

# kaspersky

## Kaspersky® Anti-Virus

# Get Started

- Download & install the latest version of the product at [http://www.tech-titan.com/kaspersky\\_downloads](http://www.tech-titan.com/kaspersky_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](http://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 devices that can be protected varies according to the type of license purchased.

## 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?**

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](https://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](https://help.kaspersky.com).
- **Knowledge Base** is available at [support.kaspersky.com](https://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](https://my.kaspersky.com).

Contact Local Support,  
Tech Titan Malaysia CareLine  
WhatsApp: +60194808331  
Email: [support@tech-titan.com](mailto:support@tech-titan.com)

Tech Titan Indonesia Careline  
WhatsApp: (+62.21) 5795 8231  
Email: [support-ID@tech-titan.com](mailto:support-ID@tech-titan.com)

[www.tech-titan.com](https://www.tech-titan.com)

**General information:**

[www.kaspersky.com](https://www.kaspersky.com)  
[www.securelist.com](https://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](https://www.kaspersky.com)