

crisp

Installation Guide

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Preparing for installation

Read this document

We recommend you read this document before registering with Crisp and installing the software. This is particularly true if you are unfamiliar with software installation. If necessary print out a copy and have it by your side as you go through the registration and installation processes.

Computer system requirements

Make sure that you have the following:

- A Microsoft Windows Vista© or Windows XP© operating system on your computer

Note: For the latest list of supported operating systems please see the Crisp website at <http://www.protectingeachother.com/questions.htm>.

- One of these internet browsers:
 - Windows Internet Explorer 5.5 or later
 - Firefox
 - Safari
 - Opera
- 150 MB of free hard disk drive space
- An internet connection (preferably broadband)

Using Crisp on all your household computers

You can use your subscription and log in details (email address and password) to load the Crisp software on **all** the computers in your household.

In fact we recommend you install the software in this way as instant messaging activity on any of your household computers is then directed to this single account.

So for example, you or your partner can register with Crisp and then use this single account to install the Crisp software on all the computers in your home.

Supported Instant Messenger services

For the most up to date list of supported instant messaging (IM) services please see the Crisp website at <http://www.protectingeachother.com/questions.htm>.

At the time of writing these services are supported:

- MSN
- Windows Live Messenger
- AOL Instant Messenger
- Yahoo! Messenger
- ICQ
- Jabber
- MySpace

We are already working on expanding our coverage with other chat clients such as GoogleTalk, Meebo, Second Life, Habbo Hotel and mIRC.

Software installation

To install the software you must first subscribe to Crisp. If you have not already done so, go to <http://register.protectingeachother.com>

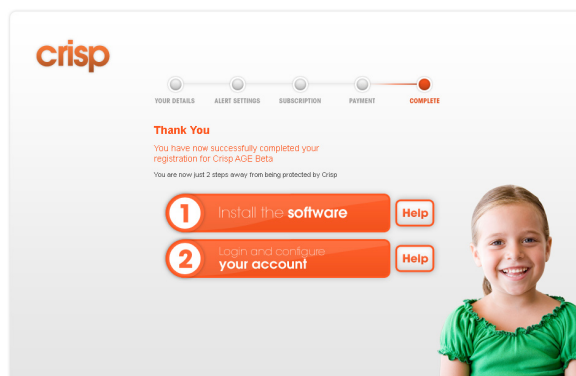
Make sure you have your account log in details (email address and password) to hand as you will be asked for them when you install the software.

Notes: Your computer must be connected to the Internet during the software installation process.

You must have administrator rights if you are installing the software on a Windows Vista system.

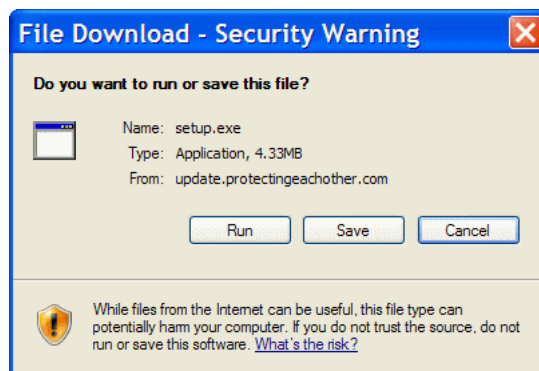
To install the software on XP and Vista operating systems:

- 1 Use one of these methods to access the software download:
 - If the final screen of the registration process is still visible on your computer (this page is displayed below) then click on “1 Install the software”



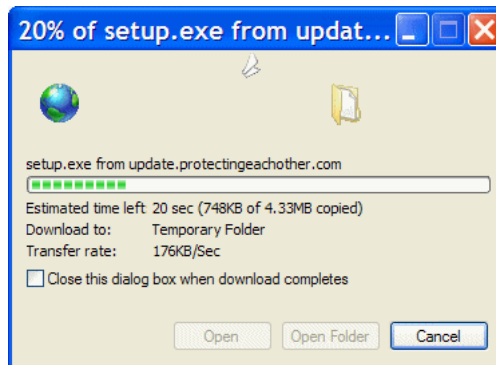
- If you created a bookmark at the end of the registration process, and then follow the book mark to the same page (shown above) and click on “1 Install the software”
- Log into the Control Panel at <https://our.protectingeachother.com>, and then click **Download Software**.

The following screen is displayed.



- 2 We recommend you click **Run** to install the software immediately. However, you can save the software to your hard disk instead and install it later if you prefer.

When you click **Run** the following screen is displayed as the software is downloaded to a temporary folder on your computer.



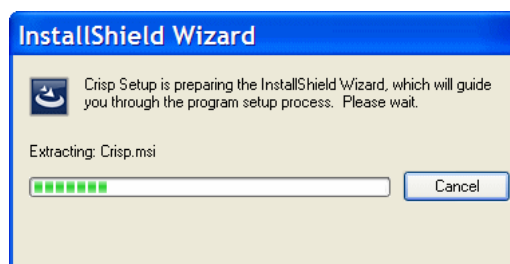
This message is displayed when the download is complete.



Note: In Vista a 'Windows needs your permission to continue' message is displayed instead, with Continue and Cancel as the two options. If you do not have permission to load software a message asking you for the username and password of an administrator is displayed.

- 3 Ensure that the publisher is Crisp Thinking Ltd, and then click **Run** (in Vista click **Continue**).

The following screen is displayed momentarily.



At this point one of two things will occur:

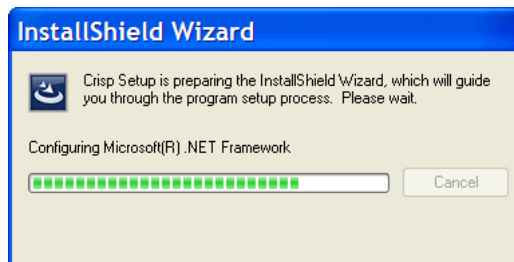
- If the InstallShield Wizard detects that your XP operating system does not have the Microsoft(R).NET Framework installed, it will start downloading the software now. Wait for the software to download and then go to step 4.
- If you see the 'Welcome to the InstallShield Wizard for Crisp' screen instead, as shown on the next page, go to step 5 now.



The following screen is displayed when Microsoft(R) .NET Framework is downloaded.



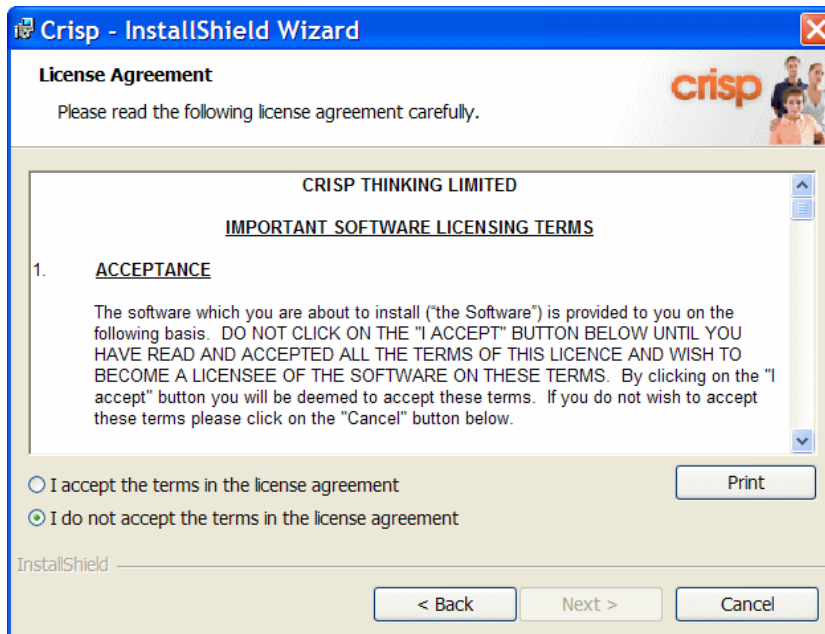
- 4 Click **Run** to install Microsoft(R) .NET Framework. The following screen is displayed momentarily.



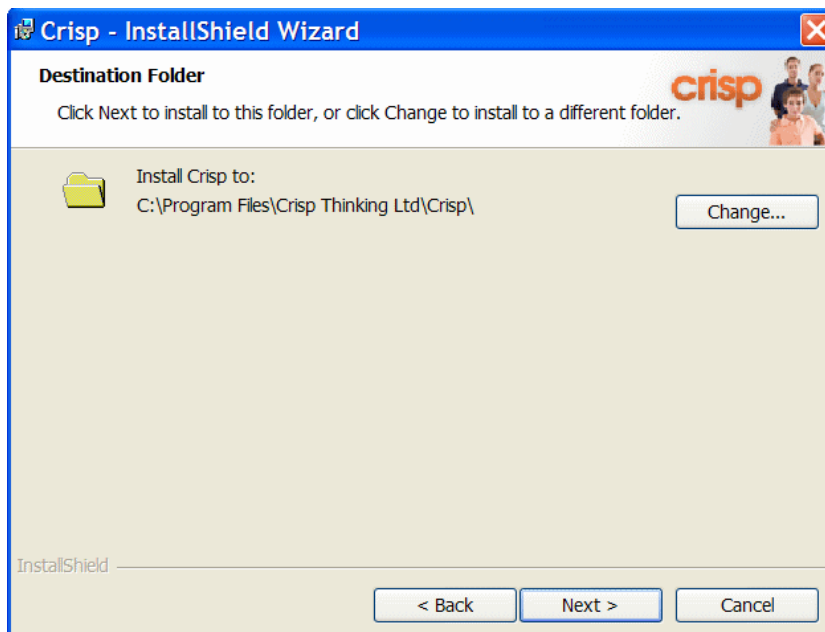
All download screens are eventually replaced by this screen.



- 5 Click **Next** to display the following screen.

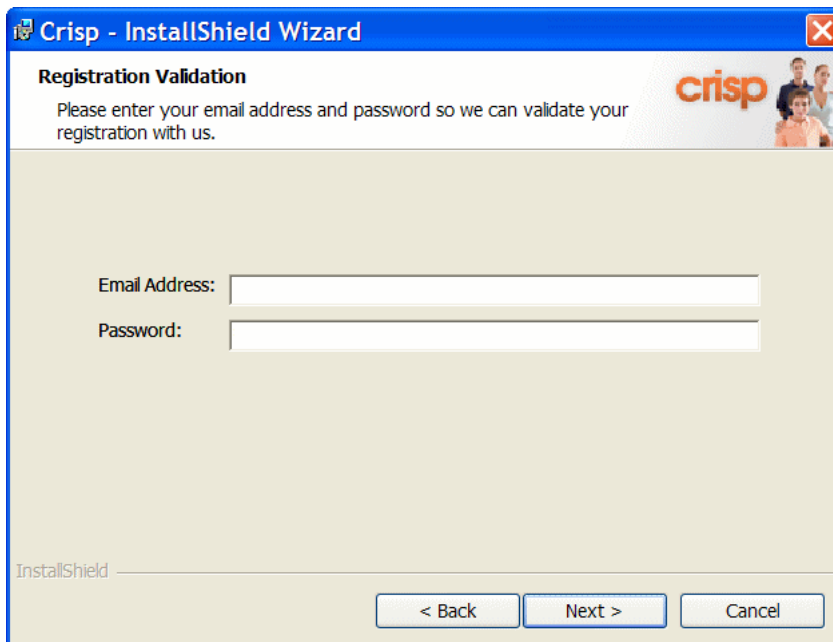


- 6 Read the License Agreement and then click 'I accept the terms in the license agreement'.
- 7 Click **Next** to display the following screen.

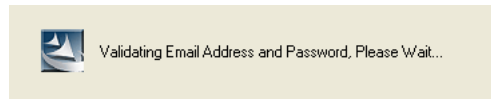


- 8 Click **Next** to accept the default directory location for the programme files.

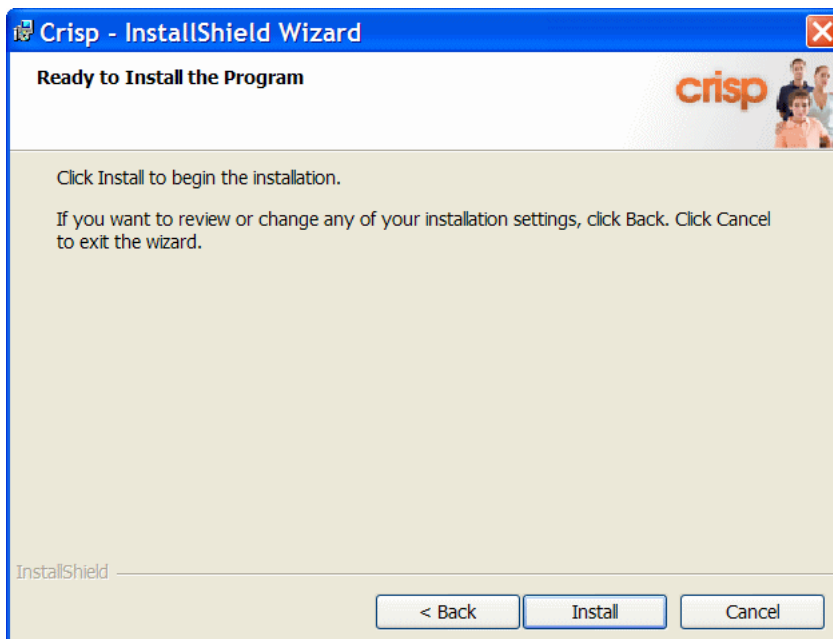
The following screen is displayed.



- 9 Type your email address and password in the boxes provided.
These are your Crisp Thinking household account details. If you can't remember your password refer to the email you were sent at registration.
- 10 Click **Next**. The following screen is displayed momentarily.



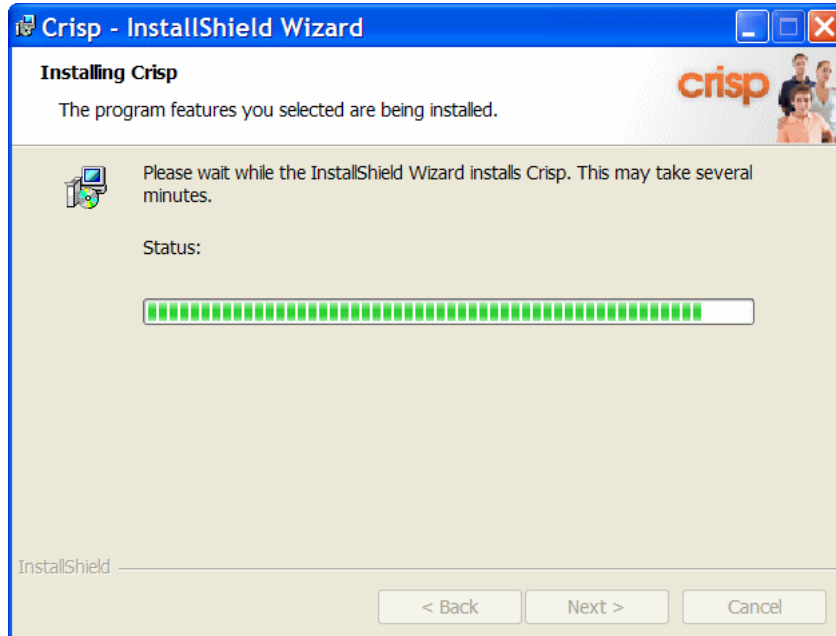
It is then replaced by this screen.



- 11 Read the onscreen instructions and if you are happy, click **Install**.

Note: It's at this point that the computer you are installing the software on is tied to your Crisp Thinking household account.

The following screen is displayed during installation.

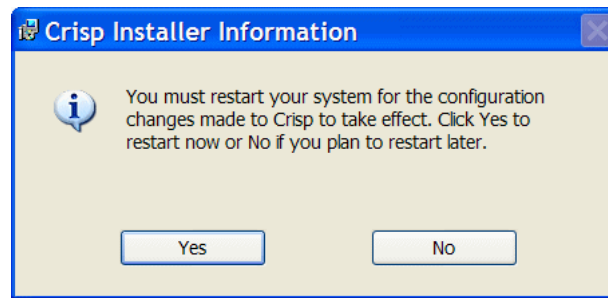


The following screen is displayed when the installation is complete.



- 12 Click **Finish** to exit the installation wizard.

The following message is displayed.



Note: Vista systems will not ask you to restart your computer.

- 13 Click Yes (XP systems only). This restarts your computer and completes the configuration process.

Each time you start your computer from now on, the following message is displayed momentarily on your screen.





If you are not sure whether Crisp is working correctly see 'Checking that Crisp is working' on the following page.

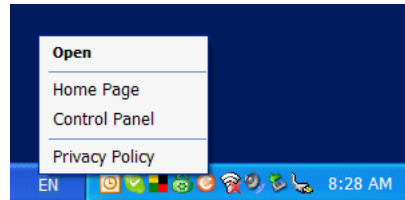
To monitor any other computers in your home, use your registered account log-in details to load the software on those computers, using the procedure above.

Congratulations! You've successfully loaded the Crisp software onto your computer. From now on it will do its job in the background, monitoring and reporting on instant messaging activity. You will only receive alerts if a new instant messaging account or a suspicious relationships is detected.

Checking that Crisp is working

To check that Crisp is working:

- 1 Right-click the Crisp icon  on the taskbar (usually located in the bottom right-hand corner of your computer screen). If the Crisp icon is not visible click the left arrow button , to display more icons.



- 2 Click **Open** on the menu. The following screen is displayed if Crisp is working.



After installation

There is nothing more to do. Crisp will now monitor all the computers on which you loaded the software.

Should Crisp detect either a new instant messaging (IM) account, or suspicious IM activity, you'll receive an email. You may receive a text message, in addition to the email or in place of it, if you selected one of these options.

If you receive an email from us, and want to investigate further, log into the Control Panel using your household account login details.

See the *Control Panel User Guide* if you need help logging into the Control Panel. The Guide provides a detailed description of all the tasks you can perform using the Control Panel.

What if installation fails?

If the software fails to run for any reason you should uninstall it from your computer and then repeat the installation process.

Uninstalling the software

There are differences in the uninstall procedures for XP and Vista operating systems and so each procedure is described separately.

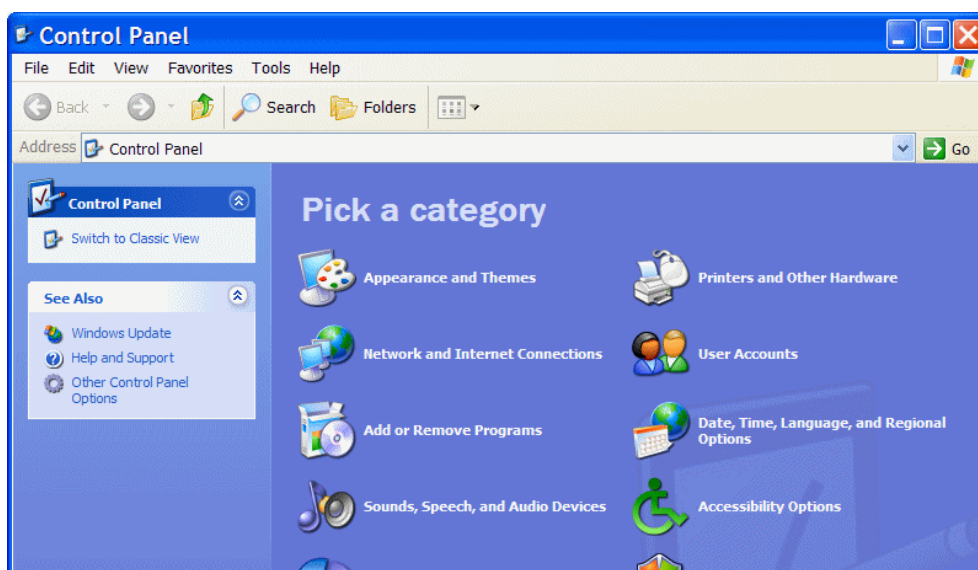
Uninstalling Crisp from Windows XP

To uninstall the software:

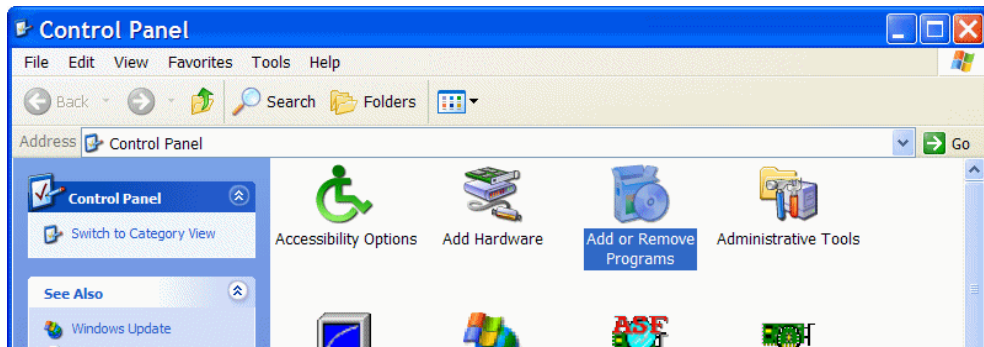
- 1 Click the **Start** button on the taskbar (usually at the bottom left-hand side of your screen).



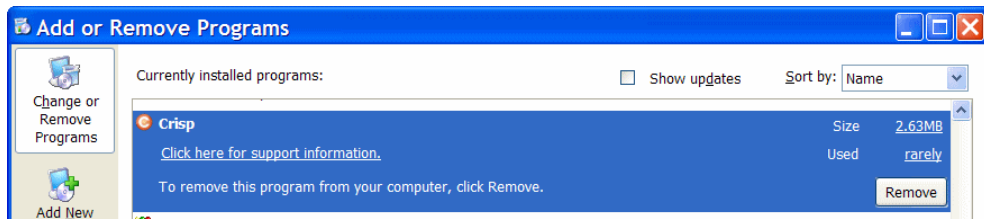
- 2 On the start menu, click **Control Panel** to display this screen.



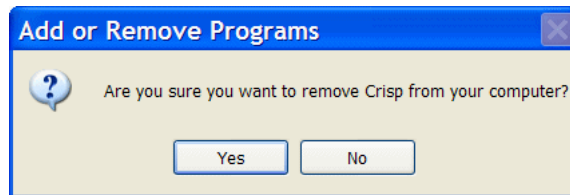
- 3 Click **Add or Remove Programs**, or if you are in 'Classic View', as shown below, double-click the **Add or Remove Programs** icon.



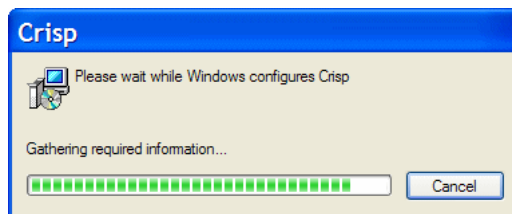
- 4 Navigate to, and highlight the Crisp programme item as shown below.



- 5 Click **Remove**. A warning message is displayed.



- 6 Click **Yes**. A 'Please wait' message is displayed.



Note: Programme removal may take some minutes


At the end of the removal process the Add or Remove Programs window is re-displayed.

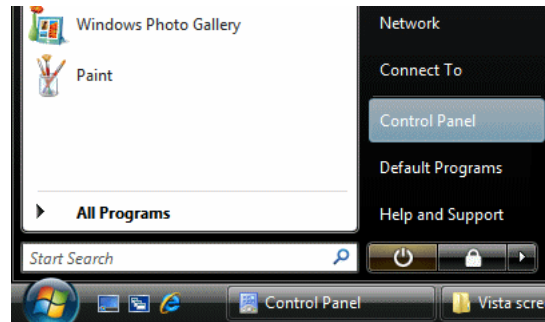
- 7 Close the Add or Remove Programs window, and then close the Control Panel. The Crisp software has now been removed.

Uninstalling Crisp from Windows Vista

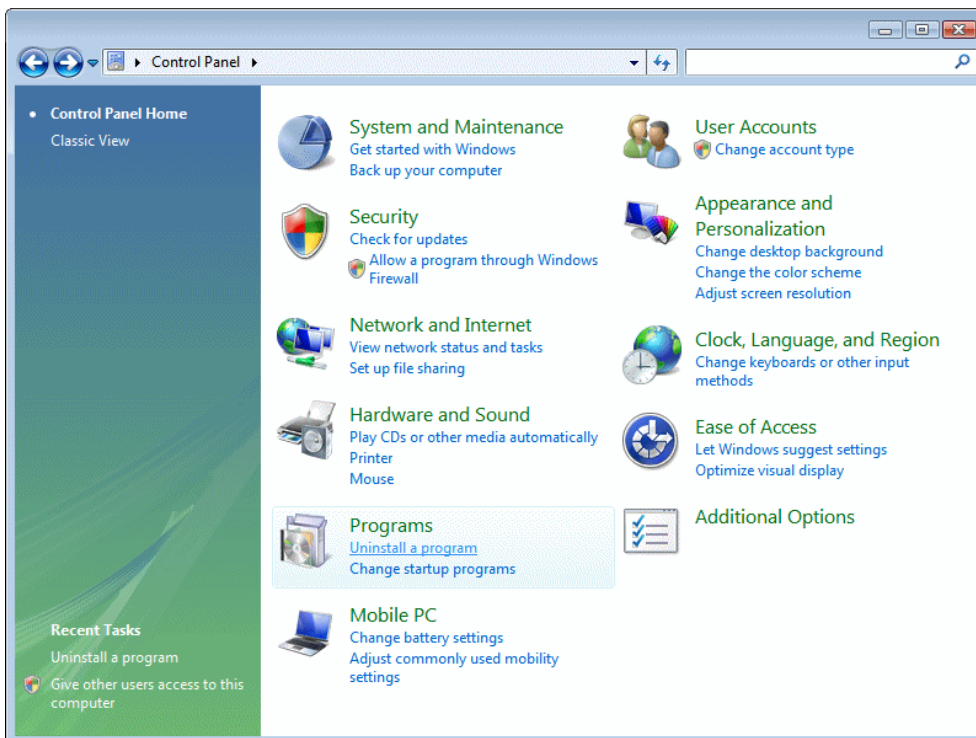
To uninstall the software:

Note: You must have administrator rights to uninstall software on a Windows Vista system.

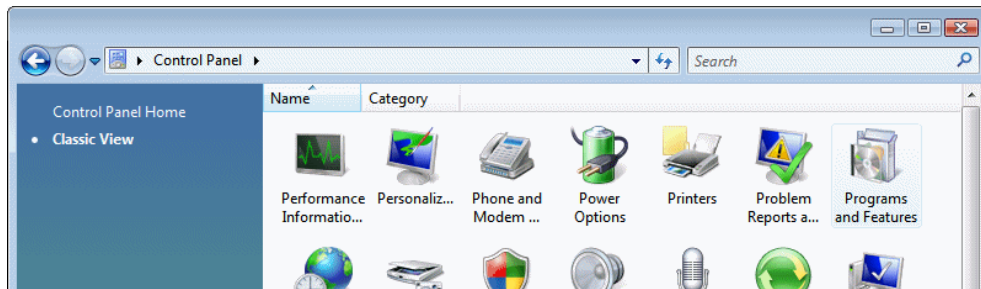
- 1 Click the Start button  on the taskbar (usually at the bottom left-hand side of your screen).



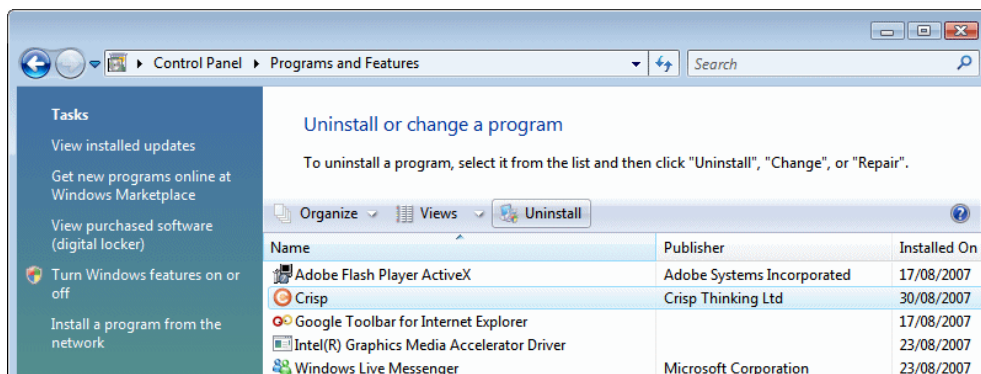
- 2 On the start menu, click **Control Panel** to display this screen.



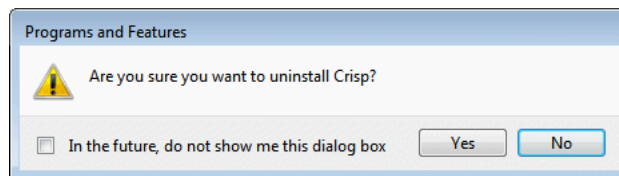
- 3 Click **Uninstall a program**, or if you are in 'Classic View', as shown below, click **Programs and Features**.



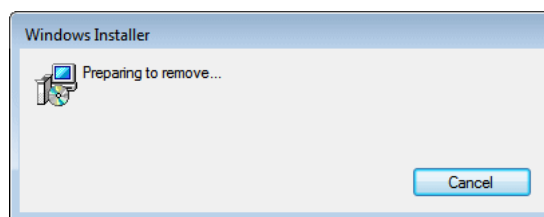
A list of all the programmes installed on your computer is displayed.



- 4 Navigate to, and highlight the Crisp programme item, and then click **Uninstall**. A warning message is displayed.

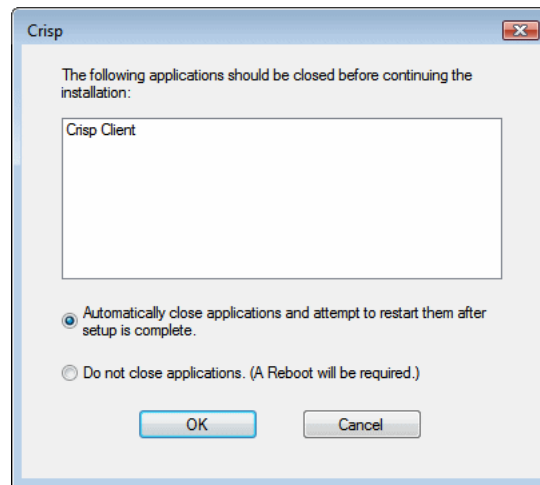


- 5 Click **Yes**. A 'Preparing to remove' message is displayed.

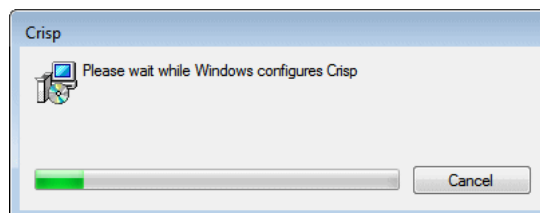


Note: A message asking you for the username and password of an administrator is displayed at this point if you do not have permission to uninstall software.

After a short delay the following screen is displayed.



- 6 Select the Do not close applications option if you want to restart Windows later, and then click **OK**. The following 'Please wait' message is displayed as the crisp software is removed.



Although the Crisp software has been removed when the 'Please wait' message disappears, a reboot is required to fully remove all components of the programme.

Support

If you have problems during registration or when installing the software and you can't find the answer in this document email support@crispthinking.com.

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