Windows User Guide

for version 5.4

BabelApp

Contents

1. Installation

BabelApp is enterprise software for encrypted communication.

This user guide contains information on how to install, set-up and use BabelApp.

1.1. INSTALL BABELAPP ON WINDOWS

To begin installation, launch your BabelApp .msi installer package. A simple installation wizard will guide you through the process.

1. Read the BabelApp Licence Agreement
2. Accept it by clicking the corresponding checkbox
3. Click the Install button
4. Wait for the installation to run its course
5. Click the Finish button
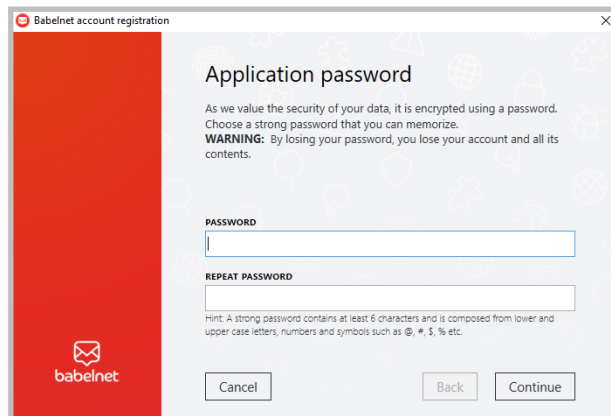
You have now successfully installed the BabelApp Desktop Client. A shortcut icon has been created on your desktop and in your start menu.
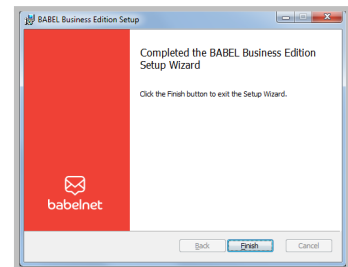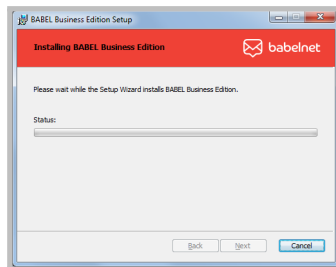
2. Getting started

2.1. FIRST RUN

When you first run BabelApp, the registration wizard is displayed.

Setting up the password

2.2. PASSWORD SETUP
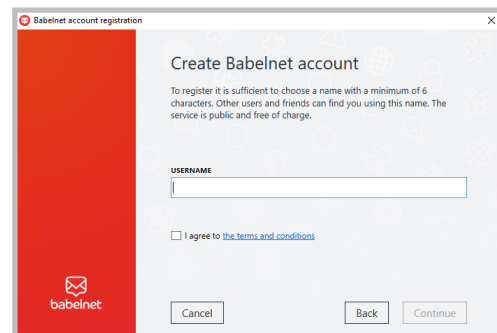
The first thing you need to do is to set up the *Password* for accessing BabelApp. You can change your *Password* later – for more information on how to do that see 5.2.1 Changing the *Password*. Fill in the two fields with your *Password* and click Continue .

2.3. REGISTERING TO A SERVER

To start using the BabelApp desktop client, you have to sign in to your company server or register to the free BabelApp server. You can be signed in to multiple servers simultaneously.

Registration to server

BabelApp free registration

You will receive a PDF registration document containing your OTP credentials from your BabelApp administrator. You can see what information is included in the PDF document in the screenshot below.
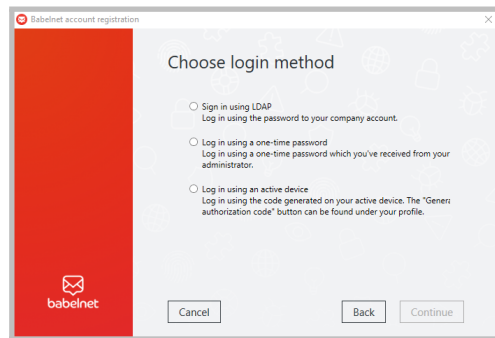
Login to server
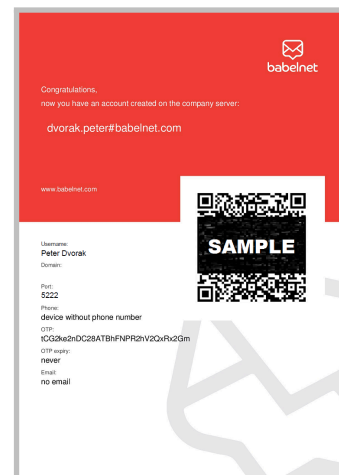
PDF registration document

You can choose one of three login methods to sign in the company server. Confirm the login method by clicking on the **Continue** button and complete the registration by

- Using LDAP – Use your domain password to sign in
- Using OTP password – use your one time password from PDF registration report to sign in
- Using active device – use one of your connected devices to sign in
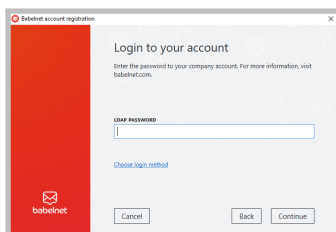
LDAP login
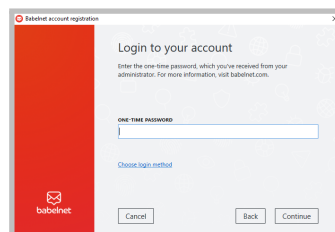
OTP login
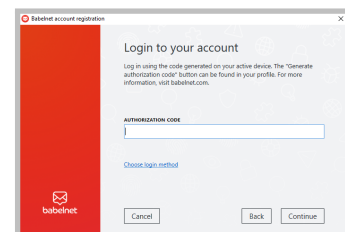
Active device login

If you already have one or more devices connected to the server and you want to add a new device to your contact, you will be presented with the automatic key transfer option.

2.4. AUTOMATIC KEY TRANSFER

If you have already registered other devices, you are presented with two options – 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.

To start the pairing process, click on the **Continue** button. A window with the passkey is displayed. The *Key transfer confirmation screen* is shown at the same time on your currently registered devices and in the lower part of the dialog you are informed about what devices are ready. If BabelApp cannot find any devices or your other devices do not show the confirmation screen, make sure your other registered devices are online and BabelApp is running in the foreground and then click **Try again** in the displayed warning message.

2.5. CONFIRMING THE KEY TRANSFER

When you have initiated the key transfer from your new device and your already connected windows device received a key transfer request, it will display the *key transfer confirm screen*.
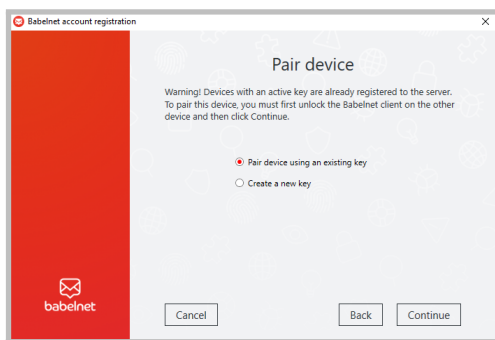
Initiating the transfer process
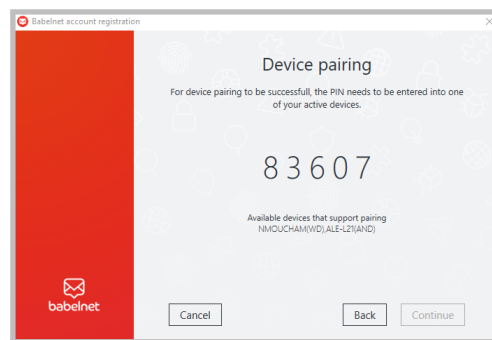
Passkey to enter

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

If there are no errors, the key transfer is completed; your new device will be registered and signed in to the server under your contact.

3. Using BabelApp

BabelApp must be running in order to send and receive encrypted messages. BabelApp is able to send messages asynchronously, regardless of the connection status of the recipient. If the recipient is offline, messages are stored on the BabelApp server and delivered when the recipients come online.

You must unlock BabelApp with your P*ASSWORD* to be able to send messages or to decrypt and read received messages. BabelApp will prompt you to enter your P*ASSWORD* when it launches.

The BabelApp main window is divided into three parts. The leftmost part is the *main control panel*. This panel is always visible but can be minimized into compact view by clicking the arrow in its lower right corner. It enables easy switching between different sections of the application.

Each section's content is then displayed in the middle part of the main window. The third part is context-dependent on the middle part. These sections are:

- *Conversations* – overview of your conversations and messages
- *Drafts* – your saved, not yet sent, messages
- *Contacts* – your contact list where you can view and manage your contacts
- *My profile* – details about all servers you are currently signed in to
- *Notifications* – alerts and warnings about unusual events
- *Settings* – Various settings to customize BabelApp

There are also two quick action buttons:

- *New message* – opens a *new conversation window* where you can compose a new message
- *Lock* – instantly locks the application. To continue using it you need to enter your P*ASSWORD*

Each section will be described thoroughly in the following chapters.

3.1. CONVERSATIONS

Here 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 recipient(s), the date and time of the last message, the conversation subject and a preview of the latest message.

When you *select* (single click) one of the conversations, its *conversation details window* is displayed in the rightmost part of the main window. When you *open* (double click) one of the conversations, its *conversation details window* opens in its own dedicated window.

For more on what is and how to use the *conversation details window* please see 4.1 Conversation details window.
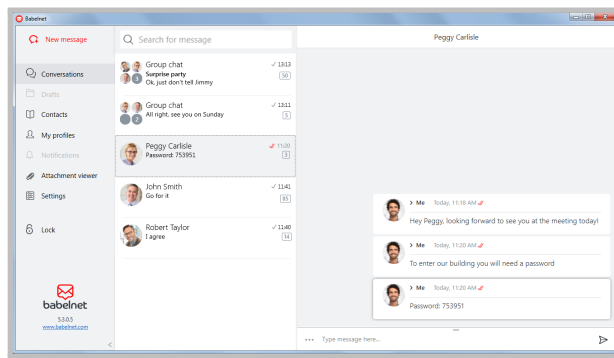
Conversations screen
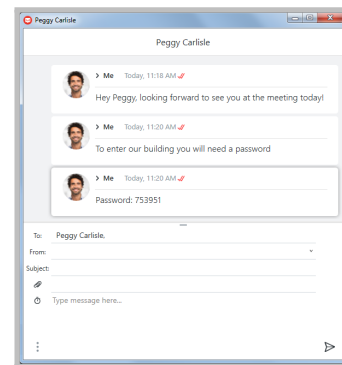
Conversation details window

3.2. MESSAGE DRAFTS

If you compose a message in the standalone _conversation details window_ of any conversation and you don't send it right away, it is saved in form of a draft when the window is closed.

Drafts are displayed in the _Drafts_ section the same way as conversations are in the _Conversations_ section. You can have multiple drafts for one conversation. If you _select_ (single click) a draft, the _conversation details window_ belonging to the corresponding conversation is opened in the rightmost part of the main window. If you _open_ (double click) a draft, the _conversation details window_ belonging to the corresponding conversation is opened in its own dedicated window.

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 either by closing the conversation window or by selecting another draft or another section in the main application window.

3.3. CONTACTS SCREEN

The main part of the _Contacts screen_ is the _Contact list_. It shows all of the contacts from your address book on all BabelApp servers you are connected to.

The contacts are sorted alphabetically. You can quickly search in you contact list by typing into the search bar located above the contacts.

A message window with a new conversation with the selected contact is opened by double-clicking on the contact.
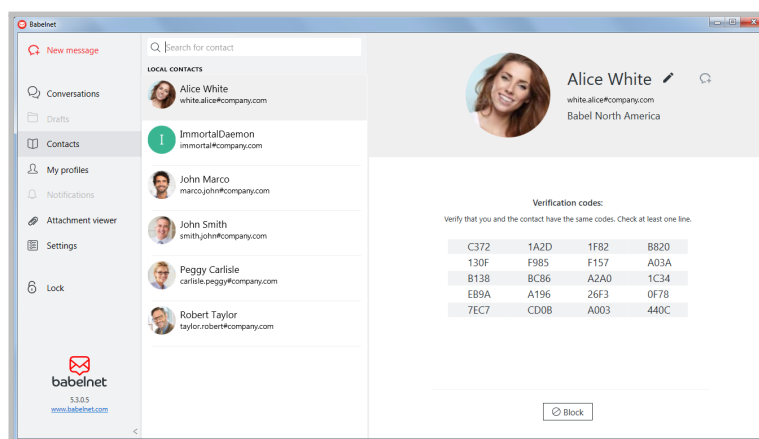
Contacts screen

3.3.1. Adding contacts to your address book

If you can't find people you want to communicate with in your local contact list, you can try searching for them in the global address book. You can add new people to your local address book by clicking on the *Add contact* button.

On the top of the *Add contact screen* is a search box. By typing in a name and confirming it by clicking on the *search* button (magnifying glass icon) or just by pressing the Enter key you can search for new contacts. Depending on the server settings either the whole display name of the contact you are looking for or just its part need to be entered.

You can start a conversation with any of the found contacts by double-clicking it. It will open a new *conversation details window* where the selected contact will be selected as a recipient.

Any contact used from the global address book is also added to your local address book.
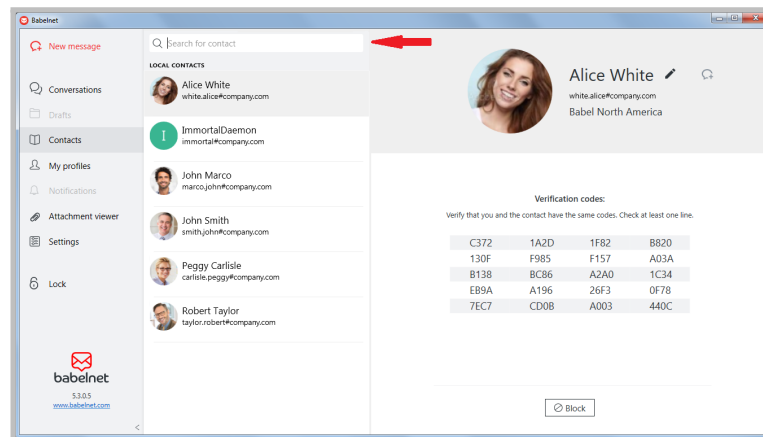
Add contacts button

3.4. NOTIFICATIONS

Notifications are informative messages containing information about uncommon events that occurred in the BabelApp application.

You can access notifications by clicking on the notification icon in the main window action bar. A list of notifications will be shown. After selecting a notification from the list, detailed information will be displayed in the rightmost part of the main window.

After reading the notification message you can delete it by clicking the I understand button at the bottom of the notification details area.

If there are any notifications present, a number will be displayed next to the notification icon informing you how many notifications there are.

3.5. SETTINGS

The *Settings screen* is displayed after clicking on the settings icon in the main window bottom action bar.

For more information about settings, please see chapter 5 Settings.

3.6. LOCKING BABELAPP

The Lock button allows you to protect your messages by locking the application. When locked, BabelApp requires the *PASSWORD* to unlock and to continue working with the application and its contents.

You can set BabelApp to auto-lock when the user is inactive for a specified amount of time and also to lock when Windows is locked. Both these settings can be found in the *Settings* on the 5.2 Security tab.
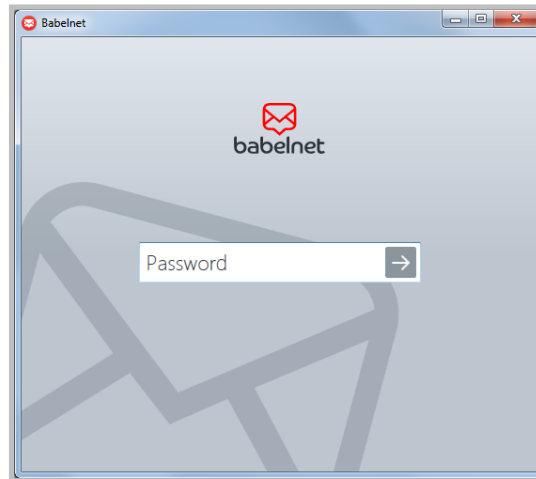
Lock screen

3.7. WINDOWS NOTIFICATIONS

The application is capable of displaying notifications. When you receive a message, you will be informed of it by a notification with the sender's basic information.
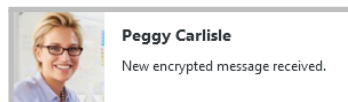
BabelApp notification

3.8. KEYBOARD SHORTCUTS

You can use keyboard shortcuts for the most frequently used actions in the application.

You can use the following when the main BabelApp window is selected:

- *Ctrl + L* – lock the application

4. Messages

By _selecting_ (single click) or _opening_ (double click) any of the conversations in the _Conversations window_ you get to the _Simple conversation details window_. It is designed as a quick and comfortable way to reply to incoming messages. It does not allow setting any advanced parameters of the messages.

To change the _simple conversation detail window_ into the _extended conversation detail window_ click on three dot icon in the lower left corner of the window.

In the _extended conversation detail window_ you can add or remove recipients, change the conversation subject, add attachments or set an auto-delete timer for the message.

Simple conversation detail
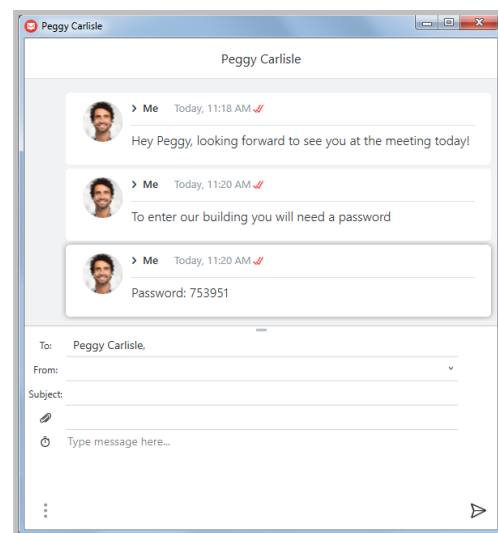
Extended conversation detail

4.1. CONVERSATION DETAIL WINDOW

The _simple conversation detail window_ consists of several parts – recipients, messages and the new message field. If there is more than one recipient the recipients field will change to _Group_ followed by a number of recipients. By clicking it you can display the list of all recipients. The triangular arrow to the right is to send the message (the _Send_ button).

The _extended conversation detail window_ brings in additional options. You can edit the list of recipients – add new ones 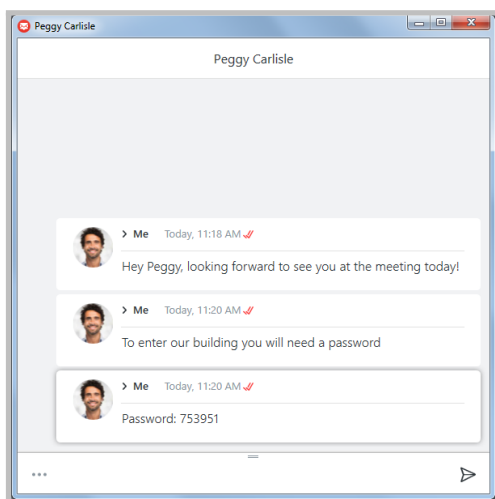or remove existing ones. You can change your BabelApp account from which the message will be sent in the second field. The conversation subject can be changed in the third field.

Icons on the left side are for adding attachments (paperclip icon) and for setting the _auto-delete_ timer (clock icon).

Auto-delete 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 to count down when the recipient reads the message.

☞ Note: When sending large attachments, keep in mind that the recipient needs to finish downloading before the auto-delete timer expires. Set the timer long enough!

4.2. SENDING A NEW MESSAGE

BabelApp enables you to send encrypted messages to any recipient in your contact list. To do so, follow the instructions below.

1. Click the *New message* button on the main window action bar or double click a contact in the *Contacts window* to open the *new conversation window*

2. Fill in the recipients, change your address (optional), the conversation subject (optional) and the text of the message

3. Click the *Send* button or use the keyboard shortcut *Ctrl + Enter* to send the message

👉 *Note: You cannot send an empty message but a message with an attachment without text can be sent.*

4.3. FORWARDING A MESSAGE

To forward a message right-click on a message and select Forward from the context menu. A new conversation window will open. The content of the message, including all attachments, is automatically added to the new message and you can send it right away – all you need to do is select recipients.

👉 *Note: You can't forward messages containing not-yet-downloaded attachments.*

4.4. ATTACHMENTS

4.4.1. Sending an attachment

There are two ways to add an attachment to your message. The attachment button (paperclip icon) is next to the area for writing a message. Clicking it opens a file browser for you to choose a file to attach.

The area where you compose your message also supports *Drag & Drop*, therefore you can just drag a file into the chat window and BabelApp will attach it to the message. Multiple files can be dropped at the same time. *Drag & Drop* for folders is not supported.

A sent attachment will display the progress of uploading to the server when you hover your mouse over the attachment. Attachments remain on the server only until the recipients download them to their devices.

👉 *Note: Uploading of the attachment cannot be paused or stopped once you've sent the message. If you loose network connection during the uploading, the process resumes once you are back online.*

The maximum attachment size and time it can stay on the server if not retrieved by the recipients is set by the server administrator.
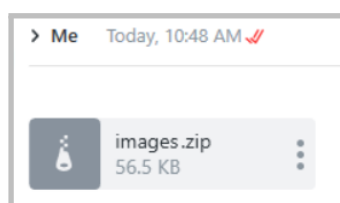
Sent attachment

Uploading in progress

Uploaded attachment

4.4.2. Receiving attachments

When you receive an attachment, you can download it to your desktop by clicking the download button that is shown when you hover your mouse over the received attachment icon. This stores the encrypted attachment in the application's storage folder. The on-hover menu is then replaced by buttons to view or save the attachment. When clicked on, the Save button opens an explorer window, in whi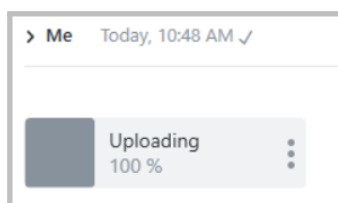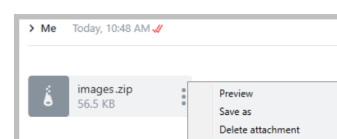ch you indicate where and under what name this attachment will be saved. The attachment is then decrypted and saved to the location of your choice.

BabelApp contains an internal file viewer for displaying certain types of attachments without them leaving the secure BabelApp storage. In the current version, most image formats are supported as well as text documents (.txt files). To open an attachment in the internal viewer, click the Preview button.

👉 *Note: Any files displayed in the BabelApp attachment viewer remain protected, encrypted by your PASSWORD. Use the BabelApp attachment viewer when it's possible and keep your data safe!*
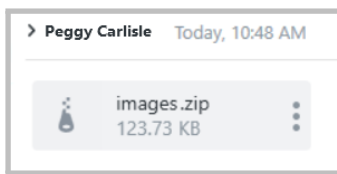
Received attachment
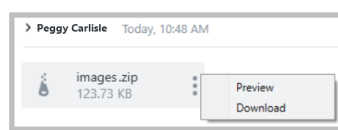
Attachment to be downloaded
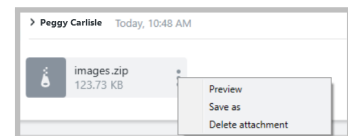
Downloaded attachment

4.4.3. Attachment viewer

You can find, preview, delete or save all your downloaded and uploaded attachments in *Attachment viewer*.

On the top of the *Attachment viewer screen* is a search box. By typing in a name and confirming it by clicking on the *search* button (magnifying glass icon) or just by pressing the Enter key you can search for saved attachments.

You can select and preview any attachment by clicing on it.

The selected attachment can be shown in the conversation by clicking the chat bubble button, saved by the Save as button or deleted by the Bin button.
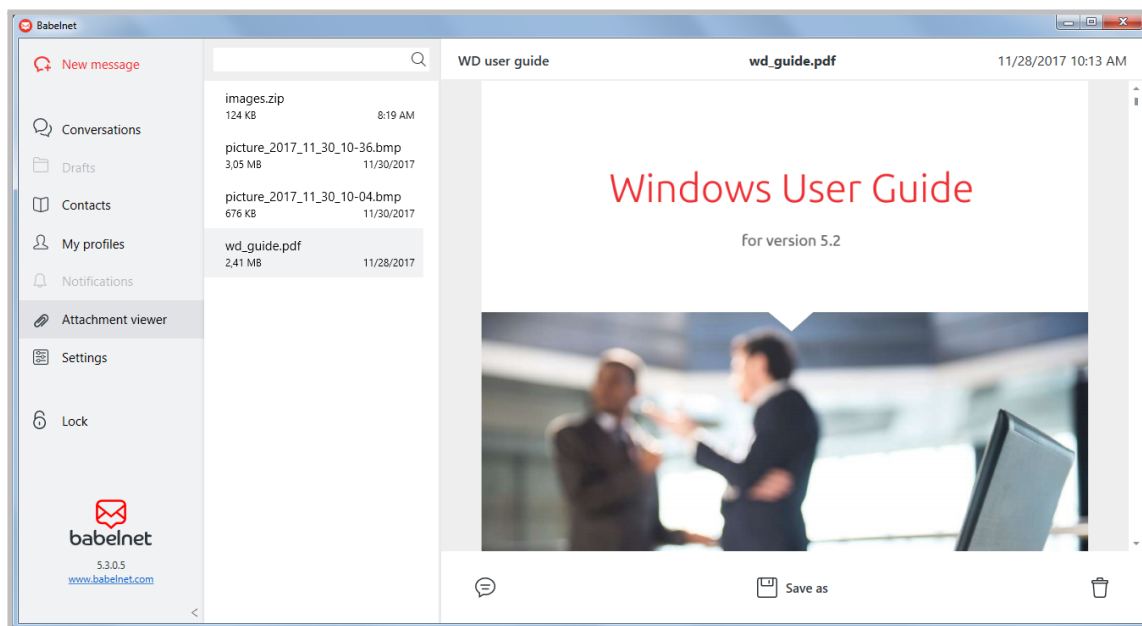
Attachment viewer

5. Settings

To access the Settings screen, click on the Settings button in the main window action bar. This screen allows you to make changes to your settings and preferences.

The *Settings screen* is divided into six tabs; detailed information for each of them follows.

5.1. GENERAL SETTINGS
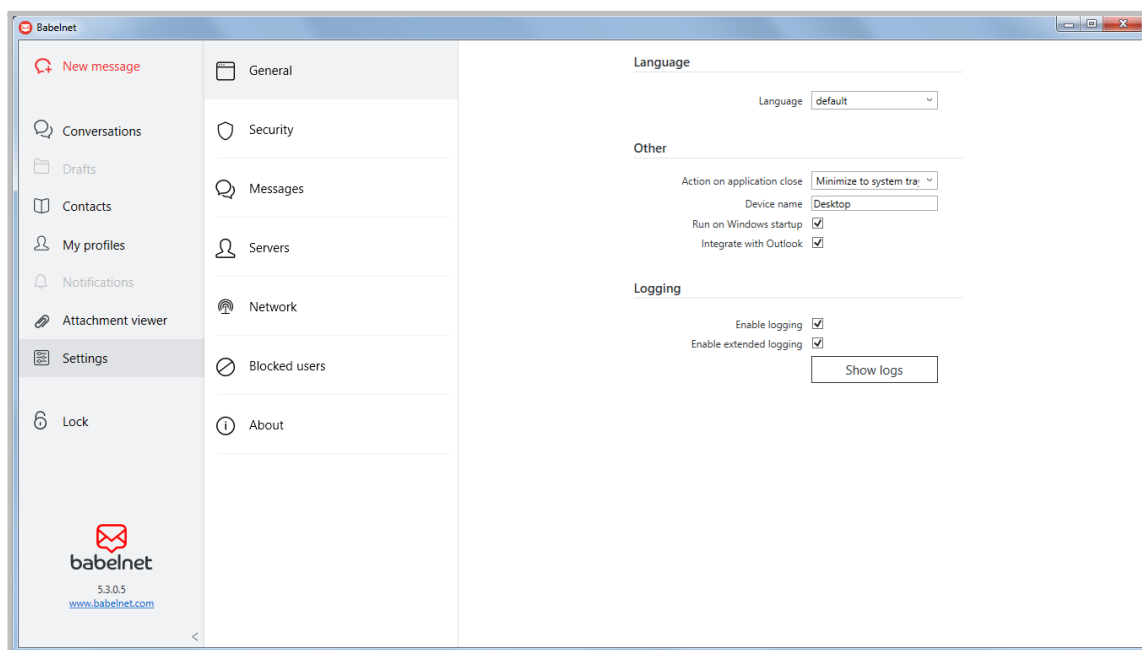
General settings tab

Here you can select the display language of your BabelApp desktop client. In the current version the supported languages are English, Czech and Spanish.

When you try to close (click the cross in the upper right corner) BabelApp for the first time, it will ask you what you wanted to do and allows you to set it as default behaviour. The second option allows you to change the set behaviour.

The *Device name* specifies the name of the desktop client. By default the name of your workstation is set, but you are free to change it. This name is used when you own multiple devices connected to the same BabelApp contact. When sending message from one device, other devices will display the sent message as well and the name of the device from which the message was sent in message details.

If you want to Run BabelApp on Windows startup you can just check the next option *Run on Windows startup*.

The option *Integrate with Outlook* will add two icons to your outlook email client. You will open the BabelApp *New conversation window* with the first one and with the second one the window will be filled with subject, text and attachments from selected email.

5.2. SECURITY SETTINGS
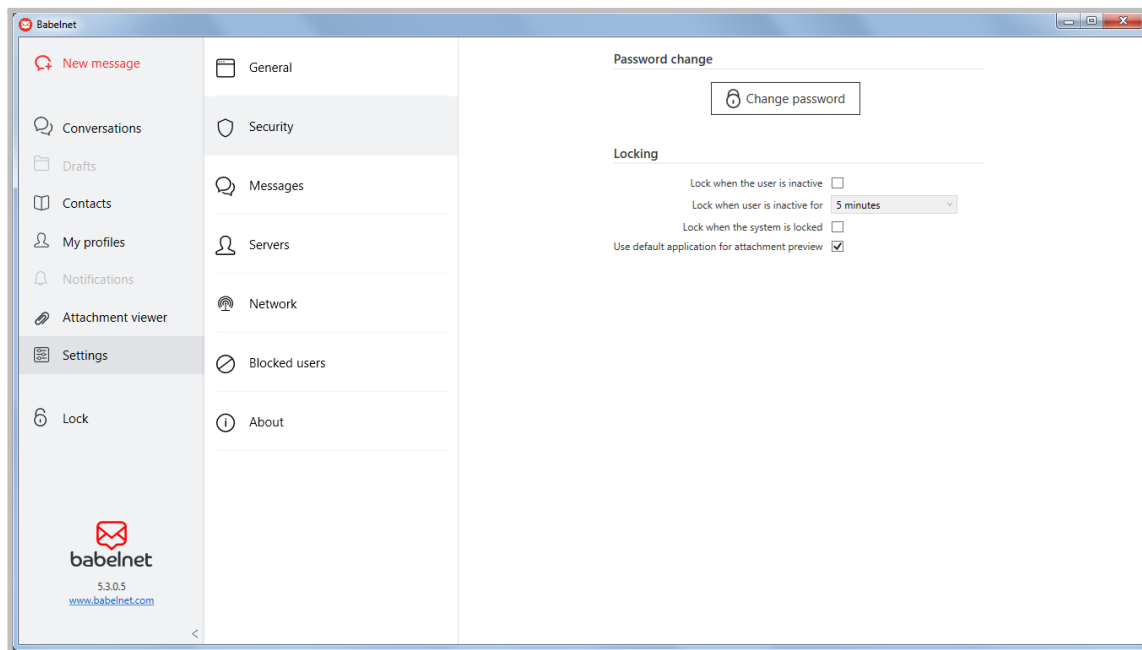
Security settings tab

5.2.1. Changing the password

In the settings, you have an option to change the *PASSWORD* used to unlock BabelApp upon application start or when you lock it manually. Simply fill in your current *PASSWORD* and then the new *PASSWORD* twice below for validation. To confirm the change, press the **Change** button.

> ☞ Note: Use only strong passwords. The length of the password should be at least 12 characters.

5.2.2. BabelApp lock settings

To increase safety of your data you can set BabelApp to auto-lock.

When locked, BabelApp continues to receive messages and show incoming message notifications, but you need to unlock BabelApp with your *PASSWORD* to access the conversations.

The first option allows you to enable a time-based auto-lock. BabelApp will lock itself if the user is inactive for a specified amount of time.

The second option will ensure that Babel locks itself when you lock your workstation (*Winkey+L* shortcut).

> ☞ Note: It's easy to forget to manually lock BabelApp. We advise you to keep both auto-lock options active. Keep your data safe!

5.2.3. Attachment preview

The *Use default application for attachment preview* option will allow BabelApp to decrypt recieved file to temporary location and use installed word, excel or PDF viewer to preview the attachment. After closing the preview will BabelApp remove unencrypted file from temorary location.

5.3. MESSAGES SETTINGS
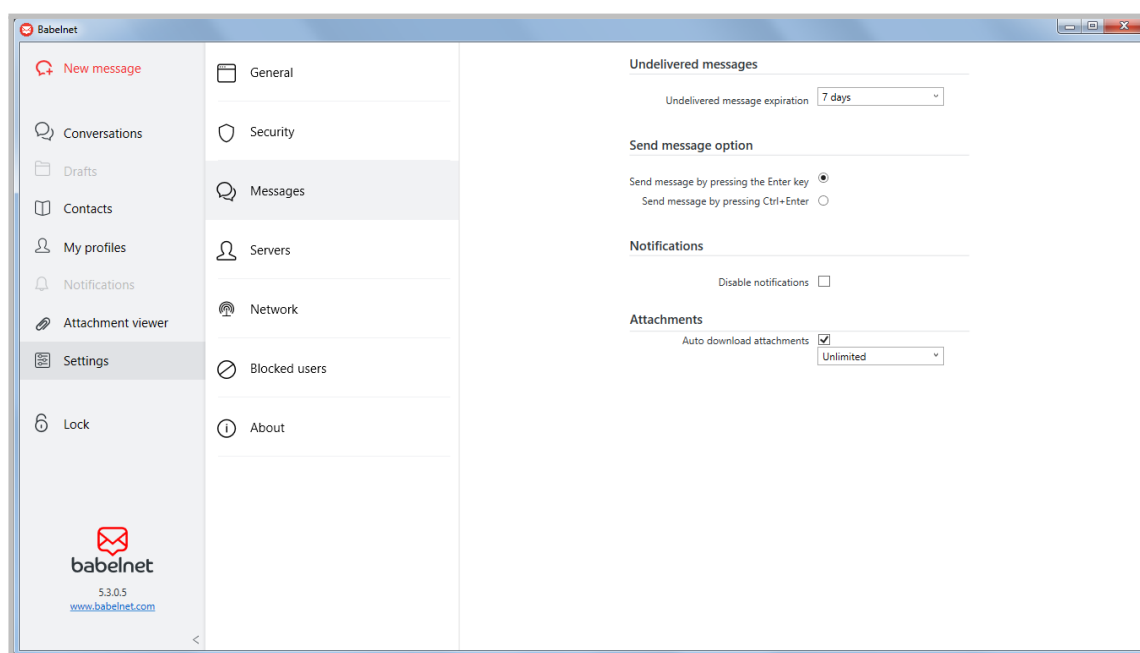
Messages settings tab

5.3.1. Message expiration

The undelivered message expiration option specifies the amount of time, during which BabelApp will try to deliver your message. The timer starts counting the moment you send the message.

5.3.2. Send message shortcut

BabelApp allows you to choose between two modes of sending messages.

- Send by _Enter_ – after pressing the Enter key the message will be sent
- Send by _Ctrl+Enter_ – pressing the Enter key inserts a new line into the message text, the message is sent using the Ctrl+Enter combination

> ☞ *Note: Key combination _Shift+Enter_ can be used to insert a new line independently of this setting.*

5.3.3. Notifications settings

By switching off notifications you can completely disable the windows notifications. Windows notifications are displayed in the upper right corner of your screen when a message is received.

5.3.4. Automatic attachments download

Attachments will be automatically downloaded when the setting is on. You can set the maximum size of attachment whith will be downloaded automatically here.

5.4. SERVERS SETTINGS
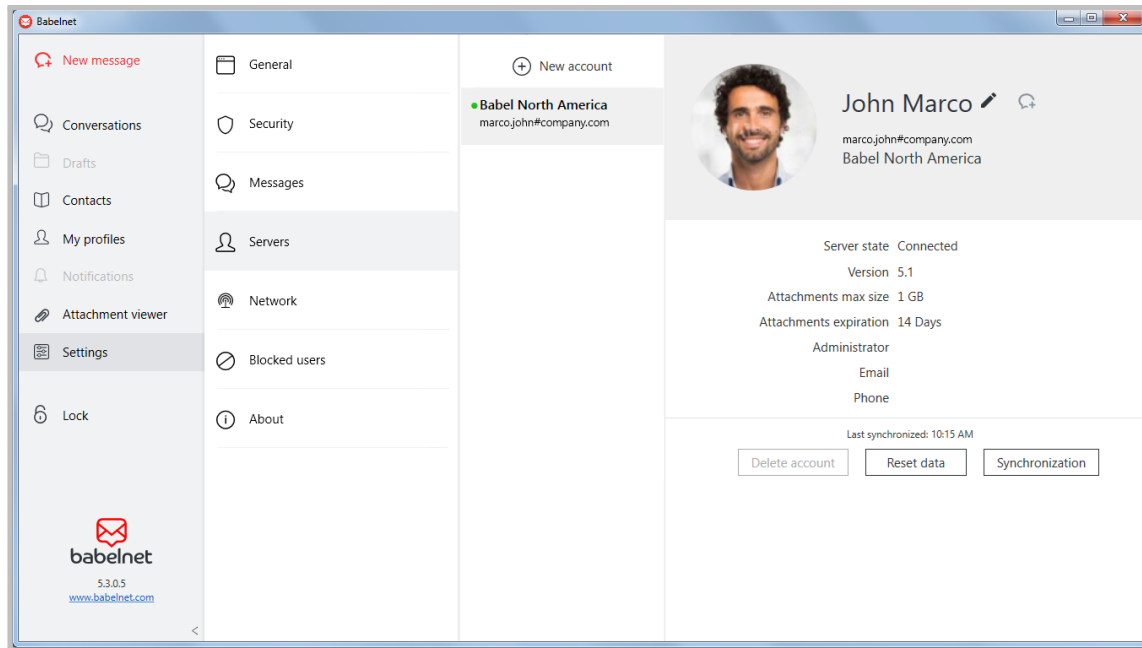
Servers settings tab

Here you can see list of all servers you are currently signed in to. Selecting a server from list will display details of your account on that server as well as basic information about that server in the rightmost part of the main window.

5.4.1. New account

By clicking the New account button you open a dialog, where you can establish connection to another server. The process of registering to another server is the same as described in 2.3 Registering to a server.

5.4.2. Delete account

Delete account is an option to delete your connection to a BabelApp server. Your contacts on that server will be deleted, but existing conversations will remain intact. Only the deleted users will be marked as _DELETED_.

An alert will ask you for confirmation. The deletion cannot be reverted, if you want to continue using that server, you will have to register again with new OTP.

👉 _Note: You cannot delete an account when it is the only one in the application._

5.4.3. Reset data from server

This button forces complete synchronization with the server for all the contacts.

👉 _Note: Please, use this button if BabelApp behaves oddly before contacting BabelApp support. Chances are it will fix your issue._

5.4.4. Manual synchronization

The Manual synchronization button allows you to manually trigger synchronization with the server. This serves to update contact information from the server. This is done automatically every time BabelApp is launched.

5.5. NETWORK SETTINGS
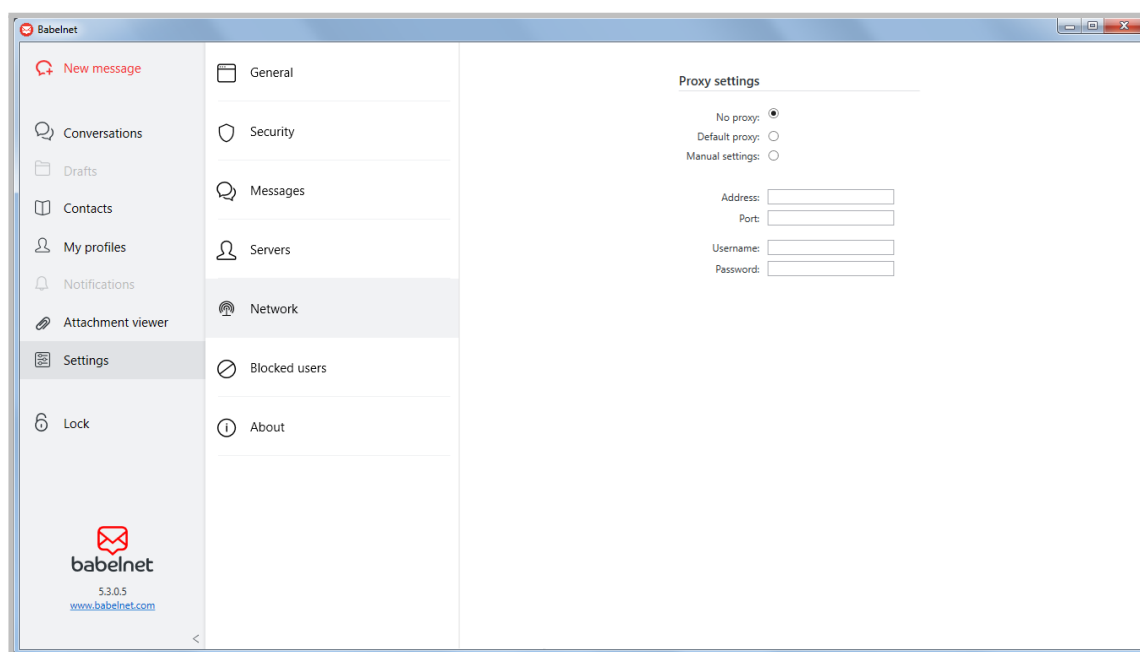
Network setting tab

Proxy server is a computer that sits between a client computer and the Internet, and provide indirect network services to a client.

Here you can set which proxy server is used. There can be some problems with receiving a message when company proxy server is set. You can overwrite system setting for BabelApp.

1. *No proxy* – this option will disable any proxy for BabelApp
2. *Default proxy* – this option will use the system settings
3. *Manual settings* – this option will allow you to set your own proxy server (different from Windows proxy)
   - *Address* – set the address of your proxy server
   - *Port* – set the port number that is used by the proxy server for client connections
   - *Username and Password* – set a username and password if your proxy server is using authentication

5.6. BLOCKED CONTACTS
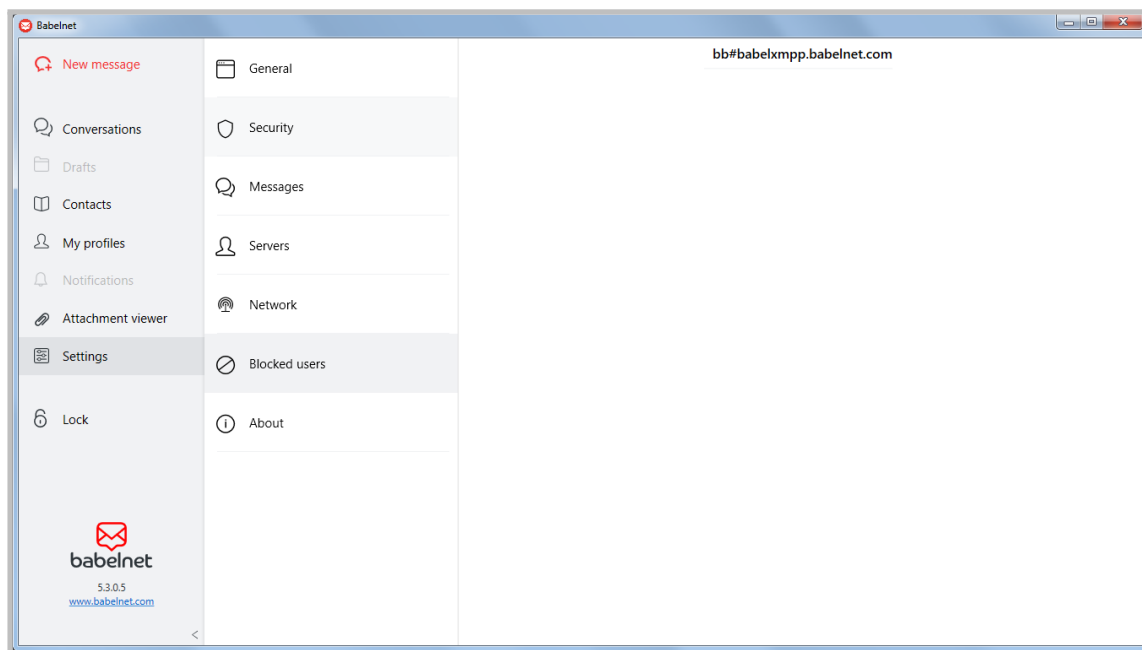
Blocked contacts tab

Here you can see a list of all contacts you have blocked so far. You can unblock any contact by right-clicking on the contact and selecting Unblock . Once you unblock a contact, it will be once again displayed in your contact list and you will be able to send messages to and receive messages from that contact.

5.7. ABOUT

Here you can find detailed information about the client you're currently running and its version. You can also find a list of used libraries with their licences.

6. Backing up or moving BabelApp

6.1. BABELAPP BACKUP

To back up the BabelApp data you need to shut down the BabelApp application. Then locate the BabelApp storage folder. The location is

```
%USERPROFILE%\AppData\Roaming\BabelBE\
```

where **%USERPROFILE%** is a system defined variable. It usually is

```
C:\Users\[your username]\
```

To create a backup, create an archive of the **BabelBE** folder.

👉 *Note: Your Password, registration to servers, all conversations and messages in them will be backed up.*

6.2. RESTORING BABELAPP FROM BACKUP

Extract the backed up files into the BabelApp storage location.

6.3. MOVING BABELAPP

If you want to move your BabelApp application to a new computer, first make a backup of BabelApp files on the old computer.

Install BabelApp on the new computer.

Extract the backed up files from the old BabelApp into the new BabelApp storage folder.

👉 *Note: You MUST NOT run the original and the new copy of BabelApp at the same time.*

7. Uninstalling BabelApp

Uninstalling BabelApp will remove your current installation, but will keep your messages and registration intact. You can access these messages when you install BabelApp again.

1. Open Programs and Features by clicking the Start button, clicking Control Panel, clicking Programs, and then clicking Programs and Features
2. Select BabelApp, and then click Uninstall
3. Click Next
4. Click Remove
5. Manualy remove the Data folder if you dont need them anymore. (location of data folder is described in 6.1 BabelApp backup)

The BabelApp desktop app was successfully removed from your computer.