



Frequently Asked Questions

1. What is McAfee Mobile Security?

McAfee Mobile Security protects mobile phones from system vulnerabilities and unsecured Wi-Fi (upgrade required) networks. One of its biggest advantages is to track the physical location of the device if it is lost or stolen. It can even capture a photo of the person holding the device.

The McAfee Mobile Security app automatically alerts users on bugs or other safety issues.

2. Who are eligible to sign-up for McAfee Mobile Security through Singtel?

Singtel mobile customers on all postpaid price plans, except mobile broadband data-SIM plans are eligible to sign up.

3. Which mobile operating systems do McAfee Mobile Security support?

McAfee Mobile Security supports both iOS (10.0 and above) and Android (4.2 and above).

4. What is Singtel's current offer for McAfee Mobile Security?

Sign up for McAfee Mobile Security now at the promotional offer of 3 free months and at \$4.90/month subsequently for 2 devices, or \$6.90/month for 4 devices, with no contract.

5. How can I sign up for McAfee Mobile Security service?

Sign up for **McAfee Mobile Security** [here](#), and at any Singtel shop or Singtel Exclusive Retailer

6. How do I continue using McAfee Mobile Security if I change my phone but retain my mobile number?

To continue the service with your new mobile device, simply activate the McAfee Mobile Security app on it.

7. What if I change my SIM card but retain my mobile number and device?

Protection by McAfee Mobile Security remains unchanged.

8. I'm changing my phone number to another Singtel number that I signed up for. Can I keep my McAfee Mobile Security account when I change my phone number?

Yes, McAfee Mobile Security service will remain active in your current mobile device.

9. I signed up for McAfee Mobile Security on a 2-year contract through Singtel CIS, is there any penalty for early service termination?

A recovery fee will be charged for termination of service before the contract term is completed.



10. I've signed up for McAfee Mobile Security. How do I set it up?

Upon successful sign up, an SMS with the download links for the **McAfee Mobile Security** app will be sent to your mobile number.

Click the download link to first download the application and follow the on-screen instructions to install. Your mobile device and data are then protected for as long as you are subscribed to McAfee Mobile Security

11. When I change from iOS to Android or vice versa, can the same subscription work on the new phone?

Yes, the subscription will still work on your new phone. Simply install the McAfee Mobile Security app into the new device and activate it.

12. What happens if I switch devices frequently? (E.g.: iPhone on weekdays and Android on weekends) Is the subscription interchangeable in this regard?

McAfee Mobile Security will only work on one device (regardless of operating systems) at a time. A new code for activation must be requested regardless of whether McAfee had been installed previously.

13. Can McAfee Mobile Security be installed on a mobile device's my memory card?

McAfee Mobile Security is installed to your mobile device's onboard memory.

14. I am already subscribed to another mobile security service provider. Can I still sign up for McAfee Mobile Security?

McAfee Mobile Security can protect a mobile device which is already covered by another mobile security app. However, McAfee Mobile Security offers coverage that is sufficiently comprehensive for you to consider unsubscribing to other services to avoid paying unnecessarily.

15. Can I register for more than 1 subscription using the same mobile number?

The McAfee Mobile Security service is active on only a single mobile device for the two or four (depending on your subscription) mobile numbers that the service was signed up for, at any one time.

16. Will McAfee Mobile Security drain my battery faster?

Battery drain due to the running of McAfee Mobile Security has been found to be negligible.

17. Can McAfee Mobile Security protect my SIM card too?

While it does not provide security for your SIM card, McAfee Mobile Security is a mobile security application that provides a suite of services protecting mobile users from online and



application attacks, viruses and spyware to protect the mobile device and personal data while online.

18. What malicious software does McAfee Mobile Security detect and protect against?

McAfee Mobile Security protects mobile devices from mobile malware and digital threats including viruses, worms, spyware and other potential risks.

19. How does McAfee Mobile Security work?

Antivirus apps typically protect users by scanning files. However, it does little to address device security as a whole, McAfee Mobile Security offers features including but not limited to:

- Secure Media Vault - Store photos and videos in a secure vault that can only be opened with a PIN.
- Location Tool - Find a lost or stolen device, and activate an alarm on it, even if your device is on silent.
- Thief Cam - If the device is stolen, a photo of the person holding it, with its location, will be emailed to the device owner. A photo can also be taken after multiple failed password attempts.
- Back-Up and Restore Features - Automatically back up contacts and easily restore them. It enables remote wipe of the contact list should the device get lost or stolen.

20. Does McAfee Mobile Security scan message content and attachments?

It does not scan message content and attachments.

21. Does McAfee Mobile Security detect viruses in the memory card?

McAfee Mobile Security scans the applications in your phone.

22. I have not checked for McAfee Mobile Security updates in a while. Am I still protected?

McAfee Mobile Security scans in the background but ensure that the app is updated regularly to maximize protection. The app can be set to update automatically or choose to update manually on a regular basis.

23. How can I see when McAfee Mobile Security was last updated and when was the last scan of my mobile device?

The most recent update to **McAfee Mobile Security** app is not displayed however, the user can manually update the app at any point.

The time of the last scan of the mobile device will be shown on the screen when the **McAfee Mobile Security** app is launched.