

# Antivirus Pro 2012

## Quick Start Guide

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### **Important!**

On the CD envelope you will find the activation code with which you can activate the product. Please keep it in a safe place.

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Use of this product is subject to acceptance of the Panda Security End User License Agreement enclosed.

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# UNINSTALLING OTHER PROGRAMS

## Important!

If you have an antivirus installed on your computer, please completely uninstall it before starting to install Panda Antivirus Pro 2012.

To do so, follow these steps:

1. Click the Windows **Start** button and select **Control Panel**.
2. Double-click **Add or Remove programs (Programs and features)** if you have Windows 7 or Windows Vista).
3. Select the program that you want to uninstall and click **Remove (Uninstall)** if you have Windows 7 or Windows Vista).
4. Follow the steps in the uninstallation wizard.



# INSTALLATION

Follow the steps below to install the product correctly.

Once you have followed the instructions in this guide, your computer will be completely protected against viruses and other threats.

1. **Starting installation:** Insert the CD in your computer's CD or DVD drive. If you downloaded Panda Antivirus Pro 2012 from the Internet, run the corresponding file and go to step 3.



## NOTE:

The installation wizard will give you the option to download the latest version of the product from our website. It is advisable to do this, as the version available on the website is the most up-to-date. Click **Yes** to install the latest version.

2. The Panda Antivirus Pro 2012 installation wizard will appear. If your computer has AutoPlay enabled, go to Step 3.

If you are installing from a CD and your computer does not have AutoPlay enabled, installation will not start when you insert the CD. In this case, follow the steps below:

- 2a. Double-click **My Computer** on your computer's Desktop (if you have Windows 7 or Windows Vista, click the Windows **Start** button and then click **Computer**).
- 2b. Right-click the CD or DVD drive corresponding to the CD.
- 2c. Click **Explore**.
- 2d. Double-click the **Install.exe** file to start the installation wizard.
3. Select the language in which you want to install the program. Click **OK**.
4. You will see the welcome window of the installation wizard. Click **Next**.



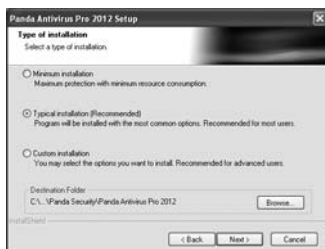
- Now you will see the **License agreement**.

Click **Yes** to accept the terms of the agreement. If you click **No**, the installation process will not continue.



- Once you accept the license agreement, the following screen is displayed:

Keep the **Typical installation** option selected to install the normal components of Panda Antivirus Pro 2012 and click **Next** to continue.



#### NOTE:

This guide explains a typical installation of Panda Antivirus Pro 2012. If you have more advanced knowledge and would like to select the protection modules to install, you can do this by selecting the option **Custom installation** during the installation process. The Minimum installation is only recommended for computers with less than 256MB of RAM.

By default, only the protection most suitable for your computer's memory will be installed.

- Panda Antivirus Pro 2012 copies the files needed to install the different types of protection against malicious software.

- When the files have been copied to your computer, you will see an agreement for collaborating with Panda Security. If you want, you can allow anonymous sending of information about threats that Panda Antivirus Pro 2012 detected on your computer, to help us keep our information up-to-date about the impact of viruses around the world.



Similarly, we advise you to allow automatic sending of suspicious items to quarantine. This way, our laboratories will be able to provide you with a solution as quickly as possible.

Click **Next** to continue.

- A window will now appear telling you that the installation is complete.

Remove the CD from the corresponding drive and click **Finish**.



#### IMPORTANT:

If you are installing the product from a CD, make sure to take the CD out of the corresponding drive before clicking **Finish**. Otherwise, your computer will not start from the hard disk but from the CD, as this also acts as a rescue disk. Refer to the Panda Antivirus Pro 2012 Help for more information.






# PRODUCT ACTIVATION

It is **essential** to activate the product in order to benefit from the following services:

1. Daily automatic updates, as long as the product services have not expired.
2. Technical support and SOS Virus, the service that provides a rapid response to attacks from unknown viruses.

Follow the steps below to activate Panda Antivirus Pro 2012:

1. Make sure you have to hand the **activation code** you received on buying the product. If you have bought the product in a store you will find this code on the CD envelope. If you bought the product on the Internet, you will have received the activation code via email.
2. Open the Panda Antivirus Pro 2012 main screen by double-clicking the Panda Antivirus Pro 2012 icon in the Windows *taskbar*.
3. In the top-right corner of the Panda Antivirus Pro 2012 window, click the  icon and select **Activate the product**.
4. Select if you want to try the product free for 30 days or activate the version you have purchased.



## NOTE:

If you select **Try free for 30 days**, you will have to enter the email address requested by the installation wizard.

If you want to activate the pay version, you will have to enter the activation code and click **Next**. Enter the data requested by the wizard.



## NOTE:

You can also start this wizard from the pop-up warnings that appear reminding you to activate Panda Antivirus Pro 2012.

If you can't remember your client details, go to the Password Reminder section of the Panda Security website:

<http://www.pandasecurity.com/homeusers/support/details/password/>.

The wizard will ask you for the data needed to complete the activation. The data required may vary from one case to another. In most cases however, the following data is required:

1. **Your email address:** Make sure you enter your email address correctly, otherwise you will not receive important information.
2. **Activation code:** This is the code that lets you activate the product. If you have bought the product in a store you will find this code on the CD envelope. If you have bought it on the Internet, you will have received this code via email after completing the purchase.
3. **Client number:** You only need to enter this data if you are already a Panda Security client. This will allow you to extend your contracted service period.



#### IMPORTANT:

If you need to activate the product again or activate additional licenses, you will have to enter the **activation code** and **client number** that you received by email when you first activated the product. Make sure you also include the **same email address** you used when first activating the product.

These instructions are only valid if you have bought the product. If you have downloaded the trial version, you will only require your email address to activate it. Please refer to the **FAQs** section for more information.

If you are not a registered client, the last step of the wizard will invite you to register and enjoy the following additional benefits:

- **Access to the clients' area**, where you can see your details.
- **Practical tips and tutorials**.
- **Special offers**.



#### NOTE:

If you have any problems during activation, consult our Tech Support Center. There you will find the answers to the most frequently asked questions.  
<http://www.pandasecurity.com/homeusers/support>.

# UPDATES AND SCANS

The automatic updates of Panda Antivirus Pro 2012 are carried out every day. These updates allow the program to recognize all known viruses and threats and keep your computer protected against them.

Even though Panda Antivirus Pro 2012 updates automatically while your computer is connected to the Internet, you can also update it easily whenever you want, by following these steps:

1. Right-click on the Panda Antivirus Pro 2012 icon in the *taskbar* (next to the Windows clock).
2. In the menu that appears, click **Update** to start the process.



## IMPORTANT:

Remember that, for the program to update, your computer must be connected to the Internet.

For Panda Antivirus Pro 2012 to continue updating you must activate it. Please refer to the **Product activation** section for more information.

Once Panda Antivirus Pro 2012 has updated correctly, you can run a full scan of your computer.

To do this:

1. Double-click the Panda Antivirus Pro 2012 icon in the *taskbar* (next to the Windows clock). The main program window will open.
2. Click **Scan**.
3. Click **Scan all my computer**. The scan will start.




**NOTE:**

Bear in mind that a full scan of your computer may take several hours. This will depend on the speed of your computer and the amount of data stored on it. We advise you to run this scan when you are not using your computer.

**Once you have carried out this scan, your computer will be protected and free from all malicious software as well as intrusions and other threats.**

# OVERVIEW

Panda Antivirus Pro 2012 is a complete security tool offering integrated protection for your computer with a range of complementary functions. If you double-click the Panda Antivirus Pro 2012 icon in the *taskbar* (next to the Windows clock), you will see the main program screen. Here you can see the status of each of the different protection functions.

Below you'll find a brief description of each of these functions. If you would like more information on any of these, refer to the Panda Antivirus Pro 2012 Help. To access this help, click the  icon in the top-right corner of the main program screen, and select the option **Panda AP 2012 Help**.

## **Protection against known threats: viruses, Trojans, spyware...**

Panda Antivirus Pro 2012 detects and eliminates all types of known malicious software that could reach or leave your computer through any means (email, Internet downloads, file sharing, etc.).

## **Protection against unknown threats**

Thanks to the innovative **TruPrevent Technologies**, Panda Antivirus Pro 2012 detects and blocks suspicious threats whose features have not yet been completely determined.

## **Firewall protection**

The personal firewall blocks unauthorized access to your computer while you are connected to the Internet or a local network.

## **Protection against vulnerabilities**

This protects you against security flaws that could make your computer easy prey to all types of malicious software and hackers.

## **Safe browsing**

This feature of Panda Antivirus Pro 2012 lets you browse the Internet in a virtual environment, completely independent of your system, to guarantee the security of your computer while you use the Internet.

## **Home network management**

This system gives you information about the status of the protection on each of the computers on your home network (if your computer is connected to a network).

## **Virtual keyboard**

Thanks to the virtual keyboard, you can prevent hackers from intercepting your passwords or other confidential data entered on the Web.

**Gaming/multimedia mode**

When you use this feature, Panda Antivirus Pro 2012 will continue to protect your computer but without interrupting if you are viewing full-screen videos, gaming online, etc.

**USB vaccine**

This feature prevents viruses from running by exploiting the Windows AutoPlay feature, which allows multimedia files in removable (CD, DVD or USB) drives to run automatically when they connect to the computer.

# FAQs

## What is the activation code?

When you buy Panda Antivirus Pro 2012, you receive a code which lets you activate the product so that you can keep it up-to-date and protect your computer against the threats that appear every day.

## Where can I find the activation code?

This will depend on whether you bought the product from a store or if you have bought it directly from the Internet:

- If you have bought the product in a store you will find this code on the CD envelope.
- If you have bought the product on the Internet, you will have received the activation code by email after buying the product.

This code lets you activate Panda Antivirus Pro 2012 using a simple wizard. Refer to the **Product Activation** section of this guide for more information.



### NOTE:

If you can't remember your client details, go to the Password Reminder section of the Panda Security website:

<http://www.pandasecurity.com/homeusers/support/details/password/>.

## How can I activate licenses on several computers?

If your product has several licenses, you can install it on as many computers as licenses you have contracted.

In this case, **you must activate the product on each of the computers on which you have installed it.** To activate the licenses in additional computers, you'll need the details we sent you via email when you first activated the product: your client number and activation code.

In addition to this information, in this wizard you will have to enter the same email address you used when first activating the product.

Once activated, Panda Antivirus Pro 2012 can update itself and will therefore protect your computers against the threats that appear every day. For more information, refer to the **Product Activation** section of this guide.




#### IMPORTANT:

Remember that although you must activate the product on each of the computers on which it is installed, optional registration is only carried out once.

### How can I activate a trial version?

If you have downloaded a free trial version, you may only use it for a limited period. For Panda Antivirus Pro 2012 to operate during this period, you will have to activate it by following these steps:

1. Click the  icon and select **Activate the product** in the main screen of Panda Antivirus Pro 2012.
2. In the activation wizard welcome screen, select **Try free for 30 days**.
3. Click **Next**.
4. If you are already a Panda Security customer, enter your client number. Otherwise, select **No** and click **Next**.
5. Wait until the activation process is complete and click **Finish**.

To activate the trial version you will not need the activation code. If you want Panda Antivirus Pro 2012 to continue protecting your computer after the trial period, you must buy the product and activate it using the activation code you will receive on buying it.



#### NOTE:

If you have a VIP protection card, you will need the activation code printed on the card to activate the product.

### How can I reinstall the program if I've formatted my hard disk or changed my computer?

If you have formatted your computer, changed to a new one or need to reinstall Panda Antivirus Pro 2012 for any other reason, you can use the installation CD or download the latest program version from our website.

- Download the latest version:  
<http://www.pandasecurity.com/homeusers/downloads/clients/>.
- Can't remember your login details? Go to the Password Reminder:  
<http://www.pandasecurity.com/homeusers/support/details/password/>.



#### NOTE:

Remember that to download the latest version of the product you must have registered as a Panda Security client.



Once you are in the client download area, follow these instructions:

1. Click **Download**.
2. Enter the user name and password provided and click **Enter**.
3. In the **Downloads available for...** section, click the **Software** folder.
4. When you open this folder, you will see the files corresponding to your product. Click on the master (complete program) for your computer's operating system.
5. Save the file to your hard disk. We recommend you create a folder on your C: drive called 'Panda' for example, and select this location to download the file.
6. Once the download is complete, go to the folder you have saved the file to and double-click it to begin the installation.

### **Do I have to uninstall Panda Antivirus Pro 2012 before installing a new version?**

If you want to install a new version of the antivirus or a different product, you must first uninstall Panda Antivirus Pro 2012.

### **Can I install Panda Antivirus Pro 2012 if I already have another antivirus installed?**

If you have another IT security solution installed, either from Panda Security or any other company, it will be necessary to completely uninstall it before installing Panda Antivirus Pro 2012. This is due to the fact that there can be conflicts between the automatic protection of different security solutions.

### **When do my product services expire?**

Once you have activated the product services, you can see the date when they expire in the **Updates** panel in the main program window.

When your license is about to expire, Panda Antivirus Pro 2012 will notify you through pop-up warnings through which you can renew the product.

### **How can I renew my product services?**

When your service contract period is about to expire, you can renew it simply from our website: <https://shop.pandasecurity.com/renewals/>.

You can also do this through your usual retailer. In this case, after installing the new version of the product, you must specify that you want to extend the service duration in the activation wizard. You will have to enter your client number in the wizard.

# TECHNICAL SUPPORT SERVICE

Visit the Technical Support Center where you will find **up-to-the-minute information** about the product:

*<http://www.pandasecurity.com/homeusers/support>.*

If you have not found the answer to your question on the website, our technicians are on hand to help you. Send an email to *[antivirusfirewall.techsupport.usa@pandasecurity.com](mailto:antivirusfirewall.techsupport.usa@pandasecurity.com)*, and we will reply as soon as possible.

In addition, it is highly advisable to visit our **Technical Support Forum**, where you can resolve your queries, make suggestions, and exchange ideas with other users: *<http://support.pandasecurity.com/forum/>*.



## **IMPORTANT:**

If you need to contact tech support outside the USA, you'll find the email address and the phone number at: *[www.pandasecurity.com/about/contact/](http://www.pandasecurity.com/about/contact/)*.

