

## Computrace LoJack for Laptops: Frequently Asked Questions

### GENERAL

#### Q. How can I tell if Computrace LoJack for Laptops is installed on my computer and working?

A. In order to verify Computrace LoJack for Laptops is properly installed on your computer do the following:

1. Log into the Computrace LoJack for Laptops website using your existing email and password at [www.lojackforlaptops.com](http://www.lojackforlaptops.com).
2. Click on **Recent Calls** from the **Account Management** menu.
3. From here you should be able to see the details of your ten most recent calls (typically once a day if your computer is constantly connected to the Internet). You can also perform a test call by clicking the **Perform a Test call** button on the **Account Overview** page.

**Note:** The details of a successful test call should appear in the list of recent calls approximately 15 minutes after the call has been completed.

#### Q. Can a thief see that Computrace LoJack for Laptops is running on my computer?

A. No. As long as you do not keep any information on Computrace LoJack for Laptops easily accessible on the computer no one will be able to know Computrace LoJack for Laptops is installed.

#### Q. Can Computrace LoJack for Laptops be detected?

A. The Computrace LoJack for Laptops software uses capabilities that allow it to run without being detected by traditional means such as looking at the disk directory or running a utility that examines the computer's memory.

#### Q. Can Computrace LoJack for Laptops be removed?

A. The Computrace LoJack for Laptops software is tamper resistant and not easily removed by traditional tools and procedures. The software can only be removed by an authorized user with the correct password. Please be sure your password is stored in a safe location and not on the protected computer.

#### Q. Can I install Computrace LoJack for Laptops on more than one computer?

A. No, the Computrace LoJack for Laptops license allows the software to be installed on one computer. If you have other that need protection from theft, you will need to purchase additional copies of the product.

#### Q. How do I transfer my copy of the Computrace LoJack for Laptops software to a replacement computer?

A. If you buy a new computer, you can transfer the Computrace LoJack for Laptops service to the new computer by completing the following steps:

1. From your new laptop, log into the Computrace LoJack for Laptops website [www.lojackforlaptops.com](http://www.lojackforlaptops.com) using your existing email and password.
  2. Select the **License Details** menu option.
  3. The **Protected Laptop** section will display the details of your previous computer. To update these details, press the **Transfer license** button and provide the serial number, make and model of your new computer.
  4. Once your license has been updated with the correct details, you can proceed to install the software on the new computer.
  5. Select the **Install/Remove** menu option.
  6. Click the **Install** button to install the software on your new computer. Installing the software on the new computer will disable the software on your previous computer.
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7. Once the installation is complete, perform a **Test Call** (from the **Account Overview** page) to verify that the Computrace LoJack for Laptops software is operating on your new computer.

## ***REQUIREMENTS & COMPATIBILITY***

### **Q. What are the minimum system requirements for Computrace LoJack for Laptops?**

#### **A. System Requirements for PC:**

Windows 7 (64-bit or 32-bit version) or Windows Vista (64-bit or 32-bit version) or XP (32-bit version only)  
Internet Connection  
Internet Explorer 6 or above  
Macromedia Flash Player

#### **System Requirements for Mac:**

Mac OS X v10.3 or higher  
Macintosh® system with PowerPC G3/G4/G5 processor or Intel Core Duo processor  
Internet connection  
Safari or Firefox Browser  
Macromedia Flash Player

### **Q. Does Computrace LoJack for Laptops interfere with applications that are in operation?**

**A.** No. The product is optimized for efficiency and does not affect system performance or security.

### **Q. What are the browser requirements of the Computrace LoJack for Laptops website?**

**A.** The Computrace LoJack for Laptops website supports Internet Explorer version 6 and higher, Safari, and Firefox browser.

## ***CONNECTIVITY***

### **Q. How often does Computrace LoJack for Laptops contact the Monitoring Center?**

**A.** The call frequency is typically set to once daily and is automatically increased after a computer has been reported stolen to report every 15 minutes.

### **Q. Can Computrace LoJack for Laptops work with a dialup, DSL, wireless, or cable Internet service?**

**A.** Yes. Computrace LoJack for Laptops works over dialup or any other type of Internet connection.

### **Q. Does Computrace LoJack for Laptops need a certain ISP to connect to the Monitoring Center?**

**A.** No. Computrace LoJack for Laptops uses any available Internet connection to reach the Monitoring Center

## ***THEFT & LOSS RECOVERY***

### **Q. What are the required steps for reporting theft or loss of a computer?**

**A.** In order to report a theft or loss of a computer to the Computrace LoJack for Laptops Recovery Team, you first need to file a report with the local police where the theft took place.

#### **For example**

If the theft or loss occurred on the University of Pittsburgh Campus, file a report with the Campus Police Department.

If the theft or loss occurred off campus, file a report with the local police department.

**Be sure to obtain a copy of the police report and the police report case number.** Then report the theft to the recovery team using **one** of the following methods:

Login to your account at <https://www.lojackforlaptops.com/customer/login.asp> and click the **Report A Theft** link.

Fill out a **Theft Report Form** (available on your LoJack CD) and fax it to 1-604-608-3817.

Call Computrace at 1-604-676-3644.

The Recovery Team will contact you with news about your computer.

### **Q. What should I do once I have filed a report with the Recovery Team? File: Computrace LoJack for Laptops: FAQs Page 3 of 3 December 2009**

**A.** Once you file the report with the Computrace LoJack Recovery Team, you will receive an email confirmation of your report and will have limited access to the product website in order to see whether your computer has contacted the Monitoring Center.

The Recovery Team will contact you with news about your computer.

### **Q. What is the length of the service period?**

**A.** The Computrace LoJack for Laptops product issued by Full Sail University has a three-year subscription period.

**Get Help :**

LoJack for Laptop support: <http://www.absolute.com/en/lojackforlaptops/support/index.aspx>

More FAQs <http://www.absolute.com/en/lojackforlaptops/support/faqs/technology.aspx>