



**Spysure**

**PC & Internet Monitoring Software**

**Home Version  
User Guide**

Revision B

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# 1. Introduction

## 1.1. What Is Spysure?

Spysure is a PC and Internet Monitoring software package for Microsoft Windows Operating Systems. When you need to know for definite **EXACTLY** what your children - or employees - are doing on the Internet, Spysure is the software that will let you know.

## 1.2. Key Features

Spysure is the most feature-rich monitoring software of its kind. Some of Spysure's powerful monitoring features include:

### **Website Monitoring**

See every website visited by every user.

### **Email Capture**

Read every email sent or received.

### **Keystroke Log**

Records every keystroke.

### **Chat Monitoring**

Read every Instant Message sent or received Yahoo Messenger or Windows Live Messenger (aka MSN Messenger).

### **Screen Capture**

View an image of the computer's screen taken at a specified interval.

### **Application Capture**

See exactly which applications are being used by which users on your computer.

### **Bandwidth Monitoring**

Allows you to see which users are using the internet the most!

### **Stealth Mode**

Only you will know that Spysure is installed!

### **Password Protection**

Only you will be able to access the Spysure user interface.

### 1.3. System Requirements

Spysure is built to run on most modern PCs.

Our recommended minimum system requirements are:

- An Intel or AMD processor running at 166 MHz or greater.
- A minimum of 64 Mb of memory.
- 50 Mb of free hard disk space.
- A CD-ROM drive for installation (where applicable).
- An active internet connection for download (where applicable).

### 1.4. Operating System

Spysure runs on the following operating systems:

- Microsoft Windows 2000
- Microsoft Windows XP
- Microsoft Windows Vista (All versions)

We are able to offer technical support for Windows XP and Windows Vista users only.

### 1.5. Hard Drive Usage

The Spysure application requires around 10Mb of hard disk space.

The amount of hard drive space used by Spysure for recording and monitoring varies according to the application settings, but is typically around 10-15 MB for 30 days.

## 2. Installing Spysure

### 2.1. Spysure and Antivirus Software

Spysure is designed to work with the majority of anti-virus software products on the market and our engineers undertake a program of continual testing and development to ensure compatibility.

However, occasionally, some configuration may be necessary to ensure that Spysure can operate alongside a specific antivirus product.

If you are using one of the following products please contact support on [support@spysure.com](mailto:support@spysure.com) for further advice prior to installing Spysure:

- Symantec Anti-Virus Corporate Edition
- Symantec Endpoint Protection
- Norton Antivirus
- Norton Internet Security
- Norton 360
- eSET NOD32.

If you find that Spysure is not operating correctly on your computer and you believe that your anti-virus product might be causing this behavior, please contact us on [support@spysure.com](mailto:support@spysure.com) for further advice.

## 2.2. Installing Spysure from a Download Link

Please follow the following instructions to install Spysure Home Version from a download link, provided following your purchase on <http://www.spysure.com> or <http://www.spysureonline.com>, or provided by our Customer Service team by email.

You must install Spysure from a local machine administrator account. An active internet connection is required to install Spysure. Please note that each software serial key is valid for **1 (one) computer only** unless specified otherwise. Please contact our Customer Services team for advice on this if required.

1. Download the “spysureinstallzip.exe” file from the link provided. We recommend that you save this file to an easily accessible location, such as your desktop.

2. **Windows 2000/XP Users**

Locate the saved “spysureinstallzip.exe” file.  
Double-click on the file to launch the installer.

**Windows Vista Users**

Locate the saved “spysureinstallzip.exe” file.  
Right-click on the file and choose select *Run as Administrator*.  
Click on “Allow” on the User Account Control window.

3. Follow the on-screen instructions.

4. Enter your Serial Key when prompted.

5. Enter an administrative password. You will need this password to access the Spysure user interface, change settings or uninstall the software, so keep it safe!

6. Enter a report email address in the space provided. This will be the default email address used in the software to receive reports of activity which has been monitored by Spysure. If you want the software to operate in stealth mode, do not check the “Create system tray icon” checkbox.

7. Once the installation is complete, restart your computer.

## 2.3. Installing Spysure From a CD

Please follow the following instructions to install Spysure Home Version from a CD provided by our Customer Service team.

You must install Spysure from a local machine administrator account. An active internet connection is required to install Spysure. Please note that each software serial key is valid for **1 (one) computer only** unless specified otherwise. Please contact our Customer Services team for advice on this if required.

1. Insert the CD in your CD-ROM drive.
2. **Windows 2000/XP Users**  
The Spysure Installer should start automatically. In the unlikely event that the Spysure Installer does not start, please navigate to your CD-ROM drive and double-click on the “spysureinstallzip.exe” file.

### **Windows Vista Users**

The Autoplay window will appear.  
Select “Open folder to view files using Windows Explorer”.  
Right-click on the “Spysureinstallzip.exe” file  
Select “Run as administrator”.  
Click on “Allow” on the User Account Control window.

3. Follow the on-screen instructions.
4. Enter your Serial Key when prompted.
5. Enter an administrative password. You will need this password to access the Spysure user interface, change settings or uninstall the software, so keep it safe!
6. Enter a report email address in the space provided. This will be the default email address used in the software to receive reports of activity which has been monitored by Spysure. If you want the software to operate in stealth mode, do not check the “Create system tray icon” checkbox.
7. Once the installation is complete, restart your computer.

## 2.3. Viewing the Spysure User Interface

To view the Spysure User Interface:

1. Press Ctrl+Alt+Shift+S simultaneously.
2. Enter your administration password, chosen during installation.
3. Click OK.

## 2.4. Hiding or Closing Spysure

To hide the Spysure User Interface, but allow Spysure to continue monitoring, click on the minimise (-) button in the top-right hand corner of Spysure. The Spysure User Interface will be hidden, but Spysure will continue running in the background. To re-launch the user interface, see section 2.3.

To close the Spysure User Interface, and cease monitoring, click on the close (x) button in the top-right hand corner of Spysure. The Spysure User Interface will be closed; Spysure will cease monitoring, and will no longer respond to the Ctrl+Alt+Shift+S keyboard shortcut. To restart Spysure, restart your computer.

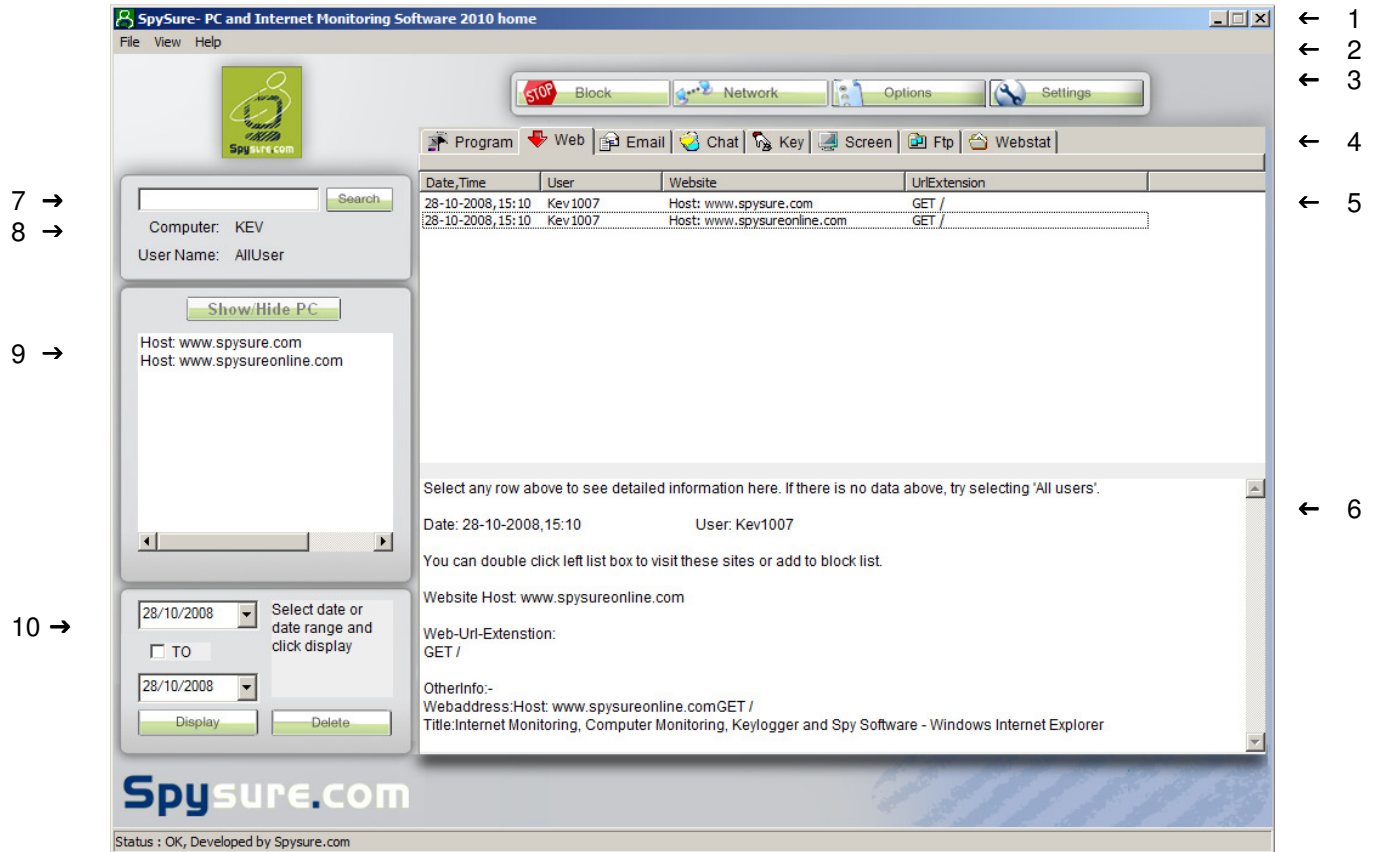
## 2.5. Uninstalling Spysure

To uninstall Spysure from your computer:

1. Press Ctrl+Alt+Shift+S to launch the Spysure User Interface.
2. Enter your administration password, chosen during installation.
3. From the Spysure User Interface, click on File and then Uninstall.
4. Click OK to confirm.
5. Spysure will be removed from your computer.

## 4. Spysure User Interface

This section will introduce the key parts of the Spysure User Interface.



**Figure 4.1 – Spysure User Interface**

Note that the appearance of the interface may vary depending on your operating system settings and may change slightly between versions.

### 4.1. The Title Bar

The title bar shows the name and version of the product and also contains the buttons to hide or close the Spysure user interface (see section 2.4).

### 4.2. The Menu Bar

The menu bar contains the File, View and Help menus.

### 4.3. The Button Bar

The button bar contains the Block, Network, Options and Settings buttons.

#### **4.4. The Category Tabs**

The tab bar allows you to view the data recorded by a particular module of the software. For example, to view recorded Website data, click “Web”.

#### **4.5. The Item List**

The item list displays all of the captured data items within that category. For example, in the web category (shown in Figure 4.1), the list shows all of the websites visited by date/time, and with the following columns:

- Date,Time - The Date/Time the website was visited.
- User - The Windows User Name of the user visiting the website.
- Website - The Domain Name of the website visited.
- URLExtension – The specific page visited on that website.

#### **4.6. The Detail Pane**

The detail pane shows detailed information about the item selected in the item list. Note that this is a text field which can be copied/pasted into another application if required (for example, to save a particular item as evidence).

#### **4.7. Search Function**

This function allows you to search for terms of interest in each of the monitoring categories. The function returns results for the currently active Category Tab. For example, if you have selected “Web”, you can search through the monitored websites.

Enter your search term in the field provided and click on the Search button in order to view search results (if any). To return to the complete listing of monitored items, click on the Category Tab of your choice.

#### **4.8. Computer/User Display**

These text boxes display the name of the Computer and User whose data you are currently viewing. By default this is the logged-on user on the current computer (i.e., yourself).

## 4.9. Computer Browser

**Or Filter (all Tabs except Screen)**

**Or Screen Capture List (Screen Tab)**

The function of this part of the screen varies depending on the state of the program.

By default the list box shows a list of items relevant to the current tab. For example, for the Web Tab, the list box shows the domain names of all the captured websites. On clicking on a domain name in the list, the captured data is filtered by that domain. For example, by clicking on facebook.com in the filter list, all pages from facebook.com are shown in the item list.

In the Screen Tab, the list box shows a list of screen captures. Click on an item in order to view the screen capture image.

Click on the “Show PC/User” button to display the computer browser. The computer browser allows you to choose the Computer (network version only) or User whose data you wish to view. The currently selected computer and user are displayed in the Computer/User Display (see 4.8 above).

## 4.10. Date Filter

The date filter allows you to view or delete captured data from a specific date, or range of dates. The filter will apply to the currently active Tab.

To view data from a single date:

1. Select the date you wish to view in the top drop-down box.
2. Click Display

To view data from a range of dates:

1. Select the date you wish to view *From* in the top drop-down box.
2. Check the “To” checkbox.
3. Select the date you wish to view *To* in the second drop-down box.
4. Click Display.

To delete data from a single date or a range of dates, simply follow the procedure above, but click Delete instead of Display. Depending on the amount of data collected, this process may take some time, during which time the application may appear unresponsive. This is normal. Please wait for the application to become responsive again before continuing.

## 5. Monitoring Features

This section aims to describe each of the monitoring features of Spysure, what data is captured, and how it is displayed. Spysure is able to capture data of a number of different types of activity.

The data from each Monitoring Feature is recorded in the relevant monitoring tab.

### 5.1. Program Monitoring

The Program Monitoring function records all programs accessed on the computer. The data captured consists of:

- **Date,Time**  
The date and time at which the program was accessed.
- **User**  
The Windows User Name of the user logged-on to Windows at the specified date and time.
- **Programe**  
The title of the application recorded, as seen in the application's title bar.
- **Location**  
The file system location of the executable file associated with the application.

In the Detail Pane, in addition to the categories above, you can also see which other processes (executable programs) were running in the "background" at the time the item was captured. This raw data is only likely to be of use to System Administrators.

## 5.2. Website Monitoring

The Website Monitoring function records all websites visited on the computer. This feature is independent of the web browser used, and will record any websites visited on any application capable of viewing web pages.

The captured data consists of:

- **Date, Time**  
The date and time at which the website was visited.
- **User**  
The Windows User Name of the user logged on to Windows at the specified date and time.
- **Website**  
The Domain Name of the website visited. A domain name identifies a specific website (e.g. <http://www.google.com>).
- **UrlExtension**  
The specific action taken on the website. Ordinarily this represents visiting a particular page. In this case the UrlExtension field will show the word GET followed by the URL of the specific page visited.

For example, if the Website field shows:

[www.spysure.com](http://www.spysure.com)

And the UrlExtension field shows:

*GET /internet-monitoring-software/contactus.php*

This indicates that the user has visited:

[www.spysure.com/internet-monitoring-software/contactus.php](http://www.spysure.com/internet-monitoring-software/contactus.php)

**NB:** Because the Website Monitoring feature of Spysure is software independent, it is capable of recording automated visits to web resources, in addition to those instigated by the user. For example, Spysure may record your Antivirus software checking for updates online, or Windows itself contacting Microsoft for various purposes. Typically, these items will be assigned to the User 'SYSTEM'. The Website field will usually give an indication of the nature of the connection. For example, you might see *download.windowsupdate.com*, indicating that the connection is related to an automatic Windows update

### 5.3. Email Monitoring

The Email Monitoring function records all emails send and received using a desktop email client on the computer. Examples of common desktop email clients include Microsoft Outlook Express (Windows XP), Windows Mail (Windows Vista), Microsoft Office Outlook, Mozilla Thunderbird, etc. Typically, these applications are configured to access an email account provided by your Internet Service Provider.

The email monitoring function also captures email sent using Windows Live Hotmail, Yahoo! Mail and Google Mail.

The captured data consists of:

- **Date, Time**  
The date and time at which the email was sent from or received by the local PC.
- **User**  
The Windows User Name of the user logged on to Windows at the specified date and time.
- **Mail To**  
The email address of the recipient of the email message.
- **Mail From**  
The email address of the sender of the email message.

By selecting an email message in the list, you can also see the Subject of the email and a portion of the body text in the detail pane.

## 5.4. Chat Monitoring

The chat monitoring function records all messages sent or received using two specific Instant Message applications:

- **Windows Live Messenger**  
(Also known as MSN Messenger, Windows Messenger)
- **Yahoo! Messenger**

These are the only two applications supported by this function.

The captured data consists of:

- **Date, Time**  
The date and time at which the instant message was sent from or received by the local PC.
- **User**  
The Windows User Name of the user logged on to Windows at the specified date and time.
- **FromId**  
The messaging service's user name for the Sender of the captured chat message.
- **Told**  
The messaging service's user name for the Recipient of the captured chat message.

By selecting a message in the list, you can also see the text of the message sent or received.

## 5.5. Key Monitoring

The key monitoring (or “keylogger”) function records all keystrokes entered on the keyboard, regardless of the application used.

The captured data consists of:

- **Date, Time**  
The date and time at which the instant message was sent from or received by the local PC.
- **User**  
The Windows User Name of the user logged on to Windows at the specified date and time.
- **Programme**  
The title of the application in which the keystrokes were recorded, as seen in the application’s title bar.
- **Typed**  
The first few keystrokes typed in the application.

By selecting an item in the list, you can also see every keystroke (as opposed to the first few) in the detail pane.

**NB:** The output from the keylogger function is intended to give a general impression of the activity on the computer, and is open to interpretation. The keylogger function records every alphanumeric character (i.e. letters and numbers) entered on the keyboard, but does not interpret control characters such as the backspace, delete or return keys. For this reason, the output of the keylogger may seem garbled or confusing. For example:

User intends to type the string ABC, but mistypes.  
User types AD, then deletes the letter D, and types BC.

The keylogger will show the keys typed as ADBC.

## 5.6. Screen Capture

The screen capture function records still images ('screen captures') of the screen of the computer at intervals determined by yourself. These images are like photographs of the user's screen, revealing exactly what was on the user's screen at the time.

The user interface for the screen capture function varies slightly from that of the other monitoring functions. In the screen capture tab you select the screen capture you wish to view from the list on the left-hand side of the user interface, rather than from the detail list present in all of the other sections. The screen capture images are listed by file name. The file names of the screen capture images are formatted as follows:

**Year-Month-Day-Hour-Minute-SecondUSERash.bmp**

Click on the screen capture image you wish to view, and the image will appear in the right-hand side of the user interface.

To view an image in full screen view, click on the *See Fullscreen* button.

To capture and view an image of the screen instantly, click on the *Instant Picture* button.

## 5.7. FTP Monitoring

The FTP capture function records file transfers made by FTP (File Transfer Protocol). File Transfer Protocol is most commonly used to upload files to web servers in order to update websites, but is also occasionally used as a method of downloading software.

The FTP capture function is independent of the software used and will record FTP transactions from any FTP application.

The captured data consists of:

- **Date, Time**  
The date and time at which the instant message was sent from or received by the local PC.
- **User**  
The Windows User Name of the user logged on to Windows at the specified date and time.
- **User-Password**  
The FTP User Name and password used to make the connection.
- **File**  
The filename of the file transferred.

Other information may be present in the detail pane.

## 5.8. Webstat

The webstat function aims to give an indication of the amount of data transferred into and out of the current computer. This may be useful to system administrators to identify which workers might be using the internet to excess.

The captured data consists of:

- **Date, Time**  
The date and time at which the statistics were recorded.
- **User**  
The Windows User Name of the user logged on to Windows at the specified date and time.
- **Data In**  
The amount of data, in packets, transferred into the computer (downloaded) since the last monitoring period.
- **Data Out**  
The amount of data, in packets, transferred out of the computer (uploaded) since the last monitoring period.

By clicking on an item in the list, you can also see cumulative totals of the data transferred:

- 1) Today
- 2) Since the computer start-up

Data is recorded in 'packets'. Each 'packet' is typically approximately 1500 bytes (~ 1.5 kilobytes) in size, though this can vary depending on your network configuration. If in doubt, please consult your system administrator.

## 6. Website Blocking

The website blocking feature of Spysure allows you to block access to individual websites or other internet services for all users of the current computer. **Please note** that this value-added feature is highly dependent on your system configuration and cannot be guaranteed to operate in all circumstances.

In the Home Version of Spysure, blocking features can be found in the “Settings” panel.

To save any changes made on the settings panel:

1. Confirm your administration password in the ‘Confirm’ text box.
2. Click on the Save button.

Blocking features in Spysure include:

### 6.1. Website Blocking (‘Blacklisting’)

To block individual websites by domain name:

1. Ensure that the ‘Apply web block list’ checkbox is checked.
2. Enter the domain name in the format [www.example.com](http://www.example.com) in the space provided.
3. Click on the Block button to add the website to the block list.
4. Repeat steps 2-3 for each website you wish to block.

### 6.2. Block by Time

This setting allows you to apply the blocking settings based on the time of day. For example, you may wish to block website access late at night.

To add a time when you wish website access to be blocked:

1. Check the ‘Block by time’ checkbox.
2. Click on the ‘Add/edit’ button to add a time parameter.
3. Select a day (or ‘Any’), start time and end time during which you want the blocking to apply, and click on the Add button.
4. Repeat steps 2-3 as required.

To remove a time period which you had added previously:

1. Select the time period in the drop-down box.
2. Click on the 'Add/edit' button
3. Click on the 'Delete' button.

To edit a time period which you had added previously:

1. Select the time period in the drop-down box.
2. Click on the 'Add/edit' button
3. Alter the time parameters according to your needs.
4. Click on the 'Modify' button.

### **6.3. Port Blocking**

Port Blocking allows you to block particular types of internet communications, for example to block a particular program from being used. This feature is provided for users with advanced IT skills.

To block a particular port or ports from being used:

1. Check the 'Port Blocking' checkbox.
2. Enter the port numbers in the textbox, in the form of a comma-separated list. (e.g. 20, 80, 7)

### **6.4. Email Blocking**

This feature allows you to block users from sending or receiving email. This applies only to email sent and received from desktop email clients, such as Microsoft Outlook Express, Microsoft Outlook, Mozilla Thunderbird and does not apply to web-based email accounts such as Yahoo Mail, Hotmail or Google Mail.

In order to apply email blocking:

1. Check the 'Email Block' checkbox.

## 7. Options Pane

The options pane contains various options to allow you to configure the software to your requirements.

The options are:

### 7.1. Capture web site

Check this checkbox to enable the Website Monitoring feature. See section 5.2 for information about this feature.

### 7.2. Key Logging

Check this checkbox to enable the Keylogger feature. See section 5.5 for information about this feature.

### 7.3. Capture chat

Check this checkbox to enable the Chat Monitoring feature. See section 5.4 for information about this feature.

### 7.4. Capture FTP

Check this checkbox to enable the FTP Monitoring feature. See section 5.7 for information about this feature.

### 7.5. Capture email

Check this checkbox to enable the Email Monitoring feature. See section 5.3 for information about this feature.

### 7.6. Captureprocess

Check this checkbox to enable the Program capture feature. Use the drop-down box to select an interval at which the monitoring will occur. See section 5.1 for information about this feature.

### 7.7. Keep captured data

This setting determines how many days data is retained in the program's database.

## **7.8. Relay captured email**

Check this checkbox in order to enable email relay. This feature will send copies of any email captured by the email monitoring feature (see section 5.3) to the administrator's email address, as displayed in the settings pane.

Click 'Save' to save your changes.

## **7.9. Send email report**

This feature allows you to receive summary reports by email, detailing monitored activity on the PC. The email reports are sent to the administrator's email address, as displayed in the settings pane.

To enable this feature:

Check the 'Send email report' checkbox.

Select an interval at which you wish to receive email reports. Select '1 Hour' to receive email reports on an hourly basis. Select 'Everyday' to receive email reports on a daily basis.

If you choose to receive email reports on a daily basis, select a time at which you wish to receive those reports. This should be a time when the computer is normally switched on in order for Spysure to send reports successfully.

If you wish to receive a screen capture image with each report, check the 'Send report with screen capture image' checkbox.

The system will also send an email when the computer starts up.

## **7.10. Capture Screen**

Check this checkbox to enable the Screen Capture function and set an interval at which screen captures will be generated. See section 5.6 for information about this feature.

## 8. Settings Pane

The settings pane contains various settings to allow you to configure the software according to your requirements.

The options are:

### 8.1. ReportEmail

This setting determines the email address to where summary reports (see 7.9 Send email report) and relayed email (see 7.8 Relay captured email) are sent.

### 8.2. Blocking Options

See section 6 for an explanation of the various options related to Internet Blocking.

### 8.3. Password

This setting allows you to change the administration password used to access the software. Enter your new administration password in the Password field and confirm it in the Confirm field.

### 8.4. Shortcut

This setting allows you to change the keyboard shortcut used to access the software. The keyboard shortcut must always be in the form Ctrl+Alt+Shift+X where X is any letter A-Z. Enter your desired letter in the space provided.

### 8.5. Show icon at taskbar

This setting allows you to choose whether to display a shortcut icon to launch the software in the taskbar's tray area (next to the clock). This icon can then be used to launch the software instead of the keyboard shortcut.

Do not check this checkbox if you wish to 'hide' the software from the computer's users.

Click 'Save' to save your changes.

## 9. Where to find further help?

If you have any questions about how to install or operate Spysure you may contact our Technical Support department in any of the following ways:

### By E-Mail

Send an email to [support@spysure.com](mailto:support@spysure.com) stating your order ID (where possible) or software serial key, and the nature of the problem you are experiencing. Please provide as much information as possible, including the text of any error messages that have been displayed, and any information about the configuration of your PC that you feel may be relevant.

### By Telephone

You can also contact us by telephone on 08450 21 21 31 (Local Rate). This telephone service is normally manned during office hours (9am – 5pm Monday – Friday, excluding public holidays). Outside these hours please leave a voicemail or, alternatively, contact us by email.

### Our Websites

You can visit our websites at:

<http://www.spysure.com> and <http://www.spysureonline.com>

for further information on Spysure or to submit a support request via our contact form.

There is a Frequently Asked Questions page located at <http://www.spysureonline.com/onlinefaq/index.php> where you can view questions submitted by users and answers from our support team. You may also submit your own questions using this facility.

## 10. About This Document

This section describes changes to this document.

### **Current Revision**

#### **Revision B**

Added Section 2.1 – Spysure and Antivirus Software

Some general corrections and clarifications.

This Revision refers to software version 2021.

#### **Revision A**

This is Revision A of the Spysure User Guide for the Home Version of Spysure.

This Revision refers to software version 2010.