



# Avira

Avira Antivirus Security

## HowTo



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## 1. Introduction

Avira Antivirus Security is an Android security app focusing on anti-theft and virus protection for mobile and tablet devices. The security app will help users step by step to find their device in case of loss or theft and protects the device against virus or malware attacks.

The app supports the languages English, German, French, Italian, Spanish, Japanese, Korean and Brazilian Portuguese.

To see if the free Avira Antivirus Security is compatible with your mobile or tablet, log in to Google Play. After installation register your device to activate all remote management and security functions for your device. Once registered, you can remotely access your device via the [Avira Online Essentials Dashboard](#) from any web browser and benefit from all features of the app.

The product is intended for all users, who like to protect their device as well as their privacy on the device.

### Note

Avira Antivirus Security is a free application embedded with premium features. The premium features can be enabled when a user has purchased and activated the license in Avira My Account. Every license is valid for 1 user for up to 2 devices for 1 year.

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## 2. Supported Manufacturers

The major brands that are supported by Avira Antivirus Security are:

- LG
- Samsung
- HTC
- Motorola
- Sony
- Google Nexus

The compatible platforms are:

- Android 2.2 (Froyo)
- Android 2.3.x (Gingerbread)
- Android 4.0.x (Ice Cream Sandwich)
- Android 4.1.x (Jelly Bean)
- Android 4.2.x (Jelly Bean)

- Android 4.3.x (Jelly Bean)
- Android 4.4 (KitKat)

Devices with the following screen sizes are supported:

- Normal screens, low-extra high DPI\*
- Large screens, low-extra high DPI
- Extra-large screens, low-extra high DPI

#### Note

Google Play will automatically filter out incompatible devices.

\* **Dots per inch (DPI)** is a measure of spatial printing or video dot density, in particular the number of individual dots that can be placed in a line within the span of 1 inch (2.54 cm). The DPI value tends to correlate with image resolution, but is related only indirectly

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## 3. Product Overview

Avira Antivirus Security consists of two parts:

- Avira Antivirus Security app (on the device)
- Avira Online Essentials Dashboard (Internet)

The application needs to be downloaded and installed from Google Play. Once the registration at Avira My Account has been completed, you can log in to the [Avira Online Essentials Dashboard](#) using their assigned account, and benefit from all the features of the app.

App features:

- Device information
- Location Tracking
- Lock device
- Trigger yell
- Wipe data
- Blacklist
- Identity Safeguard
- Secure Browsing (premium feature)

Using the Avira Online Essentials Dashboard certain actions can be performed remotely on registered devices. These actions will help to find a lost device or get a stolen device back. You can manage as many Android devices as possible with just one registered account.

## 4. Installation

### 4.1 Installing the app

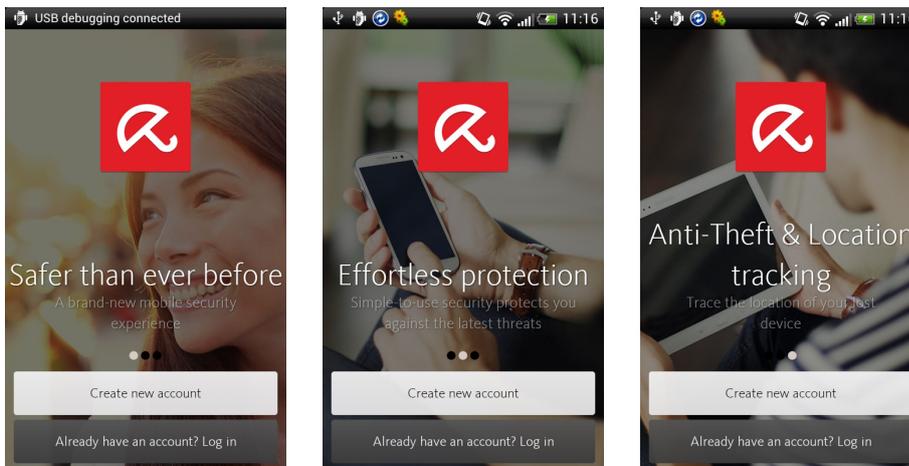
A prerequisite for the app's installation is the device's ability to establish an Internet connection. Once an Internet connection is available, browse with your device to the Google Play and download the Avira Antivirus Security app.

To avoid problems during the installation, make sure to have at least 1.28 MB free hard disk space on your device.

#### Note

The "Antivirus" feature only works on a tablet with a multi-user functionality if the user is logged in as a primary user. Unsupported telephony features on a device will automatically be disabled in the app.

When starting the app, a short overview regarding the app features is displayed.



### 4.2 Updating the app

As soon as a new version of the app is available, you get a notification from Google Play. The update only is performed when you tap the Update button. The upgrade process is not visible to you.

### 4.3 Activate the premium features

Avira Antivirus Security is a free application embedded with premium features. With the activation of the paid premium function, the safety of your device will increase.

On the Avira website, and for all communications, the premium Android product will be referred to as “Avira Antivirus Security Pro”. It can only be accessed by unlocking the premium features hidden inside the free app.

#### **Premium core features:**

- Avira Secure Browsing  
All URLs loaded in the Chrome or another Android default browser will be scanned using Avira URL Cloud technology
- Hourly VDF Updates  
Virus definition files (VDF) will be sent to the Android client hourly
- Unlimited personal support  
Our Avira experts help you in any case of questions and problems

The premium features can be enabled after purchasing and activating the license in Avira My Account. Every license is valid for 1 user for up to 2 devices for 1 year.

#### **Pricing**

- USA: \$ 9.99
- Europe: € 7.95
- Japan: 3,000 Yen

Avira Antivirus Security is available via our onlineshop or retail.

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## **5. Registration**

### **5.1 Register the first device**

After installing the app, we recommend to continue with the registration process. The full use of the app is tied to the registration of the device.

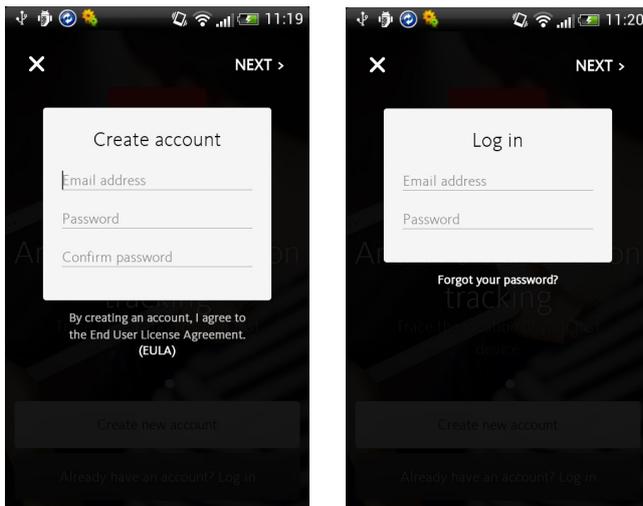
After the installation you have two possibilities:

- You create a new account
- You log in to your Avira Online Essentials account

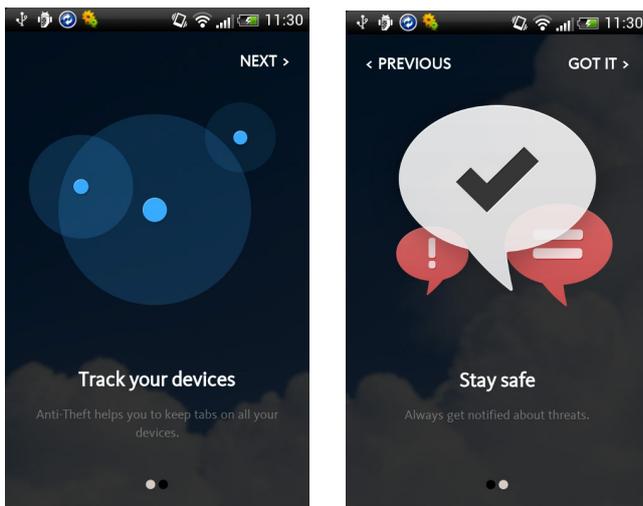
Tap on the respective button and follow the instructions on the display.

#### **Note**

By creating an account, you automatically agree to the End User License Agreement (EULA).



Enter all necessary credentials (email and password) and tap **Next**. Now, all core information about the features of the app is displayed on the device.



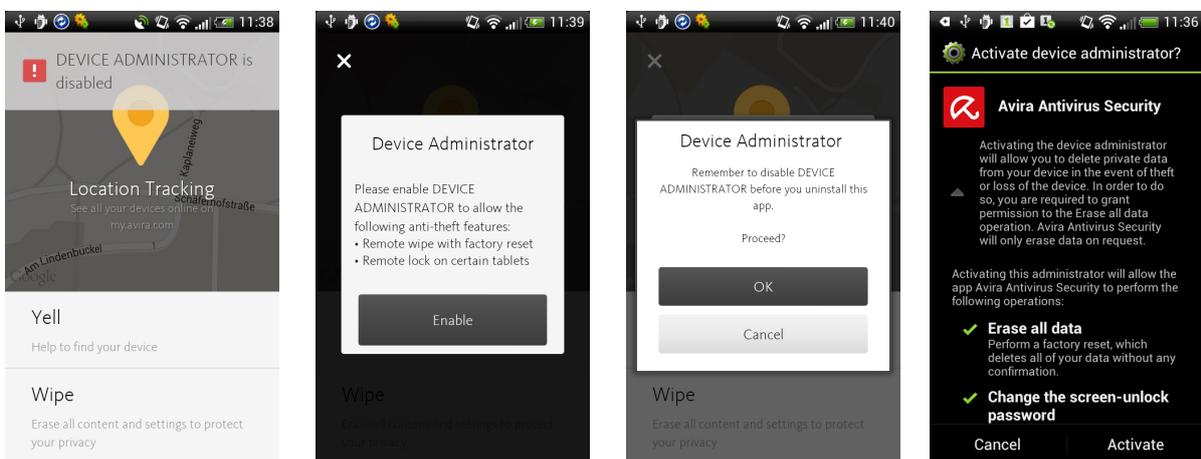
Tap **Next** again and then **GOT IT** to complete the installation and registration process. After a successful installation, the app will download by default the latest VDF and starts to scan for viruses on your device. This can take some minutes.

The red background and the message *Action required* signal that you have to make some changes in the device's configuration. The exclamation point shows where exactly you have to do this.



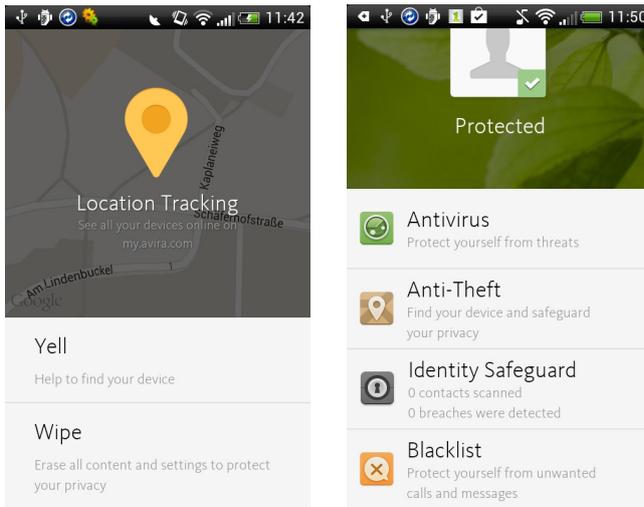
When tapping on the feature button with the exclamation point, in this case **Anti-Theft**, the app will redirect you to *Location Tracking*. Here you see the message *DEVICE ADMINISTRATOR is disabled*. This configuration has to be changed now.

1. Tap the above message *DEVICE ADMINISTRATOR is disabled*
2. Tap **Enable**
3. Confirm the message *Remember to disable DEVICE ADMINISTRATOR before you uninstall this app.* with **OK**
4. Activate *DEVICE ADMINISTRATOR* with **Activate**



Background information:

Several *Anti-Theft* features cannot work as long as the *DEVICE ADMINISTRATOR* is disabled. Therefore, to use the features *Remote Yell*, *Remote Wipe* and *Remote Lock*, you need to enable the *DEVICE ADMINISTRATOR*.



Now the general configuration of the device is completed and all existing features can be used.

A green background and the message *Protected* indicates that the app is working properly.

#### Note

Within their [Avira Online Essentials account](#), users can register and manage as many Android devices as they like.

## 5.2 Register a new device under the same account

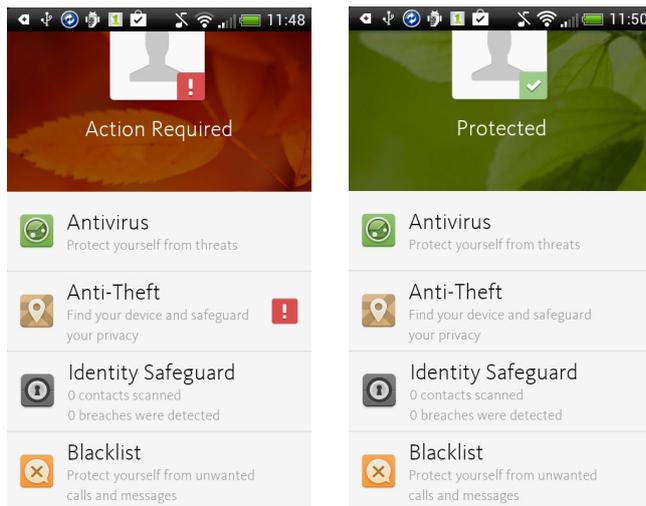
To register a new device under the same account, download and install the Avira Antivirus Security app also on the respective device. During the registration process click the button **Already have an account? Log in**

Use the same email address for the registration than you used during the registration process of the previous (first) device.

When registered, the new device will be added to your [Avira Online Essentials Account](#).

## 6. Device Dashboard

The device's dashboard is structured intuitively. Threats are indicated by a red background and an exclamation point. You need to interact to solve the issue. If the device is safe, you see a green background and a checkmark. You can use the entire feature set to perform actions at any time.



The four main functions *Antivirus*, *Anti-Theft*, *Identity Safeguard* and *Blacklist* are always visible in the app. Further functions can be found in each submenu.

### 6.1 Antivirus

The *Antivirus* feature offers:

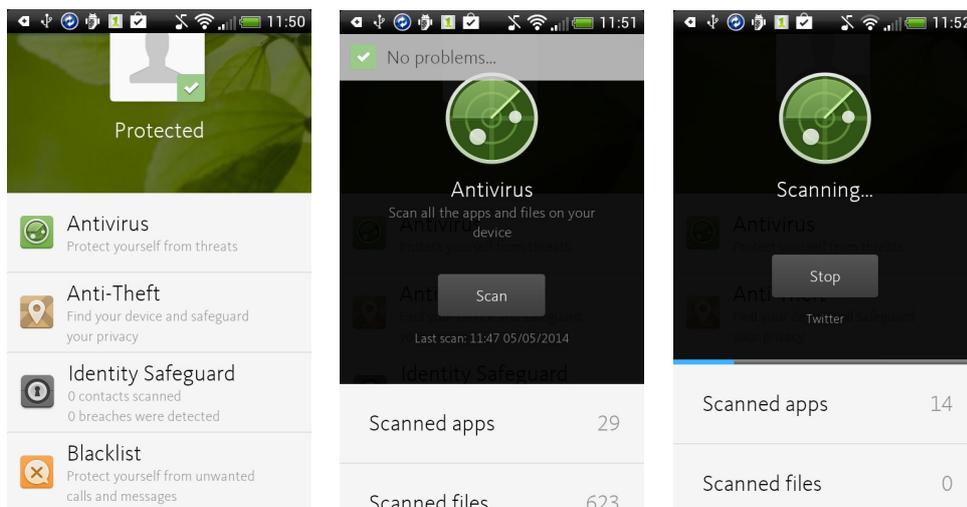
- **On-demand scans of all installed non-system apps**  
You can trigger a manual scan of the non-system apps at any time

#### Note

The *Antivirus* feature can be triggered at any time even without registration.

- **On-demand scans of all files and archives**  
Users can trigger a manual scan of all files and archives at any time

To do so, tap the **Antivirus** button and the button **Scan** in the submenu.



A blue progress bar displays the status of the scan. You can interrupt the scan at any time. The result of the scan is displayed at the top of the device.

- **Auto-scan of non-system apps upon installation**  
After the installation of a new app, Avira Antivirus Security scans the newly installed app by default. The result of the scan is shown when the scan is finished.

#### Note

The auto-scan is triggered always even if Avira Antivirus Security is not registered.

- **Auto-scan of non-system apps upon update**  
If any non-system app is updated, Avira Antivirus Security triggers a scan after the update.
- **Notification for Auto Scan Status**  
The status of the auto-scan is displayed.
- **Malware removal assistance**  
Malware is deleted with the app's removal assistance.
- **View detections of current scan**  
Detections of the current scan are displayed immediately after the scan.
- **View summary of previous scans**  
Summaries of previous scans can also be viewed if required.
- **Daily VDF & Engine updates**  
Every day at 11 a.m. (device time), the device sends an update request to the Avira server. If new updates are available, they are downloaded and installed on the device.

**Note**

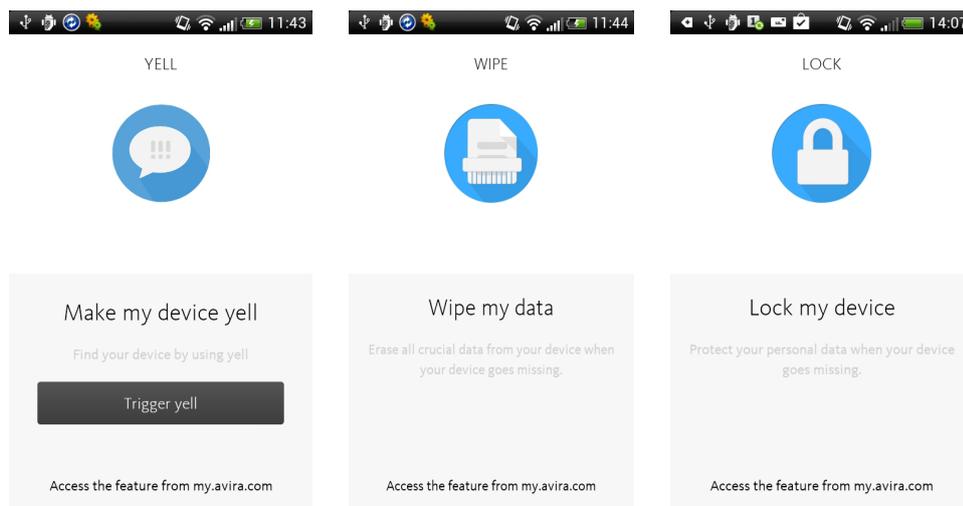
The daily VDF/Engine updates will continue, even if the app is no longer linked with the Avira Online Essentials Account.

- **Rollback VDF/Engine upon update failure**  
If a VDF or Engine update fails, a rollback to the previous version will be triggered automatically to ensure your safety.

## 6.2 Anti-Theft

The *Anti-Theft* feature on the device indicates which actions can be performed via the Avira Online Essentials Dashboard to recover a lost or stolen device.

In the submenu of Anti-Theft, the features *Location Tracking*, *Yell*, *Wipe* and *Lock* are listed.

**Note**

Every *Anti-Theft* action can be performed only via the [Avira Online Essentials Dashboard](#).

### Location Tracking

This feature helps you to geocode the address of your registered Android device.

### Yell

The feature *Yell* helps you to find a device, that has been misplaced nearby, by playing a loud sound for 20 seconds.

### Wipe

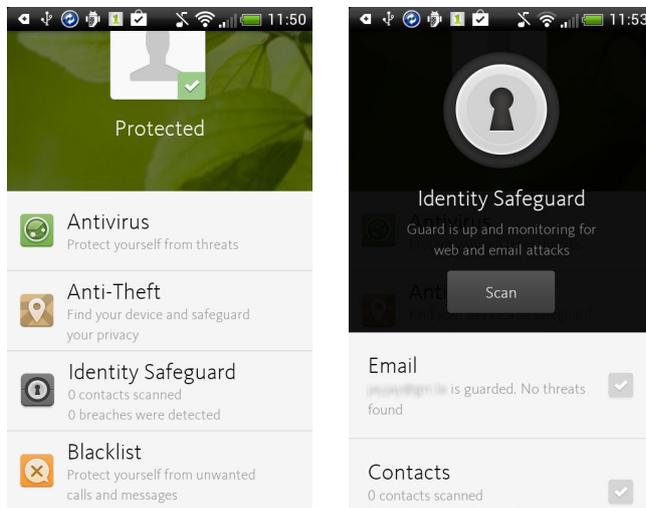
With this feature you can delete all sensitive data from a stolen device. This helps you to safe you privacy.

### Lock

With this feature you lock your device and therefore protect its content.

## 6.3 Identity Safeguard

*Identity Safeguard* checks your registered email address – the one you used for your account. Publicly email security breaches will be announced immediately.



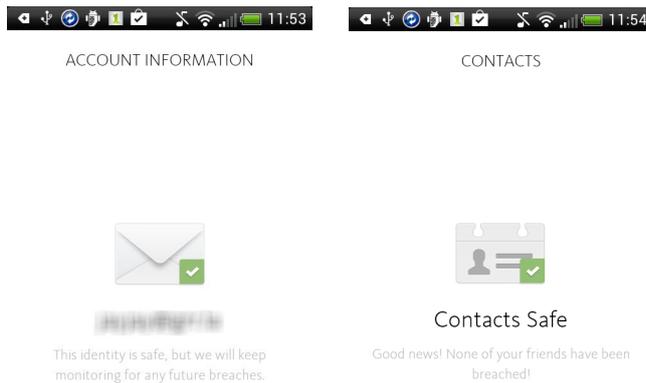
Your email address is monitored day and night. In case your email address and password have been exposed in a security breach on any of the services that you use on the web you will receive an email. In this email you find advises what actions are to do to secure yourself.

#### Note

The free version will only actively monitor one single email address.

Avira Antivirus Security informs you about every potentials security hole and explains what actions are required to solve the issue.

Avira Antivirus Security scans by default your address book and alerts you about the contacts that have been breached. You have the choice to email the contact, to dismiss the alert, or to dismiss all the breached contact alerts.

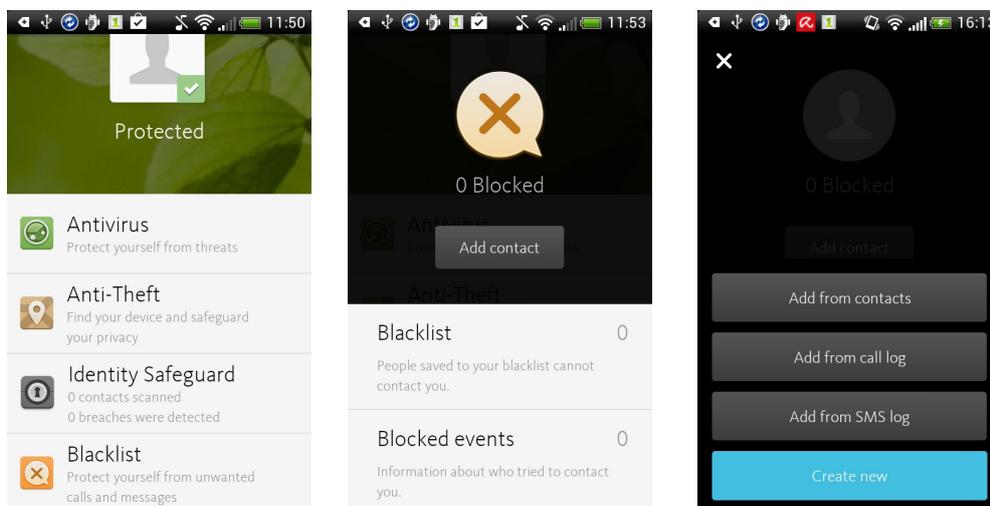


Current breaches include:

- Adobe
- Forbes.com
- Snapchat
- Bell Canada
- Tesco Boxee
- BigMoneyJobs

## 6.4 Blacklist

The *Blacklist* filters unwanted calls, SMS and events. Add only the contacts or telephone numbers you wish to ignore to the Blacklist. Afterwards, all incoming calls and SMS from the added contacts or telephone numbers are blocked.



During Blacklisting a contact or phone number, you can edit the name and the "Blocking options" of this entry.

**Note**

To ensure the blacklist criteria, every unique phone number requires a unique blacklist entry.

Blacklisted phone numbers will trigger the following behavior:

**Calls**

Depending on the device manufacturer and mobile network provider, the blocked caller may hear a busy tone, be forwarded to voicemail or the call may be terminated.

**SMS**

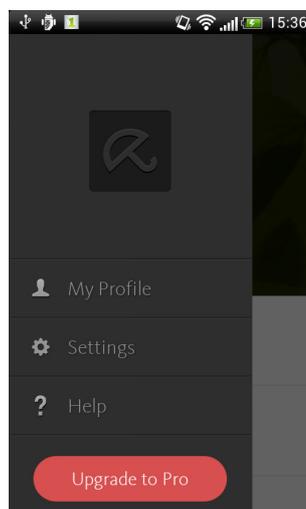
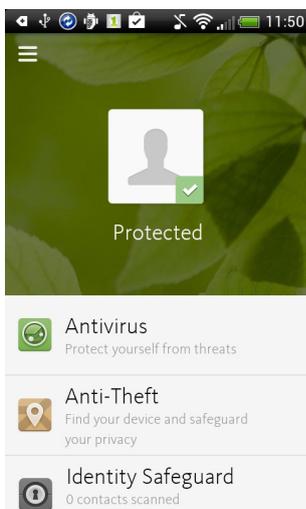
Any SMS from a blocked contact is intercepted, so the default SMS client does not receive them. The sender will not receive any notification or warning. The intercepted SMS is stored in the app's database. For any blocked call or SMS a notification is displayed on your device. When clicking **Notifications** the tab for the blocked events is opened.

## 6.5 Configuration

The following configuration options are available:

- Configuring the profile
- Enabling or disabling the device administrator
- Adjusting the threat categories
- Uninstalling the app
- Help

To access the configuration tap the icon in the upper left hand corner of your device. The sub-menus **My Profile**, **Settings** and **Help** are shown.



- **My profile**  
Within this submenu you can enter or edit your name and insert a profile picture. To insert a new picture, please tap on the picture placeholder and select a picture from the **Gallery** or take a photo with your device's camera. Afterwards crop the desired image and tap **OK**.
- **Settings**  
Settings includes the two features *Threat Categories* and *Device Administrator*. Under *Threat Categories* you can enable or disable *Adware* and *PUA* (Potentially Unwanted Applications) and under *Device Administrator* you can enable or disable the DEVICE ADMINISTRATOR.
- **Help**  
All help-related information can be found in the Help submenu. The Help offers quick assistance to the most important issues around the app. Here you can find brief explanations, several links to different websites and other important information.

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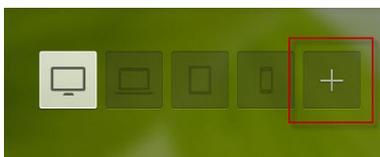
## 7. Avira Online Essentials Dashboard

The [Avira Online Essentials Dashboard](#) provides a quick overview of all registered devices in one account and permits a parallel configuration of each device. In order to protect your privacy and help you to get your device back in case of a loss or theft, the Avira Online Essentials Dashboard includes several features.

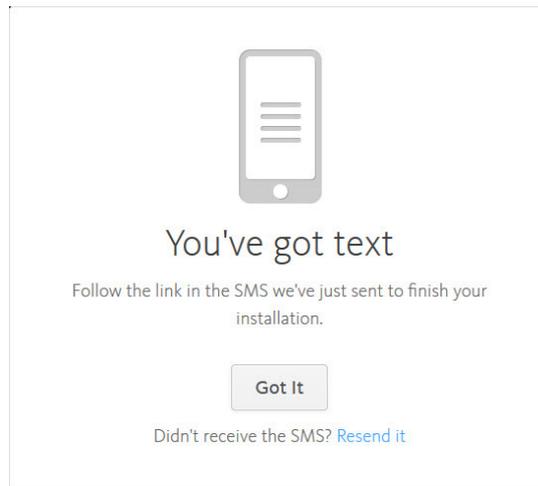
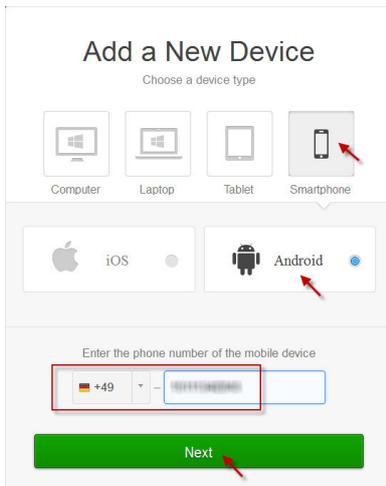
To use all these features, you first need to add your device to your Avira Online Essentials account (Dashboard).

### 7.1 Add A New Device

Having logged into the [Avira Dashboard](#), you can add a new mobile device to your account by clicking on the + symbol (Add device) in the upper right corner.

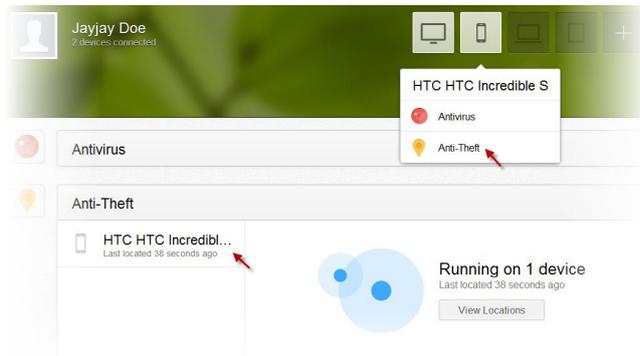


Afterwards you first select the device itself, the type and the operating system of your device. If applicable, enter the phone number of the mobile device and click **Next**.

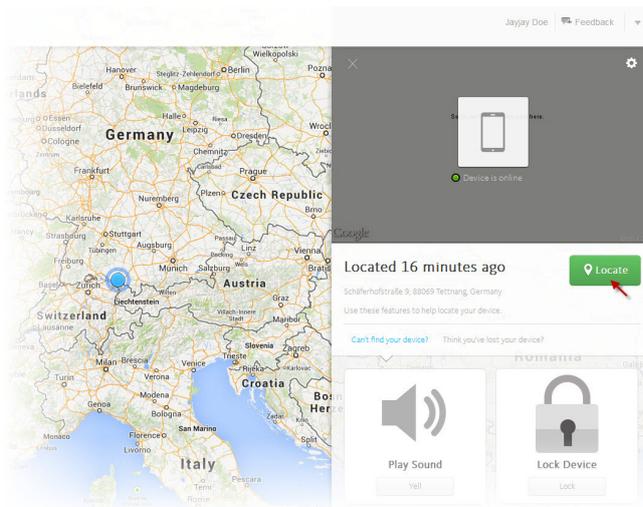


Thereupon, a notification is sent to your mobile device. Confirm the receipt of this notification to complete the process and use the app.

Your mobile device is listed in the submenu of the *Anti-Theft* feature and under the smartphone icon at the upper right corner of the application. Tap the device to access the *Anti-Theft* service.



The main page of the *Anti-Theft* service displays the status and the current location of your mobile device. In case your device is not located by default, trigger a manual request by clicking the **Locate** button.



## 7.2 Anti-Theft service

The *Anti-Theft* service helps you to manage your device via the internet in case it is lost or stolen to protect your privacy.

### Note

*Anti-Theft* actions cannot be performed when the device is powered off or the battery is low.

Following actions can be triggered from the Avira Dashboard:

- Locate Device
- Play Sound
- Lock Device
- Device Report
- Wipe Device

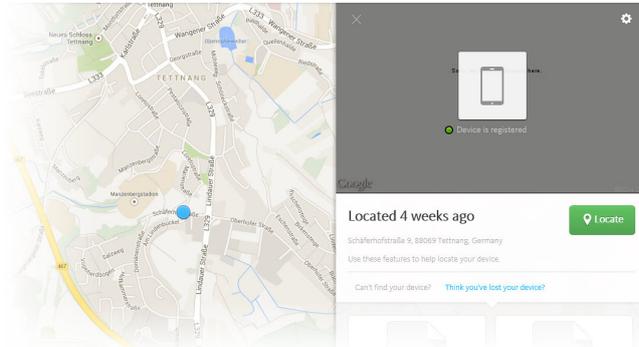
## 7.3 Locate Device

The feature **Locate device** helps you to find a misplaced or stolen device by triggering the **Locate** command. When the command is sent, the position of the device is immediately determined and the values returned to the Avira Online Essentials Dashboard.

To avoid tracking failures, *Anti-Theft* uses GPS, Cell Tower Location and Wireless LAN to locate the device. The device's location is displayed on the Avira Online Essentials Dashboard via Google Maps.

### Note

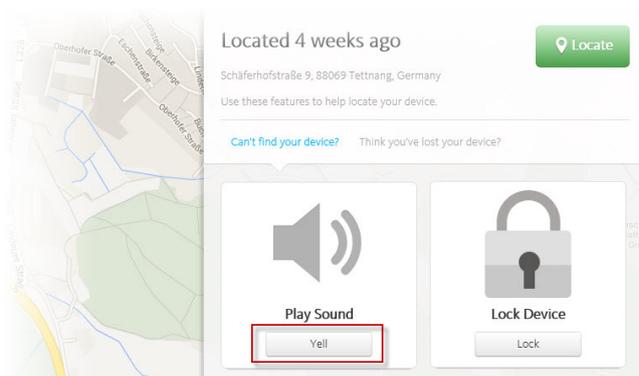
Locating the device may take up to 3 minutes depending on the network performance and device signal.



## 7.4 Play Sound

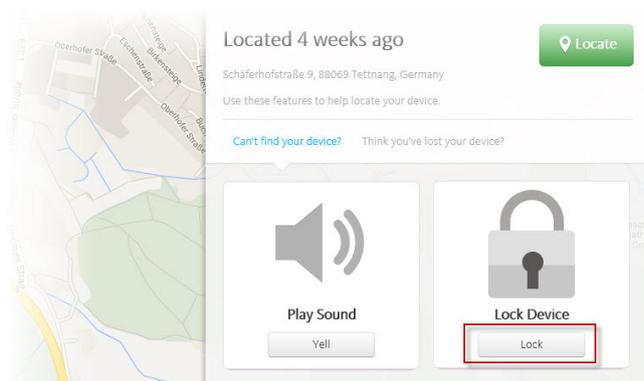
The **Yell** functionality helps you to find the device in case it was misplaced. When tapping **Yell** the device will emit a loud alarm for 20 seconds at maximum volume, even when the device is muted. During this time, the scream cannot be terminated. The alarm is a default tone and cannot be changed.

The yell will not be emitted if your device is switched off or out of battery power.



## 7.5 Lock Device

If you can't find your device anymore or it is assumed that the device was stolen, we strongly recommend to lock the device immediately in order to protect your privacy.



- **Lock your device and create a PIN**

After locking your device, you cannot use it anymore, unless you have set a PIN and enter this manually. To set a PIN enter a 4 digit code.

This PIN has nothing to do with your device PIN or SIM card PIN. It should be a completely different 4 digit code.

The locked device can just be unlocked after entering the configured PIN manually. To avoid errors, you need to confirm your PIN.

- **Create a message to display on lock screen**

Additionally, you can leave a message for the finder of the device. This way you can give clear instructions to the finder, e.g. "If you have found this device, please send an email to my-email-address@example.com". The finder can now contact you using the mentioned email address.

- **Alternate phone number**

You can also enter an alternative phone number such as a landline or work phone number, so that the finder of the device can call you back. The phone number is linked to the **Call Owner** button on the lock screen. This way, the finder of your device can call you back.

If afterwards a second remote lock is desired, you can trigger a new remote lock.

The new PIN, customized message and owner telephone number will replace the previous entries.

#### Note

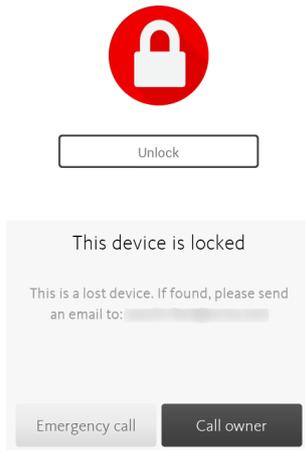
If you do not set an alternate number, the **Call Owner** button on the device's lock screen is disabled.

If the mobile device has been found or returned to the owner, the device can be unlocked manually by entering the PIN or unlocking the device via the Avira Online Essentials Dashboard.

- **Unlock the device manually**

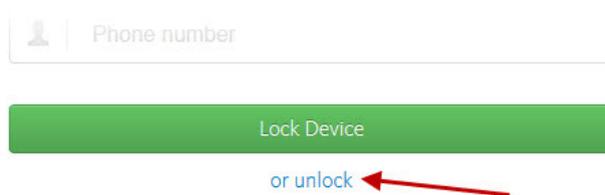
In the field *Unlock* enter the PIN which you have set previously via the Avira Online Essentials Dashboard.

In case you have forgotten the PIN you have set or entered it incorrectly, the **Unlock** button is disabled after 3 failed attempts. If this happens, you can only unlock the device from the Avira Online Essentials Dashboard.



- **Unlock from Avira Dashboard**

The device can always be unlocked from the Avira Online Essentials Dashboard by simply clicking the **or unlock** button without entering the PIN.



## 7.6 Device Report

The *device report* contains helpful information which can be downloaded and used to file the loss of the device with the police and insurance companies. To do so, click **Start download** and save the file on your device.

## 7.7 Wipe Device

*Wipe Device Data* is a feature that will help you to delete all private information and sensitive data in case the device has been stolen. Data deleted by a wipe cannot be recovered. You can select which data should be deleted from the device.

In case your device has been stolen you can delete all your private data via the option *Wipe*

*data* from your device.

- **Wipe SD Card**  
This option deletes all information stored on your SD card. Once the data have been deleted, they cannot be recovered. However, this has no effect on data stored on the SIM card.
- **Wipe SIM Card**  
When this action is triggered, all contacts and SMS stored on the SIM card are deleted and cannot be recovered. However, the rest of the data stored on the device or SD card is not affected and can be accessed at any time.
- **Factory Reset**  
A Factory Reset deletes all accounts on the device including all apps and resets the device settings to default.

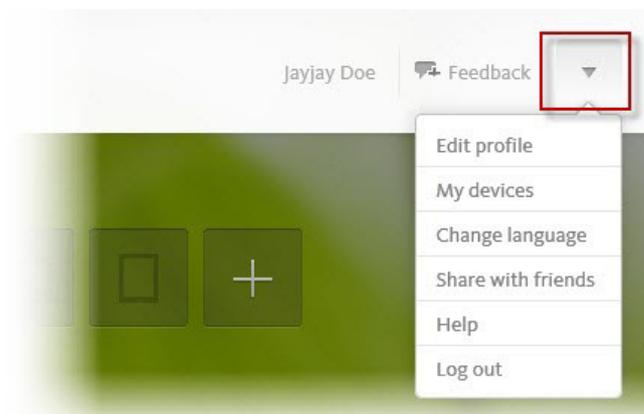
With a Combo Wipe, you can trigger one or more wipe types at once. Please note that data deleted by a wipe cannot be recovered.

#### Note

Avira Online Essentials Dashboard actions cannot be performed when the device is powered off or the battery is low.

## 7.8 Account Management

You can use the Account Management to make various changes to your Avira Online Essentials Account or to get help.



- **Edit profile**  
With this action you can change the user account information of your Avira My Account e.g.:
    - My Profile
    - Products
    - Payment History
    - Notifications
    - Password Reset
  - **My devices**  
This option provides a list with all registered devices. You can check the status of each device, add a new one or simply remove one you do not need anymore.
  - **Change language**  
Quickly change the language of Avira My Account.
  - **Share with friends**  
Give your friends instant access to try out the next generation of security products.
  - **Help**  
This option redirects you to the Avira Knowledge Base.
  - **Log out**  
Click this button to log out from your Avira Online Essentials account.
- 

## 8. Uninstall Avira Antivirus Security

You need to uninstall Avira Android Security in two steps:

1. Uninstall the app from the device
2. Delete the device from the Avira account (Avira Dashboard)

### 8.1 Uninstall the app from the device

To uninstall Avira Android Security, make sure that the DEVICE ADMINISTRATOR is deactivated. Avira Android Security can then be uninstalled via the Android application manager on the device, just like any other application.

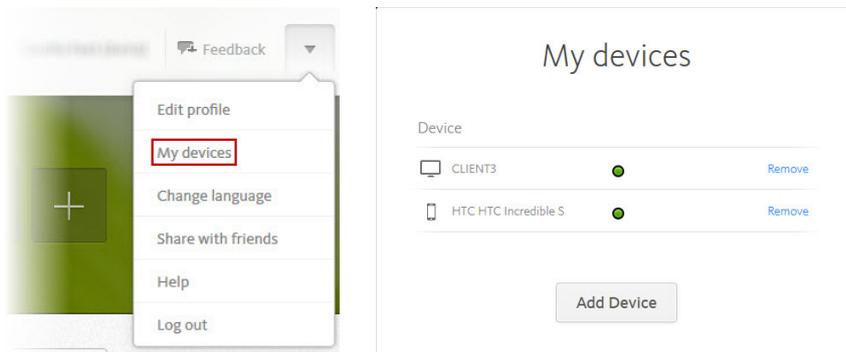
Another way to uninstall Avira Antivirus Security is to use the built-in Uninstallation Wizard, available in the Help section of the app. To do so, tap on *Settings > Help > Uninstall* and follow the instructions.

During the application setup, you are requested to disable the DEVICE ADMINISTRATOR to be

able to uninstall the app. If DEVICE ADMINISTRATOR is enabled, you cannot uninstall the app using the Android application manager.

## 8.2 Delete the device from the Avira Dashboard

After the successful uninstallation of the app from the device, you need to remove the device from the Avira Online Essentials Dashboard as well. To do so, you need to connect to your Avira Online Essentials Dashboard and navigate to *Account Management* > *My devices* and remove the desired device.



## 9. Help Resources

Additional support for the product can be found on the **Help** page of the device as well as in the **Account Management** menu of the Avira Online Essentials Dashboard.

- **FAQ (Frequently Asked Questions)**
- **Avira Answers**
- **Uninstall**
- **About**

