



silent circle

Silent Phone Handbook

Enterprise Privacy Platform

DEVICES

BLACKPHONE

Blackphone is the world's first smartphone built from the ground up to be private by design. Now bigger, faster, safer.

POWERED BY SILENT OS

Silent OS is our Android-based operating system, enhanced to address mobile privacy concerns facing enterprises today. Free of bloatware, hooks to carriers, and leaky data, Silent OS puts privacy in your hands without the usual compromises. Spaces enable work and personal lives to coexist on a single phone.



SOFTWARE



SILENT PHONE

Private calls, messaging, and file transfer for any iOS or Android device. With the Silent Phone app, encrypted voice to video chat, conference calling, and voice memo capability ensure your business is protected with the utmost security.

With Silent Phone you get: unlimited member-to-member talk and text; unlimited inbound calls from anyone, anywhere; and protected outbound calls even to non-members.

Get in the Circle.

SERVICES

SILENT MANAGER

Silent Circle offers a user-friendly and secure web-based service to manage the users, groups, plans and devices in place across your enterprise with simple, zero-touch deployment.

INTEGRATE YOUR MDM

Get your enterprise up and running easily. Blackphone integrates with popular MDM systems and the Android for Work Program.

CITRIX **Good** **SOTI**



Silent Phone



Silent Phone (SP) allows private, encrypted communication and secure file transfer on any device, for everyone in your enterprise. Silent Phone uses Silent Circle's cloud-based private calling network works over any TCP/IP network connection using Wi-Fi or cellular and uses ZRTP and ZINA protocols for the best security available. The application provides secure encrypted calling, video and text messaging which is consolidated into one app to streamline the customer experience. Silent Phone is easy to deploy and needs no additional IT infrastructure. For additional information and frequently

asked questions visit <https://www.silentcircle.com/support>.

Silent Phone Android

Silent Phone Settings

To access the Settings menu tap on the three bar icon at the top left of the screen. The settings include the following:

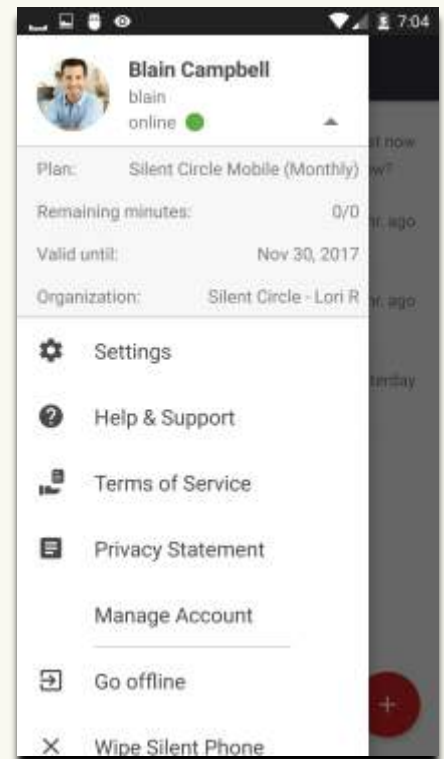
Account Info

- Displays the user profile, including:
 - Phone number: if your account has a Silent Phone number associated it will appear here.
 - Plan: the type of subscription plan associated to your username.
 - Remaining minutes: if Silent World is enabled you will see here how many minutes you have left for the current calendar month.
 - Valid until: shows when your subscription is due to expire.
 - Organization: enterprise accounts will see the name of their organization here.

Settings

Security Options

- Passcode: set a passcode to lock Silent Phone from prying eyes. Optional settings to set the length of time until the passcode is requested after



navigating away from the app or locking your phone and also to wipe Silent Phone data after 10 failed attempts.

- Devices: Displays a list of provisioned devices and allows members to remove old devices.

Call Options

- Ringtone: choose from different ringtones to play when receiving a SP call. This allows members to differentiate a Silent Phone call from a native dialer call.
- Dial assist: Allows members to automatically format numbers with a specified country code.

Messaging Options

- Play sound for messages: you can toggle sound notifications for incoming messages On/Off.
- Notification tone: choose from different ringtones to play when receiving a SP message.
- Notification light: if your device supports it, you can choose a different coloured light to be used when receiving a SP message.
- Vibrate pattern: choose from different vibration patterns to be used when receiving a SP message.

Other Options

- Reset tutorial screens: view the tutorial screens from the beginning.
- Reset warnings: Resets previously shown warnings that the user chose to persistently hide, ie. “don’t show this warning again.”
- Show all errors: minor software errors that don’t affect your experience are hidden by default.³
- Enable debug mode: stores certain details on device that can help when reporting issues.

Silent Phone Build

- Shows version of app being run

Help and support

- Links to Silent Circle’s [support page](#).

Terms of Service/Privacy Statement

- Links to Silent Circle’s [Terms and Conditions page](#).
- Links to Silent Circle’s [Privacy Policy page](#).

Manage Account

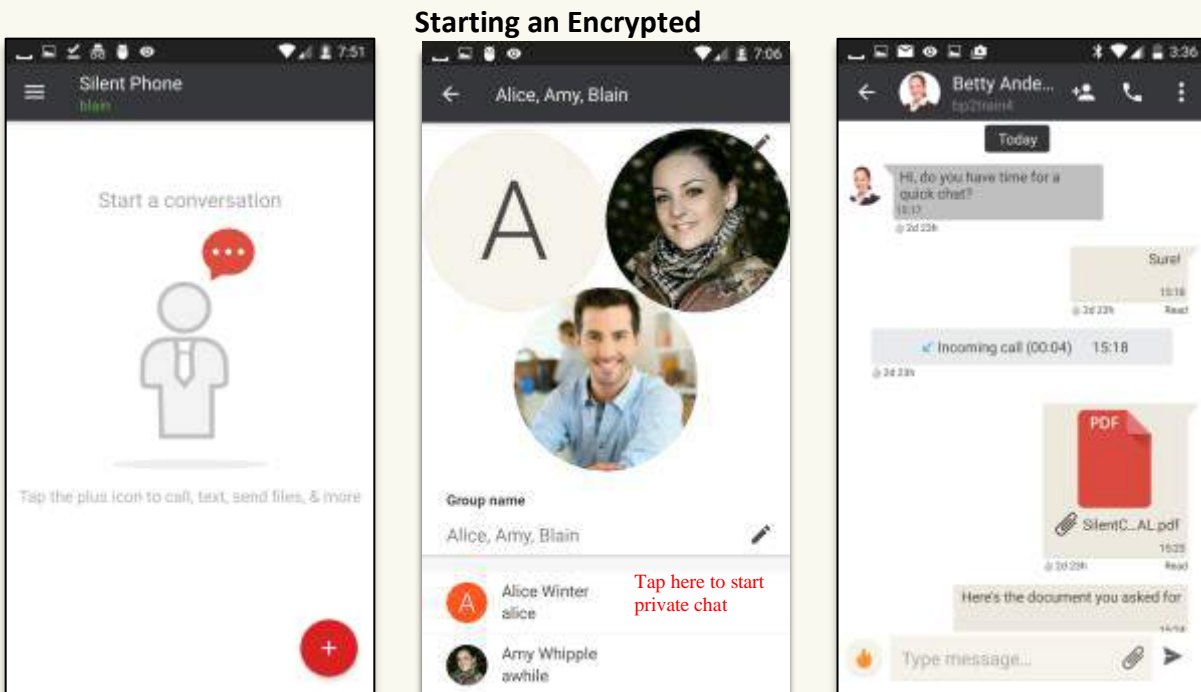
- Link to [accounts web portal](#) to manage user account

Wipe Silent Phone

- Clears application data and logs member out of application

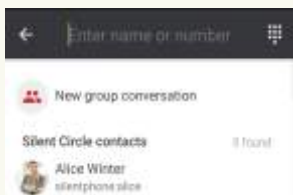
Conversation View

Conversation view allows members to view all messages and calls from one member to another in a single view.



Conversation

To start an encrypted conversation, tap on the “+” icon at the bottom of the screen. Enter the person’s first name, last name or username to search your contacts or directory. You can also enter the phone number. Select the user from the results to start the conversation.



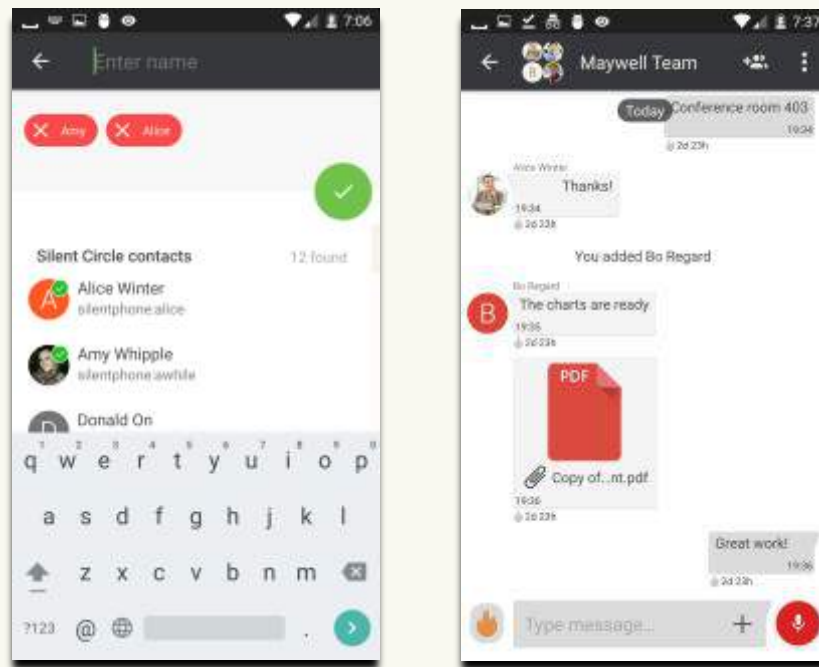
Group Conversations

To start a group conversation, tap on the “+” icon at the bottom of the screen. Next, tap on “New group conversation.” Start typing the user’s first name, last name or username to search for your contact. Tap on the results to add them to the group list. Add others to your group, then tap on the green check mark to start the group conversation.

Anyone in the group conversation can add others to the group or change the burn timer for the conversation. The burn timer starts as soon as a message is sent.

To remove yourself from the group you can either swipe left on the conversation from the conversation history screen to delete the entire thread or go to the conversation, tap on the three dots in the upper right, go to Group Members and tap on “Leave group.” If a user has

accidentally removed themselves, they can be added back by any other member of the group. Tap on any members line in the group and open a private conversation with that member. You can also change the name of the group and add a group avatar from this screen.



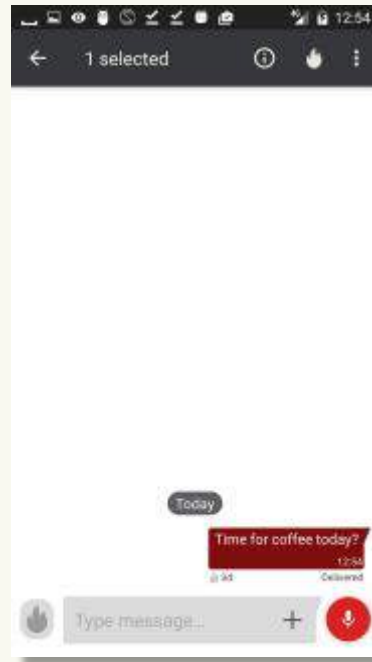
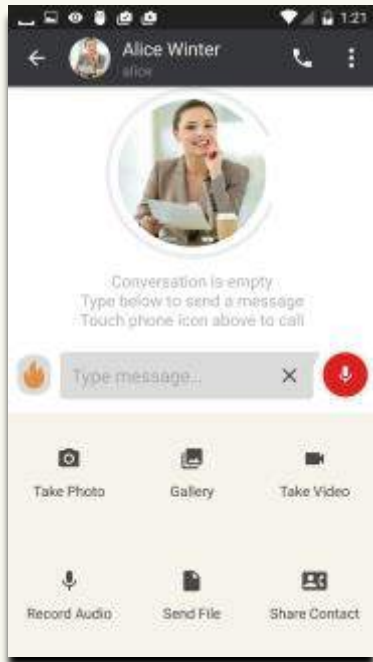
Message Settings

Chat settings can be accessed by tapping the three dots in the top right corner of the chat screen.

- Share location: Share location with chat partner. To use this option, enable location under device settings
- Clear conversation: Clear all messages within a conversation
- Status of devices: shows status of your partner's device

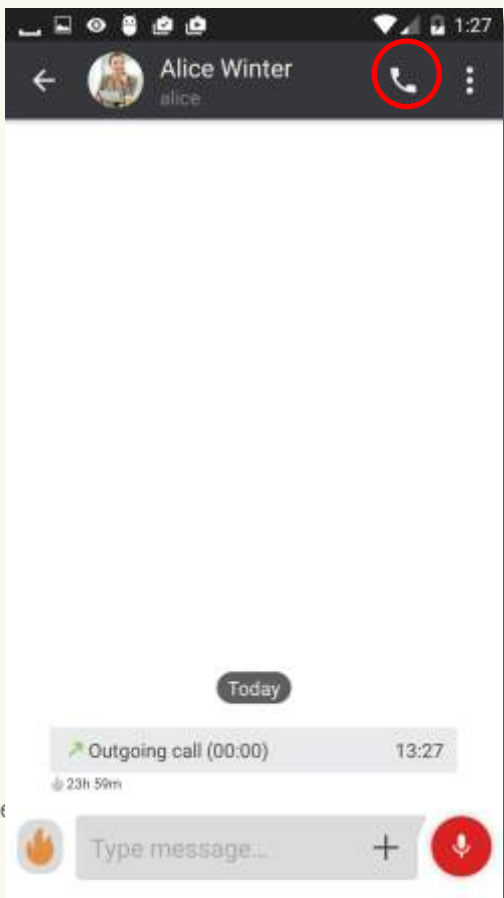
Message Features

- Attachments: Attachments can be sent by tapping the '+' icon in the message box. Members can take photos and video, send files and photos, record audio, and share contacts.
- Burn: By tapping the fire icon next to the message box, members can set a *scheduled burn* time from 1 minute to 90 days. After this time, the messages disappear. To complete an *immediate burn*, touch and hold the message to be burned and tap the fire icon at the top of the screen. This will remove the message from both the sender and receiver's device.

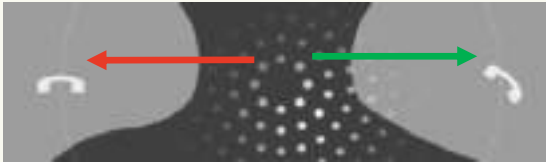


Making a Call

After creating a conversation thread with another user, tap on the handset in the upper right of the conversation window.



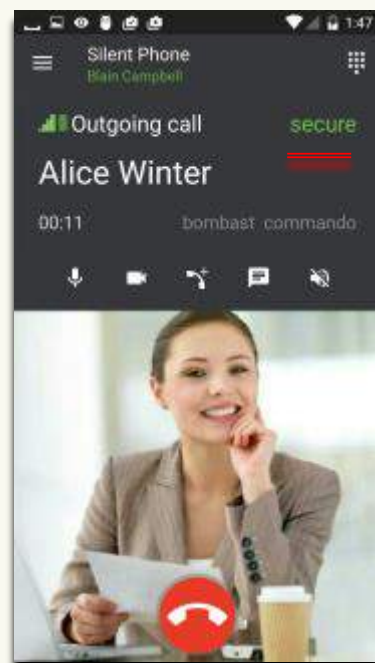
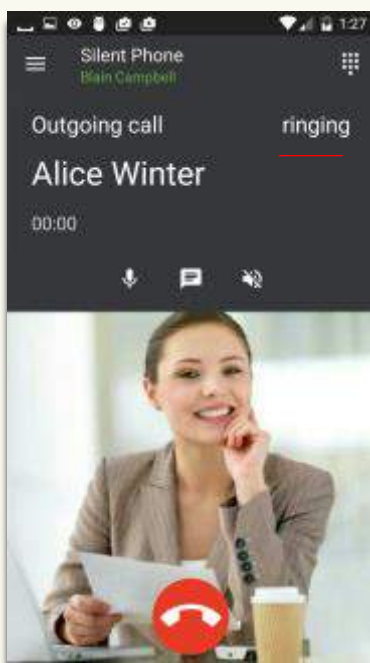
Answering a Call

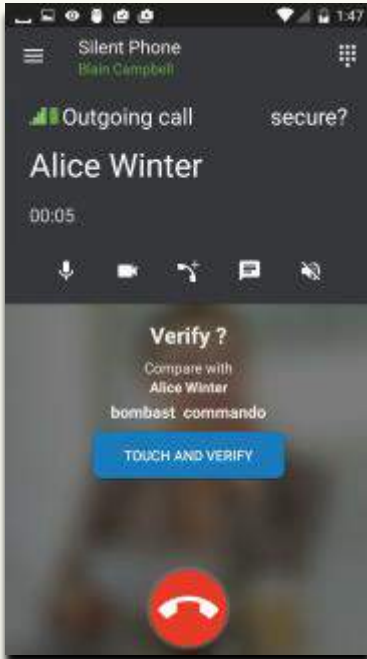


To answer an incoming call, swipe the phone icon at the bottom of the screen to the right. To ignore the call, swipe the phone icon to the left. To hang up at the end of the call, press the red phone icon at the bottom of the screen.

Securing a Call

Once you call someone you will see the app locating the end user you have dialed. Once located, the key exchange will be performed. You will then be prompted with the short authentication string, also known as the SAS, and “touch and verify”. Clicking on touch and verify brings up the dialogue box with the SAS. You should verbally compare the words that you see on your screen with the call recipient. If you both see the same words it means there is no Man-in-The-Middle (MiTM) attack. Click on ‘confirm’ once you have confirmed the words are the same on both sides. The call is always encrypted even if you have not validated the SAS but it provides an extra layer of assurance.





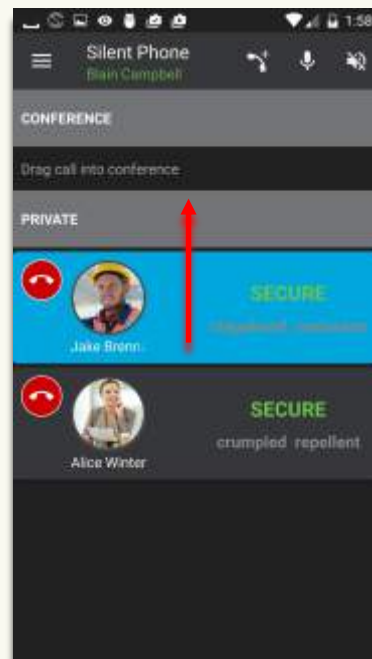
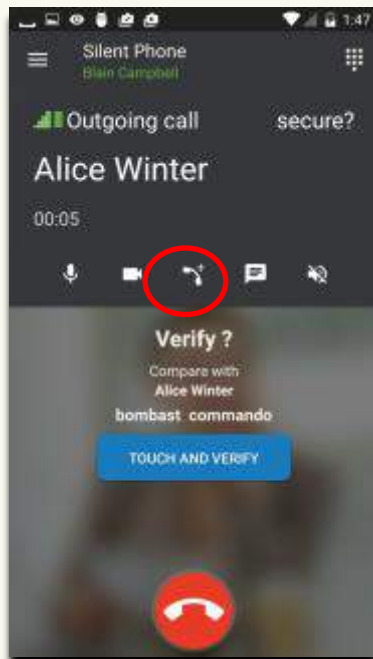
Call Control

Call controls include mute, video, call manager, text messaging and speaker phone. To initiate a video call, during an active call tap on the video camera icon from the menu and video captured from your device will appear on the phone of the recipient. The other user will see a camera icon on their device, tapping on it will start the video transmission from their device to yours.

Conference Calling

You can setup a conference call between multiple users by following these steps:

1. Call one of the contacts you wish to have a conference call with. While the first call is on-going, tap “Add Call” and dial the username of the other person(s) you wish to add to your conference call.



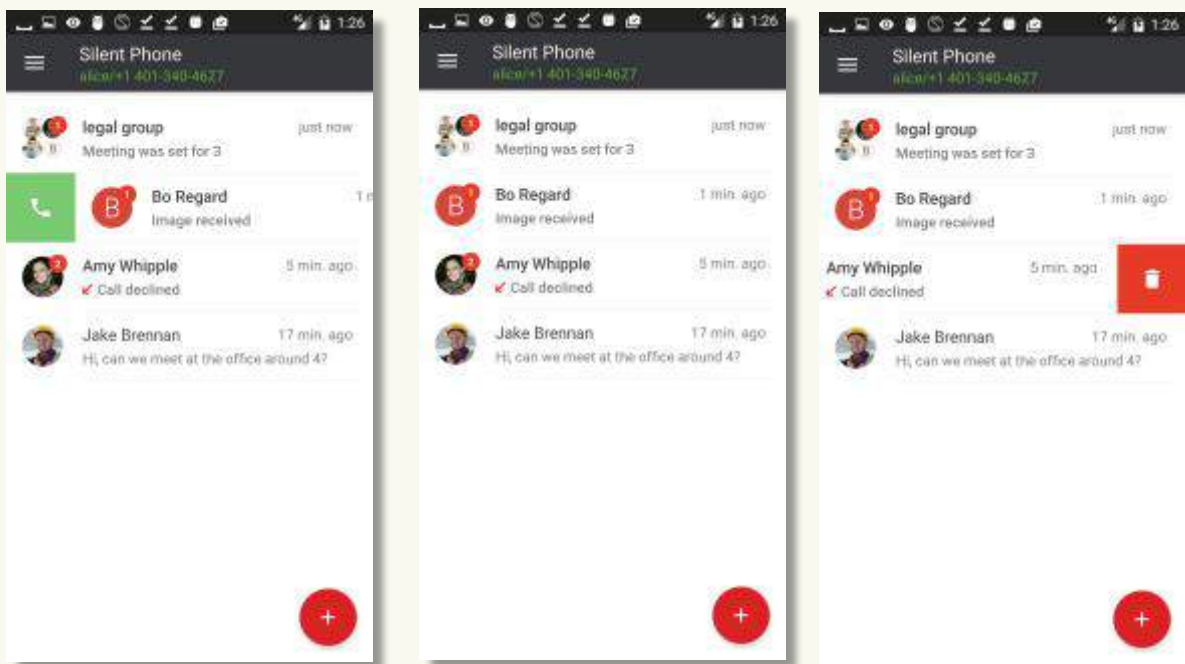
2. Using the “Add Call Button,” access your active calls. Initially all calls will be private calls meaning you can speak to one person at a time. Drag the conference call icon to transfer calls into the Conference space.

- Once calls are in the Conference space all participants can hear each other. You can pull individual calls in and out of the conference by long press and draggin them to the conference or private space. Calls not in the conference will be automatically placed on hold until you tap on the call. You can end a call by tapping on the red phone icon.

Managing Conversations

The conversations log shows a list of both incoming and outgoing calls and messages. To view details of a specific conversation, press on a name to view messages and calls between you and that person. To delete a specific message, call instance or entire conversation, press and hold the item you wish to delete and select the burn icon at the top of the screen.

Silent World Calls



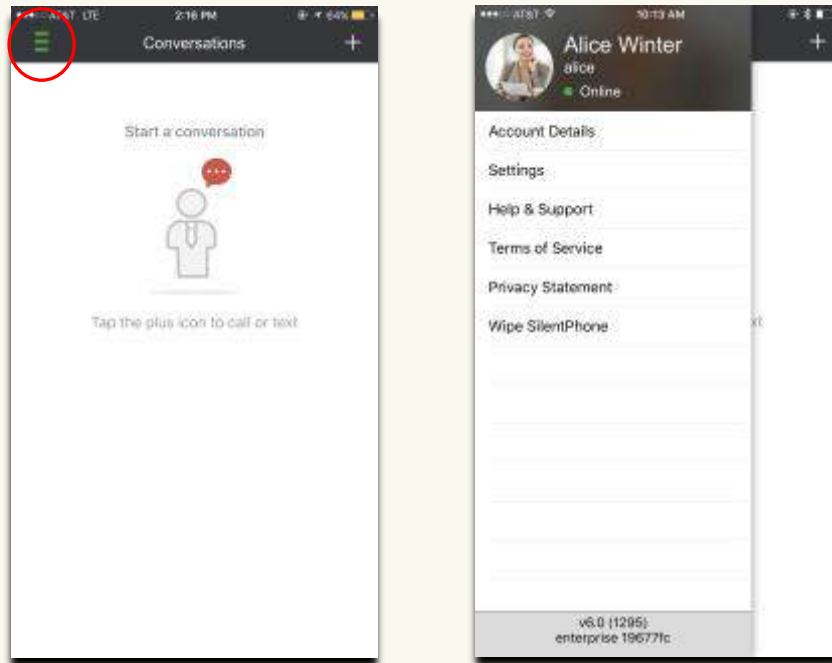
To place a call to a non-subscriber you need to enable Silent World on your account. If you have Silent World, simply long press the 0 key to insert a '+' symbol then dial the country code followed by the phone number. Note that not all countries are supported and the complete list is here

<https://www.silentcircle.com/coverage/> To make this easier, Silent Phone includes a dialing assistant for accounts with Silent World that will automatically add a country code of your choice in front of the number you are trying to reach. Dial Assist can be found in Silent Phone Settings.

Silent Phone iOS

Silent Phone Settings

Settings can be accessed by clicking on the three horizontal lines “hamburger” in the upper left corner of the conversation history screen.



Settings include the following:

Account Details

Displays a member’s Name at the top half of the screen, under the account’s avatar. In this section, members are able to upload or take a profile picture to be associated with their account. Your profile also contains an online indicator. This indicator has three states:

- Red – not connected to Internet or Silent Circle.
- Blue – in between state where we are making the connections/handshakes to the servers.
- Green – connection to internet and SC servers.

If you are unsure of your connection or are experiencing conversation issues, check the indicator next to your profile or the slide out settings “hamburger” next in the upper left corner of the conversation history screen.

The bottom half of the screen includes the following:

- Username: your Silent Circle username
- Phone Number: your Silent Phone number (if the account includes one)
- Organization: if the account is part of an Enterprise account the name of the organization will appear here
- Subscription plan type
- Remaining minutes: if the subscription plan includes Silent World minutes you will see here how many minutes you have left for the current calendar month
- Devices: the number of devices associated to the account including the device(s) Fingerprint and ID

Settings

Passcode

- Set a passcode to lock Silent Phone from prying eyes. Optional settings to set the length of time until the passcode is requested after navigating away from the app or locking your phone and also to wipe Silent Phone data after 10 failed attempts.

User Interface

- Desktop phone mode: disables sleep while connected to external power and app is running in foreground.
- Enable Dialing Helper: Allows members to automatically format numbers with a specified country code.
- Dialing preference: Select the preferred country code to be used with phone numbers
- Show all errors: Turning this on allows you to see all minor software errors. Used for troubleshooting purposes only.
- Native Call Screen support: Toggle CallKit features on or off.

Notifications

- Background notifications: determines whether to display message notifications when App is locked.
- Display style: display style of background notification—notification only, sender only, or message and sender.

Sounds

- Text Tone: choose from different ringtones to play when receiving a SP message.
- Ringtone: choose from different ringtones to play when receiving a SP call.
- Enable Native Ringtone: Use the same ringtones as your native incoming calls.

Help and Support

Links to <https://www.silentcircle.com/support>

Terms of Service

Links to <https://accounts.silentcircle.com/terms>
[Privacy Statement](#)

Links to <https://accounts.silentcircle.com/privacy-policy>

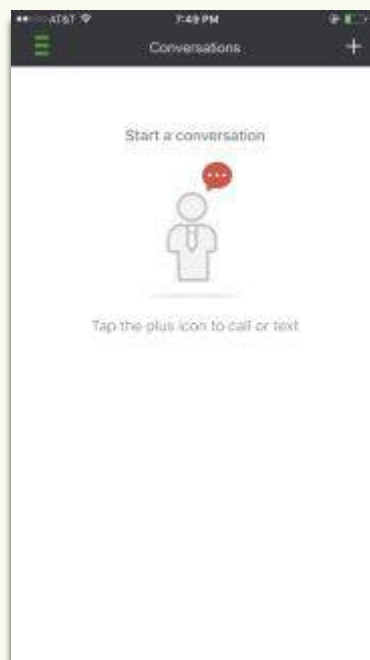
Wipe Silent Phone

Clears application data and logs member out of the application.

Application version – currently installed version of Silent Phone

Conversation View

Conversation view allows members to view all messages and calls from one member to another in a single view.



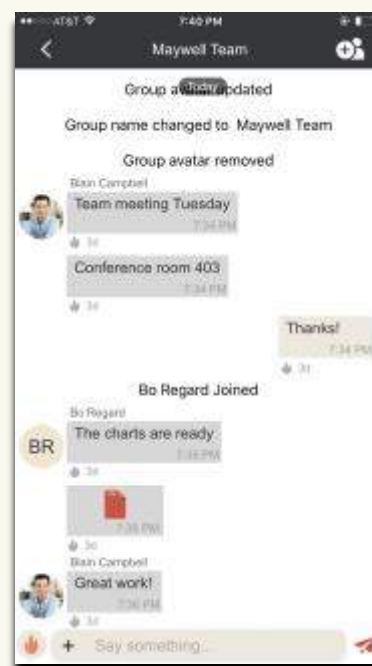
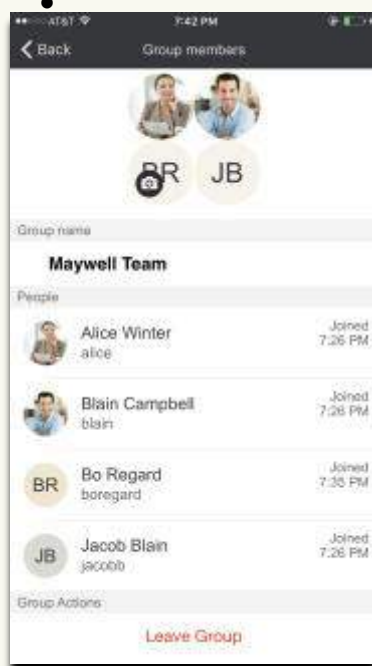
Starting an Encrypted Conversation

To start an encrypted conversation, tap on the “+” icon in the upper right corner of the screen. Enter the person’s username or phone number and tap the resulting contact to start a conversation. You can also swipe right on the contact to start a Silent Phone conversation directly. In the conversation window, type your message in the message box and send by tapping the arrow.



Group Conversations

- To start a group conversation, tap on the “+” icon in the top right of the conversations screen. Next, tap on “New group conversation.” Start typing the user’s first name, last name or username to search for your contact. Tap on the green plus button next to results to add them to the group list. Add others to your group, then tap on the check mark in the upper right to start the group conversation.
- Anyone in the group conversation can add others to the group or change the burn timer for the conversation. The burn timer starts as soon as a message is sent.
- You can remove yourself from the group in two ways: swipe left on the conversation from the conversation history screen to delete the entire thread, or go to the conversation, long press on the group name at the top, and scroll to the bottom to click “leave group.” If a user has accidentally removed themselves, they can be added back by any other member of the group. Tap on any member of the group to start a private conversation with them or swipe right to reveal the add contact and start a call buttons. You can also change the name of the group and add a group avatar from the group details screen.



Message Features

Attachments: Attachments can be sent by tapping the paperclip icon in the message box. Members can take photos and video, send files and photos, record audio, and share contacts.

Burn: By tapping the fire icon next to the message box, members can set a *scheduled burn* time from 1 hour to 90 days. After this time, the messages disappear. To complete an *immediate burn*, tap the message to be burned and tap the fire icon next to the message. This will remove the message from both the sender and receiver's device.

Message Details

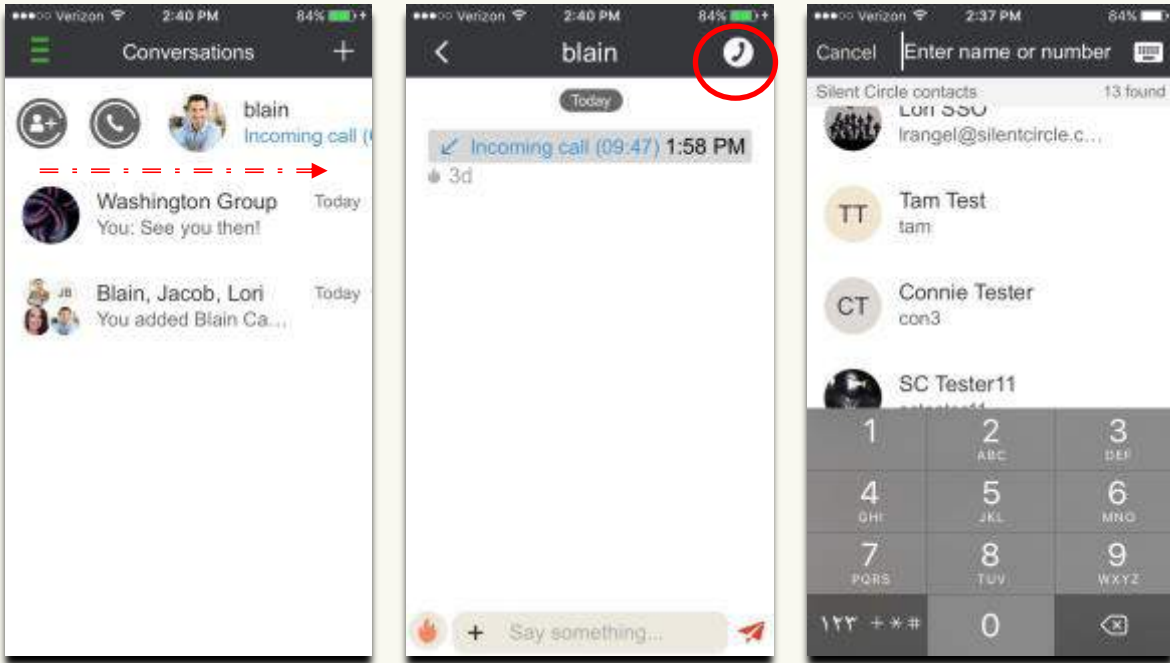
To obtain specific message details, long press the message and tap info. By long pressing on a message you can also copy, forward, or resend a message.

Sending Encrypted Files

Silent Phone allows you to send files fully encrypted through the app. To send an encrypted document, open the document from the file viewer, select “Open in” and Silent Phone. The document viewer that you use must support the “open in” feature.

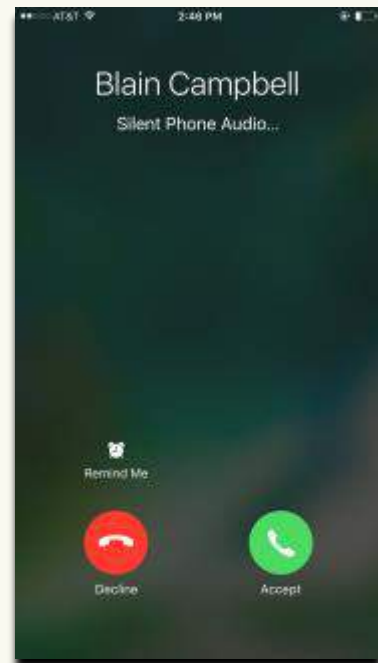
Making a Call

If you would like to start a conversation with a member that is currently in your conversations log, simply swipe right on the member's username and select the dial icon. Alternatively, you can call a member from an open message screen by pressing the phone icon in the top right corner. Alternatively, you can switch to the dial pad where you normally would enter the username, and enter the telephone number of the person you are trying to call.



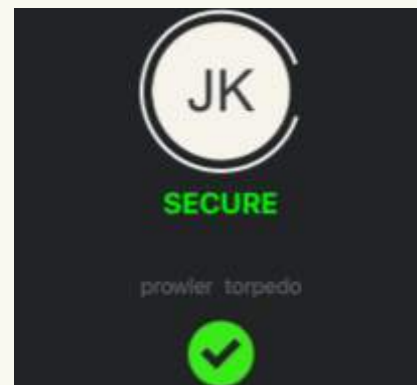
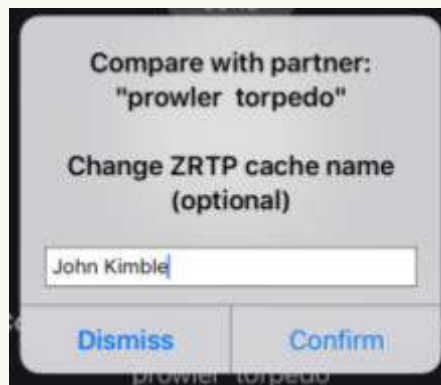
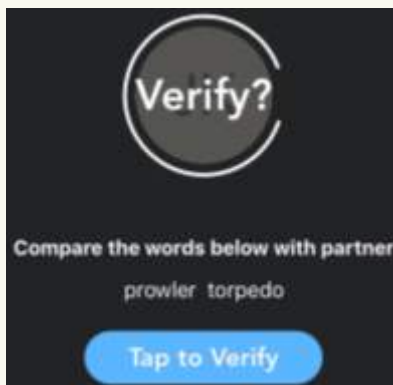
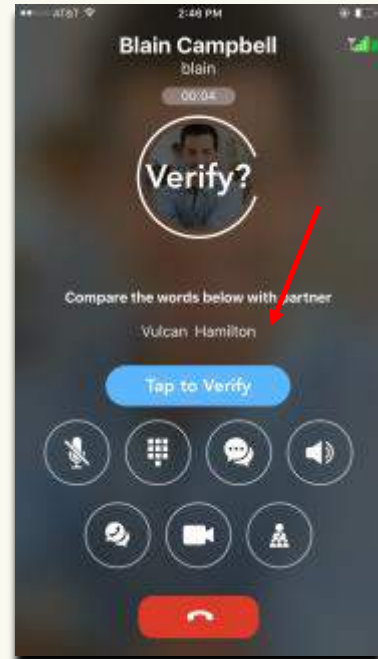
Answering a Call

To answer a call, press the notification bar at the top of the screen and then select the green button to answer the call or the red button to decline the call.



Securing a Call

Once you call someone you will see the app locating the end user you have dialed. Once located, the key exchange will be performed. You will then be prompted with the short authentication string, also known as the SAS. Clicking on tap to verify brings up the dialogue box with the SAS and the recipients name. To verify the short authentication string, you should compare the words that you see on your screen with the call recipient. If you both see the same words it means there is no man in the middle attack. Click on confirm once you have confirmed the words are the same on both sides. The call is always encrypted even if you have not validated the SAS but it provides an extra layer of assurance.



Call Controls

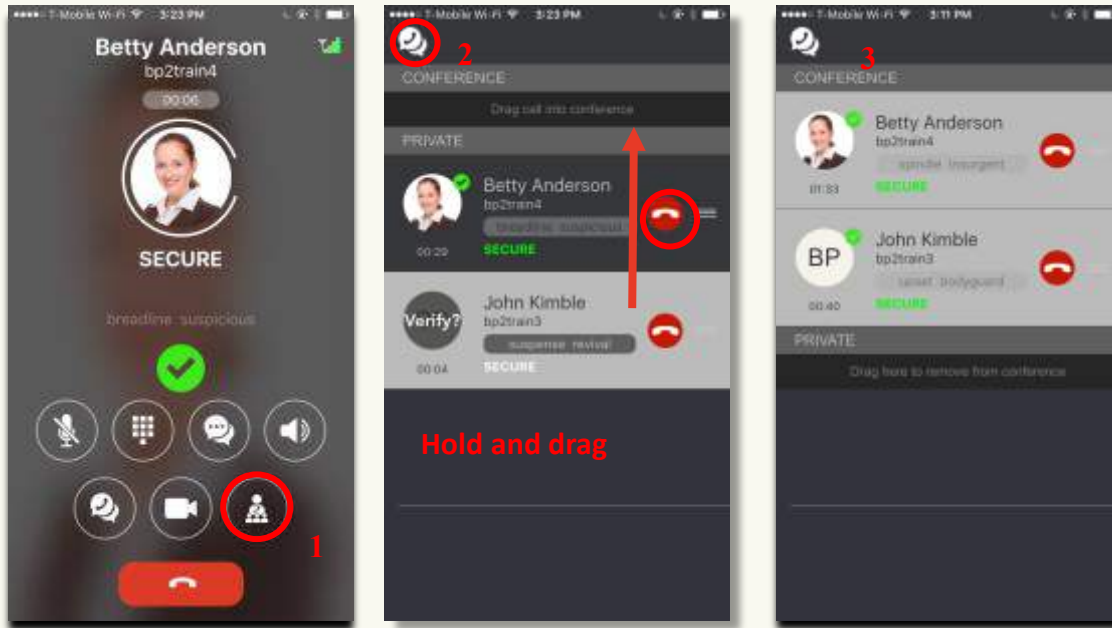
Call controls include mute, keypad, text messaging, speaker phone, add call, video and conference manager.

Conference Calling

You can setup a conference call between multiple users by following these steps:

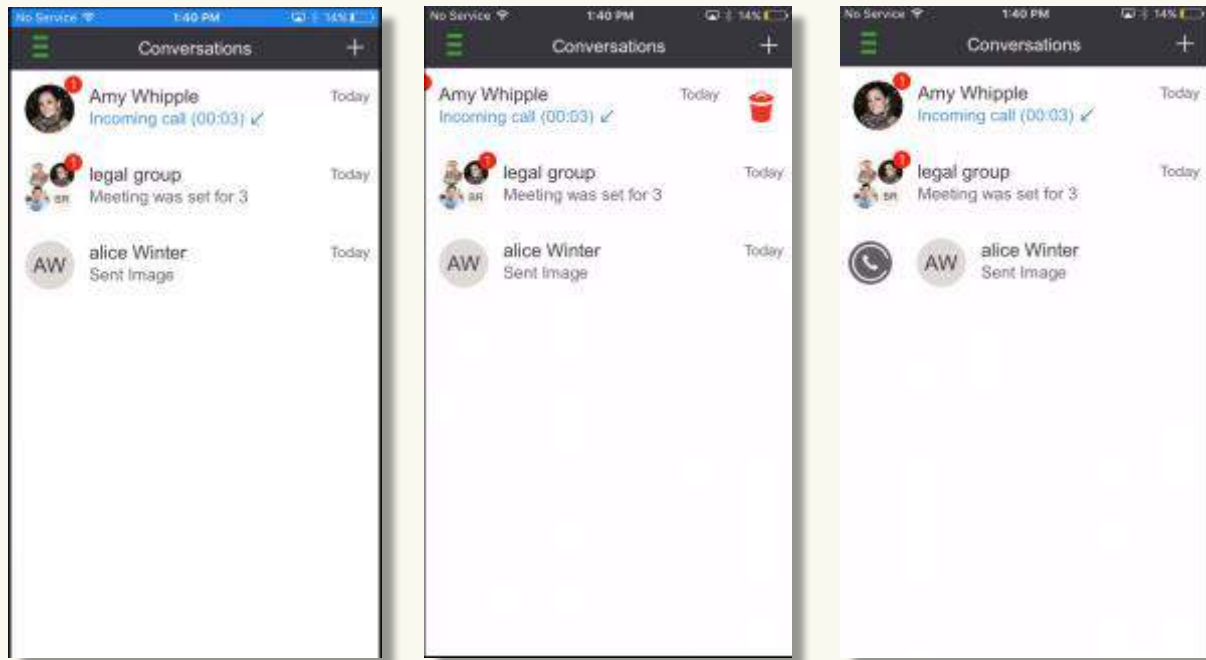
1. Call one of the contacts you wish to have a conference call with. While the first call is on-going, tap "Add Call" and dial the username of the other person(s) you wish to add to your conference call.
2. Using the "Call Manager" button, access your active calls. Initially all calls will be private calls meaning you can speak to one person at a time. Drag the conference call icon to transfer calls into the Conference space.

- Once calls are in the Conference space all participants can hear each other. You can pull individual calls out of the conference by tapping on the individual call icon. The other calls will be automatically placed on hold. You can end a call by tapping on the red phone icon.



Managing Conversations

To delete a specific conversation in the conversations history, swipe the conversation to the left and press the trash can icon. To delete specific messages or calls, tap on the message and press the burn icon. To call someone directly from the conversation history, swipe right and tap the call icon.



Silent World

To place a call to a non-subscriber you need to enable Silent World on your account. If you have Silent World, simply long press the 0 key to insert a '+' symbol then dial the country code followed by the phone number. Note that not all countries are supported and the complete list is here

<https://www.silentcircle.com/coverage/> To make this easier, Silent Phone includes a dialing assistant for accounts with Silent World that will automatically add a country code of your choice in front of the number you are trying to reach. Dial Assist can be found in Silent Phone Settings. For more information on using Silent World go to this [Knowledge Base](#) article.

Native Call Screen Support

Silent Phone iOS integrates with iOS 10 native calling features (CallKit.) This integration allows third party VoIP applications access to the native phone app so that incoming calls appear on the locked screen as would a native call. This is on by default but can be turned off by toggling off the "Native Call Screen Support" option in User Interface Settings. Native Call Screen Support has the following features:

- Answer incoming calls from the native call screen when it's locked
- Silent Phone calls appear in call history. Tap on the phone icon in iOS and see incoming,

declined and answered calls in the history

- Call out using Silent Phone with phone app call history by tapping on any entry in the call log and Silent Phone launches automatically
- Launch Silent Phone by tapping on Silent phone button from phone app screen when a call is answered via the lock screen. A Silent Phone button is visible so the application can be launched right from the call screen to use the full features of Silent Phone
- Launch conversation in SP from native contacts by searching for a contact in iOS contacts. If they have a Silent Phone entry, the application can be launched by pressing that entry
- Launch Silent Phone video call from phone app call screen
- Add a Silent Phone call to an ongoing Silent Phone call from native call screen
- Decline incoming call on phone app by tapping decline on the lock screen
- Set reminders for declined calls by tapping remind me later
- Block callers by going to the Silent Phone call log, edit a contact, and set to Block this Caller
- Place phone in do not disturb mode and block incoming Silent Phone calls

Contacts

Members can view local iOS Contacts through Silent Phone as a convenience feature. Silent Phone allows you to add and edit contacts, but does not save or upload iPhone contacts to our servers. They are rendered in the User Interface to allow members to easily view and connect with contacts.

Directory

Users who are a part of an organization can lookup others within the organization by first name, last name e-mail address or telephone number. Only information entered into the Silent Manager console or created using Single Sign on is associated with a user alias for directory purposes. For the best lookup experience, be sure to fill out the entire user profile.

Adding Contacts

To add a new contact to your local contacts from a conversation, type the username in the conversation entry field and swipe right to expose the Add Contact icon. You can edit the contact before saving. To manually add contacts from the native contact app, simply enter silentphone:'username' in the URL field. Click done when finished. Silent Phone also recognizes e-mail addresses and Silent Circle telephone numbers associated with Silent Circle users.

