USER GUIDE

QUICK HEAL ANTIVIRUS FOR WINDOWS MOBILE

Quick Heal Technologies (P) Ltd.
http://www.quickheal.com

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- make one copy of the software solely for backup purpose.

You cannot:

- sublicense, rent or lease any portion of the software.
- debug, decompile, disassemble, modify, translate, reverse engineer the software

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ALL MATTERS SUBJECTED TO PUNE (INDIA) JURISDICTION

About This Document

This user guide contains all the information you need to install and use Quick Heal AntiVirus for Windows Mobile. Once familiar you can also use it for reference. Full care has been taken to incorporate all details with the latest developments in the shipping.

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Getting Started with Quick Heal

Introduction

Quick Heal® is a leading provider of Anti-Virus and Internet Security products in India. Quick Heal serves more than a million users worldwide. Quick Heal's award-winning anti-virus product line is installed in corporate, small business and consumers' homes, protecting their PCs from viruses and other malicious threats. For more information, please visit www.quickheal.com.

Quick Heal AntiVirus for Windows Mobile enables secure mobile computing by providing security against malicious threats that target Windows Mobile® operating systems. It has features like Online protection that continuously scans the mobile phone and prevents virus infection, Memory scanner that detects and removes viruses from the mobile phone memory, and On-demand scanner that only scans the folder or files specified by you. It also offers easy-to-update virus protection for security against latest mobile threats. It's easy-to-use interface makes virus removal easier and faster.

System Requirements

To use Quick Heal, your mobile phone should meet following requirements:

- Windows Mobile 5.0 / 6.0 / 6.1 software.
- 10 MB of free storage memory on your mobile phone.
- 5 MB of free program memory on your mobile phone.

Installing Quick Heal

To install Quick Heal, please perform the following steps:

1. Click **Start** -> **File Explorer**.
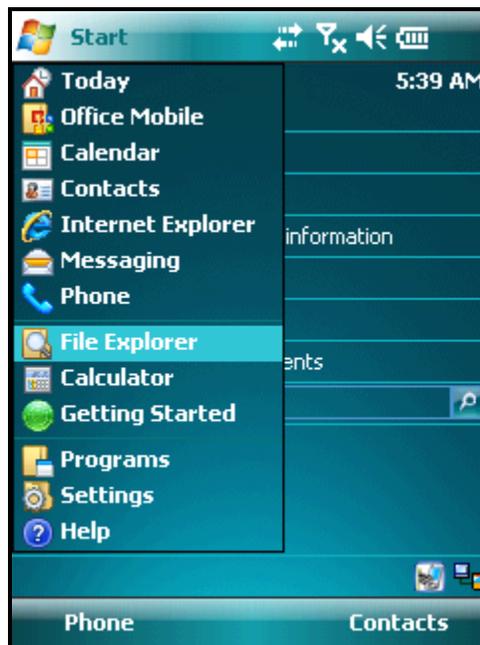
Figure 2-1: Start Menu

2. Transfer the **qhwm2009.cab** file from your PC to your Mobile Phone. If you have purchased the boxed software, then **qhwm2009.cab** file will be available on the disk. If you have downloaded the software from Quick Heal website, then a link will be provided for you to download the **qhwm2009.cab** file on to your PC. Once the **qhwm2009.cab** is transferred to your mobile phone, locate the file using File Explorer and launch the setup by executing the **qhwm2009.cab** file.
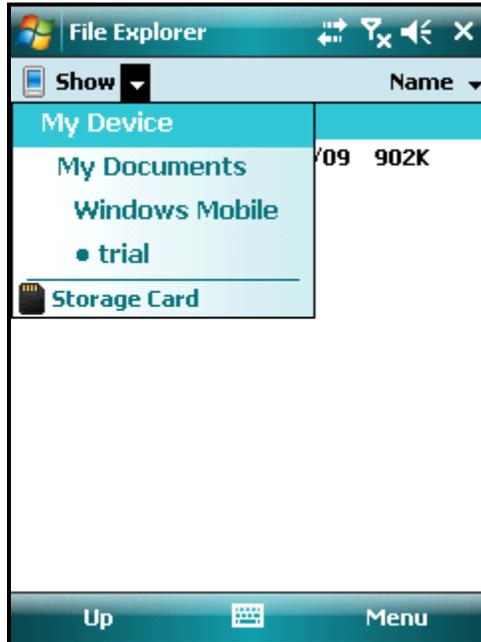
Figure 2-2: File Explorer
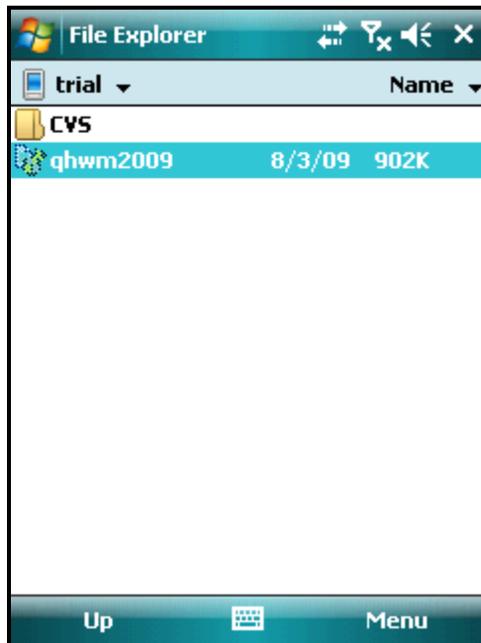
Figure 2-3: Executable File qhwm2009.cab

3. Choose a location to install **Quick Heal AntiVirus**. If you want to install it on a device, select **Device**; else select **Storage Card** if you want to install it on a storage card.
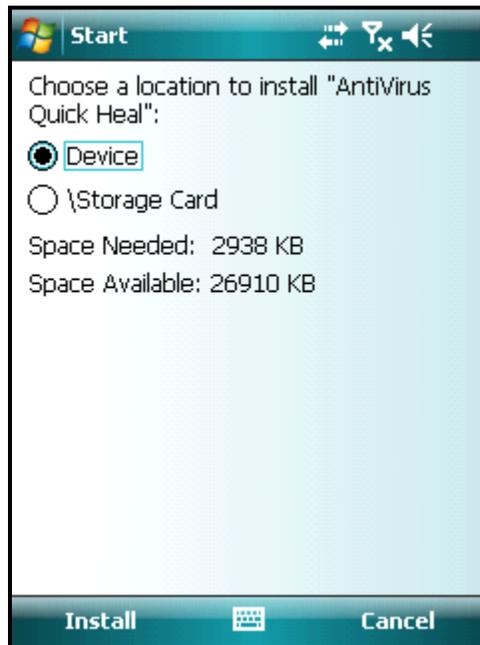
Figure 2-4: Selecting Installation Location

4. Click **Install**.
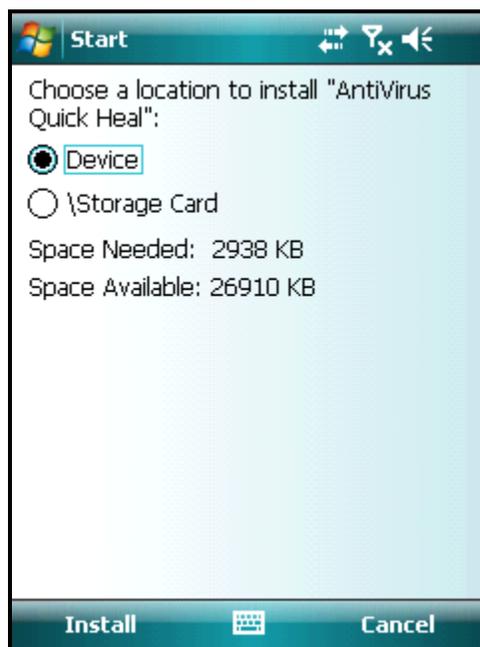
Figure 2-5: Starting Installation

5. Go through the license agreement and click **Yes**.
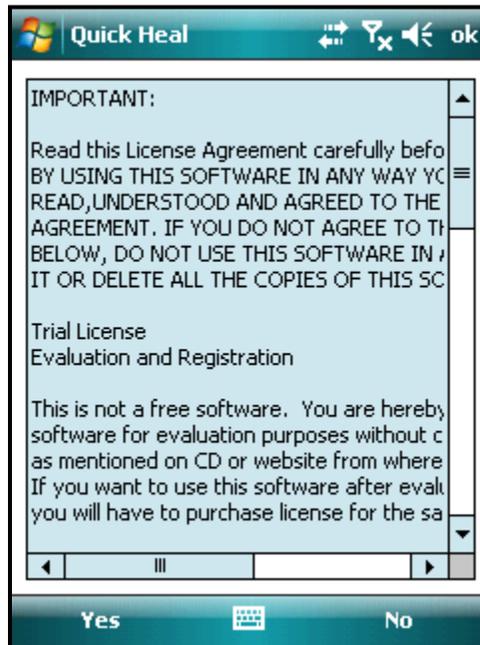
Figure 2-6: Quick Heal License Agreement

6. The installation will begin and **Quick Heal Antivirus** will be installed on your mobile phone.

Figure 2-7: Installation Complete

Registering Quick Heal

After installation of Quick Heal, you have to register your copy to get it activated. If you do not register and activate your copy immediately after installation, it cannot be further updated. Only registered users get the Updates and Technical support.

Registering Quick Heal Online

If your mobile phone has Internet connection, then you can register Quick Heal online by performing the following steps:

1. Click **Start** -> **Programs** -> **Quick Heal** to open the Quick Heal application.
2. Click **Menu** -> **Activate Now**.
3. Select **Yes** to **I have internet access on my phone**.
4. Click **Next**.
5. Enter your personal details.
6. Enter the **Product Key**.
7. Click **Activate** to complete the activation of Quick Heal AntiVirus on your mobile phone.

- Product Key can be obtained from the Quick Heal box.
- While activation if you get any error message then please contact Quick Heal Technical Support at **18002333733** or mail us at support@quickheal.com.

Registering Quick Heal Offline

To register Quick Heal offline, in case your mobile phone does not have Internet connection, please perform the following steps:

1. Click **Start** -> **Programs** -> **Quick Heal** to open the Quick Heal application.
2. Click **Menu** -> **Activate Now**.
3. Select **No** to **I have internet access on my phone**.
4. Note down your **Installation Number**.
5. Visit the offline registration URL i.e. http://license.quickheal.com/html/off2mob_act/ with any machine having internet connection.
6. Obtain a **License Key** file by filling offline registration form.
7. Click **Next**.
8. Provide the path of license key file.
9. Click **Activate** to complete the activation of Quick Heal AntiVirus on your mobile phone.

- Product Key can be obtained from the Quick Heal box.
- While activation if you get any error message then please contact Quick Heal Technical Support at **18002333733** or mail us at support@quickheal.com.

Reactivating Quick Heal

Reactivating Quick Heal Online

If your mobile phone has Internet connection, then you can reactivate Quick Heal online by performing the following steps:

1. Click **Start** -> **Programs** -> **Quick Heal** to open the Quick Heal application.
2. Click **Menu** -> **Activate Now**.
3. Select **Yes** to **I have internet access on my phone**.
4. Click **Next**.
5. Check **Re-Activation**.
6. Enter the **Product Key**.
7. Click **Activate** to reactivate Quick Heal AntiVirus on your mobile phone.

- Product Key can be obtained from the Quick Heal box.
- While activation if you get any error message then please contact Quick Heal Technical Support at **18002333733** or mail us at support@quickheal.com.

Reactivating Quick Heal Offline

To reactivate Quick Heal offline, in case your mobile phone does not have an internet connection, please perform the following steps:

1. Click **Start** -> **Programs** -> **Quick Heal** to open the Quick Heal application.
2. Click **Menu** -> **Activate Now**.
3. Select **No** to **I have internet access on my phone**.
4. Note down your **Installation Number**.
5. Visit the offline registration URL i.e. http://license.quickheal.com/html/off2mob_act/ with any machine having internet connection.
6. Obtain a **License Key** file by filling offline registration form.
7. Click **Next**.
8. Provide the path of license key file.
9. Click **Activate** to reactivate Quick Heal AntiVirus on your mobile phone.

- Product Key can be obtained from the Quick Heal box.
- While activation if you get any error message then please contact Quick Heal Technical Support at **18002333733** or mail us at support@quickheal.com.

Renewing Quick Heal

To renew your copy of Quick Heal you need to buy renewal code. You can purchase a renewal code from Quick Heal, or from nearest distributor or reseller.

Renewing Quick Heal Online

If your mobile phone has Internet connection, then you can renew Quick Heal online by performing the following steps:

1. Click **Start** -> **Programs** -> **Quick Heal** to open the Quick Heal application.
2. Click **Menu** -> **Renew Now**.
3. Select **Yes** to **I have internet access on my phone**.
4. Click **Next**.
5. Enter **Renewal Number**.
6. Click on **Renew** to renew Quick Heal AntiVirus on your mobile phone.

- Renewal Number can be obtained from Quick Heal.
- If you get any error message on renewal please contact Quick Heal Technical Support at **18002333733** or mail us at support@quickheal.com.

Renewing Quick Heal Offline

To renew Quick Heal offline, in case your mobile phone does not have an internet connection, please perform the following steps:

1. Click **Start** -> **Programs** -> **Quick Heal** to open the Quick Heal application.
2. Click **Menu** -> **Renew Now**.
3. Select **No** to **I have internet access on my phone**.
4. Note down your **Product Key** and **Installation Number**.
5. Visit the offline renewal URL i.e. http://license.quickheal.com/html/off2mobrenewal/ with any machine having internet connection.
6. Obtain a **License Key** file by filling offline renewal form.
7. Click **Next**.
8. Provide the path of license key file.
9. Click on **Renew** to renew Quick Heal AntiVirus on your mobile phone.

- Renewal Number can be obtained from Quick Heal.
- If you get any error message on renewal please contact Quick Heal Technical Support at **18002333733** or mail us at support@quickheal.com.

Using Quick Heal

Scanning with Quick Heal

Complete Scan

For a complete scan of your mobile phone, you can perform the following steps:

1. Click **Start** -> **Programs** -> **Quick Heal** to open the Quick Heal AntiVirus application.
2. Click **Scan Now** to begin the scan.
3. On completion of the scan, click **OK** to exit scan or click **View Report** to view a detailed report of the scan.
4. After viewing the report, click **OK** to exit View Report.

Customized Scan

For a customized scan of the mobile phone, please perform the following steps:

1. Click **Start** -> **Programs** -> **Quick Heal** to open the Quick Heal AntiVirus application.
2. Click **Menu** -> **Scan Menu**.
3. Click **Complete Scan** to completely scan your mobile phone.
4. Click **Scan Folder** to scan the files of a specific folder.
5. Click **Scan Expansion Card** to scan only the files in the expansion card.

Configuring Options

You can configure Quick Heal AntiVirus on your mobile phone as per your needs. Click **Menu** -> **Settings**. The following types of settings are available:

- General
- Scanner
- Online Protection
- Automatic Update
- Schedule Scan
- Internet Settings

General

Expansion Card

Enable Expansion Card Scan	If enabled, Quick Heal will scan expansion card automatically, when you insert it into your mobile phone. To enable, check the box and click **Options** -> **Save**.

Scanner

The Scanner settings will let you customize the manual scans. Scanner primarily contains the following options:

What items to scan

You can specify to the files to be scanned by specifying their extensions. Quick Heal AntiVirus scans only executable files by default. Scanning executable files is adequate in most of the situations, as viruses only infect and spread from these types of files.

Executable Files	Scans only for files with executable extensions.
All Files	Scans for all the files including executable files. The scanning speed is reduced and is recommended only after the discovery of a virus attack.

How to respond when a virus is found

This option allows the user to configure following activities when a virus is found during a scan:

Repair, delete if unsuccessful	Removes a virus from infected file without notifying you. If virus disinfection fails for a file, it will be deleted from your mobile phone.
Repair, quarantine if unsuccessful	Attempts to repair the file, else quarantines it automatically if it cannot be repaired.
Delete automatically	Deletes a virus-infected file without notifying you.
Prompt	Informs you when a virus is found and allows you to choose the action that needs to be taken. When the scan is over, a summary window appears providing details about all the actions taken and other scan details. You can take the following actions upon the infected file: • Repair, delete if unsuccessful. • Repair, quarantine if unsuccessful. • Delete Automatically. • Skip. Check **Apply action to all** to perform selected action on further infection.
Report only	Scans for viruses and skips them. A log is maintained in the reports section.
Backup before repairing	Maintains a copy of the infected file before disinfecting it.

Online Protection

Online Protection continuously scans the mobile phone and prevents virus infection to spread to different locations of the mobile phone, either automatically or manually. Online Protection blocks copying of a virus infected file to a different location, or renaming of a virus infected file in the existing location.

General Settings

Enable Online Protection	By default this option is enabled. It protects your mobile phone immediately after installation.

How to respond when a virus is found
This option allows the user to configure the following activities when a virus is found during a scan:

Repair, delete if unsuccessful	Removes a virus from infected file without notifying you. If virus disinfection fails for a file, it will be deleted from your mobile phone.
Repair, quarantine if unsuccessful	Attempts to repair the file, else quarantines it automatically if it cannot be repaired.
Delete automatically	Deletes a virus-infected file without notifying you.
Report only	Scans for viruses and skips them. A log is maintained in the reports section.
Backup before repairing	Maintains a copy of the infected file before disinfecting it.

Automatic Update
Automatic Update, updates your copy of Quick Heal AntiVirus automatically with the latest virus definitions, after specific time interval.

General Settings

Enable Automatic Update	Automates the Quick Heal update process.

Select the updating mode

Download from Internet Center	Downloads and updates through Internet.
Pick from specified path	Updates through the user specified folder.

Schedule Scan
You can schedule the scanner to automatically scan your mobile phone at a predefined time. You can schedule these scan daily or weekly.

General Settings

Enable Schedule Scan	Checking this option enables scheduled scan at specified time.

Scan Frequency

Daily	Scans your mobile phone daily at the set time.
Weekly	Scans your mobile phone weekly at the set time and weekday.

Internet Settings

If you are using a proxy server to connect your mobile phone to the internet then you need to enter the IP address (or domain name) and port of the proxy in the Internet Settings.

To enable and configure proxy settings, perform the following steps:

1. Check **Enable proxy settings** in the **How do you want to connect** section.
2. Choose **HTTP Proxy / Socks V4** in **Type** as per your settings.
3. Type the IP Address of the proxy server or domain name (e.g. proxy.yourcompany.com) in **Server**.
4. Type the port number of the proxy server (e.g. 80) in **Port**.
5. If required, type your login credentials in **User Name** and **Password** in the **Authentication** section.
6. Click **Options** -> **Save**.

Using Quarantine

Quarantine helps in safely isolating the infected or suspected files. When a file is added to Quarantine, Quick Heal encrypts the file and keeps it inside the Quarantine directory. Being kept in an encrypted form, these files cannot be executed and hence are safe. Quarantine also keeps a copy of infected file before repairing.

To launch Quarantine, please perform the following steps:

1. Click **Start** -> **Programs** -> **Quick Heal** to open the Quick Heal AntiVirus application.
2. Click **Menu** -> **Tools**.
3. Click **Quarantine** to launch it.

To send Quarantined files to Quick Heal, send all files from **Quick Heal AntiVirus\Quarantine** folder in compressed format.

Viewing Reports

Quick Heal Reports provide detailed information about the functioning & sessions of different modules. Reports contain a list of activity logs for following modules:

- Scanner
- Online
- Update

To view/delete reports, please perform the following steps:

1. Click **Options**.
2. Click **View** to view details about the selected log entry.
3. Click **Delete** to delete selected log entry.
4. Click **Delete All** to delete all log entries for that particular module.

Uninstalling Quick Heal

If you want to remove Quick Heal AntiVirus from your mobile phone, you will have to uninstall it. The steps to uninstall Quick Heal AntiVirus from your mobile phone are as follows:

1. Click **Start** -> **Settings**.
2. Click the **System tab**.
3. Click **Remove Programs**.
4. Highlight **AntiVirus Quick Heal** and click **Remove** to uninstall Quick Heal AntiVirus from your mobile phone.

It will fully uninstall Quick Heal from your mobile phone.

Technical Support

If you call Technical Support and have the necessary information on hand we will be able to help you more efficiently.

Where should I call?

You can call to our toll free support number **18002333733.** (For Indian Users only)

When is the best time to call?

Quick Heal Technologies (P) Ltd. provides technical support between 10:00 AM to 6:30 PM (Indian Standard time).

When should I be ready with, before calling?

Before calling technical support, ensure that the following information is ready with you:

- Product Key.
- Your mobile phone information e.g. Version, etc.

What should I say to the technical support personnel?

Please be as specific as possible and provide maximum details. Remember that the specialist is basing on the information that you provide.

Contact Us

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Quick Heal Technologies (P) Ltd. 603, Mayfair Towers II, Wakdewadi, Shivajinagar, Pune 411005, Maharashtra Phone: +91-20-41060400 Fax: +91-20-41060401 Email: info@quickheal.com	Telephone Support Toll Free Number: 1800-233-3733 (For Indian Users only) Additional Help Line for Support: +91-253-3041888 Email: support@quickheal.com

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