



User Guide

Antivirus Mobile Security

Antivirus, INC.
www.abc.com

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Change History

This change history describes the changes that were implemented in the current version of Antivirus Mobile Security 5.0.

Revision	Date	Section	Description
Version 5.0	11/2024	Scanning mobile	Scanning mobile from laptop.
Version 4.0	09/2024	Anti-Theft	Enhanced anti-theft feature.

Introduction to Antivirus Mobile Security

Antivirus Mobile Security is designed to protect BlackBerry mobile devices. While using mobiles, you may face threats from viruses constantly and badgering of unwanted messages (SMS) and calls. Antivirus Mobile Security shields your mobile from viruses, and gives you freedom from unwanted messages and calls by blocking SMS and calls that you do not want. Thus you enjoy freedom from such nuisances.

In case your mobile is lost or stolen you are worried for your valuable data as well as your mobile. Antivirus Mobile Security comes to your rescue in such a case. Antivirus Mobile Security enables you to remotely lock the mobile device, remotely wipe the data and content stored in mobile, and block the mobile on SIM change so that you do not suffer from data breaches. Antivirus Mobile Security also enables you track the mobile location so you can trail your mobile.

For more information about Antivirus Mobile Security, visit www.abac.com.

Antivirus Mobile Security includes the following vital features among others:

- **Virus Protection:** Virus Protection starts as the mobile device is started. The protection verifies all the files and content that are received through the Internet or transferred through other devices for viruses. Virus protection starts working as soon as Antivirus Mobile Security is installed, even prior to registering Antivirus Mobile Security.
- **Scan:** Scanning enables you to detect and neutralize malicious files on your mobile. With the Scan feature, you can scan the mobile whenever you require so. It helps you keep your mobile clean and protected.
- **Anti-Theft:** Anti-Theft enables you to protect data and content stored in the mobile from unauthorized access. You can remotely block the mobile, remotely wipe the data and content, track SIM card change, and determine the geographical location of the mobile in case your mobile is lost or stolen.
- **Call Block:** Gives you full control over who can call you and who cannot. You can block the calls who you want should not call you.
- **SMS Block:** Gives you control to decide who can send you messages and who cannot. You can block unwanted messages (SMS) from the contacts who you think should not send you messages.

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Installing Antivirus Mobile Security

Antivirus Mobile Security is simple to install and easy to use. During installation, read each installation screen carefully, and follow the instructions.

This chapter includes the following:

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<i>System Requirements.....</i>	<i>2</i>
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Getting Started

Remember the following guidelines before installing Antivirus Mobile Security on your mobile devices:

- Remove any other anti-virus program before proceeding with Antivirus Mobile Security installation. A mobile with multiple anti-virus software programs installed may create technical issues.

System Requirements

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

Supported OS Versions

5.0.0
6.0.0
7.0.0

Supported Screen Resolutions

320x240
360x480
480x360
640x480

Downloading Antivirus Mobile Security

You can download the latest Antivirus Mobile Security product from the following website: www.abc.com/builds.asp

To download the product, you need to provide a 20-digit valid product key of Antivirus Mobile Security and submit it. The product key is sent to your email address after you buy the product.

Installing Antivirus Mobile Security Online

To install Antivirus Mobile Security online on your BlackBerry smartphone, follow these steps:

1. Open the link mentioned under the [Downloading Antivirus Mobile Security](#) section in the Browser of your BlackBerry mobile.
2. Tap **Download**.

*Antivirus Mobile Security gets installed on your mobile successfully and **License Agreement** is displayed on the screen.*

3. Tap **I Agree** to proceed to the Activation screen.

To activate the product, follow the instructions on the screen carefully.

To activate your product, you have to register it. To know about how to register Antivirus Mobile Security, see [Registration](#) in Chapter 2, “Registering Antivirus Mobile Security”.

Installing Antivirus Mobile Security Offline

It is recommended that you install Antivirus Mobile Security online as it is a faster and easier process. For installing Antivirus Mobile Security online, you simply need to tap the installation link, and all installation processes are done automatically. However, if you are not connected to the Internet you can install Antivirus Mobile Security offline as well.

Before installation, ensure:

- You have connected your BlackBerry mobile to the computer.

NOTE We assume that the computer or laptop being used for Antivirus Mobile Security installation using CD has Windows operating system.

To proceed with installation, follow these steps:

1. Click **Install** to continue with Antivirus Mobile Security installation.

The Antivirus Mobile Security installation wizard appears.

2. Click **Next** to continue.

Antivirus Mobile Security gets installed on your mobile.

3. Tap the **Antivirus Mobile Security** icon to open the application.

4. After the **License agreement** is displayed, tap **I Agree** to proceed to the Activation screen.

To activate the product, follow the instructions on the screen carefully.

To activate your product, you have to register it. To know about how to register Antivirus Mobile Security, see [Registration](#) in Chapter 2, “Registering Antivirus Mobile Security”.

Activating Antivirus Mobile Security

Once Antivirus Mobile Security is installed on your mobile, you are recommended to activate the product in order to use all the features and get technical support facility.

1. Go to **Antivirus Mobile Security**.

License agreement is displayed.

2. Tap **I Agree** to proceed to the Activation screen.

To activate the product, follow the instructions on the screen carefully.

To activate your product, you have to register it. To know about how to register Antivirus Mobile Security, see [Registration](#) in Chapter 2, “Registering Antivirus Mobile Security”.

Registering Antivirus Mobile Security

Antivirus Mobile Security is simple to register. You need to register the product to use all the features and get technical support facility.

This chapter includes the following:

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<i>Reactivation.....</i>	<i>8</i>
<i>Renewal</i>	<i>9</i>

Registration

You can register the product in any of the following ways:

Registering Antivirus online

If your mobile phone is connected to the Internet, you can register Antivirus Mobile Security online in the following ways:

1. Go to **Antivirus Mobile Security**.
The Antivirus Mobile Security Dashboard screen appears.
2. Tap Dashboard situation available next to the Antivirus Mobile Security icon.
*Dashboard situation **Register Now** appears.*
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**.
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, Confirm Email Address** text boxes.
9. Tap **Submit**.
Antivirus Mobile Security is registered successfully.

Registering Antivirus through SMS

It is recommended that you register Antivirus Mobile Security online as it is a faster and easier process. If your mobile phone is not connected to the Internet, you can register Antivirus Mobile Security through SMS in the following ways:

1. Go to **Antivirus Mobile Security**.
The Antivirus Mobile Security Dashboard screen appears.
2. Tap Dashboard situation available next to the Antivirus Mobile Security icon.
*Dashboard situation **Register Now** appears.*
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 SMS**.
6. Enter the 20-digit valid product key in the **Enter Product Key** text box.
7. Tap **Next**.
A number appears in the Registration Centre field by default.
8. Enter the relevant information in the **User Name**, **Email Address**, **Confirm Email Address** text boxes.
9. Tap **Submit**.
Antivirus Mobile Security is registered successfully.

Caution 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.

Deactivation

To remove Antivirus Mobile Security from your mobile, you must first deactivate it. However, you can reactivate it on the same mobile using the same product key when required. You can deactivate Antivirus Mobile Security in any of the following ways:

Deactivating Antivirus online

To deactivate Antivirus Mobile Security through Internet, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Help**.
3. Tap **Deactivation**.
*The **When to deactivate Antivirus Mobile Security** screen appears.*
4. Tap **Next**.
5. Select the **Using Internet** option.
6. Tap **Deactivate**.
The product is deactivated successfully.

Deactivating Antivirus through SMS

To deactivate Antivirus Mobile Security through SMS, follow these steps:

1. Go to **Antivirus Mobile Security**.

2. In the menu, tap **Help**.

3. Tap **Deactivation**.

*The **When to deactivate Antivirus Mobile Security** screen appears.*

4. Tap **Next**.

5. Select the **Using SMS** option.

6. Tap **Deactivate**.

The product is deactivated successfully.

Reactivation

You can reactivate Antivirus Mobile Security on the same mobile anytime you require it in case you had deactivated it from your mobile. To reactivate Antivirus Mobile Security, you have to install it on your mobile and then reactivate it using the same product key that you used during registration for the first time. You can reactivate Antivirus Mobile Security in any of the following ways:

Reactivating Antivirus online

To reactivate Antivirus Mobile Security through Internet, follow these steps:

1. Go to **Antivirus Mobile Security**.

The Antivirus Mobile Security Dashboard screen appears.

2. Tap Dashboard situation available next to Antivirus Mobile Security icon.

*Dashboard situation **Register Now** appears.*

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**.

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**, **Confirm Email Address** text boxes.

9. Tap **Submit**.

Antivirus Mobile Security is re-activated successfully.

Reactivating Antivirus through SMS

To reactivate Antivirus Mobile Security through SMS, follow these steps:

1. Go to **Antivirus Mobile Security**.
The Antivirus Mobile Security Dashboard screen appears.
2. Tap Dashboard situation available next to the Antivirus Mobile Security icon.
*Dashboard situation **Register Now** appears.*
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 SMS**.
6. Enter the 20-digit valid product key in the **Enter Product Key** text box.
7. Tap **Next**.
A number appears in the Registration Centre field by default.
8. Enter the relevant information in the **User Name**, **Email Address**, **Confirm Email Address** text boxes.
9. Tap **Submit**.
Antivirus Mobile Security is re-activated successfully.

Caution Use the same product key for reactivation that you used during registration for the first time.

Renewal

If your license has expired, you cannot use some features of Antivirus Mobile Security, which means your mobile is vulnerable to threats. To avoid this, we strongly recommend that you renew your license before it expires.

You can renew the Antivirus Mobile Security license in any of the following ways:

Renewing Antivirus online

To renew Antivirus Mobile Security through Internet, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Help**.
The Help menu screen appears.
3. Tap **About**.
The About screen appears. Here you can see whether your license has expired.
4. If you want to renew license, tap **Renew Now**.
The Activate License screen appears.
5. Select the **Using Internet** option.
Product Key is displayed in the text box.
6. Tap **Next**.
7. Enter **Mobile Number** and the 20-digit valid **Renewal Key**.
8. Tap **Submit**.
The product is renewed successfully.

Renewing Antivirus through SMS

To renew Antivirus Mobile Security through SMS, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Help**.
The Help menu screen appears.
3. Tap **About**.
The About screen appears. Here you can see whether your license has expired.
4. If you want to renew license, tap **Renew Now**.
The Activate License screen appears.
5. Select the **Using SMS** option.
Product Key is displayed in the text box.
6. Tap **Next**.
A number appears in the Registration Centre field by default.
7. Enter the 20-digit valid **Renewal Key**.
8. Tap **Submit**.

The product is renewed successfully.

Caution License can be renewed before or after the expiry of your license copy.

Antivirus Mobile Security Dashboard

Antivirus Mobile Security Dashboard is the main area where Antivirus Mobile Security features are displayed on your mobile screen when you open the application. Dashboard is divided into three sections: Dashboard situation, main body, and the menu items.

This chapter includes the following:

<i>Antivirus Mobile Security features</i>	<i>13</i>
<i>Antivirus Mobile Security menu</i>	<i>15</i>

Antivirus Mobile Security features

This is the main body where some of the most commonly used features of Antivirus Mobile Security are displayed so that you can access them instantly and use them from Dashboard itself. The Antivirus Mobile Security features on Dashboard are described as follows:

Call Block

With Call Block, you can view all the blocked calls and configure the Call Block feature.

If the Call Block feature is enabled, then you can only view all the blocked calls. However if the Call Block feature is disabled, you can configure this feature. The Call Block feature appears dimmed if disabled.

Viewing Call Block

To view Call Block, follow these steps:

1. On Dashboard, tap the **Call Block** icon.

The Blocked calls screen appears. Here you can see all the blocked calls.

If Call Block is disabled, you are redirected to configuring the Call Blocking feature screen.

To know about how to configure Call Blocking, see [Configuring Call Blocking](#) in Chapter 5, “Antivirus Mobile Security Settings”.

SMS Block

With SMS Block, you can view all the blocked SMS and configure the SMS Block feature.

If SMS Block is enabled, then you can only view all the blocked SMS. However if the SMS Block feature is disabled, you can configure this feature. The SMS Block feature appears dimmed if disabled.

Viewing SMS Block

To view SMS Block, follow these steps:

1. On Dashboard, tap the **SMS Block** icon.

The Blocked SMS screen appears. Here you can see all the blocked SMS.

If SMS Block is disabled, you are redirected to configuring the SMS Blocking feature screen.

To know about how to configure SMS Blocking, see [Configuring SMS Blocking](#) in Chapter 5, “Antivirus Mobile Security Settings”.

Anti-Theft

The Anti-Theft feature protects data and content stored in the mobile from unauthorized access when the mobile is lost or stolen.

Using Anti-Theft, you can remotely block the mobile, remotely wipe confidential data and content, track SIM card change, and determine the geographical location of the mobile in the event of theft or loss.

Accessing Anti-Theft

To access Anti-Theft, follow these steps:

1. On Dashboard, tap the **Anti-Theft** icon.

The Anti-Theft screen appears, if Anti-Theft is configured.

*The **Enable Anti-Theft in just 3 steps** screen appears if Anti-Theft is not configured.*

2. Enter secret code in the **Enter Secret Code** text box.
3. Tap **Submit**.

The Anti-Theft settings screen appears.

To know about how to configure Anti-Theft, see [Enabling Anti-Theft](#) in Chapter 5, “Antivirus Mobile Security Settings”.

Virus Protection

With Virus Protection, you can view and configure the virus protection settings.

Accessing Virus Protection

To access Virus Protection, follow these steps:

1. On Dashboard, tap the **Virus Protection** icon.

The Scan Settings screen appears.

The virus protection settings include the following:

- **Scan Settings:** You can configure settings for action to be taken when virus is found upon scanning the mobile.
- **Virus Protection:** You can enable or disable virus protection on your mobile.

- Virus Protection Settings: You can configure settings for action to be taken when virus is found.
- Quarantine: You can enable or disable the Delete Quarantine files feature and configure the frequency when the quarantined files should be deleted.

To know about how to configure Virus Protection, see [Configuring Virus Protection](#) in Chapter 5, “Antivirus Mobile Security Settings”.

Antivirus Mobile Security menu

To know about the Antivirus Mobile Security menu items, see Chapter 4, “[Antivirus Mobile Security Menu](#)”.

Antivirus Mobile Security Menu

With the Antivirus Mobile Security menu items, you can scan the mobile whenever required so, configure the settings of the application and quarantine files, view reports on all blocked calls, blocked SMS, Anti-Theft, scanning, and virus protection and access the Help menu and check the license details.

This chapter includes the following:

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Scan

With the Scan feature, you can scan your mobile whenever you think your mobile needs scanning. You can initiate full scan of the mobile which includes the scanning of phone memory and memory card, or of memory card only for viruses. Using the Scan feature, you can keep your mobile clean and protected.

Scanning your mobile

To initiate scanning of your mobile, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Scan**.
The Scan Options screen appears.
3. Select either **Full scan** or **Scan Memory Card** as required to begin scanning.
4. Tap **View Details** when scan is complete to see the report if any threat is found.

*If no virus is found, the **No threat found** message is displayed.*

-
- NOTE
- Full Scan: Scans phone memory and memory card.
 - Scan Memory Card: Scans only memory card.
-

Settings

With the Settings feature, you can configure all the features of Antivirus Mobile Security application as per your preference. You can configure Scan Settings, SMS Blocking, Call Blocking, Anti-Theft, and General Settings whenever required.

The Settings features include the following:

Accessing Scan Settings

The Scan Settings feature includes the following:

- **Scan Settings:** Helps you configure the action to be taken if virus is found during scanning of the mobile such as Repair, Delete, or Skip.

-
- NOTE
- **Repair:** If the Repair option is selected, then the infected files are repaired and if they cannot be repaired, the infected files are deleted.
 - **Delete:** If the Delete option is selected, then the infected files are removed.
 - **Skip:** If the Skip option is selected, then no action is taken on the infected files.
-

To know about how to configure Scan Settings, see [Configuring Scan Settings](#) in Chapter 5, “Antivirus Mobile Security Settings”.

- **Virus Protection:** Helps you enable or disable Virus Protection.

To know about how to configure Virus Protection, see [Configuring Virus Protection](#) in Chapter 5, “Antivirus Mobile Security Settings”.

- **Virus Protection Settings:** Helps you configure the action to be taken when virus is found by Virus Protection such as Repair, Delete, or Skip.

To know about how to configure Virus Protection Settings, see [Configuring Virus Protection Settings](#) in Chapter 5, “Antivirus Mobile Security Settings”.

- **Quarantine:** Helps you enable or disable the Delete Quarantine files feature and configure the frequency when the quarantined files should be deleted.

To know about how to configure Quarantine, see [Configuring Quarantine](#) in Chapter 5, “Antivirus Mobile Security Settings”.

Accessing SMS Blocking

With the SMS Blocking feature, you can enable scanning SMS for virus, block SMS spam, and configure the SMS spam protection settings.

The SMS Blocking feature includes the following:

Enabling SMS Scan

The Enable SMS Scan feature helps you scan all the incoming messages (SMS) automatically. It is recommended that you always keep the Enable SMS Scan

feature enabled so that all SMS are scanned. By default it is always enabled, however, you can disable the feature if required so.

To enable SMS Scan, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **SMS Blocking**.
The SMS Blocking screen appears.
4. Switch **Enable SMS Scan** to **On**.

NOTE If you disable the Enable SMS Scan feature, SMS will not be scanned for viruses and spams.

Configuring SMS Spam

With the Configure SMS Spam feature, you can configure the protection settings for all incoming messages (SMS). It is recommended that you configure the SMS Spam feature so you do not receive any unwanted messages.

To configure SMS Spam protection setting, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **SMS Blocking**.
The SMS Blocking screen appears.
Check whether Configure SMS Spam is enabled. Switch Block SMS Spam to On to enable Configure SMS Spam, if disabled.
4. Tap **Configure SMS Spam**.
Tapping Configure SMS Spam redirects you to the SMS Blocking feature.
To know about how to configure SMS Blocking, see [SMS Blocking](#) in Chapter 5, “Antivirus Mobile Security Settings”.

Accessing Call Blocking

With the Call Blocking feature, you can configure various settings for blocking the calls that you want on your mobile.

The Call Blocking feature includes the following:

Enabling Call Blocking

With the Enable Call Blocking feature, you can apply the settings for blocking the calls that you set for the Configure Black List, Block calls from Non-Contacts, and Notification features.

To configure Enable Call Blocking, follow these steps:

1. Go to **Antivirus Mobile Security**.

2. In the menu, tap **Settings**.

The Settings screen appears.

3. Tap **Call Blocking**.

The Call Blocking screen appears.

4. Switch **Enable Call Blocking** to **On**.

The Configure Black List, Block calls from Non-Contacts, and Notification features are enabled.

NOTE If you disable the Call Block feature, no settings for blocking calls will be applied.

Creating Black List

With Configure Black List, you can create a black list of contact/non-contact numbers that you want to block. You will not get any call from the contact/non-contact numbers that you add to the black list. However you can remove any contact/non-contact numbers from the black list anytime if you want so.

To configure Black List, follow these steps:

1. Go to **Antivirus Mobile Security**.

2. In the menu, tap **Settings**.

The Settings screen appears.

3. Tap **Call Blocking**.

The Call Blocking screen appears.

Check whether Configure Black List is enabled. If Configure Black List is disabled, you first need to enable Call Blocking.

To know about how to enable Call Blocking, see [Enable Call Blocking](#) in the preceding section.

4. Tap **Configure Black List**.

The Black List configuration screen appears where you can add contact/non-contact numbers to or remove contact/non-contact numbers from the Black List.

To know about how to add contact/non-contact numbers to the Black List, see [Adding contacts to Black List](#) in Chapter 5, “Antivirus Mobile Security Settings”.

To know about how to remove contact/non-contact numbers from the Black List, see [Removing contacts from Black List](#) in Chapter 5, “Antivirus Mobile Security Settings”.

Enabling Block calls from Non-Contacts

With the Block calls from Non-Contacts feature, you can block calls from all non-contact numbers. Non-contacts numbers are those numbers which are not stored in your phone directory. If you enable this feature, you will not get any call from all non-contact numbers.

To configure Block calls from Non-Contacts, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **Call Blocking**.
The Call Blocking screen appears.
4. Switch **Block calls from Non-Contacts** to **On**.

Calls from all non-contacts are blocked.

NOTE If the Block calls from Non-Contacts is disabled, calls from non-contacts will not be blocked.

Enabling Notification

With the Notification feature, you can receive notification about whether you got a call from any of the blocked contacts/non-contacts numbers on the Home screen of your mobile. Notification on the Home screen helps you track who called you and how often.

To configure Notification, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **Call Blocking**.

The Call Blocking screen appears.

4. Switch **Notification** to **On**.

You will receive notification on the Home screen whenever you get a call from blocked contacts/non-contacts numbers instantly.

NOTE If the Notification feature is disabled, you do not get any notification about who called you from the blocked contacts/non-contacts numbers on the Home screen. However to know whether you got any calls from blocked contacts/non-contacts numbers you can check it in the Reports generated for Blocked Calls.

Accessing Anti-Theft

With the Anti-Theft feature, you can configure the protection settings for your mobile device and data and content stored in your mobile in case of theft or lost. It is recommended that you always keep the Anti-Theft feature configured so that you can protect the valuable data and content stored in your mobile from unauthorized access, block the mobile to make it useless for whoever gets it, and track the location which may help you get your mobile back.

Tapping the Anti-Theft feature redirects you to the Anti-Theft configuration option.

To know about how to configure Anti-Theft, see [Enabling Anti-Theft](#) in Chapter 5, “Antivirus Mobile Security Settings”.

Accessing General Settings

With the General Settings feature, you can configure the following:

Configuring Password Protection

With the Password Protection feature, you can set password for accessing Antivirus Mobile Security settings. Password Protection helps you restrict any unauthorized person to use or configure Antivirus Mobile Security settings. You are recommended to always keep password protection configured to ensure security to Antivirus Mobile Security settings.

To configure Password Protection, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **General Settings**.

The General Settings screen appears.

4. Tap **Password Protection**.

The Configure Password screen appears.

5. Enter password in the **Password** text box.

6. Re-enter the same password in the **Confirm Password** text box to confirm.

A password verification message appears if your password is confirmed.

7. Tap **Save**.

Antivirus Mobile Security settings are password protected now.

-
- NOTE**
- **Password Protection:** As soon as you configure the password protection feature, the password protection is enabled on your mobile and a new option Password Protection for changing the password is added.
 - **Disabling Password Protection:** You can disable your Password Protection whenever required so. However you are recommended to always keep Password Protection enabled. If you disable Password Protection, then Password Protection option for changing the password is disabled.
 - **Re-set your current password:** You can re-set your password through Password Protection option whenever you require so following the same procedures as you did when configuring the password protection.
-

Configuring Internet Settings

With the Internet Settings feature, you can configure the settings for Internet connection that supports Antivirus Mobile Security settings depending on the availability of Internet connection such as **Any available network**, **Wi-Fi Only**, and **Mobile Networks Only**.

To configure Internet Settings, follow these steps:

1. Go to **Antivirus Mobile Security**.

2. In the menu, tap **Settings**.

The Settings screen appears.

3. Tap **General Settings**.

The General Settings screen appears.

4. Tap **Internet Settings**.

The Internet Settings screen appears.

5. Select an option from **Any available network**, **Wi-Fi Only**, and **Mobile Networks Only** as per your preference.

Your option is saved.

Configuring Report Settings

With the Report Settings feature, you can configure the frequency for removing reports from the Report list. The reports are created on all activities performed for various features as configured on your mobile.

To configure Report Settings, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **General Settings**.
The General Settings screen appears.
4. Tap **Report Settings**.
The Report Settings screen appears.
5. Set the frequency after which the reports are to be deleted.
*The options such as **After 7 Days**, **After 30 Days**, and **After 45 Days** are available for deleting reports.*
6. Tap **Save** to save your configuration.

NOTE By default After 30 days is set, which you can change as required.

Configuring Notification Icon Settings

With Notification Icon Settings, you can enable constant ongoing notification. When you enable this option a separate constant ongoing notification is added to the message box with the Antivirus Mobile Security icon to differentiate from other messages. To see Dashboard situation in the message box, you can tap the constant ongoing notification. This constant ongoing notification displays Dashboard situation.

This notification can be set only if your license copy gets activated and automatically disappears once your license gets expired.

To enable Notification Icon Settings, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **General Settings**.
The General Settings screen appears.

4. Switch **Notification Icon Settings** to **On**.

Your setting is saved.

Tools

With the Tools feature, you can view and configure the setting for the Quarantine files. The files which are suspicious of threats are placed in the Quarantine folder. You can view all the quarantined files and take an appropriate action such as you can remove the quarantined files if you are sure they are suspicious or restore them if you are sure they are genuine files.

You can also set the frequency after how many days the Quarantine files should be deleted automatically. By default **30 Days** is set for deleting the quarantined files, which you can change from the options such as **7 Days**, **30 Days**, **45 Days**.

Removing Quarantine files

To remove the quarantined files, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Tools**.
3. Tap **Quarantine**.

All the Quarantined files are displayed with the relevant information such as file name, file path, date and time when the file was quarantined, and the type of virus found in the file.

4. Tap the **Select All** option and tap **Remove** to remove the files.

Alternatively, you can manually select the individual files and remove them.

NOTE Once the files are removed, they cannot be retrieved.

Restoring Quarantine files

To restore the quarantined files, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Tools**.
3. Tap **Quarantine**.

All the Quarantined files are displayed with the relevant information such as file name, file path, date and time when the file was quarantined, and the type of virus found in the file.

4. Tap the **Select All** option and tap **Restore** to restore the file.

Alternatively, you can manually select the individual files and restore them.

NOTE If you restore the files, the files move to their original location.

Reports

With the Reports feature, you can view reports of all blocked calls, blocked SMS, Anti-Theft, scans, and virus protection.

The Reports feature includes reports of the following:

- **Blocked SMS Report:** Displays a report of all blocked SMS.
- **Blocked Calls Report:** Displays a report of all blocked calls. For every entry of a blocked call, there is a list of last 10 calls, date, and time details.
- **Anti-Theft Report:** Displays a report of the Anti-Theft feature such as if the mobile was ever blocked on SIM change, the mobile was locked remotely, or the data was ever wiped.
- **Scan Report:** Displays the scan report with information of threats found, location and action taken.
- **Virus Protection Report:** Displays the Virus Protection report with information of threats found, location and action taken.

Viewing Reports

To view Reports, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Reports**.
The Reports screen appears.
3. On the Reports screen, select the option for which you want to view the report. You can also delete the reports manually if required.

Help

With the Help feature, you can access the Help topics whenever you want to know about how to use and configure the Antivirus Mobile Security features, how to seek support from Antivirus Technologies Pvt. Ltd., how to deactivate or renew the product, and see the license details of the product.

The Help feature includes the following:

- **Help:** Helps you access the in-built Help topics irrespective whether you are connected to the Internet or not. Tapping the Help feature, redirects you to the Help page where you can find topics that describe the features of the product and how to use them.
- **Support:** Helps you seek support from the Customer Care of Antivirus Technologies Pvt. Ltd. whenever you face problems regarding the product or its features. Support has three options, Visit FAQ, Web Support, and Contact Us.

-
- NOTE
- **Visit FAQ:** FAQ includes the queries which are frequently raised by the users and their answers are already available. We recommend you to check with our FAQ at least once before you resort to our Customer Care support if you have any query. It may be possible that you get an answer to your query in FAQ.
 - **Web Support:** Helps you redirect to a website where you can place your queries.
 - **Contact Us:** Helps you send an email or make a phone call if you need support on urgent basis.
-

- **Deactivate:** Helps you deactivate the product.
- **About:** Helps you see the license details, version, and validity of the product.

Accessing the Help options

To access the Help feature, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Help**.
The Help screen appears.
3. Select an option that you want to see.

Antivirus Mobile Security Settings

Antivirus Mobile Security with easy user interface is designed to simplify the task of securing your mobile. The Antivirus Mobile Security features can be easily configured and re-configured as per your requirement. Dashboard which you can access from the Home screen serves as the interface to all the features of Antivirus Mobile Security.

The Antivirus Mobile Security settings are described as follows:

<i>Scan Settings</i>	29
<i>SMS Blocking</i>	32
<i>Call Blocking</i>	36
<i>Anti-Theft</i>	38

Scan Settings

The Scan Settings options include the following:

Configuring Scan Settings

With the Scan Settings option, you can configure an option for the action to be taken when a virus is found in a file upon scanning your mobile. The actions include Repair, Delete, or Skip which helps you keep your mobile clean and protected.

To configure Scan Settings, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **Scan Settings**.
The Scan Settings screen appears.
4. Tap **Scan Settings**.
The Scan Settings screen with options for actions appears.
5. Select an action to perform when a virus is found from the options such as **Repair, Delete, Skip** as you prefer.
The action on virus, if found, will be taken based on the option you set here.
6. Tap **Done** to finish the configuration successfully.
For related information, see [Scan Settings](#) in Chapter 5, “Antivirus Mobile Security Settings”.

Configuring Virus Protection

With the Virus Protection option, you can enable or disable Virus Protection as per your requirement. It is recommended that you always keep this option enabled so that Virus Protection is active and your mobile is scanned for viruses automatically whenever a new file is received in your mobile and you need not to scan manually. By default Virus Protection is enabled, however, you can disable it as per your preference.

To configure Virus Protection, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **Scan Settings**.
The Scan Settings screen appears.
4. Switch **Virus Protection** to **On** or **Off** as you prefer.
*A confirmation screen appears if you want to set it **Off**. No confirmation screen appears if you set it **On** as this is the default setting.*
5. Tap **Yes** to confirm the setting to **Off**.
Your setting is saved successfully.
If you set Virus Protection to Off, the Virus Protection setting is disabled, which means Virus Protection will not scan any files that your mobile receives.

Configuring Virus Protection Settings

With the Virus Protection Settings option, you can configure an option for the action to be taken when a virus is found in a file. The actions include Repair, Delete, or Skip which helps you keep your mobile clean and protected.

To configure Virus Protection Settings, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **Scan Settings**.
The Scan Settings screen appears.
*Check whether Virus Protection Settings is enabled. To enable Virus Protection Settings, you first need to set Virus Protection **On**.*
To know about how to enable Virus Protection, see [Configuring Virus Protection](#) in the preceding section.
4. Tap **Virus Protection Settings**.
5. Select one of the options from **Repair**, **Delete**, **Skip** as you prefer.
The action on virus, if found, will be taken based on the option you set here.
6. Tap **Done** to finish the configuration successfully.

Configuring Quarantine

With the Quarantine feature, you can set the frequency after which the quarantined files should be deleted. By default 30 Days is set for Quarantine files, however, you can configure the frequency as you prefer from the options such as 7 days, 30 days or 45 days.

To configure Quarantine, follow these steps:

1. Go to **Antivirus Mobile Security**.

2. In the menu, tap **Settings**.

The Settings screen appears.

3. Tap **Scan Settings**.

The Scan Settings screen appears.

4. Tap **Quarantine**.

5. Switch **Delete Quarantine files** to **On** to enable this feature.

*If **Delete Quarantine files** is set to **Off**, the frequency option is disabled and you cannot set the frequency.*

6. Select the frequency option after which the quarantined files should be deleted from the Quarantine folder.

*The frequency options for deleting files are **After 7 days**, **After 30 days** or **After 45 days**.*

7. Tap **Done** to save your setting successfully.

-
- NOTE
- Repair: If the Repair option is selected, then the infected files are repaired and if they cannot be repaired, the infected files are deleted.
 - Delete: If the Delete option is selected, all infected files are deleted.
 - Skip: If the Skip option is selected, all infected files are skipped and no action such as Repair or Delete is taken.
-

SMS Blocking

With the SMS Blocking feature, you can block all unwanted messages (SMS) such as news, advertisements, marketing messages, and even offensive texts and decide only who can send you messages. Using the SMS Blocking feature you can block messages from all non-contact numbers, all contact numbers, and/or non-numeric numbers. You can also create a black list of contacts to block messages from or a white list of contacts to allow the added contact numbers to send you messages. The black list and the white list may include the contacts that are either in your phone directory or not.

Configuring SMS Blocking

To configure SMS Blocking, follow these steps:

1. Go to **Antivirus Mobile Security**.

2. In the menu, tap **Settings**.

The Settings screen appears.

3. Tap **SMS Blocking**.

The SMS Blocking screen appears.

4. Switch **Block SMS Spam** to **On** to enable the Configure SMS Spam feature.

5. Tap **Configure SMS Spam**.

The Configure SMS Spam screen with various SMS blocking options appears. Select your option from any of the following:

- Block SMS from Contacts: Switch **Block SMS from Contacts** to **On** to block messages from all the contact numbers that are stored in your phone directory.
- Block SMS from Non-Contacts: Switch **Block SMS from Non-Contacts** to **On** to block messages from all the non-contact numbers—the numbers which are not stored in your phone directory.
- Block SMS from Non-Numeric Sender: Switch **Block SMS from Non-Numeric Sender** to **On** to block messages from all the non-numeric senders.
- Configure Black List: Helps you create a black list of contact/non-contact numbers to block SMS from such numbers.
- Configure White List: Helps you create a white list of contact/non-contact numbers to allow SMS from such numbers.
- Notification: Switch **Notification** to **On** to receive notification on the Home screen about whether you got SMS from blocked numbers.

Adding contacts to Black List

To add a contact to Black List for blocking SMS, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **SMS Blocking**.
The SMS Blocking screen appears.
Check whether Configure SMS Spam is enabled.
4. Switch **Block SMS Spam** to **On** to enable the Configure SMS Spam feature, if disabled.
5. Tap **Configure SMS Spam**.
The Configure SMS Spam screen with various options appears.
6. Tap **Configure Black List**.
The Black List screen appears.
7. Tap **Add to Black List**.
8. Tap the **Contacts** button to add a contact from the phone directory, or you can enter a number directly in the Black List text box.
*If you want to block calls also from that number, check the **Add To Call Black List** option.*
9. Tap **Save**.
The contact is saved in the Black List successfully.

Removing contacts from Black List

To remove a contact from the Black List, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **SMS Blocking**.
The SMS Blocking screen appears.
Check whether Configure SMS Spam is enabled.
4. Switch **Block SMS Spam** to **On** to enable the Configure SMS Spam feature, if disabled.
5. Tap **Configure SMS Spam**.
The Configure SMS Spam screen with various options appears.

6. Tap **Configure Black List**.

*The Black List screen with menu items **Add to Black List** and **Remove** appears.*

7. Tap **Remove**.

8. Select the numbers that you want to remove. You can select all numbers by tapping the **Select All** option, or select any individual numbers.

9. Tap **Remove**.

A confirmation screen appears.

10. Tap **Remove** on the confirmation screen. Or you can cancel action for removing the selected number(s) by tapping the **Cancel** button.

The selected numbers are removed from the Black List successfully.

Adding contacts to White List

To add contacts to White List for allowing SMS, follow these steps:

1. Go to **Antivirus Mobile Security**.

2. In the menu, tap **Settings**.

The Settings screen appears.

3. Tap **SMS Blocking**.

The SMS Blocking screen appears.

Check whether Configure SMS Spam is enabled.

4. Switch **Block SMS Spam** to **On** to enable the Configure SMS Spam feature, if disabled.

5. Tap **Configure SMS Spam**.

The Configure SMS Spam screen with various options appears.

6. Tap **Configure White List**.

The White List screen appears.

7. Tap **Add to White List**.

8. Tap the **Contacts** button to add a contact from the phone directory, or you can enter a number directly in the White List text box.

NOTE If you try to add a number in White List that already exists in the Black List, a message about it appears. You cannot enter the same number in both the Black List and the White List.

9. Tap **Save**.

The contact is saved in the White List successfully.

Removing contacts from White List

To remove contact/non-contact numbers from the White List, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **SMS Blocking**.
The SMS Blocking screen appears.
Check whether Configure SMS Spam is enabled.
4. Switch **Block SMS Spam** to **On** to enable the Configure SMS Spam feature, if disabled.
5. Tap **Configure SMS Spam**.
The Configure SMS Spam screen with various options appears.
6. Tap **Configure White List**.
*The White List screen with menu items **Add to White List** and **Remove** appears.*
7. Tap **Remove**.
8. Select the numbers that you want to remove. You can select all numbers by tapping the **Select All** option, or select any individual numbers.
9. Tap **Remove**.
A confirmation screen appears.
10. Tap **Remove** on the confirmation screen. Or you can cancel action for removing the selected number(s) by tapping the **Cancel** button.
The selected numbers are removed from the White List successfully.

Call Blocking

With the Call Blocking feature, you can block all unwanted calls that you do not want and decide who can call you. Using the Call Blocking feature, you can block calls from all non-contact numbers from calling on your mobile phone. You can also create a black list of specific contacts to block them. The black list may include the contacts that are either in your phone directory or not.

Configuring Call Blocking

To configure Call Blocking, follow these steps:

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

The Settings screen appears.

3. Tap **Call Blocking**.

The Call Blocking screen with the following call blocking options appears.

- **Enable Call Blocking:** Switch **Enable Call Blocking** to **On** to enable the Configure Black List, Block calls from Non-Contacts, and Notification features.
- **Configure Black List:** Helps you create a black list of contact/non-contact numbers to block calls from such numbers.
- **Block calls from Non-Contacts:** Switch **Block calls from Non-Contacts** to **On** to block calls from all the non-contact numbers—the numbers which are not stored in your phone directory.
- **Notification:** Switch **Notification** to **On** to receive notification on the Home screen about whether you got a call from any of the blocked numbers.

NOTE If the Call Blocking feature does not work properly in BlackBerry OS 6, see the following section to configure Call Blocking.

Additional setting for configuring Call Blocking for BlackBerry OS 6

1. Tap **Sound and Alert Profiles** from the Home screen.
2. In the Select a Profile list, tap **Change Sounds and Alerts**.
3. In the Change Sounds and Alerts list, tap **Profile Management**.
4. In the Profile Management list, tap your current profile.
For example Normal is considered here as the current profile.
5. In the profile details list for Normal, tap **Other Applications – Notifiers** to expand and then tap **Antivirus Call Block**.
6. Do the following:
 - Set **Volume** under Notifier Tone to **Silent**.
 - Set **LED** under Visual Alerts to **Off**.
 - Set **Vibration** under Tactile Alerts to **Off**.
7. Click the Menu button and tap Save to save your settings.
8. Repeat the same settings for all the profiles in Profile Management in the same way.

Adding contacts to Black List

To add a contact number to the Black List for blocking calls, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. In the menu, tap **Settings**.
The Settings screen appears.
3. Tap **Call Blocking**.
The Call Blocking screen appears.
Check whether Configure Black List is enabled.
4. Switch **Enable Call Blocking** to **On** to enable the Configure Black List feature, if disabled.
5. Tap **Configure Black List**.
The Black List screen appears.
6. Tap **Add to Black List**.
7. Tap the **Contacts** button to add a contact from the phone directory, or you can enter a number directly in the Black List text box.
8. If you want to block SMS also from that number, check the **Add To SMS Black List** option.

9. Tap **Save**.

The contact is saved in the Black List successfully.

Removing contacts from Black List

To remove a contact number from the Black List, follow these steps:

1. Go to **Antivirus Mobile Security**.

2. In the menu, tap **Settings**.

The Settings screen appears.

3. Tap **Call Blocking**.

The Call Blocking screen appears.

Check whether Configure Black List is enabled.

4. Switch **Enable Call Blocking** to **On** to enable the Configure Black List feature, if disabled.

5. Tap **Configure Black List**.

*The Black List screen with menu items **Add to Black List** and **Remove** appears.*

6. Tap **Remove**.

7. Select the numbers that you want to remove. You can select all numbers by tapping the **Select All** option, or select any individual numbers.

8. Tap **Remove**.

A confirmation screen appears.

9. On the confirmation screen, Tap **Remove**. Or you can cancel action for removing the selected number(s) by tapping the **Cancel** button

The selected numbers are removed from the Black List successfully.

Anti-Theft

The mobile phone is an important device now-a-days which you use not only for calling the people but also you store contacts of important people and business, confidential data, and access the Internet irrespective wherever you are.

The Anti-Theft feature protects your valuable data and content stored in the mobile from unauthorized access when your mobile phone is lost or stolen. Using Anti-Theft, you can remotely block the mobile, remotely wipe the confidential data and content, track SIM card change, and determine the geographical location of the mobile if your mobile is lost or stolen.

Importantly when you remotely block the mobile or SIM card is changed an owner comment is displayed on your blocked screen of the lost mobile with the alternate contact number (Contact Owner) so that the person who finds your

mobile can contact you and give it back to you. A message to the authorized owner is also sent to the alternate contact number when SIM card is changed with the new SIM mobile number being used in your lost mobile.

Enabling Anti-Theft

To use the Anti-Theft feature, you first need to enable Anti-Theft in Antivirus Mobile Security.

To enable Anti-Theft, follow these steps:

1. Go to **Antivirus Mobile Security**.
2. On Dashboard, tap **Anti-Theft**. Alternatively, you can tap **Anti-Theft** from **Settings** in the menu.

*The **Enable Anti-Theft in just 3 steps** screen appears.*

3. Tap **Setup Anti-Theft**.

Step 1: Configure secret code screen appears.

4. Enter a secret code in the **Secret Code** text box, and re-enter the same secret code in the **Confirm Secret Code** text box to confirm.

The secret code should be between 6 to 20 characters only. If the secret code is confirmed, a verification message appears.

5. Tap **Next**.

Step 2: Security Questions screen appears.

6. Choose two Security Questions of your choice. Enter appropriate answers to your choices.

You are recommended to memorize the answers to the security questions. In case you forget secret code, security questions will help you reset the secret code.

7. Tap **Next**.

Step 3: Alternate Contact screen appears.

8. Tap the **Contacts** button to enter a contact number in the **Alternate Contact number** text box, or you can enter a contact/Non-contact number by typing in the text box.

An alternate contact number may be your own another number or of someone you rely on.

9. Tap **Save**.

The Anti-Theft enabled successfully message appears.

*Tap **OK** to finish the Anti-Theft setting or you can tap **View Demo** to see the blocked screen of the mobile device. This demo appears for ten seconds only and disappears thereafter automatically.*

A screen with all Anti-Theft features that are applied on your mobile appears.

-
- NOTE
- Alternate contact number (Contact Owner) is displayed on the screen of the blocked mobile device along with the owner comment when your mobile is lost which helps the person who finds the mobile give it back to you.
 - When the SIM card of your lost mobile is changed, you get an instant message on the same alternate contact number that you configured in the Anti-Theft feature. This message gives you information about the new mobile number that may be using your device.
 - All contacts, selected folders, pictures, and emails stored in the mobile are wiped if you remove the data through the Remote Data Wipe feature based on the settings you had pre-defined.
 - You can remotely lock the phone, remotely wipe the data and get the phone location by just sending the following messages from any mobile to your lost mobile.
 - To remotely lock the mobile, send:
BLOCK antitheft_secret_code
 - To remotely unblock the mobile, send:
UNBLOCK antitheft_secret_code
 - To get mobile location, send:
TRACE antitheft_secret_code
 - To remotely wipe data, send:
WIPE antitheft_secret_code
-

Anti-Theft Features

Once Anti-Theft is enabled, you can use the following Anti-Theft features.

- **Block on SIM Change:** Enable **Block on SIM Change** to block the mobile when SIM is changed. If this option is enabled, then the mobile will be automatically blocked if SIM is changed. This is very useful when your mobile is lost or stolen.
- **Notify SIM Change:** Set a contact number here to notify you in case your SIM is changed when your mobile is lost or stolen. You can set up to two contacts for notifying you.
- **Mobile Device Locator:** Helps you track the location of your mobile when it is lost or stolen. To trace the mobile location, you have to send an SMS to your mobile number. However the SMS should have an action command and your secret code with a space in between.
- **Lock Device Remotely:** Helps you remotely lock the mobile device when it is lost or stolen. To lock the mobile, you have to send an SMS to your mobile number. However the SMS should have an action command and your secret code with a space in between.
- **Wipe Data Remotely:** Helps you remotely wipe the data stored in the mobile. To wipe the data, you have to send an SMS to your mobile number. However the SMS should have an action command and your secret code with a space in between. Always keep this option enabled to use this feature.
- **Secret Code:** Helps you reset your secret code if required.
- **Security Questions:** Helps you reset security questions when required.
- **Message on Blocked Device:** This message is displayed when the mobile is blocked due to any reason. By default a message is written however you can write your own message using this option.
- **Number on Blocked Device:** Set a contact number in this option. This number is displayed on the screen of the blocked mobile so that the person who finds the mobile can contact you and give your mobile back.

Unblocking the mobile

In case your mobile phone is lost and you blocked it and then you got it back, or it gets blocked due to SIM change, or you locked it by mistake, then a message **Phone is blocked** is displayed on the mobile screen and you cannot use the mobile. To use the mobile you need to unblock it.

To unblock the mobile, following these steps:

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

Your mobile is unblocked successfully.

In case you forget the **Secret Code**, you can still unblock the mobile and set new secret code. You can unblock the mobile in any of the following ways:

Unblocking using the Forgot Code option

1. On the mobile screen, tap **Unblock**.
2. Tap **Forgot Code?**

The Answer Security Questions screen appears. Those questions appear that you set while configuring Anti-Theft.

3. Enter answers to the security questions.

The answers should be valid in order to unblock the mobile.

4. Tap **Submit**.

The Change Secret Code screen appears.

5. Enter a new secret code in the **Secret Code** text box and re-enter the same secret code in the **Confirm Secret Code** text box to confirm.

The Secret code verified! message is displayed if the secret code is verified successfully.

6. Tap **Save**.

Your mobile is unblocked successfully and new secret code is saved.

Unblocking using the recovery code option

1. On the mobile screen, tap **Unblock**.
2. Tap **Unlock using recovery code**.

The Unblock Phone screen with a link to the webpage appears.

3. Tap the **link** that appears to obtain the recovery code.

A Get Recovery Code webpage appears.

4. Enter the product key and email address in the **Product Key** and **Email Address** text boxes that you used during activation.

A recovery code is sent to your email ID.

5. Enter the recovery code in the text box on the **Unblock Phone** screen.
6. Tap **Submit**.
The Reset Secret Code screen appears.
7. Enter a new secret code in the **Secret Code** text box and re-enter the same secret code in the **Confirm Secret Code** to confirm.
8. Tap **Next**.
The Change Security Questions screen appears.
9. Select your questions and answers in the **Choose Questions** and **Answers** text boxes respectively.
10. Tap **Save**.
Your mobile is unblocked successfully. Your new secret code and security questions are also saved.

Unblocking using the Forgot Answers to Security Questions? option

In case you forget the answers to security questions, you can still unblock the mobile and reset the secret code and security questions in the following ways:

1. On the mobile screen, tap **Unblock**.
2. Tap **Forgot Code?**
3. Enter answers to the security questions.
4. Tap **Submit**.
*If the answers to the security questions are wrong, then the Invalid Information screen appears and two buttons **OK** and **Forgot Answers?** appear.*
5. Tap **Forgot Answers?**
The Unblock Phone screen appears with a link to the webpage.
6. Tap the **link** that appears to obtain the recovery code.
A Get Recovery Code webpage appears.
7. Enter the product key and email address in the **Product Key** and **Email Address** text boxes that you used during activation.
A recovery code is sent to your email ID.
8. Enter the recovery code in the text box on the **Unblock Phone** screen.
9. Tap **Submit**.
The Reset Secret Code screen appears.
10. Enter a new secret code in the **Secret Code** text box and re-enter the same secret code in the **Confirm Secret Code** to confirm.
11. Tap **Next**.

The Change Security Questions screen appears.

12. Choose **Questions** and **Answers**.

13. Tap **Save**.

Your mobile is unblocked successfully. Your new secret code and security questions are also saved.

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