Norton™ Smartphone Security User's Guide

for Windows Mobile®

symantec™

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Service and support solutions

About online support

Symantec offers a range of technical support and customer service options. You can access these options by clicking the Support link anywhere in the product, or by pointing your Web browser to the following address:

www.symantec.com/techsupp/

Under the Home & Home Office section, select your product. Then, from the list of options, choose the item that best describes your issue.

The Symantec Web site also contains answers to the most common customer questions.

Note: If you received this product when you purchased your computer, your computer manufacturer may be responsible for providing your support.

About phone support

If you have a question or problem that you cannot resolve on the support Web site by yourself, the Web site provides a link to information about phone support. For questions about installation or common problems on a current version of a Norton product, there is no charge. For other problems, or if you are using an older version, phone support will be fee-based. This support is available to all registered customers.

To visit our Customer Support site, go to:

www.symantec.com/techsupp/

Under the Home & Home Office section, select your product. Then, from the list of options, choose the item that best describes your issue. If you have a question or problem that you still cannot resolve on the support Web site by yourself, click a Contact Us link for additional phone support information. This support is available to all registered customers.

Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued six months after the termination announcement. Technical information on these products may still be available through the support Web site at the following address:

www.symantec.com/techsupp/

Subscription policy

This renewable service includes protection updates and new product features as available throughout the service period. Please note that features may be added, modified, or removed during the service period.

Service period lengths vary by Symantec product. After your initial service period ends, you must renew your service subscription before you can update and use your protection. When you run LiveUpdate near the end of your service period, you are prompted to subscribe for a nominal charge. Follow the instructions on the screen to renew.

Worldwide service and support

Support solutions vary by country. For Symantec and International Partner locations that are outside of the United States, contact one of the service and support offices that are listed in this section. You can also go to the following Web site and select your language:

www.symantec.com/techsupp/globalsupport.html

For each region, please check the Web site for the appropriate phone number.

Region	Contact information
North America	■ Symantec Corporation 555 International Way Springfield, OR 97477 U.S.A. http://www.symantec.com/home_homeoffice/support/index.jsp
Australia and New Zealand	■ Symantec Australia Level 2, 1 Julius Avenue North Ryde, NSW 2113 Sydney Australia http://www.symantec.com/en/aa/home_homeoffice/support/index.jsp
Europe, Middle East, and Africa	■ Symantec Ltd Consumer Services & Support PO Box 5689 Blanchardstown Dublin 15 Ireland http://www.symantec.com/en/uk/home_homeoffice/support/index.jsp
Latin America	■ Symantec Brasil Sevico e Suporte Symantec Caixa Postal 3037 CEP 06210-970 Brasil ■ Portuguese language support: http://www.symantec.com/pt/br/home_homeoffice/support/index.jsp ■ Spanish language support: http://www.symantec.com/es/mx/home_homeoffice/support/index.jsp

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Introducing Norton Smartphone Security

This chapter includes the following topics:

■ About Norton Smartphone Security

About Norton Smartphone Security

Norton Smartphone Securitycombines mobile security with data protection in a comprehensive security suite. Norton Smartphone Security offers protection for devices against malicious threats and unauthorized access to sensitive personal information by using antivirus protection. Norton Smartphone Security is also integrated with Symantec LiveUpdate to ensure timely updates of the product and security content.

Norton Smartphone Security components and features include the following items:

■ Antivirus: Provides users with effective and efficient protection against mobile threats with negligible impact on the device.

■ AntiSpam for SMS: SMS spam messages are automatically placed in Spam folder or deleted, and users can configure which messages should be treated as spam.

Installing Norton Smartphone Security

This chapter includes the following topics:

- System requirements

- Installing Norton Smartphone Security

- Testing the installation

- Upgrading Norton Smartphone Security

- Uninstalling the Norton Smartphone Security components

System requirements

The following is a list of the supported devices and their system requirements:

Windows Mobile 5.0	■ Pocket PC: 1.6 MB ■ SmartPhone: 1.5 MB ■ Optional software: Microsoft ActiveSync 4.1 or later; Windows Mobile Device Center 6.0 or later
LiveUpdate	Wireless Internet support that uses the regular TCP/IP stack.

The terms Pocket PC and Smartphone refer to devices running Windows Mobile software. For Windows Mobile 5.0, devices include Pocket PC, Pocket PC Phone, and Smartphone. For Windows 6.0, devices include Classic, Professional, and Standard.

Pocket PCs use a touchscreen or stylus to navigate through a menu, and Smartphones use a 12-key pad and directional arrows.

Installing Norton Smartphone Security

Before installation, do the following on the device:

- Set the device clock to the current date and time
- Close all files
- Exit all applications
- Restart the device to ensure that previously installed applications are fully installed and that data is saved.

Note: Installation to the default directory is the only supported installation configuration.

To install Norton Smartphone Security

1 Insert the CD and run the start.exe file.

2 Select **Install Norton Smartphone Security**.

3 Follow the on-screen instructions to complete the installation.

Do not cancel or interrupt the installation process. After the installation successful message, the device automatically restarts. An icon for Norton appears on the device after installation is complete.

Testing the installation

You can verify that Norton Smartphone Security is active by downloading the standard European Institute for Computer Anti-Virus Research (EICAR) test file, and copying it to the device.

To test the installation

1 Download the EICAR test file from www.eicar.org

You may need to temporarily disable threat scanning on your computer to access the EICAR test file. Make sure that you re-enable threat scanning on your computer after you are finished.

2 Copy the EICAR file to the device.

A successful installation of Norton Smartphone Security displays a dialog box when the EICAR test file is copied to the device.

Upgrading Norton Smartphone Security

Do the following before upgrading:

- Set the device clock to the current date and time
- Close all files
- Exit all applications
- Backup your data
- Restart the device to ensure that previously installed applications are fully installed and data is saved

Installing the upgrade

Use the following procedure to install the upgrade.

To install the upgrade

1   Insert the CD and run the start.exe file.

2   Select **Install Norton Smartphone Security**.

3   Follow the on-screen instructions to complete the installation.

4   If you receive a message saying that the upgrade is unable to remove the previous version of the software, click **OK** to continue.

Do not cancel or interrupt the installation process.

Uninstalling the Norton Smartphone Security components

The Norton Smartphone Security Antivirus can be uninstalled from the device at the Remove Programs screen. Uninstalling the AnitVirus also uninstalls AntiSpam and LiveUpdate.

To uninstall the Antivirus on a Smartphone

1   Select **Start > Settings > Remove Programs**.

2   Select the Norton Antivirus component.

3   Select **Menu > Remove**.

4   Select **Yes** when the confirmation message appears.

To uninstall the Antivirus on a Pocket PC

1   Select **Start > Settings**.

2   Select the **System** tab.

3   Select **Remove Programs**.

4   Select the Norton Antivirus component.

5   Select **Remove**.

6   Select **Yes** when the confirmation message appears.

Protecting devices with Norton Smartphone Security

This chapter includes the following topics:

- Open Norton Smartphone Security
- About scanning for and responding to threats
- About Auto-Protect scans
- About the Activity Log
- About SMS AntiSpam

Open Norton Smartphone Security

Norton Smartphone Security protects the device on which it is installed. You do not have to start the program to be protected.

To open Norton Smartphone Security

1   On your device, open the **AntiVirus** component.

2   Select **Menu**.

Refer to Table 3-1 for information on the AntiVirus menu options.

About the options available from the main view

Table 3-1 describes the Norton Smartphone Security main view from the AntiVirus component, which lets you change settings.

Table 3-1   Main view options

Option	Description
Options	Customize LiveUpdate settings
Activity Log	View information about scan and LiveUpdate events
Threat Definitions	View the list of threats from which your device is currently protected
LiveUpdate	Search for product and virus definitions updates
About AntiVirus	Display product, version, and licensing information
Quarantine	Display the quarantine file log
Subscription	Update your product subscription when necessary

About scanning for and responding to threats

When Norton Smartphone Security detects a threat, the user can take an action. The type of action that the user takes depends on the nature of the threat.

There are a number of scan options that look for threats, depending on the requirement, as follows:

Scan after synchronization	Execute this scan after you synchronize your mobile device with your desktop.
Scan after card insertion	Execute this scan after you install a SIM card in your mobile device.
Scan after update	Execute this scan after you update your mobile device.

To execute a scan

1   Select **Start > Norton Security > Norton AntiVirus**.

2   Do one of the following:

■   On a Smartphone, select **Menu > Options > AntiVirus Options**.

■   On a Pocket PC, go to step 3.

3   Select the scan option you want to execute.

Scheduling scans

You can schedule scans for virus threats at specified intervals.

Table 3-2 lists the scan settings.

Table 3-2   Scan settings

Setting	Description
Frenquency	Never: Turns off the scheduled task.
	Daily: Schedules the task to occur every day.
	Every {day of week \ Monday, Tuesday,...}: Schedules the task to occur on the specified day of the week.
	Day {##} of every month: Schedules the task to occur on the specified day of the month.
	Once: Schedules the task to occur once at the specified date and time.
Start time	Specifies the initial and recurring time that the task will occur. The effect of this setting may change depending on the Frequency setting.
Start date	Specifies the initial and recurring day that the task will occur. The effect of this setting may change depending on the Frequency setting. For example, if the Frequency is set to Every <day of the week> and Starting Date is set to Monday, January 1st, 2007, then the schedule will occur every Monday starting on January 1st, 2007.

To schedule a scan

1   Select **Start** and navigate to **Norton AntiVirus**.

2   Do one of the following:

■ On Pocket PC, select **Menu > Options**, and then select the **Scans** tab.

■ On Smartphone, select **Menu > Options > Scan Schedule**.

3   In the dialog box, select the settings you want, and specify the frequency, and start time and date to schedule a scan.

About Auto-Protect scans

As users access files on the devices, Auto-Protect provides real-time threat scanning. By default, when Auto-Protect detects a suspicious file, it moves the file to the Quarantine. Infected files in the Quarantine are secure and cannot spread threats into other areas of the device.

If the automatic action fails, the next action is Deny Access.

Table 3-3 describes the automatic actions that are available.

Table 3-3   Automatic actions

Action	Description
Deny Access	Does not allow any application to open the infected file.
Delete	Deletes the infected file and is the recommended action
Quarantine	(Default) Moves the infected file to the Quarantine

Temporarily turn off Auto-Protect

Auto-Protect monitors and scans the files that the device accesses. When a threat or suspicious activity is detected, the potentially malicious file is blocked, and it performs the action you selected in Table 3-3 on page 18.

By default, Auto-Protect is turned on. It is recommended that Auto-Protect remain turned on at all times.

To turn off Auto-Protect

1   Navigate to the AntiVirus component.

2   Do one of the following:

   ■   On a Smartphone, select **Menu > Options > AntiVirus Options**.

   ■   On a Pocket PC, select **Menu > Options**.

3   Uncheck **Auto-Protect**.

About the Activity Log

The device maintains a local history of antivirus and LiveUpdate activity.

When the log is full

When the Activity Log reaches 300 KB in size, Norton Smartphone Security first compacts the log file, which creates more space. If compacting the log file does not create enough space, entries are deleted (oldest first) until the size drops below 300 KB.

About SMS AntiSpam

SMS AntiSpam works by allowing the user to maintain either an acceptable phone number list or a blocked phone number list against which incoming messages are filtered. If the user runs a blocked list and the incoming message is from a number

in that list, or if the user runs an acceptable list and the incoming message phone number is not on the list, the messages are routed to a Spam folder.

The user can maintain a separate acceptable list and blocked list; only one list is active at a time.

Note: SMS AntiSpam filters spam for SMS messages, not for email.

Configuring SMS AntiSpam

You can add and delete numbers, and import numbers from the contacts list or SIM card on the device. Also, in the Message Center on the device, the current message number can be blocked or allowed.

To configure AntiSpam

1   Select **Start** and navigate to **Norton AntiVirus**.

2   Do one of the following:

   ■   On Pocket PC, select **Menu > Options > AntiSpam** tab.

   ■   On Smartphone, select **Menu > Options > AntiSpam Options**.

3   Configure the following from the list at the top of the screen:

   ■   Blocked Numbers: Block messages that come from the numbers in the list. If Block Numbers is selected, you can also select Block SMS without number. This item blocks all incoming messages that do not have a number specified. This feature is carrier-specific; some carriers take messages without a number and change them to 000-0000.

   ■   Accepted Numbers: Accept messages only from the numbers on the list.

   ■   Disable SMS AntiSpam: Disables anti-spam functionality.

4   Do one of the following:

   ■   On the Pocket PC, select **Import**. Numbers that are already in the AntiSpam filter list are checked.

   ■   On the Smartphone, select **Menu > Edit Numbers > Menu > From Contacts**.

5   To add a number from the address book to the AntiSpam filter list, place a check mark next to the number, and then select **Done**.

Numbers and number matching

Phone numbers in the United States and in other parts of the world typically consist of a prefix and a main number. In some areas, the prefix is not necessary

to send a message to the device. For example, if your device is registered in the (818) area code in the United States, dialing (818) 555-1212 and 555-1212 results in dialing the same location. Incoming messages follow this same rule, depending on the carrier. If a message is sent from (818) 555-1212, the number may show up as either 555-1212, 818-555-1212, or 1-818-555-1212 on the receiver device.

The filter process attempts to resolve this problem by first obtaining the phone number of the current device, then looking to see what prefix digits exist on the device's own number, to fill in the missing prefix components if an incoming message number is short. For example, if an incoming message is received from 555-1212, and the device is registered in the (818) area code, this number will match 1-818-555-1212, 818-555-1212, or 555-1212 in the AntiSpam blocked number list.

Note: If the program cannot obtain the phone number of the device being used, numbers are matched as they are received. An incoming message from 555-1212 only matches against 555-1212, but not against 1-818-555-1212, because the local area code cannot be obtained.

For international messages where the number of digits in a phone number varies from country to country, a message received from one country with a short number of digits may confuse the string compare routine from a second country which uses more digits in the phone number.

Updating devices

This chapter includes the following topics:

- Updating devices

- Scheduling updates for LiveUpdate

Updating devices

You can regularly download and install the latest virus definitions on your device to protect your device from current threats.

You can access Norton Smartphone Security updates by using LiveUpdate. LiveUpdate is installed when you install Norton Smartphone Security.

If the device does not have an active Internet connection, LiveUpdate tries to create a network connection. The connection fails if the device isn't configured with an Internet access point.

Norton Smartphone Security supports the following types of updates:

Virus definitions file updates	Symantec products use virus definitions files to identify threats. Symantec Security Response researches and responds to new threats and provides customers with updates of virus definitions files as new threats emerge.
Software updates	Symantec occasionally provides software updates for Norton AntiVirus, AntiSpam for SMS, and LiveUpdate.
Engine updates	Symantec occasionally provides antivirus scan engine updates to take into account new types of threats that have been identified.

To search for updates

1   On your device, open **Norton Security > Norton AntiVirus**.

2   Select **Menu > LiveUpdate**.

LiveUpdate connects to the Symantec LiveUpdate server, where it searches for available virus definitions files, software, and engine updates.

After you update your device with the latest virus definitions file, your device is protected from the most current threats.

Scheduling updates for LiveUpdate

You can enable and configure updates for LiveUpdate at specified intervals.

Table 4-1 describes the LiveUpdate schedule settings.

Table 4-1   LiveUpdate schedule settings

Setting	Description
Frenquency	Never: Turns off the scheduled task.
	Daily: Schedules the task to occur every day.
	Every {day of week \ Monday, Tuesday,...}: Schedules the task to occur on the specified day of the week.
	Day {##} of every month: Schedules the task to occur on the specified day of the month.
Action	Reminder: Prompts user to run LiveUpdate.
	Update: Occurs automatically at the scheduled time.
Start time	Specifies the initial and recurring time that the task will occur. The effect of this setting may change depending on the Frequency setting.
Start date	Specifies the initial and recurring day that the task will occur. The effect of this setting may change depending on the Frequency setting. For example, if the Frequency is set to Every <day of the week> and Starting Date is set to Monday, January 1st, 2007, then the schedule will occur every Monday starting on January 1st, 2007.

To schedule updates

1   Select **Start** and navigate to **Norton AntiVirus**.

2   Do one of the following:

- On Pocket PC, select **Menu > Options**, and then select the **Updates** tab.

■ On Smartphone, select **Menu > Options > LiveUpdate Schedule**.

3 In the dialog box, select the settings you want, and specify the frequency, action, and start time and date to schedule LiveUpdate updates.

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