



Mobile Monitor User Guide

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Section 1 – Installation

After purchase of the Mobile Monitor software, please follow these directions:

1. Open a web browser application on the target mobile device.
2. Navigate to:

<http://www.getati.com>

You will need to enter the username and password for the account:



Click below to download your Mobile Monitor product.

[Mobile Monitor for Android](#)
(1 remaining)

[Mobile Monitor BlackBerry](#)
(1 remaining)

Figure 1

3. Select to download your available license (see Figure 1). Please ensure that you have selected the correct product for the device you intend to install the software.
4. Proceed to download the installation package on the target phone. You can choose to keep the original filename or rename it if you prefer. This file can be removed from the target phone after installation. *For Android users, you may need to navigate to Settings > Applications and select to enable Installation of apps from unknown sources on the target device. At this time, phones locked to the AT&T network cannot change this setting and therefore will not be able to install the Mobile Monitor software.*
5. Please allow the ATI installer to proceed with the required permissions.
6. Upon completion of installation, select to reboot the target phone.
7. After the device boots back up please clear the history in the browser application and delete the installer package from the downloaded location. At this time, the phone should populate in the Settings > Downloads & Licensing section of the online console.

Section 2 – Viewing Recorded Data

Shortly after installing the software on the phone recorded data will show up in the Recorded Data section of the user interface. It may take some time for the data to show up, as this depends on the phone access to a data or wifi service and signal strength. Generally assuming the phone has a strong data connection, recorded data will show up within a few minutes.

The Recorded Data section is organized into the various data types that are captured by the software. Data recorded from phones can be found under the Mobile Devices section of Recorded Data. For Blackberry there is SMS data and email data and for Android there is only SMS data. Simply click the desired data type.

2.1 Common Controls

A variety of information about Recorded Data will be displayed and the information is organized in three frames; grouping, summary, and detail. The following is common to all of the Recorded Data data-types:

2.1.1 Grouping

The left most frame of the Recorded Data section displays grouping options. By selecting an item displayed in grouping, your Recorded Data will be filtered by those criteria. For example, the default grouping criteria for most Recorded Data types is Date. If you click on a specific date, only recorded data from that date will be displayed.

You can change the criteria in grouping by clicking the “Group by” button located just above the grouping frame. The criteria that you can group by will differ slightly for each data type. Here are examples of common criteria:

1. Date:
The date the event was recorded.
2. Favorites/Category:
Items that you have marked as a favorite or category.
3. Computer:
The phone used by the person that the event was recorded from.

Grouping selections are only persistent for your current session. If you view another portion of your account and return to the previous data type, your display will be restored to show all data for the selected date range and advanced filter. See section 2.1.4 Date and Advanced Filter for more formation.

2.1.2 Summary

The right frame of the Recorded Data section displays a summary of your recorded events. By clicking on any of the events displayed in the summary, the details of the event will be displayed in the detail frame located below the summary.

Additionally, the Summary will display basic information about each event in columns. There is a variety of information that can be viewed in the summary; several columns are set to be displayed by default. You can add more columns or remove columns by clicking the “column” button located above the summary and to the right of the “Group by” button. The column options will differ slightly for each data type. Here are some common options; for a complete description of options for each data type please go to section 2.2 Recorded Data Types:

1. Date:
The date the event was recorded.
2. Computer:
The phone used by the person that the event was recorded from.
3. Category/Favorites:
This view allows you to flag items for organization purposes. You will see a blank square for each recorded event. By clicking the square you can select a color or “level” for the category. This marks that item. You can then group or sort data by your category selections. For example, you can mark a particular event as level 1. You can then sort or group the events to display only those events that have been marked as level 1.

2.1.3 Detail

The bottom frame displays the details of recorded events after you have selected an event from the summary. The details are the actual content of the recorded event. For example the details of a recorded email event will contain the actual content of the email.

Additionally there are notes displayed in the details. By default recorded events have no notes until you add them. You can add a note by clicking the icon with the green “+” located to the right of the note displayed in the recorded event details. You can also click the “Add note” button located above the Summary.

2.1.4 Date and Advanced Filter

You can use the date filter to display recorded events from a particular date range. By default the date filter displays the last two days of events. To change the date range simply enter a new set of dates in the “From:” and “To:” fields located above the Summary, then press the green “Go” button.

In the Advanced Filter you will find additional options to filter your recorded events with. To display the advanced filter, click the “Advanced Filter” link

located above the summary and to the far right. There will be four filter options. Simply select the desired criteria from the drop down menu next to each option and click the Green “Go” button when done. The advanced filter options are:

1. Favorites/Category:
This will filter events based on your category or favorite flags.
2. Group:
This will filter events based on groups of phones that you have created. This option only applies if you are monitoring more than one phone and have organized them into different groups.
3. Computer:
This will filter events based on the Phone our software was installed on.

2.1.5 Deleting Recorded Data

You can delete recorded data from your account by clicking the “Delete” button with the red “X” located above the Summary. You will have three delete options.

1. Delete Selected Item:
This option will only delete events that you have selected in the Summary.
2. Delete All Uncategorized Items:
This will delete all events that are currently displayed according to your date and advanced filter settings EXCEPT those events that you have flagged as a favorite or category. Please note that delete only respects the date and advanced filter; it does not respect any grouping options. Data will be deleted regardless of your Group By selections. See section 2.1.1 Grouping for more information on Group By.
3. Delete All Items:
This will delete all events that are currently displayed according to your date and advanced filter settings. Please note that delete only respects the date and advanced filter; it does not respect any grouping options. Data will be deleted regardless of your Group By selections. See section 2.1.1 Grouping for more information on Group By.

You will be prompted to confirm your delete request. Please note that deleted events are permanently removed from our system. They cannot be restored.

2.1.6 Printing Recorded Data

You can print the recorded data by selecting the desired event in the Summary then clicking the “Print” button with the printer icon located above the Summary. This will display the event in a print friendly window and initiate your browser’s print function.

2.1.7 Recorded Data Storage

Unless you have opted to delete recorded data, all the data is stored in your InterGuard account for no less than 14 days at no charge. After a recorded

event has become older than 14 days it will be permanently removed from our system. To keep events longer, you can export them from your account, or you have two options to increase your account's storage:

1. You can increase the time-based storage for your account to 30days. Please contact a customer service representative for pricing.
2. You can purchase an Extended Data Storage subscription. Extended Storage is a monthly subscription and is based on space instead of time. It comes in 50MB blocks, and you can buy as many as you'd like. Your data will be retained as long as the monthly payments are made and you have not exceeded the amount of storage blocks purchased. Please see section 3.5 Subscriptions for more information about how to Extended Data Storage.

2.2 Recorded Data Types

Blackberry monitor: SMS data, emails both sent and received through the Blackberry email system will be captured along with incoming/outgoing call history, photos taken with the device and geolocation (for enabled devices) will be available in the account.

Android monitor: SMS data, incoming/outgoing call history, photos taken with the device, geolocation (utilizing GPS function and Google Location services if GPS is not enabled), and websites visited in the default browser and Google Chrome will be captured. Below are the details for each data monitor.

Depending on the type of license you have purchased, some of these monitors may not be available.

2.2.1 Emails

The software will record inbound and outbound emails sent through the Blackberry email system. **We do not support email recording for Android phones at this time.** The email summary frame contains the following column options. Some column options are not selected by default, simply select these from the column menu.

1. Item ID:
This displays the ID number for the recorded event. The software assigns a unique ID number to all recorded events. This view is disabled by default.
2. Date:
The date the event was recorded.
3. Group:
Groups of phones that you have created. This option only applies if you are monitoring more than one phone and have organized them into different groups.

4. User:
For phone monitoring this column will always display 'Default'.
5. Computer:
The phone used by the person that the event was recorded from.
6. From:
Email sender.
7. To:
Email recipient.
8. Attachments:
Indicates if the software was able to record an attachment. Attachment recording is not available for our mobile phone monitors at this time.
9. Subject:
The subject of the email.
10. Category:
This column allows you to flag items for organization purposes. You will see a blank square for each recorded event. By clicking the square you can select a color or "level" for the category. This marks that item. You can then group or sort data by your category selections. For example, you can mark a particular event as level 1. You can then sort or group the events to display only those events that have been marked as level 1.
11. Email Type:
Indicates the type of email service the email was recorded from. For the Blackberry mobile monitor this always display 'Blackberry'.

Simply click on an item in the summary grid to see the contents of the email.

2.2.2 SMS Text Messages

For both our Blackberry and Android monitors the software will record inbound and outbound SMS messages. The SMS summary frame contains the following column options. Some column options are not selected by default, simply select these from the Column menu.

1. Item ID:
This displays the ID number for the recorded event. The software assigns a unique ID number to all recorded events. This view is disabled by default.
2. Message Type:
This displays the message type. Currently only SMS messages are recorded.
3. Sender:
The phone number that sent the message. Some automated SMS services don't have a traditional phone number and will appear as only a few digits.
4. Recipient:
The phone number that the message was sent to. Some automated SMS

- services don't have a traditional phone number and will appear as only a few digits.
5. Sent/Received:
Indicates whether it was a message received or sent by the target phone.
 6. Date:
The date the event was recorded.
 7. Category:
This column allows you to flag items for organization purposes. You will see a blank square for each recorded event. By clicking the square you can select a color or "level" for the category. This marks that item. You can then group or sort data by your category selections. For example, you can mark a particular event as level 1. You can then sort or group the events to display only those events that have been marked as level 1.
 8. Computer:
The phone used by the person that the event was recorded from.

Simply click on an item in the summary grid to see the contents of the email.

2.2.3 Calls – Call History

For both our Blackberry and Android monitors the software has the ability to record data from a devices call history. This will include incoming and outgoing call calls from the target phone and will include: Date & Time of call, name of monitored device, duration of the call and the name & number of the recipient(s).

2.2.4 Photos

Our Blackberry and Android monitors can also record all photos taken by the device's camera and stored on the phone. These images will be recorded with the date and time they were taken and the name of the file. They also will be sorted by the specific device selected. Thumbnails of these images will be displayed in the console and can be expanded by double clicking on the selecting image.

2.2.5 Geolocation

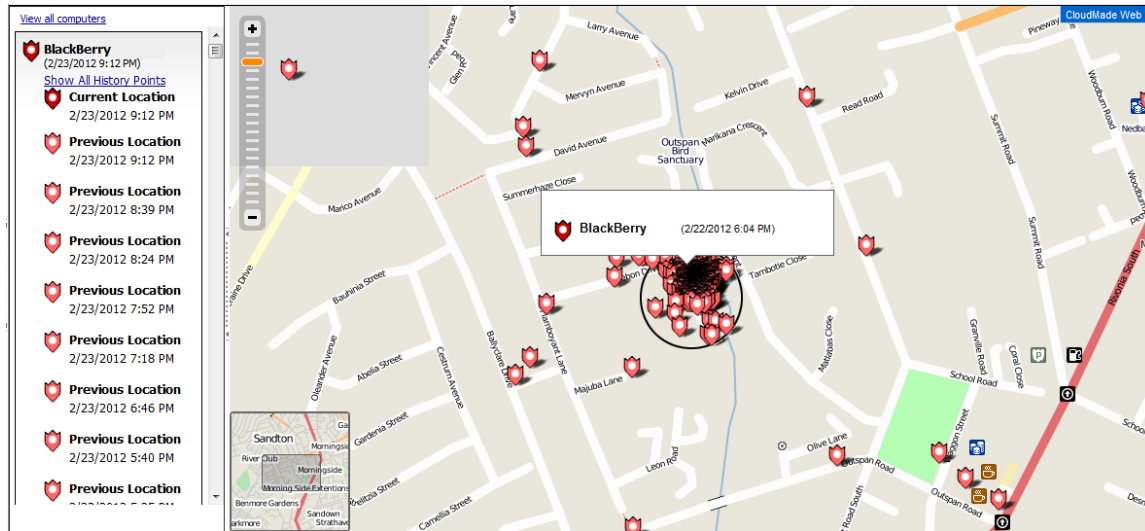


Figure 2

For Blackberry and Android devices equipped with GPS capabilities, the InterGuard Mobile Monitor can utilize this feature to track the physical location of the phone (see Figure 2). Most Android devices also have location services provided by Google outside of GPS. If GPS is not enabled or available at the time for the device the monitor will default to this secondary service for location. Time and Date stamps along with the associated locations can be found on this page. By default, previous location points will be stored in the console for 30 days. When selected, the specific point of location will be highlighted.

Section 3 – Account Settings

There are a variety of settings and options for your Account. You can adjust these in the Settings section of your account.

3.1 Account Information

This displays general information about your account.

3.1.1 Contact Information

The contact information will be displayed here. You can change the information by clicking the “Edit Contact Information” button. Click “Save Changes” when you have finished updating your information.

3.2 User access

User access allows you to manage the users for your Account.

3.2.1 Login Information (primary user)

This displays the username of the primary user for your InterGuard account. You can change the password for the primary user by clicking the “Edit Password” button. Click the “Save Password” button after entering and confirming your new password.

3.2.2 Users

You can create additional users for your InterGuard Account. All the users created will be displayed here. You can add users by clicking the “Add User” button. This will open up the user settings window. You can edit users that already exist by clicking the “Edit” link located to the right of the username. This will also open up the User Settings window. Finally you can delete a user by clicking the “x” located to the right of the user.

3.2.3 User Settings

When you either click the “Add User” button, or edit an existing user, the user settings window will open. You will need to enter a variety of user settings and click “Ok” when done.

3.2.3.1 Username

You must enter a unique email address for the username.

3.2.3.2 Role

You will need to select a role from the drop down menu. The following permission roles are available:

1. Administrator:
This grants the user full permissions nearly identical to the primary account.
2. Manager:
This grants the user permissions to view recorded data, adjust settings, and view the dashboard.
3. Limited:
This grants the user permission to view recorded data and the dashboard. They cannot edit settings, groups, or users.

3.2.3.3 Limiting Group

You may limit a user account to a specific group. Please see section 3.3.1 Groups for more information on groups. The drop down menu will display all the groups you have configured for your account. If you choose to limit the user to a group that user will only be able to view data from phones assigned to that group, and can only adjust settings for that group. If you do not want to limit the user to a group, select the “None” option.

3.2.3.4 Password

You will need to enter and confirm a password for the user.

3.2.3.5 Send Reminders

If this option is selected, the user will receive email reminders that may be sent by Awareness Technologies.

3.3 Recording & Blocking Options

Clicking on the Recording & Blocking link under the Settings tab will allow you to create groups and assign phones to each group.

3.3.1 Groups

Groups are an organization tool used when monitoring several phones at the same time. It allows you to sort or filter data by groups of phones. By default, there will be a Group labeled “Unassigned”. This Group cannot be deleted as it will act as the default group for all phones that have not been assigned to another Group.

To create a Group, enter the name of the new Group in the “Add Group” text box and click the “Add” button. New Groups contain no members. To add members to the group do the following:

1. Highlight the appropriate Group.
2. Click on the “Members” tab on the right.
3. Click on the “Add Member” button.
4. The Add Member Search tool will open. This tool will search all the phones in your InterGuard account. Please note that you will not see any phones here until you have installed our software onto the phones.
5. In the “Find” field select computer. The User option is not applicable to phone monitoring.
6. In the “In” field select the group you would like to search from the drop down menu. If you select “All Groups”, it will search all of the groups.
7. In the “Search for” field type any desired keywords to use in the search. If you leave this field blank, the search tool will display all the items that exist in the group you selected in step 6.
8. After clicking the “Search” button, the search tool will display the results. Select the desired item, and then click the “Add” button. You can use Ctrl + click to select multiple items.

The phone(s) you selected will be added to the group. Phones can only be in one group at one time, so when you add a member to a group, that member is also being removed from its previous group.

3.3.2 Edit Recording Options

Our mobile monitors are always on. Nothing needs to be turned on or configured to enable mobile phone monitoring.

3.4 Downloads & Licensing

The Download/License Management section will give you basic information about each license that you have installed. You will also be able to start the installation process from the Download/License Management section.

3.4.1 Inventory

The Inventory will display the various products that you have purchased for your InterGuard account. It will tally the licenses that have been used, and the licenses that are remaining. The Inventory will provide the following information about the products:

1. License Type:
This is the name of the product.
2. Purchased:
This is the number of licenses purchased for that product.
3. Used:
This is the number of licenses for that product that have been used.
4. Remaining:
This is the number of licenses for that product that are currently not used.
5. Purchase Date:
This is the date that the product was purchased.
6. Actions:
There are up to three links displayed in Actions. The “Download” link will start the download and installation wizard for that product. If you do not have any remaining licenses for that product, the “Download” link will not be displayed. The “More Info” link will take you to a page describing our products. The “Buy” link will take you to a page where you can purchase licenses for that product.

3.4.2 Download/Install

By clicking the “Download” link located to the right of the license displayed in your inventory, you will initiate the wizard that will instruct you on how to install the software onto your phone.

3.4.3 License Management

The license management section will display all the phones that you have installed the client software on. You can display all of your phones, or you can display only phones from a specific group. Select the “All” option or the desired group name from the drop down menu located below “License Management”.

Additionally you can enter search terms in the field to the right of “Search” to look for specific phones.

By default, License Management will display 25 phones per page. If you have installed on more phones, you can select to view more phones per page by selecting a larger amount from the drop down menu located to the right of “Show”.

License Management will provide the following information:

1. Computer Name:
The name of the phone that the software was installed on. The name for each phone is created when the software is installed on the phone.
2. Active Licenses:
This displays the products that have been assigned to each phone. At this time there is only one product for mobile phones.
3. Version:
This displays the version of the client software currently installed on the phone.
4. Last Checkin Time:
This displays the date and time of the last instance the client software checked in with your account. Checkins are generated when the client software uploads certain data to your account as well as periodically throughout the day. Please note that if the phone is off, has no data connection, or no one has recently sent/received SMS messages or emails you will not see a recent check-in. The check-in will be updated the next an SMS message or an email is sent/received (emails are relevant for Blackberry phones only).
5. Actions:
All phones that have the client software installed will have a “Reset” link. Depending on your licensing agreement with Awareness Technologies, you can use the “Reset” link to remove a license, enabling you to assign that license to a new phone. Please note, resetting a license does not remotely uninstall the software from the phone, it only removes the licensing. You will need to uninstall the software the phone manually, this can be done by re-running our software installer. If you want to reset all licenses for all phone that are being displayed by License Management, you can click the “Reset All” link located above the “Action” column. Please check your licensing agreement with Awareness Technologies to determine if moving licenses to different phones is allowed for your account.

You can export or print the information displayed by License Management by clicking one of the options located below “License Management”.

3.5 Subscriptions

Unless you have opted to delete your recorded data, all the recorded data is stored in your InterGuard account for no less than 14 days at no charge. After a recorded data event has become older than 14 days it will be permanently removed from our system. One of the options to keep recorded data in your account for longer than 14 days is to purchase an Extended Data Storage subscription. The Subscriptions section of your account will allow you to purchase a storage subscription, see the payment history of an existing subscription, or modify the billing information for an existing subscription.

To create a new subscription, simply click the “Create Subscription” button and follow along with the subscription wizard. If you do not need to have data stored in your account for longer than 14 days, you can ignore the subscription section.

Section 4 – Help

There are a variety of help options at your disposal. Visit the Help section of your account to get started.

4.1 Knowledge Base

The knowledge base contains articles on most questions and issues related to our software and is generally the fastest way to answer your question. To access it, simply click the “Knowledge Base” link in the help section of your account. The Knowledge Base will be displayed in a new window or tab. Click on the desired category of topics to sort the articles, or enter a keyword(s) in the “Search” field to run a search of the articles. Click the desired article in the “Most Requested” or “Search Results” section to view their contents.

4.2 Live Chat

You can chat with a live support agent by clicking the button that says “Chat Live with an AGENT” in the help section of your account. The dialogue box will be opened in a new window or tab. It will have some preliminary questions so that the agent can better assist you. Please fill them out to the best of your ability and then click “Start Chat”.

4.3 Trouble Ticket System

You can submit a trouble ticket directly to one of our support personnel by clicking on the Trouble Ticket System link in the Help section of your account. To submit a ticket click on the “New Ticket” link and provide as much information as possible. Click the “Submit” link with the green arrow when done.

There are a variety of ticket statuses; when you have created a new ticket that is waiting for a response from support it will show up in New Tickets. When the ticket is an ongoing case where we have already replied at least once and you are waiting for a response from support, it will show up in Unanswered Tickets. We strive to respond to trouble tickets as quickly as possible. When a ticket is answered, you will see it show up in Answered Tickets. To view tickets, click the desired ticket status (new, answered, etc). The tickets of that status will be listed, click the desired ticket to view its contents.