

# Norton™ Mobile Security:

How It Works

Protecting the Stuff that matters.™





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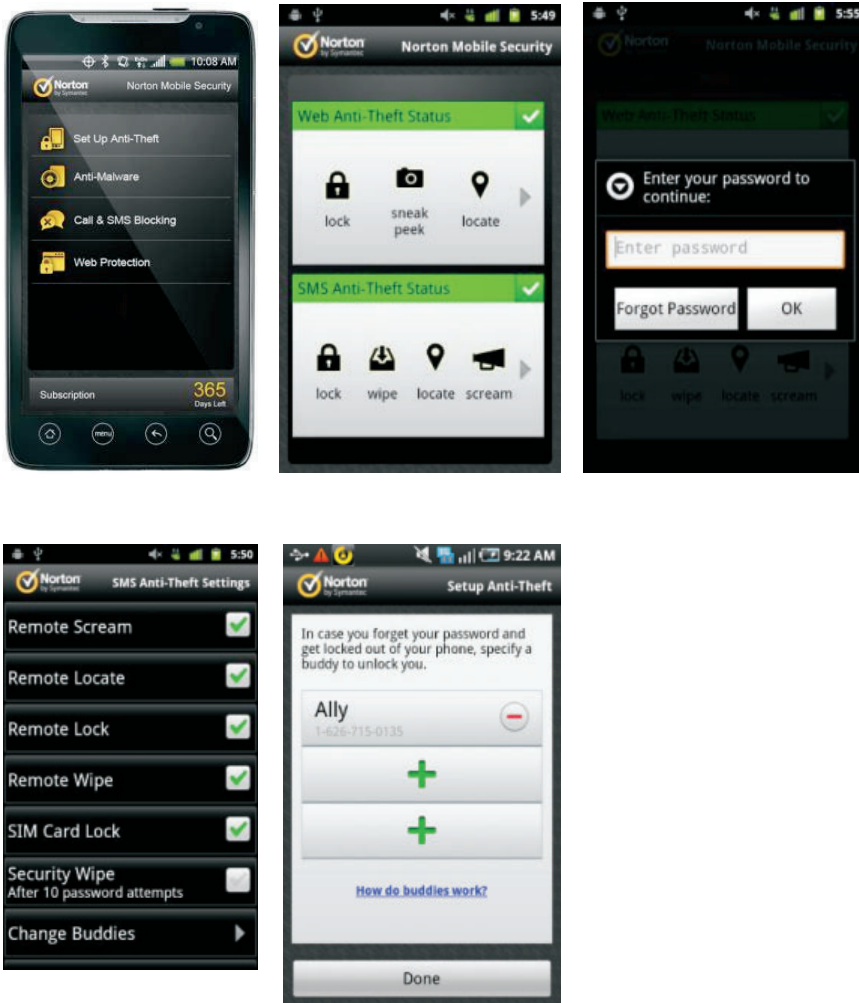
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## Buddy List

Lets you identify certain trusted contacts (friends or family) who can send an unlock code to your phone.



### **Benefit:**

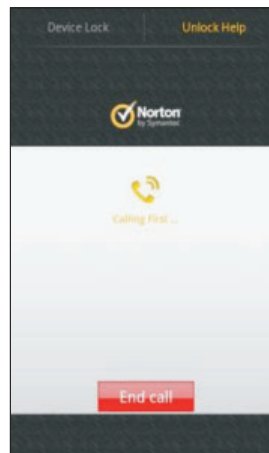
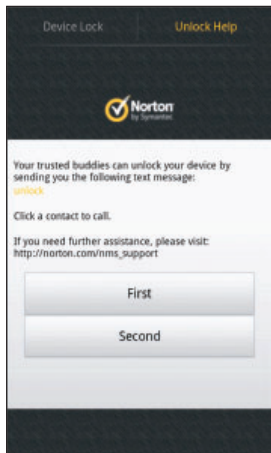
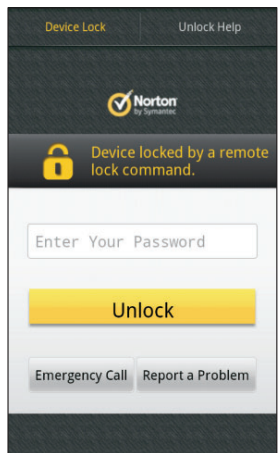
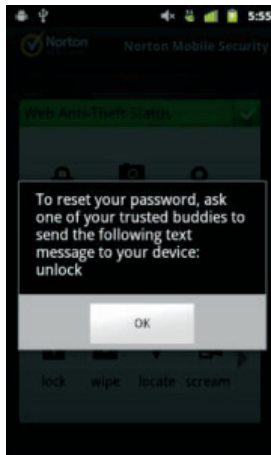
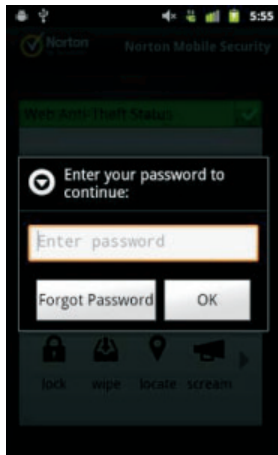
Allows trustworthy friends to unlock your phone if needed.

### **How it works:**

Norton Mobile Security will guide you through the Buddy List set up process when you first install the product and activate the Anti-Theft features. But, if you want to change, edit, or add buddies at a later point just follow the directions below.

- From the main Norton Mobile Security screen, tap on “Anti-Theft”, click on “SMS Anti-Theft Status” and enter your password.
- Tap on “Change Buddies” at the bottom of the screen.
- Touch the green “+” button to add a Buddy. Your contacts will automatically populate and you just tap the boxes next to the people you would like to add to your Buddy List (you can add up to 3 people).
- If you want to delete a Buddy later, just go back to the main Buddy List screen and tap the “-” next to an existing Buddy to delete that entry.

## Buddy List (Con't)

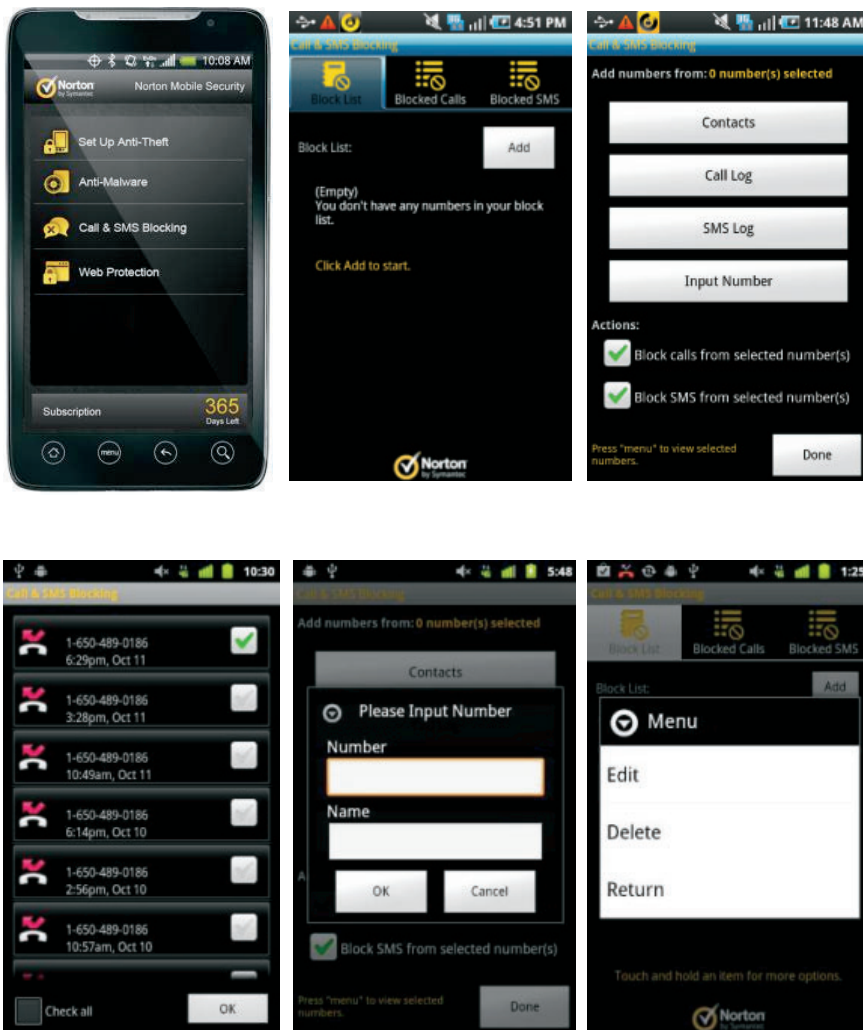


### How it works:

- If at a later time, you forget your Anti-Theft password, just contact your Buddy and have them send an SMS message to your phone with the message: "Unlock". Once your device is unlocked by your Buddy, you will be prompted to create a new Anti-Theft password.
- If you forgot your password, tap "Unlock Help" in the top right corner to retrieve your Buddy List.
- Select one of your Buddies to call and ask them to send the SMS message to your phone number: "Unlock".

## Call and Text Blocker

This feature lets you block calls and text messages from specific people or phone numbers.



### **Benefit:**

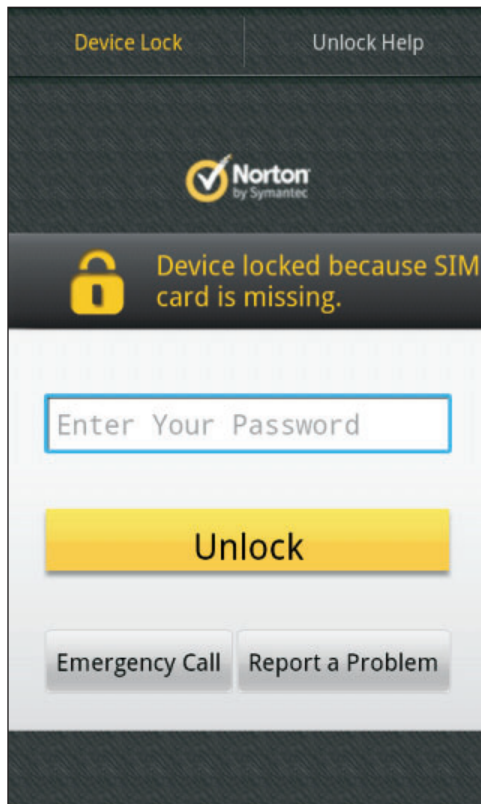
Prevents interruptions from annoying and unwanted calls, texts, and multimedia spam messages.

### **How it works:**

- From the main Norton Mobile Security screen, tap on “Call & SMS Blocking”.
- To enter your first number to block, tap “Add”.
- Select the location from which you would like to add a number – you can select numbers from your contacts, call log, SMS log, or you can even enter a number manually.
- From your Contacts or Call/SMS Logs, it’s really easy. Tap the appropriate box next to the numbers you would like to add to the list, then tap “OK”.
- To enter a manual number, type in the number and press “OK”.
- The numbers you have selected will show up on your Block List when you return to the main Call & SMS Blocking screen.
- To delete or edit numbers from your Block List press and hold the entry that you want to change.

## SIM Card Lock

Instantly locks your mobile phone if its SIM card is removed so thieves can't use the phone with a different SIM card. The device can be unlocked only with your user-authenticated passcode.



### **Benefit:**

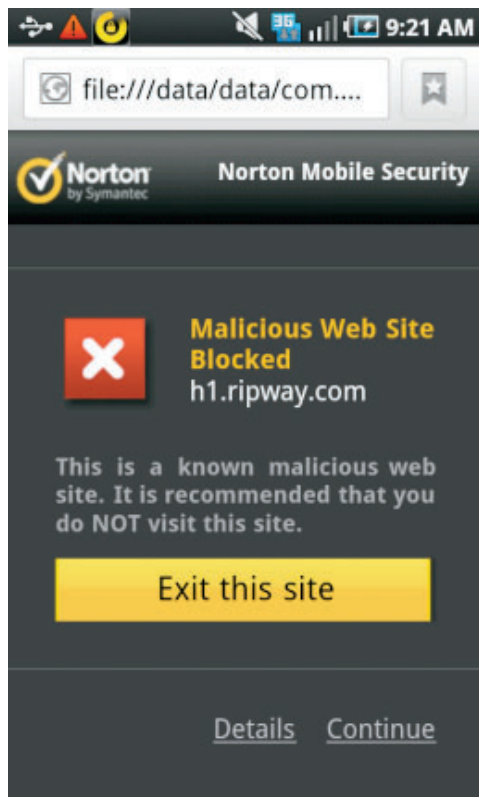
Prevents strangers from using your mobile phone in case of loss or theft.

### **How it works:**

- If somebody takes the SIM card out or changes the SIM card for your phone, Norton Mobile Security will automatically lock the device.
- You can unlock your device by entering your Anti-Theft password.

## Antiphishing Web Protection

Offers protection from fraudulent websites (called “phishing” sites) created by cybercriminals to steal identities and hard-earned money. Automatically identifies and blocks fake websites that mimic legitimate websites to trick you into revealing your user names, passwords, credit card numbers, sensitive personal information, and other important stuff. Protects devices on both mobile networks and Wi-Fi connections, without annoying slowdowns or interruptions.



### **Benefits:**

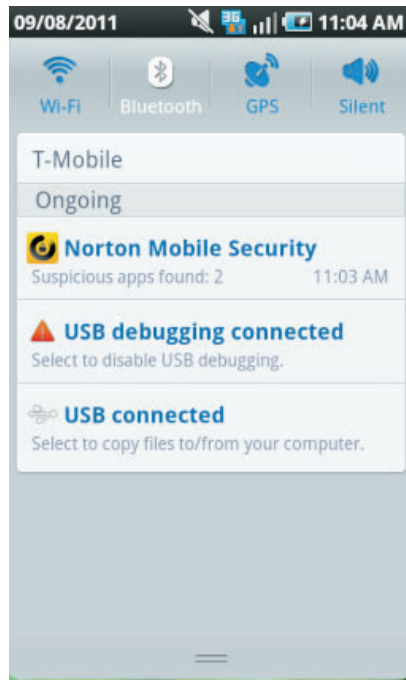
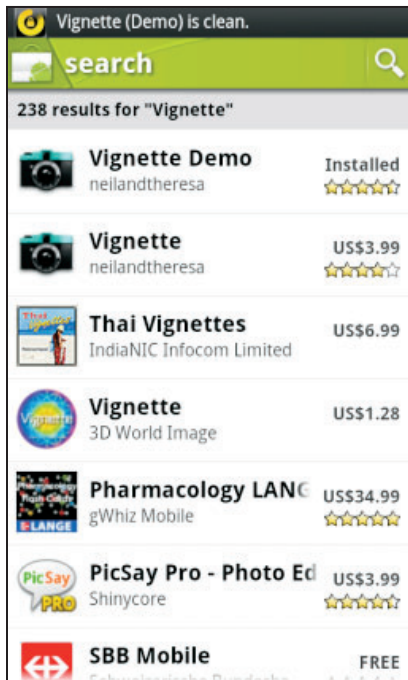
- Blocks fraudulent (“phishing”) websites that cybercriminals use to steal personal information and money.
- Protects devices on mobile networks and Wi-Fi connections.

### **How it works:**

- Once Norton Mobile Security is installed, it automatically checks for malicious websites when you browse on your Android device.
- If you attempt to navigate to a fraudulent, phishing or malicious website, Norton will automatically block the website and let you know that it is dangerous.
- You can choose to either exit the site immediately or continue on and take your chances.

## Download Threat Protection

Automatically scans all the apps and app updates that you download to your mobile devices for threats. It checks these downloads against a blacklist of infected files and apps, and conducts a true reputation check.



### **Benefits:**

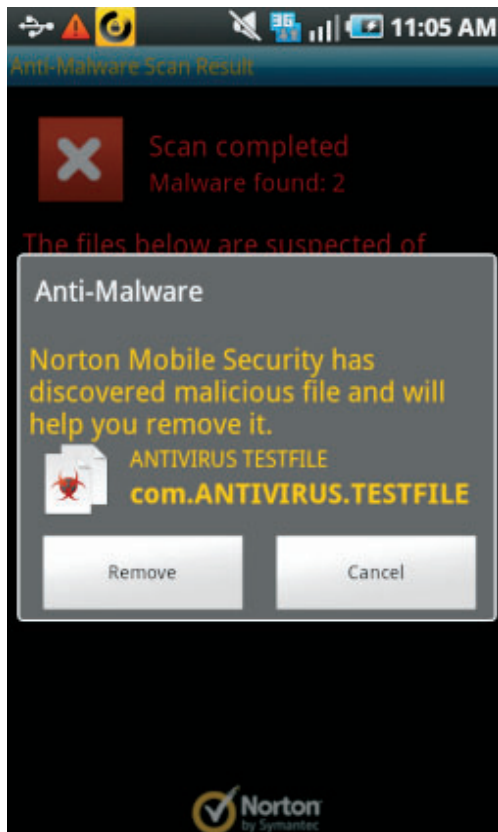
- Automatically scans for threats all the apps and app updates that you download to your mobile device.
- Safeguards users' privacy and data.

### **How it works:**

- Once Norton Mobile Security is installed, it automatically checks for malicious apps or downloads before they are installed on your phone.
- If the download is safe, you don't need to do anything. If the download is deemed suspicious, Norton will warn you against continuing to install the program on your device.

## Mobile Threat Protection

Detects and removes threats without affecting a mobile device's performance.



### **Benefits:**

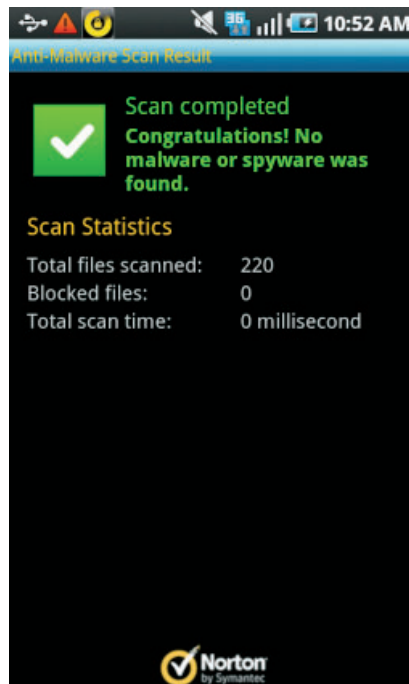
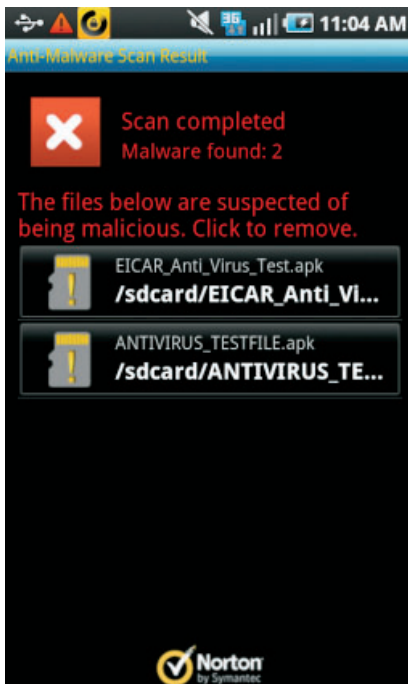
- Protects against viruses, worms, and mobile spyware.
- Detects and removes forbidden files without impacting performance.

### **How it works:**

- Once Norton Mobile Security is installed, it automatically checks for new threats and removes them before they are installed on your phone.

## SD Card Scanning

Gives you the option to have Norton Mobile Security automatically scan an SD (Secure Digital) memory card for viruses, spyware, and other threats when it is plugged into your mobile device.



### **Benefits:**

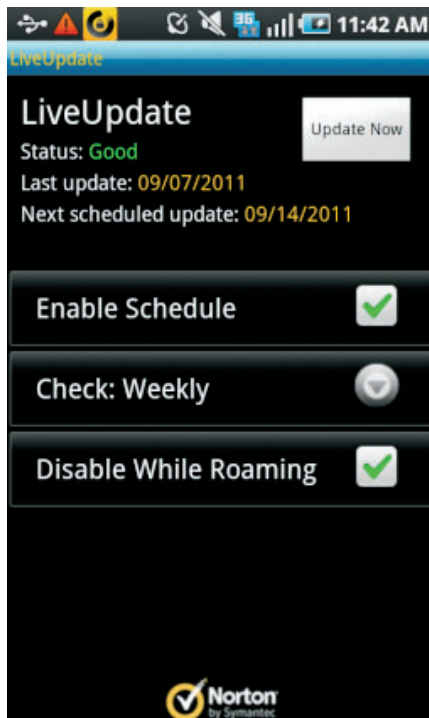
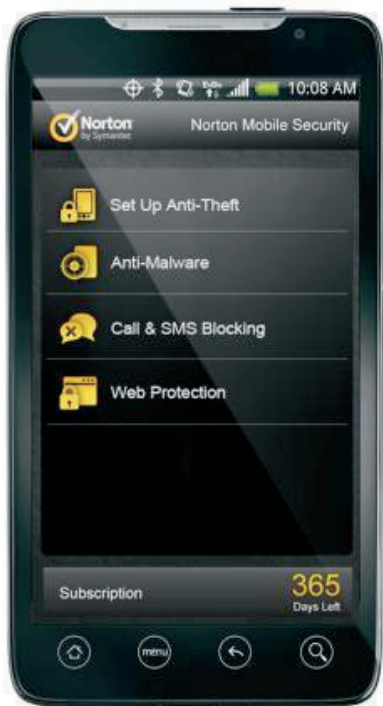
- Can automatically scan SD memory cards for threats.
- Helps stop one of the leading causes of mobile infections.
- Lets you share stuff without worrying about getting attacked.

### **How it works:**

- Once Norton Mobile Security is installed, it will automatically scan your SD card for malware or spyware before anything is installed or downloaded onto your device.

## LiveUpdate with Roaming State Detection

Checks for updates every week to help ensure that you have the most up-to-date protection. It performs updates only when you're not roaming to avoid unnecessary charges.



### **Benefits:**

- Helps ensure you have the most up-to-date protection.
- Helps you avoid accruing higher charges.

### **How it works:**

- Once Norton Mobile Security is installed, it will automatically scan your SD card for malware or spyware so you are protected at all times.
- From the main Norton Mobile Security screen, tap “Menu” on your Android phone to pull up the sub-menu with the “LiveUpdate” option. Tap “LiveUpdate”.
- LiveUpdate is set to automatically update once per week by default, but you can choose to update daily or monthly as desired.
- You can also manually update your product by selecting “Update Now” from the top right hand corner of the screen.
- Norton is conscious of the impact downloads might have on your monthly wireless bill, especially when you are roaming, so by default Norton disables sending updates when you are roaming.

## Norton Community Watch

Collects information volunteered by millions of Norton users to spot new threats faster, identify safe files, and provide stronger, more efficient protection. The program collects selected security and application data and submits it to Symantec for analysis to identify new threats and their sources, and to help improve your security and product functionality.



### **Benefit:**

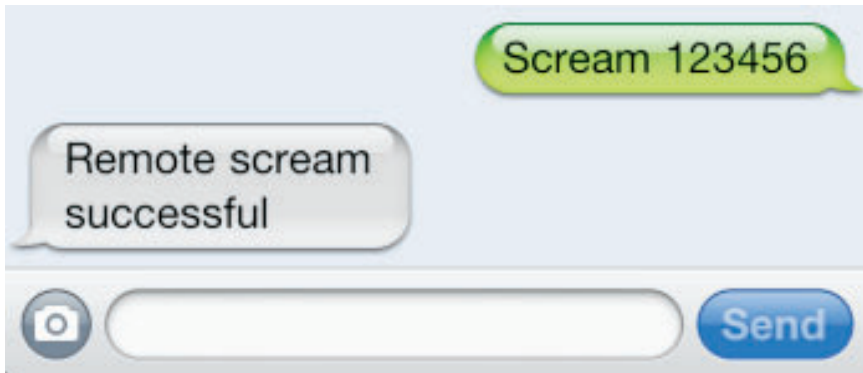
Speeds up identification and further reduces the time to deliver protection against new security risks that target mobile phones.

### **How it works:**

- If you accept participation in Norton Community Watch when you first install Norton Mobile Security, you don't need to do anything further. It works in the background and doesn't get in your way.

### SMS-Based “Scream” Locator

Lets you send a text message to your missing phone that sets off a “scream” alarm, so you can find it fast.



#### **Benefit:**

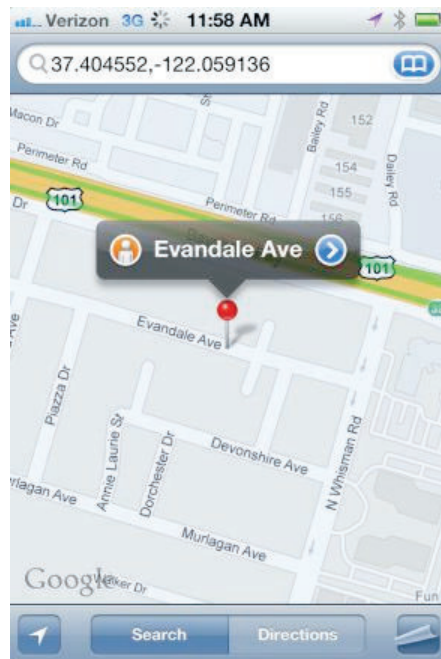
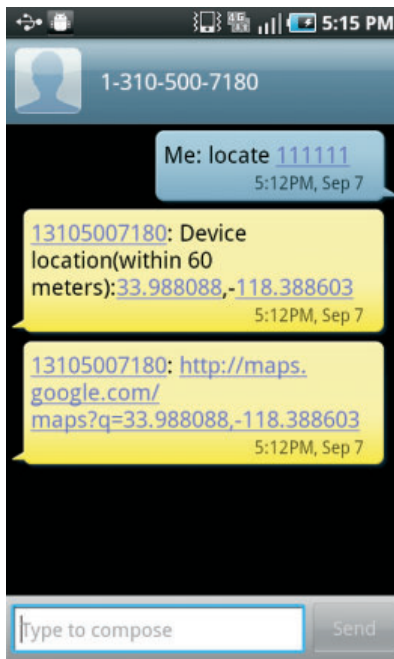
Helps you find your phone if you misplace it.

#### **How it works:**

- From any mobile phone, send an SMS message to your phone: “Scream [password]”.
- Your phone will emit a loud alarm for 15 seconds (even if your phone is on silent mode or vibrate) so you can find it fast.
- If you can’t locate it, send another “scream” message to your phone to activate the command again.

## SMS-Based Remote Locate

Shows you the location of your phone or tablet so you can instantly find it if it's lost or stolen.



### **Benefit:**

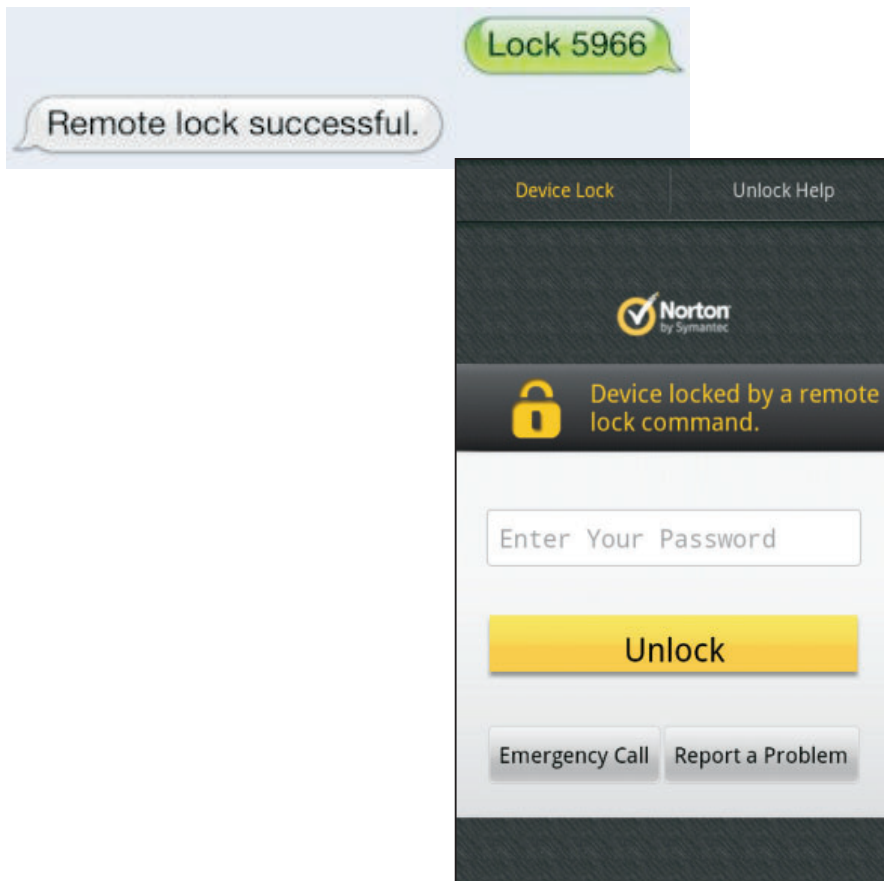
Locate your device with a simple SMS text message.

### **How it works:**

- From any mobile phone, send an SMS message to your phone: “Locate [password]”.
- You will receive two messages in response: the first with the GPS coordinates and the second with a link to a map of the location.

## SMS-Based Remote Lock

Protects phones and tablets by allowing you to remotely lock your lost or stolen mobile device. Sending a single SMS text command or web message with a user-authenticated passcode from any Internet-connected device will remotely disable the Norton Mobile Security protected device should it ever be lost or stolen.



### **Benefit:**

Prevents strangers from accessing private information on your mobile device or running up the charges on your access bills.

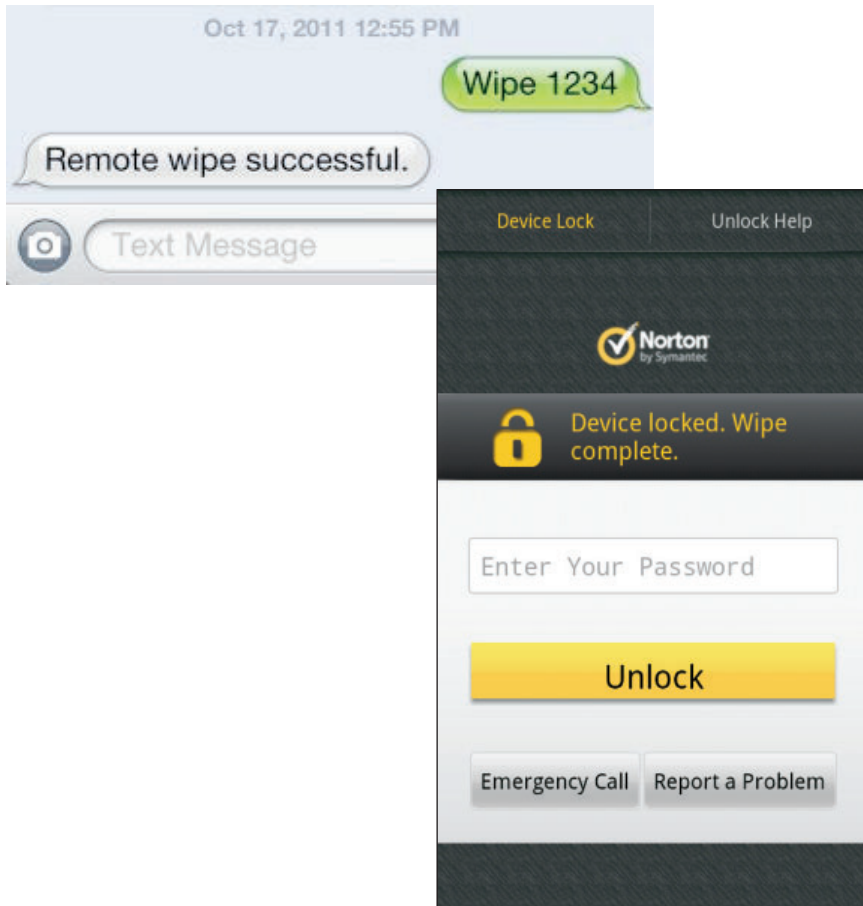
### **How it works:**

Lock your device with a simple SMS text message:

- From any mobile phone, send an SMS message to your phone: "Lock [password]".
- When you find your Android device, enter your AntiTheft password to unlock your device.
- If you forgot your password, use your Buddy List to help unlock your device. See the "Buddy List" section to see how this feature works.

## SMS-Based Remote Wipe

Allows you to remotely erase the stuff on your mobile device by sending a single user-authenticated SMS command to your phone or tablet should it ever be lost or stolen. This includes removing confidential contact lists, text messages, call history, browser history, bookmarks, and any data on the device's memory card.



### **Benefit:**

Lets you remotely erase your personal stuff stored on a mobile device if it's lost or stolen.

### **How it works:**

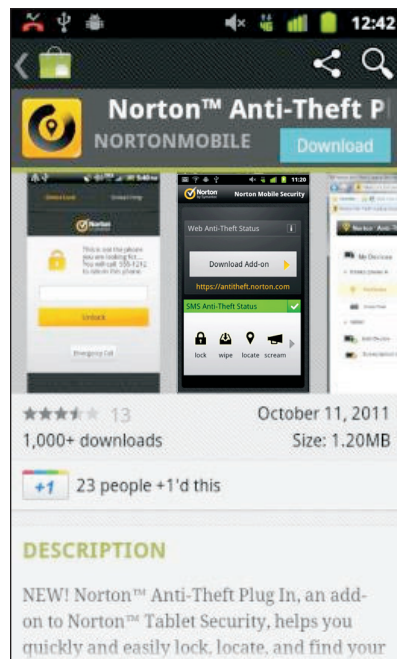
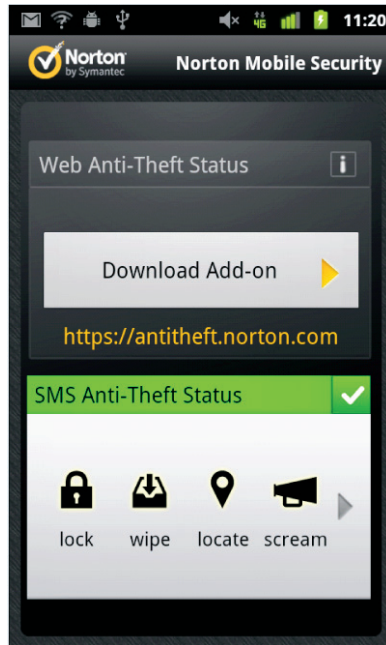
Lock your device with a simple SMS text message:

- From any mobile phone, send an SMS message to your phone: "Wipe [password]".
- You will receive an SMS confirmation that the remote wipe was successful.
- If somebody finds your device, they will see a screen that confirms that it has been locked and wiped.

**Recommendation:** When you wipe your device also change your Gmail password immediately.

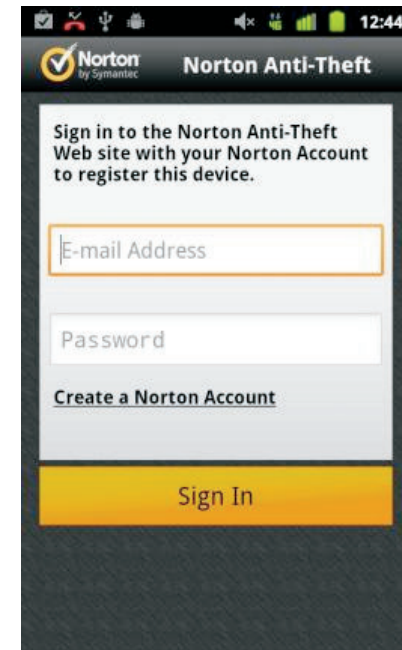
## How to Activate Web-Based Anti-Theft Feature

- 1) From the main screen tap “Set up Anti-Theft” and then “Download Add-on”.



- 2) You will be directed to the Android Market where you need to download the app called “Norton Anti-Theft Plugin”. Once installed, tap “Open” and accept the User License Agreement to continue.

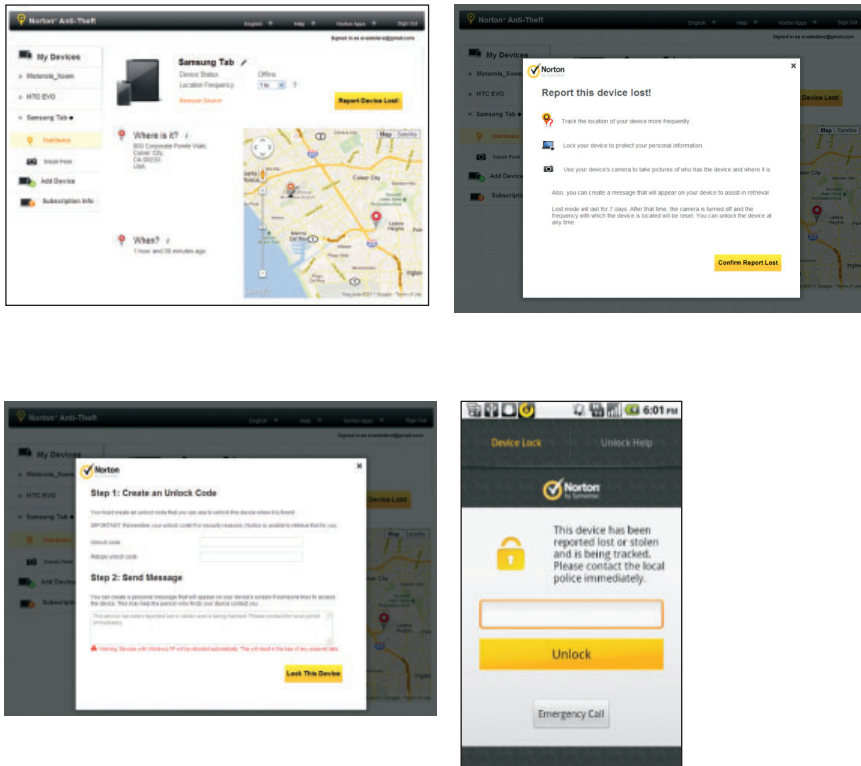
- 3) If you have an existing Norton Account, sign in with your login credentials, otherwise set up a new Norton Account.



- 4) Create a customized name for your device and then tap “Register” to activate your Web-Based Anti-Theft features and bind them to your mobile device.
- 5) Norton will verify your account and link your Norton Mobile Security account, Norton Anti-Theft account, and your Android Service.
- 6) Go to the website **www.antitheft.norton.com** and log in with your Norton Account information to access your new Web-Based Anti-Theft features.

## Web-Based Report Lost (Remote Lock, Locate and Lost Notice)

Helps you locate your mobile device if it's lost or stolen.



### Benefits:

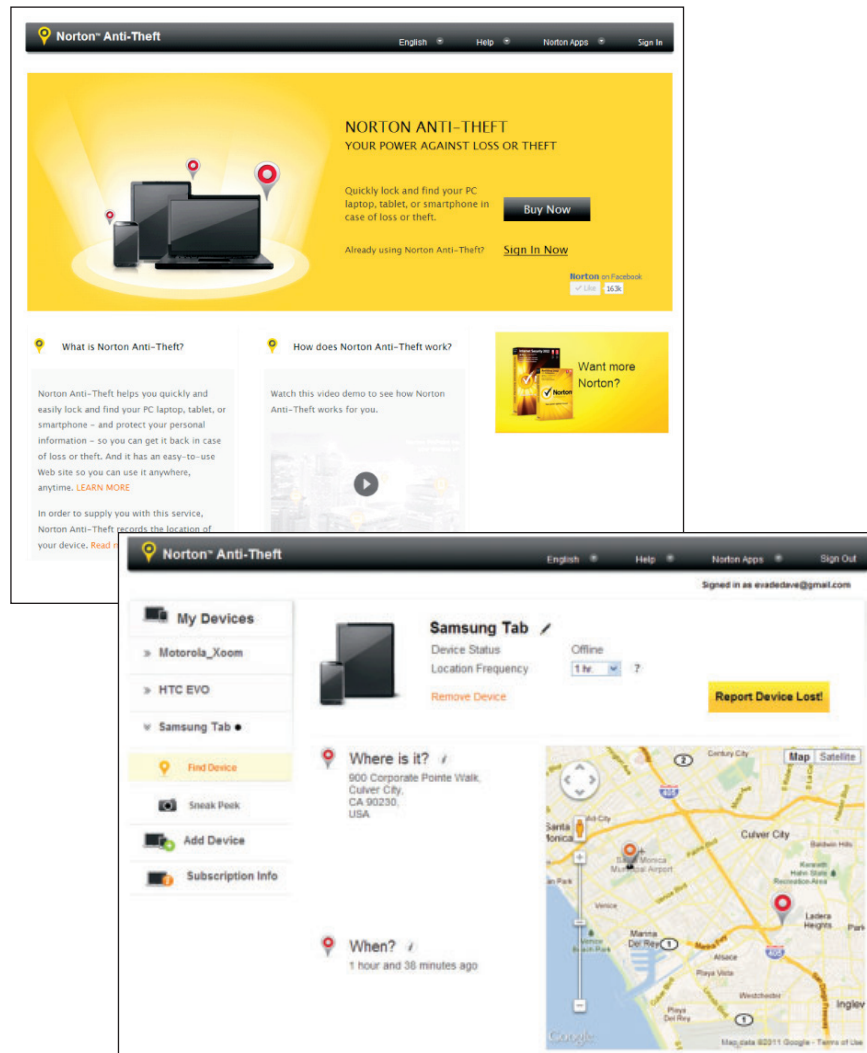
- **Web-Based Remote Lock:** Remotely disables the Norton Mobile Security protected device should it ever be lost or stolen.
- **Web-Based Lost Notice:** Displays a customizable message to anyone who finds your missing device, so you can make arrangements to get it back.
- **Web-Based Remote Locate:** Activates device tracking, increases the frequency of tracking the device, and saves the last 10 locations.

### How it works:

- Locate your device from the Internet:
- Go to **www.antitheft.norton.com**
- Log in to your Norton account.
- Click on the yellow “Report Device Lost” button in the top right corner of the screen.
- Create an unlock code that you can use to unlock the device when you find it.
- Create a customized message that will display on the screen in case somebody finds your device and wants to return it.

## Web-Based Remote Locate

Activates device tracking, increases the frequency of tracking the device, and saves the last location.



### **Benefit:**

Helps you locate your mobile device if it's lost or stolen.

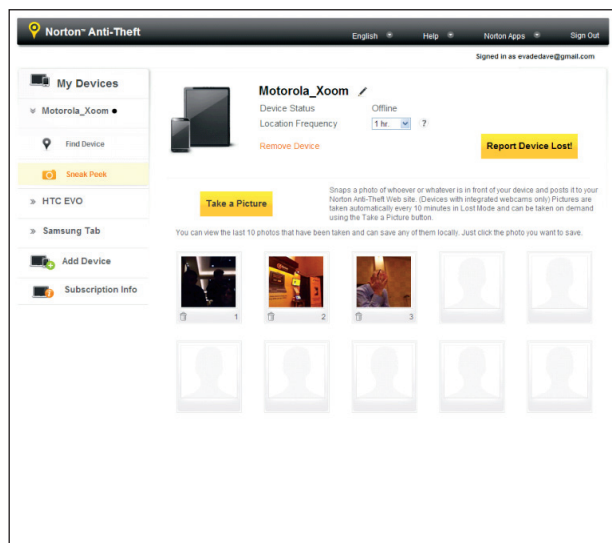
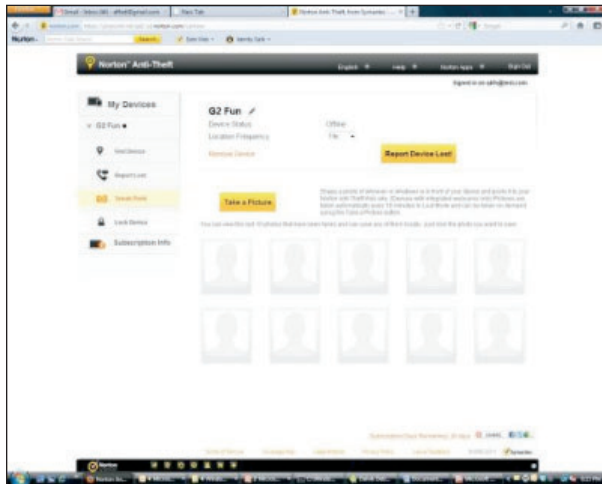
### **How it works:**

Locate your device from the Internet:

- Go to [www.antitheft.norton.com](http://www.antitheft.norton.com)
- Log in to your Norton account.
- Select "Find Device" in the left hand navigation pane on the screen.

## Web-Based Sneak Peek

Snaps photos of anyone in front of your device then saves the images. (Webcam devices only.)



### **Benefit:**

Helps to protect the important stuff on your mobile device against theft.

### **How it works:**

- Go to [www.antitheft.norton.com](http://www.antitheft.norton.com)
- Log in to your Norton account.
- Select the device you want to activate on the left hand menu and then “Sneak Peek”.
- Click “Take a Picture” if you want to activate the device camera to see where it is or who has it. This will store up to 10 of the most recent photos.
- In “Report Lost” mode the camera will automatically take photos every 10 minutes.

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