



Quick Start Guide



Windows / Windows 10 in S mode /
Mac / Chromebook / Android / iOS



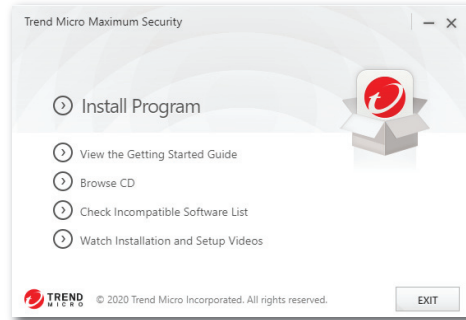
Installation for PC

Please refer to the ReadMe file on the installation disc or to the Trend Micro website for detailed system requirements. If you encounter difficulties while installing or activating this software, go to <https://www.trendmicro.com/support>.

01

Insert the installation CD and click **Install Program**. Trend Micro will then perform a system check of your computer.

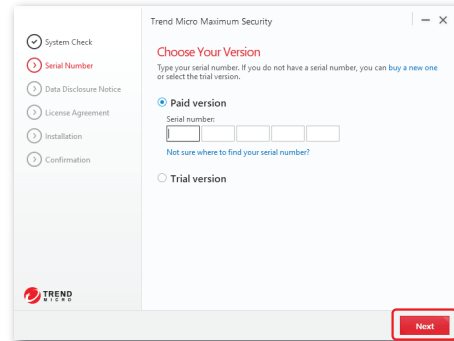
You can also download the installer at https://www.trendmicro.com/en_us/forHome/products/downloads.html



02

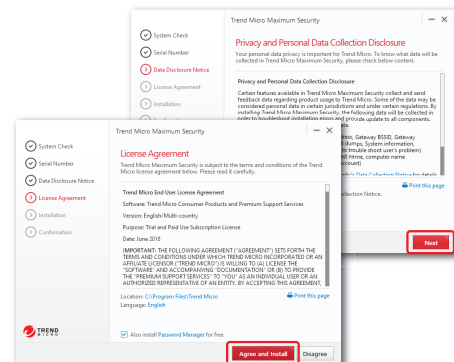
Select **Paid version**, then enter your serial number and click **Next**.

If you purchased online, find your serial number in the order confirmation email. If you purchased in-store, your serial number is printed on the receipt.



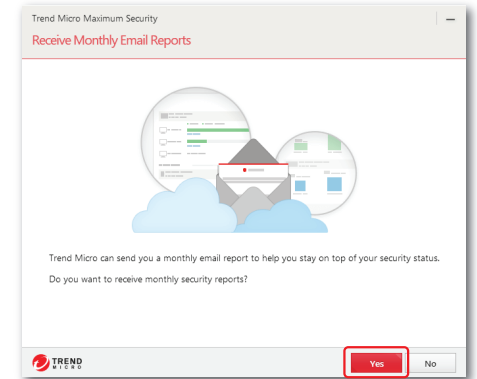
03

Read the Privacy and Personal Data Collection Disclosure and click **Next**. After reading the License Agreement, click **Agree and Install**.



04

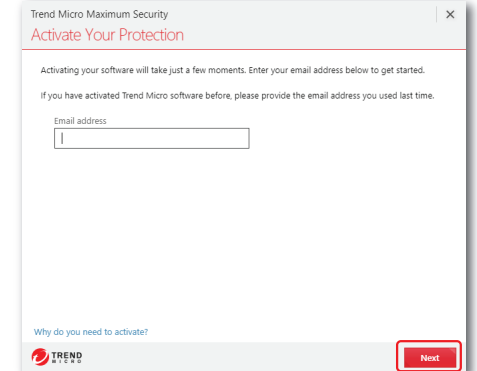
If you want Trend Micro to send you a monthly email report, click **Yes**.



05

Enter your email address and click **Next**. If you already have an account, ensure you use the email address assigned to this account and click **Next**.

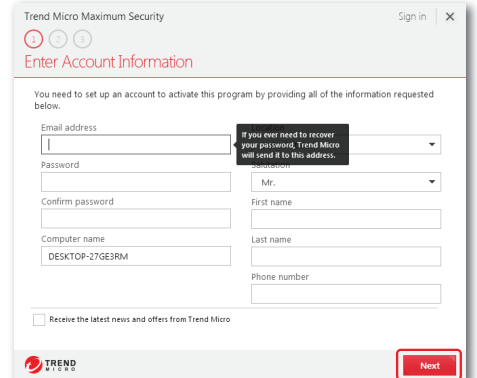
If this window does not automatically open, use the shortcut icon on your desktop.



06

Enter your account information and click **Next**. You will then be asked to verify that your details are correct. Click **Next**.

Once activation is complete, the Protection Activated window will appear. Click **Finish**.





PC Main Console

The screenshot shows the Trend Micro Maximum Security PC Main Console interface. At the top, there are two callouts: "Contact Trend Micro for assistance" pointing to a lightbulb icon, and "Manage your Trend Micro Account" pointing to a user profile icon. Below these are four feature icons: "Device" (laptop), "Privacy" (lock), "Data" (checkmark), and "Family" (house with people). A central "SCAN" button is highlighted with a green ring, with a callout "Scan your computer for threats and to optimize its performance" pointing to it. To the right of the scan button are "Settings" and "Report" icons, with callouts "Adjust your security software settings" and "Open the security report to see how your software has kept you safe" respectively. The main status area shows a green checkmark and the word "Protected", with the text "You have access to the latest protection." Below this is a "Protect Another Device" button with a plus icon, and a callout "Use your subscription to protect another PC, Mac, Android, or iOS device" pointing to it. In the bottom right corner, there is a callout "Check the status of your subscription" pointing to the text "Expires on 5/19/2021".

Access the different features of your security software

Scan your computer for threats and to optimize its performance

Adjust your security software settings

Open the security report to see how your software has kept you safe

Use your subscription to protect another PC, Mac, Android, or iOS device

Check the status of your subscription



Installation for macOS Mojave

Please refer to the User Support folder on the installation disc or to the Trend Micro website for detailed system requirements. If you encounter difficulties while installing or activating this software, go to <https://www.trendmicro.com/support>.

01

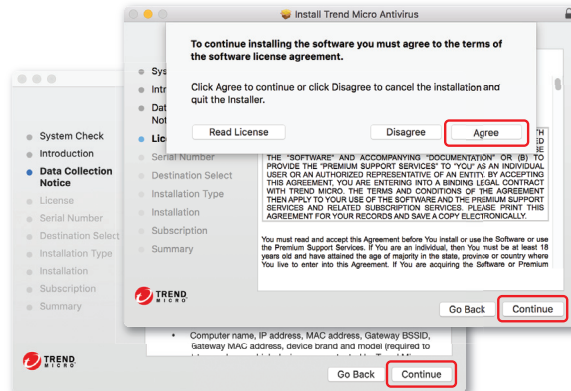
Insert the installation CD and click **Install Trend Micro Antivirus** to launch the installation program. Click **Continue** when asked.

You can also download the installer at https://www.trendmicro.com/en_us/forHome/products/downloads.html



02

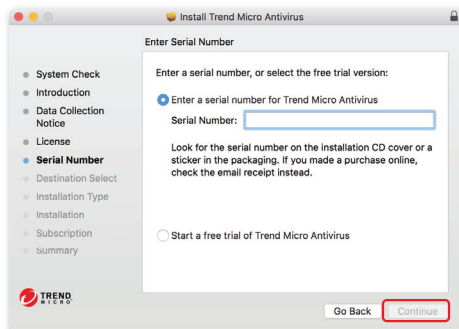
Read the Privacy and Personal Data Collection Disclosure and click **Continue**. After reading the License Agreement, click **Continue** and then click **Agree**.



03

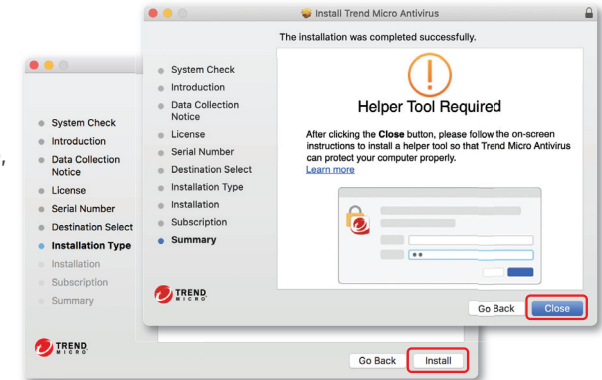
Enter your serial number, and then click **Continue**.

If you purchased online, find your serial number in the order confirmation email. If you purchased in-store, your serial number is printed on the receipt.



04

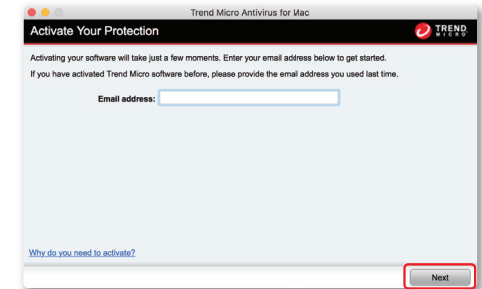
Click **Install** to authorize and start the installation. Once installation is complete, click **Close** and follow the on-screen instructions to install a helper tool.



05

Provide your email address and click **Next**. If you already have an account, ensure you use the email address assigned to this account.

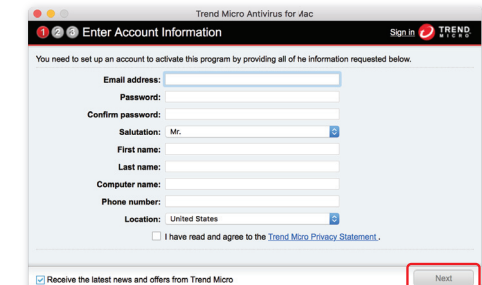
If this window does not automatically open, you can launch the Trend Micro software from the Applications folder.



06

Enter your account information and click **Next**. You will then be asked to verify that your details are correct and click **Next**.

Once activation is complete, the Protection Activated window will appear.





Installation for macOS Catalina

Please refer to the User Support folder on the installation disc or to the Trend Micro website for detailed system requirements. If you encounter difficulties while installing or activating this software, go to <https://www.trendmicro.com/support>.

01

Insert the installation CD and click **Install Trend Micro Antivirus** to launch the installation program. Click **Continue** when asked.

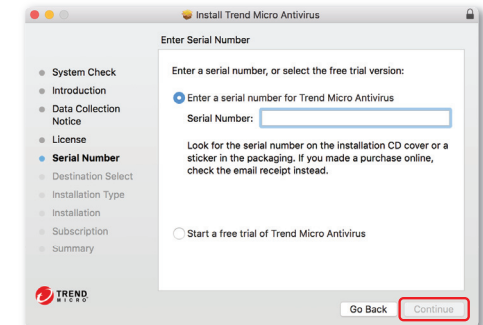
You can also download the installer at https://www.trendmicro.com/en_us/forHome/products/downloads.html



03

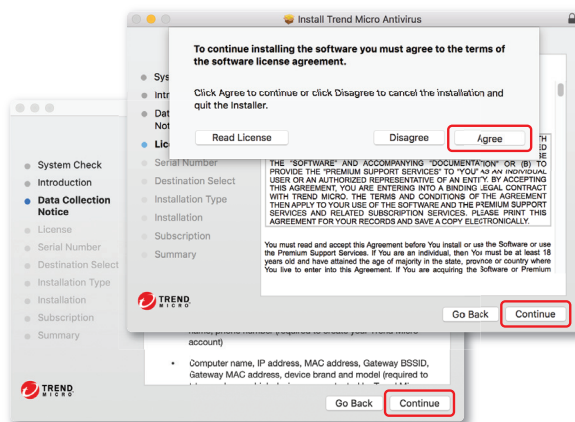
Enter your serial number, and then click **Continue**.

If you purchased online, find your serial number in the order confirmation email. If you purchased in-store, your serial number is printed on the receipt.



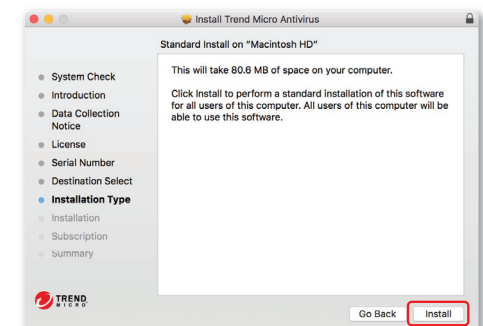
02

Read the Privacy and Personal Data Collection Disclosure and click **Continue**. After reading the License Agreement, click **Continue** and then click **Agree**.



04

Click **Install** to authorize and start the installation.



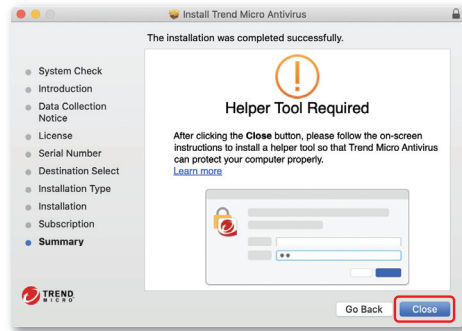


Installation for macOS Catalina

Please refer to the User Support folder on the installation disc or to the Trend Micro website for detailed system requirements. If you encounter difficulties while installing or activating this software, go to <https://www.trendmicro.com/support>.

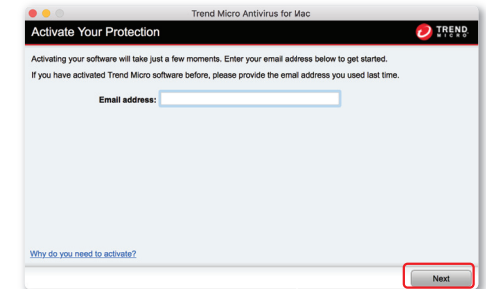
05

Once installation is complete, click **Close** and follow the on-screen instructions to install a helper tool.



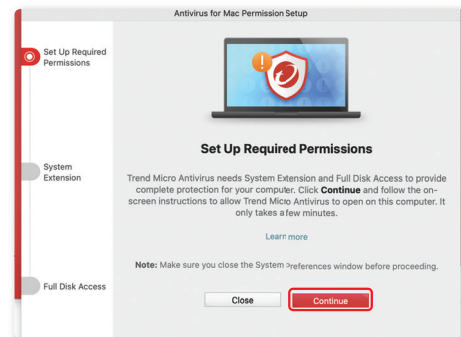
07

Provide your email address and click **Next**. If you already have an account, ensure you use the email address assigned to this account. If this window does not automatically open, you can launch the Trend Micro software from the Applications folder.



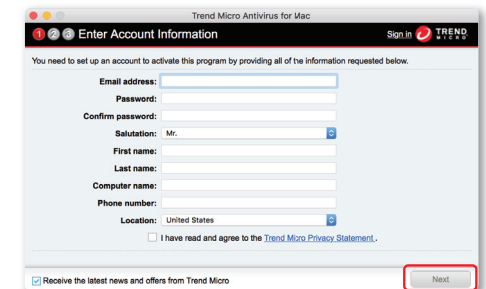
06

On the Set Up Required Permissions screen, click **Continue** and follow the on-screen instructions.



08

Enter your account information and click **Next**. You will then be asked to verify that your details are correct and click **Next**. Once activation is complete, the Protection Activated window will appear.





Installation for iOS (Trend Micro Mobile Security)

IMPORTANT: Please ensure you have installed and activated Trend Micro on your PC or Mac before following the steps below. If you encounter difficulties while installing or activating this app, go to <https://www.trendmicro.com/support>.

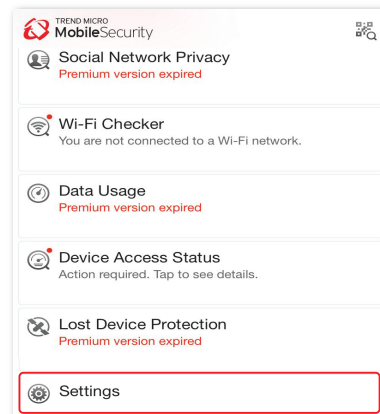
01

Go to the Apple App Store. Search and install **Trend Micro Mobile Security**.



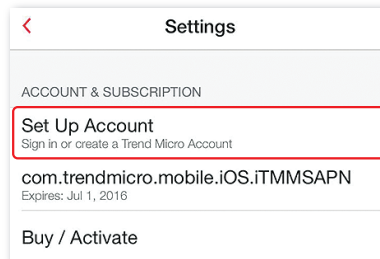
02

Open the Mobile Security app and tap **Settings**.



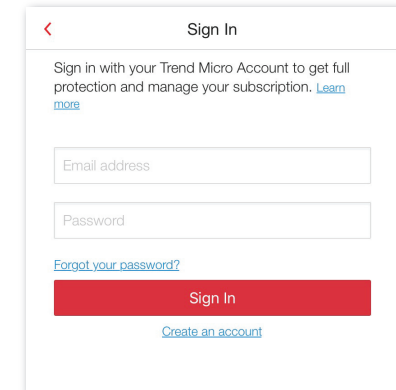
03

Tap **Set Up Account**.



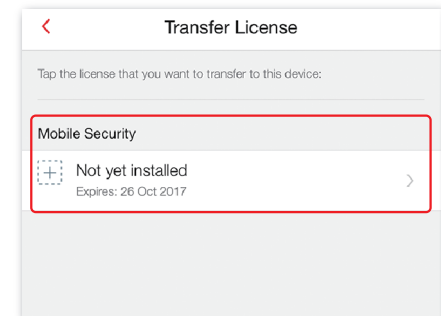
04

Sign in with your Trend Micro Account.



05

If asked, tap the license that you want to transfer to this device.





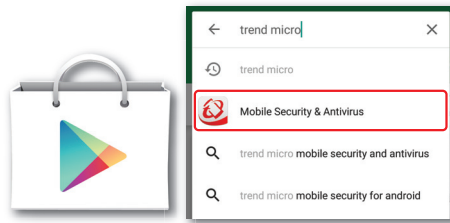
Android

Installation for Android (Trend Micro Mobile Security)

IMPORTANT: Please ensure you have installed and activated Trend Micro on your PC or Mac before following the steps below. If you encounter difficulties while installing or activating this app, go to <https://www.trendmicro.com/support>.

01

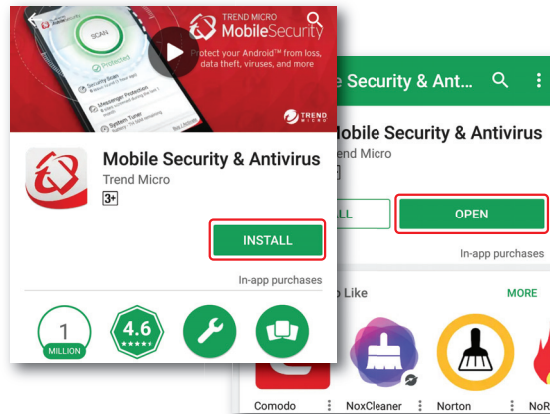
Open the Play Store on your phone or tablet and search for **Trend Micro**. In the search results, tap **Mobile Security & Antivirus**.



02

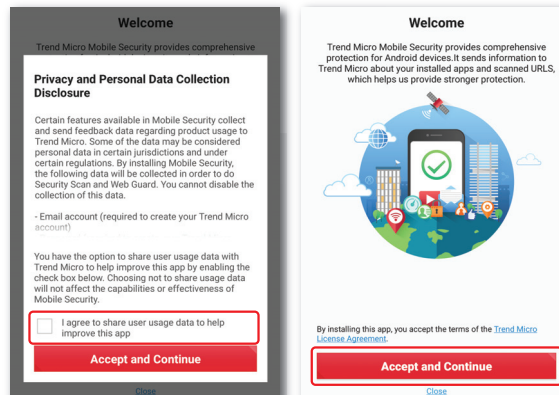
Tap **INSTALL**.

After the app downloads and installs, tap **OPEN**.



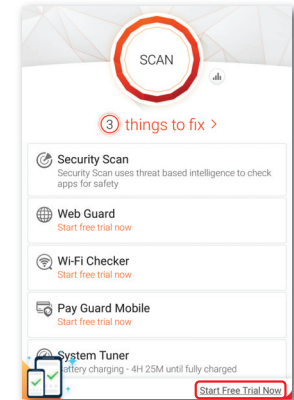
03

Optionally select **I agree to share user usage data to help improve this app** and tap **Accept and Continue** twice.



04

Tap **Start Free Trial Now** to activate Mobile Security.



05

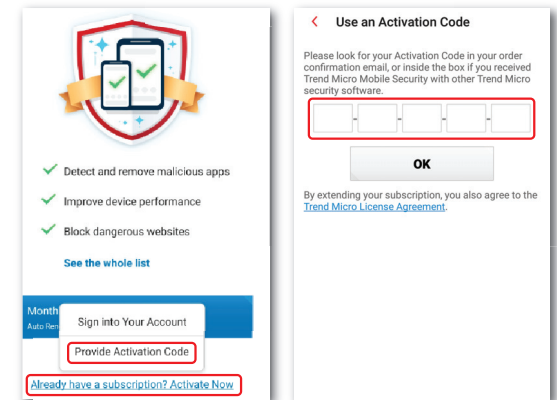
If you already have a license, tap **Already have a subscription? Activate Now**, then select whether you want to sign into your account or provide an activation code.

If you tapped **Provide Activation Code**,

type your serial number and tap **OK**.

If you purchased online, find your serial number in the order confirmation email.

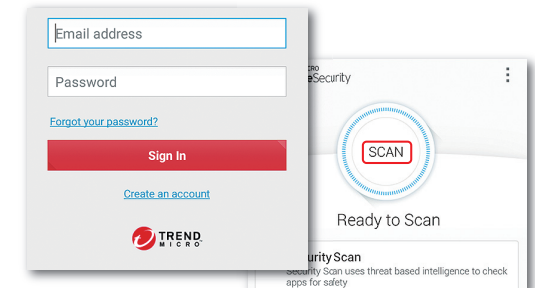
If you purchased in-store, your serial number is printed on the receipt.



06

If you tapped **Sign into Your Account**, type the email and password for the account used to set up Maximum Security on your Mac or PC and tap **Sign In**.

Once installation is complete, check your device for any threats by tapping **SCAN**.





Installation for Windows 10 in S Mode

Windows 10
in S mode

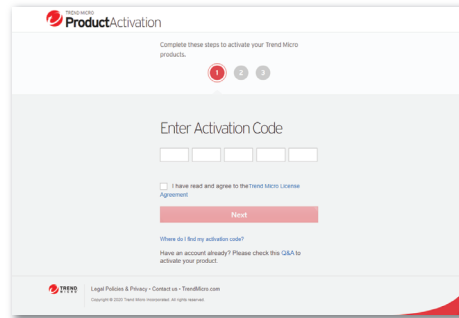
If you encounter difficulties while installing or activating this extension, go to <https://www.trendmicro.com/support>.

01

If you have already activated your Trend Micro Product Activation Code and created your Trend Micro Account, skip ahead to Step 4.

To start, visit:

www.trendmicro.com/10sactivate

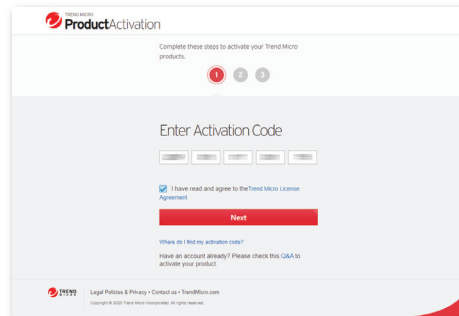


02

Provide your serial number and tap **Next**.

If you purchased online, find your serial number in the order confirmation email.

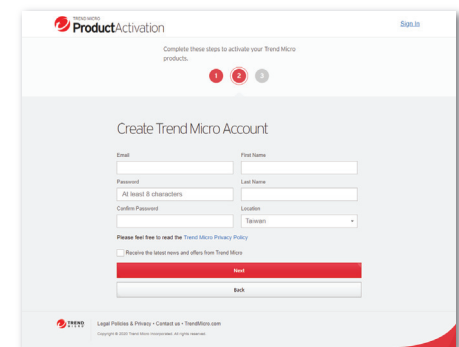
If you purchased in-store, your serial number is printed on the receipt.



03

Create a Trend Micro Account and tap **Next**.

Click the Sign In link if you already have an account.

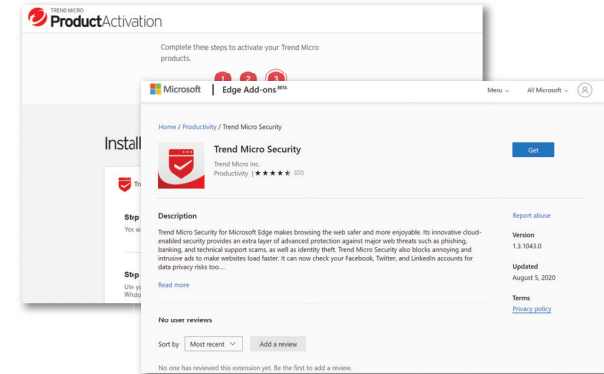


04

If you are using the Trend Micro Product Activation Portal, tap **Install** to go to the Windows Store and install the Trend Micro Security extension.

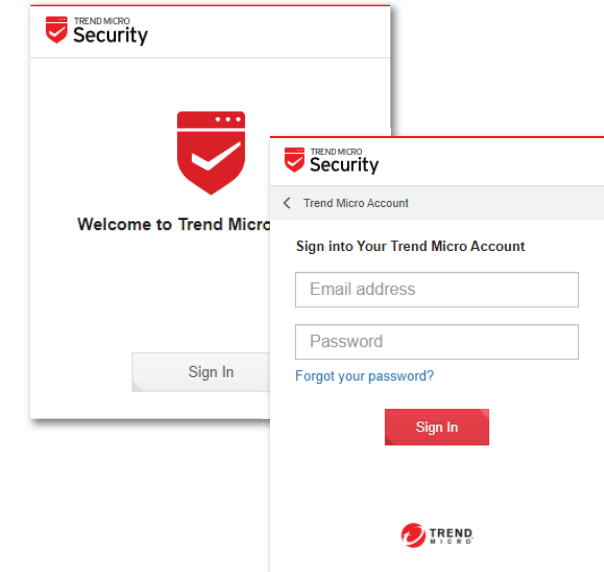
Or go to the Microsoft Store to install:

<http://www.trendmicro.com/edgesecurity>



05

Open Trend Micro Security on your Edge browser. Tap **Sign In** and then sign in with your Trend Micro Account.





Installation for Chromebooks

Chromebooks

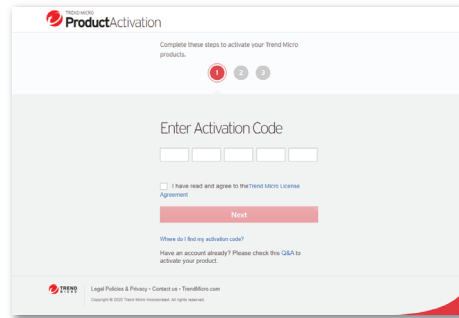
If you encounter difficulties while installing or activating this extension, go to <https://www.trendmicro.com/support>.

01

If you have already activated your Trend Micro Product Activation Code and created your Trend Micro Account, skip ahead to Step 4.

To start, visit:

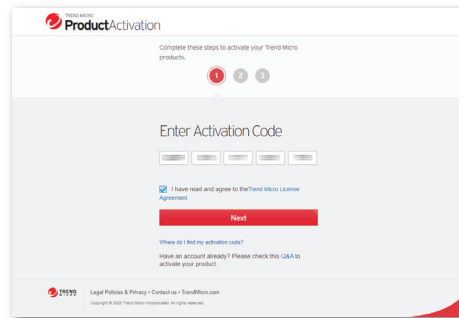
www.trendmicro.com/chromebookactivate



02

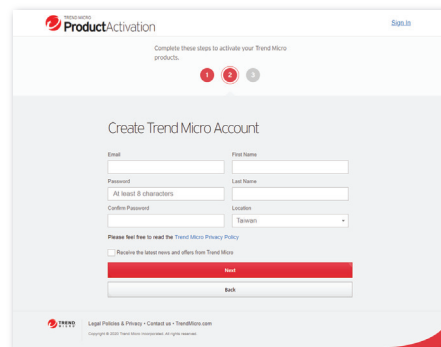
Provide your serial number and tap **Next**.

If you purchased online, find your serial number in the order confirmation email. If you purchased in-store, your serial number is printed on the receipt.



03

Create a Trend Micro Account and tap **Next**. Click the Sign In link if you already have an account.

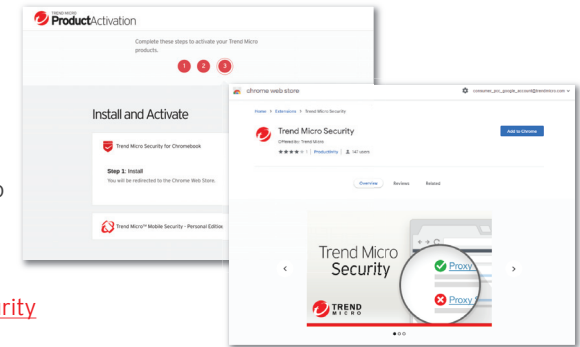


04

If you are using the Trend Micro Product Activation Portal, tap **Install** to go to the Chrome Web Store and install the Trend Micro Security extension.

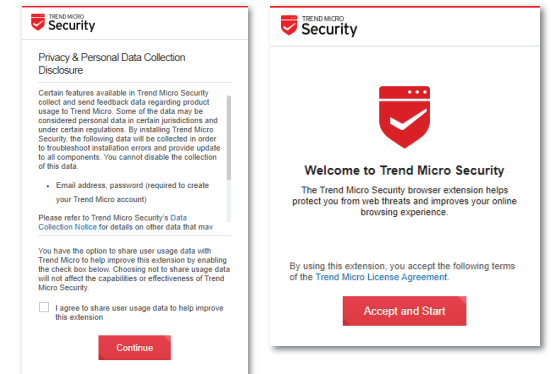
Or go to the Chrome Web Store to install:

<http://www.trendmicro.com/chromebooksecurity>



05

Open Trend Micro Security on your Chromebook. After reading and agreeing to the Privacy & Personal Data Collection Disclosure and License agreements, tap **Accept and Start**.



06

Tap **Sign In** and then sign in with your Trend Micro Account.

