

## **FAQ – Check Point ZoneAlarm**

Q1) What is ZoneAlarm?

A1) ZoneAlarm is a mobile security application, protecting critical personal data from cyberattacks.

Q2) What kind of cyberattacks does ZoneAlarm detect?

A2) ZoneAlarm protects your mobile device by detecting mobile malware and other digital threats including viruses, worms, spyware and other potential threats.

Q3) Does ZoneAlarm detect viruses in my device and the memory card?

A3) ZoneAlarm can scan the applications installed in both your device and memory card, and advise user if there is potential threats there.

Q4) Does ZoneAlarm scan my messages and attachments?

A4) For the respect of privacy, ZoneAlarm does not scan message and attachment contents.

Q5) What is the monthly fee? Any contract-basis?

A5) The standalone service fee of ZoneAlarm is HKD19 per month, and the privilege offer is HKD9 per month with 12 months VAS contract.

Q6) Can I use ZoneAlarm with my Android/ iPhone device?

A6) Yes. ZoneAlarm supports both iOS (9.0 and above) and Android (4.2 and above).

Q7) Can I use ZoneAlarm with my iPad/ Android tablet?

A7) Yes. ZoneAlarm supports both iOS (9.0 and above) and Android (4.2 and above). For the app download, you may search “Check Point ZoneAlarm” in App Store or Google Play or click on the download link in the SMS. If your devices don’t have SMS feature, you may share your SMS via email, instant messaging, etc., to your devices; or manually input the activation link in the web browser.

Q8) Can I subscribe to ZoneAlarm?

A8) All 3HK/ SUPREME postpaid customers can subscribe to ZoneAlarm.

Q9) How can I subscribe to ZoneAlarm?

A9) Personal customer please login and subscribe at 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)), or contact 3iChat (<https://3ichat.three.com.hk>) / SUPREME Hotline 31668866 for any enquires. Business customer may contact your account managers, 3HK corporate customer service hotline (21805888) or subscribe at 3Care([www.three.com.hk/3Care](http://www.three.com.hk/3Care)).

Q10) I've subscribed to ZoneAlarm. How can I activate ZoneAlarm?

A10) You'll receive a SMS with the instructions to download and activate ZoneAlarm upon subscription.

Q11) I did not receive the activation SMS. What should I do?

A11) Personal customer please login to 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)) or contact 3iChat (<https://3ichat.three.com.hk>) / SUPREME Hotline 31668866 for sending a new activation code via SMS. Business customer please login to 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)) or contact 3HK corporate customer service hotline (21805888) for sending a new activation code via SMS.

Q12) I have downloaded the trial version of ZoneAlarm from App Store/ Play Store. How do I subscribe to ZoneAlarm?

A12) Personal customer please login and subscribe at 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)), or contact 3iChat (<https://3ichat.three.com.hk>) / SUPREME Hotline 31668866 for any enquires. After subscribed and activated the service, the existing trial version will be overridden automatically. Business customer may contact your account managers, 3HK corporate customer service hotline (21805888) or subscribe at 3Care([www.three.com.hk/3Care](http://www.three.com.hk/3Care)). After subscribed and activated the service, the existing trial version will be overridden automatically.

Q13) Can I install ZoneAlarm in my memory card?

A13) ZoneAlarm can only be installed in built-in memory of your mobile device.

Q14) Will ZoneAlarm consume me lots of data?

A14) ZoneAlarm uses a minimal amount of data to scan your applications. The application uses as low as 2MB a month, depending on the number of applications installed on the mobile device and the frequency of scans performed.

Q15) Will ZoneAlarm drain my battery faster?

A15) Battery consumption of ZoneAlarm is negligible.

Q16) How often does ZoneAlarm scan for viruses?

A16) ZoneAlarm scans your device regularly. The scanning interval would be as short as 20 minutes. You can also run a manual scan any time you want.

Q17) If I had ignored an alert earlier, what should I do?

A17) You can run a manual scan again. ZoneAlarm will remind you to remove the threat.

Q18) How can I check if my ZoneAlarm app is updated? How can I check when ZoneAlarm performed the last scan?

A18) You may go to App Store/ Google Play for the app updates information. The time of last scan will be shown when you open ZoneAlarm app.

Q19) I have not checked for ZoneAlarm updates for a while. Am I still protected?

A19) ZoneAlarm will still scan regularly in the background. However, please ensure that the app is updated regularly to maintain the best protection.

Q20) Can I use my ZoneAlarm on my other devices?

A20) You can use ZoneAlarm on one mobile device at a time. Once you switch to another mobile device, ZoneAlarm on the previous device will be de-activated.

Q21) What should I do when I changed to a new mobile device?

A21) You need to activate ZoneAlarm on your new mobile device. Personal customer please login to 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)) or contact 3iChat (<https://3ichat.three.com.hk>) / SUPREME Hotline 31668866 for sending a new activation code via SMS. Please note that your ZoneAlarm on previous mobile device will be deactivated. Business customer please login to 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)) or contact 3HK corporate customer service hotline (21805888) for sending a new activation code via SMS. Please note that your ZoneAlarm on previous mobile device will be deactivated.

Q22) How many times can I request for activation code every month?

A22) You may request for 3 activation codes per month. The activation code will be delivered via SMS.

Q23) What should I do if I changed my SIM card?

A23) Your ZoneAlarm will remain active on your existing mobile device.

Q24) What should I do if I changed my mobile phone number?

A24) Your ZoneAlarm will remain active on your existing mobile device.

Q25) Can I subscribe for more than 1 ZoneAlarm?

A25) Each mobile number can subscribe to 1 ZoneAlarm.

Q26) I've installed other mobile security app. Can I still subscribe to ZoneAlarm?

A26) You are recommended to uninstall other mobile security app for the best performance of ZoneAlarm.

- Q27) May I know how much data will it be consumed for scan the application?
- A27) ZoneAlarm uses a minimal amount of data to scan your applications. The application uses between 2-5Mb a month, depending on the number of applications installed on the phone that has to be scanned through.
- Q28) Does ZoneAlarm have any service area restriction?
- A28) Check Point ZoneAlarm requires data connection and it's not restricted by destinations. Use of ZoneAlarm would still be subject to regulations of the destination you travel.
- Q29) What language displays do ZoneAlarm support?
- A29) Both iOS and Android OS version supports Chinese and English UI display.
- Q30) Can I purchase ZoneAlarm app service but not activate right after?
- A30) You may activate Check Point ZoneAlarm after successful subscription. If you don't activate the service, you'll still enjoy a trial period of ZoneAlarm after download. Once the trial is expired, the ZoneAlarm app will not function as described until you activate it. Please note, you'll still be charged for the service fee.
- Q31) If I terminate the service with the usage less than a month, will the fee be refunded on a pro-rata basis?
- A31) If usage of the Service is less than a month, the applicable monthly service fee shall be payable by the customer in full but not refundable at all on any pro-rata basis.
- Q32) Can I change to another service within the contractual term of 12-months VAS Contract service?
- A32) The Service cannot be changed to any other type of value-added service within the applicable contractual term. If the customer terminates the Service before expiry of the applicable contractual term, the customer shall have to pay to HTCL an early termination charge which amount to the aggregate of the monthly service fee payable for the remaining contractual term.
- Q33) What is the procedure for service termination?
- A33) To terminate the service, customer must notify HTCL by calling 3Customer Services Hotline 1033/ SUPREME Hotline 31668866 not less than seven days before the then current statement cut-off date of the Service. Termination of the Service shall forthwith become effective as from HTCL's receipt of the termination notice from the customer. Please be aware if the termination belongs to 12-months VAS Contract, the customer shall have to pay to HTCL an early termination charge which amount to the aggregate of the monthly service fee payable for the remaining contractual term.
- Q34) What can I do if ZoneAlarm app shows "Activation code is not valid, please contact

support" message after I tap the activation link in SMS?

A34) For Android device user, customer may capture last six digits from activation link (<https://sc1.checkpoint...?activationCode=XXXXXX>) and fill into in-app subscription input field. If ZoneAlarm app shows "Activation code is not valid again:

Personal customer please login to 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)) or contact 3iChat (<https://3ichat.three.com.hk>) / SUPREME Hotline 31668866 for sending a new activation code via SMS. Business customer please login to 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)) or contact 3HK corporate customer service hotline (21805888) for sending a new activation code via SMS.

For iOS device user, personal customer please login to 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)) or contact 3iChat (<https://3ichat.three.com.hk>) / SUPREME Hotline 31668866 for sending a new activation code via SMS. Business customer please login to 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)) or contact 3HK corporate customer service hotline (21805888) for sending a new activation code via SMS.

Q35) What can I do if ZoneAlarm shows red (THREAT DETECTED) or Orange (POTENTIAL RISKS DETECTED) warning?

A35) If ZoneAlarm app has detected threat on device, it will show "THREAT DETECTED!". User should read in-app security analysis and follow recommended steps immediately, like uninstall application, disconnect Wi-Fi connection or update device OS.

If ZoneAlarm app has detected potential risks on device, it will show "POTENTIAL RISKS DETECTED!". User should read in-app security analysis and consider recommended steps, like uninstall application, disconnect Wi-Fi connection or changing device configuration.

Q36) ZoneAlarm showed a risk alert "Certifi-gate". What is it and what I can do?

A36) "Certifi-gate" is a vulnerability found on Android devices since 2015 due to OS configuration by manufacturers. A successful attack could lead to remote code execution and potentially take control of the devices.

If you found this alert, you're recommended to update your Android devices to the latest software available from manufacturer. It is recommended not to install any applications from untrusted sources such as 3rd party markets or unfamiliar links.

Q37) How can I check my quota of activation code retrieved?

A37) Personal customer please login to 3Care or contact 3iChat (<https://3ichat.three.com.hk>) / SUPREME Hotline 31668866 for checking quota of activation code retrieved. Business customer please login to 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)) or contact 3HK corporate customer service hotline (21805888) for checking quota of activation code retrieved.

Q38) Does ZoneAlarm capture my personal data?

A38) No personal information is collected and shared with anyone.

Q39) My device has installed SandBlast Mobile (Enterprise version of ZoneAlarm). Can I install ZoneAlarm mobile application at the same time?

A39) As customer's device is being protected by SandBlast Mobile, their devices may not require to install ZoneAlarm mobile application. Also, for iOS device, only either SandBlast Mobile or ZoneAlarm can be installed at same handset.

Q40) I missed the activation SMS. What should I do?

A40) Personal customer please login to 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)) or contact 3iChat (<https://3ichat.three.com.hk>) / SUPREME Hotline 31668866 for sending a new activation code via SMS.

Business customer please login to 3Care ([www.three.com.hk/3Care](http://www.three.com.hk/3Care)) or contact 3HK corporate customer service hotline (21805888) for sending a new activation code via SMS.

