## Contents

### CHAPTER 1: Quickstart ........................................................................................................... 4
- Quickstart Requirements ......................................................................................................... 4
- Quickstart Procedure ............................................................................................................. 4

### CHAPTER 2: Introducing the Service ......................................................................................... 6
- Congratulations ...................................................................................................................... 6
- Service Features .................................................................................................................... 6
- More About the Built-in Protection ......................................................................................... 6
- Attach the Sticker to Your PC ............................................................................................... 7
- Secure Data Vault ................................................................................................................ 7
- Setting up Intel® Anti-Theft Technology for Your PC ............................................................ 7

### CHAPTER 3: Activating the Service ........................................................................................... 8
- Subscription Activation Site ................................................................................................... 8
- Activating a First-Time Account ............................................................................................ 8
- Enrolling a PC to the Service .................................................................................................. 10
- Installing the PC-based software .......................................................................................... 12
- Printing the Reference Screen ............................................................................................... 13

### CHAPTER 4: Using the Service .................................................................................................. 14
- Configuring the Service ......................................................................................................... 14
- Installing Secure Data Vault .................................................................................................... 15
- Locking Your PC ..................................................................................................................... 15
- Triggering the Lock/Theft Protection Mode ........................................................................... 15
- Viewing the History ................................................................................................................ 16
- Checking Status through the Notification Area Icon ............................................................. 17
- Right-Clicking the Notification Area Icon ............................................................................... 18
- Using the Help Menu ............................................................................................................. 18
- Viewing Tooltips .................................................................................................................... 18

### CHAPTER 5: Using Secure Data Vault ...................................................................................... 19
- Opening Secure Data Vault ..................................................................................................... 19
- Creating an Encrypted Container ........................................................................................... 20
- Closing Secure Data Vault ...................................................................................................... 21
- Recovering Secure Data Vault Information .......................................................................... 21
- Retrieving the Password for Secure Data Vault ................................................................. 23
CHAPTER 6: Recovering Your PC ................................................................. 24
  Unlocking from the Web ........................................................................ 24
  Entering the Unlock Password ................................................................. 24
  Retrieving the Unlock Password ............................................................... 25
  Recovering the Service .......................................................................... 25

CHAPTER 7: Suspending or Cancelling Service ......................................... 26
  Suspending Service ................................................................................ 26
  Unsubscribing ...................................................................................... 27

CHAPTER 8: Contacting Customer Support .............................................. 28
  Support Options ................................................................................... 28
  Planned Automated Phone Support ......................................................... 28

CHAPTER 9: FAQ ...................................................................................... 29
  Account Settings .................................................................................. 29
  Theft Policy Settings ............................................................................ 31
  Secure Data Vault ................................................................................ 31
  Unlock Password .................................................................................. 32

Appendix ................................................................................................. 33
  Installing Java® Runtime Environment v6. ............................................ 33

Glossary ................................................................................................. 34
CHAPTER 1: Quickstart

If you understand the technology and you are comfortable with the features of this Service, follow this quickstart to set up and configure the Intel® Anti-Theft Service (referred to throughout as “the Service”). If you’d prefer more explanation with full details of the procedure, skip this quickstart and begin at Introducing the Service.

Quickstart Requirements
To enable the Service, you need:

- A valid email address
- An Internet connection
- A PC equipped with Intel® Anti-Theft Technology

Some of the capable models are listed here: ATservice.intel.com

Quickstart Procedure
There are three basic steps to getting started:

1. Create an account
2. Enroll your PC
3. Create a Secure Data Vault container

To create an account,

1. Go to ATservice.intel.com.
2. Click Create account.
3. Fill out the information requested on the form.
4. Follow the directions in the email sent by the Service to finish creating an account.

WARNING: Your PC is not protected until you enroll it into the Service.
To enroll your PC,
1. Go to ATservice.intel.com.
2. Log in to your account.
3. Click Enroll PC.
4. Follow the directions to download and install the Intel Anti-Theft Service programs.

To create a Secure Data Vault container (if you chose to install Secure Data Vault),
1. Click Windows Start.
2. Click Secure Data Vault.
3. Create a new Secure Data Vault password and container.
4. Move files into the container and the program will automatically encrypt the files.

To contact Intel Anti-Theft Service for additional questions,
1. Visit ATservice.intel.com. Click on Contact Us.
CHAPTER 2:
Introducing the Service

Congratulations
Your selection of the Intel® Anti-Theft Service is a positive step toward guarding against theft and ensuring your personal privacy. This manual explains how to take advantage of the built-in hardware features, software options, and service benefits.

NOTE: We recommend that you complete the registration and activation process as soon as possible so that the powerful anti-theft capabilities in your new PC will be activated and ready for use.

Service Features
The Service lets you:
- Lock down your PC if it is lost or stolen so that no one can use it
- Create an encrypted folder (known as Secure Data Vault) on your PC where private files can be stored

These features can’t be used until you’ve registered and activated your PC, so be sure to complete the activation process promptly.

More About the Built-in Protection
Your PC includes built-in hardware components, designed by Intel, that work with software and the Service to provide multiple levels of protection. Intel® Anti-Theft Technology, available on select PCs featuring the 2nd generation Intel® Core™ processor family, strengthens security by performing operations in protected areas in the PC’s hardware. Hardware-enabled protection enhances protection.

If your PC is lost or stolen, it can be automatically disabled and only you can turn it back on.

It’s like having a full-time security guard inside your PC. When suspicious activities are detected, the technology automatically locks down your PC.

PC lockdown occurs if:
- Your PC is lost or stolen, and you notify the Service. The Service efficiently locks down your PC—no matter where it is—once notification has been received.
- You don’t connect your PC to the Internet for a certain number of days (as set in the Service options). For example, if your PC is lost and the timer expires after several days without server synchronization across the Internet, the PC goes into lockdown mode.
You’ll enjoy a greater degree of security and freedom with these strong PC protection features in place, and you’ll reduce the risk of identity theft or having private information revealed. The Intel Anti-Theft Technology sticker on your PC can also be a strong deterrent to potential thieves, who recognize the obstacles presented by this multi-level security solution.

**Attach the Sticker to Your PC**

The bright yellow sticker serves notice to would-be thieves and hackers that your PC is protected with strong, hardware-based anti-theft technology. We recommend that you apply the sticker to a highly visible location on your PC, such as the top surface. You’ll find the sticker included as part of the subscription details where your activation code is provided. Peel it free from the activation card and place it in a location where it will be easily noticed on your PC.

**Secure Data Vault**

Secure Data Vault is technology that creates a protected region on the hard disk drive of your PC where you can securely store sensitive information. This region is identified by its own assigned drive letter on your system, and it can be accessed only by supplying the password that you select. All data contained in Secure Data Vault is encrypted, so it cannot be read by anyone other than you.

You can install this feature during the initial setup of the Service or at a later date.

**Setting up Intel® Anti-Theft Service for Your PC**

You can control how the Service features work on your PC by setting certain options. Spend some time becoming familiar with these options by reading the descriptions in this guide. This will help you understand how to configure the Service to your personal preferences.

The following chapter describes the activation, enrollment, and setup process for the Service.
CHAPTER 3:

Activating the Service

To activate the Intel® Anti-Theft Service, you need:

- An Internet connection and a valid email address
- The 25-character activation code you received in the Intel Anti-Theft Service package
- A PC that includes Intel® Anti-Theft Technology (when you enroll be sure to use the PC that you purchased, rather than any other PC)

To begin the activation process,


The Welcome screen appears, described in the following section.

Subscription Activation Site

If this is the first time that you have logged into the subscription activation page, you must create an account and provide some information to start up the Service.

NOTE: The subscription activation site relies on Java®. Refer to the Appendix if you need details on how to set up Java for your PC. This Appendix also provides information on browser compatibility and testing your PC for service compatibility.

NOTE: If you already have an account, log in to the Web site using your existing username and password.

Activating a First-time Account

To create an account to use the Service,

1. From the Welcome page, click **Activate your Account**.

   The Account Set Up screen appears.

2. Enter the **Activation Code** found on the Activation Card inside the Intel® Anti-Theft Service Package.

3. Enter the **Email Address** you want to use for communications with the Service. Retype the email address in the box directly below to confirm it was entered correctly.

NOTE: The email address is used to complete the account setup.
4. Create a **login password** to use when you access your account. Use numbers and a mix of uppercase and lowercase letters—at least 8 characters in length—to make the password harder to break.

5. Retype the login password to confirm the entry.

6. Enter the characters shown in the graphics box near the bottom of the left column. This box helps confirm that a person, not a computer program, is creating the account.

7. Select two security questions to answer from the options at the top of the right column. Your answers are used to confirm your identity during subsequent visits to this site. Choose questions that you readily know the answers to (so that you can easily remember the answers).

**NOTE:** The visual indicator below the password box indicates the relative strength of the password that you're creating. A longer password using mnemonics rather than recognizable words is stronger.

To activate support by phone service, using a PIN code that you supply,

1. Enter the 10-digit phone number that you want to use for phone support. If the number applies to a mobile phone, select the **This is a mobile phone** check box.

2. Create a PIN code that you want to use for identification. The combination of the phone number and PIN you provide will be used for phone support or for authentication.

3. Retype the same PIN code to confirm you entered it correctly.

**To create the account,**

1. Review your entries on this form to be sure the information is correct.

2. Click the **I Agree to Terms and Conditions** link to read the legal details that apply to this account. If acceptable, select the check box to confirm your acceptance.

3. Click **Create Account** to register your account information.

The Service account server sends an email message to the email address you provided in order to validate the address.

_An email has been sent to the address you provided. Please open the email and click the link to complete the account setup process._
5. Check your inbox for the message, and then click the link contained in the message—Complete Account Setup—to finalize the account setup. The program notifies you that the account setup has been completed and provides a login link to access your account.

6. Click the here link to access the login screen for your new account.

7. Enter the email address and login password that you previously created. If you have forgotten the password, you can click the Forgot your password? link to recover your password. To recover the password, you'll need to answer the security questions that were entered earlier.

8. Click Login to proceed. The Welcome screen for the Intel® Anti-Theft Service appears.

Enrolling a PC to the Service

After you have successfully created an account and logged in, the home page appears. Each PC that is covered by this Service needs to be individually enrolled. You can enroll a maximum of 10 computers per account. You must perform this step using the same PC that is being enrolled in the Service. Once enrolled, your service settings can be managed from any computer.

To enroll your PC,

1. From the home page, click Enroll PC. A warning screen appears that describes the importance of not losing the Unlock Password for the PC.

2. Read the information on the screen, and then select the I understand this message check box and then click Continue with Enrollment.

The first page of the PC enrollment wizard appears displaying the defined PC Settings.
3. Confirm that the Activation Code you received in the Intel® Anti-Theft Service package correctly displays in the PC Details section. This code is automatically filled in for the first PC you enroll in the account.

4. Select a nickname for the PC that will make it easy to identify (for example, “Joe’s computer” or “Dad’s computer”).

5. Create an Unlock Password of at least eight numbers. This will be the password used to reactivate your PC following a lockdown event (for example, if the PC is lost and then returned to you).

6. Retype the Unlock Password to confirm it is correct.

7. Enter the number of days before the Auto Lock is engaged. The range is 3 to 30 days. If you have not logged into the Internet after the number of days you specify, your PC will automatically go into lockdown. Once in lockdown mode, the PC cannot be used until you enter the Unlock Password. Refer to the section Recovering Your PC for more details about how to use the Unlock Password.

8. Click Next to accept the entries on this page.

NOTE: You can optionally enter a Locked PC message. The maximum message length is 50 characters. This message will appear as the first screen when a PC is in lockdown mode. For example, you might enter instructions for someone to contact you if your PC is located: “If found, email myname@domain-name.com.” Keep in mind that any information that you enter here will be visible to someone who has stolen your PC.

Secure Data Vault provides an encrypted area on your PC’s hard disk where confidential files can be securely stored. You can choose whether or not to create Secure Data Vault. Secure Data Vault lets you create containers, which display on your PC as drives identified by letters. When a drive is unlocked, you can freely move files in and out of this drive whenever you are using the PC, but if the PC is locked down all of the information in the containers is protected by encryption.

To install Secure Data Vault,
1. Select the Install Secure Data Vault Drive on my PC check box.
2. Click Next to proceed to the next screen. Secure Data Vault will be installed on your PC after downloading the PC-based software in the next step.
Installing the PC-based Software

The Service PC-based software that is installed depends on the selections you make while enrolling your PC. The Services to be downloaded are displayed in the Install window as shown.

To download the PC-based software,

1. Verify that the items that appear in the Install window are correct. If Secure Data Vault does not appear and you want to install it, click Back to return to the previous screen. You can also choose to install Secure Data Vault at a later time.

2. Click Download Now to download the selected services. A progress bar indicates the download is taking place. When complete, the License Agreement, the first page of the Intel® Anti-Theft Service Setup Wizard, appears.

3. Use the arrow keys to scroll the License Agreement text and review. To agree to the terms, click Next to continue.

The Select Installation Folder dialog box that appears shows the target folder for the installation. You can select a different folder using the Browse button.

4. Click Next to confirm your selections.

5. In most cases, you will want to select the Install Updates Automatically option. You can choose to receive the Service prompt for software upgrades, automatically upgrade the software whenever a new version is available, or take no upgrade action at all.

6. In the Confirm Installation dialog box that appears, click Next again to continue with the installation. A progress bar shows how the installation is proceeding.

7. When the installation is complete, click Next to continue.

The Intel Anti-Theft Service Upgrade Policy screen appears.
8. Select the appropriate upgrade policy and click **Next**.

The **Installation Complete** dialog box appears, indicating that the software has been successfully installed on your PC. This activates the Service.

9. Click **Close**.

---

**Printing the Reference Screen**

When you have finished the installation, the Service displays a summary screen that lists important information that applies to your account. We recommend you print this screen and keep it in a safe location. It includes password details, the original Activation Code, your unlock password, and other details that are essential for using the features of the Service.
CHAPTER 4:

Using the Service

Whether you have one PC or several enrolled in the Service, it is always easy to log on, check the current status of your enrolled PCs, make changes to passwords, view recent activities, and change the settings that apply to lockdown.

When you log on to the Service, the initial screen displays the list of PCs that are currently enrolled. To change settings or view status, click the name of any of the PCs shown in this list.

Configuring the Service

To configure the PC settings,

1. In the **PC Settings** list, click the PC Nickname of the PC you would like to configure. If you enrolled only one PC, only one PC will be visible in the list.

On the **Settings** tab for the selected PC, you can view and change the current settings for **Auto Lock Timer** and **Locked Message**. You can also change or retrieve your Unlock Password or retrieve your Secure Data Vault Password.

2. Make any necessary changes to the settings that are shown. For more details about an option, click the help symbol (?) next to the setting.

3. When you have finished changing the settings, click **Save** to confirm the changes and store the new values. These changes will be in effect the next time your PC synchronizes with the Service.

![Image of the Service interface](image-url)
Installing Secure Data Vault Drive

If you did not previously install the feature for Secure Data Vault on your PC, you can select the Install Secure Data Vault Drive on my PC check box to perform the installation from the settings page.

If you select the check box to install Secure Data Vault, you should also assign a password for it. The first time you run Secure Data Vault you will need to create a password, and this information will be sent to the Service. You can return to this settings tab at any time retrieve your password if you forget it.

Locking Your PC

When you turn on a PC that is enrolled in the subscription service, that PC automatically communicates or synchronizes with the Service server while it is connected to the Internet. This connection confirms that all is well and that no lockdown requests have been received (by phone or Web). If the lock or theft protection mode for the PC is activated, one cannot go farther than the initial screen where the Unlock Password is required.

Triggering the Lock/Theft Protection Mode

Locking Your PC Automatically

The PC goes into a lockdown state if there has been no communication to the Service server within a number of days (as specified by the Auto Lock Timer setting). You can set the number of days allowed before this action takes place by going to the Settings page.

NOTE: Internet access is required to complete the Service server synchronizations.

For example, if your PC is lost during travel on an airline and is sent to lost and found, after the set number of days passes without a network connection, it will lock down. If you set the lockdown value at 4 days, if the PC is powered up on day 5, it will be in lockdown mode.

Requesting Lock PC Mode

To lock down a PC,

1. From the Service home page, click the name of the selected PC. The values that apply to that PC display on a tabbed dialog box.
2. Click the Lock/Unlock PC tab. The Lock/Unlock PC dialog box appears.
3. Click the red Lock PC button. A dialog box appears asking to confirm the lockdown state.

TIP: To strengthen the security protection, configure your PC so that the WLAN connection can be completed before Microsoft Windows® starts. This allows the contact with the Service server to be made (and any recent changes to the settings to be implemented).
4. Click **Confirm** to lock your PC. The dialog box confirms the PC is locked. The lock request will be delivered to the PC the next time your PC synchronizes with the server.

**NOTE:** You can also lock down your PC by phone. Refer to Getting Automated Phone Support for details.

**Viewing the History**

The Service maintains a history of activities relating to each enrolled PC. You can check this history at any time to see what activities have taken place.

**To view the PC history,**

1. From the Service home page, click the name of the selected PC. The values that apply to that PC are shown on a tabbed dialog box.

2. Click the **History** tab. The Service history for the selected PC appears. The date for each individual event is shown, as well as the IP address from which the event was initiated.

3. When you have finished viewing the events, click **Close** to return to the previous dialog box.
Checking Status through the Notification Area Icon

When the PC-based software for the Service has been installed on your PC, an icon appears in the Windows notification area (at the far right of the taskbar). This icon changes to reflect current status and to provide security-related notifications. The following table describes the range of notifications and the icons in use.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Icon state</th>
<th>Notification</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>Red</td>
<td>Indicates that less than 24 hours remain before server contact is needed.</td>
<td>Log on to the Internet within the 24-hour window to avoid having the system lock.</td>
</tr>
<tr>
<td>Pop-up balloon</td>
<td>POP-UP BALLOON</td>
<td>Appears once each hour, counting down the time before the PC automatically locks up. When less than 45 minutes remain, the balloon pops up every 15 minutes.</td>
<td>Log on to the Internet within the time specified to avoid having the system lock.</td>
</tr>
<tr>
<td>Gray</td>
<td>Gray</td>
<td>Indicates the Service is currently suspended.</td>
<td>No action needed.</td>
</tr>
<tr>
<td>Missing icon</td>
<td>Missing</td>
<td>If no icon is visible in the system tray, the PC has been unsubscribed from the Service.</td>
<td>Re-enroll if service is needed.</td>
</tr>
<tr>
<td>Default icon</td>
<td>Default</td>
<td>Indicates the Service is enabled and monitoring conditions.</td>
<td>No action needed.</td>
</tr>
</tbody>
</table>

**NOTE:** The notification area icon may not be visible. Click the up arrow to view the visible icons.
Right-Clicking the Notification Area Icon

If you right-click the notification area icon for the client application, you can access a menu that controls these options:

- **Open Secure Data Vault** (if closed) or **Close Secure Data Vault** (if open). Provides access to password-protected encrypted containers that you have created with the Secure Data Vault feature.

- **Synchronize Settings with Server**. Forces synchronization with the Service server to check status and update settings.

- **Software Update Settings**. Lets you select the manner in which updates are handled. Options include **Install Updates Automatically**, **Notify Me When an Update is Available**, and **Don’t Automatically Check for Updates**. The command **Check Now** when selected immediately performs the check for updates.

- **Show EULA**. Displays the End User License Agreement.

- **Server Synchronization Status**. Indicates the current details related to the server synchronization operations.

- **About**. Provides information about the Service client application.

- **Exit**. The Service client application exits and the icon disappears from the tray. The client and system tray icon are again available the next time the PC boots.

Using the Help Menu

You can obtain help when logged in to the Service by clicking the **Help** button near the top of the main screen. The Help window that appears offers answers to common questions and provides concise procedures for tasks such as creating a user account and enrolling a new PC.

Viewing Tooltips

Many of the options displayed in the Service screens use tooltips to provide a quick description of a field or feature. To view tooltips, let the cursor hover over an item for two or three seconds and, if a tip is available, a pop-up description will appear.
CHAPTER 5: Using Secure Data Vault

If you installed Secure Data Vault—either when you initially set up your Service and enrolled your PC or at a later date—you can create a protected area on your hard disk that is password-protected and encrypted. Secure Data Vault offers additional protection for any private or sensitive information stored on your PC.

When the Secure Data Vault option has been installed, you can create an encrypted container, which appears as a drive on your PC mapped to a letter that you assign to it (for example, drive E). When you start Secure Data Vault for the first time, you will need to create a password and the encrypted data can be accessed only if the password is supplied.

NOTE: We strongly recommend that you regularly back up the files in your Secure Data Vault using your favorite backup utility. You can also back up the entire encrypted container, but the container is typically large and could require a significant amount of time and space for the back-up process. Information in this backup will have the same encryption and password protection as the encrypted container that you created on your hard disk. If your PC is stolen or lost, you can recover the information from the backup using the data recovery tool.

Opening Secure Data Vault

When Secure Data Vault is open, you can create containers and copy files into them. When the vault is closed, the files are encrypted and cannot be viewed unless the correct password is provided.

To open Secure Data Vault,

1. Locate the application for Secure Data Vault on your Start Menu and click its icon.
2. If you have not already created a password to access Secure Data Vault, the program will ask you to create one at this time. Enter the password you want to use and confirm this entry in the next field. Click OK to continue.
To create a new encrypted container,
1. Select the application for Secure Data Vault from the Start Menu on your PC.
2. From the main window, select New. The Create New Encrypted Container dialog box appears.

![Create new encrypted container dialog box]

3. Create a name for the new container and designate a folder in which to store it. By default, the encrypted container is stored in your My Documents folder on drive C. Use the Browse button to select a different folder anywhere on your system.

4. Specify a size for the container in the Size entry field. Make sure that you leave adequate space on your disk drive for other applications and normal operations.

![Login to Secure Data Vault dialog box]

3. If you have already created a password, each time you begin to open Secure Data Vault, the program requires that you enter it. In the Login to Secure Data Vault dialog box, type the password, and then click Login.

4. In the window that appears, select the name of the container that you want to open. Click the Open icon to make the container, associated with the drive letter you assigned, available for use. If you haven’t yet created any containers, the next section explains how to do so.

Creating an Encrypted Container
You can create as many containers as you want within Secure Data Vault.

NOTE: If you choose to back up the entire container, the size of the container will determine the time and space that the backup will take. To expedite backup time and to save space, you can back up your files instead of the entire container. A large container typically requires a significant amount of time and space to backup.

5. In the Assign drive letter field, specify the letter drive you want to use.
6. Click Create to name and create the encrypted container. The drive that you assigned to the container and the status will be shown in the window for Secure Data Vault.
7. While the status of the container is Open, you can move files in and out of it as you would with any disk drive—using those Microsoft Windows tools that are most convenient. Files are encrypted from the time they are moved into the vault.

8. Click the Close icon to return the vault to password protection.

9. Click the Logout icon to exit from the application.

**NOTE:** You can include the path for each Secure Data Vault encrypted container in your regular backup operations, but the entire container will be backed up. This should be the path where Secure Data Vault was originally created (for example: C:\User\Administrator\Documents\SDVContainers). The data contained in the backup will also be encrypted, and it can be recovered using the recovery procedure described in the following section.

---

**Closing Secure Data Vault**

**To close Secure Data Vault,**

1. Once you’re done using Secure Data Vault and you’ve finished copying files in or out of containers, select any open containers that you’d like to close from the displayed list.

2. Click the Close icon to close and lock the selected container.

3. Click the Logout icon to exit from the application for Secure Data Vault.

**Recovering Secure Data Vault Information**

If your PC is lost, stolen, or suffers a hard disk drive failure, you can recover the data stored in your Secure Data Vault if you have a backup file available.

**To restore Secure Data Vault on a replacement PC**

1. On your replacement PC, restore the data backup of the Secure Data Vault encrypted container to the My Documents folder.

2. Log in to the Service, and then click the Maintenance tab.

3. Click Download Tool to download the data recovery tool for Secure Data Vault.

4. When the download is complete, double-click the tool to open it. If you’ve restored the container files to My Documents, the recovery program will automatically recognize and register them.
5. Open any of the displayed containers and copy the recovered content to any appropriate location on your hard drive or other media.

If your replacement PC includes Intel® Anti-Theft Technology capabilities and you have service time remaining, you can optionally enroll the PC in the Service at this time.

**To restore Secure Data Vault onto your PC following hard disk replacement,**

1. Complete the installation of the new hard disk drive or operating system upgrade.

2. Restore the data backup of an encrypted container made by Secure Data Vault to the **My Documents** folder on your PC.

3. Log in to the Service and reinstall Secure Data Vault for your PC.

4. When the software has been installed, open the Secure Data Vault application. Your encrypted container files that have been copied to the **My Documents** folder are visible and ready to access.

If your PC has been repaired, had changes to its motherboard, or had the BIOS re-flashed (causing the PC to become un-enrolled), the system may be returned in a suspended state. When you resume the Service, we recommend that you change your password.

**To restore Secure Data Vault on your PC after a repair,**

1. Restore the data backup of the container made by Secure Data Vault to the **My Documents** folder on your PC.

2. Log in to the Service, and then open the **Maintenance** tab for the selected PC.

3. Click **Download Tool** to download the data recovery tool for Secure Data Vault.

4. When the download is complete, double-click the tool to open it. If you’ve restored the container files to the **My Documents** folder, the recovery program will automatically recognize and register them.

5. Open any of the displayed containers and copy the recovered content to any appropriate location on your hard drive or other media.
**Retrieving the Password for Secure Data Vault**

If you lose or forget the password to Secure Data Vault, you can retrieve it as long as your Service subscription is active.

**To retrieve the password for Secure Data Vault,**

1. Log in to the Service and then click the PC Nickname for the selected PC (on which Secure Data Vault is stored).
2. Click Retrieve Password. A message containing a link is sent to your current email address.
3. Open the email message, and then click the link provided.
4. Answer the security questions on the screen that appears. The program then lets you view the current password.

**NOTE:** If your subscription is not active, your Secure Data Vault is in read-only mode and you cannot recover your password. For more details, refer to Chapter 7: Suspending or Cancelling Service.

**NOTE:** You can change the password for Secure Data Vault by selecting the Change Password check box at the time you log in to Secure Data Vault. The program will provide a second field to confirm the newly entered password. The next time the client application synchronizes with the Service, this new password will be stored on the server. You can then retrieve it whenever necessary using the preceding procedure.
CHAPTER 6:

Recovering Your PC

If your PC is lost or stolen, it can be locked in one of three ways:

- By logging into the Service and using the Lock PC command
- By the PC failing to connect with the Service for the set number of days in the Auto Lock timer
- By issuing a Lock PC command by phone using Customer Support

Unlocking from the Web

If your locked PC is recovered, you can return it to normal operation by first setting the PC to unlock on the Web and then entering the Unlock Password on the locked PC.

To unlock the PC on the Web,

1. Log in to the Service, and then click the name of the selected PC. The values that apply to that PC are shown on a tabbed dialog box.
2. From the Lock/Unlock PC tab, click Unlock PC.
3. Click Close to exit the tab.
4. The next time the specified PC communicates with the Service, it will be unlocked for your use.

Entering the Unlock Password

To enter the Unlock Password,

1. Turn on your PC. If the PC has been locked, a screen will appear from the BIOS that requests the recovery passphrase, such as the following:

```
Intel(R) AT supported system lock due to: Stolen Message Received
Time Lock to enter Password (0) seconds
Please select one of the following for platform recovery:
1 - User Password
2 - Secure Token Password
Select one of the above options to proceed ...
```

2. Enter 1 (to use a passphrase).
3. Enter the passphrase (your Unlock Password). If the password is correct, the PC completes the startup process.
Recovering the Unlock Password

If you forget the Unlock Password, you can retrieve it from the Service.

To retrieve the Unlock Password for an enrolled PC
1. Log in to the Service, and then click the name of the selected PC. The values that apply to that PC are shown on a tabbed dialog box.
2. From the Settings tab, click Retrieve Password (to the right of the Unlock Password check box).
3. A message with a link is sent to your registered email address. Click the link and then answer the security questions.
4. The Service displays your Unlock Password. Click OK to return to the previous screen.

Recovering the Service

In certain situations, your subscription to the Service may be current, but you may not be able to access it because of disk drive corruption, a hard disk change, or other system changes. To continue using the Service, you will need to log in and reinstall the necessary software.

To recover the Service,
1. Log in to the Service at ATService.intel.com using your current password.
2. Click Help.
3. Click Reinstall Intel® Anti-Theft Service on an enrolled PC.
Suspending or Cancelling Service

Depending on circumstances, you may want to temporarily suspend the Service. For example, if you take your PC in for service, you don’t want it to lock while being repaired. In such cases, you can use the Suspend feature to temporarily discontinue service and then use Resume when you return to re-activate the anti-theft coverage.

You can also choose to unsubscribe, which cancels service for the PC. If you unsubscribe a PC from the Service, you will have to re-enroll it before protection will be available again.

Suspending Service

To suspend service,

1. Log in to the Service, and then click the name of the PC that you want to suspend.
2. Click the Suspend tab.
3. Click the Suspend button. The Service asks security questions before continuing.

The Service suspension takes place the next time the PC-based software synchronizes with the Service.

To operate from Suspend Mode,

1. Starting from Shutdown or Hibernate mode, the PC will show the following:

   ![Suspend Mode Screen]

   2. Type \texttt{n}, and then press Enter.

   The PC will resume normal operation.

To resume service,

1. Log in to the Service, and then click the name of the PC for which you want service resumed.
2. Click the Suspend tab.
3. Click the Resume button. The Service is resumed and the timers for the automatic lockdown settings that you have specified begin counting once more.

NOTE: While suspended, your PC does not respond to automatic lock downs or lock requests. As an alternative to suspending services, you can extend the number of days as part of the Automatic Lock Time settings beyond the anticipated period of PC inactivity.
Unsubscribing

You can cancel your subscription at any time. Unsubscribing turns off the theft protection features for your PC.

To unsubscribe from the Service,

1. Log in to the Service, and then click the name of the selected PC. The values that apply to that PC are shown on a tabbed dialog box.
2. Click the Suspend tab.
3. To cancel the subscription service, click Unsubscribe and then answer the security questions that appear.
4. Confirm this change in the dialog box that appears. You can re-activate the Service subscription by supplying the original Activation Code within the time limit of your original subscription period.

If you unsubscribe, files that you have stored in Secure Data Vault will still be protected, but without hardware security.

We recommend that you move your secure data out of Secure Data Vault to another location before you unsubscribe.

NOTE: Changes made on the Suspend tab, including Unsubscribe, are not applied on your PC until after the next synchronization with the Service server. To synchronize immediately, right-click the Intel® Anti-Theft Service icon and click Synchronize Settings with Server.
CHAPTER 8: Contacting Customer Support

Support Options
If you need answers to questions not covered in this manual, or you would like to configure your PC (such as locking your PC) with the help of an agent, visit the ATservice.intel.com site and click Support/Contact Us. The options provided let you:

1. Email questions about the Service or provide feedback
2. Chat with a live agent (during certain hours)
3. Call Customer Support. Individual phone numbers for each country or region are listed on the site, ATservice.intel.com.

To talk to a service representative,
1. Call the phone number for your country or region. A full list of current numbers appears on the ATservice.intel.com site. Click Support/Contact Us to find the appropriate number.
2. Enter the phone number that you provided when you enrolled your PC.
3. Enter the 4-digit PIN code that you created at that time.
4. Select Talk to Agent from the options given.
5. Explain the nature of your request to the service representative.

NOTE: If you have multiple PCs, you must first select the correct PC to continue. Several other functions are available by phone, including Lock, PC Status, Retrieve Login Password, and Talk to Agent. Follow the voice prompts to access the services that you need.

Planned Automated Phone Support

To obtain automated phone-based support (when available),
1. Call the phone number for your country or region. A full list of current numbers appears on the ATservice.intel.com site. Click Support/Contact Us to find the appropriate number.
2. Enter the phone number that you provided when you enrolled your PC.
3. Enter the 4-digit PIN code that you created at that time.
4. Follow the voice prompts.

NOTE: Automated phone support is currently not available. To lock your PC or perform other functions using your phone, call Customer Support. Individual phone numbers for each country are listed on the site, ATservice.intel.com.

NOTE: You will receive support from the retailer from whom you purchased the PC. They will have their own privacy guidelines.
**What is Intel® Anti-Theft Service?**
The Service helps consumers protect their PC and data from theft. This Service uses Intel® Anti-Theft Technology (Intel® AT) as a foundation and provides added security built into the chipset. Additionally, this service lets you use an optional feature called Secure Data Vault on your PC where private files can be encrypted and stored.

**What is Intel Anti-Theft Technology?**
Intel AT locks down your PC if it’s lost or stolen and helps secure sensitive information stored on the PC’s hard drive.

Intel AT has these benefits:
- **Built-in protection for added peace of mind:** This technology is built into Intel’s chips so reformatting or replacing the hard drive will not defeat the lock.
- **Easy to disable the PC locally or remotely when lost:** Lock down your PC if it is lost or stolen. A locked PC cannot be used by a thief, but can be easily unlocked by its owner.
- **PC theft deterrence:** The Intel AT sticker warns thieves that the PC has added protection. This can help in deterring theft.

**How is privacy protected for the enrollment and account information?**
All user information is stored in encrypted form on the Service server.

**Does the Service include recovery of a lost or stolen PC?**
The Service does not provide recovery of lost or stolen PCs. Guaranteed PC recovery is not feasible, so the Service focuses on deterring theft and then disabling stolen PCs and protecting their data. Your customized lock message may make it possible for someone to return your PC.

**Account Settings**

**Why do I have to create an account?**
You must create an account to use the Service to control security, validate your identity, and assist in performing lock and unlock procedures. The activation code is used to create an account.

**Who can see my account information?**
Only the valid account holder and customer support representatives for the Service can view account information. Users must log in to the Service Web site to view information about any PCs that have been enrolled in the Service. Additional information about the current account settings appears in the Account Settings window on the Web site, which can be accessed by answering the authentication questions (based on the information supplied initially by the user).

**How is my account information used?**
Account information—such as your email address—is used by the Service to notify you of relevant information about your enrolled PC. The phone number that you provide when registering is used for identification when you contact the call center.
How is my email address used?
Your email address is the basic means for communication with the Service. Messages are generated to the address you provide to confirm and validate certain operations, such as resetting your account password, retrieving a password, providing warnings about missed synchronizations with the server, issuing service expiration notices, and so on.

How can I change my email address?
To change your email address, log in to the Service, select Account Settings, and answer the authentication questions to gain access. You can change your email address on the screen that appears.

What is the Login Password?
The Login Password controls access to your Service account. You must supply this password each time you visit the Web site.

How do I change my Login Password?
To change your login password, click the Account Settings button on the home page and answer the authentication questions to gain access. You can make the changes in the window that appears. You can also reset the password using the Forgot Password option on the home page of the Web site. The Service sends a message to your registered email address. When you receive the message, follow the link contained in it to complete the password reset process. You will need to answer authentication questions to confirm the reset.

How are my Login Password and Unlock Password different?
The Login Password gives you access to log in to the Service. The Unlock Password is used only in situations where your PC is locked down and you want to unlock it (for example, if the Auto Lock Timer is triggered after the set number of days, which would lock down the PC). An additional password that applies to Secure Data Vault is also kept available for retrieval on the site.

How do I choose a strong Login Password?
A strong login password consists of:
- At least 8 characters
- One or more numerals
- An uppercase and lowercase character
- A special character
- The password does not start with a question mark (?) or an exclamation mark (!), or 3 repeating characters at the beginning

When you first create your Login Password, a graphic gauge below the password entry box dynamically shows the strength of the password as you add characters.

What are Authentication Questions?
Authentication questions are combinations of questions and answers that you define as a user when you register. They provide extra security whenever you are accessing or changing sensitive information within your account. We recommend that you memorize the answers to the questions and keep them secret to maintain the security of your account.

Why do I have to register my phone number?
Your registered 10-digit phone number is used for identification when obtaining customer support.

Which phone number should I register? I have many.
We recommend that you use a mobile phone if you have one. Otherwise, use a phone number where you are frequently available.
What is the PIN code?
The PIN code is used for getting support during an Interactive Voice Response session. The PIN must consist of four digits.

I already have an account. Can I add a new PC to it?
Any current subscriber with a valid account can add up to 10 PCs as long as an activation code is available for each enrolled PC. To add a PC to your account, log into your account, and use the Enroll PC button on the Service home page.

Theft Policy Settings
What does the term Auto Lock Timer mean?
Each day that a PC does not communicate with the Service server counts as one day toward automatic lockdown, based on the Auto Lock Timer value that has been set. For example, if the timer value is set to 10 days and your PC doesn’t communicate with the server on the Internet for 6 days, the notification area icon will notify you that 4 days until automatic lock remain. You can use your Unlock Password if your PC is locked down inadvertently.

What does Locked PC Message mean?
The Locked PC Message that you specify when enrolling a PC gets displayed by the BIOS if the PC has been locked down and someone tries to start it.

What is Unlock Password?
Use the Unlock Password to gain access to a PC that has been locked down. This password is set during the PC enrollment process.

How do I change my Unlock Password?
To change the Unlock Password, log in to the Service, and then go to the Settings tab. Click the Change button to enter a new password.

I forgot my Unlock Password. How can I retrieve it?
To retrieve your Unlock Password, log in to the Service, and then go to the Settings tab. Click the Retrieve Password button to enter a new password. The Service generates an email message containing a link. Click the link to complete the process, which includes answering authentication questions to validate your identity. The Unlock Password is displayed for two minutes. You can also recover your Unlock Password by contacting the Interactive Voice Response support line.

Secure Data Vault
What is Secure Data Vault?
Secure Data Vault is a data protection service that lets you create an encrypted container on your PC’s hard drive where sensitive files can be protected and stored.

Can I add Secure Data Vault later?
Yes. To add Secure Data Vault to your enrolled PC, go to the Settings tab and select the Install Secure Data Vault Drive on my PC check box. When you click the Save button, the Service installs Secure Data Vault on your PC.

Does Secure Data Vault protect all the data on my PC?
No. Secure Data Vault protects only the files that are copied to it.

How does it prevent others from seeing my data?
The encrypted data stored in Secure Data Vault can be accessed and decrypted only by supplying a password. Only an authenticated user can access the files stored in the vault.
What kind of files or data should I store here?
Secure Data Vault can be used to store any kind of files or documents that you want to protect from unauthorized viewing. This might include bank or credit card information, passwords for other accounts, personal information that might be used for identity theft, or anything you would like to encrypt.

Unlock Password

How do I lock a lost or stolen PC?
To lock a lost or stolen PC, log in to the Service, go to the Lock/Unlock PC tab for the enrolled PC, and click the Lock button. Following the next synchronization with the server (if someone tries to start up the PC), the PC will be locked by the Service. You can also use Interactive Voice Response support to lock a PC.

How do I unlock a PC?
Turn on the PC and enter the Unlock Password on the BIOS screen that appears. Then, log in to the Service, go to the Lock/Unlock PC tab for the enrolled PC, and click the Unlock button. Following the next synchronization with the server, the PC will be unlocked by the Service. If you forget to perform this step, the server will lock down the PC the next time it synchronizes with it.

How do I suspend or resume the Service?
To suspend service, log in to the Service, and then click the name of the PC that you want to suspend. Click the Suspend tab, and then click the Suspend button. While suspended, your PC does not respond to automatic lockdowns or lock requests. Note that you will need to answer the security questions to suspend service.

To resume service, log in to the Service, and then click the name of the PC for which you want to resume service. Click the Resume tab, and then click the Resume button.

How do I view the history for an enrolled PC?
To view the Service history for a PC, log in to the Service, select an enrolled PC, and click the History tab. The last 50 events related to this PC will be displayed.

How do I unsubscribe a PC from the Service?
Log in to the Service, and then click the name of the selected PC. Click the Suspend tab. Click the Unsubscribe button in the dialog box that appears. The next time the server synchronizes with the PC, the PC subscription will be terminated. Note that you will need to answer the security questions to unsubscribe from the Service.
Installing Java* Runtime Environment v6

The Service requires that Java* Run Time Environment (JRE) version 6 be installed for Web pages to be viewed properly. If JRE v6 is not installed you may see a blank screen when trying to access a page or the following dialog box may appear in your browser window.

In most cases, Java will already be installed and enabled for your browser, but if you receive a message that Java is needed to continue, complete the installation in the following manner.

To install JRE v6 in Internet Explorer*

1. Click the Windows Start button, and then click Internet Explorer. The browser window appears.
2. Access the Java.com Web site.
3. Click the Free Java Download button. The File Download – Security Warning appears.
4. Click Run to continue. The installer provides more details about the software.
5. Click Run to confirm. The Welcome to Java dialog box appears.
6. Click Install to proceed with the installation. A progress bar tracks the downloading and installation of the software.
7. After the installation has finished, restart the computer to enroll in Intel® Anti-Theft Service.

With Java installed, you should have full access to all pages on the Service site.

Checking Browser Compatibility

The Service works with the following browser:

• Microsoft Internet Explorer version 8
**Account Password.** When you first create your Service account, you assign a password to control access to it through the Service Web site. Protect this password carefully, since it is the primary means of locking and unlocking your PC and setting the options that apply to your account.

**BIOS (Basic Input/Output System).** A program stored within your PC that controls startup operations and configures the PC for use by the operating system. If your PC is locked down by the Service, the complete startup operation can’t proceed unless the Unlock PC password is provided, preventing a thief from loading the operating system to access the files on your PC.

**Encryption.** A process by which data in a computer is concealed for security by means of a code or cipher. The encrypted data becomes unreadable unless a key is supplied to access it (which can be tied to a password or other means of authenticating a user’s identity).

**Encrypted Container.** A protected area on your hard disk drive that you create using Secure Data Vault. To your PC, the area looks like a normal drive with a drive letter but the information within it is encrypted and protected by a password.

**Intel® Anti-Theft Technology.** Security features built into select 2nd generation Intel® Core™ processor family products that can protect sensitive data by blocking the boot process at startup.

**Secure Data Vault.** Technology that creates a protected area on a computer that can be used to store personal information in an encrypted format.

**Secure Data Vault password.** The password you create when you make a Secure Data Vault using the PC-based software installed on your PC. This password, which controls access to the encrypted data, is also stored on the server of the Service so that you can log in and access it, if needed.

**Server Synchronization.** A scheduled communication exchange between the PC and the Service that compares settings, evaluates current conditions, and determines whether the PC should be locked for security reasons.

**Unlock Password.** A password that you create through the Service that must be supplied to access a PC that has been locked down for protection. This password should be carefully stored in a place where it can’t be stolen and where it is available if the PC is locked. If you lose it, your PC may be unrecoverable.