iOS user guide

for version 5.1.0

BabelApp

Contents

1. Installation

BabelApp is enterprise software for encrypted mobile communication. This user guide contains information on how to install, set-up and use the BabelApp app on your iOS device.

For more information see the product web page www.BabelApp.com.

1.1. HOW TO INSTALL BABELAPP FOR IOS

BabelApp for iOS is a free app available in the App Store.

To find and install BabelApp Encrypted Messaging app for iOS:

1. On your iPhone, open the App Store
2. Tap the Search icon
3. Enter BabelApp in the search field
4. Select BabelApp in the search results to go to the app page (see the screenshot below)
5. Follow the standard installation procedure

QR code
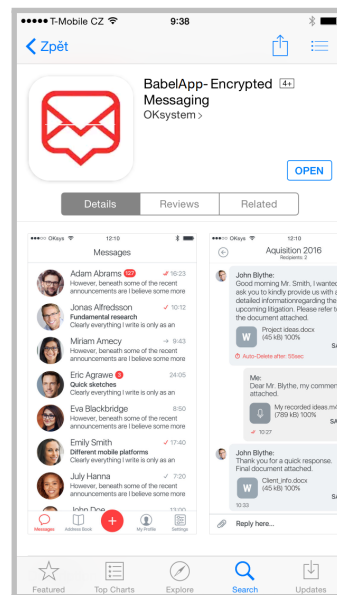
App store search results

☞ *Note: If you have any QR code reading software installed on your iPhone, you can easily download the BabelApp app for iOS by scanning the QR code above.*

1.2. SAFETY PRECAUTIONS

BabelApp uses the best available cryptographic technologies. For maintaining a high level of security of your encrypted messages (even if the mobile phone falls into the wrong hands – lost, stolen, left unattended) you should adhere to the following principles:

- Use the latest version of iOS (7.1 and above)
- Avoid using jailbreak on your iPhone
- Enable auto-lock and passcode lock
- Use a strong password for BabelApp and for your iPhone passcode
- Install and activate *Find My iPhone* from the App Store to remotely erase data in case of an emergency

2. Getting started

2.1. FIRST RUN

When running BabelApp for the first time, the *Splash screen* will greet you.
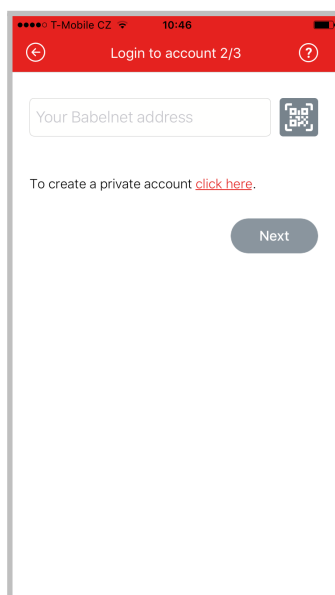
On the first run, BabelApp will prompt you to set up your $P_{ASSWORD}$ to access the app. You can skip this process if you want to set up the $P_{ASSWORD}$ later, by tapping the Next button. We strongly recommend that you set up a $P_{ASSWORD}$ for BabelApp as soon as possible – it is important for protecting all your private data stored in the BabelApp app. You can always activate the $P_{ASSWORD}$ from the app settings – see sections 4.3.1 and 4.3.2 for more information. Messages are always sent encrypted, regardless of you setting the $P_{ASSWORD}$ or not.

Right after setting the $P_{ASSWORD}$, the *Login to account screen* is shown. You can login to already existing account by type your BabelApp whole address (*user#yourcompany.com*) . If you have a registration QR code at the moment, you can register right away by tapping on QR image . To create a private account on free BabelApp server click on click here button below. You can always register to a server later.
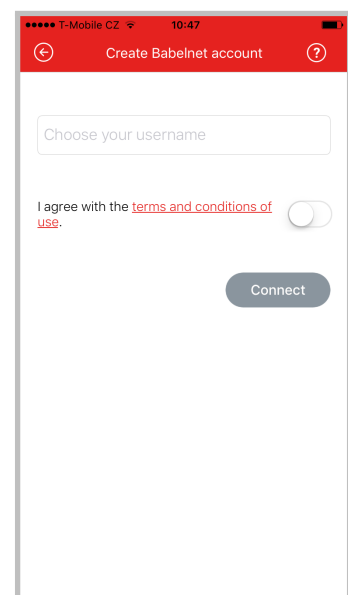
If you chose to create a private account, the *Create BabelApp account screen* appears. You are asked to choose your BabelApp username. This username will also be used as a display name for other users while communicating via the BabelApp server. The username must be at least six characters long and cannot contain special characters. After entering your username and tapping on Connect, the app will check if your selected username is available. If it is available, your contact on the BabelApp server will be created and you will be presented with the option to invite your friends to join you in using BabelApp.
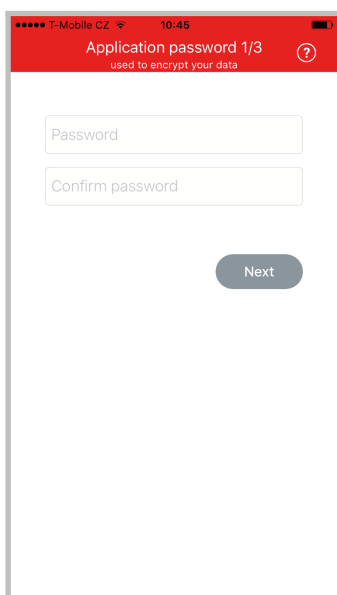
| First run splash screen | Login to account | Create BabelApp account |

In case you've registered by scanning a QR code and you also want to connect to the BabelApp server, you can either tap on the notification in flags or go to *Settings -> Server setup* and tap on BabelApp server. The BabelApp connection wizard will open.

2.2. SIGNING IN TO YOUR BABELAPP SERVER

To start using BabelApp you have to sign in to your company server.

Depending on your BabelApp configuration, you can either sign in with your company domain directory credentials or with a one-time password (OTP). You will find examples of both methods below.

👉 *Note: You can sign in to multiple BabelApp servers simultaneously.*

2.3. MANUAL SIGN-IN WITH DIRECTORY CREDENTIALS

Go to *Settings -> Server setup*, then tap on the Add server button and the *Server settings screen* appears.

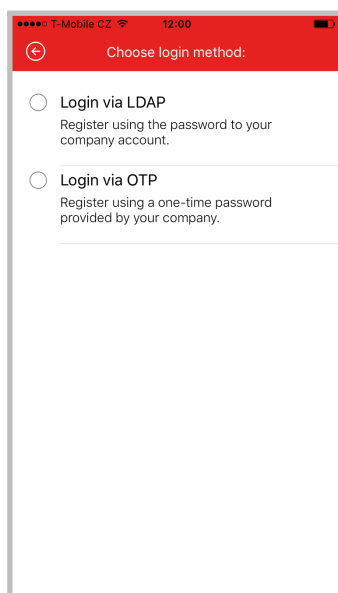Fill in the whole BabelApp address (*user#yourcompany.com*) and then tap Continue . The URL of your company's server will be different to the example shown.

Chose to login via LDAP

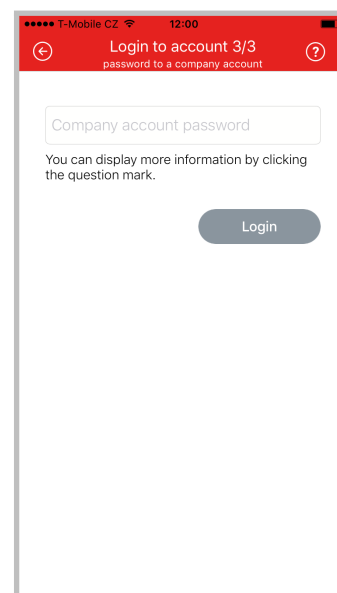Lastly, you will be prompted to sign in using your directory password. When done, tap **Login** and you will be registered to the server.
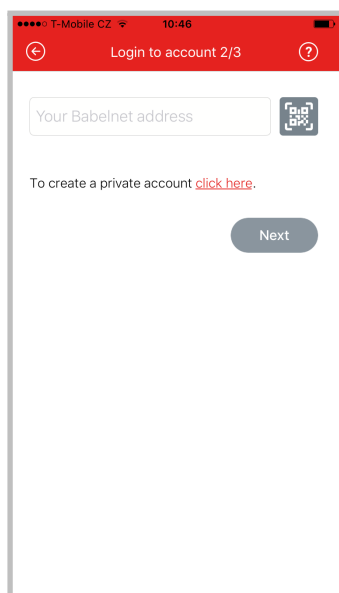
|		
Connect to server	Chose login type	Enter credentials screen

2.4. SIGNING IN USING AN OTP AND QR CODE

In this case, you will receive a PDF registration document containing your OTP credentials from your BabelApp administrator. On the screenshot you can see what this PDF document looks like.

Steps to sign in with OTP using the QR code:

1. You can use the BabelApp built-in QR code reader to sign-in to your BabelApp server. You can access this function by going to *Settings -> Server setup*, then tapping on Add server . There you will see the *Scan QR code* icon (highlighted on screenshot Step 1 below)

2. Now open the PDF registration document that you've received from your company server administrator and scan the QR code by positioning it in front of your camera (you do not need to capture an image). Alternatively you can fill in the server URL and OTP manually using the information in your PDF registration document

3. After scanning your QR code you will get to the screen Step 3 where you will be asked to confirm your credentials and to login by tapping on the Login button
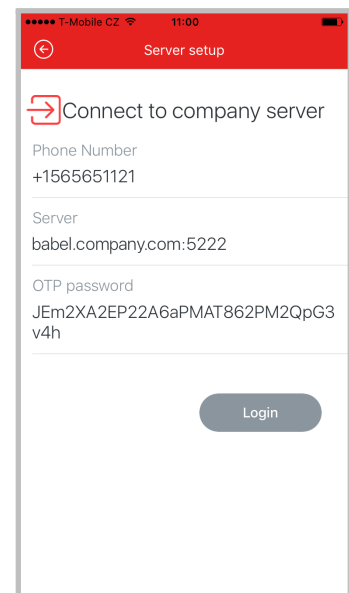
Once you are registered, you will be able to use BabelApp to its full potential.
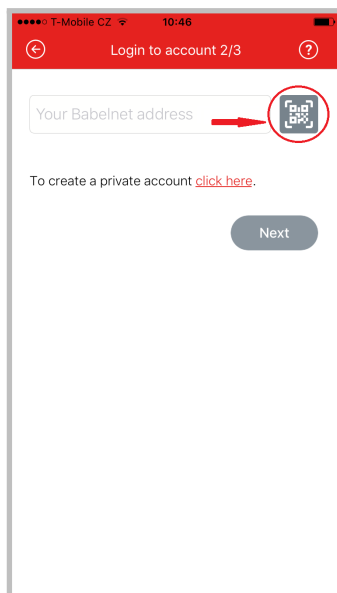
Step 1
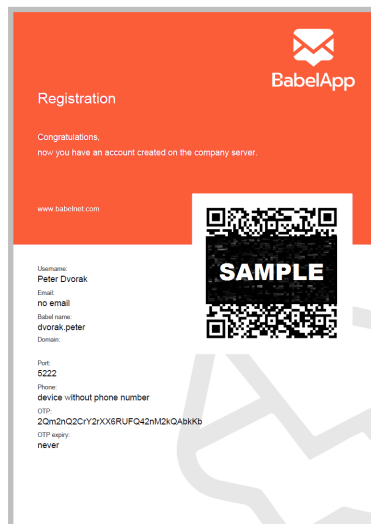
PDF registration document

Step 3

2.5. SIGNING IN ON ANOTHER DEVICE – KEY TRANSFER

If you already have one or more devices connected to a server and you want to add a new device to your contact you will be presented with an automatic key transfer option. You can do a manual key transfer beforehand. For more on how to do a manual key transfer please see sections **??** Key export and 4.6 Key import.

The description of the automatic key transfer process follows.

☞ *Note: Key transfer only works for BabelApp company servers.*

2.5.1. Initiating a key transfer

You are presented with two options after the last step of the registration – either you can overwrite your current key which means disconnecting and invalidating all of your current devices (if you want to use them again, you will have to reinstall BabelApp on them) or pairing the new device with your currently registered ones.

Click on the OK, done button to initiate the key transfer process. A screen with your passkey for the transfer is shown. If the screen is not shown and the button changes to Retry , it means that the server could not contact any of your other devices capable of transferring the key. Make sure at least one of your other devices is connected and unlocked with BabelApp running in the foreground.
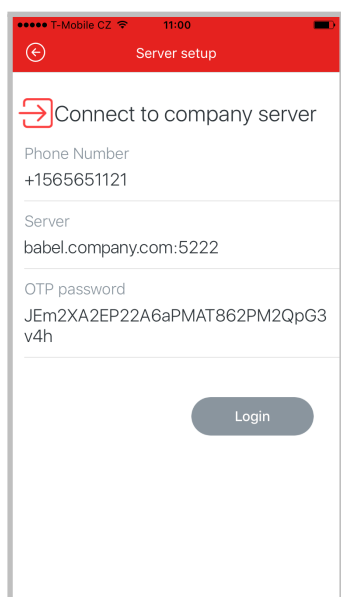
| Registering to server | Initiating key transfer | Passkey to enter |
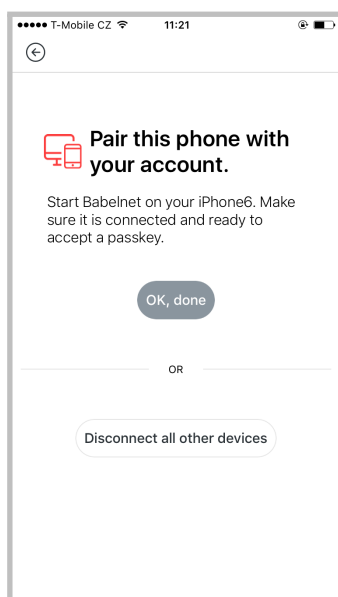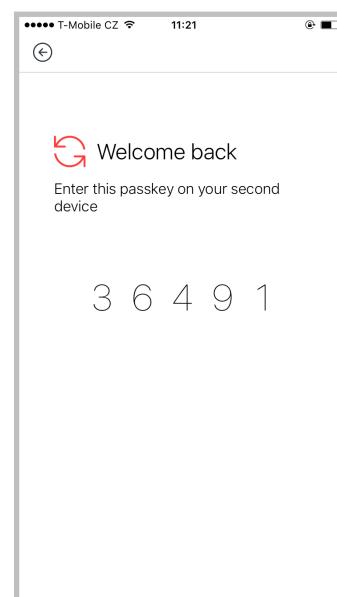
2.5.2. Confirming a key transfer

When you have initiated the key transfer from your new device and your already connected iPhone received a key transfer request, it will display the *key transfer confirm screen*.

You need to transcribe the numbers from the new device into the cells on the already registered device. Confirm your input by pressing the **Pair devices** button.

If there are no errors, the key transfer is completed; your new device is registered and signed in to the server under your contact.
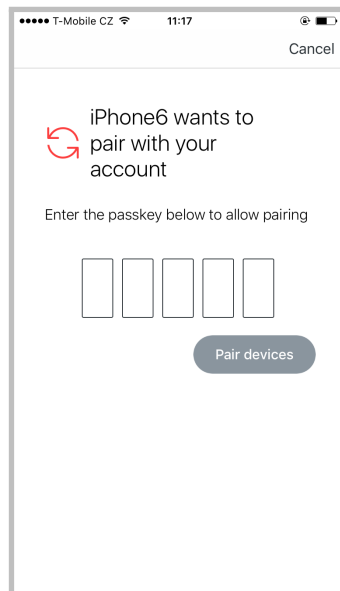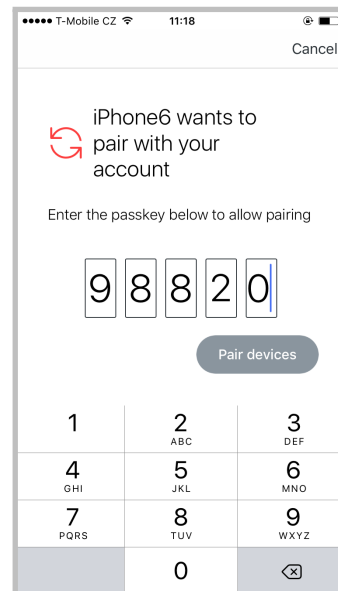
Key transfer confirm screen   Entered passkey

3. Using BabelApp

When executing in the background, BabelApp utilizes silent push notifications to receive pending messages.

3.1. APP SECURITY

There are two ways to keep your conversations safe. It is advised to keep both options switched on and use a strong password.

3.1.1. Password lock

Every time the app is launched it prompts for the $P_{ASSWORD}$. To be able to send messages or to decrypt and read received messages you must unlock BabelApp with your $P_{ASSWORD}$.

You can setup or change your $P_{ASSWORD}$ in the app settings any time.
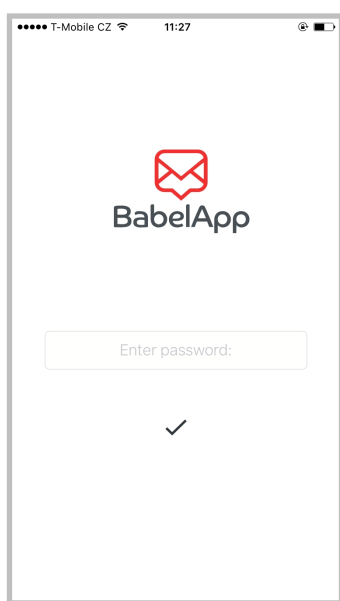
Password lock screen   PIN lock screen
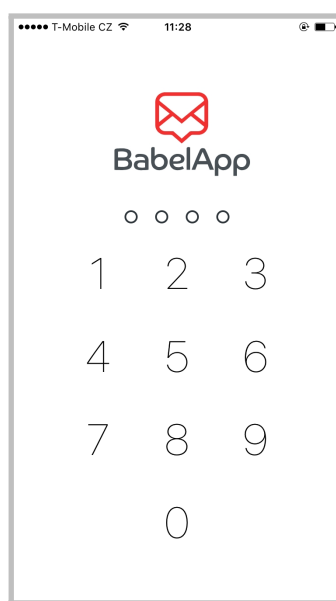
3.1.2. PIN Lock

You can set a PIN to be able to quickly lock and unlock the app. The PIN must be a 4 digit number so it is a weaker security measure than the $P_{ASSWORD}$, but safety is ensured because after 3 failed PIN attempts the app will lock itself and will require the $P_{ASSWORD}$. The advantage of the PIN lock is that it enables you to use a strong (long) $P_{ASSWORD}$ to protect your data and still be able to quickly access the BabelApp app.

You can activate the PIN lock by pressing on the top bar of the screen or the auto-lock feature can be enabled in the app settings (more on that in chapter 4.3.1 Lock screen).

If your phone supports Touch ID and you have it set up, you will be able to use it instead of the 4 digit PIN code.

You can setup or change your PIN in the app settings.

> ☞ *Note: After 3 wrong PIN entries the PIN setting is switched to OFF and after unlocking the app with the PASSWORD you have to set up the PIN again*

3.2. HOME SCREEN WORKSPACE

BabelApp is friendly and easy to use. You are navigating throughout the application using the action bar located at the bottom of the screen.

After entering your PASSWORD in the *Unlock screen*, the *Home screen* appears.

The left button in the action bar takes you to the *Home screen* where the list of conversations is. The next button is for displaying the *Contacts screen*. In the middle of the action bar you find the *New message* button (see chapter 3.7.1 Sending a message). To the right of it is the My profile button. The rightmost icon of the action bar is the Settings button, where you can configure the app (see chapter 4 Settings for more details).

Above the action bar, you can see the list of conversations you have already started (empty on the first run). Each entry includes the name and photo (if available) of the contact, date and time of the last message and a preview of the last message.

Select an item in the list to view the full history of sent and received messages in a conversation in the *Conversation screen*.
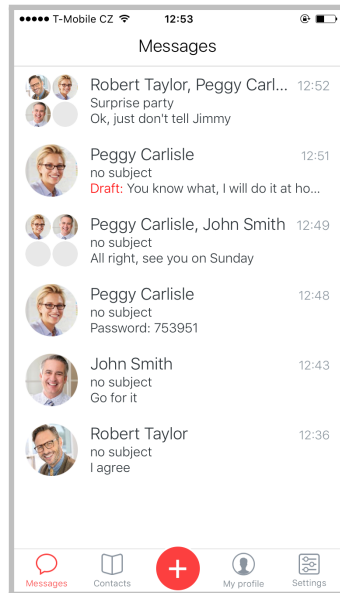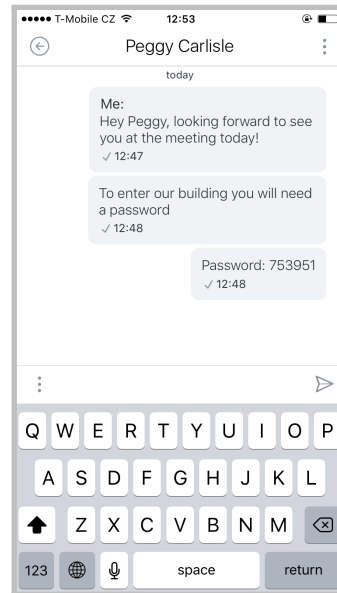
Home screen   Conversation screen

3.3. CONTACT LIST OVERVIEW

To access the *Contact list*, tap on the Contacts button in the action bar.

Contacts are sorted alphabetically and can be displayed either in white or in red. If a contact is red it means there is something wrong with it. Tap on the contact for more details. Errors and warnings are listed and described on http://babelnet.com/en/support in the *Warnings* section at the bottom of the page.

If you want to add people to your address book, click on the Add contacts button (highlighted on the second picture). You will be presented with the *Search for contacts screen* as shown in the third picture. Or you can just click on the QR code button on the upper left corner and scan visiting card of contact you want to add.

The find contacts online option allows you to search all BabelApp servers you are registered to at the same time. People you find and add to your address book will appear in the application's contact list and you can send messages to them.

> ☞ *Note: When adding people from BabelApp, you need to enter their whole username. Only a complete match will allow you to find and add the contact.*
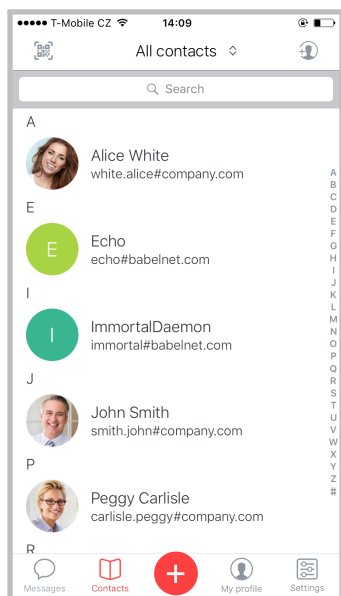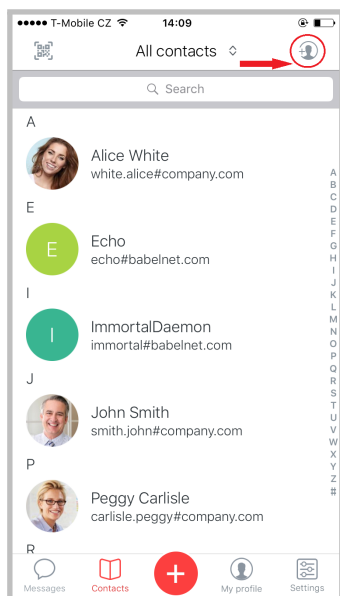
| Contacts list | Add contacts button | Search for contacts |
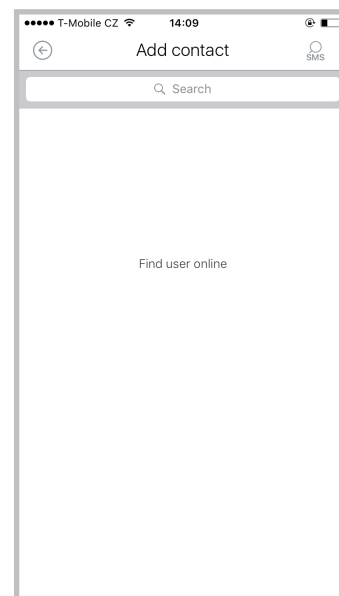
3.4. CONTACT DETAILS

By tapping on any contact in your contact list you can display that *contact's details screen*.

On this screen there are shortcut buttons for creating a new conversation with the selected contact and blocking the contact. You can also display details about the contact's key and add or remove the contact from your favourites (the star icon). Favourite contacts are displayed before any other contacts when you're adding new recipients to a conversation.

You can also locally rename (change the display name of) any contact. To do that, tap on the small arrow icon on the right side of the screen, next to the contact's name. You can then edit the name and save your changes by tapping the ` Done ` button in the lower right corner of the screen. To quickly delete everything that is written in the box press the cross icon at the end of the edit box.
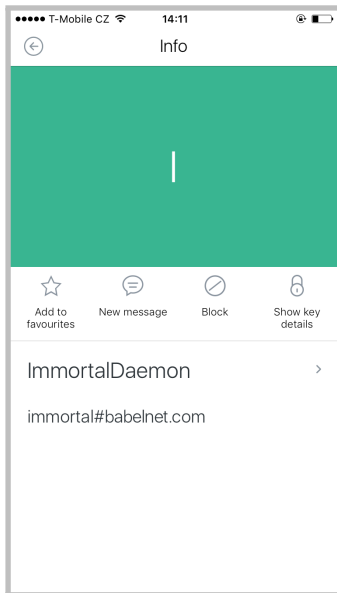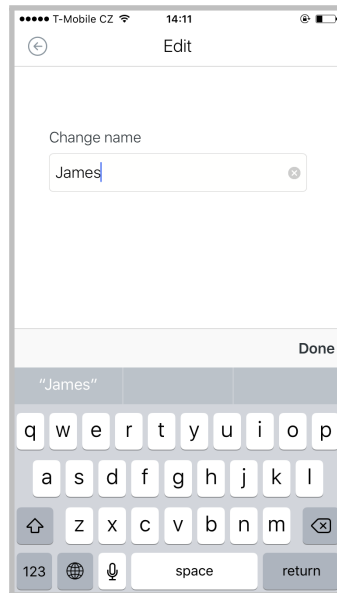
Renamed contacts are shown under the new name in your contact list as well as in all conversations.
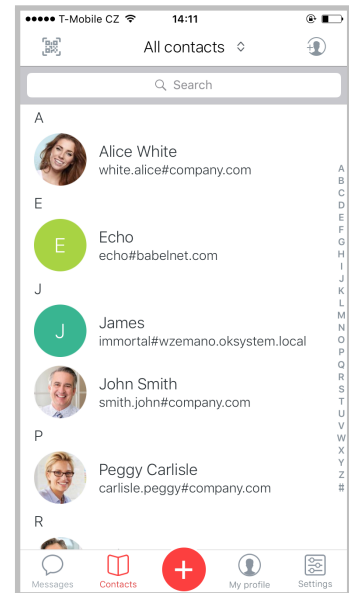
👉 *Note: Changed names are also synchronized to all your other devices – renaming a contact on one device results in the name change of that contact on all your devices.*

| Contact details | Change contact's display | Renamed contact in contact list |

3.5. MY PROFILE

To access the *My profile screen*, tap on the ` My profile ` button on the application main action bar. It's the second button from the right.

On this screen you can see your own profile on each BabelApp server you are registered to. You can select which profile is displayed by selecting a server in the drop-down menu above the profile picture, and create a visiting card fot that profile by tapping the QR code icon.

In each profile is your display name, your babel name and a telephone number, if you have one associated with you profile on the server.

3.6. BEING ADDED BY OTHER CONTACTS

If you are not the one initiating the conversation and you don't have the sender in your address book, after opening the *Conversation screen* you will see two options above the messages.

By tapping on ` Add to contacts ` you add the contact to your address book and you can communicate with that contact freely from that point on. By tapping on ` Block ` you will add the contact to your list of blocked contacts. That means the contact cannot send you messages of any type any more. You can un-block any blocked contacts at any time from the *Blocked contacts screen* (for more information please see section 4.2 Blocked contacts).
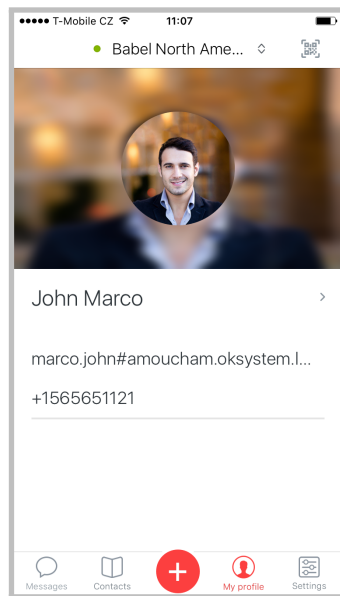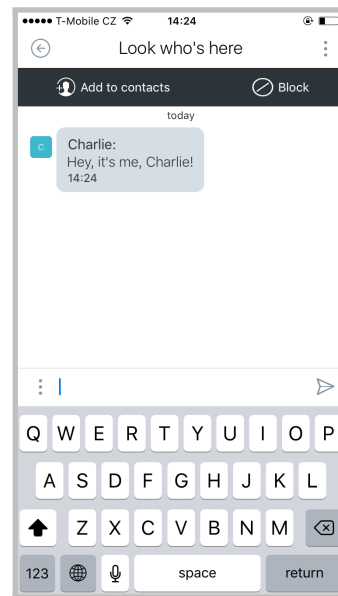
My profile screen   Add or block new contact

You can also postpone the decision and communicate with the sender in the conversation. It presents some limitations though.

- You can't create a new conversation with the sender
- You can't create a conversation with the sender and include any other contacts
- You can't be part of any multiple recipient conversation the sender would like to create

The add-or-block message will remain in place until you either add the contact to your address book or block them.

3.7. MESSAGES

BabelApp enables you to send encrypted text messages to any recipient in your contact list.

3.7.1. Sending a message

1. Tap on the New message button on the application's main action bar to open the *New message screen*.
2. Tap on the To field to populate the recipient list.
3. Select one or more contacts.
4. Tap on Done on your keyboard.
5. Type in your message using the keyboard
6. Tap the Send button, the triangular arrow in the lower right corner.

☞   *Note: Every time you use the New message button, a new conversation is created. If you want to continue in an existing conversation, you need to select it from the conversations list on the Home screen and write and send messages there.*

3.7.2. Message delivery status

The delivery status of each message is shown below its contents.

- Grey arrow – message is being sent to the server
- Grey tick – message has been delivered to the server, waiting for delivery to the recipient
- One red tick – message has been delivered to the recipient's device
- Two red ticks – message has been read on the recipient's device

The date is next to the message status. For outbound messages it is the time the message was sent by tapping on the Send button. For inbound messages it is the time the message has been delivered to your device.

3.7.3. Setting up message parameters

You can set three options for each individual message:

1. *Message validity* (for more information see 4.4 Message settings):
   - Messages automatically expire after a configurable period of time, e.g. 1 day. After this period, if the message still has not been delivered it will expire and will be deleted from the server (you will see a *message expired* status if this happens and you can send the message again)
   - You can override the default expiration period by tapping on the three dot icon next to the microphone icon in the bar above the keyboard and selecting Message expiration . A list of values appears. Select the desired value by tapping on it

2. *Autodelete* is a function that allows you to set a time period after which the message is deleted from the recipient's device. The timer begins counting when the recipient reads the message. To set the autodelete timer, click on the clock icon in the lower right corner of the screen. A list of values appears. Select one by tapping on it
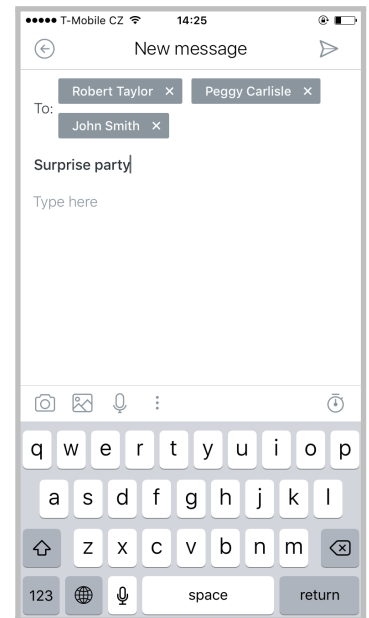
3.8. MESSAGE DRAFT

Message screen

If you compose a message and don't send it right away, it is saved in the form of a DRAFT.

DRAFTS are displayed on the *Home screen* in the same way as conversations, but they are labelled 'Draft'. You can have multiple DRAFTs for one conversation. If you tap on a DRAFT belonging to a conversation, BabelApp switches to the corresponding *conversation's details screen*. Contents of the DRAFT are then displayed into their respective fields. You can then edit the DRAFT and send it or save it again for later use.

3.9. SENDING AN ATTACHMENT

Message attachments are optional but they are an important feature of BabelApp. Your BabelApp app, server and intended recipient(s) must all support attachments to allow sending and receiving attachments. All attachments are sent and stored in the same encrypted form as messages.

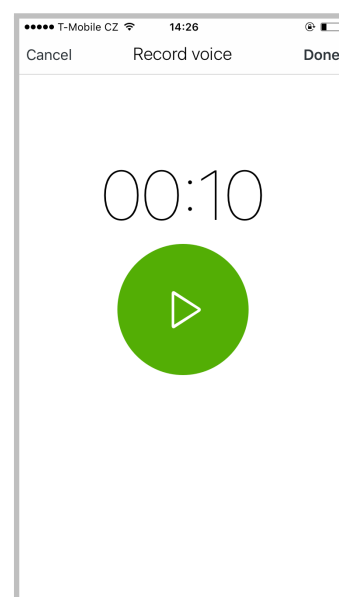To send an attachment using BabelApp:

1. Apply steps 1–4 of the Sending a Message procedure

2. Tap on one of the three icons in the lower left corner of the screen, according to what kind of attachment you want.

3. You can:

   - Create and attach new photo

     To do this, tap the *camera* icon. When the phone's camera opens, take a photo or record a video. Tap on `Use photo` or `Retake` in the preview screen accordingly. The photo is added to the *Message entry* field, and you can continue to add further images if desired. When finished, you can add a caption (text) to accompany the attachment with text.

   - Select an existing file from your iPhone

     Tap on the *picture* icon. When the menu opens select files you would like to send (pictures, videos, documents, etc.). Tap on the file to select it. The selected file is added to the *Message entry* field, and you can continue to add another one. When finished, you can add a caption (text) to accompany the attachment with text.

   - Record a voice message right through the BabelApp

     Tap the *microphone* icon to open the *recording screen*, then tap on the microphone icon to start recording. Tap it again after you have recorded your message to stop recording. You can then tap the play icon to replay your recorded message. If you're happy with the recording, tap the small tick icon in the upper right corner to attach the recorded file to the data message.
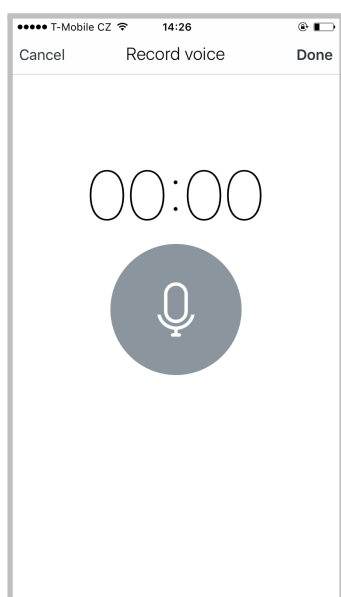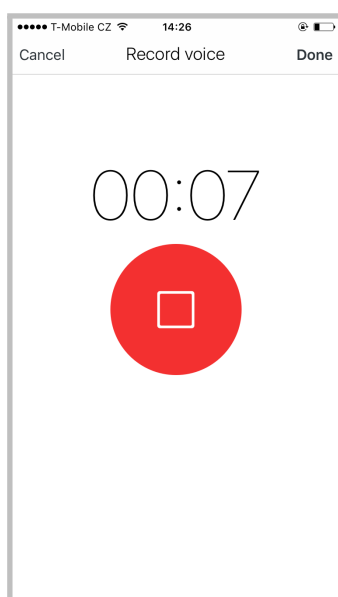
| Before recording | During recording | Replay recorded message |

All attached files are displayed at the bottom of the message screen.

If the message is not sent right away, it is (including its attachments) saved as a DRAFT.

3.10. DELETING AN INDIVIDUAL MESSAGE

You can easily delete messages from any conversation.

In the _Home screen_ tap on the intended conversation to open the _Conversation detail screen_ and swipe from the right to the left over the message that you want to delete from the conversation. Confirm it by tapping on Delete .

3.11. DELETING A CONVERSATION

To delete a conversation go to the _Home screen_ and swipe from the right to the left over the conversation that you want to delete – as shown in the screenshot below. Confirm the deletion of the conversation by tapping on Delete .
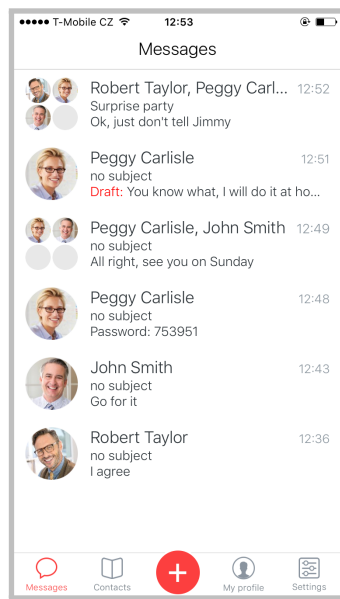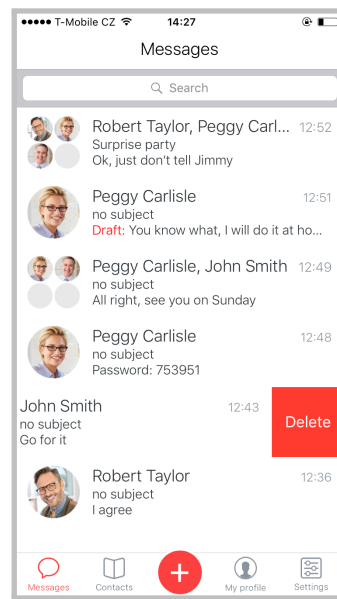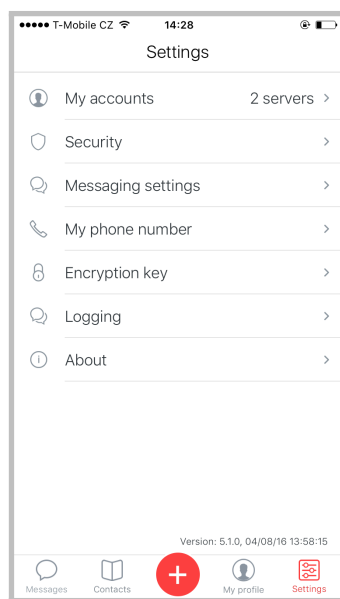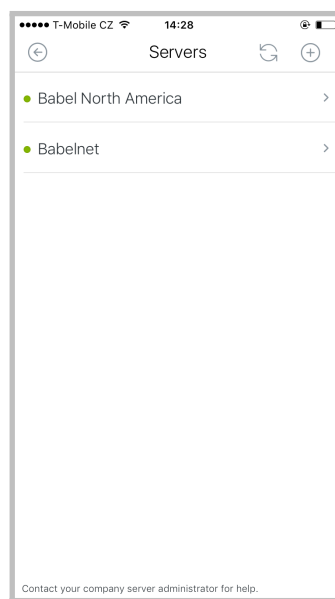

Home Screen   Deleting a conversation

4. Settings

To access the *Settings screen* tap on the Settings button on the right side of the applications main action bar.

Here you can configure a number of preferences including $P_{ASSWORD}$, Auto-lock, phone number, connections to servers, message settings, etc.

<table>
<tr><td>Settings Screen</td><td>Servers settings</td></tr>
</table>

4.1. SERVERS SETTINGS

You can manage your BabelApp server connections on this screen. You can sign in to multiple BabelApp servers. Read how to connect to your company server in the chapter 2.2 Signing in to your BabelApp server.

Tap the Synchronize button (two circular arrows icon in the upper right corner of the screen) to manually synchronize and update server contact list in the app. This is also done automatically on a daily basis.

To delete a server from the list, swipe from right to left over the name of the server in the list and then confirm deleting by tapping on the Delete button. Deleting a server means all contacts from that server are removed from the contact list. Deleted contacts are renamed in conversations they were part of.

> ☞ *Note: Even if you register again to the server you had deleted, the renamed contacts will remain renamed. This is security precaution.*

4.2. BLOCKED CONTACTS

You can see a list of all the contacts you have blocked so far in this screen. You can unblock any contact anytime by clicking on the Unblock button next to the contact's name. Once you unblock a contact, it will be displayed in your contact list and you will be able to send messages to and receive messages from that contact.
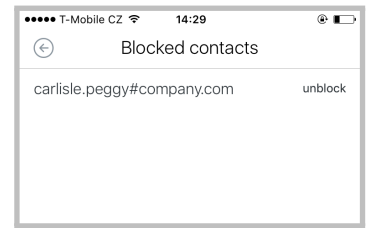

Blocked contacts screen

4.3. SECURITY

4.3.1. Lock screen

The Lock Screen locks your BabelApp app with a PIN code or Touch ID. Use this feature for better protection of your valuable and private communication.

To enable the _Lock Screen_ turn its switch on. If you have not entered the $P_{ASSWORD}$ yet, you will be prompted to set up your $P_{ASSWORD}$. Then, if you have Touch ID configured in your phone, you can use it by turning the Use Touch ID switch on. You can also use a 4 digit PIN code.

Tap and hold on the top bar of the app to manually lock the BabelApp app.

To disable the _Lock Screen_ turn its switch off and type in your $P_{ASSWORD}$ to confirm this action.
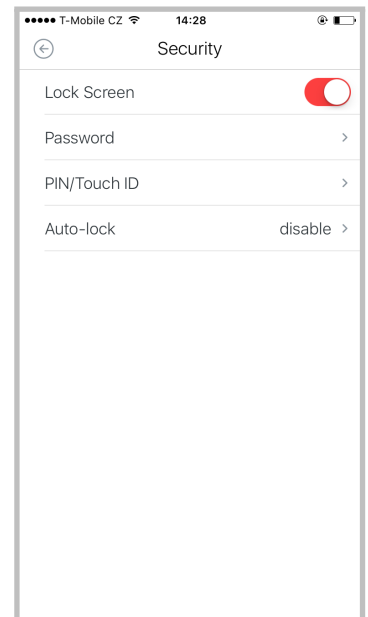
4.3.2. Password settings

To change your $P_{ASSWORD}$, go to the Settings, tap on Password and continue on the _Change password screen_. Enter your original $P_{ASSWORD}$ and then enter and retype the new $P_{ASSWORD}$. You cannot turn off the $P_{ASSWORD}$ once it has been set, you can only change it.

Security settings

4.3.3. Auto-lock settings

When the _Lock Screen_ is enabled, BabelApp is set by default to Auto-lock in 5 minutes. You can change this by going to the settings and tapping on Auto-lock .

You can set BabelApp to auto-lock if executing in the background for a specified amount of time. The time ranges from 1 minute to 60 minutes.

4.4. MESSAGES SETTINGS

The *Message expiration* sets how long undelivered messages are saved on the Ba-
belApp server and automatically expire after that amount of time, e.g. 1 day. If
the message has still not been delivered in the selected amount of time, it will
be deleted from the server and will not be delivered. You can change the default
expiration for all messages to a shorter or longer amount of time by tapping on
Message expiration and then choosing a new expiration length from the list.

By turning *unsent message notification* switch on / off you can activate / deactivate
unsent message notification. These messages pop up to inform you that the mes-
sage remains unsent for some reason (typically when the sender is offline).

By turning the *Upload attachments only via WiFi* switch on, you can restrict attach-
ment uploads only for WiFi connections.
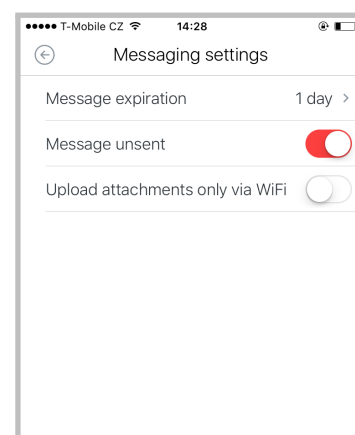
Messages settings

4.5. PHONE NUMBER SETTINGS

This phone number will be checked with your telephone number from the company address book after signing in
to the BabelApp server.

4.6. KEY IMPORT

To import an exported key into the BabelApp application you either have to use iTunes synchronization or open
the BabelApp key file in the BabelApp app.

The best way to do that is to receive the key by email. Select the attached key file in your email client, choose
Open in and then select BabelApp. The BabelApp app will open and you will be asked for the password to the key
file. This password was shown when the key was exported. Enter the password and the key will be imported.

With the imported key, continue by registering to a server. For more on how to register to a server please see
chapter 2.2 Signing in to your BabelApp server.

5. Changing iPhone or SIM

Replacing your old iPhone with a new one is easy with iTunes backup and restore. The new iPhone must have the same or a newer version of iOS.

Use a strong password to keep your backup files secured. Backup files including the Keychain are encrypted with AES 256 bit encryption.
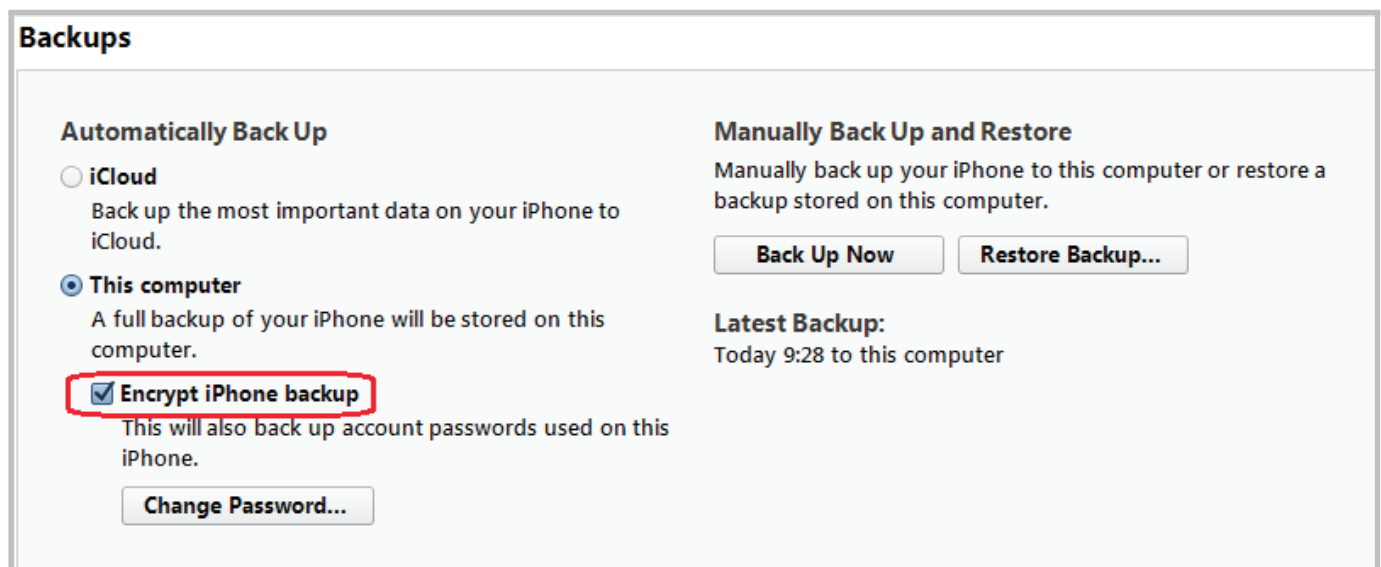
iTunes backup

5.1. PROCEDURE FOR NEW IPHONE

1. Backup your old iPhone to iTunes manually (select in the iTunes menu *File -> Devices -> Back Up* or right click on device and select Back Up)
2. Connect a new iPhone to iTunes
3. When *Set up your device* is displayed, choose Restore from iTunes Backup
4. Follow on-screen instruction to finish setup of new iPhone

# 5.2. PROCEDURE WHEN RESTORING AN EXISTING IPHONE FROM BACKUP

1. Check that an iPhone backup exists in iTunes
2. Turn off *Find My iPhone,* if applicable
3. Delete all data and settings from the iPhone with *Settings -> General -> Reset -> Erase all content and settings*
4. Connect the iPhone to iTunes
5. Select *File -> Devices -> Restore from Back Up* in the iTunes menu or right click on the device and chose **Restore from Back Up**

6. Uninstalling BabelApp

Uninstalling BabelApp will delete the application and all its data from your mobile device.

To uninstall BabelApp:

1. Touch and hold on the BabelApp icon for about 3 seconds. The icon starts to jiggle
2. Tap on the cross sign in the corner of the icon. The *Delete BabelApp dialog box* opens
3. Tap on **Delete**
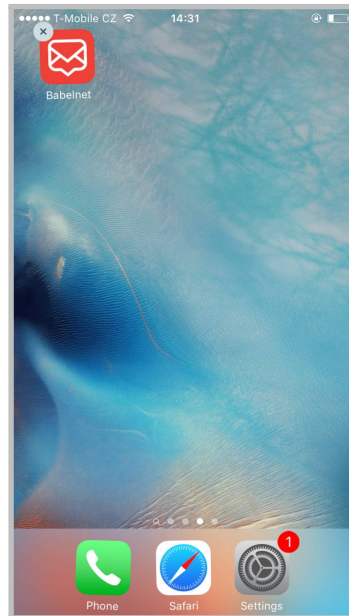
Uninstalling BabelApp

👉 *Note: Mind that all messages and keys are lost when uninstalling BabelApp.*