



# Net Nanny®'s Chat Monitor™

## *Quick Start Guide*

PLEASE READ ALL THE INFORMATION IN THIS DOCUMENT BEFORE INSTALLING THE SOFTWARE.

## System Requirements

Operating systems:	Windows XP Home, Windows XP Professional, Windows 2000 Professional, Windows Me, Windows 98 SE
Hardware:	Pentium, Pentium II, Pentium III, Pentium 4, Celeron or AMD Athlon (K6/2 or higher) processors
Memory:	Minimum of 32 MB of RAM
Disk space:	Minimum of 10 MB

## Supported Chat Programs and Instant Messengers

Not all versions of a particular chat program or instant messenger may be supported. As new versions are made available, they are first tested with Chat Monitor and then added to the list of monitored programs. Update your software frequently (using the software update command on the File menu within the settings window) to ensure you have the latest version of the software.

## Install and Configure

Installation and configuration takes only a few minutes. You will need to decide between 2 types of installations:

- **Visible Installation.** Choosing a visible installation means that the program is installed and appears on the Start menu and an icon for the program appears in the system tray on the Windows desktop. No icon appears on the desktop and the software does not appear in the Windows task manager or in the Add/Remove programs list. The program's settings are accessible with a password.
- **Stealth Installation.** Choosing a stealth installation means that the program will be installed and **will not** appear on the Start menu, in the system tray, Windows task manager, or in the Add/Remove programs list. The program's settings are accessible using a keyboard hotkey combination that you specify, followed by a password.

**What is a hotkey combination?** A hotkey combination is a key combination on your computer's keyboard that when pressed, provides access to the settings for Chat Monitor. It replaces a desktop icon or other similar method of accessing a software program and because nothing is "visible," it helps Chat Monitor maintain an unobtrusive presence on your computer. To use the hotkey, press Ctrl + Shift together, and then press your personal character.

### The Importance of Providing an Email Address

When you configure the software, you will be prompted to provide a current email address. This address is used only to send you summary reports of chat activity, real-time email alerts when a child is in a potentially dangerous online situation, and a record of your security information. The security information you can receive by email for your safekeeping is a record of your password for the software, the authentication questions you choose to be prompted with in case you forget your password, and if you select a stealth installation, the hotkey combination you define for yourself.

**Important:** When prompted to test your email address during installation, please do so and confirm that you actually received an email message from Chat Monitor.

### What is SMTP and why do I need to provide information about a SMTP server?

Short for *Simple Mail Transfer Protocol*, a protocol for sending e-mail messages between computers (servers). Most e-mail systems that send mail over the Internet use SMTP to send messages from one server to another. When you are installing Chat Monitor, you will be prompted to specify the SMTP server name or address for your email provider, by choosing it from a list. If your provider is not on the list provided, you will need to contact your email provider to get the information and then type it into Chat Monitor.



## Steps to Install

**Important:** The installation finishes with a restart of your computer. Depending on what software is installed on your computer, multiple restarts may be required.

1. Exit from all running programs on your computer, including Web browsers.
2. Insert the CD in the CD-ROM drive of your computer. If you acquired Chat Monitor from a digital download, locate the icon of the file you downloaded on your desktop or in a My Computer sub-folder.
3. Do one of the following:
  - If the Chat Monitor installer begins to run automatically, continue to Step 4.
  - If the Chat Monitor installer does not launch automatically, double-click the Setup.exe located on your CD-ROM or double-click the file you located in Step 2.
4. Carefully read each screen and follow the instructions.
5. Optionally, check for any software updates. This is **strongly recommended** to ensure you have the latest available version of the software.

## Steps to Uninstall

**Important:** The removal of the software finishes with a restart of your computer.

1. Open the Chat Monitor Settings:
  - If you have a visible installation, choose Chat Monitor Settings from the Start menu.
  - If you have a stealth installation, use your hotkey combination on the Windows desktop.
2. When prompted, type your password.
3. On the Chat Monitor Settings window, click the Uninstall button.

## Default Settings

### Features turned on automatically during installation:

- Allows all users access to all chat and IM programs 24 hours a day, 7 days a week
- Records all conversations
- Creates a summary report of chat activity
- Records all system activity related to chatting
- Email summary sent to you if you specified an email address
- Individual recordings sent to you by email
- Time synchronization between your PC and an Internet atomic clock.

### Turn these features on yourself after installation:

- Filtering of content within a conversation
- Scheduled access to chat and IM programs by day of the week and time of day.

## Technical Support

The technical support team helps customers both through one-to-one communication and by maintaining a self-help website. The team provides:

- A comprehensive **website** available 7 days a week, 24-hours a day at [www.netnanny.com](http://www.netnanny.com).
- Direct, one-to-one assistance by **e-mail** from 8:00 am to 5:00 pm Pacific Standard Time. Send email to [support@netnanny.com](mailto:support@netnanny.com)
- Pay-as-you-go **telephone** support from 8:00am to 8:00pm Central Standard Time. Call 1-800-350-9859. To receive phone support for your product, please have a Visa, MasterCard, Discover, or American Express card ready, as you will be charged \$19.95 for this call.