

**ECRYPT TECHNOLOGIES, INC.**  
*a wireless privacy company*

# ECRYPT FOR BLACKBERRY V 3.0.35

## USER GUIDE

FOR SUPPORTED BLACKBERRY® SMARTPHONES

**User Support**

e mail: [support@ecryptinc.com](mailto:support@ecryptinc.com) • online: [www.ecryptinc.com/support.html](http://www.ecryptinc.com/support.html)

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# LEGAL

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**ARBITRATION**

All unresolved disputes arising under this Agreement shall be submitted to arbitration under the rules of the American Arbitration Association in Boulder, Colorado, U.S.A. The arbitration will be conducted in English and the award of the arbitrator shall be binding and may be entered as a judgment in any court of competent jurisdiction.

**ENTIRE AGREEMENT**

This Agreement is the entire agreement between eCrypt and you, the Licensee, and supersedes any other communications or advertising with respect to the Software. This Agreement may be modified only by written agreement signed by authorized representatives of Licensee and eCrypt.

# GETTING STARTED

Before you install and use *eCrypt for BlackBerry*, you should know that:

- ✓ your contacts need a licensed copy of the software to de-encrypt messages.
- ✓ once completely deleted, a Private Tunnel cannot be reproduced.
- ✓ you can only send an encrypted message to one contact at a time. If you send an email to more than one recipient, the message will not be encrypted (even if you have Private Tunnels with those contacts).
- ✓ attachment encryption is not supported. When encrypting forwarded emails containing attachments, attachments will be stripped on the BlackBerry® device but will be available in the mailbox.
- ✓ V-Cards will be removed if sent encrypted. They won't be available on the handheld or in the mailbox.
- ✓ eCrypt encrypted messages cannot be forwarded to and read by other contacts. Only the original sender and recipient can decrypt that message.

## SYSTEM REQUIREMENTS

Before you install *eCrypt for BlackBerry*, be sure that you have:

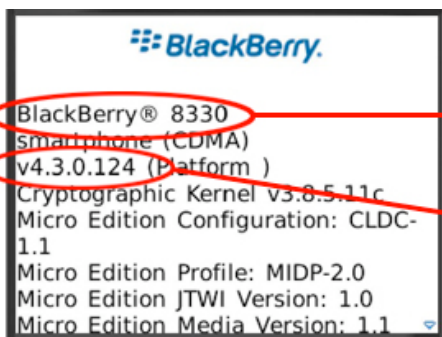
- ✓ a BlackBerry data plan that includes Internet service.
- ✓ at least 1 (one) active email account on your BlackBerry® device.

**Don't have one?** Set one up right on your device! On your BlackBerry device desktop, select the *Email Settings* icon. (To see it, you may need to unhide hidden icons by simultaneously clicking ALT and your trackball. Select *Show All*.) Follow the prompts to set up your email.

Contact your BlackBerry service provider or, if you require assistance, visit [http://na.blackberry.com/eng/support/blackberry101/setup.jsp#tab\\_tab\\_email](http://na.blackberry.com/eng/support/blackberry101/setup.jsp#tab_tab_email).

- ✓ supported system software on your BlackBerry device (based on your device series):

BOLD™ SERIES	CURVE™ SERIES	PEARL™ SERIES	8800 SERIES	8700 SERIES	7200 SERIES	7130 SERIES	7100 SERIES	7500 SERIES
4.7	4.3	4.6	4.2	4.2	4.1	4.2	4.1	4.1
4.6	4.2	4.3		4.1		4.1		
		4.2						



**Tip:** To find the current version of the system software on your BlackBerry device, go to: *Options > About*.

\* **Running an unsupported version?** You can upgrade or downgrade using BlackBerry® Desktop Manager. Go to [http://na.blackberry.com/eng/support/downloads/download\\_sites.jsp](http://na.blackberry.com/eng/support/downloads/download_sites.jsp). Select your wireless service provider and device model then download the file to your computer.

# INSTALLATION

**Important:** Follow these steps on your BlackBerry® device.

## INSTALLING THE SOFTWARE

- 1) Open your **eCrypt for BlackBerry Order** confirmation email. Scroll down and click the **Download Link**.
- 2) The eCrypt end user license agreement appears. After reading, you must select **I Agree** to continue.
- 3) The Product Download screen appears. Select the **Download** button.
- 4) After the installation, “The application was successfully installed” dialog box appears. Click **OK**.
- 5) If you are prompted to reboot, select **Yes**. If you do not receive a prompt, exit the browser.

## ACTIVATING THE SOFTWARE

- 1) Click on the new eCrypt icon on your home page. You may be prompted “To get started, refer to ‘Getting Started’ in the User Guide, or go to online help.” Select **Continue without help**.
- 2) When prompted to “Activate your license to continue,” click **OK**.
- 3) Select the connection option or select “I don’t know.” Unable to establish a connection? See the [Connection Tip](#) below.
- 4) When you receive the “Activation successful!” prompt, click **OK**.
- 5) You will be prompted to “Click on tutorial (below) to learn how to set up Private Tunnels”, click **OK**.
- 6) Exit the Advanced Options window.

**Connection Tip:** If you can’t get a connection, check your Access Point Name (APN) information. *Select Options > Advanced Options > TCP*. In the APN field, enter the values based on your service provider (below). Save and exit.


SERVICE PROVIDER	APN VALUE	USERNAME	PASSWORD
AT&T	isp.cingular	<i>leave blank</i>	<i>leave blank</i>
Cingular Blue	proxy	<i>leave blank</i>	<i>leave blank</i>
Cingular Orange	wap.cingular	<a href="mailto:wap@cingulargprs.com">wap@cingulargprs.com</a>	CINGULAR1
T-Mobile	wap.voicestream.com	<i>leave blank</i>	<i>leave blank</i>
Others	internet.com	<i>leave blank</i>	<i>leave blank</i>


# USING THE SOFTWARE

Before using your software, you need to establish a Private Tunnel with your key contacts. A Private Tunnel is an encrypted connection between a sender and recipient.

**Important:** In order to create a Private Tunnel, both contacts must have *eCrypt for BlackBerry* installed.

## CREATING A PRIVATE TUNNEL

- 1) Open your Address Book.
- 2) Select the contact with which you want to create a Private Tunnel.
- 3) Click the BlackBerry menu  button. A menu appears.
- 4) Select **Create Private Tunnel**. When prompted, select the desired email address:
  - a. If your contact has more than one email address, click the first email address. A full list of the contact's email addresses appears. Scroll to the desired email address and click to select it. Select **OK**.
  - b. If your contact has only one email address, select **OK**.
- 5) A prompt appears to confirm that the email address has been added to the Secure Contact List. Click **OK**.

**Tip:** If you added the wrong email address, go to eCrypt > Advanced Secure Contact List. Click **Edit** and scroll through the list to locate the email address. Click the BlackBerry menu  button and select **Remove**.
- 6) Compose an email to the contact in your Secure Contact List.
- 7) Type and send your email. Sending the message may take a few moments.
  - a. Your contact will receive the encrypted email with your message and a Private Tunnel request. After opening the email, the contact will be prompted to Accept or Refuse the Private Tunnel request.
  - b. After the contact accepts the request, you will receive an automated response email.
- 8) Open this email. The prompt confirms that the Private Tunnel is complete. Click **OK**.

Your device sends an automated response to your contact – confirming the Private Tunnel. Sending this message may take a few moments.
- 9) When your contact receives and opens the automated email response, your Private Tunnel is active. If you receive a confirmation email, open the message and, when prompted, click **Yes**.

**Note:** All future emails to this email address will be encrypted automatically.


## SENDING A SECURE EMAIL

Once you have a Private Tunnel set up with a contact, you do not need to do anything differently to send a secure email.


- 1) Compose an email to a contact in your Secure Contact List.
- 2) Type and send your email. Sending the message may take a few moments.

## DELETING A PRIVATE TUNNEL

**Important:** To delete a Private Tunnel, both parties must complete these steps. Once terminated, a Private Tunnel cannot be recreated.

- 1) Click the eCrypt icon on the home page. The Advanced Options screen opens.
  - a. Scroll down to locate the Secure Contact List.
  - b. Select the **Edit** checkbox. Scroll down to locate the email address you'd like to remove.
  - c. Click on the email address. The address appears highlighted and the option **Full Menu** appears.
  - d. Select **Full Menu**. From the menu, select **Remove**.
  - e. Scroll up and click the **Edit** checkbox to remove the checkmark.
  - f. Exit out of the Advanced Options.
- 2) Open your Address Book. Open the applicable contact name and click on the email address. A menu appears.
- 3) Select **Edit**. The Edit Address screen appears.
  - a. Scroll down to the **eCrypt Secret Key** field.
  - b. Click your BlackBerry menu  button. Select **Clear Field**. Confirm that you want to clear the field.
  - c. Scroll down to the **eCrypt Private Key** field.
  - d. Click your BlackBerry menu button and select **Clear Field**. Confirm that you want to clear the field.
  - e. Click your **Menu** key and select **Save**.
  - f. You'll be returned to the Address Book list of contacts.

## UNINSTALLING THE SOFTWARE

- 1) Select the **Applications** icon on the home page.
- 2) Select the **Options** icon. The Options screen appears.
- 3) Select **Advanced Options**. The Options-Advanced screen appears.
- 4) Select **Applications**. The Applications screen appears.
- 5) Scroll to eCrypt and select the BlackBerry Menu  button.
- 6) Select **Delete** from the menu.
- 7) Follow the prompts to reboot your BlackBerry device.

# ADVANCED OPTIONS

**ACTIVATE LICENSE button** - used to activate your eCrypt software on your device.

**TURN ECRYPT ON** - turns eCrypt ON (when checked) and OFF (when unchecked). OFF disables eCrypt.

**ENCRYPT SUBJECT** - message subjects are encrypted (when checked) and not encrypted (when unchecked).

**PROMPT ME IF PRIVATE TUNNEL DOESN'T EXIST** - eCrypt will always prompt you to create a Private Tunnel when you email, or reply to, a contact with whom you do not already have a Private Tunnel.

**PROMPT ME IF CONTACT DOESN'T EXIST** - eCrypt will always prompt you to Add and Secure the contact, when you email, or reply to, a contact that does not exist in your Address Book.

**PROMPT ME TO DECRYPT MESSAGES** - eCrypt will always prompt you to decrypt an encrypted email (when checked). eCrypt will automatically decrypt emails (when unchecked).

**HELP button** - opens eCrypt Advanced Help.

**TUTORIAL button** - opens tutorials on Installation and Creating Private Tunnels.

**ABOUT button** - displays eCrypt software information and device information. This information is required when requesting support.

**INVITE FRIENDS button** - opens an email containing an invitation to try eCrypt for BlackBerry. Add an email address to the To field and send.

**RESTORE DEFAULTS button** - resets your Advanced Options to their default state.

**SECURE CONTACT LIST** - contains the email addresses with which you have Private Tunnels. You do not need to edit this area unless directed to do so by the User Guide or Support.

# TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
The <b>Keys don't match</b> prompt appears when I receive encrypted emails from a secured contact.	A. The Private Tunnel between you and this contact was disrupted	A. When prompted with the <b>Keys don't match</b> prompt, select <b>Yes</b> to recreate the Private Tunnel.
	B. Your contact is forwarding you an encrypted message belonging to a different Private Tunnel.	B. Encrypted messages cannot be forwarded outside of the Private Tunnel used to create them.
My BlackBerry is slow to encrypt/ decrypt messages and/or freezes.	A. The email trail that you are trying to encrypt and/or decrypt is very large.	A. The longer the email trail, the harder your device has to work to secure it. Use the <b>Delete Original Text</b> option on your menu when replying to a message.  <i>Tip:</i> Long message trails also contain large amounts of data. If you are on a limited data plan, you are incurring additional charges.
	B. You have a lot of contacts in your Address Book.	B. To encrypt and decrypt messages, eCrypt for BlackBerry needs to complete a scan of your Secure Contact List (to verify if the addressee appears there) as well as your Contacts (to locate the encryption/decryption key). If you have a lot of contact entries this may cause your device to appear to freeze. The only remedy for this is to upgrade your device to a more robust device, such as the BlackBerry Bold.
	C. You have too many applications installed on your BlackBerry and are low on device memory.	C. Remove the applications you don't use. For detailed instructions, refer to your device's User Guide at: <a href="http://na.blackberry.com/eng/devices">http://na.blackberry.com/eng/devices</a> .
	D. You have too much media stored on your BlackBerry and are low on device memory.	D. Use an SD Card for storing music, videos, and pictures instead of storing them directly on your device.
After installing the software, I get the prompt: <b>The application is not registered for this device.</b>	A. You entered your PIN # incorrectly on your order.	A. Contact <a href="mailto:support@ecryptinc.com">support@ecryptinc.com</a> to resolve the issue.
	B. You installed software that is licensed to another device.	B. Uninstall the software - refer to the <b>Using the Software</b> section of this User Guide for instructions. Visit <a href="http://www.ecryptinc.com">www.ecryptinc.com</a> to purchase your own license.
When I send email, I'm prompted to <b>Connect using BES/ MDS, BIS.</b>	You haven't activated your license.	Click the eCrypt icon to launch the eCrypt Advanced options. Select Activate License.

**Still having problems? Contact us: [support@ecryptinc.com](mailto:support@ecryptinc.com)**