Quick Heal ®

Security Simplified

Q Quick Heal Mobile Security

User Guide

Version 2.01

Copyright & License Information

About This Document

This user guide covers all the information required to install and use Quick Heal Mobile Security. The following table lists the conventions that we followed to prepare this guide:

Convention	Meaning
Bold Font	Anything highlighted in bold indicates that it is a menu title, window title, check box, drop-down menu, dialog, button names, hyperlinks, and so on.
i	This is a symbol used for a note. Note supplements important points or highlights information related to the topic being discussed.
💡	This is a symbol used for a tip. Tip helps users to apply the techniques and procedures to achieve a task in an easy way.
⚠	This is a symbol used for warning or caution. This is an advice either to avoid loss of data or damage to hardware.
<Step 1> <Step 2>	The instruction mentioned in the numbered list indicates actions that you need to perform.

Document History

Release No	Change Date	Change Summary
2.01.00.066	Nov 2016	Support contact number updated.

What's New in this Version?

Features	Description	Section
India contact support	The contact number of the support team is changed.	Indian contact support page no. 32

Contents

Getting started

Quick Heal Mobile Security is simple to install and easy to use. During installation, read each installation instructions carefully and follow the instructions. Quick Heal Mobile Security is compatible with the Android platform.

To install Quick Heal Mobile Security, ensure that you comply with the following requirements:

Prerequisites

System requirements

Prerequisites

Remember the following guidelines before installing Quick Heal Mobile Security on your device:

* A device with multiple antivirus software applications installed may result in system malfunction. Before installing Quick Heal Mobile Security, you must remove other antivirus programs to avoid any issues.
* Close all open apps before installing Quick Heal Mobile Security.

System requirements

You can install Quick Heal Mobile Security on any Android-supported mobile devices. Supported Android versions and screen resolutions are as follows:

Supported Android Versions

Quick Heal Mobile Security is compatible with the following versions: 2.3, 3.0, 4.0, and later.

Supported Android Screen Resolutions

The following Android screen resolutions are supported:

* Small screen – 240 x 320
* Normal screen – 320 x 480
* Large screen – 480 x 800
* Extra-large screen – 600 x 1024 (Newly added for tablet)

Installation of Quick Heal Mobile Security

You can install Quick Heal Mobile Security as follows:

Downloading Quick Heal Mobile Security installer

Installing Quick Heal Mobile Security

Downloading Quick Heal Mobile Security installer

Download the Quick Heal Mobile Security installer from the following website: http://www.quickheal.com/qhms.

Installing Quick Heal Mobile Security

To install Quick Heal Mobile Security, follow these steps:

1. If you have downloaded the installer file from the website directly to the device, tap the **installer file** (.apk).

   If you have downloaded the installer file to your computer (PC), copy the installer file to the device. On the device, tap the **installer file** (.apk).

    A screen requesting for your consent appears.

2. Tap **Install**.

   After successful installation of Quick Heal Mobile Security, two buttons **Open** and **Done** appear.

3. Tap **Done** to finish installation.

4. Quick Heal Mobile Security is added to the All apps list on your device.

5. To open the application, go to All apps and tap the **Quick Heal Mobile Security** icon.

   A license agreement screen appears.

   The **Allow to Collect app statistics** check box is selected by default. This helps to send the analytics data to Quick Heal for research purpose. If you do not want to send the analytics data, clear this option.

   The **Receive SMS/Email alerts** check box is selected by default. This helps to send the alerts and Quick Heal updates. If you do not want to send the SMS alerts, clear this option.

6. Tap **I Agree**.

   You are redirected to the Activation screen to register your product.

   To know how to register your license, see Registering Quick Heal Mobile Security.

Chapter

2

Registration and reactivation

After installation, you must register Quick Heal Mobile Security to use all the features and get technical support facility.

You can use and reactivate Quick Heal Mobile Security on any Android supported mobile device. However, you have to use the same mobile number that you entered while registering the product for the first time.

In case you change your mobile device, ensure to deactivate and uninstall the product from your previous mobile device.

Registering Quick Heal Mobile Security

Quick Heal Mobile Security is simple and free to register. You can reactivate Quick Heal Mobile Security on the same device.

To register Quick Heal Mobile Security, follow these steps:

1. Go to All apps on your device and tap the **Quick Heal Mobile Security** icon.

   The license agreement appears.

   The **Allow to Collect app statistics** check box is selected by default. This helps to send the analytics data to Quick Heal for research purpose. If you do not want to send the analytics data, clear this option.

   The **Receive SMS/Email alerts** check box is selected by default. This helps to send the alerts and Quick Heal updates. If you do not want to send the SMS alerts, clear this option.

2. Tap **I Agree**.

   You are redirected to the Activation screen where you must register your product.

3. Enter user details: Name, Mobile Number, and Email ID. Ensure that you enter the same mobile number that you are using in the device currently. An SMS will be sent to your mobile number to authenticate it.

ℹ Note:

If you are activating the Quick Heal app through SMS, the mobile number verification will not be done.

4. If you have configured your Google account on your device, the Google email address is displayed in the Email ID field. However, you can change the email address if required.

5. Tap **Next**. The Configure PIN screen appears.

6. Set your 4-digit PIN (PIN) and then confirm the PIN.

ℹ Note:

In case your device is already registered, please be noted that the password that you have set during the registration is not valid anymore. Set a new 4-digit PIN and access the application normally.

7. Tap **Next**.

8. Set up to three alternate contacts. Enter contact name or mobile number, which is available in your device contacts/phonebook. Tap to select the required contact from the drop-down list. You can add up to three contacts.

9. Enable the **Uninstallation Protection** option to secure the Quick Heal app from being removed by any unauthorized user. However, in case of licensed version, this option is selected by default. (A recommended option).

10. Tap **Activate**.

ℹ Note:

If you have enabled the Uninstallation Protection option, you are redirected to Activate device administrator (ADA) screen, where you can activate the ADA.

11. After authentication of your mobile number, a successful message with expiry date is displayed.

As soon as your app is activated, a scan of all apps is initiated automatically.

ℹ Note:

- Currently registration and reactivation through SMS are available only to the users in India

- Mobile numbers listed in the National Do Not Call Registry (DND) list may or may not be able to register, reactivate, and deactivate through an SMS depending on the government's current telephone regulatory policies.

Introducing Quick Heal RDM

Quick Heal introduces the Quick Heal Remote Device Management (Quick Heal RDM) portal to control and manage your devices remotely. Quick Heal RDM allows you to access various features of Quick Heal Mobile Security on your device, when the device is not physically accessible or you are unable to locate it, or it is lost or stolen.

You can manage the following features through the RDM portal:

Features	Description
Locate	• Trace your device - To track the device location, when it is lost or stolen. Trace your device is helpful in getting back your device if it is lost or stolen. • Ring - Add to play the ringing bell on your device so that you can trace it by the ringing sound if it is located nearby.
Lock	To block your device to prevent misuse of your data when it is lost or stolen. When the device is locked through RDM, the image of the surrounding area of the device and location is also captured and displayed on RDM.
Unlock	To unlock the device remotely if you get your lost device back or if you have blocked the device by mistake.
Wipe	To wipe your device data when it is lost or stolen. The data from both the internal and external memories will be wiped in this case.
Scan Device	To run a scan on the remote device if required.
Full Scan	To run a full scan of the device.
Scan Memory Card	To scan the memory card.
Background Scan	To change the Background Scan settings on your device remotely.
Update virus database	To remotely update the virus database of Quick Heal Mobile Security on your device.
Forward all calls	You can set a number to which you want all your incoming calls are forwarded. You can also enable/disable Call Forwarding option through remote SMS commands. The command should be in the following format: START_FORWARD <PIN> <number to which calls are to be forwarded> However, you can stop call forward whenever you want. To stop call forward, send the following command:

Features	Description
	STOP_FORWARD <PIN>
Set Privacy	To block calls and messages from unwanted callers. Disabling **Set Privacy** will disable **Call & Message Filter** feature.

Creating an account with Quick Heal RDM

Before you create an account with the Quick Heal RDM portal, you must activate Quick Heal Mobile Security on your device. To know about how to activate Quick Heal Mobile Security, see [Registering Quick Heal Mobile Security.](#)

1. After your device is registered on Quick Heal Mobile Security, an email about how to activate the Quick Heal RDM account is sent to your email address.

2. Check your email and click the **Activate** button or copy the given link in your browser.

   You are redirected to the Set Password page of Quick Heal RDM portal.

3. Set your password and then click **Save**.

   You have successfully created an account with the Quick Heal RDM portal. From now, you can manage your device through the Quick Heal RDM portal.

Signing up with Quick Heal RDM

You can create an account with the Quick Heal Remote Device Management (RDM) portal manually in the following way:

1. Visit Quick Heal RDM at https://mydevice.quickheal.com.

2. In the upper right area, click the **Sign up** button.

3. Enter your username or email address, valid mobile number and product key.

4. Enter the correct verification code.

   Read the license agreement and privacy policy documents carefully.

5. Select the **I agree to the Quick Heal License Agreement and Privacy Policy** option.

6. Click **Sign up**.

   An email about how to activate the Quick Heal RDM account is sent to your email address.

7. Check your email and click the **Activate** button or copy the link in your browser.

   You are redirected to the set password page of the Quick Heal RDM portal.

8. Set your password and then click **Save.**

   Your account with the Quick Heal RDM portal is created successfully. From now, you can manage your device through Quick Heal RDM.

Signing up with Quick Heal RDM with Google account

You can create an account with the Quick Heal Remote Device Management (RDM) portal with your existing Google account also.

To sign up with your Google account, follow these steps:

1. Click the **Sign in with Google** button.

2. Enter Username and Password of your existing Google account.

   Read the service agreement and privacy policies carefully.

3. Click **Accept**.

4. On the **Create New Account** page, enter your valid mobile number and product key.

5. Enter the correct verification code.

   Read the license agreement and privacy policy documents carefully.

6. Select the **I agree to the Quick Heal License Agreement and Privacy Policy** option.

7. Click **Sign Up**.

   You have successfully created an account with the Quick Heal RDM portal. From now, you can log on to your Quick Heal RDM account using your existing Google account and manage your device.

   On first log on to the Quick Heal RDM, you need to configure the Add Device page. To know how to add a device, see Adding a device to Quick Heal RDM.

Adding a device to Quick Heal RDM

When you first log on to the Quick Heal RDM portal, configure the Add Device page that appears. To manage your device remotely, you need to add your devices in Quick Heal RDM.

To add a device, follow these steps:

1. Visit Quick Heal RDM Portal at https://mydevice.quickheal.com.

2. Log on to the Quick Heal RDM portal.

   The Add Device page appears.

3. In the **Name** text box, write a name to the device.

4. In the **Product Key** text box, the product key is already pre-filled.

5. Click **Add**.

   A One Time Password (OTP) is sent to your device. The **One Time Password** text box, **Submit** and **Resend OTP** buttons are made available on the Quick Heal RDM portal.

6. Enter the One Time Password and click **Submit**.

   The device is successfully added.

i Note:

In case you do not receive OTP, you can send OTP again by clicking the **Resend OTP** button.

Enabling Manage Through Web

To manage Quick Heal Mobile Security on your device through Quick Heal Remote Device Management, it is important that you always keep the option **Manage Through Web** enabled. However, you can disable this option if you do not want to control the device through the web portal or the device.

To enable Manage Through Web, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu,** and then tap **Settings**.

3. Tap **General** and then select the **Manage Through Web** check box.

Reactivation of Quick Heal Mobile Security

You might have to reactivate your product in case you have formatted your device or changed your device.

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

To reactive the product, follow the same steps as described under Registering Quick Heal Mobile Security.

Quick Heal Mobile Security Dashboard

Quick Heal Mobile Security Dashboard is the main area, which appears on your mobile device screen when you open the application. Dashboard includes the following areas:

Message Center

Message Center includes notifications and news bytes. If you have enabled notification for a feature, the notification will be displayed here. In addition, latest news related to digital security will be available here.

Main menu

Main menu or global menu is available in the notification area. With this menu, you can configure various features for securing your device and data.

To know about various features under main menu, see Main menu.

Dashboard alerts of Quick Heal Mobile Security

Dashboard alerts displays status of various events such as the Background Scan is enabled or disabled, your license is going to expire or has expired. The Dashboard alert messages, which remind you of the actions to be taken to avoid any mishap, includes the following based on current events:

- Register Now!
- License expires today!
- License expired!
- Device is secure!

Security Shield

Security shield displays the security level through a graphical representation based on the security measures that you have set on your device and for the data. You can increase the device security if required.

To know about various features of security shield, see [Security Shield](#).

Menus

On Dashboard, you can see the following menus:

Scan Device

Scan your phone memory, memory card, and installed applications.

Set Privacy

To block calls and messages from unwanted callers. You can also register your number with National Do Not Call Directory to block commercial calls and messages.

To know about various features under menus, see [Menus on Dashboard](#).

Chapter

4

Quick Heal Mobile Security Features

Quick Heal Mobile Security provides various security features that help you secure your device and your data. Features include the following options:

Security Shield

Menus on Dashboard

Main menus

Security Shield

Security shield displays the security level through a graphical representation based on the security measures that you have set on your device and the data. You can increase the security level whenever the device requires.

To increase the security level, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap **security shield.**

3. On the Security Measures screen, enable the features that you need to enhance security to your device and data.

Security measures include the following options:

Security Measures	Description
Background Scan	Enable this feature to scan your device continuously. This helps you to scan all apps, files, and data in real time and will detect threats instantly.
Action on Detected Virus	Enable this feature to take an action on a virus that is detected on your device. The action will be taken automatically according to the settings that you have configured. Actions include Repair, Delete, and Skip.
Anti-Theft	Enable this feature to track and locate your device when it is lost or stolen. If this feature is disabled, the device cannot be tracked.
Personal Security	Enable this feature if you want help when there is an emergency. We recommend you always to keep this feature enabled so that an SOS message with your current location is sent to alternate contacts on the device and social networking sites. If this option is disabled, you cannot send panic alert or message.
Privacy Advisor	You can enable this feature and get alerts when your privacy is violated. For example, when you install apps on your device, some of them use your user credentials, which you may not prefer.
Security Advisor	You can enable Security Advisor to get an alert if the security settings on your device are low. This helps you to enhance your device security.
Uninstallation Protection	Uninstallation Protection when enabled blocks an unauthorized user from uninstalling Quick Heal app from your device. In case your device is lost or stolen, you may need to communicate with your device to track or locate it or perform other actions. To communicate successfully, it is important that Quick Heal is active on your device.
Find Intruder	Enable this feature to capture an image of an intruder on two wrong PIN attempts.

Menus on Dashboard

The menus on Dashboard include the following options:

Scan Device

With the **Scan Device** option, you can scan your device and set security measures against possible vulnerabilities and privacy violation. Scanning of your device helps you give a clear idea

about whether your device is secure. You can take appropriate actions to enhance your device security.

To scan your device, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. On Dashboard, tap **Scan Device**.

3. Tap one of the following scan options:

Quick Scan

Custom Scan

Schedule Scan

Quick Scan

This is a fast scan and scans all the apps installed on your device.

Custom Scan

Lets you to select one of the various scan options. You can customize and initiate a scan as per your requirement. This includes the following:

Full Scan

Full scan is a complete scan, which scans your device and memory card. However, this scan may take some time to complete the action.

Scan All Apps

Scans all the installed apps.

Scan Selected Apps

Scans only the selected apps from all those apps that are installed on your device. When you select this scan option, all the apps are displayed in the **Select Apps** list. Select the apps and tap **Scan**.

Scan Memory Card

Scans memory card only.

Scan Selected Folders

Scans folders, which are selected by you on your device. When you select this scan option, all the folders are displayed in the **Select Folders** list. Select the folders and tap **Scan**.

Schedule Scan

Schedule Scan helps you to scan at the scheduled time and frequency. This helps you to scan your device at the defined schedule automatically.

To create a scan schedule, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. On Dashboard, tap **Scan Device.**

3. Tap **Schedule Scan**.

   The **Scheduled Scans** screen displays all the planned scans if you have created any.

4. To set a new scan schedule, tap **Schedule New Scan**.

5. Under **Select Data**, select one of the following scan options: Full Scan, Scan All Apps, Scan Selected Apps, Scan Memory Card, and Scan Selected Folders.

6. Under **Set Time & Frequency** section, set time and frequency to start the scan automatically.

   Time & Frequency includes the **Scan while charging** options: Once a day, Once a week, and Once a month.

   $\boxed{i}$ Note:

   - If Scan while charging is opted then, your device is scanned once in 24 hours while charging with battery level at least 50% or more.

   - If you select **Once a day**, specify the time.

   - If you select **Once a week**, specify day and time.

   - If you select **Once a month**, specify date and time.

Security Advisor

With the **Security Advisor** option, you can check the possible vulnerabilities present on the device. You can enhance the security settings to stop such attempts to exploit vulnerabilities.

To configure Security Advisor, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. On Dashboard, tap **Scan Device**.

3. Tap **Security Advisor**.

4. In **Security Advisor** screen, the security settings are displayed under following categories:

   - Risk Settings: The security settings, which are insecure, are listed here.

   - Secure Settings: The security settings, which are secure, are listed here.

The security settings that are listed under Risk Settings include a setting icon next to them. You can increase the security level by using the setting icon. When you tap the **setting** icon, you are redirected to the respective security features where you can configure them.

Security settings are as follows:

Security Settings	Description
Accounts & Sync	Device receives data from synced accounts or sites that increases the risk of hacking and account misuse. It is advisable to turn this option to off when not required.
Bluetooth	Data transfer through Bluetooth might put your device and its data at risk. It is advisable to turn this option to off when not required.
Device memory encryption	You can encrypt the data on your device. This ensures security by preventing unauthorized access to your data. [i] Note: The Device Memory Encryption setting is available only on supported OS.
Hotspot & Tethering	Data shared through Wi-Fi Hotspot, USB and Bluetooth Tethering is at risk to be hacked. To prevent data hacking, turn this option to off when not required. [i] Note: The Hotspot and Tethering setting is available only on supported OS and vendors.
Quick Heal Anti-Theft	Protects your device and its data. With the **Quick Heal Anti-Theft** option, you can trace, block, wipe data, dial a call, receive a call, capture image, record audio and video if your device is lost.
Quick Heal Background Scan	Shields your device against various types of threats. Keep this option enabled for security.
Screen Lock	If this option is disabled, your personal data may be at risk of misuse. Ensure that one of the screen lock options is set to safeguard device data.
Unknown App Sources	If any app is installed from a source other than Google Play, then that app might pose a threat to your device. Therefore, it is advisable that you turn this option to off.
USB Debugging	If USB debugging is enabled, your device is at risk of being hacked and your data can be misused. Turn this option to off for security.
Wi-Fi	Communicating through an open or unsecured Wi-Fi network can put your data at risk. It is advisable to connect Wi-Fi only on a secure network.

Privacy Advisor

With the **Privacy Advisor** option, you can detect the applications that collect your personal information such as user credentials, contacts, social security number, and PINs. You can also get notifications about those applications, which send SMS, call premium numbers or access Internet without your knowledge.

You can monitor applications with various permissions such as Access to Accounts, Access to Contacts, Read Identity Info, Tracking Location, Access to Messages, and Access to Network.

To configure Privacy Advisor, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. On Dashboard, tap **Scan Device**.

3. Tap **Privacy Advisor**. The applications are displayed with the permissions that are assigned.

 To view the permissions that an app is assigned, tap the application. If you find that an app uses any crucial information, you can uninstall that app by tapping the **Uninstall** button.

Various permissions that an app may use are as follows:

Permissions	Description
Access to Accounts	Apps with this permission may request authentication credentials of the account. Such apps may add or remove accounts and delete your PIN.
Access to Contacts	Apps with this permission can read, write, and share your personal contacts with their servers by compromising your data.
Read Identity Info	The apps with this permission can share phone state including IMEI number, phone number, and serial number of the phone to their server without your consent.
Tracking Locations	Apps with this permission can update your device location to their servers, which may be harmful.
Access to Messages	Apps with this permission are allowed to read, write, or send SMS from the device. Malicious apps may read your confidential messages or delete them before you receive.
Access to Network	Apps with this permission allow network usage in the background.
Other Permission	Apps that have permissions other than those mentioned above are available under this category.

Privacy Audit Notification

When you install a new app on your device, a notification for Privacy Audit is displayed on the notification area after 15 days. However, the Privacy Audit notification is displayed as soon as you install 10 or more apps within 15 days. You can check the apps for what permissions they are using. If you find that an app violates your privacy or your personal information is at risk, you can remove that app immediately.

Set Privacy

With the **Set Privacy** option, you can block calls and messages from a contact, maintain a private contacts list, secure important call logs and messages from such contacts, set Parental Control. You can also register your number with National Do Not Call Directory to block commercial calls and messages.

To configure Set Privacy, follow these steps:

1. Open **Quick Heal Mobile Security**.
2. On Dashboard, tap **Set Privacy**.

   Select one of the following options:

   [Call & Message Filter](#)

   [Message Exception List](#)

   [Register with TRAI](#)

Call & Message Filter

With the **Call & Message Filter** option, you can block calls and messages from a contact. In case of two SIMs in a dual SIM device, call behavior for different devices may differ from the device's SIM settings. In the same way, in case of two SIMs device, it initiates the call through primary SIM without asking the user for SIM selection. If there is only secondary SIM in the device, it initiates the call through secondary SIM.

To configure Call & Message Filter, follow these steps:

1. Open **Quick Heal Mobile Security**.
2. On Dashboard, tap **Set Privacy**.
3. Tap **Call & Message Filter**.

   The Blocked List includes:

   - Blocked Numbers – Displays all blocked numbers.
   - Blocked Keywords – Displays all blocked keywords.

   ### Blocked Numbers

   To block a number, tap **Add New Contact to Block** and select one of the following ways:

- Enter Number: You can type a number and select either or both of the options Block Call and Block Messages that you want to block. Tap **Add to Blocked Numbers List**.

- Phone Logs: You can choose a contact from phone logs and select either or both of the options Block Call and Block Messages that you want to block. Tap **Add to Blocked List**.

- Add from Contact List: You can add a contact from the phone book and select either or both of the options Block Call and Block Messages that you want to block. Tap **Add to Blocked List**.

- Custom: You can block all calls and messages from a series of certain numbers or characters (Ex: TM-LMFINE, 4000000000). You can also specify whether a contact should begin or end with such series.

> [i] Note:
>
> - KitKat OS does not support SMS blocking.
>
> - This feature will not block numbers configured in anti-theft or during the time of registration.

Blocked Keywords

To block a keyword, tap **Blocked Keywords**. Enter keyword to block messages and tap the plus sign. If a message includes such keywords, it will be blocked. This is helpful in blocking spams and other unwanted messages. To remove the keyword, tap the cross sign in front of the keyword.

Message Exception List

You can move a blocked non-numeric sender to this list if you want to receive messages from this contact.

To move a contact to this list, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. On Dashboard, tap **Set Privacy**.

3. Tap **Call & Message Filter**.

4. Tap the **minus** sign next to a non-numeric sender.

   The sender is enlisted in Message Exception List.

Register with TRAI

You can register your number with National Do Not Call Directory (TRAI) to block commercial or telemarketing calls. If you have Quick Heal app on your device and you are registering a number with DND, you do not need to write SMS commands and send to 1909. India. You can simply

register your number with the following options, Fully Block, and Partially Block, in the following way:

1. Open **Quick Heal Mobile Security**.

2. Tap **Set Privacy** and then tap **Register with TRAI**.

3. Register the number in one of the following ways:

    ▪ Fully Block: Lets you to block all commercial calls and SMSs.

    ▪ Partially Block: Lets you to block all commercial calls, but you will continue to get SMSs from the selected telemarketing categories.

    ▪ Report a Number: Lets you to report a number, which is sending an unsolicited call or SMS to you even after registering your number with DND. You should report such number within three days of receiving the call or message.

    i Note:

    - You can deregister your number later from DND list if required.

    - This option is unavailable outside India.

    - TRAI complaint may not be reported for Reliance SIM.

Main menus

Main menu or global menu includes the following:

Home

Settings

About Product

News

Logs

Help

Home

With the **Home** option, you can go to the Home screen or Dashboard of Quick Heal Mobile Security.

Settings

Settings include features related to application settings such as setting PIN, securing uninstallation of Quick Heal app, setting scan options, setting privacy, and Anti-Theft.

To access Settings, follow these steps:

1. Open **Quick Heal Mobile Security.**

2. Tap **main menu** and then tap **Settings**.

   Enter your PIN, and then tap **Submit**. The Settings screen appears.

Using Forgot PIN

If you have forgotten your PIN, you can reset it.

To reset your PIN, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap **main menu** and then tap **Settings**.

3. Tap **Forgot PIN**. The Get Temporary PIN screen appears.

   It includes a description about how to reset your PIN. A temporary PIN will be sent to your alternate contacts. You can also reset the PIN through the Quick Heal RDM portal.

   $\boxed{i}$ Note:

   Carrier charges may apply.

4. Tap **Yes**.

5. Check the message in alternate contacts and then type the temporary PIN on your device screen.

   The Reset PIN screen appears.

6. Type a new PIN and then retype it in Confirm PIN field.

7. Tap **Submit**.

   If your device is blocked and you have forgotten your PIN, you have to follow the same steps 1-7, as mentioned above, for unblocking the device.

   To know about the Setting features, see Settings.

About Product

This section provides information on license details, product details, and other information.

To get product details, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap **main menu** and then tap **About Product**.

The About Product (Quick Heal Mobile Security) screen includes the following information:

Areas	Details	Buttons & Icons
Quick Heal Mobile Security product details	Product name & Version	Update: To update the virus database and license subscription details. Share: To share the link of Quick Heal app with your friends.
License Information	Product key & License expiry date	Renew: To renew the license. Extend: To extend your license validity for free if you refer Quick Heal app to your friends. However, this button does not appear if you use it once.
User Information	Username, User email address & Mobile Number	Update User Data Edit icon: To update your email ID and verify your mobile number. [i] Please note that after the number is successfully verified, you cannot verify again or update your mobile number.

News

With the **News** option, you can see the news related to virus threats, new malware, or any warning for digital security. Quick Heal sends the news to you regularly. Latest ten messages are displayed.

Logs

Logs include activity logs and information about the detected threats.

Activity

With the **Activity** option, you can see the activity logs of various features such as Anti-theft, Scan, Background Scan, Parental Control, and Update. You can filter the logs based on days and security features.

Threats Detected

To check the status of the infected files and apps. You can take an appropriate action on an infected app or even restore the quarantined files, which you think are useful to you.

Help

Quick Heal provides various methods to help you and resolve your issues.

For details on help, see Help.

Chapter

5

Settings

The Settings menu includes the following options:

[General](#)

[Scan](#)

[Set Privacy](#)

[Personal Security](#)

[Anti-Theft](#)

General

With the **General** option, you can configure features related to the application. This option includes the following:

Change PIN

This option helps to change your PIN. You need to enter the correct PIN to access **Settings** and **Anti-Theft** options.

To change the PIN, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** icon and then tap **Settings**.

3. Tap **General** and then tap **Change PIN**.

4. Type your new PIN and then retype it in Confirm PIN field.

5. Tap **Submit**.

Internet Settings

With the **Internet Settings** option, you can configure the Internet connection settings which are used by Quick Heal Mobile Security.

To configure **Internet Settings**, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** icon and then tap **Settings**.

3. Tap **General** and then tap **Internet Settings**.

   Select one of the following networks:
   - Use Wi-Fi Only
   - Use Mobile Network Only
   - Use Any Network

Track Activity Log

With the **Track Activity Log** option, you can track activity logs of a certain period.

To configure Track Activity, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** icon and then tap **Settings**.

3. Tap **General** and then tap **Track Activity**.

   Select one of the following periods:
   - 7 days
   - 30 days
   - 45 days

Notification Icon

If you enable the notification option, the Quick Heal app icon and its current status are displayed in the device notification area.

To enable Notification icon, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** icon and then tap **Settings**.

3. Tap **General** and then tap the **Notification Icon** check box to enable the Notification icon.

Quick Setting Notification

Enable the **Quick Setting notification** option to have a quick access to device setting options. This option includes the following: Wi-Fi, Bluetooth, Mobile Data, Brightness, and Torch.

To enable **Quick Setting Notification**, follow these steps:

1. Open Quick Heal Mobile Security.

2. Tap the **main menu** icon and then tap **Settings**.

3. Tap **General** and then tap the **Quick Setting Notification** Icon check box to enable the Quick Setting Notification Icon option.

Manage Through Web

You can manage Quick Heal Mobile Security on your device through Quick Heal Remote Device Management (Quick Heal RDM). You can perform various functions through this Cloud-based portal such as, you can back up the data to the Cloud, restore data from Cloud to your device, locate and track your device if it is lost or stolen. You can also perform many other activities to control your device and secure your data.

However, to control the device with Quick Heal RDM, it is important that you always keep the option Manage Through Web-enabled.

To enable Manage Through Web, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** icon and then tap **Settings**.

3. Tap **General** and then tap the **Manage Through Web** check box to enable it.

To know different features of Quick Heal RDM, see [Introducing Quick Heal Remote Device Management portal](#) (Quick Heal RDM).

News Notification

Quick Heal sends latest news related to virus threat, new malwares, or any warning for digital security in public interest to you regularly. All the news is listed under the Message Center. A notification about the latest news is also displayed on the notification bar. However, if you have disabled News Notification, you will not receive any notification either in the notification area or in Message Center.

It is advisable that you keep this option enabled, so you are updated with the latest news for security.

To enable News Notification, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** icon and then tap **Settings**.

3. Tap **General** and then tap the **News Notification** check box to enable it.

Application Statistics

Quick Heal is installed and used on a vast range of devices including mobile, tablet, and other handheld SIM or SIM-less devices. We strive to make our app more and more compatible with all the latest devices. To make our app more competent, we continuously carry out research on

our features and apps. To do this, we collect statistics from various sources and one of the source is the user community itself.

By enabling this option, you allow your app statistics to be shared with our server. However, you can disable it if you prefer.

To enable Application Statistics, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** icon and then tap **Settings**.

3. Tap **General** and then tap the **Application Statistics** check box to enable it.

Uninstallation Protection

The Uninstallation Protection option can secure the Quick Heal app from being removed by any unauthorized user. If you have a licensed copy, this option is selected by default. It is recommended that you always keep this option enabled. In case your device is lost or stolen, no one can remove the app from your device. This will help you to connect with your device to communicate and track it down.

To enable Uninstallation Protection, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** icon and then tap **Settings**.

3. Tap **General** and then select the **Uninstallation Protection** check box to enable it.

   You are redirected to the Activate device administrator (ADA) screen. Read the terms and conditions on the ADA screen.

4. To proceed further, tap **Activate**.

Find Intruder

Find Intruder option can detect if any unauthorized person has accessed your device. If an incorrect PIN is entered two times to unblock your device, an image of the user will be captured from front camera of the device. However, if your device does not have a front camera, no image will be captured.

If unblocking is attempted for Anti-theft, the image will be sent to your Cloud account. If it is attempted for device lock screen, the image is stored in the Quick Heal intruder folder of the device.

To enable Find Intruder, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** icon and then tap **Settings**.

3. Tap **General** and then select the **Find Intruder** check box to enable it.

Scan

With the **Scan** option, you can configure various scan options.

To set Scan, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** and then tap **Settings.**

3. Tap **Scan** and set the following:

    ▪ Background Scan: Helps you scan your device in real time. All apps, files, or folders that you access are scanned. If any threat is detected, the action that you set is taken immediately. To activate this option, enable Background Scan.

    ▪ Action when a Virus is found: Helps you select an action to be taken when a virus is detected on your device. The actions include Repair, Delete, and Skip. The selected action works automatically whenever a virus is detected.

    ▪ Delete Quarantined Files After: Helps you to set a period after which all the quarantined files should be removed. The period includes 7 Days, 30 Days, and 45 Days.

    ▪ Apps Excluded from Scan: Helps you exclude apps from being scanned. You are recommended to exclude only those apps which you trust. This helps you to reduce memory consumption.

    ▪ Folders Excluded from Scan: Helps you exclude folders to be scanned. You are recommended to exclude only such folders where you have placed trusted files. This helps you reduce memory consumption.

    ▪ Scan from Cloud: To run a cloud scan. This option helps you to scan through Cloud. Cloud scanning allows scanning of all the installed applications and .apk files available on the device storage. Enable this option to perform cloud scanning.

    > i Note:
    >
    > Ensure to check your Internet connectivity before performing cloud scanning.

Set Privacy

With the **Set Privacy** option, you can block non-numeric senders and international calls, get alert when you reject calls or delete SMS, enable Privacy Protection, Parental Control, and other features.

To configure Set Privacy, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** and then tap **Settings**.

3. Select the Set Privacy check box to enable it.

4. Tap **Set Privacy** to configure the following settings:

- Non-numeric Senders: Enable this option to block all non-numeric senders (Ex: TD-TMLN). In -addition, this option blocks Flash messages and WAP Push Messages.

- Notifications: This options is enabled to get notification for blocked calls and messages under Message Centre.

- Alert on Call Rejection: You can enable this option to get an alert when you reject a call. If you reject an unknown call, an alert is displayed for 20 seconds to add the rejected call to the Blocked List.

- Alert on SMS Delete: You can enable this option to get an alert when you delete an SMS. If you delete SMS from an unknown number or non-numeric sender, an alert is displayed for 20 seconds to add deleted sender to the Blocked List.

- International Calls: This option can be enabled to block all unknown international calls.

Personal Security

With the **Personal Security** option, you can get help when you are in emergency or in danger by pressing the Power button for 7-10 times.

To configure Personal Security, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap **main menu** icon and then tap **Settings.**

3. Select the **Personal Security** check box to enable it

4. Tap **Personal Security** to configure following settings:

- SOS Message: Type a message to be sent in case of Emergency to alternate contacts that you have set at the time of registration and to your accounts of social networking sites. You can change these contacts any time from Anti-Theft setting.

- Send Panic Message: Enable this option if you want to send the SOS message and your location to alternate contacts when you are in emergency. If you disable this option, the SOS message and your location cannot be sent to alternate contacts.

Anti-Theft

With the **Anti-Theft** option, you can block or allow access to certain SIM cards, secure your device by automatically locking it when SIM is changed, track and control device remotely when it is lost or stolen, and update alternate contacts to which message is to be sent if the device is lost.

You can configure the following settings for Anti-theft:

SIM Card Settings

Lock on Airplane Mode

SIM Card Settings

With the **SIM Card Settings** option, you can block or allow access to certain SIM cards, set device to be locked as soon as SIM is changed and create a trusted SIMs list.

To configure SIM Card Settings, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap **main menu** and then tap **Settings**

3. Ensure if Anti-Theft is enabled. If it is not enabled, select the **Anti-Theft** check box.

4. Tap **Anti-Theft** to configure SIM Card Settings.

5. Tap **SIM Card Settings** and configure the following:

    ▪ Lock on SIM Change: Enable this option if you want your device to be locked as soon as SIM is changed. This helps you secure your device as it can be unlocked only by an authentic PIN.

    ▪ Notify on SIM Change: Enable this option if you want to get a notification on SIM change. This helps you know why the SIM has been changed and what action you need to take.

    ▪ Trusted SIMs: You can create a list of trusted SIM cards. If you use multiple SIM cards and you frequently change the cards you can enlist all your SIM cards. In this way, your device will not be locked when you change a SIM card.

    You may use multiple SIM cards because of network or business reasons. For example, if you travel to different states or geographical locations and you need to use local SIM card for communication, you may use multiple SIM cards.

    To add SIMs to the Trusted SIMs list, restart the phone with a new SIM and add the SIM to the Trusted SIMs list when prompted.

Lock on Airplane Mode

This feature locks your device as soon as Airplane or flight mode of the device is turned to on. This ensures security to your device if it is lost or stolen.

To configure Lock on Airplane Mode, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap **main menu** and then tap **Settings.**

3. Ensure if Anti-Theft is enabled. If it is not enabled, select the **Anti-Theft** check box.

4. Tap **Anti-Theft** to configure Lock on Airplane Settings:

5. Tap **Lock on Airplane Mode** to enable it.

Track & Control Device

With the **Track & Control Device** option, you can track and control your device even if it is lost or stolen. You can locate the device, lock it, and wipe data from the device for security. This can help you to get back your lost device.

To configure Track & Control Device, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap **main menu** and then tap **Settings.**

3. Tap **Anti-Theft** and then tap **Track & Control Device**.

   The following features appear: You can send command for various actions:

   - Mobile Device Locator: Helps you trace the geographical location of your lost device. To get the device location, send this command:

     TRACE antitheft_ PIN (For example – TRACE XXXX)

   - Mobile GPS: Helps you configure mobile settings to enable GPS. This will help in tracking device location.

   - Lock Device Remotely: Helps you lock your device remotely if it is lost or theft. It sends you the location of the device and images captured. To lock the device, send this command:

     BLOCK antitheft_ PIN (For example – BLOCK XXXX)

     In case your device is blocked by mistake or you get it back and want to unblock it, send this command:

     UNBLOCK antitheft_ PIN (For example – UNBLOCK XXXX)

   - Wipe Data Remotely: Helps you wipe the data from the lost device remotely. To wipe data, send this command:

     WIPE antitheft_ PIN (For example – WIPE XXXX)

   - Ring Device Remotely: You can locate your device by ringing it if you think it is in the nearby area. To ring the device, you need to send this command:

     RING antitheft_PIN (For example – RING XXXX)

Lock Screen Details

When the device is locked, a message and the alternate contact numbers appear on the blocked device screen. A message is already present by default that you can edit as per your preference.

Ensure that you have active alternate contact numbers so that you can track all the activities carried out on your device successfully.

Update Alternate Contacts

You can add and update contact numbers to be displayed on the blocked device screen and get messages from your lost device. Ensure that you have saved the active alternate contact numbers.

Chapter

6

Help

With the **Help** option, you can read FAQs, check our contact numbers, and uninstall Quick Heal if required.

To view Help, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu**.

   In the Help section, tap either of the following options:

   - Online Help

   - FAQ

   - Contact Us

   - Share App

   - Uninstall Quick Heal

Online Help

This includes the online help of Quick Heal Mobile Security. If you want to know about the features and to configure them, you can access it. Tap **Online Help**, you are redirected to our website where you can browse the Help file.

FAQs

Includes answers to the frequently asked questions (FAQ) related to Quick Heal Mobile Security. To see FAQs, you are redirected to our website.

Contact Us

Includes various support facilities.

Live Chat

To get online technical support or answers to your issues by speaking with our technical experts.

Web Support

If you have a query and want to submit a ticket, you can visit our Web Support system. Here you can submit a ticket with your issues. Our experts will revert to you with an appropriate answer.

Support Center

You can call us at the following numbers: 1800 121 7377 between 8:00 AM to 11:00 PM IST (India Standard Time) between Monday to Saturday.

9:30 AM to 06:30 PM IST on Sunday.

Share App

With the **Share App** option, you can share the Quick Heal Mobile Security installer (.apk) using NFC (Near Field Communication), Bluetooth, and Wi-Fi Direct. The installer file can also be shared using other sharing applications available on your device through the **Other Apps** option.

Uninstall Quick Heal

Removing Quick Heal Mobile Security leaves your device insecure to virus threats. However, in case you change your device or you need to format your device, you may need to uninstall Quick Heal.

To uninstall Quick Heal Mobile Security, follow these steps:

1. Open **Quick Heal Mobile Security**.

2. Tap the **main menu** and then tap **Uninstall Quick Heal**.

    A confirmation screen appears.

3. Tap **OK**.

4. Type your PIN for authentication and tap **Submit**.

    Your license is first deactivated and then you are further asked to confirm for uninstallation. In case you cancel uninstallation, your product will be deactivated but will not be removed from your device.

    If you access the Quick Heal app later, you need to activate it first.

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