

Kaspersky®
Anti-Virus

Quick Start Guide

The license period starts when you activate the product on the first PC.

The number of PCs that can be protected varies according to the type of license purchased.

Thank you for choosing Kaspersky® Anti-Virus.

Get started

- Visit the My Kaspersky portal – my.kaspersky.com
 - If you don't already have a My Kaspersky account, it's easy to create one and it's free of charge. During the license period, your My Kaspersky account will give you access to the applications that you'll need to install on your PCs. Your My Kaspersky account also lets you manage each PC's security – via the Web – and lets you use Web versions of some of the applications.
 - If you already have a My Kaspersky account, please sign in – using your login & password.
- Click on the 'Licenses' tab and then enter your activation code into the appropriate field (you can find your activation code on the card inside the product package you purchased.) Activation codes are in a 20-character format: e.g. XXXXX-XXXXX-XXXXX-XXXXX.
- Click on the 'Downloads' button on the lower right corner of the product tile to view the applications that are available for you to download and install.
- If you send the download links to your email, you will be able to access the links on any of your supported PCs.
- When you install applications that you have downloaded from the My Kaspersky portal, the installation process will usually run automatically – without you having to enter data in the 'sign in window'. In some cases, applications may ask you to enter your My Kaspersky credentials. If this happens, please sign in – using your login & password for your My Kaspersky account.
- Alternatively, please use one of the following instructions.

1. Before you install the product

To avoid any conflicts between programs, you may need to close some active applications and uninstall third-party antivirus products or applications with similar functionality.

To uninstall third-party products:

- **For Windows® 10 PCs:** Click on 'Start' → click on 'Settings' → click on 'System' → click on 'Apps & features' → select the application that you wish to uninstall → click on 'Uninstall'.
- **On Windows 8, 8.1 PCs:** Go to the 'Control Panel' → click on 'Programs' → click on 'Uninstall or change programs' → select the application that you wish to uninstall → click on 'Uninstall'.
- **For Windows Vista® / Windows 7 PCs:** Click on 'Start' → click on 'Control Panel' → click on 'Programs and Features' → select the application that you wish to uninstall → click on 'Uninstall'.

2. Installing the product

- Choose your product at <http://www.kaspersky.com/downloads>, download the program & run the installation.
- Or use the CD from the product package, download the program if necessary & run the installation.

3. Activating the product

Activation is required in order to enable all of the product's features and to receive free technical support.

- Use the activation code provided on the card inside the product package you purchased (e.g. XXXXX-XXXXX-XXXXX-XXXXX).
- Click the 'License' button on the lower right corner of the main program window.
- Enter the activation code in the appropriate field and 'Activate' the program.
- Use the 'License' button to get information on the license number, activation status & license validity period.

4. Installation on an infected PC

If your PC is so infected that it becomes impossible to launch the operating system or use antivirus software, please use a CD that comes with the product package as a rescue disk. Kaspersky Rescue Disk contains a range of utilities that can treat an infected computer:

- Boot your PC from the Kaspersky Rescue Disk.
- Update the antivirus databases.
- Run a system scan on your PC and then follow the instructions on your screen.

Then you can easily proceed with the product installation to get protection for your PC.

Note: Kaspersky Lab reserves the right to change, without notice, the graphical user interface of the product. The latest version of the product is available to download from www.kaspersky.com

Frequently Asked Questions

Question

Answer

What should I do if a problem occurs while trying to remove third-party antivirus programs?

We recommend you to use the special removal utilities available on vendors' websites or on our Knowledge Base at <http://support.kaspersky.com/consumer/tools-utilities>

What should I do if an error occurs during the activation process?

Check if your PC is connected to the Internet and your Internet browser is working in online mode by trying to open a webpage. If there is no Internet access, please contact your Internet service provider.

How do I activate Kaspersky Lab products if I have bought one license for a number of PCs?

In order to install & activate Kaspersky Lab product on multiple PCs (actual number of PCs depends on the license purchased), simply use the same activation code for each of them.

What should I do if an error occurs while attempting to perform an update?

1. Make sure there are no third-party firewalls or other antivirus programs installed on your PC.
2. Check update settings of your security product (main product window → Settings → Additional) and the network connection settings (this information can be obtained from your Internet service provider) and try to perform an update later.
3. Refer to our Knowledge Base at <http://support.kaspersky.com/12705> to get more details.

Where can I find my activation code if it is lost?

If you registered your product during activation process on My Kaspersky portal, your activation code will be saved in your My Kaspersky account – at my.kaspersky.com

If you can't find your activation code at the My Kaspersky portal, you can send a request to our Technical Support team – via your My Kaspersky account.

For more information please use the following support resources:

- **Product information** is available at help.kaspersky.com
- **Knowledge Base** is available at support.kaspersky.com It contains detailed descriptions on how to install, configure and use Kaspersky Lab products.
- **Your My Kaspersky account** is available at my.kaspersky.com

Contact:

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General information:

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