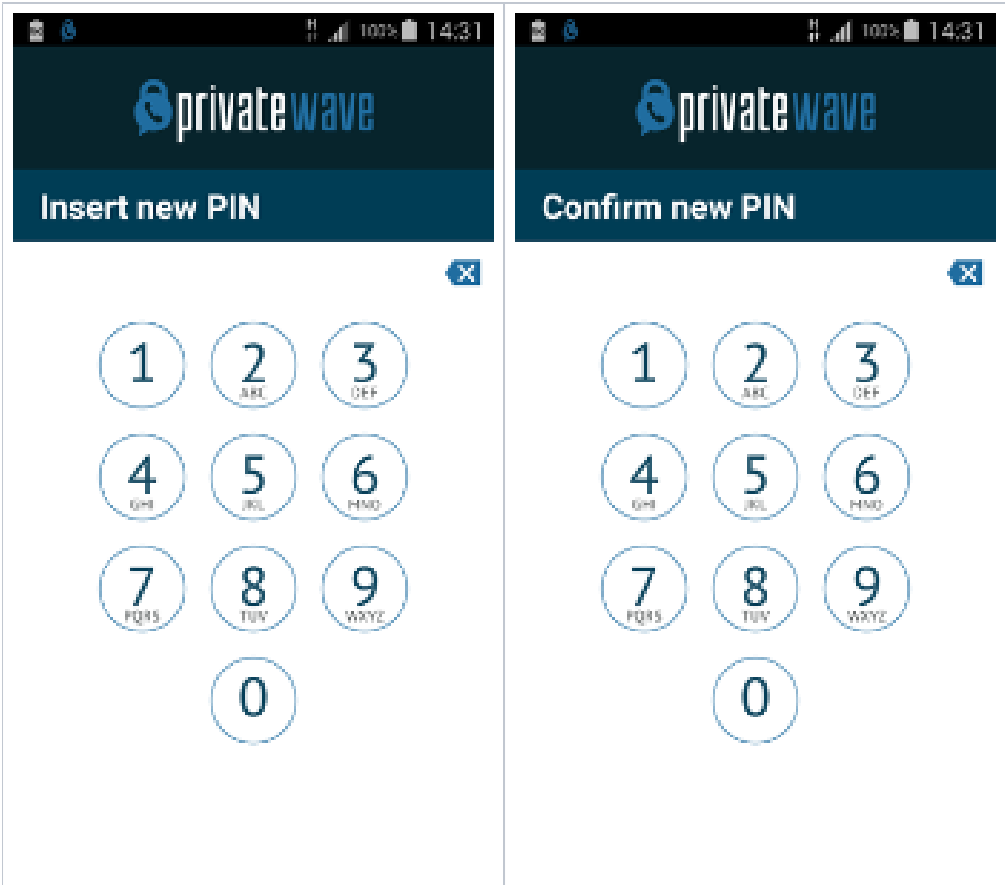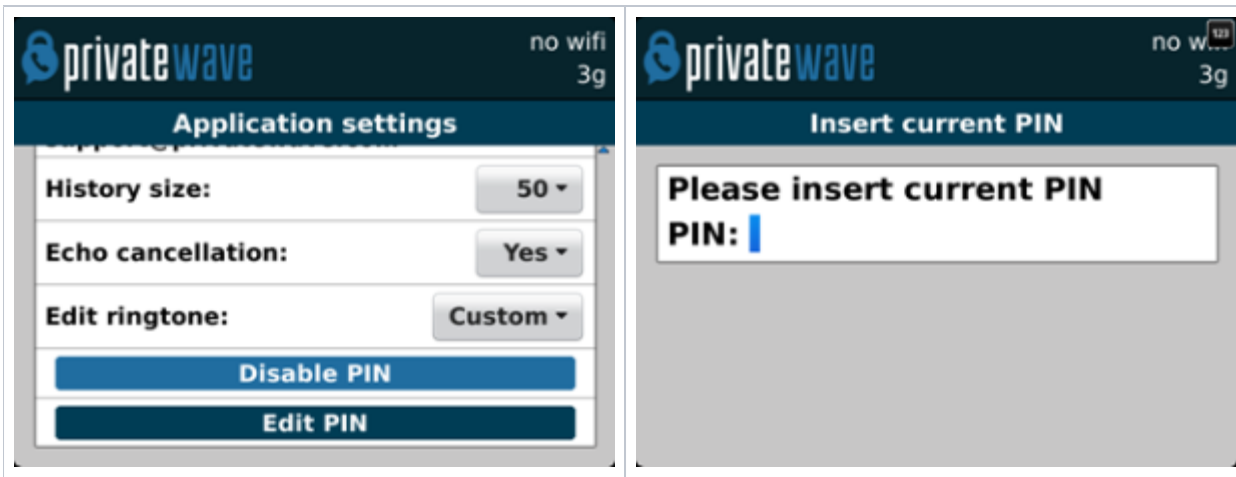| Step 3	Step 4
• You have to insert your new PIN	• And confirm it by inserting it again

Disable PIN

Please consider that disabling PIN is something you can do only if you haven't been forced to use one by provisioned profile. If you enabled PIN on your own, then you'd see "Disable PIN" button in configuration view, else such button won't be present.

⚠ You cannot disable your PIN if you are under Automatic Activation since it's possible for your Service Operator to force you to use one.

BlackBerry

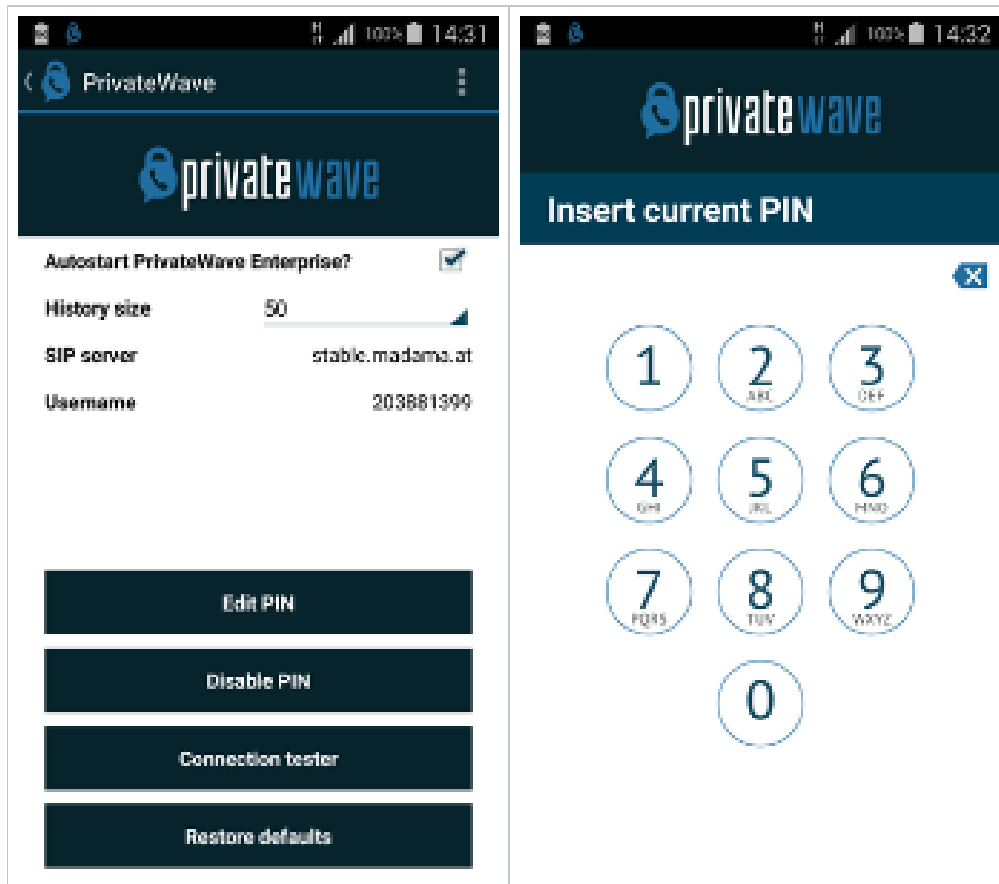| Step 1	Step 2
- Enter "Settings" view - Press on "Disable PIN" button	You are asked to insert your PIN

iPhone

Step 1	Step 2
• Enter "Settings" view • Press on "Disable PIN" button	• You are asked to insert your PIN

Android

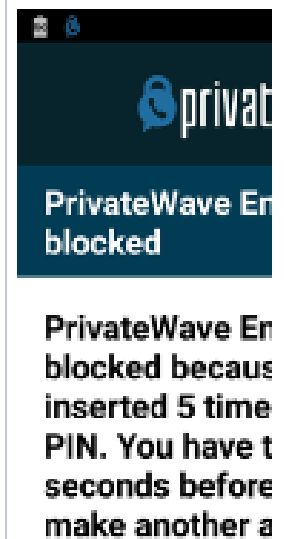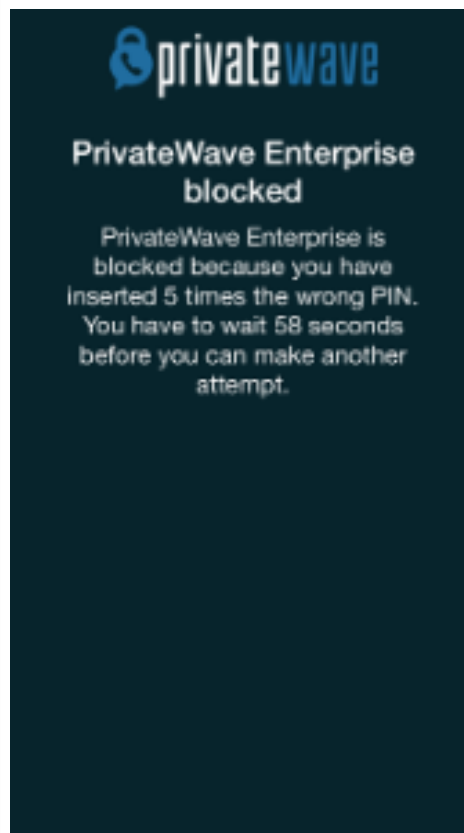| Step 1	Step 2
• Enter "Settings" view • Press on "Disable PIN" button	• You are asked to insert your PIN

Application lock

If you (or any malicious user) fail 5 times to guess the correct PIN number, then PrivateWave would be locked for 60 seconds:

PrivateWave Enterprise blocked

no wifi
3G

PrivateWave Enterprise is blocked because you have inserted 5 times the wrong PIN. You have to wait 45 seconds before you can make another attempt.

PrivateWave Enterprise blocked

PrivateWave Enterprise is blocked because you have inserted 5 times the wrong PIN. You have to wait 58 seconds before you can make another attempt.

PrivateWave Er blocked

PrivateWave Er blocked becaus inserted 5 time PIN. You have t seconds before make another a

Other functions and settings

License