



LOOKSMART, LTD.

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Net Nanny®'s Chat Monitor™

# Chat Monitor

## User's Guide

## **Net Nanny's Chat Monitor User's Guide**

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NET NANNY'S CHAT MONITOR

# User's Guide

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# Table of Contents

About Net Nanny's Chat Monitor .....	1
Features and Benefits .....	1
Installing Chat Monitor .....	3
System requirements .....	3
Before Installation .....	3
Steps to Install .....	4
Steps to Uninstall .....	4
Default Settings .....	5
Accessing Chat Monitor Settings .....	5
Monitoring Conversations .....	7
Viewing and Printing Recordings .....	7
Storing and Deleting Recordings .....	8
Searching Recordings .....	9
Emailing Recordings .....	9
Filtering Keyphrases and Keywords .....	11
The Lists .....	11
Adding or Editing Keywords and Phrases .....	12
Deleting words or phrases .....	12
Updating High Risk and Other keywords from <a href="http://www.netnanny.com">www.netnanny.com</a> .....	13
Limiting online chatting .....	15
Blocking all access .....	15
Scheduling access .....	16
Reports .....	17
Summary Report .....	17
System Log .....	18
Securing the Software .....	21
Password protected settings .....	21
Authentication Questions and the Forgotten Password .....	21
Changing the Password .....	21

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Changing the Authentication Questions .....	22
Anti-tampering measures .....	22
Keeping Current .....	25
Software Updates.....	25
List Updates.....	25
Email Settings .....	26



# About Net Nanny's Chat Monitor

## *Safety Software for Chatting Online*

Net Nanny®'s Chat Monitor™ discretely monitors and records popular chat and instant messaging programs, notifies parents when their child is in a potentially risky conversation, limits time spent online chatting, and enables parents to secure identity-related information such as names, phone numbers, bank account and credit card numbers.

### Features and Benefits

#### Know exactly what your kids are saying online

- **Records both sides of popular chat and instant messaging conversations.** Children are chatting with individuals that parents do not know and cannot identify. Chat Monitor records the date, time, online names, and the full text of chat conversations. These recordings can be sent to parents by email as well as reviewed directly from the database on the computer where Chat Monitor is installed.
- **Sends activity reports to you by email, as often as every hour.** Chat Monitor lets you know what your children are doing, even when you are not at home. Parents can be notified hourly or just once a day by email with a summary report of chat activity for each Windows user including individual recordings of conversations.
- **Monitors in stealth mode.** Chat Monitor can be installed so that it is practically invisible on your computer. 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.

#### Reduce risk of exposure to online predators

- **Prevents your child from giving out personal, identifying information and records any attempts to do so.** Children feel safe online and often have no qualms about giving out identifying information. Chat Monitor lets parents customize what information they want to protect and notifies them when their child attempts to give out that information. It also keeps a record of all incidents where children attempt to give out personal information, even if Chat Monitor filters it.
- **Displays customizable on-screen warnings message from you to your children when possible threatening conversations arise.** Technology is only a tool for parents to use in keeping children safe on the Internet, and every parent has different values and beliefs regarding Internet usage. Chat Monitor can display personalized messages from parents to remind their child of their family's values and concerns about online safety.
- **Immediate email alert sent to you if children receive certain "solicitous" messages in a chat, such as, "do you like boys?" or "what r u wearing?"** Children often are engaged in conversations that parents find suspicious or indicative of a potential threat. Chat Monitor enables parents to decide what content within a conversation is potentially risky and notifies them in real-time when the risk is perceived as high.
- **Automatic termination of the chat or instant messenger conversation when a threshold has been reached involving children receiving solicitous messages.** Chat Monitor provides several options from which parents can choose for worrisome situations.

### Control time spent chatting

- **Disables access to popular chat and instant messaging programs.** Chat Monitor limits access based on your selections, ranging from no access to chat and messenger programs to full access.
- **Schedules daily and weekly "chat free" time periods.** Children are using chat services at unsupervised hours when parents are not at home or late at night when parents are asleep. Chat Monitor enables parents to decide the days of the week and hours of the day they want their child chatting online.
- **Records all attempts to use chat and instant messenger programs when chatting is restricted.**

### Secure the software from tampering

- **Settings are password-protected.** Chat Monitor requires a password to ensure that users do not make unwanted changes to the program's settings.
- **Robust anti-tampering measures stop kids intent on circumventing the software.** Whether users attempt to delete the software or circumvent the time schedule, Chat Monitor includes features that thwart these activities and inform you of the attempts.

### Easy to use and customizable

- **Install and set up in only minutes.** Chat Monitor includes a setup wizard that guides you through the basic configuration and gets you up and running quickly.
- **Pre-set features can be easily customized to meet your unique needs.** Chat Monitor installs by default as "monitor-only" so that it records chat conversations and prepares and emails activity reports to you. From this foundation, parents can add time limit restrictions, personalize messages to users, customize responses to their child's actions while chatting, and more.
- **Works with popular chat and instant messaging programs.** AOL Instant Messenger (AIM) and MSN Messengers are the two most used instant messengers. Chat Monitor works with these and many others: MSN Instant Messenger, Windows Messenger, Yahoo! Instant Messenger, Yahoo! Web Messenger, AIM, AIM Express, ICQ IM Pro 2003a, ICQ Lite, and ICQ2GO.

Children and young adults, more than other age groups, engage in chat rooms. Chat Monitor works with the following chat programs: MSN Chat, Yahoo! Chat, AOL Chat and IRC chat programs mIRC and PIRCH.

## Installing Chat Monitor

*Installation and configuration takes only a few minutes*

### System requirements

Operating systems:	Windows XP Home, Windows XP Professional, Windows 2000 Professional, Windows Me, Windows 98 Second Edition
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

### Before Installation

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. 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.

**Important:** If you decide at a later time to switch to the other type of installation, you must uninstall the software and reinstall it.

**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. The hotkey is available when you install the software in stealth mode. It helps Chat Monitor maintain an unobtrusive presence on your computer.

### The Importance of Providing an Email Address for Chat Monitor Reporting

When you configure the software, you will be prompted twice to provide a current email address. Once for registering your software and once again later in the configuration process for receiving activity reports from Chat Monitor. The address you provide for receiving reports 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. The SMTP server is the name of the computer that delivers your email to you. 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, more than one restart may be necessary.

1. Verify your computer meets the system requirements.
2. Turn off anti-virus software and any other running programs before running the Chat Monitor installation setup
3. If you have firewall software that blocks applications from communicating from your PC to the Internet, you will need to configure the firewall to allow `ctmn.exe` and `mcfgsys.exe`.
4. 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.
5. 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.
6. Carefully read each screen and follow the instructions.
7. When prompted to do so, print the Readme file.
8. At the end of the installation, 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
- Synchronization between the PC clock and an Internet atomic clock.

### Turn these features on yourself after installation:

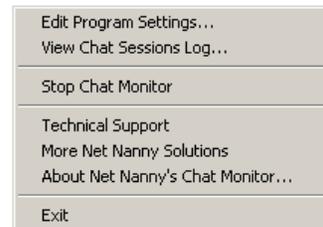
- Filtering of content within a conversation
- Scheduled access to chat and IM programs by day of the week and time of day.

## Accessing Chat Monitor Settings

After successfully installing the software, you can now access the Chat Monitor Settings, where you can personalize the software to best meet your needs.

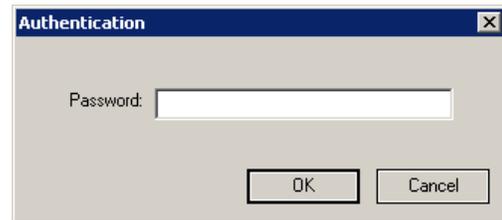
### To access Chat Monitor Settings: Visible installation

1. From the system tray, locate the Chat Monitor icon  and click it to display the menu.
2. Choose Edit Program Settings.
3. When prompted, type in your password.



### To access Chat Monitor Settings: Stealth installation

1. On your keyboard, press Ctrl + Shift, and then press your personal character (number or letter).
2. When prompted, type in your password.





## Monitoring Conversations

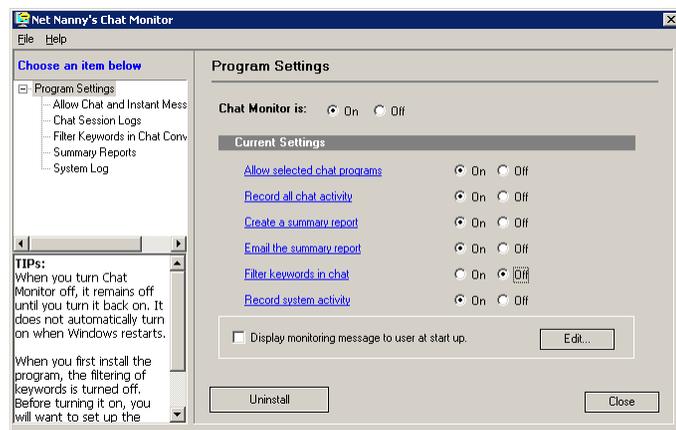
### *Individual Recordings*

When you install Chat Monitor, the software is pre-configured to allow access to all chat and instant messengers monitored by the software and to record all conversations that occur. If this meets the needs of you and your family, you do not need to make any additional choices in configuring the software.

You can enable or disable the recording of conversations quickly and easily from the main Chat Monitor Settings window.

#### Stop or start recording all chat activity

1. Open the Chat Monitor Settings.
2. On the main window, select either the On or the Off option for recording all chat activity.
3. Close the settings window.



### Viewing and Printing Recordings

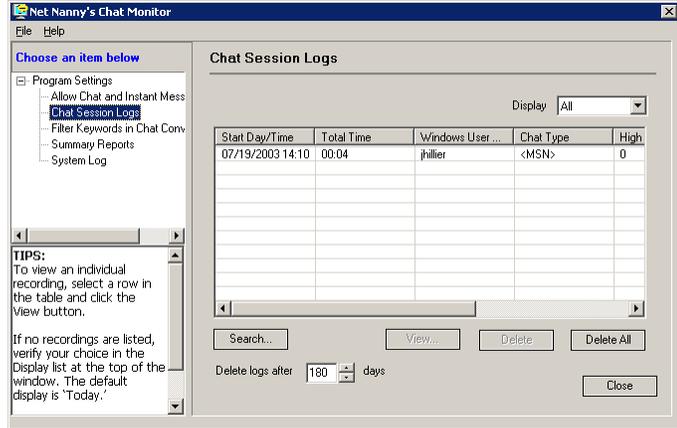
Recordings can be viewed in two ways. First, they can be opened and viewed through the Chat Monitor Settings window on the PC where Chat Monitor is installed. The individual recordings are summarized in the Summary Report. You can select a recording of interest and choose to view it. It then displays in Windows® Notepad. You can print the recording by choosing Print the File Menu of Notepad.

**Important:** Be sure that Word Wrap is enabled for Notepad as this makes the information easier to read. To enable Word Wrap, select it from the Format menu in Notepad. A check mark appears on the menu when Word Wrap is enabled.

The second way individual records can be viewed is remotely via email. If you have chosen to have a recording sent to you as a file attachment, you can open it and view it on any computer capable of viewing text files. This might be at your workplace or at some other location.

**To view a recording**

1. Open the Chat Monitor Settings.
2. On the main window, select Chat Sessions Log from the list in the top left corner of the window.
3. From the table, select a specific recording.
4. Click View.
5. Optionally print the recording.
6. Choose Print from the File menu in Notepad.



**Storing and Deleting Recordings**

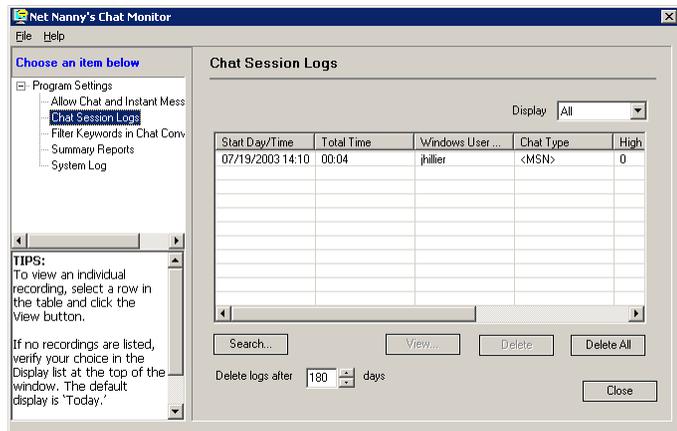
You can store individual recordings for as long as 999 days each. The default length of time is 180 days. It is recommended that you delete old recordings at regular intervals as dictated by the amount of space you want to use on the hard disk of the computer where Chat Monitor is installed. If you prefer to not have Chat Monitor delete recordings automatically, you can delete one or all recordings at any time.

**To choose when to delete recordings**

1. Open the Chat Monitor Settings.
2. On the main window, select Chat Sessions Log from the list in the top left corner of the window.
3. Type a value between 1 and 999 in the box for deleting recordings.

**To manually delete recordings**

1. Open the Chat Monitor Settings.
2. On the main window, select Chat Sessions Log from the list in the top left corner.
3. Do one of the following:
  - Select a row in the table and then click Delete.
  - Click Delete All.

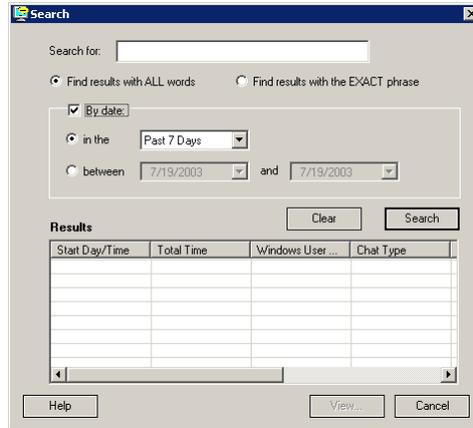


## Searching Recordings

You may be interested in identifying trends in chat and instant messaging conversations for a particular user or all users of your PC. Chat Monitor's search function enables you to search for information in multiple recordings.

### To search the recordings

1. Open the Chat Monitor Settings.
2. On the main window, select Summary Report from the list in the top left corner of the window.
3. Click Search.
4. Choose your search options.
5. Click Search.
6. To view a recording from the search results, select it and click View.

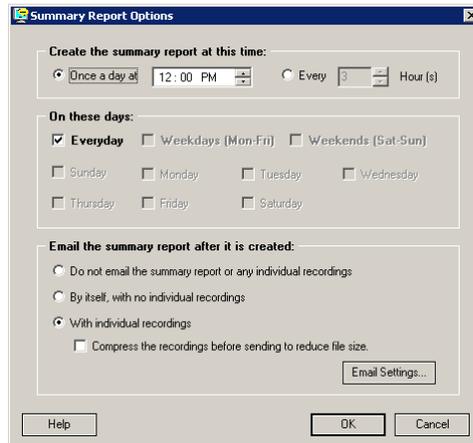


## Emailing Recordings

You can choose to have individual recordings emailed to you as part of receiving the summary report. The file size of these recordings may be quite large so you can optionally choose to have the files compressed before they are sent to you.

### To email recordings

1. Open the Chat Monitor Settings.
2. On the main window, select Summary Report from the list in the top left corner of the window.
3. Select Options.
4. On the Summary Report Options window, choose an option under Email the summary report after it is created
5. Click OK to close the window.





## Filtering Keyphrases and Keywords

### *Detection and Notification*

Keyword monitoring and filtering reduces your children's risk of exposure to online predators. When a specific keyword or phrase is detected in a conversation, Chat Monitor immediately takes the action you have specified, if any.

These actions, which can be used together in any combination, include:

- No action; simply recording the conversation.
- Replacing the keyword or phrase with a masking symbol, the asterisk. For example, if the phrase "what r u wearing" is typed by someone chatting with your child, Chat Monitor modifies the text so all your child sees is "\*\*\*\* \* \* \*\*\*\*\*\*".
- Sending a real-time email alert after a specified number of words or phrases are used in a conversation, which includes the number of times a word was used, the type of word/phrase and a list of the actual words and phrases used.
- Displaying a personalized message from the administrator to the person chatting after a specified number of words or phrases are used in a conversation.
- Ending the chat conversation after a specified number of words or phrases are used in a conversation and limiting access to chat and instant messengers after the conversation is disconnected.

### The Lists

Chat Monitor includes three lists of keyphrases and keywords: High Risk, Personal Information, and Other. These lists are fully viewable and editable by an authorized user. Chat Monitor uses the contents of these lists when analyzing online conversations.

#### High Risk Keyphrases

Children often are engaged in conversations that parents find suspicious or indicative of a potential threat. Chat Monitor enables parents to decide what content within a conversation is potentially risky and notifies them in real-time when the risk is perceived as high. This list includes phrases of an objectionable nature, many of which could be described as solicitous. You can add, edit or delete any entry on the list. This list can also be updated with additional entries from the Net Nanny website.

#### Personal Information Keywords and Phrases

Children feel safe online and often have no qualms about giving out identifying information. Chat Monitor lets you customize what information you want to protect. This list is empty until you add information to it such as names, addresses, telephone numbers, school names, team names, and financial information. You can add, edit or delete any entry on the list.

### Other Keywords and Phrases

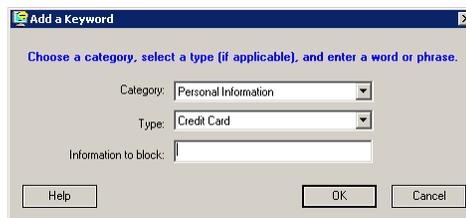
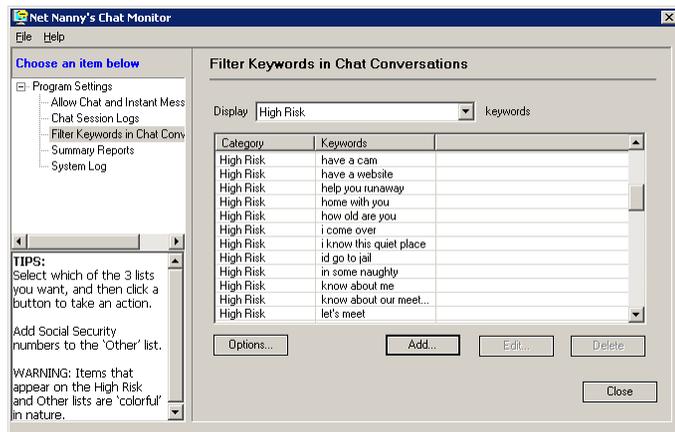
Many people feel totally anonymous online and chat room discussions or instant messaging conversations may quickly become harassing or sexual in tone. This list includes “colorful” words and phrases of an objectionable nature in multiple languages (English, French, Italian, German, and Spanish). You can add, edit or delete any entry on the list. This list can also be updated with additional entries from the Net Nanny website.

**Advanced Users:** You can direct Chat Monitor to mask multiple forms of the same word by using the asterisk symbol as a wild card character. A wild card is a symbol that stands for one or more characters. Using wild cards as part of the entries on the Other list enables Chat Monitor to find multiple versions of a single keyword. The wild card can be placed at the beginning of the keyword (\*blue), at the end of the keyword (blue\*) or both (\*blue\*).

### Adding or Editing Keywords and Phrases

#### To add or edit a keyword

1. Open the Chat Monitor Settings.
2. Select Filter Keywords in Chat Conversations from the list in the top left corner of the window.
3. On the Filter Keywords in Chat Conversations window, select the list you want to modify by choosing it from the list box: High Risk, Personal Information, Other. The selected list displays.
4. Do one of the following:
  - To add a new word or phrase, click Add.
  - To edit a word or phrase, select it and click Edit.
5. Type the keyword or phrase.
6. Click OK.

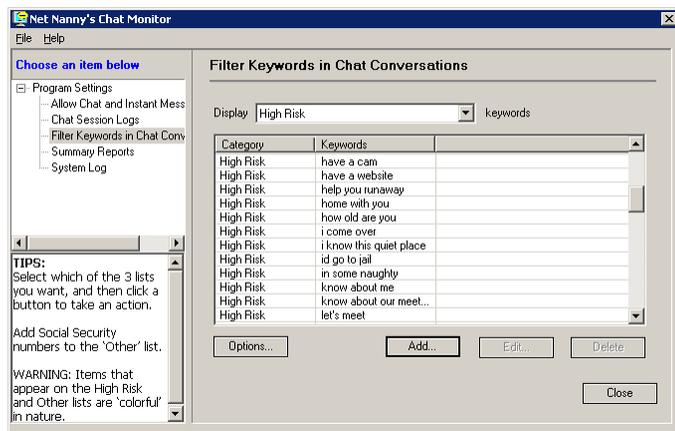


### Deleting words or phrases

You can delete words and phrases from any of the three lists.

#### To delete an entry from a list

1. Open the Chat Monitor Settings.
2. Select Filter Keywords in Chat Conversations from the list in the top left corner of the window.
3. On the Filter Keywords in Chat Conversations window, select the list you want to modify by choosing it from the list box: High Risk, Personal Information, Other. The selected list displays.
4. Select an item in the list and click Delete.



## Updating High Risk and Other keywords from [www.netnanny.com](http://www.netnanny.com)

You can choose to add new items to the lists of keywords by periodically downloading an updated list from the Net Nanny website and importing the list into Chat Monitor. The most current list update is posted in the Support section of the Net Nanny website. You can download the update to your desktop and then “import” it into your Chat Monitor program.

### To update the lists

1. Go to [www.netnanny.com](http://www.netnanny.com).
2. Choose Support.
3. On the Support page, choose Chat Monitor.
4. On the Chat Monitor page, click the link to download the list to your desktop.
5. After the download completes, open the Chat Monitor Settings.
6. From the File menu, choose List Update.
7. When prompted, locate the file you downloaded on your desktop and select it.
8. Click Open to add the file to Chat Monitor.



## Limiting online chatting

### *Controlling and blocking access*

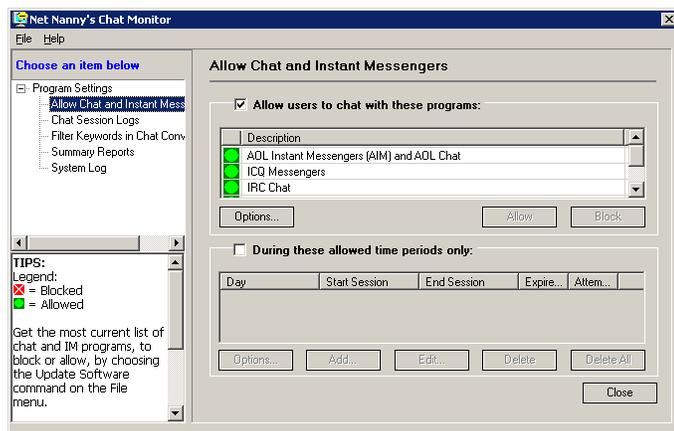
#### Blocking all access

You can choose to completely block access to one or more popular chat and instant messenger programs. Chat Monitor includes a pre-populated list of the chat and instant messenger programs it supports and you can choose to block or allow those programs.

Be sure to update your software regularly to ensure you have the most current list of supported chat and instant messenger programs.

#### To block access to one or more programs

1. Open the Chat Monitor Settings
2. Choose Allow Chat and Instant Messengers from the list in the top left corner of the window.
3. On the Allow Chat and Instant Messengers list, locate the list of programs and select an item from the list.
4. Click Block. The status of the program updates from allowed (green circle icon) to blocked (red x icon).
5. Repeat for additional programs as needed.



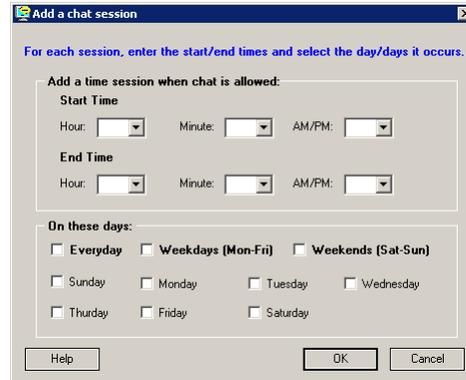
## Scheduling access

You can create a daily or weekly schedule of time periods when persons in your home are allowed to chat online. Chatting is allowed during the specified times only and using only those chat or instant messenger programs you have chosen to be “allowed.” Any attempts to chat outside these time limits are recorded in the system log. Additionally, you can choose to have Chat Monitor display a message to a person who attempts to chat when chatting is not allowed, reminding them of your personal values and rules.

**Important:** The time sessions you create when chatting online is allowed, applies only to those chat and instant messenger programs that are allowed.

### To schedule times when chat is allowed

1. Open the Chat Monitor Settings
2. Choose Allow Chat and Instant Messengers from the list in the top left corner of the window.
3. On the Allow Chat and Instant Messengers list, click Add, located near the bottom of the window.
4. For each time session when chat is allowed, choose the start and end times and the day or days it occurs.
5. Click OK.



## Reports

### *Monitoring user activity and system activity*

Chat Monitor maintains records of chat-related activities by both users and by the software in response to those user actions.

### Summary Report

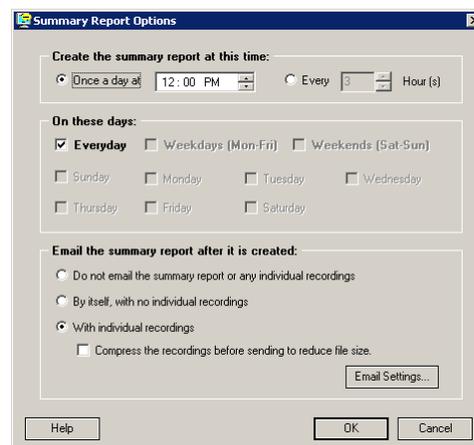
The Summary report presents high-level information about a user's chat activity and basic information about the computer where the software is installed and the software itself. This information can provide you an indication that tampering has occurred, for example, the installation date of the software changes from the date you know you last installed it.

Other related information includes the number of times a user attempted to chat when chatting was not allowed (Chat Session Attempts), the number of times a user attempted to change the PC's clock (PC Date/Time Changes), and the number of times someone attempted to gain access to the settings by typing a password (Administrator Password Attempts).

By default, the summary report is generated automatically following the initial installation and configuration of the software. You can choose the days of the week and the time of day you want the summary report generated. In addition you can choose to have it sent to you by email. This allows you to review its contents in privacy.

### To choose summary report options

1. Open the Chat Monitor Settings
2. Choose Summary Reports from the list in the top left corner of the window.
3. On the Summary Reports window, click Options.
4. Choose the options you want.
5. Click OK.



## System Log

The system log records events that may indicate a software-tampering attempt has been made. It also records when an email has been sent from Chat Monitor to the email address you have specified and that email has failed to arrive successfully. It does not document changes you have made to any of the programs settings, such as list updates, software updates or specific options (for example email or keyword options).

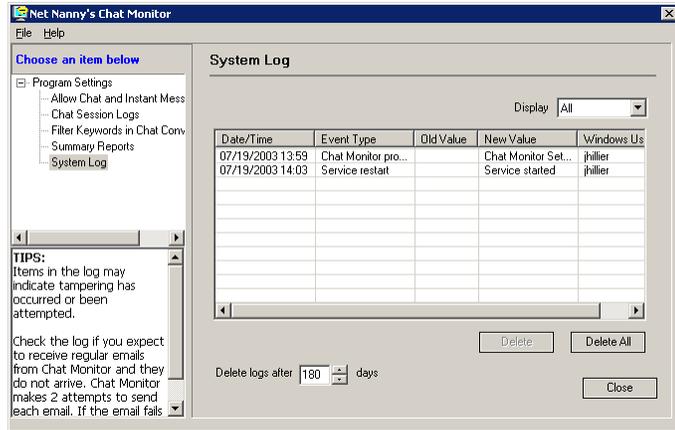
You can delete entries from the log manually, or have Chat Monitor delete the oldest logs after they have been kept on file for a specific number of days. (180 days is the default number that the logs are stored).

Entries that appear in the log are:

- **PC time change.** If the time on your PC has changed and you did not change it, tampering with the software may have occurred.
- **Password attempt.** If attempts have been made to “crack” the password by repeated attempts to type it, it may indicate a user has attempted to gain access to the settings.
- **Password change.** If the password has changed, and you did not change it, it may indicate that your password has been discovered and used to access the settings to change them or to delete the software.
- **Hotkey change.** If the hotkey has changed and you did not change it, tampering with the software may have occurred.
- **Questions change.** If the questions have changed and you did not change them, this may indicate tampering with the software has occurred.
- **Service restart.** The service is one of the Chat Monitor components necessary for the software to work. This may indicate that an unauthorized attempt was made to delete the software.
- **Chat Monitor program started.** If the program has been stopped from the system tray menu (visible installation only) or from within the main settings window, and re-started, this entry appears in the log.
- **Installation date.** If the installation date is not the date that you installed the software on, tampering may have occurred.
- **Email delivery failed.** If Chat Monitor has tried and failed twice to deliver email to the address you have specified, this entry appears in the log.
- **Chat Monitor program stopped.** If the program has been stopped and you did not stop it, this may indicate tampering has occurred.
- **Service stopped.** The service is one of the Chat Monitor components necessary for the software to work. This may indicate that an unauthorized attempt was made to delete the software.
- **Access attempts.** If attempts have been made to access blocked chat and instant messenger programs repeatedly, this may indicate an attempt to circumvent the restrictions you have set up for chatting. The number of these entries in the log can get quite large, very rapidly.

**To view or delete the system log**

1. Open the Chat Monitor Settings.
2. Select the System Log from the list in the top left corner of the window.
3. Do one or more of the following:
  - To delete an entry in the log, select it and click Delete.
  - To delete all entries in the log, select it and delete it.
  - To change how long logs are kept, change the number of days by entering a value between 1 and 999.





## Securing the Software

### *Passwords, Hotkeys, and Stealth*

#### Password protected settings

The Chat Monitor Settings are always protected by a password. You choose the password when you first install the software and then you can change it at any time through the Chat Monitor Settings.

#### Authentication Questions and the Forgotten Password

If you forget the password, as indicated by typing it 3 times incorrectly, Chat Monitor prompts you to authenticate yourself as the authorized user by correctly answering the authentication questions. You can change the questions at any time.

**Important:** This is recommended if you believe that your children have guessed the answers to the questions you selected.

#### Changing the Password

You can change the password at any time through the Chat Monitor Settings window. It is always recommended that you choose to send yourself an email to remind you of what the new password is. Be sure that it is sent to an email account that your children do not have access to or knowledge of.

##### To change the password

1. Open the Chat Monitor Settings.
2. From the File menu, choose Change Password.
3. Type your current password.
4. Type your new password.
5. Re-type your new password.
6. To send yourself an email of your new password in case you forget it, select the check box.
7. Click OK.

## Changing the Authentication Questions

You can change the authentication questions at any time through the Chat Monitor Settings window. It is always recommended that you choose to send yourself an email to remind you of what the new questions and answers are.

### To change the authentication questions

1. Open the Chat Monitor Settings.
2. From the File menu, select Change Questions.
3. Select a question from those available and type your answer in the box.
4. Repeat for the second question.
5. To send yourself an email of your new questions in case you forget them, select the check box.
6. Click OK.

## Anti-tampering measures

### Stealth

Chat Monitor leaves the choice to be stealthy or not in the hands of the parent. The stealth capability of Chat Monitor occurs on several levels. If you choose a stealth installation and leave the software in its default “monitor-only” mode, your children will be hard pressed to learn that the software exists on the computer at all. It is difficult to know the software is installed when there is no visible indication of its presence.

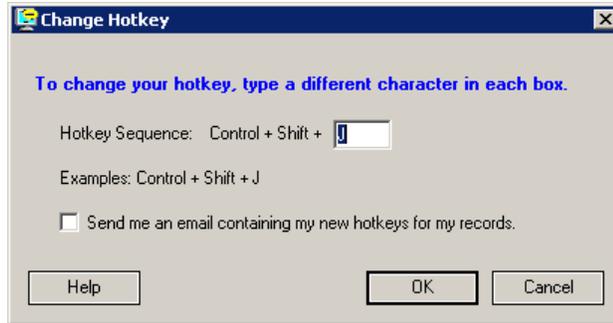
**Tip:** After monitoring for some period of time, you may choose to have a conversation with your children about their chatting activities, which promptly informs them that you have some sort of method for checking up on them. If you choose to have Chat Monitor take some action in response to chat activity, an action that is visible to the person chatting, the software is no longer unobtrusive and transparent, thereby alerting the person chatting to its existence.

### Hotkey combination

The hotkey combination provides an invisible point of access to the software resulting in additional stealth and additional security. You can change the hotkey combination at any time through the Chat Monitor Settings. It is always recommended that you choose to send yourself an email to remind you of what the combination is. Be sure that it is sent to an email account that your children do not have access to or knowledge of.

**To change the hotkey combination**

1. Open the Chat Monitor Settings
2. From the File menu, choose Change Hotkey.
3. Type a different number or character.
4. To send yourself an email with the new hotkey in case you forget, select the check box.
5. Click OK.



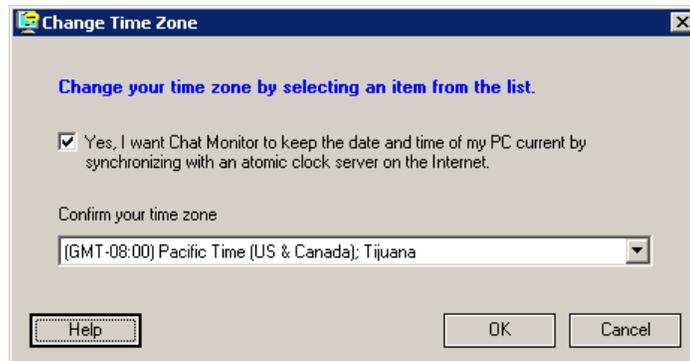
**Atomic Clock Synchronization**

The purpose of synchronizing your PC's clock with an atomic clock is to thwart those technically savvy users who want to get around the access control capability of Chat Monitor, specifically the time limit schedule. You set the initial time zone settings when you install the software. Every time a chat or instant messenger conversation starts on your PC, Chat Monitor synchronizes with an atomic clock. You can turn this feature off and on at any time.

If you move to a different time zone, you must change the time through the Chat Monitor Settings as well as the Windows desktop.

**To turn off or on time synchronization**

1. Open the Chat Monitor Settings
2. From the File menu, choose Change Time Zone.
3. Clear the check box.
4. Click OK.



**To change your time zone**

1. Open the Chat Monitor Settings.
2. From the File menu, choose Change Time Zone.
3. Select another time zone from the list box.
4. Click OK.



## Keeping Current

### *Updating the Software, Keyword Lists, and Email*

#### Software Updates

Chat Monitor depends on current information to keep up with new chat and instant messengers programs that become available and accessible to your children. Using your Internet connection, you can keep your software updated with support for the latest chat programs as well as any defect fixes or other minor software improvements. Your normal Internet access charges apply when you update the software using Chat Monitor's update wizard.

The update wizard automates the process of obtaining and installing program updates. It locates and obtains files from an Internet site and installs them. When you installed the program, you were prompted to check for software updates. If you chose to not do so, it is recommended that you check for software updates as soon after you install the software as possible. After installation, you will want to check for updates regularly.

#### To update the software

**Important:** Updating the Chat Monitor requires a restart of your computer.

1. Open the Chat Monitor Settings.
2. From the File menu, choose Update Software.
3. Follow the instructions. The process finishes with a restart of your computer.

#### List Updates

You can periodically update the list of pre-populated keywords (High Risk and Other) used by Chat Monitor for filtering content in chat conversations by importing an updated list from the Chat Monitor website ([www.netnanny.com](http://www.netnanny.com)). This is in addition to any new entries you add to the lists yourself.

#### To update the lists

1. Go to [www.netnanny.com](http://www.netnanny.com).
2. Choose Support.
3. On the Support page, choose Chat Monitor.
4. On the Chat Monitor page, click the link to download the list to your desktop.
5. After the download completes, open the Chat Monitor Settings.
6. From the File menu, choose List Update.
7. When prompted, located the file you downloaded on your desktop and select it.

## Email Settings

You can ensure uninterrupted delivery of email reports from Chat Monitor by updating your email settings promptly whenever your email changes or if you decide to have Chat Monitor send reports to a different email account.

**Tip:** Do not use the email server authentication options (Account Name and Password) unless required to do so by your email provider.

### To update your email settings

1. Open Chat Monitor Settings.
2. From the File menu choose Change Email Settings.
3. Make the necessary changes, being sure to correctly specify the SMTP server for your email provider.
4. To send yourself a test message, click Test Email. This is highly recommended.
5. Click OK.

**Change Email Settings**

**Make necessary changes and then click Test Email to send a test message**

Email Address:  Retype Email Address:

SMTP Server:

**Only if required by your email provider, enter an account name and password.**

My email server requires authentication

Account Name:  Password:

# Index

anti-tampering .....	22	hotkeys .....	3, 22
atomic clock synchronization.....	23	accessing program settings.....	5
anti-virus software .....	4	changing.....	23
atomic clock synchronization.....	23	installation types .....	3
authentication questions .....	22	installing the program .....	4
benefits of the program.....	1	anti-virus software.....	4
blocking .....		firewall software .....	4
chats and instant messengers .....	15	keyword filtering .....	11
Chat Monitor .....		keywords .....	
accessing the settings .....	5	adding or editing .....	12
default settings.....	5	deleting.....	12
features and benefits .....	1	High Risk list.....	11
installing .....	4	Other list.....	12
system requirements.....	3	Personal Information list.....	11
uninstalling.....	4	updating lists .....	13
updating the software.....	25	using wild cards.....	12
default settings .....	5	limiting online chatting.....	16
deleting .....		lists .....	
Chat Monitor .....	4	updating .....	25
recordings .....	8	monitoring .....	7
system log .....	19	passwords .....	
email addresses .....		changing.....	21
importance .....	3	forgotten .....	21
SMTP .....	4	program settings .....	
testing .....	3	accessing.....	5
email settings .....		questions .....	
changing .....	26	authenticating .....	21
emailing recordings .....	9	changing.....	22
emails .....		recordings.....	17
change password .....	21	deleting.....	8
change authentication questions .....	22	printing.....	7
changing hotkeys.....	23	searching.....	9
delivery failures .....	18	starting and stopping .....	7
features of the program .....	1	storing .....	8
file attachments .....	17	viewing .....	7
emailing.....	9	removing the program .....	4
receiving.....	9	reports .....	
filtering online conversations.....	11	summary .....	17
firewall software .....	4	system log.....	18
forgotten passwords .....	21	scheduling when chatting is allowed .....	16

searching recordings.....	9	time limits.....	16
SMTP .....	4, 26	time periods	
software updates .....	25	adding .....	16
stealth .....	22	time synchronization	
accessing program settings.....	5	turning off and on .....	23
stealth installation .....	3	time zones	
summary report		changing.....	23
options .....	17	uninstalling the software .....	4
system log.....	18	updates	
viewing .....	19	keywords.....	25
system requirements .....	3	software.....	25
system tray .....	3	visible installation .....	3
accessing program settings.....	5	accessing program settings .....	5
tampering .....	22	wild cards	
system log .....	18	using with keywords .....	12