

kaspersky

Kaspersky® Anti-Virus

Get Started

- Download & install the latest version of the product at <http://www.kaspersky.com/downloads>.
- After the download and installation has completed – and you've opened the program – click the 'License' link on the lower right corner of the main window of the program.
- Enter your activation code in the appropriate field and click the 'Activate' button.
- Sign up at my.kaspersky.com. Add the activation code to the 'License' section.

Your personal My Kaspersky account will retain your activation code throughout the license period – even if you change the device or recover your operating system after a failure.

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

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

Please see inside for detailed installation 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:

- **On 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'.
- **On 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

- Select the relevant product at <http://www.kaspersky.com/downloads> – then download the program & run the installation.

3. Activating the product

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

- Use the activation code provided on the card inside the product box you purchased or on the front page of this guide (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.

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?	<ol style="list-style-type: none">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 https://support.kaspersky.com/common/diagnostics/12910 to get more details.
Where can I find my activation code if it is lost?	If, during the initial activation process, you registered your product on your My Kaspersky account, your activation code will have been saved in your My Kaspersky account – at my.kaspersky.com . If you can't find your activation code, 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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my.kaspersky.com

General information:

www.kaspersky.com
www.securelist.com

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.