



What if YOUR laptop gets stolen?

5 April 2002
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FAQ

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More Questions?
Just e-mail question@zTrace.com and a member of the zTrace™ staff will respond.

1. Who is zTrace, Inc?
zTrace Technologies is a premier provider of innovative security software and services designed to meet the challenging data security and asset protection demands of today's mobile computing environment. Serving enterprise, government, education, and consumer markets, zTrace is fast-tracked to be the global leader in mobile computing security. For more information about zTrace products, visit www.ztrace.com or telephone (877) zTrace-2

2. How do I contact zTrace for product and investment information?
See <http://www.ztrace.com>. For product information, contact info@zTrace.com and for investment information, contact investor@zTrace.com.



3. How does zTrace™Gold work?

zTrace Gold is an invisible software application that traces a missing laptop's location for recovery. The computer completes a handshake with the zServer at every Internet connection. If the laptop is reported missing, proprietary steps occur for the zTrace Recovery Team to identify the computer's exact physical location and then get it back. Rest easily with zTrace protecting your computer!



4. What Operating Systems are supported by zTrace?

zTrace™ will run on Desktop and Laptop Computers with Windows XP, 2000, ME, 98. 386 DX or higher, 16 MB RAM, 2M HD space.



5. Can zTrace be operational on a dual-boot system?

Yes when used with one of the Windows Operating Systems listed above.



6. Will software protect only laptops?

No. zTrace™ will protect laptops and desktop computers, at home or in the enterprise.



7. How do I install zTrace?

For individual installations, follow the registration and installation wizard on the zTrace web site - please click [here](#).



8. How long does it take to install zTrace?

It takes just a few seconds for an individual installation.



9. Do I need to install zTrace applications on each PC individually in an enterprise setting?

Enterprise installations are managed from a central location and installed invisibly.



10. What happens to my registration information? Is it secure?

Your personal information is held securely at our company location. Our servers are entirely secured, so that your registration details are not available to outside sources on any network or Internet connection. To see our Privacy Policy, click [here](#).



11. Can anyone tell if zTrace is protecting my computer?

There are no icons, files, directories, sounds or ANYTHING visible on the computer, providing total invisibility to the user.



12. How do I report my computer stolen to activate tracking?

You can report the theft by e-mail, telephone or fax, whichever is most convenient for you: call the toll-free number: (877) zTrace-2; send an e-mail to theft-report@zTrace.com, or a fax to (617) 507-6489.



13. What happens if the stolen PC does not connect to the Internet?

zTrace Gold becomes active only when the computer connects to the Internet. As soon as the computer connects, zTrace detects its location. After you file a report, zTrace™ uses the next connection to detect the location of the computer.



14. How am I notified when my computer is found?

The information you entered during registration and specific additional information on the theft report will be used to notify you when your computer is found.



15. Can zTrace identify a phone number that is unlisted or using Caller ID blocking?

zTrace Gold supports intelligent telephone dialing capabilities to trace location through any public or

private phone system, including dial-out prefixes, international calls, and can even capture blocked or unlisted calls through caller ID.



16. Can the user hear the modem when zTrace makes a call?

No - The modem speakers are turned off during the call.



17. What happens if the Internet method of connection is changed?

zTrace works as before! If the method of Internet connection is changed (e.g. cable modem to dial up) - the software is intelligent and determines the best method to connect to the Internet in a stealth fashion. zTrace works with any type of Internet connection, including dial-up, cable modem, DSL, T1 and wireless. It recognizes and traces through both internal and external networks for LAN/WAN configurations to pinpoint actual location of stolen laptop.



18. Can zTrace work through firewalls to reach the Internet?

Yes - the core technology penetrates the majority of firewalls and proxy servers to automatically to provide optimum security in a corporate setting. This increases the chances of tracing and recovery in corporate espionage cases.



19. Can I remove zTrace™? How?

A subscriber can remove the program from his/her computer using a personalized password that can be requested from [here](#).



20. Can I unsubscribe from zTrace™ Services?

Yes, you can unsubscribe from zTrace™ by uninstalling zTrace™ from your computer. If you want the uninstall instructions emailed to you, email us at uninstall@ztrace.com.



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

zTrace™ will service your new computer. Just resubmit your registration, and your new computer will be zTrace™ protected too. The new owner of your computer will have to subscribe for the service to get zTrace™, or you can simply cancel your subscription with that computer.



22. How do I change my PIN number if I forget it?

Contact support@zTrace.com.



23. How do I get my password if I forget it?

Contact support@zTrace.com.



24. How do I modify my account information?

Log on to the zTrace customer site and select "Update Registration Information".



25. Can zTrace co-exist with anti-virus software?

Absolutely. zTrace operates totally undetected by all known anti-virus programs.



More Questions?

Just e-mail question@zTrace.com and a member of the zTrace™ staff will respond.



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