



# The BT Virus Protect app

Keeping your family out of digital danger



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## Digital defence with BT Virus Protect

In a world where the internet faces five new threats every second, keeping your family safe online has never been trickier.

Viruses can bring your smartphones, computers, and tablets to their knees. Criminals use malware to try to steal your bank details. Dodgy websites can capture your passwords. Wi-Fi connections can leak information. And what happens if your smartphone falls into the wrong hands?

To protect your family from digital harm, you need BT Virus Protect.

We developed this all-in-one security package in conjunction with McAfee, one of the world's leading security software companies. Its comprehensive protection for PCs and Macs and, with the BT Virus Protect app, Android devices is ideal for modern family life, where every home sees adults and children online with smartphones, computers, games consoles, smart TVs, tablets and so on.

## How do I get the BT Virus Protect app?

If you've got broadband from us, you've already got BT Virus Protect

All our broadband customers get at least two licences free. You need a licence for each device you want to protect, whether it's the desktop version for PCs and Macs or the app for your Android smartphones and tablets.

Superfast Fibre 2 and Superfast Fibre Plus come with 15 licences. If you've got one of our other broadband packages, you can easily upgrade from two to 15 licences for just £4 a month with the first month free.

Broadband Package	BT Virus Protect licences
Broadband	2
Superfast Fibre	2
Superfast Fibre Essential	2
Superfast Fibre Plus	15

### **If you already have security software**

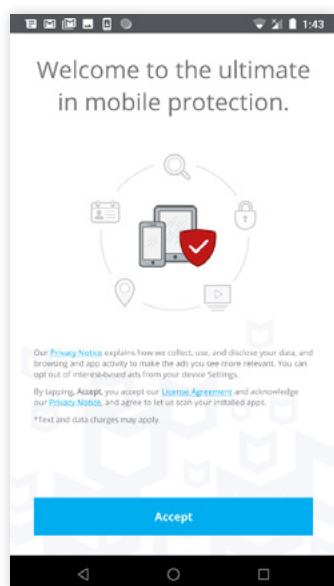
We recommend that you only have one version of security software on your device. If you've installed a new security application within the last six months, please uninstall it before downloading BT Virus Protect.

## How do I install the BT Virus Protect app?

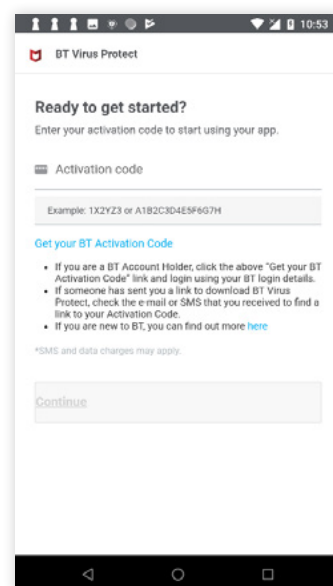
### Step 1: Activate the BT Virus Protect app

First things first – download the app from the Google Play Store!

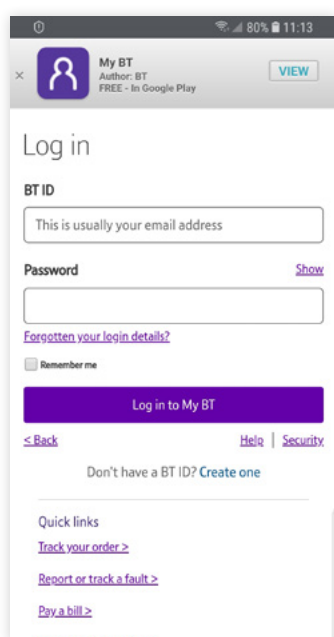
1. Once you've downloaded the app, you'll need to accept the terms:



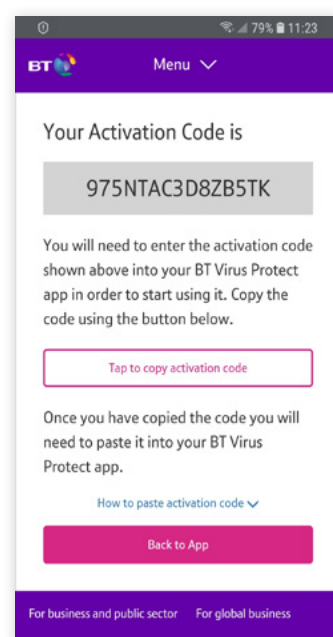
2. Click the **Get your BT Activation Code** link:



3. Sign into **My BT** with your BT ID login and password. If you don't have a BT ID, follow the **Sign up** link under the login button:



4. Click on **Tap to copy activation code**, then **Back to App**:

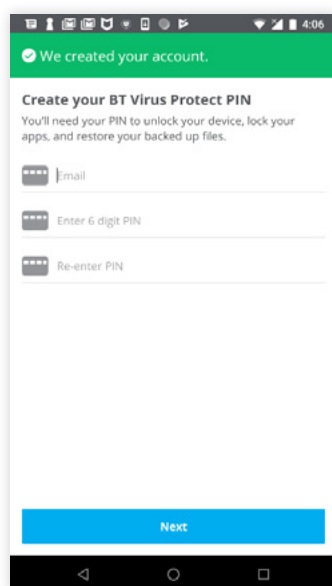


## How do I install the BT Virus Protect app?

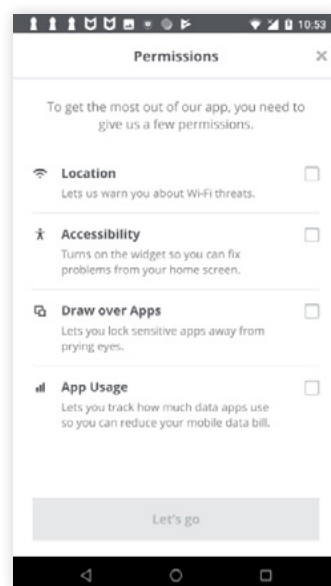
### Step 2: Set up the BT Virus Protect app

You've created your account, now it's time to get down to details.

1. The first screen you'll see after activation asks you to input your email address and create a PIN. We need your email for the **Thief Cam** feature. You'll use the PIN with the **App Lock** feature.

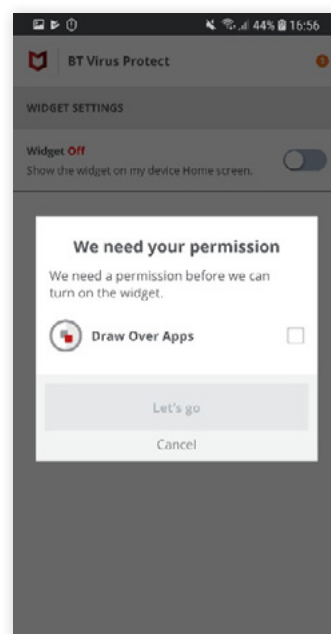
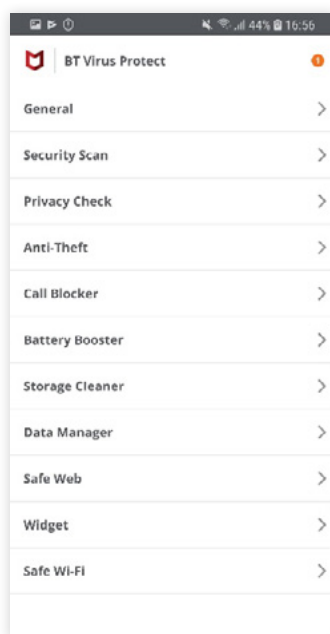
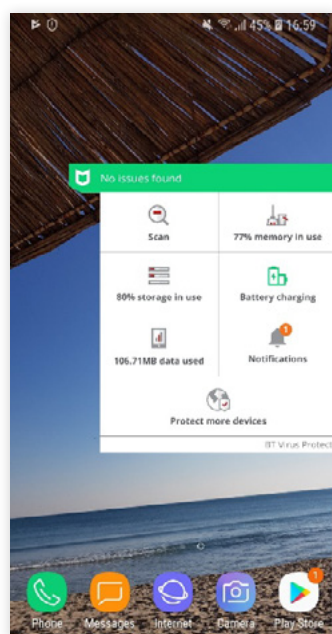


2. To get the most out of BT Virus Protect, you'll need to allow all permissions.



3. Now, we set up the widget. This makes sure that you're always aware of issues. It also displays a dashboard showing all of the BT Virus Protect features and stats.

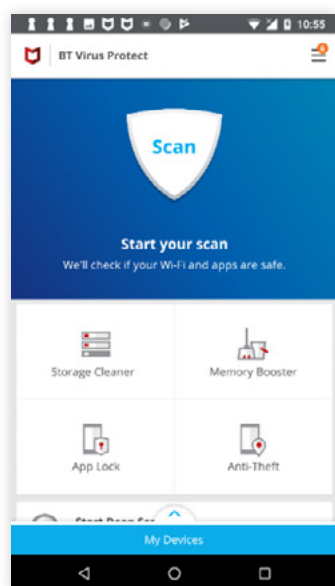
- Go to **Settings**, select **Widget** and give it permission to 'draw over apps'.
- You can disable the widget if you want.



## Meet your new... internet security features

Like cyber-criminals, BT Virus Protect never rests. Every 30 minutes it automatically scans for threats to your device. And if you're worried, you can jump in with a manual scan whenever you want.

To run a manual scan, just tap **Scan** on the **Security Scan** page:

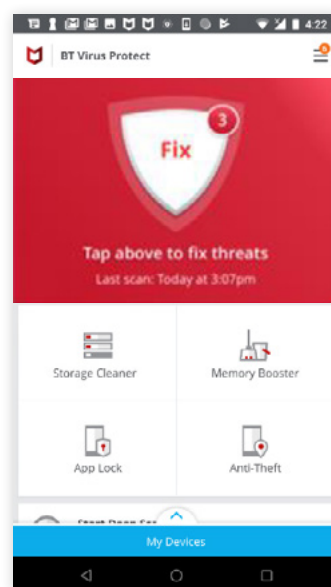
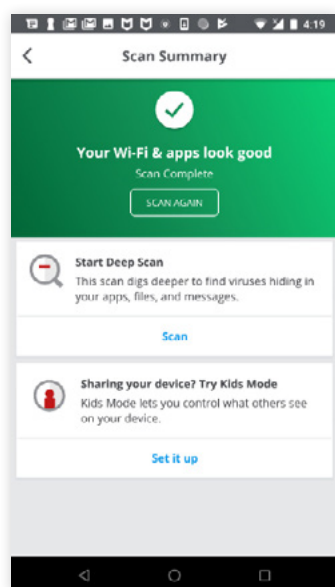


What do the colours on the scan results screens mean?

**Green:** everything's fine and dandy, all threats have been removed.

**Amber:** there's a potential threat around the security of your device and data.

**Red:** there's a critical threat that you need to fix. Tap **Fix** to see the details and, well, fix it.



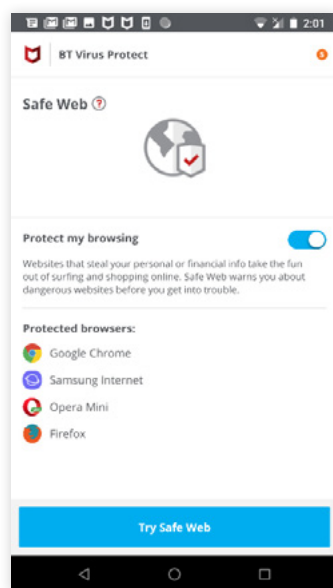
## Meet your new... internet security features

### Safe web

Not all websites are as safe and secure as we'd like them to be.

**Safe Web** will help you:

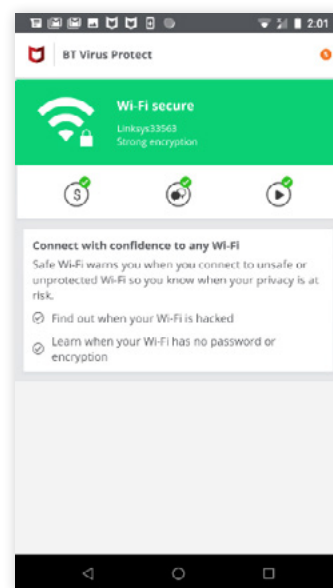
- Avoid risky websites.
- Prevent dangerous downloads.



### Wi-Fi secure

Insecure network connections pose a potential threat to your device and data. **Wi-Fi secure** protects you from network threats, warning you when you're connecting to an unsafe network:

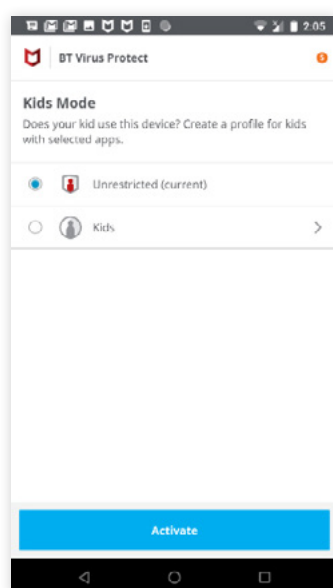
- It'll automatically disconnect you from the network if an attack is detected.
- You can confirm which connections your device can always connect to and which ones it shouldn't.



### Kids mode

Turn on **Kids Mode** for confidence your kids are safe when they're browsing online.

- Restrict access to specific apps and websites by creating a bespoke profile for your kids.



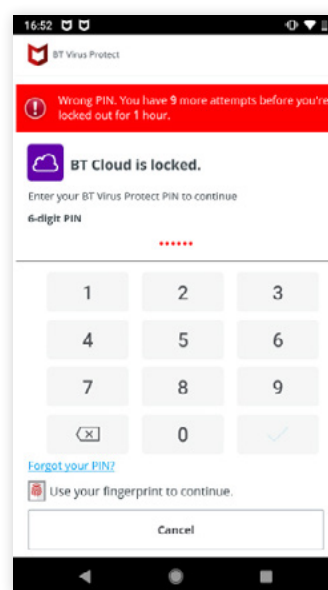
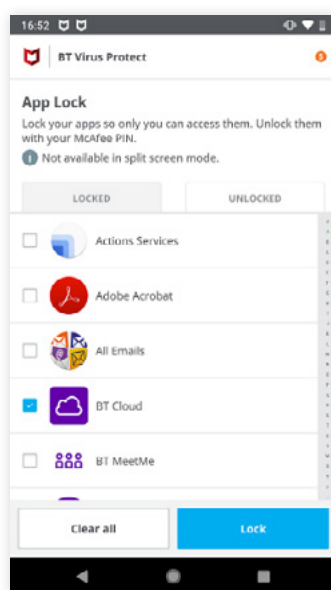


## Meet your new... internet security features

### App Lock

Sometimes, you may want to keep certain apps private, especially if they contain personal information. And you certainly wouldn't want your kids getting hold of your phone and making in-app purchases. **App Lock** does exactly what it says: it locks your app.

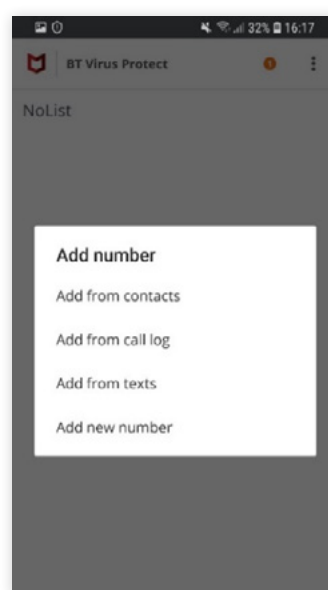
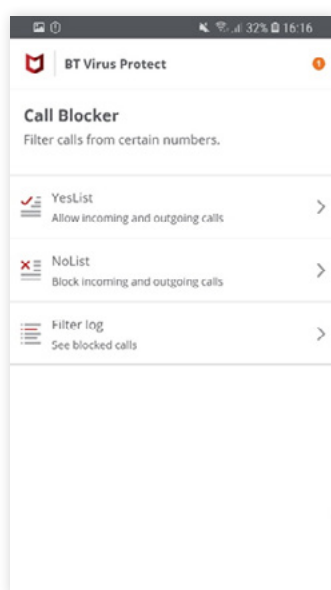
- Lock apps at the touch of a button.
- Unlock them with your BT Virus Protect PIN.



### Call Blocker

Whether you're plagued by unwanted sales calls or you just want to avoid calls from an annoying acquaintance, **Call Blocker** will help. Just add the numbers you don't want to hear from to your 'No List' and **Call Blocker** will filter any calls from them. And the same with outgoing calls.

- Create a list of contacts you don't want to receive calls from or make calls to.

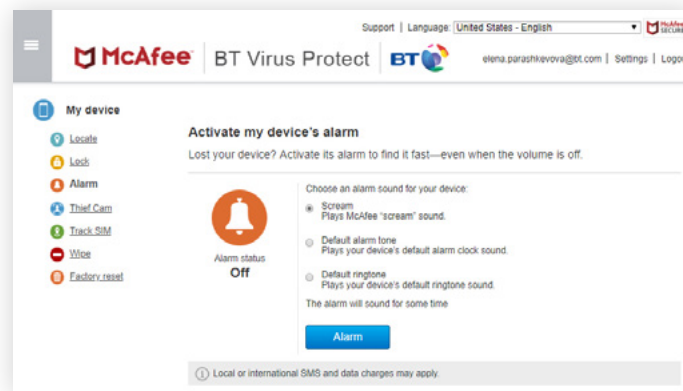


## Meet your new... anti-theft and privacy features

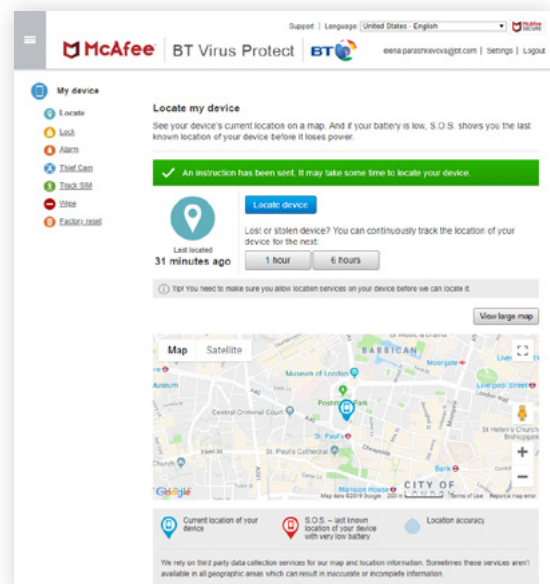
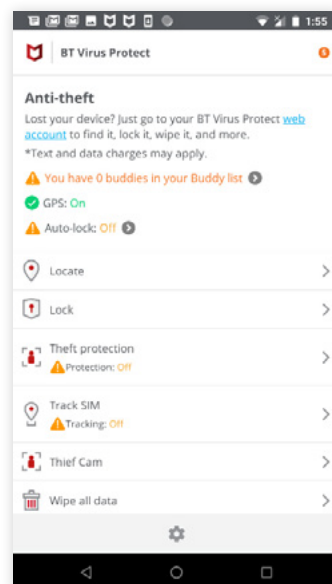
There's only one thing more annoying than losing your phone, and that's having it stolen. Our **Anti-theft** features can help you with both situations.

### Locate, Track, Alarm

- Remotely activate an alarm on your phone to help find your lost or stolen device, even when you've previously set it to silent or the battery is dead.



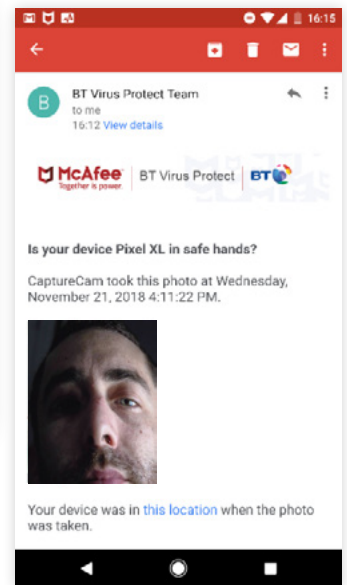
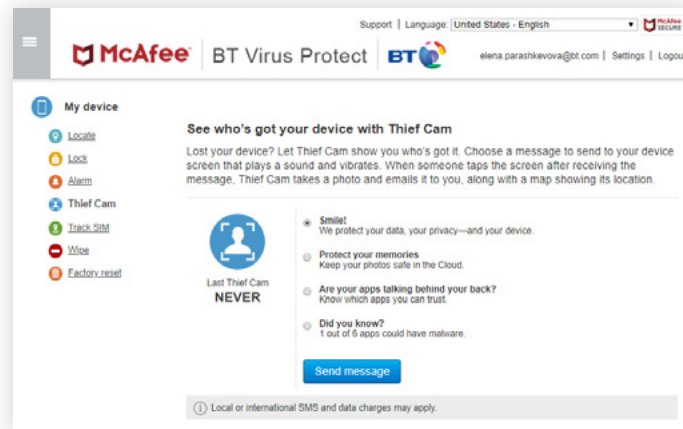
- Pinpoint where your device is on a map (using **Locate my device** on the McAfee portal in **My BT**) and follow it for up to six hours.



## Meet your new... anti-theft and privacy features

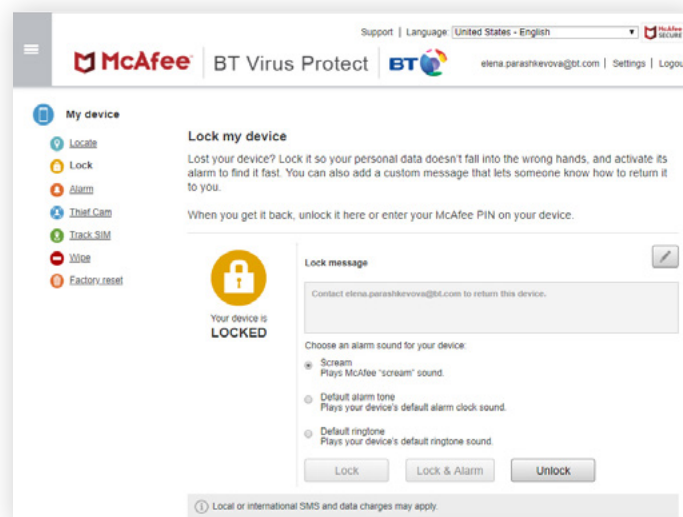
### Thief Cam

- Through the McAfee portal on My BT, you can set up your device so it takes a photo of whoever's trying to open it, catching your phone thief red-handed.
- It'll then email you the photo of the person holding your device, its location, and a timestamp.



### Lock your device

- Lost your device? Lock it remotely using the McAfee portal on My BT so that your data doesn't fall into the wrong hands.
- You can add your own message that displays on the device screen telling anyone who's found it how they can return it to you.



## Meet your new... anti-theft and privacy features

### Track the SIM card in your device

- If someone swipes your device and thinks that by swapping the SIM they'll get away with it, this feature will make them think again. Use the McAfee portal on **My BT** to track your device and find out the number of the SIM that the thief has popped into it.



### What if I've changed my SIM card and the device is locked?

If the SIM card is changed, the device will lock. To unlock it, you either need to enter your six-digit PIN, answer the security questions that you set up when you installed BT Virus Protect, or send a support PIN to the 'buddy' that you also named during set up.

### Wipe data from your device

- If your device is stolen, keep your data away from prying eyes by remotely wiping it all. Make sure you've backed up your data first, though, or you could lose the lot. Permanently.

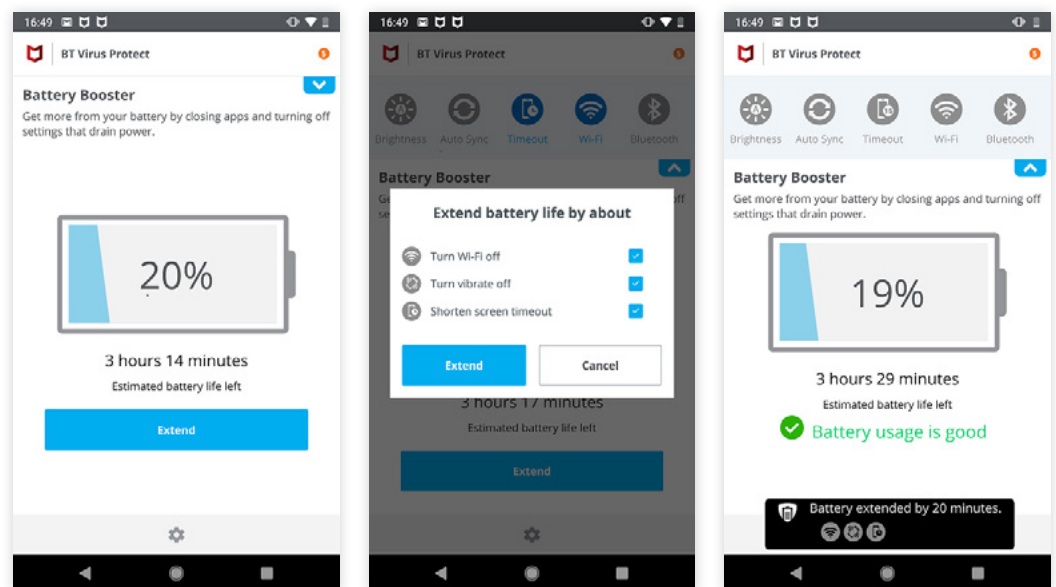


## Meet your new... performance optimisation features

BT Virus Protect isn't just there to stop bad stuff happening. It's also got a few tricks up its sleeve that'll improve the performance of your devices.

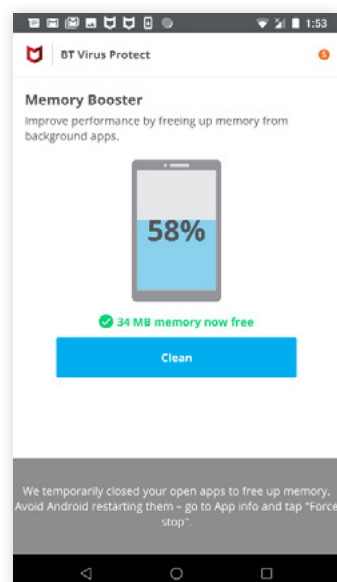
### Battery Booster

- Turn on the **Battery Booster** to extend your battery life by closing down some power-guzzling apps and settings:



### Memory booster

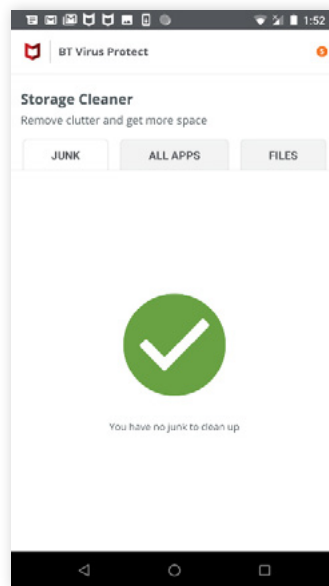
- If your onboard memory (RAM) is running low, the Memory Booster will clean up your background apps, ramping up your free RAM which'll help your device work faster.



## Meet your new... performance optimisation features

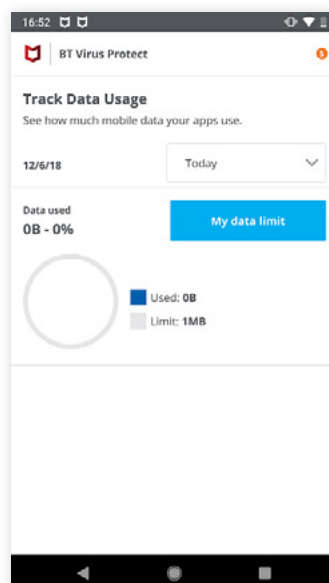
### Storage Cleaner

- Over time, our mobile devices accumulate loads of files and apps. And inevitably we forget about them. The Storage Cleaner will help you clean out the clutter of forgotten files and ancient apps, leaving more space for the good stuff.



### Track Data Usage

- Keep an eye on how much data your mobile apps are devouring.
- Set your own data limit so you don't go over any data restrictions that you may have on your mobile device:



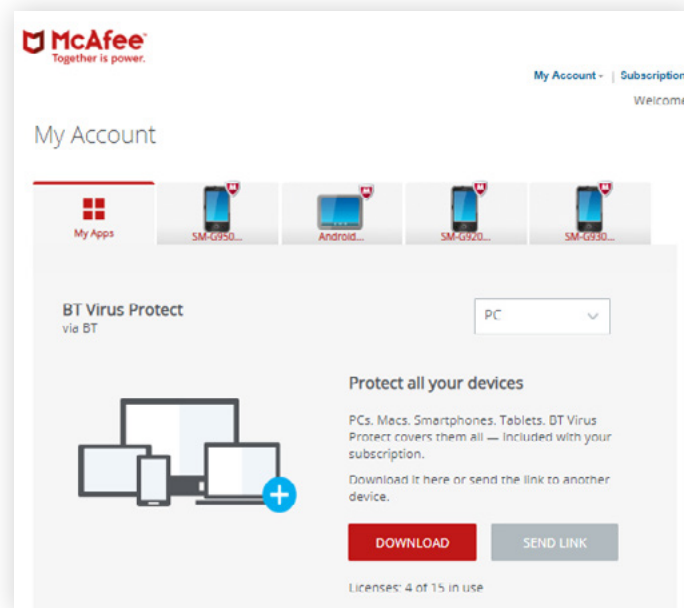
## Managing licences, factory resets

Managing your licences for your devices is straightforward using the McAfee portal in **My BT**:

1. Open **My BT** and log in (or sign up if you haven't already got an account).
2. Scroll down to **Handy extras included in your package** and click **Manage extras**.
3. On the **BT Virus Protect** pane click **Manage BT Virus Protect** (or **Activate** if you haven't activated it yet).

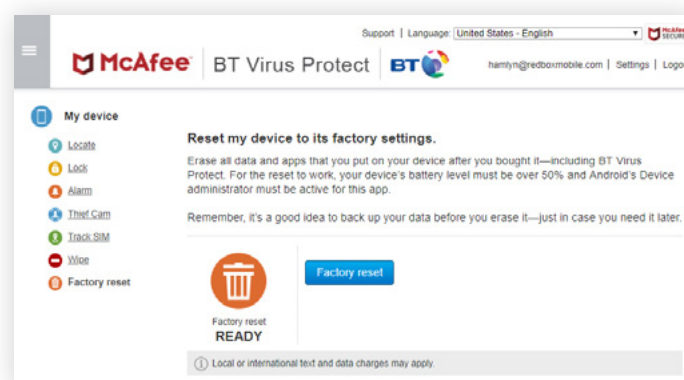
### Manage your BT Virus Protect licences

Once logged in, go to the **McAfee Account** page and select the device that you want to manage or click **Download** to protect a new device.



### Factory reset

You can take your device back to its factory settings remotely using the McAfee portal in My BT. Just make sure that you've backed up all your data before you scrub it. Because when you hit that Factory reset button, it's gone.



## Minimum system requirements

### Supported operating systems

Google Android smartphones and tablets 4.1 or higher

### Supported browsers

- Internet Explorer 10.0 or later
- Firefox
- Google Chrome
- Safari

### Supported email programs for anti-spam

- POP3 – Windows Mail, Outlook, Netscape, IncrediMail, Thunderbird, Becky, Shuriken
- MAPI – Outlook
- Web – MSN/Hotmail or email account with IMAP/POP3 access

### Required for anti-spam toolbar

- Microsoft Outlook 2007, 2013, 2016
- Thunderbird 38.0+
- McAfee anti-spam also supports other POP3 email clients (without SSL) and web accounts

#### Offices Worldwide

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