

# Norton Mobile Security User Guide

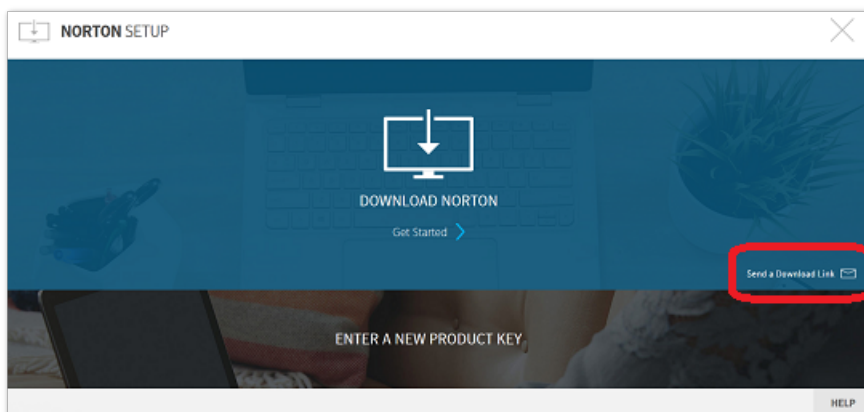
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## Download and install Norton Mobile Security

You can directly download and install Norton Mobile Security on your mobile devices, or you can send an email with download instructions and access it on your mobile device. Select the device you are installing from:

### I am on a computer and want to send instructions to install Norton Mobile Security to my device

1. [Sign In](#) to Norton.
2. If you are not signed in to Norton already, you are prompted to sign in. Type in your email address and password for Norton, and click **Sign In**. If you do not have a Norton account, click **Create account**, and complete the sign-up process.
3. In the **Norton Setup** window, move your mouse over **Download Norton**, and then click **Send a Download Link**.



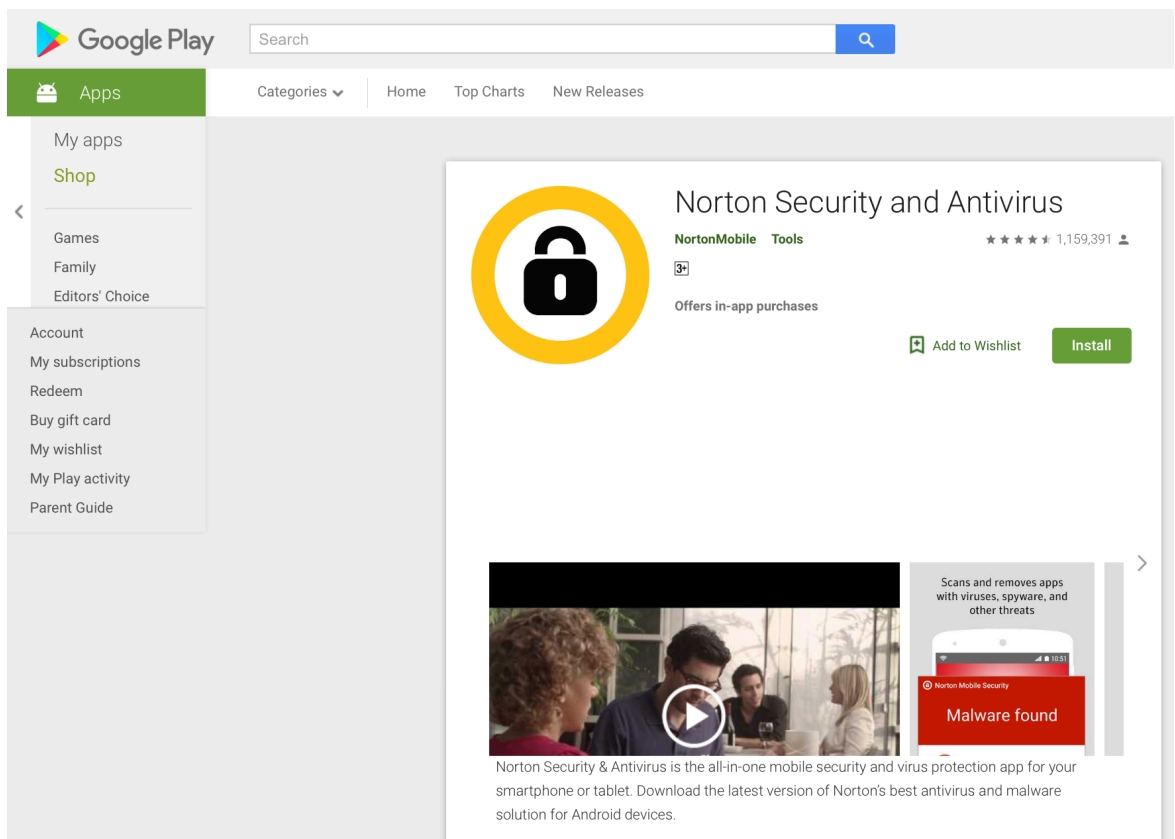
4. Type an email address you can access on your device, and click the send icon . An email is sent to the email address with instructions to install the Norton product. Click **Done**.


5. On the device where you want to install Norton, find and open the email that you received from "The Norton Team", and tap **Download Now**. The download link opens the Norton Setup page in your browser.
6. In the **Norton Setup** window, tap **Download Now** or **Install**.
7. You are redirected to the Norton Security and Antivirus page on the Google Play Store or App Store. Tap **Install** to start the installation.
8. Follow the on-screen instructions to install the app.

## I am on my Android device and want to install Norton Mobile Security

### Install Norton Mobile Security

1. On your Android device, launch the **Play Store** app.
2. Search for **Norton Security and Antivirus**, and then select the Norton app from the search results.



3. Tap **Install**, and then tap **Accept** to install the app.
4. When the installation finishes, tap **Open**.
5. Read and accept the **Norton License Agreement and Terms of Use**, and **Norton Mobile Privacy Policy**. Tap **Continue**. Norton Mobile Security performs the initial setup and runs LiveUpdate, Anti-Malware scan, and App Adviser scan. When the setup is complete, you need to sign in to your Norton account to make use of all the features of Norton Mobile Security.
6. In the top-left corner, tap the menu icon , and then tap **Sign in**.

7. Type your Norton account email address and password, and then tap **Sign In**. Make sure to use the same email address and password that was used to purchase Norton Mobile Security or your Norton product that includes Norton Mobile Security (such as Norton Security or Norton 360 Multi-Device). If you have not activated your Norton Mobile Security subscription yet, see [Activate Norton Mobile Security](#). If you see any problems with installing Norton Mobile Security, make sure that your device has the latest version of Google Play application, and all of the latest system updates installed.

Norton Mobile Security installation is now complete. To use the Anti-Theft and Web Protection features, you need to enable the Device Administrator and Norton Security Service. Do the following to enable these settings.

### Set up Anti-Theft

1. From the Home screen, launch the Norton Mobile Security app.
2. At the bottom of the main window, tap on the fourth pillar to open the **Device** screen, and then tap **Anti-Theft**.
3. Tap **Setup** to launch the Device Administrator settings.
4. Tap **Activate** to enable Device Administrator for Norton Mobile Security.
5. If the **Location** service is turned off on your device, in the Anti-Theft setup window, next to **Locate**, tap **Set Up**.
6. In the **Location** settings, move the slider next to **Location** to turn it on.
7. Exit the **Location** settings.

### Set up Web Protection

1. From the Home screen, launch the Norton Mobile Security app.
2. At the bottom of the main window, tap on the third pillar to open the **Online** screen, and then tap **Web Protection**.
3. In the **Web Protection** window, next to **Setup is required**, tap the status indicator, and then tap **Turn On**.
4. In the **Accessibility** settings window, under **Services**, tap **Norton Security Service**.
5. Next to **Norton Security Service**, move the slider to turn it On.
6. Tap **OK** to confirm.
7. Exit the **Accessibility** settings.

### I am on my iPhone or iPad and want to install Norton Mobile Security

1. On your iOS device, launch **App Store**.
2. Tap **Get**, and then tap **Install**.

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## App Store Preview

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This app is only available on the App Store for iOS devices.



### Norton Mobile Security 4+

Lost Phone Finder

Symantec

#141 in Utilities

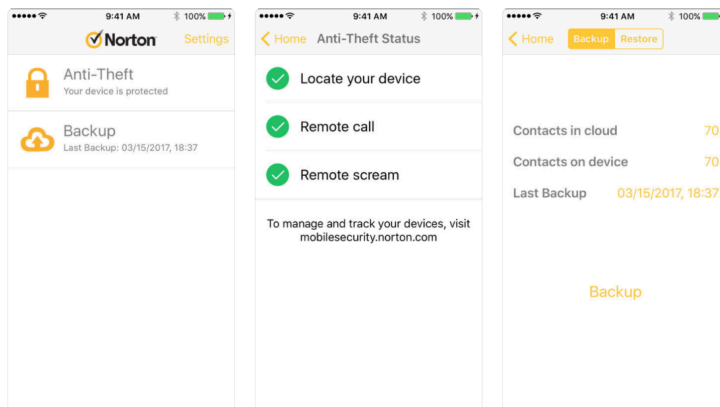
★ ★ ★ ☆ 2.8, 450 Ratings

Free

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## Screenshots

iPhone iPad



3. When the download finishes, tap the **Norton Mobile** icon to launch the app.
4. Read the Norton license agreement, and tap **Accept**.
5. On the **Subscription Required!** page, tap **Continue**.
6. Tap **Sign In**.

Type your Norton account email address and password, and then tap **Sign In**. Make sure to use the email address and password that was used to purchase Norton Mobile Security or your Norton product that includes Norton Mobile Security (such as Norton Security or Norton 360 Multi-Device).

## Activate Norton Mobile Security

Upon expiration of the 30-Day free premium trial, the installation on your device automatically turns to the lite version of Norton Mobile Security that offers limited features. For continued protection, you can purchase a Norton Mobile Security subscription within the app.

Follow the steps to activate your Norton Mobile Security subscription that you purchased from Norton eStore or from a retail store.

### Activate Norton Mobile Security

1. In your browser, go to the [Norton Mobile Security](#) website.
2. Click **Register a Purchase**.
3. Type your Norton account email address and password, and then click **Sign In**.

If you do not have a Norton account, click **Create account**. Type your details and then click **Create Account**.

4. Type your 25-character product key that you received with your purchase, and then click **Verify**.

Norton Mobile Security activation is now complete. On your mobile device, you can view your subscription status on the 'Get Norton' tab in the Norton Mobile Security app window.

5. On your device, launch the Norton Mobile Security app.
6. In the top-left corner, tap the menu icon, and then tap **Sign in**.
7. Ensure that you enter the same Norton account credentials as provided in step 3. Norton Mobile Security activation is now complete. On your mobile device, you can view your subscription status on the **Get Norton** tab in the Norton Mobile Security app window.

## Features of Norton Mobile Security

Benefits for you:

- Protection against digital threats like risky apps
- Controls to safeguard your online privacy
- Lost or stolen device recovery when you need it
- Contact information restoration and sharing
- Single subscription for multiple devices

Key features for Android phones or tablets

- **System Advisor\***  
Alerts you about operating system threats and security certificates that allow attackers to access your device and your data.
- **Wi-Fi Security\***  
Scans and identify compromised networks and networks under attack so you can reconnect to secure networks.
- **Protective Anti-malware Blocker\*:**  
Prevents apps with malware and viruses from being installed on your device before you download from Google Play
- **Intrusive Adware App Advisor\***

Lets you know if apps contain intrusive adware before you download from Google Play

- **Antiphishing Web Protection\*:**  
Protects against online scams by blocking fraudulent websites
- **Malware Protection:**  
Scans and removes apps with viruses, spyware, and other threats
- **Ransomware Protection:**  
Protects against ransomware attacks.
- **Remote Locate:**  
Pinpoints your lost or stolen Android device on a map
- **Call & Text Blocker:**  
Protects against annoying calls and mobile spam  
SMS or Text message blocking feature is not supported on Android 4.4 or later.
- **Privacy Advisor\***  
Automatically scans apps and lets you see privacy risks before you download them from Google Play
- **Privacy Report Interactive Map\***  
Shows where in the world personal information might be shared
- **Safe Browsing\***  
Protects your device and your personal data from malicious sites that install ransomware, trojans, and other threats
- **Anti-theft**  
Remotely locks and wipes the personal information on your lost or stolen device to prevent anyone from accessing it
- **Contacts Backup**  
Restores and shares your contact information across your devices
- **SIM Card Lock<sup>#</sup>**  
Instantly locks your phone if the SIM card is removed

<sup>#</sup> *Does not work with dual-SIM devices*

*\*Premium features not available with **free version** of Norton Mobile Security*

Web Protection feature requires stable Internet connection to work effectively.

# Key features for iPhones or iPads

- **Anti-Theft:**  
Helps you locate your lost or stolen iPhone or iPad on map. You can also initiate an Internet call to your missing device if it is not locked.
- **Contacts Backup:**  
Restores and shares your contact information across your Android, iPad, or iPhone

# System requirements for Norton Mobile Security

To successfully install Norton Mobile Security, your device must meet the following minimum requirements:

System requirements for Android

**Operating systems:**

- Android 4.1.0 or later

**Browser Support for Web Protection:**

- Android standard Internet browser
- Google Chrome 18 for Android, or later
- Firefox for Android 37.0.2 or later
- Opera 8.0 or later
- Samsung standard browser 1.0 or later
- UC Browser

System requirements for iOS

**Operating systems:**

- iOS 8.0 or later