

Blackberry - Quick Start Guide - PrivateGSM Enterprise

PrivateGSM Enterprise Quick Start Guide for BlackBerry

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

Placing secure calls with PrivateGSM

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

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



figure 1. PrivateGSM 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 PrivateGSM, then press the "Call" button:

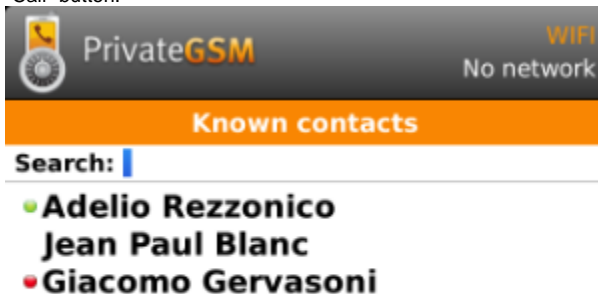


figure 2. you address book is shared with PrivateGSM



figure 3. Call button

As you can see in [figure 2. you address book is shared with PrivateGSM](#) 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 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
Warning	The contact is not reachable using a full secure call, but you can call him using the unsecure Sip Trunk configured on your server.
Error	There is a communication 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 PrivateGSM connected) by simply entering the number on PrivateGSM main menu and pressing the dial button (the one shown in [figure 3. Call button](#)).

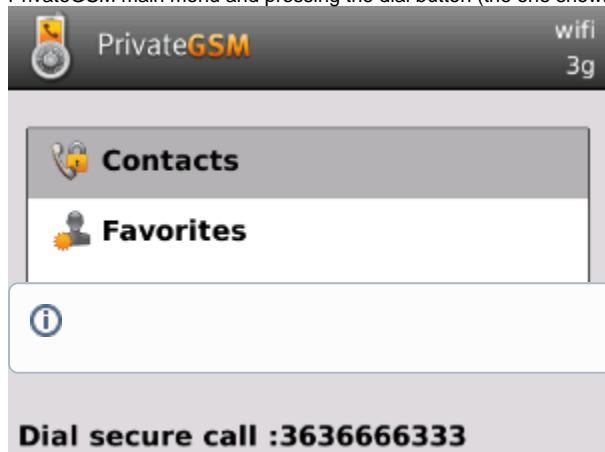


figure 4. you can dial any number

Receiving a secure call with PrivateGSM

Once PrivateGSM is installed and all the settings are correctly configured on your device, you are able to receive a secure call. PrivateGSM displays a screen when an incoming secure call 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 PrivateGSM has to be running and be **connected to the Internet**.

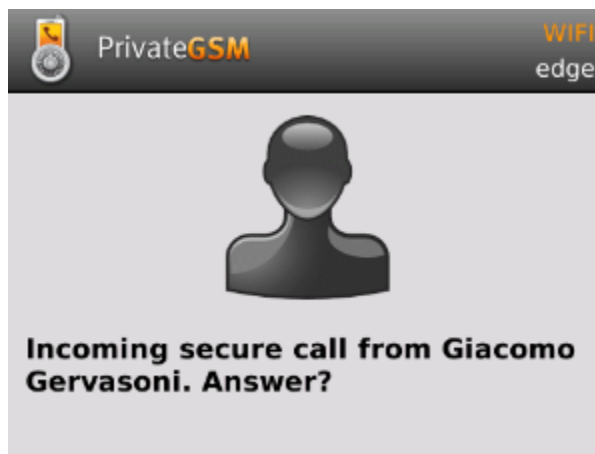


figure 5. incoming call

Call status


To establish a call PrivateGSM 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 PrivateGSM 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.

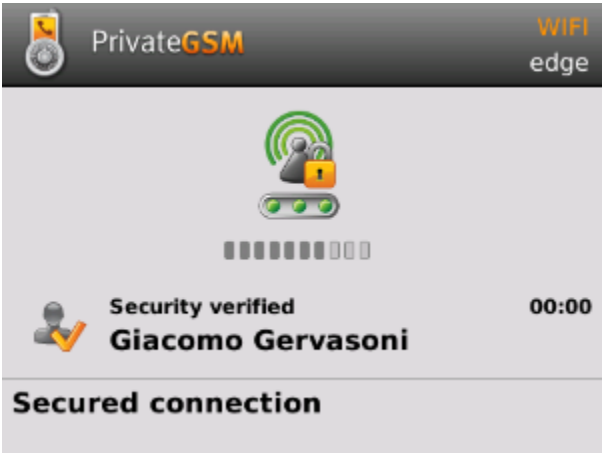


figure 6. the call is secured

History

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

figure 7. 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 8.
event detail

figure 9.
central key



You can access event's details by selecting the line you're interested into and pressing the central key (the one shown in [figure 9. central key](#)). An example of a detailed event related to Mr. Adelio Rezzonico is shown in [figure 8. event detail](#).



Private Text 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

figure 10. An example of secure messaging



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.

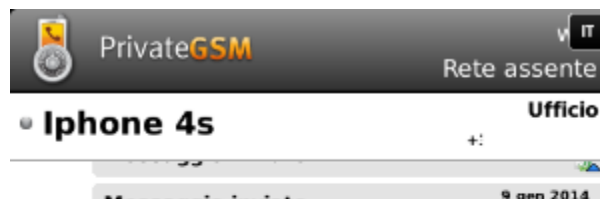


figure 11. blanked secure message



your support team to check it's enabled on your account.

Secure Message System need specific abilitation. If the service is not available on your device please contact

Sending Secure Messages from "History" view

Secure Messages are available via "History" view, specifically from the detailed view: [figure 8. event detail](#).

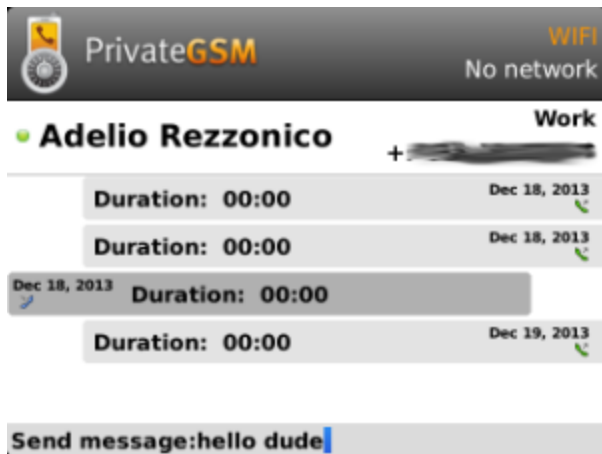


figure 12. type a new Secure Message



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"

Secure Messages are also available from "Contacts" view.



figure 14. contacts list tab

You have to select an account from the list shown in [figure 2. your address book is shared with PrivateGSM](#) and show its details by clicking on the blue icon displayed on its right side. Then you get a view like in [figure 14. contacts list tab](#).

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. type a new Secure Message](#) 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



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.