



# INTACTPHONE ARCANE USER GUIDE



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## ABOUT

This document contains only the instructions necessary for setting up and safe use of your IntactPhone Arcane phone.

Mobile cyber-crime is a rapidly growing significant threat. This phone empowers safe communications and operation. It keeps you protected by eliminating the most major mobile security breaches and minimizing cyber-attack surface to the extreme.

Note that the phone replaces all Google services with custom-built secure services and runs under fused central intelligent governance. As such, an external administrator has taken charge over some of the security settings via granular permit/deny mechanisms and has defined your user experience.

Enjoy your phone and be cautious.

## **SAFETY**

If the safety of the phone has been compromised, it must be immediately withdrawn from use.

Do not touch the screen of the phone with sharp objects and do not scratch the screen.

Do not put the phone in environments with excessive temperatures.

Do not charge the phone near any flammable or explosive substances or in environments with much dust, humidity or excessively high or low temperatures

Do not expose the phone to strong magnetic fields.

Keep a distance of at least 15 cm between the phone and mission-critical medical devices.

Power off the phone and disconnect the charging cable before cleaning the phone.

Do not use any chemical cleaning agents to clean the phone. Use a damp and anti-static soft cloth for cleaning.

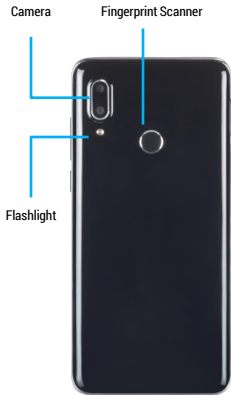
Do not attempt to open or repair the phone. Only authorized personnel are allowed to repair the phone.

Only use accessories approved for the product.

## **WARNING**

CommuniTake Technologies will not assume any liability for damages caused by disregarding any of these advices or by any inappropriate use of the phone.

## MAIN COMPONENTS & BUTTONS



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### **Micro USB:**

Connect to external USB device or other mobile device.

### **Volume up key:**

To control the volume.

### **Volume down key:**

To control the volume.

### **Power key:**

Short press - activates screen lock; long press - powers on & off.

### **SIM Card / SD Card Slots:**

Compartment for Micro SIM cards and SD card on the back of the device.

### **Back Key:**

Return to previous screen.

### **Home Key:**

Return to Home screen.

### **Menu:**

Bring up a list with options.

## FIRST INSTALLATION - BATTERY

The battery in this phone is not removable by the user.

The battery is not fully charged when the phone is purchased, but it contains enough energy to power on the phone.

To obtain best battery performance and battery life, let the battery discharge completely before charging it completely for the first charging cycle.

If the phone has a fault and cannot be turned off, you can long press the reset button for 15 seconds to reset. This will restart the phone.



## INSERTING THE SIM / SD CARDS

Power off the phone before installation.

To pop open the SIM tray, insert a paper clip or a SIM-eject tool into the hole beside the tray.

Push in, towards the Arcane, but don't force it. After you open the tray, you will notice two slots: an inner slot for a Nano SIM card, and another any-purpose slot for both SIM cards and SD cards.

Place the SIM card into the tray—it will fit only one way, because of the notch. Then insert the tray into the device completely and in the same orientation that you removed it. The tray also fits only one way.

The phone accepts up to 32GB Micro-SD memory cards.

Power off the phone before installation.

Pop open the tray and place the SD Card on the outer slot, then close the tray as described above.



## GETTING STARTED

Turn on your phone by pressing and holding the power button for a few seconds.

It is recommended to protect your phone with three passwords:

1. A password for accessing the phone.
2. A password for using the contained communications (central administration policy dependent).
3. A password for encrypting the phone's SD card (central administration policy dependent).

On first activation, follow the instructions and enter your passwords.



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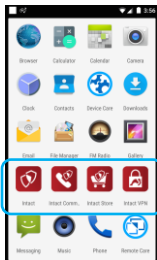
## MAIN INTACTPHONE APPS

**Intact:** Tap on the Intact icon to access phone's services such as secure communications, Antivirus; secure store etc.

**Intact Communicator:** Tap on the Intact Communicator icon to perform secure voice calls and messages.

**Intact Store:** Tap on the Intact Store icon to access the global secure app store.

**Intact VPN:** Tap on it to view and activate VPN connection (once activated for your account).



## MAIN INTACTPHONE APPS SCREEN

**Required:** Opens the required apps (active only in app level deployment).

**Blacklist:** Opens the prohibited apps (active only in app level deployment).

**Store:** Opens the internal app store.

**History:** Displays historic apps' management actions.

**Web Browser:** Accesses secure browsing (active only when browsing policy in on).

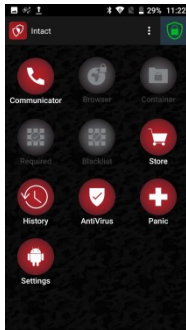
**Secure Container:** Accesses a secure SharePoint files container (if connected).

**Communicator:** Opens the secure voice calls and messaging module.

**Antivirus:** Accesses Antivirus **Scan** and **Update** actions.

**Panic Mode:** Opens panic button configuration as enabled in the system.

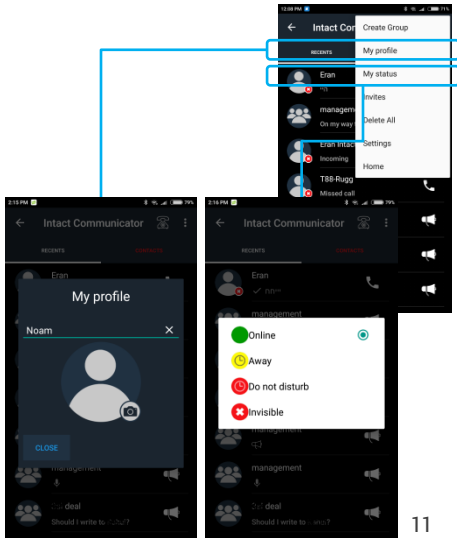
**Settings:** Accesses Google services activation.



## MANAGE YOUR APPEARANCE

To manage how you are seen by others in the system:

- Tap on the **Secure Communicator** icon.
- Tap on the three dots menu icon on the upper right corner.
- Tap on **My profile**:
  - Set your name in the system.
  - Tap on the contact icon and take a photo or select a photo from the device library.
- Tap on **My status** and select your availability status.

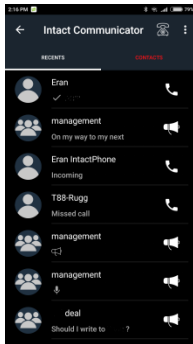


## PERFORM SECURE VOICE CALL

- Tap on the **Intact Communicator** icon.
- Search for the desired Contact, either from **Recents or Contacts** lists.
- Verify contact availability by the status icon near his image.
- Once found, tap on the phone icon near the contact name.

**Note:** **Recents** shows you the type of the last interaction via a small icon near the contact's image and a description of the last communication.

A midway-secure call will show a phone icon as the interaction type icon.



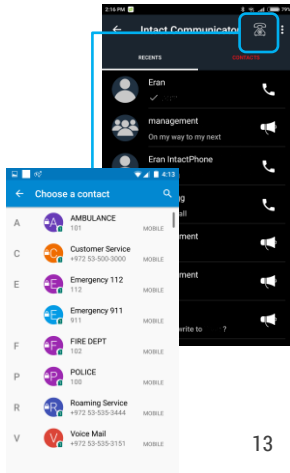
## PERFORM MIDWAY SECURE VOICE CALL

- Click on the **Intact Communicator** icon.
- Tap on the telephone icon on the upper right corner of the display.
- Search for the desired contact, and click on it to perform the call.

**Note:** Midway secured voice call is not always available in the system.

Verify the validity of the feature with your system administrator.

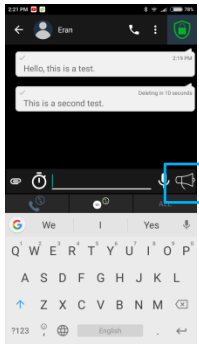
**Note:** In Midway secured voice calls, the target phone number *must have an international prefix*.





## PERFORM PUSH-TO-TALK

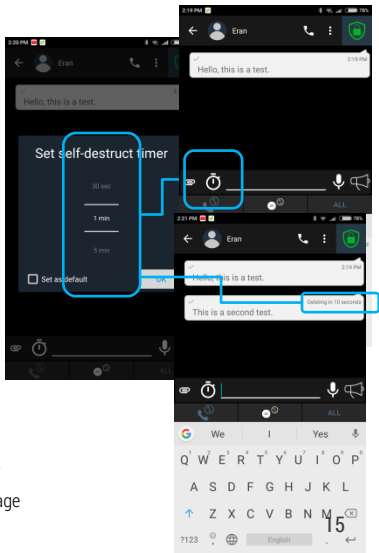
- Tap on the **Intact Communicator** icon.
- Search for the desired Contact, either from **Recents** or **Contacts** lists.
- Once found, tap on the contact / contacts group name.
- The phone will shift to the **Chat** screen.
- Push and hold the broadcasting icon.
- After two short beeps record your message.
- Once you release the broadcast button, the message will be broadcasted to the receiving contacts.
- When transmitted, the receiving phone will loudly broadcast the call in real-time.  
If not broadcasted within five (5) minutes by the receiving phone due to limiting settings, the broadcast will transition to a regular voice mail.



## EXCHANGE SECURE MESSAGES

- Tap on the **Intact Communicator** icon.
- Search for the desired Contact, either from **Recents**, or **Contacts** lists.
- Once found, tap on the contact name.
- The phone will shift to the **Chat** screen.
- Key your message..
  - For self-deleted messages, tap on the **Clock** icon.
  - Select the time in which the message will be deleted.
- Tap on the arrow icon on the lower right corner.

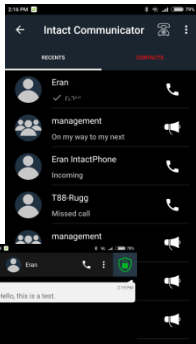
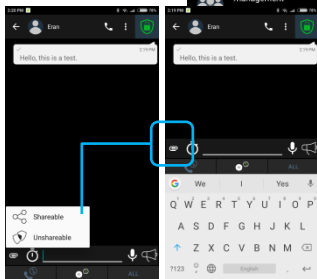
**Note:** Once received, the message will show the time by which it will be removed. Self-deleted timer commences when the message is opened and shown on the screen. The message is removed from both devices when the self-deletion time is reached. Devices that do not have installed IntactPhone app will silently drop the message and will not show it. Once sent, the message self-destruct definitions cannot be altered.



## SEND SECURE FILES

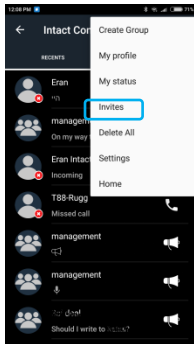
### To send secure files

- While in chat, tap on the **Attachment** icon.
- Select file sharing status:
  - **Shareable**: can be shared outside Intact messaging
  - **Unshareable**: can only be shared inside Intact messaging.
- Select the source of the file to send from the dropdown list.
  - Take photo; Take video
  - Photo/Video library
  - Any file (only in the "Shareable" option)
  - PDF library (only in the "Unshareable" option)
- Select the file.
- Tap on the arrow icon on the lower right corner.



## INVITE CONTACTS

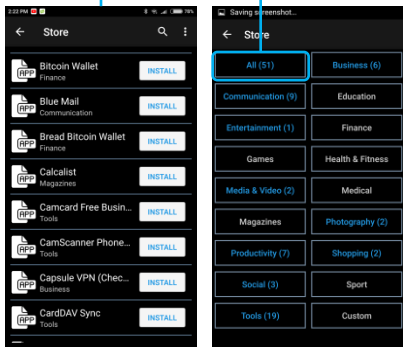
- The invitations mechanism allows you to invite other contacts in your organizations that are not visible to you, but you are familiar with their system name.
- Tap on the **Communicator** icon in the **Intact** app.
- Tap on the three dots menu icon on the upper right area of the screen.
- Tap on the **Invites** line.
- Tap on the search icon and write the desired contact name.
- Once found, tap to invite the contact.
- Once the contact will approve your invite, the contact will be available for communications in your phonebook. Until approved, the pending invitation will appear under the Invites tab.



## INSTALL APPS

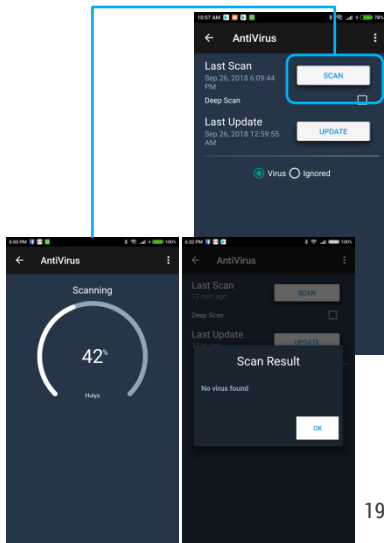
- Tap on the **Intact Store** icon or alternatively, tap on the **Intact** icon and then the **Store** icon.
- Tap on the desired apps category.
- Tap on **Install** near the desired app to install it.
- Tap on **Open** near an already installed app to activate it.

**Note:** Store applications are managed by your system administrator. The number of available apps varies by the apps security level that the system administrator sets for the enrolled devices.



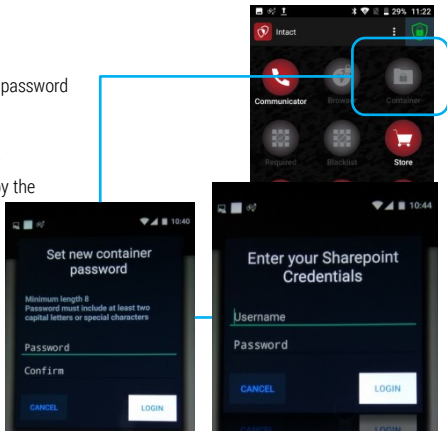
## RUN ANTIVIRUS

- Tap on the **Intact** icon.
- Tap on **Antivirus** icon.
- Tap on the **Scan** button to scan now the device.
- Check **Deep Scan** if you wish to scan all files and apps.
- Tap **Update** to update the malware database.
- Check **Virus** if you wish to delete the malware once found;
- Check **Ignored** if you wish to ignore the findings of the antivirus app.



## SHAREPOINT FILES VIEW

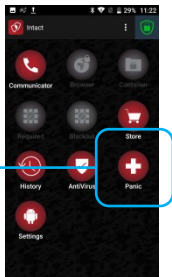
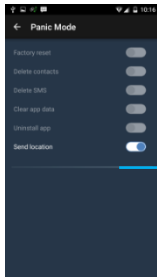
- Your system administrator may grant you access to an organizational SharePoint files system.
- Once granted, you will be required to set your new access password to the secure SharePoint files container.
- Once defined, you will be required to key-in the SharePoint credentials. These credentials should be provided to you by the system administrator.
- Once inside the secure container, you will be able to only view SharePoint files.



## PANIC MODE

Activating the Panic button enables you to quickly run protective measures that are set in advance.

- To set Panic operation:
  - Tap on the **Intact Communicator** icon.
  - Tap on the Panic mode icon.
  - Define Panic mode actions (as enabled by your administrator):
    - Perform factory reset; Delete contacts; Delete SMSs; Clear applications data; Uninstall applications; Send location.
    - Define the password to activate Panic mode.
- To add Panic widget:
  - Press the main device menu screen
  - Tap on the Widgets icon at the bottom of the screen
  - Under Add Widget tap on the Intact icon
  - The icon will be added as an H icon





## PANIC MODE cont'd

- You can operate the Panic button in two ways:
  - By entering a unique password when the device is locked.
  - By tapping three (3) consecutive times on the Panic widget.

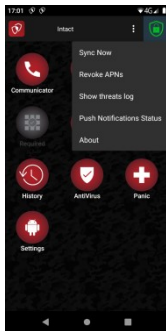
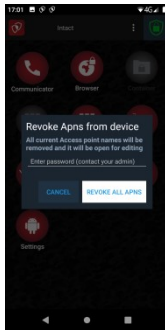
**Note:** Panic mode password will be visible for configuration only when the device contains a lock device password.



## DEVICE OPERATION

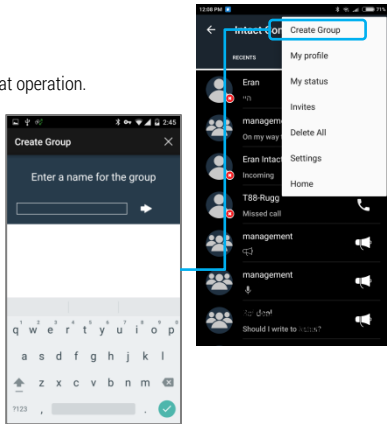
Device operation:

- Tap on the three-dot menu icon.
- **Sync Now:** Tap on **Sync Now** to activate in real-time system policies and updates.
- **Revoke APNs:** Tap Revoke APNs to bring a screen in which you can key a password provided by the system admin. The password will delete current APNs and will activate APN settings that were blocked by mass APN policy.
- **Show threats log:** Tap **Show threats log** to see a list of threats that the device has detected (applicable to some models).
- **Push Notifications Status:** Tap on **Push Notifications Status** to view push notifications parameters, ping times, and status.
- **About:** Tap on **About** to view the phone's firmware version.



## VARIOUS ACTIONS

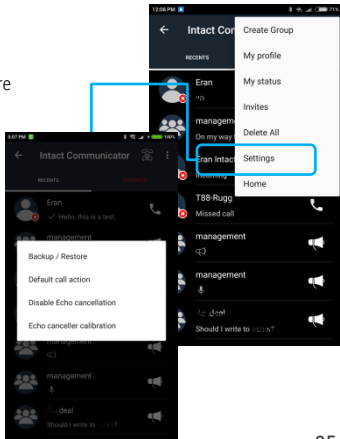
- Tap on the **Intact Communicator** icon.
- Tap on the three dots menu icon on the upper right corner:
  - **Create Group:** Enables the creation of a new group for mass chat operation.
  - **My profile:** See Manage Your Presence.
  - **My status:** See Manage Your Presence
  - **Invites:** See Invite Contacts.
  - **Delete all:** delete the entire communications history.



## VARIOUS ACTIONS

### ■ Settings

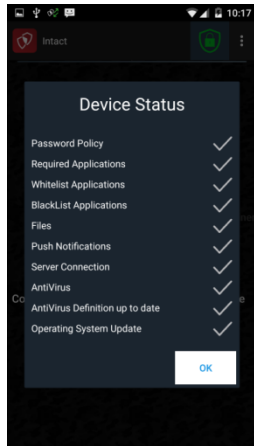
- **Backup / Restore:** enables to backup messages and voice call logs. Backup can be operated in real-time or via periodic settings. The restore action will restore the data from the system server to the new device.
- **Default call action:** Shifts between voice calls and push-to-talk as the voice communications default
- **Disable Echo Cancellation:** Disables the automatic echo cancellation feature during calls. Echo cancellation is built into every VoIP codec. Echo cancellation makes calls sound better on VoIP phones, but sometimes results in lower call volume. It is recommended to set this feature as is.
- **Echo Canceller Calibration:** Checks whether the device generates an echo during calls.



## DEVICE STATUS

Device status:

- Tap on the **Intact** icon.
- The lock icon on the upper right corner provides you with more indications on the security level of the device.
- Tap on the lock icon to view policies and device operation status.



## GET SUPPORT

For help and support, please contact customer service via the support system at

<https://supportcenter.communitake.com/>

Email: support@communitake.com