



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/downloadme>

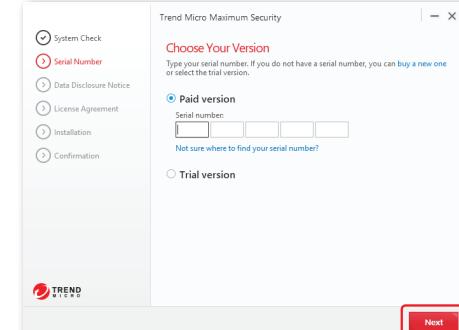


02

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

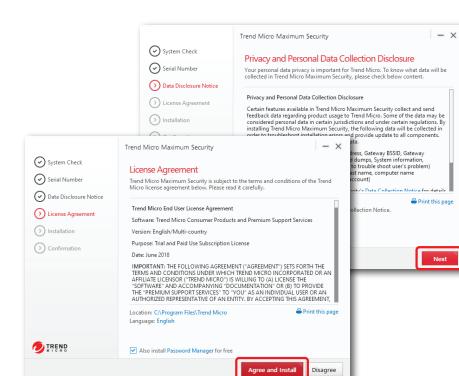
If you purchased online, find your serial number in the order confirmation email.

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



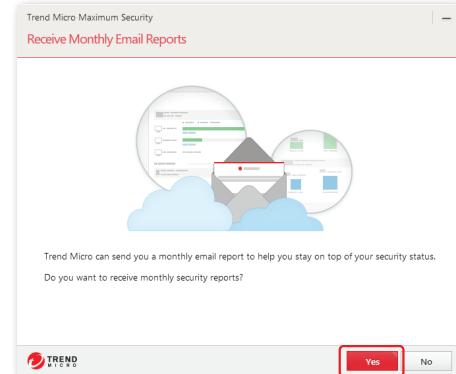
03

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**.

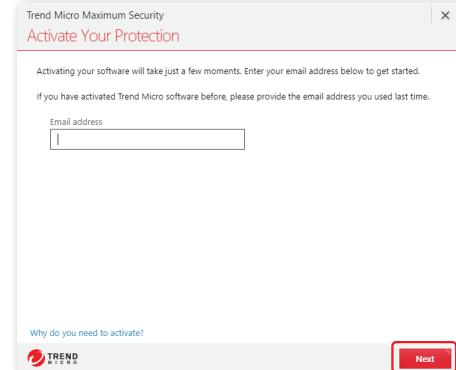


05

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**.

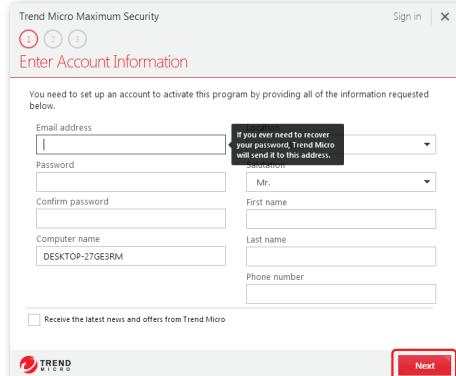
If this window does not automatically open, use the shortcut icon on your desktop.



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

PC

The screenshot shows the Trend Micro Maximum Security Main Console. At the top, there are links to 'Contact Trend Micro for assistance' and 'Manage your Trend Micro Account'. Below the header is the Trend Micro Maximum Security logo. The main interface features four circular icons: 'Device' (laptop), 'Privacy' (padlock), 'Data' (file folder with checkmark), and 'Family' (house with people). A large green circular button in the center is labeled 'SCAN'. Below the scan button is a green checkmark icon and the word 'Protected'. A subtext below the checkmark says 'You have access to the [latest protection](#)'. At the bottom left is a 'Protect Another Device' button with a plus sign icon. At the bottom right is a red banner indicating the subscription 'Expires on 5/19/2021'. Callout lines from the surrounding text blocks point to various UI elements: the 'Device' icon, the 'SCAN' button, the 'Protect Another Device' button, the expiration date, and the account management links.

Contact Trend Micro for assistance

Manage your Trend Micro Account

Access the different features of your security software

Scan your computer for threats and to optimize its performance

Protected

You have access to the [latest protection](#).

Protect Another Device

Expires on 5/19/2021

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

Check the status of your subscription

Adjust your security software settings

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



Mac

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

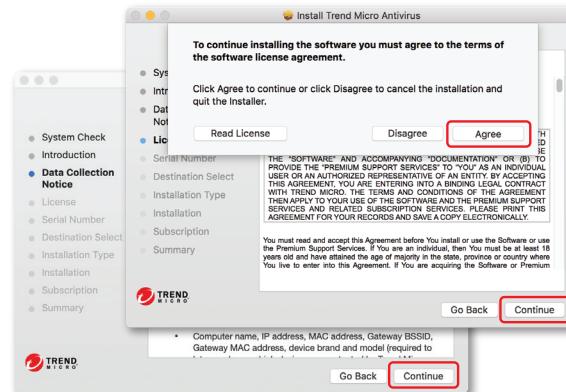
Insert the installation CD and click **Install Trend Micro Antivirus** to launch the installation program. Click **Continue** when asked.

You can also download the installer at <https://www.trendmicro.com/downloadme>



02

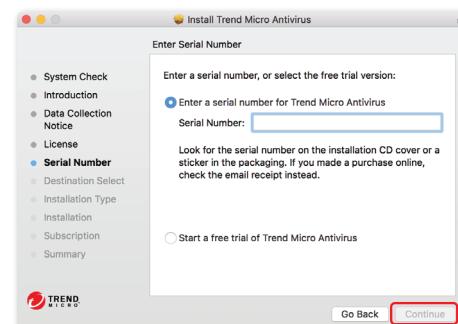
Read the Privacy and Personal Data Collection Disclosure and click **Continue**. After reading the License Agreement, click **Continue** and then click **Agree**.



03

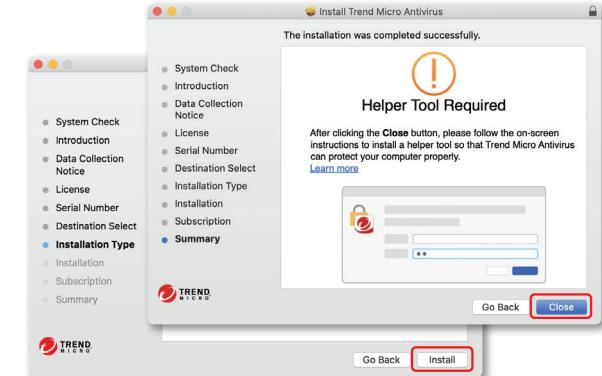
Enter your serial number, and then click **Continue**.

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

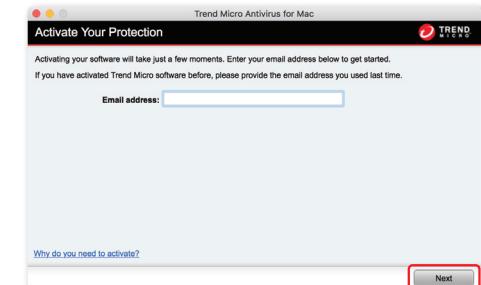
Click **Install** to authorize and start the installation. Once installation is complete, click **Close** and follow the on-screen instructions to install a helper tool.



05

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

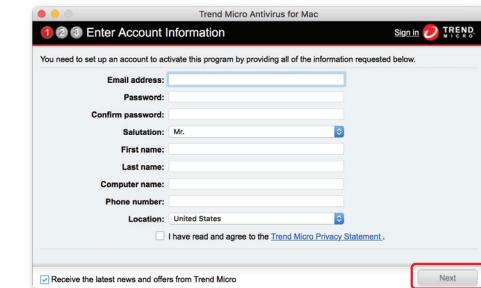
If this window does not automatically open, you can launch the Trend Micro software from the Applications folder.



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

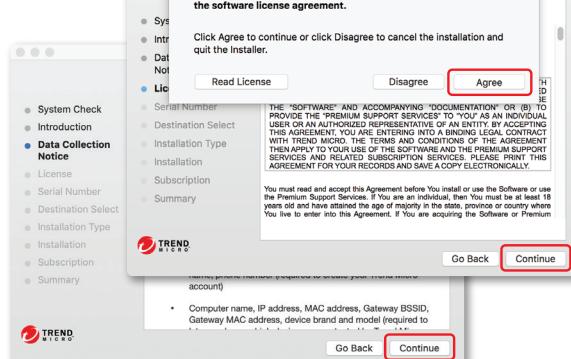
Insert the installation CD and click **Install Trend Micro Antivirus** to launch the installation program. Click **Continue** when asked.

You can also download the installer at
<https://www.trendmicro.com/downloadme>



02

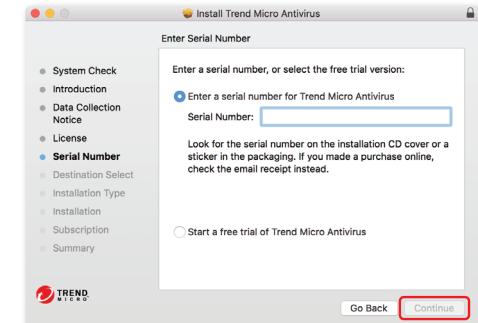
Read the Privacy and Personal Data Collection Disclosure and click **Continue**. After reading the License Agreement, click **Continue** and then click **Agree**.



03

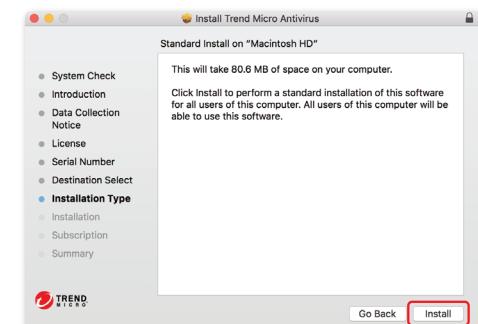
Enter your serial number, and then click **Continue**.

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.



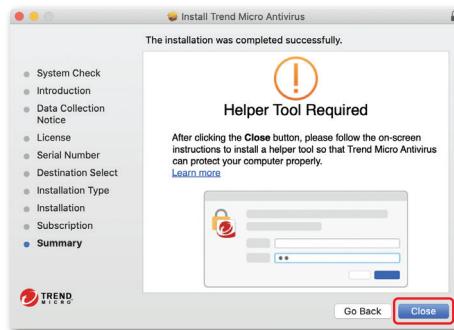


Installation for macOS Catalina

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>.

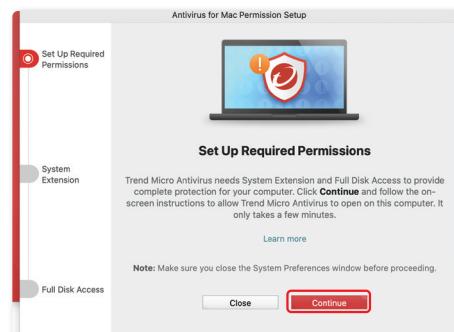
05

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



06

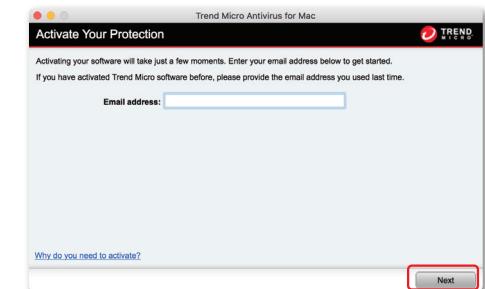
On the Set Up Required Permissions screen, click **Continue** and follow the on-screen instructions.



07

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

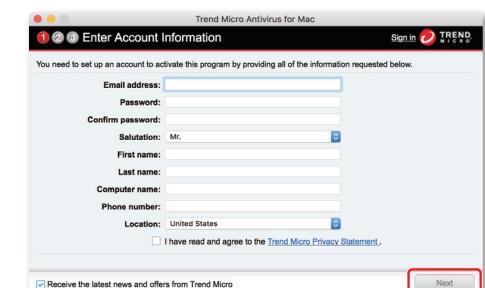
If this window does not automatically open, you can launch the Trend Micro software from the Applications folder.



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**.



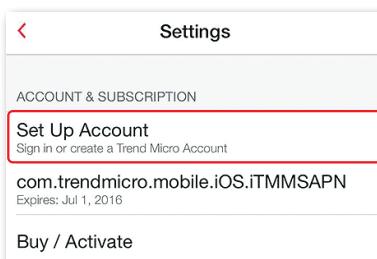
02

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



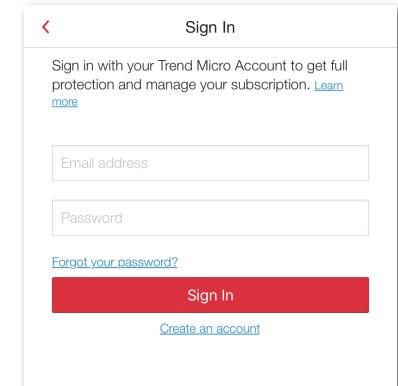
03

Tap **Set Up Account**.



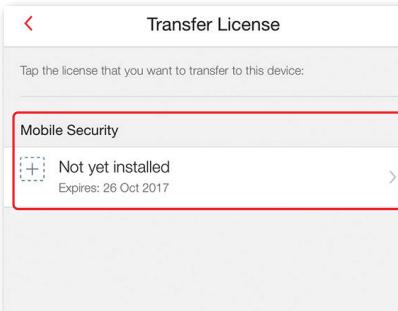
04

Sign in with your Trend Micro Account.



05

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





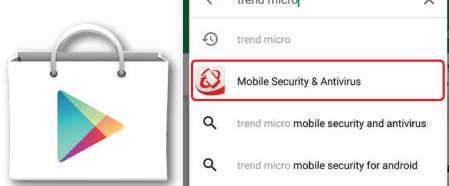
Installation for Android (Trend Micro Mobile Security)

Android

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

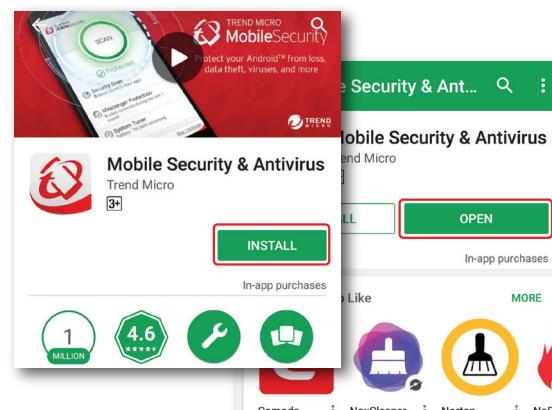
Open the Play Store on your phone or tablet and search for **Trend Micro**. In the search results, tap **Mobile Security & Antivirus**.



02

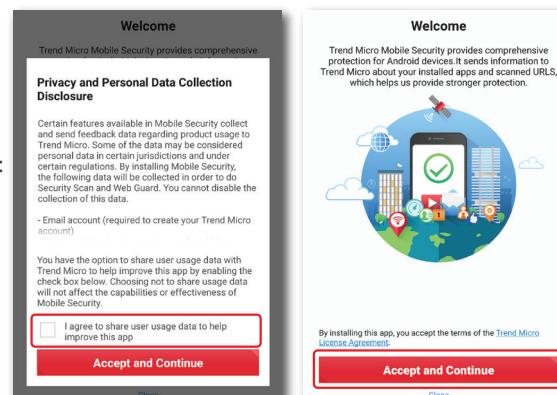
Tap **INSTALL**.

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



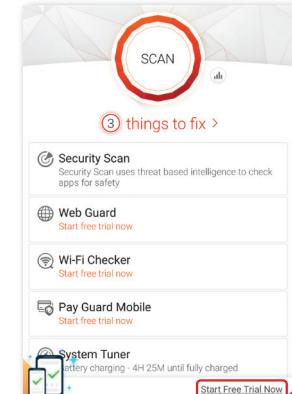
03

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



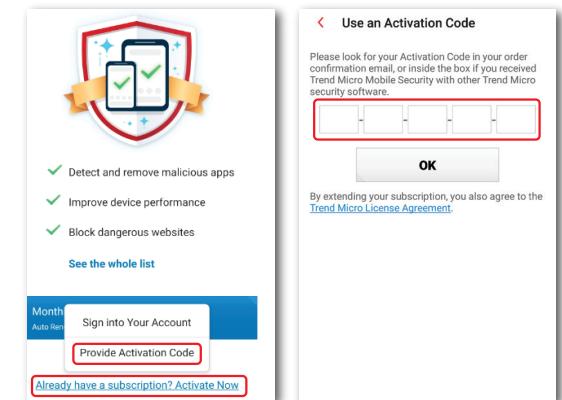
04

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.



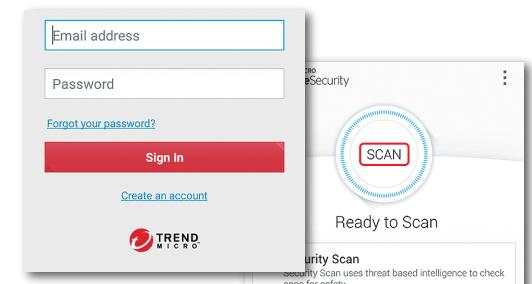
If you tapped **Provide Activation Code**, type your serial number and tap **OK**.

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**.





Windows 10 in S mode

Installation for Windows 10 in S Mode

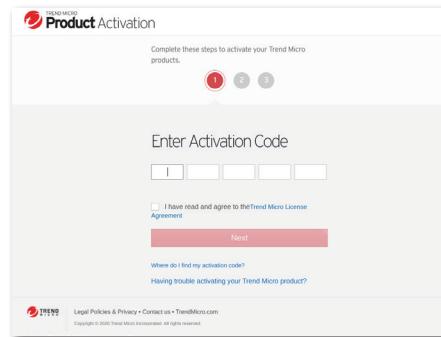
If you encounter difficulties while installing or activating this extension, go to <https://www.trendmicro.com/support>.

01

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

To start, visit:

www.trendmicro.com/10activate

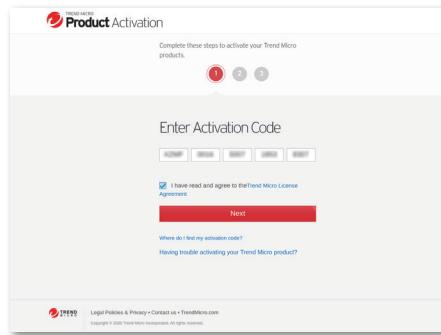


02

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

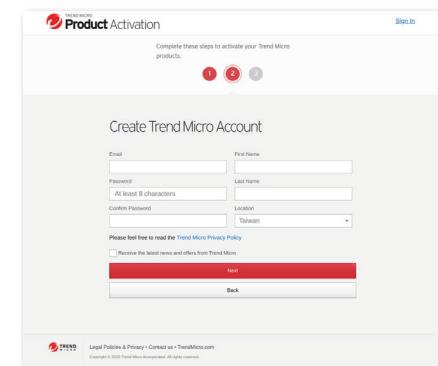
If you purchased online, find your serial number in the order confirmation email.

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.

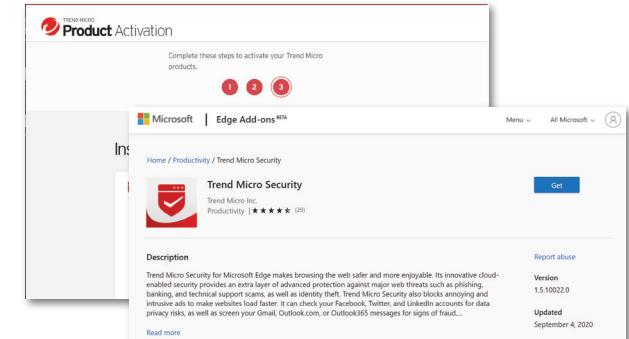


04

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.

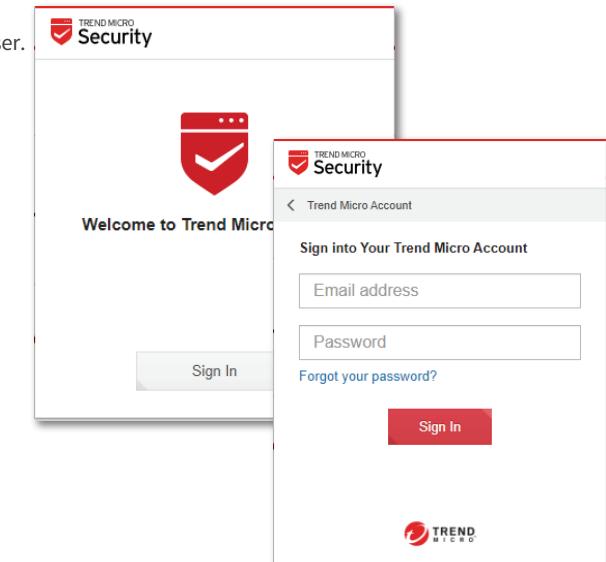
Or go to the Microsoft Store to install:

<https://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.





Chromebooks

Installation for Chromebooks

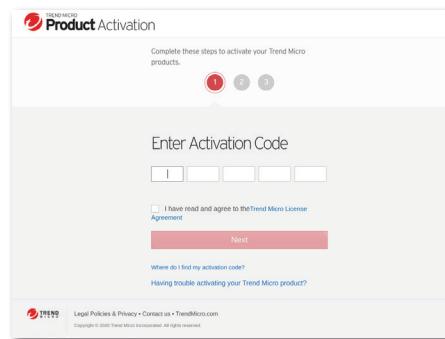
If you encounter difficulties while installing or activating this extension, go to <https://www.trendmicro.com/support>.

01

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

To start, visit:

www.trendmicro.com/chromebookactivate

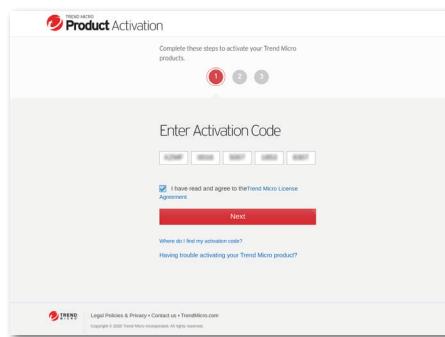


02

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

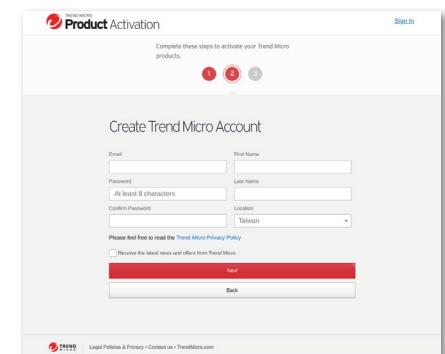
If you purchased online, find your serial number in the order confirmation email.

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.

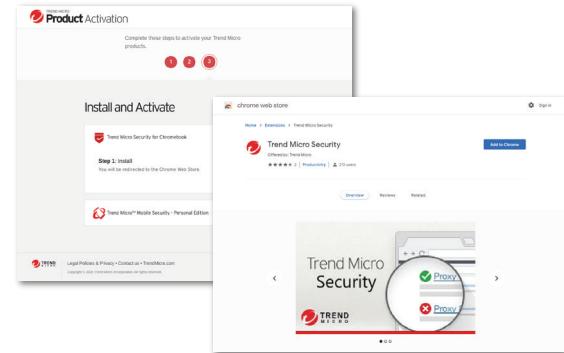


04

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.

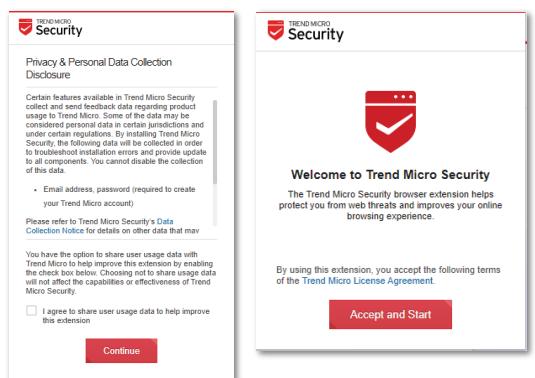
Or go to the Chrome Web Store to install:

<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.

