'eScan™

Anti-Virus & Content Security

eScan Mobile Security for Android

User Guide

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Introduction

eScan Mobile Security is a user friendly application that has been specially designed for securing your Android Mobile devices. eScan Mobile Security secures your Android device from malwares and viruses; it also allows you to trace your device location or raise an alarm if lost / stolen, the parental control feature provides an extra layer of protection by blocking unwanted applications and unwanted website categories.

In case of loss or theft all it takes is to send an SMS command from any mobile to your lost / stolen phone and you can block /locate/ wipe data /Scream (raise a loud alarm) the device. The lock watch feature of mobile security will take a snap using the front camera, if the unlock attempt fails more than twice. This captured snap will be sent to the email id specified by you.

The GPS Locate feature will enable you to locate the exact location of the device. The SIM watch feature will notify you in case the SIM has been changed. The Scream feature will raise loud alarms from the device and the alarm can be stopped only by inserting the correct secret code.

eScan Mobile Security will also secure you in emergency / dangerous situations. All you have to do is shake the device 3-5 times or just press the power button 3-5 times, a predefined SOS message will be sent to someone near and dear to you, thus alerting them you are in dire emergency.

eScan Mobile Security provides a very high end security solution to your Android devices.

1. System Requirements

Prior to installation your device must meet the following criteria:

- **Operating System:** Android 2.2 and above
- **Minimum Space :** 10-15 MB
- **Others:** Internet connection

2. Installation

eScan Mobile Security can be installed on to your device by the following methods:

Steps to download eScan Mobile security on to your Android device

1. Go to Play Store, search for "eScan Mobile Security" and tap on install.

    OR

2. Download the .apk file for eScan Mobile Security for Android from this link
   http://download1.mwti.net/download/escan/android/escantmo.apk.

3. Save this .apk file to your phone's internal memory or memory card and tap on the .apk file to install.

Note:
• You can download the .apk file to your computer and then transfer it to your phone's memory card using a USB cable.

3. Uninstallation

You can uninstall eScan mobile security by the following methods:

1. Do a long press on the eScan icon on your device main menu, the recycle bin image appears, drag and drop the eScan icon in to the bin, eScan Mobile Security will be uninstalled from your device on confirming the uninstallation request.

    OR

2. Open eScan Mobile Security app and tap on the Additional module and then tap on uninstall.

4. Registration and Activation

Once you purchase eScan Mobile Security, you will have to enter a valid license key to activate the product. The license key will be mailed to your email address on purchasing the product online or if you have purchased a packet, the license key will be already included in it.

Note:

- You can either choose internet mode or SMS mode of activation; activation through internet will be instant whereas activation through SMS will take 48 hours.
- One License Key can be activated only on one device.

The first time you open/ start eScan mobile Security you will see the following screen:

- Enter License Key: Tap on this to enter the license key that you received on your email id or it will be included in the packet.
- The Registration Details screen appears; specify the following details:

Field	Description
Name	Enter a name here. Your device will be registered by this name.
email address*	Enter a valid email address. In case you forget your secret code and a request for recovering secret code is placed; the recovery code will be sent to this email address.
Confirm email address*	Re-type the e-mail ID for confirmation.
Country	Type the country name.

- Tap the **Next** button after entering all the mandatory details.
- Enter the license key in the provided field and tap on **Next**; the Activation mode screen appears.
- Tap on Internet or SMS as per your convenience; tap on **Next**. The application successfully activated message appears.
- Activate Free Trial: Tap on this 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 tap the Activate Online button, it automatically gets activated.

Note:

- The trail version of eScan Mobile Security does not require a key to activate.

- Purchase Online: Tap to purchase the product online. You can download either from Play Store or eScan www.escanav.com website. After downloading, you can activate from internet or SMS.

Device Administrator Settings

You will have to allocate Device Administrator rights to eScan mobile Security to perform the following actions

Options	Description
Erase all data	Erase the phone's data without warning, by performing factory data reset.
Change the screen Unlock password	Change the screen unlock password.
Set password rules	Control the length and the Characters allowed in screen unlock passwords.
Monitor Screen unlock attempts	Monitor the number of incorrect passwords entering when unlocking the device.
Lock the Screen	Control how and when the screen locks.
Set lock screen password expiration	Control how frequently the lock screen password must be changed.

5. Secret Code

The first time you start the eScan Mobile Security application on your device, it will ask you to set a secret code for your device. The Secret code should be between 4 and 16 digits. The eScan application will not open without entering this secret code.

Recovering the Secret Code

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

6. Antivirus

eScan anti-virus provides security against malwares, Trojans and other viruses for your Android mobile devices. It will scan your device on real-time basis on installation of any new application, or on downloading applications, thus keeping your device safe from all kinds of infections.

It allows you to define the settings for automatic or scheduled scanning and updates. It also allows you to choose whether to scan the entire files and folders directory or only scan the executable files.

Follow these steps to scan the device:

- Open eScan Mobile Security, enter the secret code, and tap on the Antivirus menu. The **Scan**, **Update** and **Settings** screen appears.

- Tap on **Scan**, the **Scan Type** pop up appears, the options **Full Scan**, **Folder Scan** and **Memory Scan** appears.

  - **Full Scan:** Tap on this option to scan all the files and folders on the device and the memory card. On completing the scan, a report will be displayed with the message Full Scan: Finished, Files scanned, Threat detected, Threat deleted, Skipped and the Scan time.

  - **Folder Scan:** Tap on this option to scan only the selected folders. A report will be displayed with the message Folder Scan: Finished and the other details of the scan such as File Scanned, Threat detected, Threats deleted, Skipped and the Scan time.

  - **Memory Scan:** Tap on this option to scan all the files (in the data/ app folder) of all the applications installed on the device. A report will be displayed with the message Memory scan: Finished and the other details of the scan such as the number of Files Scanned, Threat Detected, and Threats Deleted, Skipped and the Total Scan time.

- Tap on cancel to close and tap on Hide to send the scanning progress screen to background.

Update: Tap on this option to update your Android device with latest antivirus signature updates. It is mandatory to have an active internet connection for downloading updates.

Configuring the Scan and Update Settings:

- Tap on **Settings** to define the settings for **Scan** and **Update**. A new Screen will be displayed with the options **Scan** and **Update**.

- Tap on **Scan** to define the **Scan Settings**; define the following scan settings:

Field	Description
Scan Settings	
Protection	Enable this option to scan files on installation of any new application. If this option is enabled, eScan Mobile Security will scan any new application that is downloaded and installed on your device. By default, this option is enabled. Tap to enable/disable protection.
Scan Type	Tap on this option to scan all files on the device. It will allow you to choose the type of files to be scanned; such as All Files or only executable files. **All Files:** By default, this option is selected; tap to enable this option to scan all files / folders on your device memory and memory card for any threats. **Executable only:** Tap on this option to scan all the files (installed applications) on the device for any kind of threats. Tap the **Cancel** button to close the dialog box.
Automatic Scan	
Startup Scan	Tap on this option to scan the device whenever you start or reboot the device. By default, this option is disabled. Tap this option to enable and disable startup scan.
Scheduled Scan	
Scan Day	This option appears only on selecting the WEEKLY Scan option, under **Schedule Scan** dialog box. By default, it appears disabled. Tap this option to select an appropriate day to perform scanning.
Scan Time	This option appears when you select either WEEKLY or DAILY option, under **Schedule Update** dialog box. By default, this option is disabled. Tap this option to set a specific time to perform scanning.

- Tap on update to define the update Settings; define the following Update Settings:

Field	Description
Update Settings	
Schedule Update	This option will allow you to schedule anti-virus signature update on a weekly, daily, or even disable scheduled updates. Tap the following appropriate option: • **Weekly**: Tap on this option to update on weekly basis. • **Daily**: Tap on this option to update on daily basis. • **Disabled**: Tap on this option to disable scheduled updates. Tap the **Cancel** button to close the dialog box.
Update Day	This option appears only on selecting the WEEKLY option, under **Schedule Update** dialog box. Tap on this option to select an appropriate day to run anti-virus signature updates.
Check for Wi-Fi	It allows you to take updates only if Wi-Fi connection is available.
Update Time	This option is enabled only on selecting WEEKLY or DAILY option, under **Schedule Update** dialog box. Tap on this option to set a specific time to run anti-virus scheduled updates.

7. 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.

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, tap the **Call and SMS Filter** menu. The **Mode**, **Black List**, and **White List** sub-menu appears.
2. Tap the **Mode:** sub-menu. The **Call and SMS Filter** screen appears.
3. Specify the following field details:

Field	Description
Call and SMS Filter	
Call and SMS Filter Mode	The Call and SMS can be filtered on the basis of the mode selected. Tap the appropriate option: • **Off**: Select this option to disable Call and SMS filtering feature. • **Black List**: Select this option to block all the calls and SMS from the numbers added to the blacklist. • **White List**: Select this option to allow all the calls and SMS added to the whitelist. • **Both Lists**: Select this option to do the following : - Allow calls and SMS from whitelisted numbers. - Block calls and SMS from blacklisted numbers. - Allow calls and SMS from contact list (if Allow contacts option is enabled) and then prompt to either add the number to blacklist or whitelist. By default, Both Lists is selected. Tap the **Cancel** button to close the dialog box.
Allow Contacts	Tap on this option to allow all Calls and SMS from the numbers in your contact list irrespective of the number being whitelisted or Blacklisted. It will prompt you to either Black List or White List the number.
Block Non Numeric Numbers	Tap on this option to block Calls and SMS from all non – numeric numbers. For e.g.: AB- 12345
Additional	
Event Log	Tap on this option to view the details of the calls blocked and the content of the SMS blocked by eScan.

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.

> ✍   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. Tap the **Call and SMS Filter** menu. The **Mode**, **Black List**, and **White List** sub-menu appears.

2. Tap the **Black List** sub-menu. The **Black List** screen appears.

3. Tap the **Add** button. The **Block Incoming** dialog box appears.

4. Tap any one of the following options, as per your requirement:

    SMS:
    It blocks all kinds of incoming messages containing the specified number.

    To add blocked phone number:
    Type the number or tap the **+** icon to select from the current inbox folder. It helps you block all messages from the specified number.

    To add forbidden text:
    Enter some text in this box and all the SMS containing this particular text will be blocked from the number specified

    Example:

Options	Description
Add a number in the Phone number in the provided field	All SMS from this number will be blocked
Add a number and forbidden text	SMS containing this forbidden text from this number will be blocked and all other SMS will be allowed.
Add only forbidden text	SMS containing this forbidden text from any number will be blocked.

- **Calls:**

    It helps you block all incoming calls from the specified number.

To add blocked phone number:

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

- **Calls and SMS:**

It helps you to block all incoming calls and messages from 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 calls.

For **example**,

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

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

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

5. 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.

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

1. On the **eScan Mobile Security** main screen, tap the **Call and SMS Filter** menu. The **Mode**, **Black List**, and **White List** sub-menu appears.
2. Tap the **White List** sub-menu. The **White List** screen appears.
3. Tap the **Add** button. The **Allow Incoming** dialog box appears.

- **To add allowed number:**

Type the number or 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 from 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 are allowed.

If you type %456, all calls and messages from 123456 or 789456 are allowed.

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

- **To add allowed number:**

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

4. 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 the blocked messages.

Tap the **Mode:** sub-menu. The **Call and SMS Filter** screen appears. Under **Additional** section, tap the **Event Log** option. The Call & SMS Filter Log screen appears.

8. Back up

eScan Mobile Security enables you to backup all your 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 with **.vcf** and SMS with **.db** extension.

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

1. On the **eScan Mobile Security** main screen, tap the **Backup** menu or tap the drop-down icon to expand and collapse the menu.

2. The **Backup Contacts**, **Restore Contacts**, **Backup SMS**, and **Restore SMS** sub-menu appears.

3. Tap any one of the following options, as per your requirement:

Options	Description
Backup Contacts	Tap on this option to save all the contacts to your memory card. In case of virus infection or if your mobile crashes, all your important contacts and information can be restored.
Restore Contacts	Tap on this button to restore all your contacts from the backup file in case of virus infection or if your mobile crashes.
Backup SMS	Tap on this option to save all your messages to your memory card.
Restore SMS	Tap on this button to restore all your SMS. It will restore all your backed up SMS from the memory card.

9.   Parental Control

This feature will allow you to secure your Android devices from any unauthenticated access to any applications or category of websites. You can customize the filters as per your requirement.

Perform the following steps to set parental control mode.

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

2. Tap the **Mode:** sub-menu. The **Mode** dialog box appears.

3. Tap any one of the following options, as per your requirement:

    The websites and applications are filtered based on the mode you select.

Options	Description
Off	Select this option to have full access to all applications and websites.
Websites	Select this option to block or allow Website categories.
Application	Select this option to block or allow applications.
Both	Select this option to block or allow websites and applications.
Block Applications	Select this option to display the list of applications that are blocked.
Block Websites	Select this option to display the list of pre-defined categories of websites that are blocked.

Blocking Applications

This feature will allow you to block all unwanted applications.

You can block/ allow the applications from unauthorized access. Tap on this option to block or allow applications.

Note:
• This Block Application setting will be applied only if you set the Parental Control mode as Application or both.

You can block/ allow the applications from unauthorized access. Tap on this option to view the list of blocked and allowed applications.

To enable Block Application follow these steps:

- Expand the parental control tab and Tap on Mode and select Application or Both mode.
- Tap on Block Applications this will display the list of applications; you can tap on each application to either block or allow each application.

To disable Block Application follow these steps:

- Expand the Parental Control Tab and Tap on Mode and select 'Off' mode or 'Block Websites' mode.
- Application blocking feature shall be disabled.

To Add Applications to Exclusion List:

- Tap on a blocked application (For e.g. ABC), you will get a message displaying **"ABC (Name of the application) is blocked by eScan Mobile Security, To unblock click Add Exclusion"**.

- Tap on Add Exclusion, enter the secret code of eScan Mobile Security, the application will be unblocked instantly.

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

To block applications

1. On the **eScan Mobile Security** main screen, tap the **Parental Control** menu or tap the drop-down icon to expand and collapse the menu.

2. The Mode, Blocked Applications, and Block Websites sub-menu appears. Tap the Blocked Applications sub-menu. The Application List screen appears.

3. To enable **Blocked Applications** feature, you need to tap either APPLICATION or BOTH mode, under **Mode** sub-menu of **Parental Control** menu.

Note:
• Denotes that the application will be allowed, whereas denotes that the application will be blocked
• By default, System Applications are allowed whereas user installed applications are blocked, when APPLICATION or BOTH mode is selected.

Blocking Websites

Block Websites option will display the list of pre-defined categories of websites that are blocked and will also display the categories of websites that are allowed. Website blocking feature is only supported while using the default Android Browser and Chrome Browser.

Note:
• Additionally any other Browsers installed on the device are blocked by eScan Mobile Security.
• The Block Websites settings will be applied only if you set the Parental Control mode as Websites or both.
• Denotes Website category will be allowed, whereas denotes that the Website category will be blocked.

To enable Block Website follow these steps:

- Expand the parental control tab and Tap on Mode and select website or Both mode.
- Tap on Block Websites this will display the category of websites. Tap on each category to either block or allow each category of websites; this will block or allow the Websites in that category.

To disable Block Website follow these steps:

- Expand the Parental Control Tab and Tap on Mode and select 'Off' mode or 'Block Application' mode.
- Website blocking feature will be disabled.

To Add Websites to Exclusion List:

Method I
- Tap on Block Websites, tap on Exclusions, and then tap on Add.
- Enter the website address to allowed in the field provided and tap on save. The particular website will be allowed even if it is in the block category.

Method II
- Open a website (For e.g.www.xyz.com). If this website falls under any blocked category it will display the following message:

  "**This Website is Blocked**

  Address: www.xyx.com

  Type: Social Networking

  Add to Exclusion"

Tap on this Add to Exclusion link and enter the Secret Code and the website www.xyz.com will be added to the exclusion list.

10. Anti-Theft

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. The anti-theft feature has the following options such as Block, Data Wipe, SIM watch, Lock watch and Scream. These functions can be activated on the device by sending an SMS command to your lost/stolen device.

Note:
• Outgoing charges will be applicable to the device from where the SMS originates as per the mobile service provider.

Block

This feature will block the device on receiving an SMS command in case of loss or theft.

1. Tap the **Anti-Theft** menu. The **Block**, **Data Wipe**, **SIM Watch**, and **GPS Find** sub-menu appears.
2. Tap the **Block:** sub-menu. The following screen appears.
3. Enable this feature to block the device on receiving an SMS command "**Lock:secret_code**". You can unblock the device by entering a secret code on the device.
4. Type **Lock:secret_code** and send it to the lost/ stolen device from any mobile device. On receiving the SMS command the device will be blocked.

Note:
• "**Lock:secret_code**". (Code refers to the secret code of the eScan Mobile Security set by you. For eg: Lock:0000).

Data Wipe

The Data Wipe feature will delete all your personal details and information from the device as soon as it receives the special SMS command.

You can choose the information to be deleted such as Contacts, SMS, Call Log and also create/ add file list for data wiping.

Steps to enable Data wipe

Tap on enable Data Wipe to delete selected information after receiving an SMS command **Wipe:secret_code".**

Information to be deleted

Personal Data

Select this check box to delete all your Personal data including contacts, call logs and SMS on receiving the SMS command. The personal data won't be wiped off if this check box is not enabled.

Note:
• Wipe Data may not work as expected on Kitkat 4.4 and above).

Folders

Select folders/ files from the memory card and add to this list to delete these folders/ files on receipt of the SMS command in case of loss or theft.

Note:
• "**Wipe:secret_code**". (Code refers to the secret code of the eScan Mobile Security set by you. For eg: Wipe:0000).

How to send an SMS command?

• Type **Wipe:secret_code** and send it to the lost/ stolen device from any mobile device. On receiving the SMS command the device will be wiped.

SIM Watch

The SIM Watch feature will send an SMS and email specifying the details of the new SIM and the location in case if the SIM has been changed after loss or theft of the device.

Enable SIM Watch CheckBox

1. Tap the **Anti-Theft** menu **and tap on SIM Watch**. The following screen appears.
2. Tap on Enable SIM Watch to start monitoring the SIM; in case of loss or theft, if the SIM is changed it will alert the owner of the device through an SMS and an email specifying the new SIM number and the location details.
3. Specify the following field details.

Field	Description
Enable SIM Watch	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.
Block	Tap the Icon to allow your device to block when SIM is replaced with new SIM. The device gets blocked only if this field is in checked. You need to enter the valid secret code to unlock the device.

Note:
• In case of Dual SIM phone only primary SIM slot is monitored by eScan.

Block

Tap on Block to enable the feature and it will block the device in case the SIM is changed.

GPS Find

GPS Find will allow you locate your device in case of loss or theft. It will allow you to receive the coordinates of the device to the alternate mobile number and on email.

To Enable GPS Find follow these steps:

1. Tap the **Anti-Theft** menu **and** tap on **GPS Find:** sub-menu.

2. Tap on Enable GPS Find and enable the feature. This will send an SMS / Email with the device location (Latitude, Longitude) to the alternate mobile number on receiving the SMS command "**Locate:secret_code**".

Note:
• "**Locate:secret_code**". (Code refers to the secret code of the eScan Mobile Security set by you. For e.g.: Locate:0000).

How to send an SMS command?

• Type **Locate:secret_code** and send it to the lost/ stolen device from any mobile device. On receiving the SMS command the device will send the location details via SMS and email.

Lock Watch

With this feature enabled a photo of the user will be captured from the front camera if the unlock attempt fails for more than two times.

• Tap to Enable Lock Watch to capture a photo of the user using front camera whenever device unlock attempt fails more than twice.

Lock Watch Gallery

The Photos captured during the failed unlock attempt are stored in Lock Watch Gallery.

Scream

Enable this feature to block the device by raising a loud alarm on receiving an SMS command "**scream:secret_code**". You can stop the screaming by entering a secret code.

Note:
• "**Scream:secret_code**". (Code refers to the secret code of the eScan Mobile Security set by you. For eg: Scream:0000).
• If the device is switched off, the alarm will be stopped, but the next time whenever the device is switched on the alarm will start again and will keep on till the correct secret code is entered.

How to send an SMS command?

• Type "**scream:secret_code**"and send it to the lost/ stolen device from any mobile device. On receiving the SMS command the device will Scream.

11. Privacy Advisor

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 applications.

To view the permissions

1. On the **eScan Mobile Security** main screen, tap the **Privacy Advisor** menu.
   The **Privacy Advisor** screen appears.

2. This screen shows the list of Permission categories along with the number of Apps using those Permissions.

3. Tap any desired category option in the **Privacy Advisor** screen to view all the apps using the respective permission.

4. Further you can also tap on the desired app to view the list of all permissions used by that app.

   For example - To view the Apps that have access to your location, tap on Your Location. This will display the list of all the apps that have access to your device location.

12. Personal Security

This feature will send an SOS message along with your device location (Latitude, Longitude) on the alternate number defined under Alternate contact details in Additional settings.

- **Enable Personal Security**

  Enable this option to send an SOS message along with the device location (Latitude, Longitude) to the alternate contact number added in the Additional settings.

- **SOS message text**

  Tap on this option to customize/ edit the SOS message (For e.g: I am in an emergency, need urgent help.)

- **Power Button**

  Enable this option to send an SOS message on pressing the power button 3-5 times.

- **Shake Device**

  Enable this option to send an SOS message on shaking the device 3- 5 times. After shaking the device you will have to tap the 'Send Message' button to complete the message sending process. This is to avoid false triggering of the message that can occur on accidental shake.

13.   Additional Settings

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

Alternate Contact Details

Enter your alternate contact number and an email address. These details will be used by SIM Watch, GPS Find and Personal Security features to send SMS and Email.

Changing the Secret Code

The eScan Mobile Security enables you to change and set new secret code. You can change the secret code that you have set at the time of installing eScan Mobile Security on your device.

To change the secret code

1. On the **eScan Mobile Security** main screen, tap the **Additional** menu. The **Additional** screen appears.
2. Tap the **Change Secret Code** sub-menu.
3. Tap to type the current secret code in the **Enter current secret code** field, and tap the **Next** button.
4. Tap to type the new secret code, you want to set in the **Set new secret code** field, and tap the **Next** button.
5. Tap to re-type the new secret code for confirmation in the **Re-enter the new code:** field, and 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, tap the **Additional** menu. The **Additional** screen appears.
2. Tap the **Show Notification** to enable and disable. eScan Mobile Security Notifications will be displayed, only if you enable this option.
- I**con:** It indicates notification is in enabled mode, eScan Mobile Security notifications will be displayed.
- **Icon:** The icon in grey color indicates notification is in disabled mode. eScan Mobile Security notifications will not be displayed.

Configuring Sound Notifications

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

To configure sound notifications

1. On the **eScan Mobile Security** main screen, click/tap the **Additional** menu.
   The **Additional** screen appears.
2. Tap on **Sound option** to enable and disable. Sound notification will be played, only if this option is enabled.

- **Icon:** It indicates sound notification is in enabled mode, a sound notification will be played whenever threats are detected.
- **Icon:** The icon in grey color indicates notification is in disabled mode, no sound notifications will be played whenever any threats are detected.

Writing Logs

It enables you to create logs on usage, infections and scanning, these logs are stored in the eScan_Mobile/YYYY-MM-DD (Date wise folders). Logs will be created in date-wise folders; saved for 7 days and will be cleared on FIFO (First In First Out) basis.

Note:
- For Android version 4.4 and above the log files will be created in Android/data/com.eScan.maim/eScan_Mobile/.

To write logs

1. On the **eScan Mobile Security** main screen, tap the **Additional** menu.
   The **Additional** screen appears.
2. Tap the **Write logs** to enable and disable.

- **Icon:** It indicates write logs is in enabled mode, eScan will create logs.
- **Icon:** The icon in grey color indicates write logs is in disabled mode, eScan will not create 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, tap the **Additional** menu.
   The **Additional** screen appears.
2. Tap **Clear logs** to delete. A confirmation message appears.
3. Tap **OK** button. The log files get deleted.

About eScan

Tap this option to view information about eScan, it provides you information on the current version number of the product, date of installation and expiry date for eScan Mobile Security. It also provides you e-mail address for contacting eScan and copyright information.

14. eScan Widget

eScan Widget is automatically installed in Widgets on installing eScan Mobile Security, it gives quick access to the Scan and Update options for Virus scanning and downloading eScan antivirus signature updates; along with this, it also provides Protection status, Anti-theft status (Enabled or Disabled). It also displays device optimization status in percentage.

How to view eScan Widget

Use following simple steps to view eScan Widget on your device-

- Go to WIDGETS on your device.
- Click on eScan icon present under WIDGETS.
- You can drag and drop eScan widget to your main screen of your device for quick access to eScan Widget.

15. Contact Details

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. Contact: 022 – 67722911

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

Note:
• On the IVR while recording the message press # to complete the recording and log the call.

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

16. Registered Offices

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