

# Avira Free Android Security

(version 1.2)

## HowTo

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## 1. Introduction

Avira Free Android Security version 1.2 is an Android security app that sets the focus on mobile device anti-theft protection. The protection app will help the user step by step to find his mobile device in case of loss or theft.

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

Avira Free Android Security is a free product. No license is required.

Avira Free Android Security version 1.2 supports the languages; English, German, French, Italian, Spanish and Brazilian Portuguese.

## 2. Supported Mobile Manufacturers

The major mobile brands that will be supported by Avira Free Android Security in this release are:

- LG
- Samsung
- HTC
- Motorola
- Sony

The compatible platforms are:

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

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

Devices with a small screen size (426dp x 320dp) are not supported because some parts of the application will not be displayed. Google play will automatically filter out incompatible devices.

\* The acronym DPI stands for the term "Dots Per Inch". The dot density in the image display is a measure of the detailed rasterized visual display, and thus a quality aspect of the technical reproduction.

## 3. Product Overview

Avira Free Android Security 1.2 consists of two parts:

- Avira Free Android Security app (on the device)
- Avira Web Console (Internet)

There are two possibilities to install the application. Either starting online over the Avira Web Console or directly via the mobile device. In both ways the user has to assign an account and register his device.

The application can be downloaded from [Google play](#) and then installed on the device. Once the registration process has been completed, the user is able to log in to the Avira Web Console using his assigned account and benefit of all features off the app.

The following features are included in the application:

- Device information
- Location tracking
- Lock device
- Trigger scream
- Wipe data
- Blacklist

The Avira Web Console offers the possibility to remotely execute certain actions on the registered android devices. These actions will help to find a lost mobile or get the stolen device back.

On the Avira Web Console, any user can have a maximum of 5 android devices managed using his own account.

## 4. Installation

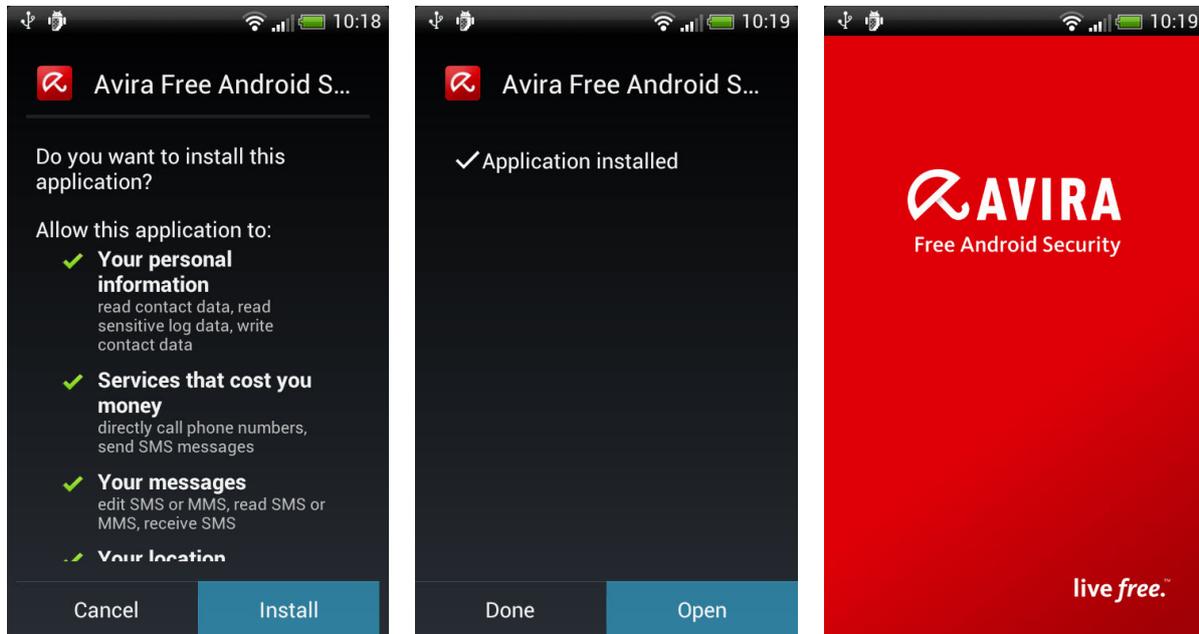
The user has two different possibilities to perform the installation of Avira Free Android Security 1.1. An internet connection is required for both types of installation.

### 4.1 App installation on the device

As a prerequisite for the installation of the Android Security app, the mobile needs first of all to establish an Internet connection to download the application. Browse with your device to [Google play](#).

After downloading the Avira Free Android Security app from Google play, the installation can be started.

Please make sure to provide at least 1.28 MB hard disk memory space on your mobile for the app to avoid problems during the installation.

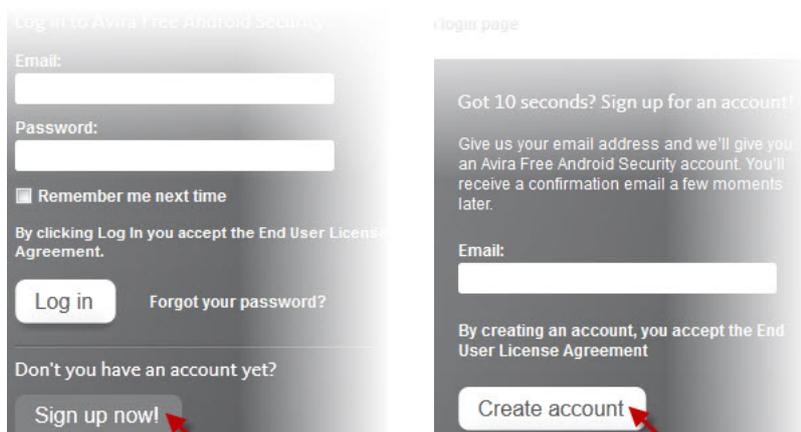


After successful installation of the app, the registration process needs to be performed within the app. Thereafter, the device can be managed through the web console.

## 4.2 'Sign up' installation via the Avira Web Console

Establish an internet connection with your device and register for an Avira Free Android Security account online via the [Avira Web Console](#).

After clicking the **Sign up now!** button on the login page, enter your Email address and press **Create account**.



Meanwhile, Avira sent a notification Email to your mail box with the credentials required to connect with the Avira Web Console. Therefore, you need to log in to your Email account, open the Email and click on the provided link.

The browser will be opened and you are required to create a password at the time of your first logon.

Once the password has been created, the registration process is complete and a new page will be displayed, containing detailed information about 'How to register a new device on your account'. This will help the user to attach his devices with ease to the new account.

- **Install Avira Free Android Security on your device**  
Download and install the Avira Android Security app on your device  
The Avira Web Console provides a link to [Google play](#)
- **Provide your Email address**  
Register your device using the same Email address you used to create and login to the Avira Web Console
- **View and manage your devices**  
When you log in to the Avira Web Console, the new device is attached in the *All your devices* overview on the left side of the Avira Web Console

You have the possibility to add and manage up to 5 mobile devices with the same Avira Free Android Security account. All devices added to the same Google account or Email address via the app will be registered to the same Avira Free Android Security account.

An Email address/Google account that has been used already for a registered Avira account cannot be used again to register with a new Avira account.

### 4.3 Perform update

The user will get a notification from "Google Play". Once the user approves the update, the entire update process will be performed automatically and is invisible for the user.

In case the update fails, a notification will inform the user to repeat the update manually.

## 5. Registration

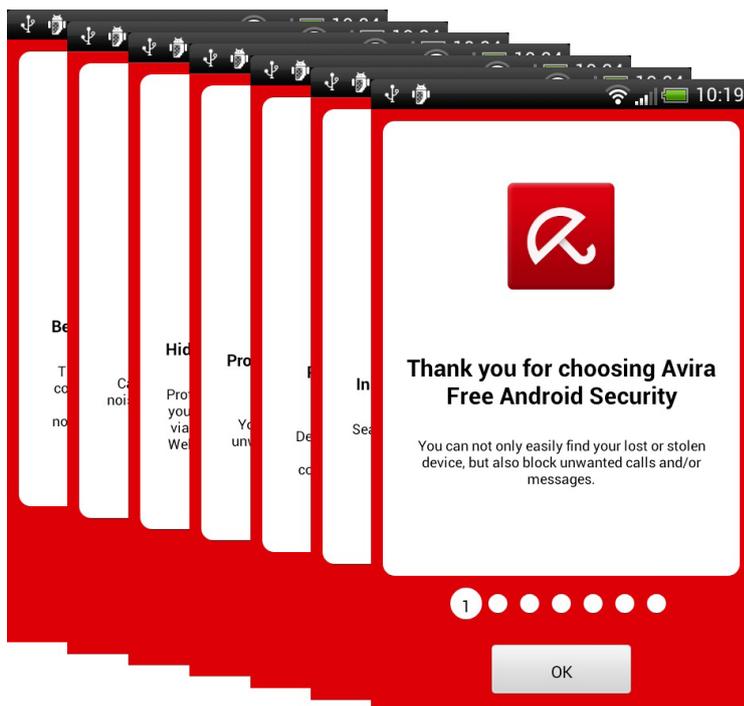
### 5.1 Register the first device to the Avira account

In case the installation of the app was accomplished using the second method; *'Sign up' installation via the Avira Web Console*, the registration has already been performed and this chapter can be skipped.

If the app has been successfully installed as described in the first method; *App installation on the device*, it is required to register with Avira either using your available Google account or by entering a valid Email address.

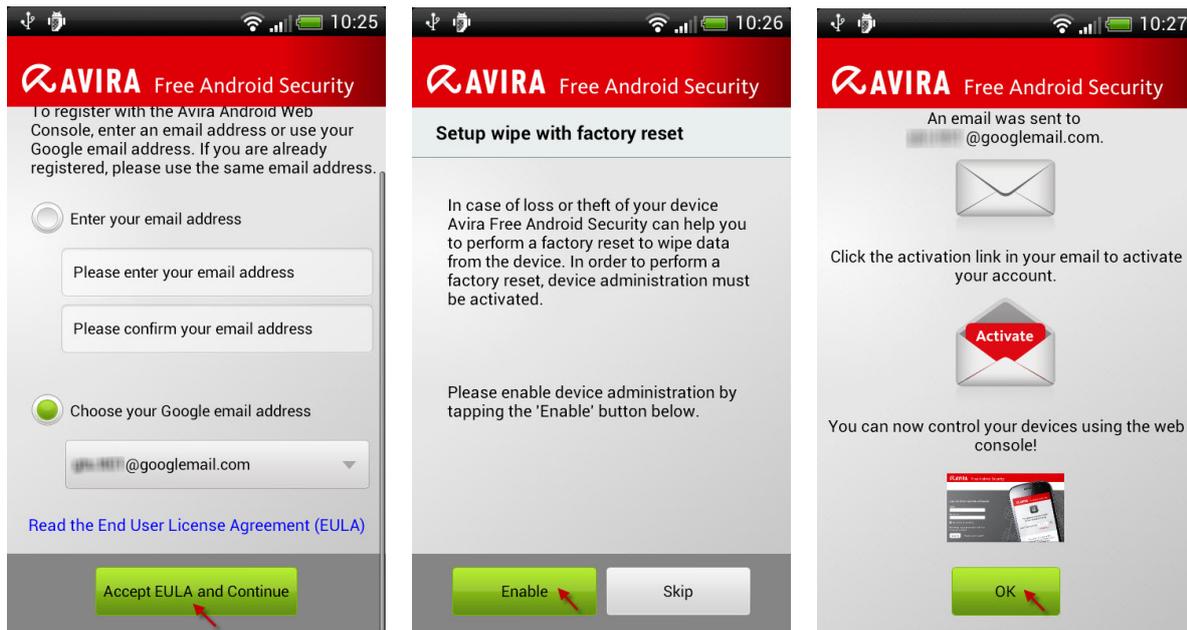
While starting the app, a series of different 'welcome screens' will be displayed to present to the user a short overview of the Avira Free Android Security application.

Forward the installation by clicking the **OK** button.



Once you have entered an Email address, read and accepted the EULA, the registration of the device will continue. You can decide, whether wiping the data from your device should basically be possible or not.

In case you **Skip** this option, you have the possibility to enable the administration mode later in your settings.



If the registration was successful, you will get a notification message on the device.

Meanwhile, Avira sent a notification Email to your mail box with the credentials required to connect with the Avira Web Console. Therefore, you need to log in to your Email account, open the Email and click on the defined link.

The browser will be opened and you need to set a password at the time of your first logon. Once the password has been created, the registration process is complete and your new Avira account will be displayed.

On the left panel side you will find attached your new registered mobile device and you will be able to use all the provided features.

You have the possibility to add up to 5 mobiles to the same Avira Free Android Security account. All devices added to the same Google account or Email address via the app will be registered to the same Avira Free Android Security account.

### Note

There can be only one Google account or Email address for one Avira Android account.

## 5.2 Register a new device to the same account

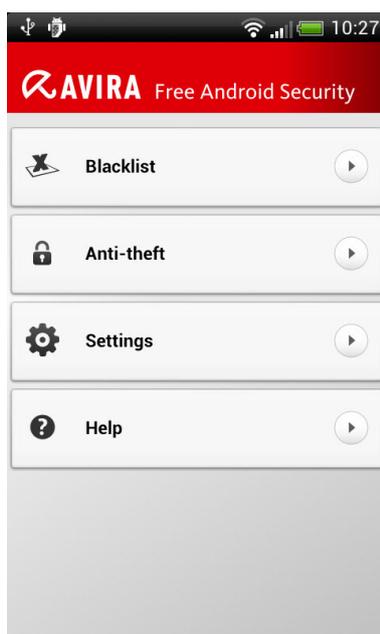
To register a new mobile to the same account you need to install Avira Free Android Security again on the new device and use the previous Email account for the registration.

You will receive a confirmation Email at your common Email address, confirming the registration of the new device to your existing Avira Free Android Security Account.

Once you have logged on to the Avira Web Console, the new mobile is already added to the section *All your devices* on the left hand side of the Avira Web Console.

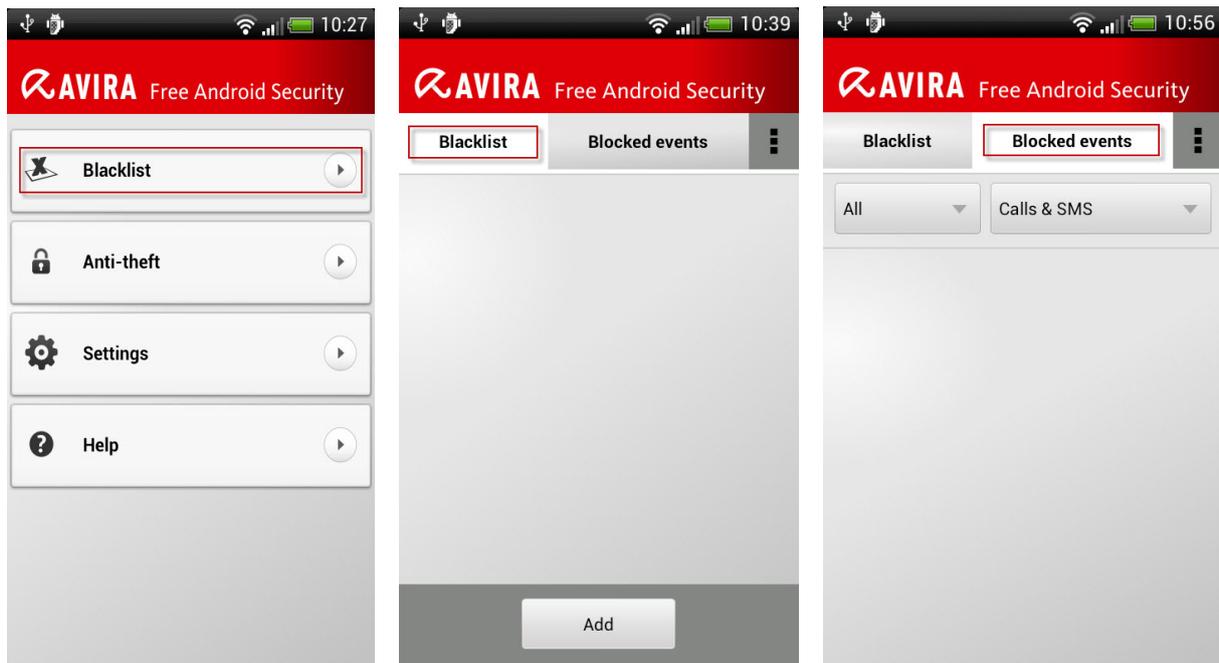
## 6. Device Dashboard

The structure of the dashboard is grouped intuitively. The displayed buttons; **Blacklist**, **Anti-theft**, **Settings** and **Help** will guide the users to attain with ease the wanted result.

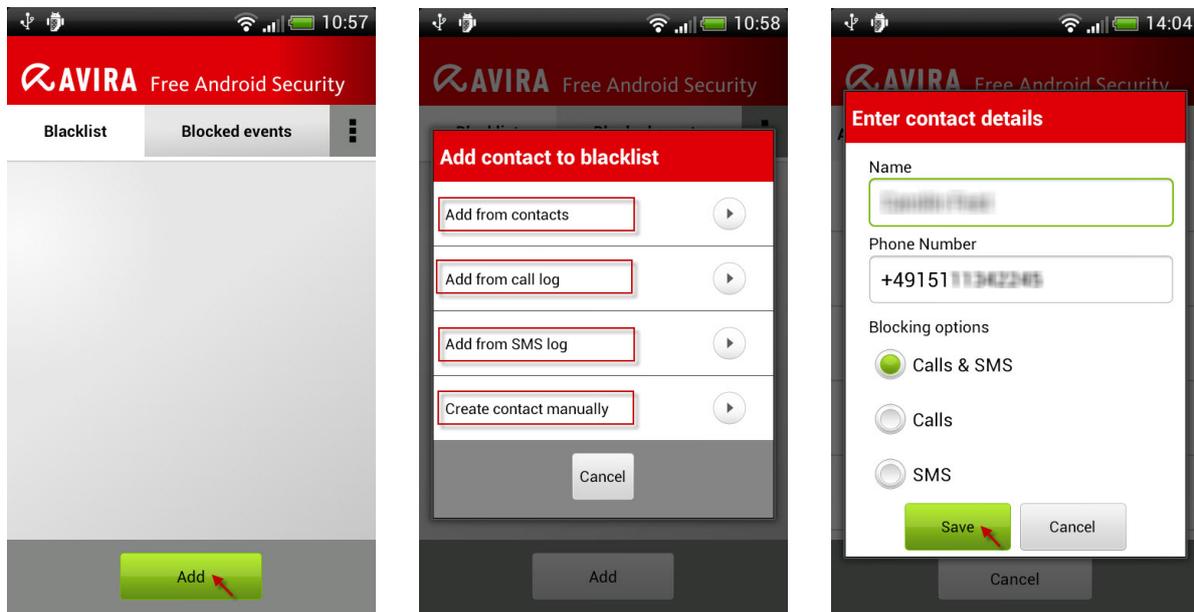


### 6.1 Blacklist

The **Blacklist** is a basic filter for unwanted calls, SMS and events. Just add to the **Blacklist** the contacts you wish to ignore and all incoming calls and SMS from the added contacts will be blocked.



The Phone numbers can be blacklisted from the contacts, call log, SMS log or by entering the number manually.



During the Blacklisting process the user has the possibility to edit the name and the *Blocking options* of the blacklisted contact.

### Note

Every unique phone number requires a unique blacklist entry to fulfill the blocking criteria.

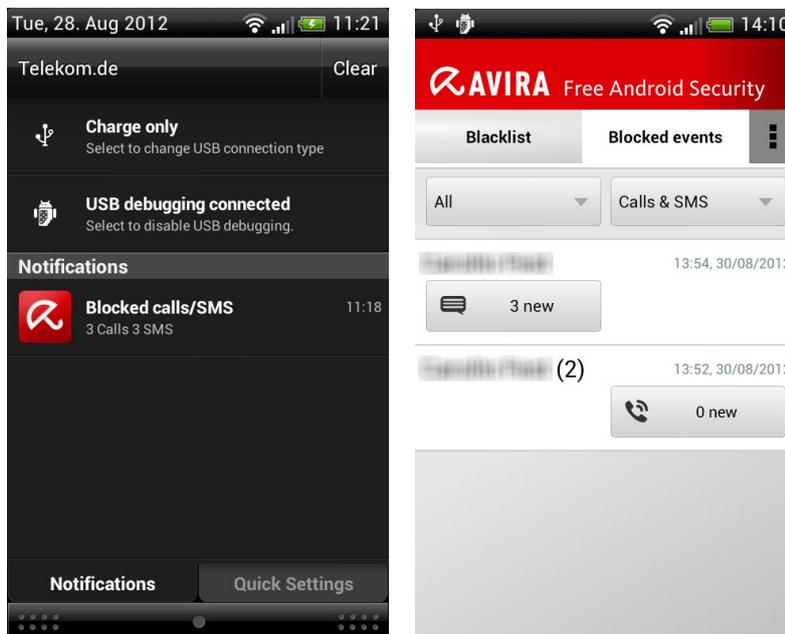
Blacklisted phone numbers will trigger the following actions:

**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 user will not receive any SMS notifications or alerts. The intercepted SMS is stored in the app's database.

For all blocked calls and SMS an information will be displayed in the notification window of the user's device.

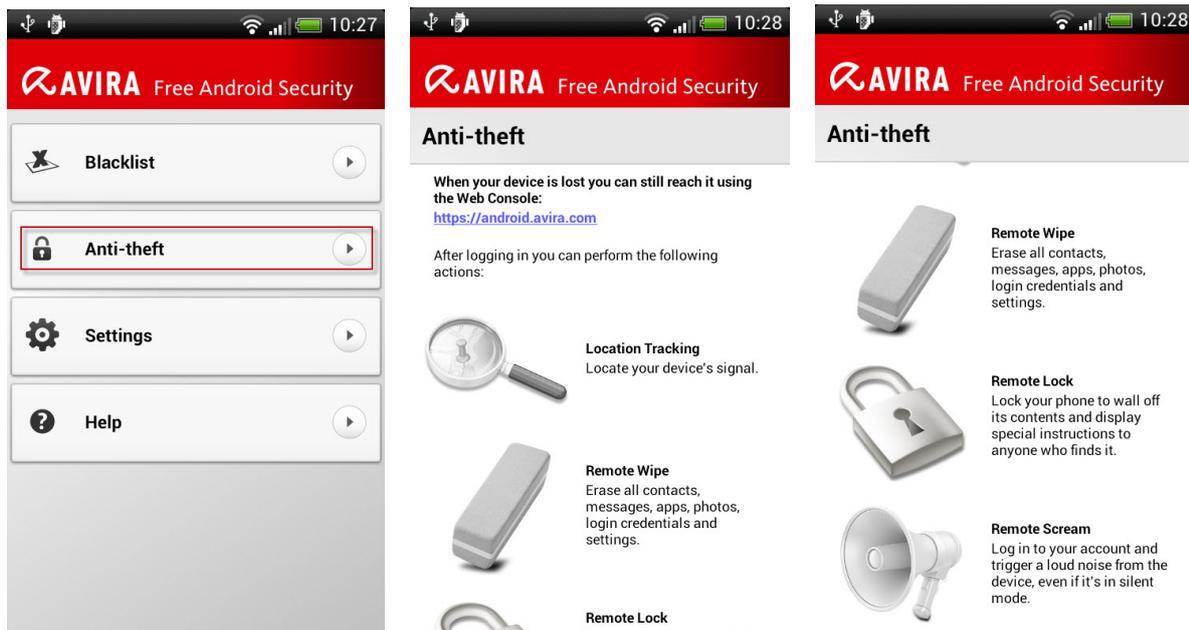
By clicking the notification, the user will be forwarded to the *Blocked events* tab.



The list of events will be filtered to show only *new* events. The user is also free to filter the list of *Blocked events* using the filter options provided at the top of the screen.

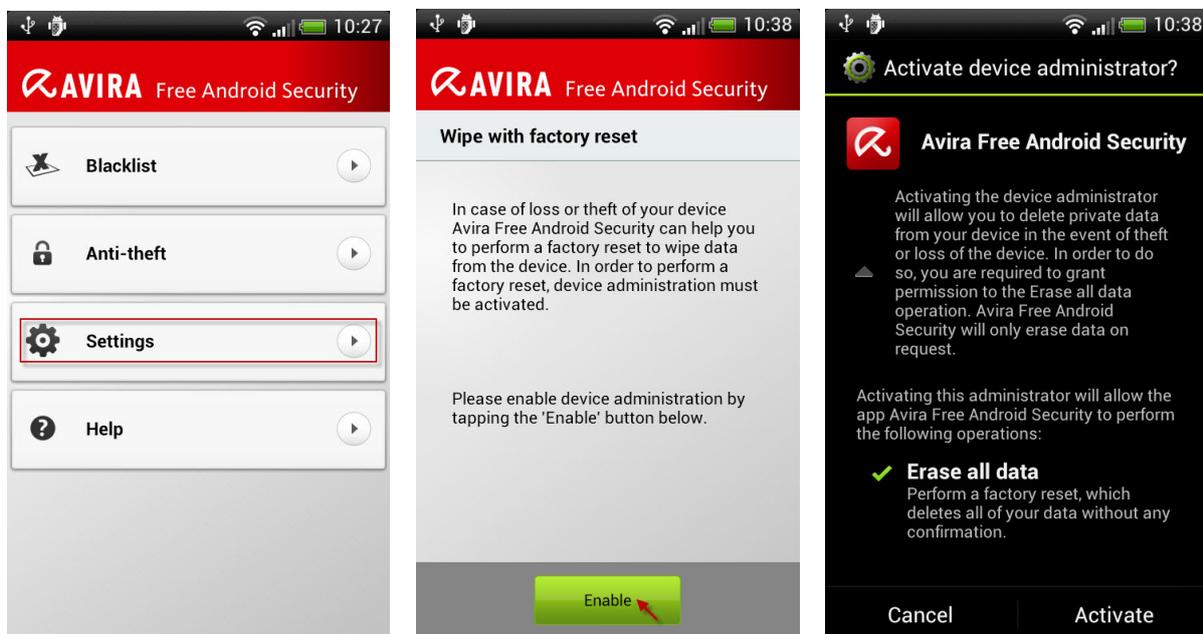
## 6.2 Anti-theft

The user can access via the **Anti-theft** button on the dashboard to an *Anti-theft* page, where he will be introduced to the remote features available on the Avira Web Console. A provided link will lead the user directly to the Avira Web Console.



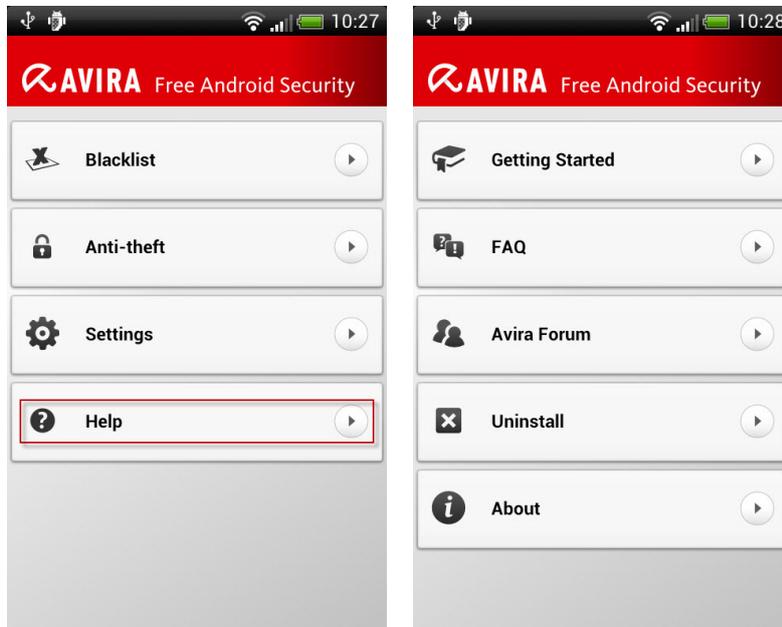
## 6.3 Settings

In this option you can set whether the data of the device should be wiped with factory reset in case of a loss or theft. Therefore, the device administration must be activated.



## 6.4 Help

All help-related information are grouped into the *Help* page, accessible via the **Help** button on the dashboard.



## 7. Avira Web Console Features

In order to protect your privacy and help you to get your device back, the Avira Web Console includes several features.

The Dashboard provides a quick overview of all registered devices in one account and permits a parallel configuration of each device.

### 7.1 Dashboard

Whenever the user logs in and the status of the selected device's information is older than 24 hours, an 'automatic' refresh will be triggered so that the user can view the latest status of his devices.

The current information of the device can also be requested manually by clicking the **Refresh** button on the upper right side.

**Device information** ⓘ

Last update: 1 day ago ↻ Refresh

Brand:	HTC	 Battery 71%	<b>SIM Card</b>	
Model:	HTC Incredible S		Phone no:	+49151
IMEI:	359836		Network:	T-Mobile Deutschland GmbH
OS version:	4.0.4		Country:	Germany
App version:	1.1.969			
Dev admin:	OFF ⓘ			

### Note

The information displayed on the Avira Web Console can vary due to the device manufacturer.

Additionally, the Dashboard displays an overview of the other functions that can be accessed directly.

To access the different features, the user can click either the tabs at the top of the Dashboard or the entire summary area of each feature on the main page.

**Location tracking** ⓘ ▶



Last located: Thursday, May 3, 2012  
Latitude: 47.66179519999999  
Longitude: 9.591306928571429

**Lock device** ⓘ ▶



Last action: Lock  
Last trigger: Friday, April 13, 2012

**Trigger screen** ⓘ ▶



Last triggered: Friday, April 13, 2012

**Wipe data** ⓘ ▶



Last wipe: Friday, April 13, 2012  
Type: sim

**Blacklist** ⓘ ▶



If you don't want to receive calls or SMS from a particular number, add it to the blacklist.

## 7.2 Locate Device

The feature *Locate device* helps to find a misplaced or a stolen cell phone by triggering the **Locate your device** command.

Whenever the app on the device receives this command, it will locate the mobile position and immediately send the location value back.

To avoid tracking failures, Avira Free Android Security searches the mobile via GPS, Cell Tower Location and Wireless LAN.

The location of the device will be displayed on the Avira Web Console via Google maps.

### Note

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

The screenshot displays the Avira Free Android Security web console interface. At the top, there is a red header with the AVIRA logo and the text "Free Android Security". Below the header, there is a navigation bar with options: English, Support, Account, Logged-in as: @googlemail.com, and Logout. The main content area is divided into two sections. On the left, under "All your devices", there is a list of devices. The first device is an HTC Incredible S, with details: HTC Incredible S, +49151, Status: registered, and an Edit button. On the right, there is a map showing the location of the device. The map is centered on a red pin, and the location is identified as "Manzenbergstation". Below the map, there is a "Location tracking status" section with the following information: Last located: 2 seconds ago, Latitude: 47.6618884, and Longitude: 9.5909882. A "Locate your device" button is visible, with a red arrow pointing to it.

## 7.3 Wipe

The *Wipe data* option is a feature that will help you to delete all private information on the device in case the mobile has been stolen and sensitive data is stored on the device. The deleted data by a wipe cannot be recovered.

You can select which data should be deleted from the device.

- **Wipe SIM Card**

By triggering this option all contacts stored on the SIM card will be deleted and cannot be recovered again. However, all other stored data on the device or SD card will not be affected and can be accessed at any time.

- **Wipe All Storage**

This option will delete all information stored on your mobile or SD card. If the data has been deleted once, it cannot be recovered again. However, this option will not affect any data stored on the SIM card.

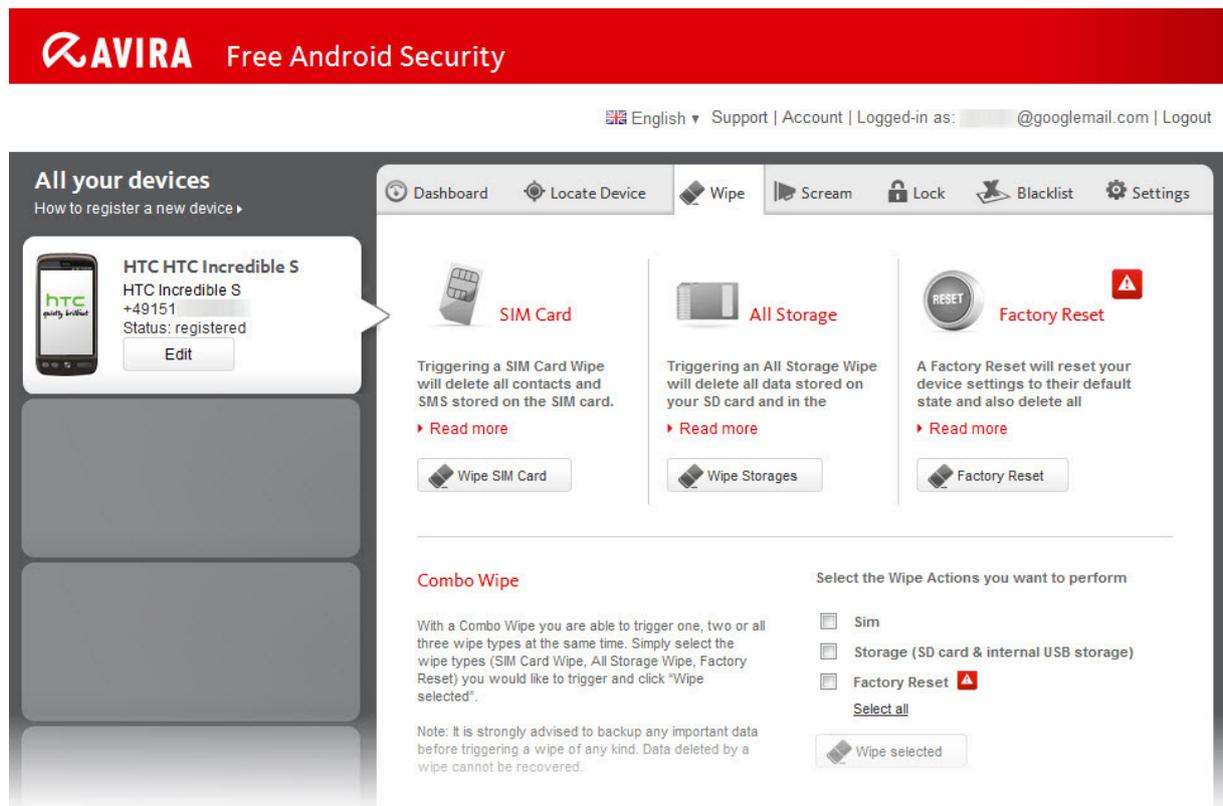
- **Factory Reset**

A Factory Reset will delete all data stored on the mobile including all apps and will reset the device settings to their default state. Data stored on the SIM or SD card will not be affected by triggering this option.

- **Combo Wipe**

With a Combo Wipe you are able to trigger one or more wipe types at once.

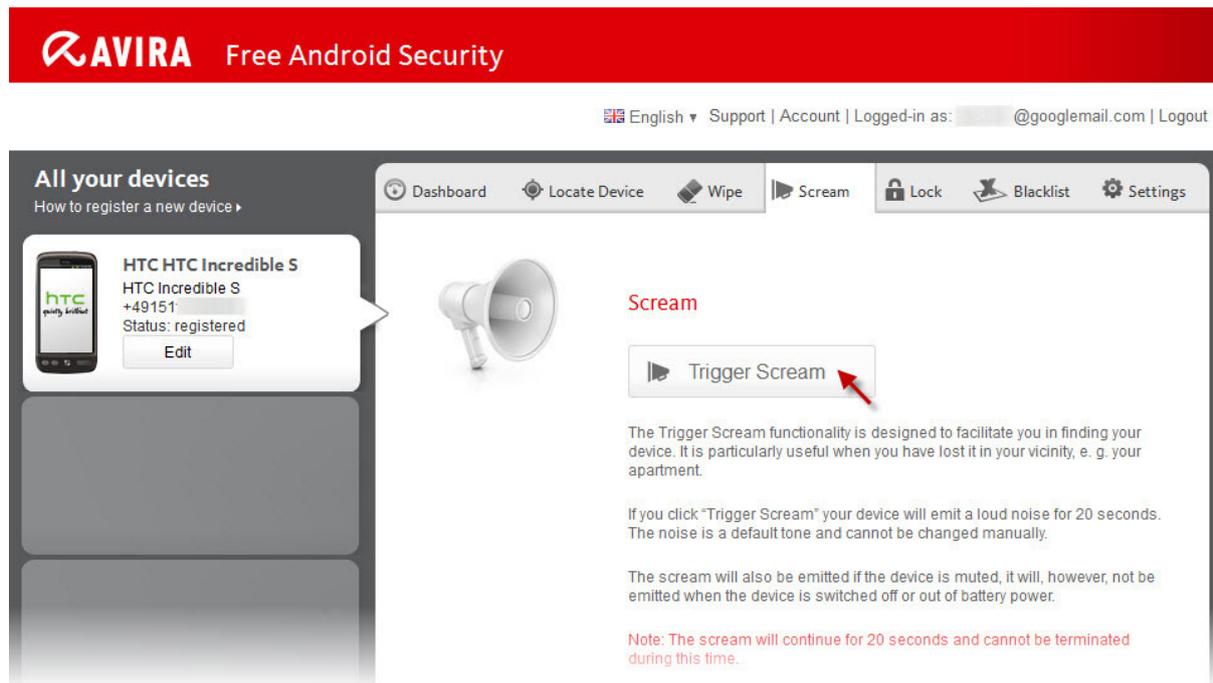
It is recommended to think twice before deleting any data, because data deleted by a wipe cannot be recovered.



## 7.4 Scream

The *Scream* functionality is designed to help finding the device in case it got misplaced or lost. Therefore, by clicking **Trigger Scream** the device will emit a loud alarm for 20 seconds with maximum volume even when the device is muted.

During this time, the scream cannot be terminated. The white noise is a default tone and cannot be changed manually. The scream will not be emitted when the device is switched off or out of battery power.



## 7.5 Lock

If the cell phone is no longer traceable and it is assumed that the device was stolen, it is strongly recommended to lock the device immediately in order to protect the privacy.

- **Enter PIN**

After setting the lock on the cell phone it is no more possible to use the mobile, unless the PIN you set will be entered manually on the device.

Therefore, enter a 4 digits PIN to lock your device and protect your privacy. To avoid errors, you need to confirm the PIN.

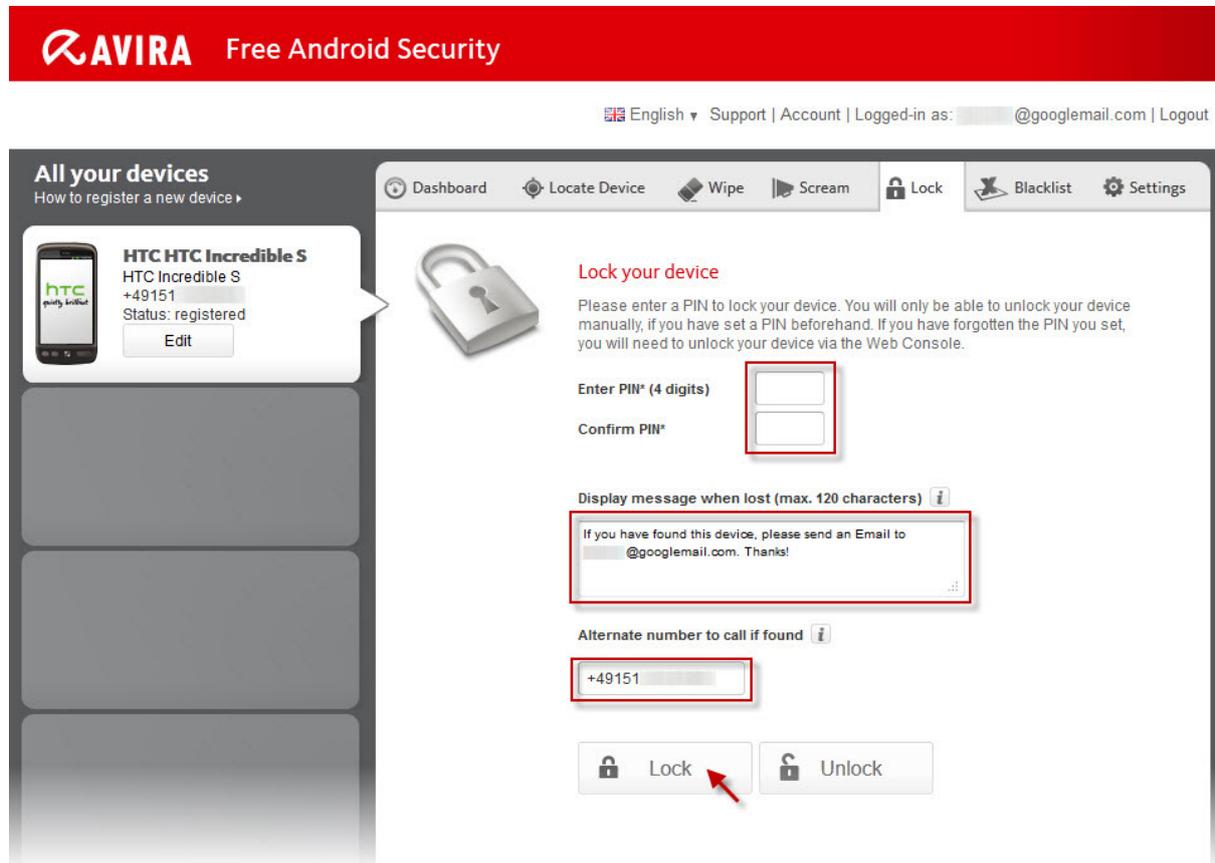
- **Display message**

Additionally, you have the opportunity to leave a message for the finder of the device. The message may consist of a maximum of 120 characters.

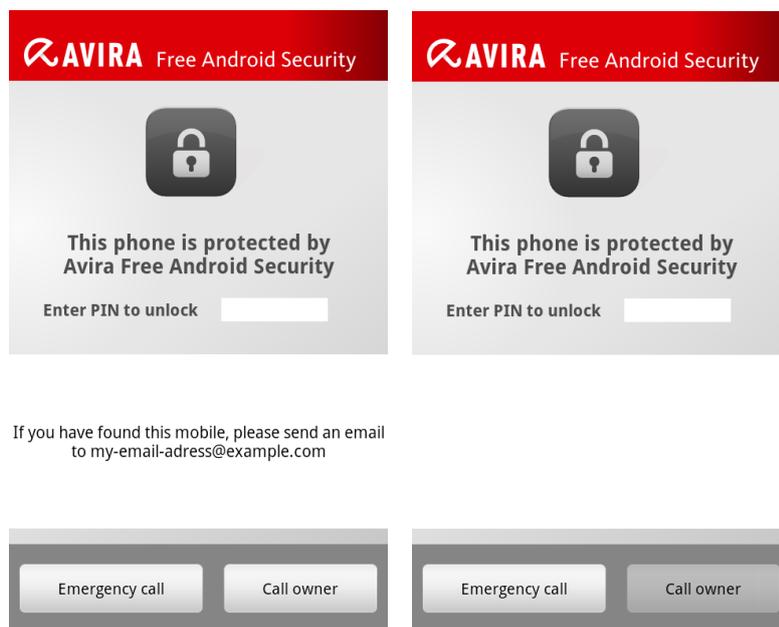
This option gives the possibility to write clear instructions to the finder, e.g. "If you have found this mobile, please send an Email to my-email-address@example.com". The finder can now contact you using the mentioned Email address.

- **Alternate number**

If required, there is the possibility to enter an alternative phone number such as land-line or work phone, so that the finder of the device can call you back.



The phone number will be linked to a **Call Owner** button on the lock screen. This way the finder of your device has the possibility to call you back.



If you have found this mobile, please send an email to my-email-adress@example.com

If afterwards a second remote lock is desired, the user 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 lock screen of the device will be disabled.

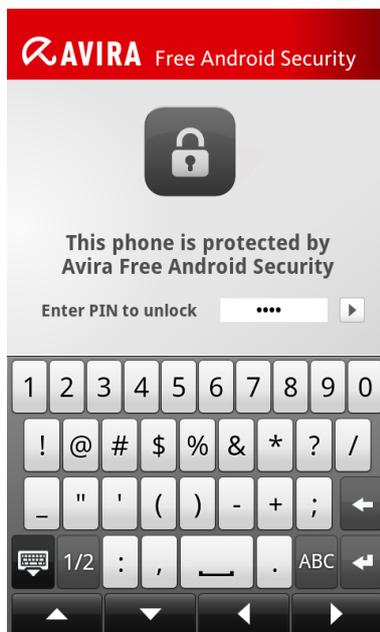
## Unlock the device

If the mobile has been found again or returned to the owner, the *Unlock* of the mobile can be performed manually by inserting the proper PIN number on the mobile or unlock the device via Avira Web Console.

- **Unlock via the mobile**

Enter in the field *Enter PIN to unlock* the correct PIN, which has been defined via the Avira Web Console. In case you have found the device, but forgotten the PIN you have set or the PIN has not been assigned correctly, the **Unlock** button will be disabled after 3 failed attempts.

If so, the only possibility to unlock the device is via the Avira Web Console.



- **Unlock via the Avira Web Console**

The unlock of the mobile can always be done through the Avira Web Console by sim-

ply clicking the **Unlock** button without the need of any PIN number.

The screenshot shows the Avira Web Console interface. At the top, there is a red header with the Avira logo and the text 'Free Android Security'. Below the header, there is a navigation bar with options: English, Support, Account, Logged-in as: @gmail.com, and Logout. The main content area is titled 'All your devices' and includes a sub-header 'How to register a new device'. On the left, there is a list of devices, with the first one being an HTC Incredible S, showing its status as 'registered' and a phone icon. The main area is titled 'Lock your device' and contains a padlock icon, a text box for a PIN, a confirm PIN field, a text area for a message to display when lost, and an alternate number to call if found. At the bottom, there are 'Lock' and 'Unlock' buttons, with a red arrow pointing to the 'Unlock' button.

## 7.6 Blacklist

The feature *Blacklist* displays a summary of the options that can be blocked by this feature via mobile.

Additionally a short description for each setting will be defined so that the user can follow the settings with ease, e.g. *Manage your blacklist*, *Add a number to the blacklist* and *View a log of blocked calls and SMS*.

### Note

None of the Avira Web Console features will function if the battery of the mobile is empty or the device is powered off. Therefore, you will receive an error message via the Avira Web Console.

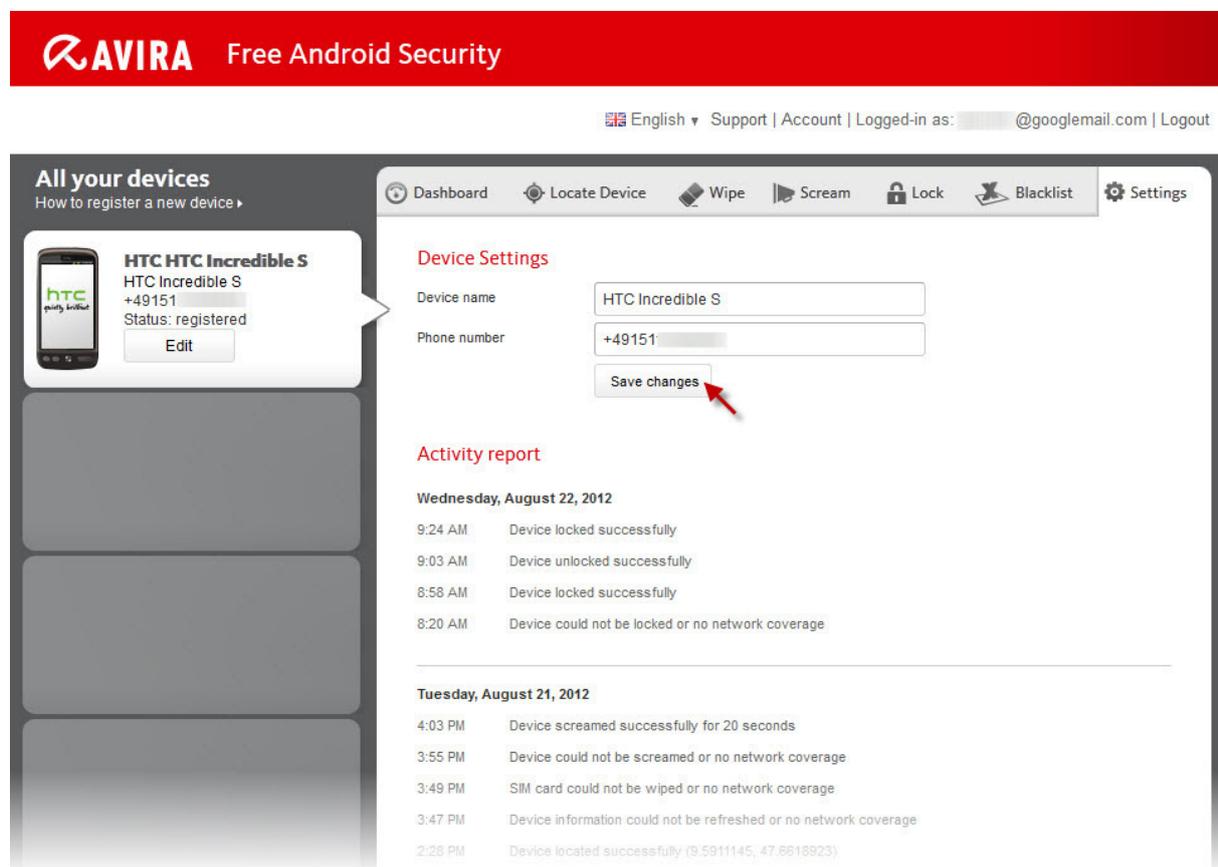
## 7.7 Settings

In the *Device Settings* all users have the opportunity to manage the name and the phone number of their devices. This will help to distinguish with ease every registered mobile.

With a click on **Save changes** all the changes that were made for that selected device will be saved.

All your actions performed on the Avira Web Console will be logged.

Beneath the *Device Settings* a list of the *Activity reports* can be viewed that were applied in the past. The logged information is listed by date and time.



The screenshot displays the Avira Free Android Security Web Console interface. At the top, there is a red header with the Avira logo and the text "Free Android Security". Below the header, there is a navigation bar with links for "English", "Support", "Account", "Logged-in as: @googlemail.com", and "Logout".

The main content area is divided into two sections. On the left, under "All your devices", there is a list of devices. The first device is "HTC HTC Incredible S" with the phone number "+49151" and the status "registered". An "Edit" button is visible next to the device name.

On the right, the "Device Settings" section is active. It shows the "Device name" as "HTC Incredible S" and the "Phone number" as "+49151". A "Save changes" button is highlighted with a red arrow.

Below the settings, the "Activity report" section shows a list of events. The events are grouped by date:

- Wednesday, August 22, 2012**
  - 9:24 AM: Device locked successfully
  - 9:03 AM: Device unlocked successfully
  - 8:58 AM: Device locked successfully
  - 8:20 AM: Device could not be locked or no network coverage
- Tuesday, August 21, 2012**
  - 4:03 PM: Device screamed successfully for 20 seconds
  - 3:55 PM: Device could not be screamed or no network coverage
  - 3:49 PM: SIM card could not be wiped or no network coverage
  - 3:47 PM: Device information could not be refreshed or no network coverage
  - 2:28 PM: Device located successfully (9.5911145, 47.6618923)

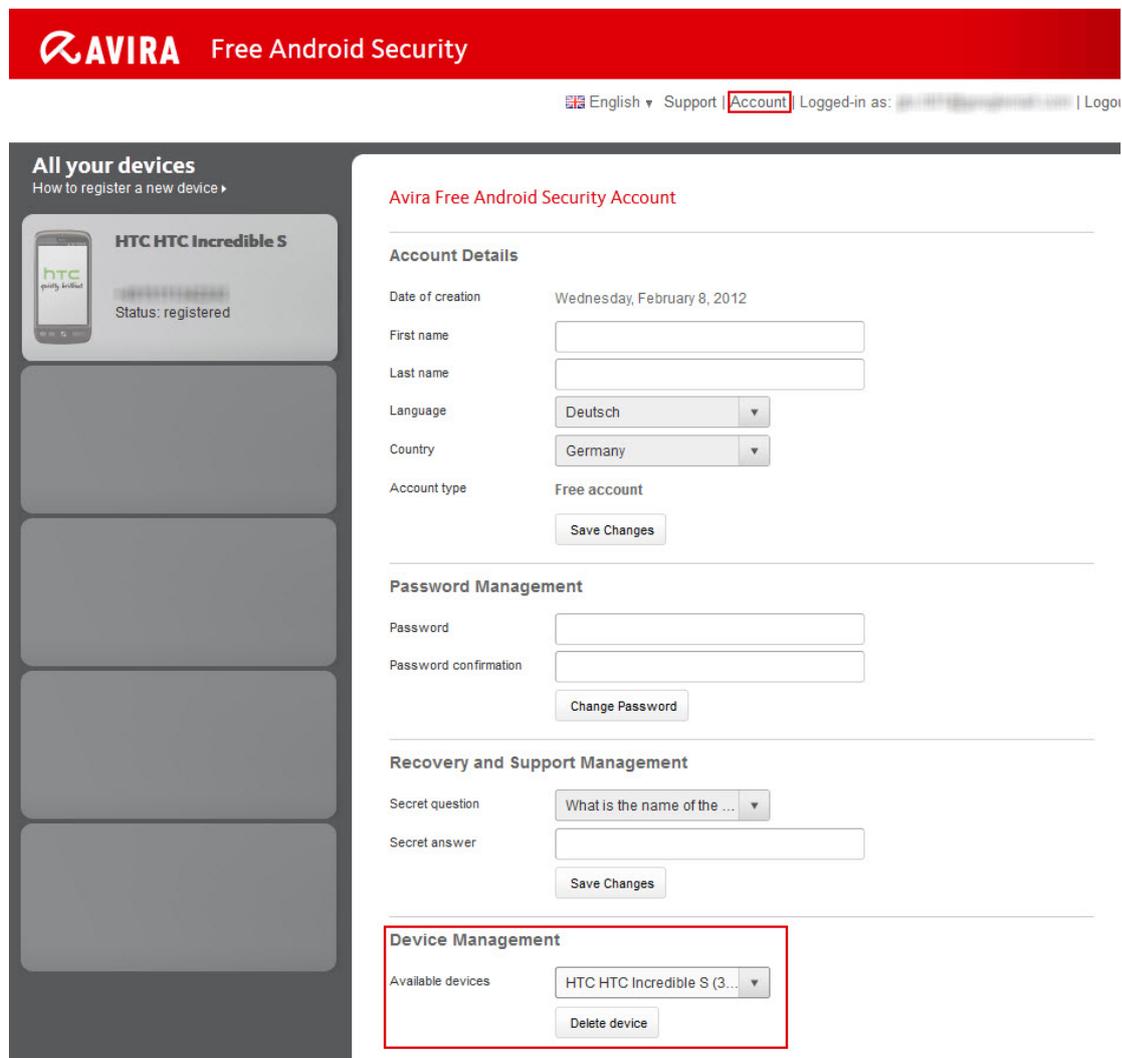
## 7.8 Device Management

One Avira Free Android Security account can manage up to 5 different devices. In case you would like to add the sixth device to the same account, you may delete the app from one of the registered mobiles or delete a device via the Avira Web Console.

Afterwards install the app on the new device and register the mobile to the existing account.

### Delete a device from the Avira account

If a cell phone should be deleted from the account via Avira Web Console, proceed as follows: *Account* > *Device Management* > select the device from the drop-down menu and click on **Delete device**.



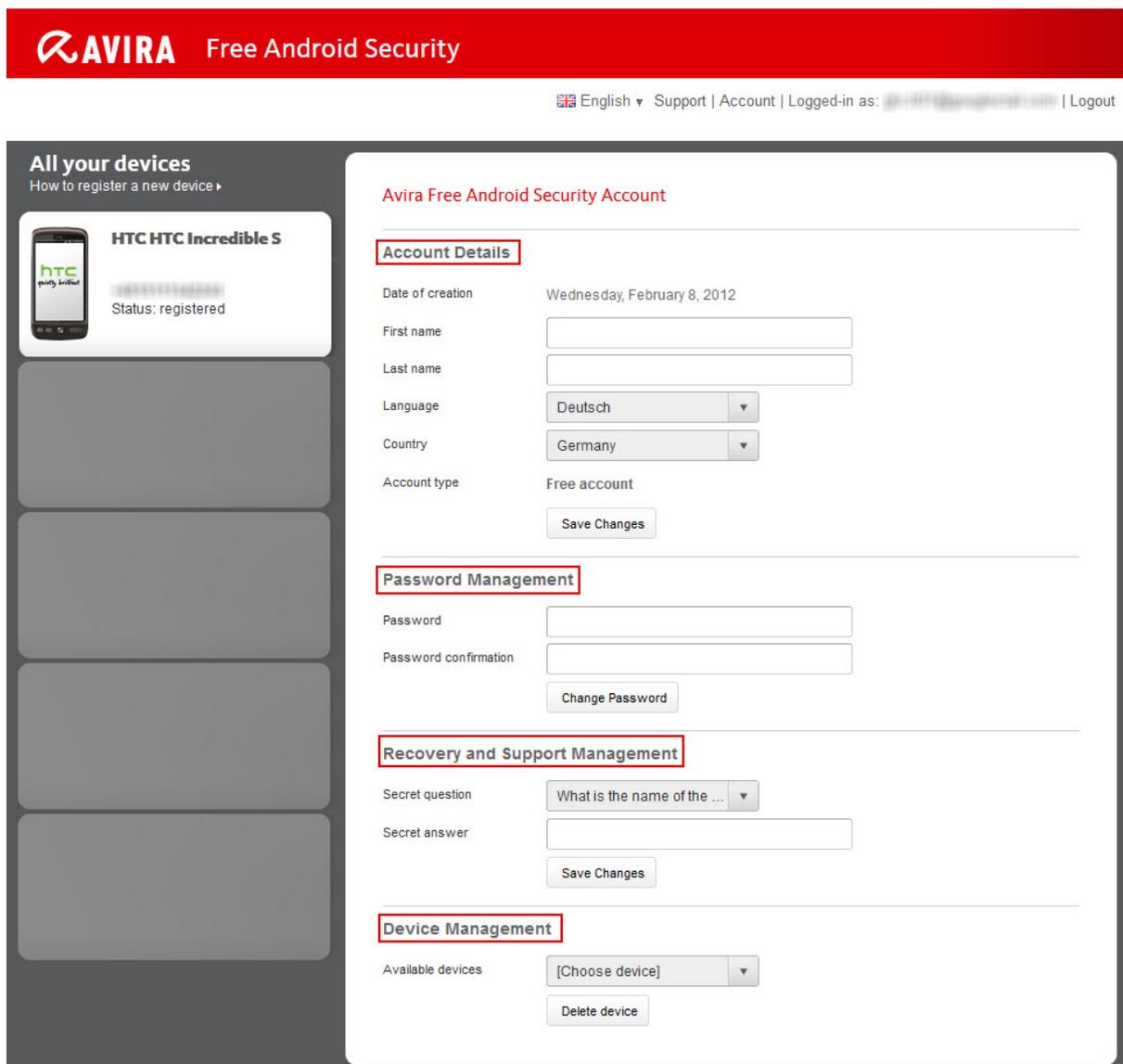
The screenshot displays the Avira Free Android Security Account web console. At the top, there is a red header with the Avira logo and 'Free Android Security'. Below the header, there is a navigation bar with 'English', 'Support', 'Account', and 'Logged-in as: [user] | Logout'. The main content area is divided into a left sidebar and a main panel. The sidebar, titled 'All your devices', shows a list of devices, with the first one being 'HTC HTC Incredible S' and its status as 'registered'. The main panel is titled 'Avira Free Android Security Account' and contains several sections: 'Account Details' (with fields for Date of creation, First name, Last name, Language, Country, and Account type), 'Password Management' (with fields for Password and Password confirmation), 'Recovery and Support Management' (with fields for Secret question and Secret answer), and 'Device Management' (highlighted with a red box). The 'Device Management' section shows a dropdown menu for 'Available devices' with 'HTC HTC Incredible S (3...)' selected and a 'Delete device' button below it.

Thereafter, the new device can be registered instead.

## 7.9 Account Management

The account management allows making quick changes in the user account information, e.g.:

- Account Details
- Password Management
- Recovery and Support Management
- Device Management



The screenshot shows the Avira Free Android Security Account Management interface. At the top, there is a red header with the AVIRA logo and the text "Free Android Security". Below the header, there is a navigation bar with links for "English", "Support", "Account", "Logged-in as: [redacted]", and "Logout".

The main content area is divided into two columns. The left column is titled "All your devices" and contains a list of devices. The first device is an HTC HTC Incredible S, which is registered. Below it are four empty device slots. The right column is titled "Avira Free Android Security Account" and contains four sections:

- Account Details:** This section shows the date of creation (Wednesday, February 8, 2012) and fields for first name, last name, language (Deutsch), and country (Germany). The account type is "Free account". A "Save Changes" button is present.
- Password Management:** This section has fields for password and password confirmation, and a "Change Password" button.
- Recovery and Support Management:** This section has a secret question (What is the name of the ...) and a secret answer field, with a "Save Changes" button.
- Device Management:** This section has an "Available devices" dropdown menu (currently showing "[Choose device]") and a "Delete device" button.

## 8. Uninstall Avira Free Android Security

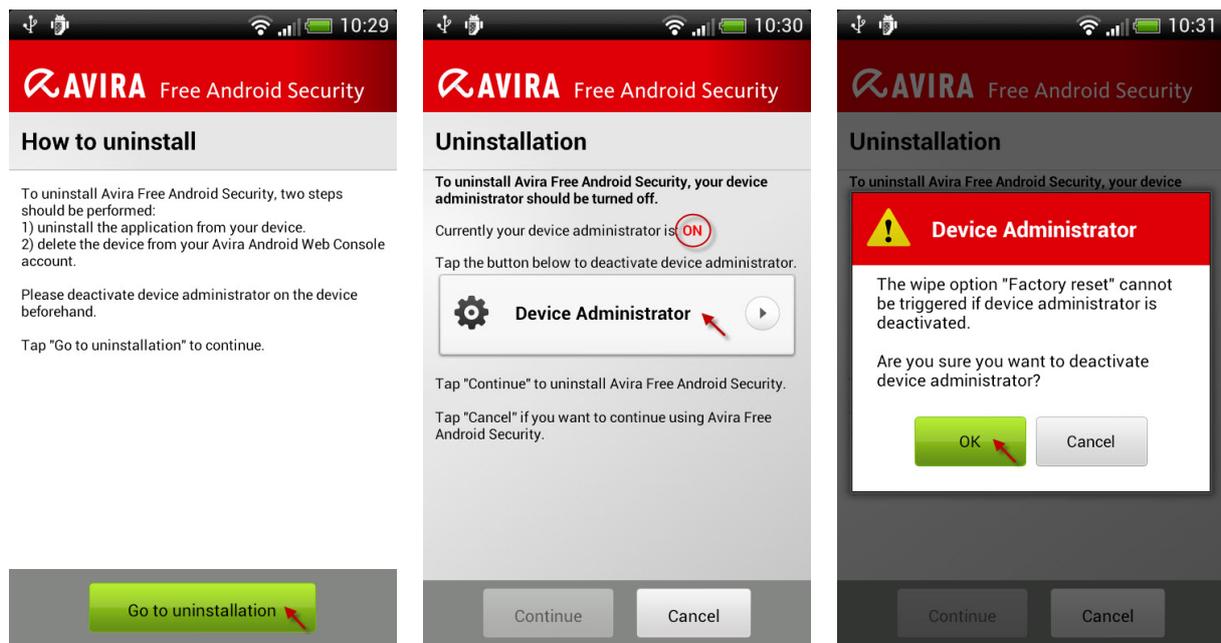
An uninstallation of the Avira Free Android Security has to be performed in two steps:

- Uninstall the app from the device
- Delete the device from the Avira account

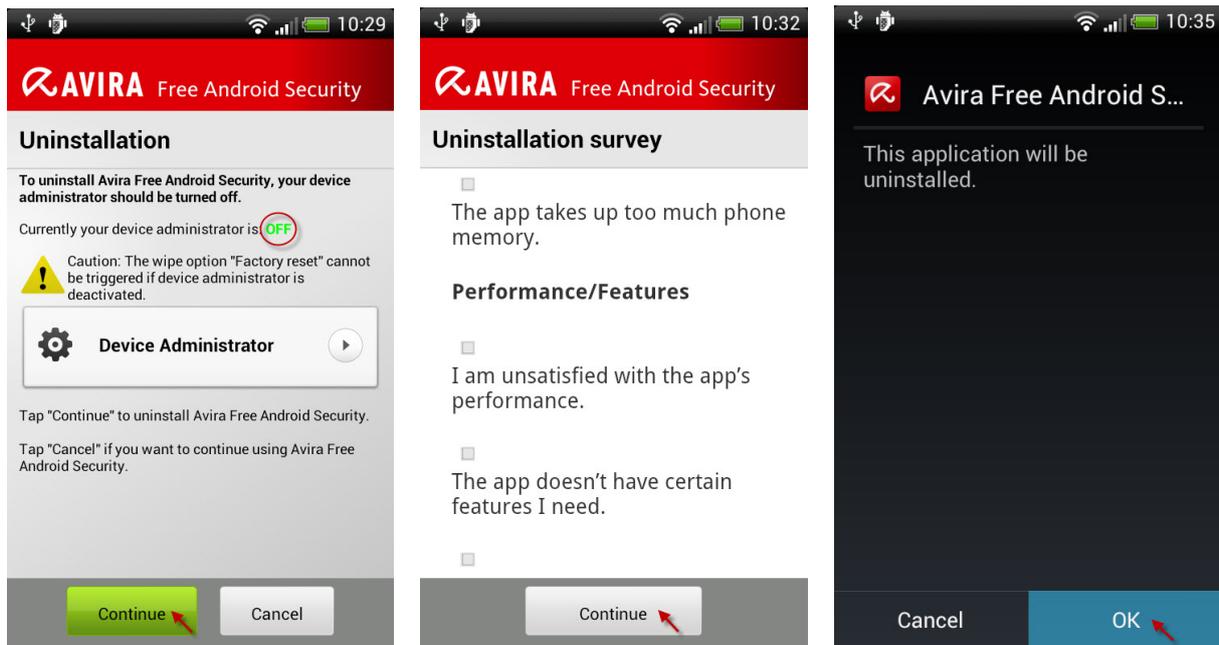
### 8.1 Uninstall the app from the device

The uninstallation of the app from the device will be performed with the help of the uninstall wizard. Therefore, click on *Dashboard > Help > Uninstall* and follow the uninstall steps.

During the application setup, users are requested to disable the *device administration* settings in order to execute the uninstallation.



However, with this setting enabled, the user is not able to uninstall our app from the Android application manager directly, which is not user-friendly.



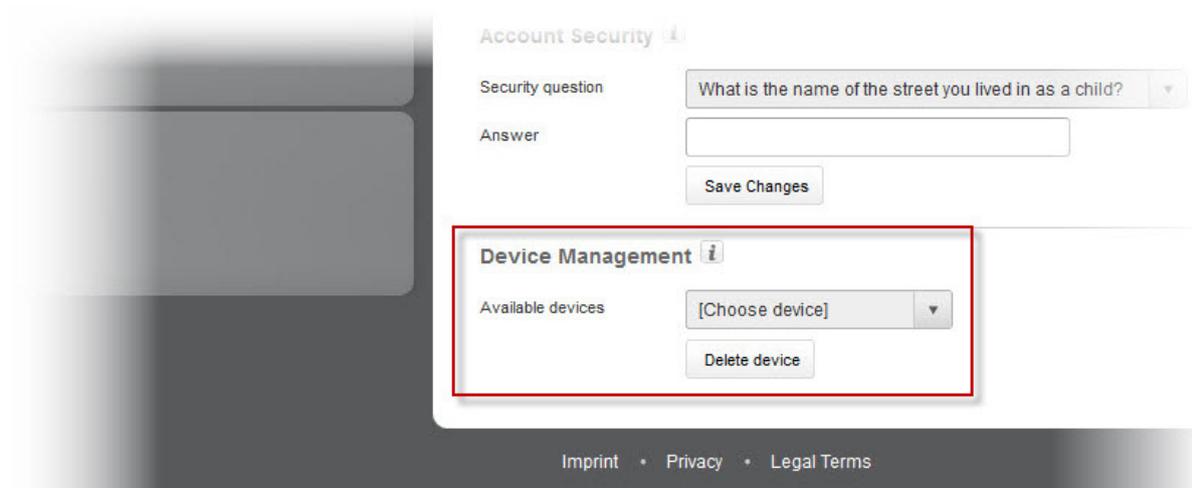
If all the devices have been uninstalled from the account, there is no possibility to access the former assigned account again on the Avira Web Console.

A new installation of the Avira Free Android Security application with the previous Email will provide a new account on the Avira Web Console.

## 8.2 Delete the device from the Avira account

After successful uninstallation of the app from the device, you need as well to remove the device from the Avira account.

To delete a device from the Avira account, you need to connect to the Avira Web Console. Thereafter, go to *Account > Device Management >* and select from the drop-down menu the device from which the app was uninstalled and click on **Delete device**.



## 9. Help Resources

Additional help for the product can be found on the support page of the mobile as well as on the Avira Web Console within the *Support* menu.

- **Getting Started**

Getting started is a quick guide file which describes the necessary usages of Avira Free Android Security. The getting started file is integrated into the product directly. It can be found on the device application under *Dashboard > Help > Getting started*.

- **User Manual**

The manual is a complete help document with detailed information about the installation, the configuration and the functionalities of Avira Free Android Security.

- **Frequently Asked Questions**

Quick questions and answers about Avira Free Android Security will be available on the [Avira knowledgebase](#).

- **Support Forum**

With the help of the [forum](#) the users are able to exchange their experience and to receive valuable advice from Avira community members and Avira experts.

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