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Swisscom Mobile Security™ for Symbian devices

This manual applies to devices (mobile phones, smartphones) which are equipped with the Symbian operating system. You can see the exact system requirements on the website www.swisscom.ch/mobile-security

1 Installation of Mobile Security

1.1 Installation of Mobile Security for use in a free trial

Open the Internet browser on your device on which you would like to install Swisscom Mobile Security and type in <http://mobile.f-secure.com/swisscom> into the address line of your browser. You can now activate the download of Mobile Security on the Internet page which opens. Select the Swisscom Mobile Security download for Symbian devices and follow the instructions of the installation wizard. Accept the license terms and then activate Mobile Security. After activation, you will automatically be in a free trial phase which lasts 30 days.

1.2 Installation of Mobile Security for direct use with an Internet Security subscription

If you have an subscribed for Internet security subscription with 3 or 6 licenses at your Swisscom Customer Centre and would like to install a free license for Mobile Security on your Symbian device, you can have the link to download the Swisscom Mobile security app at [Control Centre at the Swisscom Customer Centre](#) by SMS. The SMS will contain a link to download Mobile Security which takes you to the website <http://mobile.f-secure.com/swisscom>.

Please note that you will be downloading a data volume with a size of 1 MB during installation. You should therefore have a Swisscom subscription with a data option and be located on the Swisscom network during the download or a private WLAN.

2 Activation/deactivation of Mobile Security

2.1 Activation of Mobile Security

Activation of the free Mobile Security trial:

If you are accessing Mobile Security for the first time, you can first try the application in a free trial which lasts for 30 days. The trial period begins with initial activation of Mobile Security.

Select the symbol for Mobile Security. **Activate** and follow the wizard which will guide you through the activation process. During activation, it is necessary to update the program with an update server. In the Swisscom mobile radio network, use the connection **Swisscom Services** to download the updates. The activation wizard will then ask you right away to perform the required configurations in Mobile Security and to search your device for viruses. The best option is to configure the anti-theft settings and child safety if the mobile device is used by a child. **You must note the security code** which you will need for anti-theft functions and then perform a virus search immediately. You can also repeat this at any time later on. The best option is to also activate the firewall to the "Normal" setting to protect yourself against hackers immediately.

If you have successfully activated Mobile Security, the remaining trial period is displayed in your Mobile Security overview window. During the trial, Mobile security has the same scope of functions as the fee-based subscription.

However, during the trial period you can directly order a fee-based subscription from Swisscom. Mobile Security will remind you 7 or 3 days before expiration of the trial period that your free trial will expire. In order to optimally protect your device, we recommend that you take out a subscription with Swisscom in a timely manner.

2.2 Licensing your Mobile Security client or taking out a subscription

After the trial, which you can cancel early, you should assign a license with a subscription with Swisscom to your Mobile Security Client. To do this, there are several methods depending on how many devices you would like to protect and whether you simultaneously would also like to protect your computer (Windows PC or Apple Mac) with an Internet Security program by Swisscom. The following possibilities are available to license Mobile Security.

1. The assignment of a license from an Internet Security subject applies to the corresponding number of devices from a total of 3 or 6 licenses.
2. Single licence from an SMS added value service of Swisscom
3. A single, time-limited license acquired at a Swisscom Shop (e.g. only via the Easy Start Youth Offer)

These methods for licensing Swisscome Mobile Security are described in the following chapters.

2.2.1 Licensing Mobile Security via an Internet Security subscription

This subscription is suitable if the have a billing relationship with Swisscom with a customer center login and

- you already have an Internet security subscription by Swisscome and protect your PC's or Mac's with Internet Security;
- you would like to buy a new Internet Security subscription because you would like to protect more than two devices with the Symbian OS and/or Android OS and if necessary would like to protect your PC's or a Mac computer in addition;
- you would like to operate one or more Android or Symbian devices (e.g. tablets or TV boxes) with or without a SIM card.

a) You already have an Internet Security subscription by Swisscom

1. The best option is to use your computer or tablet to log into your Swisscom Customer Centre account and open the [administration page of your Internet security subscription](#).
2. Ensure that you still have a free license or you can enable a license which you no longer require.
3. Open the Internet Security **Control Centre**.
4. In the selection list, select **Mobile Security** and select the **Install** button.

Devices with SMS-capability and an installed SIM card:

5. Select **Another device** and give your device a name.
6. Then type in the phone number of your Symbian device in the international format (+41.....). An SMS is sent to your device which creates the link to the download page of your Mobile Security app and a notification for your license.
7. If you have not yet installed Mobile Security on your device, you will find a link in an SMS on your device from the number 811 which leads to the download page <http://mobile.f-secure.com/swisscom> and the 12-digit installer key.
8. Install and activate Mobile Security according to Ch. **Fehler! Verweisquelle konnte nicht gefunden werden.**
9. To activate your license, you will be displayed a message from Mobile Security that a new license is available. Answer the question with **Yes**.
If this activation fails 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 → Internet Security subscription code**.
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.
10. Your Mobile Security security program is activated with this installation code and then indicates that your subscription is valid. Your device requires an Internet connection to do this.

Devices without SMS-capability or without an inserted SIM card:

5. Select **This Device**. Give the device to be protected a name and click on **Add** and **Proceed**. Now see the 12-digit installation code in the manual under item 6.
6. If your device has not yet installed Mobile Security, the press the **Download** button. If you are in the Customer Centre with the device to be protected, you can now directly download Mobile Security for Symbian. If you would like to install Mobile Security on another device to be protected, then type in the following address in your Internet browser on this device: <http://mobile.f-secure.com/swisscom>.
7. Install and activate Mobile Security according to Ch. **Fehler! Verweisquelle konnte nicht gefunden werden.**
8. Now type in the 12-digit installation key from the Control Centre manually in the menu **Subscribe** and then select **Internet Security subscription code**.
9. Your Mobile Security security program is activated with the installation code and then indicates that your subscription is valid. Your device requires an Internet connection to do this.

b) You would like to get a new Internet Security subscription by Swisscom

- You require a Swisscom Customer Centre account to order Internet Security (www.swisscom.ch/login)
- On the Internet Security product page at www.swisscom.ch/internetsecurity you can find the order button which takes you directly to the Swisscom Customer Centre to the Internet Security order pages.
- Order Internet Security for 3 or 6 devices via the order wizard at the Swisscom Customer Centre.
- On the Internet Security [administration page of your Internet Security subscription](#) open the **Control Centre**
- Then proceed as described in the previous section starting from [Item 4](#) for devices which already have an Internet Security subscription.

Return of your license from an Internet Security subscription

If you no longer require the license on your mobile Android device, then you can return the license from your Internet Security subscription and later make them available for another device.

- The best option is to use your computer or tablet to navigate to the [Swisscom Customer Centre](#) and open the [administration page of your Internet Security subscription](#).
- Open the **Control Centre** of Internet Security.
- Select the device based on the name below in the Control Centre from the list of protected devices and select the **Remove** link and confirm this with **Continue**.
- The license of your Symbian device is now deactivated and you can assign this to another device if you would like. It will be displayed with the next automatic or manual update that your Mobile Security has expired on the overview page in the Mobile Security program.

If you do not only want to return this license for a certain device or would want to terminate Internet Security as a full subscription, you can also take care of this at the Swisscom Customer Centre.

2.2.2 Ordering fee-based Mobile Security via an SMS added-value service

This payment method is suitable if you

- do not have an invoicing relationship via a Swisscom Customer Centre account. you also do not Internet Security subscription by Swisscom and would only like to protect a single or, if necessary, a second device with a SIM card and SMS capabilities with Mobile Security;
- do have an Internet Security agreement by Swisscom, the limits of your subscription (total 3 or 6 licenses) are exhausted and you would only like to protect one additional device with a SIM card and SMS capability.

1. Open the application **Mobile Security** in your main or program menu. Mobile Security shows you in an overview how many days your trial is still valid.

2. Select the button **Subscribe** and then the button **Key via SMS charging**. You will see when your trial subscription expires and how much the Swisscom Mobile Security subscription will cost per month.
3. Press on the **Order** button if you would like to order a subscription.
4. Your Mobile Security program automatically sends a free SMS with the keyword **START SECURITY** to the target number **811**. You will then receive some information that you would like to receive a confirmation of the order. In the overview of your Mobile Security program you can see that your order has been placed.
5. Now switch to the application **Messaging** where you receive SMS messages. In your inbox folder, you will receive an SMS from the target number **811** with the key word **START SECURITY** and instructions on how you can confirm the order. You will again receive the information on how much the Swisscom Mobile Security subscription will cost per month.
6. **Important:** Please answer this SMS with a new SMS with the keyword **START** to the target number **811**. Your order is not completed without this answer.
7. You will now receive an SMS in your **Inbox** folder from the target number **811**. This includes the order confirmation, the service costs and information on how you can terminate the Mobile Security subscription.
8. In your Mobile Security program the notification that the service is already subscribed to appears in the overview page.

Alternative activation of the Mobile Security subscription, subject to a subscription, via an SMS added-value service:

You can also order the subscription for Mobile Security also directly via an SMS.

To do this, please go to your SMS application and enter the number **811** with the following keyword:

- **START**

You are then informed by SMS from the number 811 that your Mobile Security subscription was ordered.

Cancellation of your Mobile Security as an SMS added-value service

Cancellation of the subscription via Unsubscribe IT: Annulla abbonamento in Mobile Security (recommended version):

If you do not wish to use Mobile Security any more, in your Mobile Security program you can find the selection **Unsubscribe**.

1. Press the button **Unsubscribe**. You will then see information on your Mobile Security subscription.
2. If you would like to terminate your subscription with Swisscom, press on the button **Cancel**.
3. In the background, your Mobile Security program automatically sends a free SMS with the keyword **STOP SECURITY** to the target number **811**. Mobile Security indicates that the cancellation request was sent and you would like to receive a confirmation by SMS.

4. You will now receive a SMS from the target number 811 in your **Inbox** folder. This includes the cancellation confirmation and information on how long the Mobile Security subscription will still be valid.
5. In your Mobile Security program the notification on how long you will continue to be subscribed now appears in the overview page.

Alternative subscription cancellation by SMS for Mobile Security as an SMS added-value service:

You can cancel the subscription with Swisscom by sending an SMS to the target number 811.

To do this, please go to your SMS application and enter the number **811** with one of the following texts:

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

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

Information on your Swisscom SMS added-value service of Mobile Security

You can receive information about your Mobile Security account by SMS at any time. By sending an SMS with certain keywords to the target number **811**, you will receive various information back by SMS. The following information with the keywords indicated is returned to you.

- **HELP or INDEX:** You will receive an SMS with information on the service and on the costs to be incurred for your SMS added-value service.
- **INFO:** You will receive an SMS with information of the support addresses of Swisscom and F-Secure
- **VIEW:** You will receive an SMS with information on whether your SMS added-value service 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 **Fehler!**
Verweisquelle konnte nicht gefunden werden..

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 **Fehler! Verweisquelle konnte nicht gefunden werden.**
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 **Fehler! Verweisquelle konnte nicht gefunden werden.**

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 **Fehler! Verweisquelle konnte nicht gefunden werden.**

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 **Fehler! Verweisquelle konnte nicht gefunden werden.**

3 Functions of Mobile Security

The functions of Mobile Security depend on the installed version which is installed on your device. The newest version is always located on the Download Portal at <http://mobile.f-secure.com/swisscom>. It can occur that you are prompted by Swisscom to download a new version of Mobile Security. We request you to accept this request in every case so that you remain optimally protected and can use the newest functions.

You will find the Mobile Security functions most convenient if you use the **Quick Tips** in Mobile Security. You can find the quick tips in each sub-menu.

Alternatively, you can also download a corresponding manual for your Symbian device in German on the aforementioned [Portal](#). Please note that the manuals describe the Mobile Security programs of our security partner F-Secure and can deviate from your Swisscom product in terms of installation and activation. For information on the installation and activation of Swisscom Mobile Security, please refer to the chapter **Fehler! Verweisquelle konnte nicht gefunden werden.** (Installation) and chapter 2 (Aktivierung).

4 Technical Support

If you have questions on the application or on the installation/activation/deactivation and have it as a trial, you can contact the Swisscom Hotline 0800 55 64 64.

In order to obtain additional information on the functions of Mobile Security on the Internet, you can also visit the support pages for our security partner.

http://www.f-secure.com/en/web/home_gb/support/get-support-online.

Please note that your Mobile Security program from Swisscom can deviate from the standard product of F-Secure in terms of installation/activation/deactivation and appearance.