Bitdefender®
Mobile Security & Antivirus

Bitdefender Mobile Security & Antivirus
User's Guide

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Bitdefender®

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1. PROTECTION FEATURES

Bitdefender Mobile Security & Antivirus protects your Android device with the following features:

● Malware Scanner

● Privacy Advisor

● Web Security

● Anti-Theft, including:

   ● Remote location

   ● Remote device lock

   ● Remote device wipe

   ● Remote device alerts

● App Lock

● Reports

● WearON

You can use the product features for 14 days, free of charge. After the period expires, you need to purchase the full version to protect your mobile device.

2. GETTING STARTED

Device Requirements

Bitdefender Mobile Security & Antivirus works on any device running Android 3.0 and up. An active Internet connection is required for in-the-cloud malware scanning.

Installing Bitdefender Mobile Security & Antivirus

● **From Bitdefender Central**

● On Android

1. Go to: https://central.bitdefender.com.

2. Sign in to your account.

3. In the **My Devices** panel tap the + icon.

4. Select **Bitdefender Mobile Security & Antivirus** from the list, then tap **GO TO GOOGLE PLAY**.

5. Tap **INSTALL** in the Google Play screen.

● On Windows, Mac OS X, iOS

1. Access your Bitdefender Central account.

2. In the **My Devices** panel, click **INSTALL Bitdefender**.

3. Select the **On another device** link.

4. Choose **Android**.

5. Select **Bitdefender Mobile Security & Antivirus** from the list, then click **CONTINUE**.

6. Type an e-mail address in the corresponding field, then click **SEND**.

7. Access your e-mail account from your Android device, then tap the **Install** button.

You are redirected to the **Google Play** app.

8. Tap **INSTALL** in the Google Play screen.

● **From Google Play**

Search for Bitdefender to locate and install the app.

Alternatively, scan the QR Code:

Sign in to your account

To use Bitdefender Mobile Security & Antivirus, you must link your device to a Bitdefender Central or Google account by signing in to the account from the app. The first time you open the app, you will be prompted to sign in to an account.

If you installed Bitdefender Mobile Security & Antivirus from your Bitdefender Central account, the app will attempt to automatically log in to that account.

To link your device to a Bitdefender Central account, follow these steps:

1. Open Bitdefender Mobile Security & Antivirus.

2. Tap **USE CENTRAL ACCOUNT** and enter your Bitdefender Central email address and password.

> ⓘ **Note**
> If you do not have an account, tap the corresponding button to create one. To log in using a Google account, tap the **USE GOOGLE ID** option.

3. Tap **SIGN IN**.

Activating Bitdefender Mobile Security & Antivirus

In order to be protected by Bitdefender Mobile Security & Antivirus, you must activate your product with a subscription, which specifies how long you may use the product. As soon as it expires, the application stops performing its functions and protecting your device.

To activate Bitdefender Mobile Security & Antivirus, follow these steps:

1. Open Bitdefender Mobile Security & Antivirus.
2. Tap **I ALREADY HAVE A CODE**.

   The app will display information regarding the current subscription status.

3. Type an activation code in the corresponding field, then tap **ACTIVATE**.

To extend an available subscription, follow these steps:

1. Open Bitdefender Mobile Security & Antivirus.
2. Tap the **Menu** button and select **Account Info** from the list.
3. Under the Extend subscription section, enter an activation code, and then tap **ACTIVATE**.

   Alternatively you can extend your current subscription by accessing the listed offers.

Dashboard

Tap the Bitdefender Mobile Security & Antivirus icon in your device's app drawer to open the application interface.

The Dashboard offers information about the security status of your device and allows you to easily manage all security features.

Whenever there is a process in progress or a feature requires your input, a card with more information and possible actions is displayed in the Dashboard.

You can access the Bitdefender Mobile Security & Antivirus features and easily navigate from a section to another from the **Menu** button located in the upper-left corner of the screen:

Malware Scanner
Allows you to initiate an on-demand scan and enable or disable Scan Storage. For more information, please refer to "*Malware Scanner*" (p. 6)

Privacy Advisor
Offers you information about the Android apps installed on your device and the actions they take in the background. For more information, please refer to "*Privacy Advisor*" (p. 9)

Web Security
Allows you to turn the web security feature on or off. For more information, please refer to "*Web Security*" (p. 11)

Anti-Theft

Allows you to turn the Anti-Theft features on or off and to configure Anti-Theft settings. For more information, please refer to "*Anti-Theft Features*" (p. 13)

App Lock

Allows you to protect your installed applications by setting a PIN access code. For more information, please refer to "*App Lock*" (p. 18)

Reports

Keeps a log of all important actions, status changes and other critical messages related to your device's activity. For more information, please refer to "*Reports*" (p. 22)

WearON

Communicates with your smartwatch to help you find your phone in case you misplace or forget where you left it. For more information, please refer to "*WearON*" (p. 23)

3. MALWARE SCANNER

Bitdefender protects your device and data against malicious applications using on-install scanning and on-demand scanning.

> **Note**
> Make sure your mobile device is connected to the Internet. If your device is not connected to the Internet, the scan process will not start.

● **On-install scanning**

Whenever you install an application, Bitdefender Mobile Security & Antivirus automatically scans it using in-the-cloud technology.

This type of scan is provided through the Autopilot feature. Autopilot is a smart on-install scanner that scans all apps you try to install, and stops viruses in their tracks.

If the application is found to be malicious, an alert will appear prompting you to uninstall it. Click **Uninstall** to go to that application's uninstall screen.

● **On-demand scanning**

Whenever you want to make sure that the applications installed on your device are safe to use, you can initiate an on-demand scan.

To start an On-demand scan, simply tap the **START SCAN** button from the Malware Scanner card available in the Dashboard.

Alternatively, you can run a scan by following these steps:

1. Open Bitdefender Mobile Security & Antivirus.

2. Tap the **Menu** button and select **Malware Scanner** from the list.

3. Tap **START SCAN**.

> **Note**
> Additional permissions are required on Android 6 for the Malware Scanner feature. After tapping the **START SCAN** button, select **Allow** for the following:
> ● Allow **Antivirus** to make and manage phone calls?
> ● Allow **Antivirus** to access photos, media, and files on your device?

The scan progress will be displayed and you can stop the process at any time.

Malware Scan

By default, Bitdefender Mobile Security & Antivirus will scan your device's internal storage, including any mounted SD card. This way, any dangerous applications that might be on the card can be detected before they can cause harm.

To enable or disable the Scan Storage setting:

1. Open Bitdefender Mobile Security & Antivirus.

2. Tap the **Menu** button and select **Malware Scanner** from the list.

3. Tap the corresponding switch.
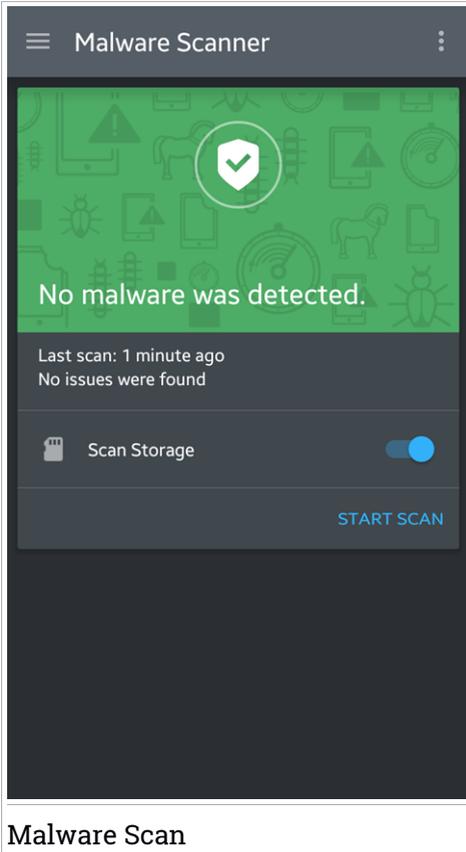
You can also enable or disable the storage scanning from the **Settings** area by tapping the ⋮ button, then the corresponding switch.

If any malicious applications are detected, information about them will be displayed and you can remove them by tapping the **UNINSTALL** button.

The Malware Scanner card displays the state of your device. When your device is safe, the card is green. When the device requires a scan, or there is any action that requires your input, the card will turn red.

4. PRIVACY ADVISOR

Privacy Advisor relies on audit information from the Cloud to constantly offer up-to-date information about your Android apps.

Most apps are legitimate but there are also apps that can track your location, access and share your personal information. Privacy Advisor provides the facts, but ultimately you are the one who has to decide if an app is safe to use or not.

Use Privacy Advisor to find out more information about apps that:

● access or upload your own address book contacts to their cloud

● may learn your real identity

● may be careless, sending your passwords over the Internet and putting your accounts at risk

● may use and upload your Device unique ID to analyze what you do

● gather analytics in order to monitor you

● track your location

● display ads

● can cost you money

Tap the filter icon ▼ to view a list of the most important clues.

The following information is available in this list:

● which apps are viruses

● which apps send your identity to strangers

● which apps use very intrusive ads

● which apps send your private data to strangers

● which apps can cost you money

● which apps send data unencrypted

● which apps track your location

● which apps have access to sensitive data

Privacy Score

By calculating a Privacy Score for each and every user, Privacy Advisor provides a precise and personal overview of how vulnerable you are, so that you can evaluate and take appropriate actions for each installed app. You should take care when your privacy score is low.

If you have doubts about the permissions required by a certain application, try to find more information about it before you decide on whether or not to keep using it.

5. WEB SECURITY

Web Security checks web pages you access with Google Chrome and with the default Android browser using Bitdefender cloud services.

If an URL points to a known phishing or fraudulent website, or to malicious content such as spyware or viruses, the web page is temporarily blocked and an alert is shown.

You can then choose to ignore the alert and proceed to the web page or return to a safe page.

> **ⓘ Note**
> Additional permissions are required on Android 6 for the Web Security feature. Allow permission to register as Accessibility service and tap **TURN ON** when requested. Tap **Antivirus** and enable the switch, then confirm that you agree with the access to your device's permission.
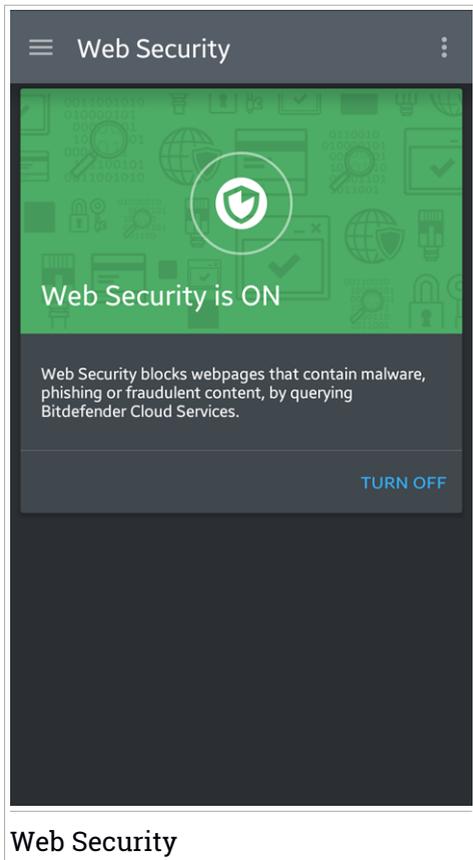
Web Security

6. ANTI-THEFT FEATURES

Bitdefender can help you locate your device and prevent your personal data from getting into the wrong hands.

All you need to do is activate Anti-Theft from the device and, when needed, access the **Bitdefender Central** account linked to your device from any web browser, anywhere.

Even if you cannot access the Internet, you can still protect your device and data by sending **SMS commands** from any mobile phone to your smartphone through regular text messages.

Bitdefender Mobile Security & Antivirus offers the following Anti-Theft features:

Remote Location

View your device's current location on Google Maps. The location is refreshed every 5 seconds, so you can track it if it is on the move.

The accuracy of the location depends on how Bitdefender is able to determine it:

● If the GPS is enabled on the device, its location can be pinpointed to within a couple of meters as long it is in the range of GPS satellites (i.e. not inside a building).

● If the device is indoors, its location can be determined to within tens of meters if Wi-Fi is enabled and there are wireless networks available in its range.

● Otherwise, the location will be determined using only information from the mobile network, which can offer an accuracy no better than several hundred meters.

Remote Wipe

Remove all personal data from your estranged device.

Remote Lock

Lock your device's screen and set a numeric PIN for unlocking it.

Send alert to device (Scream)

Remotely send a message to be displayed on the device's screen, or trigger a loud sound to be played on the device speaker.

If you lose your device, you can let whoever finds it know how they can return it to you by displaying a message on the screen of the device.

If you misplaced your device and there is a chance it is not far from you (for example, somewhere around the house or the office), what better way to find it than to make it play a loud sound? The sound will be played even if the device is in silent mode.

Activating Anti-Theft

To enable Anti-Theft features, simply complete the configuration process from the Anti-Theft card available in the Dashboard.

Alternatively, you can activate Anti-Theft by following these steps:

1. Open Bitdefender Mobile Security & Antivirus.

2. Tap the **Menu** button and select **Anti-Theft** from the list.

3. The following procedure will begin to help you activate this feature:

> **i** Note
> Additional permissions are required on Android 6 for the Anti-Theft feature. To enable it, follow the steps below:
> ● Tap **Activate Anti-Theft**, then tap **TURN ON**.
> ● Allow permissions for the following:
>   a. Allow **Antivirus** to send and view SMS messages?
>   b. Allow **Antivirus** to access this device's location?
>   c. Allow **Antivirus** to access your contacts?

a. **Grant Admin Privileges**

These privileges are essential to the operation of the Anti-Theft module and therefore must be granted in order to continue.

b. **Set Application PIN**

To make sure any changes made to Anti-Theft settings are authorized by you, a PIN must be set. Every time an attempt will be made to modify Anti-Theft settings, the PIN will have to be entered before the changes are applied.

> **i** **Note**
>
> The same PIN code is used by App Lock to protect your installed applications.

c. **Set Trusted Number for Anti-Theft**

When a different SIM card is inserted into your device, Bitdefender Mobile Security & Antivirus automatically sends a text message to the trusted number containing the new phone number.

This way, you can send SMS commands to your phone even if the SIM card is switched and its number changes.

The trusted number can be the number of someone you know, or the number of another phone you use. You can type the number, or select one from the contacts list.

> **!** **Important**
>
> This is not a mandatory step, but it is recommended that you set the trusted number during the initial setup. The Wipe command works only when sent from the predefined trusted number.

Once Anti-Theft is activated, you can turn on or off Web control and SMS control features individually from the Anti-Theft screen by tapping the corresponding buttons.

Using Anti-Theft features from Bitdefender Central (Web Control)

> **i** **Note**
>
> All Anti-Theft features require the **Background data** option to be enabled in your device's Data usage settings.

To access the Anti-Theft features from your account, follow these steps:

1. Access your Bitdefender Central account.

2. In the **My Devices** panel click the desired device card.

3. Select the **Anti-Theft** tab.

4. In the Actions section on the left side, click the button corresponding to the feature you want to use:

Locate - display your device's location on Google Maps.

Alert - type a message to display on your device's screen and/or make your device play a sound alarm.

Lock - lock your device and set a PIN code for unlocking it.

Wipe - delete all data from your device.

⚠ **Important**
After you wipe a device, all Anti-Theft features cease to function.

Using Anti-Theft features through SMS commands (SMS Control)

Once SMS commands are enabled, you can send the following commands to your smartphone via SMS from any other mobile phone:

● **locate** - send a message containing the location of the device to the phone number from which the command was sent. The message contains a Google Maps link which can be opened in the browser of the mobile phone.

● **scream** - play a loud sound on the device speaker.

● **lock** - lock the device's screen with the Bitdefender Mobile Security & Antivirus PIN.

● **wipe** - delete all data from your device.

⚠ **Important**
The Wipe command works only when sent from the predefined trusted number.

● **callme** - dial the phone number from which the command was sent with the speaker turned on. This way you can silently listen on whoever has your phone.

● **help** - send a message containing all available commands to the phone number from which the command was sent.

All SMS commands must be sent using the following format:

bd-<PIN> <command>

ⓘ Note
The brackets indicate variables and should not appear in the command.

For example, if you have set the security PIN to 123456 and you want to receive a message with your phone's location, send the following text message to your phone number:

bd-123456 locate

7. APP LOCK

Installed applications such as e-mails, photos, or messages, can contain personal data that you would like to remain private by selectively restricting access to them.

App Lock helps you block unwanted access to apps by setting a security PIN access code. The PIN code you set must be at least 4 digits long, but not more than 8, and is required every time you want to access the selected restricted applications.

Activating App Lock

To restrict access to selected applications, configure App Lock from the card displayed in the Dashboard after activating Anti-Theft.

Alternatively, you can activate App Lock by following these steps:

1. Open Bitdefender Mobile Security & Antivirus.

2. Tap the **Menu** button and select **App Lock** from the list.

3. Allow access to usage data for Bitdefender by tapping **TURN ON**, then enabling the corresponding switch.

> **Note**
> Additional permissions are required on Android 6 for the Snap Photo feature. To enable it, allow **Antivirus** to take pictures and record video.

4. Go back to the app and tap **SET PIN** to configure the access code.

> **Note**
> This step is available only if you didn't previously configure the PIN in Anti-Theft.

5. Select the applications you want to protect.

This code is required every time you want to access one of the restricted applications.

> **Note**
> The same PIN code is used by Anti-Theft to help you locate your device.
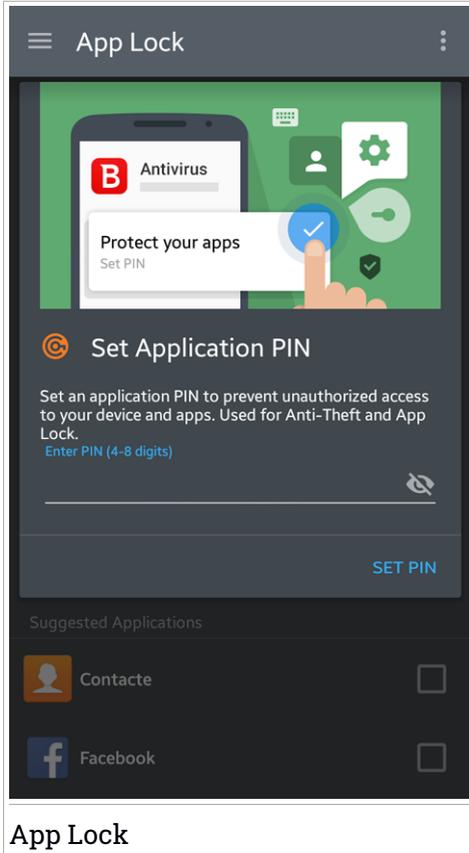
App Lock

App Lock Settings

Tap the button in the App Lock feature menu, then select **Settings** for an advanced configuration of your App Lock.

In App Lock **Settings** you can do the following:

● Activate Snap photo when three incorrect unlock attempts are made.

● Configure App Lock to wait 30 seconds before requesting the PIN code you set again.

● Lock notifications for newly installed apps.

● Activate Smart Unlock for trusted WiFis.

● Activate Smart Unlock for the current WiFi.

● Change your PIN code.

Snap photo

With Bitdefender Snap photo you can catch your friends or relatives on the hop. This way you can educate their curious eyes to not look through your personal files or the apps you use.

The feature works easy: each time the PIN code you set to protect your apps is entered wrong three times in a row, a photo is taken using the front camera. The photo is saved together with the time-stamp and reason, and can be seen when you open Bitdefender Mobile Security & Antivirus and access the App Lock feature.

> **ℹ Note**
> This feature is available only for phones that have a front camera.

To configure the Snap photo feature:

1. Open Bitdefender Mobile Security & Antivirus.

2. Tap the **Menu** button, and select **App Lock** from the list.

3. Tap the ⋮ button in the App Lock feature menu, and then select **Settings**.

4. Enable the **Snap photo when 3 incorrect unlock attempts are made** switch.

The photos snapped when the incorrect PIN is entered are displayed in the App Lock menu and can be viewed full-screen.

Only the 3 most recent photos are saved.

Smart Unlock

An easy method to stop being asked by the App Lock feature to enter the PIN code for the protected apps each time you access them is to activate Smart Unlock.

With Smart Unlock you can set as trusted the WiFi networks you usually connect to, and when connected to them, the App Lock will be disabled for the protected apps.

To activate the Smart Unlock feature, follow these steps:

1. Open Bitdefender Mobile Security & Antivirus.
2. Tap the **Menu** button, and select **App Lock** from the list.
3. Tap the ⋮ button in the App Lock feature menu, and then select **Settings**.
4. Enable the **Smart Unlock for trusted WiFis** switch.

   To set the WiFi connection you're currently using as trusted, enable the **Trust current WiFi** switch.

   ### Note
   This setting is available only if the Smart Unlock feature is enabled.

Whenever you change your mind, disable the feature and the WiFi networks you have set as trusted will be treated as untrusted.

8. REPORTS

The Reports feature keeps a detailed log of events concerning the scanning activity on your device.

Whenever something relevant to the security of your device happens, a new message is added to the Reports.

To access the Reports section, follow these steps:

1. Open Bitdefender Mobile Security & Antivirus.
2. Tap the **Menu** button and select **Reports** from the list.

Here you can check detailed information about the activity of your Bitdefender features. All the events that took place on your device are available under the Event Viewer section.

Each week a new tip will be displayed in this section, so make sure you check back regularly to get the best out of the app.

The current week's report is generated each Sunday and you will receive a notification informing you about it becoming available.

9. WEARON

With Bitdefender WearON you can easily find your smartphone whether you left it at the office in a conference room or under a pillow on your couch. The device can be found even if the silent mode is activated.

Keep this feature enabled to make sure that you always have your smartphone at hand.

> **Note**
> The feature works with Android 4.3 and Android Wear.

Activating WearON

To use WearON, you only have to connect your smartwatch to the Bitdefender Mobile Security & Antivirus application and activate the feature with the following voice command:

Start:<Where is my phone>

Bitdefender WearON has two commands:

1. **Phone Alert**

   With the Phone Alert feature you can quickly find your smartphone whenever you step too far away from it.

   If you have your smartwatch with you, it automatically detects the application on your phone and vibrates whenever you are less than ten meters away from your device.

   To enable this feature, open Bitdefender Mobile Security & Antivirus, tap **Global Settings** in the menu and select the corresponding switch under the WearON section.

2. **Scream**

   Finding your phone has never been easier. Whenever you forget where you left your phone, tap the Scream command on your watch to make your phone scream.

10. BITDEFENDER CENTRAL

Bitdefender Central is the web platform where you have access to the product's online features and services and can remotely perform important tasks on devices Bitdefender is installed on. You can log in to your Bitdefender Central account from any computer or mobile device connected to the Internet by going to https://central.bitdefender.com. Once you have access to it, you can start doing the following:

● Download and install Bitdefender on OS X, Windows, and Android operating systems. The products available for download are:

  ● Bitdefender Mobile Security & Antivirus

  ● Bitdefender Antivirus for Mac

  ● The Bitdefender Classic Line products

● Manage and renew your Bitdefender subscriptions.

● Add new devices to your network and manage them wherever you are.

Accessing your Bitdefender Central account

To access your Bitdefender Central account, simply:

1. Open a web browser on any device with Internet access.

2. Go to: https://central.bitdefender.com.

3. Log in to your account using your e-mail address and password.

My Devices

The **My Devices** area in your Bitdefender Central account gives you the possibility to install, manage and take remote actions on your Bitdefender product on any device, provided that it is turned on and connected to the Internet. The device cards display the device name, protection status and remaining availability on your subscription.

To easily identify your devices, you can customize the device name:

1. Access your Bitdefender Central account.

2. In the **My Devices** panel click the ⋮ icon on the desired device card, then select **Settings**.

3. Change the device name in the corresponding field, then select **Save**.

You can create and assign an owner to each of your devices for better management:

1. Access your Bitdefender Central account.

2. In the **My Devices** panel click the ⋮ icon on the desired device card, then select **Profile**.

3. Click **Add owner**, then fill in the corresponding fields, set the Gender, Date of birth and even add a Profile picture.

4. Click **ADD** to save the profile.

5. Select the desired owner from the **Device owner** list, then click **ASSIGN**.

For more remote actions and information regarding your Bitdefender product on a specific device, click the desired device card.

Once you click on a device card, the following tabs are available:

● **Dashboard**. In this window you can check the protection status of your Bitdefender products and number of remaining days on your subscription. The protection status can be green, when there is no issue affecting your product, or red when the device is at risk. When there are issues affecting your product, click **Fix issues** to find out more details. From here you can manually fix issues that are affecting the security of your devices.

● **Protection**. From this window you can remotely run a Scan on your device. Click the **SCAN** button to start the process. You can also check when the last scan was performed on the device and a report of the latest scan with the most important information is available.

● **Anti-Theft**. In case you misplaced your device, with the Anti-Theft feature you can locate it and take remote actions. Click **LOCATE** to find out the position of the device. The last known position will be displayed, along with the time and date. For more details about this feature, please refer to "*Anti-Theft Features*" (p. 13).

My Subscriptions

The Bitdefender Central platform gives you the possibility to easily manage the subscriptions you have for all your devices.

Check available subscriptions

To check your available subscriptions:

1. Access your Bitdefender Central account.

2. Tap the ☰ icon in the upper-left corner of the screen, then select **My Subscriptions**.

Here you have information about the availability of the subscriptions you own and the number of devices using each of them.

You can add a new device to a subscription or renew it by selecting a subscription card.

Add a new device

If your subscription covers more that one device, you can add a new device and install your Bitdefender Mobile Security & Antivirus on it, as described in "Installing Bitdefender Mobile Security & Antivirus" (p. 2).

Renew subscription

If there are less than 30 days from your subscription, and you opted out for automatically renewing, you can manually renew by following these steps:

1. Access your Bitdefender Central account.

2. Tap the ☰ icon in the upper-left corner of the screen, then select **My Subscriptions**.

3. Select the desired subscription card.

4. Click **Renew** to continue.

A web page opens in your web browser where you can renew your Bitdefender subscription.

11. FREQUENTLY ASKED QUESTIONS

Why does Bitdefender Mobile Security & Antivirus require an Internet connection? The application needs to communicate with Bitdefender servers in order to determine the security status of the applications it scans and of the web pages you are visiting, and also to receive commands from your Bitdefender Central account, when using the Anti-Theft features.

What does Bitdefender Mobile Security & Antivirus need each permission for?

● Internet access -> used for cloud communication.

● Read phone state and identity -> used to detect if the device is connected to the Internet and to extract certain device info needed to create a unique ID when communicating to Bitdefender cloud.

● Read and write browser bookmarks -> Web Security module deletes malicious sites from your browsing history.

● Read log data -> Bitdefender Mobile Security & Antivirus detects traces of malware activity from the Android logs.

● Read / write SMS, contacts, account data and external storage -> Required for the remote wipe feature.

● Location -> required for remote location.

● Camera -> required for Snap photo.

● Storage -> used to allow the Malware Scanner to check the SD card.

Where can I see details about the application's activity?

Bitdefender Mobile Security & Antivirus keeps a log of all important actions, status changes and other critical messages related to its activity. To access this information open Bitdefender Mobile Security & Antivirus and tap the **Menu** button, then select **Reports** from the list.

I forgot the PIN code that I set to protect my application. What do I do?

1. Access your Bitdefender Central account.

2. In the **My Devices** panel click the ⋮ icon on the desired device card, then select **Settings**.

3. Retrieve the PIN code from the **Application PIN** field.

How will Bitdefender Mobile Security & Antivirus impact my device's performance and battery autonomy?

We keep the impact very low. The application only runs when it is essential - after you install an application, when you browse the application interface or when you want a security check. Bitdefender Mobile Security & Antivirus does not run in the background when you call your buddies, type a message or play a game.

What does the Privacy Advisor tell me about applications I install?

The Privacy Advisor tells you what each application is capable of doing on your device. It tells you if an application can access your private data, send messages, connect to the Internet or perform any other function that can sometimes pose risks to your security.

Can I remove an application that I consider to be a threat for my privacy?

You can manually remove an application using Privacy Advisor. To do this, tap the desired app, then tap the **UNINSTALL APP** button. Confirm your choice and wait for the uninstall process to complete.

How do I turn off Privacy Advisor notifications?

If you want to stop receiving Privacy Advisor notifications, follow these steps:

1. Open Bitdefender Mobile Security & Antivirus.

2. Tap the **Menu** button and select **Settings** from the list.

3. Under the **Privacy Advisor** section, tap the corresponding switch.

In what languages is Bitdefender Mobile Security & Antivirus available?

Bitdefender Mobile Security & Antivirus is currently available in the following languages:

- English
- French
- German
- Italian
- Romanian
- Spanish
- Brazilian
- Portuguese
- Polish
- Korean

● Vietnamese
● Greek
● Dutch

Other languages will be added in future releases. To change the language of the Bitdefender Mobile Security & Antivirus interface, go to your device's **Language & keyboard** settings and set the device to the language you want to use.

Can I change the Bitdefender Central account linked to my device?

Yes, you can easily change the Bitdefender Central account linked to your device. All you need to do is log out of the current account from Bitdefender Mobile Security & Antivirus and then log in to the new account.

What is Device Administrator?

Device Administrator is an Android feature that gives Bitdefender Mobile Security & Antivirus the permissions needed in order to perform certain tasks remotely. Without these privileges, remote lock would not work and device wipe would not be able to completely remove your data. If you want to remove the app, make sure to revoke these privileges before trying to uninstall from **Settings > Location & Security > Select device administrators**.

What's the trusted number for?

If your phone gets into the hands of someone who has no intention of returning it to its rightful owner, it is likely that the SIM card will be changed quickly. Whenever Bitdefender Mobile Security & Antivirus detects the SIM card in your phone has been changed, it automatically sends a text message containing the new phone number to the number you have set. This way, you can send SMS commands to your phone even if the SIM card is switched and its number changes. This can be the phone number of someone you know and trust, or the number of another phone you use.

Can the trusted number be changed after I set it?

To set a different trusted number:

1. Open Bitdefender Mobile Security & Antivirus.

2. Tap the **Menu** button and select **Settings** from the list.

3. Under the **Anti-Theft** section, tap **Trusted number**.

   You will be prompted to provide the PIN before you can change the trusted number.

How much will it cost me to send SMS commands?

SMS commands are sent as regular text messages and are therefore charged as such by your carrier. Bitdefender does not charge any extra fees.

How to fix "No Google Token" error that appears when signing in to Bitdefender Mobile Security & Antivirus.

This error occurs when the device is not associated with a Google account, or the device is associated with an account but a temporary problem is preventing it from connecting to Google. Try one of the following solutions:

● Go to Android Settings > Applications > Manage Applications > Bitdefender Mobile Security & Antivirus and tap **Clear data**. Then try to sign in again.

● Make sure your device is associated with a Google account.

  To check this, go to Settings > Accounts & sync and see if a Google account is listed under **Manage Accounts**. Add your account if one is not listed, restart your device and then try to sign in to Bitdefender Mobile Security & Antivirus.

● Restart your device, then try to sign in again.

12. GETTING HELP

Several online resources are available to help you solve your Bitdefender-related problems and questions.

● Bitdefender Support Center:

http://www.bitdefender.com/support/consumer.html

● Bitdefender Support Forum: http://forum.bitdefender.com

● The HOTforSecurity computer security portal:

http://www.hotforsecurity.com/

You can also use your favorite search engine to find out more information about computer security, the Bitdefender products and the company.

Bitdefender Support Center

The Bitdefender Support Center is an online repository of information about the Bitdefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bug fixing activities of the Bitdefender support and development teams, along with more general articles about virus prevention, the management of Bitdefender solutions with detailed explanations, and many other articles.

The Bitdefender Support Center is open to the public and freely searchable. The extensive information it contains is yet another means of providing Bitdefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from Bitdefender clients eventually find their way into the Bitdefender Support Center, as bugfix reports, workaround cheatsheets or informational articles to supplement product help files.

The Bitdefender Support Center is available any time at http://www.bitdefender.com/help.

Bitdefender Support Forum

The Bitdefender Support Forum provides Bitdefender users with an easy way to get help and to help others.

If your Bitdefender product does not operate well, if it cannot remove specific viruses from your device or if you have questions about the way it works, post your problem or question on the forum.

Bitdefender support technicians monitor the forum for new posts in order to assist you. You may also get an answer or a solution from a more experienced Bitdefender user.

Before posting your problem or question, please search the forum for a similar or related topic.

The Bitdefender Support Forum is available at http://forum.bitdefender.com, in 5 different languages: English, German, French, Spanish and Romanian. Click the **Home & Home Office Protection** link to access the section dedicated to consumer products.

HOTforSecurity Portal

The HOTforSecurity portal is a rich source of security information. Here you can learn about the various threats your computer is exposed to when connected to the Internet (malware, phishing, spam, cyber-criminals). A useful dictionary helps you understand the computer security terms that you are not familiar with.

New articles are posted regularly to keep you up-to-date with the latest threats discovered, the current security trends and other information on the computer security industry.

The HOTforSecurity web page is http://www.hotforsecurity.com.