PANDA
S E C U R I T Y

Quick start guide

Internet Security
2009
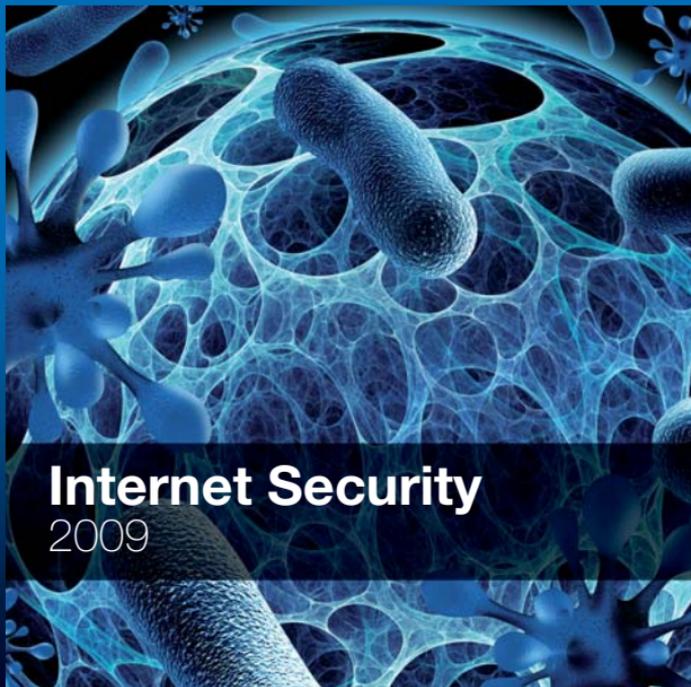
Important!
Please read the **Product activation** section of this guide carefully.
The information in this section is essential for keeping your PC protected.

UNINSTALL
OTHER PROGRAMS

Important!
If you have an antivirus installed, make sure that it is completely uninstalled before starting to install Panda Internet Security 2009.

Just follow these steps:

1. Click the Windows **Start** button and select **Control Panel**.

2. Double-click **Add or Remove programs** (**Programs > Programs and features** if you use Windows Vista).

3. Select the program that you want to uninstall and click **Remove** (**Uninstall or Change** in Windows Vista).

4. Follow the steps in the uninstallation wizard.

INSTALLATION

Follow the steps below to ensure correct installation.

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

1. Insert the CD in your computer's CD or DVD drive. If you downloaded Panda Internet Security 2009 from the Internet, run the file and go to Step 4.

2. The Panda Internet Security 2009 installation wizard is displayed. 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 (in Windows Vista, click the Windows **Start** button and then click **Computer**).
   2b. Double-click the CD or DVD drive in which you inserted the CD.
   2c. Click **Explore**.
   2d. Double-click the **autorun.exe** file to start the installation wizard.

3. Click **Install**.

4. Select the language in which you want to install the program on your computer. Click **OK**.

5. A welcome screen will appear indicating the Panda Internet Security 2009 components that will be installed on your computer.

   Click **Next**.

6. Now you will see the **License Agreement** screen.

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

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

   Keep the **Typical installation** option selected to install the most usual components of Panda Internet Security 2009 and click **Next** to continue.

NOTE:

This guide explains a typical installation of Panda Internet Security 2009. 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 most adequate protection for your PC's memory will be installed.

---

8. Panda Internet Security 2009 scans the memory to ensure the program is installed in a virus-free environment. When the scan is finished, the result is displayed.

   Click **OK**. Panda Internet Security 2009 copies the files needed to install the firewall and the different types of protection against malicious software.

9. When the files have been copied to the computer, a collaboration agreement with Panda Security is displayed. If you want, you can allow anonymous sending of information about threats that Panda Internet Security 2009 detected on your computer, to help us keep our information up-to-date about the impact of viruses around the world.

You are also advised to allow automatic sending of suspicious quarantined items. This way, our laboratories will be able to provide you with a solution as quickly as possible.

Click **Next** to continue.

10. A window appears telling you that the installation is complete.

We recommend that you restart your computer now in order to activate the firewall protection. Make sure that the option **Yes, I want to restart the computer now** is selected, take the CD out of the corresponding drive and click **Finish**.

PRODUCT ACTIVATION

You must activate the product to:

1. Enjoy the daily automatic updates, while the product services remain active.

2. Use technical support and SOS Virus, the service that provides a rapid response to attacks from unknown viruses.

Activating Panda Internet Security 2009 is very simple thanks to the wizard that will guide you through the complete process. In this wizard, you will have to enter your email address and the activation code that you obtained when buying the product. If you are already a registered client, you can specify your client number. This will allow you to extend your contracted service period.

After installing Panda Internet Security 2009, you will see pop-up messages reminding you that you need to activate the product. You can start the activation wizard through any of these messages. You can also do this through the **Help** menu in the main window of the program. Click **Activate product** in the menu.

Using the wizard is very simple. Just enter the data required in each screen and click **Next** until you complete the process.

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 attached to the product box or 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.

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

- **Access to the personal clients area**, where you can see your client details.
- **Download the latest versions of the product**.
- **Practical tips and tutorials**.
- **Special discounts on renewing your product license**.

SELF-DIAGNOSIS AND SCANNING

Now it is time to carry out a self-diagnosis (an analysis of the program status), which will tell you the status of your computer's protection. To do this:

1. Right-click on the product icon in the taskbar (next to the Windows clock).

2. In the menu that appears, click (with the main/left button) **Start self-diagnosis**. A pop-up warning will appear indicating the protection status of your computer, similar to this:

Panda Internet Security 2009
Self-diagnosis: Protection level: High
Your computer is updated and Panda IS 2009 is operating correctly.
Close
@ Help
12/06/2008, 10:36

> **NOTE:**
> A high protection level notice indicates that your computer is adequately protected.

If the self-diagnosis warning indicates that the protection level is medium or low, there is the possibility that the program is not updated yet. Even though Panda Internet Security 2009 updates automatically while your PC is connected to the Internet, you can also update it easily whenever you want, by following these steps:

1. Right-click the product icon in the Windows taskbar (next to the system clock).

2. In the menu that appears, click **Update** to start the process.

> **NOTE:**
> Remember that, for the program to update, your PC must be connected to the Internet.

When the update is complete, you can perform a self-diagnosis to check that the protection level is correct.

Now it is time to carry out an in-depth scan of your computer. To do this:

1. Double-click the product icon in the taskbar (next to the Windows clock). The main Panda Internet Security 2009 screen will open.

2. Select the **Scan** tab.

3. Click **Scan all my computer**. The scan will start.

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 Internet Security 2009 is a complete security tool offering integrated protection for your PC with a range of complementary functions.

If you double-click the product 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. For more information on any of them, refer to the **Help** (see the **Help** section in this guide).

Updates
The automatic updates of Panda Internet Security 2009 are carried out every day. These updates involve the renewal of a file belonging to the program, the *Virus Signature File*, which allows the program to recognize all known viruses and threats and keep your computer protected against them.

Once the product has been activated, it will automatically update without you having to do a thing.

Protection against known threats: viruses, Trojans, spyware...
Panda Internet Security 2009 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 Internet Security 2009 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. When a program on your computer tries to access the Internet (or vice versa) without authorization, Panda Internet Security 2009 will warn you about this and give you the option to allow or deny this action.

Identity protection
With Panda Internet Security 2009 you are protected against the most common types of Internet fraud: redirecting of phone connections to premium-rate numbers, unauthorized transmission of confidential information, and access to Web pages controlled by fraudsters.

Anti-spam filter
This keeps you protected from junk emails or spam.

Web content filtering
The Web access filter allows the computer supervisor to prevent other computer users from viewing inappropriate content (violence, pornography, etc) on the Internet.

Protection against vulnerabilities
Protects you against security flaws that could make your computer easy prey to all types of malicious software and hackers. Now you can fix vulnerabilities detected in your computer, giving you even greater security.

Backup copies
Backup copies let you safeguard your files (documents, photos, video, music, etc.) in the event of accidental loss. You can back up files easily on an external drive, DVD or even online. This allows you to retrieve files whenever necessary.

Help
You can find the **Help** option in the top-right corner of the product's main screen. Clicking it, and then **Panda IS 2009 Help**, will take you to an extensive and detailed help about all aspects of the program.

Global sites
Access local Panda Security websites with information for each country at *www.pandasecurity.com/homeusers/media/globalsites/.*

FAQ – FREQUENTLY ASKED QUESTIONS

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**. Once activated, Panda Internet Security 2009 can update itself and will therefore protect your computers against the threats that appear every day.

After installing Panda Internet Security 2009, you will see pop-up messages reminding you that you need to activate the product. You can start the activation wizard through any of these messages. You can also do this through the **Help** menu in the main screen of the program. Click **Activate the product** in the menu.

Using the wizard is very simple. Just enter the data required in each screen and click **Next** until you complete the process.

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

- Access to the personal clients area, where you can see your client details.
- Download the latest versions of the product.
- Practical tips and tutorials.
- Special discounts on renewing your product license.

IMPORTANT NOTE:
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 reinstall the program if I've formatted my hard disk or changed my PC?
If you have formatted your PC, changed your computer or need to reinstall Panda Internet Security 2009 for any other reason, you can do this without having to pay or register again. You can either use your installation CD or download the latest version from our website.

While your license remains in force, you can download and reinstall the product as often as you like.

- 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 products you must have registered as a Panda Security client.

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

1. Enter the user name and password provided and click **Enter**.

2. In the **Dowloads available for**... section, click the **Software** folder.

3. When you open this folder, you will see the files corresponding to your product. Click on the master (complete program) for your PC's operating system.

NOTE:
To check your computer's operating system, click **Start**, **Run**, type **winver** and click **OK**. You will see a window indicating the version of your operating system.

4. Save the file to your hard disk. It is best to create a folder in the C: drive, name it Panda for example, and download the file to this folder.

5. 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 the program before installing a new version?
If you have Panda Internet Security 2009 installed and you want to install a new version, it is not necessary to uninstall the version you have installed at the moment. When you install the new version, the installation wizard will offer you the following options:

- **Update:** Select this option to install the new version without having to uninstall the one on your PC. This will respect the current configuration of your program and you will not have to reactivate the product.
- **Uninstall:** If you prefer, however, you can uninstall the version you currently have on your computer before installing the new one. This means the new version will be installed from scratch, and you will lose any configuration options that you have set. You will also have to activate the new version.

If you want to install a product other than Panda Internet Security 2009, you must uninstall the version you have installed at the moment.

I have an antivirus installed, can I install the program?
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 Internet Security 2009. This is due to the fact that there can be conflicts between the automatic protection of different security solutions.

If you want to install a new version of Panda Internet Security 2009, it is not necessary to uninstall the version you have installed at the moment.

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 Internet Security 2009 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 at *https://shop.pandasoftware.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.

TECH SUPPORT SERVICE

Visit the Online 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 *internetsecurity.techsupport.usa@pandasecurity.com*, and we will reply with an answer as soon as possible.

IMPORTANT NOTE:
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/*.