

**Startel User's Guide:**  
*Secure Messaging Plus*  
*for Android™ Devices*





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Part Number: 91-1194-001

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Revision Date: November 22, 2022

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# Startel Secure Messaging Plus for Android™ Devices

This document describes how to use the **Startel Secure Messaging Plus (SM+)** App on Android™ handheld devices.

Topics in the document include:

- ❖ **What is Startel Secure Messaging Plus? — Page 6**
- ❖ **Key SM+ Features & Benefits — Page 7**
- ❖ **Downloading & Installing the SM+ App — Page 9**
- ❖ **Secure Messaging Plus Conversations — Page 13**
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# WHAT IS STARTEL SECURE MESSAGING PLUS?

At the time of this writing, Secure Messaging Plus is supported for Android™ devices running Android 6.0 or higher.

**Startel Secure Messaging Plus (SM+)** is a high-security messaging system that allows subscribers to exchange sensitive information via messages that are encrypted in transit and at rest. Additional features, like *Expiring Messages*, *Password Requirements*, and *Remote Wipe* (for users who also use the SM+ Website), add extra security to ensure that private messages always remain private.

Secure messages can be sent or received using a qualified handheld device running the Startel Secure Messaging Plus App, or by logging into the Startel Secure Messaging Plus Website. (To exchange secure messages between devices, both devices need to have the SM+ App installed.)

This document describes how to use the Secure Messaging Plus App installed on a qualified Android™ device. If you are using the SM+ Website or an Apple® device, please request the document that describes SM+ Website usage or Apple® device usage.

For more information about key SM+ features and benefits, see "**Key SM+ Features & Benefits**" on [page 7](#).

## *Please Note:*

Functions and screens in this manual may vary slightly depending on the particular Android device and software version you are using.

## KEY SM+ FEATURES & BENEFITS

	FEATURE	BENEFIT
✓	<b>Encrypted Messaging</b>	Messages and attachments are safely encrypted on servers, devices, and in transit.
✓	<b>Group Messaging</b>	Users can define ' <i>Groups</i> ' for group conversations with SM+ subscribers, and ' <i>Distribution Lists</i> ' for broadcasting messages to multiple subscribers who can then respond to the sender only.
✓	<b>Message Forwarding</b>	Messages marked as ' <i>Forwardable</i> ' by the original sender can be forwarded to other SM+ subscribers.
✓	<b>Message Expiration</b>	Senders have the ability to determine when a sent SM+ message expires. Messages can expire when marked by the reader as <i>read</i> or <i>filed</i> , or in a selected number of days. Messages that do not have a defined expiration date will expire within a defined default period (not to exceed 30 days).
✓	<b>Password Protection</b>	Expiring passwords and forced lockouts help protect a user's data and account.
✓	<b>Multiple Device Support</b>	SM+ can be registered on up to 3 qualified handheld devices per subscriber. It can also be accessed via a Web browser.
✓	<b>Multiple Operating System (OS) Support</b>	SM+ is compatible with the latest versions of Android™ and iOS® (iPad®, iPhone®, iTouch®).
✓	<b>Support for Image and Audio Attachments</b>	SM+ messages can include image and audio attachments.
✓	<b>Remote Wipe Capability</b>	If an SM+ registered handheld device is lost or stolen, a Wipe command can be issued from the Web to remotely erase all SM+ App data stored on the device.
✓	<b>Message Status Tracking</b>	Subscribers can track when a message from their device was sent, viewed, read, and filed.

## Secure Messaging Plus for Android Devices

✓	<b>Detailed Reporting</b>	Real-time reports on subscriber usage can be run (on the SM+ Website) by both subscribers and SM+ Channel Partner Administrators.
✓	<b>Full Audit Trails</b>	When SM+ is used in conjunction with a Startel CMC system, messages are fully tracked and archived.
✓	<b>Presence Feature</b>	Eligible subscribers can select from a 'Presence Menu' to indicate their availability (e.g., In Office; Out of Office, etc.).
✓	<b>Accessibility</b>	SM+ messaging is easily accessible using a Web browser, Apple® handheld, or Android™ handheld running the SM+ App.
✓	<b>Privacy Policy</b>	Startel does not disclose, sell, or distribute users' personal information to any third party.



## DOWNLOADING & INSTALLING THE SM+ APP

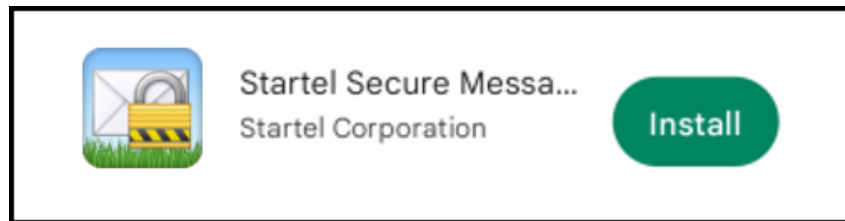
Before you can exchange Secure Messaging Plus messages using an Android™ handheld device, you will need to download the Startel Secure Messaging Plus App from the Google Play™ Store.

Once the App has been downloaded and installed on the device, you will be able to use your Secure Messaging Plus **User name** and **Password** to Login and use the application. If you have not been provided with a User name and Password, please contact your SM+ Channel Partner Administrator.

These instructions apply to a typical Install procedure. Your Install procedure may vary somewhat depending on your device, and device settings.

### Follow these steps to install the SM+ App on Android™ device:

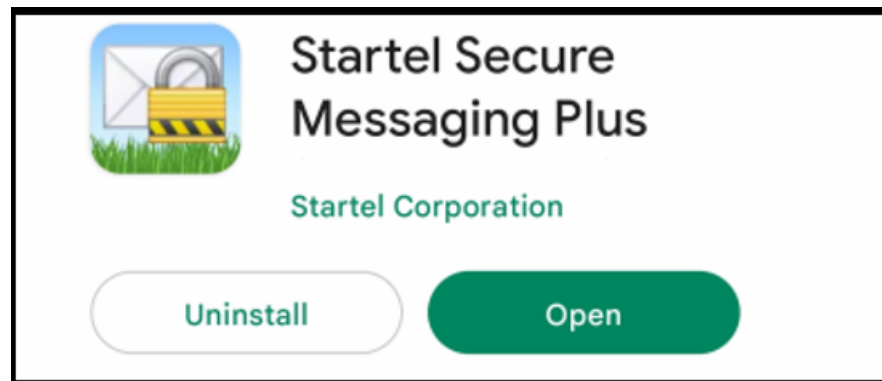
- 1 Go to Apps in the Google Play Store and search for **Startel**.
- 2 Find and select the Startel Secure Messaging Plus App.



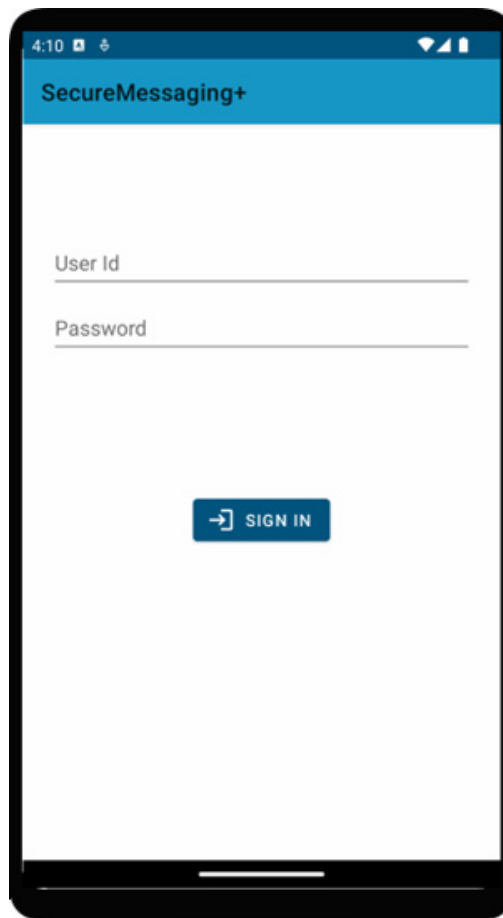
- 3 Tap **Install**.

A screen shows you what the App will need to access on your device.

- 4 If another screen displays asking you “Accept,” click **Accept**.
- 5 When the install is complete, you will see a screen similar to the following:

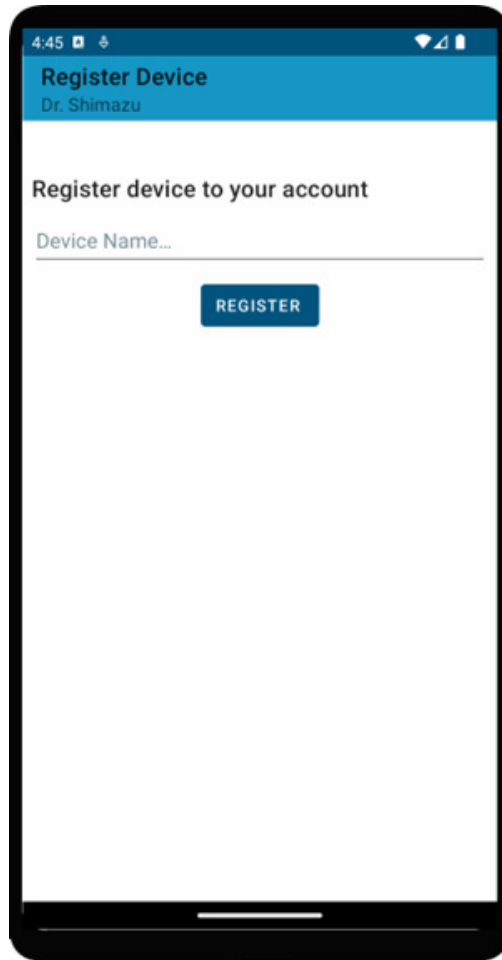


- 6 Tap **Open** to display the Sign In screen:



- 7 To sign in to the application, enter your Secure Messaging Plus User name and Password into the **User Id** and **Password** fields. (Only the password is case sensitive.) Then tap **Sign In**

You will see a Registration screen:



- 8 Enter a Device Name for the registration, then tap **Register**.

When the device registers correctly, the Secure Messaging Plus “Conversations” screen appears. From here, you can start a conversation with any other registered SM+ subscriber, or with your contact center if they are using a Startel CMC system integrated with Startel Secure Messaging Plus.



After you begin exchanging messages with other SM+ users, active conversations will be listed in this screen.

For more information, see "[Secure Messaging Plus Conversations](#)" on [page 13](#).

# SECURE MESSAGING PLUS CONVERSATIONS

Any SM+ subscriber who sends you a message, or to whom you send a message, is automatically added to your Contacts list. See [page 19](#) for more on SM+ contacts.

When you open the Secure Messaging Plus (SM+) App on an Android device, a **Conversations** screen lists all your active conversations and shows a preview of the most recent message in each listed conversation. (This message may be one you sent, or one you received.) The conversations are represented by the **name** of the contact associated with the conversation. Conversations that contain **new** (unviewed) messages sent by the contact are represented with a number in parentheses indicating how many messages from the contact are new. For example, a **(1)** will be shown if a conversation has one new message from the contact.

Tap this icon if you want to start a new conversation.

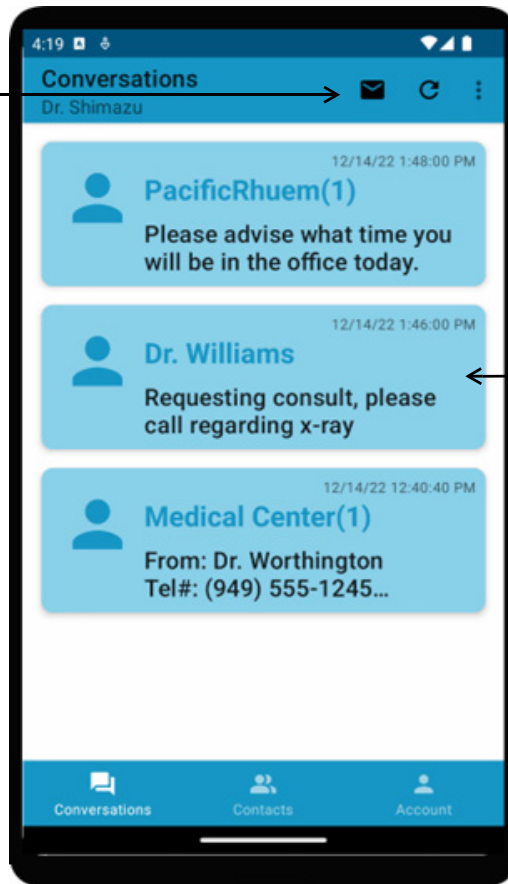
Tapping this (three dots) icon, then selecting Settings allows you to review or change a number of important SM+ settings. (See [page 22](#).) Tapping the "Refresh" icon to the left updates the Conversations list.

Group conversations are identified with a 'triple' contact graphic. (Not shown here, but can be seen on [page 19](#).)

To open any conversation, simply tap it. For example, to open the conversation with **Dr. Williams**, you would tap anywhere in this blue area.

Tapping the Conversations icon from any other screen displays the Conversations

Tapping the **Contacts** or **Account** icon opens your Contacts list or Account settings, respectively.




See these topics for more information:

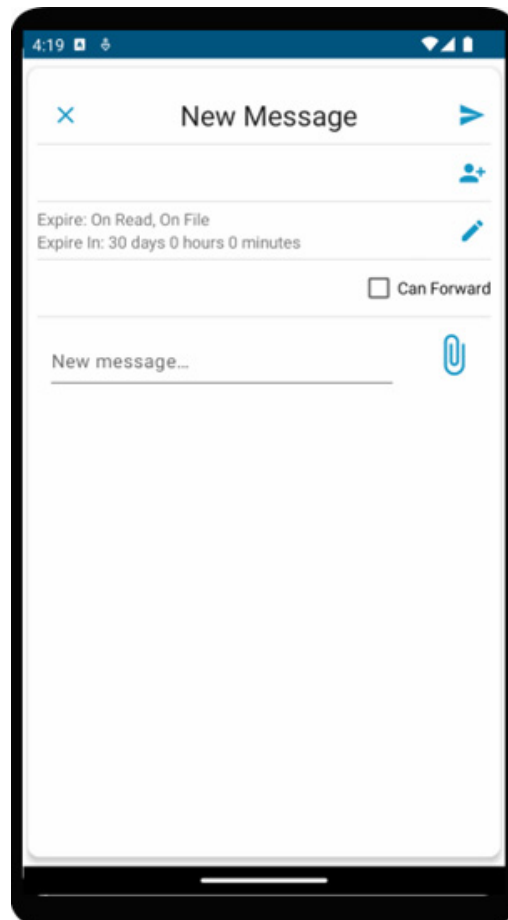
- ◆ **Starting a New Conversation** — [Page 14](#)
- ◆ **Opening/Continuing an Existing Conversation** — [Page 15](#)
- ◆ **Forwarding a Message**— [Page 18](#)
- ◆ **Secure Messaging Plus Contacts** — [Page 19](#)
- ◆ **Secure Messaging Plus Settings** — [Page 22](#)
- ◆ **Secure Messaging Plus Account Settings** — [Page 28](#)

## Starting a New Conversation


Follow these steps to start a new conversation from the Conversations screen:

- 1 Sign in to the SM+ App.  
The Conversation screen is displayed.
- 2 Tap  at the top right of the screen.  
A New Message screen opens.



The Expiration setting controls when a message will expire if the message is not manually expired. See [page 23](#) for more information.



The **Can Forward** option will be enabled/disabled by default but can be changed when sending a new a message from this view. See [page 18](#) for more on forwarding.

- 3 To add recipients, tap the  contacts icon and select all contacts to receive the message, then select **Done**.

If you need to send to a valid SM+ User Name that is not already in your SM+ Contacts list, you can enter it in the Contact User Id field. The subscriber will be automatically added to the Contacts list.

- 4 Set the message expiration and specify whether or not the receiver of the message should be able to forward the message. If you make no changes, the default settings are used.
- 5 Type up to 1024 characters in the message field.
- 6 If you want to send a recording or image attachment with the message, tap , then select the file you want to attach.
- 7 When you're ready to send the message, tap  .

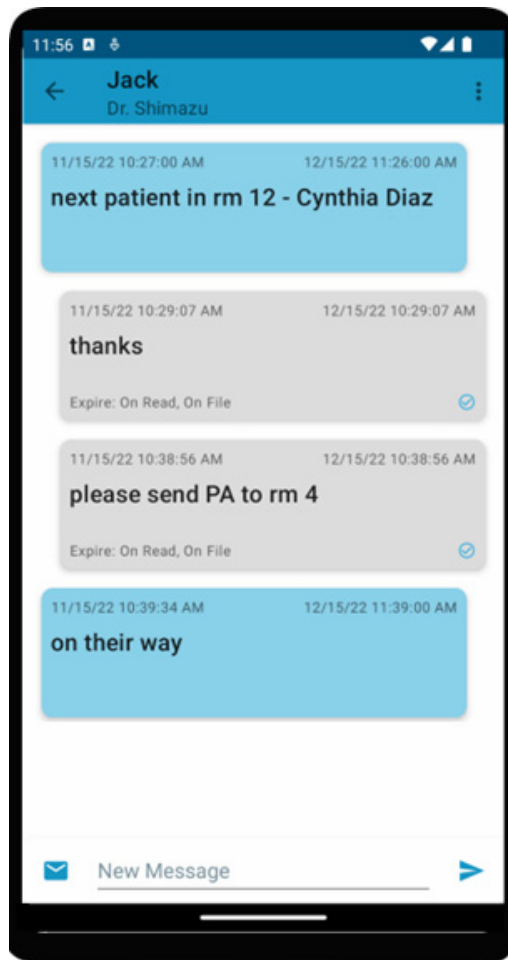
## Opening/Continuing an Existing Conversation

Follow these steps from the Conversation screen to open or continue an existing conversation.


- 1 Tap the conversation that you want to open.

**Left-justified** → messages in blue are messages that were SENT TO YOU. Previously unviewed messages sent to you will be shown in italicized text.

See [page 17](#) for details on how to use the **Edit** feature that appears towards the upper right of this screen.





← **Right-justified** messages in gray are messages that YOU HAVE SENT.

The  icon indicates that the recipient subscriber has viewed the message.

If you want to mark a received message as "Read," expire a message, delete a message, or file a message, **tap and hold** the message, then select the desired option. See [page 17](#) for more information.



- 2 To send a new message, type up to 1024 characters into the New Message field at the bottom of the conversation screen.

Instructions for using special features are provided on [page 17](#).

- 3 If you want to apply special features to the message—for example, if you want to set a special Message Expiration, allow forwarding, or add an **attachment** to the message—tap the  icon to the left of the New Message field.
- 4 When you're ready to send the message, tap .

### Note to Users Associated with a Contact Center

When **replying** to a message from your contact center, tap any part of the message to which you're replying.


When you do this, the message you are replying to becomes highlighted in orange, and the  (**Send**) icon changes to  (**Reply**).

Using **Reply** instead of **Send** to send your reply message establishes a connection between the two messages in the software/database used by the contact center.

If you are **not** communicating with a contact center, you can also use the Reply feature, but it will have no noticeable impact.



## Applying “Edit” Options to a Message or Messages

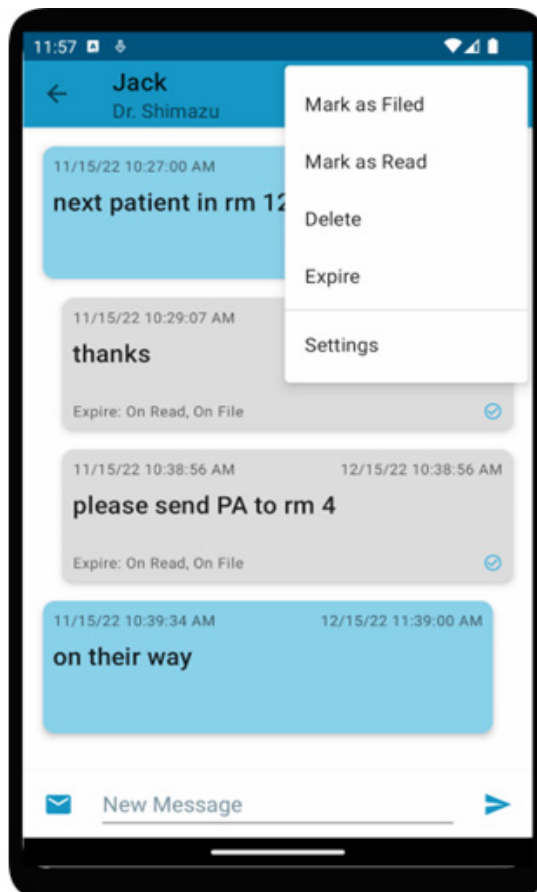
If you tap  in the upper-right corner while in a specific message conversation, a list of options opens at the top of the screen.

### To use an option:

- 1 Tap the option in the menu.
- 2 Tap the checkbox for each message to which you want to apply the option.
- 3 When you’re finished, tap **Done**. (**Done** will be in the top bar.)

### Please Note:

The **Mark as Filed** feature applies to subscribers who receive messages from a contact center. Filing a message communicates to the contact center that the message is no longer “pending.”



### Edit options work as follows:

- Tapping **Mark as Filed** files the selected message(s), communicating to the contact center that the message is no longer pending.
- Tapping **Mark as Read** allows the message sender to see that you have read the selected message(s).
- Tapping **Delete** removes the selected message(s) from the device only. (A *Resynchronize* will restore non-expired deleted messages. See [page 28](#) for details.)
- Tapping **Expire** removes the selected message(s) from all handheld devices (sender’s and receiver’s), from the SM+ Website, and from the SM+ database. (Be cautious. This cannot be undone.)
- Tapping **Settings** takes you to the Settings menu.

## Forwarding a Message

If a message has been designated as ‘forwardable’ by the sender, you may long-press the message to get a Forward option. Selecting this option copies the selected message (prefixed with FWD:) and prompts you to enter the person to whom you wish to forward the message.


### Follow these steps to forward a message:

- 1 Long-press the message you want to forward.
- 2 Tap **Forward** on the options list that displays. (If Forward is not on the list, the message cannot be forwarded.)

A new Message window opens, with the text of the message (prefixed with FWD:) and attachments, if applicable.

- 3 To add recipients, tap the  Contacts icon and select all contacts to receive the message. Then select **Done**.

**Note:** If you need to send to a valid SM+ user who is not already in your SM+ Contacts list, you can enter the User Name into the **Contact User Id** field. The subscriber will be automatically added to your Contacts list.

- 4 When you’re ready to send the message, tap  at the top right.




**NOTE:** *The original sender’s Expiration date will apply to the forwarded message.*

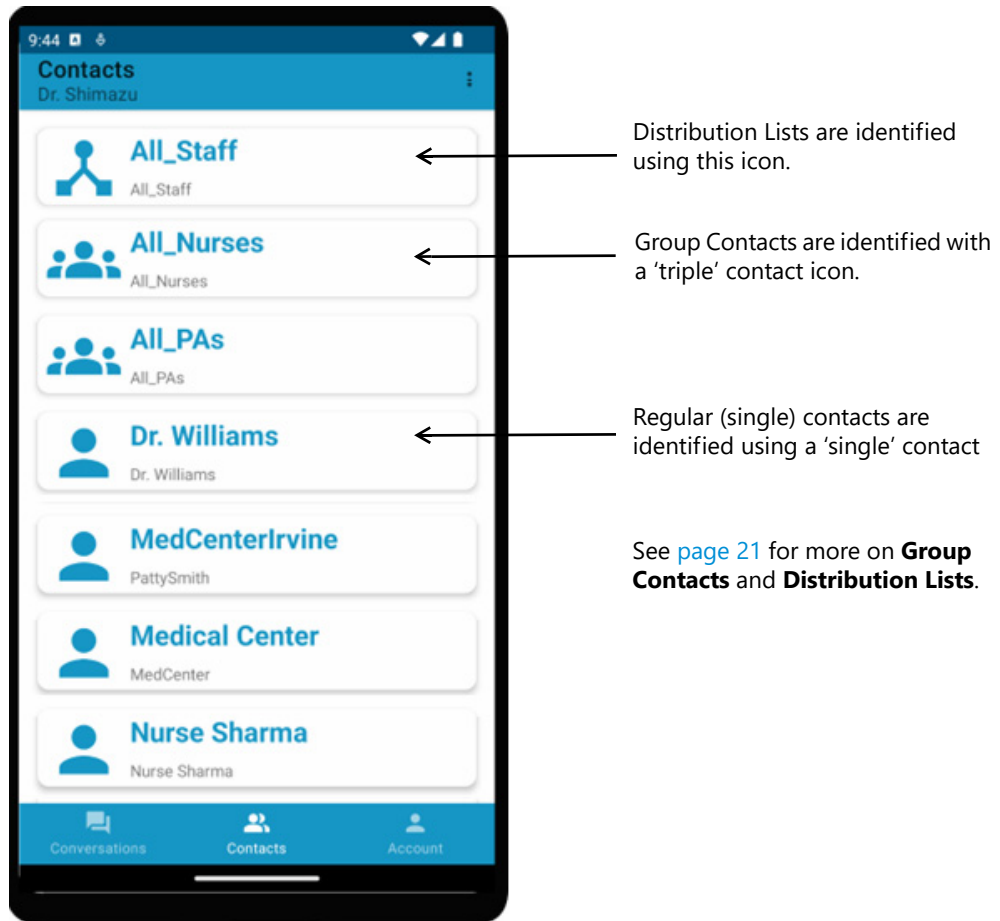
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## SECURE MESSAGING PLUS CONTACTS

SM+ subscribers who send you a message, or to whom you send a message, are automatically added to your Secure Messaging Plus Contacts list.

To see your Contacts list, you simply need to tap the  icon. Notice that different types of contacts are identified using different icons.

**Note:** Contact types are defined on the Secure Messaging Plus Website.

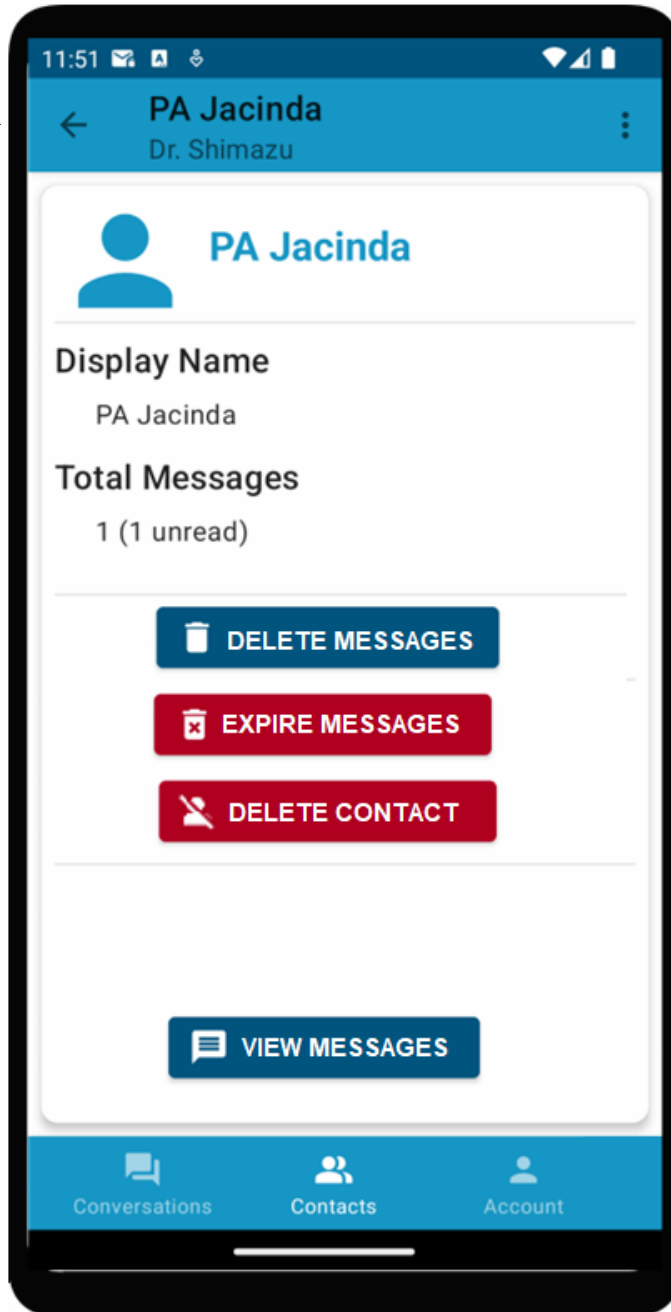


To display details and options for any contact, tap the contact's name.

The screen on the following page shows the Contact information associated with a contact named **PA Jacinda**.

In the screen associated with a selected contact:

- Tapping here goes back to the Contacts list. →
- Tapping this icon lets you select a photo for the contact. →



- Tapping **EXPIRE MESSAGES** removes ALL of your messages associated with this contact—from *this device, from the contact's device, from the SM+ Website, and from the SM+ database.*
- Tapping **DELETE CONTACT** deletes the contact **from this device only**. Deleted contacts will reappear upon "resynchronization" or when contacts resynchronize.


- The **Total Messages** number tells you how many messages are currently associated with this contact.
- **Unread Messages** indicates how many of these messages have not been viewed.
- Tapping **DELETE MESSAGES** deletes all messages associated with this contact **from this device only**. Messages that have not expired will re-appear upon "resynchronization." See [page 29](#) for details on resynchronization
- Tapping **VIEW MESSAGES** takes you to messages for this contact.
- If this were a Group or Distribution List contact, a "Distribution List" or "Group" section (under Total Messages) would list each member of the group/list.

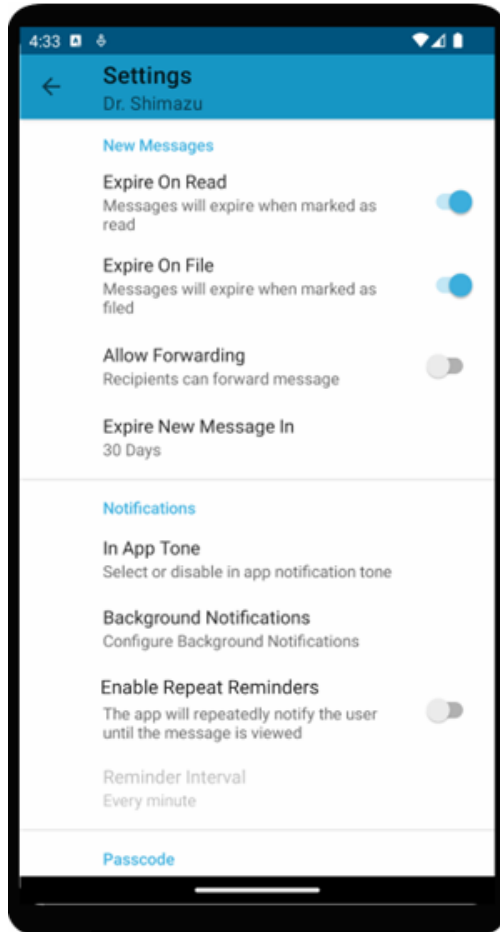
## Group Contacts vs Distribution Lists

Secure Messaging Plus supports two types of Group Messaging. Both require you to configure a 'Group Contact' on the Secure Messaging Plus Website, but one is enabled as a 'Distribution List.'

- When a new message is sent to a **Distribution List**, it starts an ***individual conversation with each member of the list***. When a member of the group replies to the message, the reply is sent only to the original sender of the message.
- When a new message is sent to a **Group Contact** (that is ***not*** enabled as a Distribution List), it starts a **group conversation**. When a member of the group replies to the message, the reply goes out to all of the members of the group.

## SECURE MESSAGING PLUS SETTINGS

Tapping the SM+  icon and then selecting **Settings** in the SM+ Conversations, Contacts, or Account screen, opens a screen from which you can access and change a number of different Secure Messaging Plus settings.

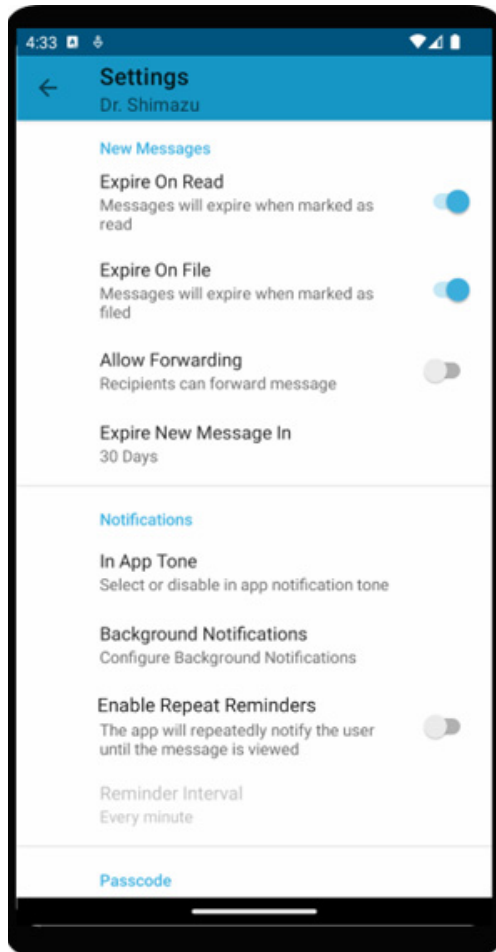


See the following topics for information on each of the available settings:

- ◆ **Changing New Messages Settings** — [page 23](#)
- ◆ **Configuring Notification Settings** — [Page 25](#)
- ◆ **Changing Passcode Settings** — [Page 26](#)
- ◆ **The “About” Section** — [Page 27](#)

## Changing New Messages Settings

In the **New Messages** section of the SM+ Settings screen you can view and change the default Expiration settings that will be used for your SM+ Subscriber account. You can also configure the default setting that determines whether messages you send can be forwarded to other SM+ subscribers.



The default status of these settings depends on the way in which your SM+ User Account was initially configured by the SM+ administrator who created the User profile.

## Configuring Expiration Settings

**Expiration** settings control when messages you send expire if they are not manually expired from the SM+ Website or the SM+ App. When a message is expired, it is removed from all handheld devices (both sender's and receiver's), from the SM+ Website, and from the SM+ database.

- Select **Expire New Messages In** to select a default expiration time for sent messages that are not expired by other means (on read, on file, or manually). For example, 10 Days, or 1 hour and 30 minutes.

When sending a message, you have the option of changing **Expiration** settings for the individual message.

- Select **Expire On Read** if, by default, you want SM+ messages that you send to be expired when they're marked as Read by the message receiver.
- Select **Expire On File** if, by default, you want SM+ messages that you send to be expired when they're Filed by the message receiver.

### Allowing Forwarding

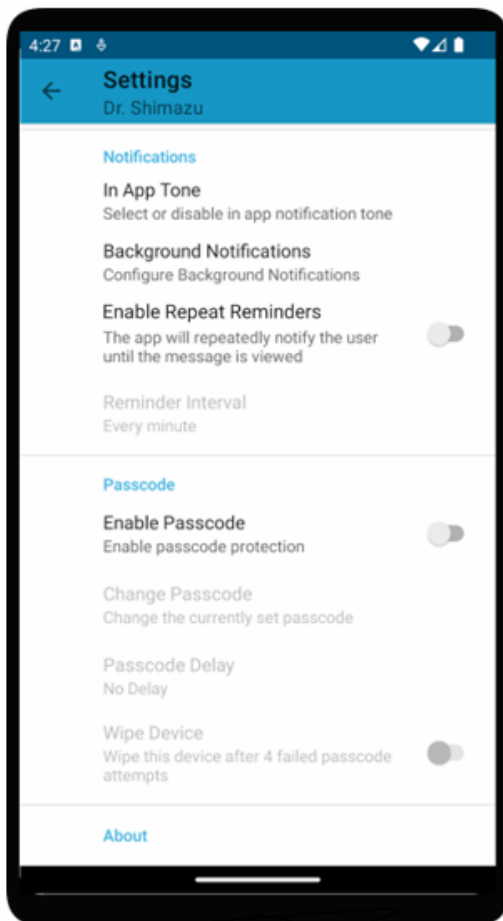
To allow, by default, the forwarding of your SM+ messages to other SM+ subscribers, check the **Allow Forwarding** checkbox.

**Note:** When sending a message, you will have the option of changing this setting for the individual message.



## Configuring Notification Settings

The Notifications section in the SM+ Settings screen displays options for adjusting Notification settings. By default, a Notification tone alerts you when a new SM+ message is received. However, you can customize the tone that is used, and/or enable additional Notification options.



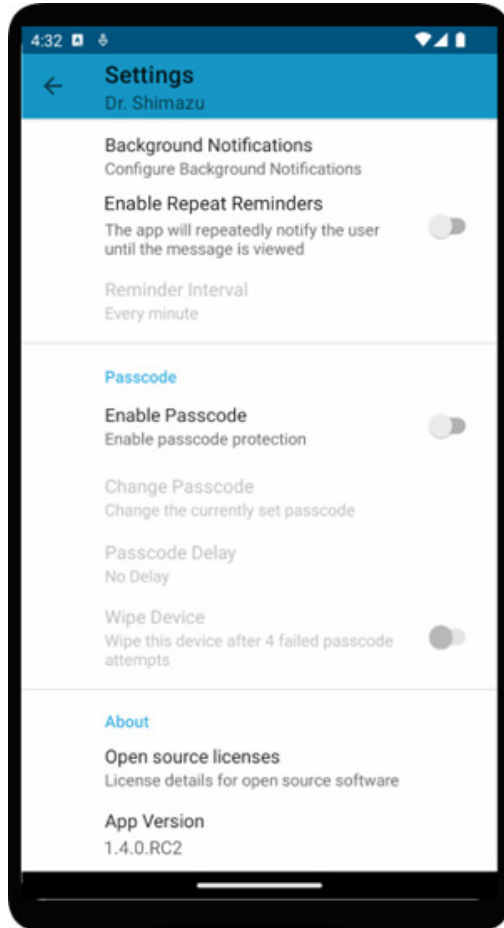
### Under the Notifications heading:

- Tap **In App Tone** to customize the notification tone that will occur when you receive a new SM+ message while the SM+ App is open.
- Tap **Background Notifications** to customize the tone that plays if you receive a new SM+ message when the SM+ App is minimized or closed.
- Select **Enable Repeat Reminders** if you want a “Reminder” tone to play at intervals when a message has been received but is not yet viewed. (This feature does not consider whether you have marked a message as “Read”—only whether you have *viewed* the message.)
- If you enable **Reminders**, tap **Reminder Interval** to select how often Notifications will occur for unviewed messages. Options are 1 minute, 2 minutes, 5 minutes, 10 minutes, 20 minutes, and 1 hour.

The **Reminder Interval** setting is only active when **Enable Reminders** is selected.

## Changing Passcode Settings

The Passcode section in the SM+ Settings screen displays optional features that you can use to add an extra layer of security to the SM+ data on your device.



### Under the Passcode heading:

**Enable Passcode** must be selected before the other options are enabled in the screen.

- Select **Enable Passcode** to enable Passcode Protection. When Passcode Protection is active, you will be required to enter a passcode **each time** you access the Secure Messaging Plus App while already logged in.  
**Note:** When you check this option, you are prompted to specify the passcode. This is not recoverable if forgotten, so be sure to remember it.
- Tap **Change Passcode** to change the current passcode.
- Tap **Passcode Delay** to determine the amount of time you will have, after you leave the SM+ App, to return to the App without entering the passcode. Options are: *No Delay*; *1 minute*; *5 minutes*; *10 minutes*; *30 minutes*; and *1 hour*. (With *No Delay*, you will ALWAYS need to enter the passcode.)


- Select **Wipe Device** to activate a feature that will erase all SM+ messages from your device and close the SM+ App in the event that four failed attempts are made to enter the passcode.

**Note:** Messages deleted from the device will still be accessible from the SM+ Website. Also, unexpired messages will be restored to the device if you log in to the SM+ App.

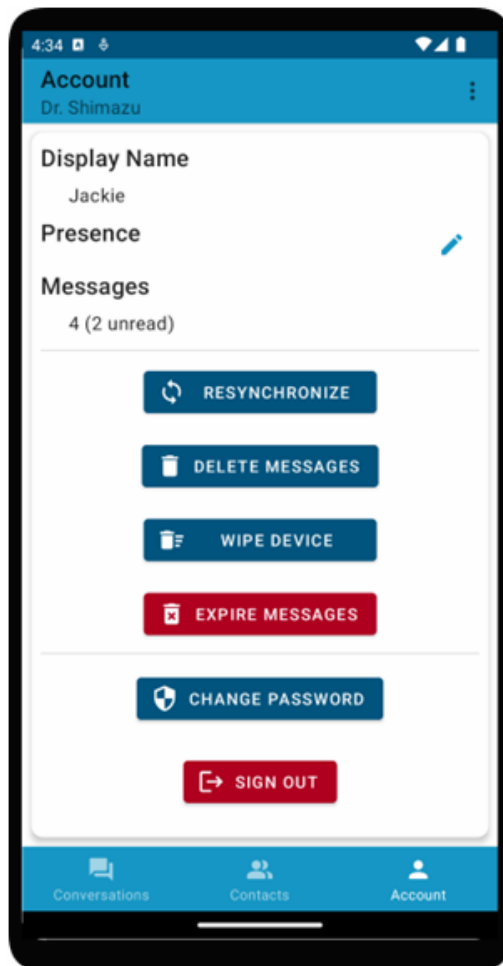
## The “About” Section

The About section of the SM+ Settings screen displays the version number of the SM+ App and licensing information about the open source software that was used.


# SECURE MESSAGING PLUS ACCOUNT SETTINGS

Tapping  on the SM+ navigation bar opens a screen offering a host of features that apply to the subscriber account. See the topics that follow for details on each.

**Note:** Some of these features are offered elsewhere for specific contacts. These apply to the subscriber account as a whole.



## Presence

Tapping the  icon to the right of the **Presence** label allows an eligible subscriber to select from a 'Presence Menu' to indicate their availability (e.g., In Office; Out of Office, etc.).

## Resynchronize

Tapping **RESYNCHRONIZE** refreshes the Conversations and Contacts on the device. All deleted messages are restored, but expired messages are NOT restored. (Expired messages are removed permanently from all devices as well as the Secure Messaging Plus Website and database.)

## Delete Messages

Tapping **DELETE MESSAGES** removes all messages from the handheld device only. Please note that if you subsequently perform a **Resynchronize**, deleted messages (that have not expired) will reappear.

**Note:** Messages received after Delete Messages is issued are not affected.

## Wipe Device

Tapping **WIPE DEVICE** erases all SM+ messages from your device.

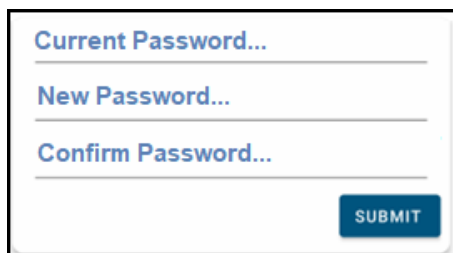
Messages deleted from the device will still be accessible from the SM+ Website. Also, unexpired messages will be restored to the device the next time you log in to the SM+ App.

## Expire Messages

Tapping **EXPIRE MESSAGES** removes all messages associated with the subscriber—from this device, from the SM+ Website, and from the SM+ database.

## Change Password

Tapping **Change Password** displays settings that allow you to change your SM+ password.

A screenshot of a web form for changing a password. It features three input fields: 'Current Password...', 'New Password...', and 'Confirm Password...'. A blue 'SUBMIT' button is located at the bottom right of the form.

### Follow these steps to change your password:

- 5 Enter the current password in the **Current Password** field.
- 6 Type new password in the **New Password** and **Confirm Password** fields.
- 7 Tap **Submit**.



**NOTE:** A “strong” password is recommended and can be set as a requirement in a user’s profile.

## Sign Out

Tapping **Sign Out** logs you out of the Secure Messaging Plus App.

**Note:** You will receive SM+ message notifications even if you are logged out of the SM+ App.

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