seecrypt
COMMUNICATE IN CONFIDENCE

User Guide for Apple

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Table of Contents

1 Introduction to the Mobile Client Application

This guide introduces the Mobile Client Application (MCA). It explains the installation procedures, and provides a step-by-step guide on how to use the main features of the mobile application.

1.1 About the MCA for iOS ®

The MCA is software for iOS smart devices which enables you to make secure encrypted voice calls, as well as send secure messages and attachments to other devices on which the MCA software is installed.

The MCA uses trusted and proven strong encryption technologies that keep your calls and messages private wherever you may be in the world. End-to-end encryption ensures that your calls and messages are kept secure at all points between the two devices, even within untrusted or potentially unsecured networks.

All devices on which the MCA is installed create a public and a private key set that are unique to that device and your log in session. The cryptographic fingerprint is a representation of the public key used during encryption and decryption. All MCA users are also assigned unique MCA Aliases.

1.2 Benefits of the MCA

The major benefits of the MCA are as follows:

- Strong encryption of voice calls.
- The verified contact list reinforces the identity of contacts.
- Easy to install and straightforward to use.
- Connects via any IP-enabled network; e.g., 2.5G (GPRS, EDGE, CDMA 1xRTT), 3G (UMTS, HSDPA, CDMA EV-DO), 4G (LTE) and Wi-Fi®.
- Low-latency calls.
- Allows you to receive calls, messages and images while the MCA is running in the background.

Note: In order to be supported, the device must be running an iOS Operating System of at least version 9.

1.3 User Interface

Please be advised that there may be differences between the figures shown in the guide and what you see on your device if you have a different device to that used in the making of this guide. This is because of differences in the user interface between devices and between Operating System versions.

The functionality you see on the device depends on the device model and it's settings. This should not interfere with your operation of the MCA.

1.4 Functionality Represented in this Guide

Your ability to view and/or use the functionalities of the MCA described in this guide will depend on the version of the MCA you have installed on your device.

1.5 Compatibility

The iOS version of the MCA can be used to securely communicate with other MCA users using:

- Android^{TM} devices with Android 4.0.3 and higher.

- BlackBerry® 10 devices.

- Apple® devices with iOS 9 and higher.

- Companies with an MCA Voice Gateway.

- Companies with the Enterprise Communications Service.

- Individuals using the (DCA) for Microsoft® desktop devices with Windows® Operating System version 7 and higher.

2 P reparing to Install the MCA

2.1 Internet Access

Your smart device requires access to the Internet via a Wi-Fi or a mobile data connection to enable you to install the MCA. You might need to contact your network operator to activate mobile data.

The MCA is linked to the email address used to register on the MCA (known as the MCA ID). The MCA ID is not linked to a particular network. If you change your device configuration you should verify that the mobile data Internet settings are working on the device. The MCA requires an Internet connection via Wi-Fi or mobile data. Should you experience any difficulty accessing the Internet you should contact your network operator.

2.2 Managing Internet Connections

The MCA can connect to the Internet using any of the following three wireless methods:

- Wi-Fi - This provides minimal latency (that is, the time between when you speak and when your contact hears you).
- 4G/ LTE, 3G, 3.5G - These give the least latency of cellular Internet connections.
- 2.5G/ EDGE - This provides acceptable latency.

The latency over any wireless connection depends on the strength of the wireless signal received, the local conditions, and on whether you are making a local or international call.

Check: The device shows that a wireless or mobile data connection is activated (as desired) for Wi-Fi, 4G, 3G or 2.5G.

3 Installing the MCA

This section explains the steps you need to take to get the MCA operational on your device. To do this download the MCA from the device Application Store as described in the topic "Downloading the MCA from an Application Store" in this guide.

Note: The MCA is linked to the email address used to register on the MCA (your MCA ID). The MCA ID is not linked to a particular network. If you change your device configuration, you should verify that the mobile data Internet settings are working on your device. The MCA requires an Internet connection via Wi-Fi, or mobile data. Mobile data can incur different billing rates when travelling, and possibly require additional device configuration.

3.1 Downloading the MCA from an Applications Store

Note: You will need to go to the Applications Store associated with your device Operating System. For iOS this is the Apple App Store.

To download the MCA from an Application Store:

1. Open the Application Store on the device.
2. Search for the MCA.
3. Select the **MCA**.
4. Select **Download**, then select **Open**.
5. Follow the instructions in the topic "Create Account" in this guide.

Note: If the Internet connection is lost, go back to step 1 and try again.

3.2 Create Account

1. After downloading the MCA select the **MCA** icon in the Applications screen to go to the MCA Start screen.
2. To create an account, select **Create Account**.

   Note: If you already have an MCA account, you should select **Sign In**.
3. Fill in the required fields, then select **Next**.

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3.3 Email Verification

1. Once your account is created a verification email will be sent to your selected email address. The subject of this email is: **"Please Verify your Email Address"**. The delivery status of the email is displayed on the screen (Figure 1). Some mail filters can incorrectly place the verification email in Junk or Spam folders.
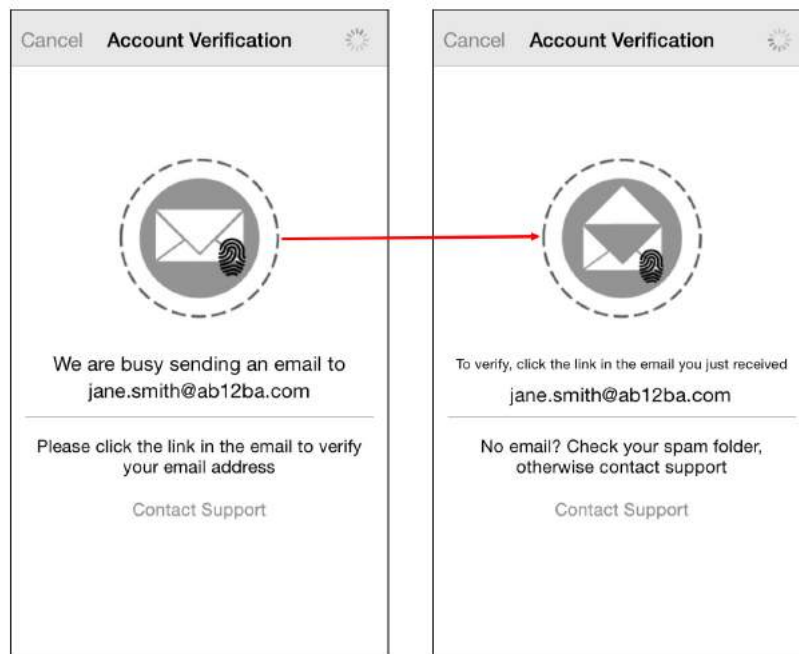

Figure 3 - 1: Delivery Status

2. To verify the account, open the verification email and follow the relevant links.
   Note: You are automatically signed in once your account has been verified.

3. You can sign in to the MCA by filling in the **Username** and **Password** fields, then selecting **Sign In**.
   Note: You will only need to fill in the **Server (Optional)** field if your company specifies this. This information should be provided by your company's IT Administrator.

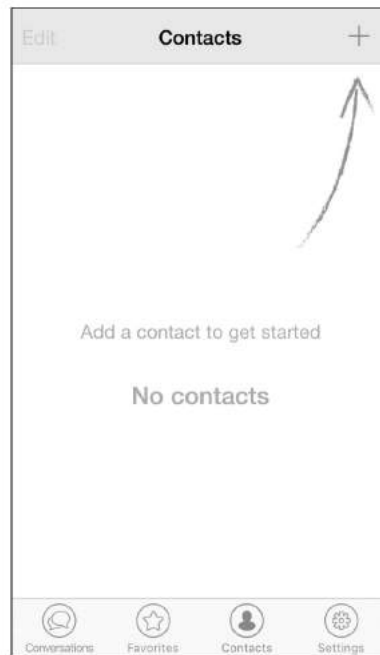4. On completion, the MCA **Contacts** screen is displayed (Figure 2).

Figure 3 - 2: Contacts Screen

Note: An Enterprise Gateway may be automatically added to your verified contact list. This contact is used for by the MCA for conferencing.

3.4 Forgotten Password

To reset the MCA password:

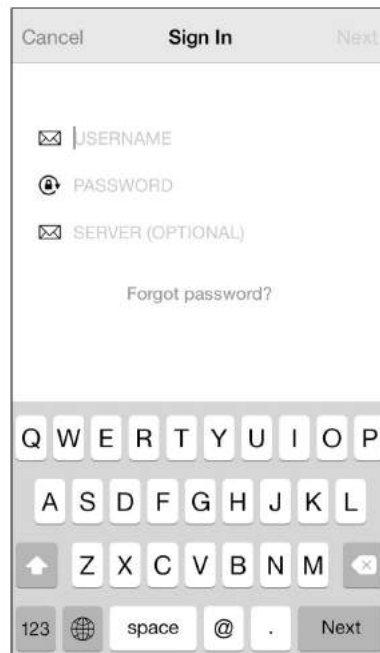1. Select **Forgot Password?** on the Sign In Screen ([Figure 3](#)).

Figure 3 - 3: Forgot Password

2. Fill in the email address used to register your MCA account and select **Send reset email**.
3. Open the email with the subject **"Password reset"**, and follow the **UPDATE PASSWORD** link.
4. Choose a new password and select **Change Password**.
5. Sign into the MCA with the new password.

4 Status and Security

The MCA is set up to start automatically when you turn on your device.

To access the MCA on the device select the MCA icon.

4.1 Setting the MCA Offline or Online

Setting the MCA to offline prevents you from making and receiving secure calls, and sending or receiving secure messages or attachments.

1. To go offline from the MCA, select the **Settings** icon (Figure 1).

Figure 4 - 1: Settings Icon

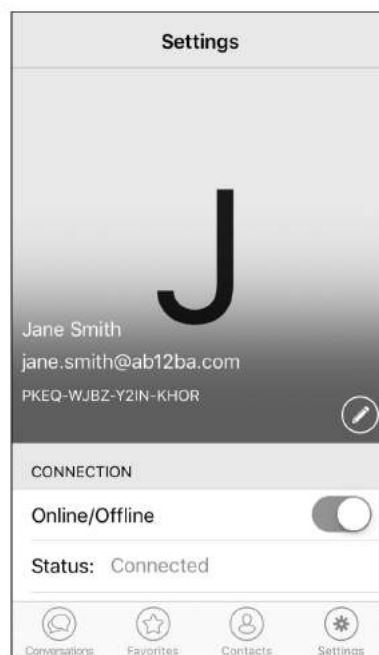2. Toggle the **Online/Offline** Switch to offline or online (Figure 2).

Figure 4 - 2: Toggle the MCA Online and Offline

Note: Selecting the Home button on the device while using the application does not close the MCA, it only places it in the background. This allows you to receive secure calls while using other features on your device.

4.2 PIN Lock

You are able to set up a PIN Lock on the MCA which adds an extra layer of security.

1. To enable PIN Lock, select the **Settings** icon (Figure 1).

2. Toggle the **Enabled** Switch to on under the **PIN LOCK** section (Figure 3).
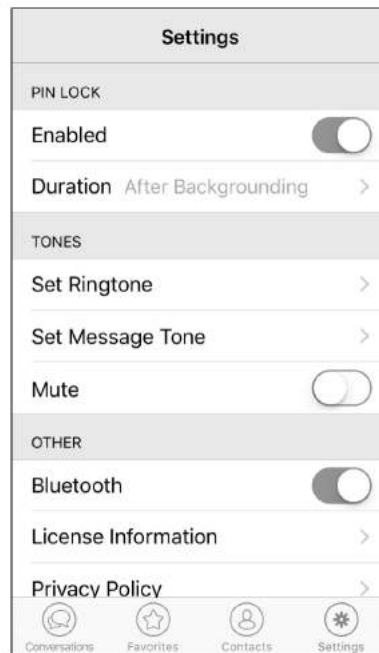

Figure 4 - 3: PIN Lock Toggle

3. Enter and confirm your PIN code.

4. You can set a time-out period for the MCA. Once this period of time elapsed you will need to enter your PIN to access the MCA. To set a time-out period select the **Duration** tab (Figure 3) and choose a time-out period.

5. **Note:** You may be able to enable **Touch ID** by toggling the switch to on. You will be prompted to enter your PIN to confirm this action. You will now be able to either use your PIN or Touch ID to enter the app.

4.3 Contact Authentication

Additional security measures are suggested when dealing with highly sensitive information.

4.3.1 Authenticating a Session ID

After answering a call from a contact, the unique Session ID is displayed on the screen as described in the topic "Receiving a Secure Call" in this guide. You should quote the Session ID to the contact and wait for confirmation before continuing the conversation.

4.3.2 Authenticating a Key Request

Once a contact has been added the MCA will run a key exchange. This allows you to trust the contact in future communications via the MCA.

Before sending secure messages to a contact, you should confirm the Key Request code displayed in the conversation (Figure 4) using another platform such as email or a text message from the device.
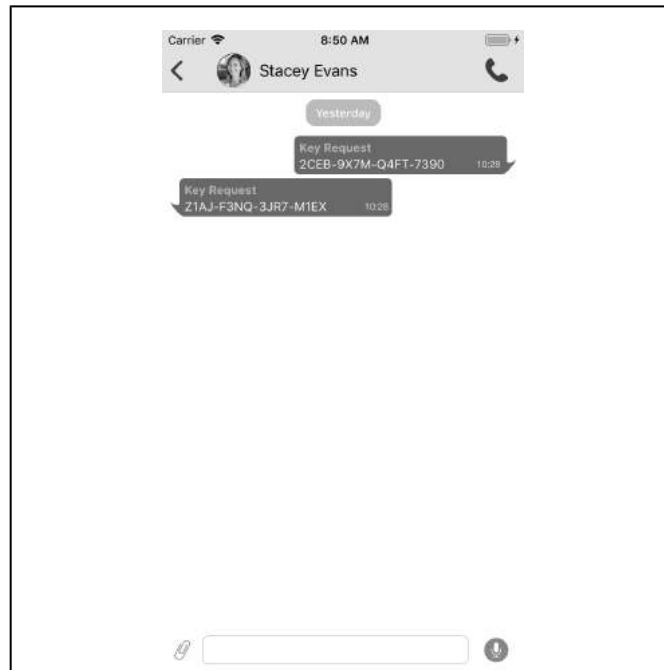
Figure 4 - 4: Key Request Code

5 Managing Contacts

Each contact listed in the MCA Contacts List is known as a **Verified Contact**. These contacts are registered MCA users.

It is recommended that you add all MCA registered contacts stored on your device contacts list to your MCA Contacts List.

5.1 Add a Contact

To add a contact on the MCA:

1. Select the **Contact** icon to go to the Contact Screen (Figure 1).

Figure 5 - 1: Contact Icon

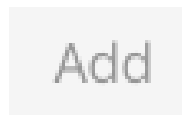2. On the Contacts Screen select the **Add New Contact** icon (Figure 2).

Figure 5 - 2: Add New Contact Icon

3. Select the **Add Contact** button in the **Contact Selection** (Figure 3).
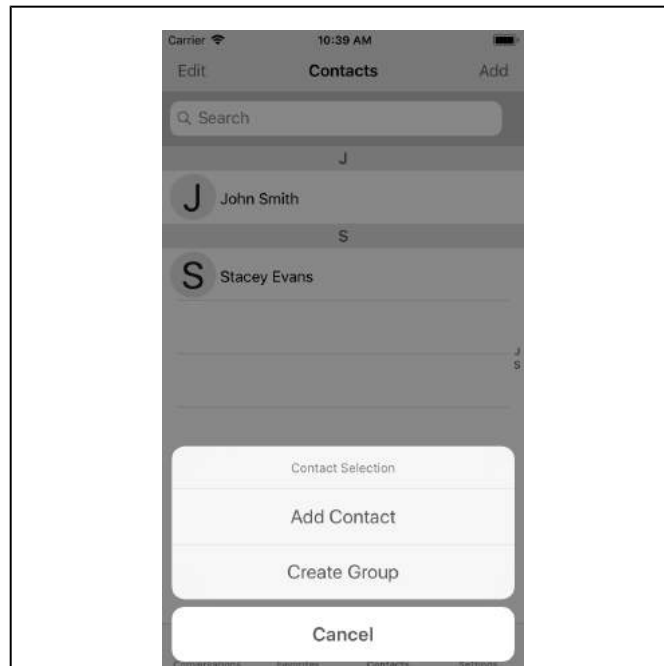

Figure 5 - 3: Contact Selection

4. Fill in the contact's email address then select **Save**.
   Note: You do not need to fill in the contact's name to add them as a verified contact on the MCA.

5. To add contacts from the device contact list select **iPhone Contacts** on the Add Contact screen.

6. Select a contact from the address book. Confirm that the correct contact was imported then select **Save**.

   Note: If you are adding a contact that has not yet registered on the MCA you are given the option to Invite that contact to start using the MCA. You will not be able to add a contact to the MCA Contacts List until that contact has completed the registration process.

5.2 Invite a Contact

To invite a contact to start using the MCA:

1. Select the Add New Contact icon (Figure 2).

2. Fill in the contact's email address on the Add Contact screen then select Save.
   Note: You do not need to fill in the contact's name to add them as a verified contact on the MCA.

3. You will be informed that the contact is not using the MCA (Error rendering macro 'caption-ref' : Caption with anchor=23397537_inviteContact could not be found.). To invite the contact select **Invite**. To go back to the Invite Contact Screen select **Dismiss**.
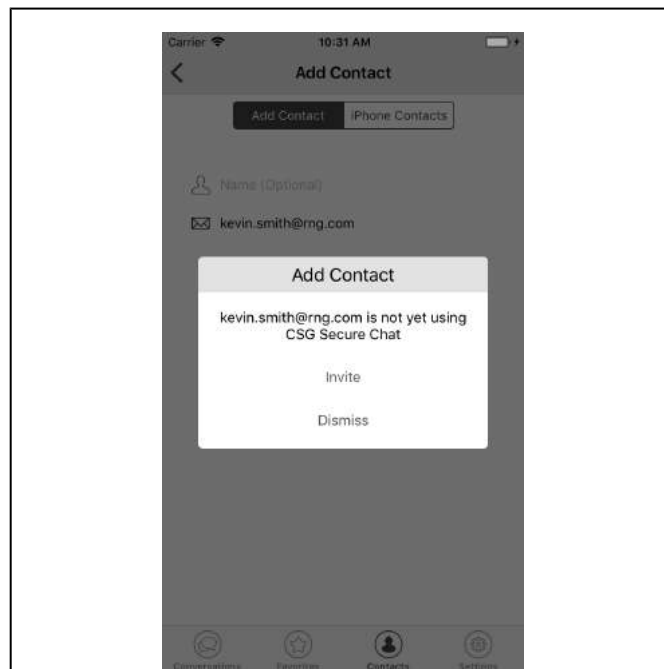

Figure 5 - 4: Invite Contact

4. To send the contact an email invitation to start using the MCA select **Send**.

   Note: If you are a part of a closed communication group, you will not be able to communicate with invited contacts using the MCA unless the invited contacts are members of the company approved contact list.

5.3 Delete a Contact

Contacts can be deleted from the Contacts List.

1. To delete a contact select **Edit**, then select the **Delete** icon to the left of the contact name (Figure 5).

Figure 5 - 5: Delete Icon

2. Select the **Delete** button.

   Note: You can also delete a contact by swiping the contact to the left of the Contacts Screen, then selecting the **Delete** button.

5.4 Searching Contacts

You can search the Contacts List for a specific contact.

To search for a contact, select **Search** and type the contact name into the search field (Figure 6).

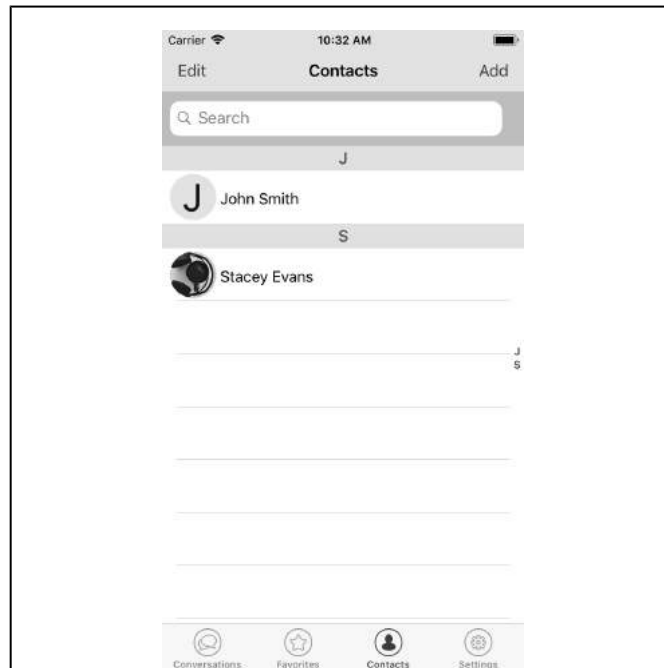Figure 5 - 6: Search Contacts

5.5 Viewing Contact Profile

Contact profiles can be viewed from the MCA Conversations and Contacts Screens.

To view the contact profile, select the **Contact Profile Picture** to the left of the contact's name.

5.6 Editing a Contact

To edit an MCA contact:

1. Go to the Contact Profile by selecting the Contact Profile Picture.
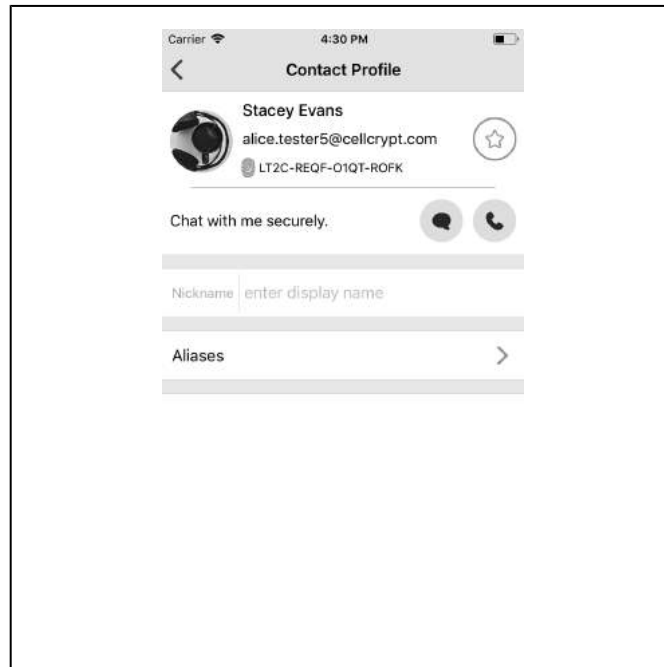2. Select the **Nickname** (Figure 7).

Figure 5 - 7: Display Name

3. Once the contact Nickname has been edited select **return** on the keyboard or press somewhere else on the screen.

5.7 Marking Contacts as Favorites

The Favorite Contacts List makes contacts with which you regularly communicate easier to find amongst your list of MCA contacts.

To mark a selected contact as a favorite:

1. Select the desired **Contact Profile Picture**.
2. Select the **Favorite** icon (Figure 8).

Figure 5 - 8: Favorite Icon

Note: The selected contact will now appear on the Favorites Screen.

6 Managing Groups on Apple

6.1 Add a Group Contact

You can create chat groups within the MCA from your Verified Contact list.

To add a Group Contact:

1. On the Contacts screen select the Add New Contact icon (Figure 1), then select the **Create Group** button (Figure 2).

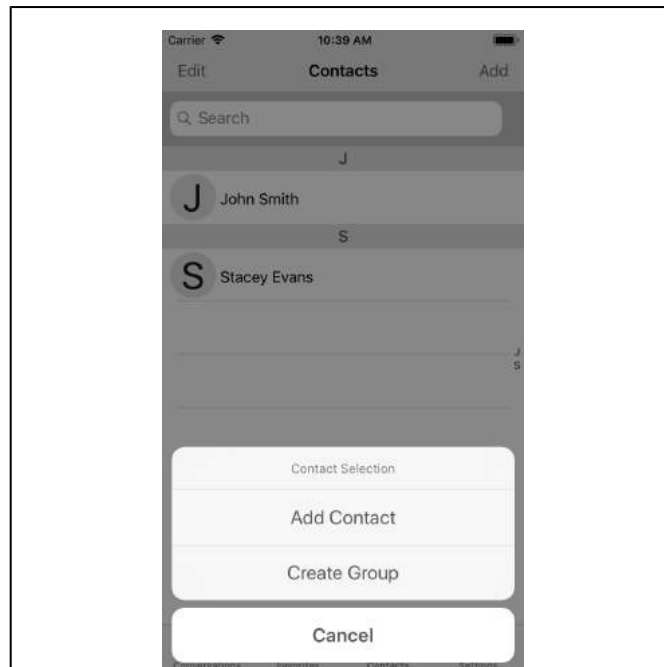Figure 5 - 1: Add New Contact Icon

Figure 5 - 2: Contact Selection

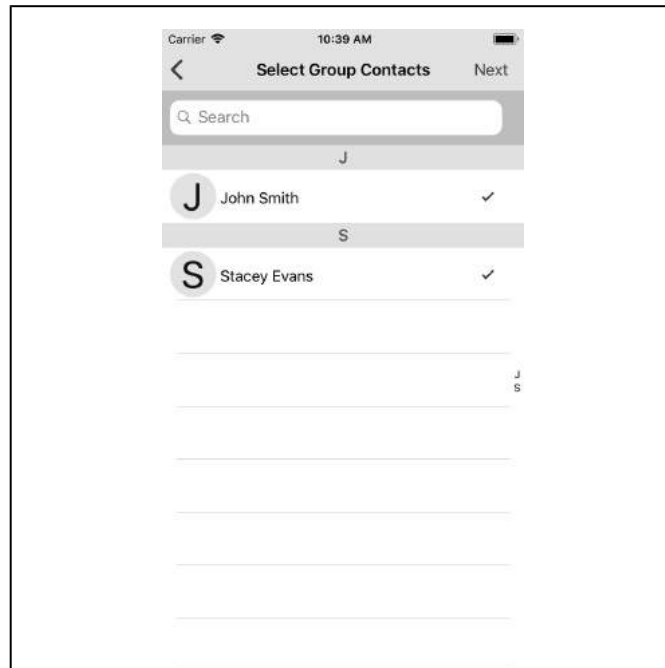2. Select the contacts to add to the group then select **Next** (Figure 3).

Figure 5 - 3: Select Group Members

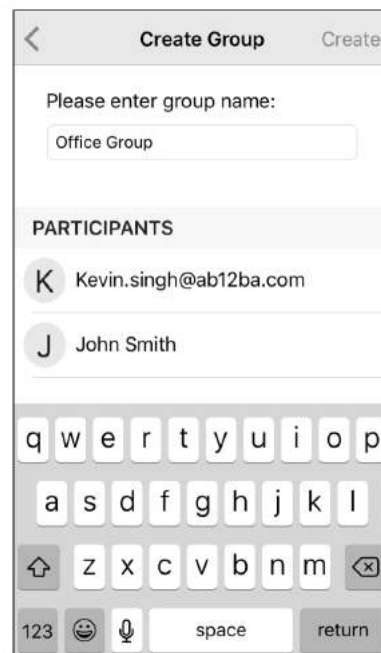3. Choose a name for your Group then select **Create** (Figure 4).

Figure 5 - 4: Create Group

Note: Your group will appear as a contact on your Verified Contacts List.

6.2 Group Profile

Groups are shown together with contacts in the **Contacts** Screen. You can view the group profile by clicking on its avatar (Figure 5).
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Figure 5 - 5: Group Profile

From the **Group Profile** page, just as from a Contact **Profile** page, you can go to the conversation by clicking on the message bubble button, or start a group conference call, by clicking on the phone button. You can also mark the group as a favorite contact.

There are two other links you can use, three if you're an **Admin** of the group:

- **Add All Members as Contacts** - you might not have some members from the group in your contacts list. This button will add every one you don't have.

- **Leave** - removes yourself from the group.

- **Deactivate** - deactivates the group. (only available to **Admins**)

6.3 Administrating Groups

The admin of the group can edit the group's name, avatar and members.

To change the group's name and/or avatar:

1. Click on the **Edit** button on the top right corner of the **Group Profile** page. This will enable the editing mode (Figure 6).

2. To begin editing the group's name, click on it. To save, simply press **Return** on the keyboard, press somewhere else on the screen or **Done**, on the top right corner of the screen.

3. To change the group's avatar, click on it. Just as when editing your own avatar, you will be given the option to take a new picture with your camera, choose one from your library, or use the default avatar.
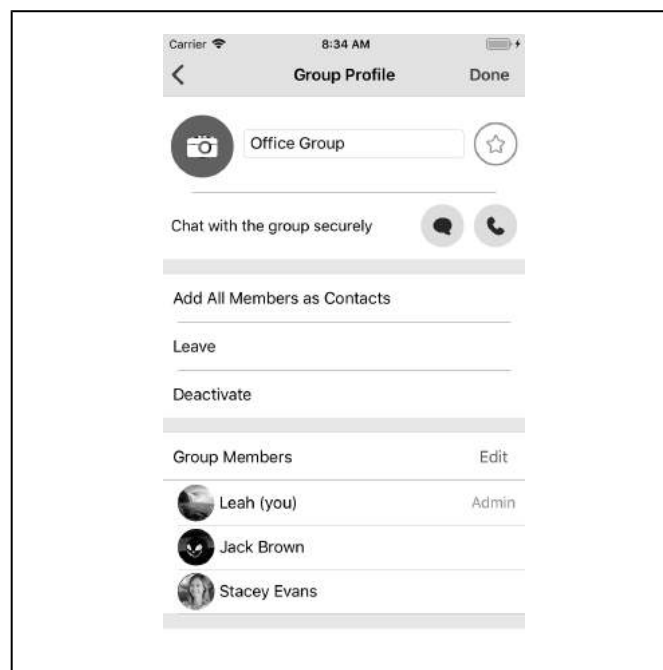

Figure 5 - 6: Group Editing

To edit group members:

1. You can remove a member by swiping left on its name (Figure 7).
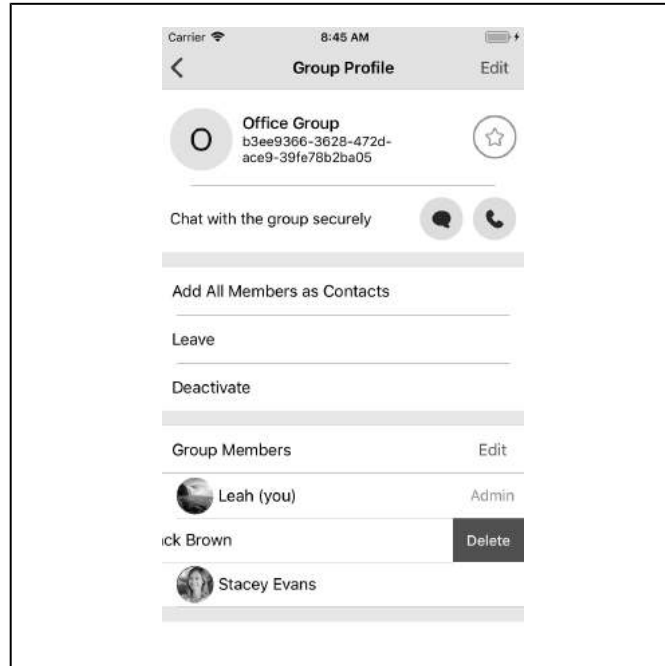

Figure 5 - 7: Remove Group Member

2. You can add new members by clicking on **Edit**, on the right corner of the **Group Members** header.

3. You will be redirected to a page where you can select the contacts you want to add to the group (Figure 8).
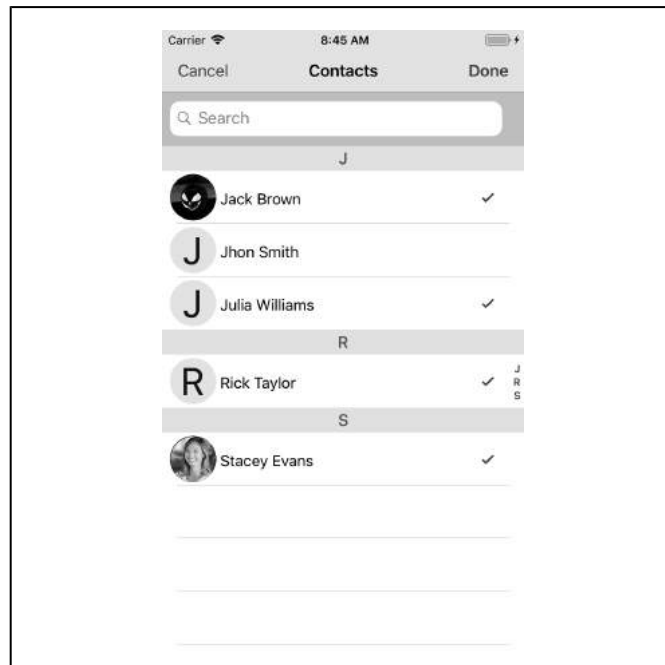

Figure 5 - 8: Adding Contacts to Group

7 Media Gallery

All attachments shared in a conversation with a contact or group are presented by opening the media gallery from that contact or group's profile.

7.1 Media Tabs

There are three different tabs in the media gallery, each shows different content. There is one for images and videos, called M**edia**, one for all kinds of documents, called **Docs** and lastly one for audio attachments, called **Audio**. To change tabs, click on the one you want to view (Figure 1).
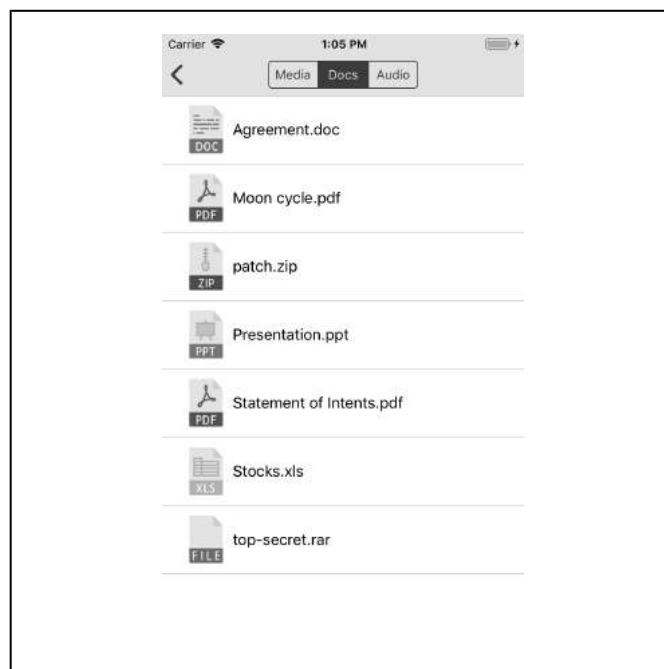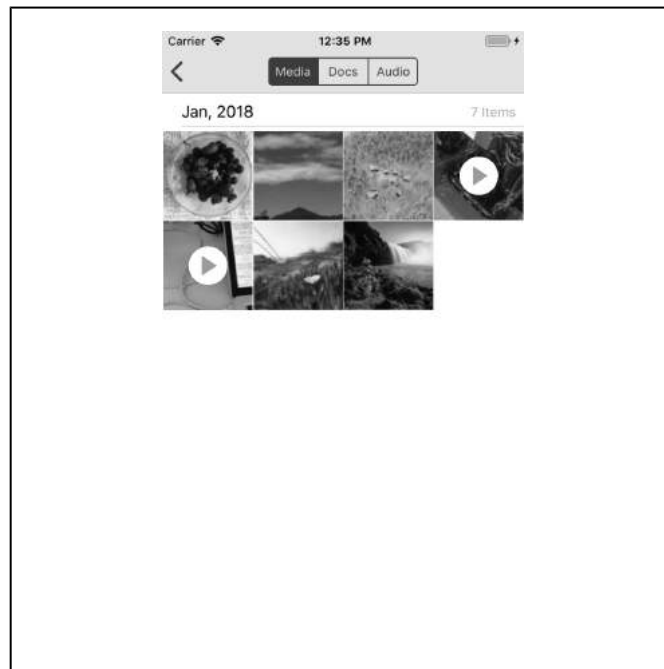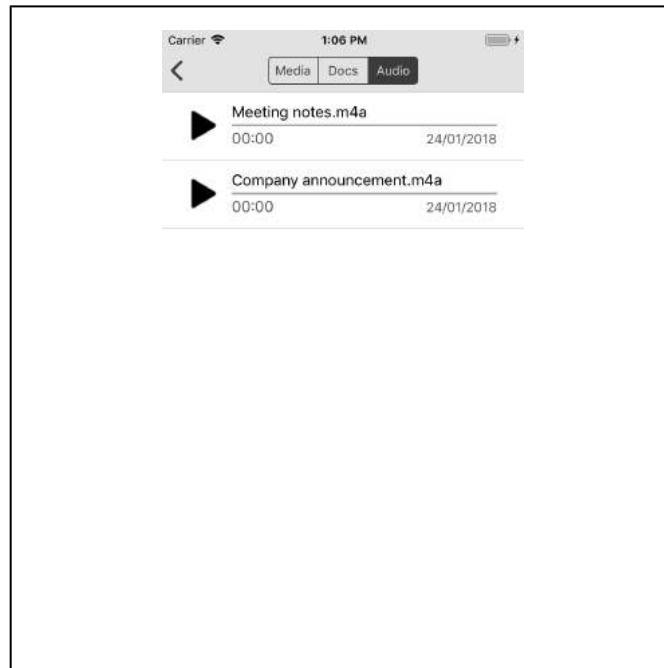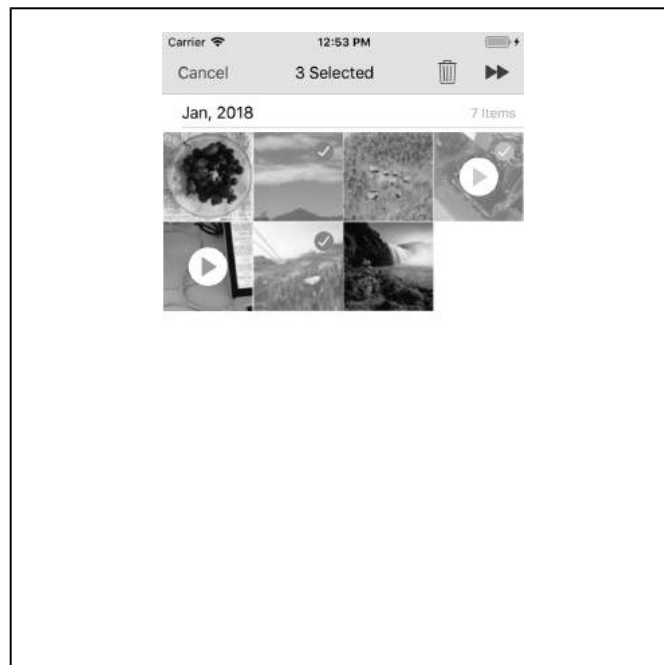
Figure - 1: Media Gallery tabs

7.2 Managing media

To open an image, video or document, tap on it. Tapping on an audio will start playing it. To start selecting items to either delete or forward them, press and hold for 1 second on any item you want to select (Figure 2).
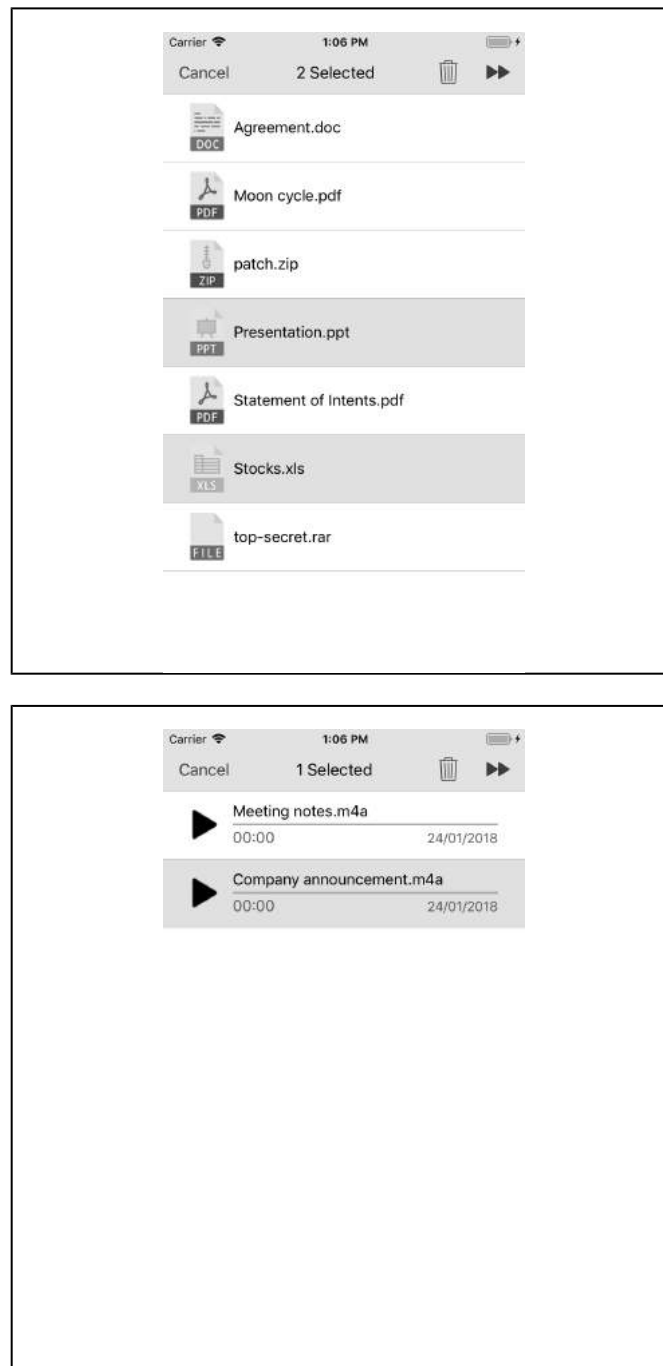
Figure - 2: Selecting items

8 My Profile

To view and edit your **Profile**:

1. Select **Settings** (Figure 4 - 1).
2. Select the **Edit** icon (Figure 1) on your Profile (Figure 2).
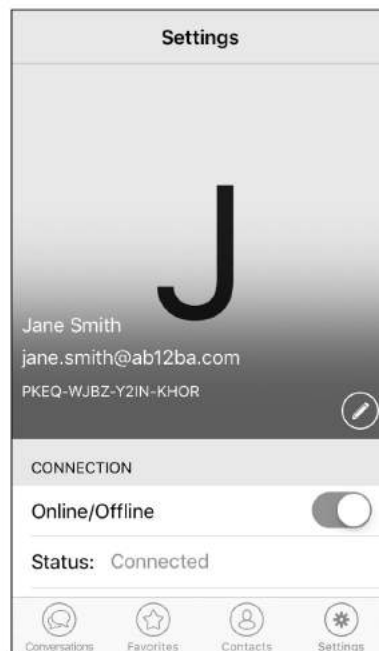

Figure 6 - 1: Edit Icon

Figure 6 - 2: Profile

3. To change your profile picture, select the **Profile Picture Avatar** (Figure 3) on your **Profile Picture**.
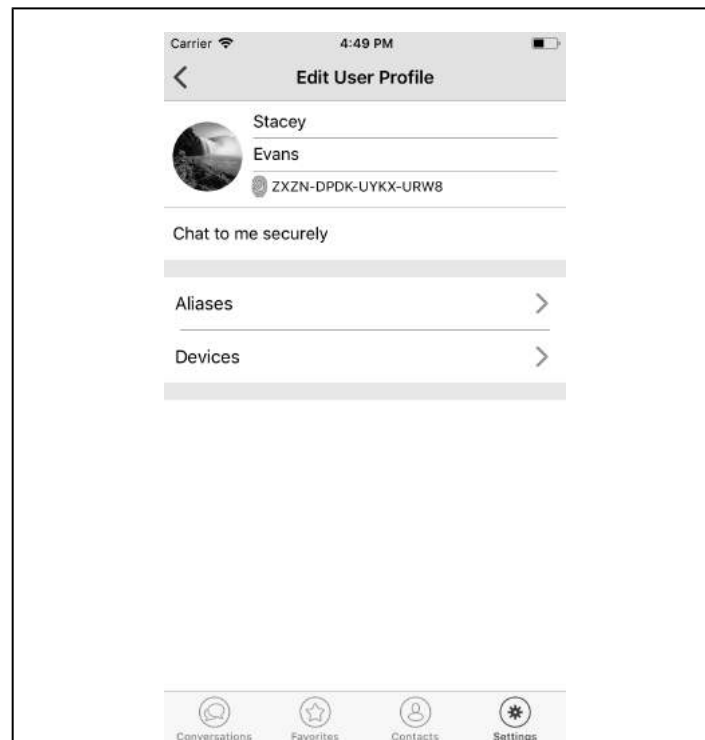
Figure 6 - 3: Profile Settings

1. You have the option to **Take a Photo**, **Choose from library** on the device**,** or to **Use the MCA Default Picture** as a profile picture. To cancel editing select **Cancel**.

2. When selecting an attachment saved on the device for use as the profile picture, you should select the area of the picture you would like displayed by moving the **Display Box** (Figure 4). The area of the attachment selected can be resized by selecting and holding the edge of the Display Box and moving it towards or away from the centre of the display box. Once satisfied with the selected area, select **Done**. To choose another attachment select **Cancel**.

Figure 6 - 4: Choose Image Area

3. When taking a photo, you will have the option to **Retake** the photo or **Use Photo** (Figure 5).

Figure 6 - 5: Retake or Use Photo

4. To edit your profile select the relevant field, **FIRST NAME, LAST NAME** or **STATUS** and edit it (Figure 3).

5. When editing is complete, select **Done** or press anywhere on the screen (Figure 3).

   Note: Also displayed in **My Profile** are your Unique MCA Aliases and Cryptographic Fingerprint. Tap on the link to **Aliases** or **Devices** to list them (Figure 3) .

9 Calling

When the MCA is online on your device it can be used to make and receive secure calls with your verified contacts. For more information about setting the MCA online or offline, please see the topic "Setting the MCA Offline or Online" in this guide.

9.1 Make a Secure Call

Secure calls can be made from the Contacts and Conversations Screens.

To make a secure call from the Contacts Screen:

1. In the **Contacts** Screen, select the Contact Profile Picture of the contact to be called.
2. Select the **Call** icon (Figure 1).

Figure 7 - 1: Call Icon

To make a secure call from the Conversations Screen:

1. Select the conversation associated with the contact you will be calling.
2. Select the **Call** icon at the top right hand side of the Screen (Figure 2).

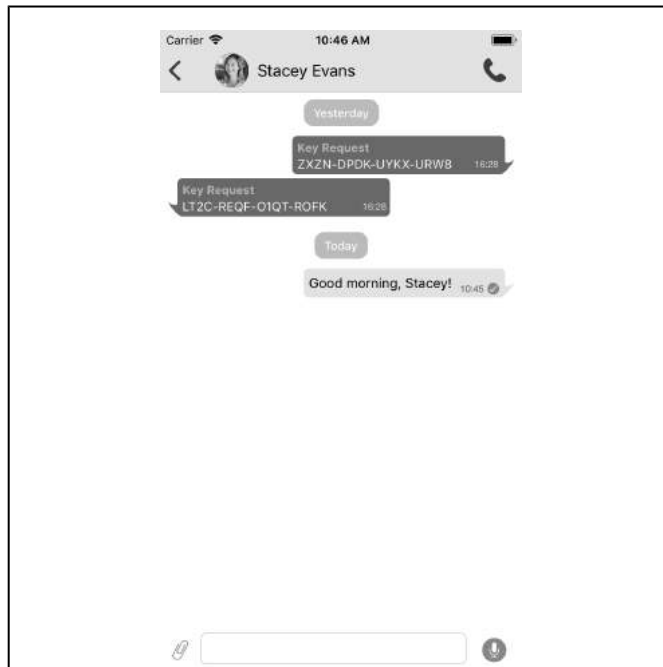Figure 7 - 2: Call Contact from a Conversation

9.2 Receive and Reject a Secure Call

You can only receive a secure call while the MCA is online. The MCA does not need to be open for you to be able to receive secure calls.

To receive a secure call select the **Green Telephone** icon. To reject a secure call, select the **Red Telephone** icon.

9.3 In Call Display

You have access to the following in call options (Figure 3).

Call Timer - Displays call duration.

Fingerprint - Displays the unique session ID.

Microphone icon - Allows you to mute the microphone on your device during a call.

Speaker icon - Allows you to use the device's loud speaker functionality.

Keypad icon - Allows you to view a number pad in the call.

Red Telephone icon - Allows you to end the call.

Figure 7 - 3: In Call Display

9.4 Using a Bluetooth Connection During a Call

When receiving a call while the device is connected via Bluetooth$^{®}$ to a handsfree device the application will automatically route the audio through the handsfree device. When this happens the Speaker icon on the Call Screen is replaced by a Bluetooth symbol (Figure 4).

Figure 7 - 4: In Call Display with Bluetooth

Note: Tap the Bluetooth symbol for different audio output options.

9.5 Missed Calls

When a call is missed a notification will appear on the MCA icon on the device applications Screen. Notifications will also appear on the contact profile picture and Conversations Screen icon on the Conversations Screen.

To View the missed call select the conversation from the Conversations Screen.

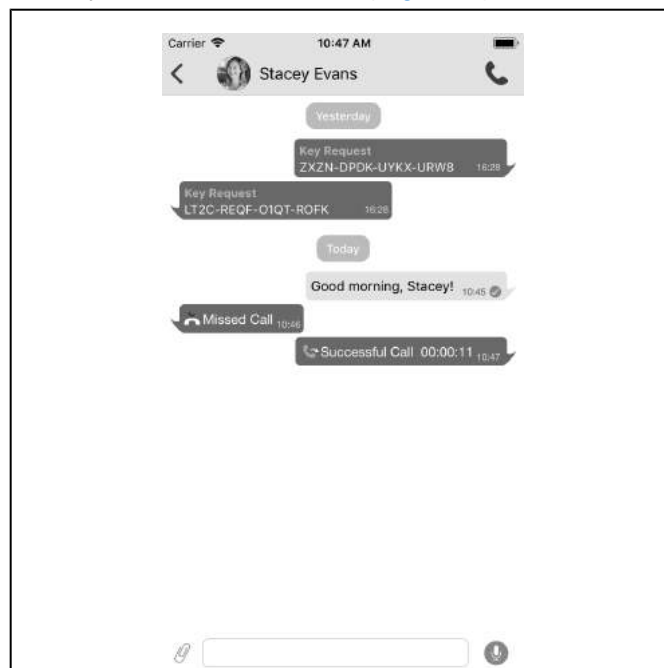**Note**: You can view call history in the **Chat** Screen (Figure 5).

Figure 7 - 5: Call History

10 Messaging

Messages can be sent by selecting a conversation in the Conversations Screen or by selecting a contact in the Contacts Screen, then selecting the **Message** icon in the contact profile (Figure 1). These actions take you to the **Chat** Screen.

Figure 8 - 1: Message Icon

10.1 Send a Secure Message

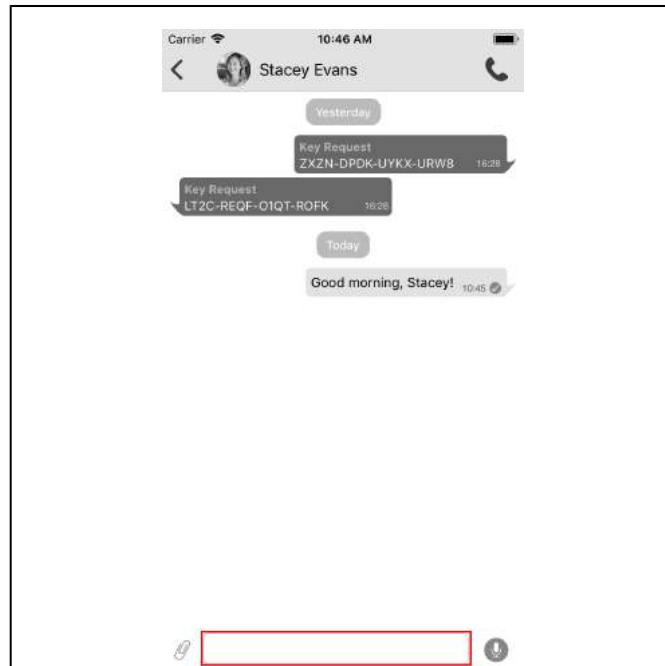To send a message:

1. Select the **Text Entry Field** (Figure 2).

Figure 8 - 2: Message Field

2. Use the keypad to type the message, then select **Send**.

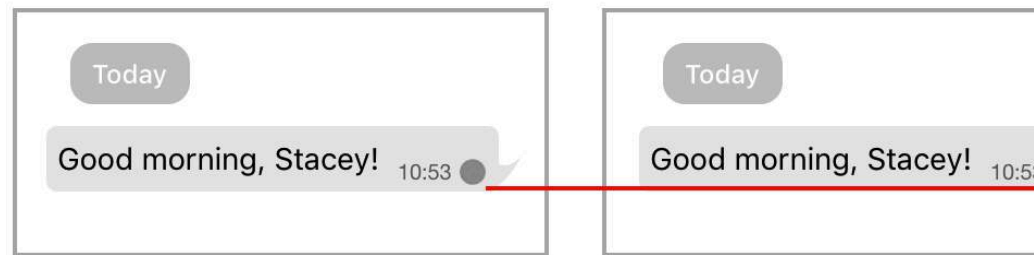**Note**: The delivery status icon at the bottom left of the message will indicate whether the message has been successfully sent and delivered to the contact (Figure 3).

Figure 8 - 3: Message Sent and Delivered

Image	Status Message	Meaning
⧗	Pending/Sending	Message is not yet sent to the server
●	Sent	Message was sent to the server, server is sending it to the receiver
✓	Delivered	Server has successfully sent the message to the receiver
↻	Crypto Error	Receiver could not decrypt message. A new key will be then exchanged, and message will be resent
✕	Failed	Message could not be sent to the server, or server refused the message
⊖	Attachment Upload Cancelled	Upload of outgoing attachment was cancelled by the user. Waiting for tap to try again.

Figure 8 - 4: Possible message status

10.2 Receive a Secure Message

The device will notify you when you have received a secure message.

To view the message:

1. Select the MCA notification or the MCA icon.
2. To view the message select the conversation.

Note: When a received message has not been read a notification will appear on the contact profile picture and the Conversations Screen icon.

10.3 Delete, Forward or Copy Messages

If you want to delete, copy or forward messages to one or more conversations, you can start selecting messages by touching and holding a message for 1 second.

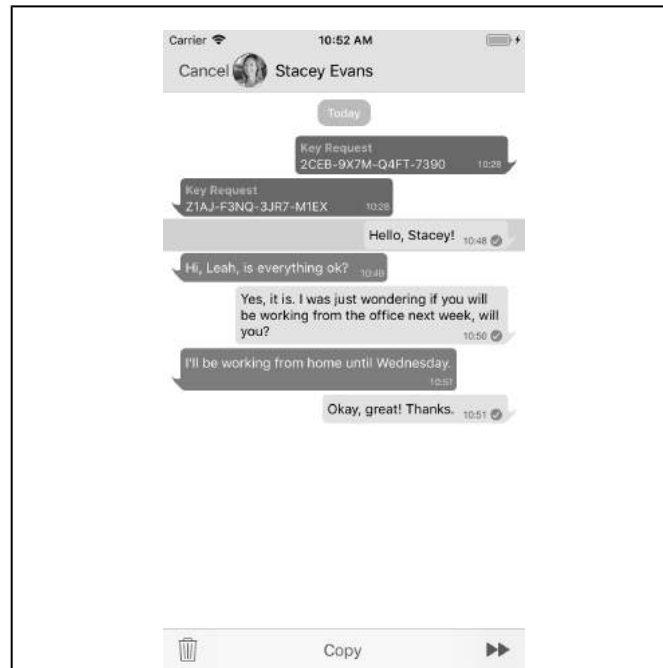You will enter the multiple selection mode (Figure 5):

Figure 8 - 5: Multiple Selection Mode

1. Selected messages are displayed with a darker background. To select or deselect a message, click on it. The multiple selection mode can be ended without any action by clicking on Cancel on the top left corner of the screen.

2. By clicking the **Thrash Bin**, messages will be deleted. By clicking **Copy**, messages will be copied to the clipboard. By selecting the **Arrow**, you will forward selected messages (Figure 6).
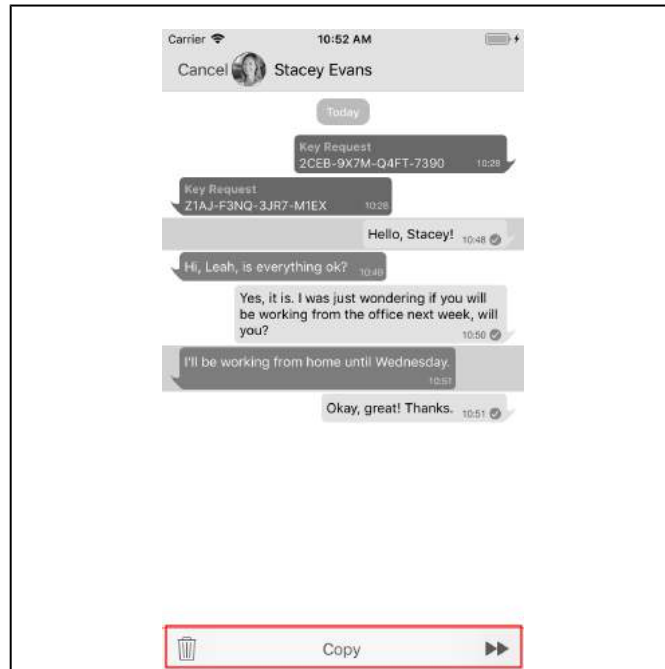
Figure 8 - 6: Delete, Copy or Forward

   a. When you click the forward button, a page will be opened for you to select to which contacts you want to forward the selected messages.

   b. When all contacts that should receive the message are selected, press **done** to forward messages (Figure 7).

Figure 8 - 7: Select contacts to forward messages

   c. If only one contact was selected, you will be redirected to its conversation. Otherwise, you will be redirected to the conversation from which you selected messages.

3. All messages can be deleted. However, not all of them can be copied nor forwarded. If a message that cannot be copied is included in the multiple selection, the button **Copy** will be disabled. If a message you cannot forward is selected, the button to forward 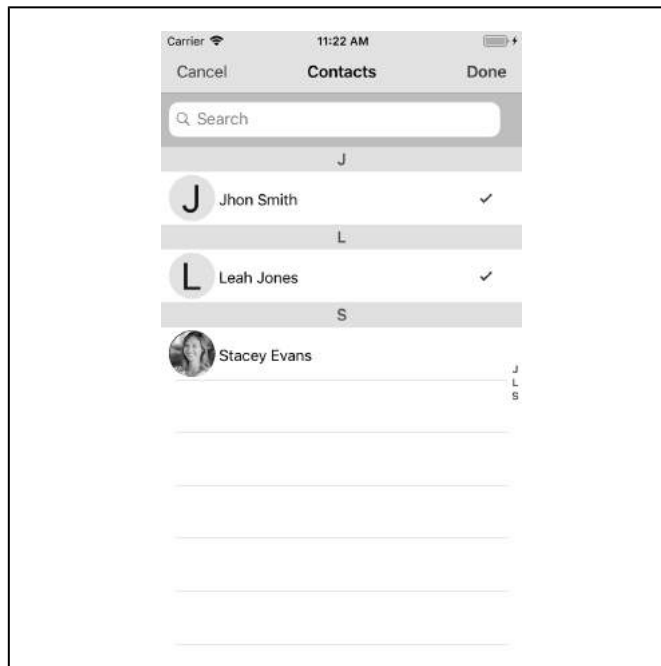will be disabled (Figure 8). Each button will be enabled again as soon as the selection is restored to a state where you can copy/forward all selected messages.
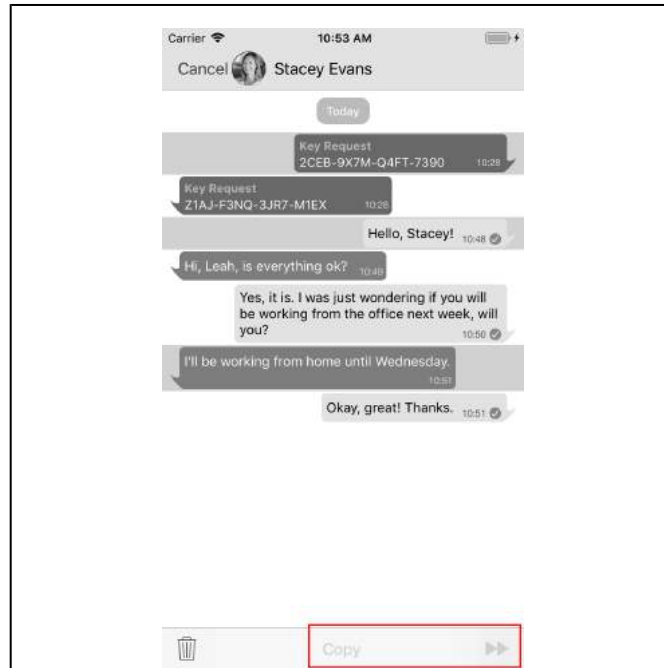

Figure 8 - 8: Copy and Forward Disabled

10.4 Archive and Delete a Conversation

Archiving a conversation removes all the messages from that conversation and stores them. It also removes the conversation from the Conversations Screen. This means that you can only view your entire conversation history with the contact whose conversation was archived from the Contacts Screen. To start a new conversation with the contact, send a message to the contact from the Contacts Screen.

To archive an entire conversation:

1. In the Conversations Screen, swipe conversation to be archived to the left.
2. Select **Hide** (Figure 9).

Figure 8 - 9: Archive Conversation

Deleting conversation permanently removes all messages and attachments shared with a contact from the MCA.

To delete an entire conversation:

1. In the Conversations Screen select **Edit** then select the **Delete** icon (Figure 5 - 5).
2. Select the **Delete** button.

11 Voice Notes on Apple

11.1 Configuring manual or automatic sending

Voice-notes can be automatically sent after releasing the *record* button, or require a manual click to be sent, letting the user listen the voice noite before sending it.

In your settings page, you will find an option to enable/disable manual sending (Figure 1).
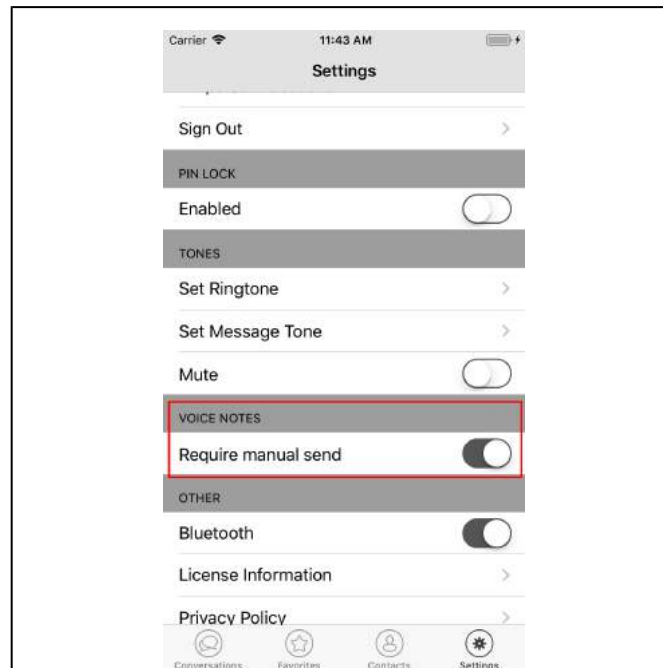

Figure 1: Manual/Automatic sending settings

11.2 Sending a voice note

From the Conversation screen:

1. Tap and hold the Microphone Icon located next to the contact name, as shown in Figure 2, and start speaking.
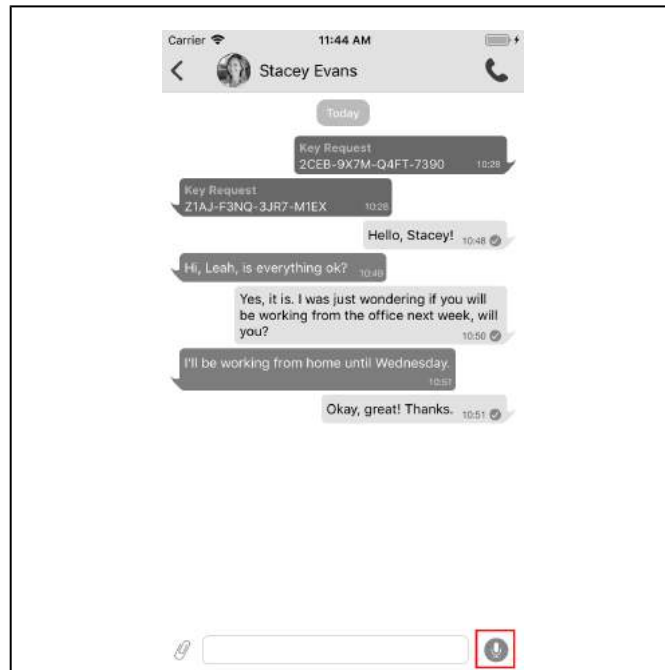
Figure 2: Record voice note button

With automatic sending

While recording a voice note, you can slide left to cancel it (Figure 3).

Once finished, remove your finger from the microphone button. The voice note will automatically send.
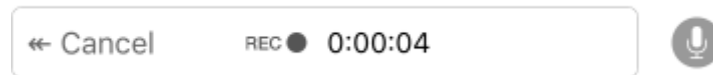
Figure 3: Recording

With manual sending

You cannot cancel it by sliding left while recording (Figure 4), but after releasing the button you will be able to listen to the voice note, and choose between sending or discarding it (Figure 4).
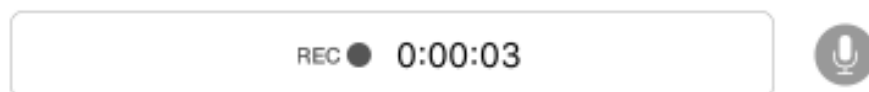
Figure 4: Recording

Figure 5: Voice note manual sending

11.3 Playing a voice note

Users can only receive a voice note while the Voice Cypher Ultra application is online. The application does not need to be open for users to be able to receive a voice note.

Tap the Play icon in voice notes bubbles to listen to voice notes you've sent or received, as shown in Figure 6.
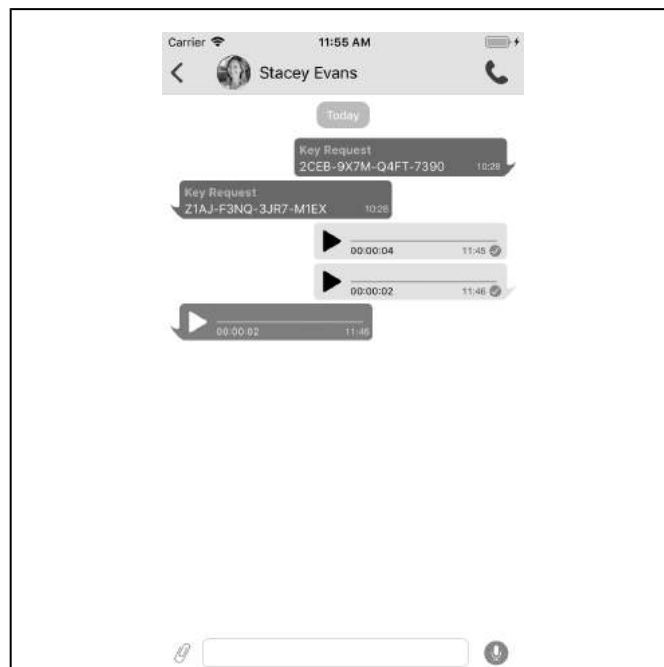
Figure 6: Play a voice note

12 Attachments

Attachments can be sent by selecting a conversation in the Conversations Screen, or by selecting a contact in the Contacts Screen. These actions take you to the **Chat** Screen.

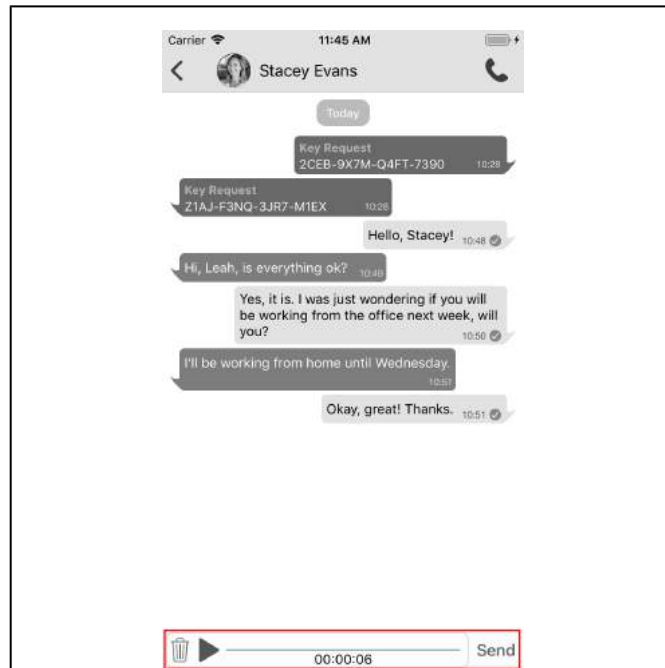## 12.1 Send an Attachment

To send a secure attachment:

1. Navigate to the conversation with the person you want to send the attachment to.

2. Select the **Add Attachment** icon to the left of the message field (Figure 1).

Figure 9 - 1: Add Attachment Icon

3. Select either **Take a photo or video**, **Choose from library** or **Choose from iCloudDrive** (Figure 2).
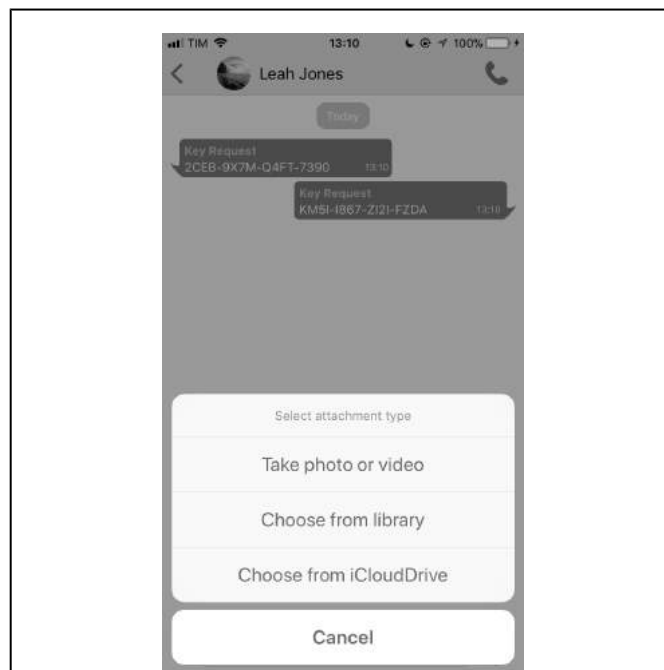
Figure 9 - 2: Take Photo or Select Attachments

4. When taking a photo you will have the option to Retake or Use the photo. Select **Use Photo** to send the photo, select **Retake** to take another photo as described in the topic "My Profile" in this guide.

5. Before a photo is sent you will have the option of setting the attachment **Size**. Once this is selected the photo will be sent.

   Note: This option is also presented when selecting an attachment from the library.

6. When taking a video you will have the option to Play, Retake or Use the video. Select the **Play** icon to view the video you have just taken, select **Use Video** to send the video, select **Retake** to take another video (Figure 3).

Figure 9 - 3: Video Note Options

Note: The message sent and delivered icons are the same as described in topic "Send a Secure Message" in this guide.

12.2 Receiving a Secure Attachment

The device will notify you when an attachment is received.

To view the attachment:

1. Go to the conversation.
2. To download the attachment tap the attachment thumbnail.

3. To cancel an upload or download of an attachment, tap it while uploading or downloading. If you tap on an attachment that had its download or upload cancelled, it will restart the download/upload.

   Note: The progress of the attachment download is indicated by the **Progress Bar** at the bottom of the attachment (Figure 4).
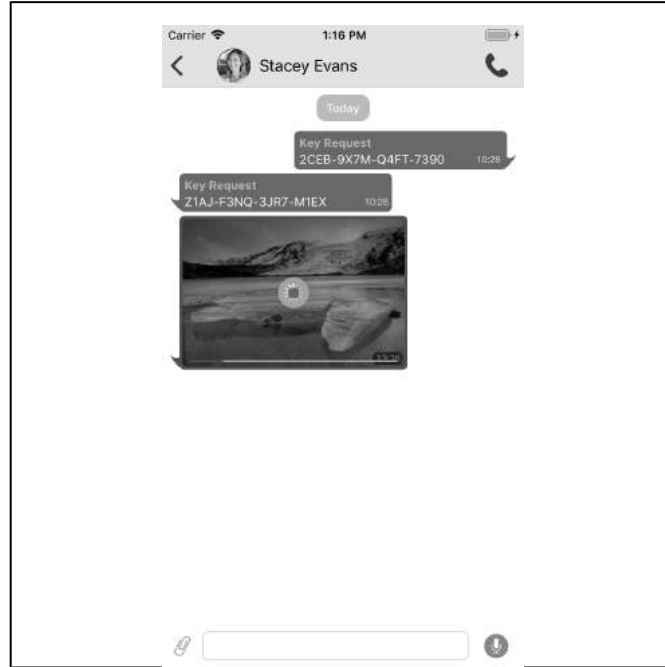
Figure 9 - 4: Download Progress

4. To open the full screen view of the attachment from a chat tap the attachment once it is downloaded.

5. To export the attachment select the **Share** icon in the full screen view, then select a location to export the attachment to (Figure 5).

Figure 9 - 5: Export Attachment

13 Managing Data

The MCA allows you to perform data backups by exporting either the Contacts List or the Contacts List and Conversations.

13.1 Export MCA Data

To export MCA data:

1. Select the **Settings** icon (Figure 4 - 1).
2. Select **Export Contacts & Conversations** (Figure 1).
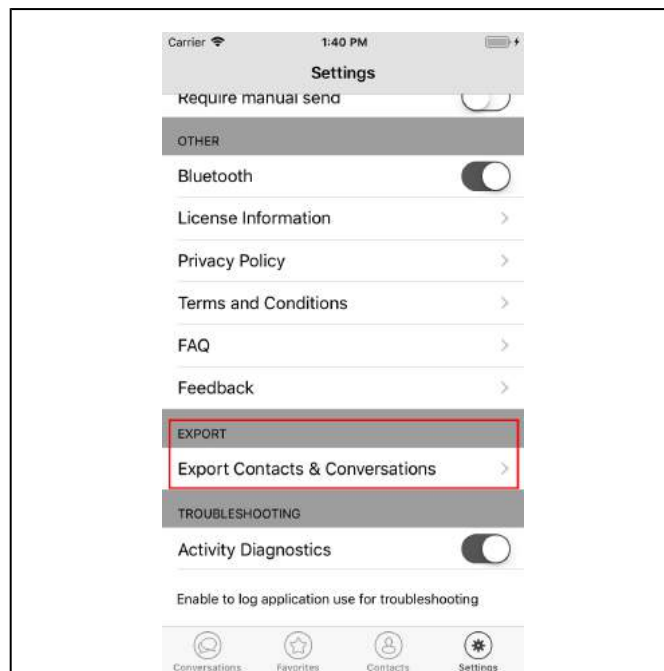
Figure 10 - 1: Export Backup

3. Choose between sending it via email, storing it in iCloud Drive, or using the native iOS export feature to export the backup somewhere else.
4. Choose to export **Conversation items and Contacts** or **Contacts only** using the toggle switch.

5. Select a **unique password** for the backup (Figure 2). This is the only password that can be used to import the backup.

Figure 10 - 2: Enter Unique Password

6. Select **Encrypt and Export** to export the backup.

7. Fill in the email address to send the backup to, then select **Send**.

   Note: Once the export has been completed you will be notified that the backup email has been sent .

13.2 Import MCA Data

To import data:

1. Download the email attachment and open it using the MCA.

2. Enter the unique password for the backup file, then select **Done** (Figure 3).

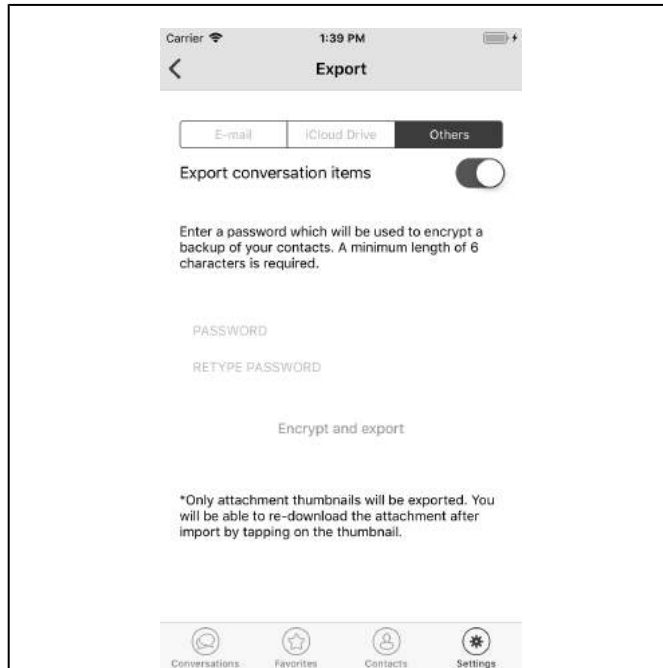   **Note**: Any file able to be imported into the MCA will have a file specific password chosen when the file was exported. You will need to know this password in order to import the file at a later stage.

Figure 10 - 3: Import Backup

   Note: Once the import has been completed, you will see a summary of the number of conversations and contacts successfully imported.

13.3 Remote Wipe

A Remote Wipe can only be performed from the **My** and **Enterprise Management** portals.

You and the MCA administrators in a company are able to perform a Remote Wipe. This is a security feature designed to protect both individual users and companies from the loss of secure data associated with the MCA.

When a device undergoes a Remote Wipe, all MCA data on the device will be removed from the device.

Note: For additional details on Remote Wipe, please refer to the **My Portal** and **Enterprise Management Portal** user guides.

14 Settings

The MCA Settings offer access to additional options and information.

To display the MCA Settings, select the **Settings** icon (Figure 4 - 1)

Settings displays the following options:

- **Profile** - User profile.
  - You can view and edit your profile as described in the topic "My Profile" in this guide.
- **Connection** - MCA connection status.
  - You can select the application status as described in the topic "Status and Security" in this guide.
  - Wipe Conversations - You can delete all of your conversations while keeping all of your contacts.
  - Sign Out - Sign out of the MCA.
- **PIN Lock**
  - You can set up a PIN Lock on the MCA as described in the topic "Status and Security " in this guide.
- **Tones** - Voice call and message alert tones.
  - Set ringtone - This can be set to any ringtone available on the device.
  - Set message tone - This can be set to any message tone available on the device.
  - Mute - This mutes all application tones and turn off the vibrate function.
- **Voice Notes** - Voice notes configuration
  - Require manual send - choose between manual or automatic sending for voice notes
- **Other** - Useful information for the user.
  - Bluetooth - Allows the MCA to use the device's Bluetooth functionality.
  - License Information - Contains all the legal notices associated with the MCA.
  - Privacy Policy - The MCA Privacy Policy.
  - Terms and Conditions - Terms and conditions associated with the use of the MCA.
  - FAQ - Frequently Asked Questions on the usage of the MCA.
  - Feedback - Email the developers of the application with feedback about the application.
  - Integrated Calling - receive calls using the native Phone app, logging call activity on your phone.
- **Export**
  - Export Contacts & Conversations - You can export a backup of your MCA data as described in the topic "Managing Data" in this guide.

- **Troubleshooting**
  - Activity Logging - You can choose to record your use of the application to a text file to assist developers in troubleshooting.
  - Send Log File - Send the log file of the application to the developers, for better understanding of possible unwanted behaviors of the app
- **Current Build Version** - The current model of the MCA installed on the device.
  - Version - To be given to your MCA administrator or MCA Consultant should they need it.
  - Build - To be given to your MCA administrator or MCA Consultant should they need it.

15 Glossary

MCA - Mobile Client Application

APN - Access Point Name for the connection of a mobile device with Internet .

CDMA/EV-DO - Code Division Multiple Access/Evolution-Data Optimized is a technology for the transmission of mobile communication data.

EDGE - Enhanced Data rates for GSM Evolution is a pre-3G (third-generation) radio technology under the 3G definition of the International Telecommunication Union (ITU), Geneva, Switzerland.

GSM - Global System for Mobile Communications (derived from Groupe Spécial Mobile) is a cellular communications technology.

HSDPA - High-Speed Downlink Packet Access is an enhanced 3G mobile telephony communications protocol.

LTE - Long Term Evolution applies to 4G (fourth-generation) mobile technology, a standard of the ITU.

UMTS - Universal Mobile Telecommunications System is a 3G (third-generation) mobile technology specified by 3GPP and is part of the global ITU IMT-2000 standard.

Wi-Fi - A wireless network internet connection based on the IEEE 802.11 standard.