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Mobile Security FAQs

VERSION 11

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Mobile Security, provided by Asurion, is a special feature for select phones. The Mobile Security application makes it easier than ever to find a temporarily lost or misplaced phone. With Mobile Security you can remotely sound an alarm on your phone, locate your phone on a map, lock your phone, and wipe your most sensitive data to protect your privacy. Customers can utilize Mobile Security features via the web or via customer service support through Asurion. Mobile Security is a service provided by Asurion Mobile Applications and is not an insurance product. Customers must download the application to their phones to utilize the features of Mobile Security. The phone must be turned on with the SIM card installed, have text messaging capability, and be within the T-Mobile network coverage area for Mobile Security features to function.

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Mobile Security Application Overview

How do I get the Mobile Security application on my phone?

To download the Mobile Security application, go to [My T-Mobile Mobile Security](#) and enter your mobile number. A text message is sent to your phone containing a download link. Click the link to download the application and complete the account setup. Mobile Security begins working as soon as you have completed the application download and setup process.

Will the Mobile Security application work on my phone?

The Mobile Security application is available on most phones, including Android™, BlackBerry®, and Windows® Mobile phones. For a full list of supported phones, go to [T-Mobile Mobile Security supported phones list](#). Technical limitations may prevent certain features (e.g., LOCK) from working on certain phones. Mobile Security is only available on mobile phones.

How much does Mobile Security cost?

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More by tmo_randy

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Mobile Security is available at no additional cost to Premium Handset Protection Bundle and Insurance subscribers. T-Mobile customers may also purchase the Mobile Security application without Premium Handset Protection for \$3.99 per month. At this point there is not different Family Share bundle pricing for Mobile Security.

When can Mobile Security be added to my account?

Mobile Security can be added to your account at any time. Mobile Security can be cancelled at any time.

How do I find a lost phone?

Finding a lost phone by sounding the phone alarm

If you have misplaced your phone but think it may be nearby, sound a phone alarm. To find a lost phone by sounding a phone alarm, perform the following steps:

1. Log in to the [My T-Mobile site](#).
2. Click **Phones & Devices**.
3. Click **Mobile Security**.
Note: Mobile Security opens.
4. Click the **Sound Alarm** button at the top of the page.
5. Follow the prompts in the dialog boxes that appear.
6. To disarm the alarm, press the **Stop Alarm** button that appears on your phone.
Note: Call Asurion at **1-866-268-7221** for additional support.

Finding a lost phone using GPS technology

To find a lost phone using GPS technology, perform the following steps:

1. Log in to the [My T-Mobile site](#).
2. Click **Phones & Devices**.
3. Click **Mobile Security**.
Note: Mobile Security opens.
4. Click the **Locate Phone** button at the top of the page.
5. Follow the prompts in the dialog boxes that appear.
Note: The location and address of the phone are updated on the map.
6. You may enter your current location to receive turn-by-turn directions if necessary.
Note: Remember—safety first. Asurion strongly recommends you do not attempt to retrieve your device from any location that is not safe, you do not recognize or is not familiar to you. If you believe your device has been stolen or is in an unsafe or unfamiliar location, you should contact your local law enforcement. Call Asurion at **1-866-268-7221** for additional support.

Can I locate my phone if I lose it outside of the United States?

No, Mobile Security service is not available while roaming internationally.

I am a PHP customer. Am I obligated to use Mobile Security to attempt to recover a lost or stolen phone before filing a claim?

No, there is no obligation to use the Mobile Security features.

How do I lock a lost phone?

Important: My T-Mobile provides a warning message prior to locking the phone that your My T-Mobile password is required to unlock the phone from the phone. To lock a lost phone, perform the following steps:

1. Prior to initiating a phone lock, verify that you have your My T-Mobile password available. It will be required to enter on the phone to perform the unlock activity.
2. Log in to the [My T-Mobile site](#).
3. Click **Phones & Devices**.

4. Click **Mobile Security**.
Note: Mobile Security opens.
5. Click the **Lock Phone** button at the top of the page.
6. Follow the prompts in the dialog boxes that appear.
7. To unlock your phone, enter your My T-Mobile password on the lock screen that appears on your phone.
Note: Call Asurion at **1-866-268-7221** for additional support.

If my phone is off and I remotely send the signal to lock it, will it lock whenever the phone is turned back on?

The **Lock Phone** or any other command does not reach the phone while it is off. The command is queued on T-Mobile's system and sent to the phone when it is activated.

How do I wipe data from a lost phone?

Important: The Wipe Data feature also locks your phone. To wipe data from a lost phone, perform the following steps:

1. Log in to the [My T-Mobile site](#).
2. Click **Phones & Devices**.
3. Click **Mobile Security**.
Note: Mobile Security opens.
4. Click the **Wipe Data** button at the top of the page.
5. Follow the prompts in the dialog boxes that appear.
6. To unlock your phone, enter your My T-Mobile password on the lock screen that appears on your phone.
Note: Mobile Security does not back up or restore your data. If your data is not backed up, performing the Wipe Data feature permanently erases your contacts from your phone and data (pictures and music) from your SD card.
Note: Call Asurion at **1-866-268-7221** for additional support.

What data will the Wipe Data feature erase?

Wipe Data erases contact information and other data (text messages and call logs) stored in your phone memory as well as files stored on your SD card, such as pictures and music.

How do I set locate phone intervals?

To assist you in finding your phone while it is powered off and not able to perform a real-time locate, Mobile Security periodically checks the location of your phone and saves the last five known locations online. You may customize how often Mobile Security checks and saves your phone location or disable the feature altogether.

Setting or disabling location intervals

To set or disable location intervals, perform the following steps:

1. Start Mobile Security on your phone.
2. From the main menu, select the **Location Checks** button.
3. On the following screen, you may choose how often the application checks the location of your phone, as well as the battery level, to set a point at which the application checks stop to conserve battery life.

Setting location intervals from the Web site

To set location intervals from the Web site, perform the following steps:

1. Log in to the [My T-Mobile site](#).
2. Click **Phones & Devices**.
3. Click **Mobile Security**.
Note: Mobile Security opens.
4. Click the **Account Settings** link at the top of the page.
5. On the following screen, you may choose how often the application checks the location of your phone, as well as the battery level, to set a point at which the application checks stop to conserve battery life.
Note: Mobile Security might not check your location as frequently as your location interval specifies if your phone is in the same place, if the location of your phone cannot be determined, or if your phone is low on battery. These steps are taken to conserve battery life.

Note: Call Asurion at **1-866-268-7221** for additional support

How is the location history stored?

Location history information is collected by using GPS locations sent from the device. The information is displayed on the Mobile Security Web site within the **Locate** tab and is stored within Asurion's infrastructure for a temporary period—generally about 10 days.

Call Asurion at **1-866-268-7221** for additional support.

How often is location history collected?

Location history intervals can be configured by the user or disabled completely. For more information, go to [How do I set locate phone intervals?](#)

Mobile Security might not check your location as frequently as your location interval specifies if your phone is in the same place, if the location of your phone cannot be determined, or if your phone is low on battery. These steps are taken to conserve battery life.

Call Asurion at **1-866-268-7221** for additional support.

How do I erase my location history?

Click the **Clear Location History** button below the **Location History** data.

Call Asurion at **1-866-268-7221** for additional support.

How will Mobile Security impact my privacy within T-Mobile's network?

Mobile Security operates in a secure environment. Transactions between the phone and Asurion server leverage https(http secure). Communications between Asurion and T-Mobile are secured via a VPN connection.

Troubleshooting Mobile Security Issues

Why can't I download the Mobile Security application?

You must either be a Premium Handset Protection Bundle or Insurance subscriber or have signed up for the stand-alone application, as well as have a [supported phone](#). Be sure to have text messaging enabled on your phone and use the native browser on your phone.

Call Asurion at **1-866-268-7221** for additional support.

Why is the Mobile Security application not working on my phone, even when I have a compatible device?

It is possible that we have not yet certified the Mobile Security application for the latest update to the operating system on your phone. Check back again for future updates. Thank you for your interest in the Mobile Security application, and we apologize for the inconvenience.

Note: We do not support rooted Android devices. Mobile Security is only compatible with operating systems that are T-Mobile

certified and unmodified for your phone.

Call Asurion at **1-866-268-7221** for additional support.

How do I transfer my Mobile Security to my new phone?

Simply download the Mobile Security application to your new phone and log in with your phone number and My T-Mobile password. The Mobile Security application validates your account and updates your phone and the Web site accordingly.

Call Asurion at **1-866-268-7221** for additional support.

How do I retrieve a forgotten password?

Mobile Security uses your My T-Mobile password. If you are unable to remember your My T-Mobile password, go to [Log In to My T-Mobile](#) and click **Forgot your password**.

Important: Make sure to retrieve your My T-Mobile password before you lock your phone. Once the phone is locked it can only be unlocked using your My T-Mobile password.

Call Asurion at **1-866-268-7221** for additional password support.

The Mobile Security application is draining my battery life. How do I fix that?

The Mobile Security application periodically checks the location of your phone. Reducing the frequency of these checks may extend the battery life of your phone. To learn how customize your location interval schedule, go to [How do I set locate phone intervals?](#)

Call Asurion at **1-866-268-7221** for additional support.

Why isn't the Mobile Security application saving my location?

For location services to work, you must have GPS enabled on your phone. To learn how to enable GPS on your phone, refer to the following:

Enabling GPS on an Android phone

- To enable GPS on an Android phone, perform the following steps:
 1. Select **Settings**.
 2. Select **Location and security**.
 3. Select **Use wireless networks & Use GPS satellite**.

Enabling GPS on a BlackBerry® phone

To enable GPS on a BlackBerry® phone, refer to the following:

- Enabling GPS on an older BlackBerry® phone:
 1. Select **Options**.
 2. Select **Advanced Options**.
 3. Select **GPS set to Location On**.
- Enabling GPS on a newer BlackBerry® phone:
 1. Select **Location Setting**.
 2. Select **Get Settings**.
 3. Select **Location On**.

Note: If GPS still is not working, you may need to restart your phone. If your phone is not listed above, review your owner's manual for instructions.

Call Asurion at **1-866-268-7221** for additional support.

Why isn't the Mobile Security app saving my phone location as often as my location

frequency setting?

Currently, most phones require you to be outdoors to receive a location using GPS. Also, the Mobile Security application might not check your location as frequently as your location interval specifies if your phone is in the same place, if the location of your phone cannot be determined, or if your phone is low on battery. These steps are taken to conserve battery life.

Call Asurion at **1-866-268-7221** for additional support.

Are there any additional troubleshooting tips I can try?

Yes. Uninstalling and reinstalling the application can solve problems, such as GPS connectivity.

To uninstall the application, go to [How do I uninstall the Mobile Security application?](#) Then download the application to your phone. The Mobile Security application can only be downloaded from within the Mobile Security Web site at [My T-Mobile](#). You must be logged in to your My T-Mobile account and be in the Mobile Security site to see the **Download Mobile App** link.

Call Asurion at **1-866-268-7221** for additional support.

How do I uninstall the Mobile Security application?

- Uninstalling the Mobile Security application on an Android phone:
 1. Select **Settings**.
 2. Select **Applications**.
 3. Select **Manage Applications**.
 4. Select **Mobile Security**.
 5. Select **Uninstall**.
- Uninstalling the Mobile Security application on an *older* BlackBerry® phone:
 1. Select **Options**.
 2. Select **Applications**.
 3. Select **Mobile Security**.
 4. Select **Delete**.
- Uninstalling the Mobile Security application on a *newer* BlackBerry® phone:
 1. Select **Options**.
 2. Select **Advanced Options**.
 3. Select **Applications**.
 4. Select **Mobile Security**.
 5. Select **Delete**.

Call Asurion at **1-866-268-7221** for additional support.

How do I receive additional support?

You may receive additional assistance by calling **1-866-268-7221**.

Why am I not able to use the lock feature of the Mobile Security application?

If your phone is not certified you may still be able to download the Mobile Security application; however, non-certified phones do not support all features. Refer to [T-Mobile Mobile Security supported phones list](#) to determine if your phone is certified.

Call Asurion at **1-866-268-7221** for additional support.

55446 Views

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