

SafeCase™ Galaxy S21

User manual

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About SafeCase

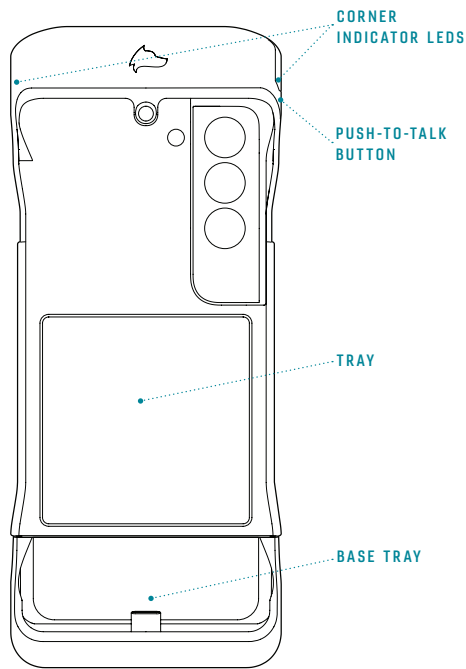
SafeCase is a first-of-its-kind security device for mobile devices that enables unique data protections and high-security services alongside your smartphone. Integrated within SafeCase are protections against audio and video surveillance resulting from the remote hijacking of your smartphone's cameras and microphones. Audio capture is prevented via randomized audio masking for each of your smartphone's microphones, while image/video capture is prevented via a physical barrier that blocks the cameras.

SafeCase parts and accessories

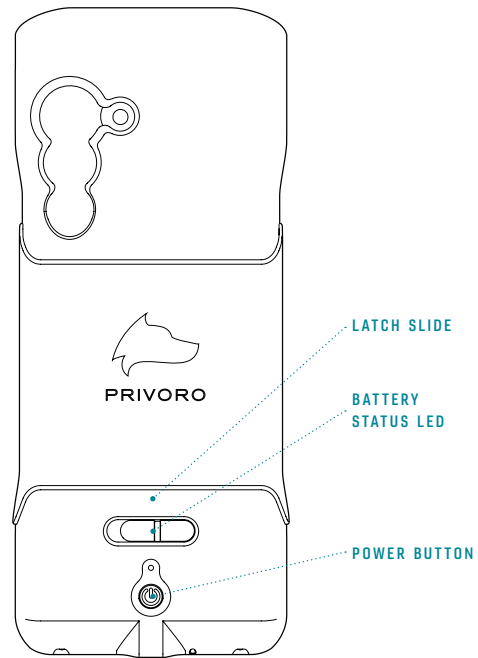
SafeCase ships with a USB-A to USB-C charging cable which, when connected to a power source, charges both SafeCase and Galaxy.



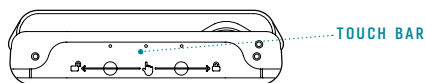
FRONT



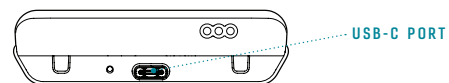
BACK



TOP



BOTTOM



SafeCase parts and their main functions

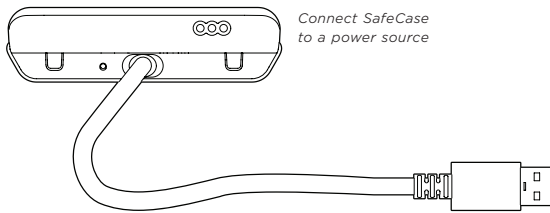
CORNER INDICATOR LEDS	Indicate when audio/video surveillance protections are engaged and disengaged
PUSH-TO-TALK BUTTON	Enables temporary audio passthrough while maintaining video surveillance protections
TRAY	Interior of SafeCase where Galaxy rests in place
BASE TRAY	Slides open/closed to enable Galaxy insertion/removal
TOUCH BAR	Controls how audio/video surveillance protections are engaged and disengaged
LATCH SLIDE	Unlocks the base tray
BATTERY STATUS LED	Indicates battery charge level
POWER BUTTON	Controls power on/off, battery status and LED brightness
USB-C PORT	For charging SafeCase and Galaxy via charging cable

Setting up SafeCase

Step 1: Prepare SafeCase and Galaxy

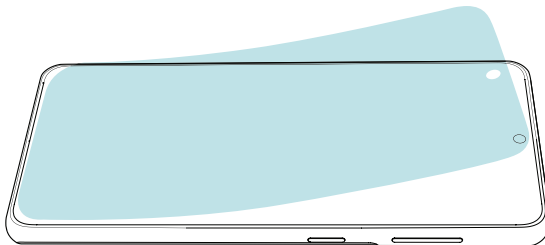
POWER SAFECASE ON

SafeCase is in shipping mode when it arrives. To power it on for the first time, **connect SafeCase to a USB power source** (computer or power adapter) using the charging cable provided.



REMOVE GALAXY ACCESSORIES

Remove any protective cases or screen protectors from your Galaxy. Protective cases and screen protectors may prevent your Galaxy from fitting into the device and may disrupt audio protections.

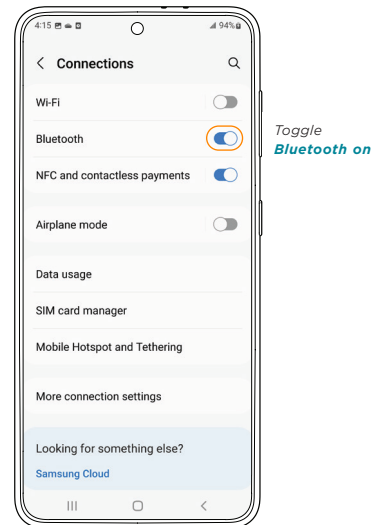


Remove screen protectors

TURN ON BLUETOOTH

As communication between SafeCase and the Privoro app occurs over a Bluetooth connection, ensure your Bluetooth is turned on. Do so using the following steps:

1. Open the **Settings** app.
2. In the Settings app, tap the **Connections** field.
3. On the Connections screen, toggle the **Bluetooth** switch to the right (on) position.



Step 2: Pair SafeCase and the Privoro App

To enable notifications, audio masking verifications, firmware updates and more, you'll need to pair your SafeCase to the Privoro app.

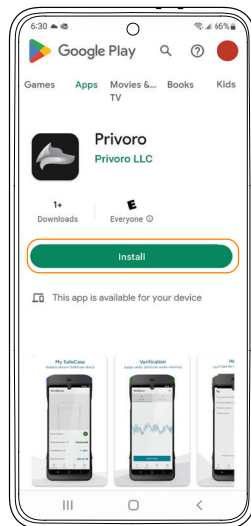
DOWNLOAD/INSTALL AND OPEN THE PRIVORO APP

On your Galaxy, download the Privoro app from the Play Store using the following steps:

1. Open the **Play Store** on your Galaxy.



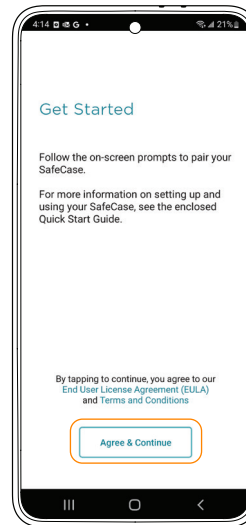
2. In the Play Store app, enter **Privoro** in the search field.
3. Once the Privoro app is displayed, tap it to open the app listing.



Tap the **Install** button

4. In the app listing, tap the **Install** button to download and install.
5. Once installed, open the Privoro app by tapping the **Open** button (or by tapping the Privoro icon on your home screen).

Once the app has been opened for the first time, a setup assistant will display. Before agreeing to the End User License Agreement (EULA) and the Terms and Conditions, you can open each by tapping the appropriate option. Tap the **Agree & Continue** button to proceed.

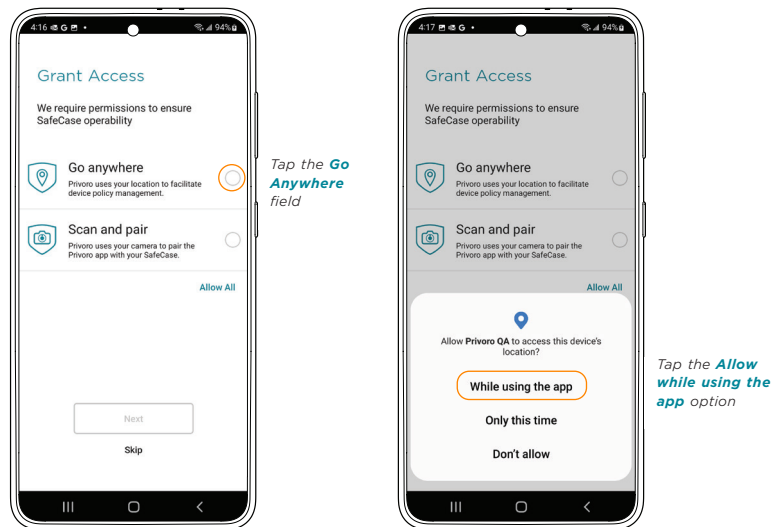


Tap Tap the **Agree & Continue** button

CHOOSE APP SETTINGS

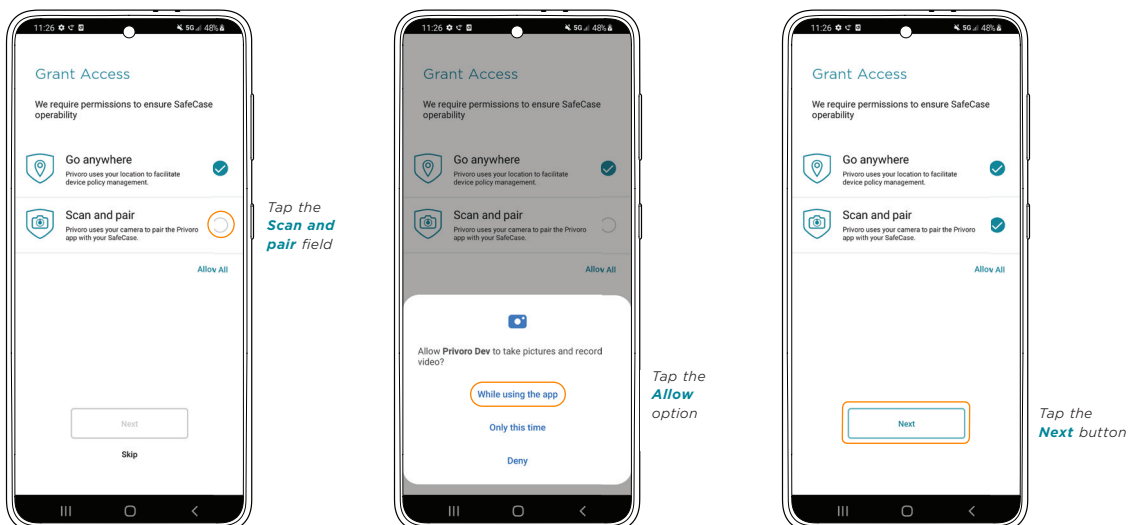
You will then be prompted to grant access to two Galaxy services: Location (necessary for facilitating policy management) and Camera (necessary for scanning the device's QR code). You may change these settings at any time from the Settings app on your Galaxy.

1. **Location settings:** First, tap the **Go anywhere** field. When prompted to allow the app to access your location, tap the **Allow only while using the app** option.



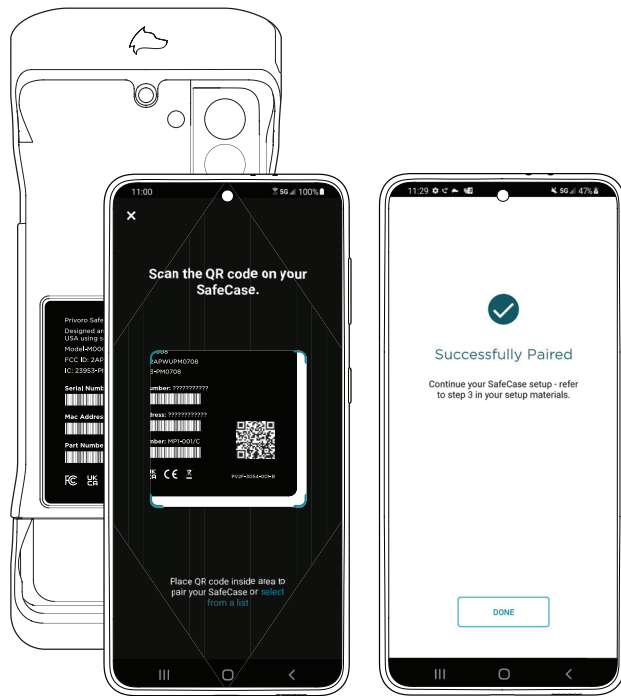
2. **Camera settings:** Next, tap the **Scan and pair** field. When prompted to allow the app to access your camera, tap the **Allow** option.

Once access has been granted, tap the **Next** button.



SCAN THE SAFECASE QR CODE

After choosing your app settings, a QR code scanner will open within the app. **Hold your Galaxy's rear-facing camera over the QR code printed on your SafeCase until the code is centered within the guidelines on the screen.** Upon successful scanning, you will receive a confirmation message that you have successfully paired your SafeCase and app.



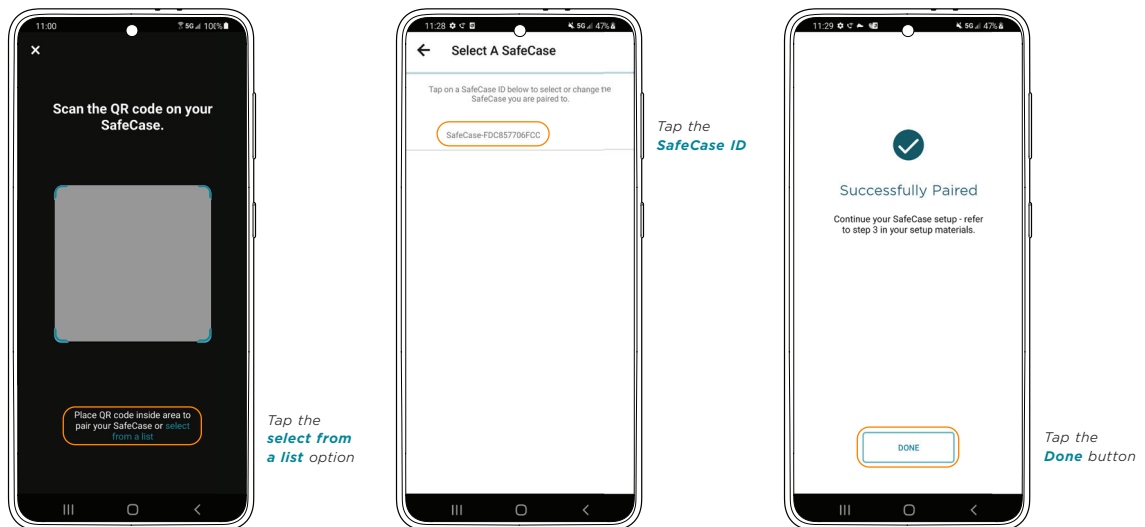
Scan the QR code printed on your SafeCase

Confirmation message

PAIR DEVICES WITHOUT CAMERA FUNCTIONALITY

Alternatively, you may select your device's SafeCase ID from a list. On the QR code scanner, tap the **select from a list** option, opening a selection screen. Tap your device's **SafeCase ID**, which can be found in the MAC field on the label on the tray. You will receive a confirmation message that you have successfully paired your SafeCase and app.

Tap the **Done** button to close the setup assistant.

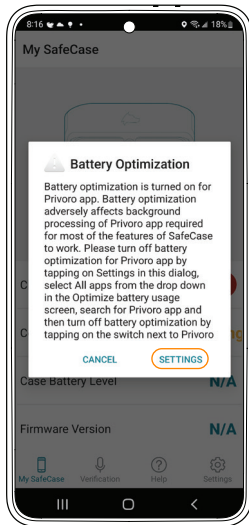


TURN OFF BATTERY OPTIMIZATION

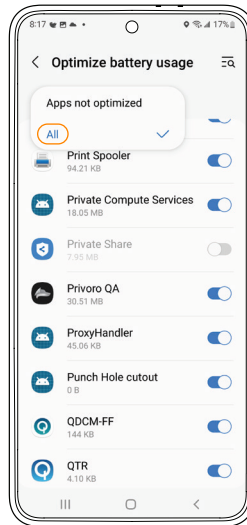
After pairing, you will be prompted to turn off battery optimization for the Privoro app, which will enable the app to operate effectively in the background.

1. In the Battery Optimization prompt, tap the **Settings** option.
2. On the Optimize battery usage screen in the Settings app:

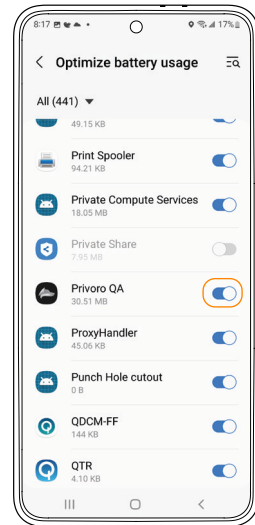
- a. Tap the filter dropdown menu (currently displaying “Apps not optimized”) and then select **All**.
- b. Scroll down or search to find the **Privoro** app.
- c. Once the Privoro app is displayed, **toggle the optimization switch to the left (off)** position.



*Tap the
Settings
option*



*Select the
All option*

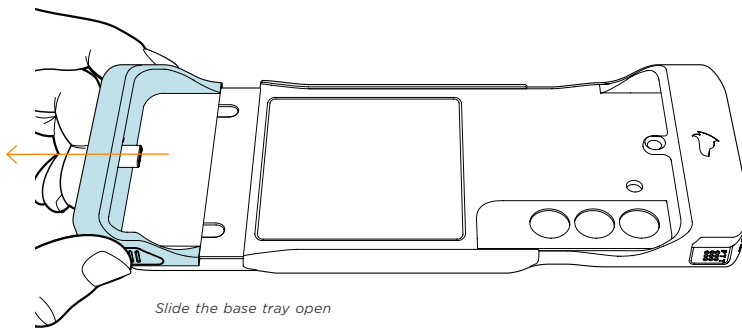
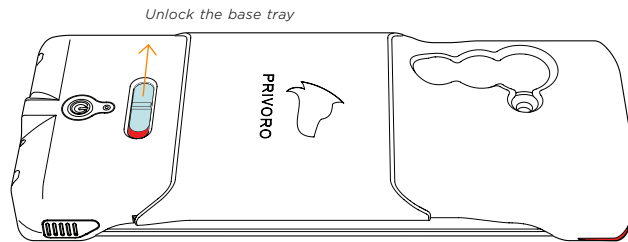


*Toggle **battery
optimization** off*

Step 3: Insert the Galaxy into SafeCase

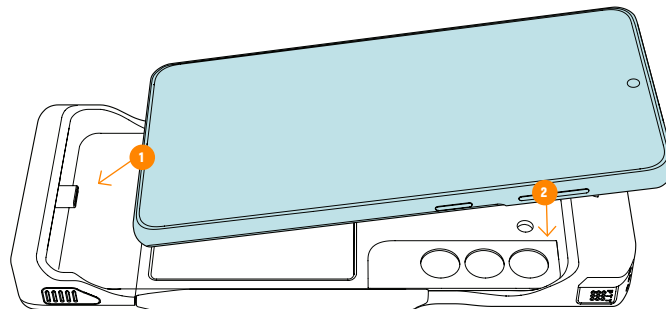
Insert your Galaxy into SafeCase using the following steps:

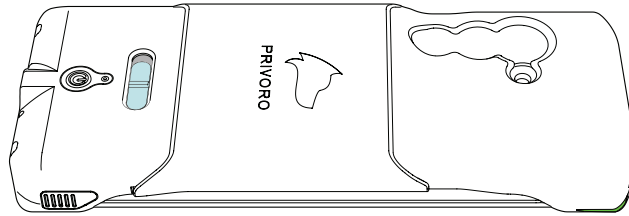
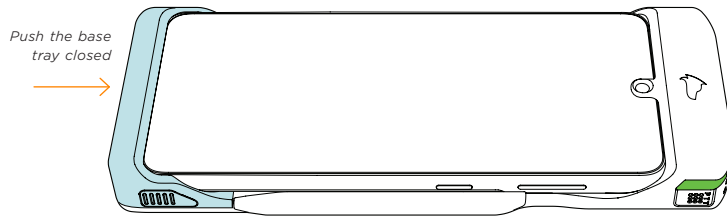
1. **Unlock the base tray:**
Use your finger to pull the latch slide to the left (looking at the back side), unlocking the base tray.



2. **Slide the base tray open:**
Gripping the sides of the base tray with one hand, slide the base tray until it's fully extended.

3. **Insert the Galaxy into the tray:** Align your Galaxy's USB-C port over SafeCase's USB-C connector while tucking the bottom of your Galaxy into the base tray and then rest your phone onto the tray.





Verify that the latch slide is locked into position

4. **Push the base tray closed:** Push up from the bottom of the base tray until it clicks into place. You can verify that the base tray is closed by inspecting the latch slide, which should be all the way in the right position, with no red visible on the latch.

Managing audio/video surveillance protections

When SafeCase is powered on, audio/video surveillance protections are automatically engaged; this is the default mode, known as **protected mode**. In addition to protected mode, there are two additional modes: **unprotected mode** (used when capturing images/audio and placing/receiving phone/video calls) and **audio passthrough mode** (for using your voice assistant or recording audio memos with video protections still engaged).

PROTECTED MODE: FOR FULL PROTECTION

Protected mode is the default audio/video surveillance protection mode. In this state:

- The audio masking and camera blocking features are **engaged**.
- The corner indicator LEDs **pulse green** every 10 seconds.

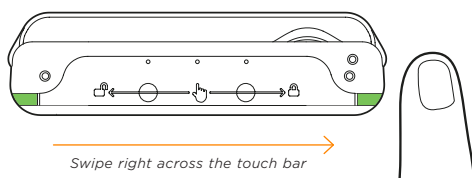
It is normal to hear a soft white noise coming from SafeCase when in protected mode, a result of the audio masking adapting to the noise level in the environment surrounding SafeCase/Galaxy. While in protected mode, most phone features – including apps, videos, emails, music and text messages – can still be accessed.

MAINTAIN PROTECTED MODE

To maintain protected mode, simply keep SafeCase powered on.

REVERT TO PROTECTED MODE

To change from unprotected mode (see: *next section*) back to protected mode, **swipe right (with the phone facing you) across the touch bar, toward the locked icon**. As the camera shutter closes, an ascending audio tone will play and the corner indicator LEDs will blink green five times.



UNPROTECTED MODE: FOR PHONE/VIDEO CALLS AND AUDIO/IMAGE CAPTURE

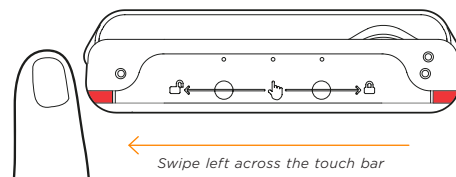
Temporarily changing to unprotected mode is necessary for capturing images/audio and placing/receiving phone/video calls. In this state:

- The audio masking and camera blocking features are **disengaged**.
- The corner indicator LEDs **pulse red** every three seconds.

Entering unprotected mode must take place before capturing images/audio; otherwise, the recorded photos, videos and audio will be indecipherable. Similarly, entering unprotected mode must take place before placing/receiving a phone/video call; otherwise, the other participant(s) in the call will not be able to understand what you're saying.

USE THE TOUCH BAR

To change to unprotected mode, **swipe left (with the phone facing you) across the touch bar, toward the unlocked icon**. As the camera shutter opens, a descending audio tone will play and the corner indicator LEDs will blink red five times.



To change back to protected mode after the call/capture, **swipe right across the touch bar, toward the locked icon**.

AUDIO PASSTHROUGH MODE: FOR BIXBY/GOOGLE ASSISTANT AND AUDIO MEMOS

Temporarily changing to audio passthrough mode allows you to leave camera/video protections engaged while using Bixby/Google Assistant (or another voice assistant) or recording audio memos. In this state:

- The audio masking feature is **disengaged** while the camera blocking feature remains **engaged**.
- The corner indicator LEDs **pulse red** every three seconds.

USE THE PUSH-TO-TALK BUTTON

To change to audio passthrough mode, **press and hold the push-to-talk button**. When first pressed, the corner indicator LEDs will blink red five times and a confirmation tone will play. After the tone, begin your voice action.

When using Bixby/Google Assistant, for best results keep holding the push-to-talk button until the voice assistant has finished responding.

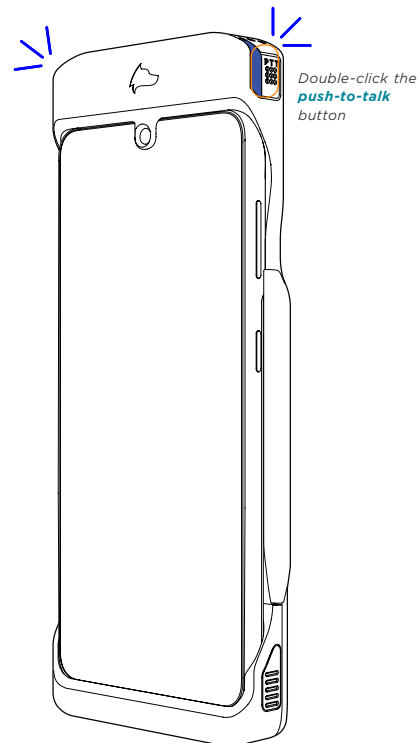
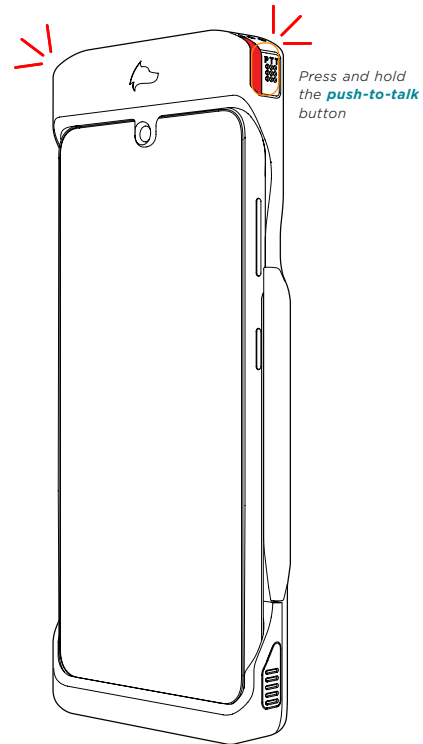
When you have completed your voice action, release the button (and change back to protected mode). The corner indicator LEDs will blink green five times.

CHECKED-IN MODE: FOR FULL PROTECTION WITHIN A SENSITIVE LOCATION

If required by your organization, checked-in mode applies to phone usage within facilities where sensitive information is shared. Checked-in mode effectively keeps your SafeCase in protected mode while also disabling access to both the camera shutter and audio passthrough mode. In this state:

- The audio masking and camera blocking features are **engaged**.
- The corner indicator LEDs **pulse blue** every 10 seconds.
- The camera shutter is disabled.
- Audio passthrough mode is disabled.
- Adjusting LED brightness is disabled.

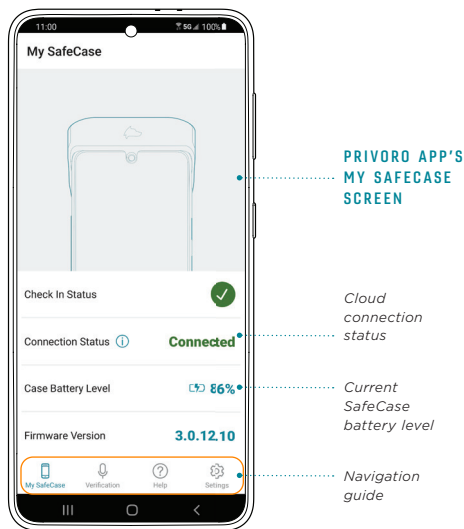
To check into a facility, double-click the push-to-talk button.



Using the Privoro app

The Privoro app serves two critical functions: it provides a user interface for SafeCase and it creates a communications channel between SafeCase and the cloud. For SafeCase to maintain its cloud connection, the Privoro app must be running in the background and Bluetooth must remain on.

From the home (My SafeCase) screen of the app, you can quickly check your connection status and battery level.



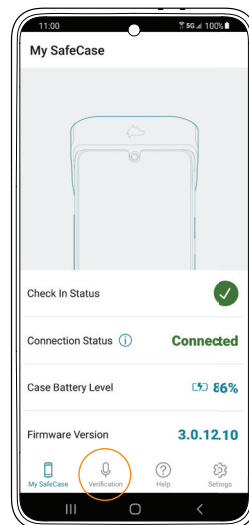
NAVIGATION GUIDE

My SafeCase	Displays the current SafeCase connection status (between Galaxy/SafeCase and cloud), battery charge level and firmware version
Verification	Provides an interface for validating the audio masking functionality of your SafeCase
Help	Provides tools and tips to help you maximize SafeCase features
Settings	Displays your current connection details and cloud environment

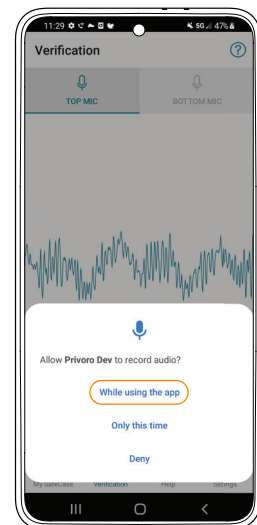
VERIFY AUDIO MASKING

The Privoro app allows you to verify audio masking for each of your Galaxy's microphones. In the app, tap the **Verification** icon.

If using masking verification for the first time, you will be prompted to allow the app to access your Galaxy's microphones, which is necessary for verifying audio masking. Tap the **Allow** option.



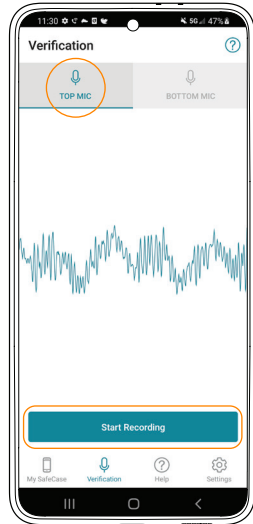
Tap the icon for
Verification



Tap the
Allow
option

In the Verification screen:

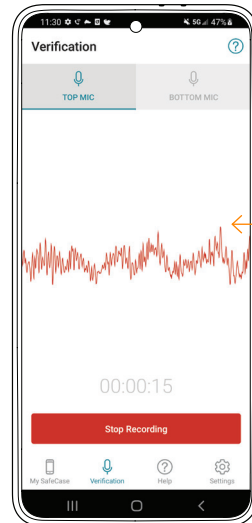
1. If not already selected, tap the option for the microphone you'd like to test (Top Mic or Bottom Mic), and then tap the **Start Recording** button.



Select the microphone to test and tap the **Start Recording** button

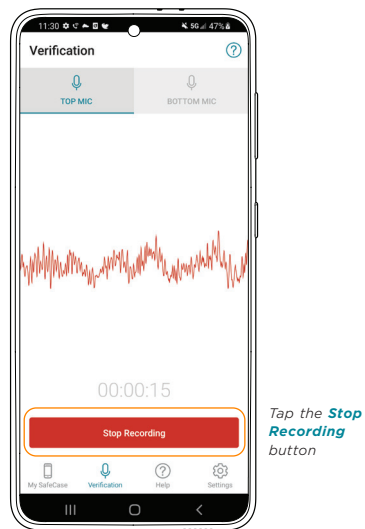
2. While recording:

- a. You can monitor the shape of the audio waveform captured on the screen. In protected mode, the waveform should maintain its general shape in the presence of environmental noise, signifying a constant audio masking noise produced by SafeCase.
- b. You can introduce noise into your environment (by speaking or making other sounds) to test the audio masking.
- c. You can switch between protected mode and unprotected mode to highlight the differences between the two modes.

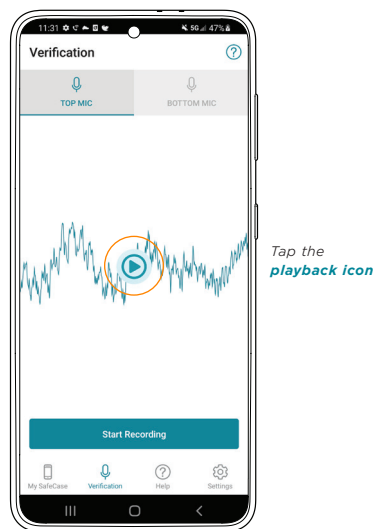


Monitor the audio waveform

- When finished recording, tap the **Stop Recording** button.



- Tap the **playback icon** to listen to the recording. Audio captured while in protected mode should be unintelligible - only audio masking noise will be heard.



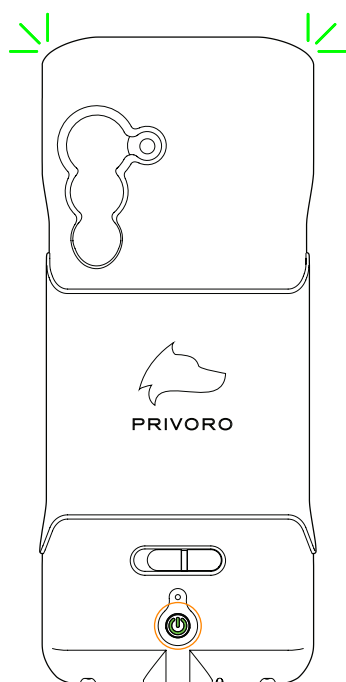
Managing power

POWER ON/OFF

To power off SafeCase, **press and hold the power button for five seconds**. After releasing the button, the corner indicator and power button LEDs will blink white five times; if in unprotected mode, SafeCase will revert to protected mode, closing the camera shutter.

Similarly, to power on SafeCase, press and hold the power button for three seconds, until the corner indicator LEDs and battery status LED (and power button) blink white.

SafeCase can also be turned on by connecting the device to a power source using the included charging cable.



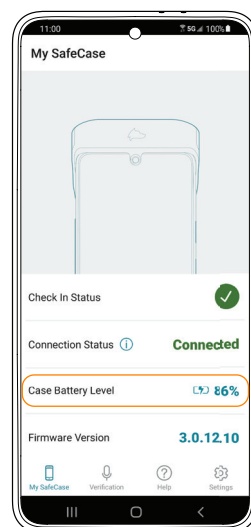
Press and hold
the **power button**
for five seconds

CHECK BATTERY STATUS

There are two ways to check SafeCase battery level: via the app or via the battery status LED.

VIA THE PRIVORO APP

You can check current charge level on the My SafeCase screen of the Privoro app.



Check current
charge level

VIA SAFECASE

To check the current charge level via SafeCase, press the power button. The battery status LED (and power button) will illuminate to show the current charge level. The color of the battery status LED corresponds to the percentage of charge that remains, from green (high) to yellow (moderate) to red (low).



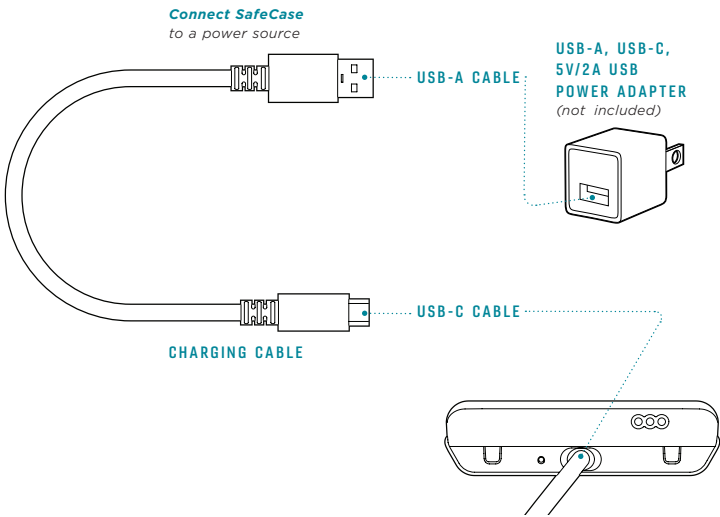
Color of battery status LED	Charge level
Green	High
Yellow	Medium
Red	Low

LED color corresponds to the percentage of charge that remains

CHARGE

Included with SafeCase is a **charging cable** (USB-A to USB-C), allowing you to simultaneously charge your SafeCase and Galaxy.

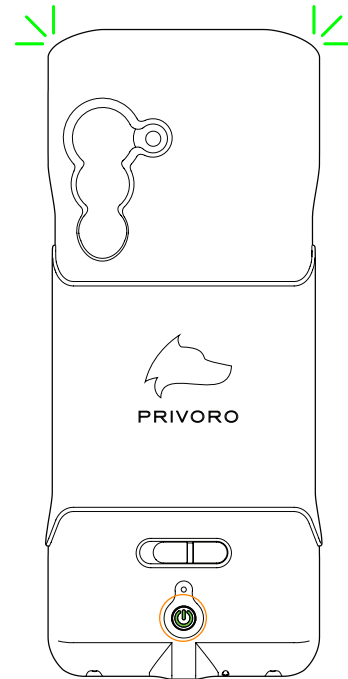
In the first 30 seconds of charging, the battery status LED (and power button) will pulse to indicate the current charge level.



Adjusting settings

ADJUST LED BRIGHTNESS

To adjust the brightness of the corner indicator LEDs and battery status LED, **double-click the power button** to enter LED adjust mode, and then **press the power button one or more times to cycle through the brightness settings** – high, low and off – until the desired setting is reached. With each press of the power button, the corner indicator LEDs and battery status LED (and power button) will illuminate to the current brightness level and a single-beep audio tone will play. After two seconds, a confirmation tone will play and the brightness level will set.



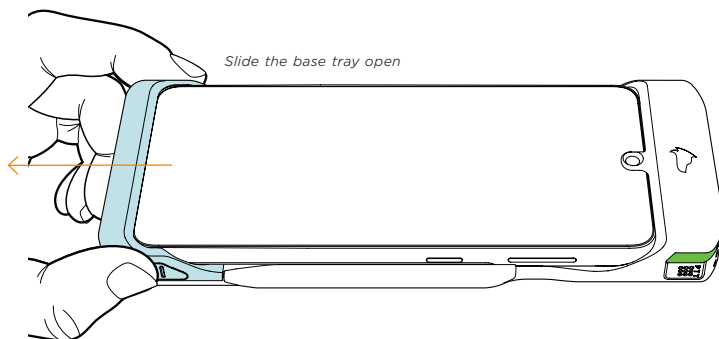
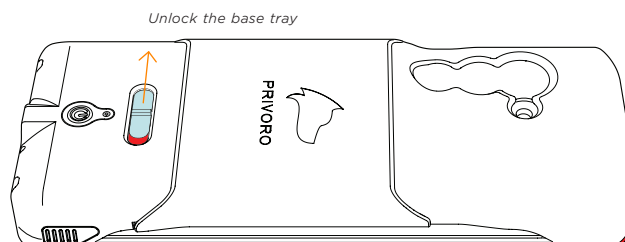
Double click the
power button and
then press to cycle

Removing the Galaxy from SafeCase

To remove your Galaxy from SafeCase, use the following steps:

1. Unlock the base tray:

Use your finger to pull the latch slide to the left (looking at the back side), unlocking the base tray.

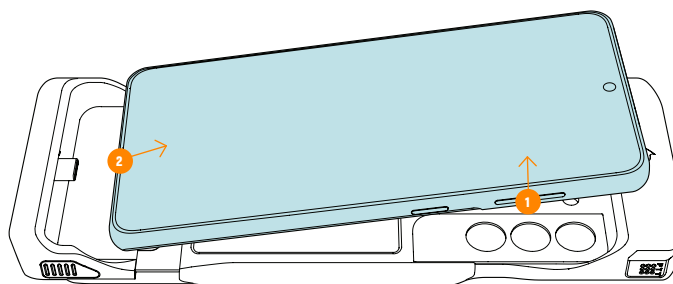


2. Slide the base tray open:

Grip the sides of the base tray and slide it open. If the Galaxy remains in place, slide it all the way down until it meets the opened base tray.

3. Remove the Galaxy from the tray: Slightly lift the Galaxy off the tray, then gently pull the phone (from the bottom half) off the USB-C connector.

To insert your Galaxy back into SafeCase, use the same steps taken during setup (Section 2.08).



Appendix A: User interface summary

GOAL	ACTION	NOTIFICATION
Changing to protected mode (from unprotected mode)	Swipe right on the touch bar	As camera shutter closes, ascending audio tone plays and corner indicator LEDs blink green five times In protected mode, corner indicator LEDs pulse green every 10 seconds
Changing to unprotected mode (from protected mode)	Swipe left on the touch bar	As camera shutter opens, descending audio tone plays and corner indicator LEDs blink red five times In unprotected mode, corner indicator LEDs pulse red every three seconds
Changing to audio passthrough mode (from protected mode)	Press and hold the push-to-talk button	When push-to-talk button is first pressed, corner indicator LEDs blink red five times and a confirmation tone plays In audio passthrough mode, corner indicator LEDs pulse red every three seconds
Powering on	Press and hold the power button for three seconds	Corner indicator LEDs and battery status LED (and power button) blink white
Powering off	Press and hold the power button for five seconds	When power button is pressed, beeping audio tone plays After button is released, corner indicator LEDs blink white five times If in unprotected mode, camera shutter closes
Checking battery status	Press the power button	Battery status LED (and power button) illuminate to indicate the current charge level for three seconds
Charging	Connect SafeCase to a power source using the charging cable	Battery status LED (and power button) pulse to indicate the current charge level When charging cable is disconnected, descending audio tone plays
Checking LED brightness	Double-click the power button	Three-beep audio tone plays Corner indicator LEDs and battery status LED (and power button) illuminate to the current brightness level for five seconds
Adjusting LED brightness	After double-clicking the power button, press one or more times to cycle through the three brightness settings: high, low and off	Single-beep audio tone plays at each setting Corner indicator LEDs and battery status LED (and power button) illuminate to the current brightness level

Appendix B: Technical specifications

Size and weight

- Height: 179 mm
- Width: 72 mm
- Depth: 22 mm
- Weight: 148 g

Connectivity

- Bluetooth
- NFC (tag only)

Audio

- Digital signal processor for optimum audio quality and secure voice masking
- Masks speech intelligibility up to voice level of 90 dBA¹
- Masks speech presence up to voice level of 80 dBA¹

Battery and battery life

- Protected mode: Up to 20 hours
- Charge time: Up to 80% power level in two hours²

Electrical ratings

- 3.8V, 2,000 mAh lithium-ion battery
- Maximum input current: 1900mA
- Rated voltage: 5VDC

Environmental requirements

- Operating temperature: -4° and 113° F (-20° and 45° C)
- Relative humidity: Up to 95%
- Operating altitude: Up to 10,000 feet (3000 m)

¹ Tested one meter from audio source.

² Tested with 1-Amp charging supply (DCP) on the battery at 3% of its full capacity.

Appendix C: Safety and handling

WARNING: Follow these safety instructions to avoid fire, electric shock, injury, damage to SafeCase or other property.

Handling

Handle the SafeCase with care. The SafeCase contains a lithium-ion battery, metal, plastic and electronic components. To avoid damage to the SafeCase and the battery, take care not to puncture, drop, burn or crush the SafeCase. The SafeCase is not water-resistant or waterproof. Avoid exposing the SafeCase to excessive moisture or liquid. Should the SafeCase become damaged, discontinue use.

Repair

Do not attempt to open or repair the SafeCase. Opening the SafeCase will invalidate any and all warranties.

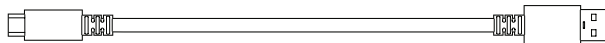
Battery

Do not attempt to change the SafeCase battery. Improper replacement of the battery could result in fire, overheating and injury. Attempting to replace the battery will invalidate any and all warranties. The lithium-ion battery in your device should be serviced or recycled by Privoro or an authorized service provider and must be recycled or disposed of separately from household/municipal waste.

Charging

The SafeCase comes with a charging cable: USB-A to USB-C (charge only). For optimal charging it is recommended you use a Privoro SafeCase charging cable. SafeCase has a maximum input current of 1900mA.

Using damaged cables or charging when moisture is present can cause fire, electric shock, injury or damage to SafeCase or other property.



CHARGING CABLE

Operating temperature

The SafeCase is designed to work in ambient temperatures between -4° and 113° F (-20° and 45° C). The SafeCase may be damaged and battery life shortened if stored or operated outside of these temperature ranges. SafeCase may be used in tropical climate regions.

SafeCase battery charging may be limited if the interior temperature of the SafeCase exceeds normal operating temperatures (for example, in a hot car or in direct sunlight for extended periods of time).

Radio frequency (RF) interference

Observe signs and notices that prohibit or restrict the use of electronic devices (for example, in healthcare facilities or blasting areas). Although SafeCase is designed, tested and manufactured to comply with regulations governing radio frequency emissions, such emissions from SafeCase can negatively affect the operation of other electronic equipment, causing them to malfunction. When use is prohibited, or when asked to do so by authorities, turn off SafeCase to turn off its wireless transmitters.

Using the Galaxy

The SafeCase works with the Galaxy S21. While using SafeCase, follow all of the Galaxy safety and handling instructions, which can be found at <https://www.samsung.com/us/business/support/mobile/phones/galaxy-s/>

Care and cleaning

Avoid exposing the SafeCase to dirt, debris and acidic substances that might disrupt the ability to raise and lower the base tray. Avoid exposing the SafeCase to moisture or liquid that may impact the SafeCase performance and functionality. If the SafeCase comes in contact with any debris or liquid, immediately clean and dry the SafeCase with a lint-free cloth on exterior surfaces. Use a compressed air product to clean the lowered base tray. Do not use compressed air on the phone's or SafeCase's USB-C port.



Appendix D: Recycling

Privoro has partnered with Call2Recycle for your device and battery recycling needs (within the United States and Canada). To find a recycling location near you, go to call2recycle.org/locator and enter your zip code.

Appendix E: Regulatory information

FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) This device may not cause harmful interference, and
- 2) This device must accept any interference received, including interference that may cause undesired operation.

Canadian Regulatory Statement

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- 1) This device may not cause interference; and
- 2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1) l'appareil ne doit pas produire de brouillage;
- 2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Specific Absorption Rate (SAR) Certification Information

This device is a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for Radio Frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government.

These FCC RF exposure limits are derived from the recommendations of two expert organizations: the National Council on Radiation Protection and Measurement (NCRP) and the Institute of Electrical and Electronics Engineers (IEEE). In both cases, the recommendations were developed by scientific and engineering experts drawn from industry, government, and academia after extensive reviews of the scientific literature related to the biological effects of RF energy.

The RF exposure limit set by the FCC for wireless mobile devices employs a unit of measurement known as the Specific Absorption Rate (SAR).

The SAR is a measure of the rate of absorption of RF energy by the human body expressed in units of watts per kilogram (W/kg). The FCC SAR limit incorporates a substantial margin of safety to give additional protection to the public and to account for any variations in measurements.

For more information about SAR, visit:

- fcc.gov/general/radio-frequency-safety-0
- fcc.gov/encyclopedia/specific-absorption-rate-sar-cellular-telephones



EU Compliance Statement

Privoro hereby declares that this wireless device is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Directive 2014/53/EU, as applicable. A copy of the EU Declaration of Conformity is available at privoro.com/legal. Legal, regulatory and compliance documentation is also available review at the same link.



European Union—Disposal Information

The Wheeled Bin symbol means that according to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product and/or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.