

# **bitdefender**

## **Mobile Antivirus**



## User's guide



Antivirus

## BitDefender Mobile Antivirus Symbian Series 80 Edition

### *User's guide*

## BitDefender

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# Table of Contents

<b>License and Warranty</b> .....	<b>vii</b>
<b>Preface</b> .....	<b>xi</b>
1. Conventions Used in This Book .....	xi
1.1. Typographical Conventions .....	xi
1.2. Admonitions .....	xii
2. The Book Structure .....	xii
3. Request for Comments .....	xiii
<b>About BitDefender</b> .....	<b>15</b>
<b>1. Overview</b> .....	<b>17</b>
1.1. Why BitDefender? .....	17
1.2. About SOFTWIN .....	18
<b>Product Installation</b> .....	<b>21</b>
<b>2. BitDefender Mobile Antivirus - Update Module Installation</b> ....	<b>23</b>
2.1. System Requirements .....	23
2.2. Installation Steps .....	23
2.3. Repair or Uninstall BitDefender Mobile Antivirus - Update Module .....	25
<b>3. BitDefender Mobile Antivirus Installation</b> .....	<b>27</b>
3.1. Device Requirements .....	27
3.2. Installing BitDefender Mobile Antivirus .....	27
3.3. Uninstalling BitDefender Mobile Antivirus .....	28
<b>Description and Features</b> .....	<b>29</b>
<b>4. BitDefender Mobile Antivirus</b> .....	<b>31</b>
<b>Configuration and Use</b> .....	<b>33</b>
<b>5. BitDefender Mobile Antivirus</b> .....	<b>35</b>
5.1. Overview .....	35
5.2. Scan .....	36
5.2.1. Configuring the Scan Options .....	37
5.2.2. Scanning the Device .....	39
5.3. Report .....	40
5.4. Virus Shield .....	40
5.5. Device Update .....	41
5.5.1. Update via PC .....	41
5.5.2. Update via GPRS .....	41
<b>6. BitDefender Mobile Antivirus - Update Module</b> .....	<b>43</b>

6.1. Overview	43
6.2. Update	44
6.3. Settings	46
6.3.1. General Settings	46
6.3.2. Update Settings	46
6.3.3. Update Location Settings	46
6.4. Help	48
6.4.1. Help Information	48
6.4.2. Contact Information	49
<b>Getting Help</b>	<b>51</b>
<b>7. Support</b>	<b>53</b>
7.1. Support Department	53
7.2. On-line Help	53
7.2.1. BitDefender Knowledge Base	53
7.3. Contact information	54
7.3.1. Web addresses	54
7.3.2. Address	54
<b>Glossary</b>	<b>57</b>



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# Preface

This guide is intended to all users who have chosen **BitDefender Mobile Antivirus** as a security solution for their mobile devices. The information presented in this book is accessible to everyone who has a basic knowledge of the mobile device owned and of its operating system.

This book will describe for you **BitDefender Mobile Antivirus**, the Company and the team who built it, will guide you through the installation process, will teach you how to configure it. You will find out how to use **BitDefender Mobile Antivirus**, how to update, test and customize it. You will learn how to get the best from BitDefender.

We wish you a pleasant and useful lecture.

## 1. Conventions Used in This Book

### 1.1. Typographical Conventions

Several text styles are used in the book for an improved readability. Their aspect and meaning are presented in the table below.

Appearance	Description
sample syntax	Syntax samples are printed with monospaced characters.
<a href="http://www.bitdefender.com">http://www.bitdefender.com</a>	The URL link is pointing to some external location, on http or ftp servers.
< <a href="mailto:support@bitdefender.com">support@bitdefender.com</a> >	E-mail messages are inserted in the text for contact information.
"Preface" (p. xi)	This is an internal link, towards some location inside the document.
filename	File and directories are printed using monospaced font.
<b>option</b>	All the product options are printed using <b>strong</b> characters.
<i>error messages</i>	Error messages are printed in <i>italics</i> .

## 1.2. Admonitions

The admonitions are in-text notes, graphically marked, bringing to your attention additional information related to the current paragraph.



### Note

This note is just a short observation. Although you can omit it, the notes can provide valuable information, such as specific feature or a link to some related topic.



### Important

This requires your attention and is not recommended to skip over it. Usually, it provides non-critical but significant information.



### Warning

This is critical information you should treat with increased caution. Nothing bad will happen if you follow the indications. You should read and understand it, because it describes something extremely risky.

## 2. The Book Structure

The book consists of 5 parts, containing the major topics: Product Installation, About BitDefender, Description and Features, Configuration and Use, and Getting Help. Moreover, a glossary is provided to clarify some technical terms.

**Product Installation.** Step by step instructions for installing BitDefender on a mobile device. This is a comprehensive tutorial on installing **BitDefender Mobile Antivirus**. Starting with the prerequisites for a successful installation, you are guided through the whole installation process. Finally, the removing procedure is described in case you need to uninstall BitDefender.

**About BitDefender.** A short introduction to BitDefender. It explains who BitDefender and SOFTWIN are.

**Description and Features.** **BitDefender Mobile Antivirus**, its components and features are presented to you.

**Configuration and Use.** Description of basic administration and maintenance of BitDefender. The chapters explain in detail all options of **BitDefender Mobile Antivirus**, how to scan your mobile device and how to perform the updates.

**Getting Help.** Where to look and where to ask for help if something unexpected appears. It also includes a list of error messages and a FAQ section.

**Glossary.** The Glossary tries to explain some technical and uncommon terms you will find in the pages of this document.



## 3. Request for Comments

We invite you to help us improve the book. We have tested and verified all of the information to the best of our ability. Please write to tell us about any flaws you find in this book or how you think it could be improved, to help us provide you with the best documentation possible.

Let us know by sending an e-mail to <[documentation@bitdefender.com](mailto:documentation@bitdefender.com)>.



### **Important**

Please write all of your documentation-related e-mails in English so that we can process them efficiently.





## About BitDefender





# 1. Overview

BitDefender™ provides security solutions to satisfy the protection requirements of today's computing environment, delivering effective threat management to over 41 million home and corporate users in more than 200 countries.

- Features antivirus, firewall, antispymware, antispam and parental control for corporate and home users;
- The BitDefender range of products is intended to be implemented on complex IT structures (work stations, file servers, mail servers, and gateway), on Windows, Linux and FreeBSD platforms;
- Worldwide distribution, products available in 18 languages;
- Easy to use, with an installation wizard that guides users through the installation process and only asks a few questions;
- Internationally certified products: Virus Bulletin, ICSA Labs, Checkmark, IST Prize, etc;
- Round the clock customer care – the customer care team is available 24 hours, 7 days a week;
- Lightning fast response time to new computer attacks;
- Best detection rate;
- Hourly Internet updates of virus signatures - automatic or scheduled actions offering protection against the newest viruses.

## 1.1. Why BitDefender?

**Proven. Most reactive antivirus producer.** BitDefender fast reactivity in case of computer virus epidemic was confirmed beginning with the last outbreaks of CodeRed, Nimda and Sircam, as well as Badtrans.B or other dangerous, fast-spreading malicious codes. BitDefender was the first to provide antidotes against these codes and to make them freely available on the Internet for all affected people. Now, with the continuous expansion of the Klez virus - in various versions immediate antivirus protection has become once more a critical need for any computer system.

**Innovative. Awarded for innovation by the European Commission and EuroCase.** BitDefender has been proclaimed a winner of the European IST-Prize, awarded by the European Commission and by representatives of 18 academies in Europe.

Now in its eighth year, the European IST Prize is a reward for groundbreaking products that represent the best of European innovation in information technology.

**Comprehensive. Covers every single point of your network, providing complete security.** BitDefender security solutions for the corporate environment satisfy the protection requirements of today's business environment, enabling management of all complex threats that endanger a network, from a small local area to large multi-server, multi-platform WAN's.

**Your Ultimate Protection. The final frontier for any possible threat to your computer system.** As virus detection based on code analysis has not always offered good results, BitDefender has implemented behavior based protection, providing security against newborn malware.

These are **the costs** that organizations want to avoid and what the security products are designed to prevent:

- Worm attacks
- Communication loss because of infected e-mails
- E-mail breakdown
- Cleaning and recovering systems
- Lost productivity experienced by end users because systems are not available
- Hacking and unauthorized access that causes damage

Some simultaneously **developments and benefits** can be accomplished by using the BitDefender security suite:

- Increase network availability by stopping the spread of malicious code attacks (i.e., Nimda, Trojan horses, DDoS).
- Protect remote users from attacks.
- Reduce administrative costs and deploys rapidly with BitDefender Enterprise management capabilities.
- Stop the spreading of malware through e-mail, using a BitDefender e-mail protection at the company's gateway. Temporarily or permanently block unauthorized, vulnerable, and expensive application connections.

## 1.2. About SOFTWIN

Founded in 1990, winner of the IST Prize in 2002, SOFTWIN is now considered to be the technological leader of the East-European software industry with annual growth rates of more than 50% in the past five years and 70% of annual turnover from exports.

With a team of over 800 qualified professionals, and more than 10000 projects managed so far, SOFTWIN focuses on providing complex software solutions and



services which enable fast growing companies to solve critical business challenges and to take advantage of new business opportunities. The SOFTWIN development process is ISO 9001 certified.

As it is active on the most advanced IT markets of the US and European Union, SOFTWIN develops on 4 interlinked **business lines**:

- eContent Solutions
- BitDefender
- Business Information Solutions
- Customer Relationship Management

SOFTWIN has branch offices in **Germany, Spain, UK and United States.**





# Product Installation





## 2. BitDefender Mobile Antivirus - Update Module Installation

The **BitDefender Mobile Antivirus - Update Module Installation** section of this user guide contains the following topics:

- [System Requirements](#)
- [Installation Steps](#)
- [Repair or Uninstall BitDefender Mobile Antivirus - Update Module](#)

### 2.1. System Requirements

To ensure proper functioning of the product, before installation, verify that the following system requirements are met:

- **Minimum Processor** - Pentium MMX 200 MHz
- **Minimum hard disk space** - 40MB
- **Minimum RAM Memory** - 64MB (128MB Recommended)
- **Operating system** - Windows 98/NT-SP6/ME/2000/XP; Internet Explorer 5.0 (+)
- **Software** - support for .NET Framework version 1.1; Nokia PC Suite

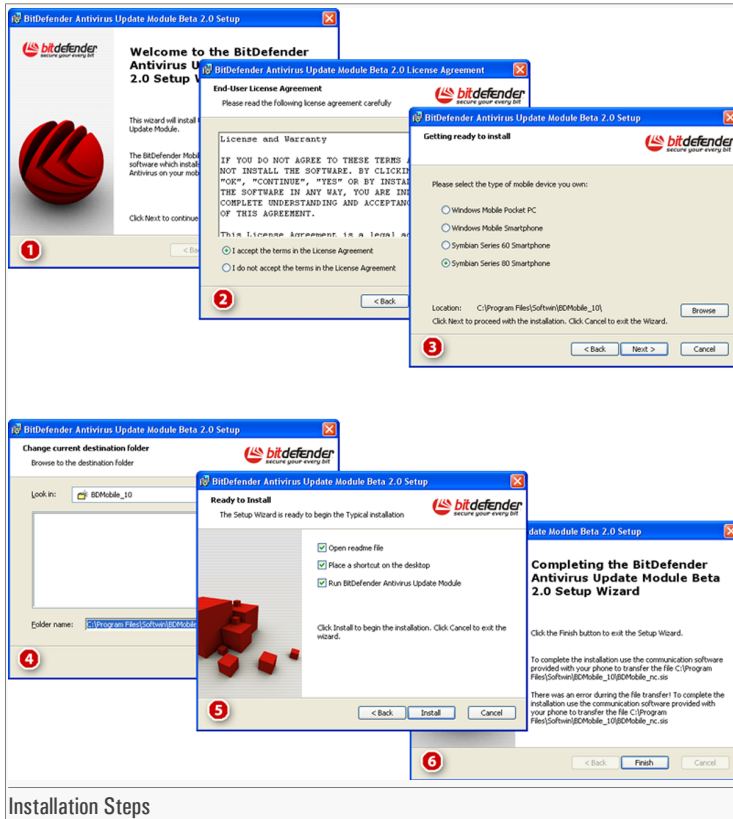


#### Warning

In order to install **BitDefender Mobile Antivirus** on your device and to update it, you will need an active connection between the device and the PC. Make sure you have an infrared or bluetooth device installed on your PC and that your mobile device supports the respective connection. You may use a data cable as well.

### 2.2. Installation Steps

Locate the setup file and double-click it. This will launch a wizard, which will guide you through the setup process:



### Installation Steps

1. Click **Next** to continue or click **Cancel** if you want to quit installation.
2. Please read the License Agreement, select **I accept the terms in the License Agreement** and click **Next**. If you do not agree with these terms, click **Cancel**. The installation process will be abandoned and you will exit the setup process.
3. Select the operating system your mobile device works on. These are the available options:
  - **Windows Mobile Pocket PC**
  - **Windows Mobile Smartphone**
  - **Symbian Series 60 Smartphone**
  - **Symbian Series 80 Smartphone**



Choose **Symbian Series 80 Smartphone** in order to install **BitDefender Mobile Antivirus** on your mobile device.

You can select the folder where you want to install the product. The default folder is C:\Program Files\Softwin\BDMobile\_10.



**Important**

To install **BitDefender Mobile Antivirus** on your device, you will have to transfer a file from this folder to the device. For more information, check the "*BitDefender Mobile Antivirus Installation*" (p. 27) section.

If you want to select another folder, click **Browse**. Otherwise, click **Next** to continue. You will skip step 4.

4. If you have chosen **Browse**, a new window will appear containing a file browser. Select the folder you wish BitDefender Mobile Antivirus - Update Module to be installed in. Click **OK** to change the path or **Cancel** to return to the previous window, without making any modifications.

You will return to step 3. Click **Next** to continue.

5. You have three options selected by default:
  - **Open readme file** - to open the readme file at the end of the installation.
  - **Place a shortcut on the desktop** - to place a shortcut to BitDefender Mobile Antivirus - Update Module on your desktop at the end of the installation.
  - **Run BitDefender Antivirus Desktop Module** - to run BitDefender Mobile Antivirus - Update Module.

Click **Install** in order to begin the product installation.

6. Click **Finish** to complete the product installation. If you have accepted the default settings for the installation path, a new folder named **Softwin** will be created in the **Program Files**, with a **BDMobile\_10** subfolder.

## 2.3. Repair or Uninstall BitDefender Mobile Antivirus - Update Module

If you want to repair or remove **BitDefender Mobile Antivirus - Update Module**, access the Windows start menu and follow this path: **Start** → **Programs** → **BitDefender** → **Repair or Uninstall**.

You will be requested to confirm your choice by clicking **Next**. A new window will appear and you will be able to select one of the following options:

- **Repair** - to re-install BitDefender Mobile Antivirus - Update Module

- **Remove** - to remove all installed components.

To continue the setup process, select one of the options listed above. We recommend that you choose **Remove** for a clean re-installation.



## 3. BitDefender Mobile Antivirus Installation

The **BitDefender Mobile Antivirus Installation** section of this user guide contains the following topics:

- [Device Requirements](#)
- [Installing BitDefender Mobile Antivirus](#)
- [Uninstalling BitDefender Mobile Antivirus](#)

### 3.1. Device Requirements

To ensure proper functioning of the product, before installation, verify that the following system requirements are met:

- **Minimum memory** - 200kb.
- **Operating system** - Symbian Os v7; Symbian Os v8.
- **Developer platform** - Series 80.



#### Warning

In order to install **BitDefender Mobile Antivirus** on your device, you need to connect the device to your computer. Please make sure you have an infrared or bluetooth device or a data cable installed on your PC and read their respective documentation.

### 3.2. Installing BitDefender Mobile Antivirus

1. Install **BitDefender Mobile Antivirus - Update Module** on your computer.



#### Note

For more details check the "*BitDefender Mobile Antivirus - Update Module*" (p. 43) section.

2. Connect the device to the computer and transfer the **BDMobile.sis** file from the folder where you installed **BitDefender Mobile Antivirus - Update Module** to your device.



#### Important

You can transfer the **.sis** file using an infrared or bluetooth device or data cable. To learn how to transfer data from a PC to a mobile device using these accessories, please read their documentation.

3. You will receive a message on your device. Use the **Install Anyway** command to continue the installation process.

If you want to quit installation, select **Cancel**.

4. A message will appear requesting you to confirm the installation. Use the **Install** command to continue the installation process.

5. Select where to install BitDefender.

- **Communicator** - The program will be installed in the memory of the device. This is the recommended option.

- **Memory card** - You may install BitDefender on a memory card, if available.

Use the **Select** command to choose the installation location and to start installing BitDefender Mobile Antivirus.

6. Choose where to place a shortcut.

7. If the installation was completed successfully, a confirmation message will appear. You will then, be sure to benefit from the **BitDefender Mobile Antivirus** protection.

### 3.3. Uninstalling BitDefender Mobile Antivirus

If you want to uninstall **BitDefender Mobile Antivirus** you must follow these steps:

1. Follow the path: **Tools** → **Control Panel** → **Data Management** → **Application manager**.

2. Browse through the file list in order to locate **BitDefender Mobile Antivirus**.

3. Use the **Remove** command to uninstall **BitDefender Mobile Antivirus**.



# Description and Features





## 4. BitDefender Mobile Antivirus

The introduction of mobile devices with operating systems created a new challenge for hackers. It was just a matter of time until the first piece of malware appeared, followed by other malicious applications. Although they are not very numerous, the risk of having a mobile device infected with malware exists. And this is only the beginning. In time, they will become more and more widely spread and that is why mobile devices must be protected against these applications by using a reliable antivirus.

**BitDefender Mobile Antivirus** comes to solve the basic protection needs of your mobile device. A series of key features make **BitDefender Mobile Antivirus** the best option for the protection of your mobile device:

- **Real-time protection.** It keeps your mobile device safe from malware by scanning all accessed files.
- **Virus scanning and removal.** The scan engine based on the award-winning BitDefender technologies scans for and removes viruses.
- **Easy updates.** BitDefender can be updated via PC, using the update application, or via GPRS.
- **Professional technical support.** It is offered online by qualified support representatives.

**BitDefender Mobile Antivirus** stands out from the rest of mobile antiviruses by its user-friendly interface and its key features. By installing **BitDefender Mobile Antivirus** on your mobile device you will protect it against malicious software and you will keep your data safe.





# Configuration and Use





## 5. BitDefender Mobile Antivirus

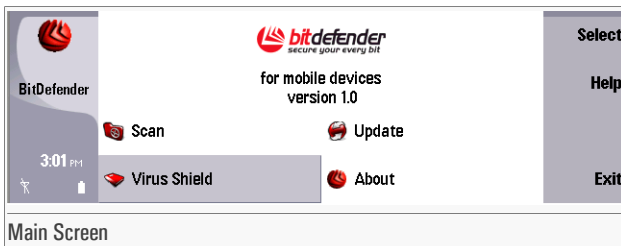
The **BitDefender Mobile Antivirus** section of this user guide contains the following topics:

- Overview
- Scan
- Report
- Virus Shield
- Device Update

### 5.1. Overview

**BitDefender Mobile Antivirus** is the application installed on your mobile device so as to protect it against viruses and other malware.

Browse for BitDefender in the phone menu and start it. The following screen will appear:



The following options are available:

- **Scan** - to access the **Scan** section.



**Note**

For a detailed description check the [Scan](#) section of this user guide.

- **Virus Shield** - to access the **Virus Shield** section.



**Note**

For a detailed description check the [Virus Shield](#) section of this user guide.

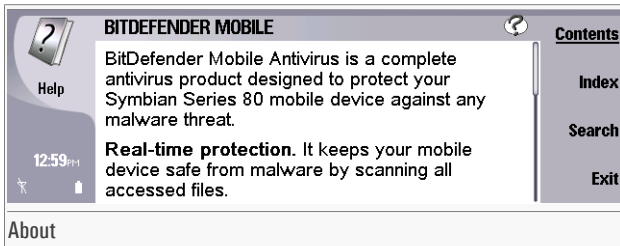
- **Update** - to access the **Update** section.



**Note**

For a detailed description check the [Device update](#) section of this user guide.

- **About** - to access the **About** section:



This is where you can find a description of BitDefender Mobile Antivirus and of its features. Browse to see the desired topic.

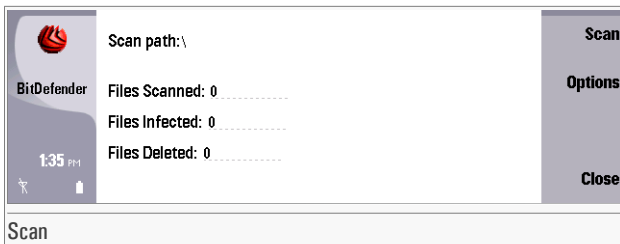
Use the **Select** command or the navigation button to open a section.

To access the help files use the **Help** command. Each section has a contextual help. Press **Ctrl+?** or **H** to access the contextual help.

You can exit the application by using the **Exit** command.

## 5.2. Scan

To access this section choose **Scan** from the main menu.

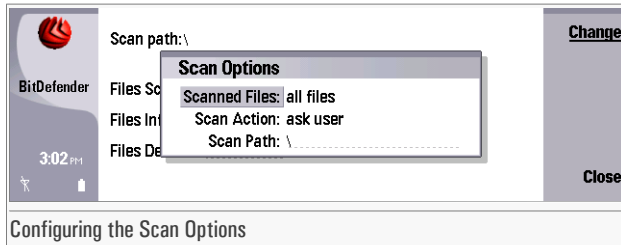


In this section you can configure BitDefender Mobile Antivirus to scan your device and you can see scan information (the scan path, the number of scanned/infected/disinfected files for the current/last scan event). Also, this is where you can open and examine the report file.



## 5.2.1. Configuring the Scan Options

Before initiating a scan you may want to set the scan options. Use the **Options** command to access the **Scan options** section, where you can specify the scan settings:



The following options are available:

- **Scan files** - to specify the type of files to be scanned.

Two options are available:

Option	Description
All files	All files are scanned for viruses and other malware.
Only programs	Only program files are scanned for viruses and other malware.

Use the navigation button to change the type of files to be scanned.



**Note**

You can also use the **Change** command. A submenu containing the file type options will appear. Choose the desired one and select **OK**. If you want to return to the previous screen without making any changes, select **Cancel**.

- **Scan action** - to specify the action mode.

Three options are available:

Option	Description
None	No action is taken on the infected files.
Ask user	When an infected file is found, BitDefender prompts the user for action. You must confirm your choice: delete/ignore only infected file or all infected files.

Option	Description
Delete	Infected files are automatically deleted.

Use the navigation button to change the action mode.



### Note

You can also use the **Change** command. A submenu containing the action options will appear. Choose the desired one and select **OK**. If you want to return to the previous screen without making any changes, select **Cancel**.

- **Scan path** - to specify the scan target.

Type the path to the object you want to be scanned. The default path is root\\. With this option, all your files will be scanned.

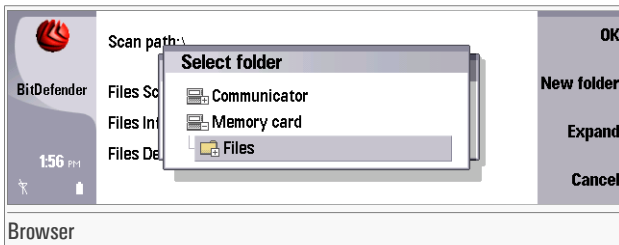


### Warning

Every path you type must end in a **backslash “\”**. Otherwise, an error message will appear and the scan will be aborted.

An easier method to specify the scan target is to use the browser:

1. Use the **Browse** command to open the browser. You can see the following screen:



2. Use the navigation button to browse through folders and find the scan target. To expand/collapse objects that contain subfolders you can also use the commands **Expand/Collapse**.
3. Select **OK** to set the new path and return to the scan options.



### Important

By default, BitDefender will scan all your files and prompt you for action when an infected file is found.

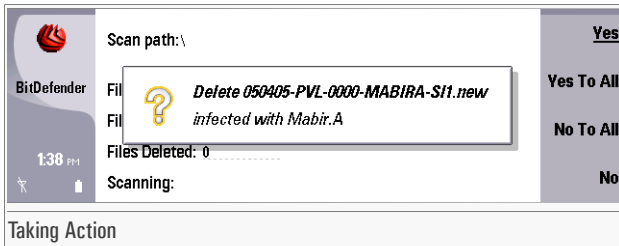
Use the **Close** command to return to the **Scan** section and proceed to the scanning process.



## 5.2.2. Scanning the Device

Once the scan options are configured, all you have to do is proceed with the scan. To scan your device, just select the **Scan** command. You can see the files as they are scanned. The scan can be stopped anytime you want by selecting **Stop**.

If the **Ask user** option is enabled, you will be prompted for action when an infected file is detected. A message will appear asking you to delete the infected file:



Choose a command to set the desired action:

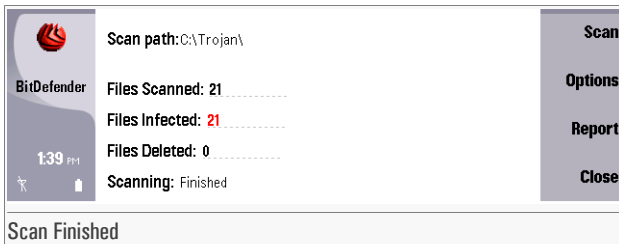
- **Yes** - to delete the infected file;
- **Yes to All** - to delete all infected files;
- **No to All** - to ignore every infected file;
- **No** - to ignore the infected file.



**Important**

If you choose **No** or **No to All**, your system will not be protected.

After the scan is finished, you can examine the results:

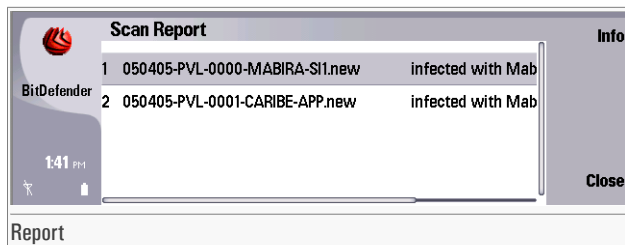


You can see the scanned path and the number of scanned/infected files.

If you want to see the report file, access the **Report** section using the **Report** command.

## 5.3. Report

To access this section you must initiate a scan process. Use the **Report** command from the **Scan** section to see the report file:

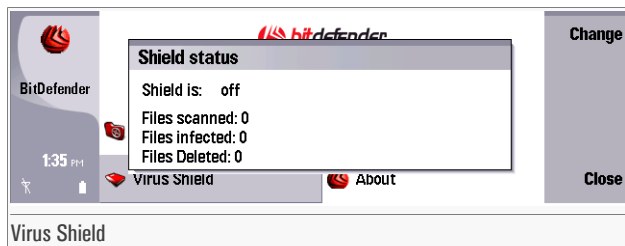


In this section you can see the list of all infected files. Here you can find information on the path, virus name and the viral status of each file. To see complete information about an infected file that you have selected use the **Info** command.

Use the **Close** command to return to the **Scan** section.

## 5.4. Virus Shield

To access this section choose **Virus Shield** from the main view.



In this section you can enable/disable the real-time protection and view the number of scanned/infected/disinfected files per session. A session starts when you turn on the shield and it ends when you turn it off.

To turn the real-time protection on/off use the **Change** command.



### Important

By default, the shield is turned off. The first time you turn on the shield you will have to restart your device.



Use the **Close** command to return to the main window.

## 5.5. Device Update

To access this section choose **Update** from the main view.



In this section you can initiate the update via GPRS and see update information (the date and time of the last successful update and the update status).

There are two ways of updating BitDefender:

### 5.5.1. Update via PC

To update BitDefender via PC, follow these steps:

1. Make sure your device is connected to the PC (through Bluetooth, infrared or cable) and that Nokia PC Suite detects it.
2. Download the update file to the PC using the desktop application.



#### Note

Nokia PC Suite will transfer the update file from the PC to your device.

3. Follow the on-screen instructions on your device.



#### Note

For more information check the [Update](#) section of this user guide.

### 5.5.2. Update via GPRS

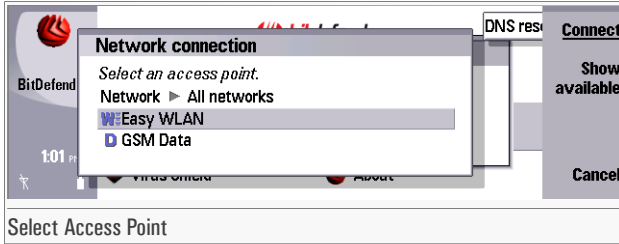


#### Warning

To update BitDefender via GPRS, ask your operator to activate the GPRS service and to send you the GPRS settings.

To update BitDefender via GPRS, follow the next steps:

1. Select the **Update** command. The following screen will appear:



2. Select the access point given by the operator.

3. Select the **Connect** command.

4. Restart the application.

Use the **Close** command to return to the main window.



## 6. BitDefender Mobile Antivirus - Update Module

The **BitDefender Mobile Antivirus - Update Module** section of this user guide contains the following topics:

- [Overview](#)
- [Update](#)
- [Settings](#)
- [Help](#)

### 6.1. Overview

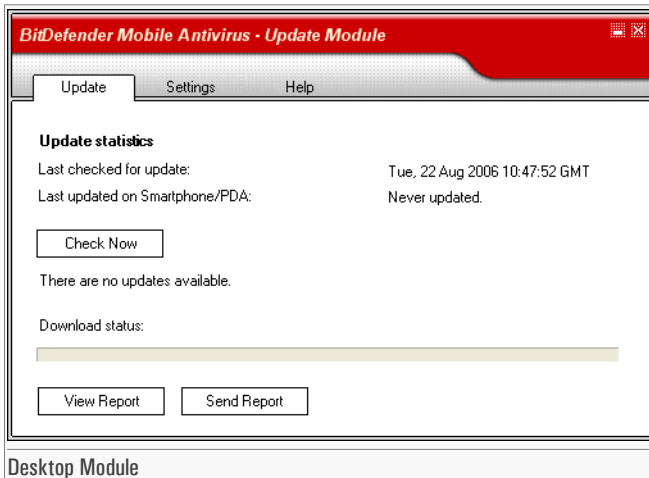
**BitDefender Mobile Antivirus - Update Module** represents the desktop component of **BitDefender Mobile Antivirus**. Its function is to search for updates and transfer them to the device. It also provides complete user support.



#### Warning

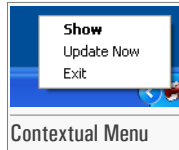
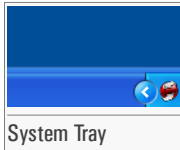
You must install **BitDefender Mobile Antivirus - Update Module** on a computer in order to install **BitDefender Mobile Antivirus** on your mobile device.

To access the console, follow the path: **Start** → **Programs** → **BitDefender** → **BitDefender Mobile Antivirus** or quicker, double click the **BitDefender** icon from the system tray.



You can access each section of this application by simply clicking the corresponding tab.

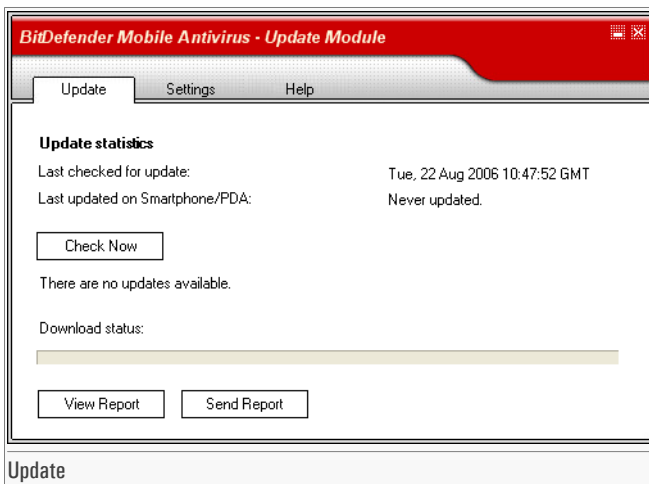
When the console is minimized, an icon will appear in the system tray:



If you double-click this icon, the console will open. Also, by right-clicking it, a contextual menu containing the following options, will appear:

- **Show** - opens the console.
- **Update now** - performs an **immediate update**.
- **Exit** - shuts down the application. By selecting this option, the icon in the system tray will disappear and in order to access the console, you will have to launch it again from the Windows Start menu.

## 6.2. Update



In this section you can check for updates and see update statistics. This is where you can find out the date and time of the last check and last successful update.



In order to update **BitDefender Mobile Antivirus**, you must download the updates on your computer and transfer them to your device.

You can check for updates anytime you want by clicking **Check Now**. The **Update** module will connect to the BitDefender update server and it will check for any available updates. Also, you can set BitDefender to automatically check for updates. If you are connected to the Internet through broadband or DSL and you have selected **Automatically update every x hours**, BitDefender will check for updates when you turn on your computer and then every **3 hours**.

If an update was detected, it will be downloaded to your computer. Then, BitDefender will try to connect to your device. If a connection is available, the update file will be transferred to the device.



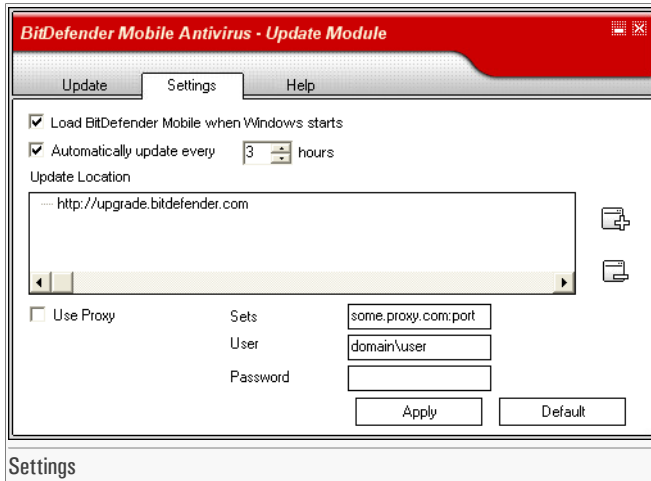
### **Important**

BitDefender will automatically transfer the update file on your device using Nokia PC Suite. Check the *"Device Update"* (p. 41) section to learn how to complete the update process.

If the connection times out, the update file will not be transferred to your device.

Every time an update check is requested, no matter if it is manual or automatic, a report file is created. To see the report file, click **View report**. You can send the report file to BitDefender by clicking **Send report**.

## 6.3. Settings



In this section you can configure the desktop application settings.

The window contains 3 categories of options (**General settings**, **Update settings** and **Update location settings**).

### 6.3.1. General Settings

- **Load BitDefender Mobile when Windows starts** - automatically launches BitDefender Mobile at startup.

### 6.3.2. Update Settings


- **Automatically update every x hours** - BitDefender automatically checks for available updates at the specified update locations. You can set how often BitDefender should check for updates. The default time interval is 3 hours.

### 6.3.3. Update Location Settings

You can check for updates from the local network, over the Internet, directly or through a proxy server. The following options are available:



- **Update location** - you can specify the location(s) where BitDefender should check for updates. The default location is: <http://upgrade.bitdefender.com>.

To add a new item to the list click the  **Add** button and type in the new location.

BitDefender will check for updates at each location in the list, by order of priority. If an update is detected, it will stop searching for updates at other locations.



### Important

The locations are listed by order of priority, starting from the top, which means that the first rule is top priority. Right-click a rule and choose **Move up** or **Move down** in order to change its priority.

To delete an item from the list, select it and click the  **Remove** button.

- **Use Proxy** - in case the company uses a proxy server check this option. The following settings must be specified:
  - **Sets** - type in the IP or the name of the proxy server and the port BitDefender uses to connect to the proxy server.



### Important

Syntax: name:port or ip:port.

- **User** - type in a user name recognized by the proxy.



### Important

Syntax: domain\user.

- **Password** - type in the valid password for the previously specified user.

To enable/disable an option select/clear the checkbox corresponding to it.

Click **Apply** to save the changes or click **Default** to load the default settings.

## 6.4. Help



In this section you can get all the information you need in case something unexpected appears. This is where you can also find contact information.

### 6.4.1. Help Information

Three links are available in the upper part of the window:

- **Help Topics** - to access the help files. Here you can find all the information you need about BitDefender Mobile Antivirus and a short description of BitDefender and of SOFTWIN. It also contains a **Best Practices** section, where you can learn how to keep your device free from malware.
- **Online Knowledge Base** - to connect to the BitDefender Knowledge Base.



#### Important

An active Internet connection is required in order to access the **Online Knowledge Base**.



#### Note

For more information about the BitDefender Knowledge Base, please check the "*Support*" (p. 53) section.

- **Online FAQ** - to connect to an online FAQ database.



**Important**

An active Internet connection is required in order to access the **online FAQ database**.

## 6.4.2. Contact Information

Below, you can see the **Contact Information**. Using this information you can get online help from our support center or you can contact us.



**Note**

For more information please check the "*Support*" (p. 53) section.





# Getting Help





## 7. Support

### 7.1. Support Department

As a valued provider, SOFTWIN strives to provide its customers with an unparalleled level of fast and accurate support. The Support Center listed below is continually being updated with the newest virus descriptions and answers to common questions, so that you obtain the necessary information in a timely manner.

At SOFTWIN, dedication to saving its customers time and money by providing the most advanced products at the fairest prices has always been a top priority. Moreover, we think that a successful business is based on a good communication and a commitment to excellence in customer support.

You are welcome to ask for support at <[support@bitdefender.com](mailto:support@bitdefender.com)> any time. For a prompt response, please include in your email as many details as you can about your BitDefender, about your system and describe the problem as accurate as possible.

### 7.2. On-line Help

#### 7.2.1. BitDefender Knowledge Base

The BitDefender Knowledge Base is an online repository of information about BitDefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the BitDefender support and development teams, along with more general articles about virus prevention, the management of BitDefender solutions and detailed explanations, and many other articles.

The BitDefender Knowledge Base is open to the public and freely searchable. This wealth of information is yet another way to provide BitDefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from BitDefender clients eventually find their way into the BitDefender Knowledge Base, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The BitDefender Knowledge Base is available any time at <http://kb.bitdefender.com>.

## 7.3. Contact information

Efficient communication is the key to a successful business. For the past 10 years SOFTWIN has established an indisputable reputation in exceeding the expectations of clients and partners, by constantly striving for better communications. Please do not hesitate to contact us regarding any issues or questions you might have.

### 7.3.1. Web addresses

Sales department: <[sales@bitdefender.com](mailto:sales@bitdefender.com)>  
Technical support: <[support@bitdefender.com](mailto:support@bitdefender.com)>  
Documentation: <[documentation@bitdefender.com](mailto:documentation@bitdefender.com)>  
Partner Program: <[partners@bitdefender.com](mailto:partners@bitdefender.com)>  
Marketing: <[marketing@bitdefender.com](mailto:marketing@bitdefender.com)>  
Media Relations: <[pr@bitdefender.com](mailto:pr@bitdefender.com)>  
Job Opportunities: <[jobs@bitdefender.com](mailto:jobs@bitdefender.com)>  
Virus Submissions: <[virus\\_submission@bitdefender.com](mailto:virus_submission@bitdefender.com)>  
Spam Submissions: <[spam\\_submission@bitdefender.com](mailto:spam_submission@bitdefender.com)>  
Report Abuse: <[abuse@bitdefender.com](mailto:abuse@bitdefender.com)>  
Product web site: <http://www.bitdefender.com>  
Product ftp archives: <ftp://ftp.bitdefender.com/pub>  
Local distributors: [http://www.bitdefender.com/partner\\_list](http://www.bitdefender.com/partner_list)  
BitDefender Knowledge Base: <http://kb.bitdefender.com>

### 7.3.2. Address

The BitDefender offices are ready to respond to any inquiries regarding their areas of operations, in both commercial and general matters. Their respective addresses and contacts are listed below.

#### Germany

**Softwin GmbH**  
Karlsdorfer Straße 56 88069  
Tettngang  
Technischer Support: <[support@bitdefender.de](mailto:support@bitdefender.de)>  
Vertrieb: <[vertrieb@bitdefender.de](mailto:vertrieb@bitdefender.de)>  
Phone: 07542/94 44 44  
Fax: 07542/94 44 99  
Product web site: <http://www.bitdefender.de>



## Spain

### **Constelación Negocial, S.L**

C/ Balmes 195, 2ª planta, 08006

Barcelona

Soporte técnico: <[soporte@bitdefender-es.com](mailto:soporte@bitdefender-es.com)>

Ventas: <[comercial@bitdefender-es.com](mailto:comercial@bitdefender-es.com)>

Phone: +34 932189615

Fax: +34 932179128

Sitio web del producto: <http://www.bitdefender-es.com>

## U.S.A

### **BitDefender LLC**

6301 NW 5th Way, Suite 3500

Fort Lauderdale, Florida 33308

Technical support: <[support@bitdefender.us](mailto:support@bitdefender.us)>

Sales: <[sales@bitdefender.us](mailto:sales@bitdefender.us)>

Phone: 954 776 62 62, 800 388 80 62

Fax: 954 776 64 62, 800 388 80 64

Product web site: <http://www.bitdefender.us>

## Romania

### **SOFTWIN**

5th Fabrica de Glucoza St.

PO BOX 52-93

Bucharest

Technical support: <[suport@bitdefender.ro](mailto:suport@bitdefender.ro)>

Sales: <[sales@bitdefender.ro](mailto:sales@bitdefender.ro)>

Phone: +40 21 2330780

Fax: +40 21 2330763

Product web site: <http://www.bitdefender.ro>





# Glossary

## Access point

An access point is a stand alone device used to connect wireless communication devices in its range to a fixed wire network. Using this base station, a mobile device owner can connect to other mobile device or computer, to the Internet or to a server.

It also refers to the radio device attached to the mobile device that receives the signal from the base station.

## Backdoor

A hole in the security of a system deliberately left in place by designers or maintainers. The motivation for such holes is not always sinister; some operating systems, for example, come out of the box with privileged accounts intended for use by field service technicians or the vendor's maintenance programmers.

## Bluetooth

It represents a short-range radio technology which enables a low cost, low power wireless connection. A device that supports bluetooth can connect to one or more bluetooth supporting devices only if they are in range and the connection is accepted by each part. The most common range of action for a such device is 10 metres.

Two devices using bluetooth connection can easily transfer data. Although manufacturers and developers have taken many security measures to protect the system and the data, it doesn't mean that there is no security risk. However, without specialised equipment, a potential attack can be launched only if the hacker's device is in range.

## Browser

Generally, a software application used to locate and display files or folders. It is most commonly used when referring to Internet. A web browser is used to locate and display Web pages.

## Disk drive

It's a machine that reads data from and writes data onto a disk.

## Download

To copy data (usually an entire file) from a main source to a peripheral device. The term is often used to describe the process of copying a file from an online service to one's own computer or mobile device. Downloading can also refer to copying a file from a network file server to a computer on the network.

### **E-mail**

Electronic mail. A service that sends messages on computers via local or global networks.

### **Error messages**

Whenever BitDefender encounters an error or doesn't function properly, an error message will be displayed. It contains information about what had gone wrong.

### **Events**

An action or occurrence detected by a program. Events can be user actions, such as clicking a mouse button or pressing a key, or system occurrences, such as running out of memory.

### **Filename extension**

The portion of a filename, following the final point, which indicates the kind of data stored in the file.

Many operating systems use filename extensions, e.g. Unix, VMS, and MS-DOS. They are usually from one to three letters (some sad old OSES support no more than three). Examples include "c" for C source code, "ps" for PostScript, "txt" for arbitrary text.

### **GPRS**

General Packet Radio Service (GPRS) is a mobile data service that enables sending and receiving data at a moderate speed. It is commonly used for sending and receiving emails and MMS messages, web browsing, downloading games, ringtones or logos etc.

### **Infrared**

Infrared radiation is an electromagnetic radiation that has wavelengths situated between 750nm and 1mm. One of its main use is enabling short-range communication between computers, computer peripherals and mobile devices.

Data can be easily exchanged using infrared devices. Unlike bluetooth technology, the infrared connection permits a secure data transfer.

### **I/O errors**

An I/O error is counted everytime the scanning engine is denied access to a file. The files for which an I/O error is returned include the operating system files, the files in use, and the user-protected files.

Operating system files. The files are in use by the Windows operating system and the scanning engine is permanently denied access to them. For example, the paging file used for storing the system virtual memory is inaccessible to the antivirus.

Files in use. The files are in use by other software and the scanning engine is temporarily denied access to them. For example, using an editing software



during a scan will deny the access to the files opened in the editing software. Closing the editing software before starting the scan will allow the scanning engine to access these files.

User-protected files. The user initiating the scan is denied the access to the files. For example, although a user is allowed to scan the files contained in her home folder on a file server, she will not be able to scan the files from the other users' home folders stored on the same file server.

To reduce the number of I/O errors, close all other software before initiating the scan.

**Malware**

Short for malicious software. The term refers to any application designed to damage a system.

This kind of software comprises a various range of different applications, such as viruses, trojans and worms.

**Memory**

Internal storage areas in the computer or the mobile device. The term memory identifies data storage that comes in the form of chips, while the word storage is used for memory that exists on tapes or disks.

A mobile device has three types of memory: RAM, ROM and flash. RAM represents the read and write memory, while ROM is the read-only memory. The data stored in RAM can be modified and, when the power is turned off, it is lost. In ROM, the data cannot be modified or erased. Flash memory is a memory chip where a program can be stored. It can be erased and reprogramed in blocks, but only in special conditions.

To extend the memory of a device, a MMC can be used. MMC, or Multi Media Card, is a flash memory card. Its size can reach up to 2 Gb.

**MMS**

Multimedia Message Service(SMS) is a service that permits the sending of multimedia content from a mobile device to another using WAP technology. Images, audio or video clips can be sent via MMS.

A mobile device can be infected using this service, by receiving an infected file.

**Mobile device**

Currently, it is used when referring to intelligent mobile communication devices, such as smartphones and handheld devices. Running on operating systems, combining phone and computer features and small size are their main characteristics.

### **Path**

The exact directions to a file on a device that works on an operating system. These directions are usually described by means of the hierarchical filing system from the top down.

The route between any two points, such as the communications channel between two computers.

### **Port**

An interface on a computer to which you can connect a device. Personal computers have various types of ports. Internally, there are several ports for connecting disk drives, display screens, and keyboards. Externally, personal computers have ports for connecting modems, printers, mice, bluetooth device, infrared device and other peripheral devices.

In TCP/IP and UDP networks, an endpoint to a logical connection. The port number identifies what type of port it is. For example, port 80 is used for HTTP traffic.

### **Report file**

A file that lists actions that have occurred. BitDefender maintains a report file that contains the scan results.

### **Root**

Represents the top level of a hierarchy.

When talking about the disk drive root, it refers to all files or folders.

### **SMS**

Short Message Service(SMS) is a service available on most mobile phones. It enables two mobile phones owners to communicate through short text messages.

### **Startup items**

Any files placed in this folder will open when the computer starts. For example, a startup screen, a sound file to be played when the computer first starts, a reminder calendar, or application programs can be startup items. Normally, an alias of a file is placed in this folder rather than the file itself.

### **System tray**

Introduced with Windows 95, the system tray is located in the Windows taskbar (usually at the bottom next to the clock) and contains miniature icons for easy access to system functions such as fax, printer, modem, volume, and more. Double click or right click an icon to view and access the details and controls.

### **Trojan**

A destructive program that masquerades as a benign application. Unlike viruses, Trojan horses do not replicate themselves but they can be just as



destructive. However, they may contain a package with several malicious applications, like viruses or worms, that can spread by themselves and affect other mobile devices or even computers. One of the most insidious types of Trojan horse is a program that claims to rid your device of viruses but instead introduces viruses onto your device.

The term comes from a story in Homer's Iliad, in which the Greeks give a giant wooden horse to their foes, the Trojans, ostensibly as a peace offering. But after the Trojans drag the horse inside their city walls, Greek soldiers sneak out of the horse's hollow belly and open the city gates, allowing their compatriots to pour in and capture Troy.

**Update**

A new version of a software or hardware product designed to replace an older version of the same product. In addition, the installation routines for updates often check to make sure that an older version is already installed on your device; if not, you cannot install the update.

BitDefender has its own update module that allows you to manually check for updates, or let it automatically update the product.

**Virus**

A program or piece of code that is loaded onto your device without your knowledge and runs against your will. Most viruses can also replicate themselves. A simple virus that can copy itself over and over again is relatively easy to produce. Even such a simple virus is dangerous because it will quickly use all available memory and bring the system to a halt. An even more dangerous type of virus is one capable of transmitting itself across networks and bypassing security systems.

**Virus definition**

The binary pattern of a virus, used by the antivirus program to detect and eliminate the virus.

**WAP**

Wireless Application Protocol (WAP) is a system similar to a Web browser designed for applications that run on mobile devices. Internet access from a mobile device is possible thanks to WAP technology.

**Worm**

A malicious program that propagates itself over a network, reproducing itself as it goes. Mobile worms can spread from a mobile device to another via bluetooth or memory cards. Also, it can infect computers. It cannot attach itself to other programs.

