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For support regarding Trend Micro Mobile Security for Android, go to:


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Trend Micro Mobile Security – Quick Overview

**Trend Micro™ Mobile Security for Android™** (10.0) provides comprehensive protection for smartphones and tablets so you can enjoy your digital life safely. It safeguards against malicious apps, fraudulent websites, and identity theft, and includes performance-boosting tools. Also, it secures your data by allowing you to find, lock, or erase your device if it’s lost or stolen. Installing easily from the Google Play Store onto your Android smartphone or tablet, Trend Micro Mobile Security provides the following essential features (Red = updated or new; Free = F; Paid = P):

**Mobile Security Console. Refreshed User Interface.**
- **Security Scan.** Remove apps with security, vulnerability, or privacy issues. Stop installation of fake banking apps and install the real ones. **Pre-Installation Scan** alerts the user of bad apps and malware on Google Play before they’re installed. (F, P)
- **SafeSurfing.** Protects you from explicit or unwanted websites in browser apps, apps with in-app browsing, and instant messengers. (P)
- **Wi-Fi Checker.** Alerts you of unsecured or suspicious Wi-Fi hotspots showing sign of interference. (P)
- **System Tuner.** Optimize your device’s Battery and Memory use. Just-a-Phone Mode and Smart Power Saver. Shortcut for quick tuning. (F, P)
- **App Manager.** Save valuable storage space by viewing Apps by usage, uninstalling rarely used and unused Apps and Setup Files. (P)
- **Parental Controls.** Lock Apps from kids’ use or filter inappropriate websites. Uninstall protection protects Mobile Security from unauthorized uninstallation. (P)
- **Social Network Privacy.** Fix your Facebook™ privacy settings and protect from ID or data theft. (F, P)
- **Call Blocking.** Block and disconnect annoying calls from unknown numbers. (P)
- **Lost Device Protection.** With the online portal, locate a lost device, trigger an alarm, remotely lock, or even wipe your device to protect your personal information. **Secret Snap** takes a photo of whoever’s found or stolen your device after a specified number of failed attempts to log into it. (P)
Chapter 1: Introducing Trend Micro™ Mobile Security

This chapter introduces you to Trend Micro™ Mobile Security 10.0 for Android. The topics discussed in this chapter include:

- Key Features
- System Requirements
- Incompatible Software
- Internet | 3G-4G Connection
- Recommended Environment
- Target Market
- Availability
- Contacting Trend Micro
Key Features

All features of Trend Micro Mobile Security for each platform are available during the Free Trial. Various free functions are always available regardless of Trial or Premium status. Free Trial availability and details are described within the app. Premium licenses can be purchased within the app, or by logging into your Trend Micro Account and assigning an available seat. (Red = updated or new.)

Table 1. Trend Micro Mobile Security (10.0) for Android (1 of 2)

<table>
<thead>
<tr>
<th>Android Security Features</th>
<th>Free</th>
<th>Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Security Console: Refreshed User Interface</strong> – Provides easy access to all functions</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Security Scan: Enhanced Scanning Engine</strong> – Enhanced scanning engine provides superior virus, vulnerability, and privacy protection for your device.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Security Scan: Real-time Scan</strong> – Scans apps you download and install to filter out viruses and malware that can steal your information and cost you money.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Security Scan: Pre-Installation Scan</strong> – Alerts you of viruses and malware before they’re downloaded and installed.</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>Security Scan: Trusted Apps</strong> – Create a list of trusted apps that do not need to be scanned.</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>Security Scan: Updates</strong> – Unlimited updates to virus protection files.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Security Scan: Cloud</strong> – Cloud scan connection ensures continuous protection.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Security Scan: Fake Banking Apps</strong> – Mobile App Reputation helps you stop the installation of fake banking apps and install the real ones instead.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Security Scan: Malware / Ransomware Cleaner</strong> – Removes malware and ransomware from your device</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Security Scan: Privacy Scanner</strong> – Detects spyware by scanning all apps with Mobile App Reputation to identify ones that collect and potentially steal private information.</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>SafeSurfing</strong> – Protects you from inappropriate or unwanted websites when you are using a browser app or apps that offer in-app browsing. Enables a high-performance local VPN for a wider selection of app protections.</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>Wi-Fi Checker</strong> – Protects you from unsecured or dangerous Wi-Fi hotspots.</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>System Tuner: Memory Status and Optimizer</strong> – Helps free up memory and CPU to maximize performance. Shortcut for quick tuning.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>System Tuner: Battery Optimizer</strong> – Maximizes your battery’s life.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>System Tuner: Just-a-Phone</strong> – Turns off power-draining features and apps.</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Table 2. Trend Micro Mobile Security (10.0) for Android (2 of 2)

<table>
<thead>
<tr>
<th>Android Security Features</th>
<th>Free</th>
<th>Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Tuner: Auto Just-a-Phone / Auto Power Saver</strong> - Turns off power-draining features and apps automatically.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>System Tuner: Smart Power Saver</strong> - Intelligently manages and disables the network connection when it is not in use to maximize the battery life.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>App Manager</strong> - Saves valuable storage space by showing you Apps by usage and size, letting you uninstall rarely used and unused Apps and Setup Files</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Parental Controls: App Lock</strong> - Locks Apps from use, requiring password, pattern, or PIN to open</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Parental Controls: Wi-Fi Filter</strong> - Filters inappropriate websites with age-based restrictions.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Social Networking Privacy</strong> - Scan your Facebook™ privacy settings to protect you from spying and identity theft.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Call Blocking</strong> – Filters unknown callers with whitelist and blacklist</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Lost Device Protection: Remote Locate / Alarm</strong> - Helps you find your devices on a Google map using GPS, cell towers, or Wi-Fi / Enables you to trigger an alarm on your device – even if it is in silent mode.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Lost Device Protection: Remote Lock / Wipe</strong> - Remotely lock your device (accessing the phone again will require that you insert your Trend Micro password or a unique unlock code). Perform a factory reset of the device from the web portal to erase all your personal data.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Lost Device Protection: Secret Snap</strong> - Takes a photo of whoever’s found or stolen your device after a specified number of failed attempts to log into it.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Lost Device Protection: SIM Card Protection</strong> - Automatically locks your device if the SIM card is removed (Accessing the phone again will require that you insert your Trend Micro password or a unique unlock code). Automatically locates your device when the following actions take place: SIM removal, SIM replacement, Phone Restart.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Lost Device Protection: Last Known Location</strong> - Automatically locates your device when the following actions take place: SIM removal, SIM replacement, Phone Restart.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Lost Device Protection: Low Power Location</strong> - Records the location of your device just before it runs out of power.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Uninstall Protection</strong> - Prevents unauthorized removal of the app.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Online Technical Support</strong> - Online forums, knowledgebase, and email.</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>
System Requirements

Table 3. Trend Micro Mobile Security 10 for Android - System Requirements

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Systems</td>
<td>Android OS 4.1 or later.</td>
</tr>
<tr>
<td>Device Space</td>
<td>50MB (minimum)</td>
</tr>
<tr>
<td>Memory</td>
<td>40MB-100MB Android (varies by device)</td>
</tr>
<tr>
<td>Other</td>
<td>3G/4G (LTE)</td>
</tr>
</tbody>
</table>

Incompatible Software

To identify software that you should remove from the device before installing Trend Micro Mobile Security, please refer to the following Web site:


Internet | 3G-4G Connection

Trend Micro Mobile Security uses a Wi-Fi Internet or 3G-4G connection for activating the program online, checking the expiration date, downloading updates, sending Trend Micro URL/web queries and logs to the portal, logging into the management portal, and browsing knowledge-based pages on the Trend Micro Web site.

3G-4G data connections fees are usually charged on a monthly basis, using a fixed allocation with an upper limit. If you exceed this limit, you will be charged additional fees for the amount of time connected or for the amount of data downloaded. Testers are therefore encouraged to use a Wi-Fi router-based connection to the Internet whenever possible.

Recommended Environment

This Product Guide assumes that you are using Trend Micro Mobile Security in conjunction with a PC or Mac, so you can log in to the Trend Micro Mobile Security Portal easily at http://www.trendmicro.com/LostDevice and review your Lost Device Protection settings and execute certain actions.

Target Market

Trend Micro Mobile Security is targeted to mobile users who wish to secure their Android and iOS smart phones and tablets from malicious applications, web threats to them and their family, unwanted calls and messages, and device loss.

Availability

September 12, 2018 – Google Play Store
Contacting Trend Micro

Trend Micro Incorporated
225 E. John Carpenter Freeway, Suite 1500
Irving, Texas 75062 U.S.A.
Phone: +1 (817) 569-8900
Toll-free: (888) 762-8763
www.trendmicro.com

Consumer Support Line

(800) 864-6027
Monday - Friday, 5:00AM - 8:00PM Pacific

Email and Chat Support

Paid users of Mobile Security may obtain free email, chat, and community forum support. For more information, contact eSupport at: www.trendmicro.com/support/home.

Premium Services

Trend Micro offers Premium Services for a wide variety of technical issues including installation, virus and spyware removal, PC Tune-ups, and more. For more information, visit www.trendmicro.com/support/home.
Chapter 2: Getting Started with Trend Micro™ Mobile Security

This chapter gets you started with Trend Micro™ Mobile Security. Topics discussed in this chapter include:

- Downloading and Installing Trend Micro Mobile Security from Google Play

**Note:** Trend Micro Mobile Security is also included with Trend Micro Maximum Security. To download the bundled software, users can simply launch the Trend Micro Maximum Security Console. A “Protect Another Device” link to the Mobile Security installer is available from the Console.

**Download and Install Trend Micro™ Mobile Security**

To download and install Trend Micro Mobile Security from Google Play:

1. Open your browser on your Android device and type www.trendmicro.com/mobilesecuritydownload.

2. This takes you directly to the Google Play Store page for Trend Micro Mobile Security & Antivirus.

3. Alternately, tap the Google Play Store icon on your Android device to load it. The Google Play Store screen appears.

5. **Trend Micro Mobile Security & Antivirus** will appear at the top of the **Apps** list.

6. Tap it to load the app. The **Trend Micro Mobile Security & Antivirus** install screen appears.

7. Tap **Install**. The **App Permissions** screen appears, indicating the access permissions **Trend Micro Mobile Security & Antivirus** needs on your device.

8. If you accept, tap **Accept**. **Trend Micro Mobile Security & Antivirus** downloads and installs.

9. When installation is complete, you’re presented with a screen to **Open** or **Uninstall** the app.

10. Tap **Open**. A **Privacy and Personal Data Collection Disclosure** notice appears.
11. Read the Privacy and Personal Data Collection Disclosure. If you agree to the terms, click Continue.

12. The Welcome screen appears, with links to the Trend Micro License Agreement and Privacy Policy.

13. Read the License Agreement and Privacy Policy by tapping the links. If you accept the terms of the license agreement and privacy policy, tap Accept and Continue.


15. At this point, various options to register, activate, or purchase Trend Micro Mobile Security are presented to you, depending on whether you’re a new or existing Trend Micro customer. Simply follow the screens to proceed.

16. The following instructions in this guide are tailored to Paid editions of Trend Micro Mobile Security.
Chapter 3: Exploring Trend Micro™ Mobile Security

This chapter provides an overview of Trend Micro Mobile Security (TMMS). Topics discussed in this chapter include:

- Overview of the Mobile Security Console
- Device Scan
- Security Scan (Includes Pre-Installation Scan)
- SafeSurfing
- Wi-Fi Checker
- System Tuner
- App Manager
- Network Protection
- Parental Controls
- Secret Snap
- Social Network Privacy
- Call Blocking
- Lost Device Protection
- Settings
- Mobile Security on your Android Tablet
Overview of the Mobile Security Console

Once installed, Trend Micro™ Mobile Security (TMMS) appears in your Applications list on your Android mobile device and a shortcut appears on the home screen of your device.

To use the Mobile Security Console:

1. Tap the Trend Micro Mobile Security icon on your mobile device and the Mobile Security Console appears.

2. Simply tap the Scan wheel for a device scan or a panel to access the Console functions. Tap, hold and scroll to see panels lower down in the Console function list.

3. For example, tap the Scan wheel to do a Device Scan. The scan begins. When done, it shows x Things to Fix. Tap to access the items.

4. Tap the respective alert panels to fix the item

5. In this example, we tap Allow Permissions. The Allow permissions screen appears.

6. Here, you’d continue by tapping Allow Notification Access, then the Mobile Security checkbox to enable notifications (not shown).

7. Proceed down through the list of Things to fix or tap Scan Again.
Security Scan

To use the Security Scan:

1. Tap the Security Scan panel in the Console. The Security Scan settings screen appears, with the Settings tab active by default.

2. Tap Scan Now to conduct a security scan. The Security Scan performs a combination security, vulnerability, and privacy scan and returns the result.

3. In the example shown, “Citibank” has been detected as a fake banking app, present on the device before Mobile Security was installed. Apps are also recommended for removal (or to trust).

4. Tap Uninstall to uninstall the fake app. A Details screen defines the security threats.

5. Tap Uninstall again. A popup will ask if you want to uninstall the app; tap Uninstall once more to uninstall it.

6. Tap the panel for Apps Removal Recommended to show the list of apps recommended for removal.

7. In the Removal Recommended list (not shown), check apps to Remove or Trust.
8. Back in the **Security Scan > Settings** screen, tap the **Settings** options to configure them. These include:

**Protection Strength.** Choose the level for alerts:
- **Low.** Receive alerts only for apps confirmed as fraudulent or dangerous.
- **Normal.** Receive alerts for regular daily use, without notifications about minor risks.
- **High.** Receive alerts for apps that show any signs of fraud or danger.

**Real-Time Scan.** Option is checked by default and provides a real-time scan of all downloaded apps.

**Pre-Installation Scan.** Disabled by default. Blocks malware from Google Play before it's installed. To enable, see the following section.

**Scan Memory Card.** This option, unchecked by default, checks the memory card for security threats.

**Scan Option.**
- **Scan all files** or
- **Scan only apps** (default)

**Trusted Apps.** Tap **Trusted Apps > App** then **Remove from the Trusted List** to remove an app from the list.
To enable the Pre-installation Scan:

1. Tap the Pre-installation Scan panel in the Security Scan > Settings screen. The Pre-installation Scan toggle screen appears.

2. Note that the Pre-installation Scan requires the Accessibility permission for Mobile Security to be turned on.

3. Tap the Pre-installation Scan toggle from Off to On. The Allow permissions screen for turning on Accessibility appears.


5. Scroll down the screen and tap the panel for Trend Micro Mobile Security. The screen to enable Mobile Security accessibility appears.
6. Note that **Accessibility Permission** is needed for SafeSurfing, Pre-installation Scan, and App Freeze.

7. Tap the toggle from **Off** to **On**. A dialog appears, describing the permissions needed for Trend Micro Mobile Security.
   - **Monitor your actions**
   - **Retrieve window content**.

8. Tap **OK**.

9. The **Permission Allowed** screen appears. The **Pre-Installation Scan** is now active. Apps downloaded from Google Play will now be automatically scanned for safety **before** they're installed.

10. Test the **Pre-Installation Scan** by downloading an Antivirus Test app from Google Play.

11. Enter “antivirus test” into the Google Play Search field.

12. When the search results appear, pick an antivirus test for download.
13. For example, tap **Test your antivirus**.

14. Mobile Security’s **Pre-Installation Scan** scans the app and presents a popup saying **Test your antivirus is dangerous**.

15. Do not install the app, as it presents dangers to your device.

16. Use the back-arrow on your device to back out of the Install screen.

---

**Updates and History:**

1. Tap the **Update** tab in the **Virus Scanner** screen. The **Update** options appear.

2. Tap the **Update** button to manually update the pattern file. **Mobile Security** updates. If **Automatic Scan** is checked, a scan is conducted after an update.

3. Various check **Auto Update**, **Auto Updates require Wi-Fi**.

4. Tap **Auto Update Schedule**.

---

**Figure 34. Test Your Antivirus is dangerous**

**Figure 35. Security Scan > Updates**

**Figure 36. Security Scan > History**
5. A popup appears, letting you choose the Update Interval: Daily, Weekly, or Monthly.

6. Tap the History tab, then the Security Scan or Updates panels to obtain a history of threats found or updates conducted.

7. Select individual items in either the Security Scan or Updates History, then tap the Trashcan > Delete to delete them.
SafeSurfing

Mobile Security’s SafeSurfing protects from explicit or unwanted websites when using a browser app, apps that offer in-app browsing, and instant messengers. For some apps, SafeSurfing turns on a local VPN that won’t slow down bandwidth performance. To use SafeSurfing, first enable the Accessibility option for Mobile Security in your phone settings. In this example, the function is already turned on. (See Pre-Installation Scan section.)

To use SafeSurfing:

1. Tap SafeSurfing in the Mobile Security Console. The SafeSurfing screen appears, with the dial showing Protection On in this example.

2. Tap Protection Level to set the level of protection you want:
   - Low. Blocks only sites confirmed as fraudulent or dangerous.
   - Normal. Provides balanced protection without blocking minor risks.
   - High. Blocks sites showing any signs of fraud or malicious software.

3. Supported Apps. Check the apps that should notify you of suspicious links.

4. VPN Supported Apps. Check the apps that should notify you of suspicious links, then tap the toggle to On.

5. A dialog appears, asking permission to set up a local VPN. Tap OK to monitor network traffic for these apps using the local VPN.
6. When you’re done using these apps, you can turn off the local VPN that’s monitoring the network traffic of these apps from the Android pull-down notification menu.

7. Tap “VPN is activated by Mobile Security.” A popup appears, showing the VPN is active for SafeSurfing.

8. Tap Disconnect to disconnect from the VPN, Cancel to cancel the dialog, or Configure to return to the SafeSurfing Configuration menu.

9. Note that when the local VPN is On the icon at the pointer is darkened in the SafeSurfing Protection dial.

10. Select Exceptions & History to view these additional options.

11. Tap Blocked List or Approved List to remove or add websites to either list.

12. When adding sites, an Add popup appears for you to enter the Name and Website URL, then tap Save.
13. When removing sites, tap the **Blocked** or **Approved List** panel, then select the site you wish to remove in the list, then tap the **Trashcan > Delete**. If you tap the **Trashcan** without selecting any sites, you can delete all sites at once.

14. If you browse to a site in the **Blocked List**, you’ll be presented with a **Suspicious Page** message to close the page.

15. Tap **History** to view the history of the threatening sites **SafeSurfing** has protected you from.
Wi-Fi Checker

Wi-Fi Checker checks Wi-Fi connections and hotspots for security risks, including any evidence of suspicious interference and for Wi-Fi routers unprotected by passwords.

To use Wi-Fi Checker:

1. Tap Wi-Fi Checker in the Mobile Security Console. The Wi-Fi Checker screen appears.

2. Use the toggle to turn Wi-Fi Checker On or Off.

3. When Wi-Fi Checker is On, it scans the Wi-Fi network for security risks. In this example risks have been found on xfinitywifi network.

4. Tap See Scan Results for details.

5. Wi-Fi Scan Results screen appears, showing here you’re connected to the xfinitywifi network with Risks Found.

   > No suspicious interference found.

   > This Wi-Fi network does not require a password. Data sent using this Wi-Fi network is vulnerable to attack.

6. You can Switch to another Wi-Fi, or Use 3G/4G instead.

7. You can tap the link Trust this Wi-Fi despite the risks.
8. **Trust This Wi-Fi?** lets you add it to the Approved List.

9. Back in the Wi-Fi Checker screen, simply tap **Approved List** to open it and delete any Wi-Fi connections you have added.

10. Check the Wi-Fi connection in question and tap **Delete**.

11. A dialog appears, asking **Remove Wi-Fi?**

12. Tap **Remove** to remove the Wi-Fi connection from the Approved List.

---

**Figure 55. Wi-Fi Checker > Approved List**

**Figure 56. Remove Wi-Fi?**
System Tuner

Mobile Security's **System Tuner** lets you optimize the battery and memory settings on your device, as well as to clean up your clipboard data, web browser and Google Play search histories. Battery optimization tools include **Just-a-Phone Mode**, to manually or automatically turn off many settings to save battery power when it’s especially low; and the **Smart Power Saver**, to automatically change Wi-Fi, 3G/4G, and Bluetooth connections upon idle to also save power. You need to set **Permissions** before you can use all of the System Tuner features.

To use System Tuner:

1. Tap **System Tuner** in the Mobile Security Console. The System Tuner screen appears.

2. Tap **Add a shortcut to homescreen** to add a shortcut for future quick optimization of your phone, saving memory and battery.

3. Note the popup banner at the top telling you that Mobile Security needs more permissions before you can use all of the **System Tuner** features.

4. Tap the popup. The **Allow Permissions** popup appears.
5. Depending on your configuration, different permission options will be highlighted as needed.

6. In this example, tap **Apps with usage access**. A demo screen appears, suggesting you tap **Turn On Now**.

7. When the **Usage Data Access** screen appears, tap **Mobile Security** to turn on usage data access for the app. The **Usage Data Access** screen for Mobile Security appears.

8. Tap the toggle **Allow usage tracking** from **Off** to **On**.

9. When you’re done, tap the back arrow to return to the **Allow Permissions** screen.
10. Tap **Phone permission**. The demo screen appears, asking you to tap **Turn On Now**.

**Note:** The permissions screen can be accessed through your phone Settings > Apps > App manager > Mobile Security > App Settings > Permissions.

11. Tap **Turn on Now**. The **App Info** screen for Mobile Security appears.

12. Tap **Permissions** for Mobile Security. The **App Permissions** screen appears.

13. Toggle on each of the **App Permissions** in turn.
14. When you’ve finished turning on the permissions you’ve chosen, tap your device back-arrow to return to the Permissions popup, then tap OK to complete the process. System Tuner is now set up to maximally optimize your system.

15. To optimize your system, do one of two things:
   - Tap Optimize for a quick optimization.
   - Tap Apps in Use, check those apps you wish to keep running, then tap Optimize.

17. When it’s done, you’re presented with a **Device Optimized** screen that calculates the extra memory and battery time saved.

18. To further optimize your system by doing a **Force Stop** on selected apps, tap **Open App Freeze**. The **App Freeze** screen opens.

19. Check apps you want to freeze, then tap **Stop Apps**.

20. Selected apps will be force stopped, optimizing memory and battery. Reopen the app to restart all of its functions at any time.

21. Note that you cannot multi-task while this operation is in progress; i.e., when Mobile Security is freezing a number of apps. Tap **Cancel** to back out, if so desired.

22. When the **App Freeze** is complete, tap **Close** to close the screen.
To use Just-a-Phone Mode:

1. Tap the Just-a-Phone Mode toggle to the right to turn it on. The Ready for Just-a-Phone Mode screen appears.

2. Tap Turn On to enable Just-a-Phone Mode. The Just-a-Phone Mode is enabled according to the default Just-a-Phone Options.

3. To adjust those options, tap Auto Just-a-Phone. The Auto Just-a-Phone screen appears.

4. Tap Auto Activate and Auto Activate Threshold to enable those auto-activate functions.

5. Tap Set Schedule to adjust the schedule Start and Stop times, and tap OK.
6. Tap **Set Threshold** to set the battery power threshold at which **Auto Just-a-Phone** is activated.

7. By default, the **Just-a-Phone Options** section shows all four items checked:
   - Switch off 3G/4G
   - Switch off Wi-Fi
   - Switch off Bluetooth
   - Stop any running apps

8. Uncheck any options you wish to keep active during **Just-a-Phone**, whether on-demand or auto-activated, and tap **Save**.

![Figure 79. Battery Power Threshold](image)

![Figure 80. Just-a-Phone Options](image)

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**To enable Smart Power Saver:**

1. Tap the **Smart Power Saver** panel to access its settings.

2. Check **Turn on Smart Power Saver** to turn it on.

3. The option to maintain your 3G/4G connection, so you can receive instant messages and email, is checked by default. Uncheck it if you wish.

4. Check/uncheck the various settings in **Smart Standby** and **Smart Wi-Fi** to enable the changes to Wi-Fi, 3G/4G, and Bluetooth to save power.

![Figure 81. Battery > Smart Power Saver](image)

![Figure 82. Turn On Smart Power Saver](image)
5. For **Smart Standby**, set how long after the screen darkens to switch-off 3G/4G and Bluetooth.

6. Also for **Smart Standby**, set at what intervals 3G/4G will switch on again to make a connection for email/text messages.

7. For **Smart Wi-Fi**, set the interval to switch off Wi-Fi.

8. Again, for **Smart Wi-Fi**, set the interval when it will switch on again to make a connection.
App Manager

App Manager lets you remove unwanted files and apps, including setup files, which can take up unnecessary memory and space on your device.

To use App Manager:

1. Tap App Manager to manage your apps. A demo screen appears, showing you how to change your sorting options.

2. Tap Ok to close the demo screen. The App Manager Uninstall tab displays.

3. Using the Sort menu in the upper right, sort by Size, Date, Name, or Last used, if you wish.

4. Scroll down to view apps you might want to uninstall, or tap Pre-installed apps and check the checkbox for an app to uninstall.

5. Tap Uninstall. A screen or popup appears, asking “Do you want to uninstall this app?”

6. Tap OK to uninstall the app(s). The app is uninstalled.

7. Tap Setup Files to delete APK files. Lists of Installed and Not Installed APK files appear.

8. Check those you wish to delete, then tap Delete to delete the setup files. The files are deleted.
Parental Controls

Mobile Security’s Parental Controls lets you lock apps and block inappropriate websites to help protect your kids.

To use Parental Controls:

1. Tap Parental Controls to access its settings. The Password screen appears.

2. The first time you enter Parental Controls or Lost Device Protection settings, the Unlock screen defaults to requiring your Trend Micro Account Password.

3. Enter your Trend Micro Account Password to unlock the Parental Control settings screens. The App Lock screen appears, with the toggle turned Off.

4. If you wish, tap the Lock Settings icon in the upper right corner of the screen to change your Password to a Pattern or a PIN, which may be easier to remember. The Lock Settings screen appears.

5. Tap Pattern if you wish to create a Pattern Lock.
6. Draw a Pattern and when prompted, draw it again to confirm it and tap OK.

   **NOTE:** Use a less obvious, more complicated pattern than the one shown, to increase your protection.

   Your password changes to the unlock pattern you’ve specified.

7. Similarly, tap PIN if you wish to use a 4-digit PIN. The Set PIN screen appears.

8. Type in a 4-digit PIN, then enter it again to confirm it, and tap OK. Your PIN is created successfully.

9. You’ll use the Pattern or PIN when you want to make non-critical changes to your Mobile Security settings. For changes Trend Micro deems critical, you’ll still need your Trend Micro Account Password.
To configure App Lock:

1. Tap the **App Lock** toggle to turn the function **On**. A demo screen appears; tap **OK** to close it. **App Lock** is turned on and your device **Settings** app is locked by default.

2. Tap **Apps** you wish to lock. The apps you add to the **App Lock** list will prompt you to enter the unlock key when you open them for use.

3. Note the **Lock** icon below the **App Lock On/Off** toggle. When selected, those apps you’ve locked appear at the top, sorted alphabetically. Tap the lock **Off** to return to a basic alphabetical sort ordered by all the apps on your device.
To configure Website Filter:

1. Tap the Website Filter toggle to turn it On. A demo screen appears; tap Close to close it. The Protection Level is Teen by default.

2. Set your Protection Level by tapping the selection button for the preferred level:
   - Child. Provides filtering for children 9 or younger.
   - Pre-teen. Provides filtering for children between 10 and 13.
   - Teen. Provides filtering for young adults between 14 and 18.

3. Tap Blocked List to add a website you wish to block. The Blocked List appears.

4. Tap Add. The Lock screen appears.

5. Enter your Trend Micro Account Password and tap OK. The Add popup appears.

6. Type a Name for the website block, then enter the actual URL for the Website and tap Save. The website is added to the Blocked List.

7. You can now test for web threats and filtered websites. (The settings apply to your Native Android browser and Chrome only.)
8. Enter a URL into your browser’s search field that you know or suspect is dangerous.

9. OR: Enter a URL that is inappropriate for the Protection Level you’ve designated for your children.

10. OR: Enter a URL you’ve put on the Blocked List.

11. In each case, Mobile Security will block the website and display a warning.

12. Tap Approved List to add a website to the Approved List; then repeat the instructions given above for adding the URL.

13. Tap History to view a history of blocked webpages.
Uninstall Protection

Uninstall Protection must be active for Parental Controls and Lost Device Protection. Uninstall Protection protects you from unauthorized uninstallation of Trend Micro Mobile Security, to ensure your children are protected at all times; and enables Lost Device Protection functions such as Remote Wipe....

To enable Uninstall Protection:

1. Back in the main Parental Controls screen, toggle Uninstall Protection On to protect Mobile Security from unauthorized uninstallation and to keep your kids protected with Parental Controls. A screen appears, explaining how to use Uninstall Protection and to turn it off, if you wish to uninstall Mobile Security.

2. Tap Ok. A screen appears for you to Activate Phone Administrator.

3. Review the operations allowed when you activate the phone administrator, then tap Activate. A screen appears for you to provide your password, PIN, or pattern.

4. In this example, Provide your PIN. A popup screen appears, indicating Device Administrator Activated.
5. Tap OK to close the popup. Uninstall Protection is on.

Social Network Privacy

Trend Micro Mobile Security also includes Social Network Privacy scanner to help edit your Facebook Privacy Settings.

To access Facebook Privacy Scanner:


2. Tap Sign into Facebook to check your privacy settings. The Facebook Login screen appears.
3. Enter the email address and password you use to sign into Facebook and tap Log In. Facebook Privacy Scanner checks your privacy settings.

4. When it’s done checking, it presents you with the analysis.

5. Tap each item in the list to reset it to the recommended setting. A popup appears, letting you make the change.

6. Check the recommended Privacy Setting. In this case, change the setting from Friends of friends to just Friends, to increase your privacy, and tap OK.
7. **Privacy Scanner** makes the change, saying **Great! Issue Fixed**.

8. Since Facebook periodically changes its privacy policies or adds new features to the social network, you should periodically rescan your privacy settings to ensure your privacy.

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**Call Blocking**

Call Blocking only shows up on devices capable of making phone calls. When Trend Micro Mobile Security is installed on a device without that capability, it will not appear in the Console menu.

**To block unwanted calls:**

1. Back in the main TMMS Console screen, tap **Call Blocking**. The **Call Blocking** screen displays, with the **Call** tab selected by default and **Call Blocking** enabled. Tap the slider to the left to disable the function.

2. Tap **Filtering Method** to change the filtering option in the popup:
   - Stop only blocked callers
   - Allow only approved callers

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*Figure 121. Great! Issue Fixed*

*Figure 122. Call Blocking*

*Figure 123. Call*
• Allow approved and anonymous callers

3. Tap **Action** to change the action to be performed in the popup.
   • Reject call
   • Silence device
   • Reject call + send reply

4. Tap **Reject call + send reply** and you’re given three preset options for **Automatic Reply**.

5. Check **Block Annoying Calls** from unknown numbers to disconnect them within three seconds.

6. Tap the **Blocked / Approved** lists to add a number to either list. The **List** tool at the top of the screen also gives access to the lists.

7. Tap the **Plus (+)** tool to add the number; you can also use the drop-down to switch easily between lists.
8. Tap History > Blocked Call History to review your Blocked Call History.

Lost Device Protection

To enable Lost Device Protection:


2. Enter your Password, Pattern, or PIN. The Lost Device Protection screen appears, with the Find My Android tab selected by default and five options displayed:

   > SIM Card Lock. Lock this device if the SIM card is changed or removed.
   > Device Name. Click the Edit icon to change the device name.
   > Remote Lock. Display this message after locking the device.

   Figure 129. Lost Device Protection

   Figure 130. Password, Pattern, or PIN
Remote Wipe. Allows you to do a partial or full wipe of your device remotely.

Uninstall Protection. When Uninstall Protection is on, a password is required to uninstall Mobile Security. (See Parental Controls section for details.)

3. Tap SIM Card Lock if you wish to lock your device when the SIM card is changed or removed. A Password Required screen appears.

4. Enter your Trend Micro Account password and tap OK. SIM Card Lock is enabled.

5. Tap the Device Name panel edit pencil to change your device’s name, make your changes in the edit window, and tap Save.
6. Tap the **Remote Lock** panel edit pencil to display the message after locking the device, make your changes in the **Edit Message** screen, and tap **Save**. Your message changes are saved.

7. Tap the **Remote Wipe** tab to access the feature. The **Remote Wipe** screen appears, with **Full Remote Wipe** selected. This lets you delete all content from the **Lost Device Protection** website in the event your device is lost or stolen.

   **Note:** **Full Remote Wipe** is selected if you’ve turned on **Uninstall Protection**, as given in the previous section. Otherwise, **Partial Remote Wipe** will be selected.

8. If you wish, tap **Partial Remote Wipe** to change to the partial wipe. The **Password Required** screen appears.

9. Enter your password and tap **OK**.
10. The option switches to **Partial Remote Wipe** and turns off the **Uninstall Protection** of **Mobile Security**. Turning **Uninstall Protection** back on will revert the wipe function to **Full Remote Wipe**.

11. Manage your protection in the **Lost Device Protection Portal**. See below for details.

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**To Use Secret Snap:**

1. Tap **Secret Snap** to set your device to take a photo after a number of incorrect attempts to unlock your device. The **Secret Snap** editor appears.

2. Tap the toggle to turn **Secret Snap** from **Off** to **On**. The **Activate Phone Administrator** screen appears.

3. Tap **Activate** to activate the administrator. The Password/PIN/Pattern screen appears.
4. In this example, provide your PIN.

5. **Secret Snap** is turned on.

6. Tap the panel to set the number of incorrect attempts to access your device before a photo is taken.

7. Choose 3, 5, or 7 attempts and tap **Save**.

8. Tap the **Notification Email** pencil to change the email address where the photo notification will be sent, then tap **Save**. You’ll be able to view the photos taken in this email.
9. After you’ve recovered your phone, you can review any photos stored on your device by tapping the Secret Snap Photos panel. The photo list appears.

10. Tap a photo to view it, or tap the Trashcan to delete it.

11. As mentioned, you can also view the photo in the notification email sent to you by Mobile Security. This can be used with the Lost Device Protection Portal’s location feature to help locate the person who has found or stolen your device.
12. Click the link To Locate Your Device using the Lost Device Protection Portal.

13. To obtain assistance, visit www.trendmicro.com/mobilehelp.

Figure 146. Secret Snap Email Notification with Photo
Lost Device Protection Portal

To access the Lost Device Protection Portal:

1. Launch your browser on your PC and type https://mobilesecurity.trendmicro.com/ into the search field, and hit Enter. The Lost Device Protection Portal webpage appears.

2. Tap Find Now or Sign in to sign into your Trend Micro account. The Sign In page appears.

3. Type the email address and password you used to create your Trend Micro account and click Sign in. The Lost Device Protection Portal appears.

4. You’re presented with a Device List on the left, a Bing Map on the right with a GPS/Bing estimate of your location, and a toolbox to perform various operations regarding your lost or stolen device.
5. In the **Device List**, click **Hide** to hide any device in the main list. Click the down-arrow to see **Hidden Devices**.

6. Click **Share** to share the device's location with a trusted friend.

7. Click **Alarm** to sound a one-minute alarm on your missing mobile device, even if it has been set to silent mode.

8. Click **Locate** to locate the phone on the map.

9. Click **Reset** to force stop apps and to **Reset the Lock Screen Password**.

10. Click **Lock** to stop anyone from using your missing mobile device. When you recover your device, click **Unlock** to unlock it, then use the **Unlock Key** provided or your Trend Micro password to complete the unlock.

11. Click **Device Detail** (below the device icon in the list) to view the unlock code that can be entered into the device interface to unlock the device instead of the master account password. This key can also be emailed to you at your account email address by tapping **Email Yourself an Unlock Key** on the device once it’s found.

12. Click **Wipe** to permanently delete all

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**Figure 149. Lost Device Protection Options**

**Figure 150. Unlock**

**Figure 151. Device Unlock**
the data stored on your missing mobile device.

13. A warning appears. If you wish to wipe your device, click OK.

**Warning**: Using this feature will perform a factory reset of your device. For testing or review purposes, please ensure you are using a test device or have a complete backup of your information. Once reset, TMMS will be removed from the device and the location feature will no longer function.
Settings
Trend Micro Mobile Security provides system settings for app management.

1. Tap **Mobile Security** on your device to open the **Console**.
2. Tap the **Settings** menu on your device to open the popup.
3. Here, you have access to various options.
   - **Settings**. Access various system-level settings.
   - **Renew / Activate**. Renew or activate a subscription.
   - **Help**. Get Online Help with Mobile Security.
   - **Share**. Send friends or associates a recommendation to use Trend Micro Mobile Security.
   - **Send Feedback**. Provide a rating and review on Google Play and send feedback to Trend Micro.

![Figure 153. Settings Popup Menu (Device)](image)
4. Tap **Settings** to access system-level options. The **Settings** screen appears, with the list of options available. Scroll down to view the options.

**ACCOUNT & SUBSCRIPTION**

**Trend Micro Account.** Account you’re registered to.

**Expiration Date.** Date your subscription expires.

**Serial Number.** 20-character serial number

**Renew / Activate.** Purchase/renew or activate a subscription.

**Sign Out.** Disconnect your Trend Micro account.

**Check your Trend Micro Account.** Manage your account and subscriptions.

**APPLICATION**

**Set up alternate email addresses.** Send from an unlock key from the lock screen to your Trend Micro account and the email address you set up here.

**Display the app icon on the status bar.** Check here to show Mobile Security on the status bar.

**Uninstall.** Uninstall Mobile Security with your Trend Micro Account password when **Uninstall Protection** is turned on.
Settings (continued)

Notifications.
- Notify me when 80% of the memory is used.
- Notify me before my protection expires
- Notify me when a survey is available

ABOUT AND HELP

About. Product details and version number.
Help. Access Online Help.

Collect logs. Collect logs to send to Trend Micro.

Log history. Logs sent to Trend Micro.

Help make Mobile Security better.
Anonymously share device information with Trend Micro.
Mobile Security on Your Android Tablet

Trend Micro Mobile Security works much the same way on your Android tablet as it does on your Android smartphone, minus Call Blocking and Just-a-Phone settings, which are specific functions for smartphones and call-enabled tablets.

Whether you’re holding your tablet vertically or horizontally, the Console displays the same functions, it just distributes them differently.

Figure 156. Mobile Security on Tablet (Vertical View)
Figure 157. Mobile Security on Tablet (Horizontal View)
About Trend Micro

Trend Micro Incorporated, a global leader in cyber security solutions, helps to make the world safe for exchanging digital information. Our innovative solutions for consumers, businesses, and governments provide layered security for data centers, cloud environments, networks, and endpoints. All our products work together to seamlessly share threat intelligence and provide a connected threat defense with centralized visibility and control, enabling better, faster protection. With more than 6,000 employees in over 50 countries and the world’s most advanced global threat intelligence, Trend Micro enables users to enjoy their digital lives safely. For more information, visit www.trendmicro.com.