D-Link defend App FAQ

App Name	D-Link defend

Written By Customer Service Department I of DHQ

Revision History

Date	Version	Note
2018/01/16	Draft	Draft version
2019/3/12	First	First version
2019/10/28	2nd	Remove: 1-1-10 Add: 1-2-16

Contents

Chapter 1: About D-Link defend APP & Functions 4
1-1: General 4
1-1-1: About D-Link defend application? 4
1-1-2: How do I launch the D-Link defend app? 4
1-1-3: Why do we have to log in to the D-Link Wi-Fi app before we launch the D-Link defend app? 5
1-1-4: How many kid profiles can be created in the D-Link defend app? 5
1-1-5: What happens if the parental controls feature isn't set up? 5
1-1-6: If I don't set up parental controls, will the Internet still be still accessible? 6
1-1-7: What websites are allowed or blocked by default to my kids after I create a kid profile? 7
1-1-8: Does the D-Link defend app support the remote management? 8
1-1-9: What is Home Away mode? 8
1-1-10: How do I enhance the security level? 8
1-2: Setup 9
1-2-1: How to setup the parental controls in D-Link defend APP? 9
1-2-2: How to setup the internet access time of kids in D-Link defend APP? 13
1-2-3: How to set up the device type in D-Link defend APP? 16
1-2-4: How to stop the Internet access on specific devices in D-Link defend APP? 19
1-2-5: How to quickly pause the internet access for all kids in D-Link defend APP? 22
1-2-6: How to clear disconnected devices in devices list? 25
1-2-7: How to ensure my device is secure? 27
1-2-8: How to check push notifications in D-Link defend APP? 29
1-2-9: How to change the Away Mode devices list? 31
1-2-10: How to turn on/off the Away mode? 33
1-2-11: How to turn on/off the McAfee SHP feature? 34
1-2-12: How to enable or disable Alexa commands for D-Link Defend? 36
1-2-13: How to check the D-Link defend APP version & SHP version? 38
1-2-14: How to manage different routers in D-Link defend APP? 41
1-2-15: How to reset my router in D-Link defend APP? 43
1-2-16: How do I install the McAfee LiveSafe anti-virus software? 45
Chapter 2: Troubleshooting 49
2-1: Troubleshooting 49
2-1-1: Why can't I launch the D-Link defend app? 49
2-1-2: Why isn't my device connecting to the Internet? 49

2-1-3: Why are the websites blocked? 49
2-1-4: How do I look up the categorization of a site by McAfee? 50
2-1-5: When will the McAfee SHP not protect me from potentially malicious websites? 50
2-1-6: Why is my device identified as a new device again even if it is already there? 50
2-1-7: Why does my browser show a certificate warning or a blocked message? 51

Chapter 1: About D-Link defend APP & Functions

1-1: General

1-1-1: About D-Link defend application?

D-Link defend is the mobile app with Secure Home Platform service that gives you a safer network environment.

For example, it provides Parental Controls policy to limit the time & web category of internet access.

Other features include antivirus software installation / other security features (Host Reputation, Device Fingerprinting, etc.).

1-1-2: How do I launch the D-Link defend app?

To launch the D-Link defend app, you need to set up your McAfee-powered router via the D-Link Wi-Fi app first. Then, sign in to the D-Link Wi-Fi app with your D-Link account to download and install the D-Link defend app. Once onboarding, the D-Link defend app is ready to use.

1-1-3: Why do we have to log in to the D-Link Wi-Fi app before we launch the D-Link defend app?

The D-Link defend app is a cloud-based app and connects your home devices remotely. To connect your home devices, the D-Link defend app requires you to set up the supported router via the D-Link Wi-Fi app first. Please be sure that you sign in to the D-Link Wi-Fi app during the setup process. Once your router has been set up, the D-Link defend app will then bind your router using your D-Link account.

1-1-4: How many kid profiles can be created in the D-Link defend app?

There is no limit to the quantity of kid profiles. You can have as many as you want.

1-1-5: What happens if the parental controls feature isn't set up?

The Internet can be dangerous for children. You may not want your kids to be able to view every website. Without "parental controls" setting, you cannot prevent your kids from accessing inappropriate contents.

Your kids will not be protected if the Parental Control is not enabled. For example:

1. No web access time limit
2. No web filtering limit

1-1-6: If I don’t set up parental controls, will the Internet still be still accessible?

Yes, if you don’t set up parental controls, you can still access the Internet.

1-1-7: What websites are allowed or blocked by default to my kids after I create a kid profile?

Considering different ages of your kids, Parental Controls protect your kids from accessing specific contents of websites by default. You can still customize the allowed/blocked websites later.
The allowed/blocked website categories are based on different ranges of ages. For more details, please refer to the table below:

Allow/Block Websites		Age		
		0~7	8~12	13 and above
Category	Gambling	Blocked	Blocked	Blocked
	Games	Allowed	Allowed	Allowed
	Dating	Blocked	Blocked	Blocked
	Drugs, Alcohol, Tobacco	Blocked	Blocked	Blocked
	E-mail	Allowed	Allowed	Allowed
	Entertainment and Streaming Services	Allowed	Allowed	Allowed
	File transfer and sharing	Blocked	Allowed	Allowed
	Social Networking	Blocked	Allowed	Allowed
	School Cheating	Blocked	Blocked	Blocked
	Sexual Content	Blocked	Blocked	Blocked
	Search Engines	Allowed	Allowed	Allowed
	Shopping and advertising	Allowed	Allowed	Allowed
	Parental Control Bypassing	Blocked	Blocked	Blocked
	Uncategorized	Blocked	Blocked	Allowed
	Violent Content	Blocked	Blocked	Allowed

1-1-8: Does the D-Link defend app support the remote management?

Yes, you can manage your connected devices remotely on mobile data. For example, you can turn on or off Away Mode remotely.

1-1-9: What is Home Away mode?

If you’re leaving home, you might want to disconnect the Internet access of your devices and have them online when you’re back home. The Home Away mode allows you quickly to connect or disconnect the Internet access of selected devices.

1-1-10: How do I enhance the security level?

There are a few tips to enhance the security level:

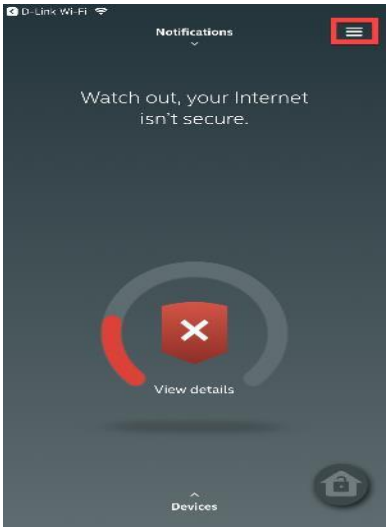
i. Set up Parental Controls
ii. Set up a device type

1-2: Setup

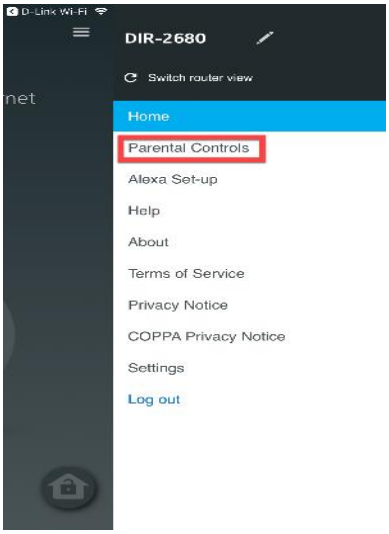
1-2-1: How to setup the parental controls in D-Link defend APP?

Step 1: Launch D-Link defend APP.

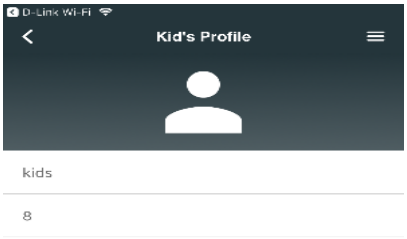
Step 2: Tap the icon from the home page.



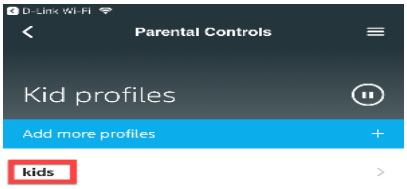
Step 3: Tap **Parental Controls** from the menu.



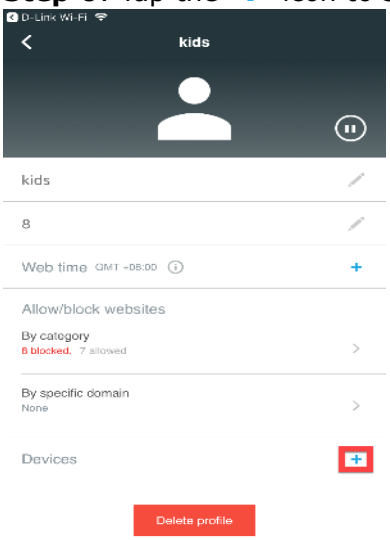
Step 4: Please type in the kid name and age. Then tap **Create Profile**.



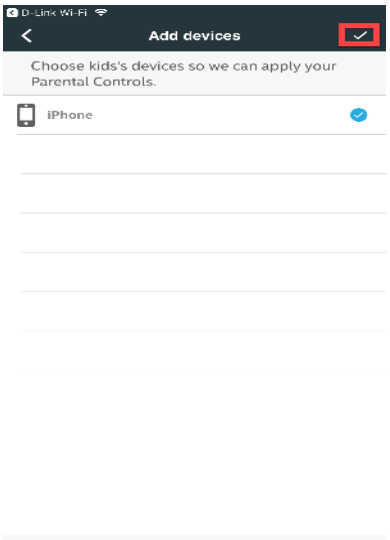
Step 5: You've created the first kid profile. Tap the profile to change settings.



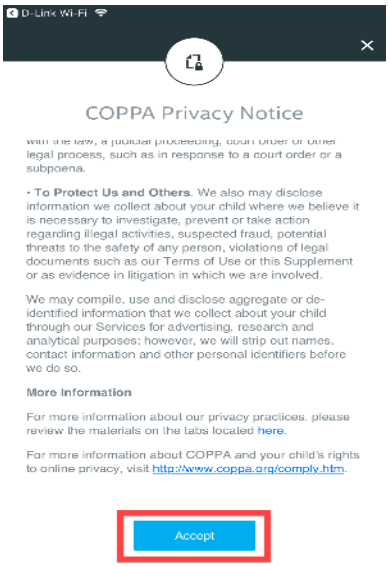
Step 6: Tap the + icon to select device(s) for the profile.



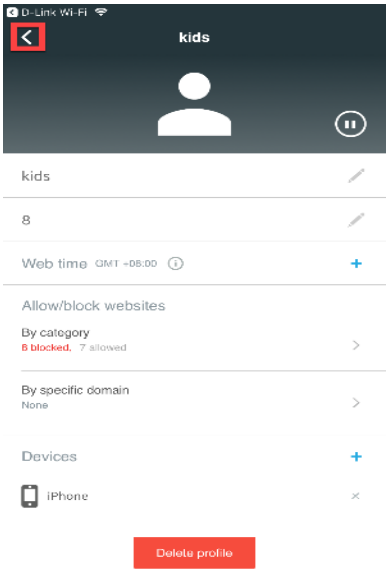
Step 7: Select device(s) for the profile. And then, tap the ✓ icon to save.



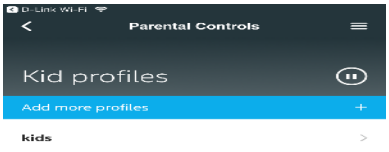
Step 8: If your kid age is under 13 years old, please read the COPPA privacy notice and then tap **Accept** to continue. Skip the step if your kid age is over 13.



Step 9: Set up the web access time and/or website filtering. And then tap the icon.



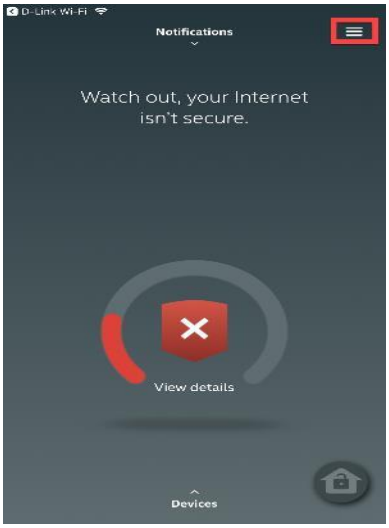
Step 10: Your settings are saved.



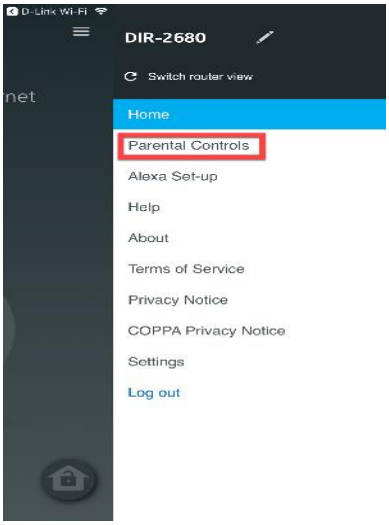
1-2-2: How to setup the internet access time of kids in D-Link defend APP?

Step 1: Launch D-Link defend APP.

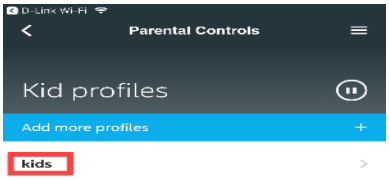
Step 2: Tap the icon from the home page.



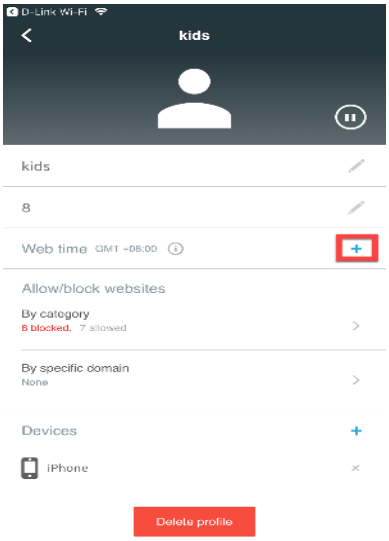
Step 3: Tap **Parental Controls** from the menu.



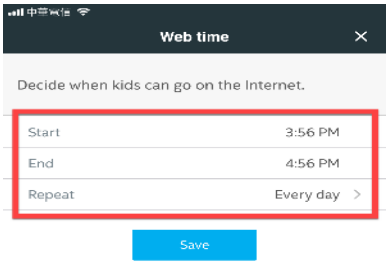
Step 4: Tap the kid profile you would like to set up the web access time for.



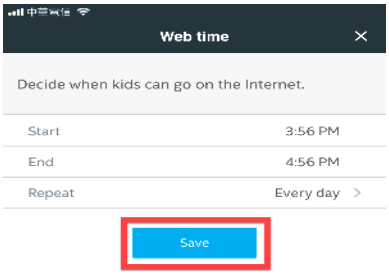
Step 5: Tap the + icon.



Step 6: Enter the web access time for the kid.



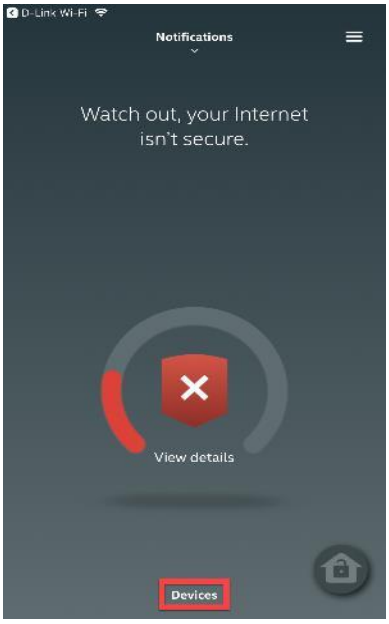
Step 7: Tap **Save.** Then, your settings are saved.



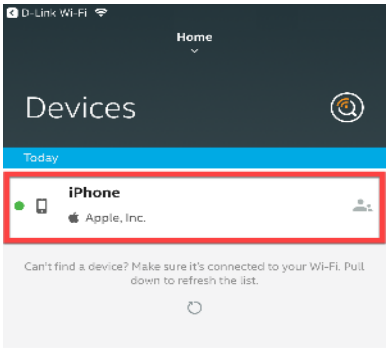
1-2-3: How to set up the device type in D-Link defend APP?

Step 1: Launch D-Link defend APP.

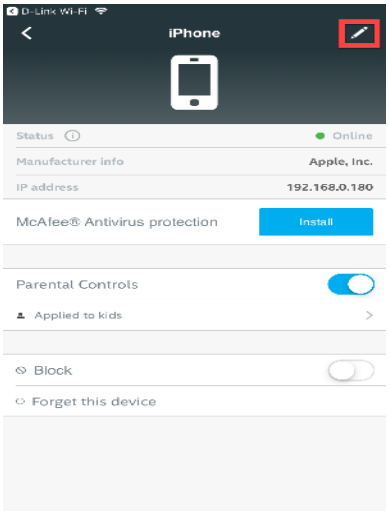
Step 2: Tap **Devices** from the home page.



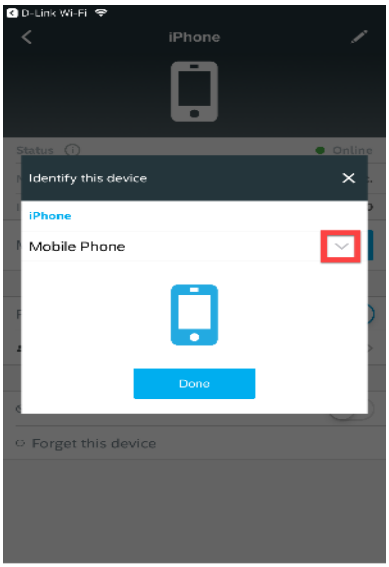
Step 3: Select the device you would like to change the device type for.



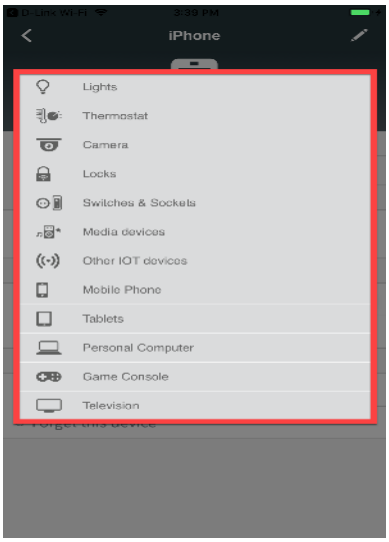
Step 4: Tap the icon on the upper right corner.



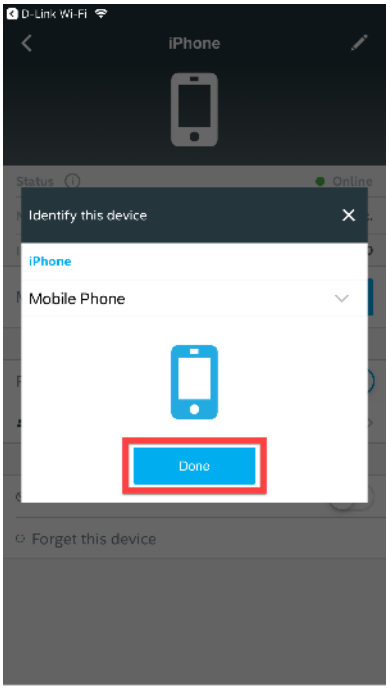
Step 5: To display the available device type, tap the icon.



Step 6: Choose a proper device type for your device.



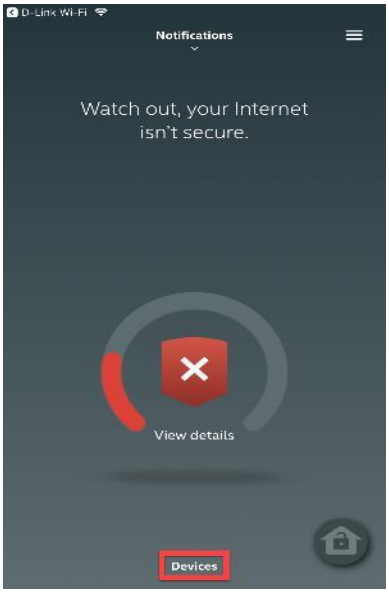
Step 7: Tap **Down**. Your settings are saved.



1-2-4: How to stop the Internet access on specific devices in D-Link defend APP?

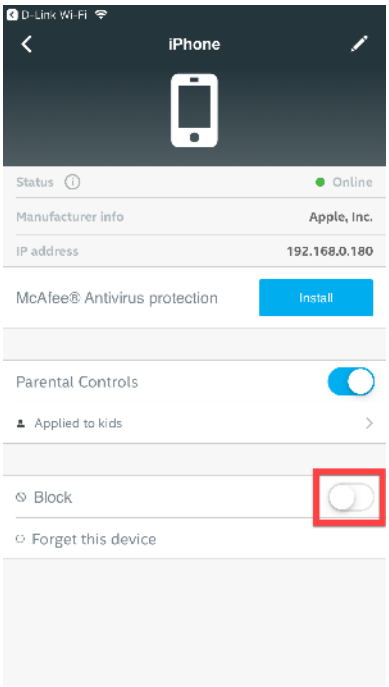
Step 1: Launch D-Link defend APP.

Step 2: Tap **Devices** from the home page.

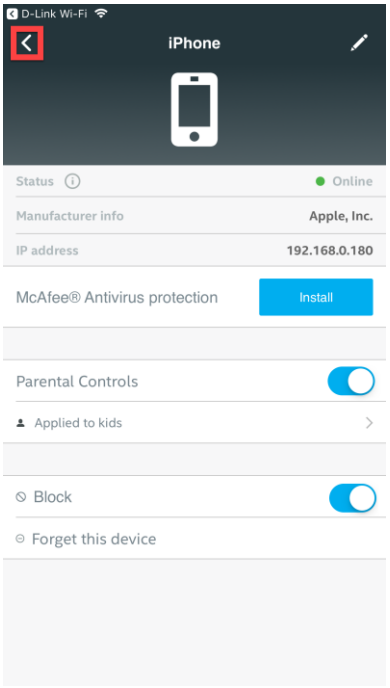


Step 3: Choose a device you would like to block the internet access.

Step 4: Toggle the button .



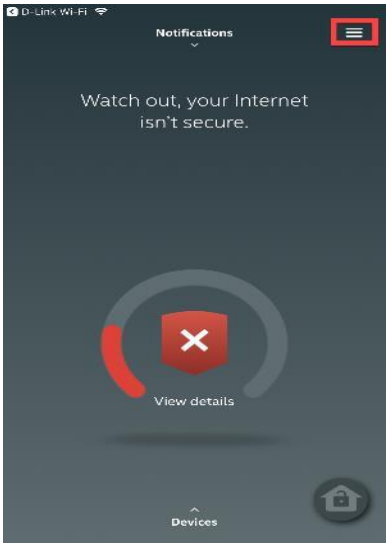
Step 5: Tap the icon. Your settings are saved.



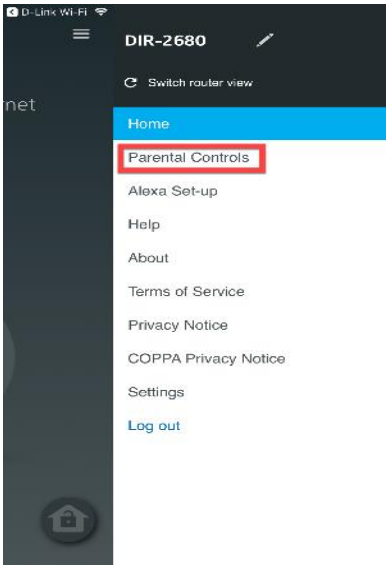
1-2-5: How to quickly pause the internet access for all kids in D-Link defend APP?

Step 1: Launch D-Link defend APP.

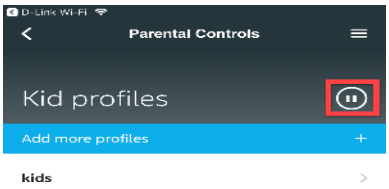
Step 2: Tap the icon from the home page.



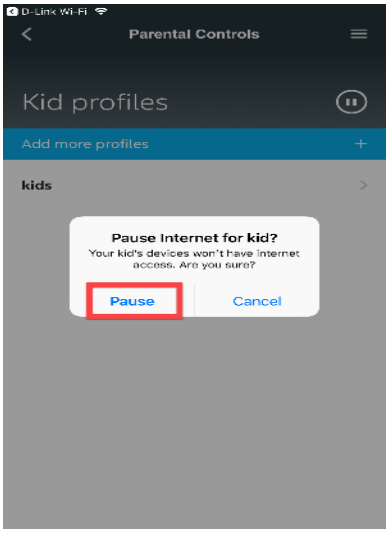
Step 3: Tap **Parental Controls** from the menu.



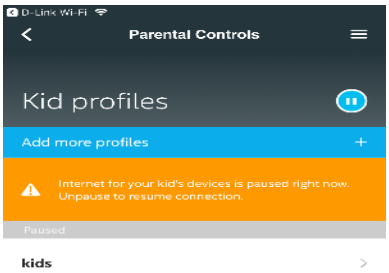
Step 4: Tap the icon to pause the internet access for all kids.



Step 5: You're prompted to confirm the action. Tap **Pause.**



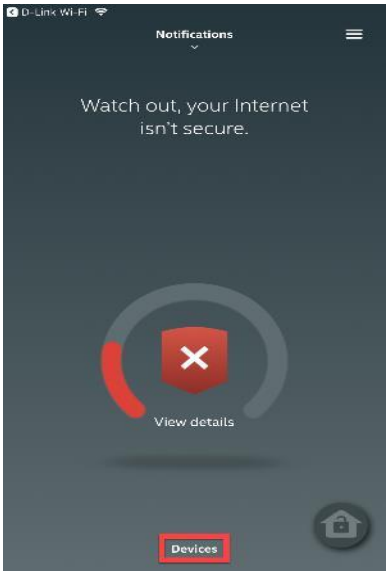
Step 6: Your settings are saved.



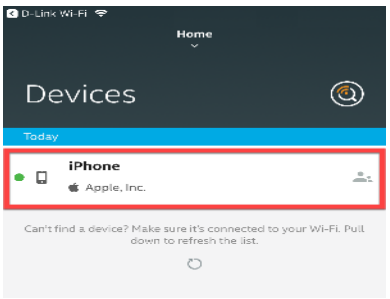
1-2-6: How to clear disconnected devices in devices list?

Step 1: Launch D-Link defend APP.

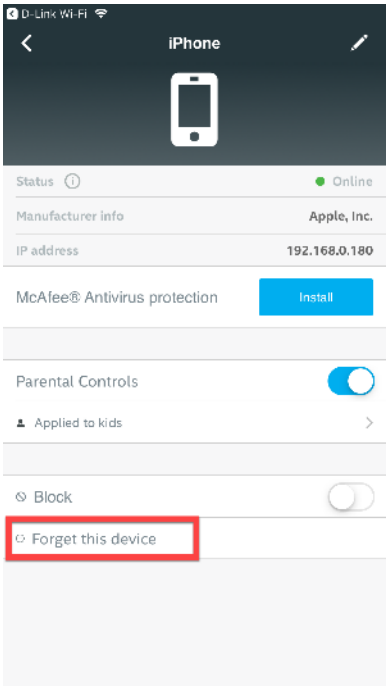
Step 2: Tap **Devices** from the home page.



Step 3: Choose the device you want to clear.



Step 4: From the device page, tap **Forget this device**. Then, the device is removed.

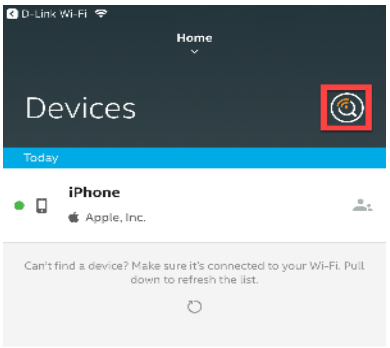


1-2-7: How to ensure my device is secure?

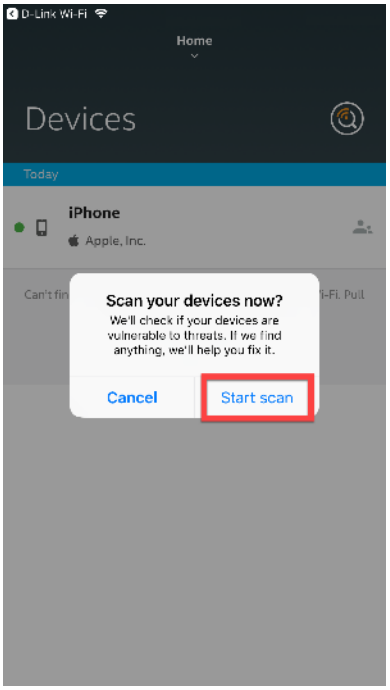
Step 1: Launch D-Link defend APP.

Step 2: Tap **Devices** from the home page.

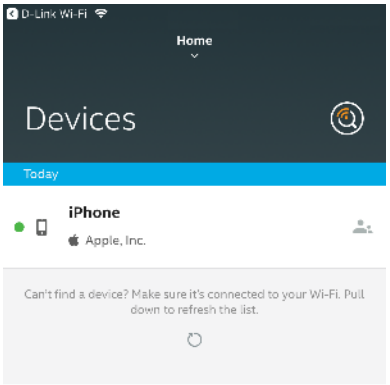
Step 3: Tap the icon on the upper right corner.



Step 4: You're prompted to confirm the action. Tap **Start scan**.



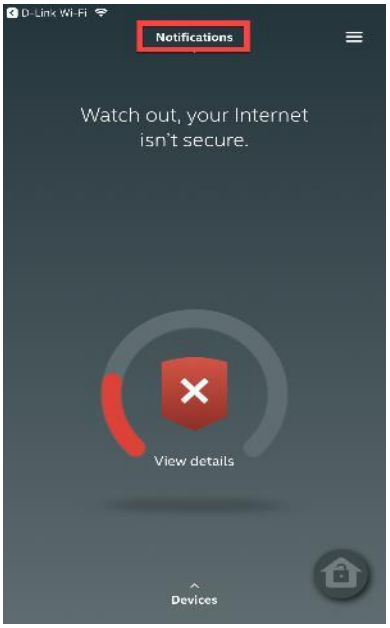
Step 5: The scan result displays.



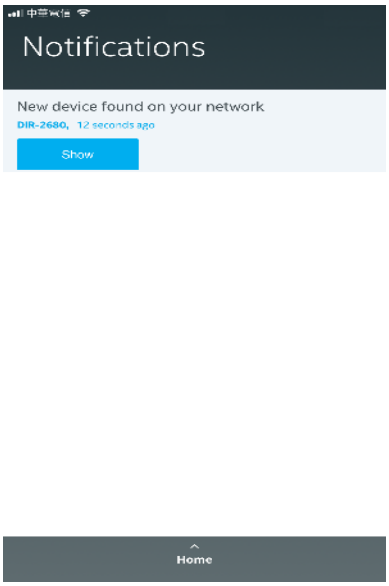
1-2-8: How to check push notifications in D-Link defend APP?

Step 1: Launch D-Link defend APP.

Step 2: Tap **Notifications** from the home page**.**



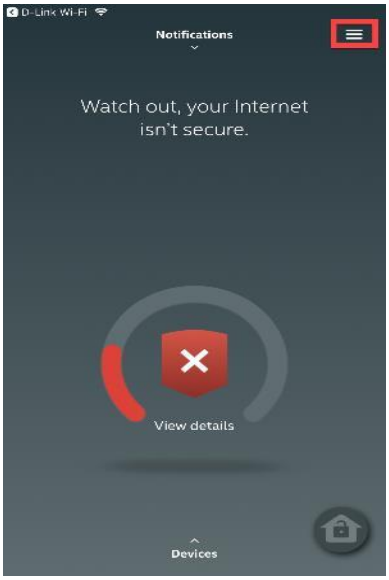
Step 3: Notifications display.



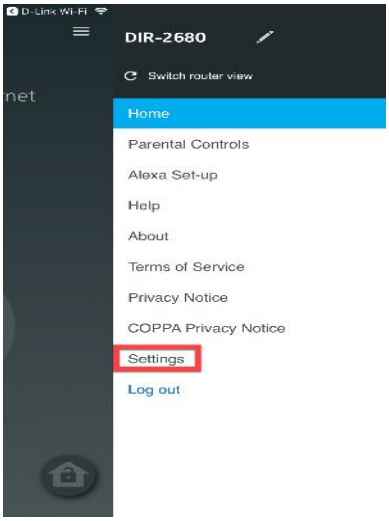
1-2-9: How to change the Away Mode devices list?

Step 1: Launch D-Link defend APP.

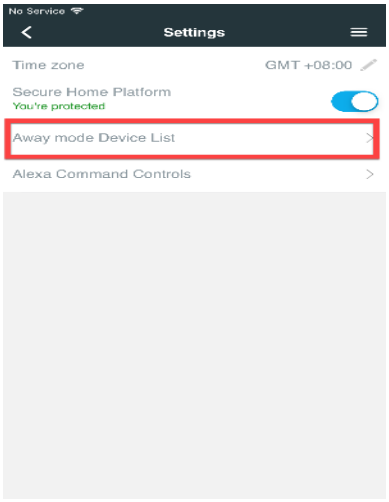
Step 2: Tap the icon from the home page.



Step 3: Tap **Settings** from the menu.

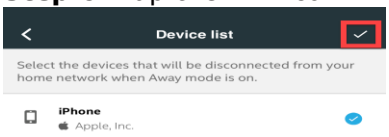


Step 4: Tap **Away mode Devices List**.



Step 5: Select the devices to be disconnected from your home network when Home Away mode is turned "ON".

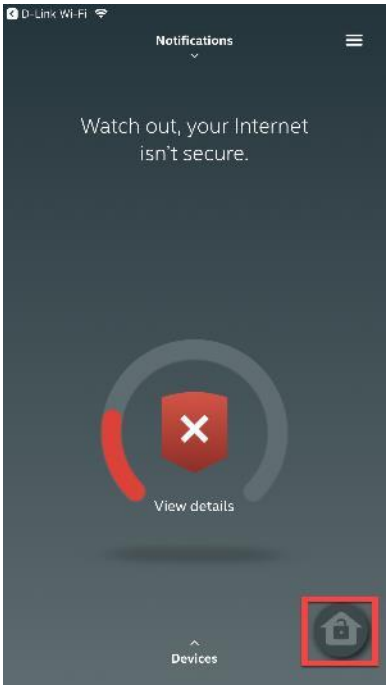
Step 6: Tap the ✓ icon. Your settings are saved.



1-2-10: How to turn on/off the Away mode?

Step 1: Launch D-Link defend APP.

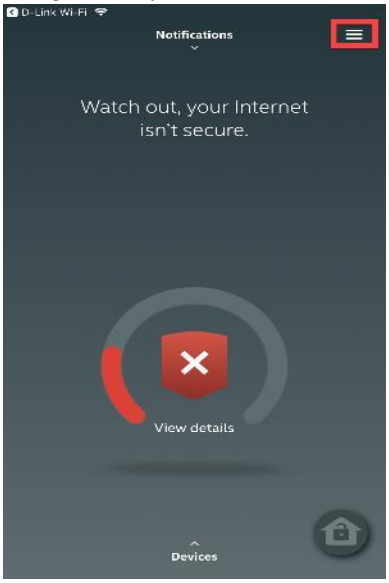
Step 2: Tap the icon to turn on/off Away mode.



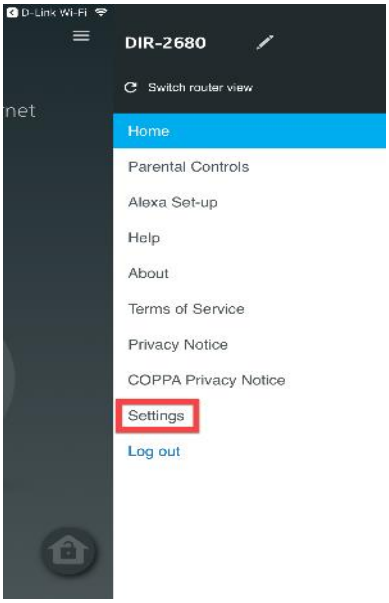
1-2-11: How to turn on/off the McAfee SHP feature?

Step 1: Launch D-Link defend APP.

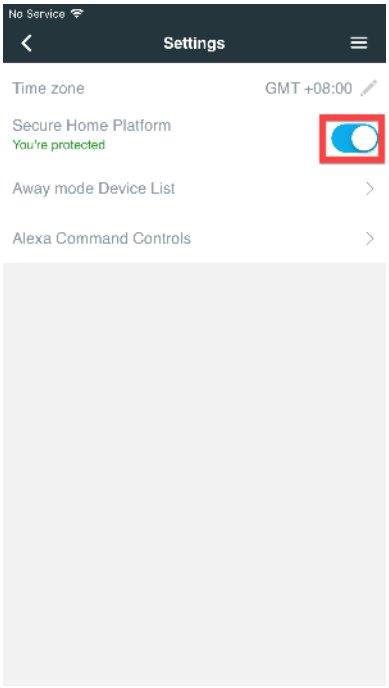
Step 2: Tap the icon from the home page.



Step 3: Tap **Settings** from the menu.



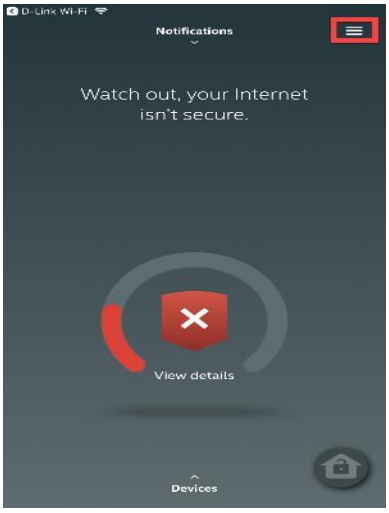
Step 4: Toggle the button to turn on/off SHP feature



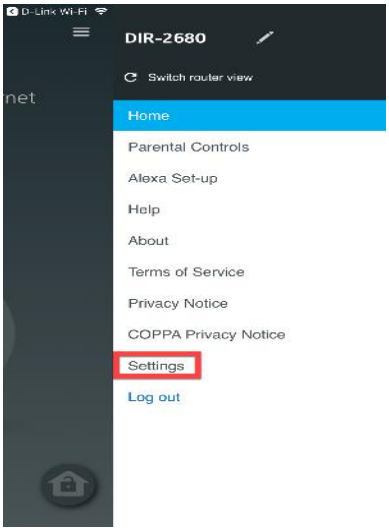
1-2-12: How to enable or disable Alexa commands for D-Link Defend?

Step 1: Launch D-Link defend APP.

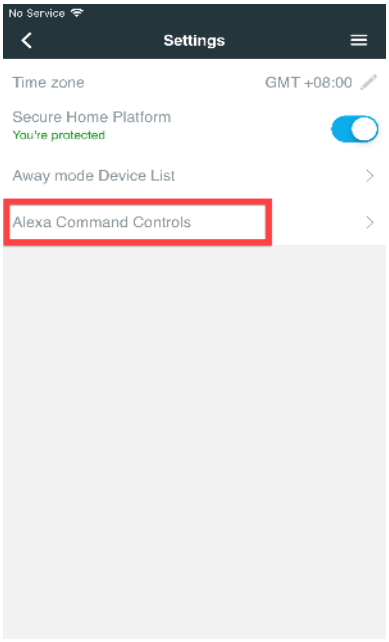
Step 2: Tap the icon from the home page.



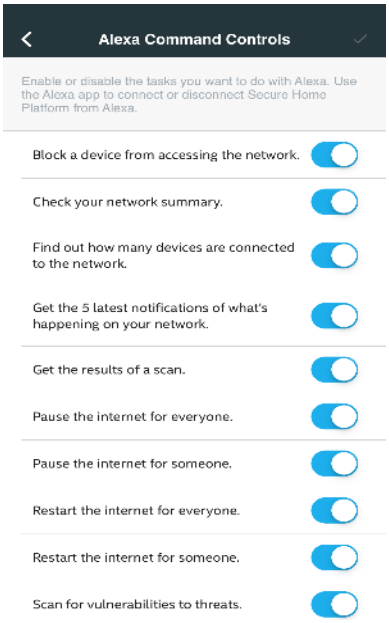
Step 3: Tap **Settings** from the menu.



Step 4: To enable or disable commands, tap **Alexa command Controls**.



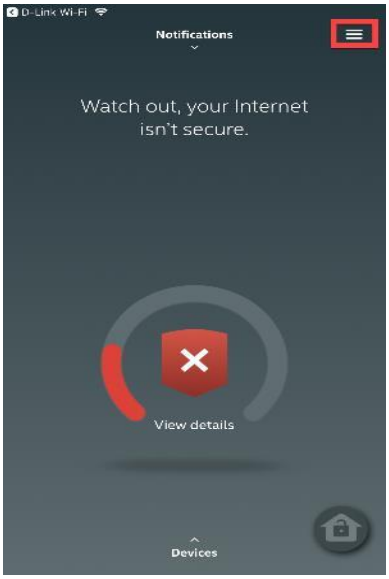
Step 5: Toggle the commands you would like to enable or disable. By default, all the commands are enabled.



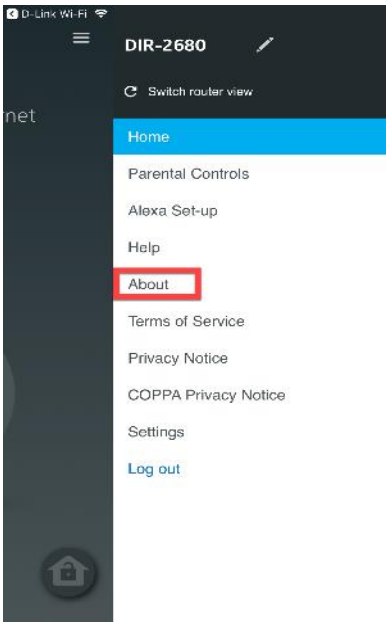
1-2-13: How to check the D-Link defend APP version & SHP version?

Step 1: Launch D-Link defend APP.

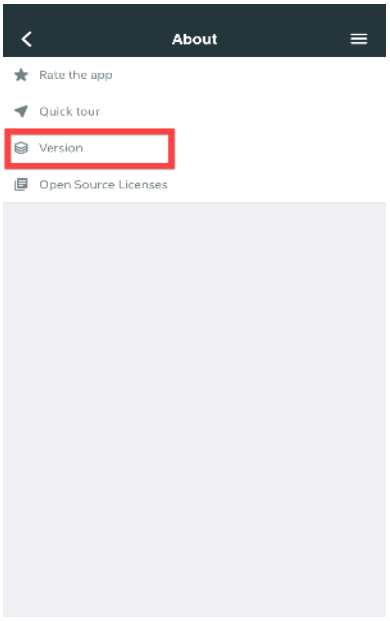
Step 2: Tap the icon from the home page.



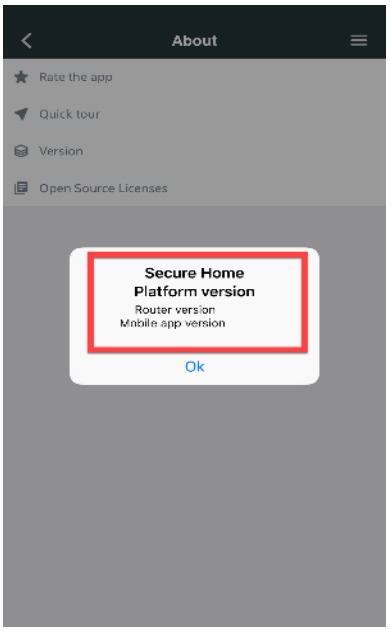
Step 3: Tap **About** from the menu.



Step 4: To check both the app version and SHP version, tap **Version**.



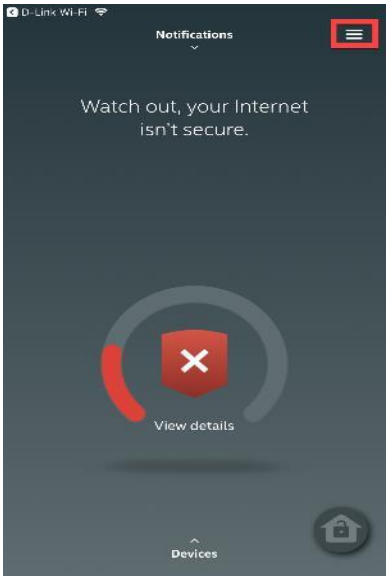
Step 5: The versions display. Please note that the router version refers to the McAfee Secure Home Platform (SHP) version.



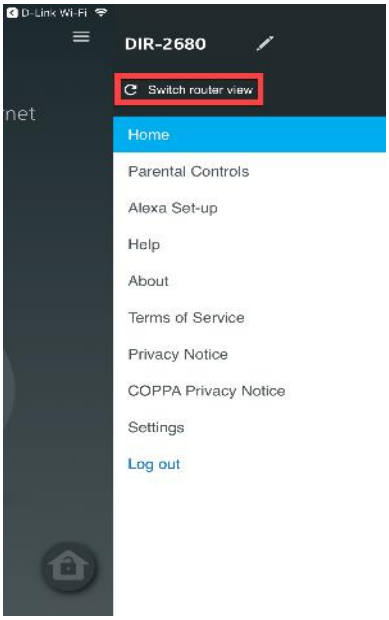
1-2-14: How to manage different routers in D-Link defend APP?

Step 1: Launch D-Link defend APP.

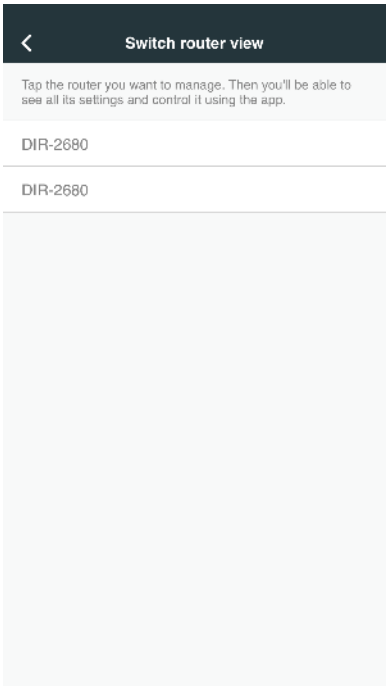
Step 2: Tap the icon from the home page.



Step 3: Tap **Switch router view** from the menu.



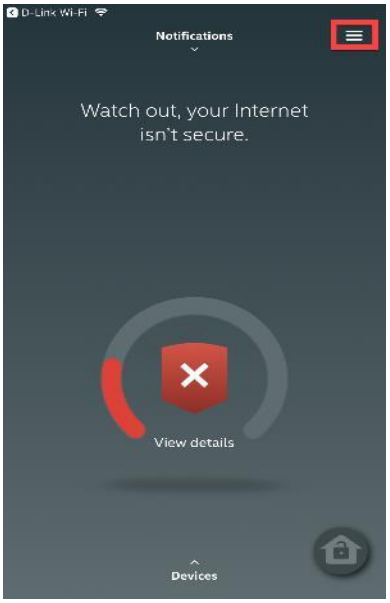
Step 4: Tap the router you want to manage. Then you can manage the other router.



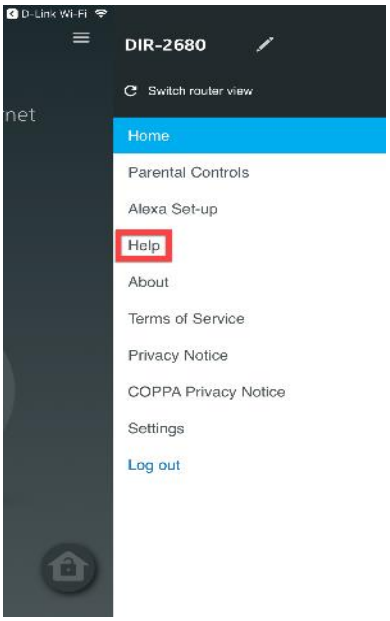
1-2-15: How to reset my router in D-Link defend APP?

Step 1: Launch D-Link defend APP.

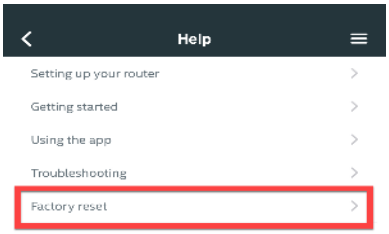
Step 2: Tap the ☰ icon from the home page.



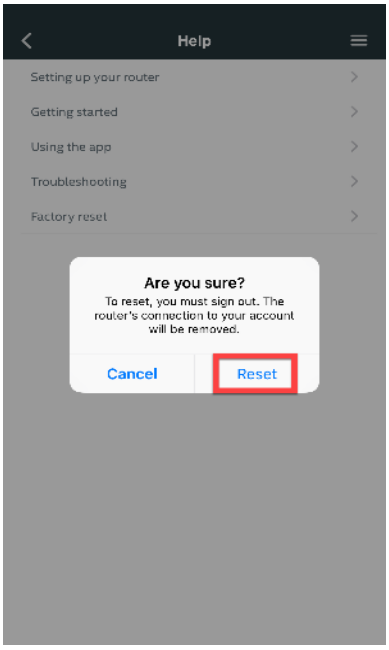
Step 3: Tap **Help** from the menu.



Step 4: To restore your router to default factory values, tap **Factory reset**.



Step 5: You're prompted to confirm the action. Tap **Reset**.

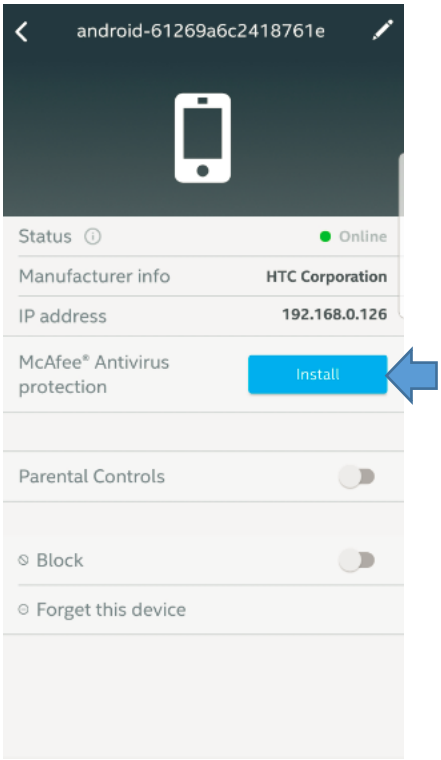


Step 6: Your device was reset. To onboard the SHP services, please follow the QIG to re-setup the device.

1-2-16: How do I install the McAfee LiveSafe anti-virus software?

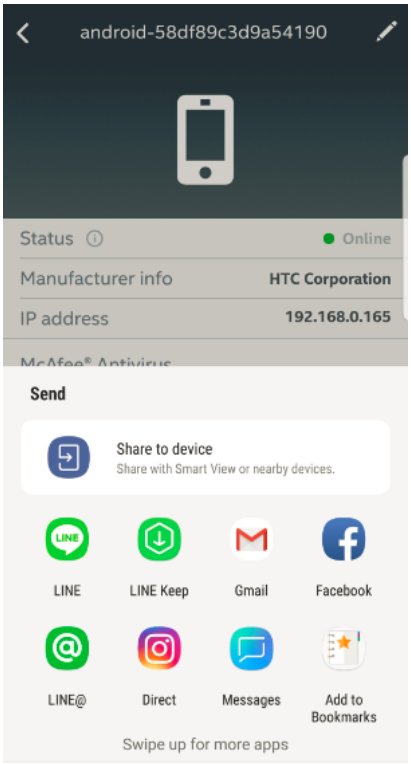
McAfee LiveSafe (MLS) features antivirus software with identity and privacy protection for all the computing devices (smartphone, PC and laptop) by blocking viruses, malware, ransomware, spyware, unwanted programs, and more malicious online attacks.

Step 1: From a device page, and tap **Install** to install the MLS app. Please note that the MLS app is not available for IoT devices.

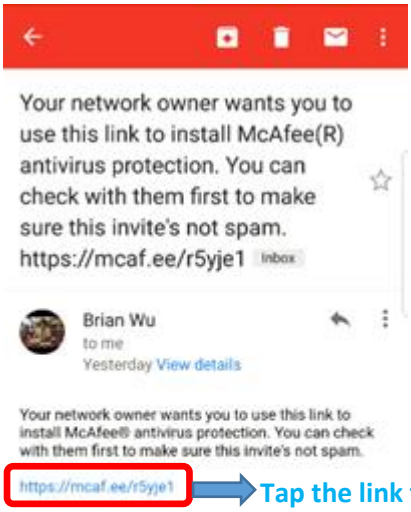


Step 2: Tap **SEND** to send the download link.

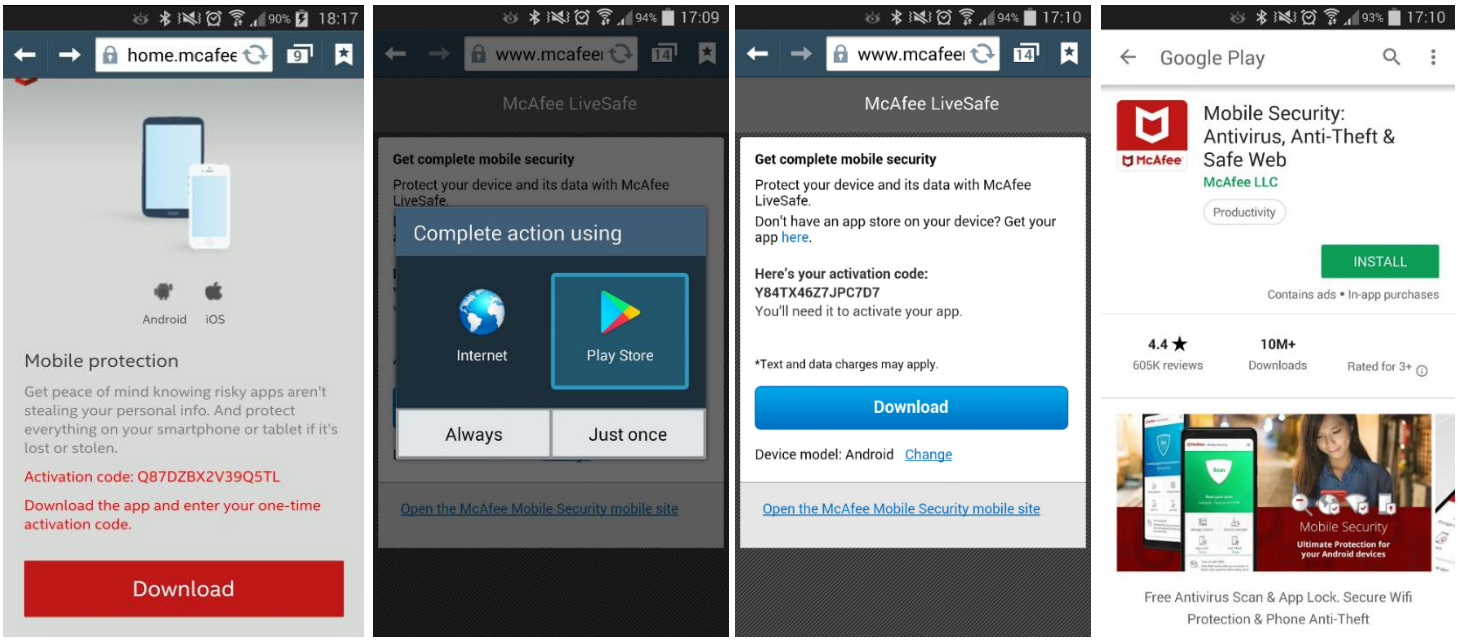
Step 3: Select how you would like to send the download link.



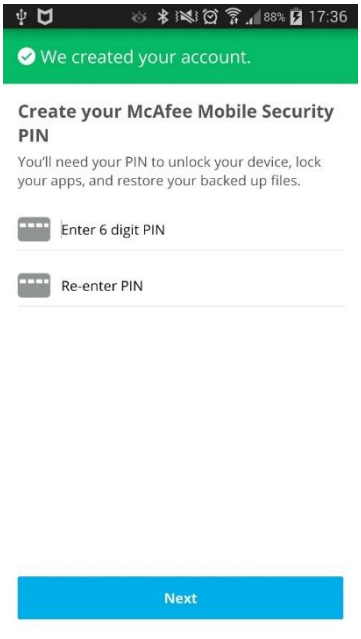
Step 4: To download the MLS app, tap the download link from the invitation.

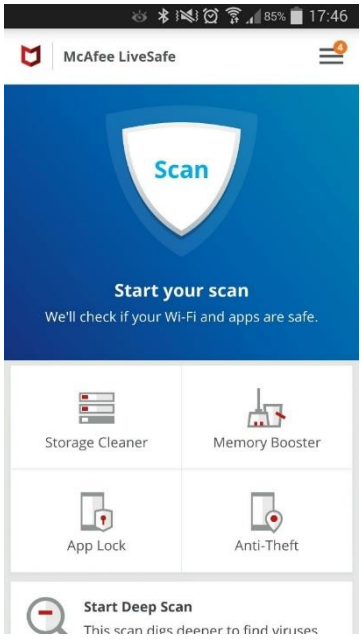


Step 5: Once an activation code is granted, tap **Download**, and then you'll be redirected to the MLS app download page of Google Play/App Store. Tap **INSTALL** to download and install the app from The Google Play or App Store.



Step 6: Trust the inviter, and create a password for the app. Then the McAfee antivirus protection is ready to use.





Chapter 2: Troubleshooting

2-1: Troubleshooting

2-1-1: Why can’t I launch the D-Link defend app?

To launch the D-Link defend app, please open the D-Link Wi-Fi app and log in your D-Link account. And then, enable the McAfee service using the D-Link Wi-Fi app. The D-Link Wi-Fi app will guide you to launch the D-Link defend app.

2-1-2: Why isn’t my device connecting to the Internet?

Please follow the troubleshooting steps below:

1. Check your Internet connection status
2. Check if the SHP features are enabled and the device’s internet access is not blocked by the below settings:
   i. Away Mode
   ii. Internet paused
   iii. Web access time
   iv. Web filtering

2-1-3: Why are the websites blocked?

The websites may be blocked by the McAfee SHP services:

1. The device is protected by Parental Controls settings
2. The device is protected from potentially malicious websites

2-1-4: How do I look up the categorization of a site by McAfee?

McAfee provides an online tool that enables you to look up categorization of a site by McAfee.
URL: https://www.trustedsource.org/

To look up the feature, select **McAfee Site Advisor/Web Control (Enterprise)** and type in a URL. And then you will be able to check the categorization and reputation of a site.

2-1-5: When will the McAfee SHP not protect me from potentially malicious websites?

Potentially malicious websites may not be blocked:

1. When they are opened from proxy sites
2. When VPN on protected devices is enabled

2-1-6: Why is my device identified as a new device again even if it is already there?

A device is identified by its MAC address. When a device switches between wired and wireless network connection, different MAC address will be assigned to the same device. Therefore, the device will be identified as a new device again.

2-1-7: Why does my browser show a certificate warning or a blocked message?

If you are visiting websites that are blocked by the McAfee SHP service, you will encounter a blocked page. However, most browsers may show a certificate warning message instead. Browsers do this as a security precaution to prevent malicious attacks because they are https-based websites.