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Using Secure Messaging on a BlackBerry Device

Downloading & Registering the App

Clients who have a Blackberry device will need to search for and then download the "Startel Secure Messaging App" from the **Blackberry App World**.

Once the App has been downloaded to the device, the user will need to "register" the App with (log in to) the Secure Messaging server. Once the device is connected to the server, it remains connected. The client will only need to "log in" again if the client deliberately disconnects the device, which should normally only occur if the device phone number (or email address) changes.

Steps for registering the App with the Secure Messaging server:

1 Touch in the Home screen to launch the **Secure Messaging** App.

2 In the screen that displays, select **"I'm new to Secure Messaging."**

3 When a Registration screen opens, fill in the displayed fields as follows:

• **Login ID:** Type the 10-digit phone number (or, if applicable, the email address) for the device, *with no spaces or formatting*.

• **Password:** Define a Password to be used for device authentication with the Secure Messaging server. Passwords are case sensitive, and should contain a minimum of 6 characters. (A complex password containing numbers and both upper- and lower-case letters is recommended.)

• **Confirm the Password:** Re-type the password to confirm.

• **Registration ID**: Enter the Registration ID number assigned to the device.

4 Select **Register Device**.

In a moment, if the registration was successful, the **Conversations** screen displays, indicating that the App is ready to use. If the registration was not successful—for example, if the passwords that were typed don't match—an error is displayed.

NOTES:

· Once the device is registered, the Login ID and authentication Password will no longer be needed to log in to the App—*unless* the device is disconnected from the Secure Messaging server using the Log Out feature described below. In that case, the user will need to select **"I'm already a Secure Messaging user"** upon opening the App, then enter the Login ID and Password to access the App (the Registration ID will not be required).

· If a Log-in becomes necessary, but the Password has been forgotten, the Answering Service can reset the Password. Afterwards, the client will have to "re-register" the device, which will require re-entering the Registration ID and Login ID, and defining a new Password. (Note: When the client re-registers, Secure Messages stored on the device are NOT lost.)

Enabling "Passcode Protection"

By default, the Secure Messaging App is NOT passcode protected on the Blackberry device. (The password that was defined when the App was initially downloaded and registered is used for authentication with the Secure Messaging server, not for password-protecting the App.)

To require a passcode for the Secure Messaging App—which is recommended to safeguard messages stored on the device—it's necessary to enable a Secure Messaging "Passcode Protection" option.

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Here are the steps:

1 Touch in the Home screen to start the Secure Messaging App.
2 Touch to open a pop-up menu.
3 Select **Options**.

A screen like the following displays:

Disable Push Notifications
is a Blackberry-required
feature that is normally not
desirable to initiate. With
"Push Notifications"
disabled, new messages are
not displayed unless a
manual "Refresh" is
initiated.

If you initiate this feature,
you can re-enable Push
Notifications by pressing
Enable Push Notifications,
which will display if Push
Notifications have been
disabled.
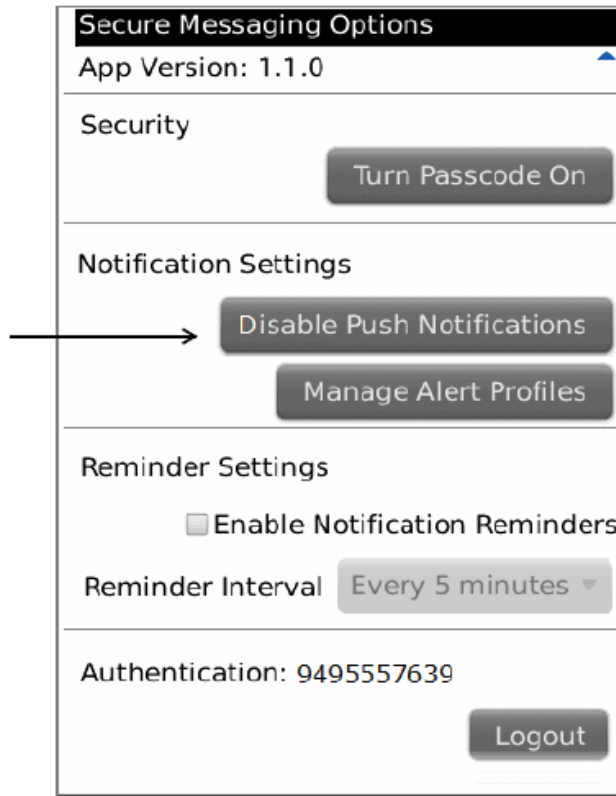
See page 45 for complete
information on all the
options available in this
screen.

> Secure Messaging Options
> App Version: 1.1.0
>
> Security
> Turn Passcode On
>
> Notification Settings
> Disable Push Notifications
> Manage Alert Profiles
>
> Reminder Settings
> ☐ Enable Notification Reminders
> Reminder Interval Every 5 minutes ▾
>
> Authentication: 9495557639
> Logout

4 Select **Turn Passcode On**.

Now you see a prompt like this:

Caution! Once a PIN has
been defined, it can not be
recovered if it's forgotten.
If a PIN is forgotten, it will
be necessary to reinstall
the App, and all messages
associated with the
previous installation will
be lost.

> Please enter your new PIN
>
> PIN Code: |
> Set PIN
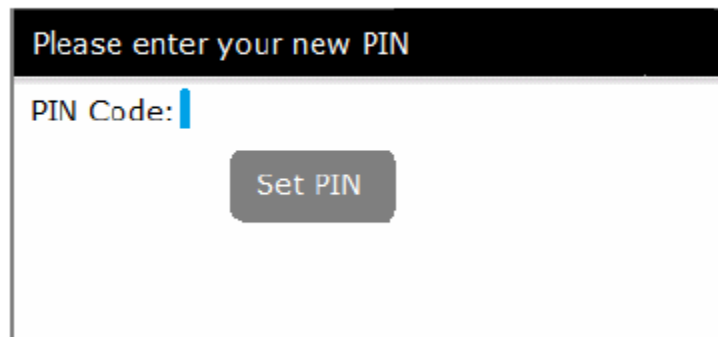
5 Enter a PIN for the Secure Messaging App at the prompt, then press **Set PIN**.
6 When the PIN Code prompt displays again, retype the PIN, then press **Confirm PIN**.
7 Write the PIN down and keep it in a safe place so it cannot be forgotten.

When a PIN has been defined, Security Settings look something like this:
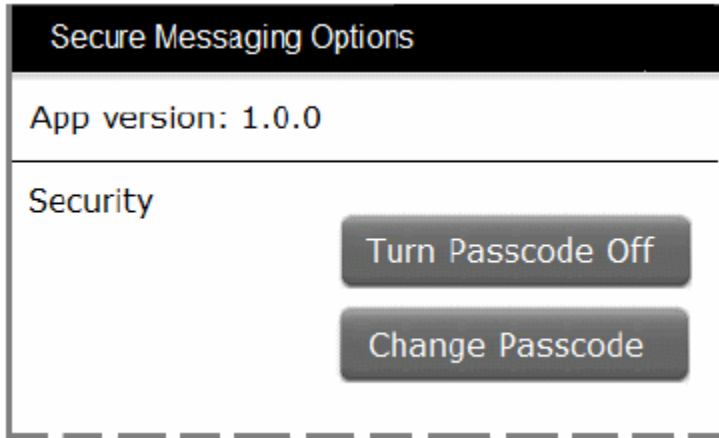
Notice that with Passcode Protection enabled, the Security options read:

• **Turn Passcode Off**

• **Change Passcode**

These allow you to turn the "Passcode" feature off, or change the Passcode, if necessary.

Disconnecting the Device from the S.M. Server

Notice the **Log Out** feature in the Options screen. This disconnects the device from the Secure Messaging server, and should normally only be used if the device phone number (or email address) changes.
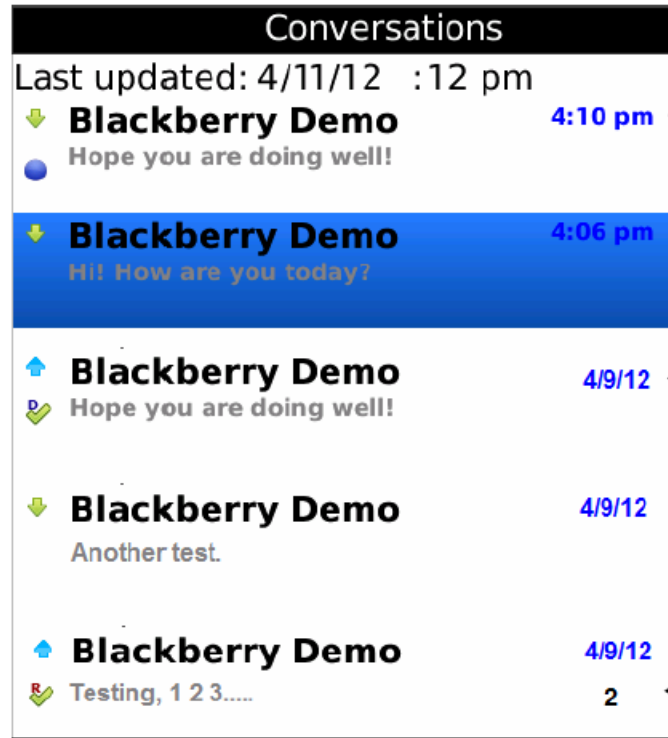
If a user initiates this feature, and the device becomes disconnected, it will be necessary to log in to the App using a procedure similar to the one described above, titled "Downloading & Registering the App". However, for a log in, *I am already a Secure Messaging user* should be selected from the opening screen, and it won't be necessary to enter the Registration ID—only the Login ID and Password are required.

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Using the Conversations Screen

The **Conversations** screen is the center of the Secure Messaging App.

The Conversations screen lists all Secure Messaging messages, with icons that show, at a glance, if a message is *New*, was *Sent* or *Received*, was *successfully delivered, part of a multi-message "conversation,"* and so on.

In the Conversations screen:

⬇ icons identify RECEIVED messages.

⬆ icons identify SENT messages.

🔵 icons identify NEW RECEIVED (i.e., unread) messages.

icons identify SENT messages that have been successfully delivered.

icons identify SENT messages for which a "Read Receipt" has been returned. (Read Receipts must be manually generated by message recipients. (See page 42.)

Conversations

Last updated: 4/11/12 :12 pm

⬇ **Blackberry Demo**   4:10 pm
🔵 Hope you are doing well!

⬇ **Blackberry Demo**   4:06 pm
Hi! How are you today?

⬆ **Blackberry Demo**   4/9/12
Hope you are doing well!

⬇ **Blackberry Demo**   4/9/12
Another test.

⬆ **Blackberry Demo**   4/9/12
Testing, 1 2 3.....   2

A message transmitted TODAY shows the **time** the message was sent or received.

A message NOT transmitted today shows the **date** the message was sent or received.

Numeric indicators show how many messages are associated with a "conversation." If no number is shown, it means the conversation has only one message.

Most of the actions that you can perform from this screen are initiated from a menu that pops up when the Blackberry ⊞ (Menu) icon is pressed.

For details on the various procedures and actions that can be initiated from the Conversations screen, see the table that follows.

-To send a NEW Message:

1 Press [icon] .

2 Select **Compose Message** from the pop-up menu.

3 In the **To** field, enter the name or phone number of the person to whom you want to send the message. (If it's a known Secure Messaging Contact, you can select from an Auto-complete list after you begin typing.)

4 Type the message.

5 Press [icon] , then select **Send**.

∙   Note: Messages can only be successfully sent to Contacts registered for Secure Messaging. If you attempt to send a message to a non-registered Contact, an error is displayed.

-To open a message:
Do one of the following:
• Press the message in the Conversations screen.
- or -

• Touch the message, press [icon], then select **View** from the pop-up menu.

-To reply to a message:
1 Press the message to which you want to reply.

2 When the message opens, press [icon], then select **Reply**.
**3** Type a message.

4 Press [icon], then select **Send**.

-To forward a message:
1 Press the message you want to forward.

2 When the message opens, press [icon], then select **Forward**.
3 In the **To** field, begin typing the name or phone number to which you want to forward the message. When the Auto-complete list displays, select the desired Contact.

4 Press [icon], then select **Send**.

· Note: Messages can only be successfully forwarded to Contacts registered for Secure Messaging. If you attempt to forward a message to a non-registered Contact, an error is displayed.

-To delete a message:
Do one of the following:

• Touch the message in the Conversations screen, press [icon], then select **Delete** from the pop-up menu.
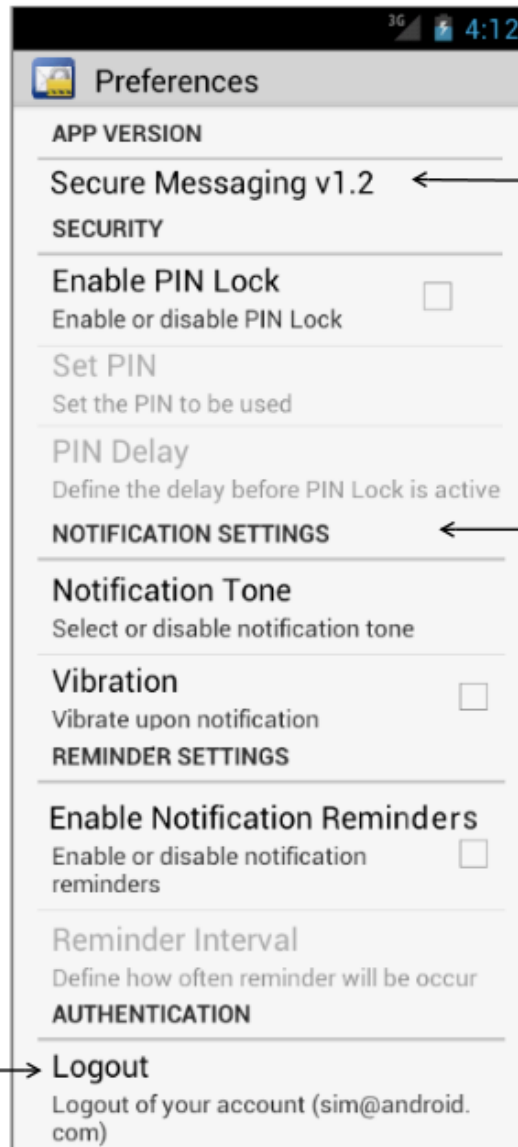- or -

• Open the message you want to delete, then press [icon] and select **Delete** from the pop-up menu.

Setting Secure Messaging Preferences

Selecting ⬛ from the Secure Messaging Actions bar displays a list of settings in a **Preferences** screen.

➢ NOTE: The screen below has been **elongated** to show all settings. On the device, it will be necessary to scroll to see the complete list of settings.

In the **SECURITY** section, you can enable and disable **PIN Lock**, and adjust PIN-related settings, as described on page 13.

Under **AUTHENTICATION**, the **Log Out** feature can be used to disconnect the device from the Secure Messaging server—which should **NOT** normally be done unless the device phone number or email address has changed.

If the user does log out, it will be necessary to log in to the App by choosing **I'm already a Secure Messaging User** from the opening screen, then entering the Login ID and Password defined for the device.

Preferences

APP VERSION

Secure Messaging v1.2 ← The App version number is shown at the top of the screen.

SECURITY

Enable PIN Lock ☐
Enable or disable PIN Lock

Set PIN
Set the PIN to be used

PIN Delay
Define the delay before PIN Lock is active

NOTIFICATION SETTINGS ← **NOTIFICATION SETTINGS** set:

Notification Tone
Select or disable notification tone

- The **Notification Tone** that plays when a message is received.

Vibration ☐
Vibrate upon notification

- Whether or not a device **Vibration** occurs upon receipt of a Secure Message.

REMINDER SETTINGS

Enable Notification Reminders ☐
Enable or disable notification reminders

- How often **Notification Reminders** will occur in the handheld Home screen when a Secure Message has been received, but the App has not been opened. (Simply opening the App is sufficient to end Reminders. A message need not be opened.)

Reminder Interval
Define how often reminder will be occur

AUTHENTICATION

Logout
Logout of your account (sim@android.com)