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User Guide for Windows Desktop

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10 January 2018

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1 Introduction

This guide introduces the Desktop Client Application (DCA); 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 DCA for Windows ®

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

The DCA 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 DCA 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 DCA users are also assigned unique DCA Aliases.

1.2 Benefits of the DCA

The major benefits of the DCA 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 DCA is running in the background.

Note: In order to be supported, the device must be running a Windows Operating System of at least version 7.

1.3 User Interface

Please be advised that there may be differences from 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 it's settings. This should not interfere with your operation of the DCA.

1.4 Functionality Represented in this Guide

Your ability to view and/or use the functionalities of the DCA described in this guide will depend on the version of the DCA.

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1.5 Compatibility

The Windows version of the DCA can be used to securely communicate with other DCA users and MCA (Mobile Client Application) users using:

- Apple® Mac desktop devices with OS® version 10.10 and higher.
- Android™ mobile devices with Android 4.0.3 and higher.
- BlackBerry® 10 mobile devices.
- Apple® devices with iOS® 9 and higher.
- Companies with a Secure Gateway.
- Companies with the Enterprise Communications Service.

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2 Downloading and Installing the DCA

2.1 Preparing to Install the DCA

The DCA requires an active Internet connection to function. Please ensure that you have Internet access on your desktop device prior to attempting to install and/or use the DCA.

The DCA is linked to the email address used to register on the DCA, (the DCA ID). The DCA ID is not linked to a particular network.

2.2 Download and Install the DCA

Your DCA administrator will send you a link from which to download the DCA.

To download and install the DCA:

1. Follow the link and download the DCA.
2. Follow the installation prompts.
   Note: If you are presented with an 'Unknown Publisher' warning, choose to keep the .exe file and run it.

2.3 Registering on the DCA

The DCA opens automatically once installation is complete.

If you have previously registered on the DCA, fill in your Username and Password to sign in to the DCA.

Note: If you have previously registered on the DCA or the Mobile Client Application (MCA), you can sign in to the DCA with that Username and Password. This will automatically log you out of the MCA on your mobile device.

To register on the DCA:

1. Select the **Create Account** on the DCA.
2. Fill in the relevant fields then select the **Create Account** button.

Once you have registered a verification email will be sent to the email address you used to register on the DCA. The subject of this email is: **"Please Verify your Email Address"**. The delivery status of the email is displayed on your screen. Some mail filters can incorrectly place the email in Junk or Spam folders.

To complete registration on the DCA verify your account by opening the verification email and following the relevant links.

You can sign in to the MCA by filling in the **Username** and **Password** fields, then selecting **Sign In** . On completion the DCA **Conversations** screen is displayed (Figure 2 - 1).

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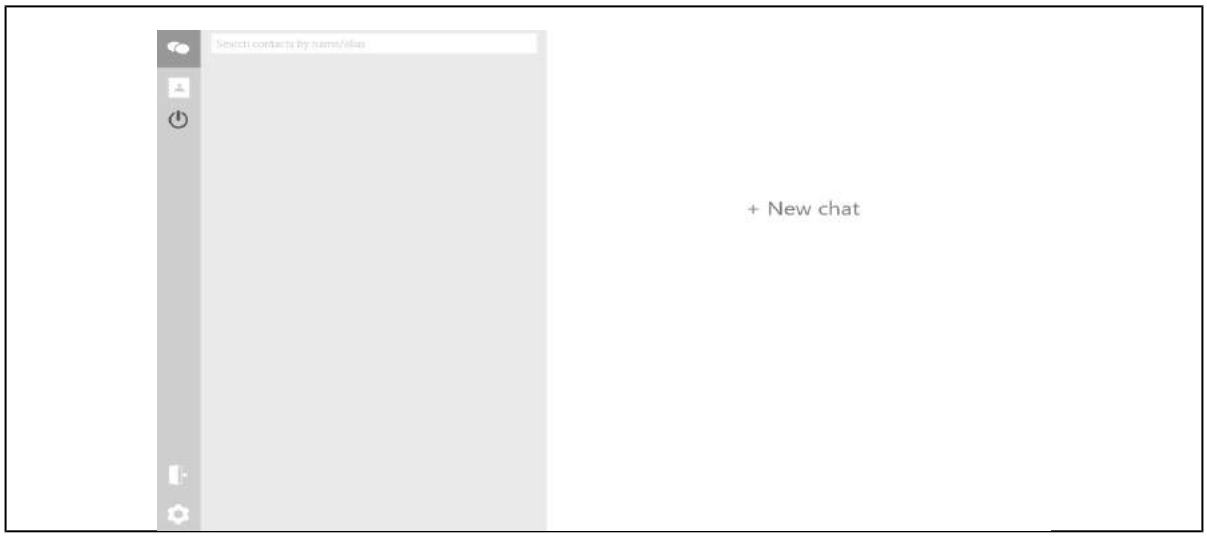

Figure 2 - 1: Conversations Screen

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3 DCA Status and Security

3.1 Sign Out of the DCA

To sign out of the DCA:

1. Select the **Sign Out** icon (Figure 3 - 1).

Figure 3 - 1: Sign Out Icon

2. Select the **Yes** button to sign out of the DCA, select the **No** button to stay signed in to the DCA.

3.2 Contact Authentication

Additional security measures are suggested when communicating highly sensitive information.

3.2.1 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.

3.2.2 Authenticating a Key Request

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

Before sending secure messages to a contact, you should confirm the Key Request code displayed in the conversation (Figure 3 - 2) using another platform such as email or a text message from a mobile device.

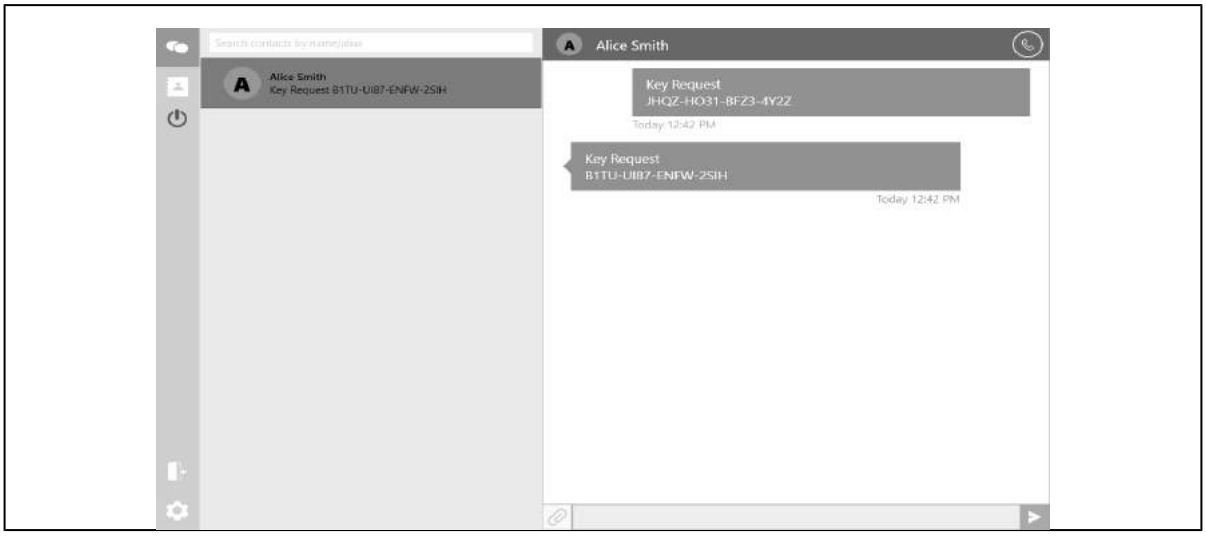

Figure 3 - 2: Key Request

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4 Managing Contacts on the DCA

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

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

4.1 Add a Contact

To add a contact to the DCA:

1. Select the **Add Contact** button on the Contacts Screen (Figure 4 - 1).

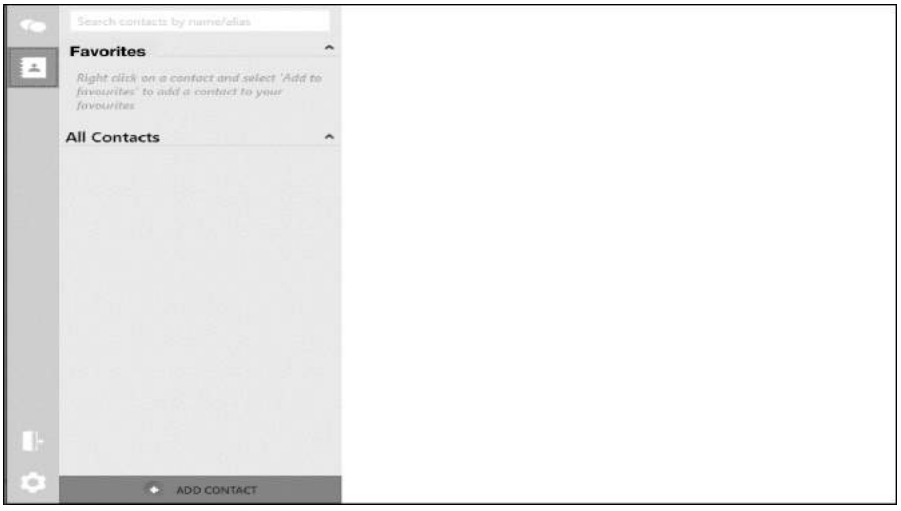

Figure 4 - 1: Contacts Screen

2. Fill in the contact's Name and DCA Alias; this is the email address your contact used to register on the DCA (Figure 4 - 2).

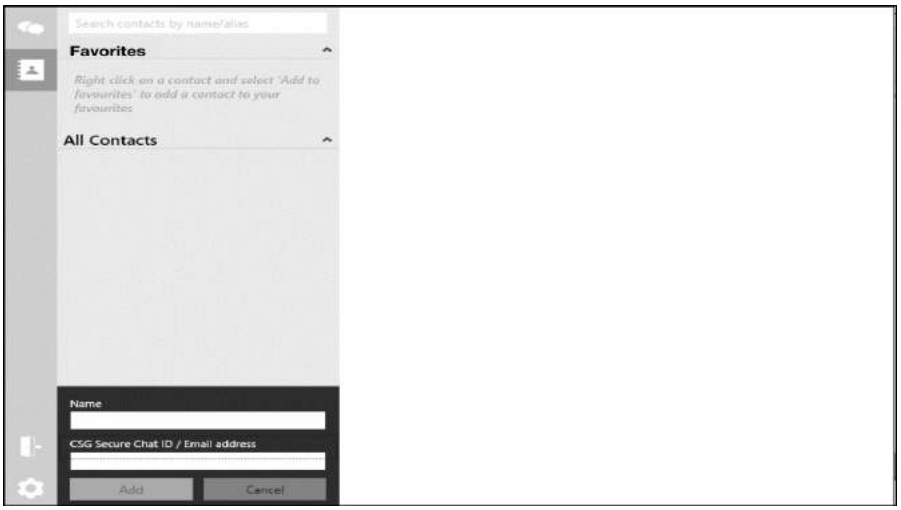

Figure 4 - 2: Add Contact

3. Select the **Add** button.
   Note: If the contact is not registered on the DCA you will not be able to add them to your verified contact list.

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4.2 Delete Contact

To delete a contact from the DCA right click the name of the contact you would like to delete then, select **Delete Contact** from the Contact Options drop down (Figure 4 - 3).

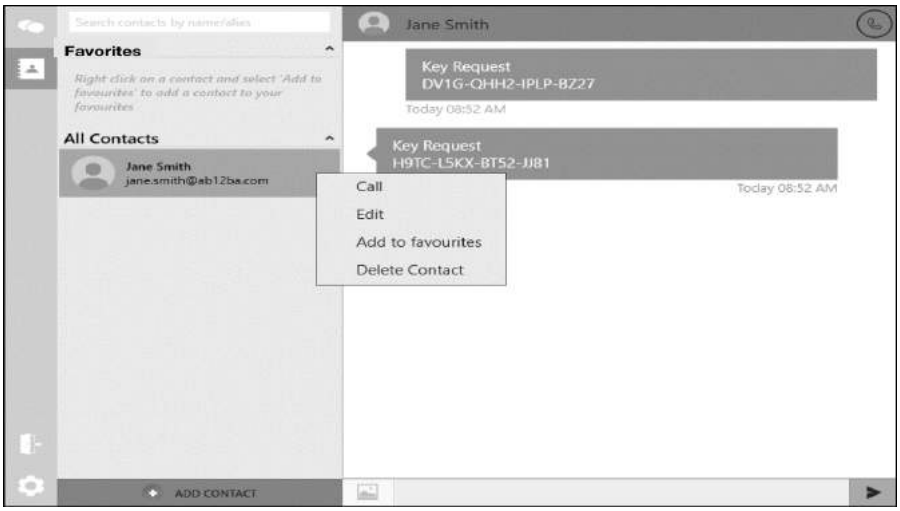

Figure 4 - 3: Contact Options

4.3 Marking Contacts as Favorites

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

To mark a contact as a favorite:

1. Select **Add to favorites** from the Contact Options drop down (Figure 4 - 3).
2. The contact will now appear in the Favorites list at the top of your contact list (Figure 4 - 4).

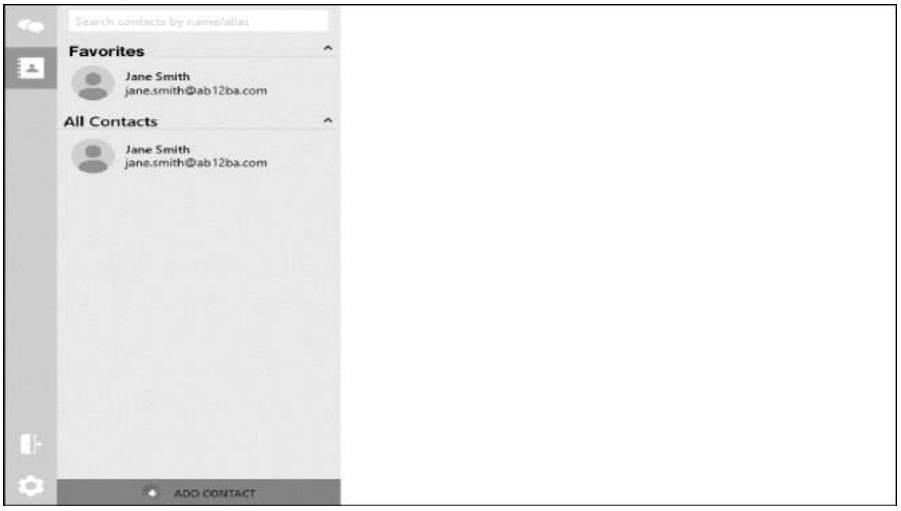

Figure 4 - 4: Favorite Contact List

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3. To remove the contact from the Favorites list right click on the contact's name and select **Remove from favorites** in the Favorite Contact Option drop down (Figure 4 - 5).

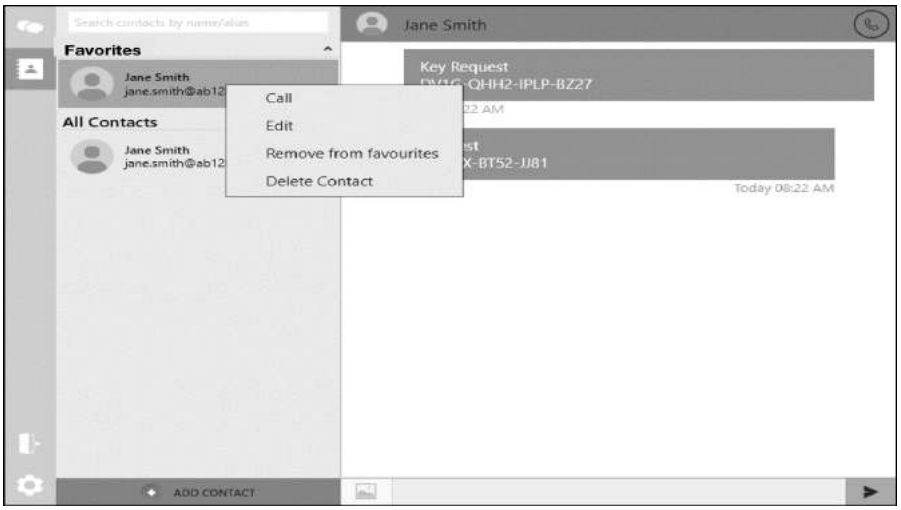

Figure 4 - 5: Favorite Contact Options

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5 My Profile

To view your profile:

1. Select the **Settings** icon (Figure 5 - 1).

Figure 5 - 1: Settings Icon

2. Select the **Profile** tab in Settings (Figure 5 - 2).

Figure 5 - 2: Settings

3. To change your profile picture select the **Upload Image** button to search for a picture on your desktop. Once you have chosen your picture select the **Open**. Select **Cancel** to undo editing your profile picture.
4. To edit your profile details select the relevant field; **First Name**, **Last Name** or **Status**, and edit it (Figure 5 - 2).

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6 Calling

When the DCA is online on your device it can be used to make and receive secure calls with your verified contacts.

6.1 Make a Secure Call

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

To make a secure call:

Select the contact you would like to call then select the **Call** icon (Figure 6 - 1).

Figure 6 - 1: Call Icon

6.2 Receive and Reject a Secure Call

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

To receive a secure call select the **answer** button on the incoming call notification. To reject a secure call, select the **reject** button on the incoming call notification.

6.3 In Call Display

You have access to the following in call options (Figure 6 - 2).

Call Timer - Displays call duration.

End Call button - Allows you to end the call.

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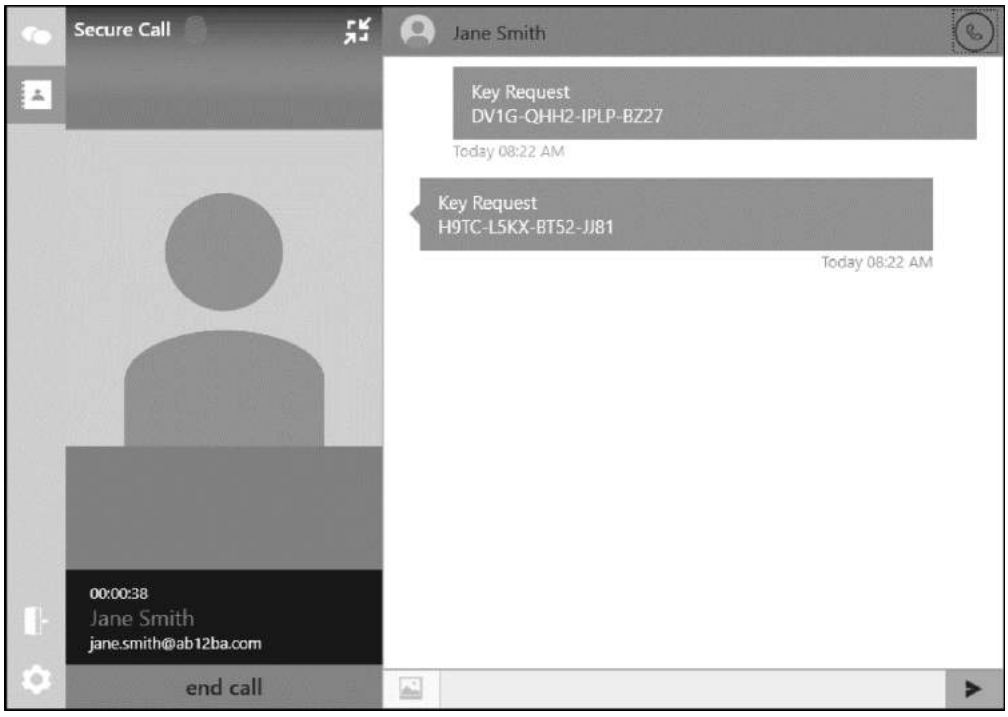

Figure 6 - 2: In Call Display

6.4 Call History

You can view your call history with a contact in both the Contacts and Conversations screens by selecting the contact (Figure 6 - 3).

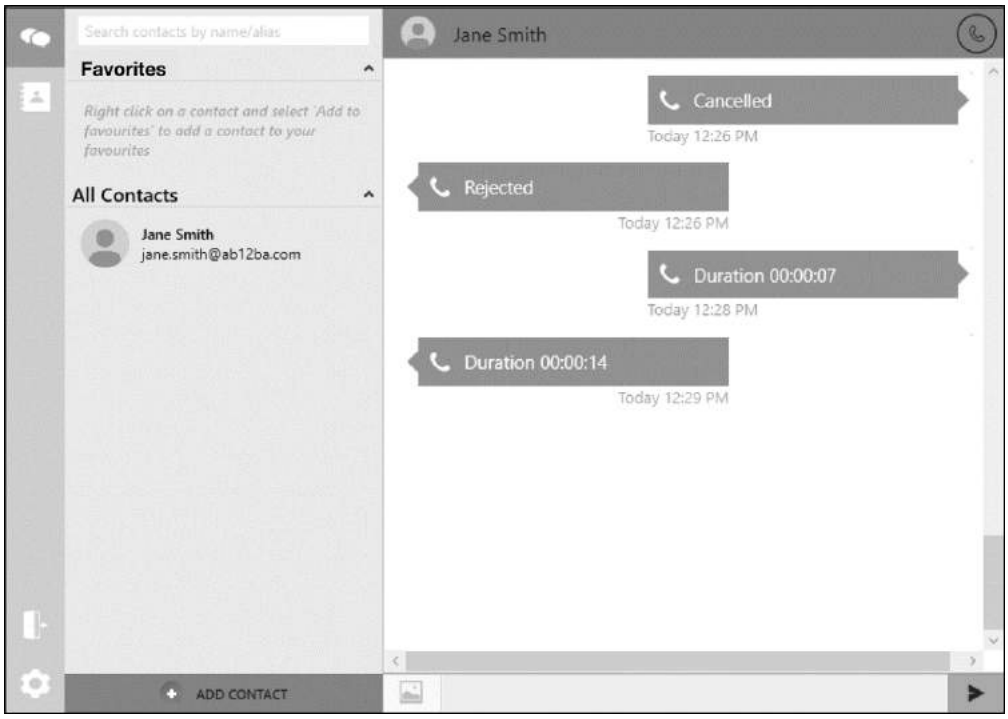

Figure 6 - 3: Call History

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7 Messaging

Messages can be sent from a conversation in the Conversations screen or by selecting a contact in the Contacts screen.

7.1 Send a Secure Message

To send a secure message:

1. Select the contact you wish to send a message to.
2. Select the **Text Entry Field** (Figure 7 - 1).

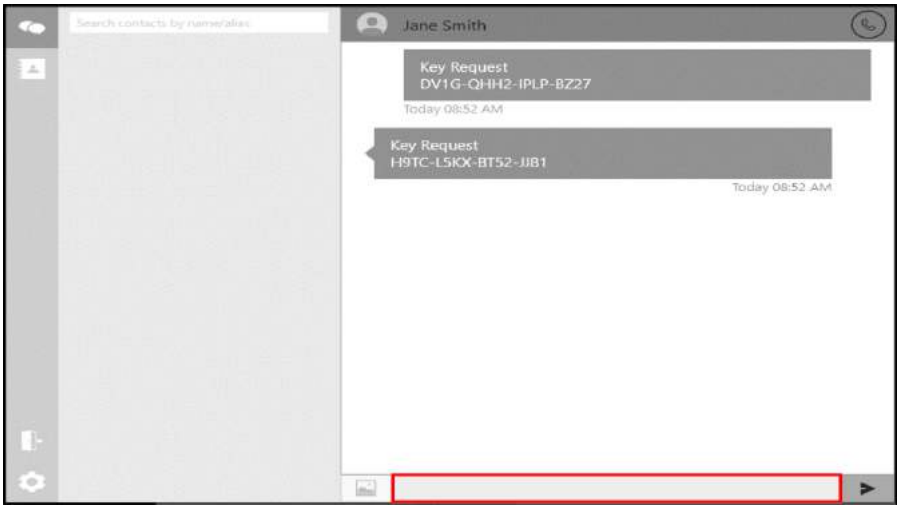

Figure 7 - 1: Text Entry Field

3. Type your message then select the **Send** icon to send the message.

   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 7 - 2).

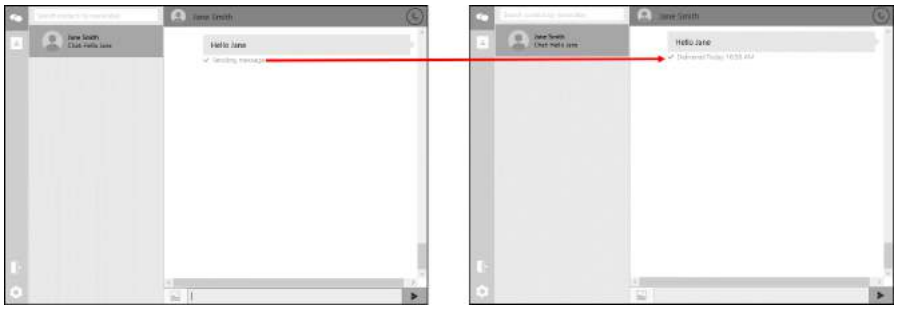

Figure 7 - 2: Delivery Status

7.2 Receive a Secure Message

You will be notified when you receive a secure message.

To view the message:

1. Select the DCA icon in the Task Bar.

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2. Select the contact with the notification in the Conversations screen (Figure 7 - 3).

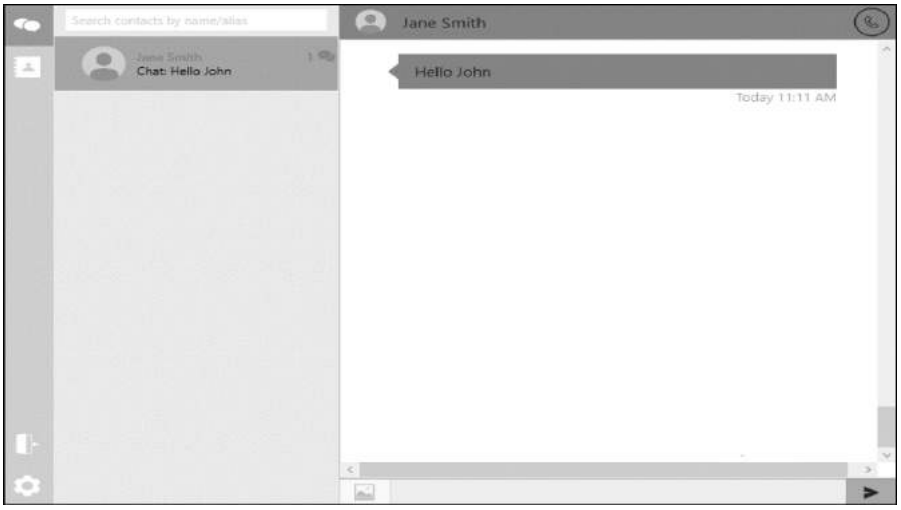

Figure 7 - 3: Message Notification

7.3 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 the text to copy then right click. Select **Copy** in the **Message Options** drop down (Figure 7 - 4).

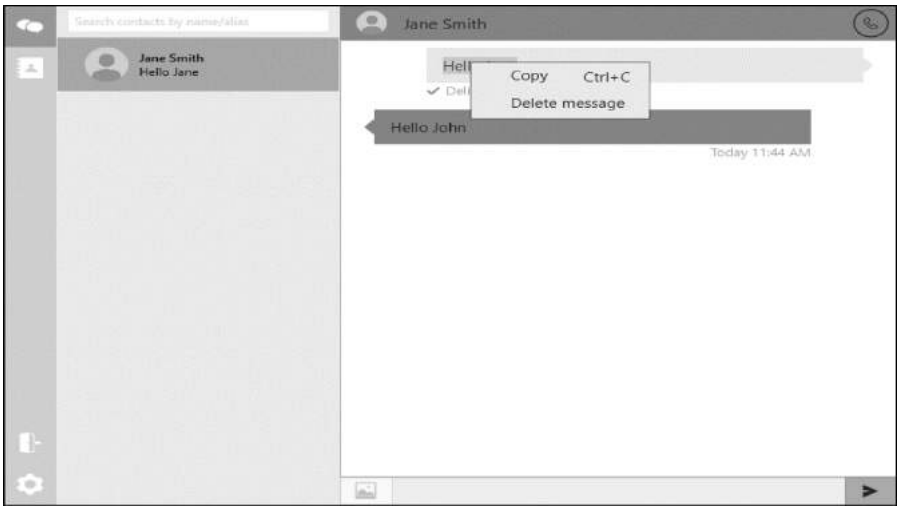

Figure 7 - 4: Message Options Drop Down

3. Open the conversation with the contact you wish to copy the message to.
4. Right click the Text Entry Field and select **Paste**.

7.4 Delete Message

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

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To delete a message:

1. Select the conversation from which to delete a message.
2. Right click the message to be deleted, then select **Delete** in the Message Options drop down (Figure 7 - 4).

7.5 Delete Conversation

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

To delete a conversation:

1. Right click the contact in the Conversations screen.
2. Select **Delete** in the Conversation Options drop down.

Note: You can also Call the contact and Delete the contact from the Conversation Options drop down.

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8 Group Messaging

Group Messages can be sent from a conversation in the Conversations screen or by selecting a group's contact in the Contacts screen.

8.1 Create the Group

To send messages to a group, you must first create the group using the DCA:

1. Select the **Create Group** button on the Contacts Screen.

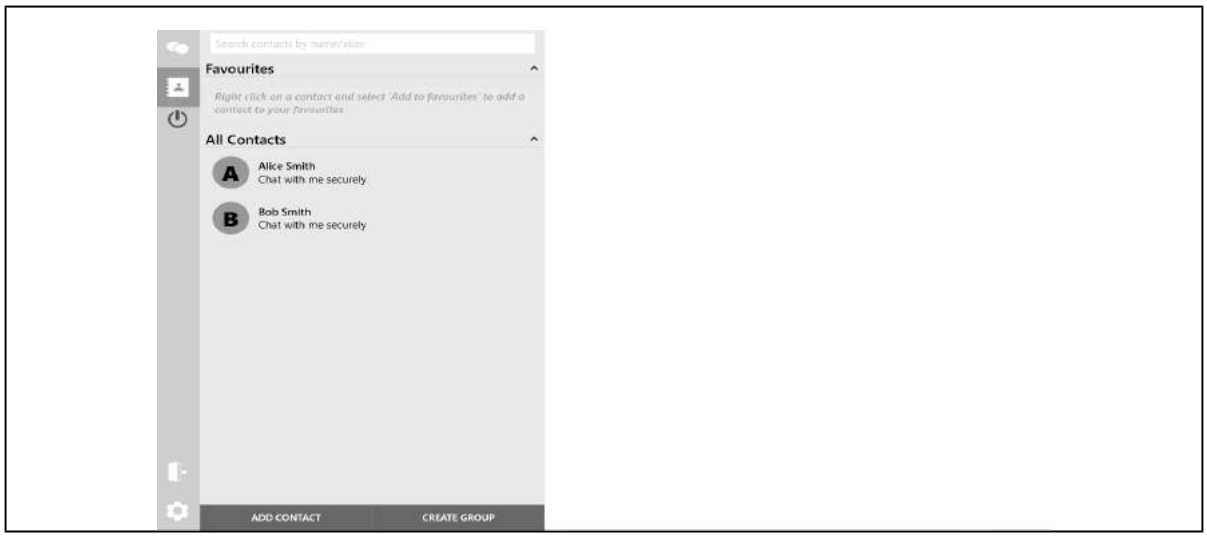

Figure 1: Contacts Screen

2. The **Create Group** window will appear and shows all your contacts that can be added to your group.

Figure 2: Create Group Window

3. In the **Group Name** field, type in the name of your group. 4. Then select the contacts which you want to add into the group. 5. Clicking on a selected contact will deselect the contact.
6. Finally, click **Create Group** for the group to be created with the selected contacts.

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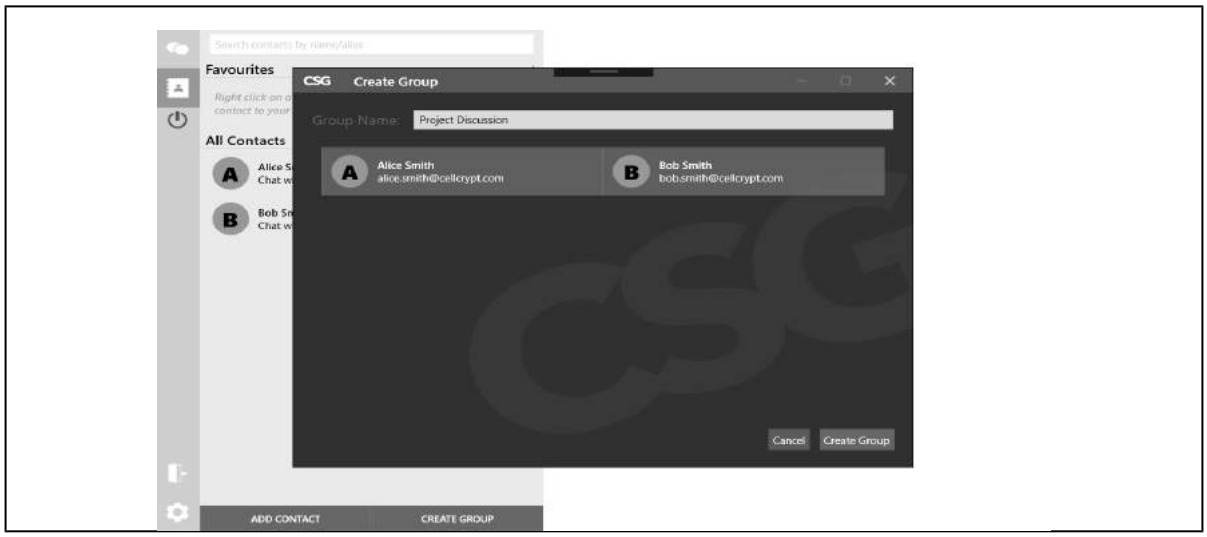

Figure 3: Group name set and group members selected

7. After a few seconds, your group will be created and will appear in your Contacts Screen.

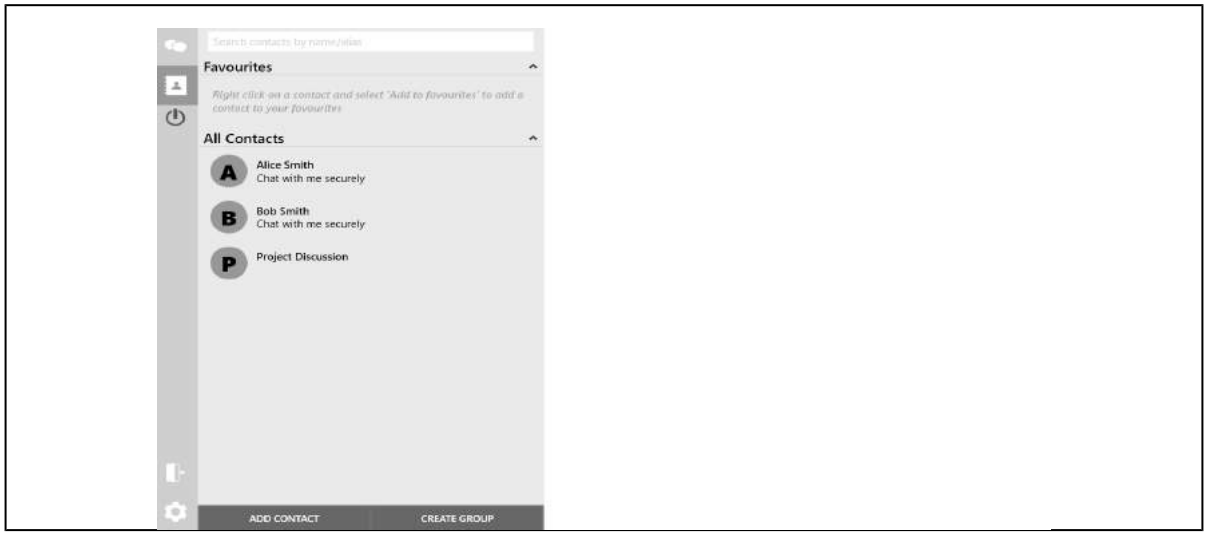

Figure 4: New group appears in the Contacts screen

8.2 Send messages to a group

1. Select the Conversations Icon and then select the group's name to begin a conversation.

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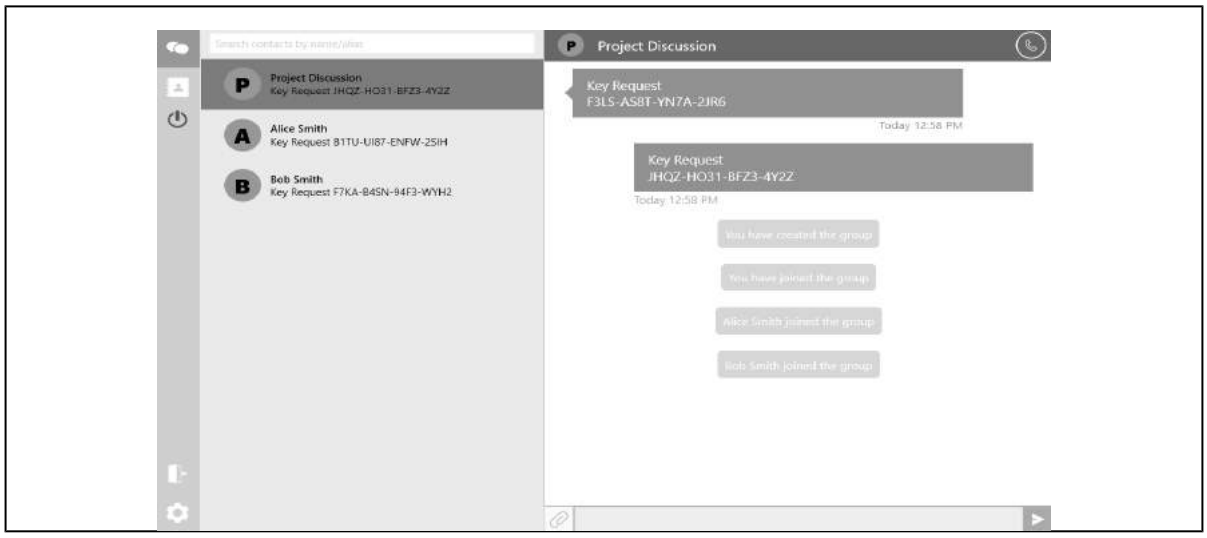

Figure 5: A group's conversation

2. Now type in your message into the **Text Entry Field**. 3. When you are ready to send the message, click on the **Send Button**.

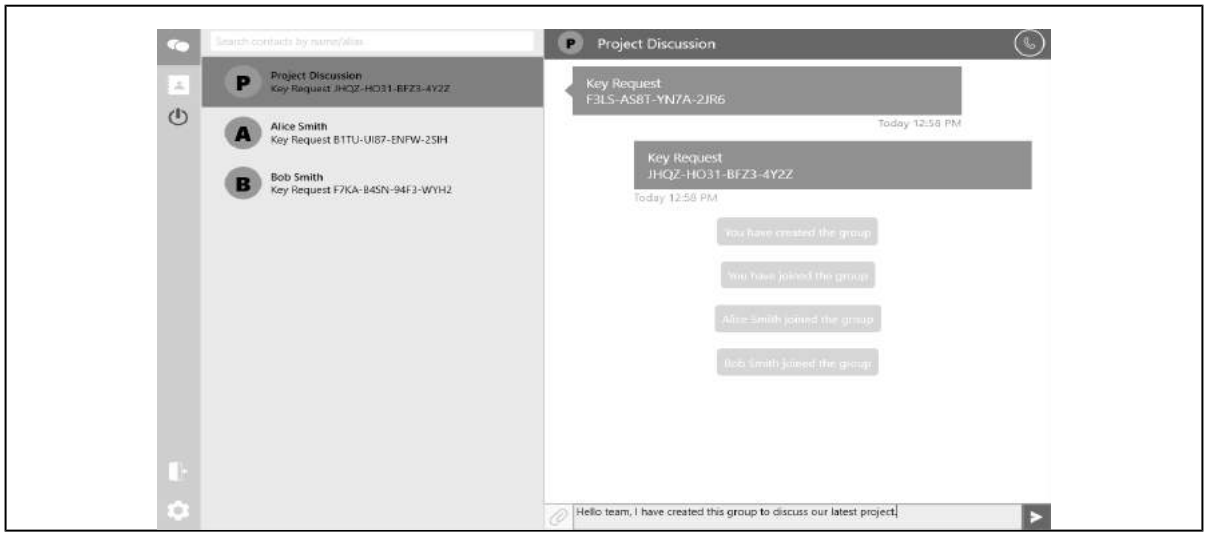

Figure 6: Writing a message

8.3 Example Group Conversation

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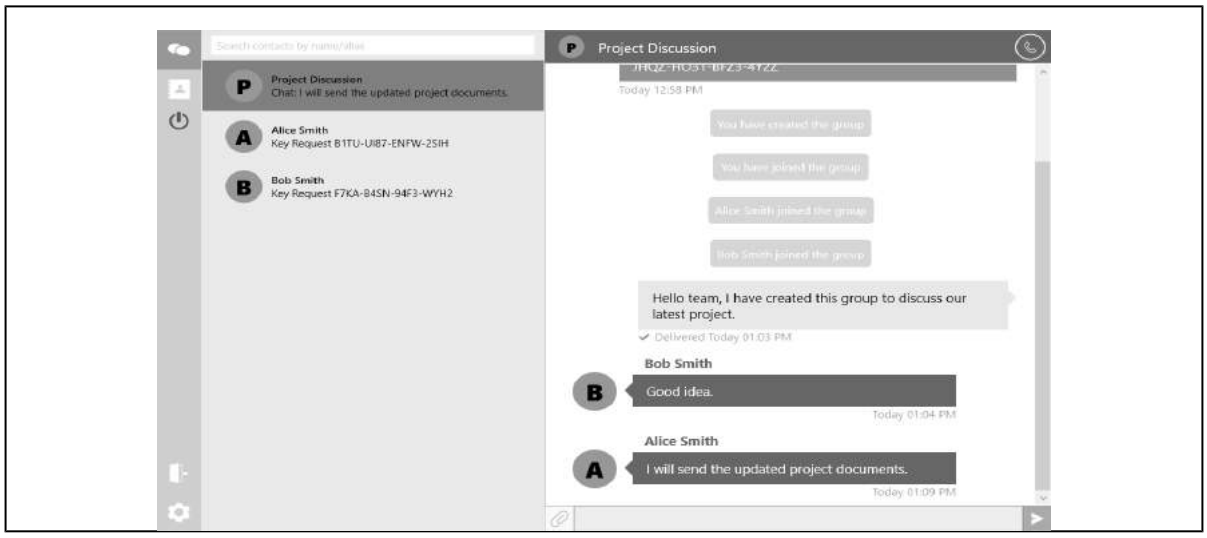

Figure 7: Example group conversation

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9 Attachments

Attachments can be sent from a conversation in the Conversations screen or by selecting a contact in the Contacts screen.

9.1 Send Secure Attachments

1. Select the **Attachment** icon to the left of the Text Entry Field (Figure 8 - 1).

Figure 8 - 1: Attachment Icon

2. Choose an attachment from your desktop and select the **Open** button.
   Note: You can also drag and drop an attachment from your desktop into the conversation to send an attachment.
   Note: The message sent and delivered icons are the same as described in topic 'Send a Secure Message' in this guide.

9.2 Receive Secure Attachments

You will be notified when you receive a secure message.

To view the message:

1. Select the DCA icon in the Task Bar.
2. Select the contact with the notification in the Conversations screen.

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3. To download the attachment, click on the attachment in the chat (Figure 8 - 2).

Figure 8 - 2: Download Attachment

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

4. Click on the attachment once it is downloaded to open it.

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10 Managing Data on the DCA for Windows

10.1

10.2 Managing Data

The DCA allows you to perform data backups by exporting your Verified Contacts List or Verified Contacts List and Conversations.

10.2.1 Export DCA Data

To export DCA data:

1. Select the Settings icon.
2. Select the **Backup/Restore** tab (Figure 9 - 1).

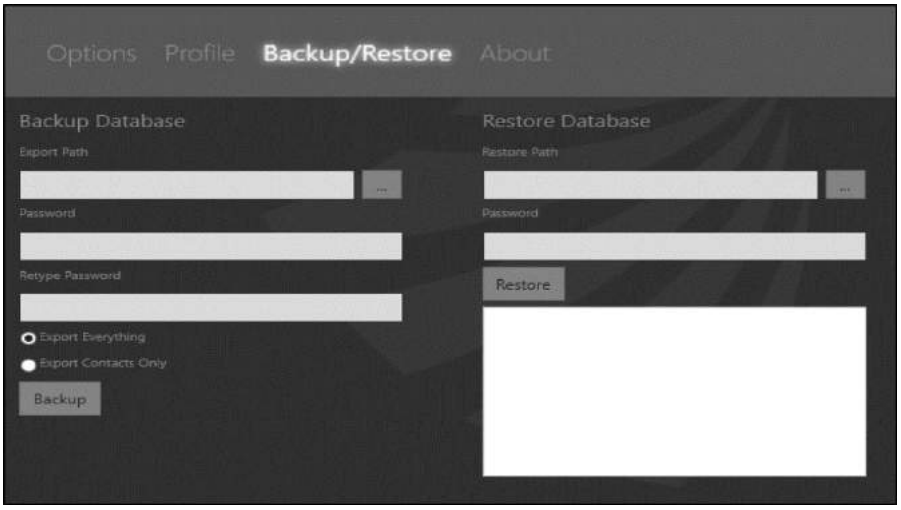

Figure 9 - 1: Backup/Restore DCA Data

3. Under **Backup Database** select the file to save your data export to in **Export Path**.
4. Select a **unique password** for the backup. This is the only password that can be used to import the backup.
5. Select to export Contacts Only or Contacts and Messages.
6. Select the **Backup** button. You will receive a notification that your export was successful.

10.2.2 Import DCA Data

To import DCA data:

1. Select the Settings icon.
2. Select the **Backup/Restore** tab (Figure 9 - 1).
3. Under **Restore Database** select the file to import data from in **Restore Path**.
4. Enter the unique password for the backup file then select the **Restore** button. You will see a summary of the number of conversations and contacts successfully imported.

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10.2.3 Remote Wipe

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

You and the DCA 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 DCA.

When a device undergoes a Remote Wipe, all DCA 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.

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11 Settings

The DCA Settings offer access to additional options and information.

To access the DCA settings:

1. Select the Settings icon.
2. Select the **Options** tab to set your preferences for the DCA.
3. Select the **Profile** tab to edit your profile as described in the topic 'My Profile' in this guide.
4. Select the **Backup/Restore** tab to manage DCA data as described in the topic 'Managing Data' in this guide.
5. Select the **About** tab to view the DCA Terms and Conditions, Privacy Policy, FAQ DCA version.
6. To check for DCA updates select the **Check for updates** button in the About tab.
7. To send feedback to the developers select the **Send application log** button in the About tab.

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12 Glossary

DCA - Desktop Client Application

MCA - Mobile Client Application

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.

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