

Quick Heal

Security Simplified

Quick Heal Mobile Security

User Guide

Quick Heal Technologies (P) Ltd.
<http://www.quickheal.com>

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BY USING THIS SOFTWARE OR BY CLICKING THE "I AGREE" BUTTON OR ATTEMPTING TO LOAD THE SOFTWARE IN ANY WAY, (SUCH ACTION WILL CONSTITUTE A SYMBOL OF YOUR SIGNATURE), YOU ACKNOWLEDGE AND ADMIT THAT YOU HAVE READ, UNDERSTOOD AND AGREED TO ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT. THIS AGREEMENT ONCE ACCEPTED BY "YOU"[as an individual (assuming you are above 18 years and/or having legal capacity to enter into an agreement), or the Company or any legal entity that will be using the software (hereinafter referred to as 'You' or 'Your' for the sake of brevity)] SHALL BE A LEGALLY ENFORCEABLE AGREEMENT BETWEEN YOU AND QUICK HEAL TECHNOLOGIES PRIVATE LIMITED, PUNE, INDIA (hereinafter referred to as "Quick Heal") AND YOU SHALL HAVE THE RIGHTS TO USE THE SOFTWARE SUBJECT TO THE TERMS AND CONDITIONS MENTIONED IN THIS AGREEMENT OR AS AMENDED BY Quick Heal FROM TIME TO TIME. IF YOU DO NOT AGREE TO ALL THE TERMS AND CONDITIONS BELOW, DO NOT USE THIS SOFTWARE IN ANY WAY AND PROMPTLY RETURN IT OR DELETE ALL THE COPIES OF THIS SOFTWARE IN YOUR POSSESSION.

In consideration of payment of the License Fee, which is a part of the price, evidenced by the Receipt, Quick Heal grants the Licensee, a non-exclusive and non-transferable right to use the Software during the License Period in order to assist in protecting Your Mobile on which the Software is installed and activated, from the threats described in the User Manual, according to the technical requirements described in the User Manual and which is subject to the terms and conditions of this Agreement.

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DEFINITIONS

- **"Distributors"** means the authorized distributors, agents, sub-distributors of Quick Heal, selling Quick Heal range of products, including sales through Internet.
- **"License period"** means the period as more particularly described in Clause 4 of this Agreement or the Evaluation period in case of Trial version of the Software.
- **"Mobile/Mobile Device"** means the personal digital assistants, smart phones, hand-held devices, or other electronic devices for which the Software is specifically designed (for such system requirements as particularly described in the User manual)where the Software will be installed and/or used.
- **"Normal working hours"** shall mean 09:30 a.m. to 6:30 p.m. Indian Standard timing (IST) on Working Days and "Working Days" means Mondays to Fridays inclusive, but excluding bank and public holidays in India.

- **"Support"** means the Technical phone/e-mail/chat support provided by Quick Heal between Normal working hours which may or may not be chargeable to you.
- **"Upgrades"** means any correction, improvement, modification or yearly enhancements in the form of the new version of the Software which Quick Heal generally releases once in a year.
- **"User Manual"** means the user guide, Help Guide, documentation provided with the Software, updated agreements provided on the website of Quick Heal (www.quickheal.com), explanatory or other materials as provided from time to time by Quick Heal.
- **"You"** means the **"End User"** means:
 - An individual (such an individual) installing/using/legally acquiring the Software on his/her own behalf and every other person (whether authorized or not by such an individual) who uses/has the possession of the Mobile on which the Software is installed and activated; or
 - An organization (including but not limited to a partnership, joint venture, Limited Liability partnership, Limited Liability Company, Company of any nature, Trust, Governmental Authority, Unincorporated Organization, Association of Persons) or any person (such person) who have been authorized by such an Organization to install, download, use the Software, accept the Agreement on behalf of the Organization and every other person (whether authorized or not by such person) who uses/has the possession of the Mobile on which the Software is installed and activated.

DO's & DON'Ts

You can:

- make one copy of the software solely for backup purpose (and such back up copy must be destroyed when you lose the right to use the Software or when Your license expires or is terminated for any other reason according to the legislation in force in the country of your principal residence or in the country where You are using the Software) and only to replace the legally owned copy if such copy is lost, destroyed or becomes unusable.

You cannot:

- emulate, adapt, sublicense, lend, rent, clone or lease any portion of the software.
- debug, decompile, disassemble, modify, translate, reverse engineer the software.
- try making an attempt to reveal/discover the source code of the software.
- create derivative works based on the Software or any portion thereof with sole exception of a non-waivable right granted to You by any applicable legislation.
- transfer the licensed software or any part thereof
- remove or alter any copyright notices or other proprietary notices on any copies of the Software.
- reduce any part of the software to human readable form.
- use the Software in the creation of data or software used for detection, blocking or treating threats described in the User Manual.
- use for unlicensed and illegal purpose.

ACTIVATION

- Quick Heal warns you that in the process of installation of the software, the other security products/software installed on your mobile device may be uninstalled or disabled if the same are not compatible with Quick Heal software. Quick Heal expressly disclaims any loss of data, loss of profits during such installation. If you modify your Mobile or make alterations/modifications to other vendors' software installed on it, you may be required to repeat activation of the software or installation of license key file or in case contact Quick Heal Support. Quick Heal reserves the right to verify the validity/legality of license and software.
- **Activation/Reactivation using Short Message Service (SMS)**
The activation/reactivation of the Software can be done in two ways,
 - using Internet services on Mobile Device or
 - using Short Message Service (SMS).

In case Internet based activation, usage of Internet bandwidth will be chargeable as per your telecom service provider charges, if using GPRS. In case of WiFi Internet, the bandwidth usage will be chargeable as per the Internet Service Provider charges. In case of SMS based activation/reactivation, Quick Heal software sends two SMS from your Mobile Device to Quick Heal's activation server. These two SMS's are text based and you will be charged for two outgoing SMS's as per your plan with your telecom service provider.

- **Short Message Service (SMS) Usage**
You acknowledge and understand that usage of certain services including but not limited to Activation, Reactivation, Remote Mobile Lock, Remote Data wipe and Mobile Tracking, Quick Heal makes use of Short Text Message Service (SMS). These SMS's will be charged to your regular mobile phone bill by your Telecom Service Provider as per your bill plan.

LICENSE PERIOD

- If You have acquired the Software on a physical medium, the License period shall commence from the date of acceptance of this Agreement and activation of the Software upto the period that is specified on the package or for any additional period as specified by any authorized communication by Quick Heal.
- If you have acquired the Software via Internet, the License period shall commence from the date of acceptance of this Agreement and activation of the Software upto the period that is specified during acquisition of the Software via Internet or for any additional period as specified by any authorized communication by Quick Heal.
- If you have acquired the trial version of the Software (solely for evaluation purposes) without any charge, the License period shall be 30 days from the date of acceptance of this Agreement and activation of the Software (Evaluation period). You understand, agree and accept that the trial version does not entitle You the Technical support via the Internet and telephone after the evaluation period. Any use of the Software for any other purposes or beyond the applicable evaluation period is strictly forbidden and prohibited and Quick Heal reserves to take any action against such unauthorized usage.

- You agree, understand that any unauthorized usage of the Software or breach of any/all terms and conditions stated herein the Agreement shall result in automatic and immediate termination of this Agreement and the License granted hereunder and which may result in criminal and/or civil action by Quick Heal and/ or its agents against you including but not limited to right to block the key file/License key/product key and without any refund to You and without any prior intimation/notice to you in this regard.
- If you have acquired the specific language localization of the Software, you will not be able to activate the software by applying the activation code of other language localization.
- Quick Heal does not guarantee the protection from the threats more particularly described in the User Manual after the expiration of the License Period or Evaluation period or after the License to use the Software is terminated for any reason.

FEATURES OF SOFTWARE

- You agree, accept and acknowledge:
 - that You are solely responsible for the configuration of the Software Settings and the results, actions, inactions initiated due to the same and Quick Heal assumes no liability/responsibility in any case and the Clause No. 9 of Indemnification shall be applicable.
 - that Quick Heal assumes no liability/responsibility for any data deletion, including but not limited to any deletion/loss of personal and/or confidential data, specifically authorized by You or occurs due to the actions, inactions (whether intentional or not) by You or any third party whom You have authorized to use, handle your Mobile.
 - that to avail/use certain features of the Software, you may require to incur some cost and that Quick Heal does not warrant that the usage of certain features of the Software are free of cost and that Quick Heal shall not entertain and expressly disclaims, any claim for reimbursement of any expenses including but not limited to any direct or incidental expenses arising out of Your usage of such features of the Software.
 - that you be solely responsible and shall comply all applicable laws, regulations of India and any foreign laws including without limitation, privacy, obscenity, confidentiality, copyright laws for using any report, data, information derived as a result of using the Software.
 - that while using the Software, Quick Heal suggests some actions to be initiated by You in your sole benefit, for example "Quick Heal software may suggest You to uninstall infected applications", however such actions are suggestive and Quick Heal takes no responsibility/liability if you perform such suggestive actions or not and Quick Heal assumes no responsibility/liability for any liability arising out of such actions/inactions.

SUPPORT

Quick Heal offers support features during usage of this software i.e., Live Chat with technical support team and/ or the technical support team may, at your discretion, take remote access. The availing of this support will be solely at your discretion and you are solely responsible to take back up of the existing data/software/programs in your Mobile before availing such a support. Quick Heal will not be held responsible for any loss of data, any kind of direct/ indirect/ consequential loss or damage to data/ property arising during this entire process. If at any point of time the Technical Support team is of the opinion that it is beyond their scope, it will be the sole discretion of Quick Heal to suspend, cease, terminate or refuse such support as Quick Heal does not claim any warranty and/or guarantee of any kind in providing the support feature.

EMAIL/ELECTRONIC COMMUNICATION

Once you register the software by activating the software, Quick Heal may communicate with you on the contact information submitted during the registration process through email or any other electronic communication device. The communication can be for the purpose of product renewal or product verification for your convenience.

COLLECTION OF INFORMATION

Quick Heal software may collect the following information which may / may not contain any personally identifiable information either with or without your discretion/permission, solely for statistical purpose or enhancing and evaluating the ability, effectiveness and performance of Quick Heal's product in identifying and/or detecting the malicious behavioral pattern, inherently fraudulent websites and other Internet security threats/ risks. This information will not be correlated with any personally identifiable information except as herein stated and shall include, but not limited to:

- Any type of Executable files which the Software may identify having a potentially malware behavioral pattern.
- Any type of information relating to the status of the software that whether there occurred any error while installing the Software or the installation was successful.
- Any type of URLs of websites visited that the Software deems inherently and potentially fraudulent.
- Any type of information that Software deems potentially fraudulent, posing security risks/ threats.
- Any type of information for identifying the Media Access Control (MAC) address of the Mobile Device, Global Positioning System (GPS), International Mobile Equipment Identity (IMEI), Subscriber Identity Module Number (SIM) on which the Software has been installed.
- Any type of information for identifying the Internet Protocol (IP) Address and information required for effective license administration and enhancing product functionality and usability.
- You admit that the information/data as collected above can be used for analyzing, preventing and detecting the potential internet security risks, publishing any type of data/ reports/ presentations on the trends collected, sharing the data to create awareness with any organizations, vendors.

INDEMNIFICATION

- You expressly understand, admit and warrant that in no event shall Quick Heal and/or any of its directors, employees, agents, partners, distributors be liable from any and against all claims, expenses, suits, costs, demands, judgments whatsoever made by you and/ or any third party for any direct, indirect, incidental, special, punitive, consequential and/or exemplary damages including, but not limited to damages for loss of business/profits, damages for loss of confidential/other information, failure to meet any statutory duty/duty of reasonable care/duty in good faith, economic/notional loss, loss for business interruption, goodwill, damage and loss of data or programs, or other intangible losses (even if Quick Heal has been advised of the possibility of such damages), to the fullest extent permissible by law:
 - arising due to your usage of Software;
 - your negligence or inability of using the Software or support;
 - any dispute between you and third party with respect to availing the Software;

- your violation of any rights of any other individual and/or entity;
 - your breach of the Agreement;
 - your violation of any provisions under any acts in India or abroad;
 - the failure of Quick Heal to provide Support Service or any other service/information.
- This limitation will apply to all causes of action whether arise in equity or tort, including but not limited to breach of contract, breach of warranty, negligence, strict liability, misrepresentations and hereby release Quick Heal and/or its directors, employees, agents, distributors from any and all obligations, liabilities in excess of the limitation stated herein.
 - In the event, Quick Heal and/or its directors, agents, employees, distributors are found liable, You Understand and accept that the liability of Quick Heal and/or its directors, agents, employees, distributors shall be limited only upto and not exceed in any case the License fees incurred by You in acquiring the software from Quick Heal or its distributors/agents. This Clause shall survive the termination of this Agreement.

LIMITED WARRANTY AND DISCLAIMERS

- The software provided by Quick Heal is "AS IS" and "AS AVAILABLE" without warranty of any kind, expressed or implied, including but not limited to the implied warranties of merchantability, fitness, usage, performance, satisfactory quality, integration, applicability for a particular use and any other warranties are disclaimed to the fullest extent permissible pursuant to the applicable law.
- Quick Heal does not warrant, make any representations that the software will work uninterrupted, timely, secure or error-free or shall meet any or all your requirements whether disclosed to Quick Heal or any of its directors, agents, distributors and employees. The entire risks, faults as to performance of the software, the responsibility for selecting the software to achieve your intended results, the results obtained from the Software shall be assumed by You.
- You understand and accept that the Software will substantially perform according to the specifications, descriptions stated in the User Manual, as updated from time to time, subject to the following and Quick Heal expressly disclaims any and all liabilities arising from the following circumstances:
 - incompatibility caused by any software and/or hardware components installed on your Mobile Device;
 - Any actions initiated by You or by third parties which were beyond the reasonable control of Quick Heal;
 - Any failures, malfunctions, defects resulting from abuse, improper installation, theft, misuse, accident, operation or maintenance, acts of God, alteration, power failures, casualty, repairs made by any other party than Quick Heal, alterations, neglect, non-permitted modifications, acts of terrorism, vandalism;
 - The deficiencies, defects in Your Mobile Device and related infringements;
 - Your violations of the terms and conditions described in the User manual or in this Agreement.

INTELLECTUAL PROPERTY

The software, source code, activation code, license keys, documentation, systems, ideas, information, content, design and other matters related to the software, trademarks are the sole proprietary and Intellectual Property rights of Quick Heal protected under the Intellectual property Laws and belongs to Quick Heal. Nothing contained in this Agreement grant to You any rights, title, interest to intellectual property, including without limitation any error corrections, enhancements, updates or modifications to the Software whether made by Quick Heal or any third party. You understand and acknowledge that you are provided with a License to use the software subject to the terms and conditions of this Agreement.

GENERAL


- **Force Majeure.** Quick Heal will not be liable for any delay or failure to fulfill its obligations hereunder that results from an act of God, war, civil disturbance, government policies, or other cause/s beyond its control. Provided that Quick Heal shall endeavour to complete the task within a reasonable period after happening of any event as covered under such force majeure.
- **Legal Jurisdiction.** This agreement and any matter relating thereto shall be subject only to jurisdiction of Courts at Pune, India and shall be interpreted as per the terms of the law/s for the time being in force in India. Any dispute which may arise out of this Agreement, breach of terms and conditions under this Agreement, shall be settled by direct negotiations between You and Quick Heal. In the case of failure to resolve the dispute in the manner set out above within 30 days from the date when the dispute arose, the dispute shall be referred to a panel of three arbitrators, with Quick Heal appointing one arbitrator, You appointing one arbitrator and the arbitrators so appointed jointly nominating a third presiding arbitrator. The venue of arbitration shall be Pune. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996 and Indian Laws and shall be conducted in the English language. The arbitrators shall also decide on the costs of the arbitration proceedings. To the extent possible, after the commencement of any arbitral proceedings the Parties shall continue to perform their respective obligations under this Agreement. The provisions of this Clause shall survive termination of this Agreement. Subject to the provisions of this Clause, the Courts in Pune, India shall have exclusive jurisdiction and the parties may pursue any remedy available to them at law or equity.
- **Complete Agreement.** This Agreement comprises the entire agreement between the parties regarding its subject matter, and supersedes any proposals, communications or advertising, oral or written, with respect to the Software or to subject matter of this Agreement. You shall be bound by any and all clauses of the Agreement updated and displayed by Quick Heal on the website www.quickheal.com from time to time. Any waiver by either party of any violation of any provision of this agreement by the other party will not be deemed to waive any other violation of the same or any other provision.
- **Severability.** If any of the provisions contained in this Agreement is found by a court of competent jurisdiction to be invalid, illegal or unenforceable in any respect, the validity, legality or enforceability of the remaining provisions contained herein shall not be in any way affected or impaired thereby and the balance of the Agreement will continue in full force and effect to the maximum extent permitted by law or equity while preserving, to the fullest extent possible, its original intent.

- **Survival.** The Clauses in this Agreement including not limited to rights to License fees receivable, "Indemnification", "Limited Warranties & Disclaimers" and "Intellectual Property" shall survive expiration or termination of this Agreement.
- You cannot assign your rights or delegate duties or obligations under this Agreement. The failure to exercise or delay in exercising a right or remedy by Quick Heal under this Agreement shall not constitute a waiver of the right or remedy or a waiver of any prior, concurrent or subsequent right or remedy.
- The Section numbers and headings are included merely for the convenience of the parties and are not to be construed in interpreting this Agreement.
- Quick Heal reserves the right to co-operate with any legal process and may provide documents, information related to your usage of the Software and your general usage of the Mobile.

About the Document

This User Guide covers all the information about how to install and use Quick Heal Mobile Security in the easiest possible ways. We have ensured that all the details provided in this guide are updated with the latest developments in the shipping.

The following list describes the conventions that we have followed to prepare this document.

Convention	Meaning
Bold Font	Anything highlighted in bold indicates that it is a menu title, Window title, check box, drop-down box, dialog, button names, hyperlinks, and so on.
	This symbol indicates additional information or important information about the topic being discussed.
<Step 1> <Step 2>	The instruction mentioned in the numbered list indicates actions that you need to perform.

Introducing Quick Heal Mobile Security

Quick Heal Mobile Security is designed to protect BlackBerry mobile devices. While using mobile, users face threats from viruses constantly and badgering of unwanted messages (SMS) and calls. Quick Heal Mobile Security has a host of features that protect the device effectively and enhance its performance.

Quick Heal Mobile Security enables to remotely lock the mobile device, remotely wipe the data and content stored in the mobile, and block the mobile on SIM change. This avoids the data breach. Quick Heal Mobile Security also assist to track the mobile location.

Quick Heal Mobile Security includes the following vital features among others:

Features	Description
Virus Protection	This feature provides continuous security and scans the device for viruses and unknown threats. This feature is always enabled and can be used even prior to activating Quick Heal Mobile Security.
Device Scanning	This feature helps to scan the entire device or memory card.
Call and SMS Block	This feature blocks calls from all non-contact numbers or a configured blacklist of specific contact numbers. As well as, blocks SMS from contacts, non-contacts, non-numeric senders, and blacklist.
Anti-Theft	This feature protects from the unauthorized access to the device and data stored in it. It helps remotely block the device, remotely wipe data, block device on SIM change, and trace device location if the device is lost or stolen.
Reports	Each of the application components has its own report that includes the information on the component operation (for example, data on a blocked object, scan report, updates etc.).

For more information about Quick Heal Mobile Security, visit www.quickheal.com.

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Chapter 1 **Getting Started**

Quick Heal Mobile Security is simple to install and easy to use. During installation, read each installation screen carefully, and follow the instructions. Quick Heal Mobile Security is intended for BlackBerry phone devices.

Prerequisites

Remember the following guidelines before installing Quick Heal Mobile Security on mobile devices:

- A mobile with multiple anti-virus software programs installed may result in system malfunction.
- To avoid any issues, remove other anti-virus program before installing Quick Heal Mobile Security.

System Requirements

Quick Heal Mobile Security is designed to be installed on BlackBerry mobile devices that supports the following operating system (OS) versions and screen resolutions:

Supported OS Versions

5.0.0, 6.0.0, 7.0.0, 7.1

Supported Screen Resolutions

320x240, 360x480, 480x360, 640x480

Installing Quick Heal Mobile Security

Install Quick Heal Mobile Security in the following way:

Downloading Quick Heal Mobile Security

Download the latest Quick Heal Mobile Security installer from the following Web site: <http://www.quickheal.com/builds>.

To download the installer, a 20-digit valid product key of Quick Heal Mobile Security is required.

To install Quick Heal Mobile Security for BlackBerry, follow these steps:

1. Open the link, <http://www.quickheal.com/builds> in the BlackBerry mobile browser.
2. Tap **Download**.
3. In License Agreement, tap **I Agree** to proceed to the Activation screen.

Uninstalling Quick Heal Mobile Security

Uninstalling Quick Heal Mobile Security exposes the device and its valuable data to virus threats. Hence it is advised to remove protection application only when formatting the device.

To uninstall Quick Heal Mobile Security, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. Tap menu key on BlackBerry phone.
3. Select **Delete** in the menu.
4. Tap **Delete** button.

After uninstallation is complete, the "Deletion will occur when handheld is restarted. Restart now?" message appears.

5. Tap **Yes**.

After mobile is restarted, Quick Heal Mobile Security is removed successfully.

Chapter 2 **Registration, Reactivation, Renewal**

Registering Quick Heal Mobile Security for BlackBerry is quite simple. Registration helps to avail all product features and technical support.

NOTE: Always use the registered mobile number, which was used during initial registration process. However, do ensure to deactivate and uninstall the product before changing the mobile device.

Registering Quick Heal Mobile Security

Quick Heal Mobile Security is simple to register. You need to register the product to use all the features and get Technical Support facility.

You can register the product in the following ways:

1. Go to **Quick Heal Mobile Security**.
2. In the License Agreement screen, tap **I Agree**.
3. Tap **Register Now** to go to the Registration Type screen.

In the Registration Type screen, three options for registering license are available.

4. Tap **Activate**.
5. On the Activate License screen, select **Using Internet** if connected to the Internet, otherwise select **Using SMS**.
6. Enter the 20-digit valid product key in the **Product Key** text box.

7. Tap **Next**.

A number appears in the Registration Center field by default, if registered through SMS.

8. Enter the relevant information in the **User Name**, **Mobile Number**, **Email Address**, and **Confirm Email Address** text boxes.

Enter mobile number only if registration is done through Internet.

Note: If Quick Heal Mobile Security is to be activated with Quick Heal Remote Device Management (Quick Heal RDM) option, then select the Manage through Web option. To know more about how to activate a Quick

Heal RDM account, refer to [Managing Your Device Through Quick Heal RDM](#) section. If this feature is not required, then deselect the Manage through Web option and proceed.

9. Tap **Submit**.



- Currently Registration/Reactivation/Renewal/Deactivation and conversion of trial copy to registered copy through SMS facility is available only in India.
- Mobile numbers listed in the National Do Not Call Registry (DND) list may or may not be able to Register/Reactivate/Deactivate/Renew and convert trial copy to registered copy through the SMS methods depending on the Indian government's current telephone regulatory policies.
- Registering through SMS will cost the user as per the subscriber's SMS charges.

Managing Device Through Remote Device Management Portal (Quick Heal RDM)

Quick Heal allows users to control and manage their device remotely through Quick Heal RDM. To avail this facility, users need to activate their account with Quick Heal RDM Portal. Then add the BlackBerry devices that have Quick Heal app installed and manage all with a single account.

To activate an account with Quick Heal RDM Portal, users should activate the Quick Heal app. For more information on registering the Quick Heal Mobile Security, refer to [Registering Quick Heal Mobile Security](#) section.

To activate Quick Heal RDM account, follow these steps:

1. Select the **Manage through Web** option during registration and tap **Submit**.

NOTE: On successful registration, an email about how to activate the Quick Heal RDM account is sent to the registered email ID.

2. Check the email and tap the **Activate** button or copy the given link from the email to the browser.
3. The user is redirected to the Set Password page of Quick Heal RDM portal. Set the password and then tap **Save**.

NOTE: The set username and password should be used every time to log in to the Quick Heal RDM account.

Sign Up for a Quick Heal Remote Device Management account

If **Manage through Web** option was not selected on device while activating the Quick Heal app, then use the sign up option to create and activate a Quick Heal RDM account in the following way.

-
1. Visit **Quick Heal RDM** on the following Web site:
<https://mydevice.quickheal.com>.
 2. Click the **Sign Up** button.
 3. Create an account with your user name or email ID, valid mobile number, and product key.
 4. Enter the correct verification code.
 5. Read the License Agreement and Privacy Policy documents carefully.
 6. Select '**I agree to the Quick Heal License Agreement and Privacy Policy**' option.
 7. Click the **Sign Up** button.
An email about how to activate the Quick Heal RDM account is sent to your email ID.
 8. Check your email and click the **Activate** button or copy the link in your browser.
 9. In the set password page of Quick Heal RDM, add password and then click **Save**.

NOTE: The set username and password should be used every time to log in to the Quick Heal RDM account.

Adding Device to Quick Heal Remote Device Management Account

To manage device remotely, users have to add their device in Quick Heal RDM.

To add a device, follow these steps:

1. Visit **Quick Heal RDM Portal** at: <https://mydevice.quickheal.com>.
2. Log in to Quick Heal RDM account.
3. In the Add Device page, in **Name** text box type any name for the device.
4. The product key is pre-filled in the **Product Key** text box.
5. Tap **Add**.
6. A One Time Password (OTP) is sent to the device.

NOTE: The One Time Password text box, Submit, and Resend OTP buttons are made available on the Quick Heal RDM.

7. In the One Time Password text box enter the **OTP** and tap **Submit**.

NOTE: The **Resend OTP** button can be used in case of failure to receive the OTP.

Creating the Quick Heal RDM account using your existing Google account

1. Click the **Sign up with Google** button.
2. Enter Username and Password of the existing Google account.
3. After being redirected to the Google account settings page, click **Allow**.
4. On the Create New Account page, enter the valid mobile number and Product Key.
5. Enter the correct verification code.
6. Read the License Agreement and Privacy Policy document carefully and select **I agree to the Quick Heal License Agreement and Privacy Policy** option.
7. Click **Sign Up**.
8. In the Add Device page, add the device. To add a device, [click here](#).

Note: Use existing Google account to access the Quick Heal RDM account.

Using Quick Heal Remote Device Management

With Quick Heal RDM, users can manage the following features:

Locate:

Trace the device - Helps to locate the device when it is lost or stolen.

Ring the device - This helps to locate the device when the user is sure that the mobile is missing nearby.

Lock: Remotely blocks access to the device data to prevent misuse when the device is lost or stolen. This also helps to configure Anti-Theft settings or even change the secret code through Quick Heal RDM.

Unlock: Helps to unlock the device through Quick Heal RDM if secret code is available.

Wipe: Remotely wipes the device data when it is lost or stolen to prevent misuse.

Virus Protection: Helps to change the Virus Protection settings on the device through Quick Heal RDM.

Turning Manage through Web OFF

If the device is not to be managed through Quick Heal RDM, turn OFF this option in the following way:

1. On Dashboard, go to menu > Settings > General Settings.
2. On the General Settings page, turn Manage through Web OFF.

Reactivating Quick Heal Mobile Security

Reactivation of Quick Heal Mobile Security using the same product key is only possible with the registered mobile number and can be done on any mobile device. Reactivation is similar to the initial registration process.

To reactivate Quick Heal Mobile Security, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the License Agreement screen, tap **I Agree**.
3. Tap **Register Now** to go to the Registration type screen.
4. In the Registration screen, tap **Activate**.
5. On the Activate License screen, select **Using Internet** if connected to the Internet, otherwise select **Using SMS** to connect to the Internet.
6. Enter the 20-digit valid product key in the **Enter Product Key** text box.
7. Tap **Next**.
8. Enter the relevant information in the **User Name**, **Mobile Number**, **Email Address**, and **Confirm Email Address** text boxes.

Enter the mobile number only if reactivating through Internet.

Note: To activate Quick Heal Mobile Security with Quick Heal Remote Device Management (Quick Heal RDM), select the Manage through Web option. To know more about how to activate a Quick Heal RDM account, refer to [Managing Your Device Through Quick Heal RDM](#) section. If Quick Heal RDM feature is not required, then deselect the Manage through Web option and proceed.

9. Tap **Submit**.

NOTE:

- Reactivation of Quick Heal Mobile Security using the same product key is possible only with the same mobile number on any mobile device.

- For reactivation, follow the same procedures that were followed for product installation and registration for the first time.

Renewing Quick Heal Mobile Security

Renewing the product before the validity date expires, protects it from unknown and malicious threats. It also gives the flexibility to use all the features and avail support.

To renew the Quick Heal Mobile Security license, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Help**.
3. Tap **About**, and then tap **Renew Now**.

Two options **Buy Renewal** and **Renew my License** appear. To buy a renewal or renew the license, follow the steps mentioned under respective options.

Buy Renewal

1. To buy renewal code online, tap **Renew Online**.
2. Contact the nearest dealer in the locality to buy a renewal code by tapping **Locate a Dealer**.
3. To get assistance in buying renewal code, contact the Quick Heal Renewal Team by tapping **Call Us**.

Renew My License

If the renewal code is already purchased, proceed further to renew the license.

1. In the Renew License screen, select **Using Internet** if connected through to the Internet, otherwise select **Using SMS**.
2. Tap **Next**.
3. Enter **Mobile Number** used at the time of activation where **Using Internet** option was selected.
4. Enter the 20-digit valid **Renewal Key**.
5. Tap the **Submit** button.



- Enter the mobile number that was provided at the time of registration.
- As soon as license is renewed online, the product license is updated on the server. However, the license expiry date on the device is updated once it is updated through [Update License](#).

Using Quick Heal Mobile Security Dashboard

The Quick Heal Mobile Security Dashboard is divided into four sections: notification area, security status, main body, and the menus.

The Dashboard situation is available in the upper right corner of Quick Heal Mobile Security Dashboard screen where the Dashboard situations are displayed about whether virus protection is enabled or disabled and license expiry information.

Dashboard situation messages may indicate situations that remind of the actions to be taken to avoid any mishap. To view messages on Dashboard situation, tap the icon available next to the Quick Heal Mobile Security icon in the Dashboard situation area.

- Register Now.
- License period expires today!
- License period has expired!
- Your phone is secure!

Quick Heal Mobile Security Dashboard Features

Dashboard's main screen displays commonly used features of Quick Heal Mobile Security and can be accessed directly. These features are as follows:

Features	Description
Call Block	Blocks calls from all non-contact numbers or blacklist of specific contact numbers.
SMS Block	Blocks messages (SMS) from contacts, non-contacts, non-numeric senders, and blacklist.
Anti-Theft	Protects the device and data stored in it from unauthorized access. Helps remotely block device, remotely wipe data, block device on SIM change, and trace device location.
Virus Protection	Provides continuous protection and scans mobile for viruses and unknown threats.
Scan Now	Helps scan the entire device or only memory cards.

Quick Heal Mobile Security Menus

The Quick Heal Mobile Security menu includes license details and other menus as follows:

Menus	Description
Scan	Helps to scan device memory, memory card, and installed applications.
Settings	Helps to customize the settings of Quick Heal Mobile Security.
Tools	Helps to view, remove, and restore the Quarantine files.
Reports	Helps to view reports of blocked calls, blocked SMS, Anti-Theft, scans, and virus protection.
Help	Enables Help topics. These topics include: using and configuring the features, seeking Technical Support from Quick Heal Technologies Pvt. Ltd., renewing the product, and the license details of the product.

Chapter 4 Using Quick Heal Mobile Security

Quick Heal Mobile Security with easy user-interface is designed to simplify the task of securing the mobile device. Quick Heal Mobile Security can be accessed from the Home Screen as follows:

- Go to **menu** ->**All Applications** ->**Quick Heal Mobile Security**.

There are number of smart features that help to protect and manage the mobile device. These include:

Call Blocking

With Call Block, all unwanted calls such as sales calls, promotional calls, and other unnecessary calls are blocked.

This feature enables call block and blocks specific contacts or non-contact numbers that are added to the blacklist. The blacklist may include the contacts that are available or not available in the phone directory.

To configure Call Block, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Settings**.
3. Tap **Call Blocking**.
4. In the **Call Blocking** screen, turn **Enable Call Blocking** option ON to enable Configure Black List, Non-Contacts, and Notification features.
 - **Configure Black List:** Helps create a blacklist to block calls from specific contact or non-contact numbers.
 - **Non-Contacts:** Turn **Non-Contacts** option ON to block calls from all the non-contact numbers, which are not stored in phone directory.
 - **Notification:** Turn **Notification** option ON to receive alerts on Home screen for all calls received from blocked numbers.

Configuring Black List

To configure blacklist, follow these steps:

1. Go to **Quick Heal Mobile Security**.

2. In the menu, tap **Settings**.
3. Tap **Call Blocking**.
4. Check whether **Configure Black List** is enabled. If this feature is disabled, turn **Enable Call Blocking** option ON.
5. Tap **Configure Black List**.
6. To add contact number to the blacklist:
 - Tap **Add to Black List**.
 - Tap the **Contacts** button to add a contact from the phone directory, or enter a number directly in the **Black List** text box.
 - To block SMS from the same contact number, check the **Add To SMS Black List** option.
 - Tap the **Save** button.
7. To remove contact number from the blacklist:
 - Tap the **Remove** button.
 - Select individual numbers or select all numbers by tapping the **Select All** option.
 - Tap the **Remove** button.
 - In the confirmation screen, tap the **Remove** button.

SMS Blocking

With SMS Blocking, all the unwanted messages (SMS) such as news, advertisements, marketing messages, offensive texts are blocked.

This feature also blocks messages from specific contacts, non-contacts, and non-numeric numbers. This can be enabled by configuring whitelist and blacklist for SMS.

NOTE: The blacklist and the whitelist may include the contacts that are available or not available in the phone directory.

To configure SMS Blocking, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Settings**.
3. Tap **SMS Blocking**.
4. To enable the Configure SMS Spam feature turn **Block SMS Spam** option ON.

NOTE: Spam SMS are blocked by default if **Block SMS Spam** is ON.

5. Tap **Configure SMS Spam** to use various SMS blocking options.
 - **Contacts**: Turn **Contacts** option ON to block messages from all the contact numbers stored in the phone directory.
 - **Non-Contacts**: Turn **Non-Contacts** option ON to block messages from all the non-contact numbers, which are not stored in the phone directory.
 - **Non-Numeric Sender**: Turn **Non-Numeric Sender** option ON to block messages from all the non-numeric senders.
 - **Configure Black List**: Helps to create a blacklist of specific contact or non-contact numbers to block SMS.
 - **Configure White List**: Helps to create a whitelist of contact or non-contact numbers to allow SMS.
 - **Notification**: Turn **Notification** option ON to receive alerts on the Home screen for SMS received from the blocked numbers.

Anti-Theft

The mobile device gives a privilege of making a call, store important contacts, and access the Internet. The Anti-Theft feature protects the device data from unauthorized access when the device is lost or stolen. This feature blocks the device remotely, wipe the confidential data, block device on SIM change, and trace the device if lost or stolen.

The blocked mobile screen displays the owner comment with alternate contact number of the owner. On SIM change, a message to the authorized owner is sent to the alternate contact number. This helps to get back the device or trace its location.

To configure Anti-Theft, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. On the Dashboard, tap Anti-Theft. Alternatively, tap menu > **Settings** > **Anti-Theft**.
3. In the Enable Anti-Theft in just 3 steps screen, tap **Setup Anti-theft**.
4. In Configure secret code screen, enter **Secret Code** and **Confirm Secret Code**.
5. Tap the **Next** button.
6. In the Security Questions screen, choose two security questions. Enter answers to selected questions. In case user forgets secret code, security questions will help to reset the secret code.

7. Tap the **Next** button.
8. Tap the **Contacts** button and enter alternate contact number in the **Alternate Contact Number** text box or type the contact/non-contact number in the text box.
9. Tap the **Save** button.
10. Tap **OK** to finish the Anti-Theft settings or tap View Demo to see the blocked screen of the mobile device. This demo appears for 10 seconds and disappears thereafter automatically.



- If the device is lost, an alternate contact number (Contact Owner) is displayed on the blocked screen of the device with owner comment.
- If the device is lost and the SIM is changed, an instant message is sent to the owner's alternate contact number, which was configured in the Anti-Theft feature. This message gives information about the new mobile number.
- If the Remote Data Wipe feature is used, then all contacts, pre-selected folders, pictures, and emails stored in the device are removed.
- Remotely lock the device, remotely wipe the data, get the device location or ring the device by sending following messages from any device to the lost device.
 - To Lock Device Remotely: BLOCK antitheft_secret_code (For example – BLOCK XXXXXXXXXXXX)
 - To remotely unblock device: UNBLOCK antitheft_secret_code (For example – UNBLOCK XXXXXXXXXXXX)
 - To Wipe Data Remotely: WIPE antitheft_secret_code (For example – WIPE XXXXXXXXXXXX).
 - To get device location: TRACE antitheft_secret_code (For example – TRACE XXXXXXXXXXXX).
 - To ring the device: RING antitheft_secret_code (For example – RING XXXXXXXXXXXX).

NOTE: 'XXXXXXXXXX' stands for the secret code that you have set while configuring Anti-Theft.

Unlocking the Device

If the device is locked by mistake or if the SIM is changed from lost device, a message “**Phone is blocked**” is displayed on the device screen.

To unlock the device, follow these steps:

1. On the mobile screen, tap **Unlock**.
2. Enter the secret code in the **Secret Code** text box that was set while configuring Anti-Theft.
3. Tap **Submit**.

In case, the user forgets the Secret Code, still the device can be unlocked.

To reset the secret code, follow these steps:

Unlock Using Forgot Code Option

1. On the mobile screen, tap **Unlock**.
2. Tap **Forgot Code?**
3. Enter answers to the Security Questions that appear.
4. Tap the **Submit** button.
5. In Change Secret Code screen, enter **New Secret Code** and **Confirm Secret Code**.
6. Tap the **Save** button.

Unlock Using Recovery Code Option

1. On the mobile screen, tap **Unlock**.
2. Tap **Unlock using recovery code**.
3. Tap the link that appears to obtain recovery code.
4. Enter the **Product Key** and **Email Address** that was used during activation.
A recovery code is sent to the registered email ID.
5. In the **Unlock Phone** screen, enter the recovery code in the text box.
6. Tap the **Submit** button.

7. Enter a new secret code in the **Secret Code** and **Confirm Secret Code** text box.
8. Tap the **Next** button.
9. Select the questions and enter answers in the text boxes.
10. Tap the **Save** button.

In case the user forgets the answers to security questions, still the device can be unblocked and security questions can be reset.

Forgot Answers to Security Questions?

To unblock the device, follow these steps:

1. On the mobile screen, tap **Unblock**.
2. Tap **Forgot Code?**
3. Enter any invalid answers to the security questions.
4. Tap the **Submit** button.
5. Tap **Forgot Answers?**
6. Tap the link that appears to obtain recovery code.
7. Enter the Product Key and Email Address that was registered during activation.
8. In the **Unblock Phone** screen, enter the recovery code in the text box.
9. Tap the **Submit** button.
10. Enter a new secret code in the **Secret Code** and **Confirm Secret Code** text box.
11. Tap the **Next** button.
12. Choose Questions and enter the answers to them.
13. Tap the **Save** button.

Virus Protection

With Virus Protection, the device is monitored continuously for virus threats. It verifies all the files and contents received through the Internet or transferred through other devices. However, Virus Protection is turned ON by default to protect from any potential threats.

Virus protection features are as follows:

Features	Description
Scan Settings	Helps Repair, Delete, or Skip when virus is found.
Virus protection	Helps to enable or disable virus protection.
Virus Protection Settings	Helps Repair, Delete, or Skip when virus is found.
Quarantine	Helps delete quarantine files according to the configured schedule.

Configuring Scan Settings

With Scan Settings, set the actions required when a virus is detected.

To configure Scan Settings, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Settings**.
3. Tap **Scan Settings**.
4. In Scan Settings screen, tap **Scan Settings**.
5. Select an action to be performed when a virus is found from the following options: Repair, Delete, or Skip.
6. Tap **Done**.

Configuring Virus Protection

To configure Virus Protection, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Settings**.
3. Tap **Scan Settings**.
4. In the Scan Settings screen, turn **Virus Protection** ON or OFF.

NOTE: Virus protection is set ON as a default setting. If it is set OFF, a confirmation screen appears.

5. Tap **Yes** to confirm and set **Virus Protection** OFF.

NOTE: If Virus Protection is turned OFF, the Virus Protection Settings is disabled. It will not scan any files received on the device.

Configuring Virus Protection Settings

To configure Virus Protection Settings, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Settings**.
3. Tap **Scan Settings**.
4. In the **Scan Settings** screen, turn **Virus Protection** ON to enable Virus Protection Settings.
5. Tap **Virus Protection Settings**.

In Virus Protection Settings screen, select one of the actions: Repair, Delete, or Skip.

NOTE: The action on virus, if found, will be taken based on the options configured.

6. Tap **Done**.


Configuring Quarantine

To configure Quarantine, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Settings**.
3. Tap **Scan Settings**.
4. Tap **Quarantine**.
5. Turn **Delete Quarantine files** option ON to enable this feature.

NOTE: If the Delete Quarantine files is set OFF, the frequency option is disabled and frequency cannot be set.

11. Select the frequency to delete the quarantined files from the given options: **After 7 days, After 30 days, or After 45 days**.
12. Tap the **Done** button.

	<ul style="list-style-type: none"> ● Repair- All infected files are repaired. ● Delete- All infected files are deleted. ● Skip- All infected files are skipped.
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Quick Heal Mobile Security Menus

Menus is an important section of Quick Heal Mobile Security Dashboard. It helps to configure the general settings, tools, reports, and access to help and license details. The following menus are available:

Scan	Helps scan the device for viruses.
Settings	Helps configure all the features of Quick Heal Mobile Security.
Tools	Helps to view, remove, and restore the Quarantine files.
Reports	Helps to view reports of all blocked calls, blocked SMS, Anti-Theft, scans, and Virus Protection.
Help	It provides access to the Help topics, seek Technical Support, and see the license details of the product.

Scanning the Device

The device can be scanned whenever required. A full scan or only memory card scan can be initiated.

To initiate device scan, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Scan**.
3. In **Scan Options** screen, select either **Full Scan** or **Scan Memory Card** as required.
4. Tap **View Details** when scan is complete to see the threat report.

If virus is not found, the **No threats found message** is displayed.

NOTE: If manual scan is done, the device will be scanned for viruses irrespective whether Virus Protection is enabled or disabled through Virus Protection feature.

Configuring Settings of Quick Heal Mobile Security

Settings allow to change all the important settings of Quick Heal Mobile Security.

To configure settings following options are available:

Scan Settings	Scan Settings - Provides action to perform when virus is found; Repair, Delete, or Skip. Virus Protection - Sets virus protection ON/OFF.
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	Virus Protection Settings - Action to perform when virus is found; Repair, Delete, or Skip. Quarantine - Deletes quarantine file after specified days.
SMS Block	Helps to enable SMS Scan, SMS Spam Protection, and configure SMS Spam Protection.
Call Block	Configure Call Block settings for - All Non-Contact Numbers, some Specific Contacts or Black List.
Anti-Theft	Configure Anti-Theft - Remotely lock device, block device on SIM change, remotely wipe data, and get device location.
General Settings	Configure General Settings - Password Protection, Internet Settings, Report Settings, and Notification Icon Setting.

To change the settings of Quick Heal Mobile Security, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Settings**.
3. On the **Settings** screen, select an option that is to be changed: **Scan Settings**, **SMS Block**, **Call Block**, **Anti-Theft**, and **General Settings**.
4. Make the changes as required.

General Settings

With General Settings, configure password protection and the settings for notification, Internet, reports, and Web console.

Password Protection

This setting enables password protection as well as set the password, so that no unauthorized users can change the settings or remove the application from the device.

To configure Password Protection, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In menu, tap **Settings**.
3. In Settings screen, tap **General Settings**.
4. Tap **Password Protection**.
5. To enable password protection, turn **Enable Password Protection ON**.
6. Enter password in the **Password** text box.

7. Re-enter the same password in the **Confirm Password** text box.
8. Tap **Save**.

Internet Settings

This setting allows the user to set the network being used by Quick Heal application.

To configure Internet Settings, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Settings**.
3. In the Settings screen, tap **General Settings**.
4. In the General Settings screen, tap **Internet Settings**.
5. Select one of the available networks such as, **Any available network, Wi-Fi Only**, and **Mobile Networks**.

Reports Settings

This setting enables deletion of reports automatically according to the set schedule.

To configure Reports Settings, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Settings**.
3. In Settings screen, tap **General Settings**.
4. In the General Settings screen, tap **Reports Settings**.
5. To schedule report deletion, select the options available such as; **7 days, 30 days**, and **45 days**.

NOTE: However, **30 days** is selected by default.

Notification Icon Settings

This setting helps to enable or disable ongoing notification.

To configure Notification Settings, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Settings**.

3. In the Settings screen, tap **General Settings**.
4. In the General Settings, turn ON the **Enable Notification** option.

Quick Heal Mobile Security Tools

The tool available with Quick Heal Mobile Security, for diagnostic work and repair of the system is Quarantine.

Using Quarantined Files

Quarantine is a specific folder where Quick Heal Mobile Security places potentially malicious objects. Check the list of quarantined objects to get the details on the object's full name and the date of detection. The quarantined objects can be deleted or restored.

To take action on Quarantined files, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Tools**.
3. Tap **Quarantine**.
4. Do one of the following:
 - **To Remove:** Tap the **Select All** option and then tap **Remove** to delete suspicious files permanently. Alternatively, select individual files and delete them.
 - **To Restore:** Tap the **Select All** option and then tap **Restore** to restore the files. Alternatively, select individual files and restore them.

View reports

Reports provide detailed logs of important activities performed by Quick Heal Mobile Security. Reports generated for various events are as follows:

Blocked SMS	Displays the list of blocked SMS's.
Blocked Calls	Displays the list of blocked calls. For every entry there is a list of last 10 calls, date and time details.
Anti-Theft	Displays Anti-Theft reports such as, device blocked on SIM change, remotely locked device, remotely wiped data etc.
Scan Report	Displays scan report with information of threat found, location, and action taken.
Virus Protection	Displays virus report with information of threat found, location, and action taken.

To view reports, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Reports**.
3. In the Reports screen, select the option to view the reports. The reports can be deleted manually if required.

Chapter 6 Help

Quick Heal Technologies Pvt. Ltd. provides the best after-sale services and support to its valuable subscribers. To facilitate its support system in the best possible ways Quick Heal Technologies Pvt. Ltd. provides in-built support, which includes frequently asked questions (FAQ), Web-based support, and telephone and email supports.

Viewing Help

The Help facility includes extensive topics, index, commands, and procedures related to Quick Heal Mobile Security.

To view Help, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Help**.
3. Tap **Help** to view the help topics.

Technical Support

Quick Heal provides extensive technical support for the registered users of Quick Heal Mobile Security. The Support screen directs the user to Telephonic Support.

To view Support, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Help**.
3. Tap **Support**.
4. Tap one of the options for support: Visit FAQ, Web Support, Contact Us.
 - **Visit FAQ** - Frequently Asked Questions offers answers to the most common queries related to Quick Heal Mobile Security.
 - **Web Support** - This online Technical Support helps to submit queries and issues to: <http://www.quickheal.com/submitticket>.
 - **Contact Us** - Helps to send queries with emails or call the Support team at the given contact number.

Email Support - Email the queries and issues to: sysinfo@quickheal.com

Phone Support - Quick Heal Technologies Pvt. Ltd. also provides technical support as follows:

IST.8:00 AM to 10:00 PM (Monday to Saturday).

IST 9:30 AM to 06:30 PM (Sunday).

Quick Heal users can call at **+91 – 927 223 3000**.

Deactivating Quick Heal Mobile Security

To remove Quick Heal Mobile Security from the device, first deactivate it.

To deactivate Quick Heal Mobile Security, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Help**.
3. Tap **Deactivation**.
4. Tap **Next**.
5. Select **Using Internet** if connected to the Internet, otherwise select **Using SMS**.
6. In the When to deactivate Quick Heal Mobile Security screen, tap **Deactivate**.

About Quick Heal Mobile Security

Quick Heal Mobile Security About section provides following information:

- Quick Heal Mobile Security product details: Product Name, Version, and Virus Database Date.
- License details: User Name, Product Key, and License validity.
- **Renew Now**: Helps renew product license.
- **Update License**: Helps to update product license after buying license for renewal.
- Update Email ID: Helps to change email ID that was provided during registration.

Update License After Online Renewal

To update the product license after Online Renewal, follow these steps:

1. Go to **Quick Heal Mobile Security**.
2. In the menu, tap **Help**.
3. Tap **About**.

4. Tap **Update License**.