Quick Heal®

Security Simplified

Quick Heal Remote Device Management

Quick Heal Total Security
Quick Heal Mobile Security

User Guide

Version 2.01

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About This Document

This User Guide covers all the information about how to access and how to use Quick Heal Remote Device Management or Quick Heal RDM in the easiest possible ways. We have ensured that all the details provided in this guide are updated with the latest enhancements of the product.

The following list describes the conventions that we have followed to prepare this document.

Convention	Meaning
Bold Font	Anything highlighted in bold indicates that it is a menu title, window title, check box, drop-down menu, dialog, button names, hyperlinks, and so on.
	This is a symbol used for a note. Note supplements important points or highlights information related to the topic being discussed.
	This is a symbol used for a tip. Tip helps users to apply the techniques and procedures to achieve a task in an easy way.
	This is a symbol used for warning or caution. This is an advice either to avoid loss of data or damage to hardware.
<Step 1> <Step 2>	The instruction mentioned in the numbered list indicates actions that you need to perform.

Document History

Release No	Change Date	Change Summary
2.01	November 2016	Support contact number updated.

Quick Heal RDM features compared

The following table shows a comparison of the features between Quick Heal Total Security and Quick Heal Mobile Security.

Features	Quick Heal	
	Mobile Security	Total Security
Anti-Theft	✔	✔
Scanning Device	✔	✔
PIN Protection	✔	✔
Background Scan	✔	✔
Data Backup		✔
Web Security		✔
Privacy Protection		✔
Advance Anti-Theft		✔

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Introducing Quick Heal RDM

Quick Heal introduces Quick Heal Remote Device Management (Quick Heal RDM) portal that helps you control and manage your devices remotely.

Usage of smartphones, tablets, and laptops is fast becoming an inevitable part of the computing system of every organization today. Organizations provide their employees a number of devices and hence security to valuable data and resources, maintaining communication cost under budget and controlling user productivity become of paramount concerns. Organizations need a system in place that helps them track and manage the devices used by both employees and organizations.

Quick Heal RDM for mobile devices has been tailored to provide the most flexible system to manage communication devices ranging from smartphones to tablets remotely from Cloud. Quick Heal RDM Total Security is a cloud-based web portal that makes the user independent for managing the devices.

In case the devices are lost or stolen, the organizations risk their business data to lose or even to be misused. Organizations can prevent usage of the devices by blocking them, avoid data pilferage by wiping the data from the lost device, and trace the device location to get a cue.

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Getting started

Quick Heal RDM is designed to simplify the task of managing the communication devices. It controls and manages the devices remotely when your device is not physically accessible.

System requirements

Quick Heal RDM is compatible with the following browsers and devices:

Browser

The following are the compatible browsers:

- Internet Explorer 9 and later
- Mozilla Firefox 10.0 and later
- Opera 11 and later
- Google Chrome (latest versions)
- Safari (Latest versions)

Devices

The following are the compatible devices:

- Android Operating System (OS) 2.3 and later versions.

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Quick Heal RDM Dashboard

Dashboard is the default screen, which appears on the mobile device screen when you log on to Quick Heal RDM. All the features are accessible from the Quick Heal RDM Dashboard.

You can find the following options on Dashboard:

Features	Description
Default Device Name	Displays the device name that you have set as default.
Device Details	Displays the details of the device that you have selected.
Data Backup	Helps you take the backup of the data such as contacts, calendar, SMS, pictures, music, and videos.
Activity History	Displays the activities that you performed until now.
Add Device	Helps you add a new device to the Cloud portal to manage it remotely.
Settings	Helps you configure some of the important features such as you can change your password, set rules for anti-theft, securing data, privacy, and other settings.
Locate	Helps you locate the device when it is missing.
Wipe	Helps you wipe the data from the device.
Advance Anti-Theft	Helps you dial a call and receive an incoming call automatically from the stolen or lost device to a different number. This helps you hear the surrounding sounds of the lost device so that you can track it down. You can also send a

Features	Description
	command to capture image, and record audio and video which can help in determining the location of the lost device.
Sync with device	Helps you sync with the device settings. When you sync with the device, the settings from the device are reflected on the Quick Heal RDM. This helps you understand what settings are active on the device and whether you need to change them.
Scan Device	Helps you scan your device remotely. Scan option includes Full Scan and Scan Memory Card.
Update Virus Database	This link is available when virus database on device is not up to date.

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Using Quick Heal RDM

Quick Heal RDM is a web-based portal that enables you to manage and control the devices under your management. You can manage the devices remotely through the web portal and change the settings related to security of the device and the data. This also makes you independent of taking help of a mobile device in case you lose your mobile. You can take the backup of the data and restore data through web portal itself without using another mobile. You can also lock a device and wipe data from the missing device. Following are the options of Quick Heal RDM:

Device Details

Data Backup

Activity History

Add Device

Settings

Device Details

With this option, you can view the details of the device that you have selected. If you have listed more than one device, you can select the one for which you want to see the details.

To view the details of a device, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Select a device, if you have enlisted more than one device.

3. Click **Device Details**.

   The Device Details includes the following information: Device Name, Mobile Number, Product Name, Product Key and other details of device.

   You can also remove the device by clicking the **Remove Device** option.

   You can also set the default device by clicking **Set Device Default** option.

Data Backup

With this option, you can back up your data to the Quick Heal Cloud. This way you can save your data on the Cloud. If you format your device, reset the device to factory set or your device is stolen, you may lose the data. You can restore your data from Cloud easily. You can perform following actions on the device:

[Restoring data](#)

[Deleting Backup](#)

To back up the data to the Cloud, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Click **Data Backup**. All the data types are displayed with their details.

3. Click the **Backup Now** option. Select the data from the following:

   - Contacts
   - Calendar
   - SMS
   - Pictures
   - Music
   - Videos

4. Click **OK**.

   Note:

   Backup of multimedia (pictures, music, videos) consumes data usage bandwidth and may also take long time. We recommend you to back up multimedia with Wi-Fi network.

Restoring data

You can restore data from the Quick Heal Cloud to your device whenever you require. In case you lose your data because of any reason, you can restore your data to your device. The data will be available from the last time you took backup.

To restore the data from the Cloud to your device, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Click **Data Backup**.

3. Click the **Restore** option. Select the data from the following:

   - Contacts
   - Calendar

- SMS

- Pictures

- Music

- Videos

[i] Note:

Disabled options indicate no backup is available for these options.

4. Click **OK**.

Deleting Backup

You can delete the backup from the Quick Heal Cloud if you do not have enough space left to back up new data. The process to delete data is similar to restoring data.

Activity History

With this option, you can view what actions you have performed on the selected device until now. This helps you track whether an action is pending or an action has expired so you can send another request if required. If your action has been successfully performed, you need not send another request for the same action.

To view the activity history, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Click **Activity History**.

   All activities histories entries are displayed.

Add Device

With this option, you can add a new device that you want to manage through the Quick Heal RDM web portal. You can add up to ten (10) devices in a single Cloud account.

To add a new device, follow these steps:

1. Log on **to Quick Heal Remote Device Management**.

2. Click **Add Device**. The Add Device page appears.

3. In the Name text box, write a name to the device.

   You can give any name to the device that you prefer.

4. In the Product Key text box, type the product key.

5. Click **Add**. A One Time Password (OTP) is sent to your device.

   The One Time Password text box, Submit and Resend OTP buttons are made available on the screen.

6. Enter the OTP in the One Time Password text box on the web portal and click Submit.

   The new device is added successfully.

   [i] Note:

   In case you do not receive OTP, you can send OTP once again by clicking the Resend OTP button.

Settings

With this option, you can configure some of the important features such as you can change your password, set rules for antitheft, privacy, and securing your data.

After configuring the Settings, you can sync with the device so that the changes are reflected on the device consequently. However, you can re-set such settings independently on the device also.

To configure Settings, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Click **Settings**.

   Settings includes the following options:

   Background Scan

   Change PIN

   Anti-Theft

   Secure Data.

   Set Privacy

   Other Settings

3. Set as per your preference and then click **Save**.

4. To save your settings, click **Save**.

   You can revert to the default setting anytime by clicking the **Restore Default** option.

Background Scan

You can enable background scan if you want real time scan. If this option is enabled, any file you access on your device or you install an app, it will be scanned instantly. This helps you detect any possible malware threats in the file or app.

You can take an appropriate action immediately.

Change PIN

With this option, you can change your PIN any time you need. This PIN is used to access and change the settings and Anti-Theft feature on the device. Hence, you can enforce the PIN that you have set to a device and prevent re-setting of the features on device. This helps you control and manage the devices in a better way.

To change PIN, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Click **Settings**.

3. Click **Change PIN**.

4. In the PIN text box, type the PIN.

5. In Confirm PIN text box, re-type the PIN.

6. To save the PIN, click **Save**.

Anti-Theft

With this option, you can set whether your device should be locked on SIM change, you can write a message that is displayed when the device is blocked which helps you get your lost device back, add alternate contacts so that when your device is lost, communication to these contacts can be done successfully.

To configure Anti-Theft, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Click **Settings** and then click **Anti-Theft**.

3. To enable Anti-Theft, select **ON**.

4. If you want to write a message, deselect **Use default message** and then write a message.

   However, if you keep the option Use default message selected, only the default message will be displayed.

   The message written here will be displayed on the screen of the blocked device. This will help those who find your device contact you and return your device.

5. If you want your device should get locked as soon as its SIM is changed, select **Lock on SIM change**.

6. If you want to get a notification as soon as SIM of your device is changed, select **Notify on SIM chang**e.

   This helps you know if SIM of your device is changed instantly.

7. Under Alternate Contacts, add contact numbers.

   You can add up to two contact numbers.

Ensure that you add your valid contacts here as these contacts will be used for contacting you when your device is lost or stolen.

8. Click **Save**.

Secure Data

With this option, you can secure your data by saving it to the Quick Heal Cloud. You can back up your data so that you can retrieve it when you need it.

To configure Secure Data, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Click **Settings** and then click **Secure Data**.

3. To enable Secure Data, select On.

4. To enable automatic backup, select **Automatic Backup**.

   Backup Schedule Frequency is activated.

5. Select one of the schedules:

   ▪ Daily – If you select this option, specify time.

   ▪ Weekly – If you select this option, specify day of the week and time.

   ▪ Fortnightly – If you select this option, specify day of the week and time.

   ▪ Monthly – If you select this option, specify day of the month and time.

   ▪ Backup when charging – This option applies when battery level is at least 30% or more and once in 24 hours.

6. Under Backup Data Settings, select the data that you want to take the backup of.

   Data type includes Contacts, Calendar, SMS, Pictures, Music, and Videos.

   Backup of multimedia (pictures, music, videos) consumes data usage bandwidth and may also take long time. We recommend you to back up multimedia with Wi-Fi network. If you want to use Wi-Fi for backing up multimedia, select the option Use Wi-Fi for media backup.

7. To save your settings, click **Save**.

Set Privacy

With this option, you can block infected and fraudulent websites so you are prevented from accessing unwanted sites that may harm you or may phish your confidential information. You can also control online activities of your children or other users.

To configure Set Privacy, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Click **Settings** and then click **Set Privacy**.

3. To enable Set Privacy, select **ON**.

The succeeding features are activated.

4. Select any of the following features:

   ▪ Browsing Protection

   ▪ Phishing Protection

   ▪ Parental Control

   ▪ Privacy Protection

5. To save your settings, click **Save**.

Parental Control

With this option, you can restrict access to the websites that you think your children and other users should not visit. You can restrict websites by their categories or URLs.

To restrict websites, follow these steps:

1. Under Set Privacy, select **Parental Control**.

2. Under Restrict Categories, select the website categories that you want to restrict access to.

   If you block a category, all the websites under the category will be blocked.

   You can select all the website categories by selecting the Select All option.

   You may also exclude certain websites from getting blocked.

3. To exclude website from getting blocked, type the URL under Excluded Websites and then click the Add URL/Website button.

   This helps you allow access to those websites that belong to the categories that you have blocked.

Block Particular Website

Here you can block certain websites by entering their URLs. This is helpful when you want to block only a few websites than an entire category.

Other Settings

With this option, you can enable Security Adviser and Privacy Adviser.

To configure Other Settings, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Click **Settings,** and then click **Other Settings**.

3. Enable the following:

   ▪ Security Advisor: Enable this option to get an alert if the security settings on your device are low. This helps you enhance your device security.

- ▪ Privacy Advisor: Enable this option if you want to get an alert when your privacy is violated. When you install apps on your device, some of them use your user credentials that you may think not good for you.

- ▪ Forward All Calls: Enable this option to set a contact for forwarding an incoming call. After enabling Forward All Calls, enter a contact.

4. To save your settings, click **Save**.

Locate

With this option, you can locate the device if it is missing. This is very helpful if your device is lost or stolen. You can trace its location so you get a cue to where your device is about. This may help you get your device back.

You can also ring the device if you think your device may be missing around. This is helpful in case you have lost your device in nearby area but you are unable to find it out.

To locate or ring the device, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Click **Locate**.

   The Locate Your Device page appears.

   Here current location of your device is displayed. The location is updated every 30 minutes automatically if the Trace Device option is selected. To enable Trace Device, Anti-Theft must be enabled on your device. If Anti-Theft is disabled on the device, you are first prompted to enable it.

   However, you can refresh the location manually by clicking the Refresh Location button.

   The location of the device is refreshed in the map. You can also view all the location history entries by clicking the View Location History link or delete all the location history entries by clicking Delete All.

3. To ring the device, click the **Ring Device** button.

Lock

With this option, you can lock the device. By locking the device you render it useless. You can use the same device only if you unlock it once again. This helps you prevent any possible misuse of your device.

To lock the device, follow these steps:

1. Log on **to Quick Heal Remote Device Management**.

2. Click **Lock**.

3. To lock the device, click the **Lock** tab.

   You can also unlock the device by clicking the **Unlock** tab.

Wipe

With this option, you can wipe the data from the device. This is very helpful in case your device is lost or stolen and you have valuable data on the device. If you wipe data from the device, you need not worry of any possible misuse of your data.

To wipe data, follow these steps:

1. Log on to **Quick Heal Remote Device Management**.

2. Click **Wipe**.

3. Click the **Wipe** tab.

   The following data types will be deleted:

   ▪ Personal Data (Contacts / SMS / Emails / Calendar Events / Images / Videos)

   ▪ Phone and SD Card Data (Internal and External Memory)

Advance Anti-Theft

With this option, you can initiate a number of actions that help you trace the location of your lost device and find who may be using it.

To initiate actions, follow these steps:

1. Log on to **Quick Heal Remote Device Management.**

2. Click **Advance Anti-Theft**.

3. Take any of the following actions:

   ▪ Auto Dial/Receive Call: Helps you dial a call or receive a call automatically from the stolen or lost device to a specific number. This helps you hear the surrounding sounds of your lost device and will help you find out the exact location of your device.

     If you initiate this action, ensure that you have entered a mobile number also in the Mobile Number text box.

   ▪ Auto Capture Image: Helps you capture images of the person who tries to access your device without your knowledge or who is not authorized to use your device. Such unauthorized person is considered an intruder. The images will be captured without the intruder's knowledge and such images will be uploaded to the Quick Heal Cloud. You can easily know who is trying to access your device.

   ▪ Auto Record Audio: Helps you record an audio of one minute of the surroundings of unauthorized user of your device automatically. This helps you get an idea about the device location.

   ▪ Auto Record Video: Helps you record a video of one minute of the surroundings of unauthorized user of your device automatically. This helps you get an idea about the device location.

Chapter

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Help

With this option, you can view your account details, access support facilities and Help tool.

To view Help, follow these steps:

1. Log on to Quick Heal Remote Device Management.

2. On the topmost, expand the Welcome tab.

3. Select any of the following:

   My Account
   License Summary
   Support
   Help

My Account

Here you can view your account details and change your account information.

License Summary

To know the license details of all the products that are added to the RDM account. The product details include: Product Key, Product Name, and License expiry date. You can renew and remove the product.

Support

The following are the support provided by Quick Heal RDM:

Web Support

Email Support

Phone Support

Web Support

Includes answers to the frequently asked questions (FAQ) related to Quick Heal RDM. To see FAQs, Click FAQs. You are redirected to our website.

Email Support

If you have a query that you want to submit to us, click Submit Ticket.

You are redirected to our knowledge base support website where you can find answer to your query. You can also submit your query to us here.

Phone Support

Indian Tech Support: You can call us at the following numbers: 1800 121 7377 between 08:00 AM to 11:00 PM IST (India Standard Time) between Monday to Saturday.

International: You can call us at the following numbers: +1 – 347-338-2630 between 12:00 AM to 09:30 PM between Monday to Saturday.

Help

This includes online Help to Quick Heal RDM. If you want to know about the features and to configure them, you can access it. After you tap it, you are redirected to our website where you can browse the Help.

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