Overview

The Privoro App is the companion application that enables communication between the Privoro SafeCase and the cloud, which includes the Privoro Portal (the customer dashboard). The app sends location and log information to the Privoro cloud, enabling policy management at the individual, group or organization level. In addition, the Privoro app allows you to validate the security features of your SafeCase. In this guide, you’ll explore the Privoro App features and learn how to maximize the protection and benefits of your SafeCase.

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Pairing the SafeCase with the Privoro App is necessary to enable all SafeCase functionality. This includes audio masking verification and over-the-air firmware updates.

**DOWNLOADING/INSTALLING AND OPENING THE PRIVORO APP**

1. On your iPhone, download the Privoro App from the Apple App Store – simply search for Privoro.
2. Once installed, open the Privoro App.
3. Once the App is opened for the first time, a setup assistant will display. Tap the Next option to proceed.
APP ASSISTANT

You will then be guided through choosing your app settings:

1. **IMPORTANT: Waking the SafeCase**

   For first time use, connect SafeCase to a power source using the charging cable provided. This will take the SafeCase out of shipping mode and turn the case on.

   ![Figure 2: Tap the Next option](image)

2. **Choosing App Settings**

   You will now be guided through choosing your App settings:

   - **Push Notifications:** When prompted to allow push notifications, tap the, “I want that” button (Figure 3), unless directed otherwise by your system administrator; this setting provides updates, the SafeCase’s battery status and more.

     ![Figure 3: Tap the, “I want that” button and then the Allow option](image)

   - **Location settings:** When prompted to allow the app to access your location, tap the, “I want that” button (Figure 4), unless directed otherwise by your system administrator; this setting is necessary for administrative oversight. When prompted to confirm this setting, tap the Always Allow option.

     ![Figure 4: Tap the, “I want that” button and then the Always Allow option](image)

   - **Microphone settings:** When prompted to allow the app to access your microphones, tap the, “I want that” button (Figure 5), unless directed otherwise by your system administrator; this setting is necessary for verifying the case’s audio masking. When prompted to confirm this setting, tap the Allow option.

     ![Figure 5: Tap the, “I want that” button and then the Always Allow option](image)
• **Camera settings:** When prompted to allow the app to access your camera, tap the, “I want that” button (Figure 6), unless directed otherwise by your system administrator; this setting is solely necessary for scanning the case’s QR code as part of the SafeCase/app pairing process. When prompted to confirm this setting, tap the Allow option.

You may change these settings at any time from the Settings app on your iPhone, directed by your system administrator.

**SCANNING THE SAFECASE QR CODE**

After choosing your app settings, a QR code scanner will open within the app. Hold your iPhone's rear-facing camera over the QR code on the rear of the SafeCase until the code is centered within the guidelines on the screen (Figure 7).

Upon successful scanning, you will receive a confirmation message that you have successfully paired your SafeCase and app (Figure 8).

The final screen of the setup assistant will show an animation of the steps for inserting your iPhone into the SafeCase (see: Inserting the iPhone into the SafeCase). Tap the Done option to close the setup assistant (Figure 9), opening the app’s home screen.
Using the Privoro App

HOME SCREEN
The home screen offers access to all features of the Privoro App. It also displays your SafeCase battery power and connectivity status.

Figure 10: The Privoro App Home Screen

Navigation Guide

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CASE BATTERY AND CONNECTIVITY INDICATORS

In the top-left corner of the app, the battery and network connectivity indicators each represent a facet of function or connectivity between your SafeCase, your phone, and the cloud.

- **SafeCase battery indicator**: Displays a visual representation and percentage of remaining battery power for your SafeCase. This power indicator is separate from your phone’s power. Refer to the SafeCase User’s Manual for instructions on charging your SafeCase. If the app is unable to connect via Bluetooth, a default battery indicator is displayed beside an N/A symbol, indicating that accurate SafeCase battery life cannot be displayed.

- **Bluetooth Connectivity Indicator**: Indicates the Bluetooth pairing between your SafeCase and the app. The indicator is white if the connection is active, and red if it is inactive. An active Bluetooth connection is required to display SafeCase battery usage and firmware version.

- **Cloud Connectivity Indicator**: When this icon is displayed, the app is communicating with Privoro’s cloud-based services to send tracking and logging information and to receive administrative notifications and firmware updates.

DEVICE SETTINGS

The device settings menu provides diagnostic information that is useful when troubleshooting problems with the SafeCase. It also indicates when a firmware update is available. For security purposes, all updates are pushed to your case from your system administrator. If you think that your case firmware requires an update, please contact your system administrator.

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Figure 11: Case Battery and Connectivity Indicators

![Figure 11: Case Battery and Connectivity Indicators](image)

**SafeCase Battery Indicator**: Displays a visual representation and percentage of remaining battery power for your SafeCase. This power indicator is separate from your phone’s power. Refer to the SafeCase User’s Manual for instructions on charging your SafeCase. If the app is unable to connect via Bluetooth, a default battery indicator is displayed beside an N/A symbol, indicating that accurate SafeCase battery life cannot be displayed.

**Bluetooth Connectivity Indicator**: Indicates the Bluetooth pairing between your SafeCase and the app. The indicator is white if the connection is active, and red if it is inactive. An active Bluetooth connection is required to display SafeCase battery usage and firmware version.

**Cloud Connectivity Indicator**: When this icon is displayed, the app is communicating with Privoro’s cloud-based services to send tracking and logging information and to receive administrative notifications and firmware updates.

Figure 12: Device Settings Screen

![Figure 12: Device Settings Screen](image)
VERIFICATIONS

The Privoro SafeCase has been designed to help protect you from various forms of mobile surveillance. To assure these protections are working as promised and that your phone is not compromised, Privoro has developed tests that can be performed from the Privoro app.

To test your audio masking, navigate to the Verifications screen by tapping the checkbox icon in the lower-left corner of the app. From the Verification screen, you can test your Front, Back, and Bottom microphones independently.

In the Verifications screen:

1. If not already selected, tap the option for the microphone you’d like to test (Rear Mic, Front Mic or Bottom Mic), and then tap the Start Recording button.

2. Look at the audio waveform captured on the screen to confirm that it does not react to the surrounding noise. If necessary, introduce noise into your environment by speaking or producing other sounds. If the waveform doesn’t react to noise, the audio masking is functioning correctly.

   a. If desired, you may raise the hood (see: Raising/lowering the hood) – disengaging audio masking – to confirm that the audio waveform reacts to the surrounding noise while in unprotected mode. When finished, lower the hood.

VERIFYING AUDIO MASKING

From the Privoro app, you can verify that audio masking is functioning for each of your iPhone’s microphones while in protected mode. In the app, tap the checkbox icon to open the Verifications screen.

Figure 13: Verifications Screen

Figure 14: Tap the checkbox icon

Figure 15: Select the microphone to test and tap the Start Recording button

Figure 16: Look at the audio waveform
3. When finished recording, tap the Stop Recording button. To listen to the recording, tap the playback icon (Figure 17). Audio captured when the hood is down should be masked by randomized noise.

Figure 17: Tap the playback icon

You may repeat the above steps for your iPhone’s other microphones.

What should I do if I think my Privoro account has been compromised?
If you are concerned that your phone, SafeCase or Privoro account has been compromised, contact your system administrator.

How do I know that my app is communicating with my SafeCase?
In the upper-left corner of the Privoro App home screen, you’ll see a Bluetooth indicator. If that indicator is white, your app and SafeCase are communicating. If it is red, they are not. If you see a red Bluetooth indicator, check to be sure Bluetooth is activated on your phone.

How do I know that my app is communicating with Privoro cloud services?
In the upper-left corner of the Privoro App home screen, you should see a cloud icon that indicates cloud communication. If you do not see the cloud icon, contact your system administrator.

TROUBLESHOOTING

Will the app work if it’s running in the background?
The Privoro App communicates with your SafeCase to provide log and tracking information whether it’s running in the foreground or the background. However, some features may not fully function unless you have allowed always-on location services. Please refer to the Installation and Initial Use section for more information. Future revisions of the app will enable continuous communication between your phone and your case even if the app is closed.

Does my case still protect my phone if the app isn’t running?
If your hood is down, the video protection indicators are green and audio passthrough mode is disabled, then your phone is protected. However, if your Privoro App is not running in the foreground or background, your SafeCase is unable to communicate valuable log and tracking data to the cloud. Also, without the app running, you cannot receive notifications from the cloud, including SafeCase firmware updates.