SY-TALK Help & User Manual
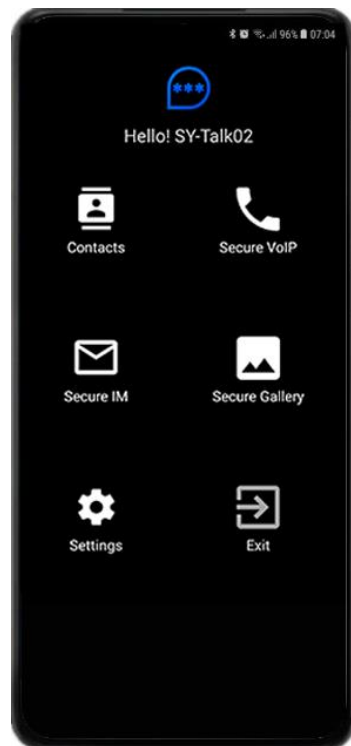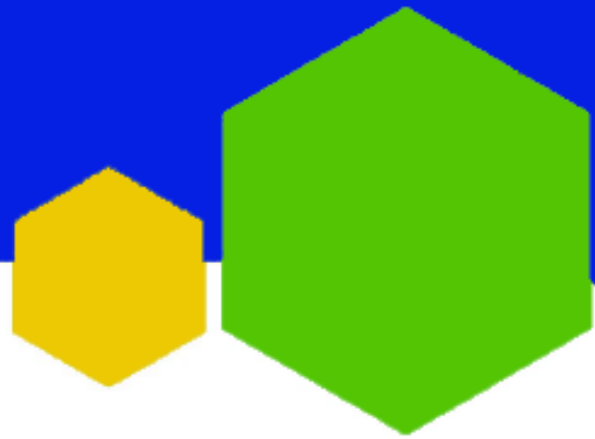

SY-TALK GLOBAL

SY-TALK Help & User Manual

Table of Contents	
1	Introduction to SY-Talk
2	Download and Install
2.1	Read Help and Allow Installation
2.2	OTP Request
2.3	OTP Verification
2.4	Registration
2.5	Subscription Payment
2.6	Security Questions
2.7	Choose Access Code
3	Login
4	Forgot Access Code
5	Functions & Features
5.1	Contacts
5.2	Secure VoIP
5.3	Secure IM
5.4	Secure Gallery
5.5	Settings
5.6	Exit
6	FAQ
7	Update
8	Backup Service
9	SY-Talk Renewal

Top △

1. Introduction to SY-Talk

- SY-Talk is a powerful military class secure communication solution that employs a combination of Elliptic Curve Cryptography (ECC) and Advanced Encryption Standard (AES) encryption technology based on the proprietary Public Key Infrastructure (PKID) technology.

- PKID helps to create Distinctive, Unique and Impenetrable Keys that are Device Specific using the IMEI, Mac Address, Email Address and other exclusive parameters.

- SY-Talk offers much greater security than the freely available Instant Messaging solutions as its military grade algorithm is stringently tested and approved by recognized global certification bodies like FIPS (Federal Information Processing Standard) and Common Criteria (CC) ISO/IEC15408 to ensure the complete security and privacy of the data it is protecting.

- Its one-of-a-kind combo secure communication package includes Encrypted SMS, Secure Private Instant Messaging that comes with encrypted attachments and Encrypted Voice-Over-IP calls.

- SY-Talk has more than 10 years of illustrious service protecting the most critical and demanding users, including intelligence agencies, military and top Government departments across several geographies.

- It is now made available for secure minded users who appreciate the total privacy and security of their various forms of communication, either through the Internet or Telco/SMS Centers.

System Requirement

| Platform	Android 6.0 or later (+8.0 is recommended.)
Memory	8GB or more

Top △

---

2. Download and Install

- You can download SY-Talk app. by visiting the official website of sytalk.com or the sales person who introduces you to SY-Talk may send you an SMS or Email link to install the mobile app.

- Click on the link to start the download. Once you have successfully installed SY-Talk, you need to follow the process below.

2.1 Read Help & Allow Installations

- First, on the website, download Help file and read how to install SY-Talk app.

- Download SY-Talk App.

- Then you will encounter the following page.

- Click on Settings, and then allow from this source.
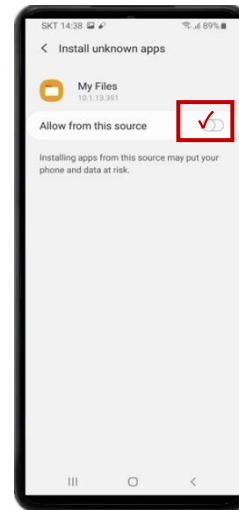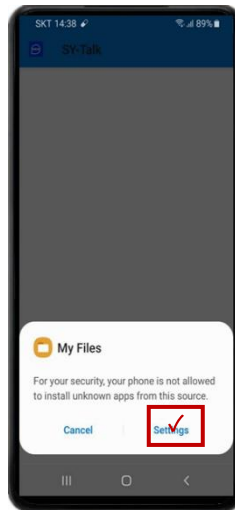
2.2 OTP (One Time Password) Request

- Once the installation is successful, OTP Request screen appears. You must request for an OTP to authenticate your mobile number.

- Enter your mobile number correctly in the provided box and tap on 'Next' button. You will receive 6 digit OTP (One Time Password) to the given mobile number.
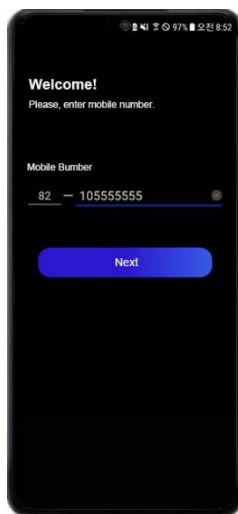
2.3 OTP Verification

- Enter OTP received in your mobile.
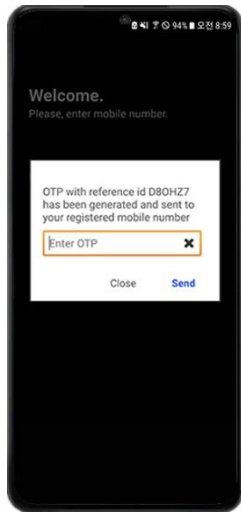
2.4 Registration

- Enter your Name (can be any term to identify yourself to the persons you are communicating with), Email, Gender, Mobile Number and Reseller Code (You can get this code from our agents). Tap on the "Next" button to proceed.


2.5 Subscription Payment

- The payment Page will appear.
- There are currently two types of Subscription available, i.e. monthly or yearly.
- Select your preference and tap on 'Submit' button. You will be redirected to the payment gateway page. Fill in the payment details and complete the process. Once payment is successful, you will need to select the security questions.
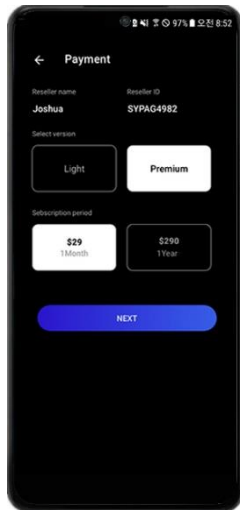
2.6 Security Questions

- Security questions will be used for resetting your Access Code, in case you forgot. Select the security questions of your choice and answer them.
- Pick any 3 secure questions from the list of various questions.
- Tap on 'Next' button.
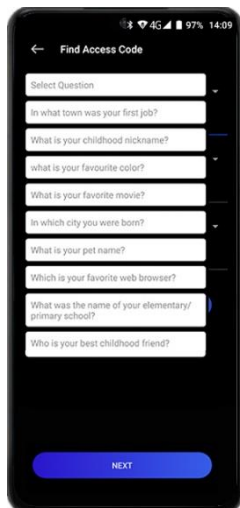
Note: You must remember the questions followed by answers to reset your Access Code. If you forgot the answers, no one can help.

2.7 Choose Access Code

- You need to set your Access Code which is used to open the SY-Talk app. Please, make sure you choose a complex password for security reasons.
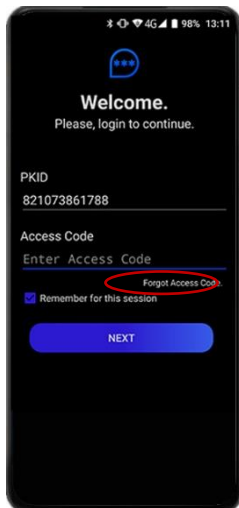
- User ID/PKID is auto filled with your mobile number. Enter Access Code and Confirm.
- Tap on 'Next' button.

Top △

---

3. Forgot Access Code

- If you forgot your Access Code, you can reset it by tapping on 'Forgot Access Code.' button in login page.

- Security Questions will be displayed. You need to answer the questions in order to reset your Access Code

- If you answer the security questions correctly, you will be prompted to set your new Access Code. Choose your new Access Code and tap on 'Next' button.
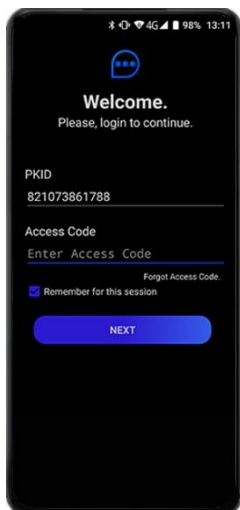

Top △

---

4. Login

- Enter your Access Code and tap 'Next'.
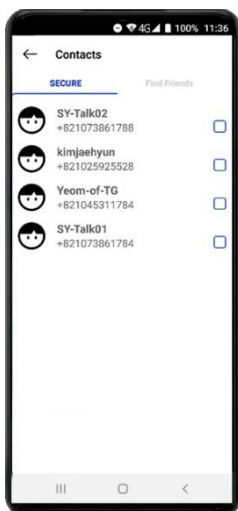
- The Home screen appears.

Top △

---

5. Functions and Features

5.1 Contacts

- This function allows you to exchange/share your key with your friends/contacts. Tap on 'Contacts' to exchange.
  *Note:*Your friend's contact must be added to your phone's address book in order to do key exchange.

- Tap on Find Friends tab (on top right). This will list down all your friends/contacts that are using SY-Talk. Tap on 'Add(+)' button to add them to your SY-Talk contacts.

- If your friend/contact didn't respond for some time, you may resend the request by tapping on the 'Resend' button again.

9

- To delete key, select the contact(s) that you want to delete and select 'Delete'. Contact will be deleted.

Top △

5.2 Secure VOIP (Provided in Premium Service)

- This function allows you to communicate securely with your friend/contact using VOIP. Tap on 'Secure VOIP' to make secure calls.
  Note: Internet or Mobile Network must be connected to use this feature.
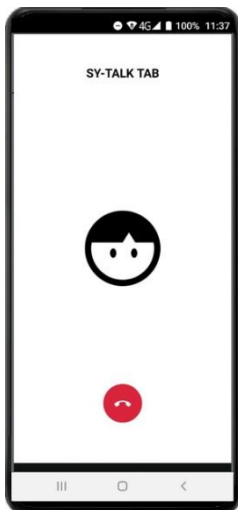
Contacts

- Displays the list of friends/contacts from your contacts. Tap on any contact name to know the details.

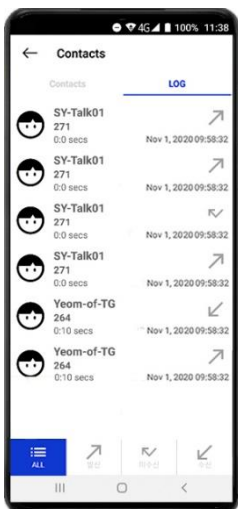Details of the contact will be displayed. To make a call, tap on 'Call' button.

Once you tap on the Call button, you will see a toast as "This is an encrypted call. A slight call delay may occur"

To end conversation, drag the Call Screen down or tap on 'End Call( )' button.

Log

- Displays the history of VOIP calls including missed calls, incoming and out-going calls.

Top △

5.3 Secure IM

- This function allows you to communicate securely with your friend/contact using IM (Instant Messenger). Tap on 'Secure IM' to make secure messaging.
  Note: WiFi, 3G, 4G, LTE or 5G must be connected to use this feature.
- IM will auto connect to server and displays the list of your friends.
- To chat with a friend, tap on your friend's name. Then, chat window appears.
- Enter your chat message and tap on 'Send' button.
- To view received chat messages, tap on sender's name. Then, chat window appears.

- To encrypt/decrypt chat messages that appear on chat window, tap on menu button (⋮) on top right corner.
- To send a file, tap on Attach File icon (📎) on bottom left and select it. To send an image, select 'Images'. Additionally, to send other file types, select 'All Files'. Browse the file that you want to send and tap 'Cancel' or 'Send'.

- To send a Voice Note, tap on record icon (🎤). Voice recording window pops up. Tap on voice recorder image and start recording your voice message tap on the same image to stop recording. Tap on 'Send' button to send your Voice Note.
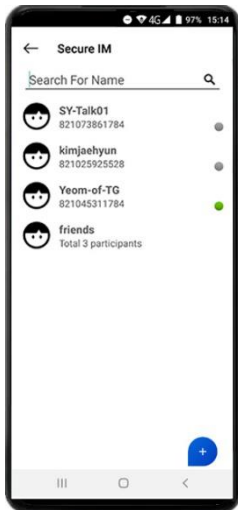
- To send a Pop Message which is to be shredded after the set time, select Pop Message in the menu.


- Then, after selecting or inputting the set time, type the message and send it.

- To start a group conversation, click the icon below(+) and create the group.

- Enter group name and select the members from your SY-Talk contact list that you want to add in your group. You can add up to 25 members per group.
- You can add a new member by tapping on 'Add member', you can view the group details by tapping on group info.
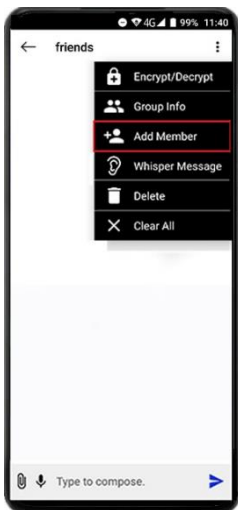
- To send a Whisper Message to a specific member of the Group, select Whisper Message in the menu.
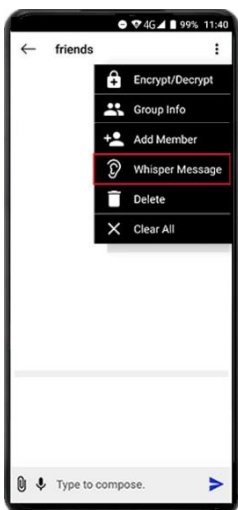
- After selecting the member, compose a Whisper Message and send it.

Top △

5.4 Secure Gallery

- This function allows you to secure your private images. Secure images will be removed from gallery and kept securely. And if necessary, the original images may be shredded permanently.
- Lock Image - Select images you want to lock and tap on 'Lock( )' icon on right top.

- Unlock Image - Select images you want to view and tap on 'Unlock( )' icon on right top. To view all the encrypted images, tap on 'Select All' in the menu on right top.
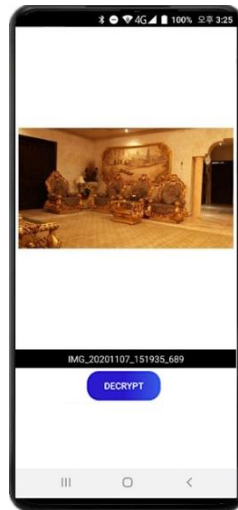
Top △

5.5 Settings

Profile

- Change the default profile image with a new one kept in the smartphone.

About

- Displays Application name and current version.

Message View

- This option allows you to set the view of messages in IM either encrypted or decrypted.

Change Access Code

- To change Access Code, enter the old code, set new Access Code and confirm. Tap on 'OK' button on top, and its notification will be shown.
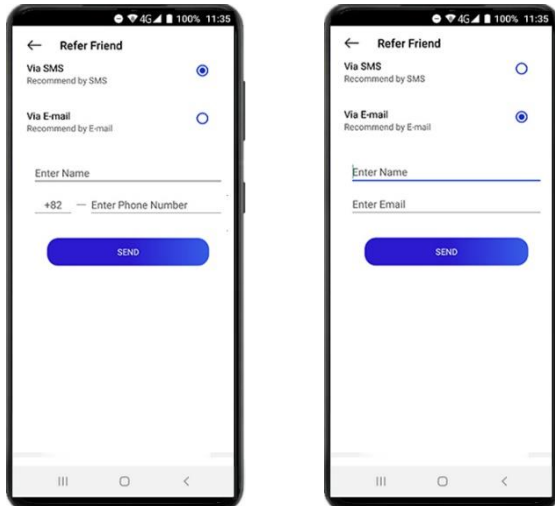

Refer Friend

- To Refer a Friend, tap on Refer Friend and select the way you want to send request, i.e. via SMS or Email.

Enter your friend's name, fill mobile number (in case of SMS) or email address (in case of Email)

and tap on 'Send' button.

Set Time Limit

- Time Limit is the function which allows you to set auto logoff SY-Talk app.

  To set a Time Limit, tap on Set Time Limit and select duration. To keep the app in a constant login state, select the option 'No time limit' (not recommended for security reasons).
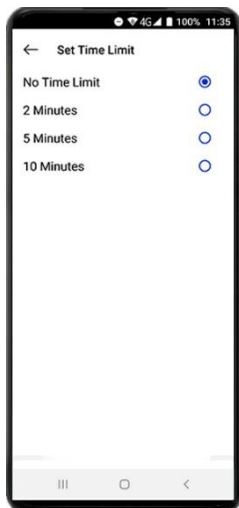
Renew

- This function allows you to renew your subscription.

- If your subscription period is going to expire in a few days, you can renew your SY-Talk subscription plus Secure Backup service option.
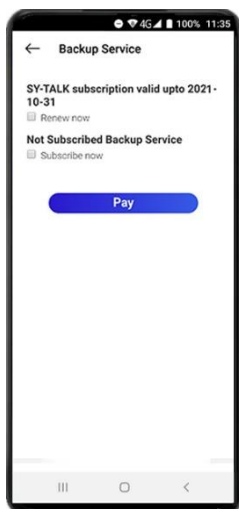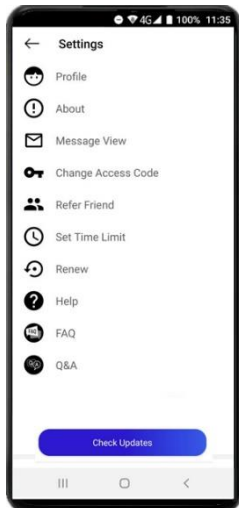- Enter duration and tap on 'Pay'.

Help

- Opens this user manual.

Check Updates

- To check for updates, tap on "Check Updates" button. If a new version is available, it will be downloaded and show an installation screen. Follow the installation steps and install updated version.

Top △

5.6 Exit

- App exits.

Top △

---

6. FAQ

Q: What is PKID?

A: SY-Talk uses its patent pending proprietary technology to create a customized public key so called Public Key Identity or PKID and is totally based on its CC(ISO/IEC15408) Certificate. A user may choose a PKID unique to himself or herself during the registration. In this case, e-mail address, phone number and IMEI , and etc. will be used at the same time. The chosen PKID coupled with Random Master Key settings will become the input to create a customized public key through a series of key generation processes. This PKID will then become the user's unique public key, and may be used for encryption. A user will also be given an Access Code. This Access Code number is practically the user's private key and may be used for decryption.

Q: Why do I need PKID?

A: Once a user has the unique PKID and Access Code, he or she can use SY-Talk tools to encrypt and decrypt any digital data. The SY-Talk tools are designed with non-technical users in mind with limited knowledge about Public Key Infrastructure. Although easy to use, SY-Talk commands an extremely high level of security.

Q: Why do I get Key Exchange error?

A: In order to do secure communication, you must exchange your public key with the contact that you want to communicate with. Otherwise, the system cannot encrypt the data for that particular contact.

Q: Why do IM show lock icon on some user photos only?

A: The lock symbol on the photo represents that you have successfully exchanged your public key with those contacts. In contrast, for contacts without the lock symbol present, it means that you'll either need to do a key exchange or an inaccurate Messenger ID has been entered.

Q: Why do I get the error "PKID(s) not found for the following phone numbers." in Secure SMS?

A: This error occurs when a contact you entered in the 'To' field does not have a public key. You'll need to import his key before sending a Secure SMS.

Q: I forgot the answers to the security questions. How do I reset the Access Code?

A: We are sorry to say that you can't reset your access code without answering the security questions.

Q: I have changed my mobile number. How do I update it in SY-Talk?

A: Uninstall SY-Talk and reinstall it and follow the registration process. You will see the prompt asking for confirmation of deactivation. Tap 'Yes' to process the deactivation of your old number. Deactivation mail will be sent to your registered email address. Follow the instructions given in the mail. You can continue with your new mobile number after the deactivation process is completed.

**Q: I have changed my mobile phone. What should I do?**

A: Install SY-Talk in the new phone, and follow the registration process. You will see a prompt asking for confirmation of deactivation. Tap on 'Yes' to process the deactivation of your old mobile phone. Deactivation mail will be sent to your registered email address. Follow the instructions given in the mail. You can continue with your new mobile phone after the deactivation process is completed.

Top △

7. Update

- To update the app, In the Home screen, tap on 'Settings'. When Settings screen opens, tap on "Check Updates" button. If a new version is available, it will be downloaded and show on the installation screen. Follow the installation steps and install updated version.
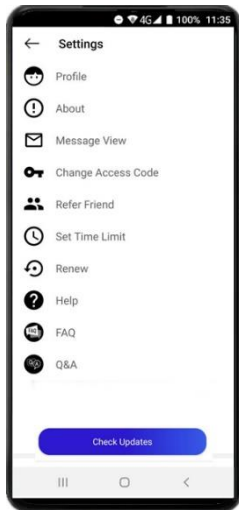
Top △

---

8. Backup Service (for Windows OS only)

- Once the payment completed successfully, user will get a link (Windows Desktop application) to the registered mail.
- Click on the link available in mail. User can download the backup desktop application from the link.
- Install it in your device (NOTE: 1 user can allow in 1 device).
- Once you complete the successful installation of SY-Talk Backup Service, you will get the icon below.

- Double tap on the installed app. Following screen will appears.
- Select Country Code, Mobile Number and confirm Mobile Number.
- Click on "Send OTP". OTP will be sent to your mobile number.
- Enter OTP, Access Code and confirm Access Code. Click on "Register".

- After successful registration, login screen will appear. Enter your Access Code and click on "Login".
- Your Backup Account will appear on home screen. You can see the list of sent and received Secure IM and file attachments with file name, status and date.
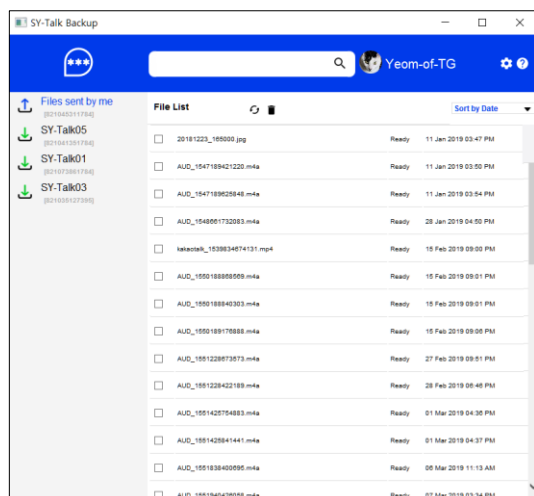
- Files can be sorted by file name, status and date.
- **Types of file status:** Failed / Ready / Pending
- **Search:** To search any file, enter the file name in text field and click on search icon.
- **Refresh:** To refresh page, click on refresh icon
- **Delete:** To delete a file, select the file and click on delete.
- **Settings:** In Settings, you will find 2 options.
  1. Change Access Code   2. Check Updates
- **Change Access Code:** You can change Access Code by clicking on "Change Access Code".
- Enter current Access Code, new Access Code and confirm Access Code. Click on "Change".
- **Check Updates:** Check for any pending updates by clicking on "Check Updates" button.
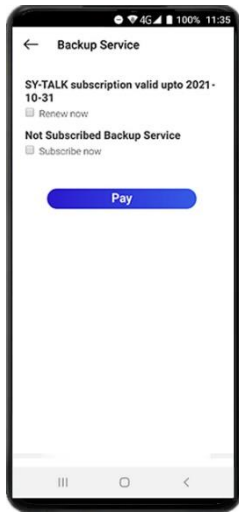- **Help:** To get the user help document.
- **About:**
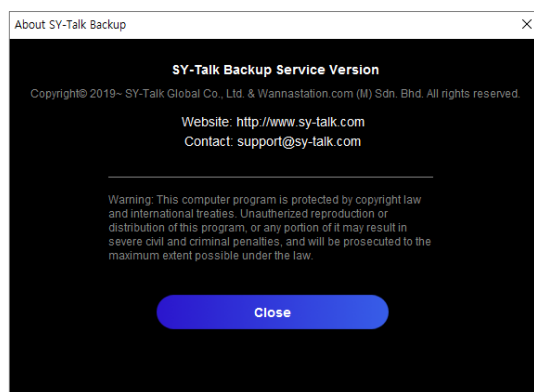
To know the details of application.

Top △

9. SY-Talk Renewal

- Renew function allows you to renew your SY-Talk App and Backup Service subscription.
- In SY-Talk mobile application, tap on Settings from home screen and tap on 'Renew'.

- If your subscription period is going to expire in few days, you are allowed to renew your SY-Talk subscription and Secure Backup service option.
- Select the check box 'Renew now' to renew your subscription.
- Enter duration and tap on 'Pay' button.
- Make the payment, and then your subscription will be renewed once.
- You will get the confirmation from payment gateway.

Top △

Thank you for your precious time and enjoy SY-Talk secure communication service!