



THEFT AWARE 1.50

USER GUIDE

<http://www.itagents.at>
<http://www.theftaware.com>

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Theft Aware Executive Summary

Theft Aware *provides data protection and theft recovery* for smartphones. It enables you to control and find your device in the event of *loss or theft*.

"A mobile phone gets stolen in the UK every 45 seconds. That's nearly 800,000 handsets a year." (uknetguide.co.uk)

"If your phone is stolen and a thief changes the SIM card, it usually is gone forever as the phone changes its identity... Theft Aware enables you to stay in contact with your phone even after that event." (Reinhard Holzner, CEO ITAgents)

THEFT AWARE BASICS

Unveil the Thief's Identity

To enable communication to your phone you will register up to *two notification numbers* with Theft Aware (i.e. friends of yours, or your second phone). Those friends will then receive all Theft Aware messages for you. Now, if the thief changes the SIM card of the phone, Theft Aware will invisibly send *the phone number of the thief* to those recipient numbers. By using the phone number of the thief you can stay in contact with your phone.

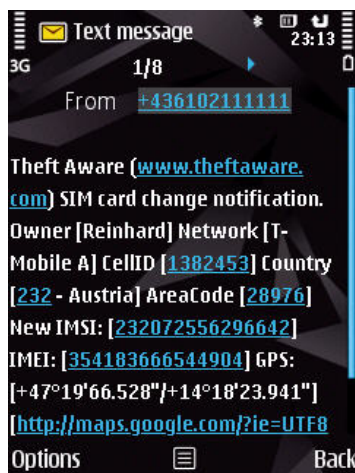


Figure 1: Example of Notification SMS

The notification SMS contains:

- Phone number of the thief
- Network specific information
- GPS coordinates if available
- Link to online map service



Contact the police to get your phone back or remote control the phone to protect your data.

Send SMS Commands to the Phone

Get the current location of your phone: If the phone has GPS built in and GPS data is available it will send you its GPS coordinates.

Lock the phone: The device will not be usable by the thief anymore as the screen will be blocked by Theft Aware. This option can also be set to be enabled automatically upon SIM card change.

Activate a loud siren sound: The phone will start to emit a loud siren sound that can only be turned off again by an authorized user. You are even able to customize the siren sound by specifying own sound files or by recording a customized siren sound.

Wipe the phone and erase all private data stored on it: Format the phone AND all memory cards to keep your private data confidential.

Backup all your contacts: Before you wipe the phone you can backup your contacts, they will be transmitted via SMS to the other device.

Backup SMS that are important to you: Just tell Theft Aware which SMS you want to rescue, they will be forwarded to the other device.

Let the phone call you back: Your phone will call you back, so you can listen what happens at the other side of the line without anybody recognizing it.

Remote command plugin interface: Implement your own SMS commands.

Stealth Mode

After theft, thieves usually check the mobile phone for applications that could *unveil their identity*. Thiefs will look for *application icons*, and will check the *application manager* as well as the *application log*. If the thief is able to find suspicious traces it is very likely that the phone will be turned off and will be subject to disposal. This usually results in the phone being *lost forever*.

All of the anti theft solution providers tried to solve this problem. But with their solutions it is either not possible to change the tool's configuration (e.g. uninstall is not possible) or the tool provides visible traces to a thief – causing all the consequences lined out above.

We cooperated with the device manufacturers and managed to create the perfect solution. Theft Aware is also the **only solution in the marketplace** that will be **completely invisible** on the phone, in order to *give you the best chances to either catch the thief or get your device back*.

<i>Tool</i>	<i>Hides Installer Entry</i>	<i>No Password Dialogs</i>	<i>Hides App Icon</i>	<i>Symbian Support</i>
<i>Theft Aware</i>	YES	YES	YES	YES
<i>Guardian</i>	NO	NO	YES	YES
<i>PhoneBak</i>	NO	NO	NO	YES
<i>GadgetTrak</i>	NO	NO	NO	NO

Figure 2: Comparison of Anti Theft Products (as of Sep 2009)

Get Theft Aware 1.50

DOWNLOAD AND/OR PURCHASE THEFT AWARE

Theft Aware is available either via our website <http://www.theftaware.com> or via Nokia's OVI store.

Theft Aware Trial

Note that at our website we also offer *a trial version* of Theft Aware that is not available at OVI store.

INSTALLATION PROCESS

After launching the installer process, it is straight forward to install Theft Aware. Please carefully read all the texts provided during the installer process as they contain important information.

Important Hint

Once installed, Theft Aware will create two entries in the installed application list, one entry is called *Theft Aware* and one is called *Theft Aware Launcher*.

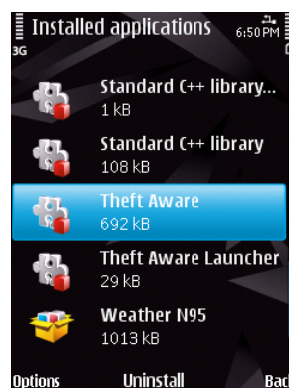


Figure 3: Application List Entries

Always deinstall Theft Aware by deinstalling the *Theft Aware* package. This will automatically also deinstall the *Theft Aware Launcher* package.

LAUNCH THEFT AWARE

Congratulations! At this point in time you got Theft Aware 1.50 successfully installed on your mobile phone. Now, launch the Theft Aware program from within the application menu of your phone.



Figure 4: Theft Aware Icon

Use Theft Aware 1.50

NAVIGATE THE INTERFACES

To switch to the different Theft Aware interfaces, use the left and right keys. On touch phones tap the tab arrows visible in the upper part of the screen. You can also use the *Options* ➔ *Go to* menu to access the different interfaces that Theft Aware offers.

SETTINGS INTERFACE

When starting Theft Aware, the Settings Interface will be the first thing you'll see. In order to setup Theft Aware for active use you will have to specify the Theft Aware settings.

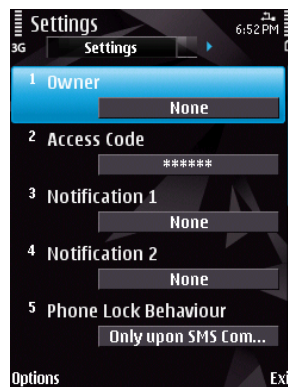


Figure 5: Settings Interface

Owner

Please enter your name here.

Access Code

Enter your access code here. This access code is used to authorize access to the Theft Aware configuration interface. **Please do NOT forget your access code.** You will not be able to reconfigure Theft Aware without the access code. The standard access code is **0000**. You have to change the access code before you are allowed to activate the Theft Aware system.

Notification 1

Please enter an international phone number here. This could be the mobile number of one of your friends. Any Theft Aware SMS will be sent to that phone number.

Notification 2¹

You *may* enter a second phone number here. Copies of all Theft Aware SMS will be sent to that phone number for safety.

Phone Lock Behaviour

If this option is set to *Upon SIM Card Change* the phone will be locked automatically upon SIM card change. If the option is set to *Only upon SMS Command*, the phone can only be locked by SMS command. The phone can ALWAYS be unlocked by restarting the phone using the original SIM card again and entering a valid PIN code. You can also unlock the phone by entering the valid access code when the lock screen is active.

Siren When Locked

If this option is enabled, every time the phone is locked a loud siren alarm sound will be played. The siren sound will only stop if the phone is unlocked again. There is also a SMS command to start/stop the siren.

Allow SMS Commands

Theft Aware enables you to remotely control the phone by using SMS commands. You can disable the feature here. If you set the value to *From Notification Numbers*, SMS commands will only be accepted if they are sent from one of the notification numbers given above. The option *From All Numbers* lifts that restriction.

Send Contacts As

Theft Aware enables you to send contacts from your phone to another one. Theft Aware is able to send those contacts as Business Card or as standard text SMS. However, not all phones are able to handle the Business Card format, thus they will not be able to receive the message. If your notification partner's phone is not able to receive Business Card messages, set this option to *Text SMS*.

Type Of Map

The Theft Aware notification SMS contains a link to view the location of your phone by using online map services. This option lets you choose which online map service you want to use (Google Maps, Yahoo! Maps, Microsoft Bing Maps).

¹ Optional

System

By using this option you can enable or disable the Theft Aware protection system. Note that **no SMS commands nor any theft protection will work if the system is disabled**. Once the Theft Aware protection is enabled, Theft Aware will be put to *Stealth Mode* automatically. In Stealth Mode Theft Aware is completely invisible to any thief. If you disable the system Theft Aware will be switched to *Visible Mode* again. Then Theft Aware can also be removed from the phone as usual.

HELP INTERFACE

The help text is a summary of use cases and is a short version of the document that you read now. It can help you get started with the most important use cases in the beginning. Use the up and down keys (or drag the slider on touch phones) to scroll the text up or down.

ABOUT INTERFACE

The About Interface provides you with copyright and version information of Theft Aware as well as generic data about your mobile phone system.

Property	Description
Net Available	Indicates if a telephone network is available (Yes / No)
Network	If a telephone network is available, gives the name of the telephone network
Cell ID	If a telephone network is available, gives the phone network cell identifier or the network the phone is currently connected to
Country	If a telephone network is available, this gives you the name of the country the phone is currently located in
Country Code	If a telephone network is available, this gives you a numeric representation of the country the phone is currently located in
Area Code	If a telephone network is available, gives the current area code
IMSI	The IMSI (<i>International Mobile Subscriber Identity</i>) number is the world-wide unique identifier of the SIM card inserted to your phone
IMEI	The IMEI (<i>International Mobile Equipment Identity</i>) number (or serial number) is the world-wide unique identifier of your mobile phone hardware
Tracking	Indicates if location tracking data is available

SAVE THE SETTINGS

Once you configured all the settings you need to save them. When quitting the program you will be asked if you want to save the settings. You can also use the *Options* → *Save* command to perform the save action without quitting the application.

When saving the settings, Theft Aware will check if the Theft Aware protection system was disabled or enabled. If it was **enabled**, Theft Aware will switch itself to *Stealth Mode*, if it was **disabled**, Theft Aware will switch itself to *Visible Mode*. **Note that the switch between the modes can take up to 30 seconds.**

Stealth Mode

Stealth Mode is for sure the coolest feature in Theft Aware. No other company in the world is able to provide this feature to you at this point in time.

Why is Stealth Mode Necessary?

After theft, thieves usually check the mobile phone for applications that could *unveil their identity*. Thiefs will look for *application icons*, and will check the *application manager* as well as the *application log*. If the thief is able to find suspicious traces it is very likely that the phone will be turned off and will be subject to disposal. This usually results in the phone being *lost forever*.

We cooperated with the device manufacturers and managed to create the perfect solution. Theft Aware is also the **only solution in the marketplace** that will be **completely invisible** on the phone, in order to *give you the best chances to either catch the thief or get your device back*.

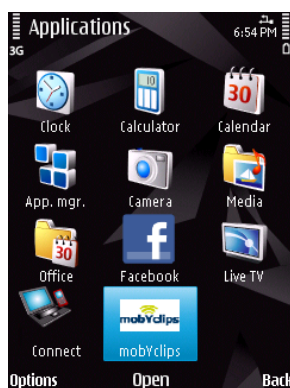


Figure 6: Invisible In Application Menu

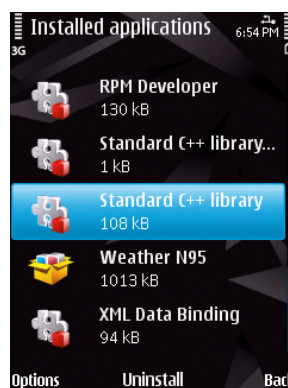


Figure 7: Invisible In Installed Applications List

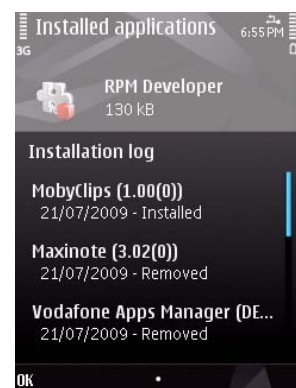


Figure 8: Invisible In Installation Protocol

Visible Mode

Why is Visible Mode Necessary?

We already described why Stealth Mode is necessary. But why the heck do we think you would need the Visible Mode as well?

As you see above, there is no installed application entry visible on the phone in Stealth Mode. This prevents you from uninstalling Theft Aware when you want to do that. This is the reason why Theft Aware switches itself back to Visible Mode if you disable the theft protection. *Then you can simply uninstall the product again.*

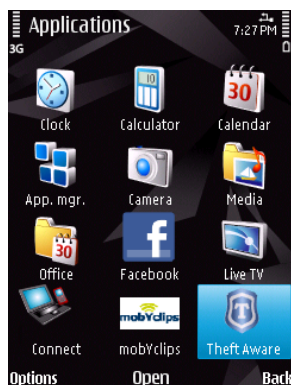


Figure 9: Visible In Application Menu

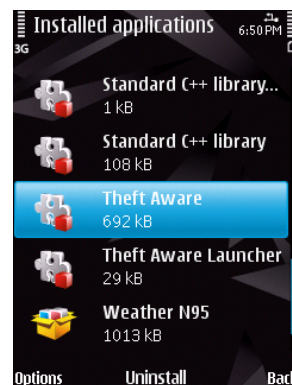


Figure 10: Visible In Installed Applications List

Access Configuration in Stealth Mode

In Stealth Mode it is not possible to start Theft Aware in the usual way because Theft Aware is invisible. This brings up the next innovation that Theft Aware offer: the Theft Aware configuration interface can be started by *CALLING* the *ACCESS CODE*. If your access code is set to **2222**, just make a *CALL* to **2222**. The call will be cancelled immediately without any cost to you and the Theft Aware configuration interface will start up within a few seconds.

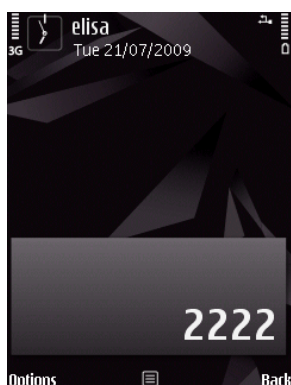


Figure 11: Typing 2222

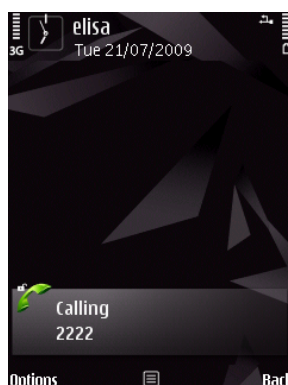


Figure 12: The Phone Is Calling

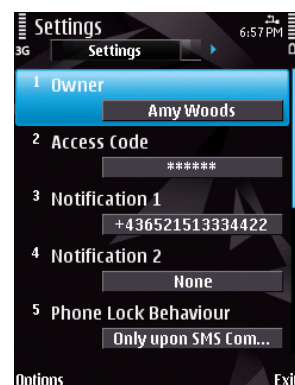


Figure 13: Theft Aware Opens

Theft Aware also takes care that no trace of the dialed access code is left in the phone's call logs by removing that call log entries immediately after the dialing process.

Accept Another SIM Card

By default, Theft Aware sends theft notification SMS as soon as your trusted SIM card is removed from the phone and another one is inserted instead. However, you may want to change your SIM card because you changed your network provider or because of other reasons. To adjust Theft Aware to trust the new SIM card perform the following:

- turn off the Theft Aware auto-lock feature if it is activated
- turn off the phone
- remove the old SIM card
- insert the new SIM card
- turn the phone on again
- start the Theft Aware user interface
- quit the Theft Aware user interface

From this point in time on Theft Aware will accept the new SIM card as the trusted one.

CUSTOMIZE SIREN SOUNDS

Theft Aware enables you to customize your siren sound. The menu *Options / Sound / Select Sound File* lets you select a sound file from your phone. Also you can record a new sound sample by using the option *Record Siren Sound*. Use the *Play Siren Sound* option to listen to the currently active siren. Use the *Reset To Default* option to reset the siren sound to the original one delivered with Theft Aware.

THEFT AWARE 1.50 SMS COMMANDS

Theft Aware can be remotely controlled by using simple SMS commands. For this, the *System* and *Allow SMS Commands* properties in the Settings Interface need to be enabled. Please refer to chapter *Settings Interface* for details on that.

If the option *Allow SMS Commands* is set to *From Notification Numbers*, SMS commands are only accepted if their sender phone number that matches one of the notification numbers configured. **All SMS commands sent from other numbers are ignored.** Please refer to chapter *Settings Interface* for details on that.

An *properly authorized* remote SMS command will *not* cause any ring tone, signal, ambient light activation or other indication of SMS arrival on the target phone. Also the SMS will not be visible in the SMS inbox of the target phone. SMS replies sent back to you by Theft Aware also will not cause any attention when being sent and are not stored in the SMS outbox of the target phone.

Remote Command Authorization

All SMS commands must begin with your Theft Aware access code. For example, if the access code is set to **2222**, a lock command should look like this:



Figure 14: All SMS Start
With The Access Code

If the access code does not match, the command is ignored and the SMS will be forwarded to the normal SMS inbox on the phone, *triggering all SMS arrival notifications*.

Lock the Mobile Phone

This command will *lock* the mobile phone. It then will not be possible to perform any actions on the phone anymore. Note that this will drag attention of the thief upon Theft Aware. The phone can be unlocked by

- a) sending the *UNLOCK* SMS command,
- b) entering the valid access code while the lock screen is active or
- c) restarting the phone using the TRUSTED SIM card and entering a valid PIN code.

While the lock screen is active, it is possible to dial emergency calls to the numbers 112, 991 and 999.

SMS command: **LOCK**

Sample: **2222 LOCK**

Unlock the Mobile Phone

This command will *unlock* the mobile phone again.

SMS command: **UNLOCK**

Sample: **2222 UNLOCK**

Turn Siren on Mobile Phone On

This command will *activate the phone siren*. Note that this will drag attention of the thief upon Theft Aware.

SMS command: **SIREN ON**

Sample: **2222 SIREN ON**

Turn Siren on Mobile Phone Off

This command will *deactivate the phone siren*.

SMS command: **SIREN OFF**

Sample: **2222 SIREN OFF**

Update Mobile Phone Information

This command will cause Theft Aware to send a *theft notification SMS* to the sender number of the remote command SMS, containing up-to-date data about your mobile phone.

SMS command: **UPDATE**

Sample: **2222 UPDATE**

Let the Phone Call You Back

This command will cause the mobile phone to *call you back*. By using this command you can listen to what happens on the other side of the line.

SMS command: **CALL ME**

Sample: **2222 CALL ME**

Wipe the Phone

This command will cause *removal of all data* on the target phone. It will also erase all data from memory cards². Consequently, also the Theft Aware application will be removed by this command and will not be available anymore after the wipe process. **The data can NOT be restored!**

SMS command: **WIPE**

Sample: **2222 WIPE**

Backup Important SMS

This command will cause Theft Aware to forward SMS messages stored on the target phone to you. By using this command you can *rescue SMS that are important to you*, even when the phone is lost or stolen.

SMS command: **GET ALL SMS**

Sample: **2222 GET ALL SMS**

Description: Will forward all SMS stored in the Inbox and Sent Folders

SMS command: **GET INBOX SMS**

Sample: **2222 GET INBOX SMS**

Description: Will forward all SMS stored in the Inbox Folder

SMS command: **GET SENT SMS**

Sample: **2222 GET SENT SMS**

Description: Will forward all SMS stored in the Sent Folder

SMS command: **GET ALL SMS FOR xxxxxxxxxxxx**

Sample: **2222 GET ALL SMS FOR 436502111555**

Description: Will forward all SMS stored in the Inbox and Sent Folders which are related to the given phone number

SMS command: **GET INBOX SMS FOR xxxxxxxxxxxx**

Sample: **2222 GET INBOX SMS FOR 436502111555,**

Description: Will forward all SMS stored in the Inbox Folder which are related to the given phone number

² Memory card formatting is not supported on Nokia N-Series devices due to hardware restrictions

SMS command: **GET SENT SMS FOR xxxxxxxxxxxx**

Sample: **2222 GET SENT SMS FOR 436502111555**

Description: Will forward all SMS stored in the Sent Folder which are related to the given phone number

Backup Contacts

This command will cause Theft Aware to *forward all phone book contacts* stored on the target phone to you. The contacts are forwarded as SMS one by one. Depending on the *Send Contacts As* setting the contacts will be forwarded in Business Card format or standard text format. Please refer to chapter *Settings Interface* for details on that setting.

Please note that a Business Card-message contains more information than the standard text message. The text message only contains the name, the phone number and optionally the email address of the contact.

SMS command: **GET CONTACTS**

Samples: **2222 GET CONTACTS**, **2222 get contacts**

Description: Will forward all contacts stored on the phone to you

Implement Own Remote Commands

For security reasons, contact us directly to get any API documentation on how to implement remote command plugins.

If you are using a custom remote command plugin refer to the documentation of the plugin to find details about the proper remote command SMS format and the usage of the plugin.

USE THEFT AWARE ADVANCED OPTIONS

The Theft Aware advanced options offer some special options to enable/disable the Theft Aware autostart feature and to do some diagnostic tests.

You can access the Theft Aware advanced options menu at *Options ➔ Advanced*.

Disable and Enable Autostart

Only available in Visible Mode. Disabling the Theft Aware autostart feature is NOT RECOMMENDED.

To disable or enable the Theft Aware autostart feature, use the *Disable Autostart* or *Enable Autostart* menu entry. If autostart is disabled, no theft protection is available at all.

Send Test SMS

This will test if the SMS sending facility on the phone is working correctly. It will send invisible test SMS to all given notification numbers.

Simulate Theft Event

This will simulate a theft event. This means that if everything works correctly, Theft Aware will send theft notifications to all given notification numbers. This can take some time as during that operation Theft Aware will also query GPS location data.

Simulate Lock

This will simulate the *LOCK* SMS command. **Note: On success this will lock the phone for 10 seconds.**

Appendix A - Supported Phones

The Symbian version of Theft Aware currently supports all Nokia devices running on:

- S60 3rd Edition FP1
- S60 3rd Edition FP2
- S60 5th Edition

Appendix B - Languages

The Symbian version of Theft Aware is shipped in the following languages:

- English
- German

Appendix C - Technical Support

You can reach our technical support by dropping an email to support@theftaware.com. We handle customer emails between 09:00 - 18:00 CET (GMT +1). We will try to take care about your problem and respond to you within one business day.

Appendix D – Affiliate Program

Do you want to earn money by becoming an affiliate of ITAgents interactive software solutions? Then please visit <http://partners.itagents.at> or <http://partners.theftaware.com> and register yourself.