HAWK Mobile Monitor System
How To...
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Welcome to the HAWK Mobile Monitoring System!
This software solution allows you to monitor Android OS and iOS device data, such as call history, SMS and MMS messages, GPS history, and browser data via special software installed on a device.

Supported Models
HAWK Agents can be installed on devices with the following versions of mobile operating systems:

Android Firmware OS versions 2.2–5.0.2

iOS Firmware OS versions 6 and higher
Device MUST be Jailbroken for HAWK to run.
Getting Started
To start working with the HAWK Mobile Monitor you need to do the following:

1. Register on the HAWK Mobile Monitor web-site. www.hawk-monitoring.com
2. Purchase a subscription.
3. Install HAWK Mobile Monitor Agents on target devices.
   
   *What is a monitor agent?*
   
   *The monitor agent is how we are able to transfer copies of the data from the device to your HAWK account online for you to review.*

   *What is a target device?*
   
   *A target device is a device that is being monitored. The target of your monitoring.*

4. Start monitoring devices by activating the Agents on them.
5. View monitored data from the Agents.
Registration and Subscription Information

How to Register to HAWK Mobile Monitor
The registration to HAWK Mobile Monitor includes the creation of an account at the HAWK Mobile Monitor web-site and account verification.

To register to HAWK Mobile Monitor:

1. On the HAWK Mobile Monitor home page, do the following:
   - Enter your first and last name in the First Name and Last Name boxes.
   - In the Email box, enter the email address to which an email for account verification will be sent.
   - Enter a password for your account in the Password box and confirm it in the Confirm Password box.

NOTE: The password must contain at least 8 characters.

Get your 7 Day FREE Trial Now

First Name

Last Name

Email

Password

Confirm password

I'm not a robot

reCAPTCHA
Privacy - Terms

I have read and accept license agreement

Start 7 Day Free Trial
2. Select the **I'm not a robot** checkbox to display a CAPTCHA image. Enter the letters you see in the CAPTCHA image and click **Verify**.

3. Select the **I have read and accepted license agreement** checkbox.
4. Click **Start 7 Day Free Trial**.
5. The verification email is sent to the defined email address. Click **Continue**.
6. In the email sent to your email address, click the verification link.
7. You will be taken to the HAWK Mobile Monitor web-site. Click **Take me to Log In page**.

**Congratulations!**

Your account has been successfully verified.
You can now log into your account and enjoy the best monitoring software.

**Take me to Log In page**

8. On the **Log In** page, enter your email address and password in the **Email** and **Password** boxes and click **Log In**.

After your account is created and verified, your free 7-day trial period automatically starts. The trial period is a regular subscription, which allows you to **monitor** 1 device for 7-days. You can **extend this subscription** or **add devices to it** any time or you can **buy new subscriptions**.
How to Buy Subscription

A subscription is a period of HAWK Mobile Monitor usage that defines the time during which you can receive the monitored data from activated Agents and the number of Agents that can be activated in a subscription. The subscription is not limited to one type of Agents (iOS or Android).

Please note that you can create several subscriptions with different time periods and numbers of devices in them. If you registered to HAWK Mobile Monitor for the first time, you will have a 7 day subscription for 1 device by default.

To buy a new subscription:

1. In the Account menu, click Buy Subscription.

2. On the Buy Subscription page, do the following and click Continue:
   - In the subscription drop-down list, select New Subscription.
   - Select the subscription term (30, 90, 180, or 365 days).
   - Enter the number of devices to be included in the subscription in the Add devices to subscription box.

3. On the Confirm Order page, do the following and click Checkout:
   - Check the sum to be paid (Order Total).
   - Select the payment method: credit card or PayPal.
   - Select the Charge automatically every time period check box, if you want your subscription to be automatically extended at its end for the same term and with the same number of...
devices. You will be automatically charged for the same sum when the current subscription comes to an end.

### Confirm Order

<table>
<thead>
<tr>
<th>Device Count</th>
<th>Period</th>
<th>Price per device</th>
<th>Total:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 device</td>
<td>30 days</td>
<td>$8</td>
<td>$3.00</td>
</tr>
</tbody>
</table>

Order Total: $3.00

Please select payment option that is the most convenient for you:

- Credit Card: Visa, MasterCard, American Express and Discover Card
- PayPal
- Charge automatically every time period

4. Do one of the following:
   - If you selected the credit card method of payment, on the **Payment Details** page, enter your credit card details and click **Complete**.

### Payment Details

Please enter your credit card details:

- Credit Card Number: 
- Name on Card: 
- CVV/CVV: XXX or XXXX
- Expiration Date: 02 2015

- If you selected the PayPal method of payment, complete the payment on the PayPal secure payment page.
If the payment is successful, on the **Payment Successful** page, click **Continue**.

**Payment Successful**

Congratulations! Your payment has been successfully processed. Your new Subscription number is: 49

[Continue] [Print Receipt]

After you have bought a subscription, you can start [monitoring new devices].
How to Extend Subscription

When your current subscription is coming to an end, you can extend its term with the same number of monitored devices.

Please note, if you register to HAWK Mobile Monitor for the first time, you will have a free 7 day trial period. This period is a regular subscription for 1 device in your account. After the trial period runs out, you can extend it as any other subscription.

To extend a subscription:

1. In the Account menu, click Buy Subscription.

2. On the Buy Subscription page, do the following and click Continue:
   - In the subscription drop-down list, select the subscription you want to extend.
   - Select the term for which you want to extend your subscription (30, 90, 180, or 365 days).

3. On the Confirm Order page, do the following and click Checkout:
   - Check the sum to be paid (Order Total).
   - Select the payment method: credit card or PayPal.
   - Select the Charge automatically every time period check box, if you want your subscription to be automatically extended at its end for the selected term and with the same number of devices. You will be automatically charged for the same sum when the current subscription comes to an end.
4. Do one of the following:
   - If you selected the credit card method of payment, on the Payment Details page, enter your credit card details and click Complete.

Payment Details

   Please enter your credit card details:
   - Credit Card Number: [Field]
   - Name on Card: [Field]
   - CVC/CVV: [Field]
   - Expiration Date: [Field]

   [Complete]

   - If you selected the PayPal method of payment, complete the payment on the PayPal secure payment page.

5. If the payment is successful, on the Payment Successful page, click Continue.

Payment Successful

Congratulations! Your payment has been successfully processed.

[Continue] [Print Receipt]

Your subscription is extended and now you can continue using HAWK Mobile Monitor.
How to Add Devices to Subscription

If you need to monitor more devices than your current subscription includes, you can increase the number of Agents that can be activated in the subscription at any moment before it expires.

Please note, if you register for HAWK Mobile Monitor for the first time, you will have a free 7 day trial period. This period is a regular subscription for 1 device in your account. You can extend this subscription and add devices to it the same way as for other subscriptions.

To add devices to a subscription:

1. In the Account menu, click Buy Subscription.

   ![Account Menu](image)

   - In the subscription drop-down list, select the subscription to which you want devices to be added.
   - Select 0 days in the term table.
   - Enter the number of devices to be added to the selected subscription in the Add devices to subscription box.

2. On the Buy Subscription page, do the following and click Continue:
   - In the subscription drop-down list, select the subscription to which you want devices to be added.
   - Select 0 days in the term table.
   - Enter the number of devices to be added to the selected subscription in the Add devices to subscription box.

   ![Buy Subscription Page](image)

3. On the Confirm Order page, do the following and click Checkout:
   - Check the sum to be paid (Order Total).
   - Select the payment method, credit card or PayPal.
• Select the **Charge automatically every time period** check box, if you want your subscription to be automatically extended at its end for the same term as you currently have and with the new number of devices. You will be automatically charged for the sum that includes the same time period and a new total number of devices in it when the current subscription comes to an end.

**Confirm Order**

<table>
<thead>
<tr>
<th>Device Count</th>
<th>Period</th>
<th>Price per device</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 devices</td>
<td>30 day(s) left</td>
<td>$3.00</td>
<td>$12.00</td>
</tr>
</tbody>
</table>

Please select payment option that is the most convenient for you:

- Credit Card: Visa, MasterCard, American Express and Discover Card
- PayPal
- Charge automatically every time period

4. Do one of the following:

• If you selected the credit card method of payment, on the **Payment Details** page, enter your credit card details and click **Complete**.

**Payment Details**

Please enter your credit card details:

- Credit Card Number: 
- Name on Card: 
- CVC/CVV: XXX or XXXXX
- Expiration Date: 02 2015

• If you selected the PayPal method of payment, complete the payment on the PayPal secure payment page.
5. If the payment is successful, on the **Payment Successful** page, click **Continue**.

Payment Successful

Congratulations! Your payment has been successfully processed.

- [Continue]  
- [Print Receipt]

After you have added devices to a subscription, you can start [monitoring new devices].
How to View Subscription Information

You can view the state of your subscriptions on the Subscription Details page. It includes the following information:

- A subscription expiration date
- The number of devices in a subscription
- The number of devices with activated Agents in a subscription
- The number of available devices on which you can activate Agents

In addition, if you have subscriptions that are nearing their expiration date, you will see the information icon near your account name.

To view information on expiring subscriptions, click the information icon near your account name.

**NOTE:** Pay attention to the subscription number (ID) displayed in the information message as different subscriptions in your account have different expiration dates.

To view the subscription information:

1. In the Account menu, click Subscription Details.
2. The Subscription Details page opens.

3. Select the subscription, whose details you want to view, in the subscriptions list to the left.
4. The information on the selected subscription is displayed in the Details for Subscription section.
5. If you have the automatic charging enabled for the selected subscription, the information about the upcoming payment will be displayed in the Upcoming Payment for Subscription section.

How to Disable Automatic Charging

If you enabled the automatic charging and want to disable this feature, you can do this on the Subscription Details page.

To disable the automatic charging:

1. In the Account menu, click Subscription Details.

ACCOUNT ➤
2. The Subscription Details page opens.

3. Select the subscription for which you want the automatic charging to be disabled in the subscriptions list to the left.
4. The subscription details are displayed on the main pane.
5. Clear the Charge automatically each time period check box in the Upcoming Payment for Subscription section.
6. The automatic charging is disabled for the selected subscription.
Installing Agents

How to Install Agent on Android Device

You can install an Agent on a device either by downloading an Agent installation file directly to the device or by downloading it from a computer and then copying it to the target device. We recommend downloading the file directly to the device.

Please note that an Agent starts monitoring and sending data after it successfully connects to the HAWK Mobile Monitor web-site for the first time, but until you activate the Agent, you will not be able to view this data.

The installation consists of the following parts:

- Downloading the Agent
- Configuring the device
- Installing the Agent on the device

To download the Agent:

1. Log in to the HAWK Mobile Monitor web-site.
2. In the Account menu, click Device Monitoring.
3. On the Device Monitoring page, click the device icon to the left and then click New Agent.
4. The Agent Installation Instruction page is displayed. Click Android Agent.
5. Click Download Agent.
6. The HAWK (<Agent name>).apk file is generated and you are proposed to download it.
7. Copy or download an Agent installation file to the device.
To configure the device:

8. In the target device menu do the following to allow the installation of an Agent:
   • For Android OS 4.x and higher, select **Settings > Security > Unknown Sources**.
   • For Android OS up to 4.0, select **Settings > Applications > Unknown Sources**.

To install the Agent on the device:

9. Start the Agent installation file on a target device.
10. If the **Complete action using** dialogue appears, select **Verify and install** and tap **Just once**.
11. Scroll down through the description of the permissions required by the Agent and tap **Install**.
12. The installation process starts.

13. After an Agent is installed, tap Open in a dialogue.
14. You will be asked to define a password for a device administrator, which is required to restrict access to Agent uninstallation. Enter the password (4 characters minimum) in the Set lock password box and tap Start agent.

15. In the Activate device administrator dialogue, tap Activate. 
   NOTE: If you do not activate a device administrator, any device user will be able to uninstall an Agent.
16. If the Agent is successfully installed, it will appear as **HAWK** in the installed application list.

After an Agent is installed, you need to make sure that the device can connect to Internet (via Mobile Internet or Wi-Fi) and that GPS tracking is enabled.

**NOTE:** The usage of Mobile Internet will consume user phone credits; the usage of Wi-Fi will significantly increase the consumption of the device cell energy.
How to Install Agent on iOS 7 and higher Device
The installation of the Agent on an iOS device is performed via the Cydia application installed on the device.

NOTE: In most cases, Cydia is installed on a jailbroken device by default. If Cydia is not installed, please contact our support at hawksupport@paraben.com

Please note that an Agent starts monitoring and sending data after it successfully connects to the HAWK Mobile Monitor web-site for the first time, but you will not be able to view this data until you activate the Agent.

The installation consists of the following parts:

- Installing the Agent
- Connecting the Agent to the HAWK Mobile Monitor web-site
- Locking Cydia

To install the Agent on an iOS device:

1. Tap the Cydia icon on the device home screen.
2. On the Cydia main screen, tap **Sources** at the bottom of the screen.

3. On the **Sources** screen, tap **Edit** and then tap **Add**.

4. Enter `http://hawk-monitoring.com/Content` in the dialogue box and tap **Add Source**.

5. The adding of the Agent installation files starts. After the adding finishes, tap **Return to Cydia**.

7. The Sections screen is displayed. Tap Hawk.

8. Tap HAWK application on the Hawk screen.

9. The Details screen is displayed. Tap Install and then, on the Confirm screen, tap Confirm.

10. The HAWK Agent installation starts. After the installation finishes, tap Return to Cydia.
To connect the Agent to the HAWK Mobile Monitor web-site:

11. Tap the HAWK icon on the device home screen.
12. The **Authentication** screen is displayed. Enter your HAWK account credentials and tap **Connect**.

13. Tap **OK** in the confirmation message to allow the Agent to get the access to the device location.

14. The Agent is successfully connected to the HAWK Mobile Monitor web-site. Tap **OK**.

15. The **Note** screen with additional instruction is displayed. Tap **Finish** and close the application.

**NOTE:** We strongly recommend you to install the iAppLock application after the Agent installation to lock Cydia. This will prevent Agent from being uninstalled without your authorization.
To hide Cydia:

16. Tap the Cydia icon on the device home screen and, on the Cydia main screen, tap **Search** at the bottom of the screen.

17. Enter **iAppLock** in the search box to find the iAppLock application for locking applications. After the iAppLock application is found, tap it in the list of search results.

18. The **Details** screen is displayed. Tap **Install** and then, on the **Confirm** screen, tap **Confirm**.

19. The iAppLock installation starts. After the installation finishes, tap **Restart SpringBoard**.

20. Tap the iAppLock icon on the device home screen.
21. The **App Lock** screen is displayed. Tap the + button in the center of the screen.

![App Lock screen](image1)

22. Select **Cydia** in the list of applications and then tap **Save**.

![Select Cydia in the list](image2)

23. You will be asked to define and confirm a passcode for locking the application. Define the passcode and tap **OK** in the confirmation message.

24. After the passcode is defined, you will be proposed to define an email for passcode recovery. Define the email and tap **Save**.

![Define email for passcode recovery](image3)
25. Press the device home button twice to display the list of running applications.
26. Swipe the Cydia and iAppLock application windows up to close them.

27. The Agent uninstallation is now unavailable.

After an Agent is installed, you need to make sure that the device can connect to the Internet (via Mobile Internet or Wi-Fi).

**NOTE:** The usage of Mobile Internet will consume user phone credits; the usage of Wi-Fi will significantly increase the consumption of the device cell energy.
Also, you need to make sure that location sharing is enabled and that the Agent has access to locations. You can check this in Settings > General > Privacy > Location Services. The Location Services option must be enabled and the HAWK application must have the Always status.

How to Install Agent on iOS 6.x Device

The installation of the Agent on an iOS device is performed via the Cydia application installed on the device.

NOTE: In most cases, Cydia is installed on a jailbroken device by default. If Cydia is not installed, please contact our support at hawksupport@paraben.com

Please note that an Agent starts monitoring and sending data after it successfully connects to the HAWK Mobile Monitor web-site for the first time, but you will not be able to view this data until you activate the Agent.

The installation consists of the following parts:

- Installing the Agent
- Connecting the Agent to the HAWK Mobile Monitor web-site
- Hiding Cydia
To install the Agent on an iOS 6.x device:

1. Start Cydia on the target device.

2. On the Cydia main screen, tap Manage at the bottom of the screen and tap Sources.
3. On the Sources screen, tap Edit and then tap Add.


5. The adding of the Agent installation files starts. After the adding finishes, tap Return to Cydia.

7. Tap HAWK application on the hawk-monitoring.com screen.

8. The Details screen is displayed. Tap Install and then, on the Confirm screen, tap Confirm.

9. The HAWK Agent installation starts. After the installation finishes, tap Return to Cydia.

To connect the Agent to the HAWK Mobile Monitor web-site:

10. Tap the HAWK icon on the device home screen.
11. The Authentication screen is displayed. Enter your HAWK account credentials and tap Connect.

12. The Agent is successfully connected to the HAWK Mobile Monitor web-site. Tap OK.

13. The Note screen with additional instruction is displayed. Tap Finish and close the application. 
   NOTE: We strongly recommend you to install the Poof application after the Agent installation and use it to hide Cydia and Poof itself. This will prevent Agent from being uninstalled without your authorization. You will also need the BossPrefs application to unhide the applications if you decide to uninstall the Agent.
To hide Cydia:

14. Tap the Cydia icon on the device home screen and, on the Cydia main screen, tap Search at the bottom of the screen.

15. Enter Poof in the search box to find the Poof application for hiding apps. After the Poof application is found, tap it in the list of search results.

16. The Details screen is displayed. Tap Install and then, on the Confirm screen, tap Confirm.

17. The Poof installation starts. After the installation finishes, tap Return to Cydia.
18. On the Cydia main screen, tap **Search** at the bottom of the screen.

19. Enter **BossPrefs** in the search box to find the BossPrefs application for restoring hidden applications. After the **BossPrefs** application is found, tap it in the list of search results.

20. The **Details** screen is displayed. Tap **Install** and then, on the **Confirm** screen, tap **Confirm**.

21. The **BossPrefs** installation starts. After the installation finishes, tap **Restart SpringBoard**.

22. After the device reboots, tap the **Poof** icon on the device home screen.
23. The **Poof** application starts and the **Turn Off To Hide** screen is displayed. Find and turn off **Cydia** and **Poof**. After that, close **Poof** and reboot the device.

After an Agent is installed, you need to make sure that the device can connect to the Internet (via Mobile Internet or Wi-Fi).

**NOTE:** The usage of Mobile Internet will consume user phone credits; the usage of Wi-Fi will significantly increase the consumption of the device cell energy.

Also, you need to make sure that location sharing is enabled and that the Agent has access to locations. You can check this in **Settings > General > Privacy > Location Services**. The **Location Services** option and the HAWK application must be enabled.
Restarting Agents

How to Restart Agent on iOS Device

If Agent was stopped on the device and stopped sending monitored data, you can restart it. After that, the Agent starts sending monitored data again.

To restart an Agent on iOS device:

1. Tap the HAWK icon on the device home screen.

2. The application screen is displayed.

3. Tap Refresh connection.

4. The connection is refreshed and the Agent starts sending monitored data.

   NOTE: When the connection is refreshed, the Agent sends the monitored data starting from the moment of the last sending.
Uninstalling Agents

How to Uninstall Agent from Android OS Device

To uninstall an Agent from Android OS Device:

1. In the device Settings, select Security > Device administrators.

2. In the Device administrators menu, select Device Admin.

3. In the Device administrator menu, tap Deactivate.

4. The device screen will turn blank and then you will be asked to enter the password defined during Agent installation. Enter the password and tap OK.

5. In the device settings, select Apps.
6. Select **HAWK**.

7. In the **App info** menu, tap **Uninstall**.
8. Tap **OK** in the confirmation message.

9. The uninstallation process starts.
10. When the uninstallation is finished, the application disappears from the list.

How to Uninstall Agent from iOS 7 and higher Device

To uninstall an Agent from an iOS 7 and higher device, first you need to release the lock from Cydia if you locked it after the Agent installation.

**To release the lock from Cydia:**

1. Tap the iAppLock icon on the device home screen.
2. You will be asked to enter the passcode that you defined during the locking procedure. Enter the passcode.

3. The **App Lock** screen is displayed. Tap the Cydia icon and then tap **Unprotect**.

4. Cydia is now unprotected and can be accessed.
To uninstall the Agent from the device:

1. Tap the Cydia icon on the device home screen.

2. On the Cydia main screen, tap *Installed* at the bottom of the screen.
3. The list of installed applications is displayed. Tap HAWK in the list.

4. The Details screen is displayed. Tap **Modify** and then tap **Remove**.

5. The process of Agent uninstallation starts. After the uninstallation finishes, tap **Return to Cydia**.
How to Uninstall Agent from iOS 6.x Device

To uninstall an Agent from an iOS 6.x device, first you need to unhide Cydia and Poof if you hid them after the Agent installation.

To restore hidden applications:

1. Tap the BossPrefs icon on the device home screen.

2. On the BossPrefs screen, tap Hide Icons.
3. The Turn Off To Hide screen is displayed. Find and turn on Cydia and Poof and then close BossPrefs.

4. The hidden icons appear on the device home screen.

To uninstall the Agent from a device:

1. Tap the Cydia icon on the device home screen.
2. On the Cydia main screen, tap **Manage** at the bottom of the screen and tap **Packages**.

3. The **Installed** screen is displayed. Tap **HAWK** in the list of installed packages.

4. The **Details** screen is displayed. Tap **Modify** and then tap **Remove**.

5. The process of Agent uninstallation starts. After the installation finishes, tap **Return to Cydia**.
Starting/Stopping Monitoring

How to Start Monitoring Device (Agent Activation)

Starting monitoring a device means that the HAWK Mobile Monitor server will start receiving monitored data from an Agent, so that you can view it on the site.

To start monitoring a device:

1. [Install an Agent on a device.](#)
2. Log in to the HAWK Mobile Monitor web-site.
3. In the **Account** menu, click **Device Monitoring**.
4. On the **Device Monitoring** page, click the device icon to display the **Monitored Devices** pane.
5. On the **Monitored Devices** pane, select the device with installed Agent. It will be displayed with a red screen icon under a name corresponding to the device brand and model (for iOS devices) or Agent installation file name (for Android devices).
6. Click the **Device Info** tab.
7. On the **Your device information** pane of the **Device Info** tab, select a subscription under which a device must be activated and click **Activate**.

   **NOTE:** If you activate an Agent on a device, you won’t be able to deactivate it for 30 days. If you want to stop monitoring a device with such Agent, you need to uninstall the Agent.

   **Device “Laura’s iPhone”**

   ![Device Information Screen]

8. The HAWK Mobile Monitor server starts receiving monitored data from the Agent.

   **Device “Laura's iPhone”**

   ![Device Information Screen]
How to Stop Monitoring Device (Agent Deactivation)

Stopping monitoring a device means that the HAWK Mobile Monitor server will stop receiving monitored data from an Agent. An Agent will continue to send monitored data, but it will not be saved to the server. If you want an Agent to stop sending data, you need to uninstall the Agent.

Please note that if you do not activate an Agent within 45 days after it was deactivated, all monitored data associated with the Agent will be removed from the HAWK Mobile Monitor server.

To stop monitoring a device:

1. In the Account menu, click Device Monitoring.

2. On the Device Monitoring page, click the device icon to display the Monitored Devices pane.

3. On the Monitored Devices pane, select the device with activated Agent. It will be displayed with a green (if online) or grey (if offline) screen icon under a name corresponding to the device brand and model (for iOS devices) or Agent installation file name (for Android devices).

4. Click the Device Info tab.
5. On the **Your device information** pane of the **Device Info** tab, click **Deactivate.**

Device "Laura's iPhone"

6. The HAWK Mobile Monitor server stops receiving monitored data from the Agent.
Monitoring Data

How to View Monitored Data (General Information)

When you select a device, the information on it and its monitored data is displayed on the main pane.

To view the device information or monitored data, select the device and click the Device Info, Call History, SMS Messages, MMS Messages, GPS History, Browser History, or Browser Bookmarks tab.

To adjust the amount of information displayed in the grid of a monitored data tab, select the number of results to be displayed in the Results per page drop-down list.

How to View Devices with Installed Agents

The devices with installed Agents are displayed on the Monitored Devices pane of the Device Monitoring page.

By default, the name of a device contains the name of the device manufacturer and the device model. You can change the device name on the Device Information page.

A device is displayed with an icon, which represents the state of an Agent on the device. An Agent can be in one of the following states:

- Green screen icon: An Agent is activated and is online.
- Grey screen icon: An Agent is activated, but is currently offline.
- Red screen icon: An Agent is not activated (it can be online or offline).

To view the list of devices with installed Agents:

1. Log in to the HAWK Mobile Monitor web-site.
2. In the Account menu, click Device Monitoring.
3. On the **Device Monitoring** page, click the device icon to display the **Monitored Devices** pane.

4. The list of devices is displayed on the **Monitored Devices** pane.

   ![Monitored Devices](image)

   **Monitored Devices**

   ![New Agent]
   ![Refresh]

   **Device Name**

   - Laura's IPhone
   - Motorola MB200
   - Richard's phone

   **To refresh the list of monitored devices, click Refresh on the Monitored Devices pane.**
How to View Device Information

The HAWK Mobile Monitor allows you to view the following information on a device with installed Agent:

- Device name: The name of the device as it appears in the list of monitored devices.
- Activation status: The status of an Agent (activated/not activated) and number of the license under which it is activated.
- Activation date: The date an Agent was activated on the device.
- Phone number: Device phone number.
- Brand: Device brand.
- Model: Device model.
- System: Device OS version.
- IMEI or Unique ID: Device IMEI (for Android OS) or device unique identifier (for iOS).
- Time Zone: The time zone in which device is located.
- SDK: The version of the API used by the device.
- Firmware ID: Device firmware ID.
- Agent Name: The name of the Agent installed on the device.
- Agent Version: The version of the Agent installed on the device.
- Last Activity: The time of the last device activity.
- Note: Any additional information you might need to add.

To view device information:

1. Log in to the HAWK Mobile Monitor web-site.
2. In the Account menu, click Device Monitoring.
3. On the Device Monitoring page, click the device icon to display the Monitored Devices pane.
4. Select a device whose information you want to view on the Monitored Devices pane. By default, it will be displayed under a name corresponding to the device brand and model (for iOS devices) or Agent installation file name (for Android devices).

5. Click the Device Info tab.

6. The device information is displayed on the Your device information pane.
To change the device name, on the Device Info pane, enter a name in the Device name box and click Save Changes.

To download the installation file of the selected Agent, click Download Agent.

To remove the Agent and all data received from it from your account, click Remove Agent.
How to View Device Call History

HAWK Mobile Monitor allows you to view the call history of a monitored device.

The following information on call history is available:

- **Device Date/Time:** The date and time of the performed call according to device time zone. 
  
  NOTE: If the device time zone changes, the time in this column will change according to the current time zone of the device.

- **Local Date/Time:** The date and time of the performed call according to the current computer time zone.

- **Phone Number/Email:** The number/email from (for Incoming and Missed calls) or to (for Outgoing calls) which the call was performed.
  
  NOTE: For FaceTime calls on iOS devices, an email is displayed instead of a phone number.

- **Contact Name:** The name of the contact from the phone contacts associated with the phone number from or to which the call was performed.

- **Number Type:** The type of the phone number as it is displayed in the phone contacts (Mobile, Work, etc.).

- **Duration:** The duration of the performed call.

- **Type:** The type of the call (Incoming, Outgoing, Missed).

To view the device call history:

1. In the **Account** menu, click **Device Monitoring**.

2. On the **Device Monitoring** page, click the device icon to display the **Monitored Devices** pane.

3. Select a device whose call history you want to view on the **Monitored Devices** pane. By default, it will be displayed under a name corresponding to the device brand and model (for iOS devices)
or Agent installation file name (for Android devices).

Monitored Devices

+ New Agent

↺ Refresh

---

**Device Name**

- Laura's iPhone
- Motorola MB200
- Richard's phone

4. Click the **Call History** tab.

Call history for device "Laura's iPhone"

5. The information on calls is displayed in the grid.

Call history for device "Laura's iPhone"

To filter the data in the grid, define the following filtering parameters and click **Filter Data**:

- In the **Date from** and **Date to** boxes, define the time period for which the call history is to be displayed. **NOTE:** The filtering is performed according to the device time zone.
- In the **Type** box, define the type of calls to be displayed (Incoming, Outgoing, and Missed).
- In the **Address Book Entry** box, define the contact from the address book for which the calls are to be displayed.
How to View Device SMS Messages

HAWK Mobile Monitor allows you to view the SMS messages (including iMessages without attachments) from a monitored device.

The following information on SMS messages is available:

- **Phone Number/Email**: The phone number/email from (for received messages) or to (for sent messages) which a message was sent.
  
  **NOTE**: For group conversations, all participant numbers will be displayed.

- **Device Date/Time**: The date and time a message was sent or received according to device time zone.
  
  **NOTE**: If the device time zone changes, the time in this column will change according to the current time zone of the device.

- **Local Date/Time**: The date and time a message was sent or received according to the current computer time zone.

- **Message Body**: The text of a message.

- **Type**: The type of a message (Inbox, Sent, Draft, Outbox, Failed, or Queued).

To view the device SMS messages and iMessages:

1. In the **Account** menu, click **Device Monitoring**.

2. On the **Device Monitoring** page, click the device icon to display the **Monitored Devices** pane.

3. Select a device whose SMS messages you want to view on the **Monitored Devices** pane. By default, it will be displayed under a name corresponding to the device brand and model (for iOS
4. Click the **SMS Messages** tab.

**SMS log for device "Laura's iPhone"**

5. The information on SMS messages is displayed in the grid.

**SMS log for device "Jane's Phone"**

To **filter the data in the grid**, define the following filtering parameters and click **Filter Data**:

- In the **Date from** and **Date to** boxes, define the time period for which the SMS messages are to be displayed.  
  
  **NOTE:** The filtering is performed according to the device time zone.

- In the **Type** box, define the type of messages to be displayed (Inbox, Sent, Draft, Outbox, Failed, or Queued).

- In the **Address Book Entry** box, define the contact from the address book for which the messages are to be displayed.

- In the **Content** box, define a part of SMS text that a message to be displayed must contain.
How to View Device MMS Messages

HAWK Mobile Monitor allows you to view the MMS messages (including iMessages with attachments) from a monitored device.

The following information on MMS messages and iMessages is available:

- **Phone Number/Email**: The phone number/email from (for received messages) or to (for sent messages) which a message was sent.
  
  **NOTE**: For group conversations, all participant numbers will be displayed.

- **Device Date/Time**: The date and time a message was sent or received according to device time zone.
  
  **NOTE**: If the device time zone changes, the time in this column will change according to the current time zone of the device.

- **Local Date/Time**: The date and time a message was sent or received according to the current computer time zone.

- **Message Body**: The text of a message.

- **Type**: The type of a message (Inbox, Sent, Draft, Outbox, Failed, or Queued).

- **Subject**: The subject of a message.

The following information on attachments is available:

- **Attachment Type**: The type of an attached file (image, document, etc.).

- **Extension**: The extension of an attached file.

- **Status**: The delivery status of an attachment.

To view the device MMS messages and iMessages:

1. In the **Account** menu, click **Device Monitoring**.

2. On the **Device Monitoring** page, click the device icon to display the **Monitored Devices** pane.
3. Select a device whose MMS messages you want to view on the **Monitored Devices** pane. By default, it will be displayed under a name corresponding to the device brand and model (for iOS devices) or Agent installation file name (for Android devices).

![Monitored Devices](image)

4. Click the **MMS Messages** tab.

**MMS log for device "Laura's iPhone"**

![MMS log](image)

5. The information on MMS messages is displayed in the grid.

**MMS log for device "Jane's Phone"**

![MMS log](image)

**NOTE:** If MMS message attachment size exceeds standard limit in 2.5 MB, the attachment will not be received by the HAWK Mobile Monitor Server and will not be displayed on the site.

**To view MMS attachment:**

1. On the **MMS Messages** tab, click **View** in the **Attachment** column for the required MMS message.
2. The page will automatically scroll down to the bottom and the list of attachments will be displayed.

<table>
<thead>
<tr>
<th>Attachment Type</th>
<th>Extension</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>image/jpeg</td>
<td>jpg</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ok</td>
</tr>
</tbody>
</table>

3. Click Open near the corresponding attachment.
   NOTE: If attachment size exceeds 2.5 MB, it will not be received by the HAWK Mobile Monitor server and you will not be able to open it.
4. The attachment opens or is saved to your computer depending on your browser settings.

To filter the data in the grid, define the following filtering parameters and click Filter Data:

- In the **Date from** and **Date to** boxes, define the time period for which the MMS messages are to be displayed.
  NOTE: The filtering is performed according to the device time zone.
- In the **Type** box, define the type of messages to be displayed (Inbox, Sent, Draft, Outbox, Failed, or Queued).
- In the **Address Book Entry** box, define the contact from the address book for which the messages are to be displayed.
- In the **Content** box, define a part of MMS text that a message to be displayed must contain.
How to View Device GPS History

HAWK Mobile Monitor allows you to view the information on visited locations recorded in device GPS tracking history.

**NOTE**

GPS data is most accurate if location services is turned on with the device settings. If the location services are not enabled the data gathered from GPS History is done so via Wi-Fi and is much less accurate.

The following information on GPS history is available:

- **Device Date/Time:** The date and time coordinates were recorded according to device time zone. 
  *NOTE: If the device time zone changes, the time in this column will change according to the current time zone of the device.*
- **Local Date/Time:** The date and time coordinates were recorded according to the current computer time zone.
- **Type (only for Android OS Agent):** The type of coordinates (GPS or GSM&Wi-Fi).
- **Latitude:** The latitude of recorded coordinates.
- **Longitude:** The longitude of recorded coordinates.
- **Accuracy:** The accuracy of recorded coordinates in meters.
- **Speed (only for Android OS Agent):** The movement speed at the given time.
- **Altitude:** The altitude of recorded coordinates.
- **Bearing (only for Android OS Agent):** The bearing of the recorded coordinates.

To display recorded coordinates on Google Maps, click the placemark icon in the **Show on Map** column for the required coordinate record.

**To view the device GPS history:**

1. In the **Account** menu, click **Device Monitoring**.
2. On the **Device Monitoring** page, click the device icon to display the **Monitored Devices** pane.

3. Select a device whose GPS history you want to view on the **Monitored Devices** pane. By default, it will be displayed under a name corresponding to the device brand and model (for iOS devices) or Agent installation file name (for Android devices).

   Monitored Devices

   ![New Agent](image)
   ![Refresh](image)

   **Device Name**

   Laura's iPhone
   Motorola MB200
   Richard's phone

4. Click the **GPS History** tab.

   **GPS log for device "Laura's iPhone"**

5. The GPS information is displayed in the grid.

   **GPS log for device "Jane's Phone"**

   To filter the data in the grid, define the following filtering parameters and click **Filter Data**:

   - In the **Date from** and **Date to** boxes, define the time period for which the GPS history is to be displayed. **NOTE:** The filtering is performed according to the device time zone.
   - In the **Type** box, define the type of coordinates to be displayed.
How to View Device Browser History

HAWK Mobile Monitor allows you to view the browser from a monitored Android device.

The following information on browser history is available:

- **Device Date/Time:** The date and time a web-page was visited according to device time zone.  
  NOTE: If the device time zone changes, the time in this column will change according to the current time zone of the device.
- **Local Date/Time:** The date and time a web-page was visited according to the current computer time zone.
- **URL:** The URL address of a visited web-page.
- **Title:** The title of a visited web-page as displayed in browser history on the device.
- **Visit Count:** The number of times a user visited a web-page.

To view the device browser history:

1. In the **Account** menu, click **Device Monitoring**.

2. On the **Device Monitoring** page, click the device icon to display the **Monitored Devices** pane.

3. Select a device whose browser history you want to view on the **Monitored Devices** pane. By default, it will be displayed under a name corresponding to Agent installation file name for
4. Click the **Browser history** tab.

**Browser History for device "Motorola MB200"**

5. The information on browser history is displayed in the grid.

**Browser History for device "Motorola MB200"**

To filter the data in the grid, define the following filtering parameters and click **Filter Data**:

- In the **Date from** and **Date to** boxes, define the time period for which the browser history is to be displayed.  
  **NOTE:** The filtering is performed according to the device time zone.
- In the **URL** box, define URL or a part of a URL of a visited web-page to be displayed.
- In the **Title** box, define the title or a part of a title of a visited web-page to be displayed.
- In the **Visit count more than** box, the lower threshold for the number of visits to a web-page to be displayed.
How to View Device Browser Bookmarks

HAWK Mobile Monitor allows you to view the browser bookmarks from a monitored Android device.

The following information on browser bookmarks is available:

- **URL**: The URL address of a bookmark.
- **Title**: The title of a bookmark (name of a bookmarked page or a custom name given by a user).

To view the device browser bookmarks:

1. In the **Account** menu, click **Device Monitoring**.

2. On the **Device Monitoring** page, click the device icon to display the **Monitored Devices** pane.

3. Select a device whose browser bookmarks you want to view on the **Monitored Devices** pane. By default, it will be displayed under a name corresponding to Agent installation file name for
4. Click the **Browser Bookmarks** tab.

**Browser Bookmarks for device "Motorola MB200"**

5. The information on browser bookmarks is displayed in the grid.

To filter the data in the grid, define the following filtering parameters and click **Filter Data**:

- In the **URL** box, define URL or a part of a URL of a bookmark to be displayed.
- In the **Title** box, define the title or a part of a title of a bookmark to be displayed.
How to View GPS History Data on Map

Using the HAWK Mobile Monitor GPS data viewer, you can view GPS data downloaded from a monitored device on a graphical map.

To download GPS history data from a monitored device:

1. In the Account menu, click Device Monitoring.

2. On the Device Monitoring page, click the device icon to display the Monitored Devices pane.

3. Select a device whose GPS history you want to download on the Monitored Devices pane. By default, it will be displayed under a name corresponding to the device brand and model (for iOS devices) or Agent installation file name (for Android devices).
4. Click the **GPS History** tab.

**GPS log for device "Laura's iPhone"**

5. If necessary, define the following filtering parameters and click **Filter Data**:
   - In the **Date from** and **Date to** boxes, define the time period for which the GPS history is to be displayed.
     **NOTE:** The filtering is performed according to the device time zone.
   - In the **Type** box, define the type of coordinates to be displayed.

6. Click **Download GPS Data** and define the location to which a file with filtered GPS history data will be saved.

To view downloaded GPS history data on a map:

1. In the **Account** menu, click **View GPS Data**.

2. On the **View GPS Data** page, click **Select File** and navigate to the saved KML file with GPS data.

3. The recorded GPS coordinates are marked on the map.
Account Management

How to Edit Account Details
Your account details include your first and last name. You can change these details on the Account Details page.

To edit your account details:

1. Log in to the HAWK Mobile Monitor website.
2. In the Account menu, click Account Details.
3. On the Account Details page, enter your first name and last name in the First Name and Last Name boxes.
4. Click Save Changes in the Edit General Information section.
5. The changes are saved.

How to Change Password
If you suspect that your password has been exposed or if you want to set a more secure password, you can change it on the Account Details page.
To change your password:

1. Log in to the HAWK Mobile Monitor web-site.
2. In the Account menu, click Account Details.

3. On the Account Details page, do the following:
   - Enter your current password in the Old Password box.
   - Enter your new password in the New Password box.
   - Confirm your new password in the Confirm New Password box.

4. Click Save Changes in the Change Password section.
5. The new password is saved.
How to Delete Account

If you decided to permanently discontinue using HAWK Mobile Monitor, you can delete your account. All monitored data associated with the account will be deleted.

Please note that if you do not renew a subscription within 365 days after the last subscription expiration, your account will be deleted automatically.

NOTE: Deleting an account won’t affect the Agents installed on the devices. The Agents must be uninstalled manually.

To delete your account:

1. Log in to the HAWK Mobile Monitor web-site.
2. In the Account menu, click Account Details.
3. Click Delete in the Delete Account section.

NOTE: If you delete your account, you won’t be able to restore it. All monitored data will be deleted and you will need to purchase subscriptions anew and install new Agents on
monitored devices.

4. In the confirmation message, click Yes.
5. The account is deleted and you will receive a confirmation message to your email address.
FAQ

General Questions
Q: I have registered to HAWK Mobile Monitor, but I have not received a free trial? Why?
A: The free 7 day trial period is available only to users who register to the service for the first time. If you have already registered to HAWK Mobile Monitor in the past, you will need to buy a subscription to start using the service.

Working with Devices (Common Issues)
Q: How do I check that an Agent is installed?
A: If an Agent is installed on a device, you will see it as HAWK in the list of applications installed on a device.

Q: I have installed an Agent, but the device on which it is installed does not appear in the list of monitored devices. Why?
A: To appear in the list, the device must be connected to Internet to allow an Agent to connect to the HAWK Mobile Monitor web-site. Also make sure the Agent is installed: there must be the HAWK application in the list of installed applications on the device.

Q: I have deactivated an Agent, but it still consumes device traffic. Why?
A: An Agent sends data regardless of its state. To stop the sending of data, you need to uninstall an Agent.

Q: There is no Deactivate button on the Device Info tab. Where is it?
A: If the Deactivate button is not present on the tab, it means that the 30 days period, during which an Agent cannot be deactivated, has not passed yet. Please wait till the 30 days period comes to an end.

Q: How do I distinguish among devices with the same brand and model?
A: You can differentiate such devices by viewing device information, such as phone number or IMEI. You can then define different names for devices on the Device Info tab of the Monitored Devices page.

Q: How much traffic does an Agent consume daily?
A: It depends on the user activity. Generally, such features as GPS tracking and MMS messages (2.5 MB per message maximum) consume the most volume of traffic.

Q: An Agent does not send monitored data. Why?
A: Please check the following:
  - The device has Internet connection.
  - The Agent on the device is activated.
  - There is no anti-virus software or firewall installed on a device.
  - If you still do not receive any monitored data, please, contact our support at hawksupport@paraben.com and send us Agent crash logs. To see the crash logs, log in to the HAWK Mobile Monitor web-site, select the required device on the Monitored Devices page, and then enter the following address in your Internet browser: https://www.hawk-monitoring.com/User/CrashLog.aspx

Q: The monitored data for some period of time is absent. Why?
A: The Agent has its own storage of monitored data. The storage size is limited to 10 MB. If there is no Internet connection on the device and the limit is exceeded, the storage data is erased and the device starts monitoring data anew.
Working with Android Device

Q: I have copied the Agent installation file from a computer to the device, but I cannot find it. What do I do?
A: You can download the Agent to the device directly using mobile browser. This is the recommended way of Agent downloading.

Q: I cannot install the Agent on an Android OS device. Why?
A: Please make sure you have allowed the installation from unknown sources on your device. To allow the installation from unknown sources, do the following:
   - For Android OS 4.x and higher, select Settings > Security > Unknown Sources.
   - For Android OS up to 4.0, select Settings > Applications > Unknown Sources.

If you are still unable to install the Agent, please, contact our support at hawksupport@paraben.com

Q: I cannot uninstall the Agent from an Android OS device. Why?
A: If during the installation of the Agent you activated a device administrator, you will need to disable the device administrator. To disable the device administrator, do the following:
   1. In the device Settings, select Security > Device administrators.
   2. In the Device administrators menu, select Device Admin.
   3. In the Device administrator menu, tap Deactivate.
   4. The device screen will turn blank and then you will be asked to enter the password defined during Agent installation. Enter the password and tap OK.

Q: Does the Agent use mobile Internet to send data?
A: If mobile Internet is enabled on your device, an Agent will be able to use it to send data.

Q: The Agent does not send any GPS data. Why?
A: Please check that the device GPS tracking is enabled on the monitored device.
Working with iOS Device

Q: An Agent has stopped sending monitored data. Why?
A: The following might be the cause:

- The Agent was deleted from the device. In this case, the Agent is absent from the list of installed applications and you need to install it again.
- The Background App Refresh was deactivated. In this case, go to Settings > General > Background App Refresh and turn on the Background App Refresh option.
- The Agent was stopped. In this case, tap the icon of an Agent on the device and tap Refresh connection. If it didn't help, reinstall the Agent on the device.
- There is no Internet connection on the device. In this case, check that the device can connect to the Internet.
- If an Agent is updated via Cydia, it will be disconnected from the web-site. In this case, start the HAWK Agent on the device and enter your web-site account credentials to connect it to the web-site again.

Q: The Agent constantly stops working on the device without user interference. Why does this happen?
A: The device operating system can stop any application if there is a lack of memory. To avoid this, make sure there are not too many applications running.

Q: I do not have Cydia on my device to install the Agent. What do I do?
A: Please contact our support for further assistance at hawksupport@paraben.com

Q: The Agent does not send any GPS data. Why?
A: Please check that the Location Services option is enabled on the device and that an Agent has access to location.

To enable the Location Services option, go to Settings > Privacy > Location Services and enable the Location Services option.

To give an Agent the access to location, go to Settings > Privacy > Location Services and make sure that HAWK is enabled (for iOS 6–7) or has the Always status (for iOS 8 and higher).

Q: I have the following message appear on the device: “HAWK” has been using your location in the background. Do you want to continue allowing this?” Why does it happen?
A: This is the specifics of devices with iOS 8 and higher. Unfortunately, there is no way to disable the displaying of this message.

Q: I cannot unhide Poof after hiding it. What do I do?
A: You can uninstall Poof from Cydia. To uninstall Poof, do the following:

1. Tap the Cydia icon on the device home screen.
2. Do one of the following:
   - For iOS 7 and higher, tap Installed at the bottom of the screen.
   - For iOS 6.x, tap Manage at the bottom of the screen and then tap Packages.
3. The list of installed packages is displayed. Find and tap Poof in the list.
4. The Details screen is displayed.
5. Tap Modify in the top-right corner of the screen and then tap Remove.
6. The application uninstallation starts. After the uninstallation finishes, tap Return to Cydia.

Q: Does HAWK Mobile Monitor monitor iMessages?
A: Yes. If an iMessage has an attachment, it will be displayed in MMS messages. If an iMessage has no attachments, it will be displayed in SMS messages.
Q: I have a not jailbroken device. What happens if I jailbreak it?
A: Jailbreaking an iOS device voids the warranty. However, in most cases, you can reverse the jailbreak by restoring the device to the factory settings. For more information, see the following article:

Q: Can I install/uninstall the Agent by any other means except Cydia?
A: No, the Agent can only be installed and uninstalled with Cydia.

Q: I hid Cydia and Poof, but didn’t install BossPrefs. What do I do?
A: Please contact our support at hawksupport@paraben.com
Working with Data

Q: I have selected a downloaded KML file with GPS data, but after selecting it, nothing is displayed on the View GPS data page.
A: The file may contain no coordinates. If the file was downloaded from the GPS History tab of the Device Monitoring page, try downloading it again and check that the GPS history data is displayed in the grid before starting the download.

Q: Some MMS message attachments are displayed with the Error status, why?
A: The HAWK Mobile Monitor Server uses the standard MMS message size limit in 2.5 MB. If an MMS message attachment is more than 2.5 MB, it will not be received by the Server.

Q: The GPS history shows wrong data: the device was in one place, but the GPS history says it was in another place. What is wrong?
A: Sometimes GPS history shows not the exact location of a device, but rather a location of a Wi-Fi spot which was used to send the monitored data. Please also check the Accuracy column in the GPS history, which indicates how accurate the recorded coordinates are.

Q: The time in the Device Date/Time column has changed. Why?
A: The time displayed in the Device Date/Time column is displayed according to the current device time zone. If the time zone was changed, the time displayed in the column will change as well.

Q: Does HAWK Mobile Monitor monitor calls/SMS/MMS from blacklisted contacts?
A: For iOS devices, device does not receive calls/SMS/MMS from blacklisted contacts, so no such data could be monitored. For Android OS devices, only the incoming calls from contacts blacklisted with the help of the 3rd party applications are monitored.

Q: Can I view the SMS messages/MMS messages/call history for the period before the Agent installation on the device?
A: No. Only messages created and calls performed after the Agent installation will be displayed on the web-site.