

# USER GUIDE QUICK HEAL ANTIVIRUS FOR WINDOWS MOBILE

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

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# **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.

# Table of Contents



# **Getting Started with Quick Heal**

# Introduction

Quick Heal<sup>®</sup> 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<sup>®</sup> 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.

# Chapter 2

# **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.

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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

# Chapter 3

# **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 <u>support@quickheal.com</u>.

# **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. <u>http://license.quickheal.com/html/off2mob\_act/</u> 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 <u>support@quickheal.com</u>.

# Chapter

# **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 <u>support@quickheal.com</u>.

# **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. <u>http://license.quickheal.com/html/off2mob\_act/</u> 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 <u>support@quickheal.com</u>.



# **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:

- Click Start -> Programs -> Quick Heal to open the Quick Heal application. 1.
- Click Menu -> Renew Now. 2.
- Select Yes to I have internet access on my phone. 3.
- 4. Click Next.
- Enter Renewal Number.
  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@guickheal.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:

- Click Start -> Programs -> Quick Heal to open the Quick Heal application. 1.
- Click Menu -> Renew Now. 2.
- 3. Select No to I have internet access on my phone.
- 4. Note down your **Product Key** and **Installation Number**.
- Visit the offline renewal URL i.e. http://license.quickheal.com/html/off2mobrenewal/ with any machine having 5. internet connection.
- 6. Obtain a License Key file by filling offline renewal form.
- Click Next. 7.
- 8. Provide the path of license key file.
- 9. Click on **Renew** to renew Quick Heal AntiVirus on your mobile phone.
- 1 Renewal Number can be obtained from Quick Heal. ٠
  - If you get any error message on renewal please contact Quick Heal Technical Support at 18002333733 or mail us at <a href="mailto:support@quickheal.com">support@quickheal.com</a>.

# Chapter

# **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:

- Click Start -> Programs -> Quick Heal to open the Quick Heal AntiVirus application.
  Click Menu -> Scan Menu.
  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** 

#### 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 <b>Apply action to all</b> 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**

#### 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**

#### 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.
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#### **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.
- Type the In Address of the proxy server of domain name (e.g. proxy.yourcompany.com) in Server.
  Type the port number of the proxy server (e.g. 80) in Port.
  If required, type your login credentials in User Name and Password in the Authentication section.
  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:

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

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**

Head Office	Global Support Center
Quick Heal Technologies (P) Ltd.	Telephone Support
603, Mayfair Towers II,	
Wakdewadi, Shivajinagar,	Toll Free Number: 1800-233-3733 (For Indian Users only)
Pune 411005, Maharashtra	Additional Help Line for Support: +91-253-3041888
Phone: +91-20-41060400	Email: <a href="mailto:support@quickheal.com">support@quickheal.com</a>
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