Bitdefender
BOX

User's Guide

SECURITY OF THINGS

Bitdefender BOX
User's Guide

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What is Bitdefender BOX?

Congratulations for purchasing this new, breakthrough product.

Bitdefender BOX is a hardware device that keeps all your internet-enabled devices safe without interrupting you.

Protection enabled through device management, antimalware, antiphishing and antifraud scans are features that keep your network safe from Internet threats which may affect the functionality and integrity of devices connected to the home network.

With Bitdefender BOX you can also ensure permanent monitoring for the devices in the network and check relevant information about their status or location.

PCs, Macs, iOS and Android smartphones, tablets and smart home devices such as game consoles and smart TVs can stay protected while they are in the BOX network.

Bitdefender BOX can be set up alongside an existing Wi-Fi router or by itself. The management of the network is possible through the Bitdefender BOX app, which can be installed on iOS and Android tablets and phones. The application has an embedded notification system to keep you informed about network events.

With Bitdefender BOX you can:

- Protect devices added to the home network from potential threats and malware, even when they are off-site.

- Manage the activity of multiple devices added to the home network.

- Set up a password-protected Wi-Fi network and share a protected Internet connection to all household devices.

- Ensure web browsing protection for the internet-enabled devices connected to the network.

- Grant guests access to a secured Wi-Fi network and instantly protect them from online threats.

1. The Basics

Bitdefender BOX is a smart security solution that offers extended online protection to all devices connected to the home network, whether they are inside or outside the network.

Bitdefender BOX needs to stay connected to the Internet to offer protection and control over registered devices.

Installation is a simple two-stage process: connecting the BOX to your router or directly to the Internet, and setting up the application. It takes about five minutes and requires minimum configuration on your internet-enabled devices. For the complete process, refer to the section "*Set up BOX*" (p. 6).

The Bitdefender BOX app enables the configuration of the BOX network, device administration, and reports regarding the network activity. Also, notifications alert when security issues are identified. For detailed information on the features, refer to the section "*Bitdefender BOX app dashboard*" (p. 13).

To configure the BOX network, you have to go through a set of basic and intuitive steps that will become available once you start exploring the Bitdefender BOX app. You will soon discover that you can manage notifications and organize devices within the BOX network into two categories: Family and Guest. For more information on what features can be managed for each device connected to the BOX network, refer to the section "*Protected devices*" (p. 14).

Any device that runs a supported operating system and is included in the Family devices list benefits from more features offered by the BOX network. For the full list of features for each platform, refer to the section "*Managing BOX features*" (p. 23).

Occasionally, you will receive notifications about updating your Bitdefender BOX firmware or software. Apply them timely to stay updated with the latest fixes and changes. For more details on this topic, refer to the section "*Updating BOX*" (p. 31).

1.1. Package Contents

Bitdefender BOX package contains the following accessories:

- The Bitdefender BOX.

- A micro USB cable – for connecting BOX to a computer or to an AC power outlet (alternatively any micro USB cable may be used).

- An Ethernet cable - for connecting BOX to a free LAN port on your router.

- A USB AC power adapter - for connecting BOX to the mains.

- A Quick Start guide – for helping you get started with the setup.

- A warranty card.
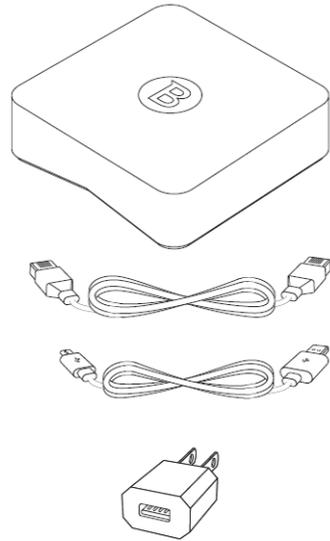
NOTE

If something is missing when opening the package, contact your Bitdefender dealer. Keep the package components intact to help us quickly asses the situation.

1.2. Overview of Bitdefender BOX

Bitdefender BOX has three connectivity ports on the rear:

1. Micro USB – for connecting the BOX to the AC power adapter or to a free USB port on your router, if available.

2. LAN (Local Area Network) – for connecting BOX to a router.

3. WAN (Wide Area Network) – for connecting BOX to your Internet Service Provider's Ethernet cable, or for connecting a DSL or cable modem.

Next to the connection ports, the **Reset** button helps reboot BOX or activate the **Recovery** function.

If you want to simply reboot BOX, just press the **Reset** button once. To activate the Recovery function, follow the steps from the section .

BOX displays its status through the LED positioned on the front lower side of the case. The LED may have one of the following states:

- Teal and steady. BOX is performing its functions properly.

- Red and steady. In recovery.

- White and blinking. A firmware update is in progress.

- Red and blinking rapidly (one-second bursts). The BOX is malfunctioning. The same behavior occurs when the on-demand Recovery process starts.

BOX needs to be permanently powered on.

The Bitdefender BOX app enables the administrator to manage the devices connected to the BOX network and monitor the activity even when they are outside the house. For more information about features and functionalities, refer to the section "*Managing BOX features*" (p. 23).

1.2.1. Technical Specifications

Size	3.5 x 3.5 x 1.1 in
Weight	3.24 oz./92 g
Color	white
Management apps	iOS, Android
Wi-Fi	802.11 b/g/n 2.4 GHz
Bandwidth	100Mbps

1.3. Bitdefender account and Subscriptions

A Bitdefender account is required in order to use the Bitdefender BOX app and manage the network. The Bitdefender account is tied to the service subscription.

For the Bitdefender BOX setup you can either use an existing account or create one from the app.

To find out the remaining number of days left on your Bitdefender BOX subscription:

on Android:

- Swipe right or tap the ☰ icon in the BOX app.

- Tap your e-mail address and the remaining availability is be displayed next to **Subscription**.

on iOS:

- Tap the ⚙ icon in the Bitdefender BOX app.

- Tap your e-mail address and the remaining availability is be displayed next to **Subscription**.

Beside the local protection offered by the Bitdefender BOX Agent, you have the possibility to install additional protection on each of the supported platforms. The dedicated security products are included in the Bitdefender BOX subscription as part of the Bitdefender Total Security Multi-Device package, consisting of:

- Bitdefender Total Security on Windows

- Antivirus for Mac on Mac OS X

- Bitdefender Mobile Security & Antivirus on Android

You can install any of the products directly from your Bitdefender account as follows:

1. Go to: https://central.bitdefender.com.

2. Select the **My Devices** panel, and then click **INSTALL Bitdefender**.

3. Click the **Download** button and save the file.

4. Run the downloaded file to start the installation process on the device.

Alternatively, you can send the download link for the desired product via e-mail as follows:

1. Go to: https://central.bitdefender.com.

2. Select the **My Devices** panel, and then click **INSTALL Bitdefender**.

3. Click the **On another device** link.

4. Select the platform of the device you want to install Bitdefender on.

5. Select **Continue**.

6. Type the e-mail address where we should send the installation file, and then select **SEND**.

7. Check your e-mail and click the provided link, then run the downloaded file to start the installation process on the device.

If the Bitdefender BOX Agent is found during the installation process, it is automatically removed so that the new product can be installed.

NOTE

On Windows, users that have activated Bitdefender BOX and Bitdefender Antivirus or Bitdefender Internet Security with the same Bitdefender account will automatically be upgraded to our superior product, Bitdefender Total Security. In this case, we recommend you to contact our Technical Support department to merge your two subscriptions.

2. Setting up BOX

The BOX network can be managed from one or more devices that have the Bitdefender BOX app installed, activated with the same Bitdefender account. Make sure you know who else has access to the account.

2.1. Bitdefender BOX app requirements

The Bitdefender BOX app can be installed on iPhone/iPad from the **App Store** and on Android smartphones/tablets from **Google Play**, and it runs best on:

- Android 4.0 or higher

- iOS 7.0 or higher

Before you install the Bitdefender BOX app, check the following details to ensure the installation goes smoothly:

- Make sure the smartphone or tablet on which you plan to install the app meets the minimum system requirements.

- Make sure you have enough space on your smartphone to install the setup application. The minimum space required is 30 MB.

The Bitdefender BOX app can be installed on multiple devices if needed. As a result, you can have two or more devices running as management devices at the same time, as long as you are signed in using the same Bitdefender account. It's recommended to do this on devices you own.

2.2. Set up BOX

Bitdefender BOX can be set up alongside your existing Wi-Fi router or as a standalone router.

Before starting the setup process, make sure that the device you will install the Bitdefender BOX app on meets the requirements, and that the BOX and its accessories are at hand.

2.2.1. Connect BOX to your Wi-Fi router

When Bitdefender BOX is configured to work alongside the router/gateway, all online traffic is filtered by BOX and devices are protected.

NOTE

Devices remain connected to the home network.

BOX protects a single LAN network. If you need more than one router to provide full coverage for your home, make sure BOX will be connected to the one that is ensuring the Internet connection while keeping all the others configured as wireless extenders, in bridge or switch mode.

Your router's web interface user name and password may be required during the configuration process. The default ones are placed on the back of your router. In some cases, your ISP may have changed your connection credentials for security purposes and you should contact the ISP's support to obtain them.

Begin setup

Download the Bitdefender BOX app to your Android or iOS device using a Wi-Fi network or mobile data.

Run the application to start the configuration of Bitdefender BOX.

To continue, the device needs to stay connected to the Internet until you log in the Bitdefender BOX app.

Log in with a Bitdefender account

Log in to BOX app with an existing Bitdefender account or create a new account by using the **SIGN UP** option and filling in the required fields.

Add BOX to your network

After you log in to the BOX app, you will be guided through the setup options. If you have another router select this option in the app. For Apple Airport routers select **I have an Airport** and follow the setup steps described here "*You have an Apple Airport Extreme™, Airport Express™, or Airport Time Capsule™*" (p. 9).

Plug in the included AC power adapter and connect it to BOX with the USB cable. Then connect BOX to any available LAN port on your Wi-Fi router with the cable included in the package (lift tray to get it), like this:
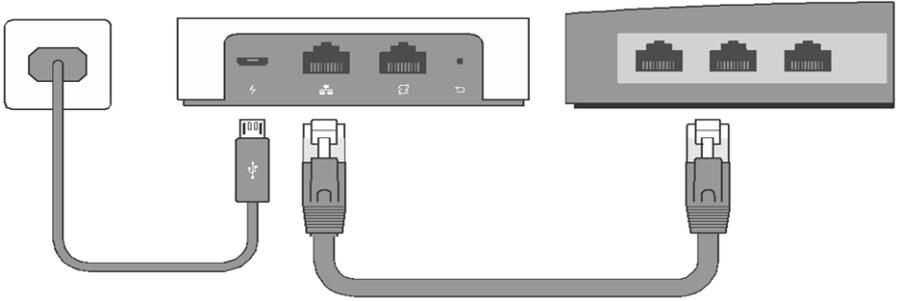
BOX connects to your router

In this step, BOX searches for your router settings and applies the necessary configuration to complete the setup.

Type the router configuration username and password when you are asked. This option appears only if the credentials are other than the default ones (e.g. user: admin; password: admin). If you do not know where to find this information, you can ask your ISP.

For specific router models and configurations manual intervention is needed. To find our the configuration steps for your router go to https://www.bitdefender.com/box/support/disable-the-dhcp-server-feature-on-my-router/.

You have a router which BOX cannot automatically configure

- The app will display your router's web interface. Log in and disable the DHCP server on your router, then reboot the router to apply the changes. The DHCP server option is usually placed in the router's LAN settings. Carefully follow the steps in the app.

- Make sure you don't change the Internet connection type to DHCP if your ISP provides a different type of connection (static IP or PPPoE).

You have an Apple Airport Extreme™, Airport Express™, or Airport Time Capsule™

- After logging in the app, select the **I have an Airport** option.

- Configure your Apple router to "Bridge Mode". To do this, you need to use the Airport Utility application from your Apple device or to download it from the App Store. Once you configure the router to Bridge Mode, confirm by tapping the corresponding button on the lower part of the screen.

- Remove the Internet cable from the Apple router and insert it in the BOX WAN port ⊘ .
  If your Internet connection is provided through a modem of any type, you need to remove the cable from the Airport and connect the modem directly to the BOX WAN port ⊘ .

- Use the Ethernet cable found in the Bitdefender BOX package and connect BOX LAN port ⬚ to the WAN port of your Apple router.
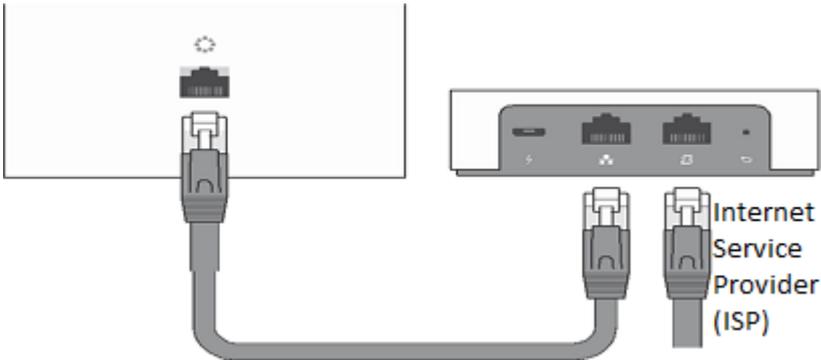
NOTE

In some cases, the ISP can block Internet access to new network devices you set up. If this is your case, you can provide the MAC address of your Airport router in the Bitdefender BOX app and BOX will clone this address to avoid restrictions. You can find the Airport's MAC address on the back or side of the device.

You have a gateway (modem-router combo) provided by your ISP

- Some ISPs limit the access to settings for the provided gateway (modem-router device). In this case, BOX cannot be configured to work alongside the existing router. If this is your case, you can still install Bitdefender BOX to work as a standalone router. To find more information about this step, please refer to "*Connect BOX directly to the Internet*" (p. 10).

- Contact your ISP to find out if your provided router has the option to disable the LAN DHCP server option, or access the router web interface and search for this option in the LAN (local area network) settings.

Continue using the Bitdefender BOX app to finish the setup process.

Tap **Start using BOX** to start adding devices to your network.

You're all set! Your devices are now safe and ready to be managed.

2.2.2. Connect BOX directly to the Internet

When Bitdefender BOX is directly connected to the Internet, it acts like your main router and creates a new secure and protected Wi-Fi network in your home.

You can add additional signal repeaters or access points to provide full coverage for your home. BOX will be the gateway for these additional devices.

> **NOTE**
>
> You should proceed with this installation only if you are sure that your router or modem is not compatible with BOX.

Begin the setup

Download the Bitdefender BOX app on your Android or iOS device using a Wi-Fi network or mobile data.

Run the application to start the configuration of Bitdefender BOX.

To continue, the device needs to stay connected to the Internet until you log in the Bitdefender BOX app.

Log in with a Bitdefender account

Log in to your BOX app using your existing Bitdefender account or create a new account by using the **SIGN UP** option and filling in the required fields.

Create the BOX network

After you log in to your Bitdefender account, tap **I don't have a router**.

Power on BOX using the AC power adapter, then plug the Internet Service Provider (ISP) cable into the BOX WAN port ⌀ .
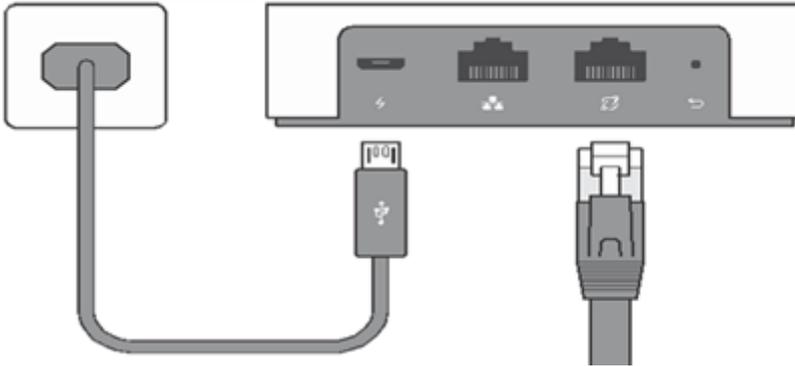
If your Internet connection is provided through a modem of any type, cable or DSL modem, you need to connect BOX to it using the Ethernet cable from the BOX package.

If you have a modem with built-in router (gateway), the recommended scenario is to connect BOX to the router. Access "*You have a gateway (modem-router combo) provided by your ISP*" (p. 10) for more details.

Bitdefender BOX broadcasts a new network named BOX with the password 12345678. In some cases it may take up to three minutes for the BOX network to be created.

The app will inform you when you need to connect to the newly created network to continue setup. If you cannot connect to this network, restart your BOX (unplug and plug in again or briefly press the reset button ⮌).

> **NOTE**
>
> In some cases, the ISP can block Internet access to new network devices you set up. If this is your case, you can provide the MAC address of your previous router.

Next, the app will require the connection type. The supported ones are:

• Static IP - select this option if you use a fixed IP address to connect to the Internet.

- Dynamic IP (DHCP) - select this option if you connect to the Internet using a dynamic IP or your Internet Service Provider supports DHCP (Dynamic Host Configuration Protocol).

- PPPoE - select this option if you use a DSL connection and know that your ISP uses Point-to-Point Protocol over Ethernet.

NOTE

This information should be available in your Internet Service Provider contract. In case the BOX is connected to a modem or router, the connection type is usually DHCP (dynamic IP address).

Assign a name and a password to the new home network created.

Tap **Start using BOX** to start adding devices to your network.

You're all set! Your devices are now safe and ready to be managed..

3. The BOX Network

3.1. Bitdefender BOX app dashboard

Locating lost devices, limiting international data roaming or mobile data plans, remotely installing Windows updates, improving system speed, and protection against malware are possible through the Bitdefender BOX app on your smartphone.

To open the Bitdefender BOX app, tap the **B** icon in your device's app drawer from your iOS or Android device.

The main screen displays an activity report with graphs and information regarding traffic and connected devices. For more details on the information displayed by the graph, refer to the section "*Activity report*" (p. 29).

To access notifications, manage devices, or change BOX settings, tap the ≡ icon in the upper-left corner of the screen (for Android), or tap the corresponding icon from the bottom of the screen (on iOS).

Notifications

🔔 Notifications keep you informed of newly detected devices within the network and offer information on the events concerning the activity of the devices in the BOX network. Tap to open them and follow the on-screen instructions to take actions if needed.

Devices

▦ The Bitdefender BOX app comes with two profiles that can be assigned to devices connected to the BOX network. Depending on how you decide to organize your network, you may choose between Family and Guest profiles. Detected devices are automatically included in the Guest list, they are protected and limited control over them is provided. For advanced management, you have to move them to the Family list. For more details on managing profiles for your devices, refer to the section "*Protected devices*" (p. 14).

BOX

Whenever you want to return to the main screen, tap the **B** icon. To find information about your Bitdefender BOX version or your network settings, tap the ≡ icon, then

Settings (on Android), or the ⚙ icon (on iOS). This section also contains the Recovery Wizard, which allows you to bring BOX back to a safe previous configuration.

3.2. Protected devices

As soon as Bitdefender BOX is configured, devices connected to the Internet are recognized and ready to be part of the network. By default, the network traffic is monitored for all devices.

You may sort the protected devices into two categories:

Family

> Devices added to this category can stay protected even when they are outside the home network by enabling Private Line. Adding devices to this category is recommended for your family devices. To take advantage of all the features offered by this category, an agent must be installed on the devices. For further information on the features offered for each type of device and platform, refer to the section "*Managing BOX features*" (p. 23).

Guest

> Devices that are added to this category can only stay protected while they are on the network. This is recommended for friends or relatives who visit your house. By default, the traffic of devices in the network is protected without the need to install the Bitdefender BOX Agent.

When a new device connects to the BOX network, it is automatically added to the Guest list and will benefit from threat protection. Each time a new device connects to your network, a notification including its type and name is displayed in the Notifications area. For more information on the first stage of managing these notifications, refer to the section "*Notifications*" (p. 30).

3.2.1. Family Devices

Family devices connected to the BOX network are protected while they are inside or outside the home network perimeter by enabling the Private Line feature. Their systems and online activity are monitored, and events are displayed in the Notifications Center.

Managing a Family device

To start managing a Family device:

on Android:

• Swipe right or tap the ≡ icon in the Bitdefender BOX app.

- Select **Guest**.

- Tap the name of the device you want to add into the Family list and complete the configuration wizard.

- Add a User Name and an icon to easily identify the device, then tap **Next**.

- Select **Family Device** and tap **Next**.

- Enable the features you wish to use for the device by tapping the corresponding switch, then tap **Next**.

- Tap **Finish** to complete the wizard.

on iOS:

- Tap the ⊞ icon in the Bitdefender BOX app.

- Select **Guest**.

- Tap the name of the device you want to add into the Family list and complete the configuration wizard.

- Add a User Name and an icon to easily identify the device, then tap **Next**.

- Select **Family Device** and tap **Next**.

- Enable the features you wish to use for the device by tapping the corresponding switch, then tap **Next**.

- Tap **Finish** to complete the wizard.

NOTE

Each new device that connects to the BOX network requires going through the Configuration wizard before being assigned as a Family device.

Accessing a Family device

To access the Family list:

on Android:

- Swipe right or tap the ☰ icon in the Bitdefender BOX app.

- Tap **Family**.

- Choose the desired device from the Family devices list.

on iOS:

- Tap the ⊞ icon in the Bitdefender BOX app.

- Tap **Family**.

- Choose the desired device from the Family devices list.

Editing a Family profile

To edit a Family user details:

on Android:

- Swipe right or tap the ≡ icon in the Bitdefender BOX app.

- Tap **Family**.

- Choose the desired device from the Family devices list.

- You can customize the device information by using the following options:
  - **Add Photo** - tap the generic user icon and choose a photo from one of the available options on your device.

  - **Link to contact** - tap the ⊕ icon to open your contact list and assign a username and photo to the device.

  - **Generic device name** - allows you to change the name of the device.

  - **Username** - this field is automatically filled when you select a contact from the Address book. If you have not selected a photo and want to choose a name, tap the username to change it.

  - **Device type** - tap the generic device icon and select choose the device type corresponding to your physical device.

on iOS:

- Tap the ⊞ icon in the Bitdefender BOX app.

- Choose the desired device from the Family devices list.

- You can customize the device information by using the following options:
  - **Add Photo** - tap the generic user icon and choose one of the available options: Address Book, Choose photo, Take a photo.

- **Link to contact** - tap the ⊕ icon to open your contact list and assign a username and photo to the device.

- **Generic device name** - allows you to change the name of the device.

- **Username** - this field is automatically filled when you select a contact from the Address book. If you have not selected a photo and want to choose a name, tap the username to change it.

- **Device type** - tap the generic device icon and select choose the device type corresponding to your physical device.

NOTE

Moving a Family device to the Guest list will not remove the Bitdefender BOX Agent. However, all managed features will be disabled.

3.2.2. Guest Devices

Once the BOX network is created, all detected devices are included in the Guest list. This means they are monitored and protected only when they are connected to the network.

In this category you can include devices that you wish to protect only when they are connected to the BOX network, for example your friends' phones or laptops, and thus secure their online activity whenever they are visiting you.

Accessing a Guest device

To access the Guest list:

on Android:

- Swipe right or tap the ≡ icon in the Bitdefender BOX app.

- Tap **Guest**.

- Choose the desired device from the Guest devices list.

on iOS:

- Tap the ⸬ icon in the Bitdefender BOX app.

- Tap **Guest**.

- Choose the desired device from the Guest devices list.

Editing a Guest profile

To edit a Guest profile:

on Android:

- Swipe right or tap the ≡ icon in the Bitdefender BOX app.

- Tap **Guest**.

- Choose the desired device from the Guest devices list.

- You can customize the device information by using the following options:
  - **Add Photo** - tap the generic user icon and choose a photo from one of the available options on your device.

  - **Link to contact** - tap the ⊕ icon to open your contact list and assign a username and photo to the device.

  - **Generic device name** - allows you to change the name of the device.

  - **Username** - this field is automatically filled when you select a photo for the respective contact. If you have not selected a photo and want to choose a name, tap the username to change it.

  - **Device type** - tap the generic device icon and select choose the device type corresponding to your physical device.

on iOS:

- Tap the ▤ icon in the Bitdefender BOX app.

- Tap **Guest**

- Choose the name of the device you want to edit.

- You can customize the device information by using the following options:
  - **Add Photo** - tap the generic user icon and choose one of the available options: Address Book, Choose photo, Take a photo.

  - **Link to contact** - tap the ⊕ icon to open your contact list and assign a username and photo to the device.

  - **Generic device name** - allows you to change the name of the device.

- **Username** - this field is automatically filled when you select a contact from the Address book. If you have not selected a photo and want to choose a name, tap the username to change it.

- **Device type** - tap the generic device icon and select choose the device type corresponding to your physical device.

To remove a Guest device, tap **Remove this device** in the Device info window. This will not remove the device from your network.

To change the status of the device, tap the desired category and then tap **Back** in the upper-left corner.

> **NOTE**
>
> You may add unsupported devices to the Family list, but they may not be managed, or benefit from Private Line protection.

3.3. Bitdefender BOX Agent

The Bitdefender BOX Agent is a lightweight application that allows the communication between the Bitdefender BOX app and the managed devices. The app has no user interface and for performing management and monitoring tasks it needs to be installed on every device that you want to include into the Family list.

The app is compatible with:

- Android 4.0 or higher

- iOS 7.0 or higher

- Windows 7 or higher

- Mac OS X 10.7 or higher

To start managing a device:

on Android:

- Tap the $\equiv$ icon in the Bitdefender BOX app.

- Go to **Devices** and choose the device you want to start monitoring.

- Tap **Belongs to**, then tap **Family**.

- Enable the **Manage this device** option to start monitoring the device.

on iOS:

- Tap the ⊞ icon in the Bitdefender BOX app.

- Choose the device you want to start monitoring.

- Tap **Belongs to**, then tap **Family**.

- Enable the **Manage this device** option to start monitoring the device.

Once you enable the **Manage this device** option, you will receive a pop-up notifying you that the feature is pending activation. The feature will become active once the Bitdefender BOX Agent is installed on the device you wish to manage.

The device user will receive an invitation to install the Bitdefender BOX Agent as soon as he tries visiting any webpage online.

For iOS devices, the Bitdefender BOX Agent is a small configuration profile that will be displayed in the iOS Settings > General > Profiles.

3.4. Vulnerability Assessment

The Bitdefender BOX app uses the Vulnerability Assessment technology to identify any weak spots that can compromise your home network security.

There are two ways to ensure protection to your devices:

- Bitdefender BOX scans your network and identifies all vulnerabilities present on the connected devices and network equipment that can lead remote, unauthorized access, data theft or malicious attacks. The process is triggered automatically by BOX by scanning services hosted in the Bitdefender cloud. To make sure that the new devices added to your network are scanned too, the BOX is scheduled to run weekly scans.

- The BOX app is set up to inform you about the identified vulnerabilities on the network. Also, you are informed about devices that perform authentications in unencrypted form, that could remotely lead unauthorized access to targeted devices, data theft or malicious attacks.

Each time a vulnerability report is available, a notification is displayed in the BOX app. Information about the number of the scanned devices and vulnerabilities that have been identified in the network is available. Tap Details to find out more information on each vulnerability that has been found and read the suggestions that can help you fix them. The devices that have vulnerabilities are marked with a yellow icon.

NOTE

Some identified vulnerabilities can be fixed on the spot (e.g. replace a weak password with a strong one) whereas for others, a firmware update might be necessary. In this case, you need to check with the device manufacturer to see if firmware updates are available for download.

4. BOX Management

While connected to the BOX network, your devices can stay protected from fraud, malware, phishing, data theft, or spying. The management is done through the Bitdefender BOX app, which offers a simplified user experience for configuring and supervising the network.

4.1. Device states

Not protected

Devices in this state are connected to another network or their traffic is not monitored by the BOX.

Protected Home

Devices in this state have the Bitdefender BOX Agent installed. This means they can be monitored through the Bitdefender BOX app and benefit from antivirus protection.

Idle

Devices in this state are not active in the BOX network. This means they can be either idle, turned off, or connected to a different network without being protected by the Private Line feature.

At risk

Devices in this state have been found vulnerable by the Vulnerability Assessment scan.

Unprotected

Devices in this state can be seen by Bitdefender BOX as being connected to the network but cannot protect them because they do not have assigned any IP addresses. To find out how to protected them, tap the state of the device.

Protected away

Devices in this state are connected to the Internet outside the network perimeter. This means they are protected by the Private Line feature.

4.2. Managing BOX features

Bitdefender BOX comes with a set of safety and performance features to ensure basic protection while surfing the web with the possibility of managing devices remotely or locating them when they are lost.

To manage the BOX features:

• Tap the ≡ icon in the Bitdefender BOX app and tap **Devices** on Android, or tap the ⊞ icon on iOS.

• Select the device you want to manage.

• Tap **Belongs to**, then tap **Family**.

• Enable the **Manage this device** option to start monitoring the device.

• Activate **Manage this device** by following the Pending activation instructions.

Note that features differ depending on the operating system the device uses.

To manage a device, it has to be included in the **Family** list and to run on one of the supported operating systems. You can find the complete list in the section "*Bitdefender BOX Agent*" (p. 19).

The manageable features are grouped in the same screen and can be accessed individually.

By enabling the **Manage this device** option, you can monitor BOX features for each device.

To see all available features for a specific device in the BOX network, select it from the **Family** list.

4.2.1. Management of Windows devices

Local Protection

An extra layer of security through the Local Protection module is offered to Windows devices. The module uses the On-access scanning and Active Threat Control Bitdefender technologies to offer complete security solution for all the areas of your system and can be enabled only if no active antivirus solution is detected.

To enable Local Protection:

- Tap the ≡ icon in the Bitdefender BOX app and tap **Devices** on Android, or tap the ⊞ icon on iOS.

- Select the Family device you want to manage.

- Tap **Belongs to**.

- Use the corresponding switch to enable the **Local Protection** option.

- Activate **Local Protection** by following the Pending activation instructions.

  NOTE

  Before enabling Local Protection, remove any antivirus solution installed on that device. The feature will stay disabled until you do.

The Local Protection module includes:

- **On-access scanning** – ensures real-time protection against malware by scanning all accessed files.

- **Active Threat Control** – monitors the applications running on the system looking for malware-like actions. Each of these actions is scored and an overall score is computed for each process. When the overall score for a process reaches a given threshold, the process is considered to be harmful and it is blocked automatically.

The Local Protection module is compatible with Windows 7, Windows 8, Windows 8.1, and Windows 10.

System

Outdated operating systems can slow down the activity of your system and expose your data to potential violation from cyber-criminals.

The ■ icon shows that critical updates are available and they should be installed as soon as possible.

The action can be done remotely from the Bitdefender BOX app.

Passcode (iOS)/Password strength (Android)

Strong passwords can prevent devices from unauthorized physical access. A strong password should include uppercase and lowercase letters, numbers, and special characters (such as #, $, or @).

The status for each user can be:

● **Not set** - indicates that no password is set to protect the monitored device. You should set one as soon as possible.

● **Set** - indicates that a strong password is already set to protect the monitored device.

Passwords cannot be changed remotely from the Bitdefender BOX app.

Vulnerabilities

Outdated applications can risk compromising personal data. The Vulnerabilities module identifies such apps and recommends the best way to fix any breach.

A counter ❶ icon showing the total number of issues that need your attention is displayed in the **Device info** screen.

Vulnerabilities cannot be fixed remotely from the Bitdefender BOX app.

Free Space

Temporary system files and browser cache can slow down the system. To ensure maximum speed, you are recommended to delete unimportant information to make room for necessary system updates. Tap **Clean up** in the **Free Space** window to start the cleaning process.

Space can be cleared remotely from the Bitdefender BOX app.

4.2.2. Management of Mac OS X devices

Local Protection

An extra layer of security through the Local Protection module is offered to Mac OS X devices. The module protects against infected files and automatically attempts to block or remove them. If the operation cannot be completed, you will be notified and provided with the option to manually delete the file.

System

Outdated operating systems can slow down the activity of your system and expose your data to potential violation from cyber-criminals.

The ■ icon shows that critical updates are available and they should be installed as soon as possible.

The action can be done remotely from the Bitdefender BOX app.

Passcode (iOS)/Password strength (Android)

Strong passwords can prevent devices from unauthorized physical access. A strong password should include uppercase and lowercase letters, numbers, and special characters (such as #, $, or @).

The status for each user can be:

🔴 **Not set** - indicates that no password is set to protect the monitored device. You should set one as soon as possible.

🟢 **Set** - indicates that a strong password is already set to protect the monitored device.

Passwords cannot be changed remotely from the Bitdefender BOX app.

Free Space

Temporary system files and browser cache can slow down the system. To ensure maximum speed, you are recommended to delete unimportant information to make room for necessary system updates. Tap **Clean up** in the **Free Space** window to start the cleaning process.

Space can be cleared remotely from the Bitdefender BOX app.

4.2.3. Management of Android devices

Local Protection

Along with the protection offered by the BOX network, the BOX agent installed on your Android devices provides complete security by scanning files for malware upon installation on the device. Whenever an infected file is detected on the device, you will be notified and requested to manually remove it. At the same time, a notification informing the network administrator on the event is sent in the Bitdefender BOX app.

Malicious apps cannot be removed remotely from the Bitdefender BOX app.

Passcode (iOS)/Password strength (Android)

Strong passwords can prevent devices from unauthorized physical access. A strong password should include uppercase and lowercase letters, numbers, and special characters (such as #, $, or @).

The status for each user can be:

🔴 **Not set** - set to protect the monitored device. You should set one as soon as possible.

🟢 **Set** - indicates that a strong password is already set to protect the monitored device.

Passwords cannot be changed remotely from the Bitdefender BOX app.

Location

It is annoying when you forget where your phone is located or misplace it, especially when your personal data can get into unknown hands. With the Bitdefender BOX Location feature you can remotely find or lock your device. In case you are in the unfortunate situation of not being able to find it, you can permanently erase all data remotely.

The Location feature offers the following:

Check current location - Displays your device's location on Google Maps. Aided by the networks in range, the precision of the location can be determined within tens of meters.

Wipe - Removes all personal data from the misplaced device. This means that the device will be restored to its default factory settings permanently removing all personal data from the device's internal memory.

Lock - Locks the missing device's screen. A numeric PIN, code, or pattern is requested to unlock it, if one has already been set.

Alarm - If the device is somewhere around the house or in the office, tap this command to make it play a loud sound. The sound will be played even if the device is in silent mode.

The lost device must be connected to the Internet to receive commands.

Commands can only be sent from the device with the Bitdefender BOX app installed.

Personal Hotspot

Using the data connection on your device, the Internet can be shared with devices that are nearby. This can be done using the Personal Hotspot through Wi-Fi, USB or Bluetooth, and only to a limited number of users. Using Personal Hotspot you may incur charges from your carrier. Contact your vendor for details regarding the cost.

The feature can be used only by enabling the Personal Hotspot on the cellular data plan.

When enabled, the application can inform you if the Personal Hotspot on the targeted device is enabled or not.

Data usage

When the managed device is close to reaching the set data limit, a notification is displayed in the Notifications center. If the limit is reached, the managed device will no longer be allowed to transfer data of the cellular network.

4.2.4. Management of iOS devices

Passcode (iOS)/Password strength (Android)

Strong passwords can prevent devices from unauthorized physical access. A strong password should include uppercase and lowercase letters, numbers, and special characters (such as #, $, or @).

The status for each user can be:

● **Not set** - indicates that no password is set to protect the monitored device. You should set one as soon as possible.

● **Set** - indicates that a strong password is already set to protect the monitored device.

Passwords cannot be changed remotely from the Bitdefender BOX app.

Personal Hotspot

Using the data connection on your device, the Internet can be shared with devices that are nearby. This can be done using Personal Hotspot through Wi-Fi, USB or Bluetooth, and only to a limited number of users. Using Personal Hotspot you may incur charges from your carrier. Contact your vendor for details regarding the cost.

The feature can be used only by enabling the Personal Hotspot on the cellular data plan.

When enabled, the Bitdefender BOX Agent can inform you if the Personal Hotspot on the targeted device is enabled or not.

Antitheft Protection

With the Bitdefender BOX Antitheft feature you can remotely lock your device and permanently erase all its data, in the unfortunate situation you cannot find it.

The Antitheft Protection feature offers the following:

Lock - Locks the missing device's screen. A numeric PIN, code, or pattern is requested to unlock it, if one has already been set.

Wipe - Removes all personal data from the misplaced device. This means that the device will be restored to its default factory settings permanently removing all personal data from the internal memory.

The lost device must be connected to the Internet to receive the commands.

Data roaming

Use data roaming to manage the data traffic on your Family devices while you are out of the country. The cost of roaming and the terms of data roaming usage depend on your type of Internet subscription with your mobile carrier and it is independent of the cost of the Bitdefender BOX product.

4.3. Private Line (VPN)

Basic protection outside-the-house is necessary, especially when devices connect to unsecure hotspots. Enable the Private Line feature and keep it active so you can ensure persistent protection for your devices even when they are outside the BOX network.

To enable the Private Line feature:

- Tap the ≡ icon in the Bitdefender BOX app and tap **Devices** on Android, or tap the ⊞ icon on iOS.

- Select the Family device you want to manage.

- Tap **Belongs to**.

- Use the corresponding switch to enable the **Private Line** option.

4.4. Activity report

The Activity report provides hourly statistics of the overall activity in the BOX network, constantly displaying a graph of the last 24 hours.

The report contains information about the active devices and the global web traffic in the BOX network.

The Activity report is displayed in the main screen of the Bitdefender BOX app and it shows info about: the daily BOX traffic, the number of active and connected devices at that specific time, and a chart that displays hourly traffic.

4.5. Notifications

Bitdefender BOX keeps track of important events that occur on the devices part of the BOX network, informs you and enables you to take actions.

Each event can be found in the **Notifications** center available in the Bitdefender BOX app's menu.

To quickly tell them apart they are designed to include:

• a device icon and user name

• a short description of the event

• elapsed time since occurrence

Depending on their type, notifications can be:

• **Informative** – notifies about blocked websites and confirms completed activities or tasks.

• **Require intervention** – notifies when important actions should be performed.

For more details tap the notification and follow the instructions, if available.

If you read a notification and want to postpone an action for a later date, tap **Back**.

Depending on the operating system used, the following notifications can be generated:

Informative

• **Cleanup done** - confirms that the cleanup process enabled by the **Free space** feature has been completed.

• **Web alert** - is displayed each time a dangerous website is detected and blocked.

• **Dangerous app blocked** - is displayed each time a dangerous app is blocked on one of the managed devices.

• **Dangerous app uninstalled** - is displayed when a dangerous app is detected and removed.

• **BOX is up to date** - confirms that a BOX update has been performed successfully.

• **Device is up to date** - confirms that critical updates have been installed.
This notification appears after the device has been rebooted in order to replace the files brought by the update.

- **Local Protection available** - is displayed when another security solution is detected on devices that support Local Protection.

- **Dangerous file blocked** - is displayed each time a dangerous file is blocked by the Local Protection module on one of the managed devices.

- **Attack blocked** - is displayed whenever an exploit is blocked by the Local Protection module.

- **Vulnerability detected** - is displayed each time a vulnerability has been detected on the devices protected by Bitdefender BOX.

Require intervention

- **New device** - is displayed each time a new device connects to your BOX protected network.

- **BOX update is available** - is displayed whenever a new firmware update is available for Bitdefender BOX.

- **Update BOX configuration** - appears when the router has been changed (if BOX is used as a network device).

4.6. Updating BOX

Bitdefender BOX must be updated periodically so that the devices added to the network can benefit from improved protection and new features.

There are two types of updates:

- **Firmware update**. Updating the BOX software will make your Bitdefender device work more efficiently. The update can be installed as soon as it is available in the Notifications Center.

- **Application update**. An application update can improve the user interaction with the interface of the product and add new management features. When available, the update can be downloaded from App Store (Android users), or from Play Store (iOS users) similarly to any other application.

4.7. Recovery function

With all configurations in order, BOX performs its functions flawless. However, there are situations when BOX might encounter functionality issues and needs to perform a recovery.

The BOX recovery procedure is designed to allow the system to revert to a working condition in case of system malfunction and can be initiated in the following instances:

• a failed firmware update

• when BOX does not perform its functions correctly

In any of these cases BOX needs to be restored to a previous safe version. The process uses a backup image of your BOX saved after the initial setup.

The recovery process can be initiated:

• **automatically**
  If BOX can no longer perform its functions correctly, it will stop working and will notify you. Follow the steps provided in the notification screen to complete the recovery process.

• **on demand**
  If you notice that the BOX no longer performs properly, or if the product does not work as it should after configuration changes or upgrade, you can start the recovery process.

To run an on-demand recovery:

• Tap the ≡ icon in the Bitdefender BOX app, then tap **Settings** (on Android), or tap the ⚙ icon (on iOS).

• Choose **BOX recovery** (on Android), or **Recovery** (on iOS). Follow the wizard steps and wait for the process to finish.

NOTE

Do not unplug BOX during the recovery process.

4.8. Removing BOX from your network

Bitdefender BOX is a complex hardware-software security solution that does not have a simple "uninstall" option. If you decide not to use BOX anymore, a few steps are required.

To remove BOX from your network:

• Tap the ≡ icon in the Bitdefender BOX app, then tap **Settings** (on Android), or tap the ⚙ icon (on iOS).

- Choose **Remove BOX**.
  Wait for the uninstall process to finish.

- Disconnect the hardware BOX component from the power source (power outlet or router).

The Bitdefender BOX app will revert to its initial configuration.

You can delete the application from your device, as follows:

- **On Android** - press the **B** icon and hold down for a few seconds. Drag the icon over the Uninstall option and confirm.

- **On iOS** - press the **B** icon and hold down for a few seconds. Tap **X** at the top right-hand corner of the icon and confirm.

The Bitdefender BOX app will be removed from the respective device and all devices that were visible in your BOX network will not be manageable anymore.

If you want to reuse BOX, you must reconfigure it according to your situation, as described in the section "*Set up BOX*" (p. 6).

After restoring BOX to the default factory configuration, your router will resume its normal networking functions. The router will reboot during the process and the Internet connection will be briefly interrupted.

If BOX was used as a standalone Wi-Fi router, your Internet connection will be unavailable after removal.

NOTE

If there is an error in the removal process, contact the technical team "Contact us" (p. xxxviii).

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5. How to

5.1. How can I add a new device to the Family devices list?

When a new device connects to the BOX network you will receive a „New Device Found" notification which can be accessed in the New section in the app. You can either access the notification or you can set up the device from the Guest list later on.

To add the device to the Family list:

- In the Bitdefender BOX app tap the ☰ icon, then tap **Devices** (on Android), or tap the 🔳 icon (on iOS).

- Choose **Guest**.

- Tap the name of the device you want to add into the Family list.

- Tap **Belongs to**, then tap **Family**.

- Enable the **Manage this device** option to start monitoring the device.

Once you enable the **Manage this device** option, you will receive a pop-up notifying you that the feature is pending activation. The feature will become active once the Bitdefender BOX Agent is installed on the device you wish to manage.

The device user will receive an invitation to install the Bitdefender BOX Agent as soon as he tries visiting any webpage online.

For iOS devices, the Bitdefender BOX Agent is a small configuration profile that will be displayed in the iOS Settings > General > Profiles.

5.2. How can I change my Bitdefender account password?

If you are logged in the Bitdefender BOX app and wish to change the password:

- In the Bitdefender BOX app tap the ☰ icon (on Adroid), or the ⚙ icon (on iOS).

- Tap on the email address you used for the account.

- Tap **Log Out**, then tap **Yes**. The **SIGN IN** screen appears.

- Tap the ⑦ icon next to the PASSWORD field.

Type the email address you used to sign in and access your email inbox, and then select **SEND**.

Follow the instructions to reset your password.

5.3. How can I update the firmware on my BOX?

Whenever a firmware update is available, you will receive a notification in the Bitdefender BOX app. Tap it and follow the on-screen instructions.

You can also allow automatic firmware updates. To do this:

• In the Bitdefender BOX app tap the ☰ icon, then tap **Settings** (on Android), or tap the ⚙ icon (on iOS).

• Tap on the **Firmware Version** field.

• Enable the **Automatic Updates** option using the corresponding switch.

5.4. How can I update the Bitdefender BOX app?

Whenever a new update is available for the Bitdefender BOX app, you will receive a notification on your device. Access the store and update the app to benefit from the latest changes and improvements.

5.5. I have a new router, how can I continue to use my BOX?

If you need to change your current router and BOX is connected to it as a network device, follow these steps:

1. Disconnect BOX from the current router.

2. Configure your new router for your home network, and then connect the BOX.

3. Connect the smartphone with the Bitdefender BOX app to the new router's Wi-Fi network and open the app.

4. The "Update BOX configuration" notification appears. Tap the notification then tap **Fix** so BOX will attempt to fix this issue. If this cannot be fixed automatically, follow these steps:
   a. The setup app will display your router's admin control panel and you will need to log in with your credentials.

b. While successfully logged in, you need to disable the DHCP (dynamic IP address) Server on your router, as guided in the app menu and save the changes on your router.

c. Next step in the app will advise you to manually reboot your router. After reboot wait until it restarts before pressing "Done rebooting my router" in the app.

d. Use the app to finish process.

5.6. How can I change the name and password of the BOX network?

This can only be performed if BOX is set up as a standalone router.

To change the name and password of the BOX network:

- In the Bitdefender BOX app tap the ≡ icon, then tap **Settings** (on Android), or tap the ⚙ icon (on iOS).

- Tap **Network Settings**.

- Type the new name of the network and a new passwod.

Once the changes are applied, all the wireless devices will be disconnected from the network. They can be reconnected by using the new network credentials.

6. Handling and Safety Tips

The BOX unit and its accessories must be handled with care. Consider the following recommendations when using BOX:

• Keep BOX away from fire, heating sources, sources of liquid, or wet locations. In case you spill liquid or food on it, unplug BOX from the power source, wipe it clean, and then plug it back. The software application will resume its normal activity as soon as you reopen it.

• Do not place large or heavy objects on top of BOX to avoid breaking or crushing it. Avoid placing BOX near large pieces of furniture.

• Do not keep the hardware component of BOX upside down (with the B letter downwards) or on its side.

• Do not force cables into the BOX ports. Make sure that the cables match the ports and that you place them in the port correctly in relation to the port.

• Do not use the power adapter or micro USB cable that came with BOX if they are broken or damaged because the unit may be damaged as well. For solutions, contact your reseller or the Bitdefender support team as described in the section "Contact us" (p. xxxviii). In case you lose the micro USB cable that comes with the BOX, you can replace it with any micro USB cable with a similar plug. Do not force mini USB cable with larger plugs into the BOX micro USB port.

• In case of malfunction, do not attempt to open, dissemble, or repair the hardware component of the BOX by yourself. You are recommended to contact your reseller or the Bitdefender support team using the resources described in the section "Contact us" (p. xxxviii).

• A replaced BOX unit will need recovery. For more details, refer to the section "*Recovery function*" (p. 31).

• Some features for mobile devices, such as Location, Data roaming, Data usage, or Personal Hotspot, depend on your plan and on the Wi-Fi coverage in some areas. These features may not be available in all areas and may provide inaccurate or incomplete results if used when the coverage is poor.

Contact us

Whether you are looking for information about Bitdefender BOX that couldn't be found in this Guide, you need to report a situation, or simply wish to contact us with feedback, visit our dedicated Support web page http://www.bitdefender.com/box/faq.html. Here you can find answers to most frequently asked questions, or you can use our **Feedback** form which you can fill in whenever you need and our support team will answer your questions and assist you in a timely manner.

If you need to talk with one of our technicians, you can give us a call at (+1)800 804 4602, or drop us an email at boxsupport@bitdefender.com.

For more information about the Bitdefender products, access our official web page: http://www.bitdefender.com.

If you have any suggestions regarding the content of this User's Guide, send us your feedback at documentation@bitdefender.com.