

eScanTM

Anti-Virus & Content Security

**eScan Mobile Security
for Android**

User Guide

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Introduction

eScan Mobile Security solution is specifically designed for Android devices. It helps you secure and protect your smart phones and tablet computers against viruses, malware's, trojans, and secures your confidential data.

It enables you to white list/black list contacts and messages, backup/restore contacts and messages, block applications and websites, which ensures security to your device.

eScan Tablet Security can work on Tablet as well as on Smart phones. If you have SIM on your Tablet and want to have Call and SMS filter and Backup feature you can install eScan Mobile Security product on your Tablet.

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Purpose of This Document

The purpose of this document is to guide you through the installation process and how to get started with the application. It provides you information on the user interface, features, and detailed procedural steps on how to access the application menus.

Audience

This document is intended for Android users.

Conventions Used

Convention	Description
 Note	It indicates the special instructions, which can be useful in addition to the current information.
Bold	It indicates name of the user interface like options, buttons, screens, dialog boxes, file extensions, and so on.
Hypertext Blue	It indicates link to a topic or to a website.

System Requirements

Prior to installation your device must meet the following criteria:

- **Operating System:** Android 2.2 and above
- **Minimum Disk Space :** 2.4 MB
- **Others:** Internet connection

Installation/Uninstallation Process

This section provides you information on how to download and install/uninstall eScan Mobile Security for Android on your device.

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- [Downloading eScan Mobile Security for Android](#)
- [Installing eScan Mobile Security for Android](#)
 - [Installing from Memory Card](#)
 - [Installing from Online](#)
 - [Installing from CD/DVD-ROM/USB/Flash drive](#)
 - [Installing from PC to Device](#)
- [Uninstalling eScan Mobile Security for Android](#)

Downloading eScan Mobile Security for Android

eScan provides you the following ways of downloading eScan Mobile Security application:

- Clicking <http://download1.mwti.net/download/escan/android/escantmo.apk> link
- By searching for “eScan Mobile Security” from Android market service

Installing eScan Mobile Security for Android

Installing eScan Mobile Security is very simple. You can download and install from any of the following methods –

- [Installing from Memory Card](#)
- [Installing from Online](#)
- [Installing from CD/DVD-ROM/USB/Flash drive](#)
- [Installing from PC to Device](#)

Installing from Memory Card

eScan allows you to manually install eScan Mobile Security on your device. You need to first download the **.apk** extension file from our eScan www.escanav.com website by clicking the <http://download1.mwti.net/download/escan/android/escantmo.apk> link.

To install from memory card

1. Locate and click/tap the **eScan Antivirus.apk** file from your smart phone.
The **Do you want to install this application** dialog box appears. Refer Figure 1.



Figure 1

2. Click/tap the **Install** button.
The application successfully installed message appears. Refer Figure 2.

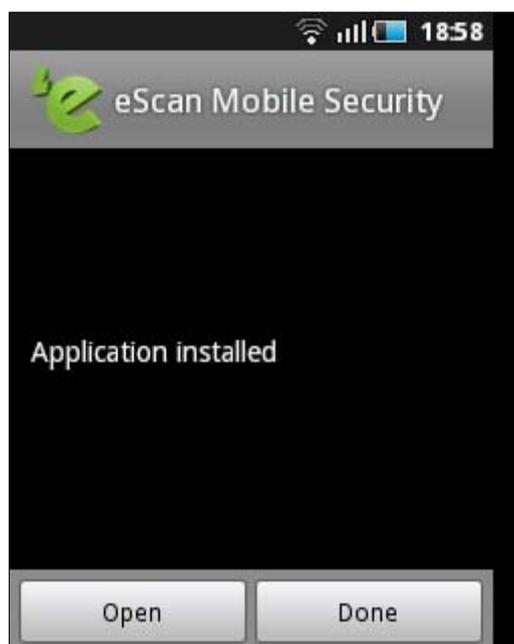


Figure 2

3. Click/tap the **Done** button to start the application later or click/tap the **Open** button to run the application.

Installing from Online

You can easily download and install eScan Mobile Security from Android market service, by simply entering “eScan Mobile Security” in the **Search** field or download the **.apk** file by clicking <http://download1.mwti.net/download/escan/android/escantmo.apk> link from the eScan www.escanav.com website.

After you download the **.apk** file, tap the file to start installation.

Installing from CD/DVD-ROM/USB/Flash Drive

After you insert/connect CD/DVD-ROM/USB/Flash drive into the drive, copy eScanxxx.**apk** file to your computer, and then transfer the **.apk** file by connecting your device to computer, and then tap the file to start installation.

Installing from PC to Device

Download **.apk** file either from Android market service or eScan www.escanav.com website, and then transfer the **.apk** file by connecting your device to computer, and then tap the file to start installation.

Uninstalling eScan Mobile Security for Android

Perform the following steps to uninstall the application:

To uninstall the application

1. Click/tap the device main menu.
A list of all menu's screen appears.
2. Click/tap the **Settings** menu.
The list of settings screen appears.
3. Click/tap the **Applications** option.
The **Applications Settings** screen appears.
4. Click/tap the **Manage applications** option.
The **Manage applications** screen appears.
5. Click/tap the **eScan Mobile Security**, and then click/tap the **Uninstall** button.
A confirmation message appears.



If you have parental control running you will be asked to enter password otherwise it will not ask for password while doing uninstallation.

6. Click the **OK** button.
The application successfully gets uninstall.

Registering and Activating the Application

You need to activate the application for using the eScan Mobile Security features. eScan provides you both online and offline activation as per your convenience. eScan facilitates you with two different methods of activating the product — Internet and SMS.

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- [Registering the License Key](#)
- [Entering the License Key](#)
- [Activating the License Key](#)
- [Activating through Internet](#)
- [Activating through SMS](#)
- [Registering and Activating the Trial Version](#)

Registering the License Key

eScan offers a single license for a single device. While purchasing the product online you need to provide a valid e-mail ID because the product license key is only sent to you on the mentioned e-mail ID or if you are purchasing product box, license key is already included in it.

After you have purchased and installed the eScan Mobile Security, you have to enter valid license key for registration. After registration, you can choose either Internet or SMS mode for activation, as per your convenience.

You have the following three options: Refer Figure 3.

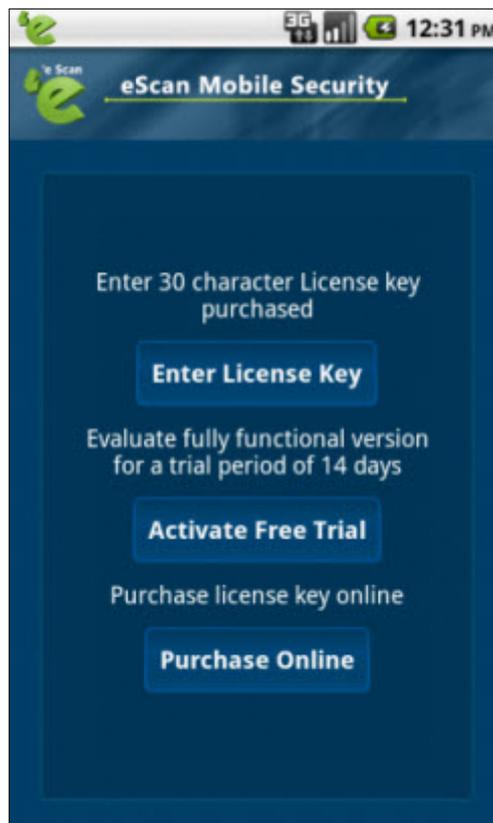


Figure 3

- **Enter License Key:** Click/tap this button, to apply the license key, which you receive from online purchasing or with the product box.
- **Activate Free Trial:** Click/tap this button, to use a trial version. The trial version is available for the period of 14 days, from the day of activation. On the **Registration Details** screen, fill up all the necessary details, and click/tap the **Activate Online** button, it automatically gets activated.

The SMS facility is not available for free trial, you can purchase only through online.

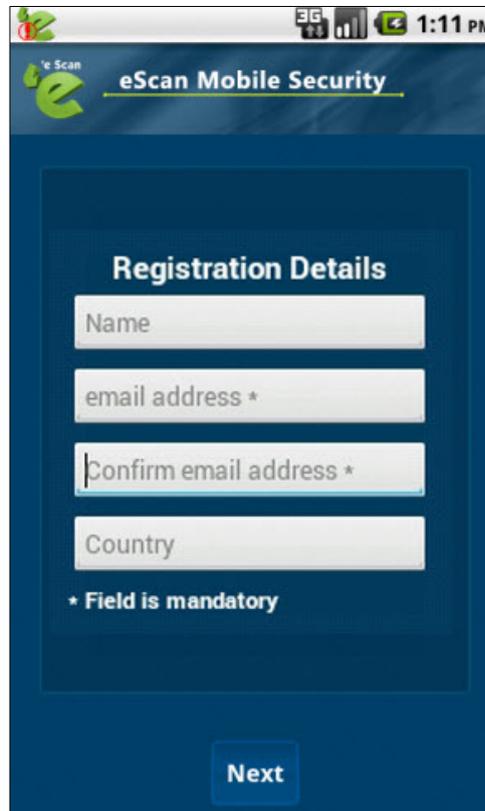
- **Purchase Online:** Click/tap this button, if you want to purchase the product online. You can download either from Android market service or eScan www.escanav.com website. After downloading, you can activate from internet or SMS.

Entering the License Key

Once you have received the license key, you need to enter license key for activating the product. The license key is a 30 character key, for example XXXX - XX

To enter the license key

1. Click/tap the **Enter License Key** button.
The **Registration Details** screen appears. Refer Figure 4 and Figure 5.



The screenshot shows a mobile application interface for 'eScan Mobile Security'. The screen is titled 'Registration Details' and contains four text input fields: 'Name', 'email address *', 'Confirm email address *', and 'Country'. A legend below the fields states '* Field is mandatory'. At the bottom of the screen, there is a blue button labeled 'Next'. The status bar at the top shows the time as 1:11 PM and various system icons.

Figure 4

Figure 5

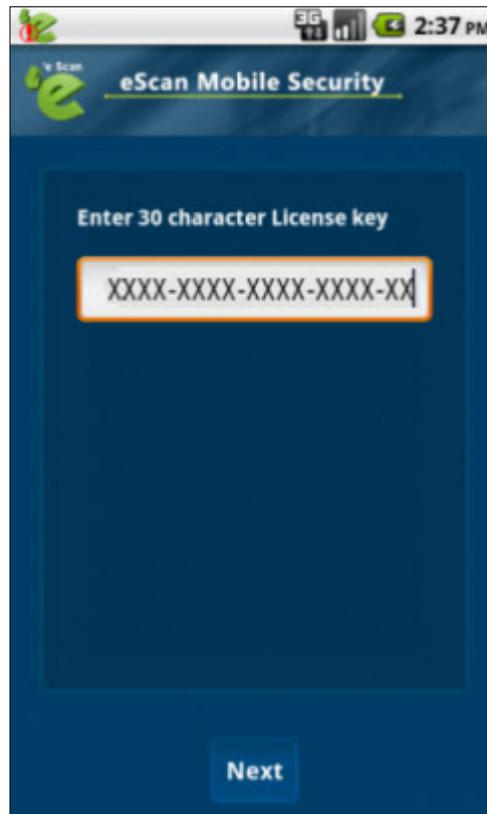
The screenshot shows a mobile application interface for 'eScan Mobile Security'. At the top, there's a status bar with '3G', signal strength, and the time '12:34 PM'. Below that is the app header with the eScan logo and the title 'eScan Mobile Security'. The main content area is a dark blue box with the title 'Registration Details'. It contains four white input fields with rounded corners. The first field contains 'abc', the second 'abc@escanav.com', the third 'abc@escanav.com', and the fourth 'India'. Below the fields is a note: '* Field is mandatory'. At the bottom center is a blue button labeled 'Next'.

2. Specify the following field details:

Field	Description
Name	It indicates the name on which you want to register. Type the name.
email address*	It indicates the e-mail ID of a registered user or any user. This is a mandatory field. You have to enter a valid e-mail ID as whenever you request for recover secret code an e-mail is sent to your e-mail address. Type the e-mail ID.
Confirm email address*	Re-type the e-mail ID for confirmation.
Country	Type the country name.

3. Click/tap the **Next** button.
The following screen appears. Refer Figure 6.

Figure 6



4. Type the 30 character license key in the **Enter 30 character License key** field, and then click/tap the **Next** button.
The **Activation Mode** screen appears. Refer Figure 7.

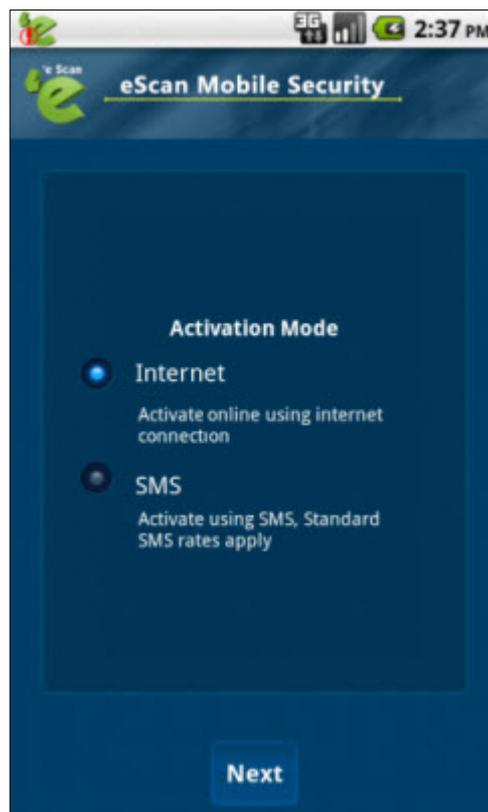


Figure 7

5. Click/tap an appropriate option.

- **Activation Mode:**

Internet: Click/tap this option if you want to do online activation. When you choose this option the product immediately gets activated.

SMS: Click/tap this option if you want to do offline activation. When you choose this option it takes at least 48 hours to get the product activate.

6. Click/tap the **Next** button.

The application successfully activated message appears.

Activating the License Key

You need to purchase the product online before registering the product, and it is only after successful registration that you can activate the product. You have two modes of activation — Internet and SMS. After purchasing and registration, you can choose whichever mode of activation you want as per your convenience.

If you are activating through internet, the product immediately gets activated and if you are activating through SMS it takes at least 48 hours to activate.

For more information on how to register and enter the license key, refer [Registering the License Key](#) and [Entering the License Key](#) section.

Activating through Internet

The eScan Mobile Security allows you to activate the product online. You need to have an active internet connection for activating online. After the product gets activated you can view the expiry date information in **About eScan** under **Additional** menu.

To activate through internet

1. On the **Activation Mode** screen, click/tap **Internet** option. By default, **Internet** is selected. Refer Figure 7.
2. Click/tap the **Next** button.
The application successfully activated message appears. You can see the expiry date of your registration under **About eScan**

Activating through SMS

The eScan Mobile Security also allows you to activate the product offline. You can activate through SMS, in case if you don't have internet connection. But, it is recommended to register through internet as it is a fastest, easiest, and cheapest way of activation. After the product gets activated you can view the expiry date information in **About eScan** under **Additional** menu.

To activate through SMS

1. On the **Activation Mode** screen, click/tap **SMS** option. By default, **Internet** is selected. Refer Figure 7.
2. Click/tap the **Next** button.
eScan sends you an activation code on your mobile and simultaneously activates the product. It takes at least 48 hours for activating. Once it is activated, you get a message of successful activation.



Registration through SMS charges you as per the subscriber's SMS standard rates.

Registering and Activating the Trial Version

It is mandatory to have an internet connection for activating the free trial version, as it is only possible through internet you cannot activate through SMS. Once you register the trial version it is fully functional for the period of 14 days, from the day of activation. After the product free trial gets activated you can view the expiry date information in **About eScan** under **Additional** menu and also view on top on the eScan Mobile Security's main screen with a **Register License** button.

To register and activate trial version

1. Click/tap the **Activate Free Trial** button.
The **Registration Details** screen appears. Refer Figure 3, Figure 4, and Figure 5
2. Specify the following field details:

Field	Description
Name	It indicates the name on which you want to register. Type the name.
email address*	It indicates the e-mail ID of a registered user or any user. This is a mandatory field. You have to enter a valid e-mail ID, as whenever you request for recover secret code an e-mail is sent to your e-mail address. Type the e-mail ID.
Confirm email address*	Re-type the e-mail ID for confirmation.
Country	Type the country name.

3. Click/tap the **Activate Online** button.
The trial version successfully registered message appears with the number of days it is active for, from the date of activation.

Getting Started

This section provides you information on how to start the application and gives you a brief idea on the graphical user interface.

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- [Setting the Secret Code](#)
- [Recovering the Password](#)
- [Starting Application](#)
- [Understanding the Graphical User Interface](#)
 - [eScan Mobile Security main screen](#)
 - [Status Icons](#)

Setting the Secret Code

At first-time installation, eScan Mobile Security asks you to set the secret code, which prevents you from unauthorized access to the applications. No one can access your applications or install/uninstall any applications without your permission. You can also change the secret code later from Additional Settings. For more information on how to change secret code, refer [changing the Secret Code](#) section.



The secret code should be minimum 4 and maximum 16 digits.

To set secret code

1. On the **Set a Secret Code** screen. Refer Figure 8.

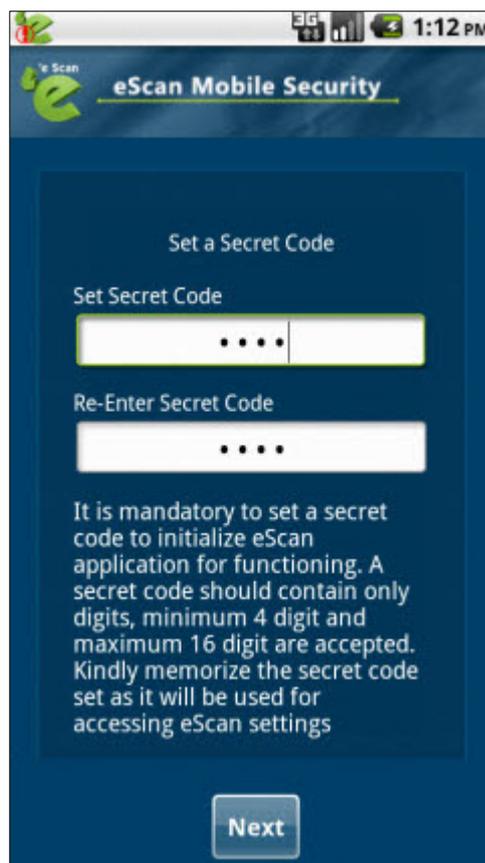


Figure 8

2. Type the eScan Mobile Security secret code in the **Set Secret Code** field.
3. Re-type the eScan Mobile Security secret code in the **Re-Enter Secret Code** field for confirmation, and then click/tap the **Next** button.
The **Registration Details** screen appears. Refer Figure 4 and Figure 5. For more information on how to register and activate the application, refer [Registering and Activating the Application](#) section.

Recovering the Password

The eScan Mobile Security allows you to recover your secret code in case, if you have forgotten or lost the secret code. You need to specify a valid e-mail ID in the registration details because recovery of secret code is sent to your e-mail address.

To recover password

1. On any of the secret code screen, press the MENU button of your device.
It displays a pop-up window at lower side of the screen. Refer Figure 9.

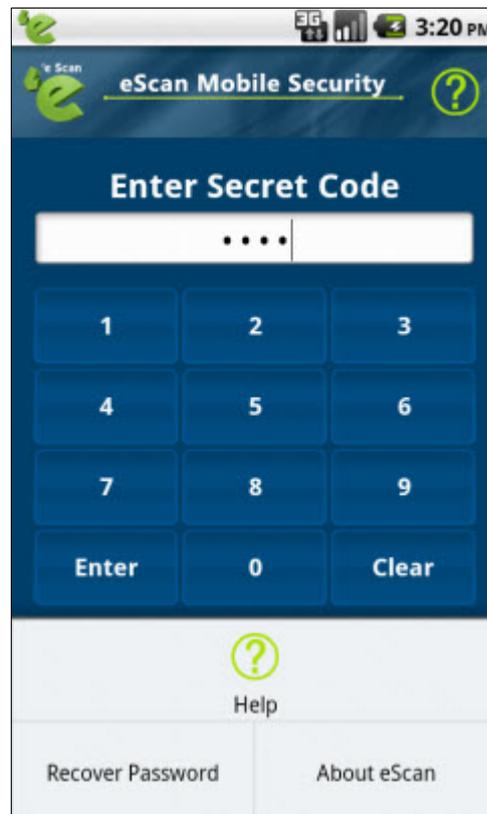


Figure 9

2. Click/tap the **Recover Password** option.
The recovered password successfully sent to your registered e-mail ID message appears.

Starting Application

After installation, you can start and access the application only by entering the secret code. For more information on how to set secret code, refer [Setting the Secret Code](#) section.

To start the application

1. Click/tap the device main menu.
A list of all menu's screen appears.
2. Click/tap the **eScan Mobile Security**.
The **Enter Secret Code**: screen appears. Refer Figure 10.

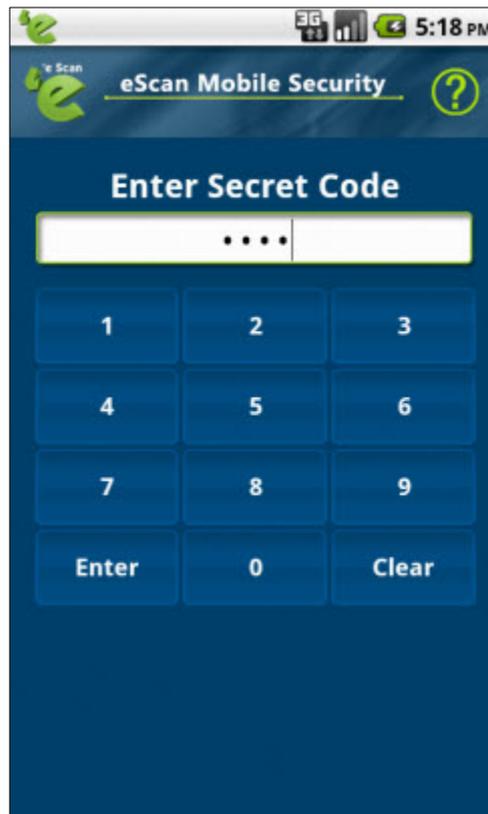


Figure 10

3. Type the eScan Mobile Security secret code, in the **Enter Secret Code:** field, and then Click/tap the **Enter** button.
The **eScan Mobile Security** main screen appears. Refer Figure 11.

Understanding the Graphical User Interface

The eScan Mobile Security has a very simple and easy to use user interface, which gives you a quick access to all the features. It contains the following menu's: Refer Figure 11.

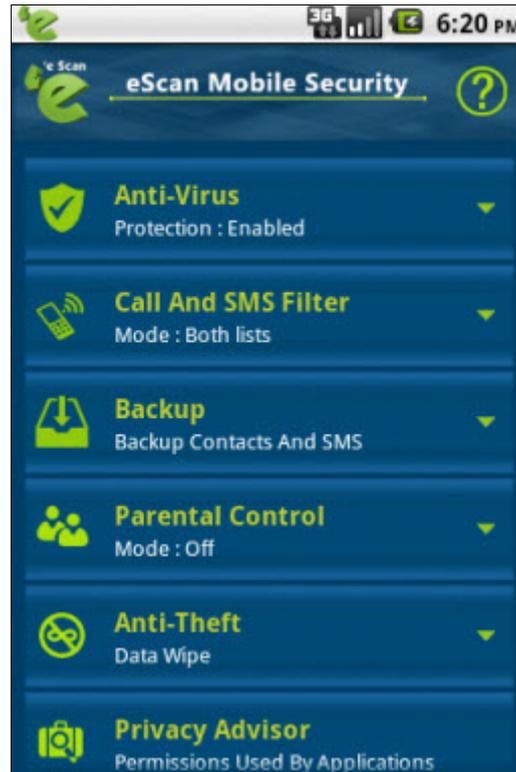


Figure 11

- **Anti-Virus:** a real-time scanning and protection against viruses, infections, and other threats
- **Call and SMS Filter:** Filtering mode for calls and SMS
- **Backup:** Backing up and restoring of contacts/SMS
- **Parental Control:** Allowing and blocking specific websites and applications
- **Anti-Theft:** Allows blocking, data wiping, SIM watching, and locating phone through GPS finder.
- **Privacy Advisor:** Provides the complete list of applications using device permissions.
- **Additional:** Configuring additional advanced settings

eScan Mobile Security main screen

Following are eScan Mobile Security's main menu:

- **Anti-Virus**
- **Call and SMS Filter**
- **Backup**

- **Parental Control**
- **Anti-Theft**
- **Privacy Advisor**
- **Additional**

Following are eScan Mobile Security's sub-menu:

Sub-menu's under **Anti-Virus** menu:

- Scan
- Update
- Settings

Sub-menu's under **Call and SMS Filter** menu:

- Mode: Off/black list/white list/both lists (there are different types of mode, it displays the type of mode you select, for example, Mode:Both Lists)
- Black List
- White List

Sub-menu's under **Backup** menu:

- Backup Contacts
- Restore Contacts
- Backup SMS
- Restore SMS

Sub-menu's under **Parental Control** menu:

- Mode: Off/website/application/both (there are different types of mode, it displays the type of mode you select, for example, Mode:Website)
- Blocked Applications
- Block Websites

Sub-menu's under **Anti-Theft** menu:

On/off indicates whether the function settings are in on or off mode. If you enable any of the function, it displays as on and off in case of disable.

- Block: On/off
- Data Wipe: On/off
- Sim Watch: On/off
- GPS Find: On/off

Status Icons

This section provides you information on the types of status icons that eScan Mobile Security displays:

-  **eScan icon:** It indicates that the database is not updated. If the database is not updated, “Database out of date” message appears on the **Anti-Virus** menu and once it is updated you can view the protection status “Protection: Enabled” or “Protection: Disabled”, on the **Anti-Virus** menu.
-  **eScan icon:** It indicates that the database is updated and protection is enabled (Protection is in ON mode). This status indication you can view on the status bar on upper-left corner of the screen and also on the **Notification** screen.
-  **eScan icon:** The eScan icon in grey colour indicates that the protection is disabled (Protection is in OFF mode).
-  **Help icon:** Click/tap this icon to view eScan Mobile Security online help located at top-right corner of the screen. You can also view specific screen help of a particular screen, by pressing the **MENU** button of your device, which enables a help to pop-up at lower side of the screen, where you can simply click/tap to view help.

Anti-Virus Scan and Protection

eScan Anti-Virus scans your device on real-time basis and provides security against malware's, trojans, and other viruses for your smart phones and tablet computers. eScan real-time protection by default, scans your device, whenever you start, reboot, install, or download applications, thus keeping your device safe from unwanted infections.

Anti-Virus allows automatic and scheduled scanning, it helps you scan the complete device, which includes saved files and folders from internal and external storage.

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- [Downloading Updates](#)
- [Configuring Scan Settings](#)
- [Configuring Update Settings](#)

Real-time Scanning

The eScan's real-time anti-virus scans and protects your device against all kinds of malware's, trojans, and viruses. By default, it scans the applications as and when they are installed, downloaded, running applications, and all the existing, opened, saved files/folders from both the device memory and memory card.

Whenever any new software application is installed or downloaded, eScan's real-time anti-virus protection immediately performs scanning based on the set parameters under **Settings** menu. eScan's real-time scanner scans only the **.apk** extension files and executables. Whenever any virus threat is detected, eScan provides you an alert information message dialog box, and confirms whether you want to delete it or skip the action.

Perform the following steps to scan

1. On the **eScan Mobile Security** main screen, click/tap the **Anti-Virus** menu or click/tap the drop-down icon to expand and collapse the menu.
The **Scan**, **Update**, and **Settings** sub-menu appears. Refer Figure 12.

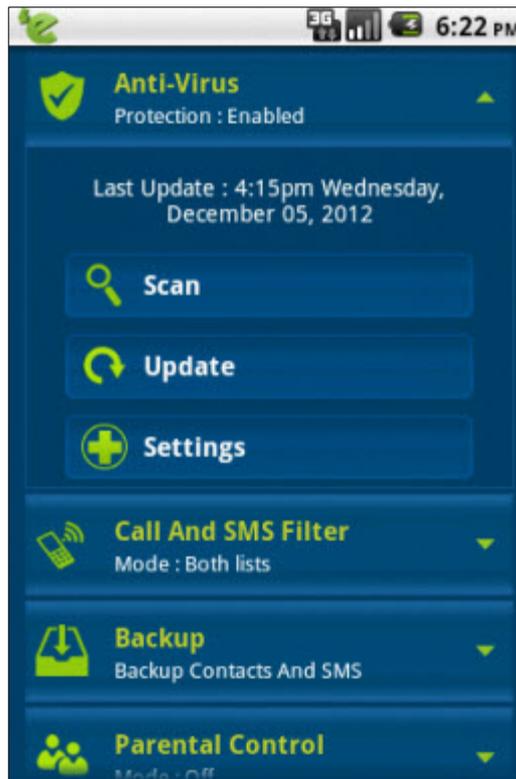


Figure 12

2. Click/tap the **Scan** sub-menu.
The **Scan Type:** dialog box appears. Refer Figure 13.

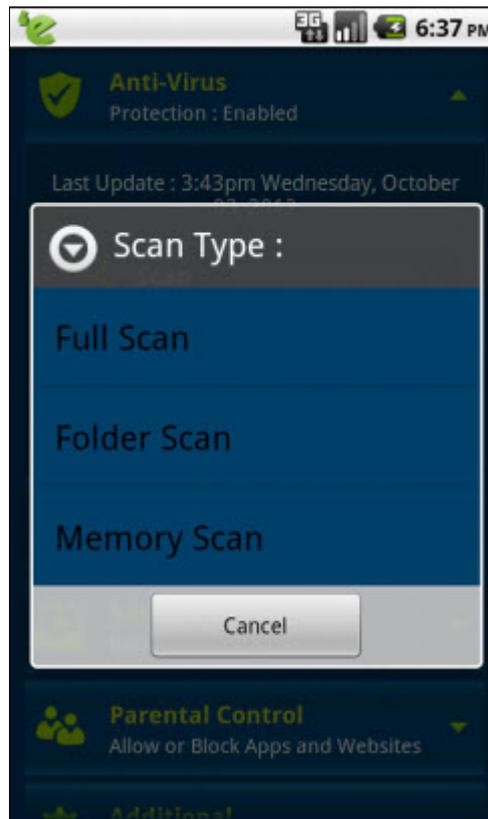


Figure 13

3. Click/tap any one of the following options, as per your requirement:

- **Full Scan:**

It scans the complete device, which includes both device memory and memory card. Click/tap this option, if want to scan your complete device for any viruses. The scanning automatically starts.

A dialog box appears displaying the number of files scanned, threats detected, threats deleted, threats skipped, and scan time.

- **Folder Scan:**

It scans both files/folders present on your device memory and files on memory card. In case, if you have connected your device to computer, it does not scan files/folders of your computer, but only scans those present on device memory and memory card. Click/tap this option, if want to select specific files/folders from your device memory and memory card to scan.

A dialog box appears displaying the number of files scanned, threats detected, threats deleted, threats skipped, and scan time.

- **Memory Scan:**

It scans the processes running on your memory card.

Click/tap this option, if want to scan only files/folders from your memory card for viruses.

A dialog box appears displaying the number of files scanned, threats detected, threats deleted, threats skipped, and scan time.

4. Click/tap the **Cancel** button to close the dialog box.

Downloading Updates

You can update the anti-virus database anytime. To download the updates, click/tap the **Update** sub-menu under **Anti-Virus** menu.



It is mandatory that you have active internet connection.

Configuring Scan Settings

Perform the following steps to configure scan settings.

1. On the **eScan Mobile Security** main screen, click/tap the **Anti-Virus** menu or click/tap the drop-down icon to expand and collapse the menu.
The **Scan**, **Update**, and **Settings** sub-menu appears. Refer Figure 14.

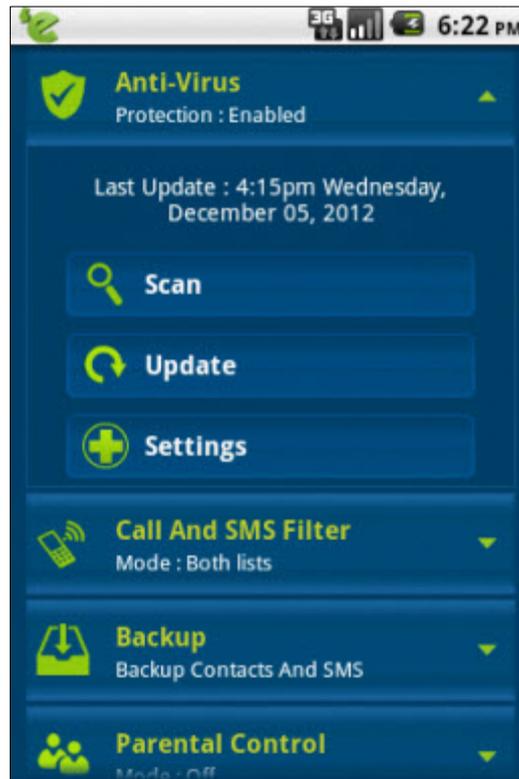


Figure 14

2. Click/tap the **Settings** sub-menu.
The **Settings** screen appears. Refer Figure 15.

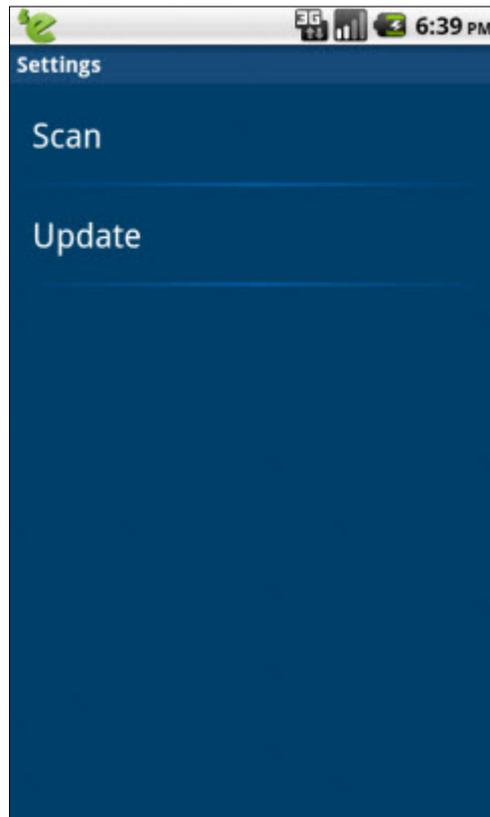
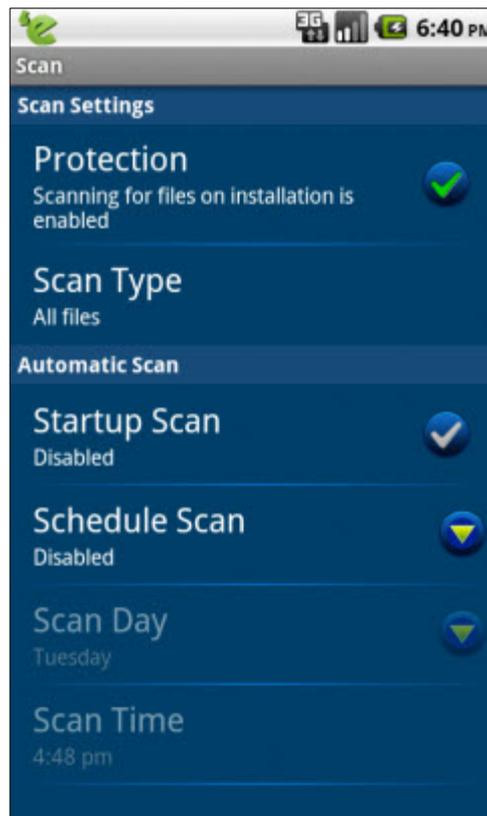


Figure 15

3. Click/tap the **Scan** option.
The **Scan Settings** screen appears. Refer Figure 16.

Figure 16



4. Specify the following field details:

Field	Description
Scan Settings	
Protection	<p>It indicates the scanning of files/folders on installation. If the protection is enabled eScan Mobile Security automatically scans, whenever you download and install any applications, and displays a message in case of any virus detection.</p> <p>By default, this option is enabled. Click/tap to enable and disable protection.</p>
Scan Type	<p>It indicates the type of scan you want to perform.</p> <p>Click/tap this option, on the Scan Type screen, Click/tap the Type of files option, on the Selecting type of files dialog box, click/tap the following appropriate option:</p> <ul style="list-style-type: none"> • All files: By default, this option is selected. Click/tap this option, if you want to scan all files/folders present on your device memory and memory card for threats. • Executable only: Click/tap this option, if you want to scan only the installed applications on your device for threats. <p>Click/tap the Cancel button to close the dialog box.</p>
Automatic Scan	

Startup Scan	<p>It indicates scanning of the complete device. If this option is enabled, then whenever you start or reboot the device or any applications you install or download, the startup scan automatically starts.</p> <p>By default, this option is disabled. Click/tap this option to enable and disable startup scan.</p>
Scheduled Scan	<p>It indicates the schedule scan. You can schedule when you want to perform device scanning, whether weekly, daily, or disabled.</p> <p>Click/tap to enable and disable schedule scan.</p> <p>Under Schedule Scan dialog box, click/tap the following appropriate option:</p> <ul style="list-style-type: none"> • Weekly: By default, it is disabled. Click/tap this option, if you want to perform scanning on weekly basis. • Daily: Click/tap this option, if you want to perform scanning on daily basis. • Disabled: Click/tap this option, if you want don't want to perform any scan. <p>Click/tap the Cancel button to close the dialog box.</p>
Scan Day	<p>By default, it appears dimmed. This option appears only when you select WEEKLY option, under Schedule Update dialog box.</p> <p>Click/tap this option to select an appropriate day on which you want to perform scanning.</p>
Scan Time	<p>By default, it appears dimmed. This option appears when you select either WEEKLY or DAILY option, under Schedule Update dialog box.</p> <p>Click/tap this option to set a specific time at which you want to perform scanning.</p>

5. Configure the scan settings as required.

Configuring Update Settings

This section helps you know how to configure update settings. To download database you need active internet connection, but even though you have internet, database cannot be downloaded automatically because it involves high cost. You can only schedule updates. You can select a particular day and time in a week or a day of your choice on which you want to download.

Perform the following steps to configure update settings.

1. On the **eScan Mobile Security** main screen, click/tap the **Anti-Virus** menu or click/tap the drop-down icon to expand and collapse the menu. The **Scan**, **Update**, and **Settings** sub-menu appears. Refer Figure 17.

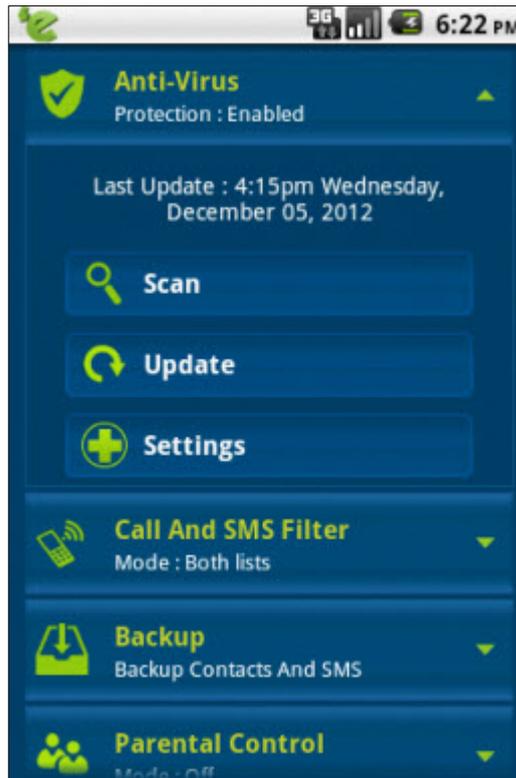


Figure 17

2. Click/tap the **Settings** sub-menu. The **Settings** screen appears. Refer Figure 18.

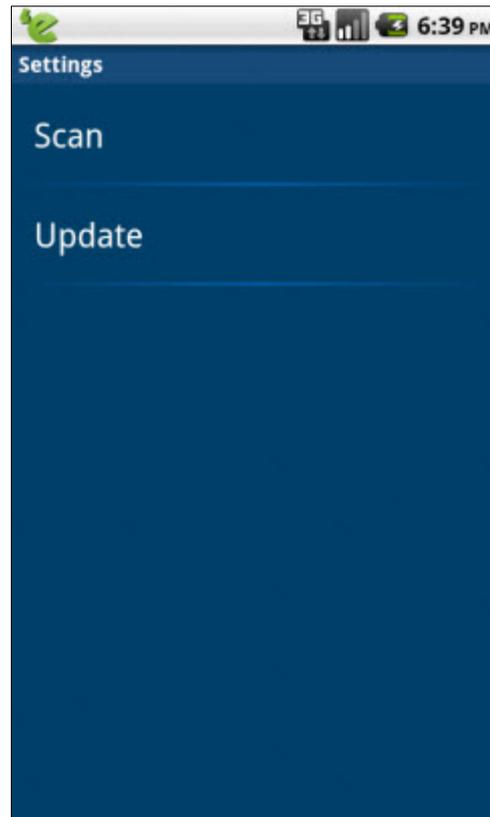


Figure 18

3. Click/tap the **Update** option.
The **Update Settings** screen appears. Refer Figure 19.

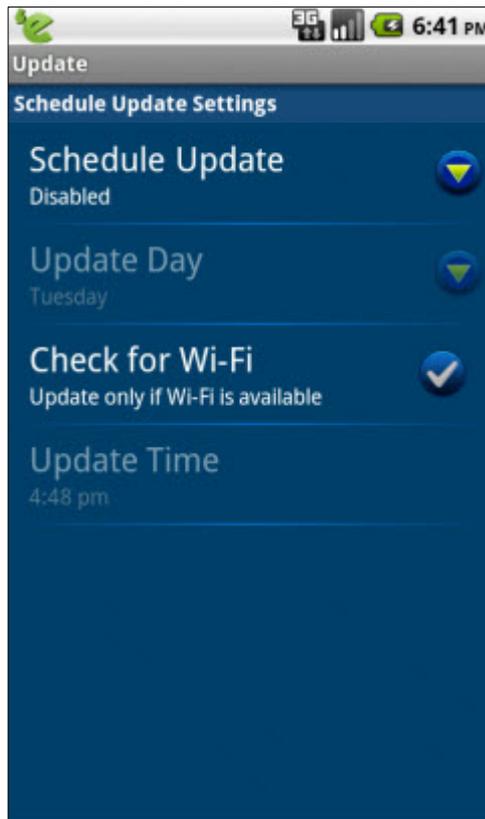


Figure 19

4. Specify the following field details:

Field	Description
Update Settings	
Schedule Update	<p>It indicates the schedule update. You can schedule when you want to update the database, whether weekly, daily, or disabled.</p> <p>By default, this option is disabled. Click/tap to enable and disable schedule update.</p> <p>Under Schedule Update dialog box, click/tap the following appropriate option:</p> <ul style="list-style-type: none"> • Weekly: Click/tap this option, if you want to run updates on weekly basis. • Daily: Click/tap this option, if you want to run updates on daily basis. • Disabled: Click/tap this option, if you want don't want to run any updates. <p>Click/tap the Cancel button to close the dialog box.</p>

Update Day	<p>By default, it appears dimmed. This option appears only when you select WEEKLY option, under Schedule Update dialog box.</p> <p>Click/tap this option to select an appropriate day on which you want to run updates.</p>
Check for Wi-Fi	<p>It allows you to take updates only if Wi-Fi is available.</p> <p>By default, this option is disabled. Click/tap this option to enable/disable to check for Wi-Fi.</p>
Update Time	<p>By default, it appears dimmed. This option appears when you select either WEEKLY or DAILY option, under Schedule Update dialog box.</p> <p>Click/tap this option to set a specific time at which you want to run updates.</p>

5. Configure the scan settings as required.

Managing Call and SMS Filter

The Call and SMS filtering enables you to filter incoming calls and messages. You can specify numbers, phrases, words, and keywords that you want to white list and black list. You can manage filtering from the following settings:

Contents

- [Filtering Call and SMS](#)
- [Adding Call and SMS to Black List](#)
- [Adding Call and SMS to White List](#)

Filtering Call and SMS

You can filter calls and SMS based on the set parameters. Perform the following steps to filter Call and SMS:

1. On the **eScan Mobile Security** main screen, click/tap the **Call and SMS Filter** menu or click/tap the drop-down icon to expand and collapse the menu. The **Mode**, **Black List**, and **White List** sub-menu appears. Refer Figure 20.

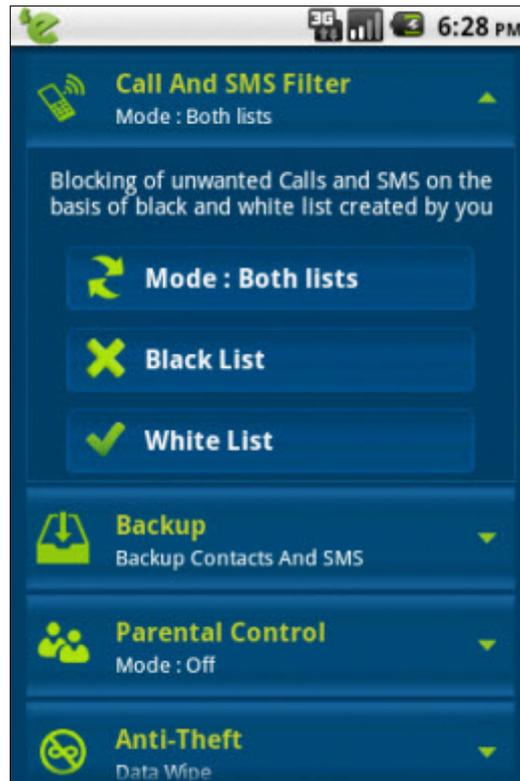


Figure 20

2. Click/tap the **Mode:** sub-menu.
The **Call and SMS Filter** screen appears. Refer Figure 21.

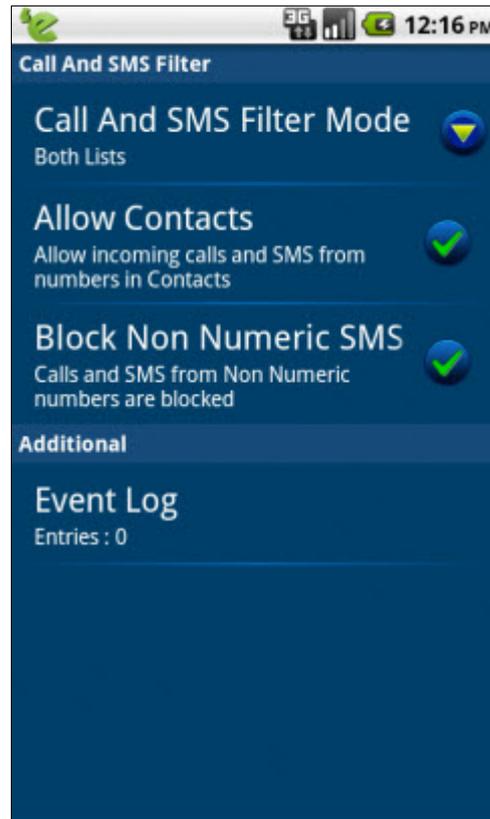


Figure 21

3. Specify the following field details:

Field	Description
Call and SMS Filter	
Call and SMS Filter Mode	<p>It indicates the different types of filtering modes. The Call and SMS are filtered based on the mode you select.</p> <p>Click/tap this option, then under Call and SMS Filter Mode dialog box, click/tap the following appropriate option, as per your requirement:</p> <ul style="list-style-type: none"> • Off: Click/tap this option, if you don't want to run any filter. It allows all incoming calls and messages to the device. • Black List: Click/tap this option, if you want to filter black list contacts and SMS. It allows all calls and messages to the device, except the one which you have added to the black list. • White List: Click/tap this option, if you want to filter white list contacts and SMS. It allows only white listed calls and messages to the device, other than the white listed numbers, all other calls and messages are blocked. • Both Lists: Click/tap this option, if you want to filter both white list/black list contacts and SMS. The calls and messages from the black list are blocked and those numbers present in the

	<p>white list are allowed. When the device finds a number which is present in neither of the list, it allows you to add the number in any one of the list. By default, numbers present in the contacts are allowed.</p> <p>By default, Both Lists is selected. Click/tap the Cancel button to close the dialog box.</p>
Allow Contacts	<p>It allows you to filter all incoming calls and messages.</p> <p>By default, it is enabled. Click/tap this option if you want to allow incoming calls and messages only from the user contacts.</p>
Block Non Numeric Numbers	<p>It allows you to filter all incoming calls and messages.</p> <p>By default, it is disabled. Click/tap this option if you want to block all incoming calls and messages from the blacklisted and non-numeric numbers.</p>
Additional	
Event Log	<p>Click/tap this option if you want to view the log of all the rejected call and messages.</p>

4. Configure the filter settings as required.

Adding Call and SMS to Black List

eScan Mobile Security allows you to block the calls and SMS from the specified black listed numbers. You can add text and numbers that you want to block from incoming calls and SMS. You can set criteria's based on which you want to filter calls and SMS.



The filtering criteria should be different for both black list and white list category. In case, if you try to enter identical numbers in either **Block Incoming** or **Allow Incoming** options, then eScan Mobile Security notifies you with the corresponding message.

Perform the following steps to add call and SMS to black list:

1. On the **eScan Mobile Security** main screen, click/tap the **Call and SMS Filter** menu or click/tap the drop-down icon to expand and collapse the menu. The **Mode**, **Black List**, and **White List** sub-menu appears. Refer Figure 20.
2. Click/tap the **Black List** sub-menu. The **Black List** screen appears. Refer Figure 22.

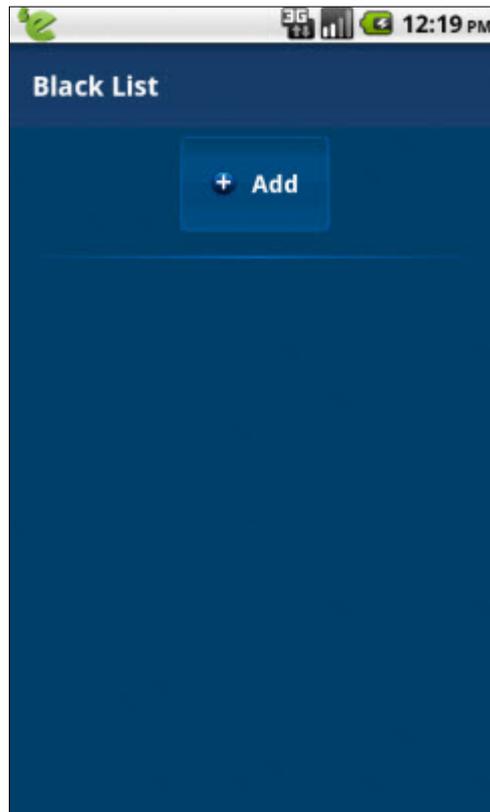


Figure 22

3. Click/tap the **Add** button.
The **Block Incoming** dialog box appears. Refer Figure 23.

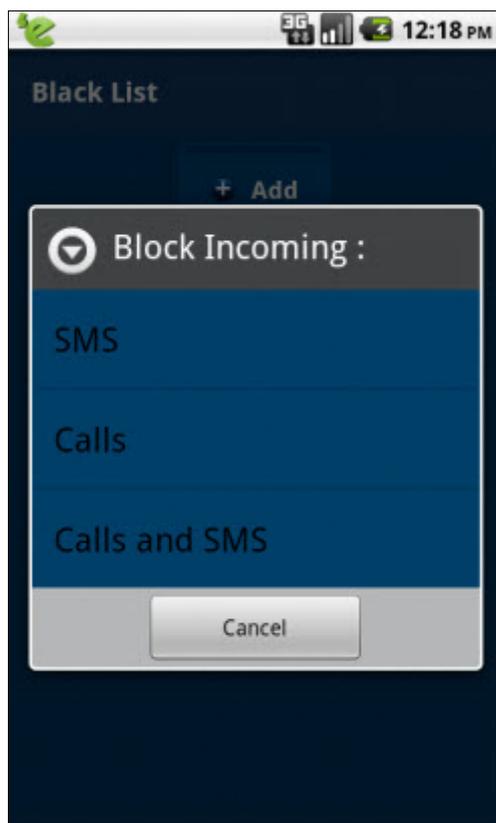


Figure 23

4. Click/tap any one of the following options, as per your requirement:

- **SMS:**

It blocks all kinds of incoming messages containing the specified number or text.

To add blocked phone number:

Type the number or click/tap the + icon to select from the current inbox folder. It helps you block all messages from the specified number.

To add forbidden text:

It helps you block all messages containing the forbidden text from any incoming number. In case, if you don't specify any text, then messages get blocked only based on the specified number. For example, if you specify text as "ABC", then message with text "My name is ABC" gets blocked.

- **Calls:**

It helps you block all incoming messages containing the specified number.

To add blocked phone number:

Type the number or click/tap the + icon to select from the contacts list or current call log list.

- **Calls and SMS:**

It helps you block all incoming calls and messages containing the specified number. The eScan Mobile Security allows you to add wild card entry of numbers to add them in a black list. You can use only “%” wild card character to block.

For example,

If you type %123%, all calls and messages from 81238 or 5512355 gets blocked.

If you type %456, all calls and messages from 123456 or 789456 gets blocked.

If you type 789%, all calls and messages from 789123 or 789456 gets blocked.

5. Click/tap the **Cancel** button to close the dialog box.

Adding Call and SMS to White List

eScan Mobile Security enables you to allow the calls and SMS from the specified white listed numbers. You can add text and numbers that you want to allow from incoming calls and SMS. You can set criteria's based on which you want to filter calls and SMS.



The filtering criteria should be different for both black list and white list category. In case, if you try to enter identical numbers in either **Block Incoming** or **Allow Incoming** options, then eScan Mobile Security notifies you with the corresponding message.

Perform the following steps to add call and SMS to white list:

1. On the **eScan Mobile Security** main screen, click/tap the **Call and SMS Filter** menu or click/tap the drop-down icon to expand and collapse the menu. The **Mode**, **Black List**, and **White List** sub-menu appears. Refer Figure 20.
2. Click/tap the **White List** sub-menu. The **White List** screen appears. Refer Figure 24.

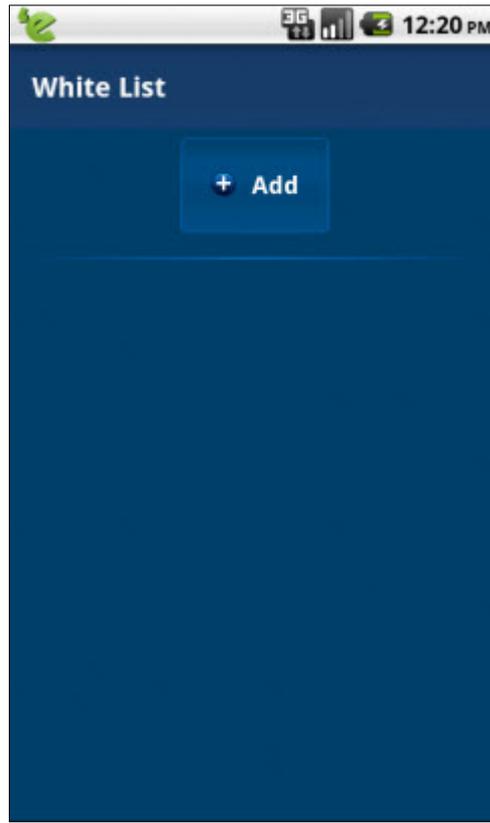


Figure 24

3. Click/tap the **Add** button.
The **Allow Incoming** dialog box appears. Refer Figure 25.

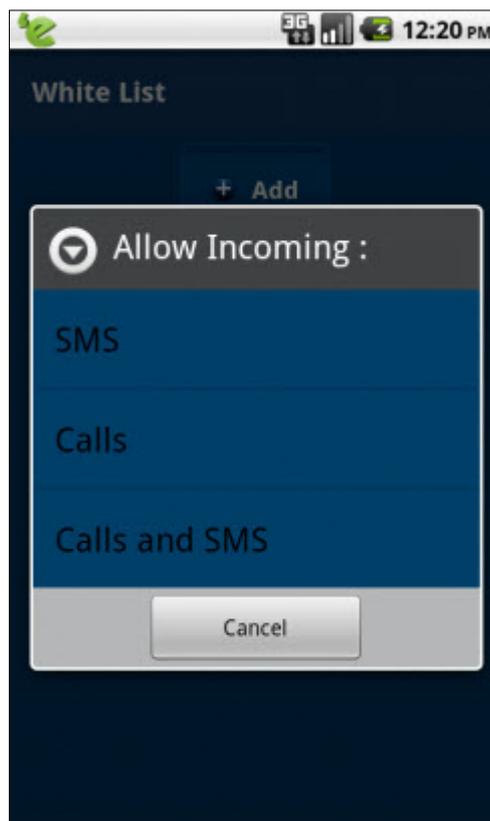


Figure 25

4. Click/tap any one of the following options, as per your requirement:

- **SMS:**

It allows all kinds of incoming messages containing the specified number or text.

To add allowed number:

Type the number or click/tap the + icon to select from the current inbox folder. It helps you allow all messages from the specified number.

To add allowed text:

It helps you allow all messages containing the allowed text from any incoming number. In case, if you don't specify any text, then messages get allowed only based on the specified number. For example, if you specify text as "PQR", then message with text "My name is PQR" gets allowed.

- **Calls:**

It helps you allow all incoming messages containing the specified number.

To add allowed number:

Type the number or click/tap the + icon to select from the contacts list or current call log list.

- **Calls and SMS:**

It helps you allow all incoming calls and messages containing the specified number. The eScan Mobile Security allows you to add wild card entry of numbers to add them in a white list. You can use only “%” wild card character to allow.

For example,

If you type %123%, all calls and messages from 81238 or 5512355 gets allowed.

If you type %456, all calls and messages from 123456 or 123789 gets allowed.

If you type 789%, all calls and messages from 789123 or 789456 gets allowed.

To add allowed number:

Type the number or click/tap the + icon to select from the contacts list, current call log list, or incoming SMS.

5. Click/tap the **Cancel** button to close the dialog box.

Viewing Event Log

You can view the list of entries of the rejected/blocked calls and messages with the date and time.

1. On the **eScan Mobile Security** main screen, click/tap the **Call and SMS Filter** menu or click/tap the drop-down icon to expand and collapse the menu.
The **Mode**, **Black List**, and **White List** sub-menu appears. Refer Figure 20.
2. Click/tap the **Mode:** sub-menu.
The **Call and SMS Filter** screen appears. Refer Figure 21.
3. Under **Additional** section, click/tap the **Event Log** option.
The **Call and SMS Filter Log** screen appears. Refer Figure 26.



Figure 26

4. View the details as required.

Backing up/Restoring Contacts and SMS

eScan Mobile Security enables you to backup all contacts and SMS on to the memory card and secures them in case of virus infections and mobile crashes. The backed up data can also be easily restored back to the device, whenever required. The contacts are saved in **.vcf** and SMS in **.db** extension format.



The backup/restore of contacts and SMS are possible only if you have memory card present in your device.



The backed up data are stored in /mnt/sdcard folder, in case while doing backup and restore if SD card is not available, then an appropriate pop-up message appears informing you that SD card is not present.

Perform the following steps to backup/restore contacts and SMS:

1. On the **eScan Mobile Security** main screen, click/tap the **Backup** menu or click/tap the drop-down icon to expand and collapse the menu. The **Backup Contacts**, **Restore Contacts**, **Backup SMS**, and **Restore SMS** sub-menu appears. Refer Figure 27.

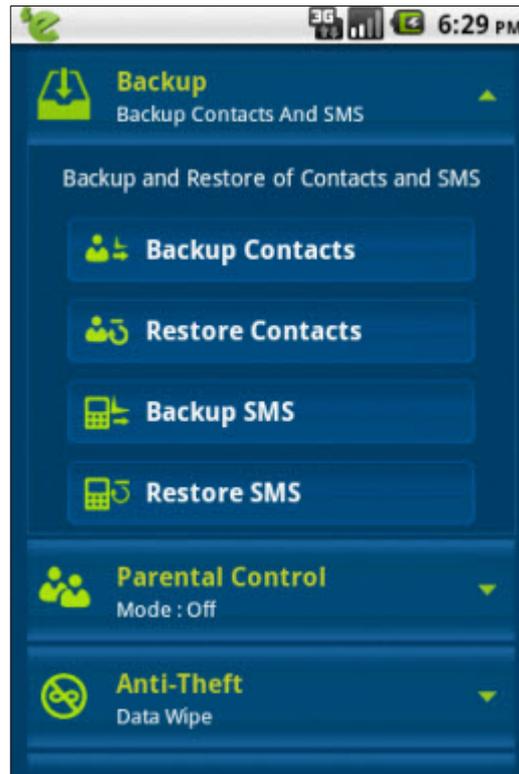


Figure 27

2. Click/tap any one of the following options, as per your requirement:

- **Backup Contacts:**

It helps you backup all your contacts.

- **Restore Contacts:**

It helps you restore the backup contacts.

- **Backup SMS:**

It helps you backup all your messages.

- **Restore SMS:**

It helps you restore the backup messages.

By default, backed up Contacts and SMS are stored in file called escan-xxx.vcf under /mnt/sdcard

Managing Parental Control

The parental control is one of the most important feature used by parents to prevent their children from visiting inappropriate content on websites and unwanted applications. You can customize the filters as per your requirement.

Contents

- [Parental Control](#)
- [Blocking Applications](#)
- [Blocking Websites](#)
 - [Adding websites to Exclusion List](#)

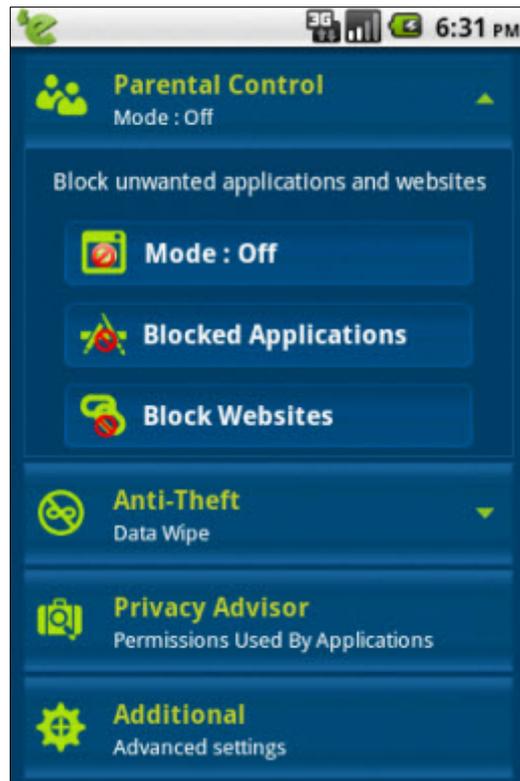
Parental Control

This section provides you information on how you can set filter modes, based on which you can control websites and applications blocking.

Perform the following steps to set parental control mode.

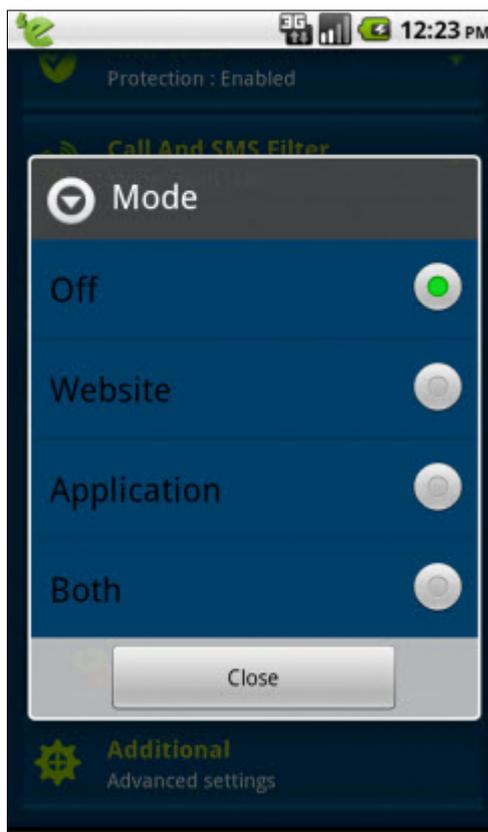
1. On the **eScan Mobile Security** main screen, click/tap the **Parental Control** menu or click/tap the drop-down icon to expand and collapse the menu.
The **Mode**, **Blocked Applications**, and **Block Websites** sub-menu appears. Refer Figure 28.

Figure 28



2. Click/tap the **Mode:** sub-menu.
The **Mode** dialog box appears. Refer Figure 29.

Figure 29



3. Click/tap any one of the following options, as per your requirement:

It indicates the different types of filtering modes. The websites and applications are filtered based on the mode you select.

- **Off:** Click/tap this option, if you don't want to run filter. It allows access to all websites and applications. By default, BOTH is selected.
 - **Website:** Click/tap this option, if you want to block only websites.
 - **Application:** Click/tap this option, if you want to block only applications.
 - **Both:** Click/tap this option, if you want to block both websites and applications.
4. Click/tap the **Close** button to close the dialog box.

Blocking Applications

This feature helps you to safeguard all applications from unauthorized access. It blocks all newly installed applications and currently available applications. Whenever you try to access any application, eScan displays a message asking for your permission to access the application, it allows access only by providing the valid password.



You cannot add any third-party browser to the exclusion list, when website blocking mode is selected.



Icon: It indicates the allowed applications.



Icon: It indicates the blocked applications.

To block applications

1. On the **eScan Mobile Security** main screen, click/tap the **Parental Control** menu or click/tap the drop-down icon to expand and collapse the menu. The **Mode**, **Blocked Applications**, and **Block Websites** sub-menu appears. Refer Figure 28.
2. Click/tap the **Blocked Applications** sub-menu. The **Application List** screen appears. Refer Figure 30.

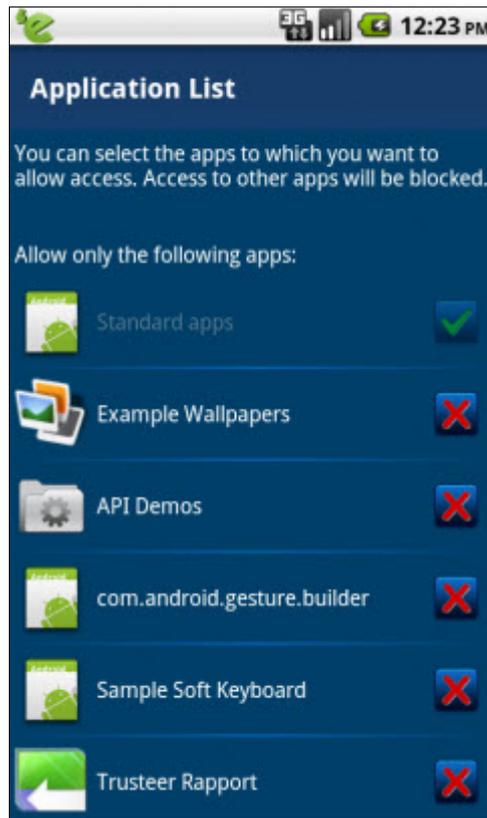


Figure 30

3. To enable **Blocked Applications** feature, you need to click/tap either APPLICATION or BOTH mode, under **Mode** sub-menu of **Parental Control** menu.
- Click/tap the  Icon to allow and  Icon to block application.

Blocking Websites

This feature helps you to block websites containing inappropriate content, to prevent children from visiting such bad websites which could harm them. It allows you to block websites based on the defined categories. You can also exclude certain websites that you want to allow your children to view by adding them to the exclusion list. The website blocking only supports Android's default browser, all other browsers installed on the device are blocked.

eScan has a defined website categories, which you can update anytime for latest websites, by clicking the **Update List** button on the **Website Categories** screen. The update list updates all the categories and fetches new websites data from the eScan server. It is recommended that you update the list regularly.



Icon: It indicates the allowed websites.



Icon: It indicates the blocked websites.

To block websites

1. On the **eScan Mobile Security** main screen, click/tap the **Parental Control** menu or click/tap the drop-down icon to expand and collapse the menu.
The **Mode**, **Blocked Applications**, and **Block Websites** sub-menu appears. Refer Figure 28.
2. Click/tap the **Block Websites** sub-menu.
The **Website Categories** screen appears. Refer Figure 31.

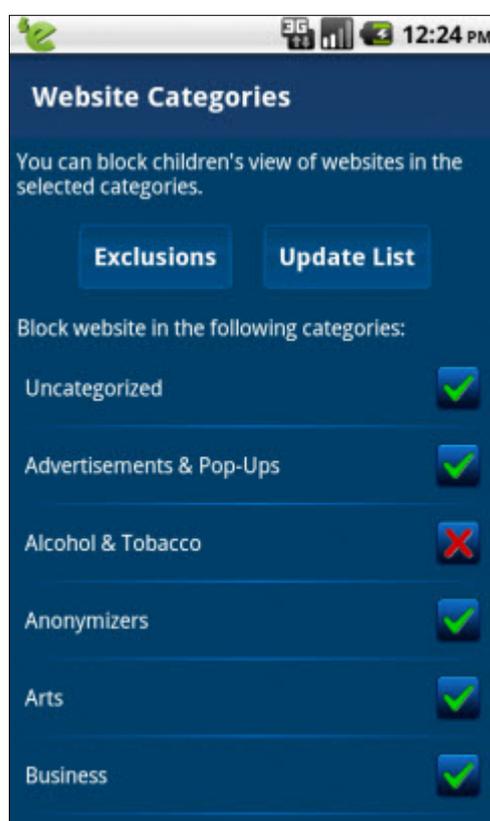


Figure 31

3. To enable **Block Websites** feature, you need to click/tap either WEBSITE or BOTH mode, under **Mode** sub-menu of **Parental Control** menu.
 - Click/tap the  Icon to allow and  Icon to block websites.

Adding websites to Exclusion List

This feature allows you to add websites to the exclusion list. Whenever any website is blocked, and if you want to access that website, then you can add to the exclusion list to white list them. You need to enter valid secret code for excluding the websites.

To add websites to exclusion list

1. On the **eScan Mobile Security** main screen, click/tap the **Parental Control** menu or click/tap the drop-down icon to expand and collapse the menu.
The **Mode**, **Blocked Applications**, and **Block Websites** sub-menu appears. Refer Figure 28.
2. Click/tap the **Block Websites** sub-menu.
The **Website Categories** screen appears. Refer Figure 31.
3. Click/tap the **Exclusions** button.
The **Exclusion List** screen appears. Refer Figure 32.

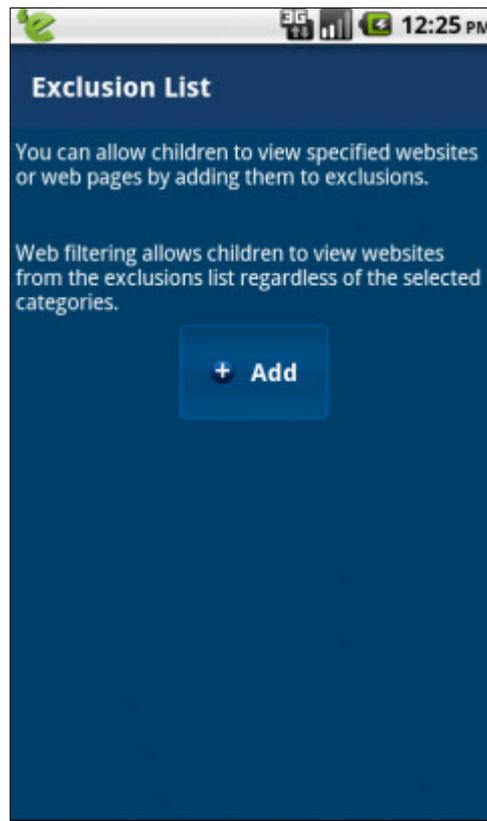


Figure 32

4. Click/tap the **+ Add** button.
The **Add Exclusion** dialog box appears. Refer Figure 33.

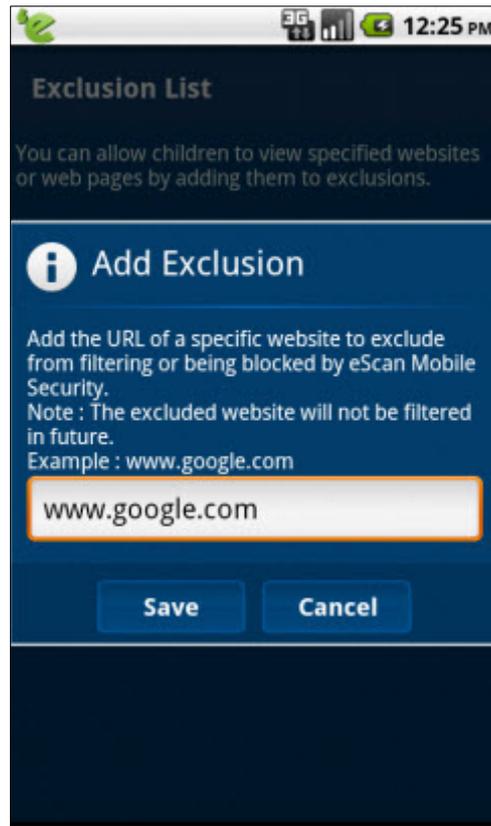


Figure 33

5. Type URL of the website that you want to exclude from filtering and blocking, and then click/tap the **Save** button.
The website gets added to the exclusion List.

Configuring Anti-Theft Settings

The Anti-Theft feature provides security and ensures complete protection to your phone from any unauthorized access on the event if your phone device is lost or stolen.



This feature can protect only if you have enabled all the required settings.

If the device consists of a GPS receiver, it automatically gets enabled once the device receives a special SMS command.

Contents

- [SMS Blocking](#)
 - [Sending Special SMS Command for SMS Block](#)
- [Using Data Wipe](#)
 - [Sending Special SMS Command for Data Wipe](#)
- [Using SIM Watch](#)
- [Using GPS Find](#)
 - [Sending Special SMS Command for GPS Find](#)

SMS Blocking

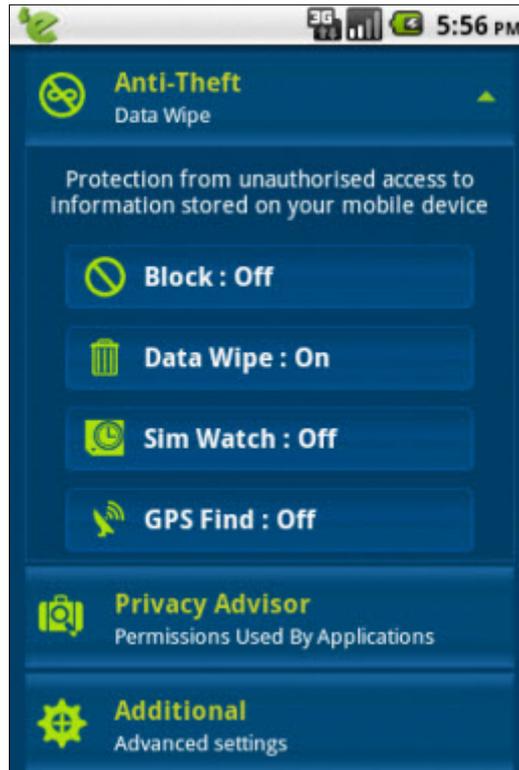
This feature helps you to remotely block the access of the device and data stored on it on the event of your phone device is lost or stolen. After such an event, your device receives a special SMS command.

You can unblock the device only by entering the valid secret code.

To SMS block

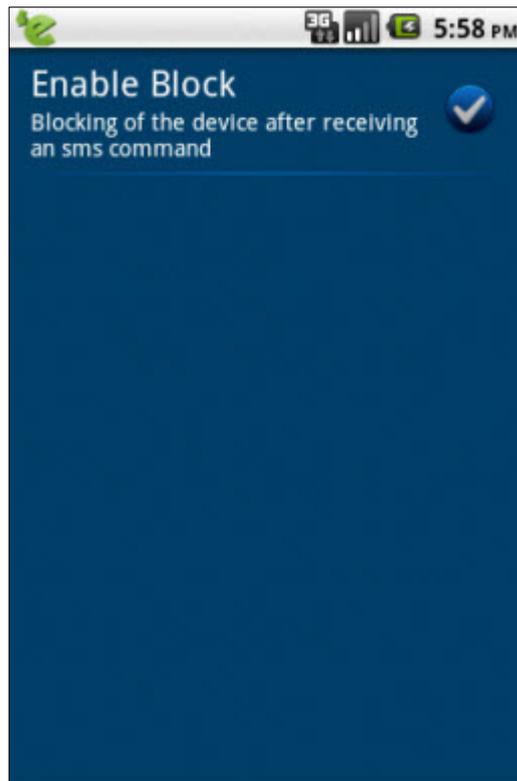
1. On the **eScan Mobile Security** main screen, click/tap the **Anti-Theft** menu or click/tap the drop-down icon to expand and collapse the menu. The **Block**, **Data Wipe**, **Sim Watch**, and **GPS Find** sub-menu appears. Refer **Figure 34**.

Figure 34



2. Click/tap the **Block:** sub-menu.
The following screen appears. Refer Figure 29.

Figure 35



You need to click/tap the  icon to allow your device to block after you receive a special SMS command. When you enable, the grey colour  icon changes to green colour  icon.

The device gets blocked only if this field is in checked mode.

You need to enter the valid secret code to unlock the device.

3. Click/tap the  Icon.
The following dialog box appears. Refer Figure 36.

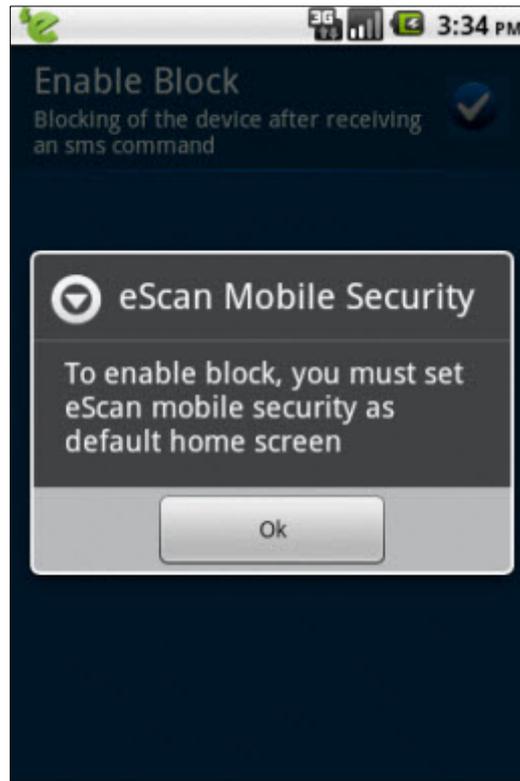


Figure 36

4. Click the **Ok** button.
The following dialog box appears. Refer Figure 37.



While enabling **Enable Block** function for the first-time, it is mandatory to select and set the **eScan Mobile Security** option as a default home screen.

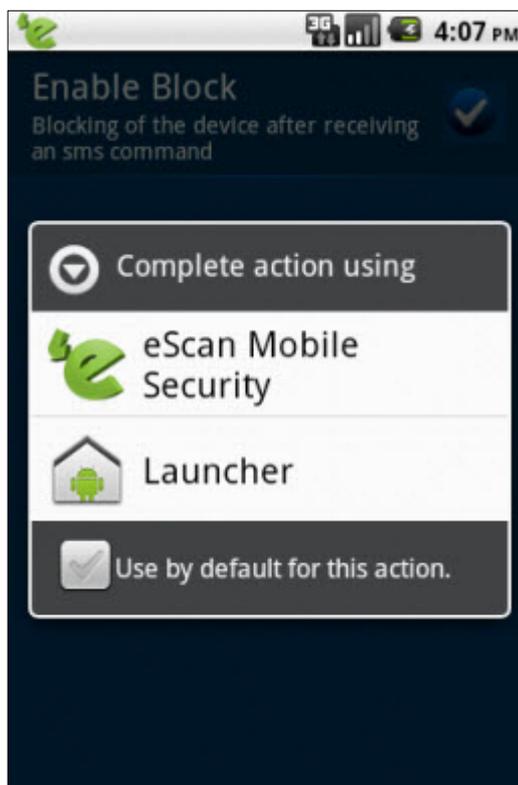


Figure 37

5. Click/tap the **Use by default for this action** check box, and then click/tap **eScan Mobile Security** option.
The enable block function gets enabled.

Sending Special SMS Command for SMS Block

It allows you to remotely block the access of the device and data stored on it on the event of your phone device is lost or stolen. It helps you block the device and restrict access to any content, unless the valid secret code is entered. You need to create and send an SMS using another phone device.

You need to type SMS in the following format:

Lock:secret_code, where `secret_code` indicates the secret code of the eScan Mobile Security application.



Outgoing charges are applicable to the device from where the SMS originates, as per the mobile service provider.

Using Data Wipe

This function allows you to delete the following information from the device remotely: Personal data, such as all contacts, SMS, entries in both call log and calendar, and add files from the list of folders on the memory card.

The data wiping is possible only after your device receives a special SMS command.

To use data wipe

1. On the **eScan Mobile Security** main screen, click/tap the **Anti-Theft** menu or click/tap the drop-down icon to expand and collapse the menu.
 The **Block**, **Data Wipe**, **Sim Watch**, and **GPS Find** sub-menu appears. Refer **Figure 34**
2. Click/tap the **Data Wipe:** sub-menu.
 The **Data Wipe** screen appears. Refer **Figure 38**.

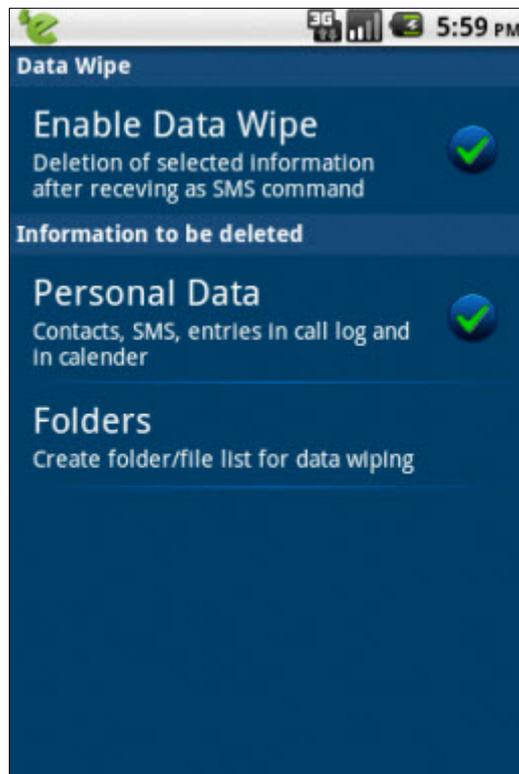


Figure 38

3. Specify the following field details.

Field	Description
Enable Data Wipe	Click/tap the  icon to allow your device to delete the selected information from the device remotely.
Information to be deleted	

<p>Personal Data</p>	<p>This field is available only when you click/tap the  Icon of Enable Data Wipe field.</p> <p>Click/tap this field, if you want your device to delete the selected personal data, which includes all contacts, SMS, entries in both call log and calendar, and add files from the list of folders on the memory card.</p>
<p>Folders</p>	<p>This field is available only when you click/tap the  Icon of Enable Data Wipe field.</p> <p>Click/tap this field. A Folders screen appears.</p> <p>On the Folders screen, Click/tap the Add button to select and add the folder/file list for data wiping.</p>

4. Configure the settings as required.

Sending Special SMS Command for Data Wipe

It allows you to remotely wipe the data on event of your phone device is lost or stolen. To wipe the device data you need to create and send an SMS using another phone device.

You need to type SMS in the following format:

Wipe:secret_code, where secret_code indicates the secret code of the eScan Mobile Security application.



Outgoing charges are applicable to the device from where the SMS originates, as per the mobile service provider.

Using SIM Watch

This feature helps you protect your phone device from theft, if the SIM is replaced by new SIM. In such a case, eScan Mobile Security sends an SMS specifying the new SIM phone number to the phone number or e-mail ID which you have specified in the **Send new number** section, and helps you block your device completely against unauthorized access.



The SIM Watch feature is supported only on single SIM phone devices.

To use SIM watch

1. On the **eScan Mobile Security** main screen, click/tap the **Anti-Theft** menu or click/tap the drop-down icon to expand and collapse the menu.
The **Block**, **Data Wipe**, **Sim Watch**, and **GPS Find** sub-menu appears. Refer **Figure 34**

- Click/tap the **Sim Watch**: sub-menu.
The following screen appears. Refer **Figure 39**.

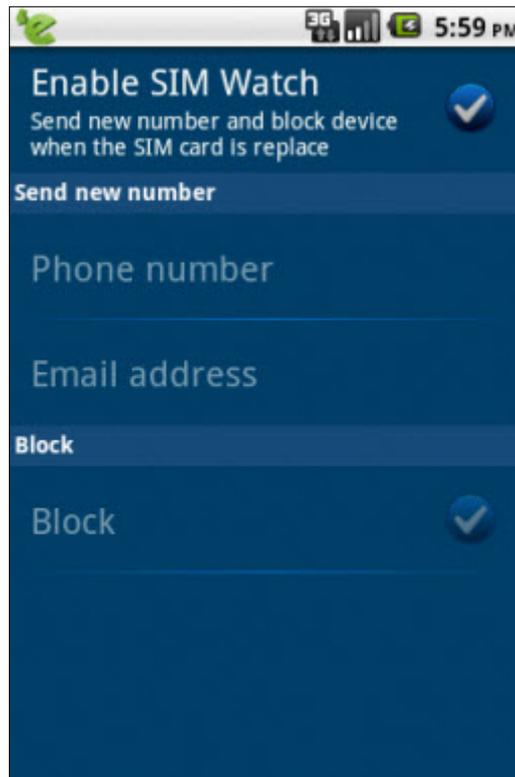


Figure 39

- Specify the following field details.

Field	Description
Enable SIM Watch	Click/tap the  Icon to allow your device to receive an SMS specifying the new SIM phone number, in case if the SIM is replaced with new SIM, and helps you block your device.
Send new number	
Phone number	This field is available only when you click/tap the  Icon of Enable SIM Watch field. Click/tap this field. An Enter Phone Number dialog box appears. On the Enter Phone Number field, type the valid phone number on which you want to receive an SMS specifying the new SIM serial number and phone number. Click the Ok button, to save the specified phone number.

<p>Email address</p>	<p>This field is available only when you click/tap the  Icon of Enable SIM Watch field.</p> <p>Click/tap this field. An Enter Email Address dialog box appears.</p> <p>On the Enter Email Address field, type the valid e-mail ID on which you want to receive a message specifying the new SIM serial number.</p> <p>Click the Ok button, to save the specified e-mail ID.</p>
<p>Block</p>	
<p>Block</p>	<p>Click/tap the  Icon to allow your device to block when SIM is replaced with new SIM.</p> <p>The device gets blocked only if this field is in checked mode.</p> <p>You need to enter the valid secret code to unlock the device.</p>

4. Configure the settings as required.

Using GPS Find

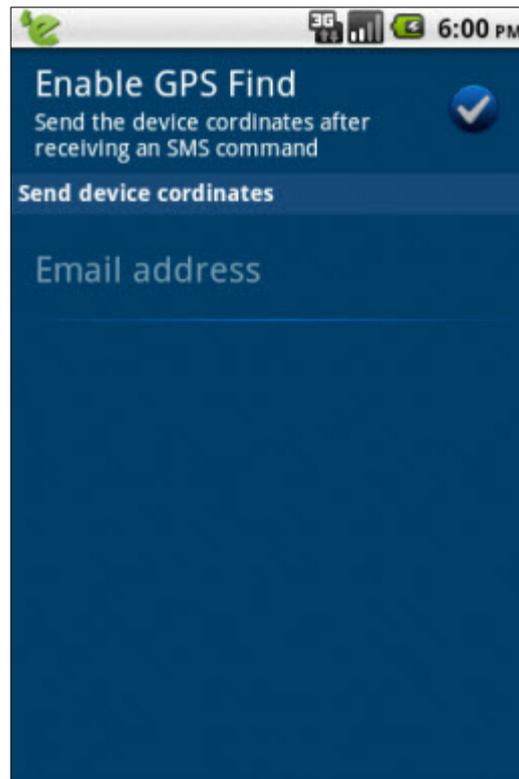
This function allows you to locate your device remotely. It allows you to receive the coordinates of the device to the device from which the special SMS has been sent, or to the e-mail ID which you have specified in the **Send device coordinates** section.

If the device consists of a GPS receiver, it automatically gets enabled once the device receives a special SMS command.

To use GPS Find

1. On the **eScan Mobile Security** main screen, click/tap the **Anti-Theft** menu or click/tap the drop-down icon to expand and collapse the menu.
 The **Block, Data Wipe, Sim Watch, and GPS Find** sub-menu appears. Refer **Figure 34**
2. Click/tap the **GPS Find:** sub-menu.
 The following screen appears. Refer **Figure 40**.

Figure 40



3. Specify the following field details.

Field	Description
Enable GPS Find	Click/tap the  icon to allow the GPS find feature to function. It allows you to receive the coordinates of the device to the device from which the special SMS has been sent.
Send device coordinates	
Email address	This field is available only when you click/tap the  icon of Enable GPS Find field. Click/tap this field. An Enter Email Address dialog box appears. On the Enter Email Address field, type the valid e-mail ID on which you want to receive a message specifying the new SIM serial number. Click the Ok button, to save the specified e-mail ID.

4. Configure the settings as required.

Sending Special SMS Command for GPS Find

It allows you to remotely wipe the data on event of your phone device is lost or stolen. To locate the device you need to create and send an SMS using another phone device.

You need to type SMS in the following format:

Locate:secret_code, where secret_code indicates the secret code of the eScan Mobile Security application.



Outgoing charges are applicable to the device from where the SMS originates, as per the mobile service provider.

Viewing Privacy Advisor Permissions

The Privacy Advisor provides you a complete list of applications using the device permissions. You can always keep a check on the security level of the application. The permissions information is categorized in the following 2 types.

- **Category based permissions**

A list of all the categories of the permissions are specified, when you click/tap any particular category from the list, all the applications using permissions of that particular category are displayed.

- **Application based permissions**

When you click/tap any particular application from the list, all the permissions used by that particular application are displayed in a categorized format.

It also allows you to uninstall an application from the device, after which the application gets removed from the device.



You cannot uninstall Android default applications from the device.

To view the permissions

1. On the **eScan Mobile Security** main screen, click/tap the **Privacy Advisor** menu. The **Privacy Advisor** screen appears. Refer Figure 41.

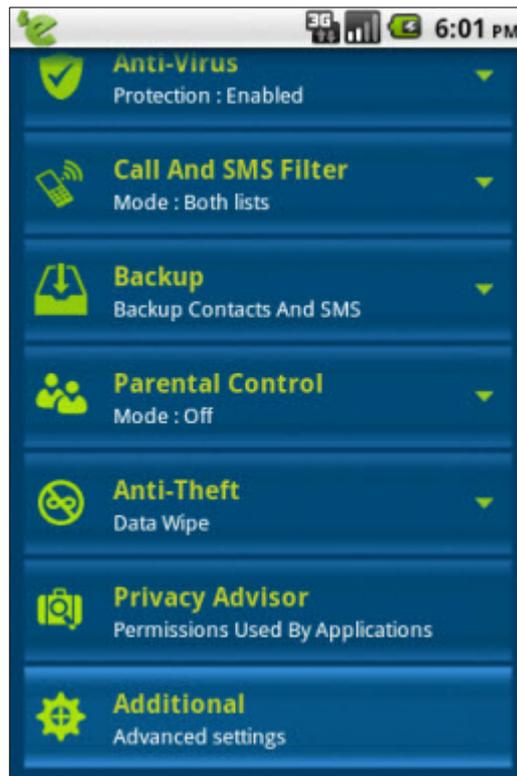


Figure 41

2. Click/tap an appropriate option from the **Privacy Advisor** screen to view the permissions used by the applications. Refer Figure 42.

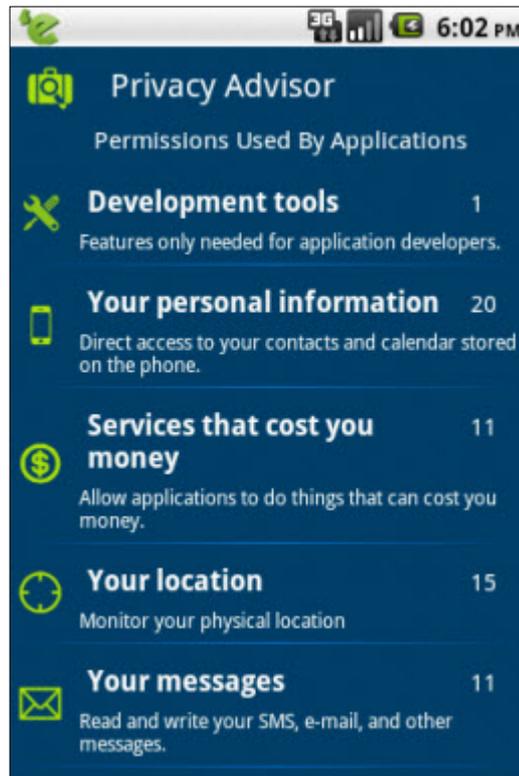


Figure 42

For example,

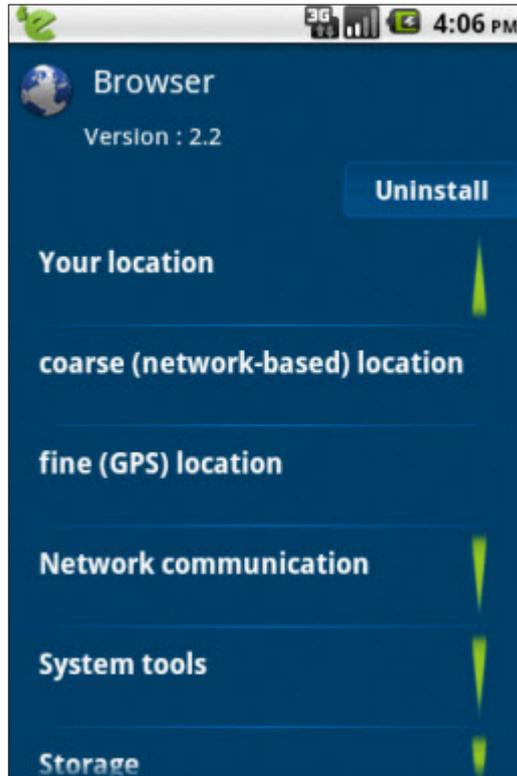
3. If you click/tap **Your location** option from the list provided in the **Privacy Advisor** screen. The following screen appears. Refer Figure 43.

Figure 43



4. Click/tap **Browse** option.
The following screen appears. Refer Figure 44.

Figure 44



5. Click/tap an appropriate option which you want to uninstall. Click/tap the down icon to expand and up icon to collapse the option, and then click the **Uninstall** button. The following screen appears. Refer Figure 45.

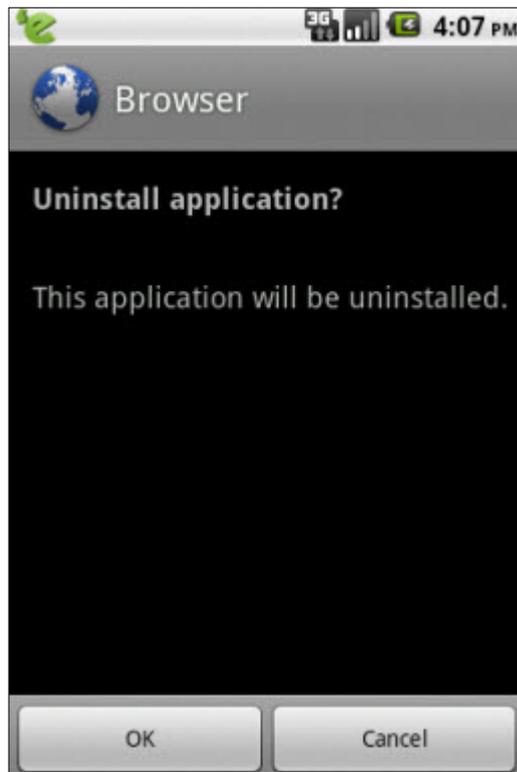
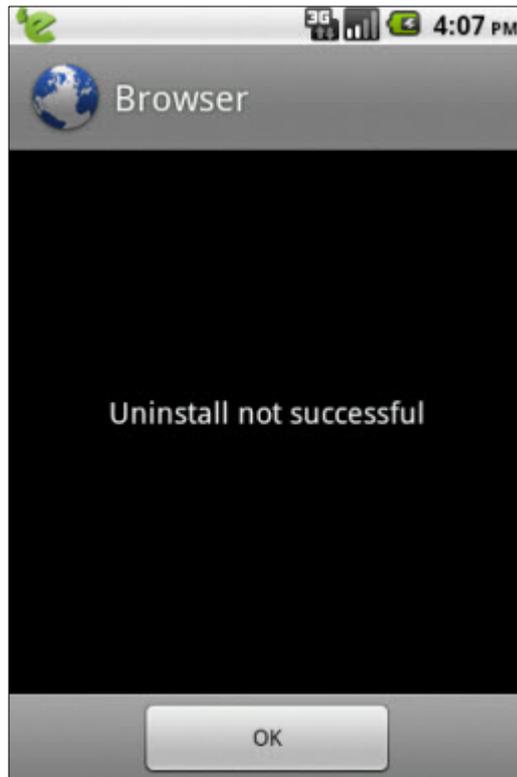


Figure 45

6. Click the **OK** button.
The following screen with a message about application not uninstalled successfully appears.
Refer Figure 46.

Figure 46



You cannot uninstall Android default applications from the device.

Configuring Additional Settings

This section provides you information about the eScan Mobile Security's additional advanced settings, which includes changing secret code, enabling and disabling notifications, sound notifications. You can configure the following settings as per your requirement.

Contents

- [Changing the Secret Code](#)
- [Configuring Notifications](#)
- [Configuring Sound Notifications](#)
- [Writing Logs](#)
- [Clearing Logs](#)
- [About eScan](#)

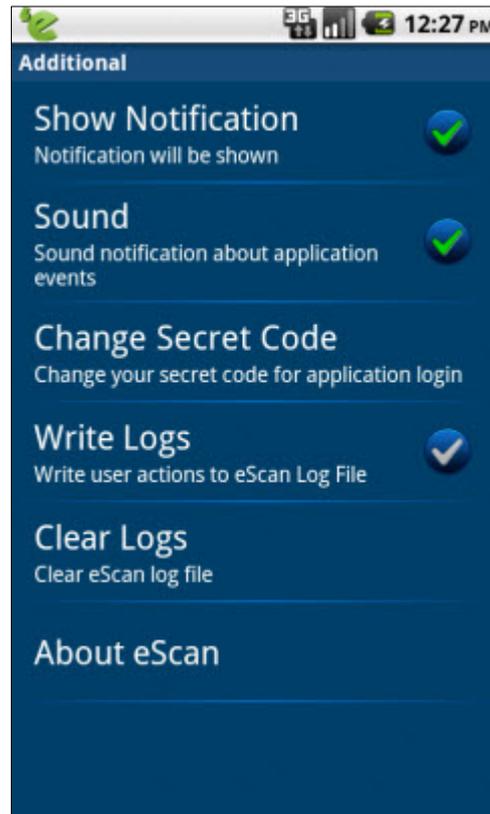
Changing the Secret Code

The eScan Mobile Security enables you to change and set new secret code. You can change the secret code, which you have set at the time of first-installation.

To change the secret code

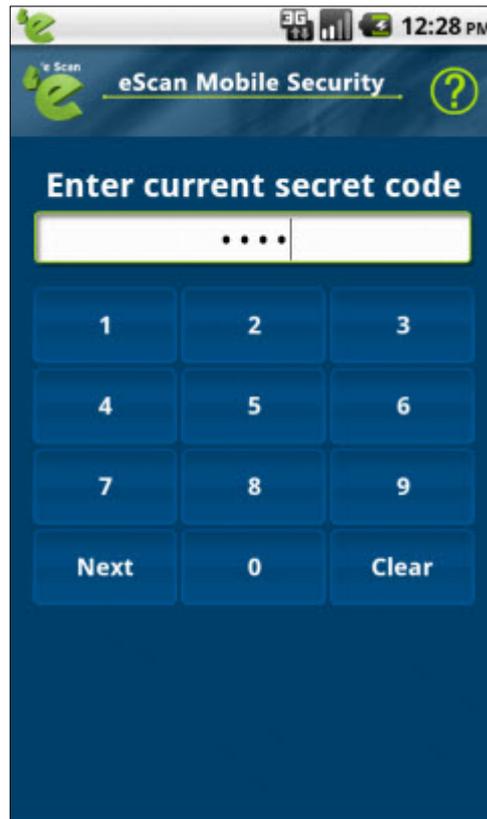
1. On the **eScan Mobile Security** main screen, click/tap the **Additional** menu. The **Additional** screen appears. Refer Figure 47.

Figure 47



2. Click/tap the **Change Secret Code** sub-menu.
The following screen appears. Refer Figure 48.

Figure 48



3. Click/tap to type the current secret code in the **Enter current secret code** field, and click/tap the **Next** button.
The following screen appears. Refer Figure 49.

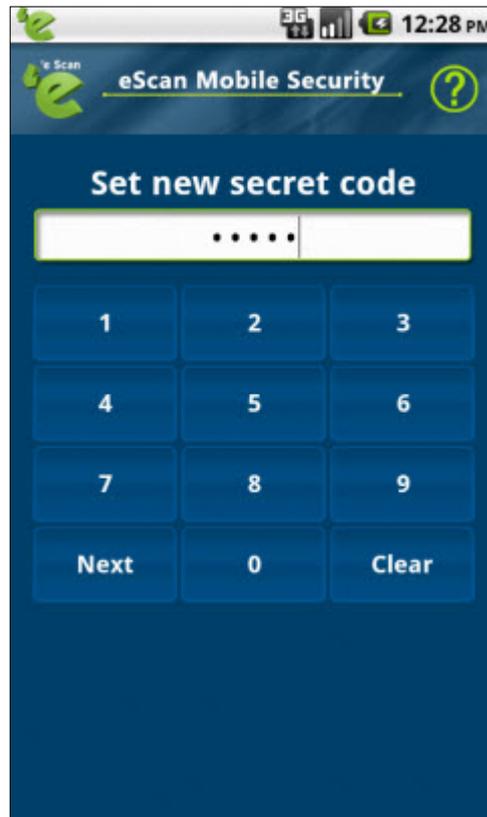
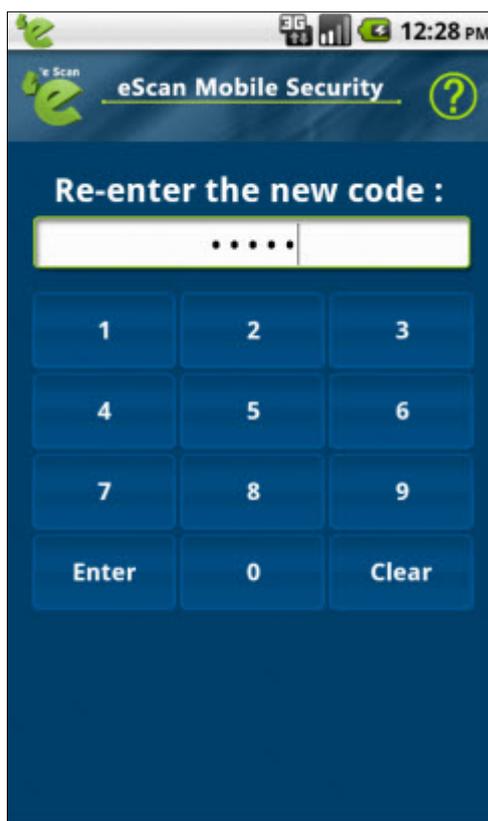


Figure 49

4. Click/tap to type the new secret code, which you want to set in the **Set new secret code** field, and click/tap the **Next** button.
The following screen appears. Refer Figure 50.

Figure 50



5. Click/tap to re-type the new secret code for confirmation in the **Re-enter the new code:** field, and click/tap the **Enter** button.
A message of secret code successfully set appears.

Configuring Notifications

Notifications help you to view the eScan Mobile Security status icon on the status bar and also eScan Mobile Security protection status under notification bar.

To configure notifications

1. On the **eScan Mobile Security** main screen, click/tap the **Additional** menu.
The **Additional** screen appears. Refer Figure 47.
2. Click/tap the **Show Notification** to enable and disable. You can view the notifications, only if you enable the option.
 -  **icon:** It indicates notification is in enabled mode, which shows you notifications.
 -  **icon:** The icon in grey colour indicates notification is in disabled mode, which does not show you any notifications.

Configuring Sound Notifications

The sound notification provides you sound notifications with a message, whenever any threats or malwares are detected by eScan Mobile Security. You can enable or disable the option to receive sound notification alerts in such events. It is recommended that you enable this option to receive notification alerts.

To configure sound notifications

1. On the **eScan Mobile Security** main screen, click/tap the **Additional** menu.
The **Additional** screen appears. Refer Figure 47.
2. Click/tap the **Sound** to enable and disable. You can receive the sound notifications, only if you enable the option.
 -  **icon**: It indicates sound notification is in enabled mode, which provides you sound notifications.
 -  **icon**: The icon in grey colour indicates notification is in disabled mode, which does not provide you any sound notifications whenever any threats are detected.

Writing Logs

It enables you to create logs on usage, infections, scanning to the root folder of the SD card. The logs are stored in /mnt/sdcard folder with eScan-xxx.log file name.

To write logs

1. On the **eScan Mobile Security** main screen, click/tap the **Additional** menu.
The **Additional** screen appears. Refer Figure 47.
2. Click/tap the **Write logs** to enable and disable.
 -  **icon**: It indicates write logs is in enabled mode, which creates log.
 -  **icon**: The icon in grey colour indicates write logs is in disabled mode, which does not creates any log.

Clearing Logs

It enables you to delete all log files generated by the application.

To clear logs

1. On the **eScan Mobile Security** main screen, click/tap the **Additional** menu.
The **Additional** screen appears. Refer Figure 47.
2. Click/tap the **Clear logs** to delete.
A confirmation message appears.
3. Click/tap the **Ok** button.
The log files get deleted.

About eScan

It provides you information on the current version number of the product, installed and expiry date of the registration and information about eScan developed by MicroWorld Technologies. It also provides you some important e-mail ID's and copyright information. Click/tap this option to view information

about eScan or you can also view by pressing the **MENU** button of your device, which enables a window to pop-up at lower side of the screen, you can simply click/tap to view information about eScan. Refer Figure 47.

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Contact Information

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Free Technical Support

We offer 24x7 free online technical support to our customers through e-mail and live chat. We also provide free telephonic support to our customers during business hours. For contact: 022 – 67722911

- Dial 1 for support,
- Dial 2 for registration,
- Dial 3 to log a call automatically.



On the IVR while recording the message press # to complete the recording and Log the call.

Chat Support

The eScan technical support team is available round the clock to assist you with your queries. You can contact our support team via live chat by visiting <http://www.escanav.com/english/livechat.asp> link.

Forums Support

You can even join the MicroWorld forum at <http://forums.escanav.com> to discuss all your eScan related problems with our experts.

E-mail Support

Please send your queries, suggestions, and comments about our products or this guide to gsupport@escanav.com.

Important Websites

- For sales enquiry, write to: sales@escanav.com
- For support enquiry, write to: gsupport@escanav.com
- For forums, write to <http://forums.escanav.com>
- For knowledge base, visit: <http://forums.escanav.com>
- For eScan wikipedia/help, visit: <http://www.escanav.com/wiki>

- For live chat, visit: <http://www.escanav.com/english/livechat.asp>

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