

# NQ Mobile Security

## Frequently Asked Questions (FAQs) for Android

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### Introducing Mobile Security

NQ Mobile Security protects your mobile device against viruses and malware, while keeping your system running at optimum speed.

### Key Features

Mobile Security offers:

- **Mobile Security** – Our unique cloud-based solution prevents malware, viruses, spyware, Trojans, and more. It scans every application you download in real-time to prevent hacking and phishing.
- **Privacy Protection** – Prevents applications from accessing your private information. It protects your personal and financial data with anti-hacking and anti-eavesdropping features.
- **Anti-Theft Protection** – Remotely locates and alarms your phone when your report it missing. It allows you to remotely lock or wipe any information on your lost phone so your data remains safe, even if your device is gone for good.
- **Backup and Restore Features** – Safely and seamlessly stores your contacts so you can remotely access them--anytime, anywhere.
- **Device Management and System Optimization** – Helps you manage data usage so you don't go over your plan's limits. It also optimizes your system's performance with one click.

### Download and Installation Questions

#### How do I download Mobile Security?

You can download NQ Mobile Security using your phone or your PC. Here's how:

##### For Android users:

Download NQ Mobile Security on **Google Play** (formerly the **Android Market**) at <https://play.google.com/store/apps/details?id=com.nqmobile.antivirus20&hl=en>

To download NQ Mobile Security on your PC, go to: <http://www.NQ.com>

Your download speed depends on your data plan and network connection.

**Tip:** Make sure you don't have other apps installed that perform similar functions. They often conflict with Mobile Security and cause performance issues.

#### Why can't I download NQ Mobile Security?

If you're having trouble downloading NQ Mobile Security, check:

- The free space on your device: The latest NQ Mobile Security application requires about 3M to install.
- Your network connection.

#### Why won't NQ Mobile Security install on my phone?

If you're having trouble installing NQ Mobile Security on your phone, make sure you downloaded the right installation package for your device. If it's correct, try reinstalling the app.

**Comment [1]:** Pls. doublecheck my links.  
Savage, Michelle

If you're still having trouble, contact us at [customersupport@nq.com](mailto:customersupport@nq.com). Be sure to tell us what error messages you received and what kind of device you're using.

If you don't have the right installation package for your phone, [visit our website](http://www.nq.com) (www.nq.com) to find the correct one. To request support for a new platform or device, contact us at [customersupport@nq.com](mailto:customersupport@nq.com).

### Why can't I open NQ Mobile Security?

If you can't open NQ Mobile Security (but can see the app's icon on your phone), check the following:

- Do you have enough memory or free space on your device? (You need about 2.9MB to run NQ Mobile Security.)
- Do you have similar apps installed? (You might need to remove them to use NQ Mobile Security.)

If you answered **No** to both questions:

1. Remove the current NQ Mobile Security application.
2. Download/install NQ Mobile Security again.

If you don't see the app icon on your phone, please reinstall the latest version of NQ Mobile Security.

## Subscription Details

### How much does it cost to upgrade to a Premium subscription?

The Premium cost varies, based on your region. Our system will tell you the price during the upgrade process.

### How do I upgrade my subscription to Premium?

You can upgrade to Premium from your PC or mobile device.

To upgrade to Premium from your PC, go to the [Payments page](#). Choose a monthly, quarterly or yearly premium subscription option and follow the instructions.

After you complete your upgrade, you'll need to activate your Premium subscription. Here's how:

1. Open **NQ Mobile Security**.
2. Go to **Premium Zone > Upgrade to Premium**
3. Click **Yes** and follow the steps to complete your activation.

### Why can't I upgrade to a Premium subscription?

If your upgrade isn't working, check your network connection. If you suspect that your connection is unstable, move to a place with a stronger signal or switch to a stronger, more stable Internet access point.

Here's how to change your access point:

1. Enter the application
2. Click **Menu > Settings > Wireless & Network > Access Point**.

If you're still having trouble with your upgrade, contact NQ Mobile at [customersupport@nq.com](mailto:customersupport@nq.com). Be sure to share any error messages you received and tell us the type of device you're using.

### Why do some features not work after upgrading?

You should have access to all of your NQ Mobile Security features after you upgrade (and more). If you don't have full access, contact NQ Mobile at [customersupport@nq.com](mailto:customersupport@nq.com). Be sure to tell us:

- Any related error messages you received
- Your NQ Mobile Account ID or your phone's IMEI code

## How do I know what my account ID is?

1. Open NQ Mobile Security on your device.
2. Tap **Upgrade to Premium / Premium Zone > Premium Benefits > Account**
3. You'll see your account ID

## How do I know what my phone's IMEI code is?

Your IMEI code is a 15-digit serial number that is unique to your phone. Type **\*#06#** on your phone to see your IMEI code.

## Virus/Malware Questions

### How do I scan for viruses?

To scan your phone for viruses:

1. Open **NQ Mobile Security**.
2. Go to **Anti-virus**.
3. Click the **Scan Type** to run.

### Why does scanning take so long or freeze halfway through?

If your device takes a long time to scan or freezes in the middle of a scan, here's what to do:

- Check that you have sufficient space on your phone. Scanning requires free space to run properly.
- Make sure you don't have other apps installed that perform similar functions. They often conflict with NQ Mobile Security and cause performance issues.
- Check to see if the scan always freezes while scanning the same file. If it does, try manually removing that file and scanning again

### How do I set up a scheduled scan?

1. Open **NQ Mobile Security**.
2. Go to **Menu > Settings > Anti-virus > Regular Scan**.
3. Set the scan schedule. NQ recommends scanning once every 7-15 days.

### Does NQ Mobile Security scan compresses (zip and rar) files?

NQ Mobile Security saves battery power by not scanning compressed files. However, if you decompress these files, we'll scan them with real-time protection immediately.

### What should I do if my phone has a virus that NQ Mobile Security cannot detect?

NQ updates its virus database continuously to make sure you're protected from the latest emerging threats. If you suspect that your phone has a new virus or malicious file, please send it to us by email at <mailto:customersupport@nq.com>. We'll have our security experts analyze the file and let you know if it turns out to be malicious. We'll get back to you if there is any result.

### Is my phone safe if scanning doesn't detect anything?

Scanning with an updated NQ Mobile virus database keeps your device safe from all known viruses and malware.

### What is Virus Broadcast?

Virus Broadcast brings you information about the latest threats as they're discovered. This doesn't mean that your phone is infected with these files—it just means you're protected from them.

## Updating Questions

### How do I update my virus database?

To update your virus database:

1. Open **NQ Mobile Security**.
2. Tap **Anti-virus**.
3. Tap **Update Database**.

### What should I do if my virus database doesn't update?

If your virus database isn't updating, check your network connection. If you suspect that your connection is unstable, move to a place with a stronger signal or switch to a stronger, more stable Internet access point. Here's how to change your access point:

1. Enter the application
2. Click **Menu > Settings > Wireless & Network > Access Point**.

If you're still having trouble updating your virus database, contact NQ Mobile at [customersupport@nq.com](mailto:customersupport@nq.com). Be sure to share any error messages you received and tell us the type of device you're using.

### How often should I update my virus database?

It's important to keep your virus database updated to maintain the highest level of protection. Users with a Premium subscription get automatic updates. For other users, NQ Mobile recommends updating daily.

### How do I set up Auto-update for my virus database?

Upgrade to a Premium subscription to get automatic updates, as well as other great Premium features, such as:

- Anti-theft/Anti-loss
- Anti-eavesdropping
- Financial data protection.

### How much does it cost to update my virus database?

Premium members get automatic virus database updates for free. Basic members pay for updates based on local subscription agreements.

## Questions about the Anti-theft Feature

### What does the Anti-theft/Anti-loss feature do?

Anti-theft/Anti-loss gives you remote (SMS) commands that you can send to your phone to help protect against financial losses and privacy leaks if your phone is lost or stolen. You can use the Anti-theft/Anti-loss feature to track down your phone, make it sound an alarm, or wipe all of your personal data off of it.

### What is my reporting number?

If your phone is stolen, the thief might try to insert a new SIM card and use it with a new number. Whenever your phone's SIM card is swapped, the Anti-theft feature sends an alert message to your reporting number with your phone's new number.

**Tip:** Be sure to use a good friend or family member's number as your reporting number.

### How do I set up my reporting number?

You should receive a notification about setting up your reporting number the first time you open the **Anti-theft** feature.

If you want to set up your reporting number later, enable the **Anti-theft** feature anyway. It'll prompt you to set up your Anti-theft password and your reporting number so you don't forget.

### How do I change my reporting number?

You can change your reporting number in the **Anti-theft** settings.

### How does Anti-theft work if my phone is lost or stolen?

NQ Mobile Security allows you to sound an alarm, locate and lock your phone, and delete data remotely if your phone is lost for good. **Anti-theft** uses remote (SMS) commands that you can send to your phone. However, these commands work only if **Anti-theft** is already enabled, so make sure you turn it on.

If your phone's SIM card is swapped, **Anti-theft** still offers protection. Just be sure to send the commands to the phone's new phone number. Remember, your phone's new number should be sent to your reporting number.

### What remote SMS commands can I use? How do I send remote commands?

Anti-theft includes the following remote (SMS) commands:

Command (Send this command to your phone)	Details
Locate*Anti-theft password*	Your phone will send you a text message with a link to its current location.
Lock*Anti-theft password*	Locks your phone until the Anti-theft password is used.
Delete*Anti-theft password*	Deletes private info on your phone, including contacts, messages, pictures, videos, and more.
Alarm*Anti-theft password*	Forces your phone to sound an alarm that rings for one minute or until your Anti-theft password is entered.

**Tip:** Your phone must be turned on for these commands to work.

### How do I change my Anti-theft password?

To reset your Anti-theft password:

1. Open **Mobile Security**.
2. Go to the **Anti-theft** settings.
3. Change your password. You'll need your current password to do this.

### How do I reset my Anti-theft password?

Send a SMS command reset\* to the lost phone. You will receive an auto-assigned password on the reporting/trust phone later. If you forget both the original password on the lost phone and the reporting phone number, you have to reinstall the app to set the new anti-theft password.

### I forgot my reporting number, how to get it back?

If you lost your reporting number and your phone is NOT lost, it's easy to find the reporting number. Here's how:

1. Open **NQ Mobile Security**.
2. Go to the **Anti-theft** settings.
3. Check your reporting number.

**Tip:** Be sure to set a phone number you can easily remember, and tell the owner of reporting phone number that you used this number.

If you lost your reporting number and your phone IS lost,

1. Remotely send the "delete your data" command under your Anti-theft Premium features list. This will delete all your important and private information immediately.

### Why isn't my location accurate?

The application assesses the location through both GPS and cell phone tower output (Google Maps). GPS accuracy is affected by a number of factors, such as satellite positions, and is typically "off" by 500 -1000 meters.

## Questions about the Privacy Advisor feature

### What is Privacy Advisor?

Privacy Advisor includes our anti-eavesdropping and Privacy Report features:

- Anti-eavesdropping protects your calls from eavesdroppers.
- Privacy Report gives you a comprehensive report of which apps have permission to access the various areas of your device, and instructs you to uninstall them if they're suspicious. You can choose to uninstall or not—we just provide recommendations.

## Questions about Contacts Backup

### How do I back up my contacts?

To access the Backup Contacts function, create a new NQ space account or input an existing NQ space account and then back up your existing contacts.

**Tip:** You can also check the backup contacts by visiting NQ space from your PC or mobile device at <http://i.nq.com>

### Why did I fail to create a user name?

If you think the error was due to the unstable network, please access the application later and try to set up the account again when a more stable network is available. Your user name is your email address.

### How do I recover my forgotten user name?

If you forget your user name, you'll need to reset your user name and password, and then back up your contacts again.

### How do I recover my forgotten password?

To retrieve your password:

1. Enter NQ Mobile Security.
2. Click **Contacts backup log in--Forgotten password**.
3. Enter your user name (an email address that you entered before) and security passcode
4. We'll send a message to your mail box. Click the link to reset your password. If you're using your phone number, please check your SMS verification code.

### Why wasn't I able to back up and restore my contacts?

If you weren't able to back up your contacts, sure you have a good Internet connection and that you entered the right user name and password. Also, not enough free space could also contribute to the backup/restore failure.

### Can I restore my contacts after switching to a new phone?

Yes. Please install NQ Mobile Security on your new phone and restore your contacts by entering your existing user name and password.

## Firewall Questions

### What does a firewall do?

NQ Mobile Security protects your devices against malware while you connect to the Internet.

### How do I allow or block my apps' connection to the Internet?

1. Open the NQ Mobile Security app.
2. Tap **Network Manager**.
3. Tap **Firewall**.
4. To find an app, click the icon behind the app name.

### Why is the Internet site I visited blocked?

If you were blocked by the firewall when trying to access an Internet site through an application, it's possible that the program is set to deny access to the Internet. To solve this problem, you can change the application's settings to enable Internet access. Here's how:

1. Open the NQ Mobile Security app.
2. Tap **Network Manager**.
3. Tap **Firewall**.
4. To find an app, click the icon behind the app name.

### Network Manager Questions

#### Why does my Network Manager show different traffic usage data from my phone bill?

Your Network Manager might be inconsistent with your phone bill for one of these reasons:

- Your mobile phone provider calculated the monthly data consumption based on a different cycle time.
- The system time of your cell phone is different from a standard one.

To solve this problem, here's what to do:

1. Calibrate your used traffic.
2. Set up the traffic renewal date.

**Note:** Our Network Manager displays records from the latest 3-month period.

#### Why does the traffic manager show 00mb?

The network manager monitors data usage from your carrier's data network, such as 3G. If you only used Wi-Fi, the traffic manager will show 00mb.

### Questions about Uninstalling NQ Mobile Security

#### How do I uninstall NQ Mobile Security?

Directly remove it from your device menu or find the application:

**Menu > Settings > Applications > Manage applications.**

#### Why can't I remove the application from my phone?

We'd love to hear your feedback on why you decided to uninstall our application. Your feedback is extremely important to us to make future improvements. Please email your feedback to [customersupport@nq.com](mailto:customersupport@nq.com)

This failure may be due to incomplete installation of the application. Try to reinstall the application to replace the current one, and then remove it again from your phone.

### Other Questions

#### Why is my phone slow?

The most probable causes are:

1. You have insufficient memory. We strongly recommend that you remove/close applications that you don't use often to free up your phone's memory space. This will help improve your phone's performance.
2. Your phone is infected by malware, such as viruses or Trojans. Please install the latest NQ Mobile Security application, update the virus database, and run a full scan of the phone to remove any potential mobile threat.

#### What should I do if I can't find a compatible version for my phone?

Thank you for your interest in NQ Mobile products. Please send us a note with your phone's model and the application you'd like to install at [customersupport@nq.com](mailto:customersupport@nq.com). We'll share your request with our product development team and make our best effort to release a version for your phone in the near future.

#### Do I have to pay for Premium service again if I change to a new phone?

If you switch to a new phone and download the NQ Mobile Security application on the phone, the system will generate a new NQ Mobile Security account ID and ask you to pay for the Premium service again. To continue enjoying your paid service on your new device without additional charges, please contact us at [customerupport@nq.com](mailto:customerupport@nq.com) and provide the following information:

- Your old phone IMEI code:
- Your new phone IMEI code:

We'll transfer your Premium service from your old device to your new one.

**Note:** Your IMEI code is a 15-digit serial number unique to your phone. Type **\*#06#** on your phone and you'll see your IMEI code.