



Device Wipe

User Guide

For Nokia S60 3rd Edition Phones

CONTENTS

Chapter 1: Welcome4

Chapter 2: Getting Started4

 Compatability4

 Installation4

 Initial Configuration and Registration.....6

Chapter 3: Registration.....8

Chapter 4: Using Device Wipe9

 Device Wipe Control SMS Commands Overview.....9

 Send SMS To9

 Delete Personal Data10

 Enable SIM Pin10

 Change and Enable Pin10

 Obtain Current Location of Phone Using Integrated GPS (Cell ID and GPS)11

 Obtain Current Location of Phone Using Integrated GPS (Google Map URL).....11

 Obtain Current Location of Phone Using Assisted GPS (Cell ID and GPS)11

 Obtain Current Location of Phone Using Assisted GPS (Google Map URL)12

 Factory Reset12

 Shutdown Phone12

Chapter 5: Control SMS Commands at a Glance13

Chapter 6: Configuration Changes.....13

 Open Device Wipe Application14

 Change Device Wipe Phrase14

 Change Alternate Mobile Phone Number in Device Tracking14

 Remove Alternate Mobile Phone Number in Device Tracking15

Chapter 7: FAQs and Troubleshooting Tips16

Chapter 8: Customer Support.....18

 Application Help18

 Customer Service.....19

Chapter 9: Thank You21

CHAPTER 1: WELCOME

Ever lost your phone? Afraid someone has access to your personal information? Worried you won't see your expensive phone again? Device Wipe is here to help.

Device Wipe allows you to erase personal information, receive the phone's location, or turn off the phone -- with a silent SMS remotely sent to the phone.

Device Wipe provides peace of mind, privacy protection, security from unauthorized phone use, and resourceful location tracking.

CHAPTER 2: GETTING STARTED

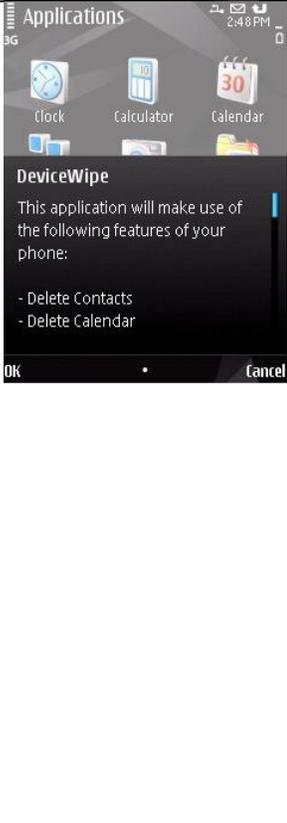
COMPATABILITY

Device Wipe is a Symbian S60 application that is compatible with Nokia S60 3rd Edition phones. GPS is not required, but allows for obtaining full location information when available on the phone.

INSTALLATION

Install Device Wipe to control your phone remotely. It is useful if you lose or misplace your phone.

1	Device Wipe is distributed as a Symbian Installation System (SIS) file.	
2	<p>To install the Device Wipe SIS file, use the method you normally use to install 3rd party applications on your phone. Some methods are:</p> <ul style="list-style-type: none"> • Transfer the .SIS file to your phone via Nokia PC Suite. Continue to step 3. • Send the .SIS file to your phone via Bluetooth or E-Mail and then install from the Inbox. Perform and continue to step 4. • Copy the .SIS file to a Memory Card and install the file via the File Manager. Perform and continue to step 4. 	
3	<p>From your computer, open Nokia PC Suite and click the Install Applications icon. Nokia Application Installer will open.</p> <p>Browse the directory on the My Computer side to locate the Device Wipe SIS file.</p> <p>Double click the Device Wipe SIS file.</p> <p>A message will display asking you to finish the installation on your phone.</p>	

<p>4</p>	<p>From your phone, install Device Wipe by pressing the “Yes” selection key.</p>	
<p>5</p>	<p>The Device Wipe application details are presented.</p> <p>This shows the name of the application (Device Wipe), the version (1.01(203)), Supplier (Oceans’ Edge, Inc.), Application Size (Unknown), Format (Symbian OS™), Type (Application), and Certificate Details (Symbian Certification through 6/17/2020).</p> <p>Press the “Continue” selection key.</p>	
<p>6</p>	<p>A Device Wipe overview is presented.</p> <p>Device Wipe This application will make use of the following features of your phone:</p> <ul style="list-style-type: none"> • Delete Contacts • Delete Calendar • Delete call logs • Delete e-mail accounts • Delete messages in Messaging • Delete Bluetooth (BT) registry (paired BT connections) • Clear native web browser cache, bookmarks and history (may not work or work partially on some models) • Uninstall installed applications • Enable/change phone PIN code • Format/Delete personal data on internal/external memory • Obtain cell id and GPS position • Send SMS responses • Access Internet connection as part of assisted GPS • Factory reset phone • Shutdown phone <p>Contact us at devicewipe@oceansedge.biz with questions. Continue with installation?</p> <p>Press the “OK” selection key to continue installing the Device Wipe application.</p>	

7	Review the End User License Agreement. If you agree with the terms of use, press the “OK” selection key to complete the installation process.	
8	Once the installation process is complete, you will see “installation complete”. You can now start using the Device Wipe application!	

INITIAL CONFIGURATION AND REGISTRATION

Configure your personal settings to control your phone remotely.

1	<p>From your phone, press the Menu key and use the scroll keys to navigate to where installed applications appear. Note that the location varies among phone models.</p> <p>Use the scroll keys to highlight the dWipe application and then press the “Open” scroll key.</p>	
2	<p>There are four configuration items.</p> <ol style="list-style-type: none"> 1. Create a <u>Device Wipe Phrase</u>. This phrase is used to identify Device Wipe control SMS commands. 2. Enter your <u>Registration Code or Trial</u>. Device Wipe can be used for 10 days without entering a registration code. 3. Enable Device Wipe to <u>Run in the Background</u>. This allows Device Wipe to automatically work when the phone is powered on. 4. Enter an alternate mobile phone number for <u>Device Tracking</u>. This allows your alternate mobile number to be notified when a different SIM card is placed in your phone and thus gives you 	

<p>3</p>	<p>the information needed to delete personal data.</p> <p><u>Device Wipe Phrase</u></p> <p>The first time you open the Device Wipe application, you are presented with information on creating a Device Wipe Phrase.</p> <p>Device wipe phrase To use Device Wipe, you must first enter a phrase that will identify control messages. Each received sms text that starts with this phrase will be considered a Device Wipe control sms and will not be available in your inbox. It is best that you select some phrase that is not a real word and won't appear in an ordinary sms text message.</p> <p>Important: The phrase is used to issue control SMS commands to your phone. When the phrase appears in an SMS, it triggers deletion of your personal data. Therefore, it is important that the phrase is not something that will occur in text messages you receive from other people -- any message that starts with the phrase will be treated as a Device Wipe control SMS command and your personal data may be deleted.</p> <p>Review the phrase information details and press the “OK” selection key.</p>	
<p>3</p>	<p>Enter your phrase and press the “OK” selection key.</p> <p>The phrase should be something that you can easily remember but won't appear in an ordinary SMS. There are no restrictions on the length or content of your phrase.</p>	
<p>4</p>	<p><u>Registration Code or Trial</u></p> <p>Registration Code If you purchased the Device Wipe application and have received your registration code via E-Mail, enter your code now and press the “OK” selection key.</p> <p>Note: Keep your registration code in a safe place. If you need to uninstall the Device Wipe application and reinstall on the same phone, then you will need to enter this registration code again. Please contact devicewipe@oceansedge.biz if you have any issues.</p> <p>Trial If you are trialing the Device Wipe application or have not yet received your registration code via E-Mail, press the “Trial” selection key. The trial lasts 10 days from application install.</p> <p>Note: Every time you access the Device Wipe application, you will receive a notification to enter your registration code and how many days remain</p>	

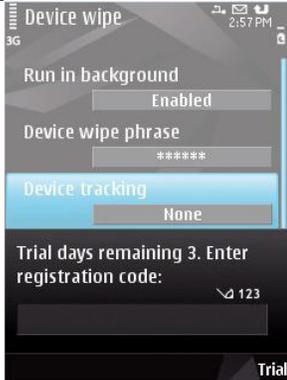
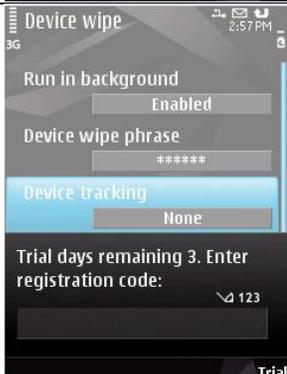
	<p>in your trial period.</p> <ul style="list-style-type: none"> • If you purchased Device Wipe and have not received your registration code via E-Mail within three days of purchase, please email devicewipe@oceansedge.biz to obtain your registration code. • If you are trialing Device Wipe, we hope you find the application useful and decide purchase the application or email devicewipe@oceansedge.biz with any questions. 	
5	<p><u>Run in Background</u></p> <p>Change Run in Background from “Disabled” to “Enabled” by pressing the middle scroll key.</p> <ul style="list-style-type: none"> • “Enabled” automatically runs Device Wipe when the phone is on. This is the recommended setting. • “Disabled” only runs Device Wipe when the Configuration screen is running. 	
6	<p><u>Device Tracking</u></p> <p>Scroll down to Device Tracking and press the middle scroll key to enter your alternative mobile phone number. This alternate mobile phone number will be notified via SMS that a different SIM card was placed in your phone. You can then send a control SMS command to that phone number to delete your personal information.</p> <p>Enter the alternate mobile phone number and press the “OK” selection key.</p> <p>Note: There is no restriction on the alternate phone number format. It works with and without the country code included.</p>	

CHAPTER 3: REGISTRATION

The registration code for the Device Wipe application is sent via E-Mail to the address indicated during the purchase process. The registration code must be entered into the application within 10 days of purchase.

If you purchased Device Wipe and have not received your registration code via E-Mail within three days of purchase, please email devicewipe@oceansedge.biz to obtain your registration code.

If you are trialing Device Wipe, we hope you find the application useful and decide purchase the application or email devicewipe@oceansedge.biz with any questions.

1	<p>Every time you access the Device Wipe application, you will receive a notification to enter your registration code and how many days remain in your trial period.</p>	
2	<p>Enter the registration code sent via E-Mail and press the “OK” selection key. The “OK” selection key is available once you start typing the registration code.</p> <p>Important: Keep your registration code in a safe place. If you need to uninstall the Device Wipe application and reinstall on the same phone, then you will need to enter this registration code again. Please contact devicewipe@oceansedge.biz if you have any issues.</p>	

CHAPTER 4: USING DEVICE WIPE

DEVICE WIPE CONTROL SMS COMMANDS OVERVIEW

Device Wipe uses control SMS commands to control your phone remotely.

- Delete personal data
- Enable SIM pin
- Change and enable pin
- Obtain current location of your phone
- Factory reset your phone
- Shutdown your phone

The device control SMS commands are predefined text messages sent to your device’s phone number. Note: If your alternate mobile phone number received a notification that the SIM card in your phone changed, then the device control SMS command should be sent to the new phone number.

You will receive a response SMS indicating the status of the Device Wipe action performed. This message is sent to the phone that issued the Device Wipe control SMS command.

SEND SMS TO

The Device Wipe application understands SMS syntax and takes action based on the control SMS command. To initiate a Device Wipe control SMS command, use a mobile phone to send a text message to your mobile phone number.

1	Use a friend's mobile phone to send an SMS.
2	Enter your mobile phone number in the "To" field of the SMS.
3	Note that if a text message was sent to your alternate mobile phone number, then another SIM card/phone number is in your phone. This means that the "To" field of the SMS should be the phone number indicated in the text message.
4	Follow the steps below on what should be entered in the body of the SMS.

DELETE PERSONAL DATA

To delete your personal data, the body of the SMS should be **<DeviceWipePhrase>:wipe**. Note that **<DeviceWipePhrase>** is the phrase that you personally configured.

This control SMS command deletes your personal information on the phone -- contacts, calendar, call logs, email accounts, messaging, web browsing sites, installed applications, etc.

Note: On some phones, it may take as long as 30 minutes to complete deleting all data.

ENABLE SIM PIN

To enable the SIM pin on your phone, the body of the SMS should be **<DeviceWipePhrase>:enablepin:<SIM pin>:<device lock>**. Example is **DeviceWipePhrase:enablepin:1234:12345**.

- **<DeviceWipePhrase>** is the phrase that you personally configured.
- **<SIM pin>** is your personal pin.
- **<device lock>** is the phone lock code (usually 4-8 numeric digits). The default code on Nokia S60 devices is 12345. Note that this is an optional parameter and only needs to be provided if device lock is enabled on the phone.

This control SMS command enables the SIM pin so the new phone user must enter the pin to use the phone.

CHANGE AND ENABLE PIN

To enable the SIM pin and change the pin, the body of the SMS should be **<DeviceWipePhrase>:changepin:<current SIM pin>:<new SIM pin>:<device lock>**. Example is **DeviceWipePhase:changepin:1234:5678:12345**.

- **<DeviceWipePhrase>** is the phrase that you personally configured.
- **<current SIM pin>** is your current personal pin.
- **<new SIM pin>** is your new personal pin.
- **<device lock>** is the phone lock code (usually 4-8 numeric digits). The default code on Nokia S60 devices is 12345. Note that this is an optional parameter and only needs to be provided if device lock is enabled on the phone.

This control SMS command enables a SIM pin change so the new phone user must enter the new pin every time the phone powers on.

OBTAIN CURRENT LOCATION OF PHONE USING INTEGRATED GPS (CELL ID AND GPS)

To obtain the current location of your phone (cell id and integrated GPS location if GPS compatible), the body of the SMS should be **<DeviceWipePhrase>:location**. Note that <DeviceWipePhrase> is the phrase that you personally configured.

The format of the GPS portion in the response is Latitude Longitude (horizontal accuracy, vertical accuracy).

Example is 41.878611 -87.635556 (8,27) where:

- 41.878611 is the latitude
- -87.635556 is the longitude
- 8 is horizontal accuracy in meters
- 27 is vertical accuracy in meters

Note that there must be good GPS signal strength and GPS must be enabled on the phone to obtain the GPS location. If the GPS location cannot be obtained within 10 minutes, the SMS response will contain only the cell id.

This control SMS command provides a response back to the real phone owner with the cell id and possibly GPS coordinates to assist with locating the phone.

OBTAIN CURRENT LOCATION OF PHONE USING INTEGRATED GPS (GOOGLE MAP URL)

To obtain the current location of your phone (Google map URL), the body of the SMS should be **<DeviceWipePhrase>:gmap**. Note that <DeviceWipePhrase> is the phrase that you personally configured.

This control SMS command provides a response back to the real phone owner with a Google map URL that the can be used to locate the phone.

OBTAIN CURRENT LOCATION OF PHONE USING ASSISTED GPS (CELL ID AND GPS)

To obtain the current location of your phone (cell id and AGPS location if GPS compatible) faster than integrated GPS, the body of the SMS should be **<DeviceWipePhrase>:agps**. Note that <DeviceWipePhrase> is the phrase that you personally configured.

It is important to note that the assisted GPS (AGPS) command retrieves the location information faster than the integrated location command, but it is not completely silent. The AGPS command may alert the new phone user that something out of the ordinary is happening on the phone. Thus, the integrated GPS method is preferred.

The format of the AGPS portion in the response is Latitude Longitude (horizontal accuracy, vertical accuracy).

Example is 41.878611 -87.635556 (8,27) where:

- 41.878611 is the latitude
- -87.635556 is the longitude

- 8 is horizontal accuracy in meters
- 27 is vertical accuracy in meters

Note that there must be good GPS signal strength and GPS must be enabled on the phone to obtain the AGPS location. If the AGPS location cannot be obtained within 10 minutes, the SMS response will contain only the cell id.

This control SMS command provides a response back to the real phone owner with the cell id and possibly AGPS coordinates to assist with locating the phone.

OBTAIN CURRENT LOCATION OF PHONE USING ASSISTED GPS (GOOGLE MAP URL)

To obtain the current location of your phone (Google map URL) faster than integrated GPS, the body of the SMS should be **<DeviceWipePhrase>:gmap:agps**. Note that <DeviceWipePhrase> is the phrase that you personally configured.

Also, it is important to note that the assisted GPS (AGPS) command retrieves the location information faster than the integrated location command, but it is not completely silent. The AGPS command may alert the new phone user that something out of the ordinary is happening on the phone. Thus, the integrated GPS method is preferred.

This control SMS command provides a response back to the real phone owner with a Google map URL that the can be used to locate the phone.

FACTORY RESET

To factory reset your phone, the body of the SMS should be **<DeviceWipePhrase>:factoryreset:<device reset code>**. Example is DeviceWipePhase:factoryreset: 12345.

- <DeviceWipePhrase> is the phrase that you personally configured.
- <device reset code> is the device lock code (usually 4-8 numeric digits). The default code on Nokia S60 devices is 12345. Note that this is an optional parameter and only needs to be provided if device lock is enabled on the phone. Also note that some devices do not require the code for a factory reset and the provided code will be ignored on these devices.

This control SMS command will restore your phone to the original factory settings and erase all personal information.

Note that the Device Wipe application will be erased by the factory reset. You will need to reinstall the application with your original registration code. Please contact devicewipe@oceansedge.biz for assistance if you do not have your original registration code.

SHUTDOWN PHONE

To shut down your phone, the body of the SMS should be **<DeviceWipePhrase>:shutdown**. Note that <DeviceWipePhrase> is the phrase that you personally configured.

This control SMS command turns off your phone.

CHAPTER 5: CONTROL SMS COMMANDS AT A GLANCE

Command your phone by simply sending a text message to your phone with the predefined control SMS command.

Functionality	Functionality Description	Control SMS Commands	SMS Example
Delete Personal Data	Deletes personal data on your phone.	<DeviceWipePhrase>:wipe	To: Phone # or New SIM Phone # Msg: DeviceWipePhrase:wipe
Enable SIM Pin	Requires new phone user to enter the SIM Pin.	<DeviceWipePhrase>:enablepin:<SIMpin>:<device lock>	To: Phone # or New SIM Phone # Msg: DeviceWipePhrase:enablepin:1234:12345
Change and Enable SIM Pin	Requires new phone user to enter the new SIM Pin.	<DeviceWipePhrase>:changepin:<current SIM pin>:<new SIM pin>:<device lock>	To: Phone # or New SIM Phone # Msg: DeviceWipePhase:changepin:1234:5678:12345
Obtain Location using Integrated GPS	Obtain location via Cell ID and integrated GPS coordinates.	<DeviceWipePhrase>:location	To: Phone # or New SIM Phone # Msg: DeviceWipePhrase:location
	Obtain location via Google Maps URL using integrated GPS.	<DeviceWipePhrase>:gmap	To: Phone # or New SIM Phone # Msg: DeviceWipePhrase:gmap
Obtain Location using Assisted GPS	Obtain location via Cell ID and assisted GPS coordinates.	<DeviceWipePhrase>:agps	To: Phone # or New SIM Phone # Msg: DeviceWipePhrase:agps
	Obtain location via Google Maps URL using assisted GPS.	<DeviceWipePhrase>:gmap:agps	To: Phone # or New SIM Phone # Msg: DeviceWipePhrase:gmap:agps
Factory Reset	Restore to original factory settings without your personalization.	DeviceWipePhrase>:factoryreset:<device reset code>	To: Phone # or New SIM Phone # Msg: DeviceWipePhrase:factoryreset:12345
Shut Down Phone	Turn off phone.	<DeviceWipePhrase>:shutdown	To: Phone # or New SIM Phone # Msg: DeviceWipePhrase:shutdown

CHAPTER 6: CONFIGURATION CHANGES

You can change your personal Device Wipe settings at any time.

OPEN DEVICE WIPE APPLICATION

<p>1</p>	<p>Press the Menu key and use the scroll keys to navigate to where installed applications appear. Note that the location varies among phone models.</p> <p>Use the scroll keys to highlight the dWipe application and then press the “Open” scroll key.</p>	
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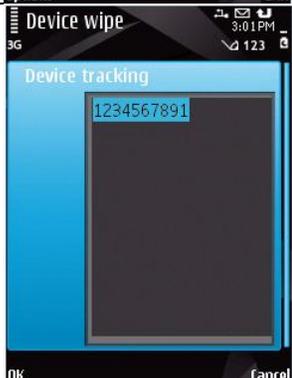
CHANGE DEVICE WIPE PHRASE

Your Device Wipe phrase specifies the text of the SMS that will trigger the deletion of all personal data. It should be a phrase that will not occur in text messages you receive from other people because any message that starts with the phrase will be treated as a Device Wipe control SMS command.

<p>1</p>	<p>From the Device Wipe application, scroll down to Device Wipe Phrase and press the middle scroll key.</p> <p>Enter your current Device Wipe phrase and press the “OK” selection key. The “OK” selection key is available once you start typing the current phrase code.</p>	
<p>2</p>	<p>Enter your new Device Wipe phrase and press the “OK” selection key.</p> <p>Important: The phrase is used to issue control SMS commands to your phone. When the phrase appears in an SMS, it triggers deletion of your personal data. Therefore, it is important that the phrase is not something that will occur in text messages you receive from other people -- any message that starts with the phrase will be treated as a Device Wipe control SMS command and your personal data may be deleted.</p> <p>The phrase should be something that you can easily remember but won't appear in an ordinary SMS. There are no restrictions on the length or content of your phrase.</p>	

CHANGE ALTERNATE MOBILE PHONE NUMBER IN DEVICE TRACKING

The alternate mobile phone number specified in Device Tracking will receive a text message if a different SIM card / phone number is placed in your phone. The text message indicates that a new SIM was placed in your phone and the phone number associated with the SIM card. You can then send the Device Wipe control SMS commands to that phone number to delete your personal data.

1	From the Device Wipe application, scroll down to Device Tracking and press the middle scroll key.	
2	<p>Enter the new alternate mobile phone number and press the “OK” selection key.</p> <p>Note: There is no restriction on the alternate phone number format. It works with and without the country code included.</p>	

REMOVE ALTERNATE MOBILE PHONE NUMBER IN DEVICE TRACKING

Delete the alternate mobile phone number in Device Tracking if you do not want to be notified of a new SIM card in your phone.

1	From the Device Wipe application, scroll down to Device Tracking and press the middle scroll key.	
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2	Delete the new alternate phone number and press the “OK” selection key.	
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CHAPTER 7: FAQs AND TROUBLESHOOTING TIPS

How do I get Nokia PC Suite?

Nokia PC Suite is a Nokia software application that allows content to be transferred between your computer and phone. To download Nokia PC Suite,

- Navigate to nokia.com on your computer.
- Select Support, Product Support, and scroll down to the bottom of the page to PC Suite.
- Click PC Suite.
- Click Download and follow steps.

What is so important about the Device Wipe phrase?

The Device Wipe phrase is used as a key to identify and trigger Device Wipe control SMS commands. When the phrase is used in an SMS, it may trigger the deletion of personal information. It is important that the phrase is something no one knows and will not appear in a text message.

What do you recommend for a Device Wipe phrase?

Make sure the Device Wipe phrase is NOT something that will occur in text messages you receive from other people. If the phrase starts an SMS, then it may trigger a Device Wipe command.

Is the Device Wipe phrase case sensitive?

No, the Device Wipe phrase is *not* case sensitive.

What is the minimum and maximum length of the Device Wipe phrase?

The Device Wipe phrase can be 1 to 100 characters in length. There are no special limitations in characters.

How do I change my Device Wipe phrase?

Access the Device Wipe application on your phone. Scroll to Device Wipe Phrase, enter your current phrase, and then enter your new phrase.

What should I do if I forgot my Device Wipe phrase?

If you forget your Device Wipe phrase, please uninstall and reinstall the Device Wipe application. Note that you will need to enter your registration code that was provided around time of purchase. If you do not know your registration code, please contact devicewipe@oceansedge.biz for support.

How do I change the alternate mobile phone number that receives SIM change notifications?

Access the Device Wipe application on your phone. Scroll to Device Tracking and change the alternate mobile phone number that should be sent a text message when a new SIM card is placed in your phone.

Do I need to enter the country code in the alternate mobile phone number?

No, you do not need to enter the country code. Device Tracking works with or without the country code in the phone number.

How do I stop sending notifications when the SIM card in my phone changes?

Access the Device Wipe application on your phone. Scroll to Device Tracking and delete the alternate mobile phone number. If the field is empty, no text message will be sent when the SIM card changes.

I tried to delete my personal data, but it did not work.

Access the Device Wipe application on your phone. Scroll to Run in Background and ensure the setting is “Enabled”.

Why didn't I receive the GPS coordinates from my location control SMS command?

Your phone must have GPS capabilities and they must be enabled in Settings.

My phone supports GPS positioning. Why didn't I receive the coordinates?

There must be a good GPS signal strength to provide the GPS location. If the GPS location cannot be obtained within 10 minutes, response will contain only the cell id.

How do I read the GPS coordinates?

The format of the GPS location is “latitude longitude (horizontal accuracy, vertical accuracy)”. For example, 41.878611 -87.635556 (8,27).

- 41.878611 is the latitude
- -87.635556 is the longitude
- 8 is horizontal accuracy in meters
- 27 is vertical accuracy in meters

What is the difference between the location and agps control SMS commands?

The AGPS command is likely to obtain the GPS location faster than the location command. It is, however, NOT completely silent and could alert the new phone user that something out of the ordinary is happening on the phone. Thus, the location control command is recommended (<DeviceWipePhrase>:location, <DeviceWipePhrase>:gmap).

Will the Device Wipe application be uninstalled after a factory reset control SMS command?

Yes, the Device Wipe application will be uninstalled. You will need to reinstall the application with your original registration code. Please contact devicewipe@oceansedge.biz for assistance if you do not have your original registration code.

Can I still control my phone after a shutdown control SMS command?

Once the phone is turned back on by the new user, you will be able to issue control SMS commands.

Will I receive a status message after sending the control SMS commands?

Yes, you will receive a status message that indicates whether the control SMS command was successfully

performed. If it was not successfully performed, please check the “To” phone number and resend the control SMS command to your phone.

How long are device lock codes?

The device lock code is usually 4-8 numeric digits. The default code on Nokia S60 devices is 12345.

How long will it take for my personal data to be erased?

Most phones respond quickly, but some phones can take as long as 30 minutes to complete deleting the data.

How do I uninstall the Device Wipe application from my phone?

Uninstalling 3rd party applications vary by phone model. The Device Wipe application is uninstalled just like other 3rd party applications.

Press the **Menu** key and use the scroll keys to navigate to where installed applications are managed. Use the scroll keys to highlight the dWipe application and then press the “**Uninstall**” scroll key.

Can I transfer the Device Wipe application from one phone to another phone?

No, the Device Wipe application license is per phone. If you purchase a new phone, please repurchase the Device Wipe application.

On what devices did you test the Device Wipe Application prior to launch?

The Device Wipe application was tested on the following devices in our lab prior to launch:

- Nokia E61i - Symbian 9.1 S60
- Nokia E63 - Symbian 9.2 S60
- Nokia E71 - Symbian 9.2 S60
- Nokia N95 - Symbian 9.2 S60
- Nokia N96 - Symbian 9.3 S60
- Nokia N79 - Symbian 9.3 S60
- Note: The application most likely works on all 3rd edition devices.

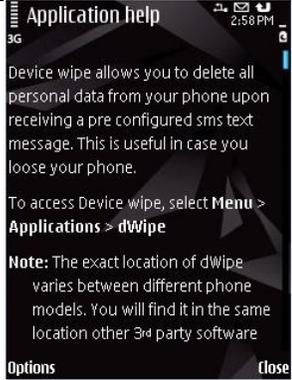
Do I need to keep my registration code?

Yes, please keep your registration code in a safe place. You will need the registration code if you reinstall Device Wipe on the same phone. Please contact devicewipe@oceansedge.biz if you have any issues.

CHAPTER 8: CUSTOMER SUPPORT

APPLICATION HELP

To refresh your knowledge of the Device Wipe control SMS commands, access **Help** in the Device Wipe application.

<p>1</p>	<p>Press the Menu key and use the scroll keys to navigate to where installed applications appear. Note that the location varies among phone models.</p> <p>Use the scroll keys to highlight the dWipe application and then press the “Open” scroll key.</p>	 <p>The screenshot shows the 'Applications' menu with various icons. The 'dWipe' icon is highlighted in blue. At the bottom, there are three options: 'Options', 'Open', and 'Back'.</p>
<p>2</p>	<p>Press the “Options” selection key.</p>	 <p>The screenshot shows the 'Device wipe' settings screen. The 'Run in background' option is set to 'Enabled'. The 'Device wipe phrase' is masked with asterisks. The 'Device tracking' option is highlighted in blue and shows the number '1234567891'. At the bottom, there are 'Options' and 'Exit' buttons.</p>
<p>3</p>	<p>Use the scroll keys to highlight Help and then press the “Select” selection key.</p>	 <p>The screenshot shows the 'Device wipe' settings screen with the 'Help' option highlighted in blue. Other options include 'Show open apps.', 'Change Register...', and 'About'. At the bottom, there are 'Select' and 'Cancel' buttons.</p>
<p>4</p>	<p>Review the Device Wipe application help and press the “Close” selection key.</p>	 <p>The screenshot shows the 'Application help' screen. It contains the following text: 'Device wipe allows you to delete all personal data from your phone upon receiving a pre configured sms text message. This is useful in case you loose your phone. To access Device wipe, select Menu > Applications > dWipe'. A note states: 'Note: The exact location of dWipe varies between different phone models. You will find it in the same location other 3rd party software'. At the bottom, there are 'Options' and 'Close' buttons.</p>

CUSTOMER SERVICE

Please contact us at devicewipe@oceansedge.biz with any questions, concerns or feedback.

To refresh your knowledge of the support E-Mail address, access **About** in the Device Wipe application.

1	<p>Press the Menu key and use the scroll keys to navigate to where installed applications appear. Note that the location varies among phone models.</p> <p>Use the scroll keys to highlight the dWipe application and then press the “Open” scroll key.</p>	
2	<p>Press the “Options” selection key.</p>	
3	<p>Use the scroll keys to highlight About and then press the “Select” selection key.</p>	
4	<p>Take note of devicewipe@oceansedge.biz and press the “Close” selection key.</p>	
5	<p>Contact us at devicewipe@oceansedge.biz with any questions, concerns or feedback.</p>	

CHAPTER 9: THANK YOU

Thank you for being a valuable customer of the Device Wipe application. We hope the application provides peace of mind, privacy protection, security from unauthorized phone use, and resourceful location tracking.