

# **Silent Manager**

# **Users Manual**

**Document Revision 1.0**

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<http://www.piravi.com>

# Super Silent Manager Users Manual

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## Chapter 1: Introduction

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### 1.1 About Super Silent Manager

Super Silent Manager is a Surveillance and Computer Activity Monitoring Software. This software let you silently watch other's computer activities through the home / office network or the Internet in real time.

This means, you can do the following three things:

- You can watch a copy of their computer desktop screen, so as their computer activities.
- You can watch images from their web cam, so as their physical activities.
- You can also listen to their microphone, so as their conversations.

### 1.2 Legal Issues you should always know.

Every geographical region in the world has its own strict rules on surveillance practices like computer based monitoring of data or activities. In some regions, usage of computer surveillance software or monitoring software is considered illegal or criminal violation and is subjected to heavy penalties if convicted. We encourage users to download and use our products in YOUR OWN RISK and use it under the rules and regulations of your region. Be responsible. Piravi Software Solutions or Piravi.com DO NOT neither take nor admit any responsibilities on the event of such usage of our software by any one violating such laws. Piravi.com will not accept any responsibilities for any of your legal or illegal activities in congestion with our software.

### 1.3 Computer Monitoring Overview

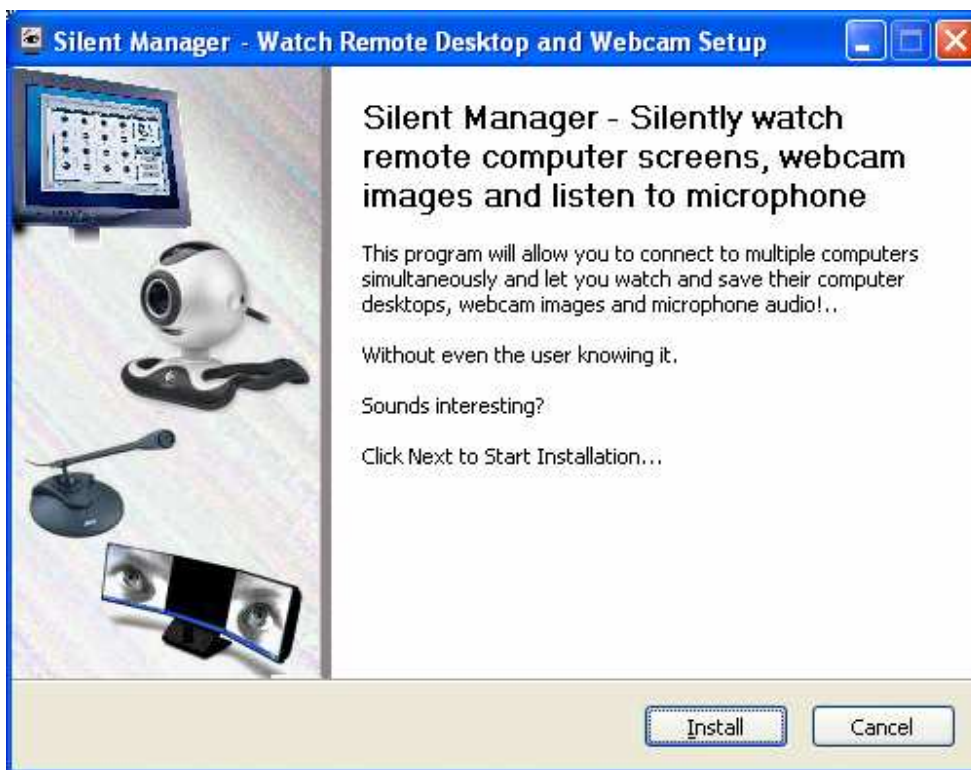
Super Silent Monitoring offers the easy to use tools for Parents, System Administrators and Employers to effectively monitor their children, employees and clients on a real time basis through the network, wireless or internet connection. Two components are required for this technology to work. First one is the Silent Manager Software which you must install on your computer. This software will let you connect to the target computer and watch or save their webcam and desktop images and also listen to the microphone. The second one is Silent Client Software, which you must install on the target computer in order to make the target computer to be monitored. Both software can run in hidden/stealth mode that normal **users** won't detect them.

### Chapter 2: Setup up Silent Manager


This manual is for the Super Silent Manager software.

#### 2.1 Installing Silent Manager on your computer.

Download the latest version of Silent Manager Install from <http://www.piravi.com/>. When you go to the site, click on the ‘**Silent Manager**’ products page then click on the download link. Run/open the installation package after the download completes. You will see the following window when the installation starts.



Click on ‘Install’ Button and follow the instructions.

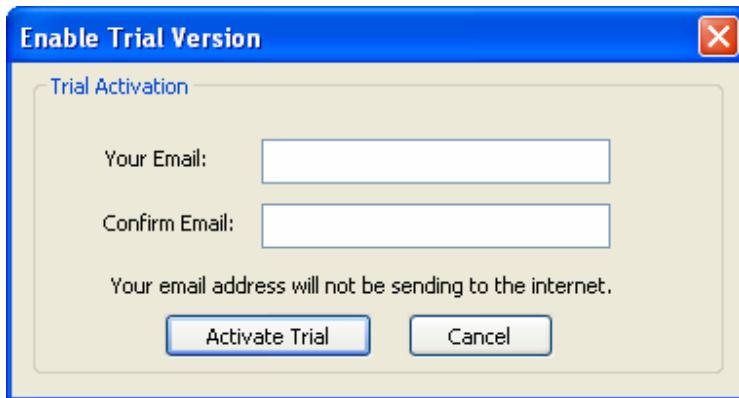
As on completion, a light brown colored icon  will be displayed on the Windows Task Bar Tray on the right bottom corner of the screen where you can see the status of the Silent Manager. You can double click on that icon to activate the main window of the Silent Manager.



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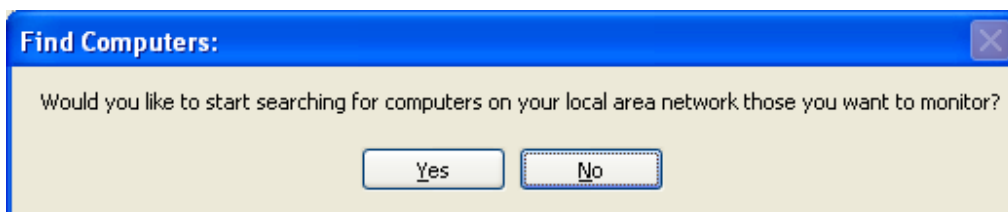
At the end of the installation you will be asked for your email address to enable the trial period of the software. Please enter your correct email address.



The screenshot shows a dialog box titled "Enable Trial Version" with a close button (X) in the top right corner. The dialog box has a light beige background and a blue border. Inside, there is a section titled "Trial Activation" with a light blue border. Below this section, there are two text input fields: "Your Email:" and "Confirm Email:". Below the input fields, there is a line of text: "Your email address will not be sending to the internet." At the bottom of the dialog box, there are two buttons: "Activate Trial" and "Cancel".

Then you will be displayed with the following message to search for computers on the local area network that you want to add to your monitoring computers list. Please press 'YES' the first time.

Silent Manager keeps a list of computers that you're regularly monitored. At the first time it when the program runs it will ask to search for computers on your local area network.




The screenshot shows a dialog box titled "Find Computers:" with a close button (X) in the top right corner. The dialog box has a light beige background and a blue border. Inside, there is a question: "Would you like to start searching for computers on your local area network those you want to monitor?". Below the question, there are two buttons: "Yes" and "No".

This will search and automatically add computers on your local area network to your Silent Manager's computer list. Press YES when it asks the first time.

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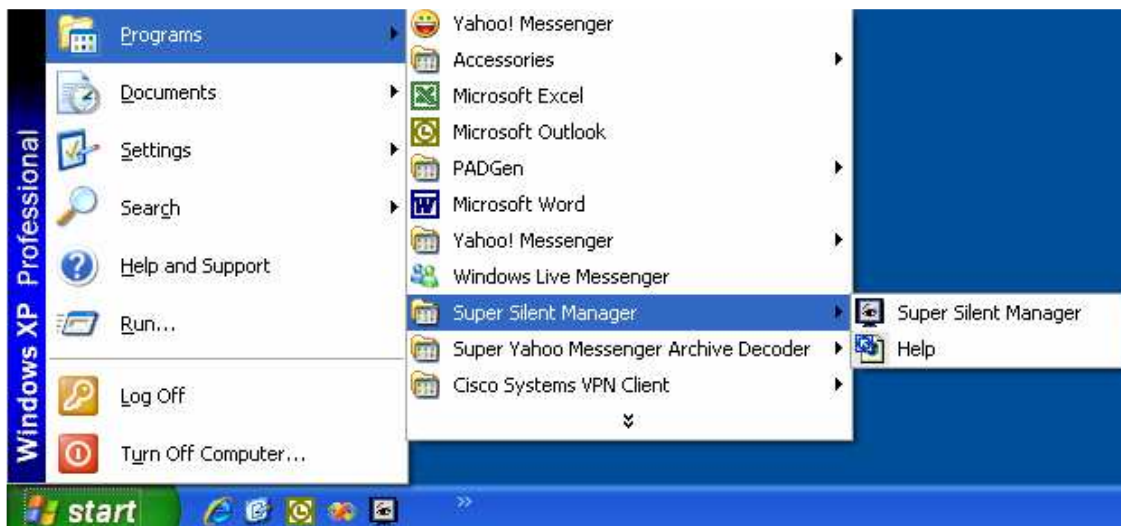
### 2.2 How to start the Silent Manager program.

A light brown colored icon  will be displayed on the Windows Task Bar Tray. You can double click on that icon to activate the main window of the Silent Manager.



You can also press the keyboard short cut which is normally CONTROL+SHIFT+ALT+Y (*Please see section 8.3 for details*)

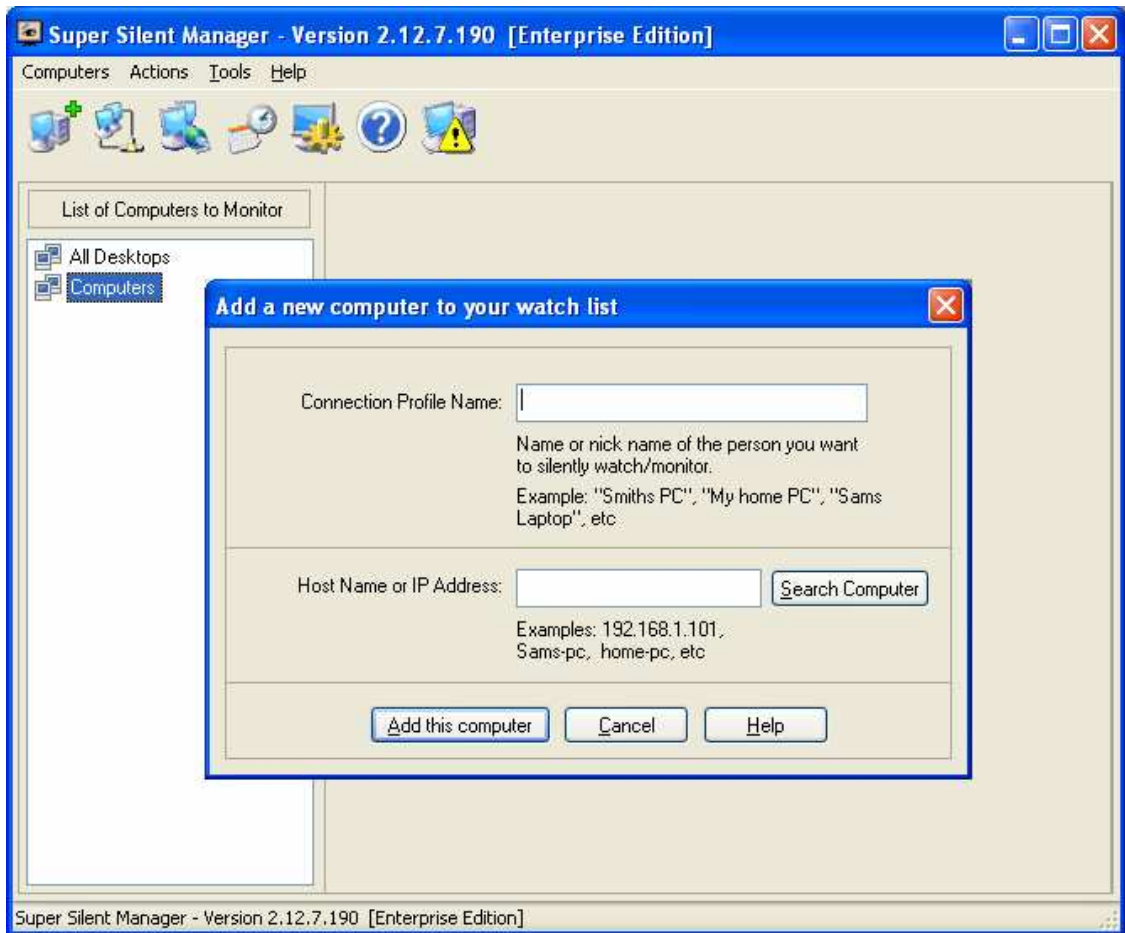
Or you can click on your Windows Start button and navigate to the Silent Manager Shortcut icon as shown below.



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When you run the silent manager the first time the following dialog box will appear asking you to add the target computer details.



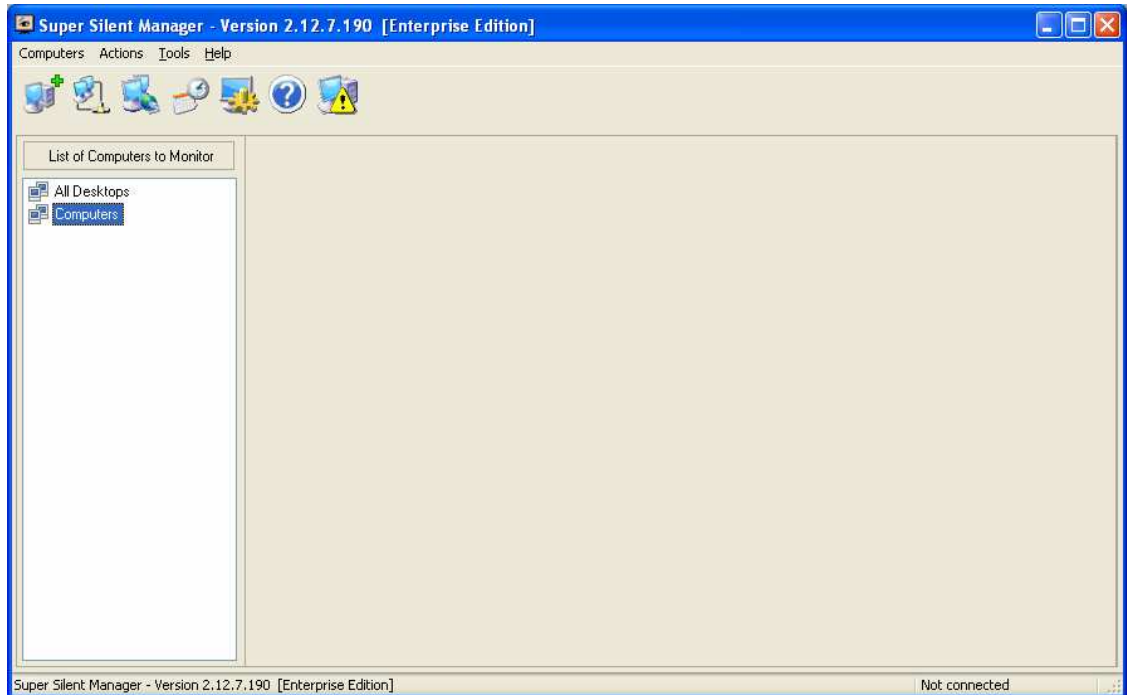
Please click on the **Cancel** in the **Add a new computer to your watch list** window when it shows up for the first time.



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Main window of the Silent Manager will look like this:

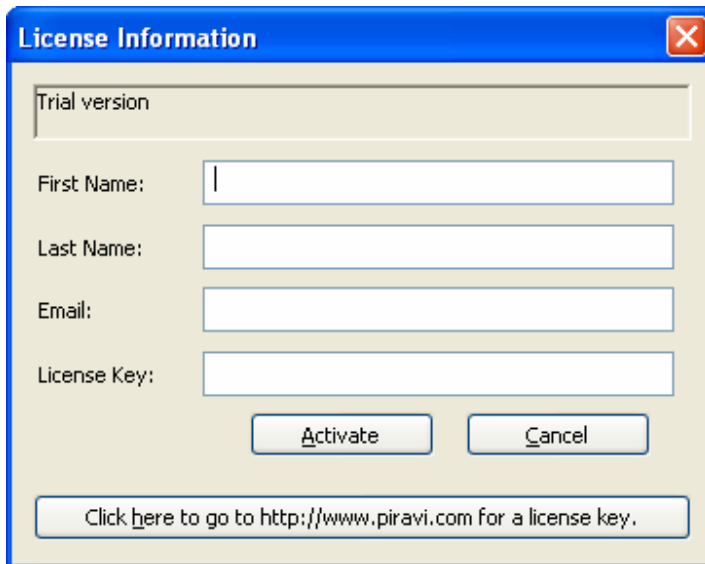
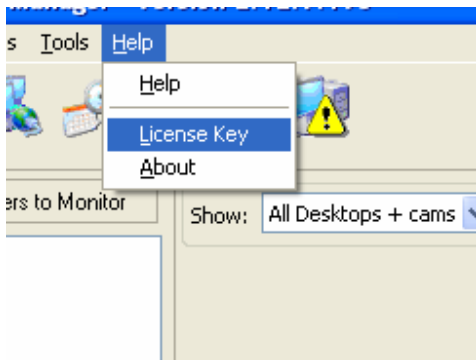


### 2.3 Enabling your license

**If you do not have a license purchased already, then you can skip this step to continue using the trial version.**

Open Silent Manager, click on the Help Menu, and then click on the License Key.

Your registration information / trial information will be displayed in the top of the license window. You can enter the license information in the window as is in the email that you have received from the regnow.com / Piravi.com after your purchase.



You can always purchase / upgrade your license from <http://www.piravi.com/license.html>

To extend the trail license period please email to the support department.

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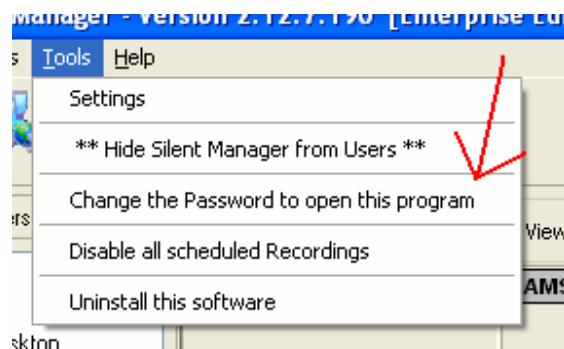
Please contact [support@piravi.com](mailto:support@piravi.com) if you have any questions regarding the license.

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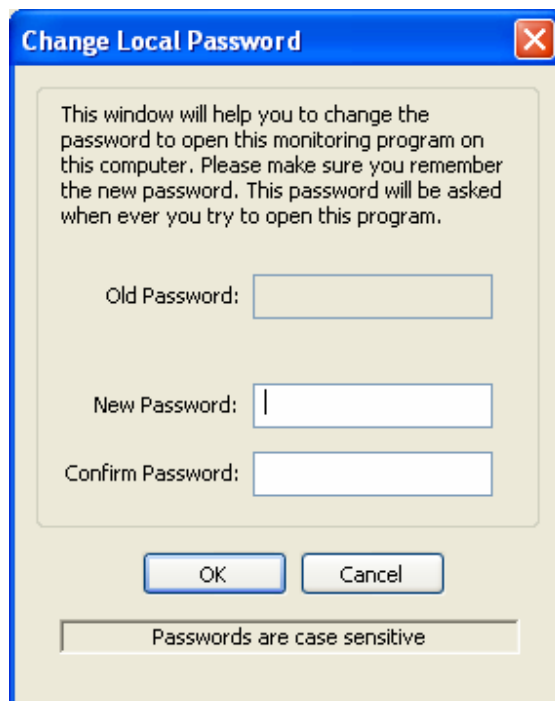
---

### 2.4 Protecting the Silent Manager program from other users on your computer.

You can use the password protection to prevent other users on your computer to open the Silent Manager program. Open silent manager and click on menu shown as 'Change the Password to open this program'.



The following window will appear where you can set or change the password.

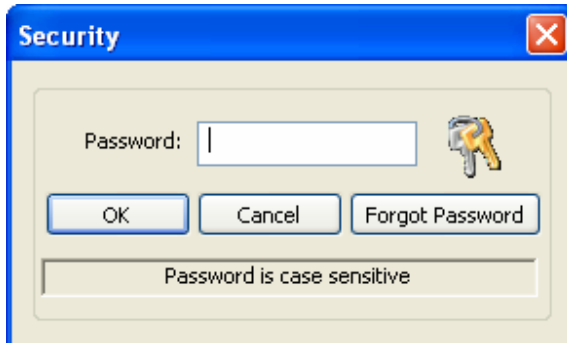


Choose a strong password with numbers and letters with minimum of 6 characters long. **You MUST remember this password to open the Silent Manager next time.**

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If you set a password for the Silent Manager then a password box will be displayed when ever you try to open the program.



If you forgot the password then click on 'Forgot Password' button and the follow the instructions.

### 2.5 Enabling the hidden mode

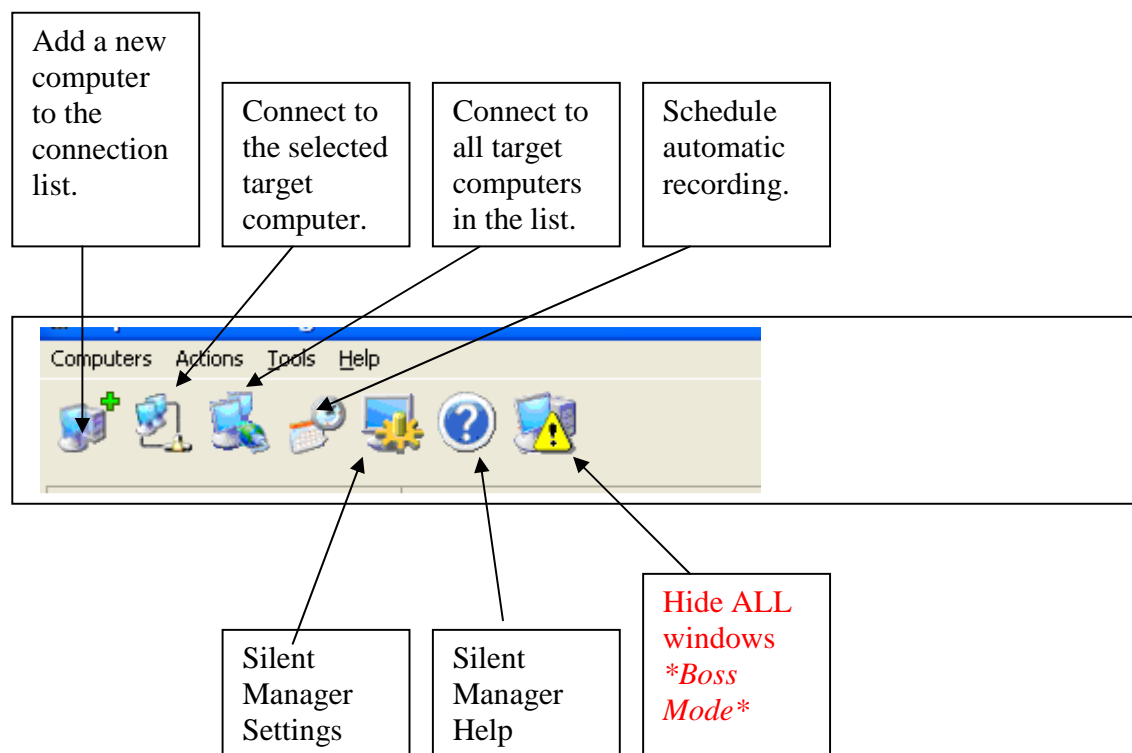
*Please refer to section 7.3.*

## Chapter 3: Monitoring

### 3.1 Tool bar and menus

It is better to get familiar with the menus and tool bars on the Silent Manager program before you actually start using them.

The description for each tool bar icon function is given below.

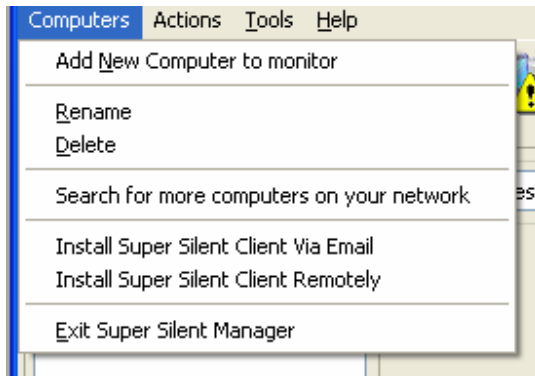


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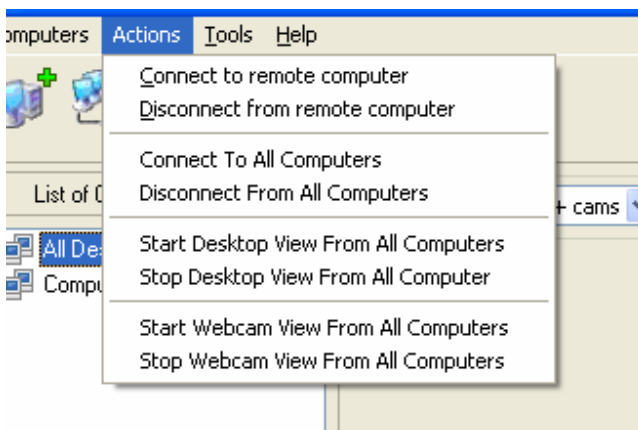
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The menus bars are displayed below. Menu items are clearly named with its function.

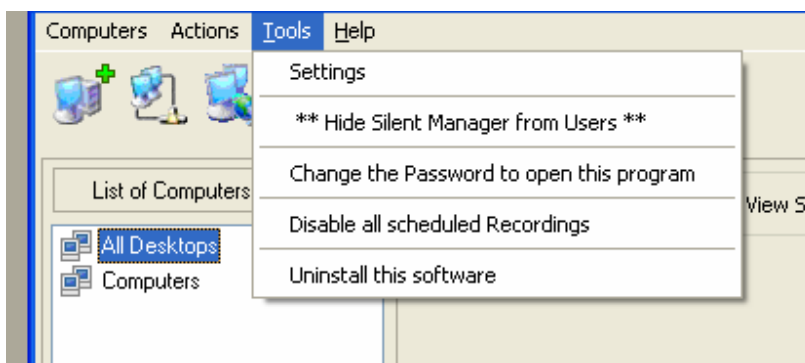
### Computers Menu:



### Actions Menu:



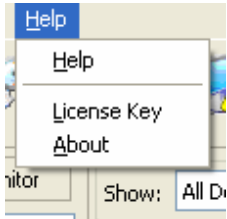
### Tools Menu:



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### Help Menu:





### 3.2 Adding a target computer to the Silent Managers list

Silent Manager keeps a list of connection profiles for each computer that you regularly monitor. This list will be always displayed on the left portion of main screen. A connection profile will be automatically created for each computer on your local area network the first time you start the program.

In order to connect and monitor a target computer you must add a connection profile for that computer. If the Silent Manager did not automatically display the target computer in the connection profile list, then you can click on the **'Add new computer'** icon on the toolbar to manually add them to the list. The following **'Add a new computer'** dialog box will be displayed when you click on that icon.

**Add a new computer to your watch list**

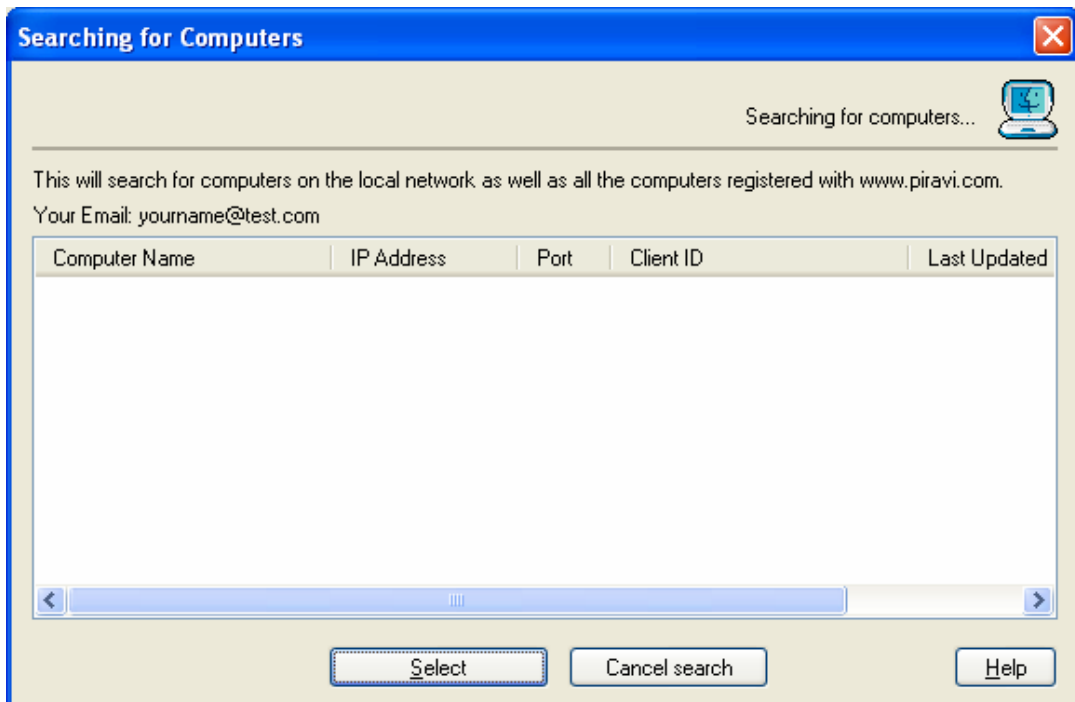
Connection Profile Name:   
Name or nick name of the person you want to silently watch/monitor.  
Example: "Smiths PC", "My home PC", "Sams Laptop", etc

Host Name or IP Address:    
Examples: 192.168.1.101, Sams-pc, home-pc, etc

If you do not know the IP address please click on the **'Search Computer'** button to see all the available computers on your network.

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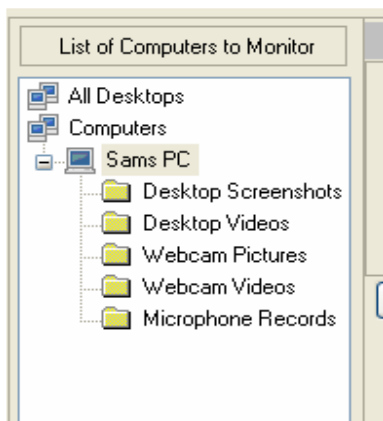
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Highlight the computer name you want to monitor and click **'Select'**.

Click on **'Add this computer'** in the previous window.

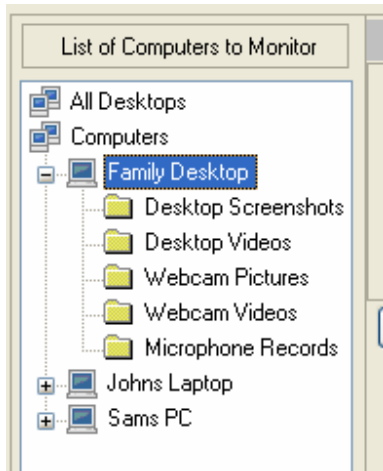
Once the computer is added it will be displayed on the connection profiles list (on the left portion of the main window). There will be multiple folders underneath each connection profile. You can expand the computer name and you will see the folders.



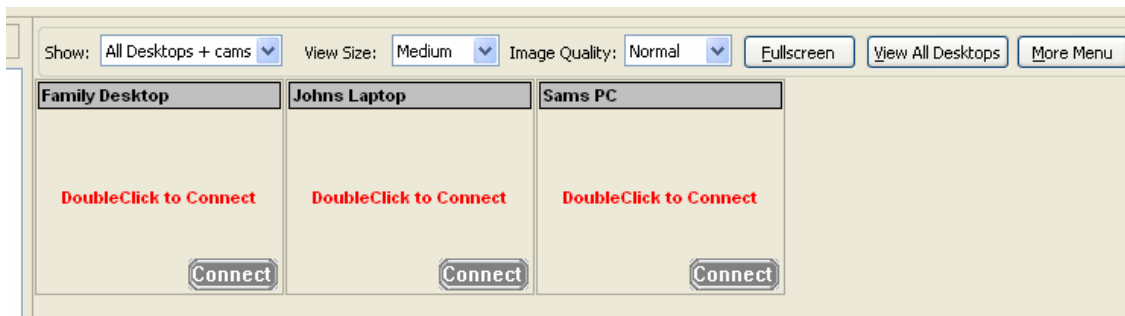
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These folders will be used to store the recorded images, videos and sound files.

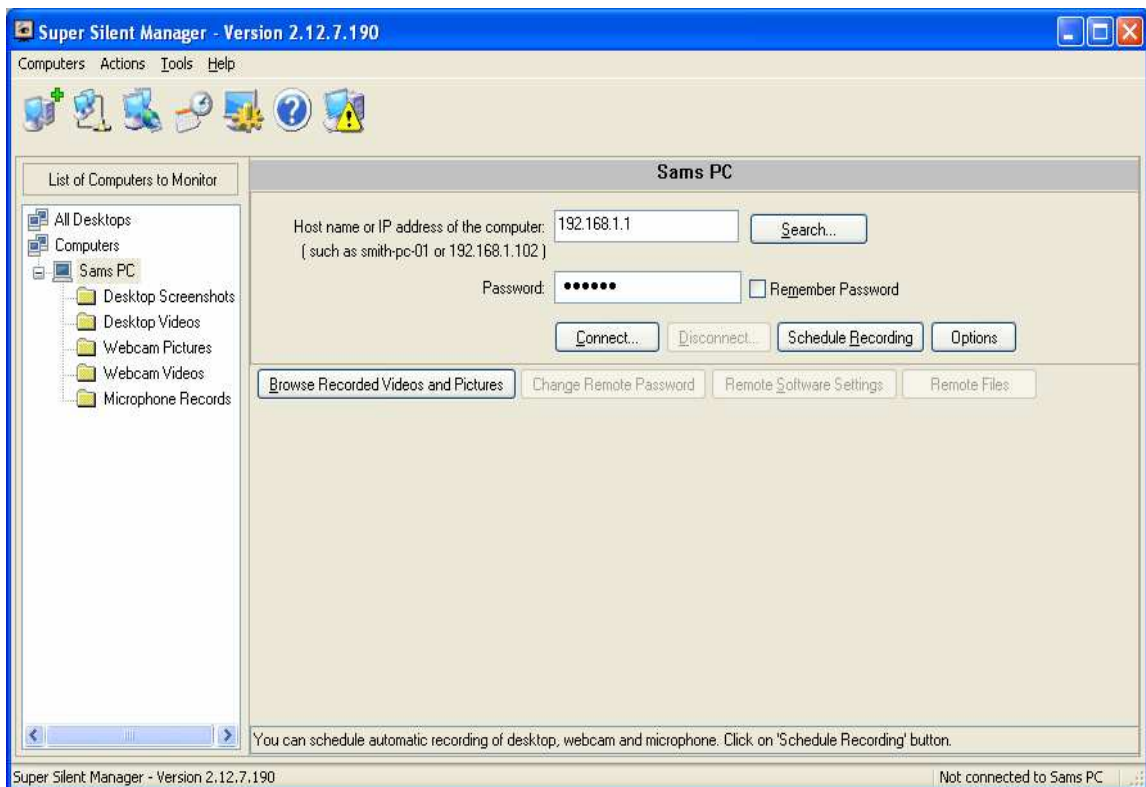


Once multiple computers are added to your list, you can click on the **'All Desktops'** icon to see them all of them in a single page. **'All desktops'** page makes it easier to watch the desktop screen and webcams of the entire list of computers in a single page.



### 3.3 Connection properties

Once the computer is added to the connection profiles list, the following screen will be displayed. It's called '**the connection properties page**'. Here you can enter the password of the target computer and click on the '**Connect**' button to establish a connection. (*Remember: it's the Silent Client's password on the remote computer. Not the actual login password used to login to that computer*). If you have enabled the IP remembering service on the target computer then you can use the **computername.piravi.com** instead of using the IP address.

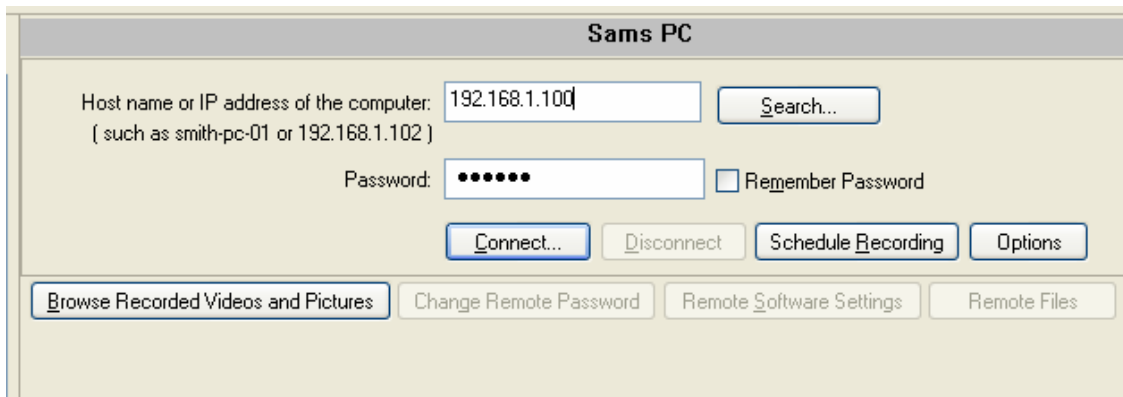


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### 3.4 Connecting to a target computer

Click on that target computer name on the connection profiles list and you will be displayed the following connection properties page. Enter the target computers password and click on '**Connect**' button.

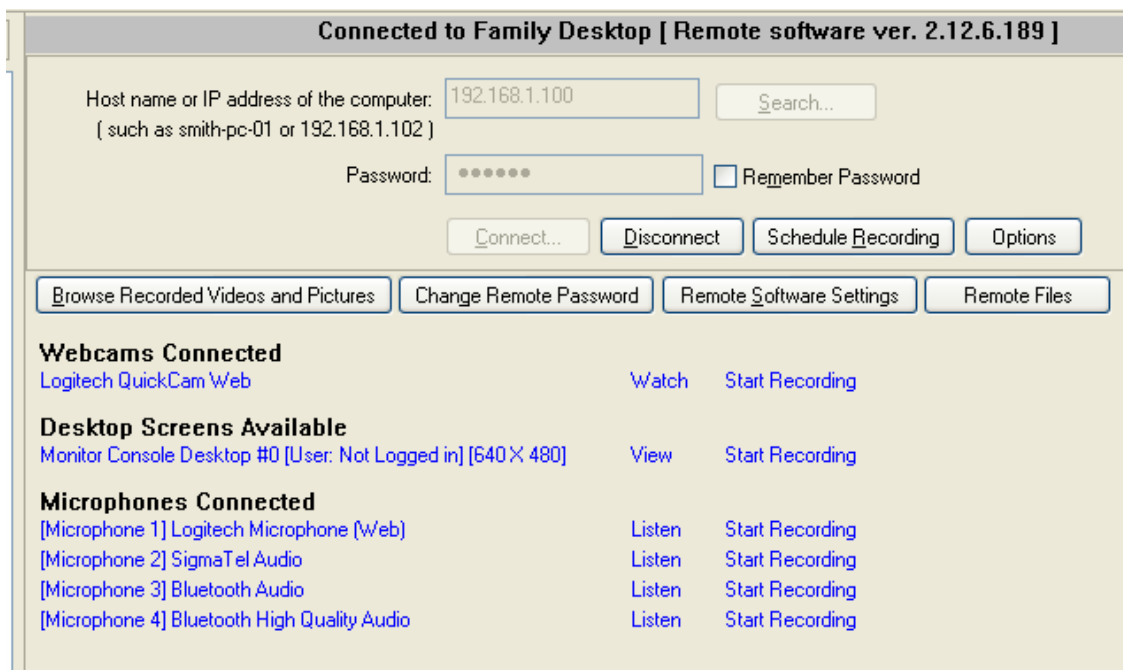


**Sams PC**

Host name or IP address of the computer:    
( such as smith-pc-01 or 192.168.1.102 )

Password:   Remember Password

Once the connection is established to the target computer, device list will be appeared on the bottom portion of the connection properties page. (E.g. WEBCAMS, DESKTOP SCREENS and MICROPHONES). You can simply click on any of that device to watch or listen.



**Connected to Family Desktop [ Remote software ver. 2.12.6.189 ]**

Host name or IP address of the computer:    
( such as smith-pc-01 or 192.168.1.102 )

Password:   Remember Password

**Webcams Connected**

<a href="#">Logitech QuickCam Web</a>	<a href="#">Watch</a>	<a href="#">Start Recording</a>
---------------------------------------	-----------------------	---------------------------------

**Desktop Screens Available**

<a href="#">Monitor Console Desktop #0 [User: Not Logged in] [640 X 480]</a>	<a href="#">View</a>	<a href="#">Start Recording</a>
--	----------------------	---------------------------------

**Microphones Connected**

<a href="#">[Microphone 1] Logitech Microphone (Web)</a>	<a href="#">Listen</a>	<a href="#">Start Recording</a>
<a href="#">[Microphone 2] SigmaTel Audio</a>	<a href="#">Listen</a>	<a href="#">Start Recording</a>
<a href="#">[Microphone 3] Bluetooth Audio</a>	<a href="#">Listen</a>	<a href="#">Start Recording</a>
<a href="#">[Microphone 4] Bluetooth High Quality Audio</a>	<a href="#">Listen</a>	<a href="#">Start Recording</a>

### 3.5 Watching the remote webcams

Once connected the target computer, click on the **'View'** link next to the webcam name.



There are parameters to adjust and control the quality and performance of the video. If you accidentally change any of these parameter values then you can always click on the **'Default'** button to set it back to the factory default settings.

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While watching the webcam video, the bottom portion of that window will be automatically folded up to save the space on your desktop screen.



*The following are the possible parameters you would need to know about:*

**Image Quality:** This bar let you control the quality of the video that is being transmitted from the target computer. Remember, higher the quality higher the network utilization and slows down the video speed.

**Frame Speed:** To change the number of video frames to be transferred per second from the target computer. Select a comfortable settings based on your network speed.

**Show Time Stamp:** The date and time stamp will be added to the bottom of the video.

**Always on top:** Keep the webcam window on top of all other windows.

**Capture Size:** Size of the image to be captured from the target computers webcam. Bigger size would slow down the speed due to size of the image increases.

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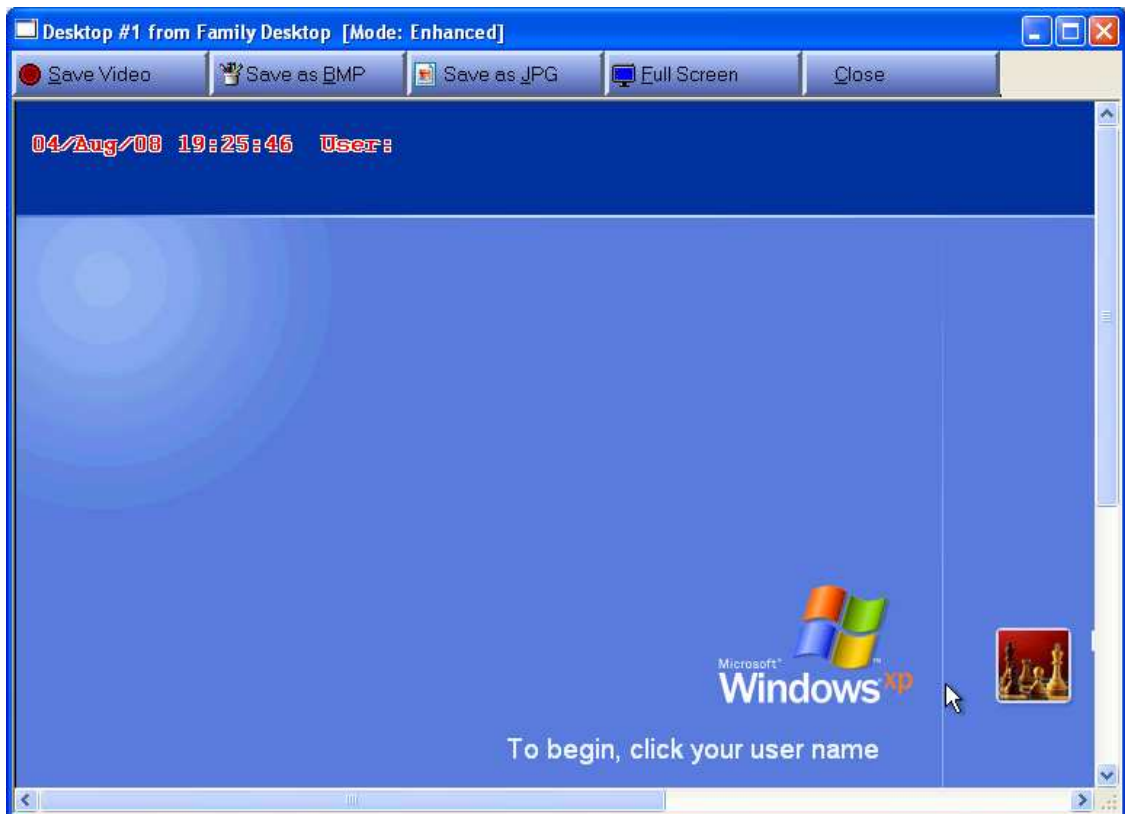
### 3.6 How to save the webcam video to your computer

Click on '**Save Video**' button to start saving the video to your computer. This file will be named with the target computers name and current system time. The file format will be .AVI which you can open in any media player like Windows Media Player or Real Player.

You can click on '**Save As BMP**' or '**Save as JPG**' to capture a picture from the webcam at any time you watching the video.

### 3.7 Watching the remote desktop screen

Once connected to the target computer, click on the '**View**' link next to the desktop screen name. You will be displayed with a window like below.



If the target computers desktop screen has a higher resolution than yours then the window will scroll as the remote user moves his mouse to show his activities. You can right click on the window to change the **viewing options**. You can click on the full screen button to see the window in the full screen mode. *(Remember: You can only watch the remote desktop screen, you won't be able to operate it, like clicking or typing)*



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### 3.8 How to save the remote desktop screen to your computer

Click on **'Save Video'** button on the top of the desktop viewing window to start saving the screen activity as a video to your computer. This file is named with the target computers name and current system time. The maximum recording time can be changed in the silent manager settings (*Section# 8.2*). The file format will be .AVI which you can open in any media player like Windows Media Player or Real Player.

You can click on **'Save As BMP'** or **'Save as JPG'** to capture a desktop screen shot.

### 3.9 Listening to the remote computers microphone.

Once connected to the target computer, click on the **'Listen'** link next to the microphone name displayed on the connection page. You will be displayed with the following window and the audio will start playing immediately on your computer speaker. Make sure a speaker is connected to your computer or laptop.



The properties on the bottom of this window will automatically fold up to save the screen size.



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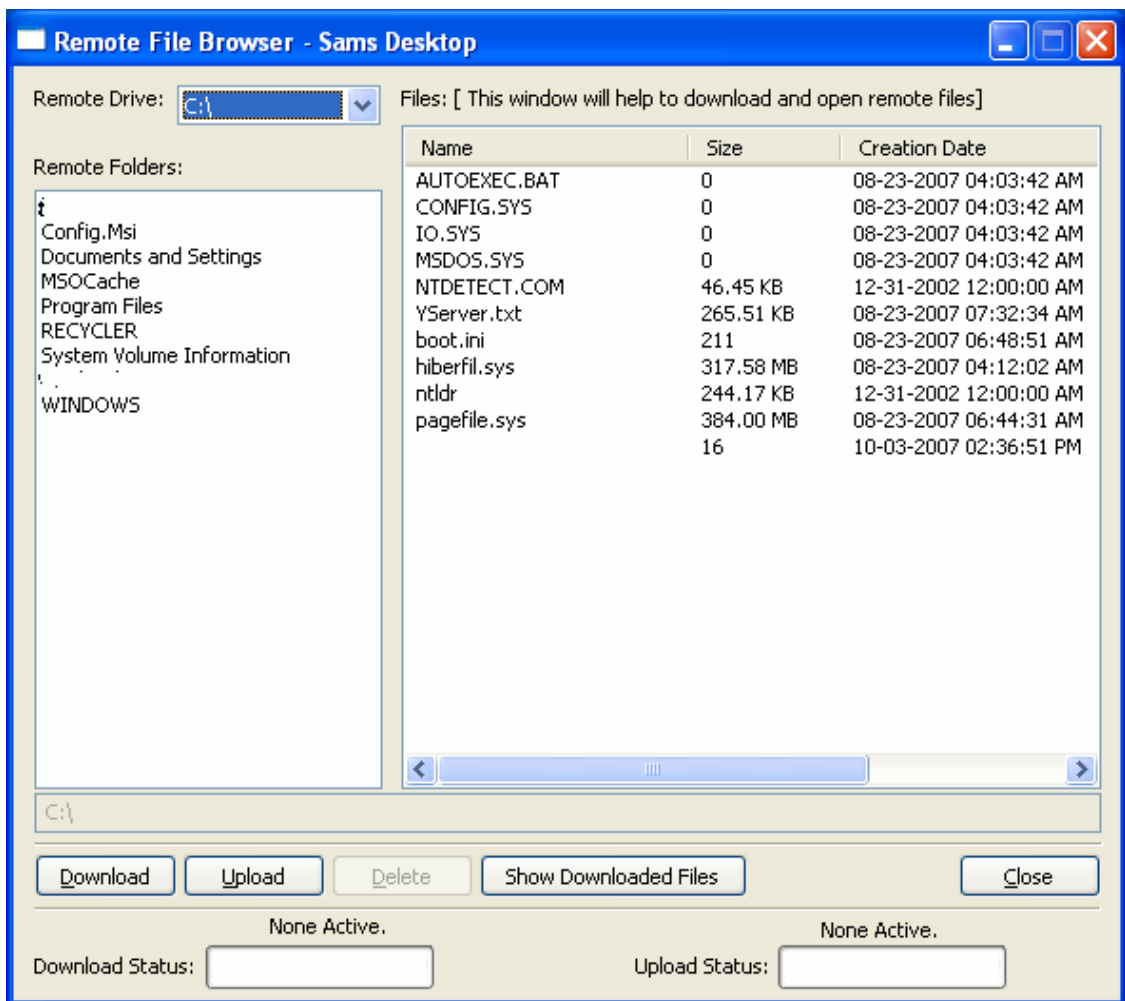
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You can save the audio to a file by pressing on the **'Save to Disk'** button. The file will be saved in WAVE file format and given a name of the remote computers name and current system time. WAVE files can be played using the Windows Media Player or Real Player.

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### 3.10 How browse and download files from the remote computer.

Once connected to the target computer, click on **'Remote Files'** button to browse and download the files from the remote computer. *Remember: This option is only available to the enterprise level users of the program.*



Select the file you want to download and click on the download button. The download status will be displayed in the bottom part of the screen.

You click on **'Show Downloaded Files'** to see the files you have downloaded to your computer.

You can still watch the webcam, desktop screen or listen to the microphone while the file is being downloaded.

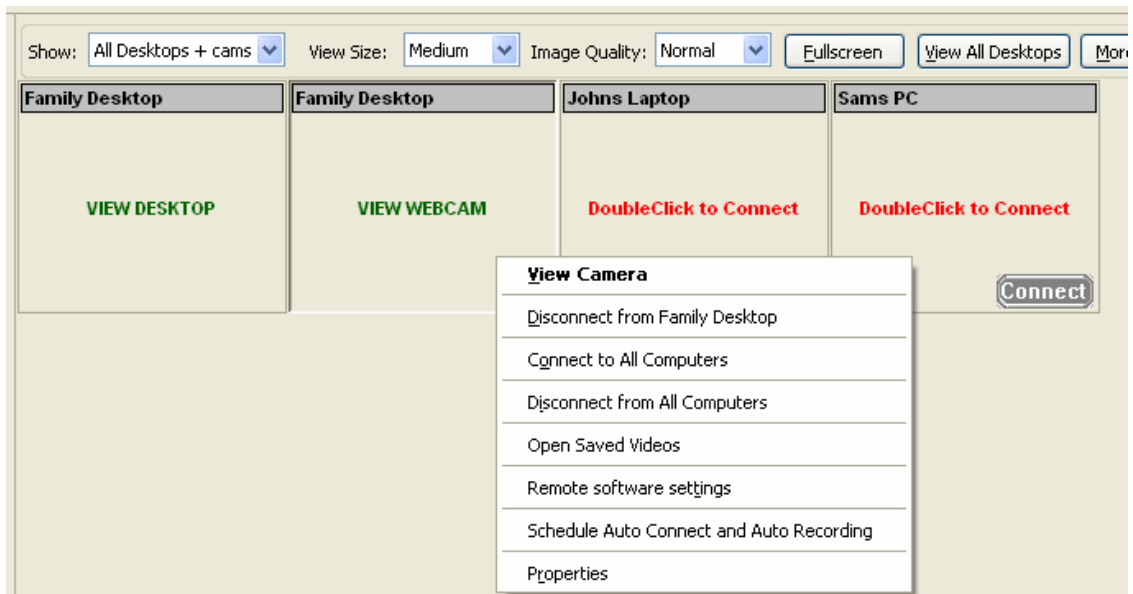
## Chapter 4: All Desktop View

### 4.1 All Desktop Screen

You can click on the 'All Desktops' icon to see all of the target computers in the same page to watch them at the same time. This option is very useful when you need to monitor all of the computers on your network at the same time for surveillance purpose. This helps offices and call centers to monitor their employees from one spot.



You can right click on this screen to see more menu options like below.

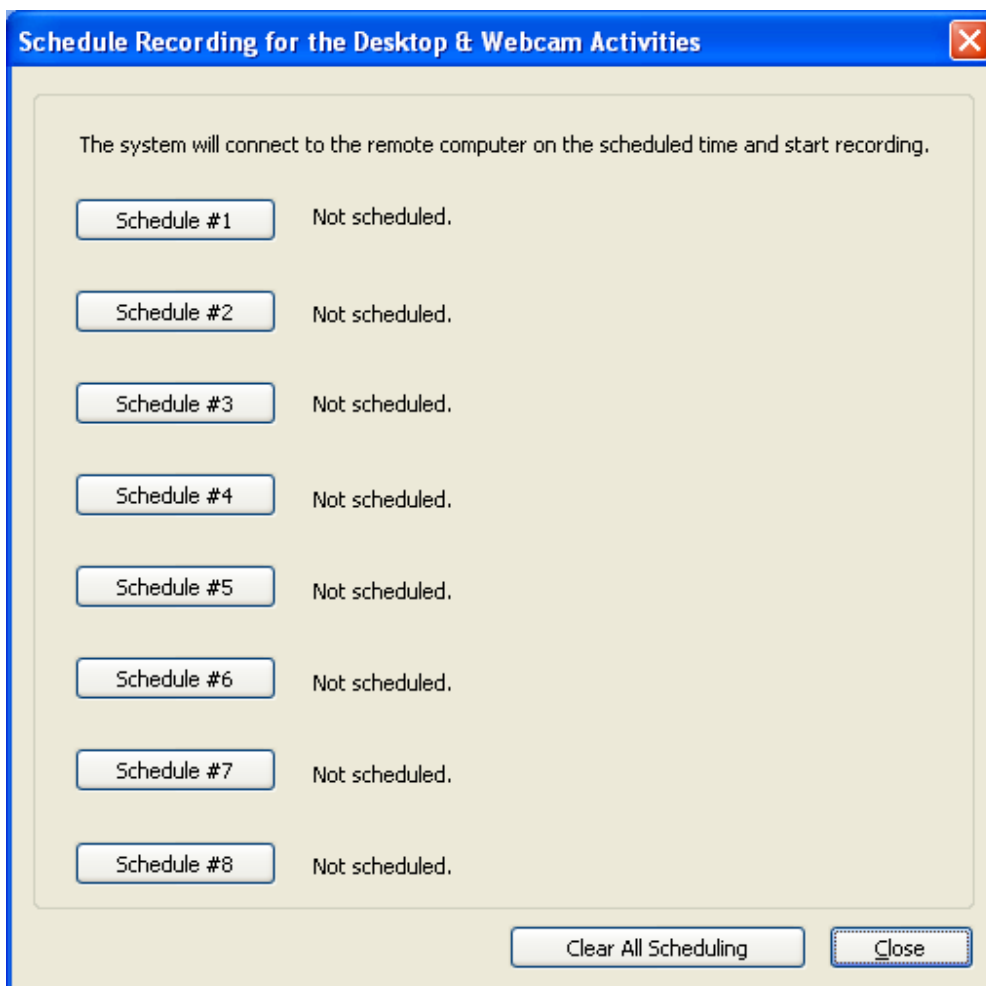


### Chapter 5: Scheduled Automatic Recording

#### 5.1 How to schedule the automatic recording

Scheduled recording help you automatically start recording the target computer desktop screen, webcam and microphone when you are not around. When scheduled, the Silent Manager will automatically connect to the target computer and start recording the webcam, desktop screen or microphone as set. You can review the recordings when ever you want. Remember to keep enough free disk space on your computer depends on how long you want to record.

To schedule automatic recording, click on the **'Schedule Recording'** in the connection properties page.



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You can set up to 8 deferent schedules. Click on each schedule button and you will be displayed on what and when the recording should happen.

**Scheduler - Automatic Recording of Desktop and Webcam - Sams PC**

The system will connect to the remote computer on the scheduled time and start recording.

Schedule Automatic Desktop Recording

Day & Time:

Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday  Sunday

24 Hours  Range Start Time: 00 00 End Time: 23 59

Schedule Automatic Webcam Recording Device:

Day & Time:

Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday  Sunday

24 Hours  Range Start Time: 00 00 End Time: 23 59

Schedule Automatic Microphone Recording:

Day & Time:

Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday  Sunday

24 Hours  Range Start Time: 00 00 End Time: 23 59

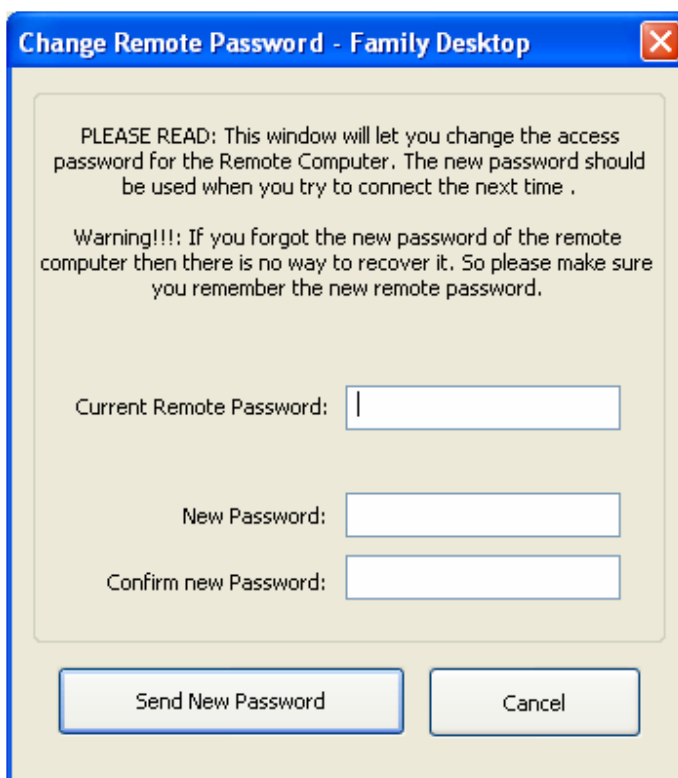
### 5.2 Disabling automatic scheduled recording.

Click on **'Clear All scheduling'** to disable the active schedules.

### Chapter 6: Other connection options

#### 6.1 Changing remote Silent Client password

Once connected to the target computer, click on ‘**Change Remote Password**’ button to change the password of the remote computers Silent Client software. **DO not forget this password because it is NOT possible to reset this password remotely in case you forget it.** Also, make sure you set a strong password with letters and numbers with at least 8 characters of long.



**Change Remote Password - Family Desktop**

PLEASE READ: This window will let you change the access password for the Remote Computer. The new password should be used when you try to connect the next time .

Warning!!!: If you forgot the new password of the remote computer then there is no way to recover it. So please make sure you remember the new remote password.

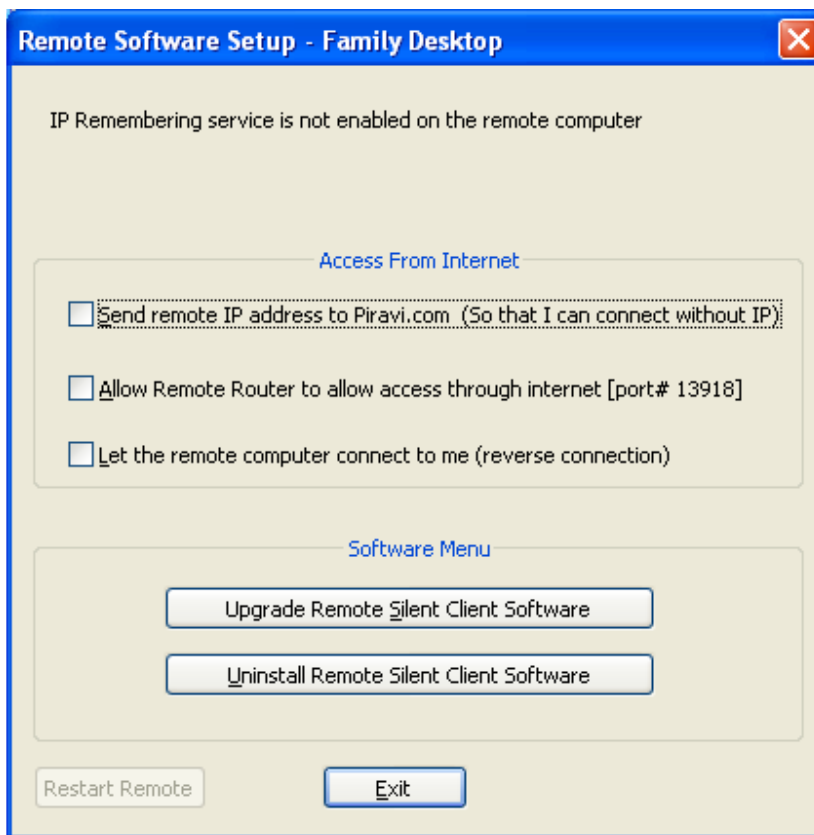
Current Remote Password:

New Password:

Confirm new Password:

### 6.2 Remote Silent Client Settings

Once connected to the target computer, click on '**Remote Software Settings**' to change the below settings.



**Send remote IP** option will enable or disable the remote computer to send its IP address to Piravi.com. (See *IP remembering service in Silent Client Users Manual*)

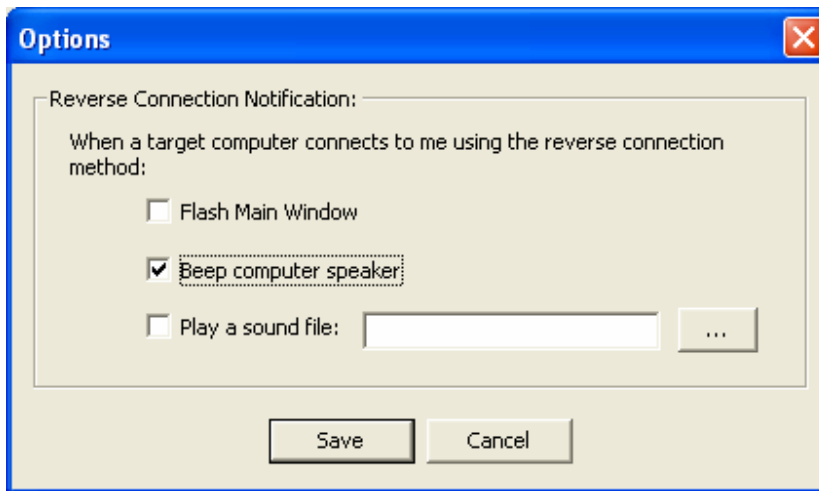
You can also enable or disable the reverse connection here.

You can also upgrade or uninstall the silent client software on the target computer.



### 6.3 Reverse connection notifications

Reverse connection is a method for the Silent Client to establish a connection to your Silent Manager Computer. This is to help clients who want to monitor a computer which sits behind a firewall. When the Target computer connects to your Silent Manager you can set these notifications. Click on **'Option'** button change these options. These notification actions are used when the target computer connects to the Silent Manager using the reverse connection method.



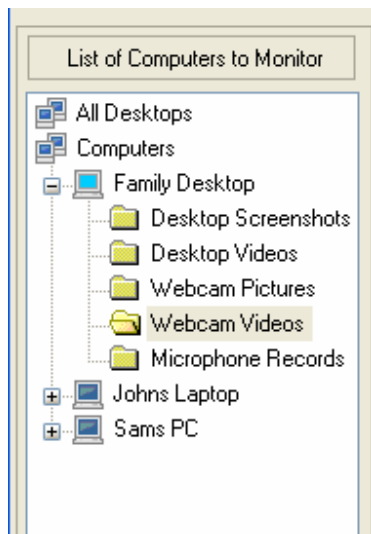
*To know more about the reverse connection, please refer to the 'Silent Client Users Manual' from <http://www.piravi.com>.*

### Chapter 7: Review or play back the recorded files

Silent Manager is provided with a build in media player which would help you play and review the recorded files.

#### 7.1 Playback Screen

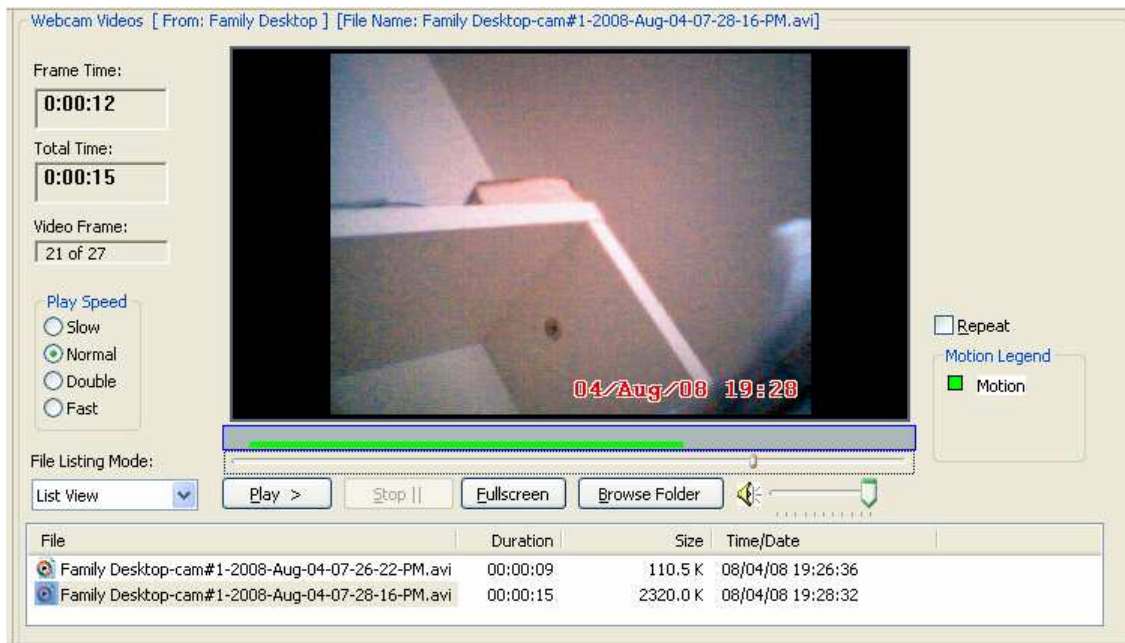
All recorded files are stored in the folders below the computer name. Click on the on of folders and you will see the play back screen.



Play back screen let you play the recorded video files or sound files also to see the pictures/screen shots taken from the webcam or desktop screen.

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List of available files will be displayed in the bottom of the playback screen with the file size and the date of recording. Click on the file you want to play and it will be played in the top area of the window.

There is a slider to control position of the playback in the file. You can **pause** or **stop**, **play in full screen** or control the **playback speed**.

A gray area below the image shows the **motion/activities** in that video file. You can move the slider close to the green or red area to see motion/activity detected at the point.

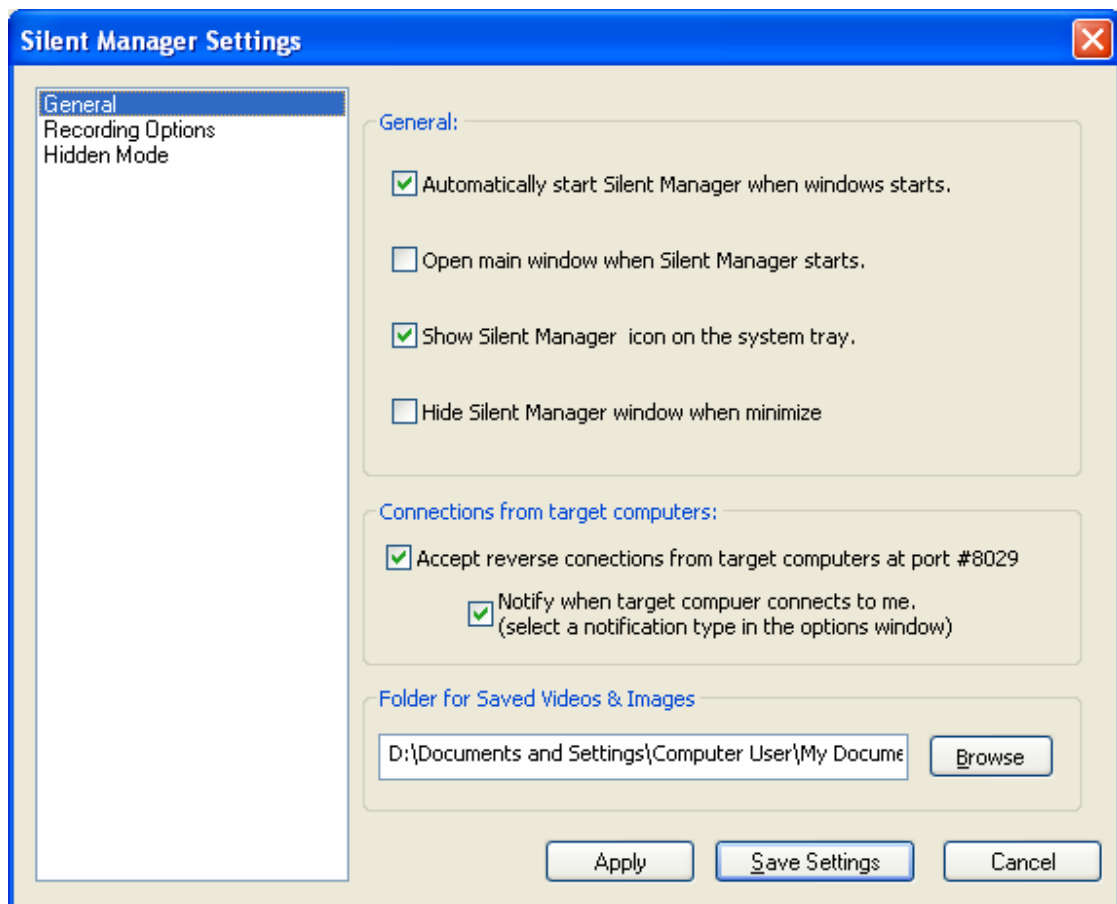
### Chapter 8: Silent Manager Settings

Silent manager settings are pretty simple. They are categorized as ‘**General**’, ‘**Recording Options**’ and ‘**Hidden Mode**’.

#### 8.1 General Settings

Open Silent Manager, click on the Tools Menu, and then click on the Settings Menu.

The left side has a list of settings categories. Once you click on “**General**” you will see the General settings. This group will be displayed by default.



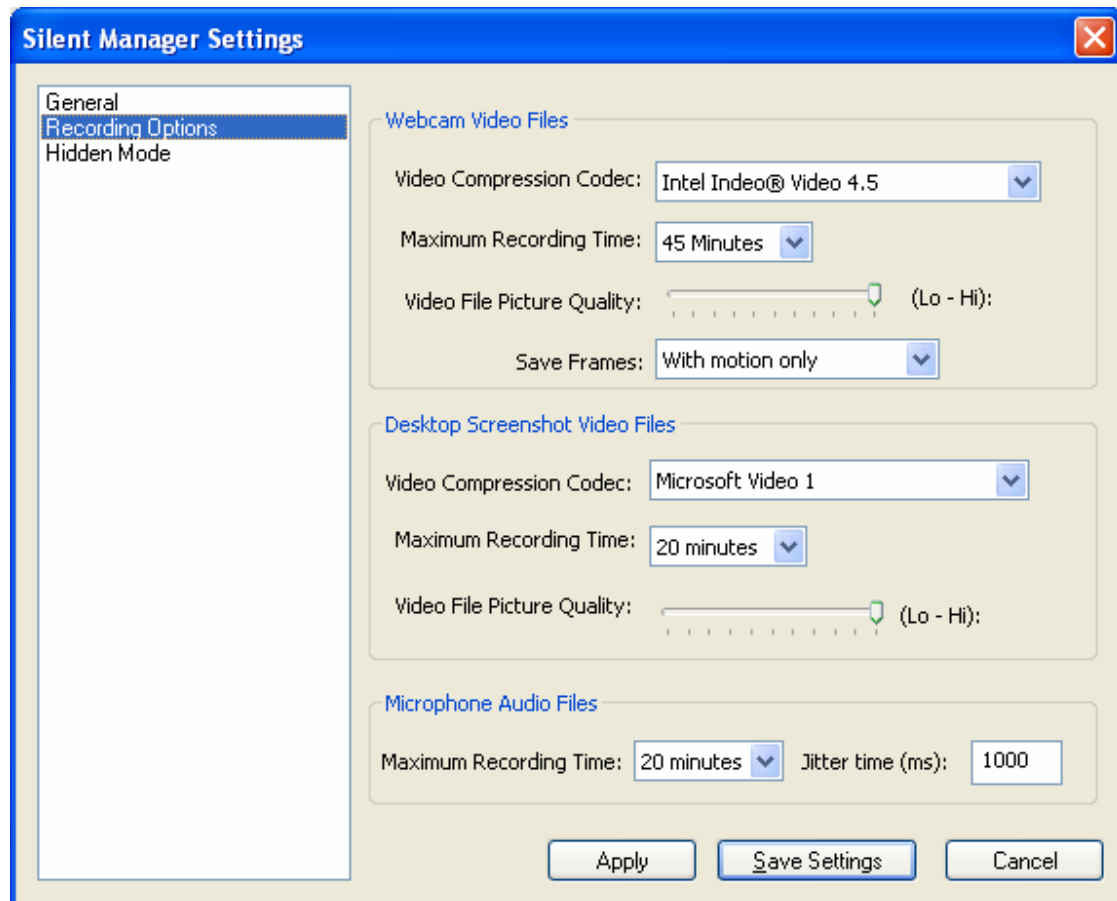
It is recommended to select a different folder for the ‘**Saved Videos & Images**’ on a disk which has more free space.

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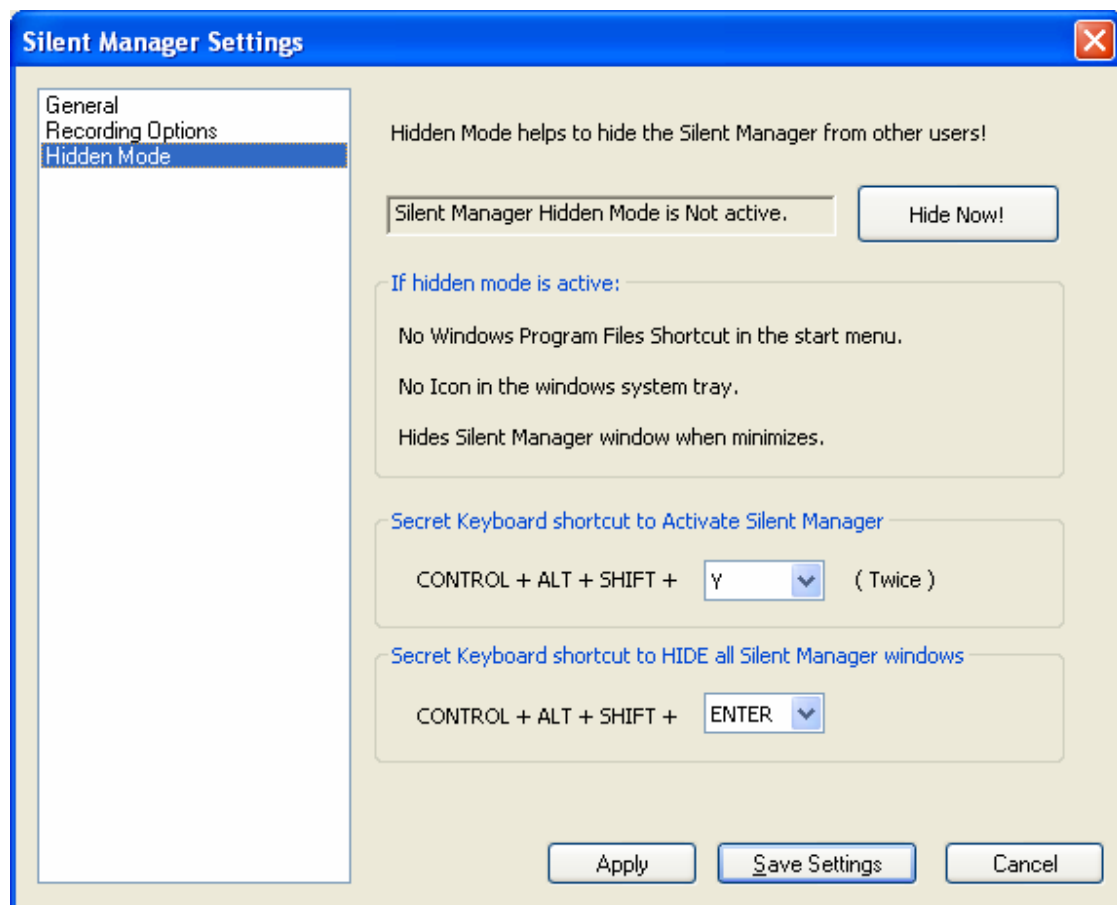
### 8.2 Recording Related Settings

Once you click on '**Recording Options**', the video and audio recording options will be displayed. The following are the ideal values to be populated for the best performance. You can always increase the maximum recording time in each category but make sure you have enough free space to store them.



### 8.3 Hidden Mode Settings

Silent Manager can be run in hidden mode to hide it from other users on your computer. There won't be any short cuts for the Silent Manager is displayed in the Start Menu nor the Silent Manager Icon will not be displayed on the windows task bar. Once the Hidden mode is enabled you must press the Secret short cut key on the keyboard (twice) for the Silent Manager window to come up. Hidden Mode can be enabled by clicking "**Hide Now**" button. Once it is in hidden mode, you can change the shortcut key in this window.



You can hide all of the active Silent Manager windows by pressing the **HIDE short cut**. This option is useful for the privacy of the monitoring person.

### Chapter 9: Advanced Options

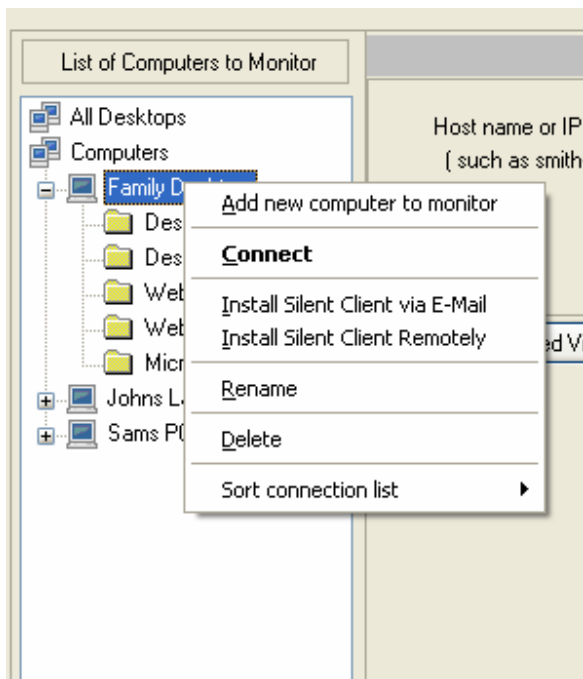
#### 9.1 How to install the Silent Client on the target computer.

There are three ways to install Silent Client on the target computer.

*Please refer to the 'Silent Client Users Manual' for more detailed instructions on how to install the Silent Client on the target computer.*

It's better to copy the Silent Client program in a CD or thumb drive and manually install it on the target computer. You can also try the remote installation or email based installation.

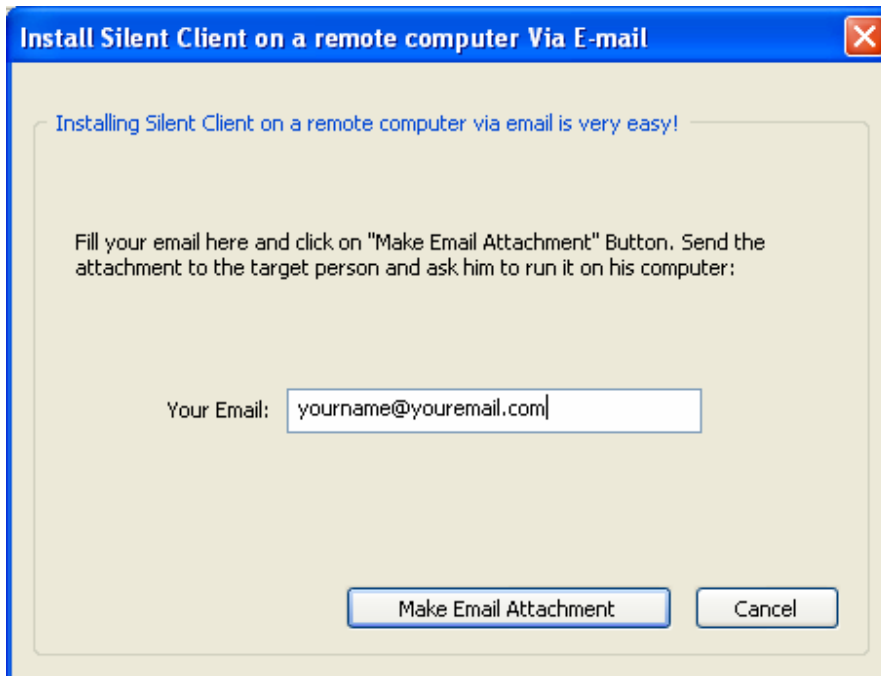
**Email based Installation:** Right click on the computer you want to install the Silent Client and select '**Install Silent Client via E-Mail**' option.



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The following window will be displayed and it will direct you on the email based installation.



Once the attachment is created, send it to the target person via email and ask him to open it. Once he/she opens the attachment the Silent Client will be installed on his / her computer silently. A dynamic password will be generated for that Silent Client and that will be transmitted to [www.piravi.com](http://www.piravi.com). You can login to <http://www.piravi.com/getpassword.html> to obtain the password of an email based installation.

***Please refer to the 'Silent Client Users Manual' for more detailed instruction on how to install the silent client on the target computer.***



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**Remote Installation:** If your target computer is on your local area network then you can try the remote installation option.

Right click on the computer you want to install the Silent Client and click on **‘Install Silent Client remotely’**. The following window will be displayed.

**Remotely Install Silent Client Engine On Family Desktop**

Remotely install the Super Silent Client Engine on the computers of your children, employees, spouse or anybody without physically going there.

You can only monitor those computers after installing the Silent Client.

Your Email adress:

Computer Name:

Admin Username on the remote computer:  
Usually: "Administrator" or your full name

Admin Password to remote computer:

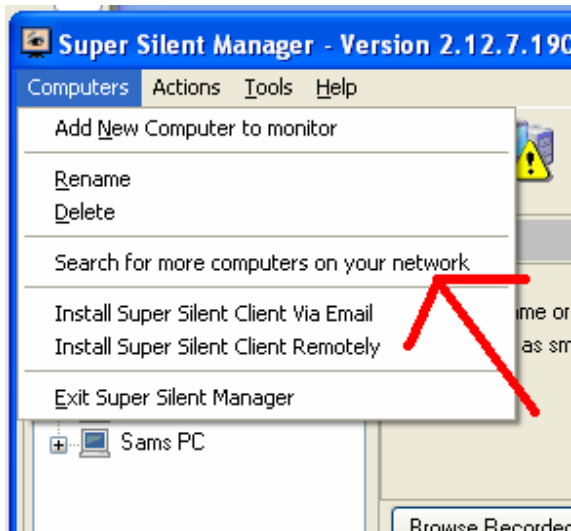
This is the password that user enters when he/she logs into that computer.

You need the administrative user name and password of the target computer for this. This does not work on a computer that has a firewall turned on. So please use the other options like installation via CD or email.

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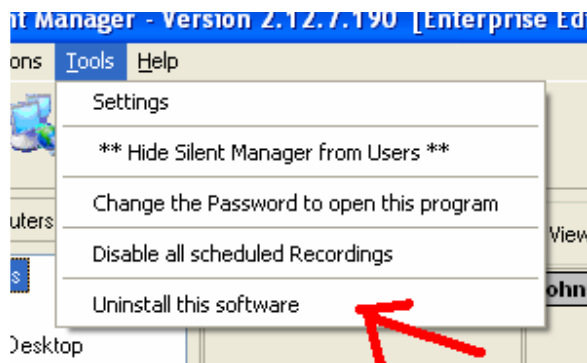
### 9.2 How to search for new computers on your local area network.



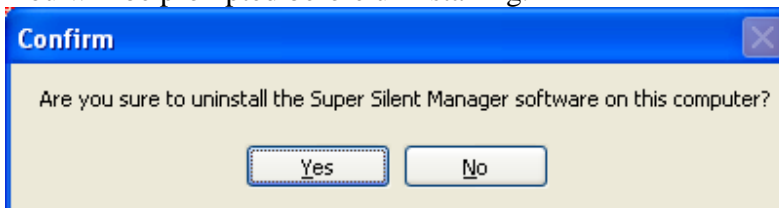
Select the above menu option and the search will begin automatically.

### 9.3 How to uninstall Silent Manager from your computer

Open Silent Manager and click on the **Tools** menu and select the 'Uninstall this software' icon.



You will be prompted before uninstalling.



### Chapter 10: Troubleshooting

#### 10.1 Connection problems

Please make sure that the firewall is disabled for the Silent Manager program. Otherwise you will not be able to connect to the target computers and monitor them. You can do this by adding the Silent Manager program to the exclude list of your firewall or disabling the firewall all together. Consult your network administrator or computer guy for more help.

#### 10.2 Reverse connection does not work

Make sure you refer to the reverse connection settings in this document. Please also make sure to open port 8029 in your router or firewall. If you are using a router, please enable the port forwarding on port 8029 to forward to your computer's IP in which the Silent Manager is running. This is important for the reverse connection to reach to your Silent Manager. Consult your network administrator or computer guy for more help

#### 10.3 Contacting Piravi.com support.

We understand that there can be many issues we haven't discussed here. Please contact Piravi support at [support@piravi.com](mailto:support@piravi.com) for additional help. Please mention your registered email address if you have a license key already.

You can also visit <http://www.piravi.com/> and click on the support tab and read the additional documentation there.