



# User Guide for Android/BlackBerry

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# 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 application.

## 1.1 About the MCA for Android™ /BlackBerry®

The MCA is software for Android smart devices. The MCA for Android/BlackBerry enables you to make secure encrypted voice calls, as well as send secure messages, attachments and voice-notes to other smartphones 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 login 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, images and voice-notes while the MCA is running in the background.

**Note:** In order to be supported, the device must be running an Android Operating System of at least version 4.0.3 or a BlackBerry Operating System of at least version 10.

## 1.3 User Interface

Please be advised that there may be differences to what is shown in the guide 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 its 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.

## 1.5 Compatibility

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

- Android devices with Android 4.0.3 and higher.
- BlackBerry 10 devices.
- Apple® devices with iOS® 9 and higher.
- Companies with a MCA Voice Gateway.
- Individuals using the (DCA) for Microsoft® desktop devices with Windows® Operating System version 7 and higher.

## 2 Preparing to Install the MCA

### 2.1 Internet Access

The smart device requires access to the Internet via a Wi-Fi or a mobile data connection to enable users 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, (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 Android this is the Google Play™ Store and in the case of BlackBerry, this is the BlackBerry World®

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 **Install**.
5. Follow the instructions in the topic "[Create Account](#)" in this guide.

**Note:** If the 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:** You will only need to fill in the **Server (Optional)** field if your company specifies this. This information should be provided to you by your company's IT Administrator.

**Note:** If you already have an MCA account, you should select **Sign In**.

3. Fill in the required fields then select **Next**.



### 3.3 Email Verification

1. Once the account is created a verification email will be sent to the 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 3.1](#). Some mail filters can incorrectly place the email in Junk or Spam folders.

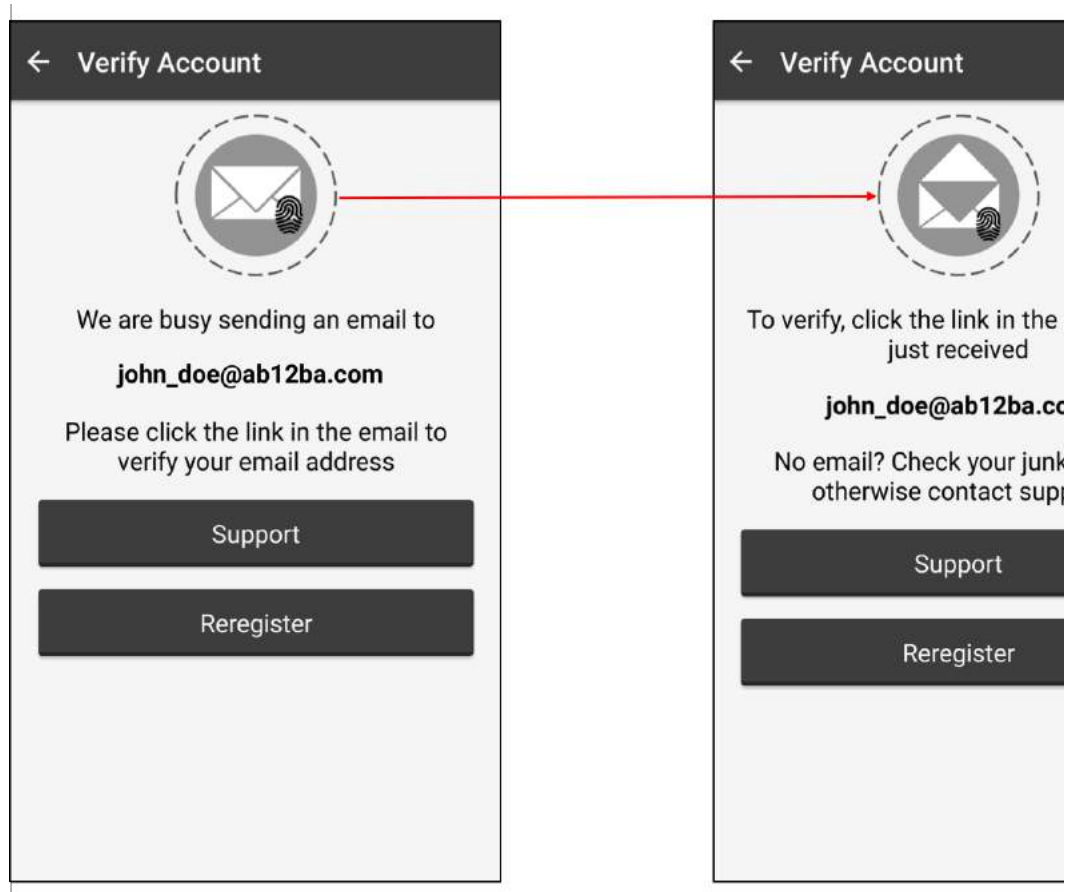


Figure 3. 1: Delivery Status

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**.

4. On completion, the MCA **Conversations** screen is displayed ([Figure 3.2](#)).

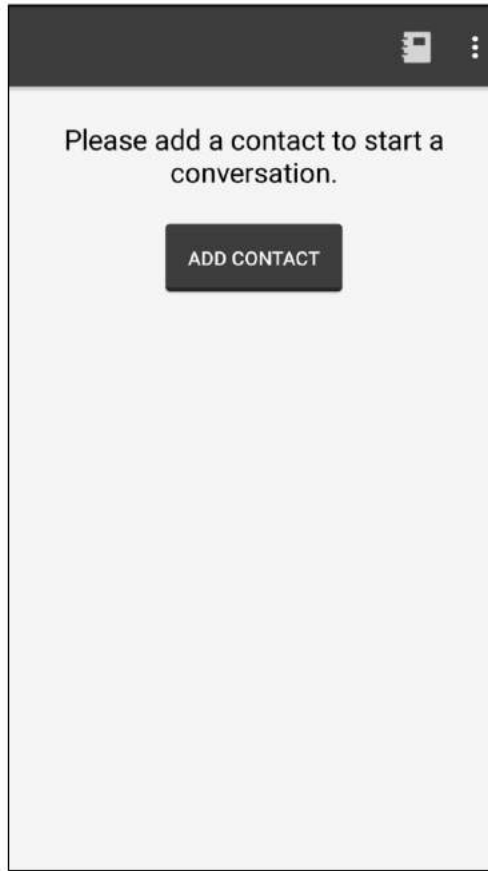


Figure 3. 2: Contacts Screen

## 3.4 Forgotten Password

To reset the MCA password:

1. Select **Forgot Password?** on the Sign In Screen ([Figure 3.3](#)).

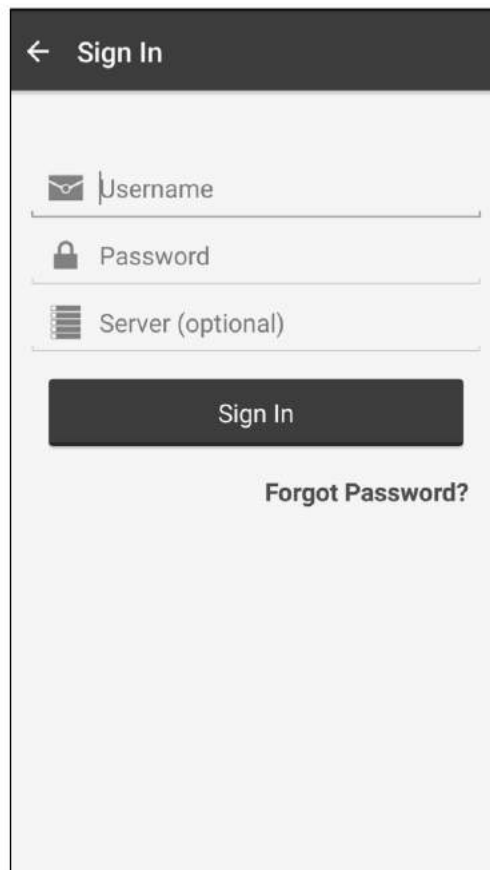


Figure 3. 3: Forgot Password

2. Fill in the email address linked to 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. The MCA displays the **Conversations** screen once open.

### 4.1 Setting the MCA Offline or Online

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

1. To show the **Connection** button in the title bar select **Settings** from the **Navigation Drawer**

**Note:** The **Connection** button is always visible in the My Profile title bar ([Figure 5 \(My Profile on Android\)](#))

2. Under **Other** enable the Connection button option ([Figure 4.1](#)).

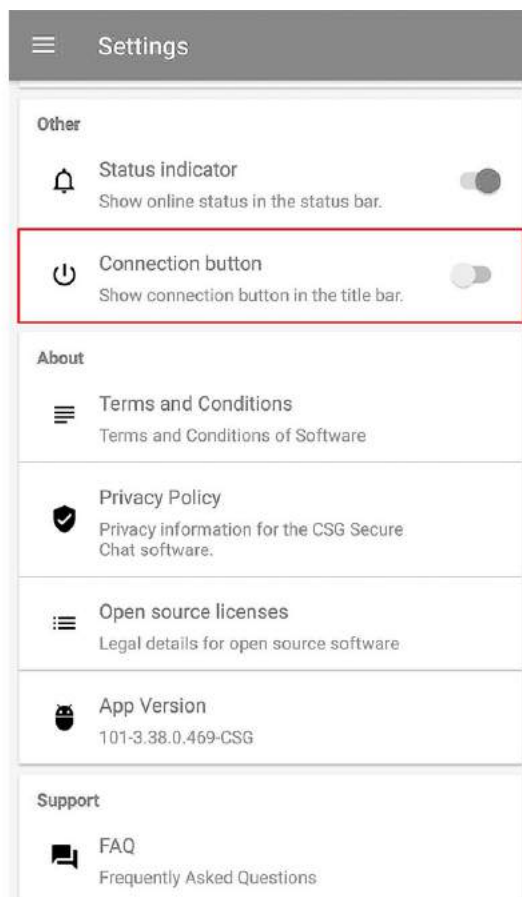


Figure 4. 1: Connection Setting

3. To go offline from the MCA, open the navigation drawer and tap the **Online** switch

**Note:** The MCA runs in the background allowing you to receive secure calls while using other features on your device unless the MCA is set to offline, is not connected to the Internet, is force stopped or uninstalled.

## 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 **Settings** from the **Navigation Drawer**
2. Under **Security** enable **PIN lock** (Figure 4.2).

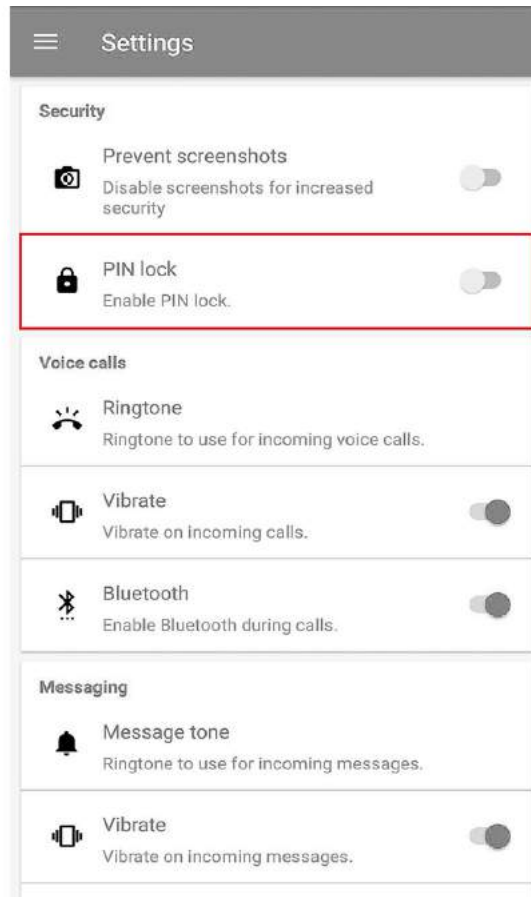


Figure 4. 2: PIN lock Setting

3. Enter your PIN code and then confirm this 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 **PIN lock timeout** and choose a time-out period.

## 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. Users 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 contacts 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 4.3](#)) using another platform such as email or a text message from the device.

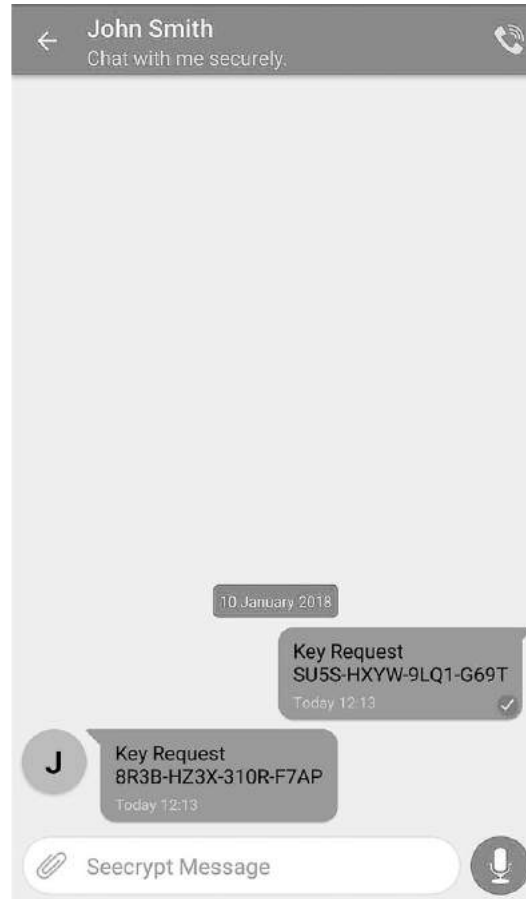


Figure 4. 3: Key Request Code

## 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 **Contact** from the **Navigation Drawer**
2. On the Contacts Screen select the **Add New Contact** icon ([Figure 5.1](#)).

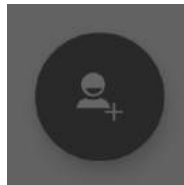


Figure 5. 1: Add New Contact Icon

3. 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.
4. To add contacts from the device contact list select **Phone Address Book** on the Add Contact screen.
5. Select a contact from the address book. Confirm that the correct contact was imported then select **Save**.

**Note:** When attempting to add a contact that is not a member of the company approved contact list, a Permission denied notification is displayed ([Figure 5.2](#)).

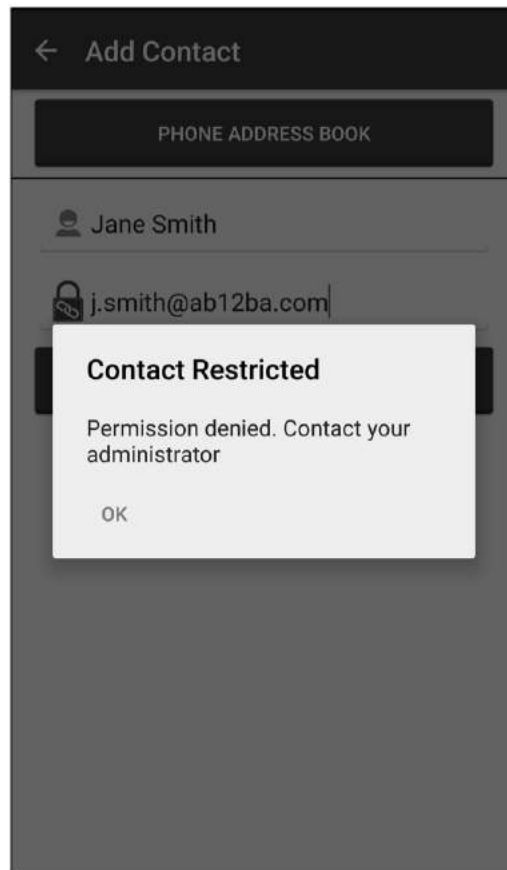


Figure 5. 2: Permission Denied Notification

**Note:** If a contact is removed from the company approved contact list, any conversations with that contact are frozen, and no further attempts to message or call the contact are permitted ([Figure 5.3](#)).



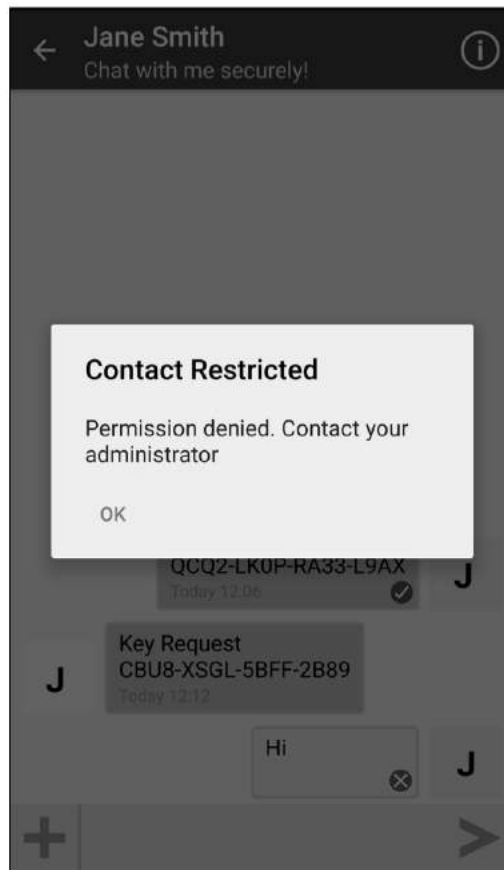


Figure 5. 3: Blocked External Contact

**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 5.1).
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. To invite the contact select **Invite**.
4. Select a platform to send the invite from.

**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.

To delete a contact, select and hold the contact on the Contacts Screen, then select **Delete** (Figure 5.4).

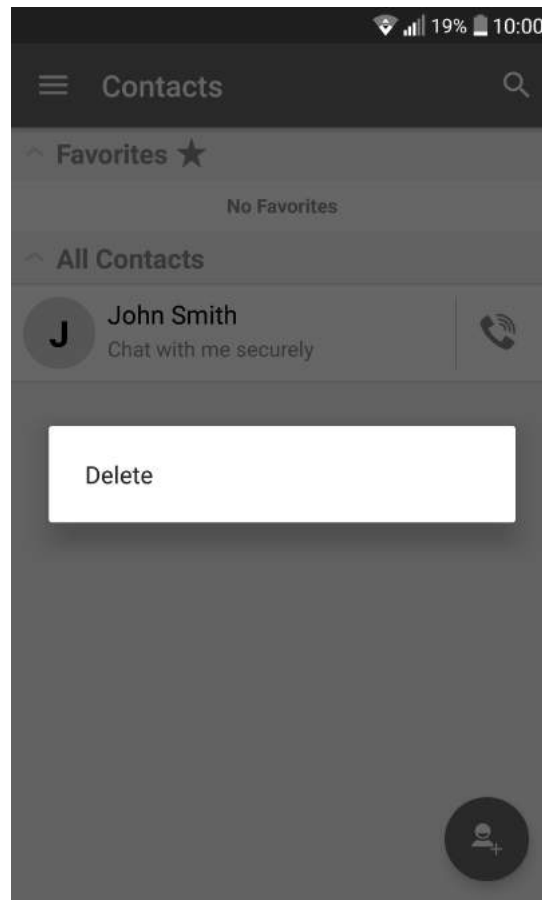


Figure 5. 4: Delete Contact

## 5.4 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.

## 5.5 Editing a Contact

To edit an MCA contact:

1. Go to the Contact Profile by selecting the **Contact Profile Picture**.
2. Select the **Edit** icon (Figure 5.5).



Figure 5. 5: Edit Icon

3. Edit the contact **Name** (Figure 5.6).



Figure 5. 6: Display Name

4. Once the contact Name has been edited select the **Save** icon (Figure 5.7).



Figure 5. 7: Save Icon

## 5.6 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, as shown in (Figure 5.8).



Figure 5. 8: Favorite Icon

**Note:** The selected contact will now appear in the Favorites section of the Contacts screen. Favorites are always listed above all other MCA contacts.

## 6 My Profile

To view and edit your **Profile**:

1. Open the **Navigation Drawer**
2. Select **My Profile**.
3. To change your profile picture, select the **Profile Picture** ([Figure 6.5](#)).
4. You can customize your profile picture and have the option to **Take a Photo** ([Figure 6.1](#)) or to **Choose from gallery** ([Figure 6.2](#)).



Figure 6. 1: Take Photo Icon



Figure 6. 2: Choose Photo from Gallery Icon

5. 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 6.3). 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**.

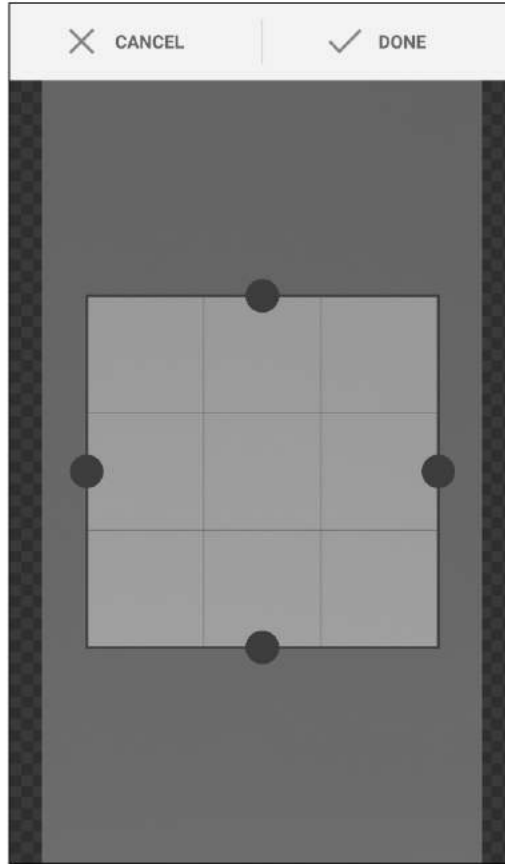


Figure 6. 3: Choose Image Area

6. When taking a photo, you will have the option to **Discard** or **Save** the photo.
7. To edit your profile, select the Edit icon (Figure 5.5) select the relevant field, **FIRST NAME**, **LAST NAME** or **STATUS** and edit it.

8. When editing is complete, select the **Save** icon ([Figure 6.4](#)).



Figure 6. 4: Save Icon

**Note:** Also displayed in **My Profile** are your Unique MCA Aliases and Cryptographic Fingerprint ( [Figure 6.5](#) ) .

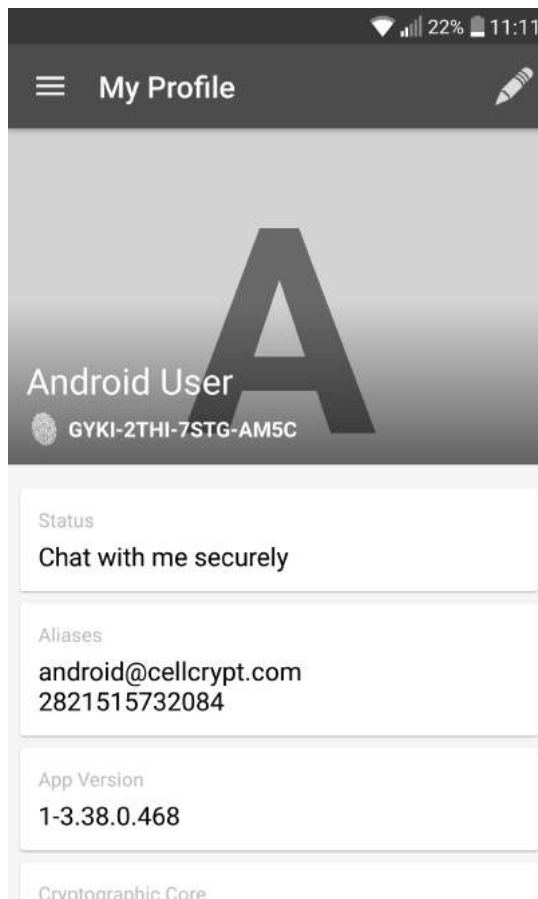


Figure 6. 5: MCA Aliases and Cryptographic Fingerprint

## 7 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.

### 7.1 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 **Call** icon to the right of the name of the contact you are calling ([Figure 7.1](#)).



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 7.2](#)).

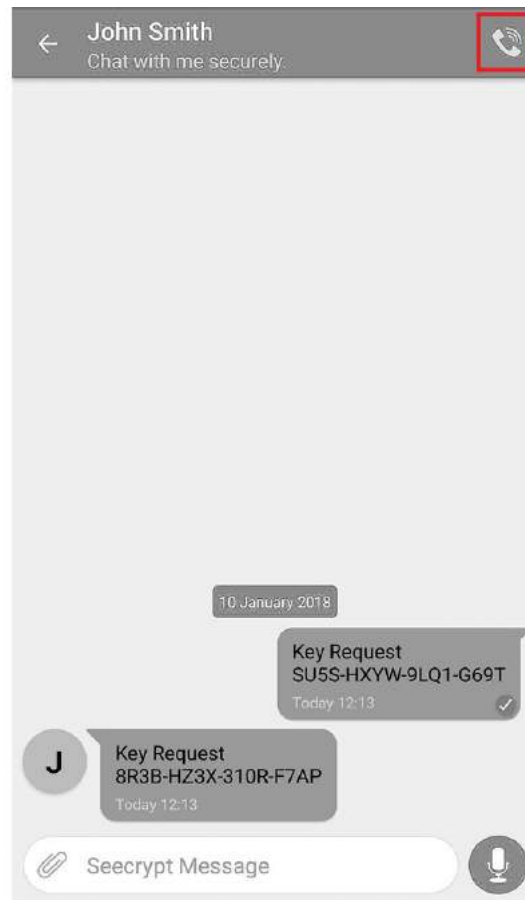


Figure 7. 2: Call Contact from a Conversation

## 7.2 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 swipe right towards the **Green Telephone**. To reject a secure call swipe left towards the **Red Telephone**.

## 7.3 In Call Display

You have access to the following in call options ([Figure 7.3](#)).

**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.

**Bluetooth® icon** - Allows you to connect via Bluetooth to a handsfree device during a call.

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

**Keypad icon** - Allows you to view the keypad.

**Red Telephone icon** - Allows you to end the call.

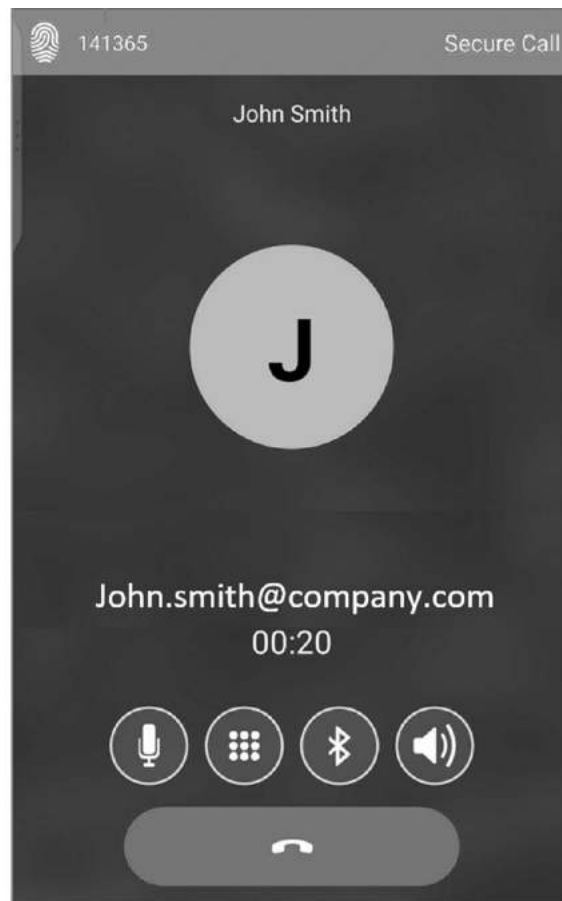


Figure 7. 3: In Call Display

## 7.4 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. This is indicated by the Bluetooth icon having a blue color.

To activate Bluetooth during a call select the Bluetooth icon and select the device to connect to. When the hands free device is connected the Speaker icon on the call screen turns to blue in color.

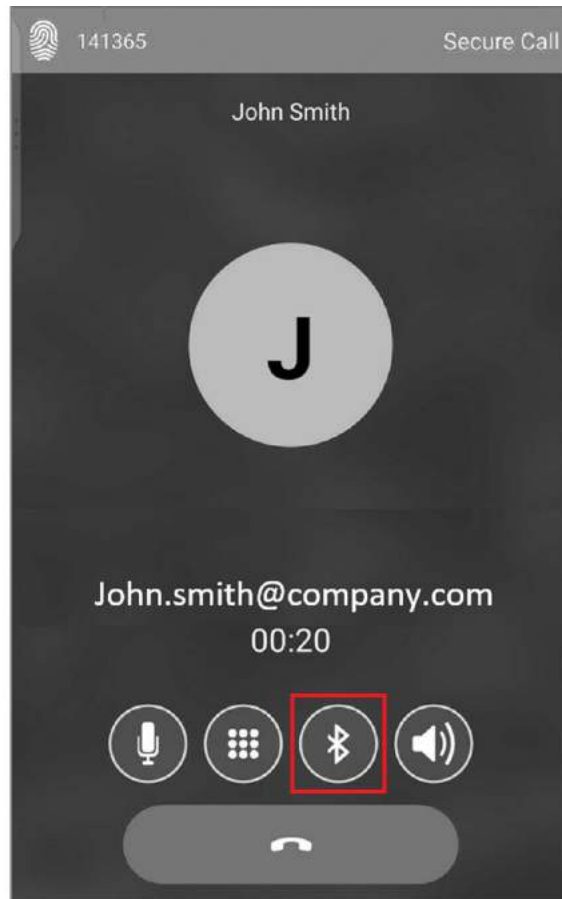


Figure 7. 4: Bluetooth Button

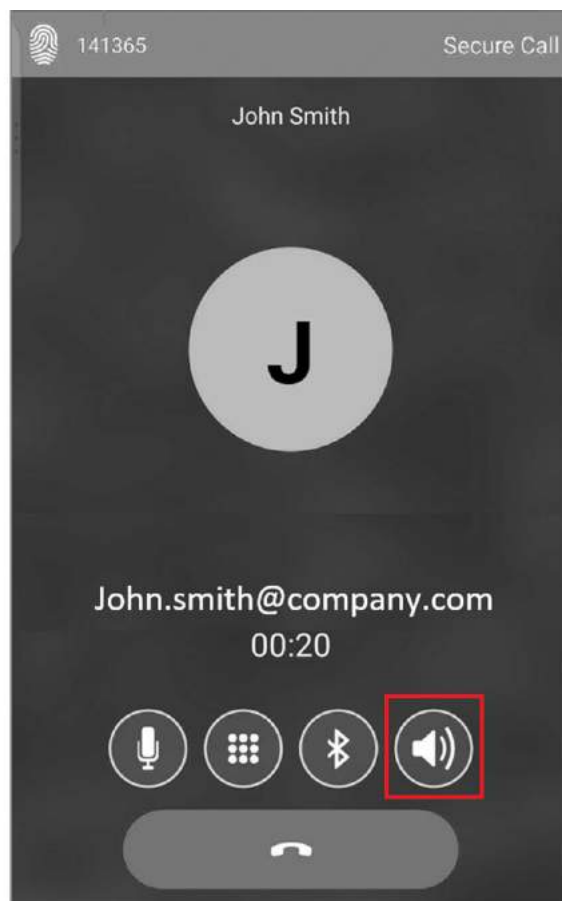


Figure 7. 5: Hands-free Button

## 7.5 Missed Calls

When a call is missed a notification will appear in the device's status bar. Notifications will also appear underneath the contact name on the Conversations Screen ([Figure 7.6](#)). To View the missed call select the conversation from the Conversations Screen.

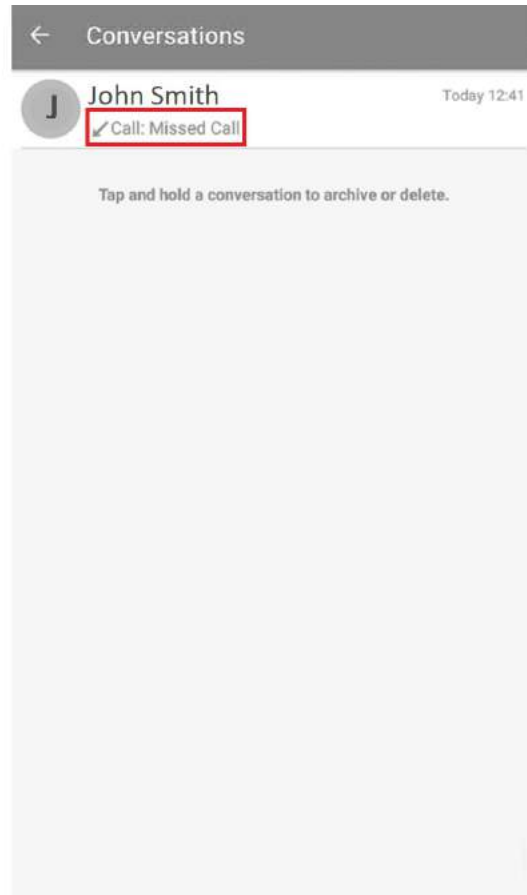


Figure 7. 6: Missed Call Notification

**Note:** You can view call history in the **Chat** Screen ([Figure 7.7](#)).

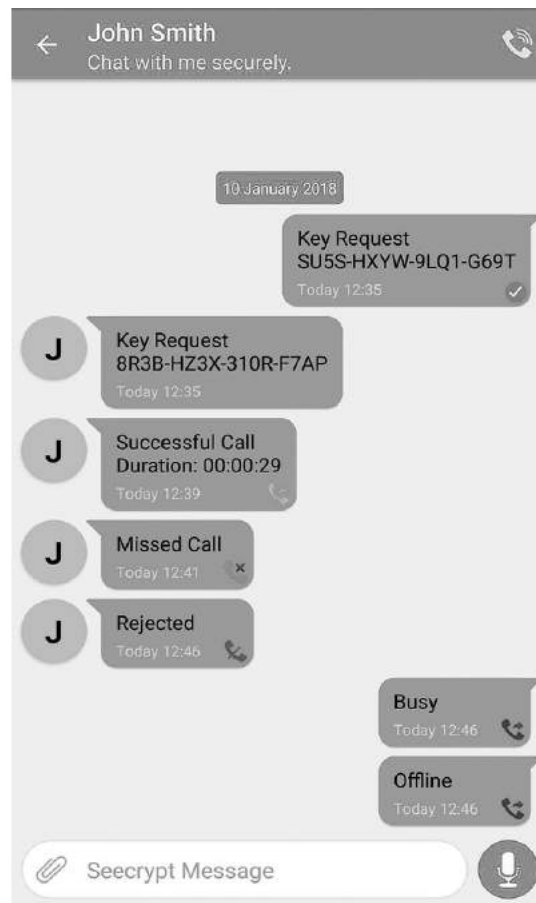


Figure 7. 7: Call History

## 7.6 Conference Calls

When entering a conference call you may need to insert the **Conference Call Code**. To enter a conference call:

1. Dial in to to the conference call.
2. Select the **Keypad** icon on the call screen ([Figure 7.8](#)).
3. Insert the **Conference Call Code**.

**Note:** You automatically enter the conference call once you have inserted the Conference Call Code.

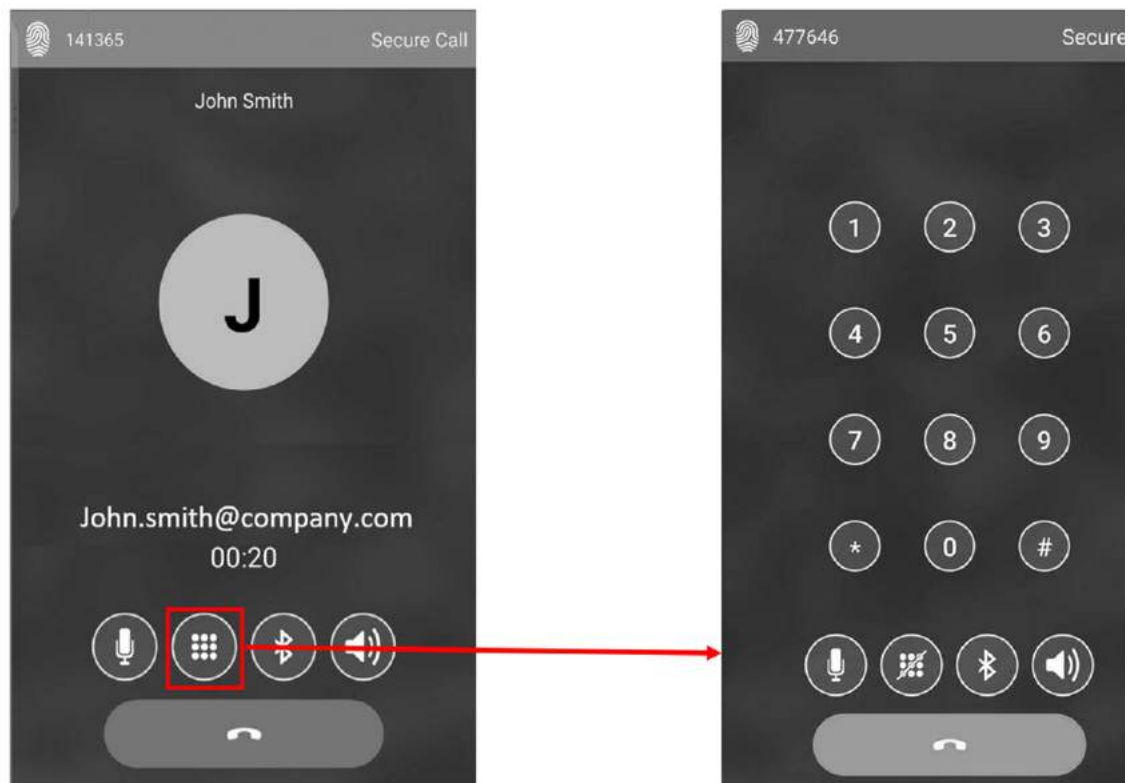


Figure 7. 8: Keypad

## 8 Messaging

Messages 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.

### 8.1 Send a Secure Message

To send a message:

1. Select the **Text Entry Field** ([Figure 8.1](#)).

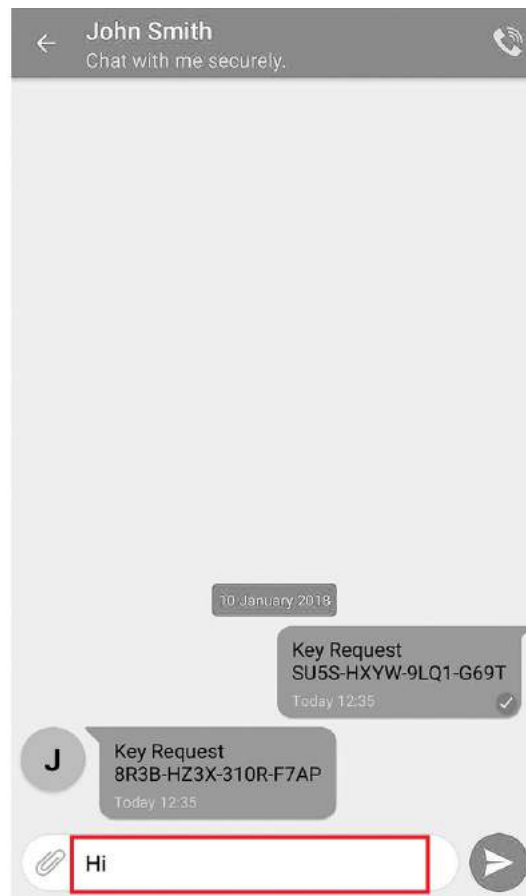


Figure 8. 1: Message Field

2. Use the keypad to type the message, then select the **Send** icon [Figure 8.2](#).



Figure 8. 2: Send Icon

**Note:** The delivery status icon at the bottom right of the message will indicate whether the message has been successfully sent and delivered to the contact ([Figure 8.3](#)).

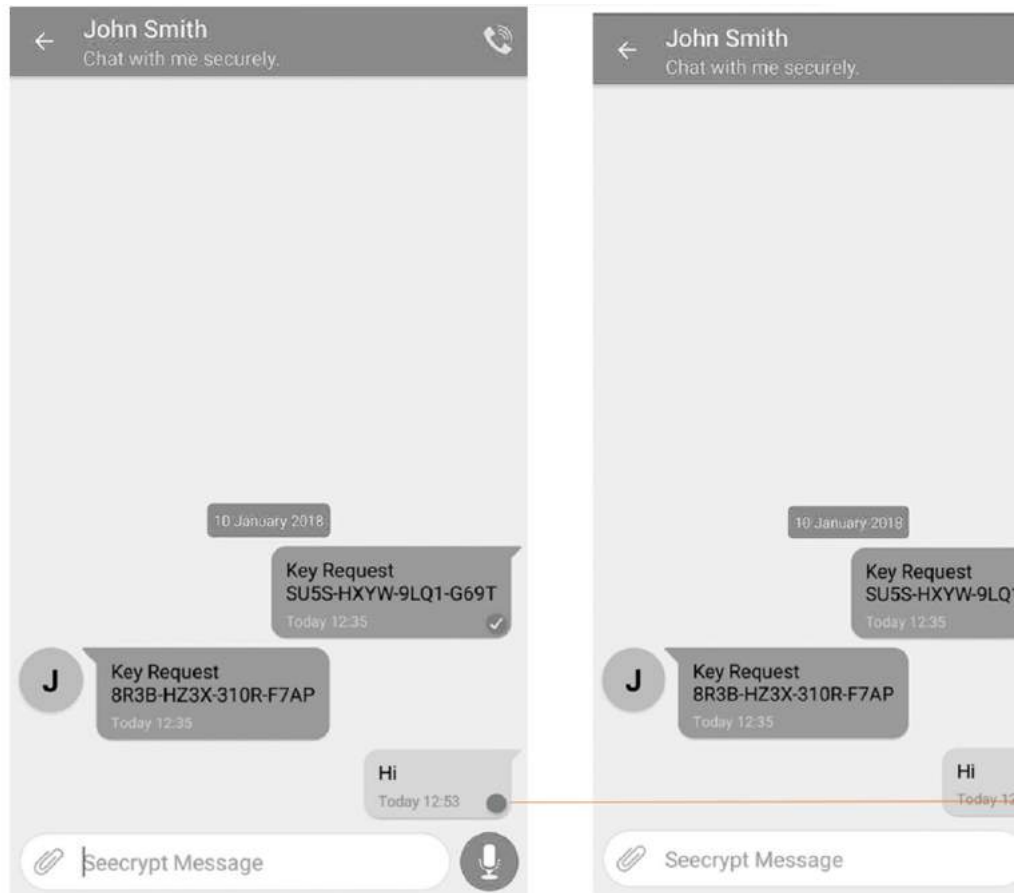


Figure 8. 3: Message Sent and Delivered

## 8.2 Receive a Secure Message

When a message is received a notification will appear in the device's status bar ([Figure 8.4](#)).



Figure 8. 4: Message Received Icon

To view the message:

1. Select the MCA notification or the MCA icon.



2. To view the message select the conversation (Figure 8.5).

**Note:** When a received message has not been read a notification will appear underneath the contact name on the Conversations Screen (Figure 8.5).

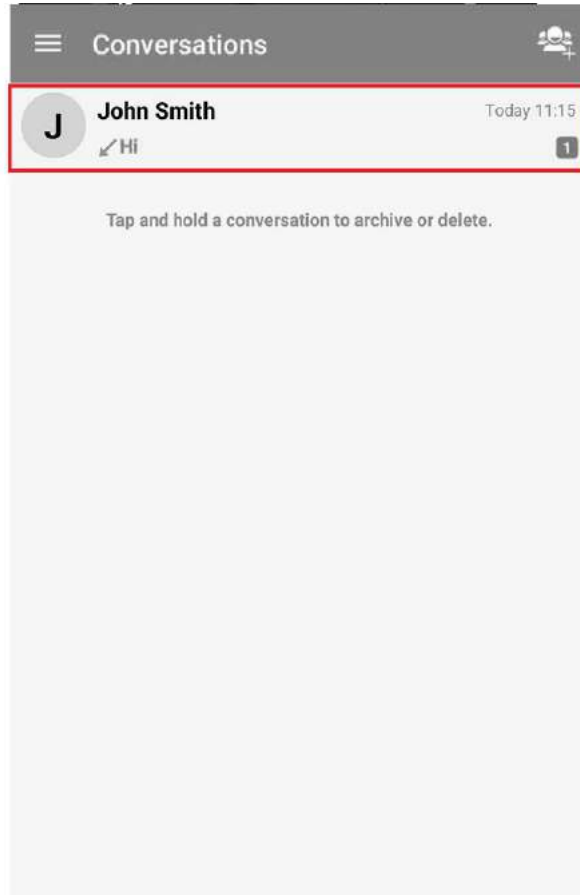


Figure 8. 5: Message Notification in Conversations Screen

## 8.3 Copy Messages

If you want to send the same message to multiple contacts, you can copy the message and paste it into multiple chats.

To send a message to multiple contacts:

1. Open the Conversation from which a message will be copied.

2. In the Chat Screen, select and hold the message to be copied, then select **Copy** (Figure 8.6).

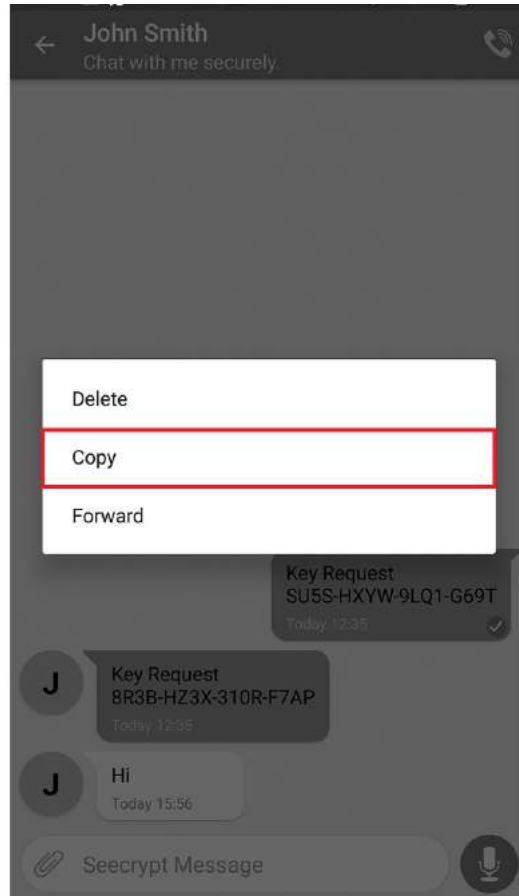


Figure 8. 6: Copy Message

3. In the chat with the contact you are sending the copied message to select and hold the Text Entry Field, select **Paste**, then select send.

## 8.4 Delete a Message

Individual messages can be deleted from within a conversation in the Chat Screen.

To delete a message:

1. Select the conversation from which to delete a message.
2. Select and hold the message to be deleted, then select **Delete** (Figure 8.7).

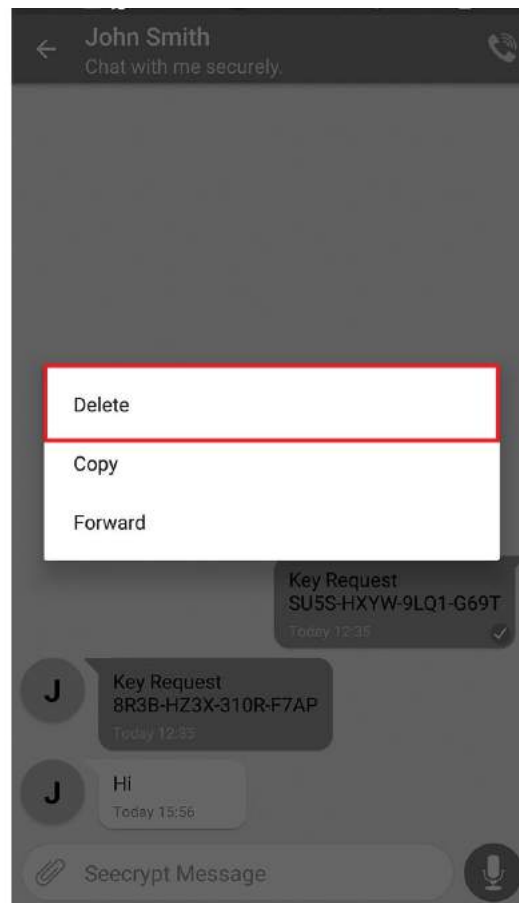


Figure 8. 7: Delete Message

## 8.5 Forward a Message

Individual messages can be deleted from within a conversation in the Chat Screen.

To delete a message:

1. Select the conversation from which to forward a message.
2. Select and hold the message to be forwarded, then select **Forward** (Figure 8.8).
3. Select the contact you are forwarding the message to.

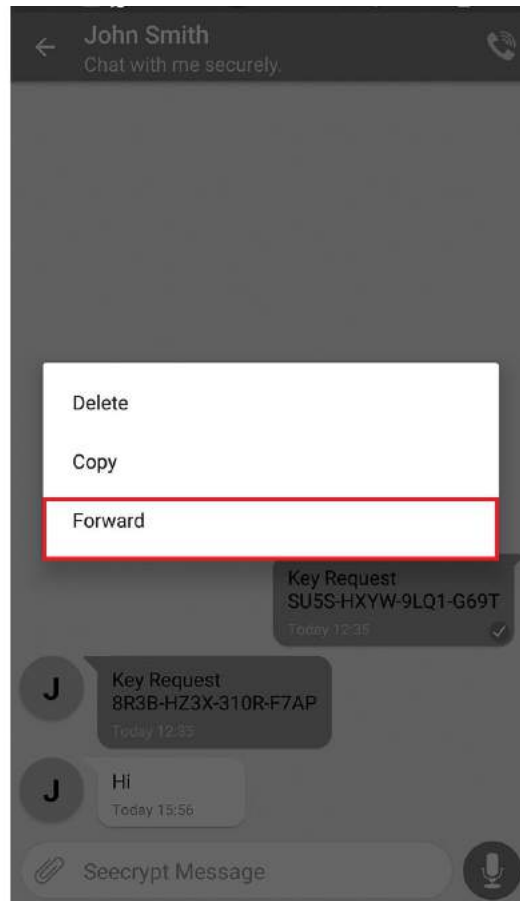


Figure 8. 8: Forward Message

## 8.6 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, select and hold the conversation to be archived.

2. Select **Archive** (Figure 8.9).

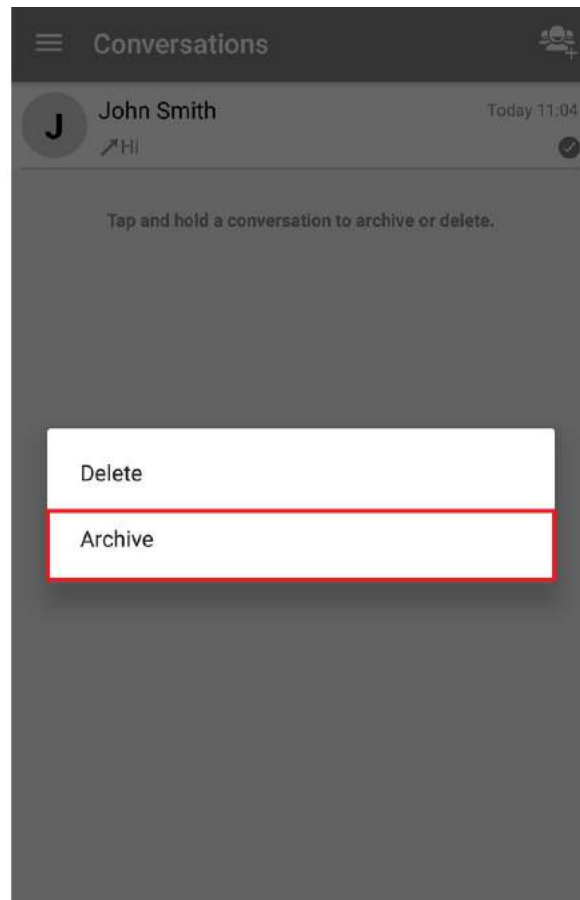


Figure 8. 9: Archive Conversation

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 and hold the conversation
2. Select **Delete**.

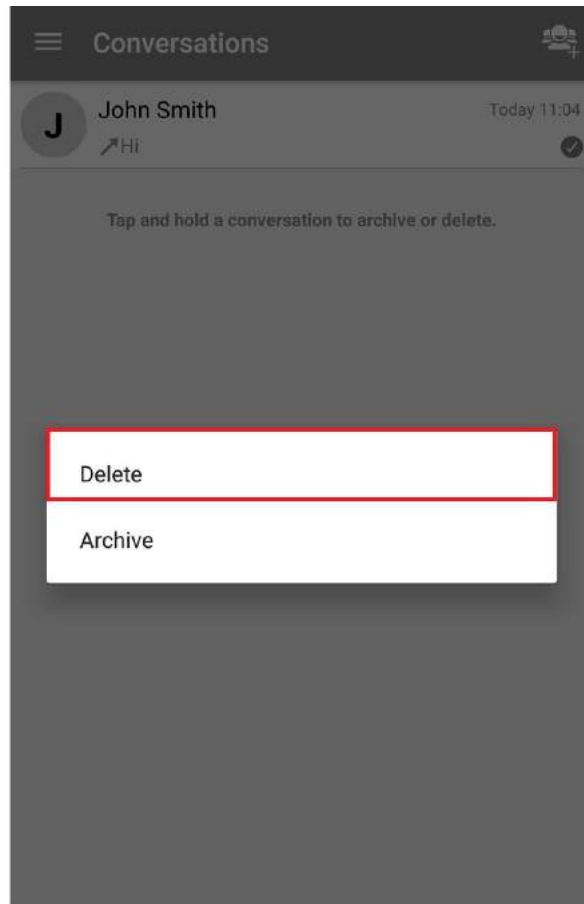


Figure 8. 10: Delete Conversation

## 9 Introduction

When MCA is online or offline on a user's device, it can be used to send voice notes to other registered contacts. (For more information about setting MCA online or offline, please see the topic "Setting MCA Offline or Online" in this guide).

### 9.1 Sending a voice note

Voice-notes can be sent from the Conversations screen from the Conversations screen:

1. Tap and hold the Microphone Icon located next to the contact name, as shown in [Figure 9.1](#) to start recording
2. Once finished, remove your finger from the microphone button. The voice note will automatically send.

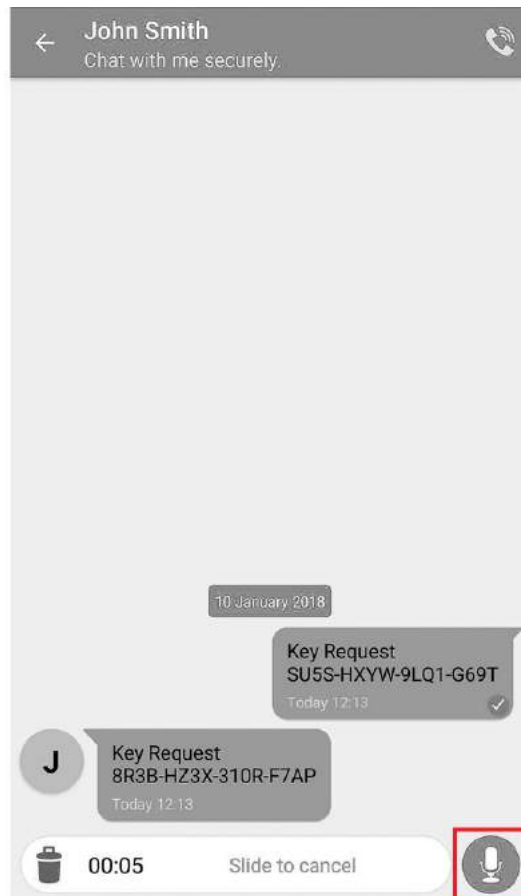


Figure 9. 1: Recording a voice note

### 9.2 Playing a voice note

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

Tap Play Icon to listen to voice notes you have sent or received, as shown in [Figure 9.2](#).

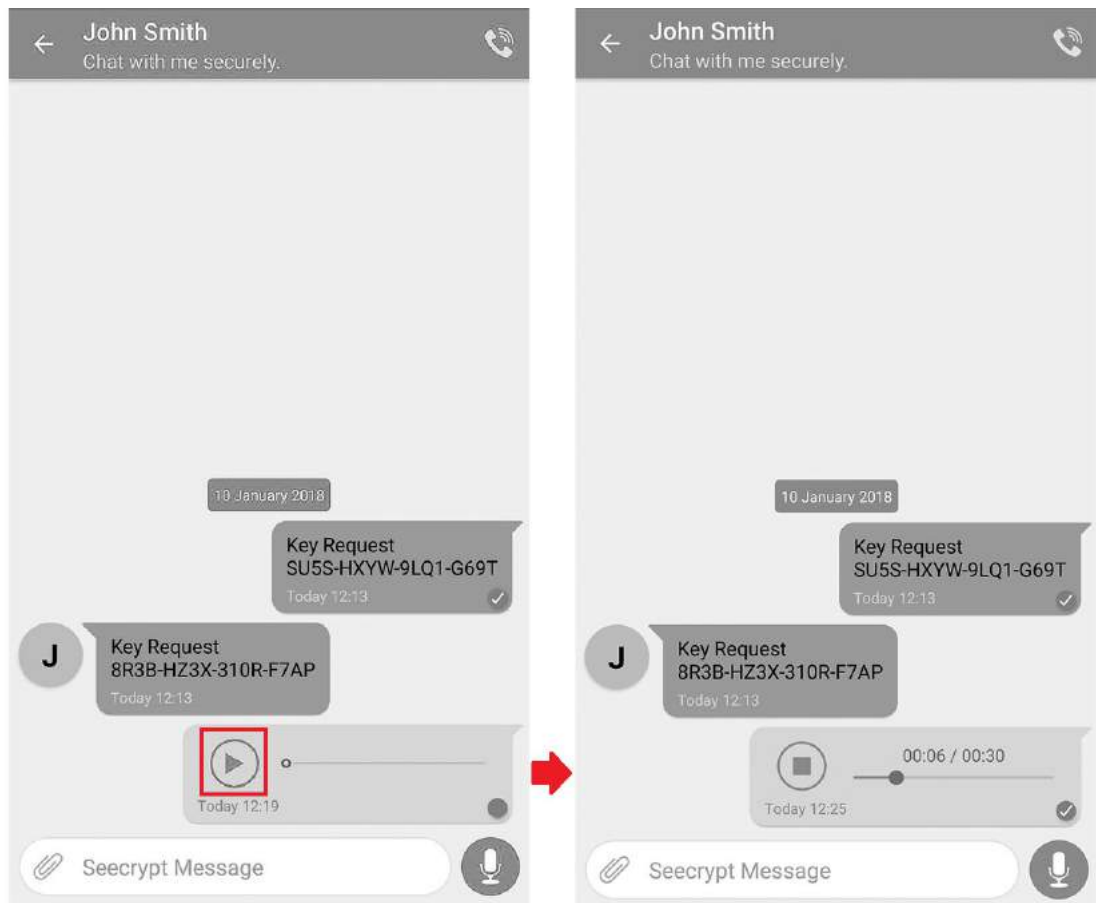


Figure 9. 2: Playing Voice Note



## 10 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.

### 10.1 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 10.1](#)).

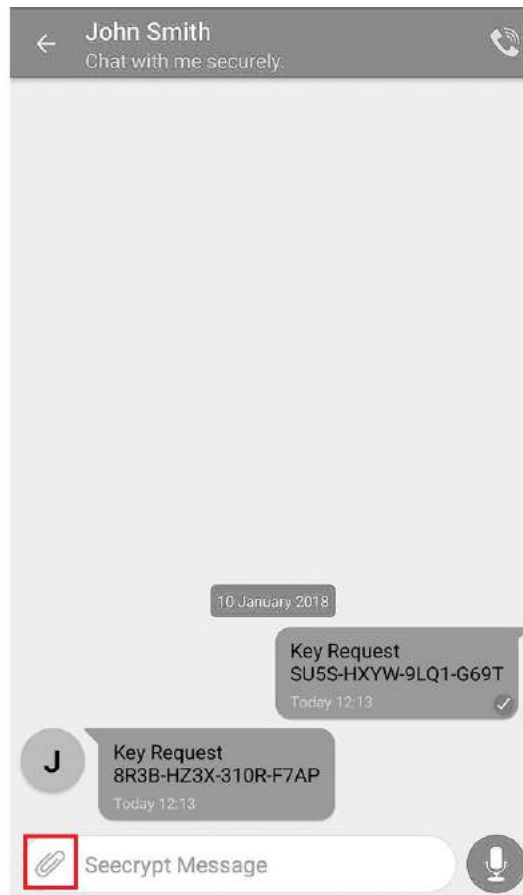


Figure 10. 1: Add Attachment Icon

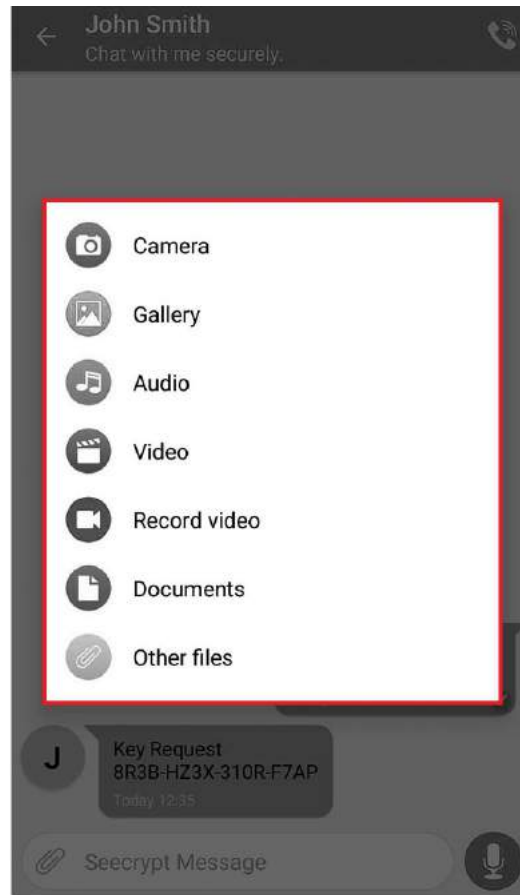


Figure 10. 2: Sending Attachments

### 10.1.1 Send an image

To send an image you can either take a photo using a camera or select one from your device's gallery.

1. To **Take a photo** tap on the **Camera** option ([Figure 10.3](#)).

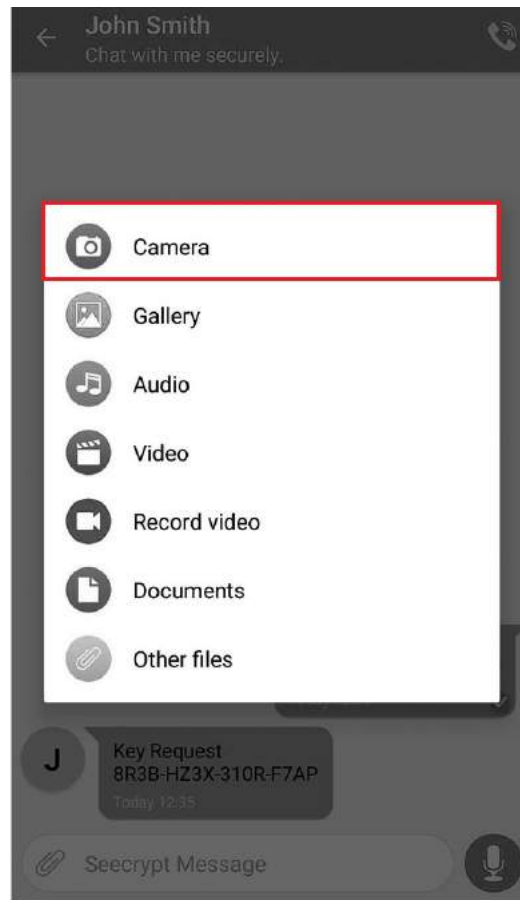


Figure 10. 3: Camera button

2. To send an image stored on the device tap on **Gallery** option (Figure 10.4).

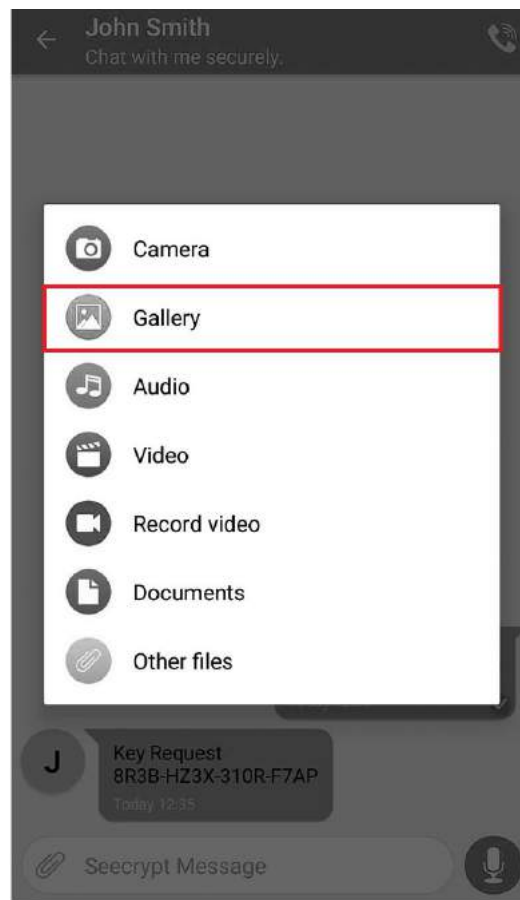


Figure 10. 4: Gallery Button

3. When taking a photo you will have the option to **Discard** or **Save** the photo.
4. Before an attachment is sent you will have the option of setting the attachment **Quality (size)** (Figure 10.5).

**Note:** The message sent and delivered icons are the same as described in the topic "[Send a Secure Message](#)" in this guide.

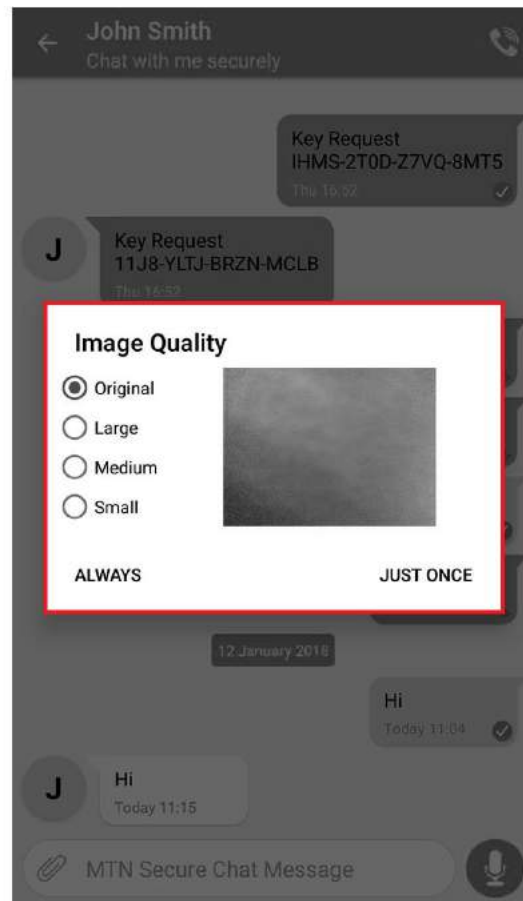


Figure 10. 5: Select Image's Quality

### 10.1.2 Send an audio file

To send an audio file:

1. Click the **Add Attachment** button ([Figure 10.1](#))
2. Select the **Audio** option in the menu ([Figure 10.6](#))

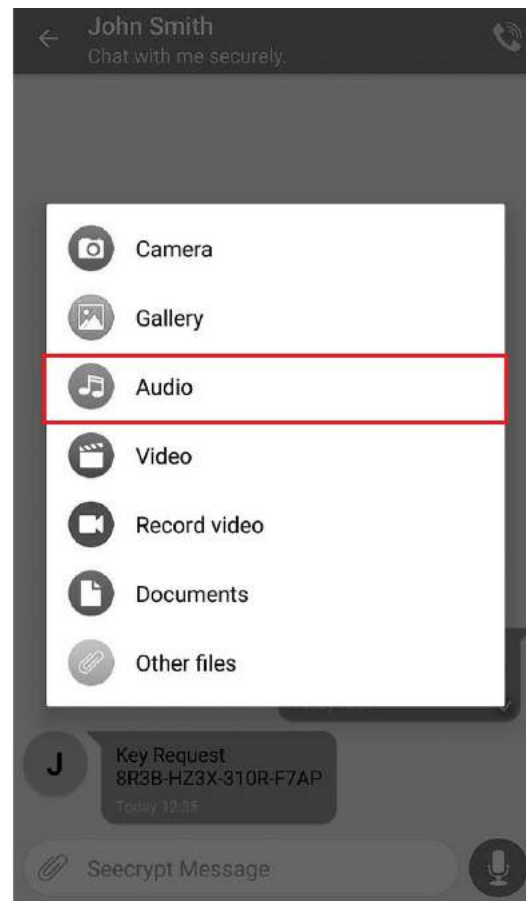


Figure 10. 6: Audio button

### 10.1.3 Send a video file

To send a video file you can either record one or chose a video in your **Gallery**.

To **Record** a video:

1. Click on the **Add Attachment** button ([Figure 10.1](#))
2. Select **Record Video** option ([Figure 10.6](#))

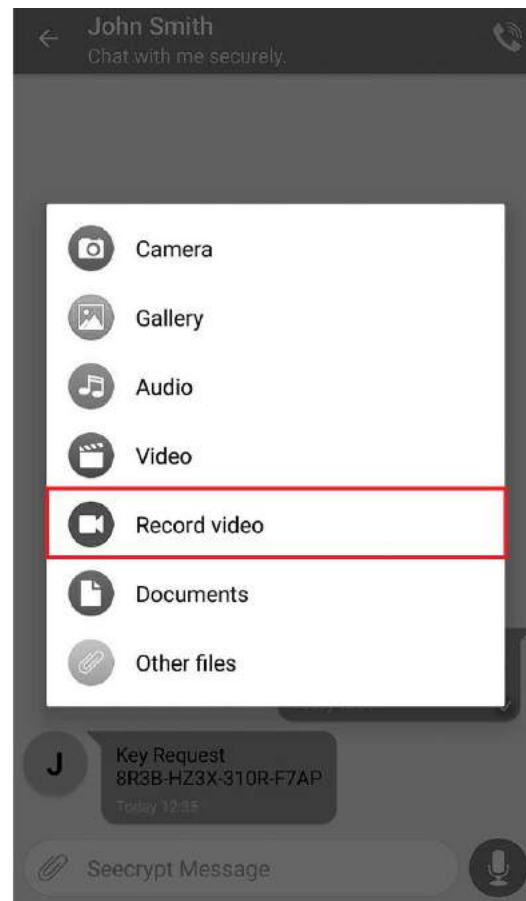


Figure 10. 7: Record Video Button

To send an attachment stored on the device:

1. Click on the **Add Attachment** button ([Figure 10.1](#))
2. Select **Video** option in the menu ([Figure 10.7](#))

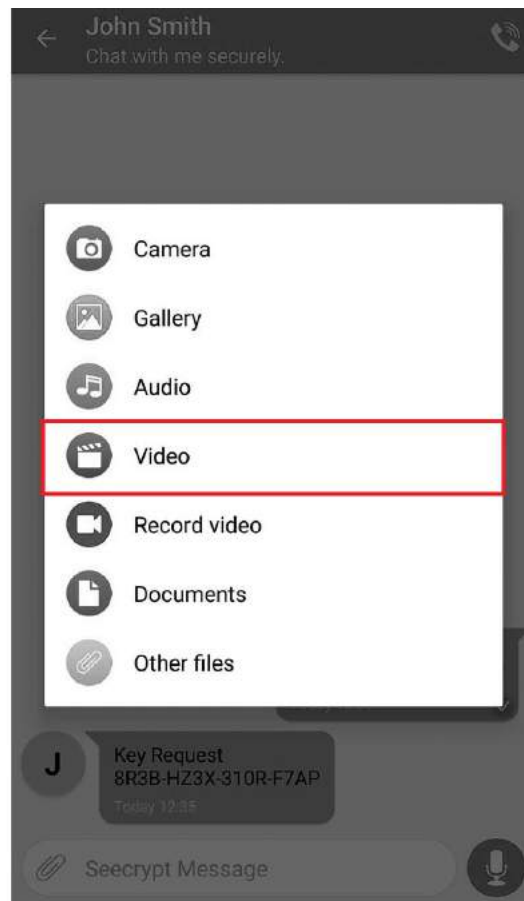


Figure 10. 8: Video Button

### 10.1.4 Send a document

To Send a document:

1. Click on the **Add Attachment** button ([Figure 10.1](#))
2. Select **Document** option in the menu ([Figure 10.8](#))



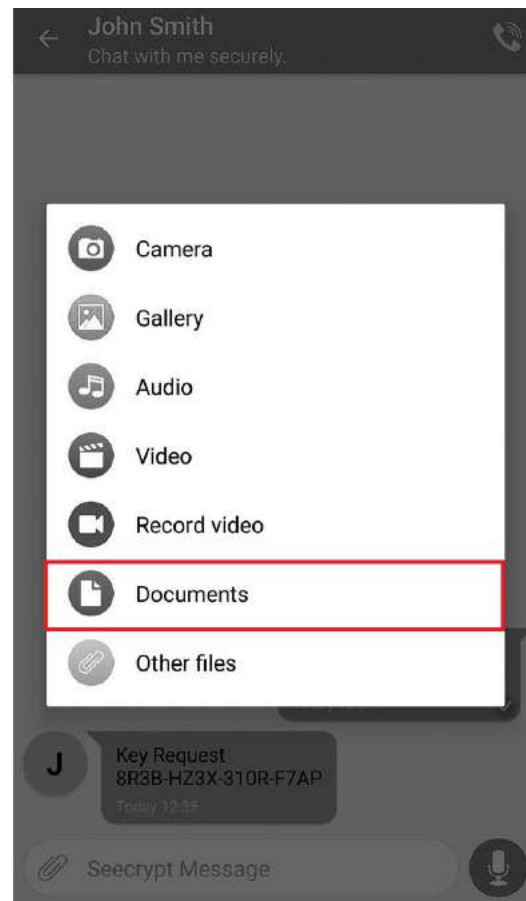


Figure 10. 9: Document Button

### 10.1.5 Send other types of files

To send any other type of files:

1. Click on the **Add Attachment** button ([Figure 10.1](#))
2. Click on **Other files** option([Figure 10.9](#))

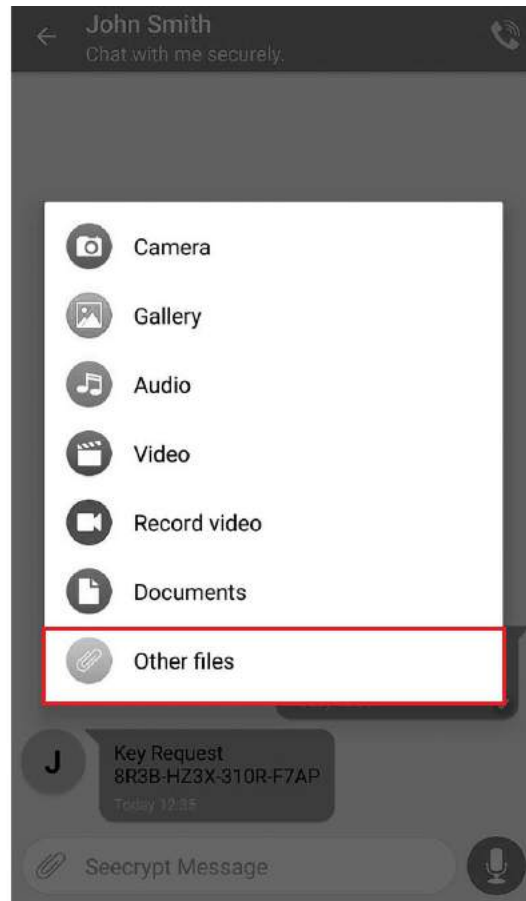


Figure 10. 10: Other Files Button

## 10.2 Receiving a Secure Attachment

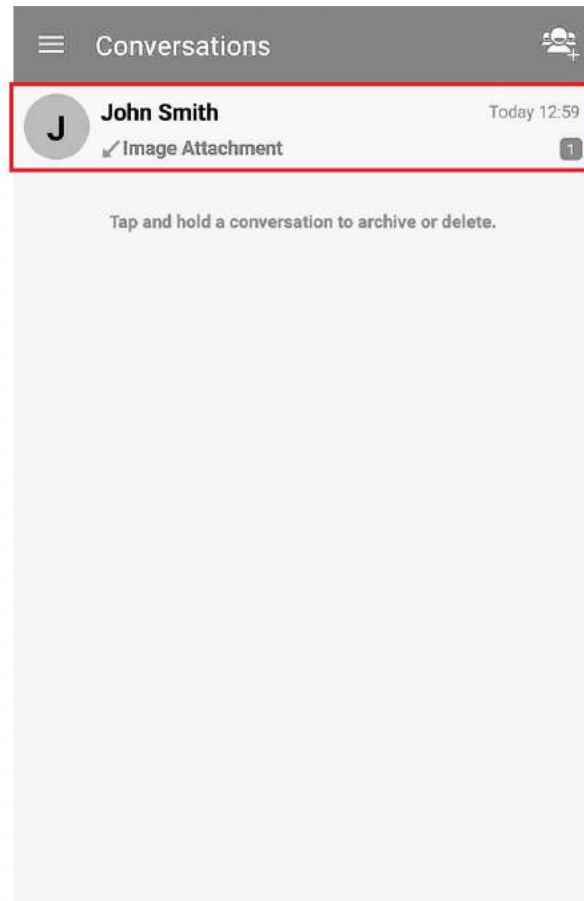


Figure 10. 11: Attachment Notification

The device will notify you when an attachment is received ([Figure 8.1](#)).

To view the attachment:

1. Select the notification as described in the topic "[Receive a Secure Message](#)" in this guide.

2. To view the attachment select the conversation (Figure 10.11).

**Note:** When a received attachment has not been viewed a notification will appear underneath the contact name on the Conversations Screen (Figure 10.11).

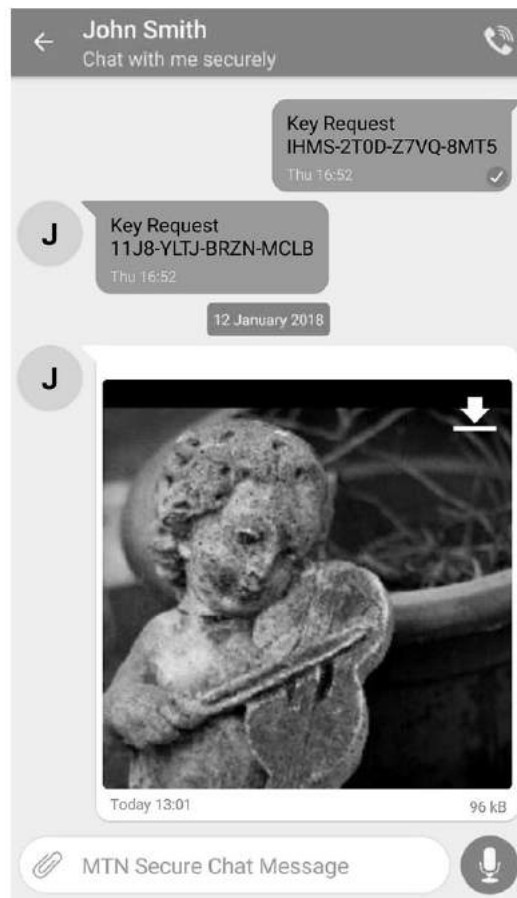


Figure 10. 12: Attachment in conversation screen

3. To download the attachment select the attachment.

**Note:** Once the attachment has been downloaded, the download arrow icon displayed on the top right of the attachment will no longer appear ([Figure 10.12](#)).

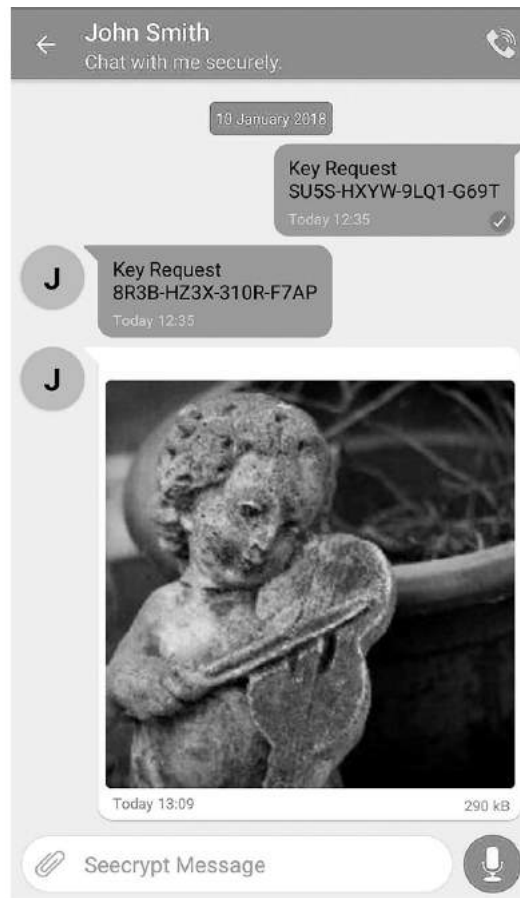


Figure 10. 13: Download Completed

4. To open the full screen view of the attachment from a chat select the attachment thumbnail.

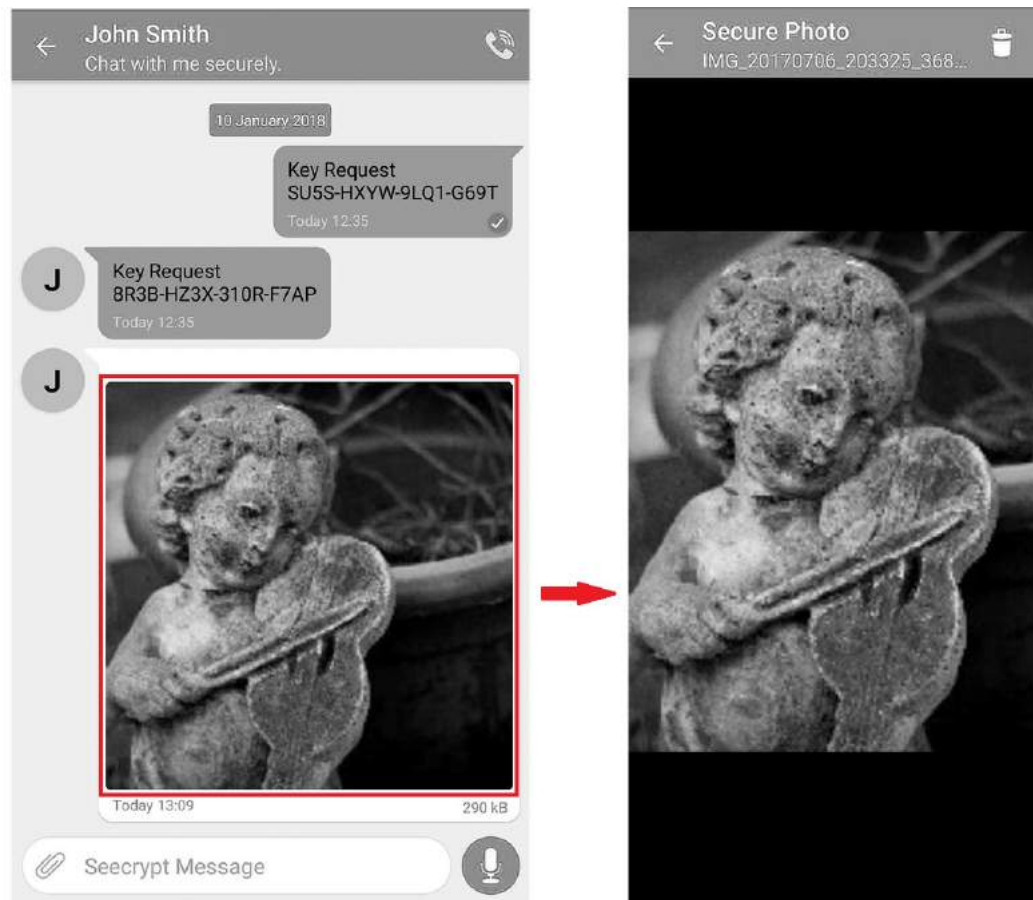


Figure 10. 14: Open Attachment

5. To share the attachment select the **Share** icon in the full screen view, then select a location to share the attachment from (Figure 10.14).



Figure 10. 15: Share Attachment

6. To delete the downloaded file select the **Delete** icon ([Figure 10.15](#)).

**Note:** The attachment will remain in the conversation and can be downloaded again.



Figure 10. 16: Delete Icon

**Note:** To delete the attachment from the conversation select and hold the attachment to be deleted, then select **Delete** as described in the topic '[Delete a Message](#)' in this guide.

7. To export the attachment to the device gallery select the **Export** icon ([Figure 10.16](#)).



Figure 10. 17: Export Icon

**Note:** You can also play audio ([Figure 10.18](#)) and video files ([Figure 10.19](#)) from inside the MCA

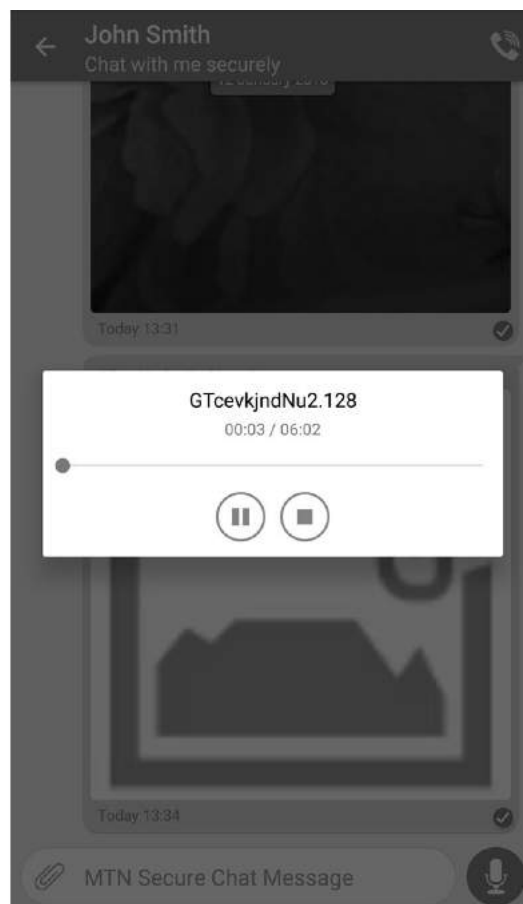


Figure 10. 18: Audio Attachment PlayBack



Figure 10. 19: Video PlayBack



## 11 Introduction

Group Chat lets you chat with as many people as you like, all at once. It's a great way to stay in touch with family, friends or colleagues.

### 11.1 1. Creating a group

You may create an unlimited number of groups. To create a group in MCA:

1. Open the MCA and tap on the **Create Group** icon.

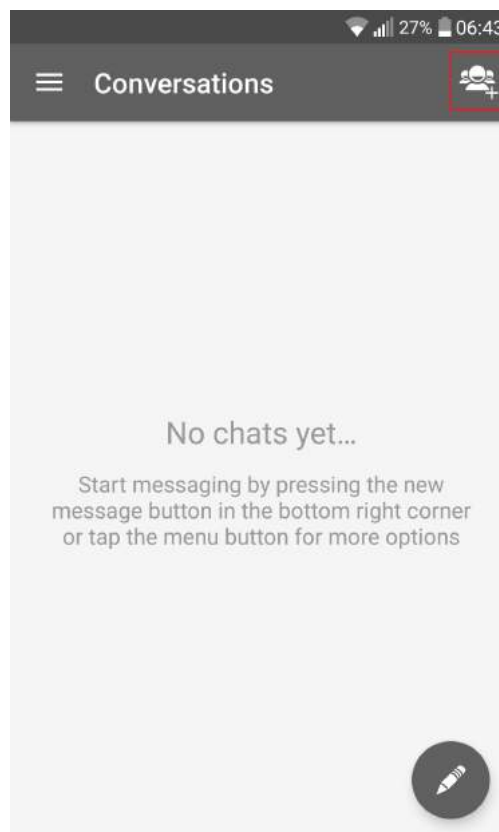


Figure 11. 1: Create group icon

2. Enter the name of the group that you would like to create as shown in [Figure 11.2](#).

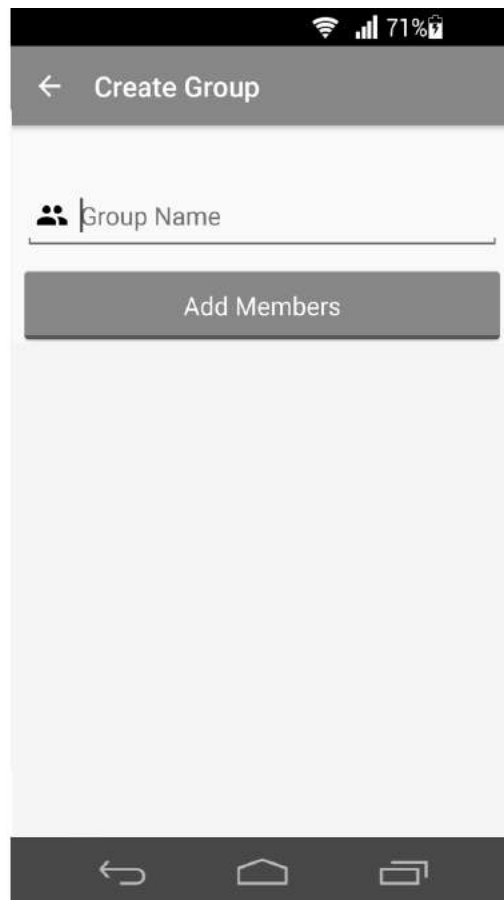


Figure 11. 2: Create a name for your group

3. Add group participants by selecting the contacts as shown [Figure 1.3](#).

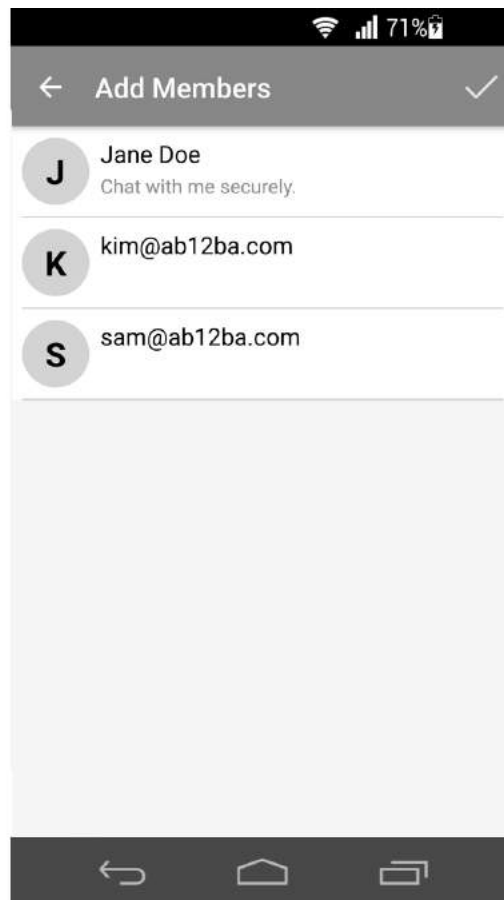


Figure 11. 3: Add members

4. Tap the "Tick" icon on the top right side, to complete the group creation.

## 11.2 2. Deleting a group

1. To delete a group in MCA go to the conversations screen as show in [Figure 11.5](#)

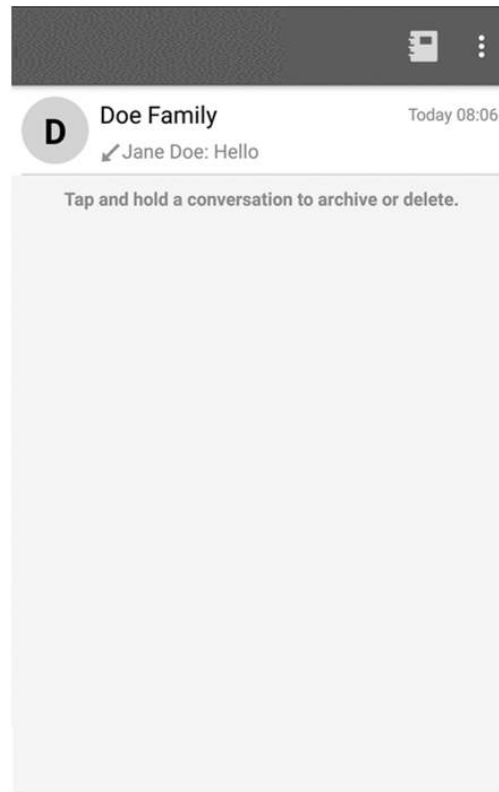


Figure 11. 5: Group on the conversation screen

2. Tap and hold the group you would like to delete as shown in Figure 11.6

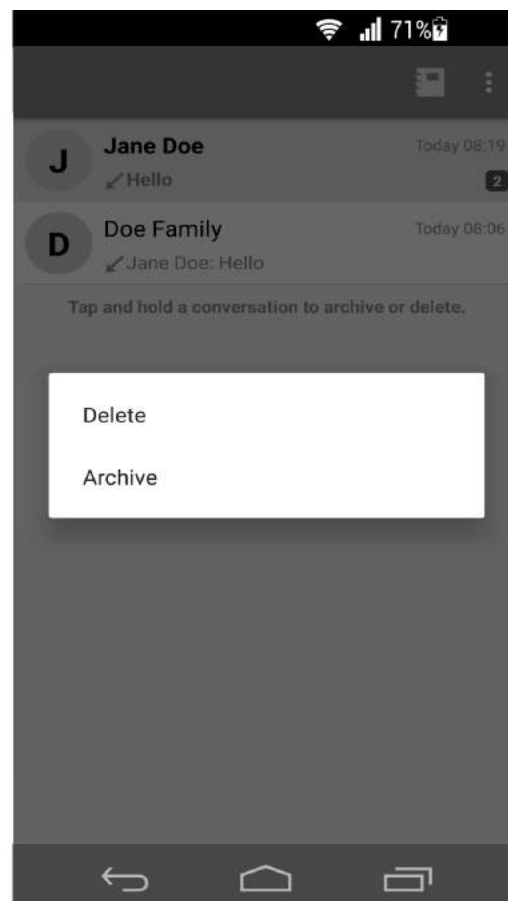


Figure 11. 6: Tap and hold to delete

## 12 Managing Data

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

### 12.1 Export MCA Data

To export MCA data:

1. Select **Settings** in the menu (Figure 4.1).
2. Select **Export backup** under **Import or Export** (Figure 12.1). Alternatively, you can also open the **Navigation drawer** and select **Import Backup** or **Export Backup**

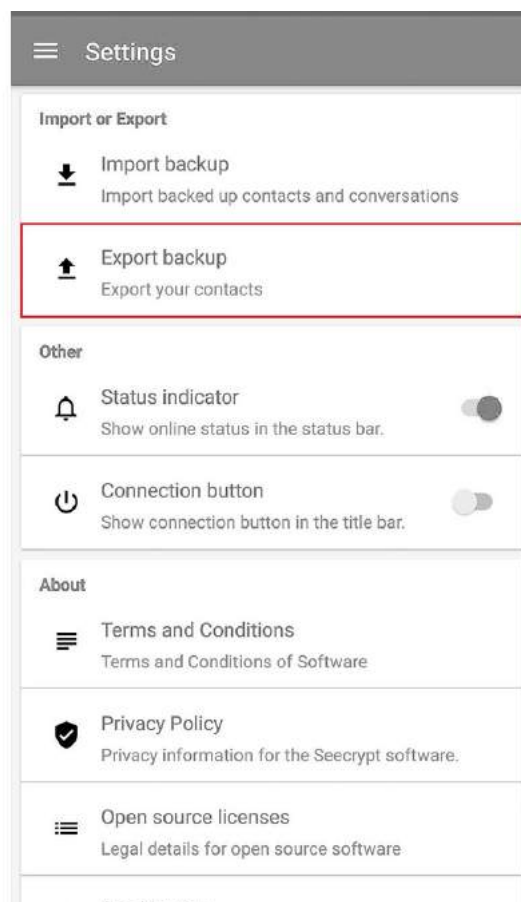


Figure 12. 1: Export Backup

3. Choose to export **Contacts and Messages** or **Contacts only** (Figure 12.2).

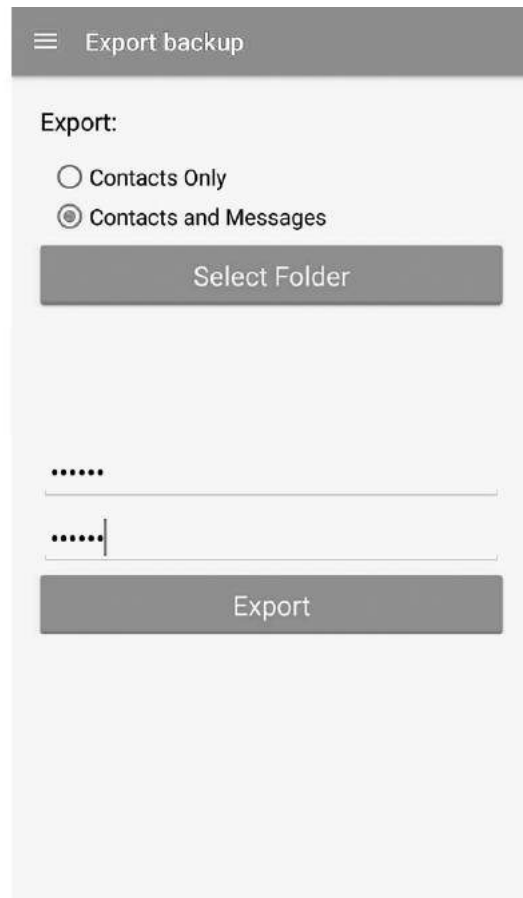


Figure 12. 2: Export Data Screen

4. Choose where you want to store the backup on your device by selecting the **Select Folder** button (Figure 12.2).
5. Select a **unique password** for the backup (Figure 12.2). This is the only password that can be used to import the backup.

6. Select the **Export** button to export the backup.

**Note:** Once the export has been completed you will be notified that the export was successful ([Figure 12.3](#)).



Figure 12. 3: Export Report

**Note:** You can export data by selecting the Menu on the Contacts screen.

## 12.2 Import MCA Data

To import MCA data:

1. Select **Settings** in the menu ([Figure 4.1](#)).
2. Select **Import backup** under **Import or Export** ([Figure 12.1](#)).
3. Select the **Choose File** button to select the backup file from your device.
4. Enter the unique password for the backup file then select the **Start Import** button.

**Note:** Any file able to be imported to 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.

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

**Note:** You can import data by selecting the Menu on the Contacts screen.



## 12.3 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.

## 13 Settings

The MCA Settings offer access to additional options and information.

To display the MCA Settings, select **Settings** in the Menu ([Figure 4.1](#))

Settings display the following options:

- **Security** - PIN lock settings as described in the topic "[PIN Lock](#)" in this guide.
  - PIN lock - Enable and disable PIN lock.
  - PIN lock timeout - set PIN lock timeout period.
  - Change PIN - Change MCA PIN lock code.
- **Voice Calls** -Voice call settings.
  - Ringtone - Select incoming call ringtone.
  - Vibrate - Vibrate on incoming calls.
  - Bluetooth - Enables Bluetooth during calls.
- **Messaging** - Message settings.
  - Message tone - Select incoming message tone.
  - Vibrate - Vibrate for incoming messages.
  - Message notifications - Enables message notification while you are chatting.
  - Resend Messages - Accept changes in contact cryptographic keys.
- **Import or Export** - Import and Export data as described in the topic "[Managing Data](#)" in this guide
  - Import backup - Import MCA backup.
  - Export backup - Export MCA backup.
- **Other**
  - Status indicator - You can view and edit your profile as described in the topic "[My Profile](#)" in this guide.
  - Connection button - You can select the application status as described in the topic "[Status and Security](#)" in this guide.
- **About** - Useful information about the MCA.
  - Terms and Conditions - Terms and conditions associated with the use of the MCA.
  - Privacy Policy - The MCA Privacy Policy.
  - Open source licenses - Contains all the legal notices associated with the MCA.
  - App Version - To be given to your MCA administrator or MCA Consultant should they need it.
- **Support** - Support for the MCA.
  - FAQ - Frequently Asked Questions on the usage of the MCA.
  - Send feedback - Email the developers of the application with feedback about the application.
  - Activity logging - Logs application performance to aid developers in improving the MCA.
  - Email log file - Send activity log to MCA developers.

- **Reset**
  - Reset image quality - Reset image quality preferences.
  - Clear data - Clear all application cached data including contacts and messages.

## 14 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.