



**TRUST DELETE Biz**  
**Panasonic Version**  
**for Wireless WAN Model**

– Ver.1.04–

OneBe, Inc.

## Introduction

Thank you very much for subscribing to TRUST DELETE Biz. This software is designed to protect the valuable information stored on your PC by giving you the ability to remotely delete your files in the event it is lost or stolen. TRUST DELETE Biz will give you the peace of mind that your data will be safe.

This user manual will walk you through the installation and activation process, and explain how to use the program and online portal to manage your PCs.

In the event your PC is lost or stolen, the following will be required.

- Another PC to access the portal
- The portal URL <https://onebe-eu.trustdelete.biz/>
- Your Login ID and password

We recommend keeping this information handy in the event your PC is lost or stolen.

Function names and layouts herein are subject to change in future versions of TRUST DELETE Biz.

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## Important Information

### BIOS Updates

Depending on the PC that you are using you may need to update the BIOS before installing the Trust Delete program. For more information, please contact Panasonic customer support.

### Recovery Disks

When using this service to wipe data from your PC's storage, all data will be deleted. This will result in the PC not being able to boot into Windows the next time it is powered on. To return the PC to a functioning state, a recovery disk will be required. Before using this service be sure to create a recovery disk by follow the "Creating the recovery disk" found under "Operating Instructions – Basic Guide" found in this manual.

### About the SIM card

Because this service sends commands via SMS, it requires an activated SIM card or a plan that allows the pc to receive SMS messages through your wireless carrier. Before starting this service, please make sure that your SIM card is LTE compatible and that your wireless plan allows for both data and SMS. This service cannot be used on plans with only data and no SMS capabilities.

You may incur additional charges from the carrier for sending and receiving SMS messages.

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## System Requirements for Desktop Client

### Supported Operating Systems

Microsoft Windows 8.1 32/64 Bit (Windows 8.1, Windows 8.1 Pro)

Microsoft Windows 8 32/64 Bit (Windows 8, Windows 8 Pro)

Microsoft Windows 7 32/64 Bit (Home Premium, Professional, Ultimate)

### Hardware Requirements

Please refer to Panasonic Web site for supporting model.

(Insert URL here)

### System Requirements for Online Portal

Microsoft Internet Explorer 9, 10, 11

Google Chrome

### SIM card to receive and send SMS between the server

Your wireless service should include SMS service.

- TRUST DELETE Biz requires one license per PC
- Required hard disk space and memory may vary depending on your setup
- Before using this product, make sure to fully read the end user license agreement
- The specifications of this product may change without prior warning
- This product requires an Internet connection for services including download, activation, connection to the management server, and email notifications

\*Depending on your wireless contract, you may incur additional charges from your carrier for sending and receiving SMS messages on top of your monthly service charge.

## 1. Initial Setup

Please refer to the following 5 steps to set up TRUST DELETE Biz Panasonic version.

### STEP1 Preparing the SIM Card

Because this service sends commands via SMS messages, it requires an activated SIM card and a plan that allows the PC to receive SMS messages through your wireless carrier. Before starting this service, please make sure that your SIM card is LTE compatible and that your wireless plan allows for both data and SMS. This service cannot be used on plans with only data and no SMS capabilities.

It is possible to install and activate the software onto the PC without the SIM card. In this situation, you will have to install the SIM card after activating and connect the PC to the Internet to use the service.

**Depending on your wireless contract, you may incur additional charges from your carrier for sending and receiving SMS messages on top of your monthly service charge.**

## STEP 2: Setting Up the Config Menu

To get started using this program, you must first configure it through the online portal. Begin by logging onto the online portal with your username and password. On the left hand side of the window, click the config tab. Additional tabs labeled A01 through A04 or S01 through S04 should appear. These tabs are used to configure the software to best suit your needs.

The Panasonic Version will only use S01 through S04.

<b>Warning</b>	Panasonic Version specific settings are only available in S01 through S04. A01 through A04 are only used for the Standard Version.
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The screenshot shows the 'CONFIG S01' interface. On the left is a navigation menu with 'CONFIG' highlighted. The main area is titled 'Config/Edit' and contains the following elements:

- Config Title:** A text input field containing 'S01'.
- Initial Settings:**
  - Polling Interval:** A dropdown menu set to '30 mins'.
  - Lock Proxy setting:** A checked checkbox.
  - Use Location Data:** A checked checkbox.
  - GPS Priority Mode:** An unchecked checkbox.
- Action Criteria Settings:**
  - Incorrect BIOS Password Action:** A dropdown menu set to 'Lock'.
  - BIOS Password Attempts:** A dropdown menu set to '3 times'.
  - Power OFF Timer Action:** A dropdown menu set to 'Lock'.
  - Power OFF Timer Length:** A dropdown menu set to '72 hrs'.
  - SIM Card Not Found Action:** A dropdown menu set to 'Show Alert & Shut down'.
  - Wireless Off Action:** A dropdown menu set to 'Show Alert & Shut down'.
  - Action in Geo Fence:** A dropdown menu set to 'Lock' and a 'Select Area' button.

Red callout numbers 1 through 15 are placed around the interface to indicate specific points of interest.

- ① Config Tab: S01 through S04 will appear after clicking this tab. For now, click S01.
- ② Config Title: You can give your presets a customized name with up to ten characters. The default name is S01.
- ③ Polling Interval: This sets the interval at which the client will connect to the server to receive updated settings. You may choose from 15, 30, and 60 minutes.
- ④ Lock Proxy Settings: When checked, it will prevent users from changing network settings through the client program. This will prevent users from changing proxy settings and disabling communication with the server.
- ⑤ Use Location Data: When checked, location data will periodically be saved to the server on the computer's GPS and Wi-Fi. The last 15 entries will be available on the detailed information screen for each PC.
- ⑥ GPS Priority Mode: If this option is enabled, the GPS unit will be fully utilized to attempt to retrieve location information. However, this does not guarantee that location information will be acquired.

### About the Action Settings

Sections 7–11 are settings that are triggered by events that happen on the PC without needing to connect to the server to receive a command. Please configure these settings carefully. If you wish to not use these settings, select “Off” from the pull down menu.

- ⑦ Incorrect BIOS Password Action: This action is triggered when the BIOS password is entered incorrectly a specified number of times. The available options are “Off”, “Alert”, “Lock”, “1 Pass Wipe”, “3 Pass Wipe”, and “SecureErase”. When the “Alert” option is chosen, an alert will be sent to the online portal when there are enough failed login attempts.
- ⑧ BIOS Password Attempts: The number of attempts allowed before triggering the action in 7. You may choose from 3, 10, 30, or 100.

Hint	If this option is enabled, there will be a beep followed by a message to contact the system administrator after the 4 <sup>th</sup> attempt. The beep may be disabled by pressing the Enter key.
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- ⑨ Power Off Timer Action: This action is triggered when the PC is powered off for a specified length of time. You may choose between “Off” or “Lock”.
- ⑩ Power Off Timer Length: You may choose between 12, 24, 48 or 72 hours.
- ⑪ SIM Card Not Found Action: If “Show message and shutdown” is selected, the PC will automatically shut down if a SIM card is not found during boot.
- ⑫ Wireless Off Action: If “Show message and shutdown” is selected, Windows will not be able to boot if wireless capability is disabled.

Warning	When this function is enabled, the PC will not be able to be used in airplane mode.
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- ⑬ Outside of Area Action (GeoFence): This will define the behavior when the PC is taken outside of a specified geographic area. You may choose from “Off”, “Alert”, and “Lock”. When “Alert” is chosen, an alert will be sent to the server when the PC is taken out of the specified area.
- ⑭ Select Area: This button is used to specify the area used in 13. A separate window will open to enter the coordinates and radius of this area. For more details, please refer to the GeoFence function section of this manual.
- ⑮ After finishing making any necessary changes to the settings, click “Save” button on the right upper side of the window.

Warning	Settings will not save until “Save” is clicked.
Warning	Settings will not apply immediately. After changing the settings on the online portal, the settings will be pushed to the computer the next time it connects to the server.

### STEP 3: Installing and Activating the Client Program

The next step in using this software is to install and configure the desktop client.

#### Program installation

Before installing, check to see if the SIM card is properly installed into your device. Although this is not required for installation, it is still recommended to insert the SIM card prior to installing the client program.

Log into the online portal and open the support tab. Depending on your settings, a new window or tab should open in your browser. Click the Support tab and go to Program Downloads, and follow the link to download the Panasonic version client program. Open the downloaded file (**File Name**) to install the client program. During installation, an Intel® Smart Connect Technology confirmation screen should appear. If you would like to enable this feature, check “Use Intel® Smart Connect Technology” and click next.

Hint	<p>Intel® Smart Connect Technology will allow the computer to still connect with the Internet every 15 minutes to check for signals from the management server such as the updated settings and Delete Command. If no signals are received, the PC will simply return to sleep mode. However, in the event a command was received, it will execute the command immediately.</p> <p>It is entirely possible to use this software without the use of Intel® Smart Connect Technology, however, functionality while in sleep mode will be limited.</p>
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#### When using the Panasonic Toughbook® or Toughpad®

When trying to install the client program onto a Panasonic Toughbook® or Toughpad®, it must first be taken off of Concealed Mode.

To disable Concealed Mode,

1. Boot into the BIOS Setup Utility by pressing F2 as you press the power button.
2. From the main menu, go to Concealed Mode, and disable the setting.
3. To exit, select “Save settings and exit”.

Please refer to the user manual for your Panasonic Toughbook® or Toughpad® for more information regarding the Concealed Mode.

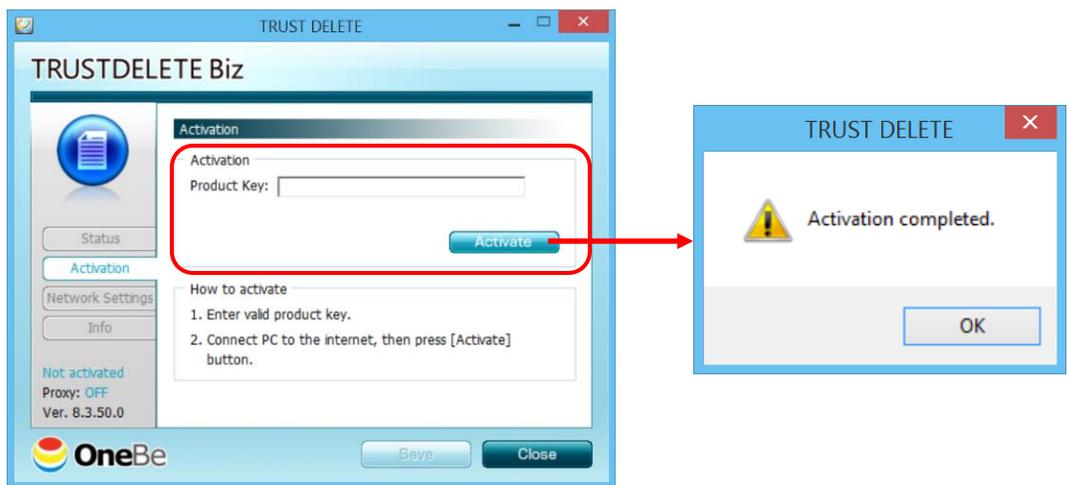
**Product Activation**

Once installation is complete, you will need to activate the software. Before activating the software, make sure to have your 8 digit product key ready. To find your product key, you can check your confirmation email or go to the administrator menu. Please note that the product key differs from the license number.

First, click the desktop icon and start the client program.



Once the client program has started, open the activation tab and make sure that your PC is connected to the Internet. In the box labeled “Product Key”, enter the 8 digit product key, then click “Activate”. Once activation succeeds, you will see a message saying “Activation completed”. Click “OK” to close the window.



Product activation is now complete. “Activated” should now display on the bottom left corner of the client program.

\*It may take several minutes before the activation status is updated.

Warning	<ul style="list-style-type: none"> <li>• If activation fails, recheck your product key and Internet connection and try again. If activation fails, you will see an error message which you can search in the FAQ.</li> <li>• If you are connected to the Internet through a proxy, this may cause activation to fail. Check your Internet Options and try again.</li> <li>• If you see “Product has already been activated”, click “Retry” to activate.</li> </ul>
Warning	<p>If you receive your SIM card after you activate the software, the SIM card’s information will automatically be sent to the server the next time you connect to the Internet. You will not be able to send SMS commands until this is complete.</p>

**STEP4: Checking Your Settings**

Once activation is complete, the client program will continue to run as a background process within Windows.

The screenshot shows the TRUSTDELETE Biz application window. It features a status icon in the top left, a 'Sync to server' section with a 'Polling' interval of 30min and a 'Policy' of S01, and a 'Last sync' timestamp of 2015-02-13 14:21:46. A 'Sync' button is located to the right of the 'Last sync' field. The bottom of the window includes 'Save' and 'Close' buttons, and the OneBe logo.

Callout boxes provide the following explanations:

- Syncing will occur automatically at this time interval**: Points to the 'Polling' field.
- Current setting's name**: Points to the 'Policy' field.
- This button will manually sync settings from the server**: Points to the 'Sync' button.
- Last time the PC connected with the server**: Points to the 'Last sync' field.
- Status Icon. Normally this will be blue, however, it will change colors while communicating with the server**: Points to the status icon in the top left corner.

**When will the PC connect to the server?**

Every time the PC boots, returns from sleep, or is connected to the Internet during the predefined time interval, the PC will connect to the server to sync settings. Normally, you will not need to touch anything for the software to keep working.

**How to sync settings to the PC immediately?**

Click the "Sync" button. The icon in the top left corner will change colors while connected to the server.

**What if a proxy server is used?**

Use the Internet Options to correctly set up your network settings. The client program will default to proxy settings of Internet Explorer. However, you will be able to manually set proxy settings.

\*You will not be able to use proxies that require credentials.

**When network settings are not available?**

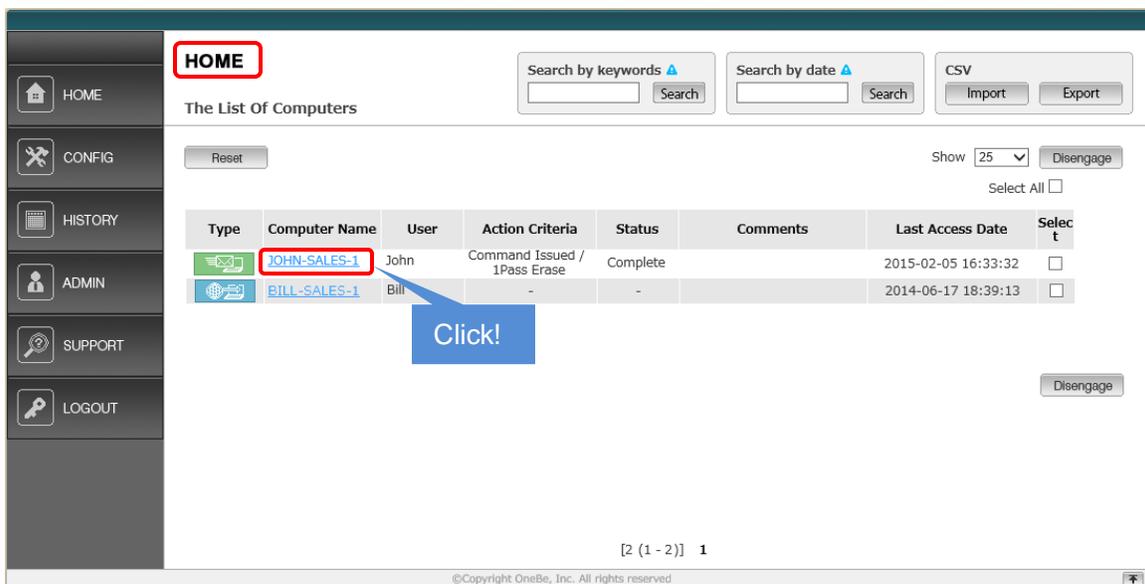
Your administrator may have locked the network settings on your device. Talk to your administrator for more details.

<b>Important</b>	<b>After installation, make sure to reboot the PC. The program will not function correctly unless a reboot takes place.</b>
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### STEP5: Finalization Before Use

Before using the software, it is important to finalize the settings and verify that each PC is properly linked to your account.

1. Log into your online portal and open the home tab.
2. Verify that each linked PC is properly listed.



<b>Hint</b>	<p>Depending on if a PC has the Standard Version or Panasonic Version of the software installed, you will see a different icon listed next to it. If multiple PCs are linked to your account with different versions installed, you can easily tell them apart with this icon.</p> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="margin-right: 10px;"></div> <div> <p><b>Panasonic Version</b> (SMS commands are possible depending on hardware)</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"></div> <div> <p><b>Standard Version</b> (Only commands through the Internet are possible)</p> </div> </div> <p><b>*Both versions are capable of receiving commands through the Internet</b></p>
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3. If you click on the name of a PC, you will be able to view its detailed information and send commands.

### Command Buttons

 **HOME**

Detail

**Command Buttons:** Beep, Retrieve Info, Lock, Delete

Config: ① S01 ②

Computer Name: JOHN-SALES-1

Unlock password: 1150611842 ③ Change PW ④

User: John ④

Comments: ⑤

SIM Number: 441111111111 ⑥

Model Number: IMODEL01 ⑦

Serial Number: SI01 ⑦

SSD Serial Number: SSD003 ⑧

Program Ver.: Ver. 8.3.0.99 ⑨

Activation Date: 2014-06-04 19:00:05 ⑩

Latest Action: 2014-06-30 13:19:05 Complete ⑪

[View history](#) ⑫  Show Location ⑬ ⑭ Save Cancel

- ① **Config:** Choose which config you wish to apply from the pulldown tab here. For the Panasonic Version, settings S01 through S04 are available, with S01 being the default.
- ② **Computer Name:** During activation, the PC name will automatically be filled in.
- ③ **Unlock Password:** This password will unlock a computer that has been put into Lock mode. The default password will be a randomly generated 10 digit number. For more information, please refer to the lock function section of this manual.
- ④ **User:** Enter the name of the user here. You may leave this section blank.
- ⑤ **Comments:** You may add up to 40 characters of additional information in this section. If it is not needed, you may leave it blank.
- ⑥ **SIM number:** This will show the phone number associated with the PC. If a SIM card is not installed, this section will be left blank.
- ⑦ **Model and Serial Numbers:** The PC's model and serial number will be displayed here.
- ⑧ **SSD Serial Number:** The serial number of the SSD or HDD installed in the computer will be displayed here.
- ⑨ **Program Version:** This will display the client program version.
- ⑩ **Activation Date:** The day that the PC was activated is displayed here.
- ⑪ **Latest Action:** The status of the latest action and its issue time will be displayed here.
- ⑫ **View History:** A separate window will open with a comprehensive list of all past actions.
- ⑬ **Show Location:** A separate window will open showing the location of the PC. For more information, please refer to the location acquisition section of the user manual.
- ⑭ **Save:** This will save all changes made to the detailed information section.

Warning	<b>Until you click “Save”, changes will not be applied to the system.</b>
Hint	If you click “Cancel”, you will be taken back to the home screen.
Hint	When editing the user name or comments sections, erase its contents before entering new information.

4. After clicking “Save”, the box containing the name of the configuration should turn pink. This means that the settings have not synced with the PC. After the settings have synced with the PC, the configuration name will turn back to white.

**Important**

When changing settings on the online portal, these settings are not applied immediately to the PC. For new settings to be applied, the PC must be connected to the Internet and communicate with the server. To manually sync settings, open the client program and click “Sync” to apply changes immediately.

## 2. Sending the Delete Command

In the event your PC is lost or stolen, follow these steps to send the Delete Command to wipe the data on the PC.

### Important

When the Delete Command is issued, all data on the computer, including the OS and any locally stored backups, will be wiped. To be able to use the PC again, you will need to reinstall the OS and reconfigure it as if it were a new computer. A recovery disk may be required for this process. Please refer to your PC's use manual for more information.

### How to send Delete command

#### STEP1: Logging In to the Online Portal

Log in with your login ID and password.

#### STEP2: Confirming Target PC

Find the lost or stolen PC from the home tab, and click it to open the detailed information screen.

#### STEP3: Sending the Delete Command

After opening the detailed information screen, click the "Delete" button in the upper-right hand corner.

The screenshot shows the 'HOME' tab selected in the top navigation bar. Below it, a 'Detail' section is visible. In the top right corner of the 'Detail' section, there is a row of action buttons: 'Beep', 'Retrieve Info', 'Lock', and 'Delete'. The 'Delete' button, which features a trash can icon, is highlighted with a red rectangular border. A blue callout box with the text 'Click!' and an arrow points to the 'Delete' button. Below the navigation bar, the 'Detail' section contains a form with the following fields:

- Config: S01 (dropdown)
- Computer Name: JOHN-SALES-1
- Unlock password: 1150611842 (text input) with a 'Change PW' button
- User: John (text input)
- Comments: (text area)
- SIM Number: 441111111111
- Model Number: IMODEL01
- Serial Number: SI01
- SSD Serial Number: SSD003
- Program Ver.: Ver. 8.3.0.99
- Activation Date: 2014-06-04 19:00:05
- Latest Action: 2014-06-30 13:19:05 Complete

At the bottom of the form, there is a 'View history' link and a 'Show Location' button with a location pin icon. To the right of the form, there are 'Save' and 'Cancel' buttons.

When the Delete Command verification screen is displayed, choose the desired wipe method and click "Execute".

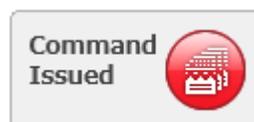
**\*Once a Delete Command has been issued, you will not be able to cancel the wipe process.**

There are three wipe options to choose from

Wipe Method	Description
3 Pass Wipe	This is the DoD standard 3 pass wipe method in which the SSD/HDD is over written 3 times to wipe data completely.
1 Pass Wipe	This method will write 0s once. Compared to the 3 pass method, this method is not as secure but will save time and is recommended to use when battery levels are low.
SecureErase (SE)	This is a high speed wipe method recommended for SSDs. If this method is used for an HDD, it may take a very long time.

Once the Delete Command is issued, the delete button will read “Command Issued” and will blink red and the other buttons will become disabled.

The Delete Command has now been successfully issued.



When you return to the home screen, the action criteria will read “Command Issues / X Pass Wipe (or SE)”. SE stands for SecureErase.

Once the wipe process starts on the PC side, the status on the desktop client will read “In Progress”.

After the wipe process completes, the “Command Issued” will now read “Complete”.



The status on the home and history sections will now read “Complete” along with the following message being displayed on the home screen and detailed information screen.

Command has been completed on (PC Name). [See Details](#)

On the Panasonic Version, once a Delete Command has been carried out, you will not be able to send another command to the same PC.

Warning	Even if a Delete Command is sent, the wipe process will not initiate until the signal is received via SMS.
Warning	There may be a delay from the time you issue the command to when the process starts. This will depend on the storage size of the PC and its power source.
Warning	The server may not properly recognize that a wipe process has been completed in some cases. Even if it has successfully completed, the online portal may still read “In Progress” or “Command Issued”.
Warning	Once wiping is in progress, you will not be able to make any changes to the settings. If you need to change any settings, please wait until the process is complete.

### PC behavior when receiving the Delete Command

PC status	Action when receiving signal
Powered off / Hibernate	The PC will automatically turn on, and start wiping data.
Running	The PC will automatically reboot and start wiping data.
Sleep	The PC will automatically wake, then reboot. Once rebooted, it will start wiping data.

It may take several minutes from the time you send the Delete Command until the process starts because it may take time to shut down the PC if Windows is active.

### PC behavior while wiping data

When the PC is in the process of wiping data, it will be powered on, but the display will be blank. If battery levels become low during the process, it will pause until it has secured a power source.

### When a wiped PC is returned

If a wiped PC is returned, Windows will not start when you try to power it on. To be able to use the PC again, you will need to refer to its user manual on how to reinstall Windows with the recovery disk.

### If process completion cannot be verified

After sending the Delete Command, you may receive a message saying “(PC Name) may not have properly completed the command. Please try again”. This message will be displayed if the server cannot verify that the process has completed within 3 hours. The status report will read “Cancelled”. Delete button will become active.

### 3. Sending the Lock Command

When a Lock Command is sent, you will be able remotely lock the target PC. A locked computer will boot into Windows normally after the unlock password is entered.

#### How to send the Lock Command

Step 1: First, click on the name of the PC you would like to lock from the home screen on the online portal to open its detailed information screen.

Step 2: Send the Lock Command by clicking “Lock” on the upper right hand side of the window. Click “OK” in the verification window. **Once a Lock Command has been sent, you will not be able to cancel it.**

Step 3: The home screen should reflect the status of the Lock Command being sent to the PC.

Once the Lock Command is received by the target PC, the status should read “Complete”. The following message will display on the top of the home and detailed information screens.

Command has been completed on (PC Name). [See Details](#)

Warning	Unsaved data will be lost if a Lock Command is received by a computer currently in use or in Sleep mode.
Hint	The server may not properly recognize that a lock process has been completed in some cases. Even if it has successfully locked, the online portal may still read “Command Issued”.

#### PC behavior when receiving the Lock Command

PC status	Action when receiving signal
Powered off / Hibernate	The PC will automatically turn on, and lock.
Running	The PC will shut down, then lock.
Sleep	The PC will temporarily wake, force shutdown, then lock.

#### PC behavior while locked

When turned on, a security screen and a lock screen will be displayed and Windows will be inaccessible until the correct password is entered. The BIOS setup security will also be inaccessible.

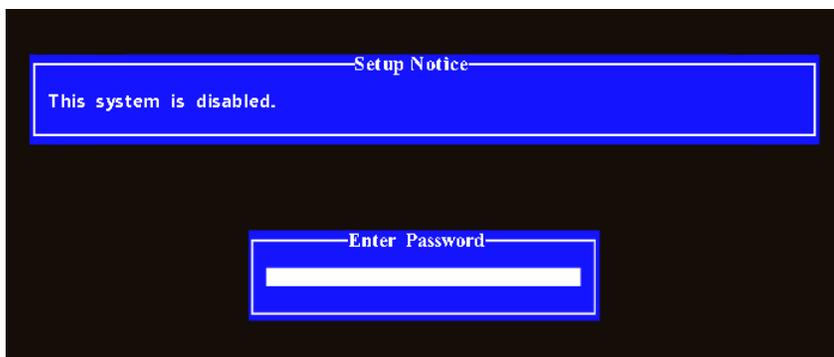
### If lock cannot be confirmed

If a proper lock cannot be confirmed within 3 hours of sending the command, you may see the following error message; (PC Name) may not have properly completed the command. Please try again” and the status report will read “Cancelled”.

### How to unlock a locked PC

Follow the following steps to unlock a PC that has been locked by the Lock Command

1. Use the power button to turn on the PC
2. A security screen may appear when you enable it at the portal. To skip the security screen, press “Down” key, then you will go to next which is a lock screen.
3. A lock screen should appear as shown below



4. Input the unlock password set earlier and then hit the Enter key.  
The default password is a 10 digit randomly generated number. You may change this password from the online portal.

You will have 3 attempts to enter the correct password before the PC shuts down automatically. If this happens, use the power button to turn the PC on and try unlocking again. **You will not be able to reset or change the password if it is already locked. Please do not forget the assigned password.**

### How to find the unlock password

1. Log into the online portal, then click on the desired PC name from the HOME tab to see its detailed information screen.
2. Hover the cursor over “Currently Active Password”. A pop-up should appear with the password.  
\*If a pop-up does not appear, then the password displayed next to “Unlock password” is the active password.

Hint	Don't worry if the “Currently Active Password” does not match the “Unlock Password”. After changing the password on the portal, it will not reflect the active password until the PC has connected to the server and recognized the change. The “Currently Active Password” is the latest one stored in the PC at the moment.
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## Changing the unlock password

There are 2 methods when changing the unlock password. Follow these steps to properly change the password.

1. Connect the target computer to the Internet.
2. Log into your online portal and click on the PC name of the target computer to open the detailed information window.
3. Verify “Change PW” is located to the right of the “Unlock password” field. (If “Change PW” is not displayed, reboot the PC, and reconnect it to the Internet.)
4. Choose one of the following methods of changing the password
  - A. A new randomly generated password: Click on “Change PW” located to the right of the “Unlock password” field.
  - B. Create a custom password: Erase what is in the “Unlock password” field and type your desired password.  
 \*If using method B, the custom password may be a 4 to 30 character alpha-numeric password. Spaces and special characters are not allowed.  
 \*Whether you are using A or B, please follow steps 5 through 8
5. Click “Save” on the right hand side of the screen.
6. Check to see that the “Unlock password” field turns grey, and that the “Change PW” button disappears.
7. Switch over to the target PC, open the client program and click “Sync” in the current status menu.
8. If you refresh the online portal and see the “Change PW” button again, the process is complete. (If “Change PW” is still invisible and the “Unlock password” field is still grey, reboot the target computer, press “Sync” as in step 7, wait a few minutes, and then refresh the online portal.)

Warning	If you copy and paste more than 30 characters long into the “Unlock password” field, only the first 30 characters will be pasted.
Warning	You cannot leave “Unlock password” blank.
Warning	The unlock password may not be the same characters as the last password already used.
Hint	Until the password is applied to the target PC, you will not be able to change it at the online portal.
Hint	“Currently active password” will only be shown when the “Unlock password” field is greyed out. The password in the “Unlock password” field is the new password before being applied, and is not yet active.

If you see the following message, the new unlock password has failed to apply.

Unlock password has failed to apply. Please reinstall the client program.

To set a new password, reinstall the client program, reactivate the software, and try again.

## 4. Retrieve Info and Beep Commands

### What is the Retrieve Info Command?

This command allows you to retrieve some information from the target PC. By sending this command, it will allow you to see information such as:

- On/Off Status
- AC Charging Status
- Battery Status
- Location
- SSD/HDD Serial Number

Retrieving information will not lock or wipe the data on the computer.

After completing a Retrieve Info Command, you will be able to access the latest information through the history tab.

Warning	This feature can only be performed on units with SMS functionality.
Warning	If "GPS Priority Mode" is enabled, it may send up to two location acquisition commands per transaction. This may create two entries on the history tab and status reports. However, depending on signal condition, location data may not be available even GPS Priority mode is on.

### What is the Beep Command?

This will signal the target to PC to emit an alarm sound for 30 seconds. This is useful for locating a lost PC that may be nearby.

Warning	This feature can only be performed on units with SMS functionality.
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## 5. PC Level Security Options

Other than locking or wiping your PC, you can also set certain security functions from the PC that will trigger when specific conditions are met.

### BIOS Password Attempt Limit

If an admin password is enabled from the BIOS settings, you will be able to set a limit to the number of attempts that a user can make before locking or wiping the PC.

Hint	You can select the number of attempts from 3, 10, 30, or 100 tries.
Hint	The actions you can choose are Alert, Lock, 1 Pass Wipe, 3 Pass Wipe, or SecureErase.
Hint	To unlock the PC, you will need an unlock password from the online portal. By clicking on the PC name of the target computer from the home tab, you will be able to find the unlock password.

### Power Off Time Limit

If a PC is off for a specified length of time, you can automatically lock it.

Hint	You can choose from 12, 24, 48, or 72 hours.
Hint	You will only be able to lock PCs that trigger the power off limit.
Hint	To unlock the PC, you will need an unlock password from the online portal. By clicking on the PC name of the target computer from the home tab, you will be able to find the unlock password.
Warning	The power off time limit is set when the PC is booted. If you apply the setting while the PC is on, you will need to restart the PC for the setting to properly apply. Simply shutting down the PC will not apply the setting, and reboot is required.
Warning	The timer may restart if the PC is awoken by Intel® Smart Connect Technology.
Warning	If battery drains to zero or detached from PC, the timer will stop.

### SIM Card Not Found At Boot

If a SIM card is not found during the boot process, you will be able to show a warning screen and shut down the PC.

Warning	This feature will not allow you to lock or wipe the PC.
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### Wireless Switch Is Off At Boot

If the wireless switch is off during the boot process, you will be able to show a warning screen and shut down the PC.

Warning	This feature will not allow you to lock or wipe the PC.
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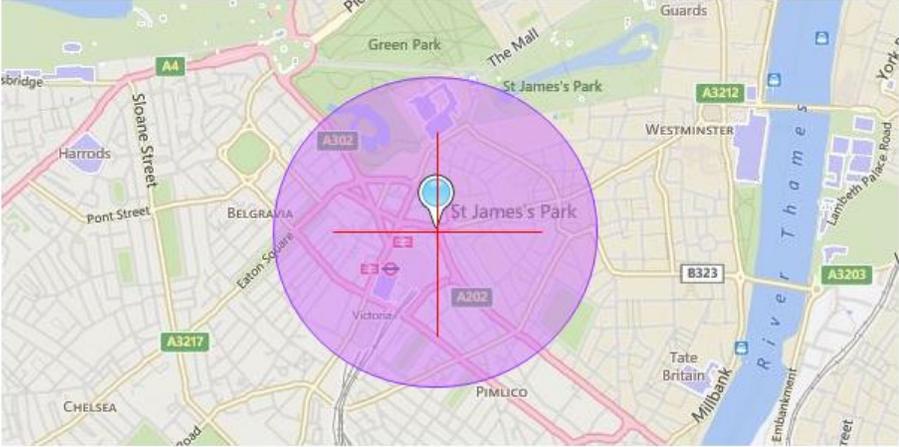
### PC Is Out Of The Specified Area (Geofence)

When the PC is booted outside of the specified area, you will be able to perform functions such as locking the PC and alerting the administrator.

To set the area, find the “Select Area” button under the config tab S01 to S04. A separate window will open to enter the coordinates and radius of this area.

**Geo Fence Settings** ✕

Drag map around to point the pin at the center of the desired area.



Config: Config1 ▾

Latitude: 51.503526

Longitude: -0.165637

Radius: 1000 m Radius may not be left blank.

Use these settings

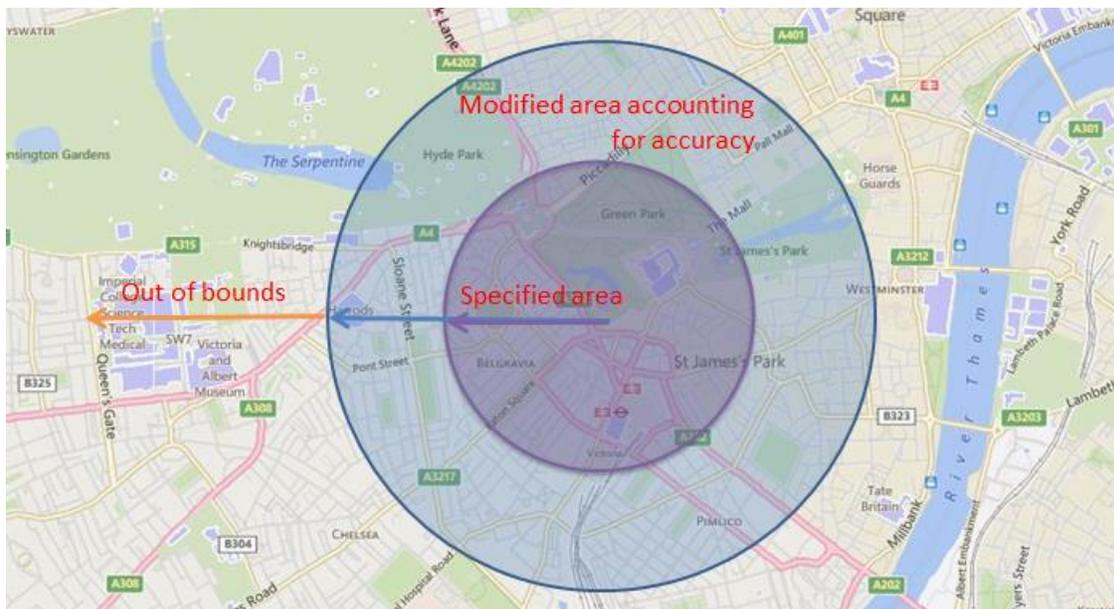
Save
Cancel

1. When the window opens, select Config 1
2. Drag the map around until the pin is at the center of the desired area. The longitude and latitude will automatically be inputted.
3. Next, enter the radius from the center. You may choose between a radius of 10 to 10000000 meters.
4. Once you have set the area, check “Use these settings” and then click “Submit”.

You may save up to 5 different areas, and can change each one by choosing Config 2 through 5 and repeating these steps.

<b>Warning</b>	If you are selecting multiple areas, you will have to click “Submit” every time, or the settings will not save.
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When accessing if the PC is out of the specified area, it will also take into account the accuracy of the location data that is acquired. The boundaries of the specified area will be adjusted accordingly and will only trigger if the PC is found outside of the modified boundary.



Hint	If you wish to stop using a certain area of operation, you can simply uncheck “Use these settings” and click “Submit”
Hint	To unlock the PC, you will need an unlock password from the online portal. By clicking on the PC name of the target computer from the home tab, you will be able to find the unlock password.
Warning	Because the GPS accuracy is taken into account, GeoFence may trigger outside of the specified area.
Warning	After changing location settings, be sure to click the “Save” button on config tab window.

## 6. How To Confirm Commands

You will be able to check the status of a command through the history tab in the online portal. Any security actions the PC performs, whether it is triggered manually or is done automatically, will be recorded in this tab. You may see various different entries depending on the action performed and its status.

### Entries when triggering actions from the portal

Action Type	Action Criteria	Status		
		Post command	During Action	Post Action
<b>1 Pass Wipe</b>	Command Sent/ 1 Pass Wipe	Command Issued	In Progress	Complete
<b>3 Pass Wipe</b>	Command Sent/ 3 Pass Wipe	Command Issued/Sent	In Progress	Complete
<b>SecureErase</b>	Command Sent/SE	Command Issued	In Progress	Complete
<b>Lock</b>	Command Sent/ Lock	Command Issued	In Progress	Complete
<b>Retrieve Info</b>	Retrieve Info Command	Command Issued	Complete	Complete
<b>Beep</b>	Beep Command	Command Issued	Complete	Complete

\*In progress may not display for actions other than wiping.

### Automatic security actions by PC

Action Type	Action Taken	Action Criteria	Status	
			Action Trigger	Post Action
<b>Failed BIOS Password Attempts</b>	Alert	Incorrect PW	In Progress	Complete
	Lock	Incorrect PW/Lock	In Progress	Complete
	1Pass Wipe	Incorrect PW/ 1 Pass Wipe	In Progress	Complete
	3 Pass Wipe	Incorrect PW/ 3 Pass Wipe	In Progress	Complete
	SecureErase	Incorrect PW/ SE	In Progress	Complete
<b>Power Off Limit</b>	Lock	Power off limit/ Lock	In Progress	Complete
<b>GeoFence</b>	Alert	GeoFence	In Progress	Complete
	Lock	GeoFence/ Lock	In Progress	Complete

\*In progress may not display for actions other than wiping.

**Status report**

Click PC name in the list of history tab, a separate window will open to show detailed status of each command.

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## STATUS REPORT

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TRUSTDELETE Biz

Report

**User:** John  
**SIM Number:** 441111111111  
**Computer Name:** JOHN-SALES-1

<b>Model Number</b>	IMODEL01
<b>Serial Number</b>	SI01
<b>Action Criteria</b>	Command Issued / 1Pass Erase (ID:002)
<b>Status</b>	Complete
<b>Command Sent Time</b>	2014-06-05 03:24:48
<b>Command Completed Time</b>	2014-06-05 03:28:02
<b>Power Info While Command Executed</b>	Windows running / DC / 85%
<b>Last Turned On</b>	2014-05-09 14:58:36
<b>Last Boot Into OS</b>	2014-05-09 14:39:24
<b>SSD Serial Number</b>	SSD003
<b>Failed Boot Attempts</b>	0
<b>Failed Password Attempts</b>	0
<b>Location Info.</b>	<a href="#">Show Location</a> Tracking Date : 2014-07-04 16:28:41.000 Latitude : 59.651980 Longitude : 17.931372 Precision : 55m  Tracking Date : 2014-07-04 16:28:41.000 Latitude : 59.651980 Longitude : 17.931372 Precision : 55m

- User, Phone Number, PC Name:** The PC's information will be displayed here.
- Model Number, Serial Number:** This information will be found on the machine or its warranty card.
- Action Criteria:** The command or action's criteria for executing and the type will be displayed here.
- Status:** This will display "Command Sent", "In Progress", or "Completed" depending on the status.
- Command Sent Time:** This will display the time the command was sent from the server.
- Command Completed Time:** This will display the time the command was completed.

**Power Info While In Progress:** This displayed the on/off status, power source, and battery status while the command was in progress. On/off statuses include “On”, “Sleep”, “Shutdown”.

**Last Turned On:** This displays the last time the PC was attempted to be turned on. If the latest entry is after the PC was lost, then you will be able to see that someone has attempted to turn it on.

**Last Boot Into OS:** This will display the last time the PC has completely booted into Windows. If there is no entry since the PC was lost, that means that no one was able to boot into Windows since then.

**SSD/HDD Serial Number:** This is the serial number of the SSD/HDD that was installed while a command was executed. If this serial number is different from the one originally installed, it may have been swapped by a third party.

**Failed Boot Attempts:** This shows the number of times the PC has been unsuccessfully booted.

**Failed Password Attempts:** This will show how many failed password attempts were made on the machine. Depending on your model, this may not be available.

**Location Data:** This is the location data collected from the PC when the status report was created. If you click “Show Map”, this will display the location on a map. The location on the map may not be the exact location due to signal strength.

Warning	Depending on signal strength or battery status, the completion status may not update and read “In Progress” even if an action has completed.
Warning	Actions that are automatically taken such as failed password attempts will not have a Command Send Time entry.
Warning	There may be times that the battery status or SSD serial number cannot be retrieved.
Hint	You can delete any unneeded entries by checking the box on the right hand side and clicking “Erase Entry”. You will not be able to delete entries that have pending commands or are in progress.
Warning	If the PC is in a situation where it cannot send or receive an SMS but executes command through the Internet, you will not be able to retrieve the same information. In this case, only the Action Criteria, Status, Command Sent Time, and Command Completed Time will be displayed.

## 7. Cancelling Commands

If a Delete or Lock command is sent to an unresponsive PC, the system will cancel the command.

### Cancellation Criteria

Command Type	Criteria	Action
Delete Command	When a command complete response is not received within 3 hours.	The status will read "Cancelled" and the send command button will become active.
Lock Command	When a command complete response is not received within 3 hours.	The status will read "Cancelled".
Retrieve Info or Beep	When a command complete response is not received within 10 minutes.	The status will read "Cancelled".

When the system cancels a command, the following error messages will be displayed on the home tab of the portal.

When a Delete or Lock Command is cancelled

(PC Name) may not have properly completed the command. Please try again. [See Details](#)

When a Retrieve Info or Beep Command is cancelled

(PC Name) could not be reached. Please try again at a later time. [See Details](#)

Warning	When a Delete Command is sent, all command buttons will become unavailable. However, once the command is cancelled, they will become active again.
Warning	There may be times that the proper status will update once a connection has been established even after a command is issued. In this case, the "Cancelled" status will be replaced with "Completed".
Hint	If a command is automatically cancelled, the PC may be in an area where sending an SMS is difficult. We recommend that you try again at the later time.

## 8. Location Acquisition Function

This function will display the lost PC's location on a map.

### How to Configure

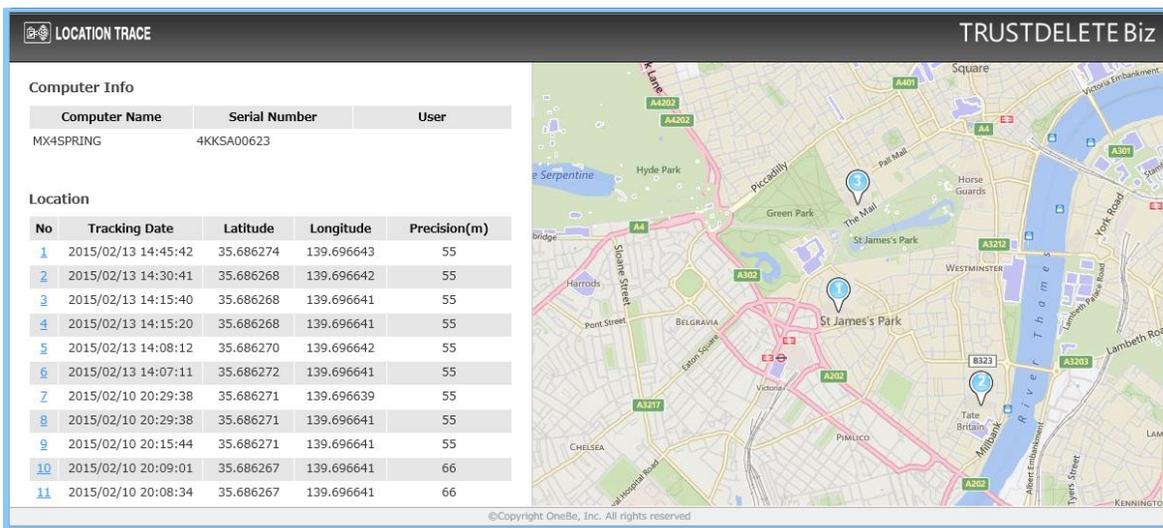
From the config tab, check "Use location info" then click "Save".

### How to see location information

From the home tab, click on the PC name to open its detailed information window. Click the icon next to "Show Location"



A separate window displaying up to the last 15 location entries will open.



Warning	If location data is acquired through the Wi-Fi access points, it may display an incorrect location if the assigned IP address is not linked to a valid location database.
Warning	The location data will account for the precision of the received. The location displayed will have taken into account this uncertainty.

## 9. Administrative Settings

In the administrative settings, you will be able to change special settings and see information.

1. Change email address  
If you need to change your email address, enter your new email address and click “Save”. A confirmation email will be sent to your new email address and your log in information will be changed
2. Login ID  
The login ID cannot be changed.
3. Change login password  
To change your password, enter your new password in the space provided and click “Save”. We recommend changing your password periodically to keep your account secure.
4. Installation Information  
This is the product key required to activate the client software.
5. Subscription Information  
This will display the number of activated computers on your account and the day the subscription ends.
6. Change uninstall password  
To change the uninstall password, enter the new password and click “Save”. The default password is “0000”, but we recommend changing this password as soon as possible. You will need this password to uninstall the desktop client from your computer.
7. Security Screen  
When the locked PC is powered on, the security screen will appear before the lock screen. It will give a 3rd party another obstacle before being able to attempt passwords on the lock screen. You can show your own message on the security screen in 5 lines up to 60 characters per line. You may use all ASCII characters except back quotes ( ` ), tilde ( ~ ). If you leave the security screen message blank, the system will skip the security screen and go to the lock screen when you try to power the locked PC on.
8. Lock Screen Contact Information  
When a PC is locked, the contact information entered here will appear on the lock screen. This will allow someone to contact the administrators in the event of a lock. You may enter up to 64 characters. You may use all ASCII characters except quotations ( “ ), back quotes ( ` ), tilde ( ~ ), and control characters.

After changing the necessary sections, be sure to click “Save” to apply the changes.

## 10. Other Functions

### Searching PCs

When using multiple PCs, you can search for a specific PC from the top of the online portal. There are 2 ways to search for PCs.

- Keyword search (left): You can search keywords such as, PC name, user name, phone number, or comments. Any PCs that partially match the search terms will be displayed.
- Sync day (right): This will allow you to find PCs that have not connected to the server for an extended amount of time. When you place your cursor over the search window, a calendar will be displayed. When you choose a date, PCs that have not synced since that day will be displayed.
- To clear search filters, click “Reset” located on the upper left hand side.

Warning	If you search by day for a day in the future, all PCs will be displayed.
Hint	It is a good idea to periodically check for PCs that have not connected to the server in a while to see if any of them are malfunctioning.

### Sorting Linked PCs

You are able to sort your registered PCs from the home tab. You are able to click “Computer Name”, “User”, “Action Criteria”, “Status”, “Comments”, or “Last Access Date” to sort with respect to that column. If you click again, it will reverse the order.

### Deactivating a PC

In the following situations, you must deactivate your PC.

- You want to upgrade to a new PC
- You want to reinstall the desktop client
- You require more open licenses

To deactivate a PC, first find the PC you wish to deactivate from the home tab and check the box on the right-hand side of the screen, then click “Unsubscribe”. On the confirmation screen, click “OK”. Your PC should now be deactivated.

After deactivating, you may reinstall and reactivate the same PC or a different one with the license.