



## FAQ - Frequently Asked Questions

### 1. Who is Brigadoon Software, Inc.?

Brigadoon Software, Inc. is a closely held New York corporation specializing in the development and distribution of innovative computer security software products. Formed in 1999, BSI has grown into the largest provider of stand-alone computer tracking and theft recovery software in the world to both the Windows and Apple communities. BSI's Award Winning Flagship software products PC PhoneHome™ and MacPhoneHome™ have been internationally recognized as "Best of Brand."

### 2. What is PC PhoneHome™ and how does it work?

PC PhoneHome™ is a stealth computer security program that tracks the location of your computer every time it makes an Internet connection. When you boot your computer and go online, PC PhoneHome™ sends a stealth e-mail message containing its exact location to a pre-determined e-mail address set by the customer. In the event the computer is stolen, the customer must make a report with the local police and then notify the PC PhoneHome™ Command and Tracking Center, which will provide full tracking and recovery support. When the stolen computer goes online it will send a stealth message to the pre-determined e-mail address containing its location. Once this information is received, recovery agents at PC PhoneHome™ will work with our customer, the local ISP and the investigating law enforcement agency to recover the stolen property. PC PhoneHome™ provides worldwide tracking and recovery ability. Over the last thirteen years our recovery rate has been better than 99%!

### **3. Does PC PhoneHome™ work only on Laptops?**

**PC PhoneHome™ protects laptops, netbooks and desktop computers.**

### **4. Why do I need PC PhoneHome™ ?**

**According to US Government and Insurance Industry Statistics there were 8,000,000 computers lost and stolen in the USA in the last three years. Worldwide statistics are proportionally similar.**

**According to the FBI, only 3% of stolen computers are EVER recovered (That don't have a tracking software inside). You don't have to be a victim!**

### **5. Does PC PhoneHome™ Spy on me?**

**Absolutely not! Unlike other tracking and recovery software on the market, PC PhoneHome™ contains NO SPYWARE!!! Beware these products as they may subject your organization to legal action. Several competitive products have cost their customers HUGE legal settlements. Just do a Google search. Protect yourself from litigation...**

### **6. What are the system requirements to run PC PhoneHome™ ?**

**PC PhoneHome™ runs on the Windows XP, Vista & Seven OS.**

### **7. Does PC PhoneHome™ affect my computer's performance?**

**No. PC PhoneHome™ resides at a very low level, uses virtually no system resources and will not inhibit system performance nor interfere with any applications.**

### **8. Can PC PhoneHome™ be used on a dual boot system?**

**Absolutely! However, you must install PC PhoneHome™ in each Windows partition to be protected.**

### **9. How do I install PC PhoneHome™ ?**

**Installing PC PhoneHome™ is a simple Internet download or CD installation. Just follow the registration and configuration wizard in our Install/Trace FAQ for detailed instruction included with the download or CD**

#### **10. How long does it take to install PC PhoneHome™ ?**

**It takes the average user less than 5 minutes to install and properly configure PC PhoneHome™ .**

#### **11. How do I know PC PhoneHome™ is really working?**

**All you need to do is check the Email address you entered as the "Recipient's Email ID" in the configuration window during installation to see if you received the stealth Email message. If you have any doubts of proper installation, contact our tech support at any time.**

#### **12. Can unauthorized parties tell PC PhoneHome™ is running?**

**PC PhoneHome™ is completely transparent to the computer user. There are no icons, files or directories visible on the computer. PC PhoneHome™ resides at a very low level and has been purposely disguised to appear to be part of the operating system. You won't find it running in the task manager and won't see it running as a process either.**

#### **12. Can unauthorized parties remove PC PhoneHome™ ?**

**You cannot remove what you cannot see. Great care has been taken to insure PC PhoneHome™ cannot be removed by unauthorized parties. Several security measures have been specially coded to insure survivability. If key files are discovered and deleted, they will re-spawn and continue to send their stealth message upon reboot.**

#### **13. What happens if a computer's hard drive is removed?**

**The PC PhoneHome™ stealth application resides on the hard drive. If the protected hard drive is plugged into another computer, PC PhoneHome™ will continue to operate and send its stealth message. Once received, this information will be investigated and utilized in the recovery process.**

#### **14. What if the thief formats my hard drive?**

**PC PhoneHome™ is highly tamperproof. PC PhoneHome™ If installed properly as per our install instructions, an unauthorized party can not reformat your computer. See our "Hardening your Computer" tutorial for additional information on this subject.**

**15. How can I “Harden my Computer” to add security?**

Please see our “Hardening your Computer” tutorial for additional information on this subject.

**16. What happens when my PC PhoneHome™ license expires?**

With our single user version of PC PhoneHome™ your software never expires. Unlike our competition, with PC PhoneHome™ there are no yearly monitoring fees, no additional charges, and no hidden costs!

PC PhoneHome™ is available to you for a one time low-cost fee and provides a lifetime of protection for your computer.

**17. Can PC PhoneHome™ co-exist with anti-virus software?**

Absolutely! PC PhoneHome™ has been tested and is compatible with all major anti-virus products.

**18. Can PC PhoneHome™ work with encryption software?**

Absolutely! We encourage our users to use the strongest encryption software products they can find to safeguard their proprietary data.

**19. How often does PC PhoneHome™ “phone home?”**

PC PhoneHome™ sends a stealth Email message to the pre-determined Email address every time it makes an Internet connection. In the event the protected computer is plugged into a network, it will send its message every 24 hours or if the IP address should change.

**20. Does PC PhoneHome™ work with firewalls?**

Absolutely! PC PhoneHome™ has been tested and is compatible with all major firewall products.

**21. How can I deploy PC PhoneHome™ to my organization?**

PC PhoneHome Enterprise™ is the only computer tracking and theft recovery software in the world capable of large-scale network deployment to a large number of computers using different operating systems simultaneously. Imagine if you had to install and configure any software package on hundreds or thousands of computers...

**We've taken the hassle out of protecting your computers with PC PhoneHome Enterprise™ ... PC PhoneHome Enterprise™ allows your organization to deploy the software via numerous methods, including "ghosting" or various "network push" techniques. Unlike our Single Copy version that needs to be individually configured, PC PhoneHome Enterprise™ is configured for your organization here in our lab. We hard code your organization's ownership and reach information right into the source code.**

**You simply deploy your customized PC PhoneHome Enterprise™ software to your organization's machines. No hassle. No long term deployment time frame. PC PhoneHome Enterprise™ is used by academic institutions, corporations and government agencies worldwide. Special low cost Enterprise versions allow organizations to safeguard their property at a fraction of retail cost. Call us today. You don't have to be a victim!**

## **22. How do I report my computer stolen?**

**If your computer is stolen you must make an immediate local police report with the appropriate local law enforcement agency. Make sure to note the officer's full name and badge number. Be sure to get the case number he assigns to the report. Next, contact the BSI Command and Recovery Center. We do all the work from this point on... Our recovery specialists will provide full technical and recovery support.**

## **23. What if my stolen computer doesn't connect to the Internet?**

**PC PhoneHome™ is an intelligent software solution. It activates upon connection to the Internet. Once a connection is made, it ascertains its location and sends its stealth email to our Command and Recovery Center.**

## **24. How am I notified when my stolen computer is found?**

**During installation and registration you will be asked to provide contact information for yourself. This is the information used to notify you of a successful recovery.**

## **25. How can I remove PC PhoneHome™ ?**

**PC PhoneHome™ is highly tamper-proof and cannot be removed by unauthorized parties. The uninstall process requires a special uninstall program that we create upon demand for our registered users that will**

**ONLY work on your computer. This additional security measure was implemented to raise the protection bar and insure PC PhoneHome™ cannot be removed by a thief.**

**26. What if I sell my computer and buy a new one?**

**You may request an uninstall program from our tech support department at any time to remove PC PhoneHome™ from the hard drive.**

**27. How do I change my configuration information?**

**Simply search for configmod on your hard drive and open the file. This will allow you to change your settings.**

**28. What happens to my registration details?**

**The registration information is used to assist law enforcement or security personnel to recover your missing computer.**

**29. What makes PC PhoneHome™ different from similar products?**

**Unlike all other tracking agents on the market, PC PhoneHome™ is a stand-alone stealth application. It does NOT contain a client server reliance, which we consider a major computer security vulnerability that can put your confidential data at risk.**

**PC PhoneHome™ protected computers do not rely on receiving instructions from a host to send their location. Our protection scheme is fully automated and self-sufficient. Also, unlike other tracking agents, PC PhoneHome™ allows the user to do their own monitoring at a significant reduction in cost. With PC PhoneHome™ there is no yearly monitoring fees, no additional charges, and no hidden costs! One time low-cost fee. Lifetime protection for your computer.**

**30. How does PC PhoneHome™ communicate its location?**

**PC PhoneHome™ uses the Internet as its worldwide communications infrastructure. Every time a PC PhoneHome™ protected computer makes an Internet connection, it will send the stealth Email message to the pre-determined Email address that you designated. The originating IP address in the Email header provides enough information for our recovery specialists, ISPs and investigating law enforcement agencies**

to ascertain the actual physical address from where the message was sent.

**IMPORTANT: All fields MUST BE entered correctly; otherwise, there will be problems in obtaining a proper search warrant to retrieve the missing computer. Incorrect, inaccurate, or less than truthful information entered into the registration form will only hinder the law enforcement agency in the recovery of your missing computer.**

**31. Can PC PhoneHome™ be “ghosted” or included on a disk image?**

PC PhoneHome™ may be deployed to multiple computers utilizing a variety of options. Our PC PhoneHome Enterprise™ version may be “pushed” via your network transparently or with pop-up GUI notification. PC PhoneHome™ may also be deployed using all popular disk imaging products.

**32. Will the police really respond to the report of my stolen computer?**

**Yes! Computer theft is at an epidemic level worldwide. Reliable computer theft statistics indicate that the problem is only getting worse. Computers are not cheap. Generally, the price of the stolen computer puts it in the Grand Larceny category of crimes. How the computer was stolen is also a factor. It may have been stolen during a burglary. Because of these factors, understaffed but well meaning police agencies have embraced PC PhoneHome™ with open arms. They have found PC PhoneHome™ is a powerful tool that allows them to solve previously unsolvable crimes.**

**In several cases we’ve handled, police were actually able to arrest and convict entire theft rings. According to the FBI, only 3% of stolen computers are ever recovered. As of this writing, our recovery rate is 99% worldwide. You don’t have to be a victim!**