

1	Installation of Mobile Security .....	2
1.1	Android operating system devices with preinstalled Mobile Security program .....	2
1.2	Android operating system devices with preinstalled Swisscom Security Launcher .....	2
1.3	Android operating system devices without preinstalled mobile Security .....	2
1.4	Use of an Android device with an Internet Security Subscription .....	3
2	Activation/deactivation of mobile Security .....	3
2.1	Activation of Mobile Security .....	3
2.2	License your Mobile Security client or take out a subscription .....	3
2.2.1	Licensing of Mobile Security via an Internet Security Subscription .....	4
2.2.2	Order of the fee-based Mobile Security via a value-added service SMS .....	6
2.2.3	Changing the license type of Mobile Security .....	8
3	Features of Mobile Security .....	10
4	Technical Support .....	10

## Swisscom Mobile Security™ for Android Devices

This manual applies to devices (smart phones, tablets, TV boxes), which are equipped with the Android (from version 2.2) operating system. For the exact system requirements, please see the product site of Swisscom under: [www.swisscom.ch/mobile-security](http://www.swisscom.ch/mobile-security).

### 1 Installation of Mobile Security

#### 1.1 Android operating system devices with preinstalled Mobile Security program



Your Swisscom Mobile Security program may possibly be pre-installed on your device purchased from Swisscom. In most cases, the pre-installed software is in the **menu applications (apps)**. Therefore, you can go directly to the activation of your Mobile Security program by selecting the lock icon with the name **Mobile Security**. Note: depending on the type of mobile device, the name may also appear shortened. The first time you activate Mobile Security, you must enable this program as your first choice (see chapter 2) before your mobile device is protected. The product does not protect your equipment, unless you activate it. You can try Mobile Security free of charge for 30 days as a trial and subscribe during or after the trial at Swisscom.

#### 1.2 Android operating system devices with preinstalled Swisscom Security Launcher



If you have purchased your mobile device from Swisscom, then possibly the lock symbol with the title **Swisscom Security Launcher** (may be the shortened name) is in its menu **applications (apps)**. Behind this symbol is a downloader program (Launcher) that opens the Mobile Security program of Swisscom.

Note to download a dataset in the size of 2 MB during installation. You should have a subscription of Swisscom with data option and located it during the downloads in the Swisscom network or a private WLAN. **Important:** First make sure that the approval of **Unknown sources** are enabled. This approval can be in the **settings** menu → **Applications** execute and then reset after the successful installation of Mobile Security.

The Swisscom Security launcher will lead you to this setting if you have not yet approved unknown sources. After the completion of the installation, you must activate Mobile Security first (see Chapter 3). The product does not protect your equipment, as long as you do not activate it. You can try Mobile Security free of charge for 30 days as a trial and subscribe during or after the trial with Swisscom.

#### 1.3 Android operating system devices without preinstalled mobile Security

If you have purchased a device that has neither a preinstalled Swisscom Mobile Security program nor a Swisscom Security launcher, then you can download the Swisscom Mobile Security app and install now. You can realize the absence of the two apps when you do not find the lock icon of Swisscom of any one of these apps in the menu applications (Apps) on your mobile device.

**Important:** First make sure that the approval of **Unknown sources** are enabled. This approval can be found in the **settings** menu → **Applications** execute and reset again after the successful installation of Mobile Security.

You can see in the website [Download the Mobile Security app](#) on the product page of Mobile Security ([www.swisscom.ch/mobile-security](http://www.swisscom.ch/mobile-security)) initially send via SMS to the phone number of your device just to find out if your Android device supports the receipt of SMS.

Alternatively, you can also directly open the Internet browser of your device on which you want to install Mobile Security, and type the address <http://mobile.f-secure.com/swisscom> in the address bar of your browser. On the Internet site that opens, you can now go to the download of Mobile Security. Select the download of Swisscom Mobile Security for Android devices. The completed Download program can be found in the **Notifications** on your mobile device. The notifications can be opened by dropping down or pulling up the note sheet symbol (i) on the taskbar. Activate the downloaded Download-program "Mobile Security" and follow the installation wizard to activate.

#### **1.4 Use of an Android device with an Internet Security Subscription**

If you have subscribed an Internet Security subscription with 3 or 6 licenses in your Swisscom Customer centre and wish to equip your Android device with a free license for Mobile Security, then you can get the link to download the Swisscom Mobile Security App at the [Control Centre in Swisscom Customer Centre](#) sent to you by SMS. The SMS contains the website link <http://mobile.f-secure.com/swisscom> you need, in case your device does not have SMS functionality. It is important that you temporarily enable the release of **Unknown sources** the **settings** menu → **Applications** in before downloading for free.

## **2 Activation/deactivation of Mobile Security**

### **2.1 Activation of Mobile Security**

#### **Activation of the free trials of Mobile Security:**

If you activate mobile Security for the first time, you can try the application first in a 30-day free trial. The trial period begins with the first activation of Mobile Security.

Select the icons of Mobile Security, then click on the selection **Activate** and follow the wizard which will guide you through the activation process. During the activation, an update of the program with an update server is necessary. Use the mobile network of Swisscom the **Swisscom services** connection or use a Wi-Fi to download these updates. The activation wizard will then ask you also to make the necessary configurations in Mobile Security and to let their device search for viruses. You can retrieve this configuration at any time later. **Please note the security code** which you need for the device anti-theft functions.

If you successfully activated mobile Security, the remaining duration of the trial in your Mobile Security is indicated in the overview window. Mobile Security during the test has the same functionality as with a paid subscription.

You can directly order a paid subscription at Swisscom at any time during the trial period. Mobile Security will remind you 7 and 3 days before the trial time of their free trial expires. In order to provide maximum protection to your device, we recommend now that you take out a subscription with Swisscom right in time.

### **2.2 License your Mobile Security client or take out a subscription**

After the trial, which you can stop at any time prematurely, you should assign a license to your mobile Security client from a subscription with Swisscom. There are several methods in dependence, to protect the number of devices you want and whether you would like to protect even your computer (Windows PC or Apple Mac) with Internet Security, Security program of Swisscom. The following licensing options of Mobile Security are available for you.

1. Assigning of a license from an Internet Security subscription, which consists of a total of 3 and 6 licenses for the appropriate number of devices
2. Simple license from a SMS value-added service of Swisscom
3. A simple, time-limited license acquired in a Swisscom Shop (currently only via the Easy Start Youth Offer)

These methods on licensing of Swisscom Mobile Security are described in the following chapters.

### 2.2.1 Licensing of Mobile Security via an Internet Security Subscription

This subscription is suitable, if you have an billing relationship with Swisscom with a customer centre login and

- already have an Internet Security subscription from Swisscom and Internet Security protect their PC's or Mac's
- would like to buy a new Internet Security subscription from Swisscom, because you have more than two devices with Symbian OS and/or Android OS and possibly also want to protect your PC's or Mac computer
- want to operate one or more Android or Symbian devices (e.g., tablets or TV boxes) with and without a SIM card

#### a) You already have an Internet Security subscription from Swisscom

1. Select your best with a computer or tablet in your Swisscom Customer centre account and open the [administration page of your Internet Security subscription](#).
2. Make sure that you do not have a free license, or can have a free license, that you no longer need.
3. Open the **Control Centre** of Internet Security.
4. Select in the selection list **Mobile Security** and select the button **Install**.

#### Devices with SMS capability and installed SIM card:

5. Select **Another device** and give your device a name.
6. Next, type the phone number for your Android device in the international format (+41 .....). A SMS is sent to your device, which contains a link to the download page of the Mobile Security app and also contains a notification for your license.

7. If you have not installed Mobile Security on your device, find on your device a SMS from the number 811 with a link to the download site <http://mobile.f-secure.com/swisscom> and the 12-digit installation key.
8. Install and activate Mobile Security as per Section 2.1
9. If you activate Mobile Security and the SMS is already present in your SMS message inbox then the installation key should be automatically injected into your Mobile Security client.
10. If this is not the case or if you have activated Mobile Security before the arrival of the SMS (e.g. you have used Mobile Security for a trial) then you can activate your new license by opening the **notifications** on the task bar of your device. There you will find a message which reads as follows: **“You have received a SMS containing a new subscription key...”**. This notification can be found by opening the notifications via dropping down or pulling up the note sheet symbol (i) from the toolbar. Answer the question about the activation with **Yes**.  
If you fail to find this message in the notification area you can read the 12-digit installation key in the SMS from number 811 and insert it manually into your Mobile Security client. Please use menu **Subscribe → insert key**.  
If you fail to find the SMS from 811 in your device you can resend again the SMS from the **Control Center** of Internet Security out of your Swisscom Customer Centre.
11. Your Mobile Security’s security program is activated with this installation key and then indicates you that your subscription is valid. Your device mandatorily needs an Internet connection.

#### **Devices without SMS capability or without assigned SIM card:**

5. Select the option **This Device**. Give the device to be protected a name and click on **Add** and **Proceed**. You will now see the instructions in point 6, the 12-digit installation key.
6. If your device has no Mobile Security installed, then you select the button **Download**. If you are using the device to be protected in the customer centre, then you can now directly download Mobile Security for Android. If you would like to install Mobile Security on another device to be protected, then type the address: <http://mobile.f-secure.com/swisscom> in that device's Internet browser.
7. Install and activate Mobile Security as per section 2.1
8. Now manually type the 12-digit installation key from the Control Centre in the menu **Subscribe** and then select **insert key** in the Mobile Security app of your device.
9. Your Mobile Security’s security program is activated with the installation key and then shows that your subscription is valid. Your device mandatorily needs an Internet connection.

#### **b) You would like to get a new Internet Security subscription from Swisscom**

- You need to order Internet Security in customer centre account from Swisscom ([www.swisscom.ch/login](http://www.swisscom.ch/login))

- On the product site of Internet Security under [www.swisscom.ch/internetsecurity](http://www.swisscom.ch/internetsecurity) find the order button that takes you to the Customer centre of Swisscom directly to the order site of Internet Security.
- Order Internet Security for 3 or 6 devices on the order assistants in the Swisscom Customer centre.
- Open the [administration site of your Internet Security subscription](#) of the Internet Security **Control Centre**.
- Then proceed as per the previous section from [Point 4](#) to configure devices, which already have an Internet Security subscription.

### Return your license from an Internet Security Subscription

If you do not need the license on your Android mobile device any longer, then you can return the license of your Internet Security subscription and make them available for another device later.

- Navigate at the best with a browser on a computer or tablet to [Swisscom Customer Centre](#) and open the [administration site of your Internet Security subscription](#).
- Open the **Control Centre** of Internet Security.
- Select the device by name under Control Centre from the list of protected device, and select the **Remove** link and confirm with the **Continue**.
- The license of your android equipment is now deactivated and you can use this if you want to assign to another device. On the summary page in the Mobile Security program you will be shown the next automatic or manual update to your Mobile Security has expired.

If you would like to return not only a license for a particular device but want to terminate the whole Internet Security subscription, you can also do so in the Swisscom Customer Centre.

### 2.2.2 Order of the fee-based Mobile Security via an SMS value-added service

This payment method is suitable if you

- do not have a billing relationship with Swisscom over a Swisscom Customer enter Account. Therefore, no Internet Security subscription from Swisscom and would like to protect only a single or at most a second device **with SIM card and SMS capabilities** with Mobile Security
  - already have an Internet Security subscription of Swisscom, but the limits of your subscription (invalid 3 or 6 licenses) have exhausted and only want to protect a single additional device, device **with SIM card and SMS capability**.
1. Open the **Mobile Security** application in the main or program menu. Mobile Security shows you an overview of how many days your trial is still valid.
  2. Select the **Subscribe** button and then the **Buy** button.

3. Then press the button **Key via SMS charging** if you want to order a subscription that the Swisscom can charge on your monthly bill at your own convenience. You can see how much your monthly subscription of Swisscom Mobile Security will cost. Confirm again with **Buy**.
4. Your Mobile Security program automatically sends a free SMS with the keyword **START SECURITY** to the destination number **811**. Then you will receive information that you will receive a confirmation of the order. In the overview of your Mobile Security program you will see that their order has been made.
5. Switch now to the application **Messages** where you receive your SMS. You would have received an SMS in your inbox folder from the destination number **811** with the keyword **START SECURITY** and a note on how to confirm the order. Further, you will also receive information on how much it will cost your monthly subscriptions of Mobile Security.
6. **Important:** Mandatorily answer this SMS with a new SMS with the keyword **START** to the same destination number **811**. Without this answer your order is not completed.
7. You will then receive an SMS in your inbox folder from the destination number **811**. This SMS contains the order confirmation, the service costs as well as a note on how you can unsubscribe from Mobile Security.
8. In your Mobile Security program, in the overview page it appears that the service is subscribed.

#### Alternative activation of the fee-based subscription of Mobile Security via a value-added service SMS:

You can also order a subscription for Mobile Security directly through an SMS.

Please send a SMS from your SMS-application to the number **811** with the following keyword:

- **START**

You will then be notified by an SMS from the number **811**, that your Mobile Security subscription has been ordered.

#### Cancellation of your mobile security as a value-added service SMS

##### Unsubscribe by selecting "Cancel" in Mobile Security (recommended method):

If you no longer wish to use Mobile Security, you will find the selection **Subscribe** in your Mobile Security program

1. Select the **Cancel** button.
2. If you really wish to terminate your subscription at Swisscom, then answer the following question with **Yes**.
3. In the background, your mobile security program sends a free SMS with the keyword **STOP SECURITY** to the destination number **811**. Mobile Security will indicate you that the cancellation request has been sent and you will receive a confirmation by SMS.
4. You will then receive a SMS from the destination number 811 to your inbox folder. This contains the cancellation confirmation as well as a note of how long the Mobile Security subscription will be valid.

5. In your Mobile Security program, it appears in the overview page a note of how long the service is still subscribed.

#### **Alternatively unsubscribe Mobile Security by SMS, as a value-added service SMS:**

You also have the option of cancelling the subscription from Swisscom by SMS to the destination number 811

Send from your SMS application, an SMS to the destination number **811** with one of the following texts:

- **STOP, STOPP**
- **STOP ALL, STOPP ALL**
- **STOP SECURITY**

You will then be informed by an SMS from the number 811, that your Mobile Security subscription is cancelled and for how long the update service of Mobile Security is available.

#### **Information about your Swisscom SMS value-added service of Mobile Security**

You can be informed about your Mobile Security subscription by SMS. By sending SMS messages with certain keywords to the destination number **811**, you receive a variety of information via SMS. The following information will be sent back to you with the specified keywords.

- **HELP or INDEX:** You will receive an SMS with information on the services and the costs of their value-added service SMS.
- **INFO:** You will receive an SMS with information on support addresses of Swisscom and F-Secure
- **VIEW:** You will receive an SMS with information on whether your value added services SMS to mobile security is still active or not

### **2.2.3 Changing the license type of Mobile Security**

If you like to continue using Mobile Security but to select a different licensing you can do so at any time.

#### **Change from a SMS value-added service to a license from an Internet Security subscription**

1. Make sure that you cancel the SMS value-added service in accordance with the termination methods that are described for this service.
2. You then don't need to uninstall the Mobile Security client and to reinstall
3. You can assign a new license from the Internet Security subscription immediately to Mobile Security after the termination of the SMS value-added service as described in chapter 2.2.

#### **Change from a license of an Internet Security subscription to an SMS value-added service**

1. Make sure to return the license from the Internet Security subscription. You will find the method to return the license for this subscription as described in chapter 2.2

2. You must first uninstall the Mobile Security client and then reinstall.
3. If you have reinstalled the Mobile Security client, then you can subscribe to the SMS value-added service via one of the methods as described in chapter 2.2.

**A simple, time-limited license for Mobile Security has expired and you want to switch to a license from an Internet Security subscription**

1. You don't need to uninstall the Mobile Security client and to reinstall
2. You can assign a license from the Internet Security subscription immediately as described in chapter 2.2

**A simple, time-limited license for mobile security has expired and you want to use a SMS value-added service**

1. You must first uninstall the Mobile Security client and then reinstall.
2. If you have reinstalled the Mobile Security client, then you can subscribe to the SMS value-added service as described in chapter 2.2

### 3 Features of Mobile Security

The features of Mobile Security will depend on the installed version that is installed on your device. The latest version is always available on the download portal <http://mobile.f-secure.com/swisscom>. Sometimes you will be prompted by Swisscom to download a new version of Mobile Security. We ask you to always accept this to have maximum protection and make use of the latest features.

The features of Mobile Security can be most conveniently found when you use **Quick tips** in Mobile Security. The quick tips are found in each sub-menu under the question mark symbol.

You can also alternatively download a suitable manual for your Android device in German language on the above mentioned [Portal](#). Note that the manual describe the Mobile Security programs of our Security Partner F-Secure and vary concerning installation and activation of Swisscom product . Therefore, for installation and activation of Swisscom Mobile Security refer to Chapter 1 (Installation) and chapter 2 (activation) by all means.

### 4 Technical Support

If you have queries about the application or installation/activation/deactivation and about the trial, you can contact the Swisscom hotline 0800 55 64 64.

To obtain more information about the features of Mobile Security on the Internet, you can also visit the support sites of our Security Partner.

[http://www.f-secure.com/en/web/home\\_gb/support/get-support-online](http://www.f-secure.com/en/web/home_gb/support/get-support-online).

Note, however, that your Mobile Security program of Swisscom may differ in connection with installation/activation/deactivation and appearance from the standard product of F-Secure.