
Secure Messaging Plus

for Android™ Handhelds



User's Guide



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Startel Secure Messaging Plus for Android™ Handhelds

This document describes how to use the **Startel Secure Messaging Plus (SM+)** App on Android™ Handhelds.

Topics in the document include:

- ❖ **What is Startel Secure Messaging Plus? (page 6)**
- ❖ **Key SM+ Features & Benefits (page 7)**
- ❖ **Downloading & Installing the SM+ App (page 8)**
- ❖ **Secure Messaging Plus Conversations (page 11)**
- ❖ **Secure Messaging Plus Contacts (page 16)**
- ❖ **Secure Messaging Plus Settings (page 18)**

At the time of this writing, Secure Messaging Plus is supported for Android™ devices running Android 4.0.3 Ice Cream Sandwich or higher. Android™ 4.1 Jelly Bean or higher is preferable for better performance.

WHAT IS STARTEL SECURE MESSAGING PLUS?

Startel Secure Messaging Plus (SM+) is a high-security messaging system that allows subscribers to exchange sensitive information via messages that are encrypted in transit and at rest. Additional features, like *Expiring Messages*, *Password Requirements*, and *Remote Wipe* (for users who also use the SM+ Website), add extra security to ensure that private messages always remain private.

Secure messages can be sent or received using a qualified handheld device running the Startel Secure Messaging Plus App, or by logging into a Startel Secure Messaging Plus Website. (To exchange secure messages between handheld devices, both devices need to have the SM+ App installed.)

This document describes how to use the Secure Messaging Plus App installed on a qualified Android™ device. If you are using the SM+ Website or an Apple® device, please request the document that describes SM+ Website usage or Apple® device usage.

For more information about key SM+ features and benefits, see "**Key SM+ Features & Benefits**" on [page 7](#).

Please Note

The instructions in this manual apply to the Secure Messaging App installed on an **Android Samsung Galaxy S4**. Functions and screens may vary slightly if you are using a different device.

KEY SM+ FEATURES & BENEFITS

	FEATURE	BENEFIT
✓	Encrypted Messaging	Messages and attachments are safely encrypted on servers, devices, and in transit.
✓	Message Expiration	Senders have the ability to determine when a sent SM+ message expires. Messages can expire when marked by the reader as <i>read</i> or <i>filed</i> , or in a selected number of days. Messages that do not have a defined expiration date will expire within a defined default period (not to exceed 30 days).
✓	Password Protection	Expiring passwords and forced lockouts help protect a user's data and account.
✓	Multiple Device Support	SM+ can be registered on up to 3 qualified handheld devices per subscriber. It can also be accessed via a Web browser.
✓	Multiple Operating System (OS) Support	SM+ is compatible with the latest versions of Android™ and iOS® (iPad®, iPhone®, iTouch®).
✓	Support for Image and Audio Attachments	SM+ messages can include image and audio attachments.
✓	Remote Wipe Capability	If an SM+ registered handheld device is lost or stolen, a Wipe command can be issued from the Web to remotely erase all SM+ App data stored on the device.
✓	Message Status Tracking	Subscribers can track when a message from their device was sent, viewed, read, and filed.
✓	Detailed Reporting	Real-time reports on subscriber usage can be run (on the SM+ Website) by both subscribers and SM+ Channel Partner Administrators.
✓	Full Audit Trails	When SM+ is used in conjunction with a Startel CMC system, messages are fully tracked and archived.
✓	Accessibility	SM+ messaging is easily accessible using a Web browser, Apple® handheld, or Android™ handheld running the SM+ App.
✓	Privacy Policy	Startel does not disclose, sell, or distribute users' personal information to any third party.

DOWNLOADING & INSTALLING THE SM+ APP

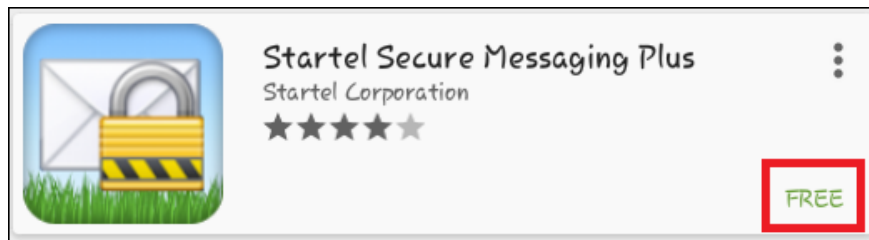
Before you can exchange Secure Messaging Plus messages using an Android™ handheld device, you will need to download the Secure Messaging App from the Google Play™ Store.

Once the App has been downloaded and installed on the device, you will be able to use your Secure Messaging Plus **User name** and **Password** to Login and use the application. If you have not been provided with a User name and Password, please contact your SM+ Channel Partner Administrator.

These instructions apply to a typical Install procedure. Your Install procedure may vary somewhat depending on your device, and device settings.

Follow these steps to install the SM+ App on Android™ device.

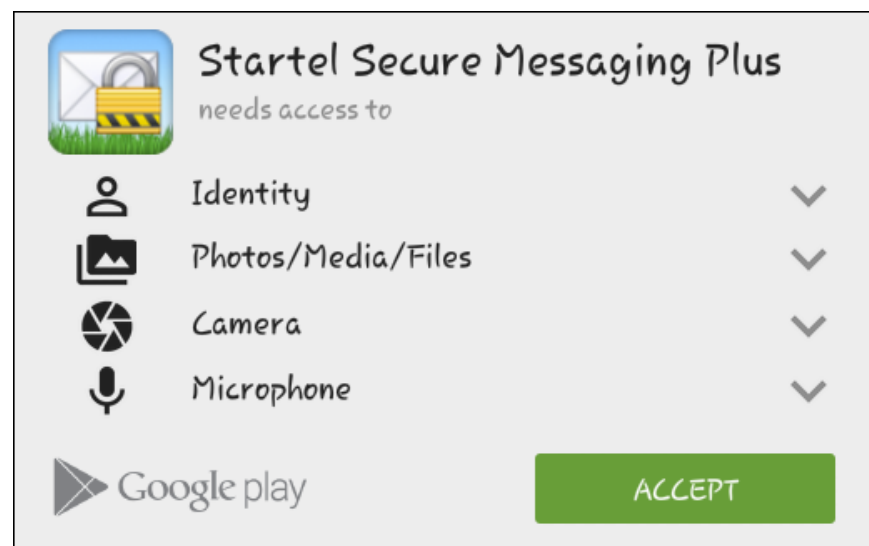
- 1 Go to Apps in the Google Play Store and search for **Startel**.
- 2 Find and select the Startel Secure Messaging Plus App.



- 3 Tap **Free** to access an Install feature.

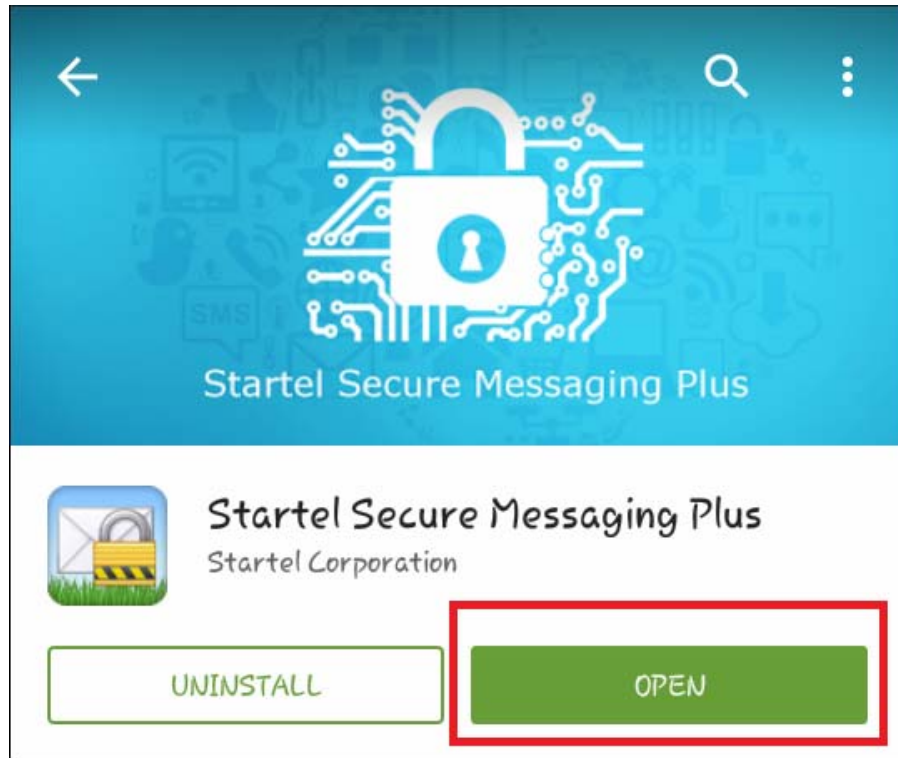


- 4 Tap **Install**.
- 5 Now a screen shows you what the App will need to access on your device.

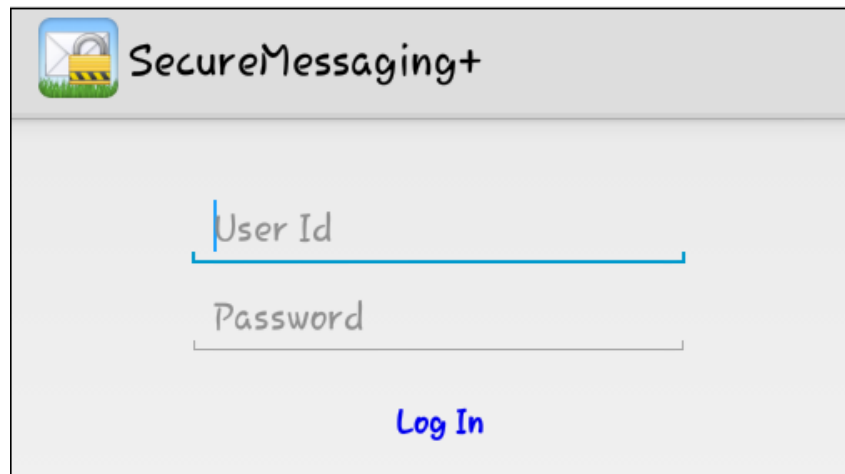


Please note that the **fonts** that are used in this and all Secure Messaging Plus screens are controlled by settings associated with your handheld. Your screens may therefore look slightly different from the screens shown in this document.

- 6 Click **Accept**.
- 7 When the install is complete, you will see the following:

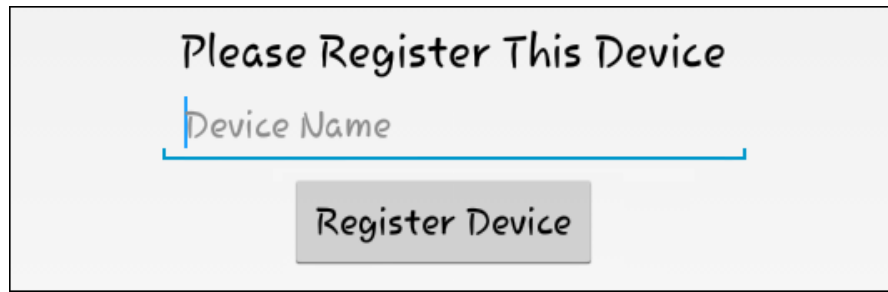


- 8 Tap **Open**.
A **Login** screen is displayed.



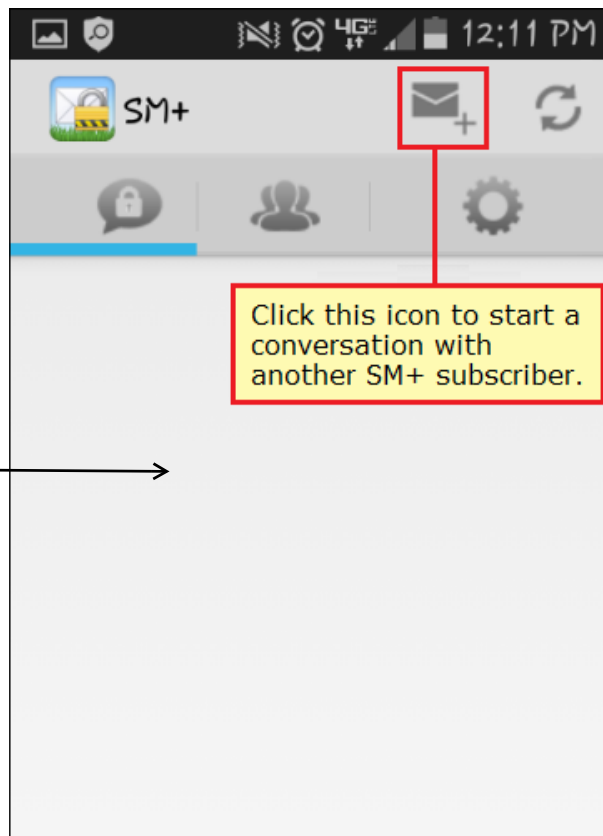
- 9 To log in to the application, enter your Secure Messaging Plus User name and Password into the **User Id** and **Password** fields. (Only the password is case sensitive.) Then tap **Log In**

You will see a Registration screen:



- 10** Enter a Device Name for the registration, then tap **Register Device**.

When the device registers correctly, the Secure Messaging Plus "Conversations" screen appears. From here, you can start a conversation with any other registered SM+ subscriber, or with your Answering Service if they are using a Startel CMC system integrated with Startel Secure Messaging Plus.



After you begin exchanging messages with other SM+ users, active conversations will be listed in this screen.

- 11** For more information, see "[Secure Messaging Plus Conversations](#)" on [page 11](#).

SECURE MESSAGING PLUS CONVERSATIONS

Any SM+ subscriber who sends you a message, or to whom you send a message, is automatically added to your Contacts list. See [page 16](#) for more on SM+ Contacts.

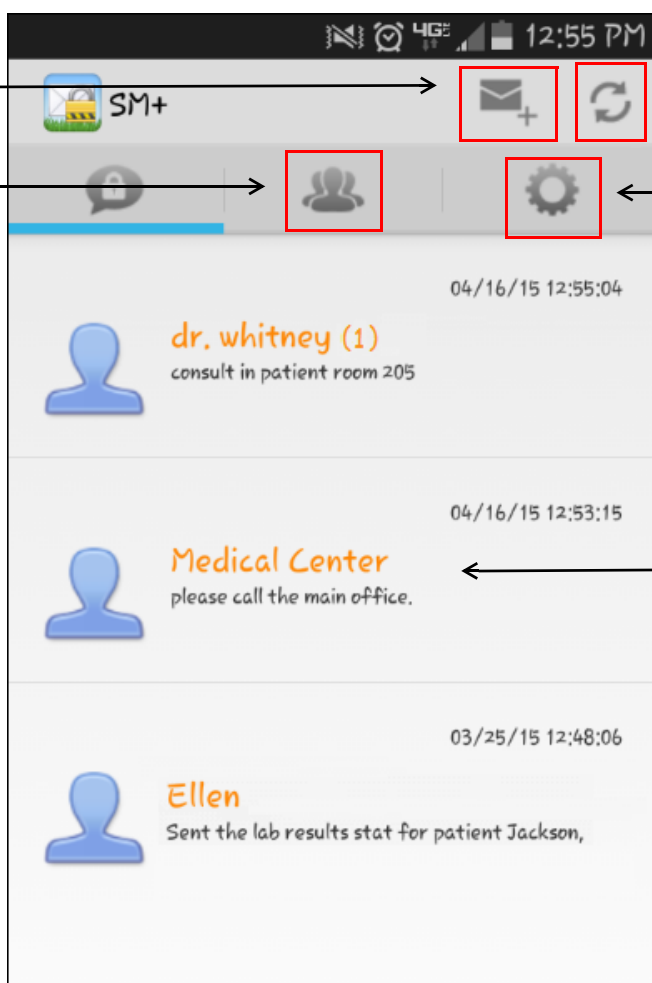
When you open the Secure Messaging Plus (SM+) App on an Android handheld device, a **Conversations** screen lists all of your active conversations, if any, and shows you a preview of the most recent message in each listed conversation. (This message may be one you sent, or one that you received.)

The conversations are represented by the **name** of the Contact associated with the conversation.

Conversations that contain **new** (unviewed) messages sent by the contact are at the top of the list. A number in parentheses is shown to indicate how many messages from a contact are new. For example, a **(1)** will be shown if a conversation has one new message from a listed Contact.

Tap this icon if you want to start a new conversation.

Tapping the **Contacts** icon opens your Contacts list.



Tap this icon if you want to refresh the Conversations list.

Tapping the settings icon allows you to review or change a number of important SM+ settings. (See [page 18](#).)


To open any conversation, you simply need to tap it. For example, to open the conversation with **Medical Center**, you would simply tap anywhere in this area.


See the following topics for more information:

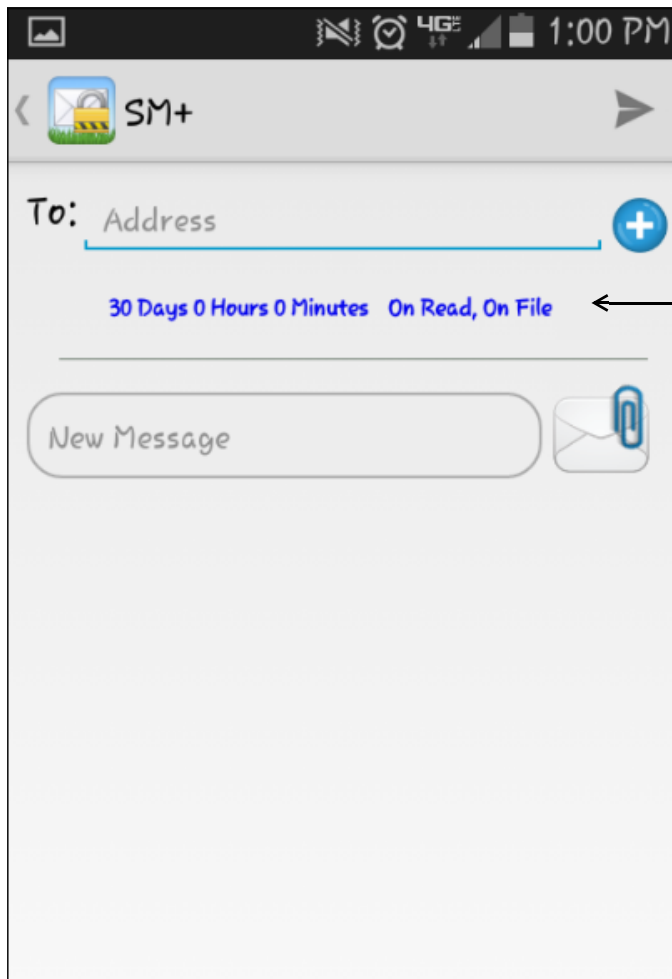
- ◆ **Starting a New Conversation** ([page 12](#))
- ◆ **Opening/Continuing an Existing Conversation** ([page 13](#))
- ◆ **Secure Messaging Plus Contacts** ([page 16](#))
- ◆ **Secure Messaging Plus Settings** ([page 18](#))

Starting a New Conversation

Follow these steps to start a new conversation from the Conversations screen.

- 1 Log in to the SM+ App.
The Conversation screen is displayed.
- 2 Tap  at the top right of the screen.
A New Message screen opens.


If you want to send a “broadcast” message, you can type in multiple User names separated by semicolons, or tap the  icon and select multiple contacts.



The Expiration Setting



The **blue** text in this screen is the **Expiration setting** for the message you will send.

The Expiration setting controls when a message will expire if the message is not manually expired from the SM+ Website or handheld device. When a message is expired, it is removed from all handheld devices (both sender's and receiver's), from the SM+ Website, and from the SM+ database. See [page 22](#) for more information.

- 3 In the **To** field, enter the SM+ **User name** of the SM+ subscriber to whom you want to send the message. (Or tap  to select from your Contacts list.)

If you enter a valid SM+ User Name that is not already in your SM+ Contacts list, the subscriber is **automatically added to the Contacts list**.

- 4 Type up to 1024 characters in the message field.

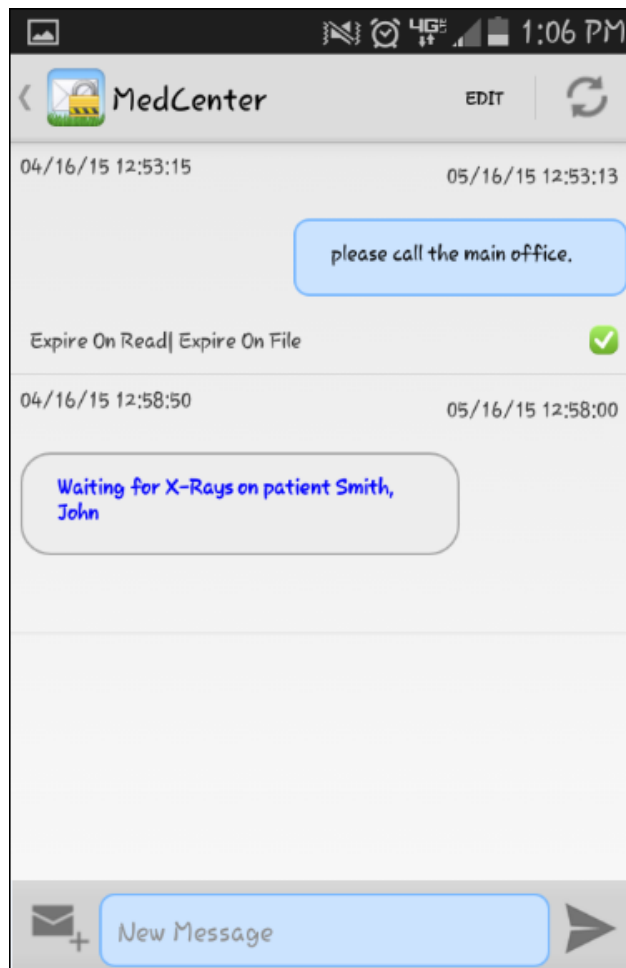
- 5 If you want to send a recording or image attachment with the message, tap , then select the file you want to attach.
- 6 When you're ready to send the message, tap .

Opening/Continuing an Existing Conversation


Follow these steps from the Conversation screen to open or continue an existing conversation.

- 1 Tap the conversation that you want to open.
The conversation is displayed.

See [page 15](#) for details on how to use the **Edit** feature that appears towards the upper right of this screen.



In this screen, **right-justified** messages on a **blue** background are messages that YOU HAVE SENT.

The  icon indicates that the recipient subscriber has viewed the message.



Left-justified messages are messages that were SENT TO YOU.

Previously unviewed messages sent to you are shown in **boldfaced blue** text.

If you want to mark a received message as “Read,” expire a message, delete a message, or file a message, **tap and hold** the message, then select the desired option. See [page 15](#) for more information.



- 2 To send a new message, type up to 1024 characters into the New Message field at the bottom of the conversation screen.

Instructions for using special features are provided on [page 12](#).

- 3 If you want to apply special features to the message—for example, if you want to set a special Message Expiration or add an **attachment** to the message—tap the  icon to the left of the New Message field.
- 4 When you're ready to send the message, tap .

Important Note to Users Associated With an Answering Service

When **replying** to a message from your Answering Service, tap the space to the **right** of the message to which you're replying.

When you do this, the message you are replying to becomes highlighted in blue, and the  (**Send**) icon changes to  (**Reply**).

Using **Reply** instead of **Send** to send your reply message establishes a connection between the two messages in the software/database used by the Answering Service.

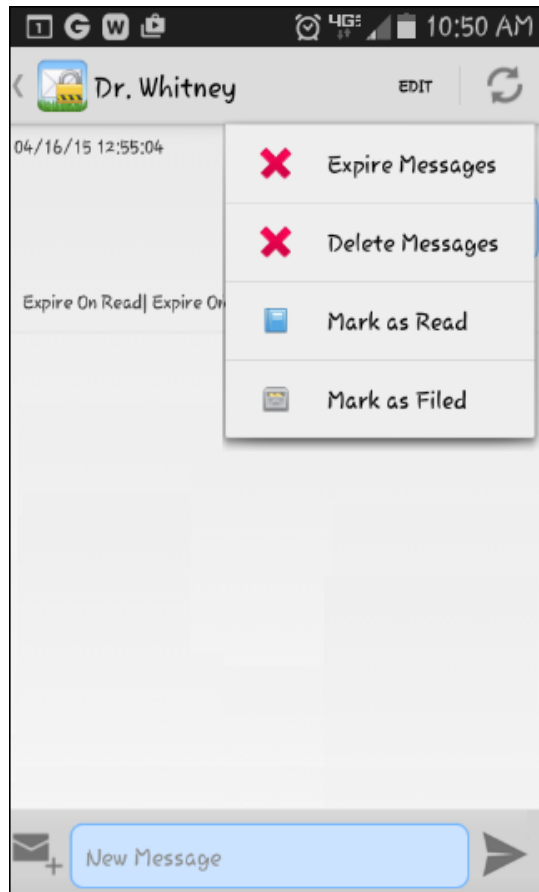
If you are **not** communicating with an Answering Service, you can also use the Reply feature, but it will have no noticeable impact.

Applying “Edit” Options to a Message or Messages

If you tap **Edit** in the upper-right corner of a message conversation, a list of options opens at the top of the screen.

To use an option:

- 1 Tap the option in the Edit menu.
- 2 Tap the checkbox for each message to which you want to apply the option.
- 3 When you're finished, tap **Done**. (**Edit** will have changed to **Done**.)



Please Note:


The **Mark as Filed** feature applies to subscribers who receive messages from an Answering Service. Filing a message communicates to the Answering Service that the message is no longer “pending.”

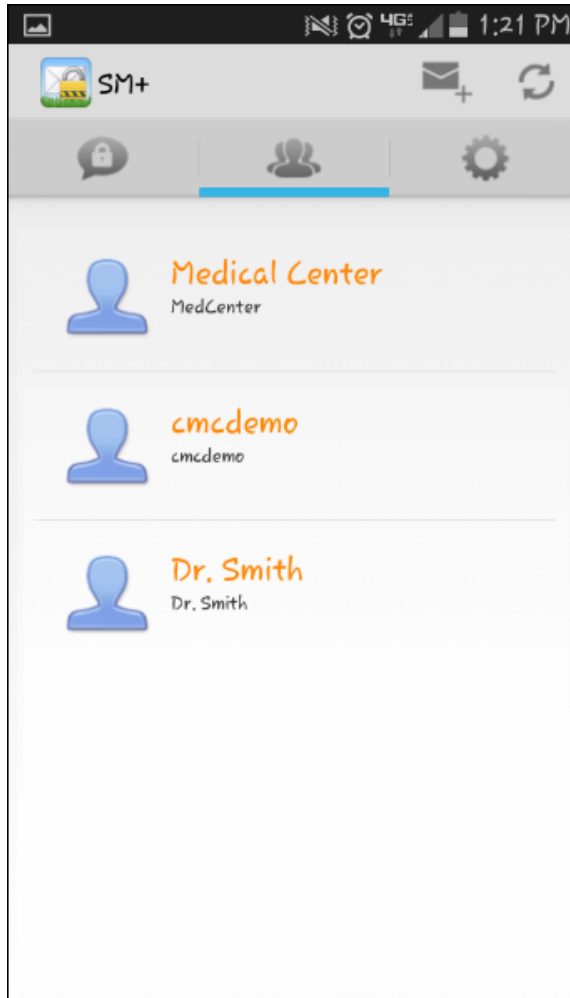
Edit options work as follows:

- Tapping **Expire Messages** removes the selected message(s) from all handheld devices (sender's and receiver's), from the SM+ Website, and from the SM+ database. (Be cautious. This cannot be undone.)
- Tapping **Delete Messages** removes the selected message(s) from the handheld only. (A *Resynchronize* will restore non-expired deleted messages. See [page 23](#) for details.)
- Tapping **Mark as Read** tells the message sender that you have read the selected message(s).
- Tapping **Mark as Filed** files the selected message(s).

Secure Messaging Plus Contacts

Any SM+ subscriber who sends you a message, or to whom you send a message, is automatically added to your Secure Messaging Plus Contacts list.

To see your Contacts list, you simply need to tap the  icon.



To display details and options for any contact, tap the contact's name.

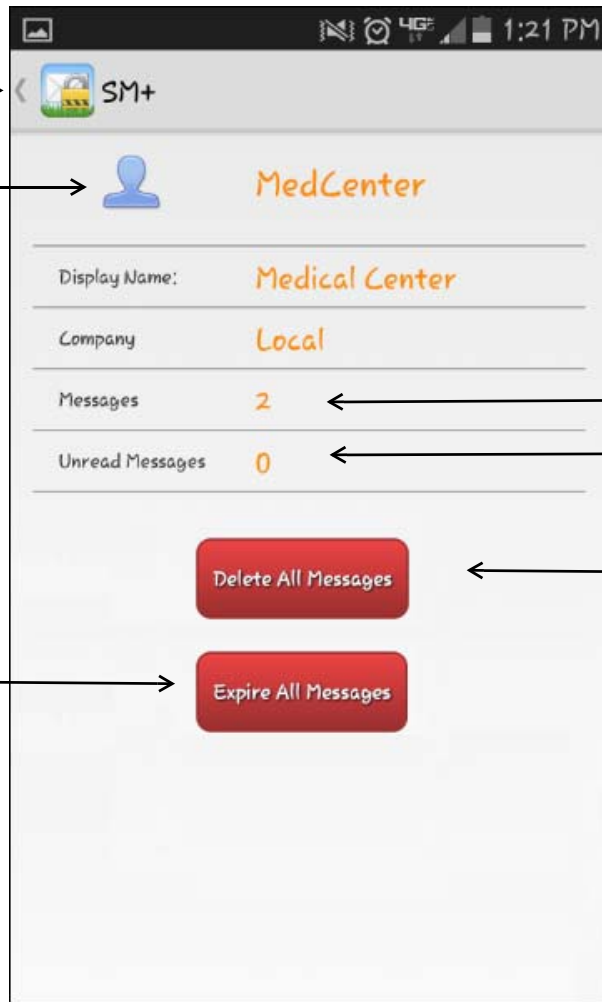
The screen on the following page shows the Contact information associated with the **Medical Center** contact shown in this sample screen.

In the screen associated with a selected Contact:

Tapping here redisplay the Contacts list.

Tapping this icon lets you select a photo for the contact.

Tapping **Expire All Messages** removes ALL messages associated with this contact—from **this handheld, from the contact's handheld, from the SM+ Website, and from the SM+ database.**




The **Messages** number tells you how many messages are currently associated with this contact.

Unread Messages show you how many of these messages are **unread** (have not been viewed).

Tapping **Delete All Messages** deletes all messages associated with this contact **from this handheld only.**

Note: Messages (that have not expired) will re-appear upon "resynchronization." See [page 23](#) for details on resynchronization.

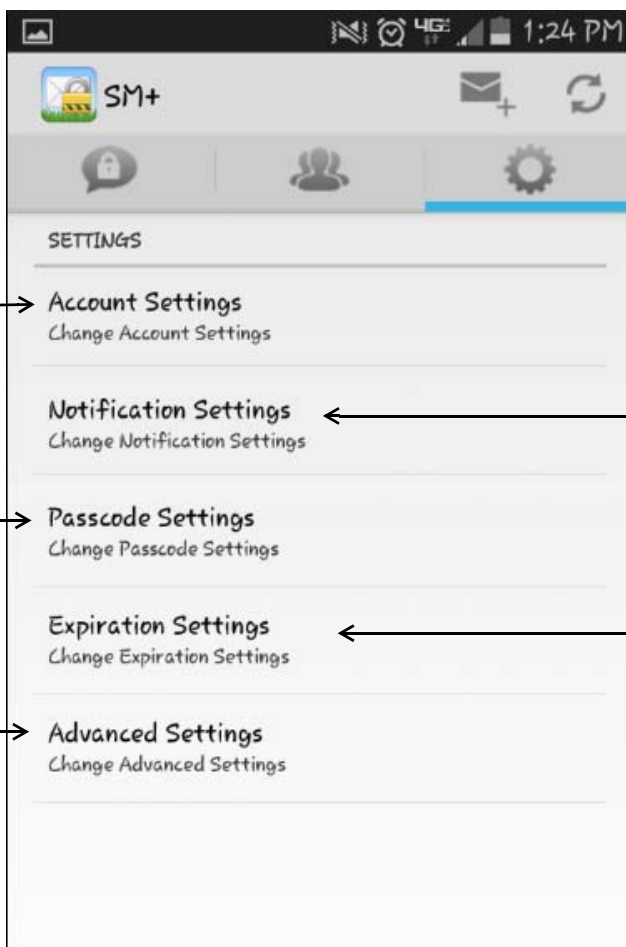
Secure Messaging Plus Settings

Tapping the SM+  icon opens a screen from which you can access and change a number of different Secure Messaging Plus settings.

Account Settings can be used to change your SM+ Subscriber Password.

Passcode Settings allow you to add an extra layer of security to your SM+ data. (This is NOT required.)

Advanced Settings let you Resynchronize your device, Delete All Messages, and Sign Out of the application.



Notification Settings allow you to configure the Notification tones and vibrations that alert you when incoming SM+ messages are received or waiting.

Expiration Settings determine when and under what circumstances your outgoing messages expire.

See the following topics for information on each of the available settings:

- ◆ **Changing Your SM+ Subscriber Password** ([page 19](#))
- ◆ **Configuring Notification Settings** ([page 20](#))
- ◆ **Changing Passcode Settings** ([page 21](#))
- ◆ **Changing Expiration Settings** ([page 22](#))
- ◆ **Using Advanced Settings** ([page 23](#))

Changing Your SM+ Subscriber Password

Tapping **Account Settings** in the SM+ Settings screen (shown on [page 18](#)) opens a screen from which you can change your SM+ Subscriber password.

When you change your password, the new password will be necessary for logging in to both the SM+ App on your handheld, and the SM+ Website.



The screenshot shows the SM+ Account Settings screen. At the top, there is a back arrow and the SM+ logo. Below that, the User Id is 'Bakki' and the Display Name is 'Bakki'. There are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom, there is a blue button labeled 'Change Password'.

Note: You **cannot** change the **User Id** or **Display Name** in this screen. These fields are *display only*.

To change your Password:

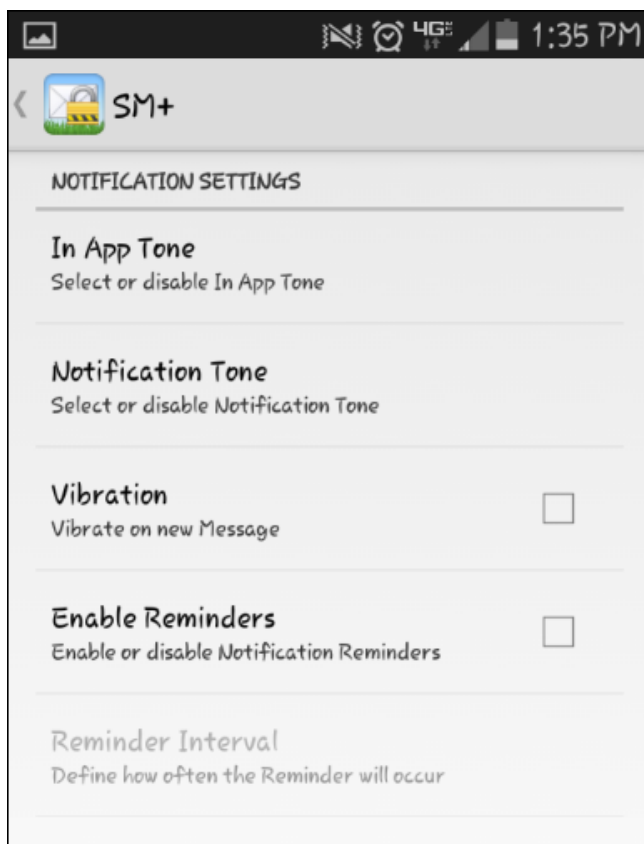
- 1 Enter the current password in the **Current Password** field.
- 2 Type a new password in the **New Password** and **Confirm New Password** fields.
- 3 Tap **Change Password**.

➤ **NOTE:** A “strong” password containing letters, numbers, a special character, and upper and lower-case letters is recommended.

Configuring Notification Settings

If you do no configuration at all, a Notification tone will alert you when a new SM+ message is received. However, you may want to customize the tone that is used, and/or enable additional Notification options. For example, you can enable a “Reminders” option that will play additional tones (at specified intervals) until you view a message, and set the handheld to vibrate upon receipt of a message.

Tapping **Notification Settings** in the SM+ Settings screen (shown on [page 18](#)) displays the screen where you can configure these settings.



By default, the **Vibration** and **Reminders** features are NOT enabled.

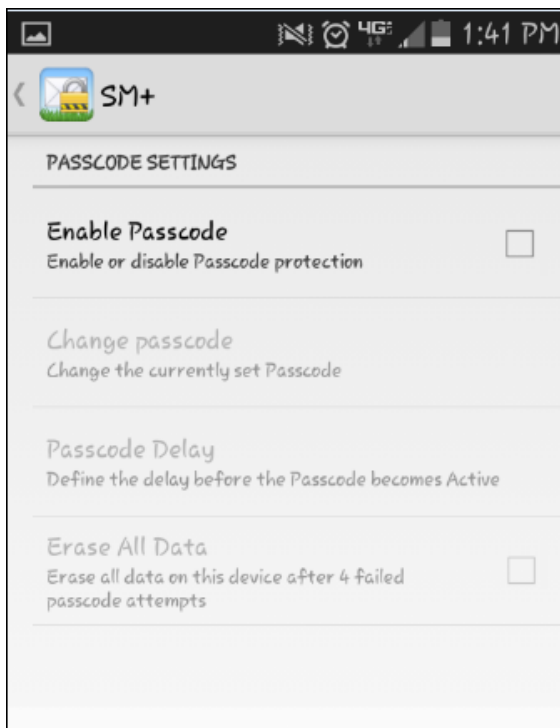
In this screen:

- Tap **In App Tone** if you want to customize the notification tone that will occur when you receive a new SM+ message while the SM+ App is open.
- Tap **Notification Tone** if you want to customize the tone that will occur if you receive a new SM+ message when the SM+ App is minimized or closed.
- Check the **Vibration** checkbox if you want your handheld to vibrate upon receipt of a new SM+ message.
- Check the **Enable Reminders** checkbox if you want a “Reminder” tone to play at intervals when a message has been received but not yet viewed. (This feature does not consider whether you have marked a message as “Read”—only whether you have *viewed* the message.)
- If you enable **Reminders**, you need to tap **Reminder Interval** to select how often Notifications will occur for unviewed messages. Options include intervals of 1 minute, 2 minutes, 5 minutes, 10 minutes, 20 minutes, and 1 hour.

The **Reminder Interval** setting is only enabled when the **Enable Reminders** checkbox is checked.

Changing Passcode Settings

Tapping **Passcode Settings** in the SM+ Settings screen (shown on [page 18](#)) displays optional features that you can use, if necessary, to add an extra layer of security to the SM+ data on your handheld.



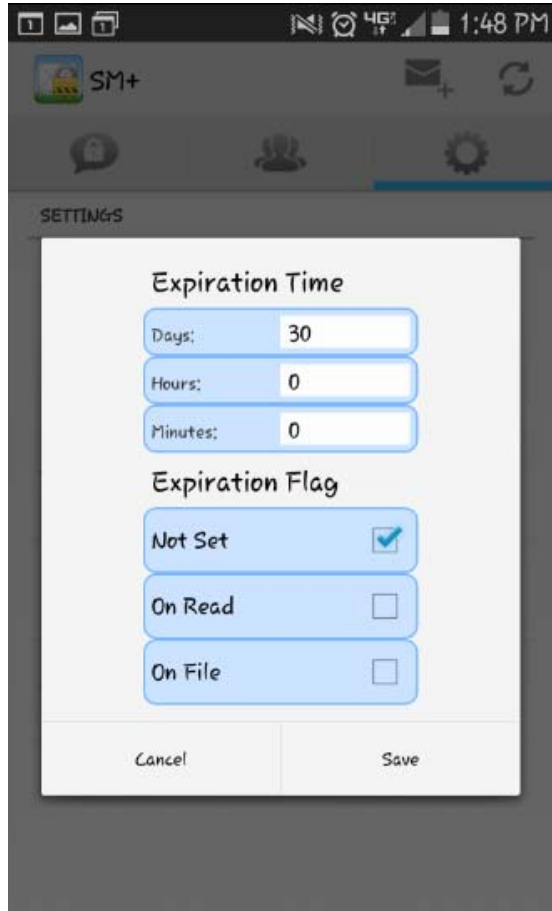
In this screen:

- Check the **Enable Passcode** checkbox if you want to enable Passcode Protection. When Passcode Protection is active, you will be required to enter a passcode **each time** you access the Secure Messaging Plus App while already logged in.
Note: When you check this option, you are prompted to specify the passcode. Make sure to save your passcode in a secure location in case you forget it.
- Tap **Change Passcode** if you want to change the current passcode to a different passcode.
- Tap **Passcode Delay** to determine the amount of time you will have, after you leave the SM+ App, to return to the App without entering the passcode. (For example, if you choose 1 minute, you can leave the SM+ App and then return within one minute and NOT have to enter the passcode.) Options are: *Immediately*; 1 minute; 5 minutes; 10 minutes; 30 minutes; and 1 hour. **Immediately** is the default. With this setting, you will ALWAYS need to enter the passcode.
- Check the **Erase All Data** checkbox if you want to activate a feature that will **erase all messages** from your handheld and close the SM+ App in the event that four failed attempts are made to enter the passcode.
Note: Messages deleted from the handheld will still be accessible from the SM+ Website. Also, unexpired messages will be restored to the handheld if you log in to the SM+ App using the correct User Name and Password.

Change Passcode, *Passcode Delay*, and *Erase All Data* are grayed out (disabled) if **Enable Passcode** is not checked.

Changing Expiration Settings

Tapping **Expiration Settings** in the SM+ Settings screen (shown on [page 18](#)) opens a screen where you can view and change the **Expiration settings** that apply to your SM+ Subscriber account.



The default status of these settings depends on the way in which your SM+ User Account was initially configured by the SM+ administrator who created the account.

Expiration settings control when messages you send expire if they are not manually expired from the SM+ Website or the SM+ App. When a message is expired, it is removed from all handheld devices (both sender's and receiver's), from the SM+ Website, and from the SM+ database.

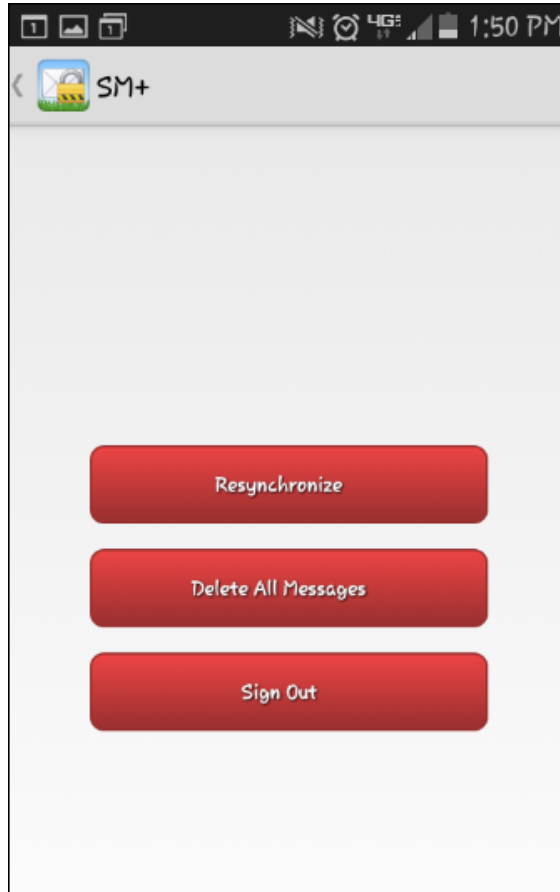
Do the following to set or change default Expiration settings in this screen:

- Under the **Expiration Time** heading, specify a default expiration time for sent messages that are not expired by other means (*on read*, *on file*, or manually). For example, *10 Days*, or *1 hour and 30 minutes*.
- Under the **Expiration Flag** heading:
 - ◆ Check **On read** if you want SM+ messages that you send to be expired when they are marked as **Read** by the message receiver.
 - ◆ Check **On File** if you want SM+ messages that you send to be expired when they are **Filed** by the message receiver.
- Tap **Save** to save changes (or **Cancel** to cancel).

Not Set is selected automatically if neither **On Read** nor **On File** is selected.

Using Advanced Settings

Tapping **Advanced Settings** in the SM+ Settings screen (shown on [page 18](#)) opens a screen offering three features: **Resynchronize**; **Delete All Messages**; and **Sign Out**.



Resynchronize

Tapping **Resynchronize** refreshes the Conversations and Contacts on the device. All deleted messages are restored, but expired messages are NOT restored. (Expired messages are removed permanently from all devices as well as the Secure Messaging Plus Website and database.)

Delete All Messages

Tapping **Delete All Messages** removes all messages from the handheld device only. (They are NOT expired.) Please note that if you subsequently perform a **Resynchronize**, deleted messages (that have not expired) will reappear.

Sign Out

Tapping **Sign Out** logs you out of the Secure Messaging Plus App.

Note: You will receive SM+ message notifications even if you are logged out of the SM+ App.

Messages that are received AFTER a **Delete All Messages** is issued are NOT affected.

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