



SHATEL ANDROID SECURITY SOFTWARE

Shatel Security Solution for Android Operating System



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Shatel Group of Companies

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About SHATEL ANDROID SECURITY Software

SHATEL ANDROID SECURITY is a reliable solution to use on Android devices with which you can protect your device from possible malware attacks on the Web and in applications installed on it.

Now mobile phones and tablets have become one of the most widely used tools for users of digital devices. These devices contain user's most important and confidential information that can easily be exploited and used as threats. Therefore, protecting the information on these devices has turned into one of the biggest concerns of their owners.

If you are looking for the latest security solution for your Android devices (such as smartphones and tablets), this software is the most appropriate answer to your security needs.

With this software, you can enjoy web browsing on your device, and use the installed applications with more security and reliability.

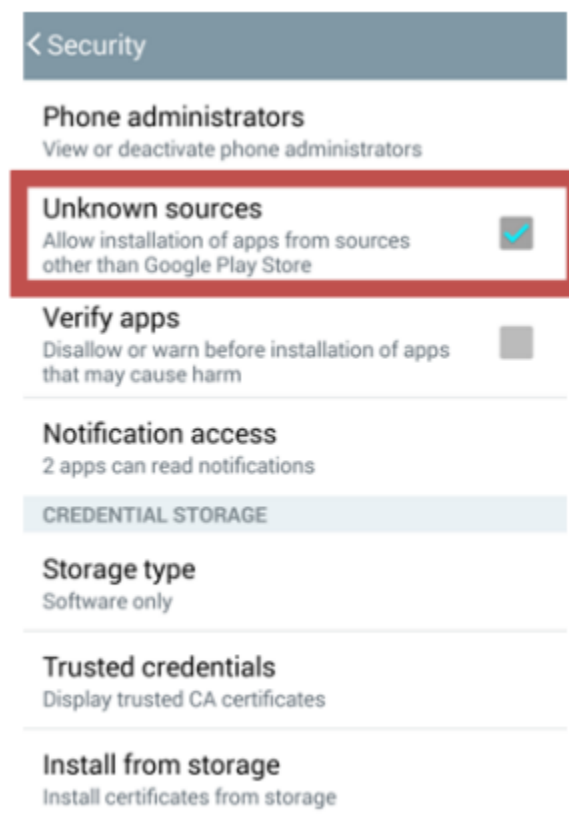
SHATEL ANDROID SECURITY provides you with everything you need to protect the data on your Android device and confronts the most sophisticated malware and Internet threats.

SHATEL ANDROID SECURITY software detects, without noticeable impact on the battery life and device memory, all types of malware and viruses and removes them from the device. By purchasing the one-year subscription to this software, you can use all of its features, including identifying and removing malware, protecting against cybercrimes, blocking suspicious web pages, etc.

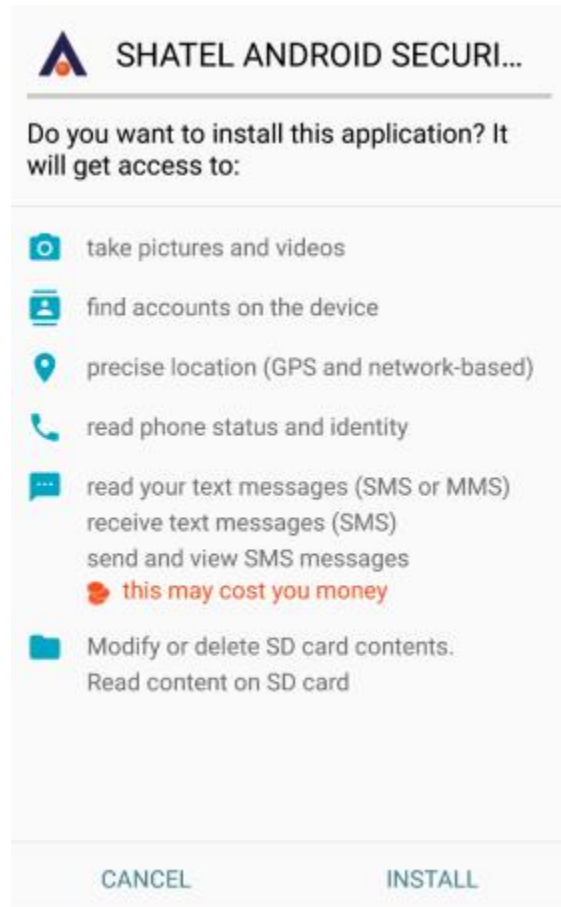
Installation Guide

This guide has been devised for installing and implementing SHATEL ANDROID SECURITY solution on Android devices such as mobiles and tablets. If there are any problems with the implementation of the software, please contact the technical support department on 23089 or ask your question by sending an email to av-s@shatel.ir.

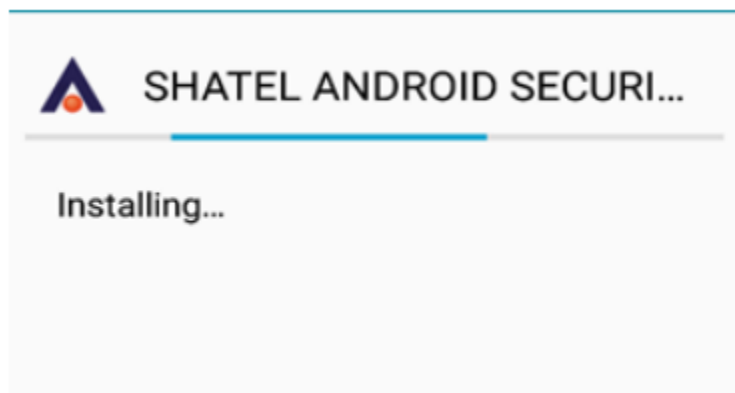
Get SHATEL ANDROID SECURITY Software from my.shatel.ir. Prior to installing the software, you need to enter your device's settings and in the "Security" section, enable "Unknown Sources" so that the new software can be installed on the device.



After downloading the file and running it, a page as shown in the image below will be displayed. Click on "Install" button to install the software.

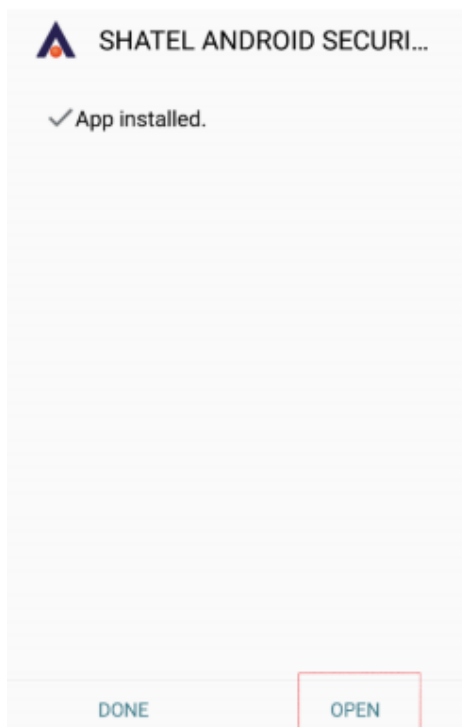


By clicking on "Install" button, software installation starts and the following image will be displayed during the installation.





When the software is installed, by clicking on “OPEN”, the software will start running.

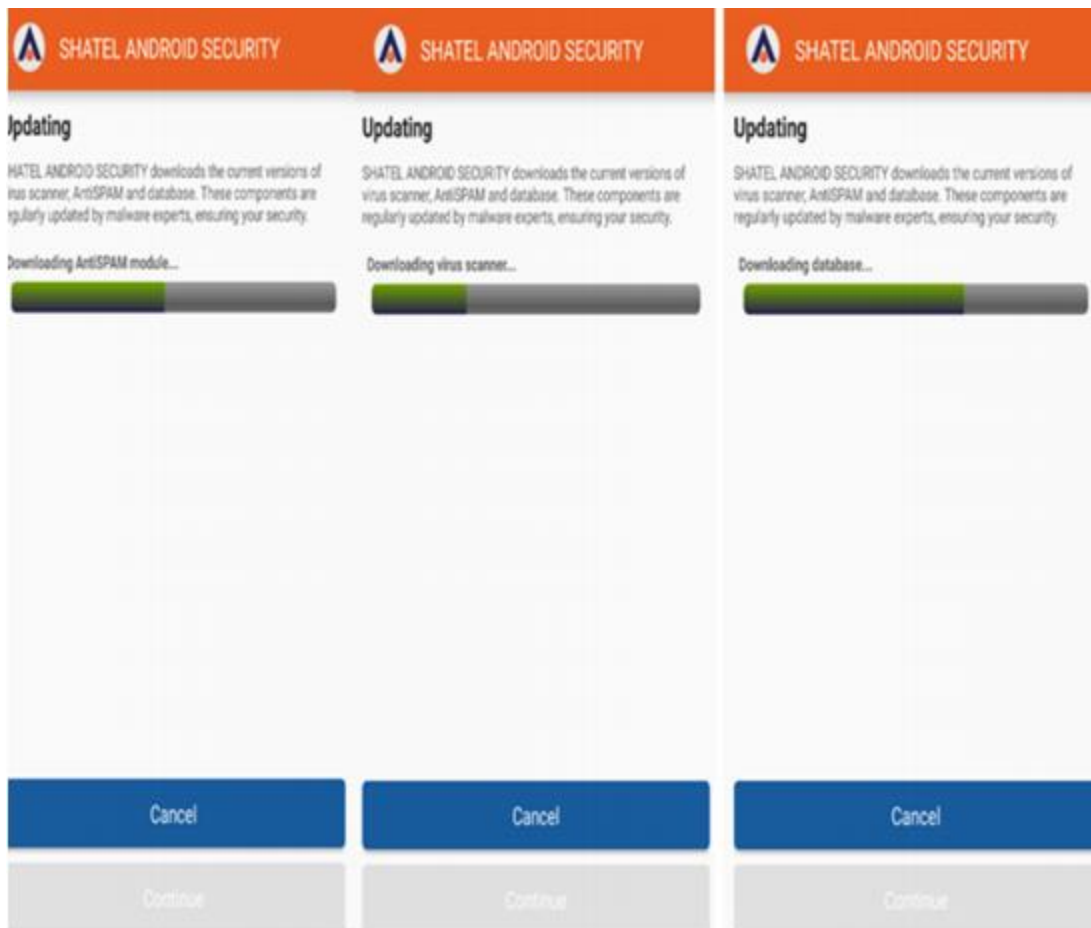


Then the welcome page will be displayed as shown in the image below. Click “Next.”

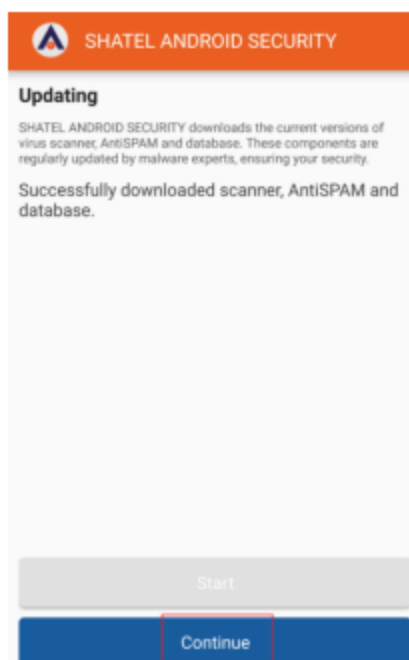




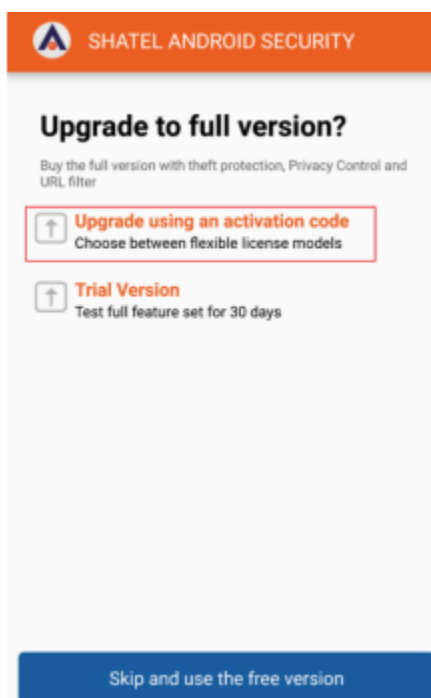
At this point, the virus identification database and other software sections such as Anti-spam and Virus scanner modules are updated. Note that your device must be connected to the internet at this point. The speed of updating will depend on your internet speed.



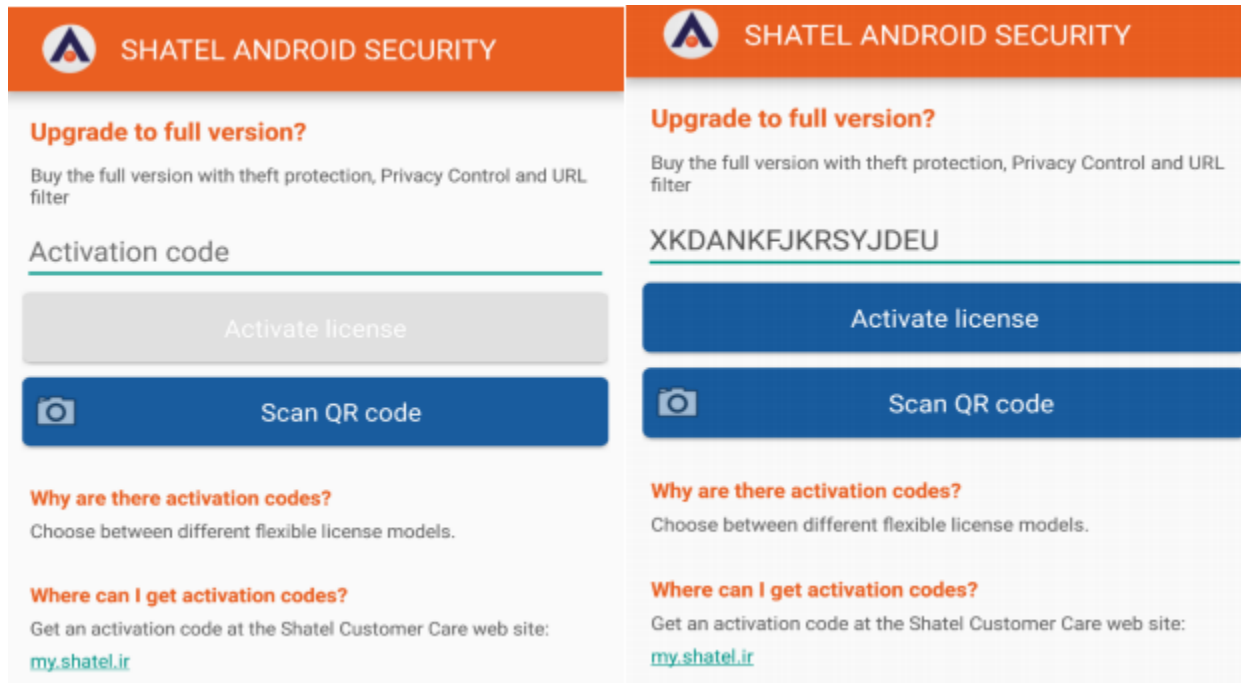
Upon completion of the software update, a message is displayed which shows that the update has been successful. Click on “Continue” to proceed with the next stage.



After buying the product from my.shatel.ir, an activation code will be sent to you. At this stage, you need to enter this code so that you will be provided with a copy of the software. Click “Upgrade using an activation code” to enter this code.



Then, as it is shown in the image below, by entering the activation code, which is sent to your email address upon purchasing the software, "Activate License" is activated. Click on it.



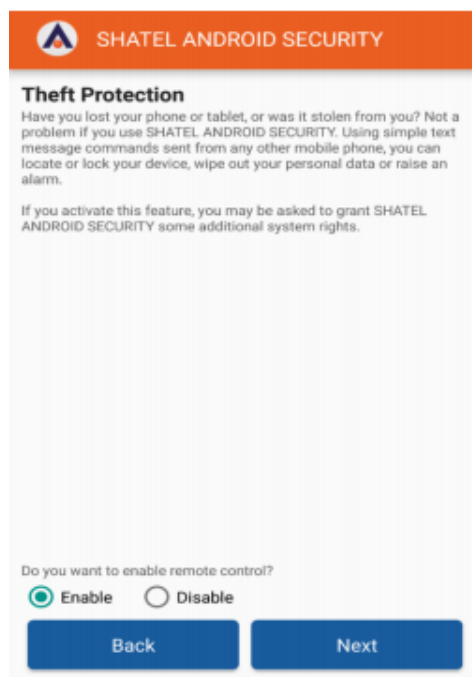
After entering the activation code and clicking on "Activate License", the software is activated, and the validity date of the purchased software will be displayed. Then click on "Continue".



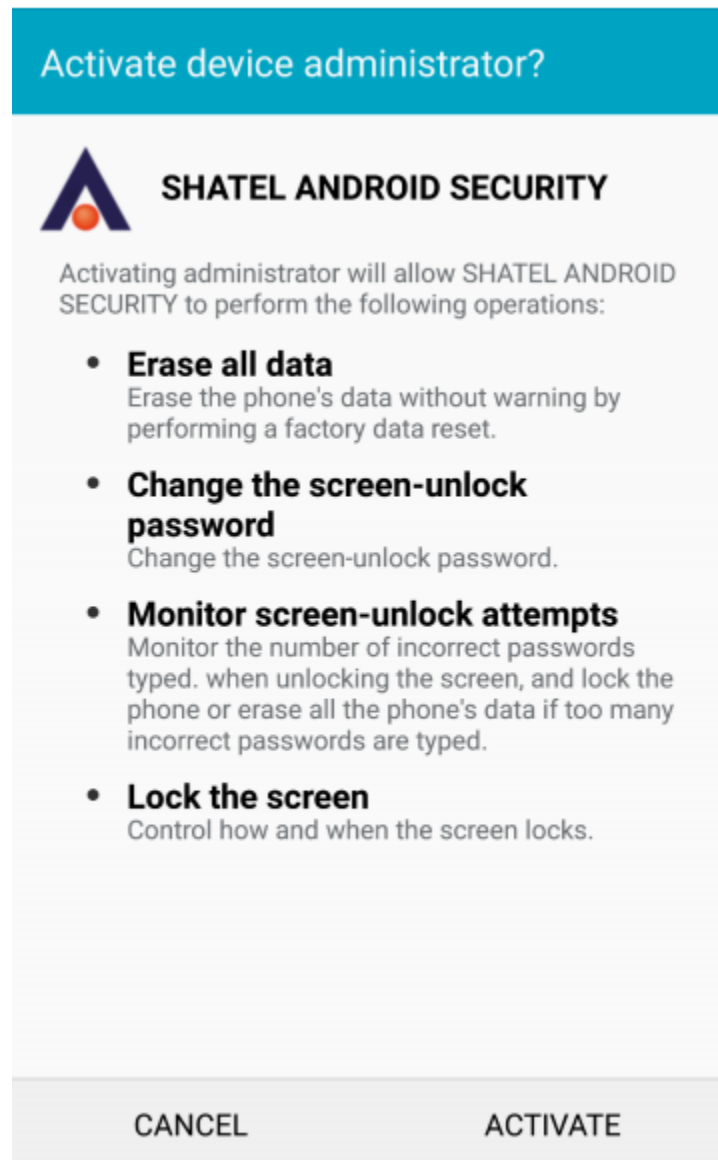
At this stage, you will be able to manage the functionality of the software and enable or disable some of them. Click on the “Next” button to start.



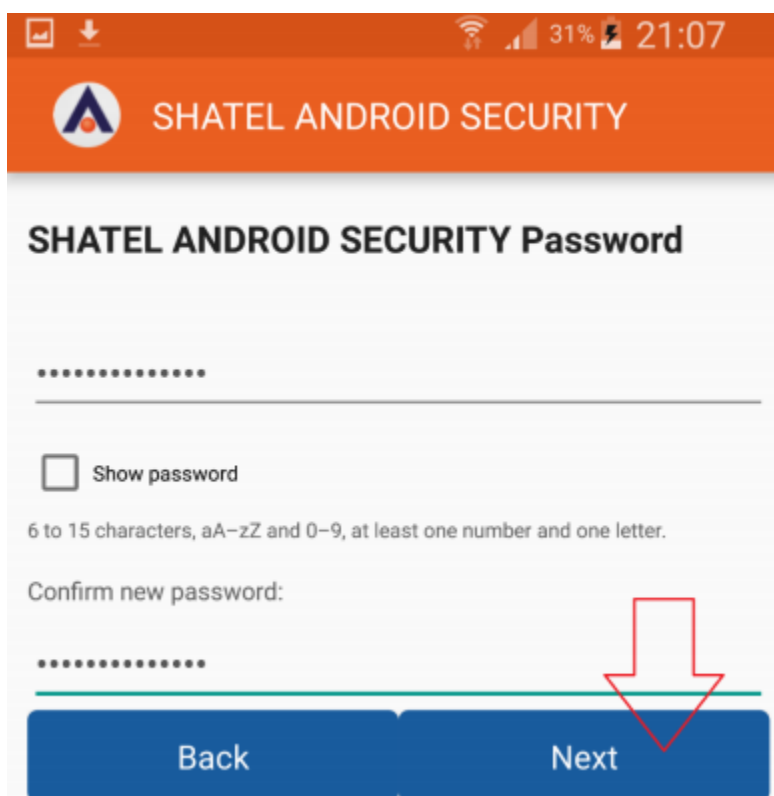
If you are willing to use the device's theft protection feature, activate “Enable” option on this page. Note that by enabling this feature, you will be able to lock your device, delete your personal data, or locate your device by sending a text message to your SIM card if it is lost or stolen.



Having enabled this feature, you need to give SHATEL ANDROID SECURITY the access to Phone Administrators, and according to the following image, it is sufficient to just click on the "Activate" button.



At this stage, you must enter a desired password of 6 to 15 characters including letters and numbers. It is not important if you use upper case or lower case letters, but it is not possible to use symbols in the password. Keep in mind that you have to use this password in text messages to lock the device, locate the device, and delete the data on the device, set up alarms, as well as deleting the software on your device. In the “Confirm Password” section, enter the password again and click “Next”.



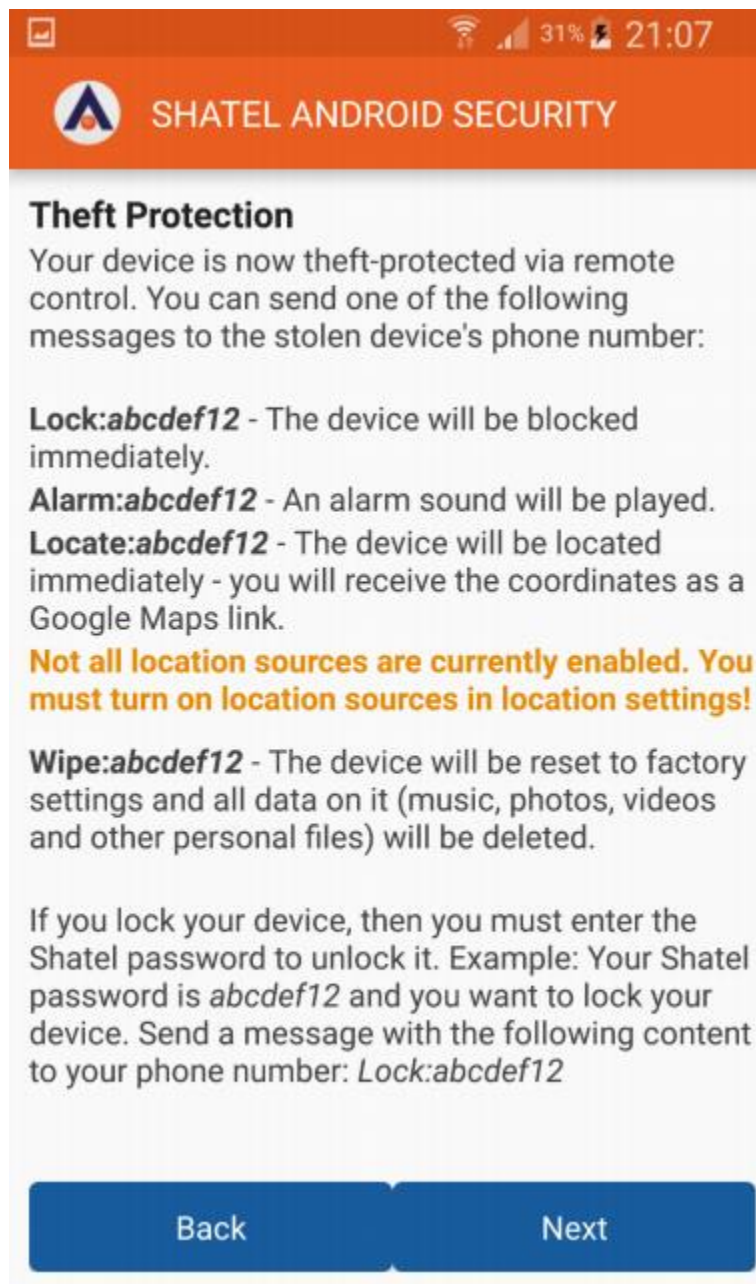
Now Theft Protection feature is activated on your device. For instance, if the password you chose in the previous stage is “abcdef12”, you can send any of the following messages to your phone number to run the functions on your device:

- Lock: abcdef12: The device will be blocked immediately.
- Alarm: abcdef12: An alarm sound will be played.
- Locate: abcdef12: The device will be located on Google Maps.

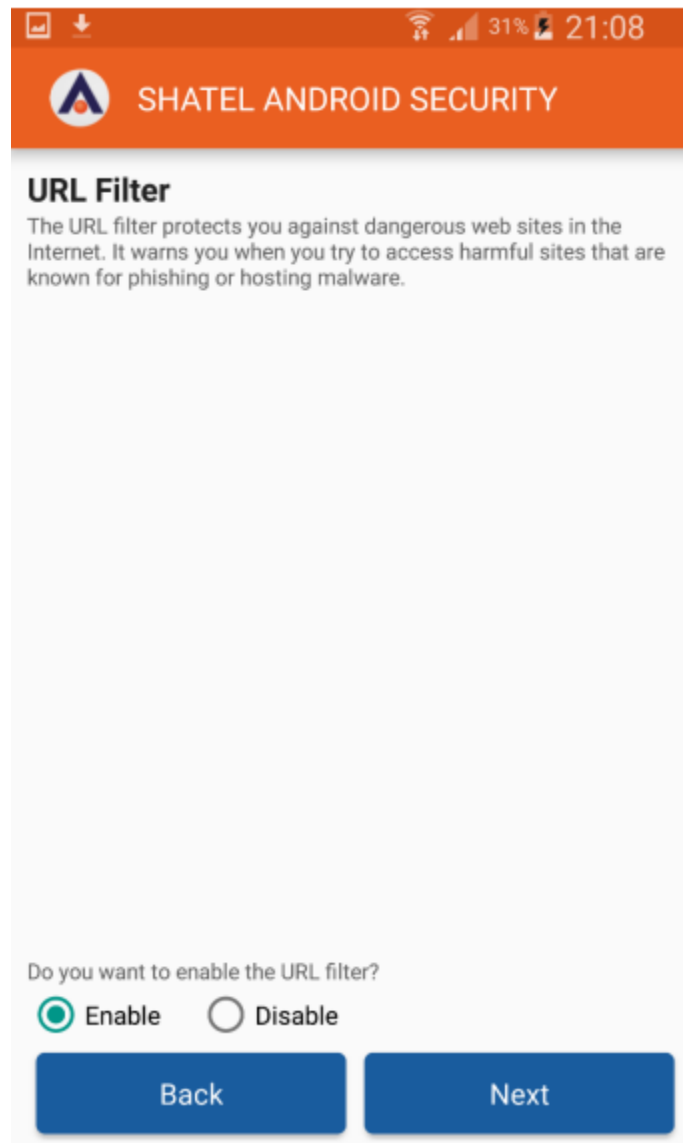
Note: To use this feature, you need to turn on GPS.

- Wipe: abcdef12: The device will be reset to factory settings and all data on it including photos, videos and personal files will be deleted.

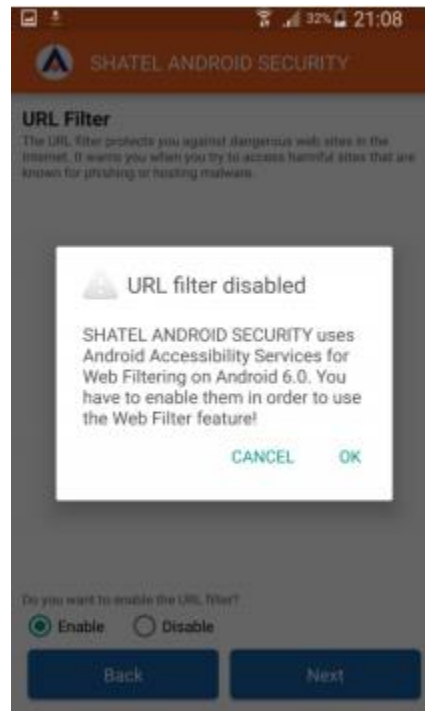
Then click on "Next".



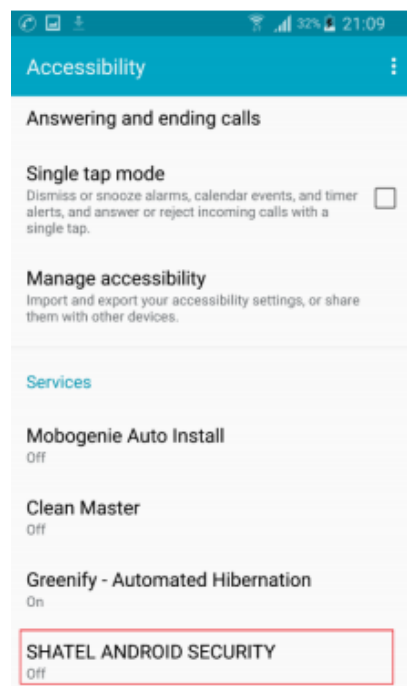
To use URL Filter feature, activate “Enable” and click “Next”. Please note that by activating this feature, your device will be protected against dangerous websites in the Internet, and it warns you if you try to access sites hosting viruses or Trojans.



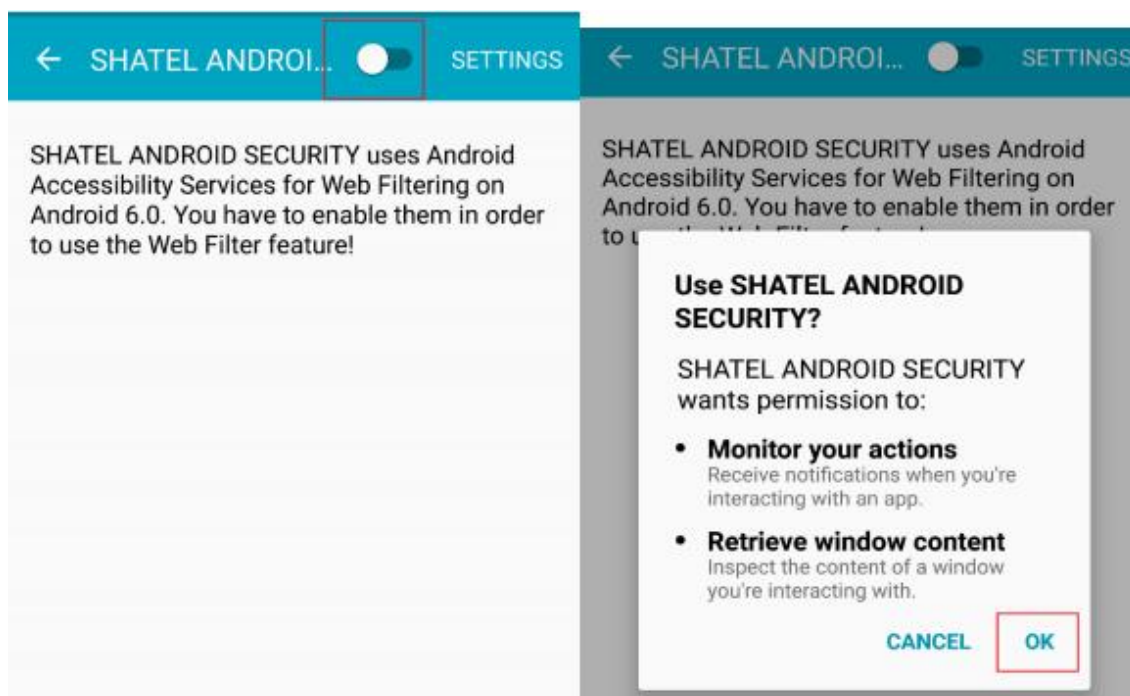
If your device runs on Android 6, you will see the following image when you activate “URL Filter”.



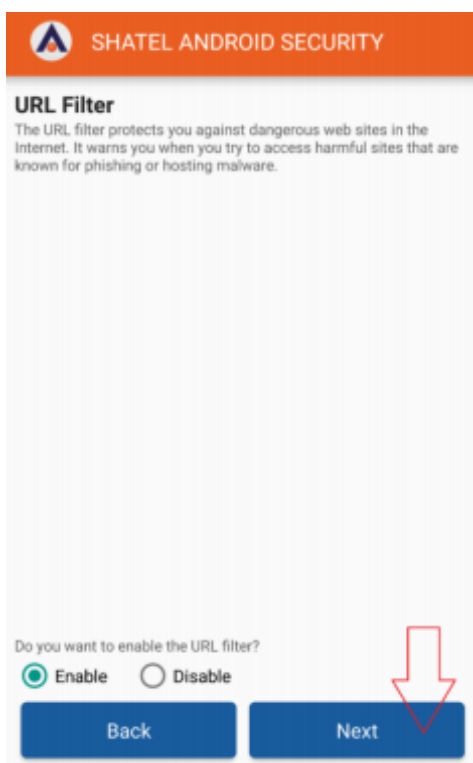
Click “OK” and the accessibility page will open on your device. In “Services” section, click on “SHATEL ANDROID SECURITY” as it is shown in the following image.



By dragging the circle shown in the image to the right and then clicking on “OK”, you will give necessary permission to SHATEL ANDROID SECURITY to enable URL Filter feature.



Then click on “Next”.



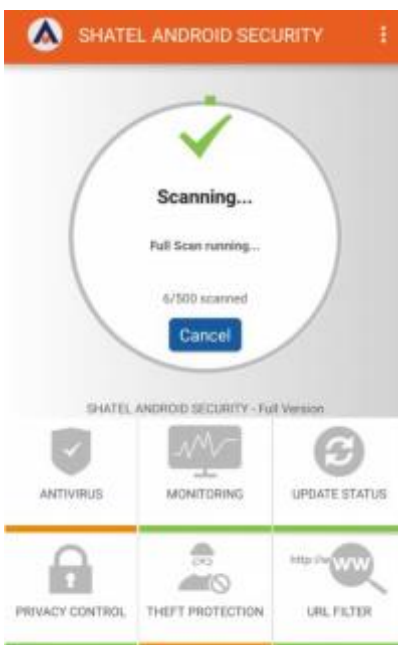
SHATEL ANDROID SECURITY Software User's Guide

How to Remove Malware from the Device

Now the setup is completed. If you want to scan your device for malware, click "Yes".



Having clicked on "Yes", you will see a page as shown in the following image. Wait for a while until the scan is completed.



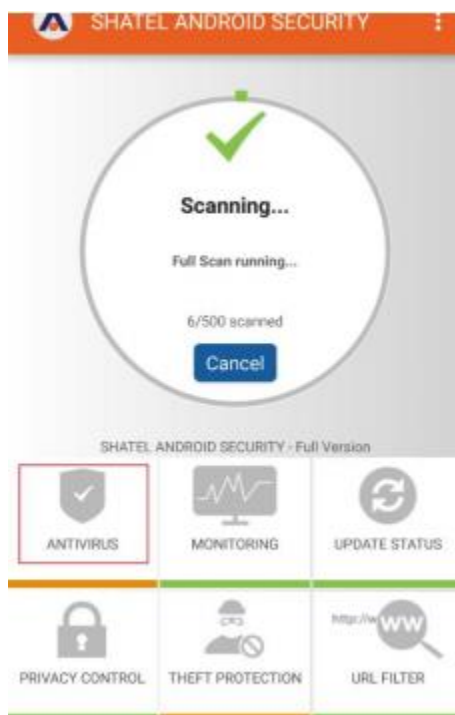
If your device is infected by viruses and malware, you will see a message saying “Your System is infected!”



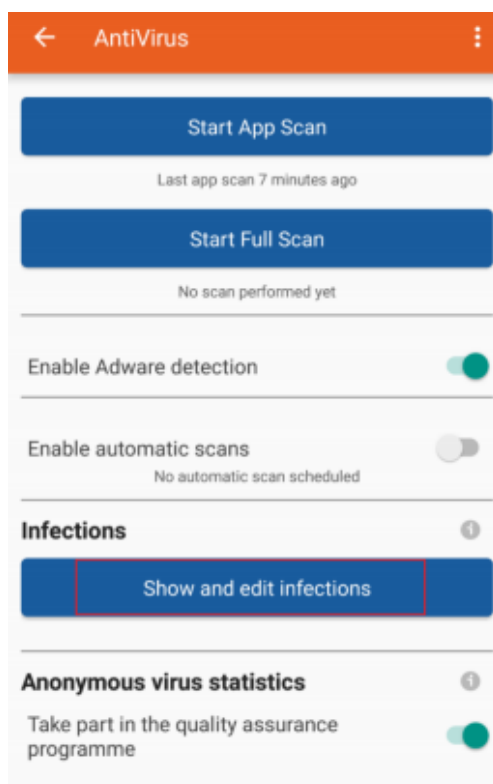
After the device has been scanned, you will see the number of malware and viruses detected on your device, as well as the last time the device was scanned, as shown in the image.



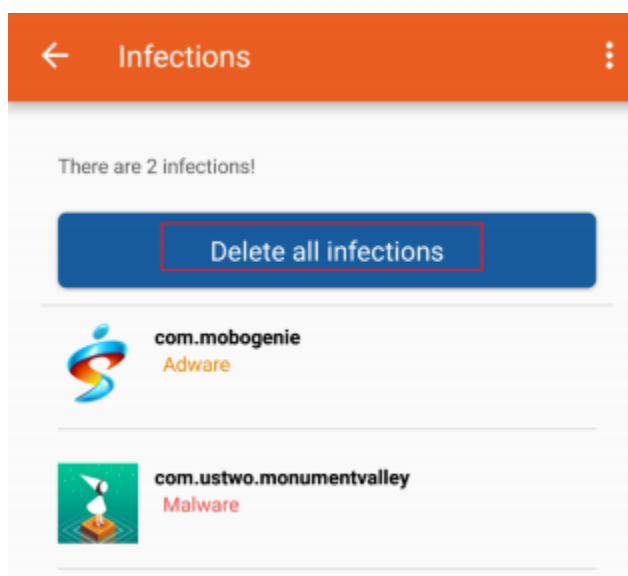
Then Click on “ANTIVIRUS”



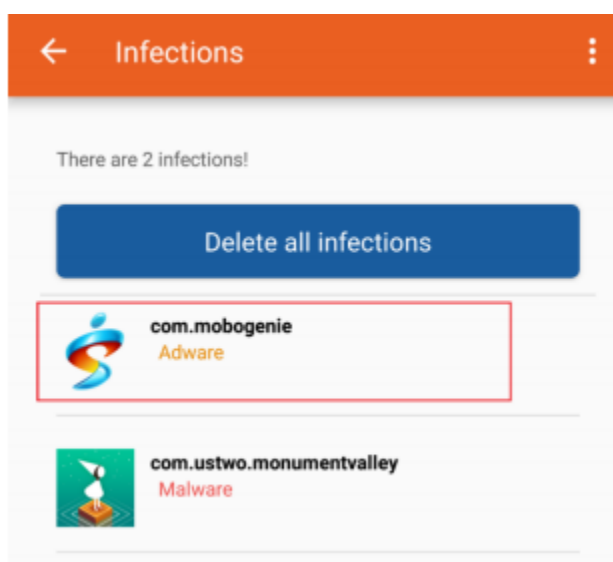
On the page that opens, click on “Show and Edit Infections”.



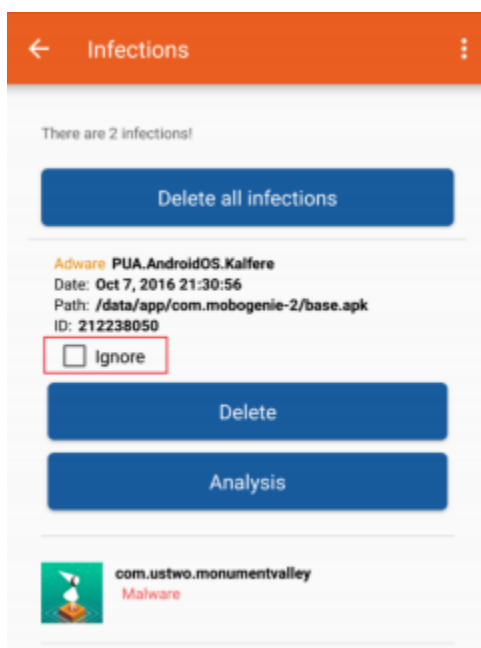
According to the image, a list of malware programs is displayed, note that SHATEL ANDROID SECURITY is not able to delete programs, and if you want to free your device from viruses and malware, you should remove the infected programs and download them from a trusted source such as Google Play. As shown in the following image, by clicking on "Delete all infections", all infected programs displayed in the list will be deleted from your device.



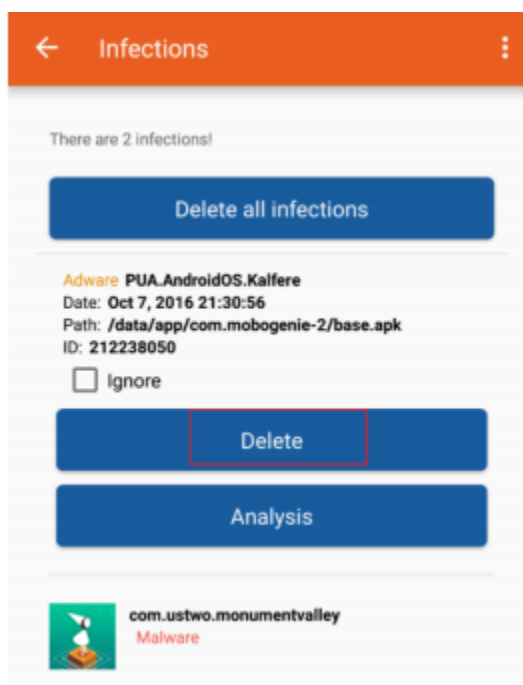
If you want to decide about each malware separately, you need to click on the malware you want to decide about.



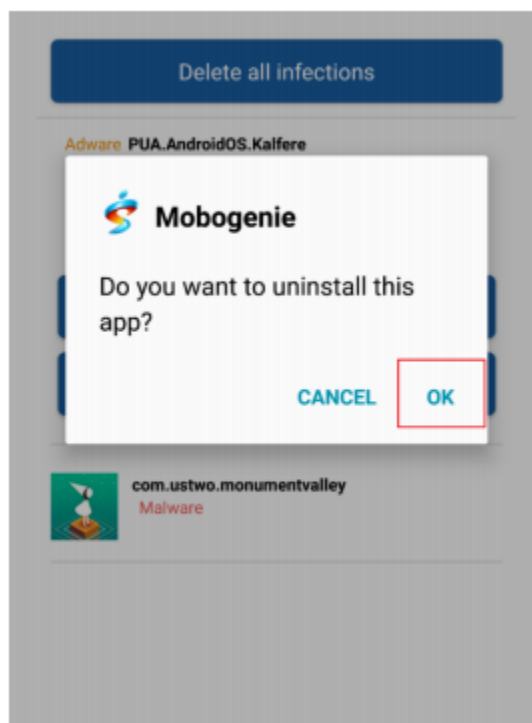
If you click “Ignore”, SHATEL ANDROID SECURITY will ignore the malware and will not warn you against it.



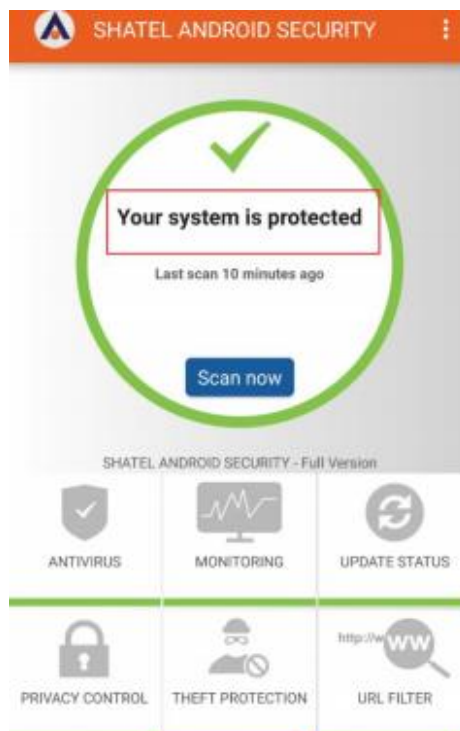
If you want to delete a malware program, first click on the malware, then on the page that opens, click on “Delete”.



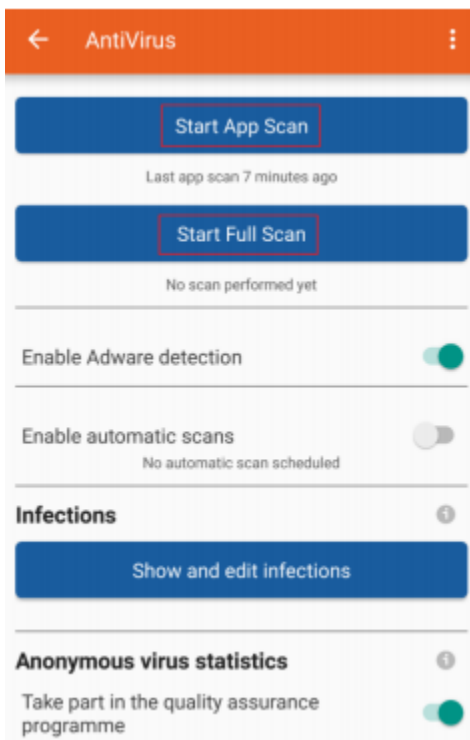
Then click "OK".



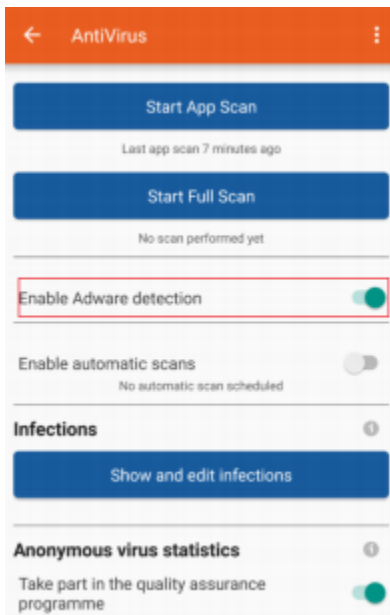
If your device is cleared from viruses and malware programs or if no threat or malware is detected after scanning the device, "Your System is Protected" message is shown.



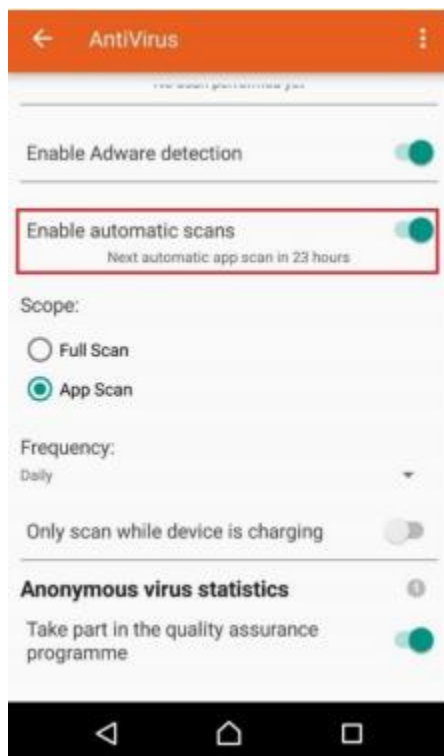
Please note that whenever you need to scan your device, you can open SHATEL ANDROID SECURITY and click on “Antivirus”. Then by clicking “Start app scan” you can scan the applications installed on your device or by clicking “Start full scan” you can scan all files, applications and so on.



If “Enable Adware Detection” is activated, advertising programs will be detected, too.

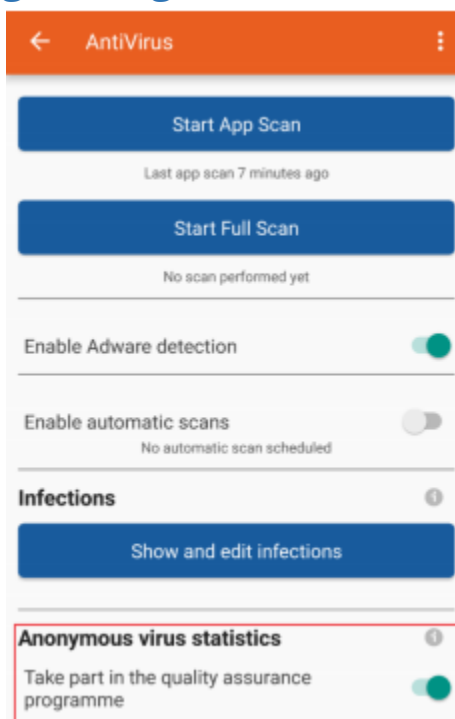


Please note that by activating “Enable automatic scans”, defining the scan scope and setting the frequency, you can run automatic scan on your device. In the “scope” section, the scope of the scan, and in “Frequency” section the time intervals of scans are defined. As it is shown in the following image, only the applications installed on your device will be scanned daily.

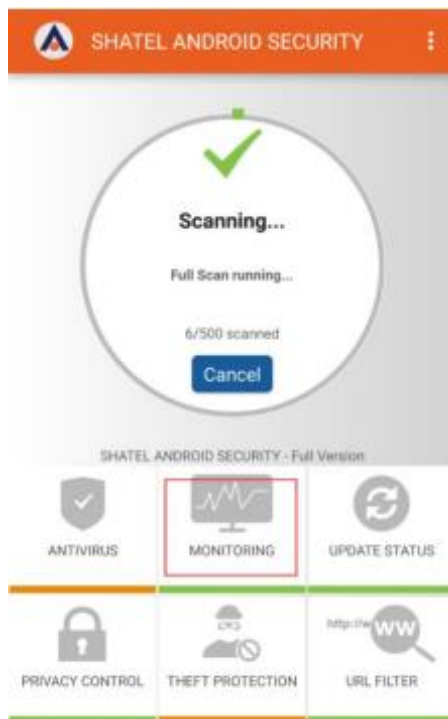


If you activate “Anonymous virus statistics”, the information about unknown viruses on your device will be sent to SHATEL ANDROID SECURITY and you will take part in the quality assurance program of the software.

Checking Monitoring Settings



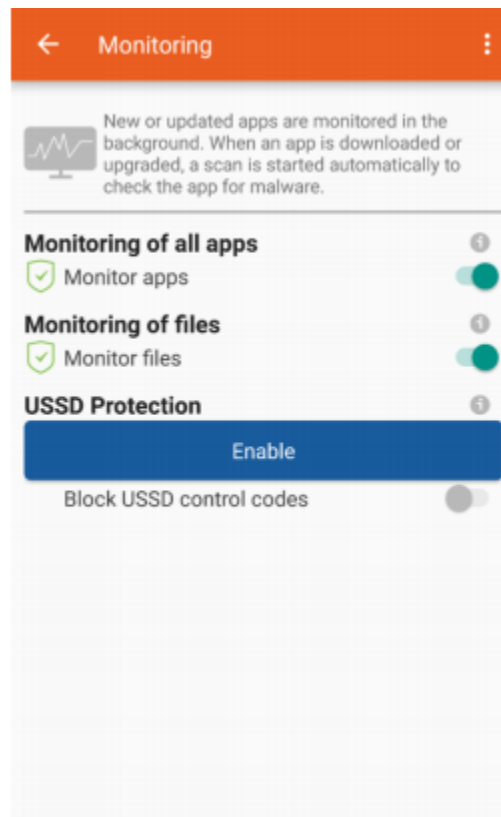
If you want the files and applications on your device to get ongoing scans, click on “Monitoring” after opening SHATEL ANDROID SECURITY.



As shown in the following image, when “Monitoring of all apps” is activated, only applications receive ongoing scan and after each change in the application, for example downloading updates, the application will be scanned.

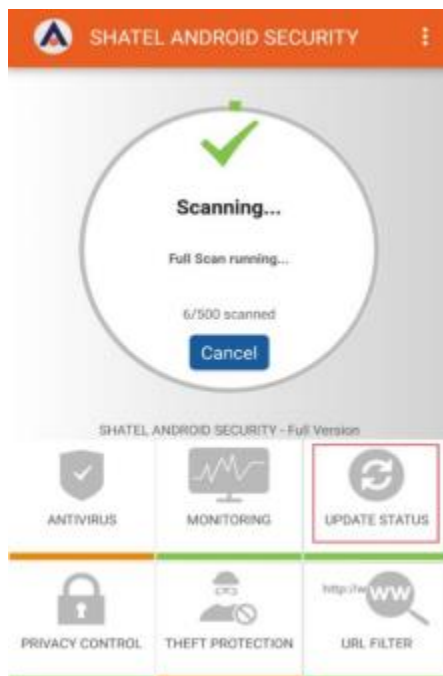
By activating “Monitoring of files”, files on memory card or the internal memory, such as files downloaded from the Internet, will be monitored and scanned in the background.

By activating “USSD protection”, your device will be protected against malicious USSDs (codes starting with * and ending in #).

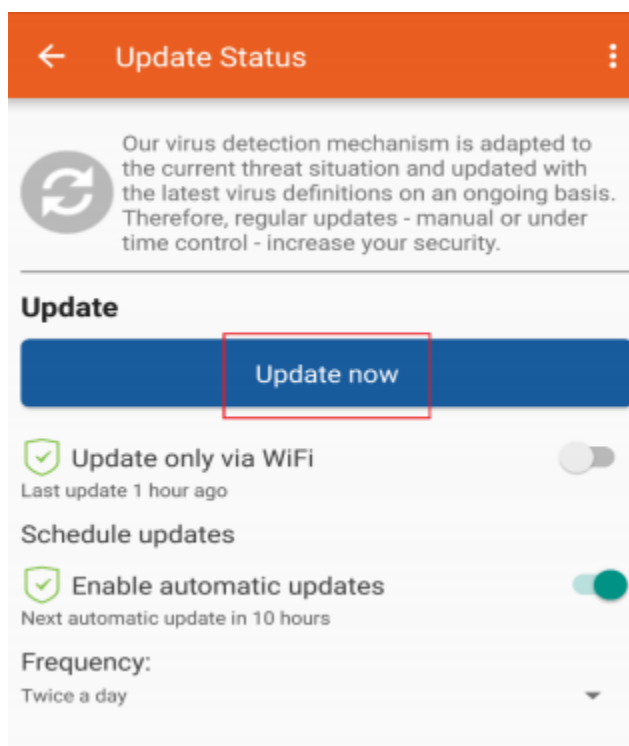


Software Update

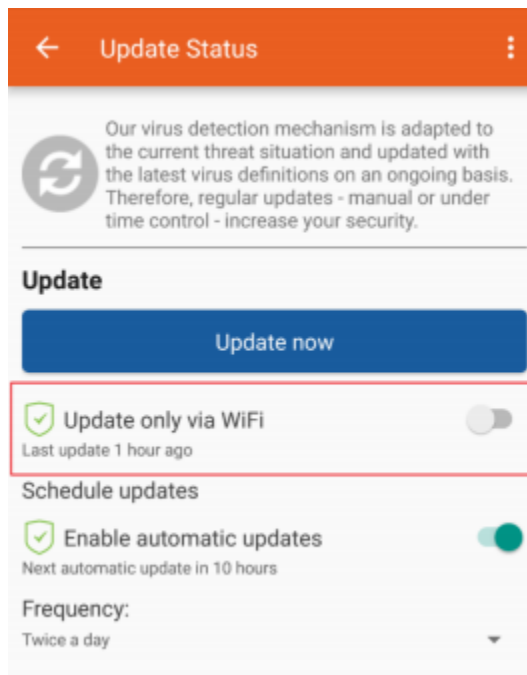
To enter the update settings, click on “Update Status” after opening the software.



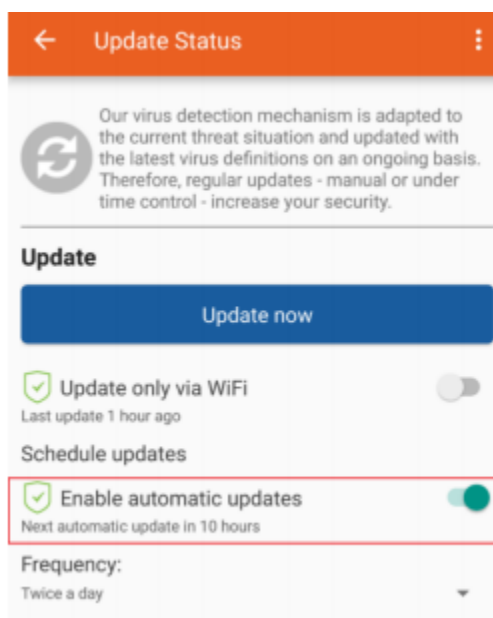
If you click on “update now”, the software starts updating.



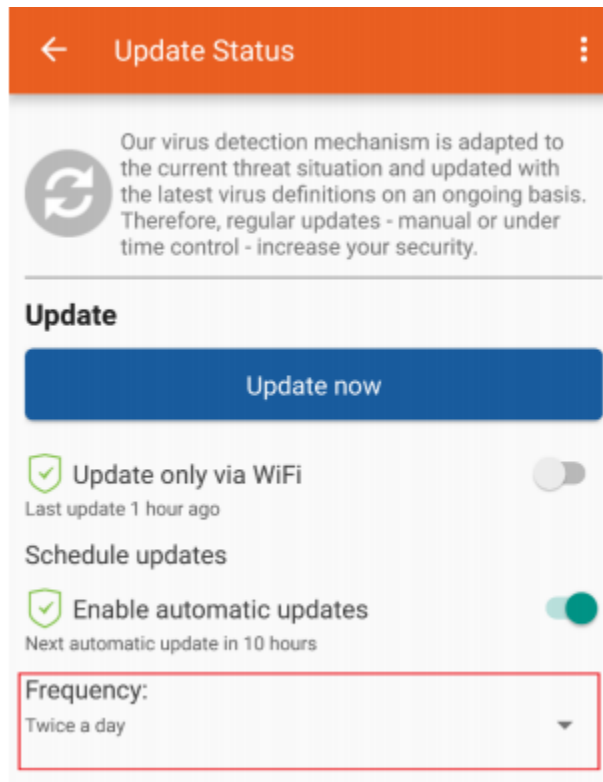
Please note that if “update only via WiFi” is on, the software is only updated when your device is connected to WiFi. This option is off by default, it means that whenever the device is connected to Internet (WiFi, 4G, etc.) the update is downloaded.



By activating “Enable automatic updates” and defining the update frequency, the software update is done automatically.

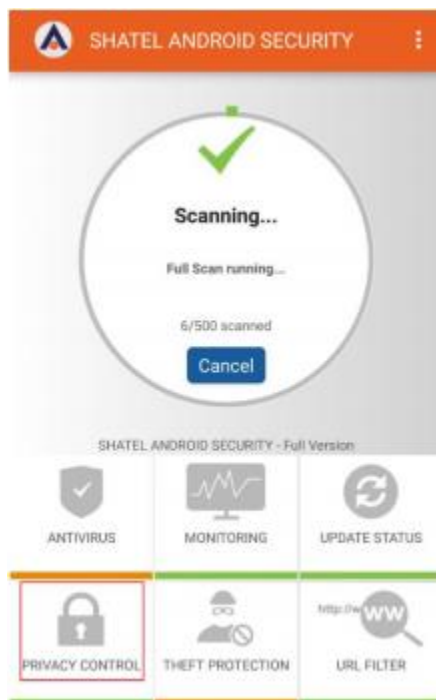


In “Frequency” section, you can define the time schedule according to which update should be done. Then the software is updated, for example as the image below, twice a day.

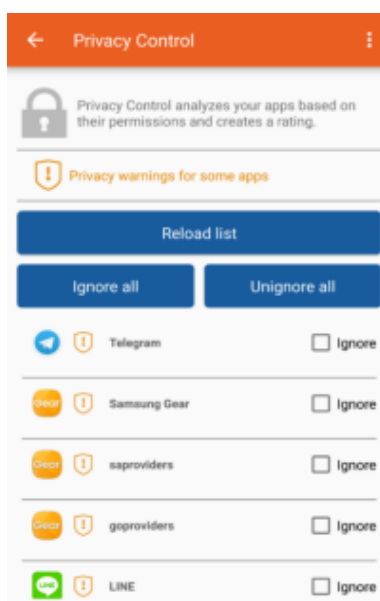


Checking Privacy Control Settings

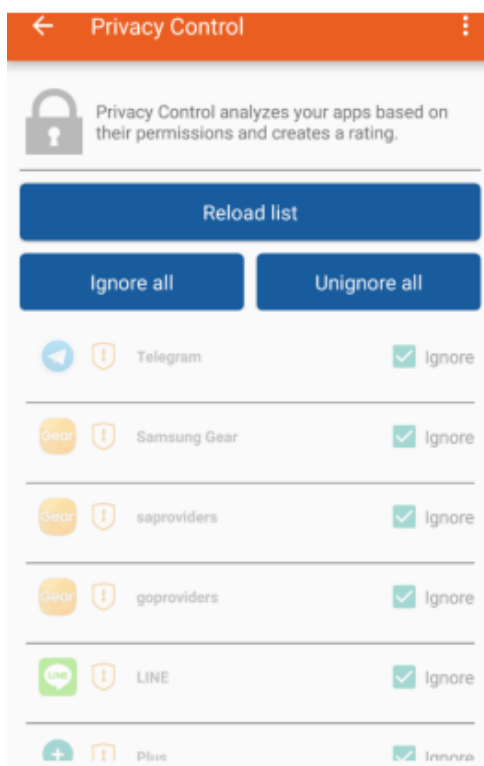
Privacy Control feature in SHATEL ANDROID SECURITY allows you to view the permissions of the applications installed on your device. To use this feature, open the software and then click "Privacy Control".



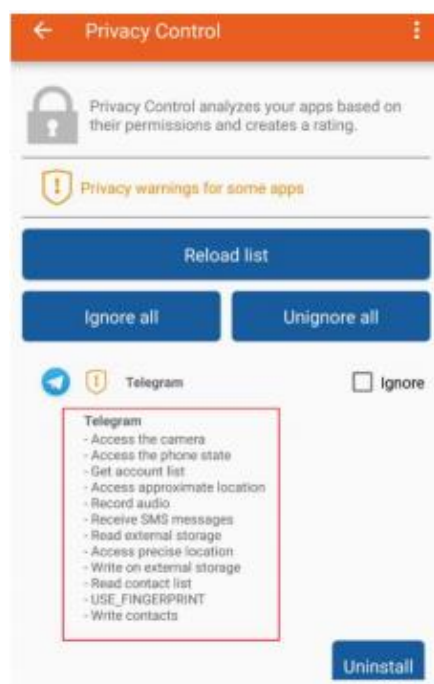
As shown in the image, you can view a list of installed applications based on their permissions.



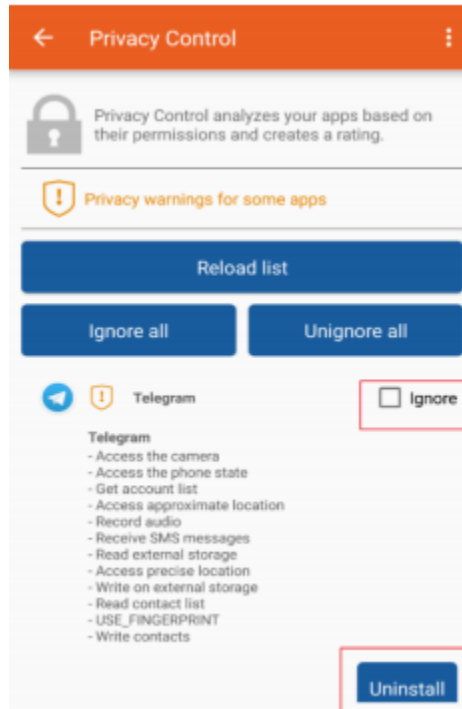
If you click “Ignore all”, all the permissions of the listed applications will be ignored.



To view the permissions of a specific application in the list, click on it. In the image below, by clicking on Telegram, you can view its permissions.

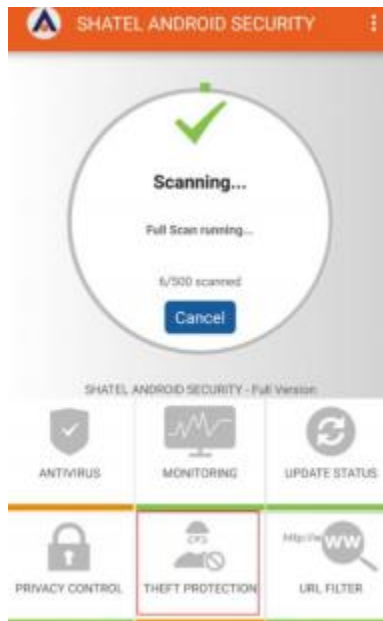


If you click “Ignore”, only the permissions of this specific application is ignored, and by clicking “uninstall”, the application will be removed from your device.



Checking Theft Protection Settings

To check Theft Protection settings and to change SHATEL ANDROID SECURITY password, click on “Theft Protection” after opening the software. As you know one of the features offered by Theft Protection feature is the ability to remotely lock your device, set alarms, delete data on the device and also to lock the device if the SIM card is changed.



By activating “Enable Remote Wiping” you can reset your device to factory settings remotely and delete all your personal data on the device.



By activating “Enable Remote Locking”, you can lock your device remotely and block unauthorized access to your device and data on it.



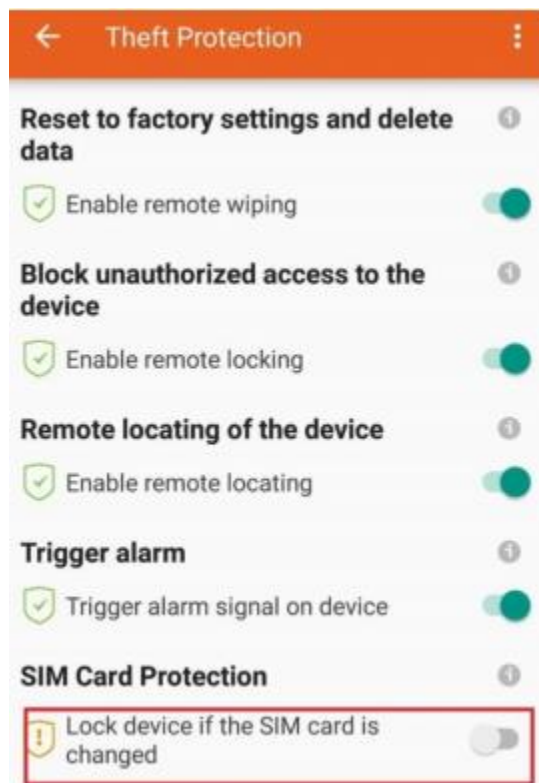
If you activate “Enable Remote Locating”, you can locate your device. As it was mentioned before, to take advantage of this feature, you need to turn on Gps.



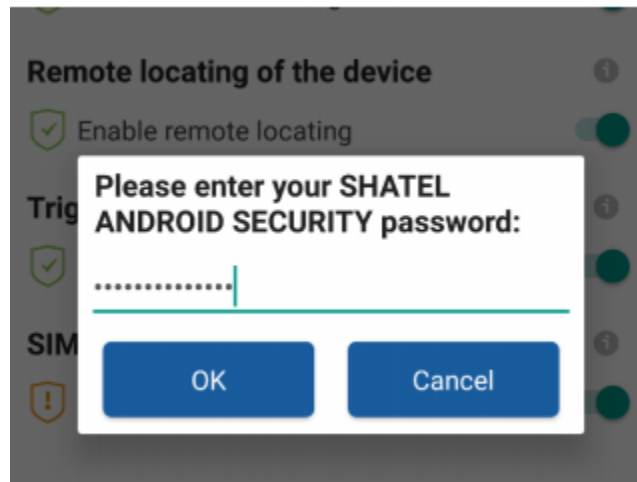
Activated “Trigger Alarm” enables activating alarms on the device remotely.



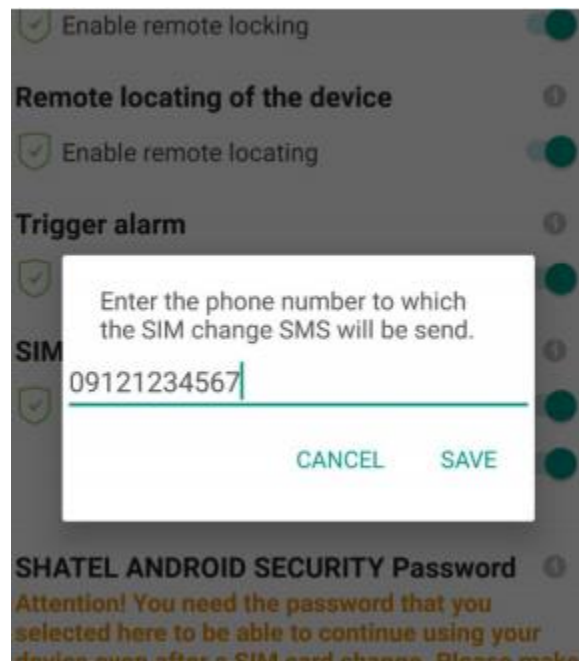
By activating “SIM Card Protection”, your device will be locked if the SIM card is changed.



To activate "SIM CARD Protection" you need to first enter SHATEL ANDROID SECURITY Password.

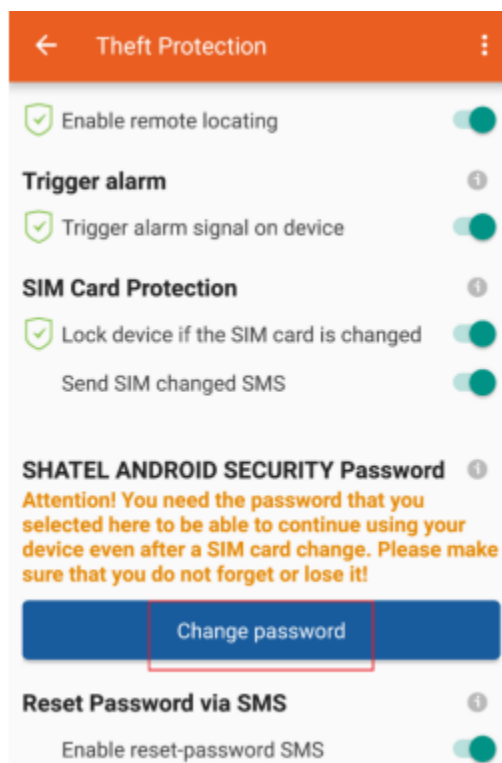


Then enter the phone number you would like the SIM Card change notification to be sent to.

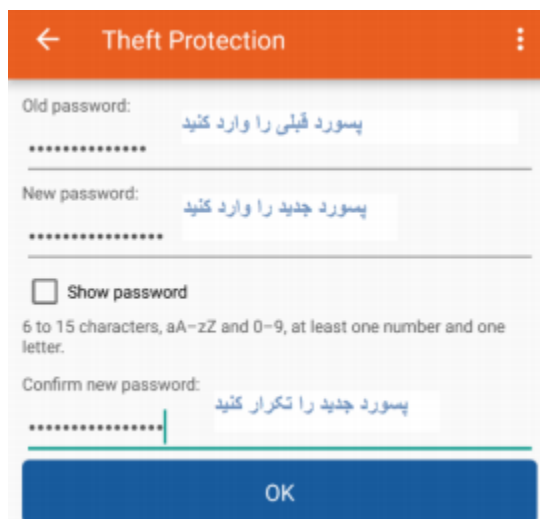


Resetting SHATEL ANDROID SECURITY Password

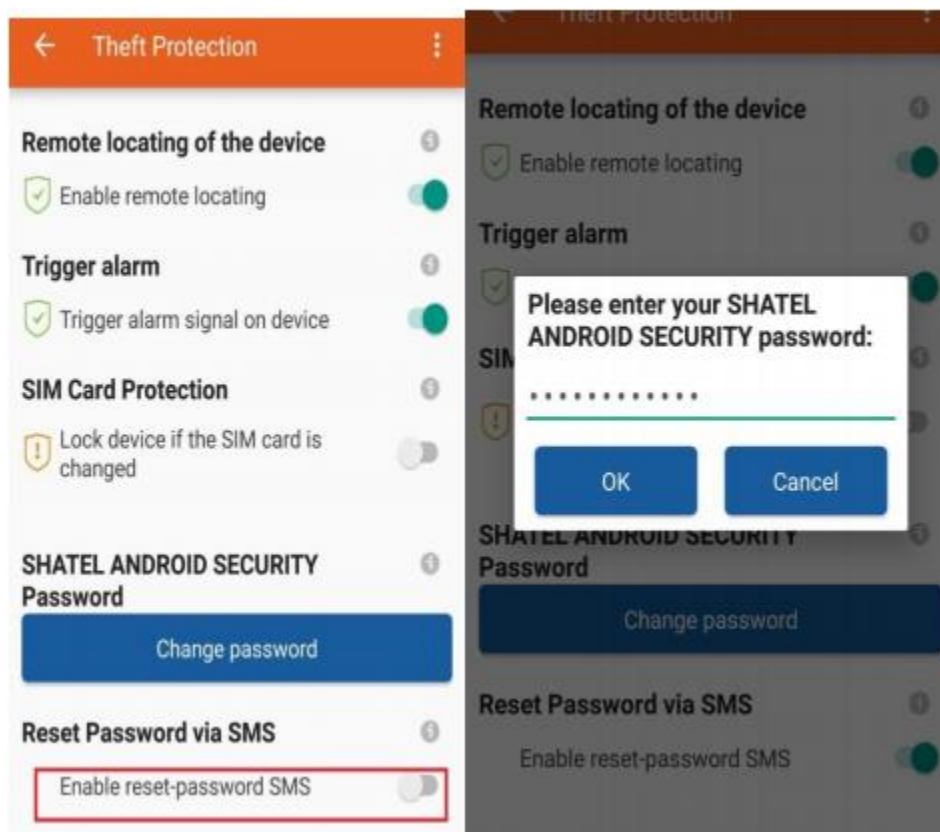
If you would like to change SHATEL ANDROID SECURITY password, open the software, then click on "Theft Protection" and then click "Change Password".



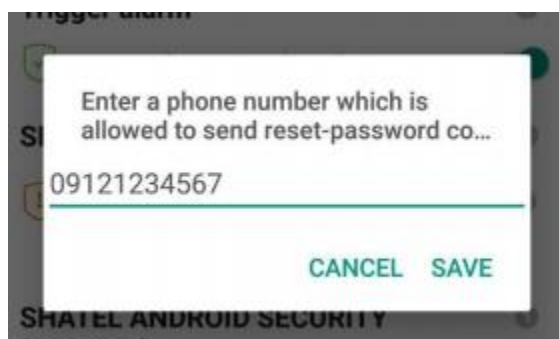
Then go through the following procedure to change the password.



If your device is lost or stolen and you have forgotten SHATEL ANDROID SECURITY password, you cannot use Theft Protection capabilities that are activated through sending messages including the password. But if you have activated “Reset Password via SMS”, you can retrieve your password. You will be asked to enter the password before activating “Reset Password via SMS”.



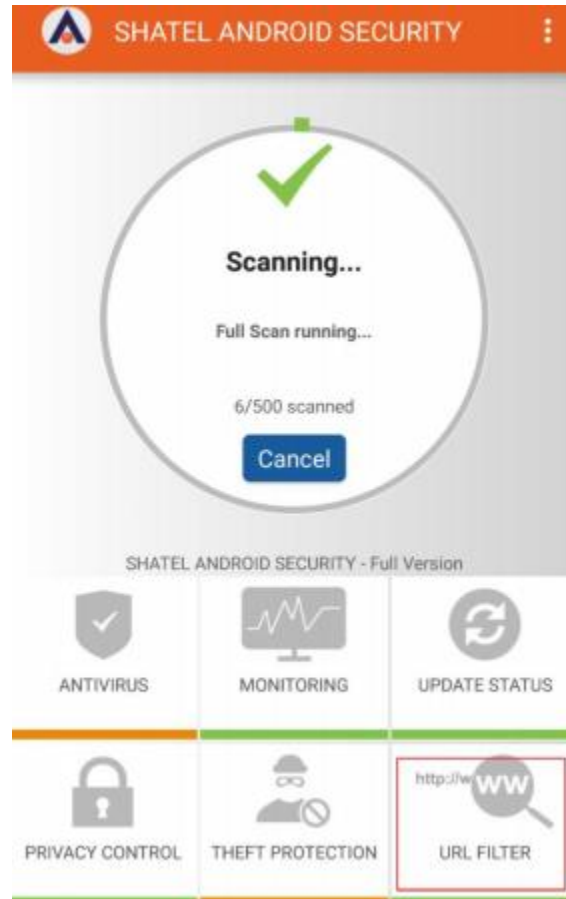
Here you should enter a second phone number.



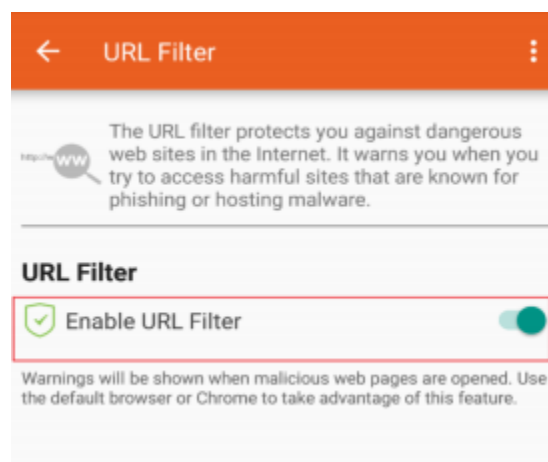
If you want to retrieve your password, you send an SMS including “reset-password” from the phone number you introduced here to your main phone number. A message will be sent back to you including the password.

Checking URL Filter Settings

To make changes in URL Filter settings, open the software and click on “URL Filter”.

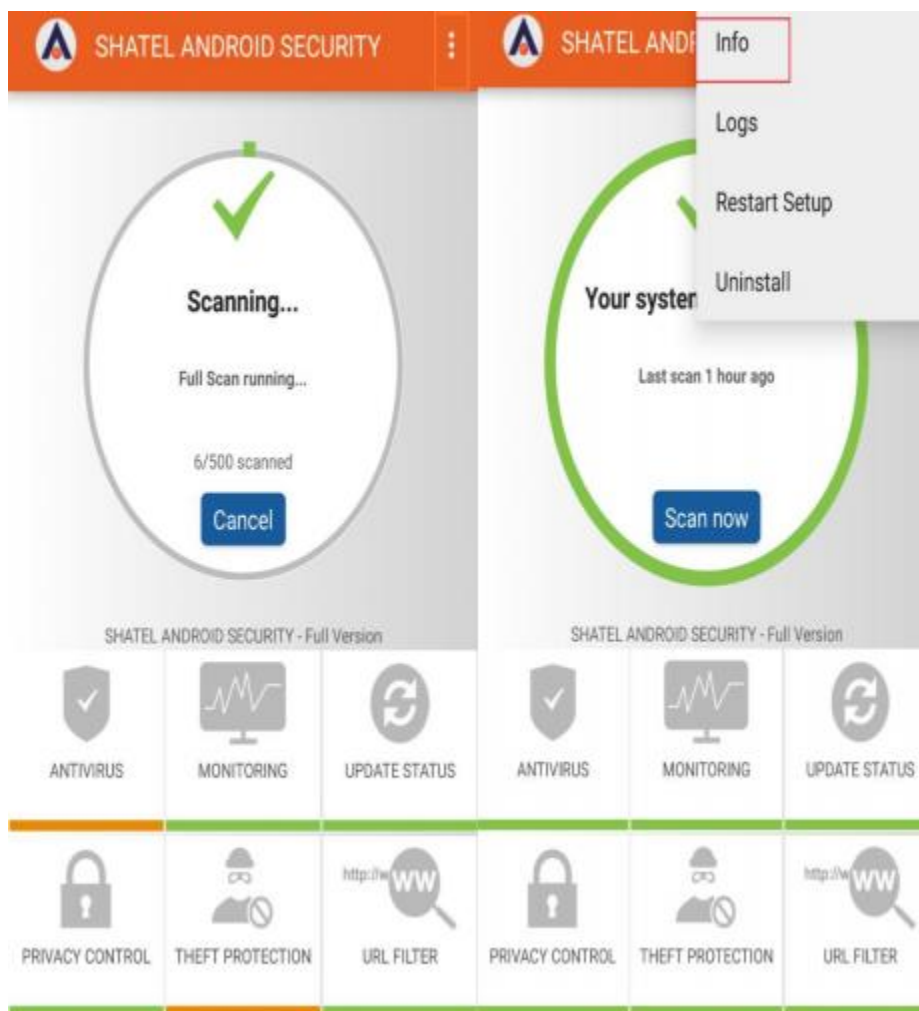


You can enable or disable this feature as shown in the image.

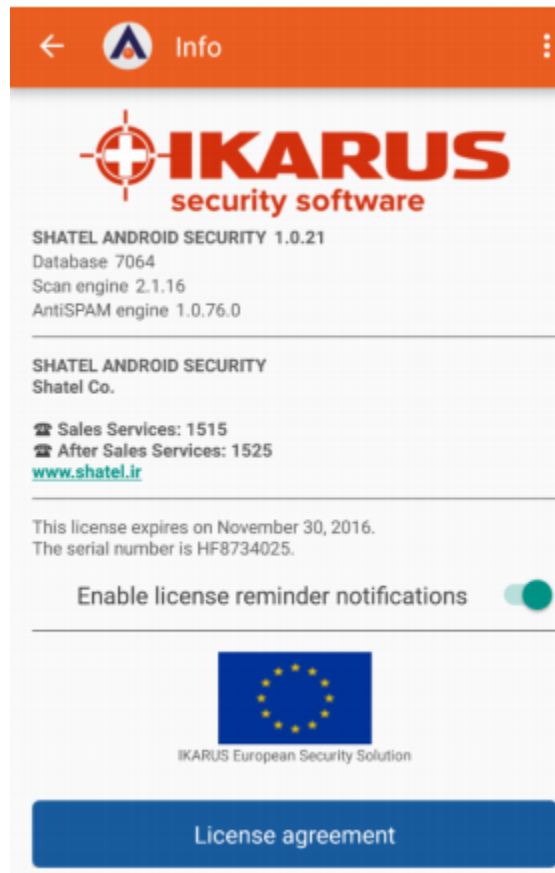


SHATEL ANDROID SECURITY Information

If you would like to see the information about SHATEL ANDROID SECURITY software, click on the three dots at the top of the software and then select "info".

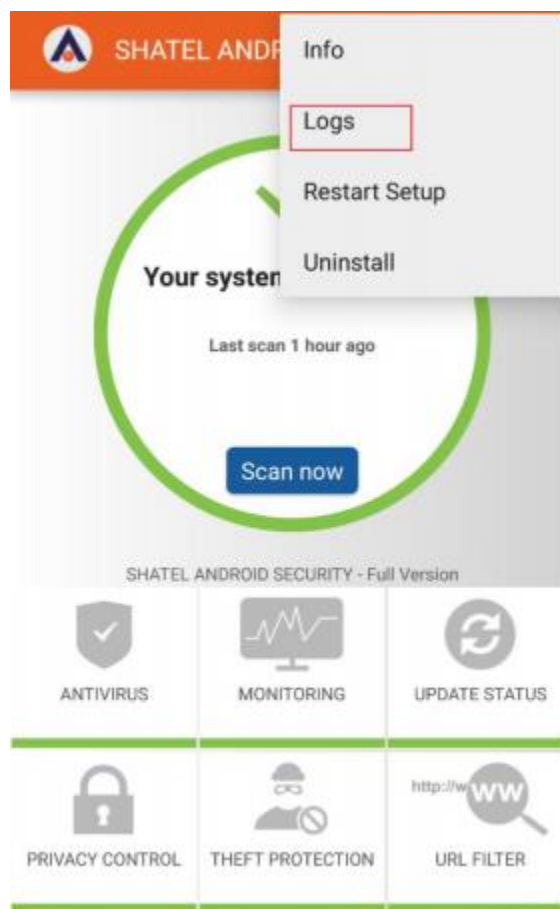


Then a page opens showing the information about the software and the company that developed the software.

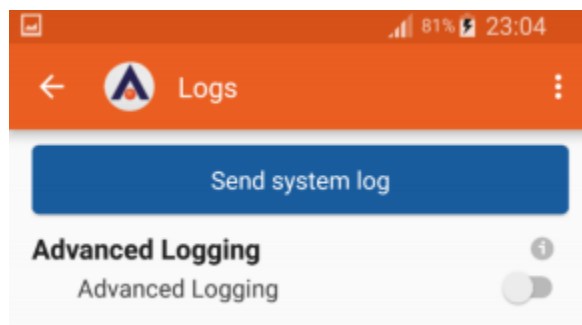


Obtaining LOG of Software's Performance

If you want to save information about software activities, choose "Logs" as shown in the image.

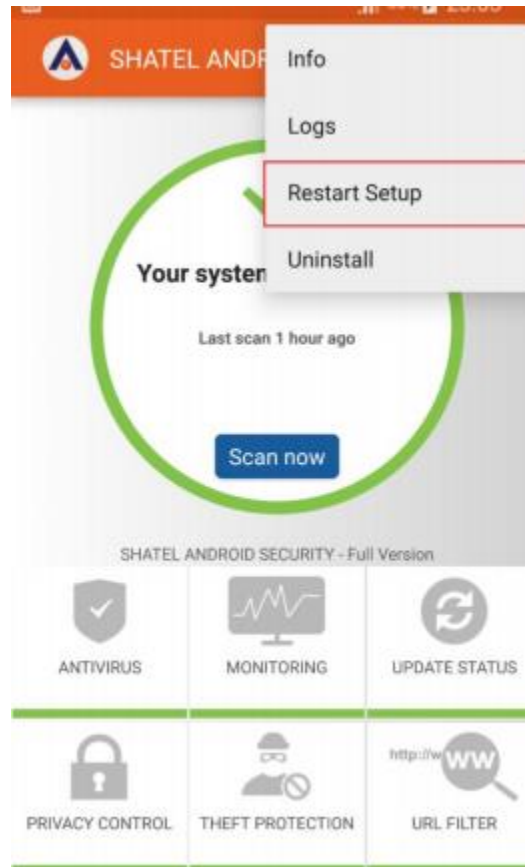


Note that to store this information, it is necessary to have enough free space on your device. Activate this feature when the software has encountered a problem and it is advised by the support team in order to specify the details. Also, after completing logging, click "Send system log" to email the report file.



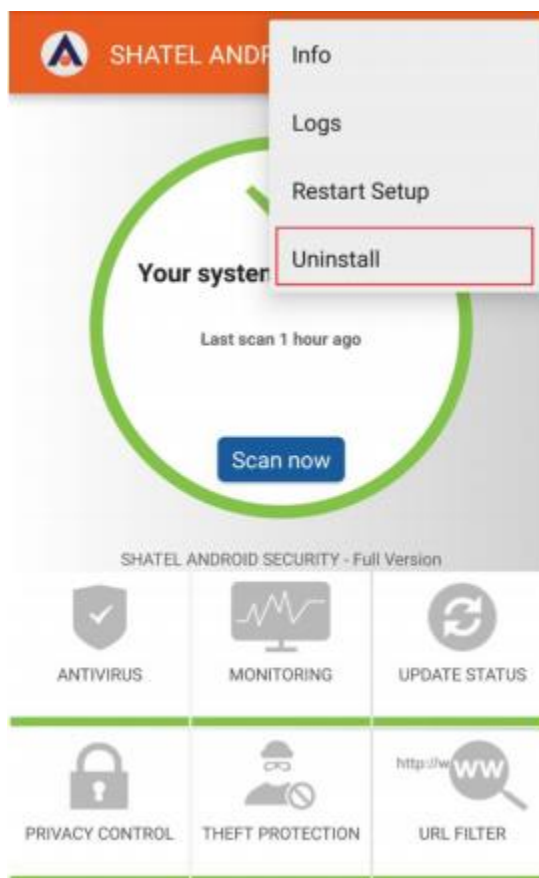
Re-installation and setup of SHATEL ANDROID SECURITY

To re-install and re-launch the software, click on “Restart Setup” as seen in the following image. Please note that all settings of all other SHATEL ANDROID SECURITY capabilities will be deleted. You also need to first enter software password.



Uninstallation of SHATEL ANDROID SECURITY

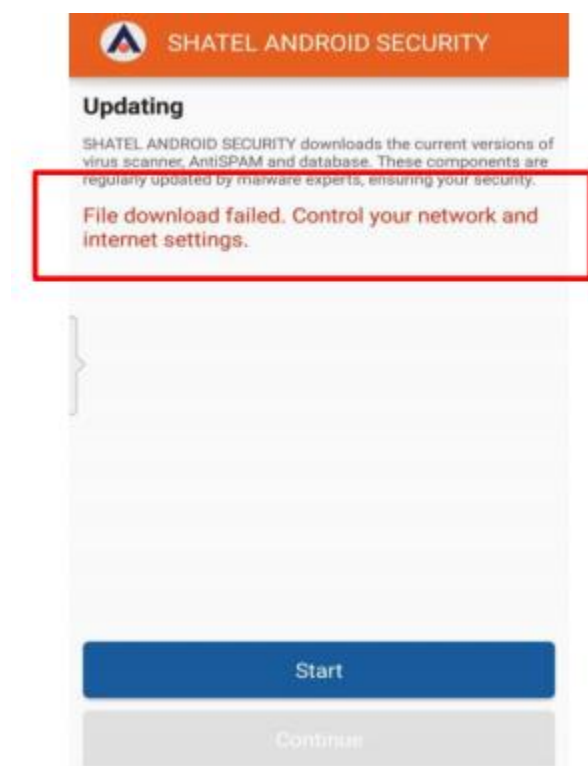
In order to uninstall and remove SHATEL ANDROID SECURITY from your device, click on "Uninstall" as you can see in the image below. You need to enter the password first.



Frequently Asked Questions

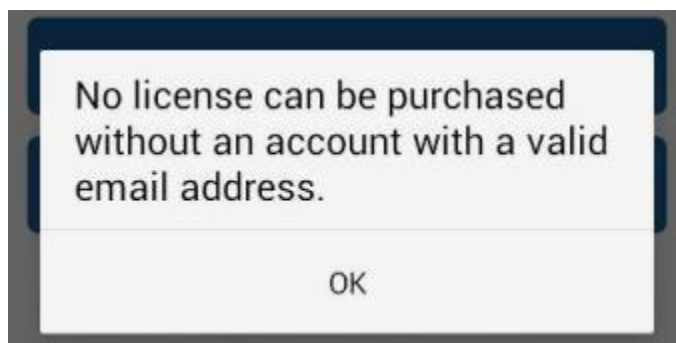
In this section, we have tried to review some of the most common problems and questions that may be encountered during installation and running the software, and to offer solutions for them.

- 1- If you encounter the following message in the early stages of installing the software



That is because your mobile phone is disconnected from the Internet. To install, you need to be connected to the Internet to receive the required files and install them on your phone.

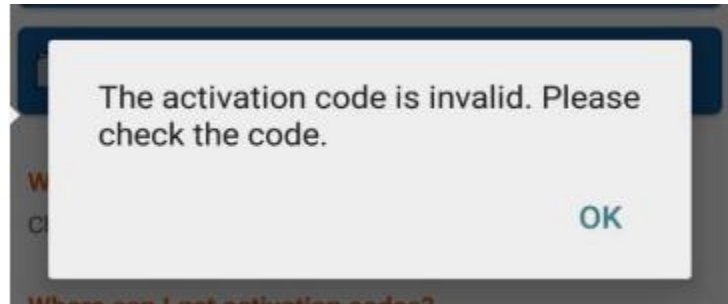
- 2- If you encounter the following message while entering the activation code:



That's because you have not set an email account on your mobile phone. To resolve this issue, exit the software, go to your device settings and register a Gmail account in "Gmail Account".

Then go to SHATEL ANDROID SECURITY settings and enter activation code again and proceed with the installation.

3- If you encounter the following while installing the software:



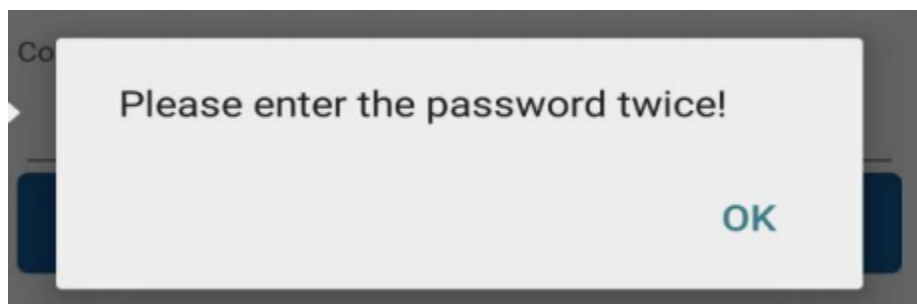
The software has not accepted your activation code, which can have two reasons:

- The activation code has been entered incorrectly: check the activation code again and make sure that it is entered correctly.
- The activation code has already been registered and used on another device with another email account.

Note 1: SHATEL ANDROID SECURITY activation code can be used only once, and after that and in case of resetting the mobile phone, it is possible to reinstall and activate the software if the email with which activation code was sent for the first time is still available.

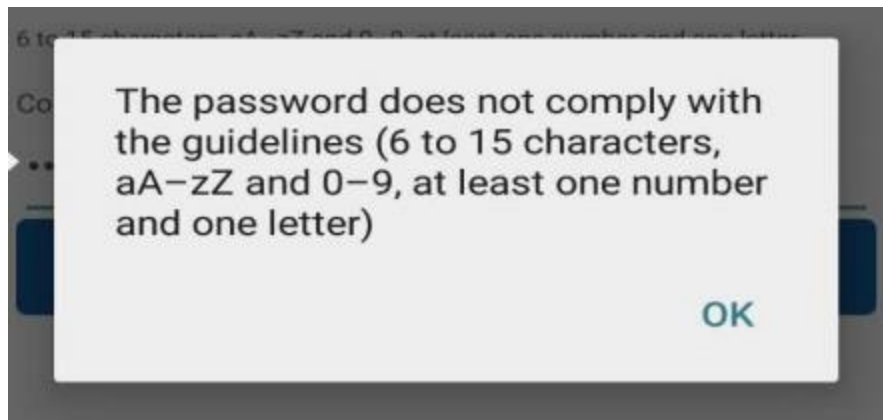
Note 2: You do not necessarily need to use the same email you registered on the panel. However, the email entered in Shatel user panel to get the activation code must be valid.

4- If you encounter the following message when entering your desired password for SHATEL ANDROID SECURITY, it is necessary to enter the password again in the box above "Next" and then click on "Next".

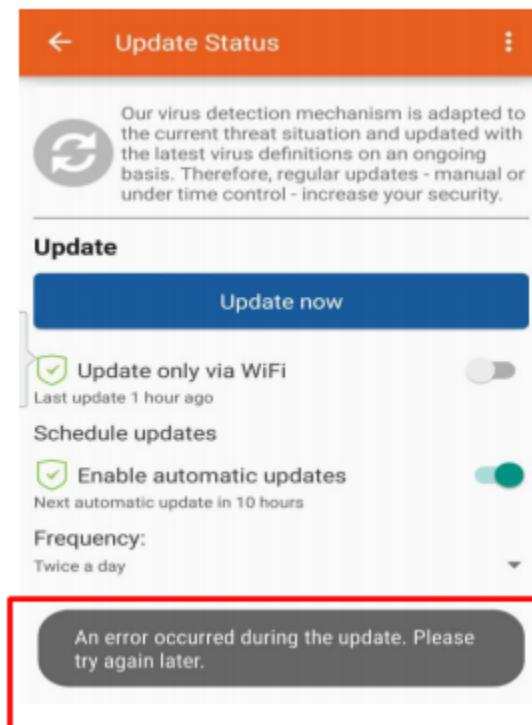


- 5- If you encounter the following message when entering SHATEL ANDROID SECURITY password.

Your chosen password must have at least 6 to 15 characters, and at least one of these characters must be a number (The password must be a combination of numbers and letters).

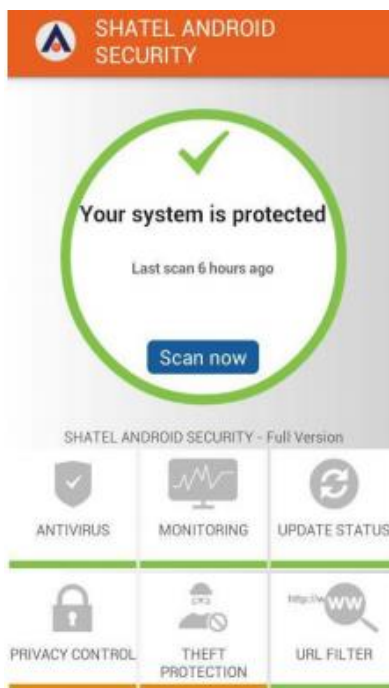


- 6- If you need to upgrade the software after installing it on your mobile phone, and you encounter the following message after clicking on "update now".



You are not probably connected to the Internet and there is no connection to the server. Please check your mobile connection to the Internet.

- 7- On some phones, it is possible that the three dots at the top right corner are not visible, as shown below:



In this case, through your mobile settings, you will be able to view this menu at the bottom of the page

