AlphaLine
Security

Instruction Manual

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1 INTRODUCTION

AlphaLine Security software provides protection for mobile devices through a central online interface. The software's scalability allows it to be usable by large and small corporations. Three pricing tiers enable companies to pay for only the features they need, and custom plans are always available for companies with unique needs.

AlphaLine Security can be used by management to track employees in real-time or locate a lost device. Geofences can be formed to create a secure border around preset locations, and sensitive company data can be wiped incase a device is stolen. The software can be installed on company devices in a few short steps and, unless informed, employees will not know it's there. With mobile devices playing an increasing role in the world it's important that you invest in the security of your company's information by protecting it with AlphaLine Security.

2 GETTING STARTED

2.1 CREATING AN ACCOUNT

From the home page click the "Login" link in the top right. In the login box there is a "Sign up" link. This will start the initial account setup procedure. Follow the setup until you are taken to the Dashboard. If setup is interrupted you may need to complete account setup by going to the Manage Account page.

2.1.1 Enter account information

Fill out the form as completely as possible. If you are creating this account for a business please fill out the company information. If this is for personal use you can skip that step. Be sure to read over and understand the Terms of Service before accepting them.

2.1.2 Selecting a plan

First you need to select the number of devices you will have on the account. This is the number of licenses you will be purchasing. Later if you decide you need more, you can increase the number of licenses from the Manage Account page.

You may choose to be billed monthly or annually.

Carefully look over the plans and decide which one is best for you. Clicking the "More Info" link in any package will bring up a detailed chart comparing all the plans and explaining the features in more depth.

If you need a custom package we are able to create that for you. There is a minimum number of devices that must be on your account for us to create a custom plan for you. Contact us at sales@alinesecurity.com for more details.

Once you have decided on your preferred plan, click the "Select" button to go onto the next step. Later, if you wish to change you plan you can easily do so from the Manage Account page.

2.1.3 Entering payment information

You will need to enter your credit card information. (Payments are securely handled by our partner Stripe. For more information, visit them at http://stripe.com.) If you are unable to use a credit card you may skip this step and contact us at sales@alinesecurity.com to work out a different method of payment. Payment by credit card is optimal since it allows you to freely adjust the number of licenses you have as well as the plan you're on. If you must use an alternate method of payment you will have to contact us to make adjustments to your plan.

2.1.4 Review and confirm

The last step is to verify the new plan you are purchasing. All plans have a free trial, and you won't be charged until that trial is over. If you skipped entering a credit card be sure to either contact us or add a credit card before your trial is over. If your trial ends with no payment you will have to contact us to restart your account. Once you have verified the information is correct, press the "Purchase Plan" button to finish setup. You will be sent an email in order to verify your email address. Your account will be locked until your email has been verified.

If you failed to enter a plan or billing info you can do so in the "Manage Account" tab.

2.2 LOGGING INTO YOUR ACCOUNT

From the home page click the "Login" link in the top right of the page. Enter your username and password; then click the "Login" button. If you want the system to remember your username you can check the "Remember me" box before logging in.

2.3 ADDING A DEVICE

Adding a device to your account requires that you install the client app onto that device.

2.3.1 Download and install

Download the client app by searching the appropriate app store for "AlphaLine Security Client". You may also use the links below to find the app for the appropriate device.

App store links:

Android - Google Play: https://play.google.com/store/apps/details?id=com.alienmantech.greygalaxy

2.3.2 Setup

You can use your admin credentials to login or use the login code for your account. The login code can be found by logging into your account online, going to the Manage Account tab, and clicking the Add a Device button. The login code is useful when giving instructions to employees so you don't have to release the admin login credentials.

Next, uniquely name the device so you identify it later on when you're in the interface.

The app requires elevated permissions for some of its functions. Accept the permissions to continue.

The final step is to hit submit. Nothing in your account has been saved at this point. Once you press the submit button all important data will be sent from the device to your account. Licensing will be handled automatically. If there is a license available on your account it will assign it to this device. If there isn't an available license it will give you an error message. You should then go online and purchase more licenses before adding this device.

Once a device is added there is no need to do anything else on the device. All settings for the app can be managed from your online account.

If you wish to have users install and setup the app themselves you can send them an email with instructions. To send the instruction email, log into your account, go to the Manage Device tab, and click the Add a Device button. On this page you can send an email with instructions for setup. You can send the email to multiple people at a time by separating their email address with a comma. By default a pre-made email body will be available to you. This default template includes all necessary instructions, links to the app store, and login code they will need to complete install. Note: This email comes from our automated system so it's wise to include details about whom you are and why the user needs to install this app. This information is already included in the template's first paragraph for you.

3 NAVIGATING THE INTERFACE

3.1 NAVIGATION TABS

There are four navigation tabs you'll see when you log into your account. The primary tab is the Dashboard. This is where you can control the different features of the app. You will also see the Manage Groups tab where you can manage all your groups and associated devices within those groups. Next, is the Manage Devices tab where you can change the settings for the app on a device. Finally the Manage Account tab is where you can change your plan, number of licenses, and other account and billing related items.

3.2 THE DEVICE SELECTOR

The device selector is where you choose the devices you want to control. It consists of two boxes. The one on the left is where you navigate your groups and see all the devices in your account. The box on the right is the devices you are currently controlling.
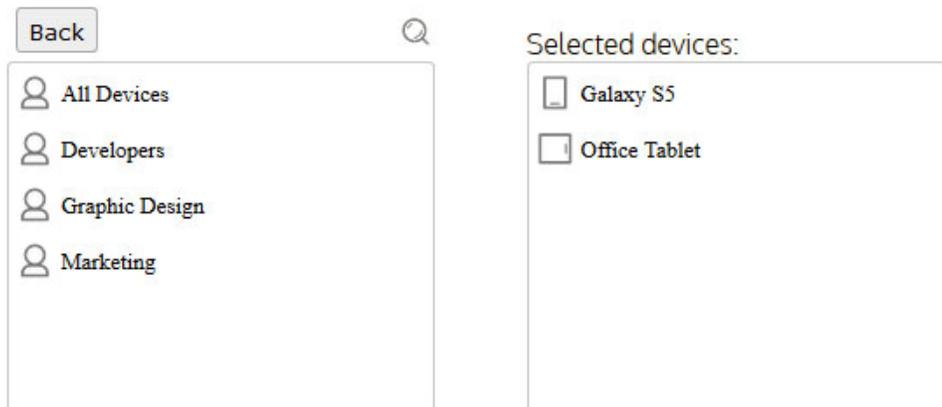
The All Devices group is created by the system and will always contain every device in your account. The All Devices group cannot be renamed or deleted.

The "Back" button will always take you back to the list of groups.

To view devices in a group, click on the group name. This will display the group name at the top if the list, followed by all the devices in that group. To add a device to the selected devices list you can click on it. You can also click on the group name at the top to add all the devices in that group to the selected devices list.

You can search for a device by its name. To do this, go into the group in which you want to search, or if you are at the group listing, it will search all groups. Click on the magnifying glass to open the search box. Then, type in the name of the device and click "Search". The search function is a simple "contains"

algorithm. This means that it will look for a device name contains any of the text you searched for. To clear a search click the "Back" button.

3.3 DASHBOARD STATUS BOX

In the status box, you will see the current status of the selected device as well as a record of previous status messages. A status message is an event recorded by the system or the app, or an action that has happened. For example, when you use a feature it sends a command to the device. The status box will record when the command was sent, when the app gets the command and any response from the app for that command. This is useful because a device may not get a command right away if it's off or doesn't have mobile data service.

4 FEATURES

4.1 SENDING A MESSAGE

The messaging feature will send a message to a device and show up as a notification, similar to a text message. There are three options for this feature.
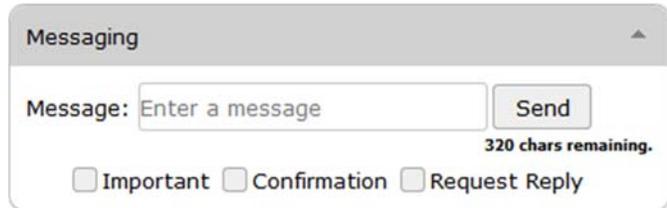
The Important checkbox will mark a message as important to the user. The app will try harder to notify the user that they need to read this message by using a different notification sound. The Confirmation checkbox will have the app respond to you when the user has read the message. This response will show up in the Status Box for that user's device. The Request Reply checkbox will ask the user to reply to your message. This reply will show up in the Status Box as well.

When you have selected the options you want, enter you message and hit send. In the Status Box you will see that the command was sent and you'll also get an update when the device gets the message.

4.2 SCREAMING

The scream feature will help find a device when it's nearby. The system will give you options to control how the device will ring. You can usually leave the defaults and hit the "Start" button.
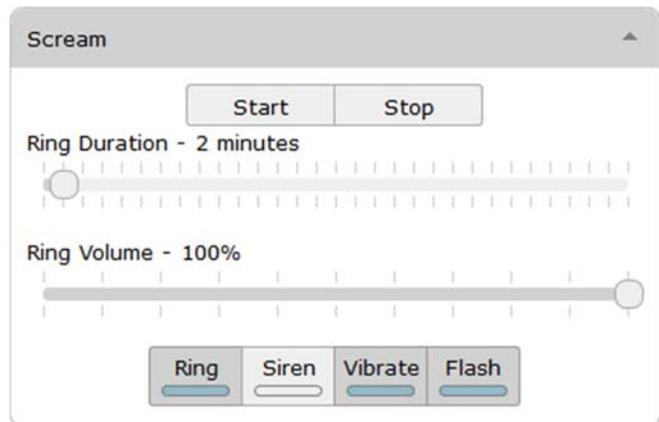
The ring duration will tell the device how long to ring before stopping itself. The ring volume will set how loud the device will ring. This might be useful if you don't want to disturb anyone that might be near it. There are four switches at the bottom of the panel. The first two decide whether you want to use the device's default ringtone or a white noise siren. The white noise siren is a custom sound that will make it easier to hear where the sound is coming from. The vibrate switch will enable/disable the use of the phone vibrator. If the device is sitting on a hard surface it can often amplify the sound of the vibrating making it easier to find. Enabling the flash switch will pulse the cameras flash to help locate it in darker areas.

When you click the "Start" button the device will continue to ring until either you press the "Stop" button, the duration time is met, or someone presses the stop button on the device.

4.3 LOCKING THE DEVICE

The lock feature allows you to remotely control the device's screen lock. This is the screen lock ability that is already a part of all Android devices. Some users may already have a screen lock in place. This feature will override any previously set screen lock. This feature is most useful on devices that don't normally have a screen lock in place.
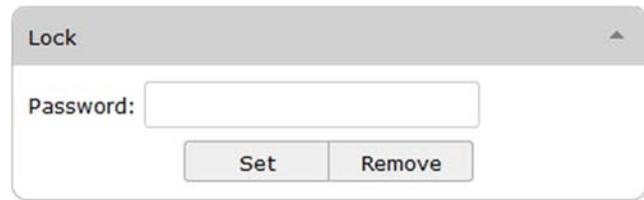
You can use this feature to enable a screen lock when the device is lost or stolen in order to protect information on the device and keep it from being used. To lock a device, type in a password you want to use for the screen lock, then hit the "Set" button. If you then want to remove a screen lock press the "Remove" button. This will remove any screen lock that is set on the device, either by you or by the user of the device.

4.4 WIPING THE DEVICE

Wipe allows you to securely delete data from the device. You can wipe either the SD card or the device.

The SD card feature will securely erase all data from any external storage. On most devices this is the SD card. On phones without an SD card the built-in storage will be deleted.

To see what data would be deleted from a device with an SD card wipe, use a USB cable and attached the device to a computer. Then mount it as a mass storage device. All the files you're able to see on the computer from the device are considered the external storage of the device. These are the files that will get delete with an SD card wipe. The data will be securely wiped, meaning even with advanced recovery software it is not recoverable.

Wiping the device will perform a factory reset. A factory reset reverts the device back to the way it came from the factory. This removes all apps that were installed and all data with those apps such as emails, contacts, etc. The side effect to this is it will also remove AlphaLine from the device. You won't be able to use any other feature of AlphaLine after the wipe is done. Only use this as a last resort. The device will still be on your account so you can see location history and settings, but any attempt to use the device will fail. You will most likely want to delete the device from your account to free up the license. This can be done from the Manage Devices tab.

4.5 GPS TRACKING

GPS tracking is the most useful feature for finding a lost or stolen device because it allows you to see the device's current location. The device must be on and have a data connection in order to get its location. GPS must be enabled on the device in order to give AlphaLine permission to access the device's location.

All location data will be shown on the map in the Dashboard. If there is no location data for this device it will show a map of the world. To get a device's current location use the "Refresh" button to request a

location update. You will see a status message when the command is sent and then when the command is received by the device. The app will take about one minute to accurately assess the device's current location before updating it.

Once the location update is complete, you will see a marker appear on the map with the device's current location. The circle around the location marker indicates the GPS location's accuracy and that the device should be anywhere within it. If GPS is disabled on the device the app will fall back to using the network based location which is usually accurate to 1000 meters.

Red markers indicate the most recent location of a device. As you request more updates, old locations will turn blue. This allows you to keep track of where the devices have been. Hovering the mouse over any of these markers will give you more information.

The "History Display" area on the right side of the map gives you control over the location history that you see. "Points" means it will show the markers for each point the location was updated for. "Accuracy" will show the accuracy circle around each history point. "Path" will draw a path between each history point in chronological order.

4.6 REAL-TIME TRACKING

The use of real-time tracking allows you to see a device as it moves. This will update the location on the map appropriately once per second.

To start tracking, select the device(s) you want to track and press the "Start Real-time" button. The app will then begin providing you with updates on the map. To stop tracking, press the "Stop Real-time" button.

The location will only update if a device is moving. Therefore, if you're not seeing updates it's likely the device is stationary. Remember, the app works over the internet. If the device loses mobile data, it won't be able to update. If this happens, the device will save the location data it has gathered, and when it gets data back, upload it all at once.

5 MANAGING GROUPS

You can manage your groups by clicking the "Manage Groups" tab while logged into your account.

5.1 CREATING, EDITING, AND REMOVING GROUPS

You can manage all the groups from the "Groups" tab on the left side of the Manage Groups page.

5.1.1 Creating a new group

To create a new group type in a name in the text box and hit "enter" or click "Add".

5.1.2 Renaming a group

Select a group from the list and click the "Rename" button. Enter the new name in the dialog box that appears.

5.1.3 Removing a group

To delete a group, select the group from the list and click "Remove". When you remove a group it will automatically remove all devices from that group as well.

5.1.4 The default group

The "default group" is where all new devices will automatically get added. You don't need to set a default group, but it can make adding new devices much easier. As you add devices you can quickly find them in the default group. Then put them to their respective group.

To set a group as the default, click the group and then click the "Set Default" button. The default group will be labeled in green and say "Default" after the group name.

5.2 GROUP DEVICE ASSOCIATION

To place devices into the groups, click on the "Devices" tab on the left of the "Manage Groups" page.

5.2.1 Add a device to a group

Using the device selector tool, move the device(s) you want to add to a group to the selected devices box. When ready, click the "Edit" button. Select the group you want to add them to from the Available Groups list on the left. When you do, it will get added it to the Current Groups list on the right. When done press the "Save" button or "Back" to cancel changes.

5.2.2 Remove a device from a group

Use the device selector tool. Add the device you want to remove from a group to the selected devices box. (It is recommended to remove devices one device at a time. If you select multiple devices it will only allow you to remove those devices from groups that they all belong too.) When ready click the "Edit" button. Click on the group you want to remove the device from in the Current Groups list on the right. When done press the "Save" button or "Back" to cancel changes.

6 MANAGE APP SETTINGS

The device settings are the setting for the app on a specific device. These settings control an array of features for that device.

To manage the device settings go to the "Manage Devices" tab. Use the device selector tool to find all the devices you want to edit. Once you have them selected, click the "Edit" button. When you're editing multiple devices only the settings you change will be applied to all the devices. All other settings you don't touch while editing will remain the same for that device.

You will now be in the edit screen. Here you can edit all the settings as described below. When you are done be sure to hit the save button to save the settings sent to the device. Note: If the device is off or without mobile data it won't get the settings change. As soon as the device gets data again or is turned on it will update the settings.

6.1 CHANGING THE DEVICE NAME

Click on the "Device Name" tab on the left navigation. You can type in a new name for the device here. If you are editing multiple devices you won't be able to change the name.

6.2 CLIENT LOGIN

The client login feature allows you to set a login for a specific device. That login will take the user to a basic console where they can activate a few basic features. This is usefully to give to employees so they can use the system to track and find their own devices without having to call management.

First, enable the feature with the on/off switch. If at any time you want to block the user from logging in you can disable it here without having to change the other options.

Set a username and password. Both are case sensitive. Once a user has their login info they can change it for themselves in their console. If they forget their password it can be reset by typing in a new password on this page.

Set the features you want employees to be able to use with the switches. These are all the same basic features you get on your Dashboard.

6.3 PASSIVE LOCATION

The passive location feature will update the device's location on a set interval. These updates will appear in the dashboard for that device. It's similar to you pressing the "Refresh" button on the Dashboard, but allows the location to be updated without logging in.

To use this feature, enable it with the on/off switch and set how often you want the location to update. Remember that each device can only record a limited location history. Each subscription plan limits how far back location data will ago and at most a device can have 1000 location history points.

6.4 UNINSTALL PROTECTION

When there is an attempt to remove the app, the device will engage a screen lock to prevent the app from being uninstalled.

To setup this feature, enable it with the on/off switch. Set a password that will serve as the device's screen lock. You may also have the system email you if there is an uninstall attempt.

Note: If the screen lock gets engaged by AlphaLine, it will override any lock screen that is already set on that device. So if an employee already uses a screen lock on their device it will get changed to what you set here is there is ever an uninstall attempt.

6.5 HIDE ICON

This feature removes the app's icon from the launcher screen, and helps hide the app so no one will know it's installed. Simply toggle the switch to the mode you want.

6.6 FAILED UNLOCK EVENT

You can have actions be triggered when someone fails to enter the correct screen lock password. For this to work a screen lock must be enabled on the device.

6.6.1 Take a picture

The app can take a picture of the person trying to enter an incorrect password. To enable, use the on/off switch. Set the number of failed attempts before the picture is taken. The email address is where the picture will be sent to. The picture doesn't get stored in your account, it's mailed directly to you.

6.6.2 Wipe

If the devices need to be very secure you can wipe the devices after a number of failed attempts. You can enable it by using the on/off switch. Set the number of attempts before the wipe. We recommend a large number of attempts. Users can often enter their screen lock password incorrectly on accident, you want to be sure it's a hack attempt. Setting the email address will alert you when the wipe has happened.

Note: Be sure to let any user of this device know this feature is setup because their failed attempts could cause a wipe. No notification will come up to warn the user this is happening.

6.7 DISABLE CAMERA

If devices are located in a secure facility, you can disable the camera on these devices so users can not take pictures. Use the switch to lock or unlock use of the camera.

6.8 SCREEN LOCK

This gives you extra control over the device's screen lock. You can require users keep a screen lock on their device at all times by enabling this feature with the on/off switch. Setting the min password length forces them to choose a password of that length or longer, but setting this to 0 will not enforce a minimum length. The password strength sets how complex their password must be. If set to "Number", it will be a PIN style screen lock. For added security you can enforce a password using "Letters". Setting the password expiration will force them to change their password after that many days. Set it to 0 if you don't need them to change it.

6.9 DELETE DEVICE

This will remove a device from your account. Some data about the device such as device settings and geofence settings will be permanently deleted. Other data including location and status history will be saved. A device can be restored to your account but you must contact us at support@alinesecurity.com to have it restored. Deleting a device will release the license it is using.

6.10 USING TEMPLATES

Templates make it easier to setup new devices.

6.10.1 Creating a new template

First, edit a device under the Manage Devices tab that you will base the template on. Setup all the settings as you want them in your template. Then click the "New" button on the right side of the screen, under the Import Template dropdown. You will be prompted to name the template, and then click "OK". Your new template will be created and automatically selected in the dropdown list. When it is created it automatically saves all the settings you currently have.

6.10.2 Importing a template

To use a template, edit a device under the Manage Devices tab and select the template you want to use from the dropdown list. It will override any settings you currently have set. Click the large "Save" button in the top middle of the screen to save the changes the template made to the device.

6.10.3 Updating a template

To change a template, apply it by selecting it from the dropdown list. Make all the changes you want and then hit the "Save" button under the Import Template dropdown to update the template.

6.10.4 Deleting a template

To delete a template, select it from the dropdown list. Then click the "Delete" button and confirm the deletion.

7 MANAGING GEOFENCES

Geofencing is a very powerful feature. It allows the app to execute a variety of functions based on the location of a device.

You may edit the geofences for a single device or for multiple devices at a time. Keep in mind when editing more than one device at a time it will not load any current geofences for those devices. Any geofences that you setup while editing multiple devices will all get added to those devices and will not affect any current geofences they have. If you need to remove a geofence from a device you must edit it individually.

To get to the geofence page, go to the "Manage Devices" tab. Select the device(s) you want to edit. When you have all your devices selected click the "Edit" button. In the manage devices page click the "Manage Geofencing" tab, then click the "Manage Geofencing" button.

7.1 CREATING A GEOFENCE

To add a geofence you need to decide where you want to put it. At the bottom of the map is a search box where you can type in a city, zip code, or address. You can also see the device's current location in a red marker. You can double click on the marker to zoom in it. Once you are in the area you want to add a geofence click the "Add" button. This will drop a marker in the middle of the map. You can move the geofence marker around by clicking and dragging it. You must click the "Save Changes" button before leaving the page to save the geofence.

7.1.1 Give it a name and description

The name and description are both to help you remember what this geofence is for. The name should be a short title while the description can give more details. The name may also be used by the app in reference to this geofence. For example, if the app sends you an email when the geofence is triggered it will automatically include the name.

7.1.2 Setting the Radius

You will see the marker has a circle drawn around it. This the boundary of the geofence point. The actions can be triggered with the device enters or leaves this area. The boundary area is defined by the radius. This can be adjusted with the radius box. You may type in a new value or use the up and down arrows to adjust the radius.

7.1.3 Set a Transition

The transition defines how the geofence is triggered. Your options are "Enter", "Exit", or "Dwell". Selecting enter will trigger the action when the device enters the boundary area. Selecting "Exit" will trigger the action when the device leaves the boundary area. The "Dwell" function is similar to enter, except with a delay. The device must enter the area, then stay for the set amount of time before the action will get triggered. You can set the dwell time in the box under the transitions. If the device leaves the area before the time is up then it won't trigger an action.

7.1.4 Setting time constraints

You can set when a geofence is active. There is a checkbox for every day of the week. Un-checking the "All the time" checkbox will allow you to pick days of the week the geofence is active for. If the device enters/exits the area on a day that is disabled nothing will happen.

You can also set the time of day in addition to the day of the week. By default geofences are set to all day with 12:00 AM in both. You may type in a new number or click a number and use your mouse's scroll wheel to adjust them. The times will only be used if you have unchecked "All the time". If you need the geofence active every day of the week but at a set time you can check each day of the week individually.

The time parameters are based on the devices local time. Keep this in mind if a device crosses time zones often.

7.1.5 Setting the actions

Actions are events that can happen when the device triggers the geofence. You will see all the actions on the right side of the control panel as well as their settings. To enable a feature click the on/off switch to turn it on. When you turn an action on it will display the extra settings for the action. You may look at the setting for each action by clicking the "More" button next to its on/off switch.

7.2 ACTIONS

Actions are events that will happen when the device triggers the geofence. You can have as many actions enabled for a geofence as you would like.

7.2.1 Start tracking

This action will start actively updating the device's location. This is very similar to pressing the location "Refresh" button on the dashboard. You can set how often the device will update its location with the "Update Interval" slider. You can also set how long the device will be tracked for with the "Stop after" slider. All location results will be shown on the Dashboard for this device.

7.2.2 Lock

The lock action will activate a device's screen lock. Type the password you want the device to engage. Leaving the password blank will remove a screen lock.

7.2.3 Scream

Scream will make the device ring. You can adjust how long the device will ring before it stops and set the volume at which you want it to ring. The four checkboxes at the bottom of the options box set how the device will scream. You can use either "Ring" or "Siren" to set the noise it will make. "Ring" will be the default ringtone for that device. "Siren" will use a custom white noise sound that makes it easier to "hear" where a device is located. "Vibrate" will use the device's vibrator, and "Flash" will activate the device's camera flash during the scream.
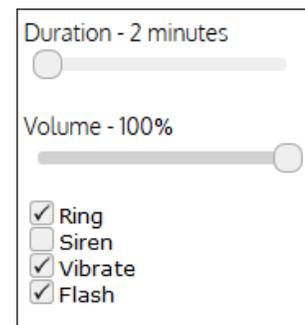
7.2.4 Send Email

Send an email when the geofence gets triggered. In the" Send to" box put the email address where the email will be sent to. In the "Custom Message" box write an email that will get sent. The email can be written in a word document and pasted into this box to make the text easier to read. Sending an email can be very usefully combined with other actions. For example, used with the start tracking action, the email can let you know the app has started tracking the device and you should login to check its location. The name of the geofence and the device will automatically be included in the email.

7.2.5 Notification

The notification is a message that will pop up on that device itself. It can be seen by the user in the notification bar. The title is what the user will see in the notification bar and the message is what they will see when the tap on it.

7.2.6 Wipe

You can set to have the app wipe data from the device. Check "Wipe SD Card" to wipe all data on the external storage. Select "device factory reset" to have the app perform a factory reset on the device. Remember, the factory reset option will delete all apps on the device including AlphaLine, and should be used as a last resort since you won't be able to use the app after a factory reset.

7.2.7 Take picture

The app can take a picture and email it to you. Use the checkboxes to select either the front or back camera. The flash mode can be set to "Auto" if you want the camera to use the flash if needed. Keep the flash set to "Off" to make sure the flash never fires, but this may result in dark pictures in low light. The picture will get emailed to the address in the "Email picture to" box.
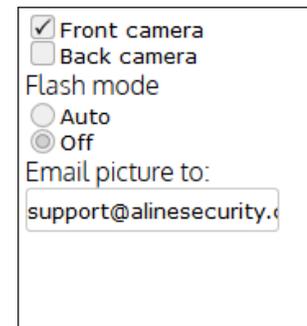
7.3 SELECTING GEOFENCES

To select a different geofence to edit, click on it in the map. The selected geofence is in orange and all others are in blue. As you select a geofence you'll see the settings for that geofence appear in the controls.

7.4 DELETING A GEOFENCE

To delete a geofence, select it. Then click the "Delete" button and confirm with the dialog that pops up. Click the "Delete All" button if you want to delete all the geofences on the map and start over.

7.5 SAVING

Remember that all changes you make don't get committed to the device until you press the "Save Changes" button above the controls. When editing multiple devices the geofences you save will be added to any geofences the devices already have.

7.6 USING TEMPLATES

Templates make it faster to setup new devices.

7.6.1 Creating a new template

Frist, edit a device you want to base this template off of. Setup all the geofences as you want them in your template. Then click the "New" button under the "Import Template" dropdown. You will be prompted to name the template. Do so and click "OK". Your new template will be created and automatically selected in the dropdown list. When a new template is created it automatically saves all the geofence settings you currently have.

7.6.2 Importing a template

To use a template, select it from the "Import template" dropdown list. It will override any geofences you currently have set. Remember to press the "Save Changes" button to save the geofences to the device. You may make changes to a template you have imported without affecting the saved template and then save it to the device.

7.6.3 Updating a template

If you want to change a template, first, apply it by selecting it from the dropdown list. Then, make all the needed changes and hit the "Save" button, under the template dropdown, to update the template.

7.6.4 Deleting a template

To delete a template, first, select it from the dropdown list. Then, click the "Delete" button and confirm the deletion.

8 MANAGING YOUR ACCOUNT

You can manage your account details from the "Manage Account" page.

8.1 CHANGING YOUR USERNAME

Start by going to the "Manage Account" page. Find the textbox labeled "Username" and enter the new username you want to use. Click the "Update Account" button at the top of the page to save. Watch for any error messages such as the username already being taken.

8.2 CHANGING YOUR EMAIL

Start by going to the "Manage Account" page. Find the textbox labeled "Email" and enter the new email address you want to use. Click the "Update Account" button at the top of the page to save. Watch for any error messages such as the email already being taken. You will be sent another verification email much like the one you got when you first created your account. Please check your email to verify the email address.

8.3 CHANGING YOUR PASSWORD

Start by going to the "Manage Account" page. Click the button labeled "Change password". Here you will need to enter your current password and the new password you want to use.

8.4 ADDING AND EDITING ADMINISTRATORS

Administrator accounts are used to grant others access to the AlphaLine interface. Only the owner of the account can add and remove admins. Administrators will have access to the same functions as the owner, except billing. To manage administrators go to the "Manage Account" page and click the "Add/Edit Admins" button.

8.4.1 Adding an administrator

Click the "Add Admin" button to invite a user to be an admin. Enter their full name and email address. Their email address will also be their username. If you have the "Send Email" checked then they will get an email with a temporary password. If you don't send them an email you'll need to create a password for them by clicking the "Edit" button after you have added them. Once a new admin is logged into their account they have the ability to change their password.

8.4.2 Editing an administrator

Click the "Edit" button next to the name of the admin you want to edit. Here you can change their name, email, password, and suspend their account. When editing an account the user will not get an email regarding the change so it is up to you to let them know of any changes you make. Suspending their account will prevent them from logging in.

8.5 CHANGE YOUR PLAN

Start by going to the "Manage Account" page. Click the button labeled "Change plan". (If the button is grayed out billing has been disabled and you must contact us at sales@alinesecurity.com.)

You will see the different plan packages offered. Select the frequency for billing, either monthly or yearly and then click the "Select" button in the plan you want.

Next, you will be shown the differences between your current plan and new plan you have selected. Press the "Confirm Change" button to accept the changes to your plan.

8.6 ADDING OR REMOVING LICENSES

Start by going to the "Manage Account" page. You will be able to see the current number of devices that are linked to your account and the number of license you currently have. You can adjust the number of licenses to fit your current needs by clicking the button labeled "Add/Remove Licenses". (If the button is grayed out your billing has been disabled and you must contact us at sales@alinesecurity.com.)

Selected the number of licenses you need and then click "Continue".

Next, you will be shown the difference between your current plan and the new plan with the adjusted amount of licenses. Review these changes, and press the "Confirm Change" button to accept the changes to your plan.

When adding licenses, the charges will be pro-rated for the remainder of the current billing cycle and applied to the start of your next billing cycle. If lowering the number of licenses billing will not be prorated, but instead change at the start of your next billing cycle.

8.7 CHANGING YOUR CREDIT CARD

If your credit card has expired or you need to change the card you're using, you can do so from the "Manage Account" page. Click on the "Payment details" button. Enter in your new credit card information here and click "Continue" to save the card to your account.

8.8 CANCELING YOUR SUBSCRIPTION

If you no longer wish to use AlphaLine you can cancel your account. Login and go to the "Manage Account" page. Click on the "Change plan" button, and then click the "Cancel subscription" button. Carefully read this page and click the appropriate button.

8.9 BILLING

Your account will be billed on a monthly or yearly basis depending on what you selected when you setup your subscription. You will be billed at the start of each cycle for that particular cycle.

If you upgrade your plan during the middle of a billing cycle, this includes upgrading your plan and adding devices, there will be a prorated charge for the increased cost for the remainder of the current billing cycle on next cycle's payment.

If you downgrade your plan or remove devices then the change in billing will not happen until the start of the next billing cycle.

Once a payment is made there shall be no refunds. This includes any unused time if you are to cancel your subscription.

8.10 AUTOMATIC LICENSE HANDLING

The system will automatically handle licensing for you. When you add a device to your account it will assign an unused license to that device. When you delete a device the license will be removed and added to your pool of available licenses.

9 CLIENT LOGIN

9.1 LOGGING INTO A CLIENT ACCOUNT

From the home page click the "Login" link in the top right of the page. In the login box is a "Client Login" link, click that. Enter in the company name or username that your administrator gave you. Then enter your username and password that you were given. All credentials are case sensitive. Then click the "Login" button. If you want to have the system remember your company name and username you can check the "Remember me" box before clicking the "Login" button. Once logged in, you will be taken to the Dashboard that you can use to control your device.

9.2 TRACKING YOUR DEVICE BY GPS

All location data will be shown on the map. If there is no location data for this device it will show a map of the whole world. To get the device's current location, use the "Refresh Location" button to request the device update its location. You will see a status message when the command gets sent and another when the command it received by the device. The app will take about one minute to accurately assess the device's current location before updating it.

Once done you will see a marker appear on the map with the device's current location. GPS isn't perfect so the app will use a variety of data to inform you how accurate the location is. The circle around the marker indicates that the device should be anywhere within it.

A red marker indicates the most recent location of a device. As you request more updates to a device old locations will turn blue. This allows you to keep a history of where the device has been. Hovering your mouse over any of these markers will give you more information.

The "History Display" area on the right side of the map gives you control over the location history that you see. The five last location points will show up on the map. "Points" means it will show the markers for each point the location was updated for. "Accuracy" will show the accuracy circle around each history point. "Path" will draw a path between each history point chronological order.

9.3 MAKING YOUR DEVICE SCREAM

The scream feature is great for finding a device that is nearby. The system will give you options to control how the device will scream. You can usually use the defaults and hit the "Start" button to cause the device to scream.

The ring duration will tell the device how long to ring before stopping itself, and the ring volume will set how loud the device will ring. This might be usefully if you don't want to disturb anyone that might be near the device. There are 4 switches at the bottom of the control panel. The first two decide whether you want to use the device's default ringtone or a white noise siren. The white noise siren is a custom sound that makes it easier to "hear" where the sound is coming from. The vibrate switch will enable/disable the use of the phone vibrator. If the device is sitting on a hard surface it can often amplify the sound of the vibrating, making it easier to find. The flash switch causes the camera's flash to pulse to help locate it in darker areas.

When you click the "Start" button the device will continue to ring until either you press the "Stop" button, the duration time is met, or someone presses the stop button on the device.
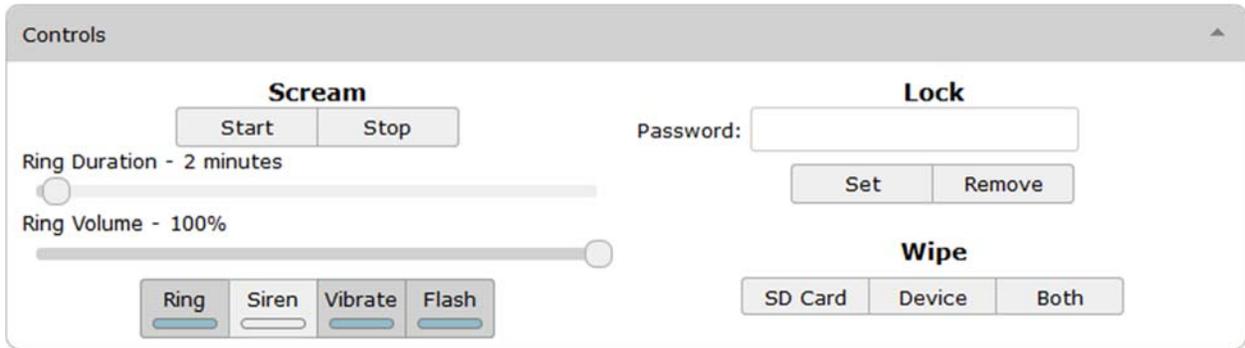
9.4 LOCKING YOUR DEVICE

The lock feature allows you to remotely control the device's screen lock. This is the screen lock ability that is already apart of all Android devices. If you already have a screen lock in place, this feature will override what you have already set. This feature is most useful for devices that don't normally have a screen lock in place. You can use this feature to enable a screen lock when the device is lost or stolen in order to keep out anyone who may have that device.

To lock the device, type in a password you want to use for the device's screen lock, then hit the "Set" button. If you want to remove a screen lock press the "Remove" button.

9.5 WIPING YOUR DEVICE

Wipe gives you the ability to securely delete data from the device. You can wipe either the SD card or the device by clicking the buttons in the control panel on the Dashboard.

The SD card feature will securely erase all data from any external storage. On most devices this is the SD card. Some phones don't have a SD card. On those it's built-in storage. If you want to see what data would be deleted from a device with an SD card wipe use a USB cable and attached the device to a computer. All the files you're able to see on your computer from that device are on the "external storage" of the device and will get deleted with a SD card wipe. The data will be securely wiped, meaning, even with advanced recovery software it is not recoverable.

Wiping the device will perform a factory reset. A factory reset basically reverts the device back to the way it came from the factory. This removes all apps that were installed and all data with those apps, such as emails, contacts, etc. The side effect to this is it will also remove AlphaLine from the device. You won't be able to use any other feature of AlphaLine after the wipe is done. Only use this as a last resort.

9.6 CHANGING YOUR USERNAME OR PASSWORD

To change your username or password click the "Manage Account" tab on the top left of the screen. Here you can change your username and/or password. When done press the "Update Account" button to save your changes. Click on the Dashboard tab to go back to the dashboard.