

Mobile Security for iOS v1

Product Guide

Table of Contents

Get Started

- System requirements
- Install Malwarebytes for iOS v1
- Activate Premium features

Edit Settings

- Settings
- Turn on Ad Blocking
- Turn on Web Protection
- Turn on Text Message Filtering
- Turn on Call Protection
- Customize Call Protection
- Add or remove phone number from Allow List

Manage Malwarebytes

- Manage Malwarebytes Account
- Deactivate device
- Cancel subscription or request refund from Apple App Store

Manage Threats

- Add or remove website in Allow list

Troubleshooting

- Help Screen
- Error Messages
- Report fraudulent numbers
- Report a problem
- Collect Diagnostic Data
- iOS Content & Privacy Restrictions prevent enabling features
- Don't force close Malwarebytes for iOS v1 app
- Call Protection extension error
- App did not detect a scam phone call
- Unable to turn on Web Protection and Ad Blocking
- Uninstall Malwarebytes for iOS v1

Get Started

System requirements.....	4
Install Malwarebytes for iOS v1.....	4
Activate Premium features.....	4

System requirements

This article lists minimum system requirements for Malwarebytes for iOS version 1. These requirements do not factor other functions your device is responsible for.

System requirements:

- Operating System: iOS 14, 15, 16

iPad and iPod Touch compatability

Malwarebytes for iOS v1 is primarily designed for iPhone devices. Some Malwarebytes for iOS functionality works on iPad and iPod Touch devices, but the app is optimized for iPhones.

When using Malwarebytes for iOS, it's important to note the following:

- The Malwarebytes for iOS interface is scaled for iPad devices.
- Call Protection and Text Message Filtering functionality is only available on iPhone devices.
- Malwarebytes for iOS does not indicate whether Call Protection and Text Message Filtering options are incompatible with your device.

If you are using Malwarebytes for iOS on your iPhone, iPad, or iPod Touch, we recommend updating the app when updates become available. Future updates may include improvements for iPhone devices and even iPad and iPod Touch devices.

Install Malwarebytes for iOS v1

Malwarebytes for iOS version 1, also known as Malwarebytes Mobile Security, is available to download and install exclusively from Apple's App Store. Before installing Malwarebytes for iOS, review the app's System requirements.

1. On your iOS device, open the App Store app.
2. Tap **Search**.
3. Type **Malwarebytes**, then tap **Search**.
4. Locate Malwarebytes Mobile Security.
5. Tap **Get** to download and install the app.

Once Malwarebytes for iOS finishes installing, open the app, then tap Allow to receive iOS notifications. To turn on Ad Blocking, Text Message Filtering, and other features, refer to the article "Turn on Malwarebytes for iOS features" for assistance.

To enable the Premium features, see "Activate Premium features."

Activate Premium features

To activate a subscription purchased from the Malwarebytes Online Store you must have your My Account sign in information. If you haven't set up your My Account login, see [Create and manage your Malwarebytes Account](#).

If you purchased a subscription for multiple devices, find instructions on how to install and activate on different devices here: [Install & activate Malwarebytes personal products](#).

Activate by signing in to My Account

1. Open the Malwarebytes app on your iOS device.
2. Tap the **Settings**.
3. Tap **Already have a subscription**.
4. Input your My Account login information, email address, and password.
5. Tap **Sign in to** enable the Premium features

If you have an Apple store purchase, tap **Restore App store purchase** instead.

Edit Settings

Settings.....	7
Turn on Ad Blocking.....	7
Turn on Web Protection.....	8
Turn on Text Message Filtering.....	8
Turn on Call Protection.....	9
Customize Call Protection.....	10
Add or remove phone number from Allow List.....	10

Settings

Settings in Malwarebytes for iOS version 1 displays your account information. In your home dashboard, click the cog icon in the top-right part of your screen.

- **Phone number:** Enter, edit or view the phone number you have entered.
- **Account type:** Informs you the type of account (Free or Premium) that you have for your app.
- **Upgrade now (Free users only):** Tap this button to purchase a Premium subscription through the Apple® App Store.
 - **Start a Trial (Free users only):** Tap this button to start a trial of the Premium features, after which you are charged a yearly rate. The subscription can be cancelled at any time.
 - **Already have a subscription:** Allows Premium users to reconnect with their Premium subscription after any of the following scenarios: Deleting and reinstalling Malwarebytes on the same device or installing Malwarebytes on a different device, to restore their Premium subscription on the current device.
 - **IMPORTANT:** If purchased from the Apple App Store, subscriptions are linked to the Apple ID they were purchased with, and can only be used on devices signed in to that Apple ID. Subscriptions cannot be shared using Apple's Family Sharing plans.
- **Manage subscription (Premium users only):** Allows Premium users to manage their subscription, such as cancelling a subscription or managing payment information. Please note that subscription management is handled by Apple, if purchased from Apple App Store, or Malwarebytes, if purchased from the Malwarebytes Web store.
- **Create an account (Premium users only):** Allows Premium users to create a Malwarebytes My Account profile, and link their subscription to the account.
 - If a My Account profile already exists, users also have the option to Sign in.
- **Manage Malwarebytes Account (Premium users only):** Once signed in to their My Account, users can manage their account, like viewing purchase information and invoices, manage payment methods.
- **Deactivate this device (Premium users only):** Allows Premium users to free-up a device on their subscription and sign in on a different device. The current device will revert to the Free version, losing Web and Call Protection features.
- **Allow push notifications:** Enables push notifications. This toggle is off by default.
- **Share anonymous telemetry:** Enables Malwarebytes to periodically send anonymized information about your device, such as the iOS version in use, and the installed Malwarebytes version. This toggle is on by default.
- **Enable diagnostic mode:** Switch on this toggle and tap Export diagnostic data to save diagnostic data to your device. This is used when you have a technical issue using Malwarebytes and our support agent might request this data to investigate the issue further.

Turn on Ad Blocking

Switch on the toggle for Ad Blocking on your dashboard to remove ads when using your Safari browser. Malwarebytes for iOS version 1 uses a content filter to block ads and trackers that advertisers use to target you.

When web pages are laid out, they use code to signify where content will be placed, and what will be placed there. Based on this, we detect and block advertising content. With Malwarebytes filtering out ads, your web pages load faster.

Ads and trackers will simply be blocked, with no visual indicator that anything was blocked. Malwarebytes cannot see what sites you visited or what was blocked.

To turn on Ad Blocking, follow these steps below:

1. Open Malwarebytes for iOS. Next to Ad Blocking, tap **Activate**.

2. Instructions display on how to enable Malwarebytes - Ad Blocking for your Safari browser.
3. Open your device's Settings. Scroll down, then tap **Safari**.
4. Scroll down to the General section, then tap **Extensions**.
5. To enable Malwarebytes as an ad blocker, toggle on **Malwarebytes - Ad Blocking**.

Turn on Web Protection

Web Protection in Malwarebytes for iOS version 1 utilizes the Malwarebytes database of suspicious and malicious websites to assure you do not unknowingly become a victim while using your Safari browser. A Premium subscription is required to activate this feature.

To turn on Web Protection:

1. Open Malwarebytes for iOS.
2. Next to Web Protection, tap **Activate**. Instructions to activate Web Protection display.
3. Go to the Settings for your iOS device.
4. In Settings, scroll down and tap **Safari**.
5. In the General section, tap **Extensions**.
6. Switch on the **Malwarebytes—Web Protection** toggle.
7. To add or remove a website, see “Add or remove website from the Allow list”

Turn on Text Message Filtering

When Text Message Filtering is turned on, Malwarebytes for iOS version 1 detects SMS spam messages and sorts them into Transactions, Promotions, and Junk on your iPhone.

Apple does not provide a method for third-party apps, like Malwarebytes for iOS, to determine whether their spam filtering is turned on in Messages. As a result, the Malwarebytes for iOS Dashboard cannot display statuses regarding Text Message Filtering.

Security of Text Message Filtering

The Text Message Filtering functionality in Malwarebytes for iOS version 1 involves sending some messages to a server controlled by Malwarebytes. This process is done in accordance with the requirements set by Apple for Text Message Filtering, using a process put in place by Apple in iOS. iOS is the operating system, created by Apple, that runs on iPhones, iPads and iPod Touches.

We respect and value the security of your messages. Text message filtering in iOS is handled by iOS, and the system will only provide messages to Malwarebytes that are from senders who are not in your Contacts. In such a case, the message is sent by iOS to our server. All communication between iOS and our server is done via secure TLS 1.2 connections, using modern ciphers and allowing only SHA2 or better certificates. Details on the network communication requirements in iOS can be found here:

https://www.apple.com/business/docs/iOS_Security_Guide.pdf

iOS only provides the sender and the body of the message to Malwarebytes. No information is provided about the re-

recipient. Since it is iOS that sends this information to our server, and not the Malwarebytes app, that means we cannot associate your name, phone number, Apple ID or any other personal information with the messages being filtered.

For more detailed information on how the filtering APIs work, see Apple's documentation here:

<https://developer.apple.com/documentation/identitylookup>

After a text message from an unknown sender is sent to our server, we examine it to determine whether it is malicious. For example, if the message is sent from a known scammer or contains phishing links, it will be identified as malicious.

If a message is identified as malicious, the information provided by iOS (the sender and the body of the message) will be sent to a separate, secured telemetry server to help us learn more to protect our users. Since our server never receives any information about the recipient of the message, this data is completely anonymized and cannot be traced back to you. We never sell or otherwise share this data with anyone else.

Messages that are not identified as malicious are immediately discarded, and will never be stored on disk on the server or sent to any other Malwarebytes systems.

In order to use Text Message Filtering, you will need to explicitly enable it in the iOS Settings app, under Messages -> Unknown & Spam. The Malwarebytes app cannot enable this setting itself, and iOS will only communicate with Malwarebytes about text messages if you allow it to.

The server that handles this text message data is located in Paris, France.

Turn on Text Message Filtering

1. Open the Settings app.
2. Scroll down, then tap **Messages**.
3. Scroll down and tap **Unknown & Spam**.
4. Turn on the **Filter Unknown Senders** toggle, and then tap **Malwarebytes**.
5. Tap **Enable** to confirm you'd like to enable the Malwarebytes SMS Spam Filter.

Turn on Call Protection

Call Protection is a Malwarebytes for iOS version 1 Premium feature that warns you if a suspected scammer is attempting to contact you on your device. Call Protection uses your phone number and contacts to ensure calls from known numbers are not affected. You can customize Call Protection to verify your phone number, allow Malwarebytes to access your contacts, and block fraudulent or spoofed phone calls.

1. Open Malwarebytes for iOS.
2. Next to Call Protection, tap **Activate**.
3. Tap **Activate protection**. If you don't have a Malwarebytes for iOS Premium subscription, the app requires you to purchase a subscription to continue.
4. Enter your phone number, then tap **Continue**.
 - Your phone number is used to help identify potential spam callers who may use methods such as neighbor spoofing.
 - We do not share this information outside of your device.
5. Verify your phone number, then tap **Continue**.

6. When prompted to allow Malwarebytes access to your contacts, tap **Allow access**.
 - If a phone number is saved as a Contact on your device, Malwarebytes for iOS does not block the call.
 - We do not share this information outside of your device.
7. To allow Malwarebytes to access your contacts, tap **OK**.
8. Open up **Settings** and follow the instructions.
9. Scroll down, then tap **Phone**.
10. Tap **Call Blocking & Identification**.
11. Next to Malwarebytes, tap the toggle to turn **Call Protection** on.

To verify Call Protection is turned on, open Malwarebytes for iOS and view the Dashboard. A green switch appears next to settings that are turned on. If a setting is off, the switch is gray or says Activate instead.

Customize Call Protection

To block potential scam calls, verify your phone number, and give Malwarebytes for iOS version 1 access to your contacts, go to the Dashboard and tap Customize protection. Verifying your phone number and giving Malwarebytes for iOS access to your contacts helps ensure the app cannot block your contacts and identify neighbor spoofed calls.

1. Open Malwarebytes for iOS, then tap **Customize Protection**.
2. Malwarebytes for iOS requires you to verify your phone number and allow the app to access your contacts. Tap **Allow access** or **Enter phone number**. If you do not see either option, continue to step 6.
3. Enter your phone number, then tap **Continue**. If you do not see either option, continue to step 4.
4. Re-enter your phone number to verify it's correct, then tap **Continue**. If you do not see either option, continue to step 5.
5. To give Malwarebytes for iOS access to your contacts, tap **OK**. If you do not see either option, continue to step 6.
6. To block fraudulent or spoofed calls, tap **Block** under each corresponding section.
7. To confirm you want to block fraudulent or spoofed phone calls, tap **OK**.

When Malwarebytes for iOS blocks a phone call, you will not receive a missed call notification. Blocked callers may still leave a voicemail.

Add or remove phone number from Allow List

To prevent Malwarebytes for iOS version 1 from blocking trusted phone numbers on your device, add them to the Allow list. For instructions on how to add trusted websites to the Allow list, refer to “Add or remove website in Malwarebytes Allow list” There are three ways to add phone numbers to the Allow list:

- Through the Malwarebytes Settings.
- With the Share button on the iOS device.
- With the 3D Touch feature.

This article guides you through these three methods of adding a trusted phone number and how to remove a number from your Allow list.

Add phone number via Settings screen

1. Open Malwarebytes on your iOS device.
2. Tap the **Allow** icon.
3. The first time you access the Allow screen, the above notification appears to explain the feature.
4. Tap **Phone** at the top of the screen to bring up the Phone Allow list.
5. Tap **Allow a new number**.
6. Type the trusted phone number in the blue bar. Tap **Add number**. Only US and Canadian numbers are recognized.
7. The trusted phone number appears in your Allow list.

Add phone number via Share Contacts

1. Locate the phone number you wish to add to the Allow list under Recents. Tap the **info icon** next to it.
2. Tap **Share Contact**.
3. Tap **More**.
4. Enable **Allow this number** and **Report as Fraudulent**, then tap **Done**. You only need to perform this step once.
5. The Share menu changes to allow quick additions to the Allow list. Tap **Allow this number**.
6. The trusted phone number appears in your Allow list.

Add phone number via 3D Touch

The 3D Touch feature is available on iPhone models 6s Plus and later, excluding iPhone XR.

1. Press firmly on the Malwarebytes icon on your phone to open the 3D Touch menu.
2. Tap **Allow a number** to add a trusted phone number to the Allow list.

Remove phone number from Allow list

1. Tap the **Allow** icon in the Malwarebytes app.
2. In the Phone Allow list, tap **Edit** on the phone number entry you wish to remove.
3. Tap one or more entries you wish to remove. Tap **Delete**.

Malwarebytes Call Protection marks the phone number as a potential scam again.

Manage Malwarebytes

Manage Malwarebytes Account.....	13
Deactivate device.....	13
Cancel subscription or request refund from Apple App Store.....	14

Manage Malwarebytes Account

If you're using a Premium subscription on Malwarebytes for iOS version 1, you can create a Malwarebytes account or sign in to an existing account to manage your My Account profile.

To create an account:

1. Open the Malwarebytes app on your iOS device.
2. Tap the **Settings** cog.
3. Tap **Create an account**.
4. Enter your first and last name, email address you selected to create the account.
5. Create a login password.
 - Note: the password must contain at least 8 characters, 1 capital letter, 1 number, and 1 symbol (e.g. !@#&%).
6. Re-enter the password.
7. Tap **Create an account**.

Sign in to an existing account

1. Open the Malwarebytes app on your iOS device.
2. Tap the **Settings** cog.
3. Tap **Sign in**, under the Create an account button.
4. Enter the email address and password associated with your My Account login.
5. Tap **Sign in**.

Deactivate device

If you are using a Premium subscription on Malwarebytes for iOS version 1, you can deactivate the subscription to use on another device.

To deactivate device:

1. Open the Malwarebytes app on your iOS device.
2. Tap the **Settings** cog.
3. Tap **Deactivate this device**.
4. A confirmation window displays, tap **Deactivate**.
5. Your device is now deactivated and the app will revert to the Free version. You can activate your subscription on a new device.

To install on another device, see “Install Malwarebytes for iOS v1”

Cancel subscription or request refund from Apple App Store

To manage your App Store purchased Malwarebytes subscription or request help with billing-related issues, access your Apple account to manage your subscription. Apple manages billing inquiries for apps purchased through the App Store, including Premium subscriptions for Malwarebytes for iOS version 1. Purchases made through the App Store are tied to your Apple ID.

Manage or cancel your subscription

1. Open Malwarebytes for iOS.
 2. At the top of the screen, tap the gear icon to open Settings.
 3. Tap **Manage Subscription**. You may be asked to restore the iTunes Store app if it is not installed on your device.
 4. In the Edit Subscription screen of the iTunes Store app, you can view subscription information, change billing frequency, or cancel your subscription.
-

Request a refund for your subscription

To request a refund for your App Store purchased Malwarebytes subscription, contact Apple support or refer to Apple's article [View, change, or cancel your subscriptions](#). Apple recommends canceling your Malwarebytes Trial at least 24 hours before the free trial period ends to avoid subscription fees.

For other inquiries related to your purchase, such as viewing a receipt or reporting a problem, see [Get help with an item purchased from the App Store](#).

Manage Threats

Add or remove website in Allow list.....16

Add or remove website in Allow list

To prevent Malwarebytes for iOS version 1 from blocking trusted websites on your device, add them to the Allow list. For instructions on how to add trusted phone numbers to the Allow list, refer to “Add phone numbers to Allow List”

There are two ways to add websites to the Allow list:

- Through the Malwarebytes Settings.
- With the Share button on the iOS device.

This article guides you through both methods of adding a trusted website and how to remove a website from your Allow list.

Add website to the Allow list via Settings screen

1. Open Malwarebytes on your iOS device.
2. Tap the **Allow** icon. The first time you access the Allow screen, the above notification appears to explain the feature.
3. Tap **Web** at the top of the screen to bring up the Web Allow list.
4. Tap **Allow a new website**.
5. Type in the URL of the trusted website. Tap **Done** when finished.
6. The website address appears in your Allow list.

Add website to the Allow list via Share feature

1. If you encounter a blocked website that you trust through the Safari browser, you can access the blocked site by following these steps.
2. Tap the **Share icon** to open the Share menu.
3. Tap **More**.
4. Enable **Allow this website**, then tap **Done**. You only need to perform this step once.
5. The Share menu changes to allow quick additions to the Allow list. Tap **Allow this website**.
6. Follow the additional instructions that appear on your screen to unblock the website. Go back to the blocked website on Safari browser to complete the steps.

Remove website from Allow list

1. Tap the **Allow** icon in the Malwarebytes app.
2. In the Web Allow list, tap **Edit** on the website entry you wish to remove.
3. Tap **Delete**.

Malwarebytes Web Protection continues to block the website again.

Troubleshooting

Help Screen.....	18
Error Messages.....	18
Report fraudulent numbers.....	19
Report a problem.....	20
Collect Diagnostic Data.....	21
iOS Content & Privacy Restrictions prevent enabling features.....	21
Don't force close Malwarebytes for iOS v1 app.....	22
Call Protection extension error.....	22
App did not detect a scam phone call.....	23
Unable to turn on Web Protection and Ad Blocking.....	23
Uninstall Malwarebytes for iOS v1.....	24

Help Screen

The Help screen provides answers to common questions about Malwarebytes for iOS v1.

- **Submit feedback:** Directs you to a survey to provide feedback about the app.
- **Submit a help request:** Opens a report to send for found issues with the app.
- **Search for answers:** Opens your browser to the Malwarebytes Help Center where you can find answers to the top questions being asked.
- **Rate this app:** Rates Malwarebytes for iOS in the Apple Store.
- **Share this app:** Sends an invitation to your friends and family to download Malwarebytes for iOS.
- **User Guide:** Directs you to the Malwarebytes for iOS product guide.
- **License agreement:** Links you the Malwarebytes Software License Agreement.
- **Privacy policy:** Applies to Malwarebytes websites and products and describes how Malwarebytes collects, uses, shares and secures your personal information.

Error Messages

Malwarebytes for iOS version 1 provides error codes and messages for functionality, connection, activation and authentication issues. This article describes the error messages including error codes, description, and recommended resolution for the error encountered.

Functionality errors

Message	Resolution
<URL> does not appear to be a valid URL.	Check the URL being entered into the Web Protection Allow list.
Please enter a valid phone number, including the area code.	Check the phone number being entered in Account info, Device info or Call Protection Allow list is in the correct format and includes a valid area code.

Connection errors

Code	Message	Resolution
MB991	Registration error. We are having trouble reaching our registration server. Try again later or contact Support.	Check your internet connection and try again. If the issue persists, submit a ticket with Support.
	No Internet connection (on Dashboard)	An active internet connection is needed to use Privacy for iOS. Check your internet connection and try again. If the issue persists, submit a ticket with Support.
	You are offline. Go online to connect privately.	An active internet connection is needed to use Privacy for iOS. Check your internet connection and try again. If the issue persists, submit a ticket with Support.

Code	Message	Resolution
	Please sign in to your Apple account to use Malwarebytes Privacy.	You need to be logged in to your Apple account in your device to use Malwarebytes Privacy.
	There was an issue deactivating Malwarebytes.	An active internet connection is needed to complete this action. Check your internet connection and try again. If the issue persists, submit a ticket with Support.

Activation errors

Code	Message	Resolution
MB403100 MB403101 MB404100 MB403105	There's an issue with our subscription. Please contact Support.	Submit a ticket with Support.
MB403102	This subscription is expired. Use another subscription or purchase a new one.	Purchase a valid subscription. You can make an in-app purchase from the App store or visit our Pricing page, and activate after creating your Malwarebytes Account.
MB403104	The subscriptions in use on the maximum number of devices. Deactivate one of your devices or contact Support.	Deactivate devices or purchase another subscription. Deactivate a device, make an in-app purchase from the App store or visit our Pricing page, and activate after creating your Malwarebytes Account.

Authentication errors

Message	Resolution
Your account does not include Malwarebytes Mobile Security. To get started, add a Malwarebytes Mobile Security subscription.	Purchase a valid subscription. You can make an in-app purchase from the App store or visit our Pricing page, and activate after creating your Malwarebytes Account.
Verify your email and password are correct and try again.	Check your sign in credentials, then try to sign in again. If the issue persists, submit a ticket with Support.
Your email and/or password is incorrect. You have x more attempts in total before your account is locked.	Check your sign in credentials, then try to sign in again. If the issue persists, submit a ticket with Support.
You have reached the maximum number of invalid attempts. For security reasons, your account has been temporarily locked. Please try again in 10 minutes.	Wait the recommended period of time, then try to sign in again. If the issue persists, submit a ticket with Support.

Report fraudulent numbers

If a potential scammer attempted to contact you and Malwarebytes for iOS version 1 did not detect or block the call, report the scammer's phone number to us. Reported phone numbers are sent to our researchers for investigation and blocked on your device.

You can report fraudulent numbers through the Malwarebytes for iOS settings, the iOS Phone app, or 3D Touch feature. Both methods are outlined below, including more Malwarebytes for iOS support topics at the bottom of the article.

Via Malwarebytes for iOS settings

1. Open Malwarebytes for iOS.
2. Tap **Report** on the bottom navigation.
3. Tap the red **Report** button at the top of the screen.
4. In the Report a number form, provide the fraudulent phone number that has called your iPhone.
5. You may complete the form to provide more information if preferred.
6. In the top right corner, tap **Submit**.

Via iOS Phone app

1. Open the iOS Phone app on your Home screen.
2. Tap **Recents**.
3. Locate the scammer's phone number in your call history, then tap the **Info** icon to the right.
4. Tap **Share Contact**.
5. Tap **Report as fraudulent**.
 - If this option is not available: Tap **More**. Use the toggle to turn on **Report as fraudulent**, then tap **Done**.
6. In the Report a number form, provide the fraudulent phone number that has called your iPhone. You may complete the form to provide more information if preferred.
7. In the top right corner, tap **Submit**.
8. After a fraudulent phone number is submitted, Malwarebytes for iOS confirms your report has been received.
9. To close the confirmation, tap the **X** in the top right corner.
10. To see phone numbers you've reported in Malwarebytes for iOS, go to **Report > Reported by you**.

Via 3D Touch feature

If your iOS device supports 3D Touch, you can use it to report or allow phone numbers. To do this:

1. From your iOS Home screen, press firmly on the **Malwarebytes app icon** on your phone to open the 3D Touch Menu.
2. Tap either **Report a number** or **Allow a number** to open the corresponding page.

Report a problem

If you're experiencing an issue with Malwarebytes for iOS version 1, submit a help request using Malwarebytes for iOS. Submitting a help request creates a ticket for you.

1. Open Malwarebytes for iOS.
2. At the bottom-right part of the dashboard, tap **Help**.
3. Tap **Submit a help request**. An email template appears.

- In the space of your email body, add information that can help the Malwarebytes Support team solve your issue.
- Tap the **Send** button.

You'll receive an email with your ticket number. If you have questions regarding this request, reply to this email.

Collect Diagnostic Data

When you submit a ticket about a Malwarebytes for iOS version 1 issue, you'll be contacted by a Malwarebytes Support agent through email. Depending on your issue, you may need to collect diagnostic data for the support agent to investigate and resolve the issue.

Follow the steps below to collect and reply with diagnostic data:

- Open the Malwarebytes app from your iOS device.
- In the dashboard, tap the **Settings** icon and switch on the Enable diagnostic mode toggle.
- Repeat the steps that led to the issue. Once you experience the issue, diagnostic mode logs the incident.
- Tap **Settings > Export diagnostic data**. Save the file to your device's storage.
- Locate and open the existing email thread with your Malwarebytes Support agent.
- In your email reply, attach the file that you've saved in Step 4.
- After you send the email reply to your Malwarebytes Support agent, switch off the **Enable diagnostic mode** toggle. If you turn off the setting before sending the reply, the diagnostic data file saved to your device may get deleted.

iOS Content & Privacy Restrictions prevent enabling features

iOS Content & Privacy Restrictions, also known as Parental Controls, let you manage which features, apps, and content your kids can and can't access on their iOS device. Refer to Apple's [How to use parental controls on your child's iPhone, iPad, and iPod touch for more information](#).

Enabling certain iOS restrictions impacts your ability to enable some Malwarebytes for iOS version 1 features. In order to use Malwarebytes, you may need to remove certain restrictions. The following table provides some examples of Malwarebytes feature and iOS restriction conflicts. This is not intended to be an exhaustive list.

Examples

Issue	Resolution iOS 11	Resolution iOS 12+
Cannot enable Content Blockers	Remove website restrictions: <ol style="list-style-type: none"> Go to Settings > General > Restrictions. Set Websites to All. Go to back to Settings > Safari > Content Blockers. Toggle on Malwarebytes. 	Remove website restrictions: <ol style="list-style-type: none"> Go to Settings > Screen Time > Content & Privacy Restrictions > Toggle on Content & Privacy Restrictions > Content Restrictions > Web Content. Tap Unrestricted Access. Go back to Settings > Safari > Content Blockers. Toggle on Malwarebytes.

Issue	Resolution iOS 11	Resolution iOS 12+
Cannot purchase a Premium subscription	<p>Enable in-app purchases:</p> <ol style="list-style-type: none"> 1. Go to Settings > General > Restrictions. 2. Set In-App Purchases to Allow. 	<p>Enable in-app purchases:</p> <ol style="list-style-type: none"> 1. Go to Settings > Screen Time > Content & Privacy Restrictions > Toggle on Content & Privacy Restrictions > iTunes & App Store Purchases > In-App Purchases. 2. Set In-App Purchases to Allow.
Unable to share your Contacts with Malwarebytes for iOS	<p>Allow Malwarebytes to access your contacts:</p> <ol style="list-style-type: none"> 1. Go to Settings > General > Restrictions > Contacts. 2. Tap Allow Changes. 3. Toggle on Malwarebytes. 4. Tap Don't Allow Changes. 	<p>Allow Malwarebytes to access your contacts:</p> <ol style="list-style-type: none"> 1. Go to Settings > Screen Time > Content & Privacy Restrictions > Toggle on Content & Privacy Restrictions > Contacts. 2. Tap Allow Changes. 3. Toggle on Malwarebytes. 4. Tap Don't Allow Changes.
Malwarebytes unable to update	<p>Enable Background App Refresh for Malwarebytes:</p> <ol style="list-style-type: none"> 1. Go to Settings > General > Restrictions > Background App Refresh. 2. Set Background App Refresh to Allow Changes. 3. Go back to Settings > General > Background App Refresh 4. Toggle on Malwarebytes. 	<p>Enable Background App Refresh for Malwarebytes:</p> <ol style="list-style-type: none"> 1. Go to Settings > Screen Time > Content & Privacy Restrictions > Toggle on Content & Privacy Restrictions > Background App Activities. 2. Tap Allow. 3. Go back to Settings > General > Background App Refresh. 4. Toggle on Malwarebytes.

Don't force close Malwarebytes for iOS v1 app

On iOS devices, you can [force close an app](#) when it becomes unresponsive. Periodically, people will close all their apps which is unnecessary but harmless.

IMPORTANT: Do not force close the Malwarebytes for iOS version 1 app. Force closing Malwarebytes for iOS prevents iOS from periodically running our background tasks. In order to keep the protection for Call Protection and Ad Blocking updated and effective, the Malwarebytes app needs to perform these tasks periodically. These tasks run infrequently and do not consume significant resources.

Call Protection extension error

Malwarebytes for iOS version 1 activated with a Premium subscription offers Call Protection to alert you of any potential scam callers. If you receive an Error Enabling Extension message, or do not see the Malwarebytes button under the Call Blocking & Identification menu of your iPhone's Settings, follow the troubleshooting steps below to fix the error and enable Call Protection.

Close and reopen iOS Settings app

1. Close the **Settings** app on your iOS device. Wait roughly 2-3 minutes.
2. Reopen the **Settings** app.
3. Go to **Phone > Call Blocking & Identification**.
4. Toggle on **Malwarebytes**.

If the error message persists, or the Malwarebytes toggle button disappears, continue below for additional troubleshooting steps.

Update iOS device and reinstall Malwarebytes

1. Update to the latest version of iOS. See Apple's support article [Update your iPhone, iPad, or iPod touch](#) for guidance.
2. Once updated, uninstall Malwarebytes. See Apple's support article [How to delete apps on your iPhone, iPad, and iPod touch](#) for guidance.
3. Reboot your iOS device.
4. Reinstall Malwarebytes from Apple's App Store.
5. Once reinstalled, try to turn on iOS Call Protection as normal.

App did not detect a scam phone call

Scammers use several tactics to avoid being identified, from changing phone numbers to spoofing caller ID information. To protect you from potential scammers, we regularly update our list of known scammers and recommend you update your Malwarebytes for iOS version 1 settings.

We encourage you to report fraudulent numbers. This will block the number for you, and help to prevent the caller from scamming other people.

Call Protection does not block phone numbers that are saved to your iOS device's Contacts. You should delete any scammer phone number that is saved to your Contacts. For instructions, refer to Apple's article [Manage and delete contacts on your iPhone, iPad, or iPod touch](#).

Unable to turn on Web Protection and Ad Blocking

Web Protection and Ad Blocking are Malwarebytes for iOS version 1 features that protect your Safari browsing experience by blocking malicious sites, ads and trackers. Active web content restrictions on your iOS device prevent you from turning on the Web Protection and Ad Blocking features.

To activate Web Protection and Ad Blocking:

1. Disable web content restrictions on your iOS device. See the Prevent web content section of the Apple article [Use parental controls on your child's iPhone, iPad, and iPod touch](#).
2. Once Web content is unrestricted, turn on Web Protection and Ad Blocking on your device.

Uninstall Malwarebytes for iOS v1

To remove Malwarebytes for iOS version 1 from your device, refer to Apple's [How to delete apps on your iPhone, iPad, and iPod touch](#) article. If you've purchased a Malwarebytes for iOS Premium subscription and no longer wish to continue, see how to [cancel your subscription](#).