

MSpy review Screenshots

[CNET](#)



"Waste of time and money"

January 2, 2013 | By [skydive516](#)

Pros

The idea is good and in theory it is a great tool to keep your children safe

Cons

Customer support
Service
Reliability

Summary

This is what I sent to Mspy:

I have been trying to use Mspy on my son's phone since Christmas; I have sent a few tickets about the software not working. I have not received a reply and the Mspy is still not working. I was also having an issue with the compatibility of your software on the SAMSUNG-SGH-I577. When I purchased your product I spoke with your sales department and they told me that the phone was compatible. The phone intermittently locks and requires a password to access. I have had to do a factory reset 3 times and when I install the Mspy the phone locks up at some point not allowing anyone to access. The last factory reset I did not install the Mspy and the phone has not had any issues. There is some conflict with your product and the SAMSUNG-SGH-I577 so with that being said I would like a refund and the service cancelled. I spoke to someone with Mspy who stated that you can't talk to anyone from billing, they have no phone #. I asked for a manager there isn't one?? Are you kidding me?? Oh and I went through the browser history on my son's phone and Mspy missed about 20 sites that he visited. What a joke.

Full user review



"Features don't work properly!"

November 9, 2013 |

Pros

- Tracks texts messages & facebook messaging.
- Can block phone numbers (& supposedly websites)
- Call in customer service (for what it is worth)
- 10 day refund policy (for what it is worth)

Cons

- Time block does not work properly
- Time block can not be changed or deleted,
- GPS suddenly stops working giving improper info,
- Whatsapp, Viber, Skype & Keylogging never worked (for me)

Summary

I paid to have my daughters phone professionally rooted in order to be able to use all of the features of this software without problem, HOWEVER, its been nothing but one problem after another!! It started with the install!! The page froze and would not let me access the install instructions! Chat reps were of no help so I called the #. I talked to a guy (with an accent) who tried to walk me through a manual install. I could not get it to work. Only after hanging up with him did I figure out what the problem with getting the manual install to work was and got it working!! I knew this was a bad sign! So now I am on my daughter' phone management page and I want to block night time use. THE TIME BLOCKING FEATURE IS USELESS!! It is very limited! I put in the time I wanted blocked but the phone started blocking the opposite hours (day instead of night)! I went in to delete it but there is no way to delete it or change it!! I submitted a "support ticket" and again called customer support who told me I would have to wait for the techs to respond to the ticket! 2 days later...still no response! I had to give my daughter the lock passcode so she could have her phone at the times I needed her to have access. So, totally useless! Also, once it is blocked there is no

option of allowing "emergency contacts". The phone is just BLOCKED and can't be changed or deleted by the person who is using mspy! And you have to block day by day...no weekday, weekend, etc. options.



Next problem...I took my daughter to her youth group at 6:45pm. At 9 pm, I checked her phone activity...it showed that she had texted with friends until 8pm yet the GPS had not updated since 6:50. I tried refreshing the page, etc...no change. If I had not taken her to the youth group myself, I would have thought she went somewhere else! I have the GPS & everything to update every 25 minutes!

The claim that it tracks Whatsapp, Viber, Skype & has Keylogging has no merit with my experience. Those links just gave directions on how to root your phone, etc. Again, phone was rooted before install and following the directions to activate Keylogging did not change anything on the keylogging link.

I chose this spy software because it was #1 on the "top 10". That must be based solely on features offered, but not tested, because in my experience, half of the features offered don't work or don't work properly!!

I have submitted a "support ticket" to billing requesting a refund. To get the best deal, I paid for 1 year. They say they have a 10 day refund policy, however, someone else has reported trouble trying to get a refund. I paid with Paypal and will open a dispute for services not rendered...hopefully this will help and I will get my refund!!

[Reply to this review](#)

Was this review helpful? (0)  (3) 



Full user review



"Very bad product, Never try it"

October 14, 2013 | By amrsallal

Pros

Perform well when the phone permanently connected to Internet

Cons

doesn't capture deleted call logs if they removed from the phone



Updating stops forever if internet connection lost for a long period such as a day

Solving any problem needs to uninstall and reinstall it again

Refund is a lie

Bad billing support

[Reply to this review](#)

Was this review helpful? (0)  (1) 



[TalkAndroid](#)



Cuckolded · 3 months ago

Mspy is fraught with bugs! Login focus on the desktop shifts to the sales support chat, so you end up typing your password in the chat field!! There is no proper holding page when the site is down and sometimes updates from the target phone don't come in for days and you have to physically restart the target phone. What's more is that it assigns a random name from the phone's contacts to the voicemail number so it looks like the target phone owner calls the same person over and over again, and it does the same with ALL private numbers, they too are assigned to one particular (different to the voicemail) contact. Whilst it has some good features, bugs like this should be ironed out in a paid-for service that does not come cheap,

1 ^ | v · Reply · Share ›



Grateful mom · 4 months ago

It's strange to read all this negative comments, because I have been using mSpy for 6 months and haven't faced problems with it during all this time. I use it to control my son's online activity, so I can switch off games on his iPhone while he is at school. Also, with this helpful app it is possible to track his location when he is late. So I highly recommend worried mummies to buy it. Since there is nothing bad in taking care of your child, parents can inform their children about this parental control app, as I did.

^ | v · Reply · Share ›



Josh · 4 months ago

I'm using Mspy on Windows phone and have no problems with this app... So i agree with Amme, app is working good...

^ | v · Reply · Share ›



Amme · 4 months ago

I'm really surprised reading all these comments. I don't have any problems with mSpy, it works good on android. I contacted their support team once and they were helpful indeed.



Real customer · 4 months ago

I was having a heated discussion with someone who asked me to "check their phone". I called their bluff and indicated that I could sort that out in a few minutes. I bought and installed mspy. What a mistake! Their call report listed numbers from certain people at certain times that caused a HUGE situation. 24hrs later it became clear that mspy had mis-named certain calls (for example one call to VODAFONE service on the target phone for the precise length and at the same exact time was being listed on the mspy report as one of our friends). Just a single error like this means that the entire application is unreliable. DO NOT think that this software can answer questions for you, you might make the biggest mistake of your life.

^ | v · Reply · Share ›



Brijesh · 7 months ago

Mspy is a very buggy software. Once you install this software then it is not possible to remove the software without resetting the phone. Their online control pannel is buggy and does not work as intended. The customer is service is not friendly and will try to prove that it is always your issue and they are always right.

They advertise 10 days money back on their site but dont trust them. Just look at the refund condition and you will know the con job they are into. I bought and software and when found that it is buggy, I asked for refund and they started behaving funny and then refused the refund.

They wanted me to again install the software on my phone and then wanted their IT department to do some testing. They wanted me to be Guinea pig for their buggy software.

Stay away from this software and dont waste your money on these thieves.

Also beware of the positive reviews which look like paid reviews to salvage their image and dupe more customers.

^ | v · Reply · Share ›



Chris Jordann · 9 months ago

I bought it and it doesn't work very good on android devices

1 ^ | v · Reply · Share ›

Review Centre

Overview

Reviews (204)

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Totallyhonest's review of MSpy - www.mspy.com



"Do not buy"

Written on: 04/10/2013 by Totallyhonest

WRITE A REVIEW

Buy now at
amazon.co.uk

24/7 live help what a joke completely automated and off line more than on if you dont mind 16 hr. Loads then it's perfect if you want to listen to static on recorded phone then again it's perfect who's I never bought this good luck

What Mobile Platform? Other Value For Money ★★★★★

Comment on this review

[Report this review](#)

tul2347's review of MSpy - www.mspy.com



"Very Poor Customer Service"

Written on: 05/06/2013 by [tul2347](#) (1 review written)

WRITE A REVIEW

Buy now at
amazon.co.uk

I am not sure if their software works or not since I was unable to get it installed. The advertise a 10-Day Money-Back Guarantee. Since I found out their software would not work on my Iphone5 I immediately requested a refund and was told I was not eligible for one. They are obviously a shady company and have many complaints listed with the BBB. Wish I had checked before my order.

What Mobile Platform? iPhone Value For Money ★★★★★

Comment on this review

Crisbrxca's Response to tul2347's Review

Written on: 12/06/2013

The same thing happened to me.

[Reply to this comment](#)

jaggerkatt's review of MSpy - www.mspy.com

★☆☆☆☆ **“Buyer beware”**

Written on: 24/09/2013 by jaggerkatt

[WRITE A REVIEW](#)

Buy now at 

I purchased this product after I reviewed the instructions to make sure all phone were compatible. Just because the phones are compatible doesn't mean it will work. After an hour of trying and reading the instructions it just didn't work. I immediately emailed the company and asked for a refund. So far no response and no refund. Even though they sat money back guarantee within ten days.


Value For Money ★☆☆☆☆

schlotteri's review of MSpy - www.mspy.com

★★☆☆☆ **“many things promised do not work on android Galaxy S4”**

Written on: 12/09/2013 by schlotteri (1 review written)

[WRITE A REVIEW](#)

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it's quite alright but key things are missing

- no realtime geo location
- also not working although promised on the site
- email: no POP, no IMAP and no MicrosoftExchange ActiveSyng although promised all mail...
- Webbrowsing does not work
- Keylog only works on their "special Keyboard" not on a customized one
- Recording works occasional


Many things work well, but some things really don't and that is so disappointing, especialli in allthe reviews. those people should try harder to give us customers a better basis for our investement.

rphantom's review of MSpy - www.mspy.com

★☆☆☆☆ **“not working with ios 6.1.3 no money back quarantie”**

Written on: 17/08/2013 by rphantom

[WRITE A REVIEW](#)

Buy now at 

the 10 day money back guarantie has been refused. the software is not working at all because it was not possible to install please avoid this company they are cheating

What Mobile Platform? iPhone Value For Money ★☆☆☆☆

[Report this review](#)

joconnell's review of MSpy - www.mspy.com



"dont waste your money"

Written on: 27/07/2013 by [joconnell](#) (1 review written)

WRITE A REVIEW

Buy now at
[amazon.co.uk](#)

this spy app never worked as advertised, the gps location reguarly registers wrong locations or you get long periods of no locations, the call recordings can take weeks sometimes to become available to listen too, sometimes the call recordings just show as broken, recordings of surrounds states need to apply at least 20 minutes before but many times would set hours before then get no recording or broken recordings. I was putting times for recording in 24 hours before and still not getting the recordings. Sms sometimes not logged, skype logging has never worked since it was added. The target phone had unlimited data plan included and wifi was strong so the phone was not at fault. Customer support what a joke, you put in a ticket and get an automated response but they never follow up. Has not worked at all now for almost a week and been logging into thier 24 hour help multiple times a day and thier so called 24 hr live help which is either offline or away but never anyone to help is useless, not one proper reply to my issues. you have been warned dont buy it. for all the reviews claiming it is great i cant believe they are real customers but are done buy mspy trying to make people think thier product is good. It is not. it does not work as advertised

What Mobile Platform? Other Value For Money ★☆☆☆☆

Guest's review of MSpy - www.mspy.com



"mspy doesnt work at all - stay away from them"

Written on: 23/04/2013

WRITE A REVIEW

Buy now at
[amazon.co.uk](#)

If there was anything that could define an Epic Fail it would be Mspy! At first it wouldn't even get installed on my Son's iPhone, and after I had spent around an hour trying to contact their customer support they said they would send me a mail about how I could resolve the issue. That took around a day, and even after it was installed I couldn't use most of their advertised features! A total waste of money and I couldn't even get my money back! Stay far away from this one folks!

What Mobile Platform? iPhone Value For Money ★☆☆☆☆

Guest's review of MSpy - www.mspy.com



"\$100 down the drain"

Written on: 25/04/2013

WRITE A REVIEW

Buy now at
[amazon.co.uk](#)

I quite cautious when buying Apps, and Mspy seemed like quite a good option judging from their website and their testimonials. So I decided to go ahead and give it a try, since I didn't want to get a long term package without trying it out myself I decided to go for the 3 month option. Alas, little did I know what I was getting into. Although I was able to install it without any issues it was a terrible waste of time to use! What's the use if you can't get information in time? The delays were quite long and I was getting data of the previous days. I tried contacting their customer support but they were no help, terrible service and an even terrible product, useful only if you feel like throwing away your money.

What Mobile Platform? Other Value For Money ★☆☆☆☆

Guest's review of MSpy - www.mspy.com



"Crappy Service, Mspy sucks"

Written on: 25/04/2013

WRITE A REVIEW

Buy now at
 amazon.co.uk

Okay, so I followed all their instructions to install it on my Boyfriends SIII, and I did everything right because obviously it said that installation was successful! But did it let me read up on SMS messages? Not at all! In fact none of the features were working as it didn't get updated at all! Their customer services kept me waiting for long time and then tried to use various tactics but no way, I got my money back, no way was I going to keep using their crappy product.

What Mobile Platform? Other Value For Money

Guest's review of MSpy - www.mspy.com



"Mspy I want my Money back!!"

Written on: 25/04/2013

WRITE A REVIEW

Buy now at
 amazon.co.uk

You know what's worse than falling for a marketing gimmick? Being committed to it for a year! That's exactly what I did and I'm sooo regretting it. I can't even get my money back since they claim that it's been more than 10 days! Well this is ridiculous!

What Mobile Platform? BlackBerry Value For Money


Guest's review of MSpy - www.mspy.com



"Want a terrible spy app? Try Mspy"

Written on: 25/04/2013

WRITE A REVIEW

Buy now at
 amazon.co.uk

When it comes to monitoring mobile phones I have had more bad experiences than good ones. Since I need such apps to monitor my employees I have used a number of them. Recently however, I needed to change the monitoring app since the one I was using was way too outdated. As a litimus test I purchased a 3 month subscription for Mspy. At first it worked pretty much okay, but after 2 weeks it stopped giving me locational updates and failed to act as tracker. Moreover, the rate of updating slowed down as well, and all Mspy did was give me trouble. Take my advice and don't invest your money in this app.

What Mobile Platform? Other Value For Money

Guest's review of MSpy - www.mspy.com



"Poor quality service"

Written on: 02/05/2013

WRITE A REVIEW

Buy now at

I am shocked at the poor quality service provided by Mspy, their customer support has some serious issues I don't know whether I'm talking to a computer or a real person since the responses are so generic and it takes around 3 or 4 replies before they actually start to talk about the problem, solving it on the other hand is nothing short of a turmoil. I was unable to install Mspy on an iPhone and it took around 2 days for the problem to get solved, not entirely satisfied.

What Mobile Platform? Other Value For Money

Guest's review of MSpy - www.mspy.com



"Dissatisfied"

Written on: 02/05/2013

WRITE A REVIEW

Buy now at

Used Mspy on my Kid's Android and it works pretty much weirdly, you can't really use all the functions, especially the recording functions as they don't work at all. You just hear weird static sounds and I've used tried multiple times with no luck. Mspy seems like an unfinished app to me.

What Mobile Platform? Other Value For Money

Guest's review of MSpy - www.mspy.com



"Monitoring at a snail's pace"

Written on: 02/05/2013

WRITE A REVIEW

Buy now at

Mspy is such a dead beat app that rarely performs when you need it to, the GPS tracking is excruciatingly slow and you just can't seem to get the information at a pace that can match the activities of the user.

What Mobile Platform? Other Value For Money

andreemaleh's review of MSpy - www.mspy.com



"New features don't work!"

Written on: 02/05/2013 by [andreemaleh](#) (1 review written)

WRITE A REVIEW

Buy now at

The only reason I bought Mspy was because of the fact that they had just offered new features such as monitoring Skype, WhatsApp, and Installed Apps. However, those features don't work and it seems as if my \$120 have gone to waste.

What Mobile Platform? iPhone Value For Money

Guest's review of MSpy - www.mspy.com

★☆☆☆☆ **"The only reason I went for Mspy was because they were..."**

Written on: 03/05/2013

[WRITE A REVIEW](#)

Buy now at amazon.co.uk

The only reason I went for Mspy was because they were offering WhastApp, Skype, Facebook, and Viber monitoring! But I feel so cheated because those features don't work at all! I've tried everything but it still doesn't work!

What Mobile Platform? Other Value For Money ★☆☆☆☆

Guest's review of MSpy - www.mspy.com

★☆☆☆☆ **"Beware of MSpy"**

Written on: 03/05/2013

[WRITE A REVIEW](#)

Buy now at amazon.co.uk

Guys you need to beware of Mspy since they claim to offer a lot of features but they hardly work. Their new features are simply worthless! WhatsApp chats worked at first but it's been a while since it gave me the latest conversation. Nothing in this app is consistent, just a waste of money!

What Mobile Platform? Other Value For Money ★☆☆☆☆

Guest's review of MSpy - www.mspy.com

★☆☆☆☆ **"Frustrating Experience"**

Written on: 03/05/2013

[WRITE A REVIEW](#)

Buy now at amazon.co.uk

Mspy is such a headache to use, they say they have all these amazing features like the ability to monitor Facebook, Viber, Skype, and WhatsApp but it seems they are all in the beta testing phase! They don't work at all! For facebook and viber they say I have to wait as they are working on it, and the other features at times work and then at times they don't work at all. It's not at all functional.

What Mobile Platform? Other Value For Money ★☆☆☆☆

Guest's review of MSpy - www.mspy.com

★☆☆☆☆ **"The Worst App I have come across"**

Written on: 03/05/2013

[WRITE A REVIEW](#)

Buy now at amazon.co.uk

You know that feeling when you download a free app and it turns out to be terrible, well multiply that feeling with 10 and that's how I felt when I PURCHASED Mspy for \$159! Nothing seems to work and it messed up my daughter's cell phone. She isn't happy at all and thinks that I don't trust her! Mspy curse you!

What Mobile Platform? BlackBerry Value For Money ★☆☆☆☆

brandonbagwel's review of MSpy - www.mspy.com

★☆☆☆☆ **"Awkward"**
Written on: 03/05/2013 by [brandonbagwel](#) (1 review written)

WRITE A REVIEW

Buy now at [amazon.co.uk](#)

When I saw what Msp was capable of I instantly got it to keep an eye on my girlfriend whom I was suspicious of cheating on me. I managed to install MSpy on her cell phone but never got it to work. It just doesn't give show any data on the control panel. But that's not all! She found out Mspy had been installed on her cell phone and now I'm in a very awkward position! I should never have used it in the first place.

What Mobile Platform? iPhone Value For Money ★☆☆☆☆

Guest's review of MSpy - www.mspy.com

★☆☆☆☆ **"Advertised features don't work!"**
Written on: 03/05/2013

WRITE A REVIEW

Buy now at [amazon.co.uk](#)

MSpy has recently released some new features such as Skype and WhatsApp monitoring with Facebook and Viber in the pipeline. Now this was certainly quite something which is why I decided to get a subscription for my daughter and my son. However, it seems as if those features are still in the beta phase as they fail to work. This is just plain sad and I feel cheated, if you are getting Mspy for those new features it's probably better to wait it out and they are not functional.

What Mobile Platform? Other Value For Money ★☆☆☆☆

schusc's review of MSpy - www.mspy.com

★☆☆☆☆ **"Slows down the device"**
Written on: 03/05/2013 by [schusc](#) (1 review written)

WRITE A REVIEW

Buy now at [amazon.co.uk](#)

I installed My spy on my old Desire HD2 before I gave it to my Son as his first smartphone. However, after I had installed it, it considerably slowed down the phone! Now that's just absurd! Guaranteed the HD2 is not the latest in terms of processing speed and everything but even then! It's not as if the app should be utilizing so many system resources that it slows it down. For a monitoring app to do that is just sad.

What Mobile Platform? Other Value For Money ★☆☆☆☆

Guest's review of MSpy - www.mspy.com

★★★★☆ **"Does not deliver all what it says"**
Written on: 31/05/2013

WRITE A REVIEW

Buy now at [amazon.co.uk](#)


Great application to track locations, phone calls, pictures and SMS. The surrounding recording is also fine. An important feature does not deliver at all is the call recording; it just does not work. The recording is with some kind of loud radio noise without trace of voices. I tried to clean the recording with an equalizer to see if by any chance it was only a loud covering noise but no. Nothing. I then asked them if they could fix it. The only answer was that it was not working with all phones. The phone on which the application is installed is a pretty common and popular android phone, therefore I believe it is a huge weakness not to be able to fix this. Another point is the fact that to update the software you need to again have access to the phone. Not an easy task when you are not in the same town for some time. Being able to update remotely or that they do so automatically might an idea. That said, I am not sure if this would technically be easily done. Overall it is a very useful software but if some of the key/selling features do not work it is more than a pity. Maybe next time give a go to another software unless they are able to fix this shortly.

terrible123456's review of MSpy - www.mspy.com

★☆☆☆☆ **“Not Good”**

Written on: 19/07/2013 by terrible123456

WRITE A REVIEW

Buy now at 

their advertising is good, good enough for me to buy, from the first day I had problems. No one to contact for real time help. They say to email and never get any response. I hope they can fix this issue. My ability to log in has not been fix for hrs. current date 07.18.2013 7:06 pm central standard time

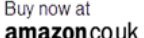
What Mobile Platform? Other Value For Money ★☆☆☆☆

roytucker's review of MSpy - www.mspy.com

★☆☆☆☆ **“Mspy might work for some but for me it was another...”**

Written on: 21/07/2012 by roy tucker (2 reviews written)

WRITE A REVIEW

Buy now at 

I needed a solution for a specific event, I was prepared to invest money for peace of mind, I spent a whole week with minimal sleep buying and testing different options on the market, all got great spill and looks the part until they got your money then you see the real product, five purchase and four refunds so far, mspy looked the best in the end and sounded as though it was a legitimate program so my final choice was mspy. It worked for an hour with basic functions, I spent 36hrs with online support being told every excuse under the sun why it wasn't working and being advised to be patient and wait for an upgrade. The event goes on and on so I will conclude and say personally I think all the solutions don't work and these people are picking on persons who are desperate to find answers or help and willing to spend the money so are baited and then trapped.
It's probably cheaper and quicker to hire a private detective.

And as a word of WARNING TO ANYONE - DO NOT BUY CELLSPY - This is a outright CON.

Goods purchased & cost	Mspy - 6 months £70.00	Delivery	On time
Quality of website	★★★★★	Customer Service	★☆☆☆☆
		Value For Money	★☆☆☆☆

Guest's review of MSpY - www.mspy.com

★☆☆☆☆ **“Do now work.”**

Written on: 13/01/2013

WRITE A REVIEW

Buy now at 

I have used MSPY for five months now, have written to their support many times. and it still does not work. MSPY run on my htc mobile, some days it run well, other days i do not get any data from your phone and other days I must wait 24 hours before I get the data. so MSPY can not be used to keep an eye on the children. I think it's a waste of money to pay for a product you do not get. There are also problems to cancel the master card, so MSPY take money from my account every month and I do not get what I pay for. so a good advice from me, do not buy MSPY, unless they soon tightens up and get it to work.

Comment on this review

Mgssmith's Comment

Written on: 27/03/2013

I agree. Total waste of money.

[Reply to this comment](#)

Ripoff Report


Mspy MTechnology Ltd DO NOT PURCHASE IT'S A SHAM , Internet

***Consumer Comment: I beg to differ**

***UPDATE Employee: mSpy Argumentation**


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REBUTTAL BOX™ | Respond to this Report!

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Arbitrate & Set Record Straight







File New Report 

Repair Your Reputation 

Mspy. will have you think that they are the best phone spyware software. They are a rip off, at first when you buy the product that first week everything will run well. After a week for \$50 a month only one or two items will work if you are lucky. If you keep complaining they will tell you are your recorded services are broken and not working at all.

Please so not get trap by the advertisement, here is what some of the feed backs and complaints say on their own site.

Kris commented April 5, 2013 9:27 a.m. The problem I am having is: mspy told me I had an outdated version and I needed to install the new version so I uninstalled it and reinstalled it and ever since then it doesn't record phone calls, the call list shows up but when I go under the call recording tab it says no calls recordings found, has anyone else had this problem or know what I need to do? Mspy is not responding to my tickets, thanksDC commented

     
Author Consumer Employee/Owner



Does your business have a bad reputation?
Fix it the right way.
Corporate Advocacy Program™

SEO Reputation Management at its best!

April 5, 2013 8:44 a.m. The problem is that it does not update regularly as it should (or show the correct update times), so if I set it to record 6-8 hours early, the instructions still haven't reached the phone by the time it's supposed to do the recording. Recording was a major sales feature. Too bad it doesn't actually work. Is anyone else thinking of the words 'class action'? Kris commented

April 4, 2013 10:12 p.m. @ Me: on mine it is showing no recording found! the call history is showing up but no call recordings, if anyone can suggest anything for me to try I have sent in three tickets to support and I can't get any response from them, so if any one can help Please Help!!! Me commented

April 4, 2013 9:08 p.m. I have had mSpy for a few months now and it was mainly for the call recordings and sms messages. For three months months, I had so many issues with the call recordings - I was almost in tears daily / weekly. The calls never updated and I lost call recordings for VERY important calls - the main reason I got the service. I even spent money on other services, praying something would get me the information I needed. Lately, it's better - much better. Then again, because of all the issues I had - if the calls load in 24 hours, then I'm happy as a clam. I mean, the problems were significant. Now, the phone has like 10 calls that occurred today that I need to listen to... this will be huge test. It appears there have been some improvements and the calls "seem" to be loading within hours... I truly hope the system stays this way. I'm much happier with the service now... I just don't think I can go back to the old way. Kris commented

April 4, 2013 2:13 p.m. Well I got this mspy installed on a phone and the call recording isn't working at all, everything else is updating but under recorded calls there is nothing, I have sent in about three tickets to support and nobody has gotten back to me, is this a problem with anyone else? it is showing nothing, not just pending but nothing at all.

April 3, 2013 11:11 a.m. Call recording has NOT been fixed. Still can't hear anything. All the surround recordings come over as "broken" which means you can't listen to them or "pending" and they never upload.. NOTHING seems to work here. All they have are excuses. It's a waste of money. Kris commented

Paul commented March 29, 2013 11:20 a.m. record calls one-sided, mspy on android, can only hear (target phone) side of the conversation, recording sounds great for that side, files can be downloaded soon enough, but half a conversation is really annoying having to try to guess what's going on

donna commented March 29, 2013 4:32 a.m. what's going on with the call recording issue mspy? has it been fixed yet? i don't think so because all i hear is a phone ring and then buzzing sound. can you please let us know the progress with fixing this feature? there are times i want to cry out of frustration because i know my bf is cheating and on the phone with her because i see it in the call logs but can not prove it because he says they are only talking about "business" and i know otherwise but can't prove it because the call recording feature does not work!! please help mspy team! it would be very much appreciated considering that is the main feature that attracted me to purchase the software! yet it has not worked at all since i purchased. thank you .

Anonymous commented March 28, 2013 9:05 p.m. Has not been fixed. Only loud humming sound. This is ridiculous. Anonymous commented

March 28, 2013 3:02 p.m. I agree the phone recording DOES NOT WORK AT ALL. All I hear is a lot of buzzing... very disappointing. Marina commented

March 11, 2013 7:44 a.m. I have just been nearly a month with them and I have seen sooo many flaws that I want my money back! They don't do what they promise and that's all! I paid for a year and it has been awful!
Recordings never recorded!
GPS not working on real time!
The phone always seems to be offline! when is absolutely not!
I have missing days on the calendar when I know the phone has been receiving phone calls and messages!
What is wrong with you people? Why don't you sort things out before selling with promises that they don't work and are not real?
If anyone know a software that really does what it promises please let us know. It seems to be lots of people in the same situation!

brad carelse commented March 22, 2013 9:01 p.m.As a recent subscriber, I'm terribly disappointed with the service after only 2 days of registration. I have not seen call logs or gps tracking data in day 1 for an 8 hour block, gps trackind data has also been off for several hours in day 2. What is going on with this service????? Deliver on what your business offers or refund customers for incomplete information!!!!!!Anonymous commented

March 22, 2013 8:59 a.m.If target phone offline too long, the target phone must reinstall mspy. There is no way to "wakeup" the installed mspy on target phone to transmit data. My target phone is in China, and myself is in US. I cannot re-install mspy on the target phone. This is a serious operation BUG! Lost of server contact could be due to battery power, power off, or signal. The target should keep on transmitting when it is power back on, NOT RE-STALLING MSPY! Please FIX the PROBLEM.Anonymous commented

March 21, 2013 4:17 p.m.I have been a customer for two months, and I have to admit that it has been an extremely frustrating experience. When the software works, it's brilliant. However, it doesn't work all the time. It constantly misses outgoing texts, the GPS is off, and call recordings have NO AUDIO, despite taking 3 days to a week to upload. And, in my case, it always seems to fail when I need it most. Outgoing text recordings are always a hit or miss.

One the main reasons I chose this product was for the 24/7 support. HA HA!! What a joke. I think I submitted a new issue every other day in the first two weeks. I either never get a response, or get the same boilerplate with no actual troubleshooting whatsoever.

This is not what I paid for, and I am not getting a service anywhere near what I expected. Questions about refunds were also never answered.

I can go on about the number of complaints. They refuse to refund you the money, I don't understand why this company is still able to advertise their services.

The positive reviews on some of the websites are fraudulent to say the least. There is over 1000 negative complaints on the feedback section on their website alone, these can only be viewed by the people whom have already paid for there services that they are never going to get.

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mSpy

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<http://www.mspy.com>



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11/04/2013

Problems with Product / Service | [Read Complaint Details](#)

Additional Notes

Complaint Category: Failure to honor promised refunds, exchanges, or credit

Complaint: I purchased software that after the fact I found not to be compatible to the device I needed it for. I contacted for a refund and was denied.

Upon purchasing mSpy software, which is an online code to access on their website, I found it was not compatible with the device I needed it for. I contacted them within 30 mins of purchase to ask them for a refund as I cannot use their product. They told me although they do offer a refund policy, they will not offer one in this case. Is there not some kind of law that allows customers to change their minds and return within a set time frame? I would think 30 mins would be well within that time frame. Also, I told them this was a time sensitive situation, I needed something right that second and since their product doesn't work yet with my device I bought from another company who could work with my device. I have no use for their product, I want a refund, I asked for a refund within 30 mins of placing my order. They've basically stolen my money.

Complaint Resolution: Company failed to respond to BBB to resolve or address the complaint issues.

10/28/2013

Problems with Product / Service | [Read Complaint Details](#)

Additional Notes

Complaint Category: Failure to honor refund, exchange or credit policies

Complaint: I spent almost \$90.00 on their cell phone spy software, it stated the software was compatible with widows mobile phones. Once I tried to install the software on the windows mobile phone, it said "not compatible" I called customer service, they confirmed that the software was not compatible with windows mobile phones. I asked for a refund. They man said I would receive my refund within 1-3 business days. Today I got an email from the "refund manager" stating I am not eligible for a refund because on the website it clearly states that windows phones are not supported. Unfortunately that was a lie because on their website under "compatible devices" it states windows mobile. They are refusing to give me a refund, I have a screen shot of their web site and where it states "compatible devices" plus I have all of the emails and receipts from them. I want my money back. I don't want the software, I just want my money.

Complaint Resolution: Company failed to respond to BBB to resolve or address the complaint issues.

10/28/2013

Problems with Product / Service | Read Complaint Details

Additional Notes

Complaint Category: None of the Above - Product Quality Complaint Issue

Complaint: Purchased software key, installed as directed. Have never been able to get software to work correctly. Requested refund and company denied.
I Purchased software key to be valid for 90 days. After purchase I installed the software program following the instructions provided by MSpy. After patiently waiting as instructed by the customer service department at Mspy the software never worked. I followed several troubleshooting instructions and un-installed the software and re-installed as directed and the software still NEVER worked. I sent several trouble tickets to the customer service department all which indicated that I would hear from someone within 24 hours. Not once did I hear back within 24 hours, every reply back was over 24 hours. I requested a refund and have had to make several requests because they keep giving me the same instructions. I have dedicated hours to this software trying to get it to work, following their troubleshooting instructions without success. I have since removed the software and have demanded a refund from the company which they have denied, even though they state a 10 day refund policy on their website. I paid \$119.99 for this software and it has never worked like they said it would, even after many hours of following their instructions. They have very poor customer service and they do not follow up on their trouble tickets within the stated time frame. I am demanding a refund from them and will dispute the charge on my credit card because the software has NEVER worked. I am a professional and I don't have hours to sit around troubleshooting their software which they have promised would work. I have spent over 10 hours making attempts at getting this software to work.

Complaint Resolution: Company failed to respond to BBB to resolve or address the complaint issues.

10/21/2013

Problems with Product / Service | Read Complaint Details

Additional Notes

Complaint Category: Failure to honor refund, exchange or credit policies

Complaint: Unethical and misleading refund policy.
Failure to deliver services.
Difficult to contact customer service dept - no email correspondence. Must log into another website to set up help desk ticket then cannot log back in as the site won't recognize the email address.
REFUNDS not granted, even though product could not be accessed.
This company posts misleading advertising concerning their cell phone monitoring software. They fail to explain how to set up the software before a consumer completes their purchase. During the order screens, the customer is asked to review their extremely lengthy refund policy, which is loaded with disclaimers on why they would not grant a refund. Among the reasons is a sentence "The customer does not have an access to the target phone." They don't state why. In my case I did have access to the target phone, however I could not directly load the software on the target phone as it was password ***** I would think that many of their customers would have this situation. Other cell phone monitoring programs will allow upload using Bluetooth. This company does not. Why not just state upfront that the software must be directly loaded onto the target phone. The answer is they would loose many hapless customers (ie victims). I believe they do this to trick the consumer into making the purchase, then refuse to grant a refund. I contacted them on the same day I completed the purchase. They gave me the run around for 6 days before I was contacted by their customer service dept with the NO REFUND verdict. Their policy promises a response within 1 to 2 days.

Complaint Resolution: Company failed to respond to BBB to resolve or address the complaint issues.



09/23/2013

Problems with Product / Service | [Read Complaint Details](#)

Additional Notes



Complaint Category: Failure to honor refund, exchange or credit policies

Complaint: Company did not honor the 10 day money back claims on website. I ordered the mspy product to monitor my child's cell phone activities. The website I read claimed it worked on all iphones which I was questioning but say a 10 day money back claim. So I took a chance. In under an hour i realized it would not work. Emailed the company who said too bad.

Complaint Resolution: Company failed to respond to BBB to resolve or address the complaint issues.
