

# INSTRUCTIONS



## STEP 1: INSTALLATION

Dencrypt Talk and Dencrypt Message are available for download from:

- » Apple Appstore
- » Google Play or provided by MDM.



## STEP 2: ACTIVATION

An activation link is provided by email or text message:

1. Open email/text message.
2. Tap activation link.

After a few minutes the app is ready for use.



## STEP 3: SECURE CALL

Use Dencrypt Talk for secure voice calls:

1. Select contact and tap green call button.
2. Verbally exchange security codes.

Tap the (+)-button to setup group calls.

The call is secured, when security codes match.

Please confirm the following with your peer

say hear  
yy 5m

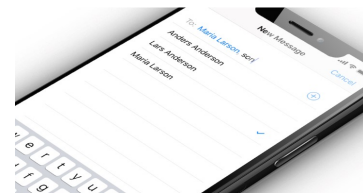


## STEP 4: SECURE CHAT

Use Dencrypt Message for secure instant messaging

1. Tap *New message*
2. Select contact(s) to create chat rooms.
3. Enter text and attach content.
4. Tap *Send*.

Secure chat do not require exchange of security codes.



## SECURITY INSTRUCTIONS

Ensure that 3rd parties cannot listen in or observe the screen.

Be aware of acoustic coupling to telephones, radio transmitters etc.

Use only wired headsets.

Avoid using copy/paste function.

Avoid taking screenshots

Avoid using untrusted 3rd party keyboards.

Immediately report lost or stolen phones to your security officer.



## FAQ

**Q: Activation link expired?**

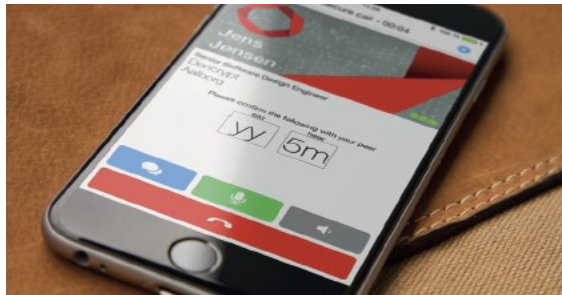
A: For security reasons the activation link is only valid for a limited time. Request a new activation link from support.

**Q: Activation new completes?**

A: Check your internet connection. Local WiFi may block the traffic. Try disable WiFi.

**Q: Poor voice quality?**

A: Voice quality depends on the available data bandwidth. Try switch from WiFi to mobile data or vice versa. Switching can be done during a call.



Refer to the operational user guides for detailed instructions.

Errors and incidents are reported to:

### 1 1<sup>st</sup> LEVEL

Contact your local systems administrator or security officer.

### 2 2<sup>nd</sup> LEVEL

Dencrypt support:

T: +45 7211 7911

E: support@dencrypt.dk