



Home Network Security Services

Quick Start Guide

Send technical support questions to tmss@support.trendmicro.com. In the United States, call the technical support team toll-free at 1-866-787-TMSS (1-866-787-8677). For online support in Europe, the Middle East, and Africa, visit www.trendmicro-europe.com/netgear/tmss.

●● Introduction

This Quick Start Guide will step you through the process of registering, activating and installing Trend Micro™ Home Network Security Services. This unique bundle of services combines an award-winning Internet security application with new Trend Micro security technology built in to your router. With one convenient subscription, Trend Micro Home Network Security Services protect every computer on your network from viruses, hackers, spyware, spam, and other Internet threats. The activation process consists of 3 simple steps and takes about 15 minutes.

The steps are:

- 1 Install the Trend Micro dashboard
- 2 Activate your Trend Micro Home Network Security Services
- 3 Install Trend Micro PC-cillin™ Internet Security (free for 60 days)

Important: To protect your entire network, repeat steps 1 and 3 on all of your computers.


After you activate your services in step 2, Security Scan and Anti-Spyware are free for unlimited use, and the Parental Controls service is free for 60 days.

To extend your free trial of the Parental Controls service from 60 days to one full year, install Trend Micro PC-cillin Internet Security on at least one PC and register the software. Parental Controls, when enabled, protect all computers connected to your router. Select per-user mode to give unrestricted Internet access to specified users.

For details on using Parental Controls, Security Scan, Anti-Spyware, and PC-cillin Internet Security, download the *Home Network Security Services User's Guide* by clicking the link on the dashboard's Service Summary screen.

1

Install the Trend Micro dashboard

 **Note:** The Trend Micro dashboard requires Microsoft Internet Explorer version 5.5 or later. If you are using a non-Microsoft browser or an earlier version of Internet Explorer, please install Internet Explorer 5.5 or later before continuing.

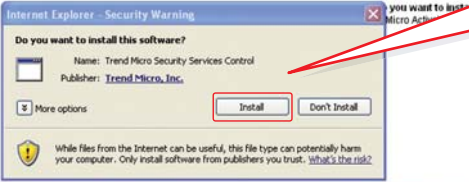
Make sure your computer is connected to the router. Open an Internet Explorer browser window. In the address bar, type <http://tmss.trendmicro.com/dashboard>. A screen picturing your router appears.



Click **Continue**. The **ActiveX Download** screen appears.

Downloading Trend Micro ActiveX Control--

To begin using Trend Micro Home Network Security Services, first perform a one-time download. The file is 1.2MB in size and takes about 90 seconds to download using a 512 Kbps DSL connection.



Note: After downloading, you can access Trend Micro Security Services by clicking the icon on your browser's toolbar or from the Windows Start menu.

If a security warning message box appears, click **Install** or **Yes** to download the Trend Micro ActiveX control. In Windows XP, a yellow information bar may appear. Click the yellow bar, and then click **Install ActiveX Control**.

After a few seconds, the **Trend Micro dashboard** will appear.

TREND MICRO Home Network Security Services

Home routers provide an enhanced Internet experience, but the likelihood of attacks also increases. Trend Micro Security Services are designed to address the unique security needs of PCs accessing the Internet via Home routers.

Home Network Security Check | **Internet Security** (Anti-spam, Personal Firewall) | **Router-based Parental Controls**

Perform a Security Scan to check your PC for exposure to hackers and other online threats. **Scan Now!**

Note: No personal information will be collected.

Take advantage of your free services today! [Get more info](#)

Trend Micro Incorporated is a global leader in network antivirus and Internet content security software and services.

Do not show Trend Micro Security Services on this computer next time.

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This is the **Trend Micro dashboard**. From the dashboard, you can configure and control your Home Network Security Services.

Note: To protect your entire network, install the Trend Micro dashboard on all of your computers.

2

Activate Trend Micro Home Network Security Services


On the Trend Micro dashboard, click the **Service Summary** tab. The **Service Summary** screen appears.

Service/Feature	Status	Action
Security Scan	48 days left	
Internet Security: anti-spam, personal firewall	Not activated	Activate My Services
Parental Controls	Not activated	
Anti-Spamware	Not activated	

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Under the **Action** column, click **Activate My Services**. The **Three Easy Steps** screen will appear. Click **Next**. The **Register a Trend Micro Customer Account** screen appears.

Type your name, email address, and other required information, and then click **Next**. The **Register a Trend Micro Customer Account (Check Information)** screen appears.

 **Note:** If you already have a Trend Micro customer account, type your user ID and password, click **Log in Now**, and then click **Next**.

Home Network Security Services

Home Service Summary Security Scan Parental Controls

1 Register a Trend Micro Customer Account

Please enter the following:

First name
Last name
User ID (Email)
Password
Confirm password
Country/region
Preferred language

Already Registered with Trend Micro? SIGN IN NOW

Use ID:
Password:
Log in Now

Subscriptions optional:

- Virus Alerts: Be informed of virus outbreaks, as they happen
- Weekly Virus Report: Learn about viruses that are circulating and infecting systems
- Product News and Updates: Find out about our new product releases and special programs

NOTES: The above online form asks for contact information, including certain personal data. By inputting such information and clicking on the Next button at the bottom of the form, you are giving your express consent for Trend Micro and its authorized agents to collect such personal information and to process and store such personal information in countries, such as the United States, where Trend Micro has offices and where the personal information protection laws may not be as strict as in your home country.

As part of its compliance with U.S. export control laws, Trend Micro may also share certain information you provide with third-party service providers operating in the U.S. and Canada. This shared information is not retained by the third party service providers since it certifies that your use of the software will not violate U.S. export control laws.

Please make sure you agree with the [Legal Notice](#) & [Privacy Statement](#)

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Home Network Security Services

Home Service Summary Security Scan Parental Controls

1 Register a Trend Micro Customer Account (Check Information)

Please confirm that your account information is correct.

First name: Trend
Last name: Micro
User ID (Email): trend.micro@trend.com
Password:
Country/region: United States
Preferred language: English

Subscriptions optional:

- Virus Alerts: Be informed of virus outbreaks as they happen
- Weekly Virus Report: Learn about viruses that are circulating and infecting systems
- Product News and Updates: Find out about our new product releases and special programs

Please make sure you agree with the [Legal Notice](#) & [Privacy Statement](#)

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Verify that all information is correct. Click **Submit**. The **Register a Trend Micro Customer Account (Registration Sent)** screen appears. A verification message is sent to the email address you entered as your user ID.

Home Network Security Services

Home Service Summary Security Scan Parental Controls

1 Register a Trend Micro Customer Account (Registration Sent)

We will send a verification message to your email address. To activate your account, click the link in this message.

After you click the link in the verification message, we will activate your Trend Micro Security Services account. You can then begin your 30-day evaluation of Trend Micro Internet Security.

When you download and register Trend Micro Internet Security, you will receive the Parental Controls service free for 10 months.

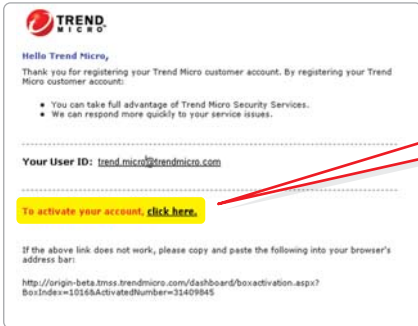
Keep your user ID (email address) and password in a secure place for future reference. This information will help our technical support team provide assistance.

Continue

Note: To access Security Services, click the icon on the browser toolbar or locate the Security Services link on your Windows Start menu.


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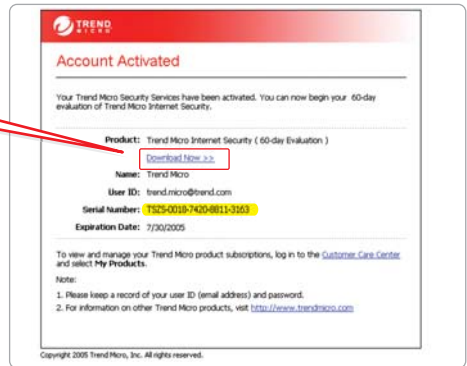
Click **Continue** to return to the dashboard. Close the dashboard window.



Open your email account and locate the Trend Micro account verification message. Click the link inside the message. The **Account Activated** screen appears.

You will need the serial number to install Trend Micro PC-cillin Internet Security. Please write it down, and then click **Download Now**. The **Download Now** screen appears.

 **Note:** You can also find the serial number in a second email message Trend Micro sent when you activated your account.



3

Install Trend Micro PC-cillin Internet Security

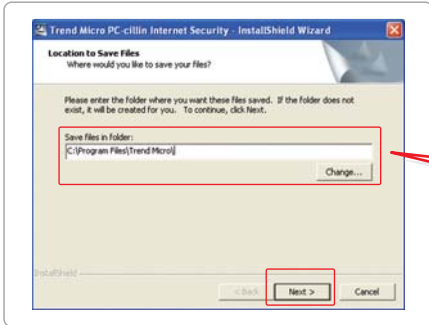
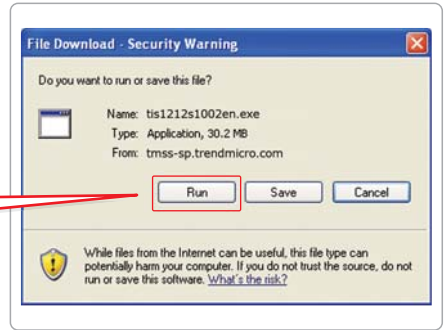
Important: Before installing Trend Micro PC-cillin Internet Security, remove any existing anti-virus and Internet security programs. Running multiple antivirus and security programs will slow your system down.

To access the **Download Now screen** after removing other programs and restarting your PC, open the Trend Micro dashboard and click the download link on the Service Summary screen.

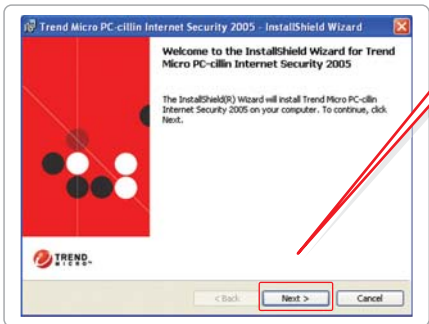


On the **Download Now** screen, click **Start Download & Install**.

In the **File Download** message box, click **Run** or **Open**. Setup will download the installation files. If a second message box appears asking **Do you want to run this software?**, click **Run**.

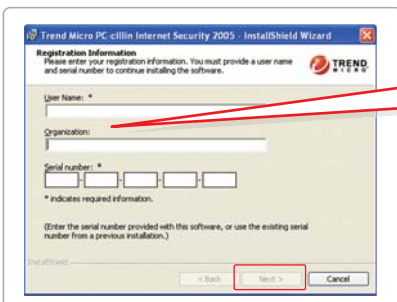


Save the installation files in the default location, or click **Change** to specify another location. Click **Next**.

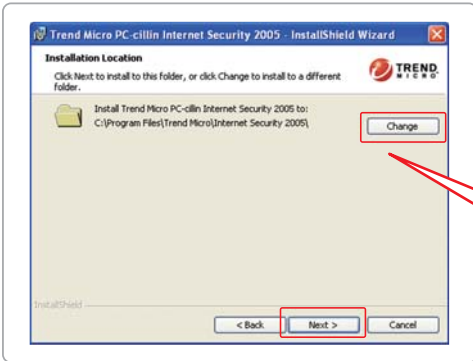


After extracting the files, the **Install** screen appears. Click **Next**.

Read the license agreement. If you accept the terms, click **I accept the terms in the license agreement**, and then click **Next**. Before installing the program, Setup scans the system memory, boot sector, and critical files.



After scanning, the **Customer Information** screen appears. Please type the required information, and then click **Next**.



Install PC-cillin Internet Security to the default location, or click **Change** to specify another location. Click **Next**.

On the **Installation Type** screen, select **Full** for best results. Click **Next**. The **Configuration Type** screen appears. For best results, use the **Recommended** configuration. Click **Next**.
On the **Ready to Install** screen, click **Install**. When installation completes, click **Yes** to restart your computer.

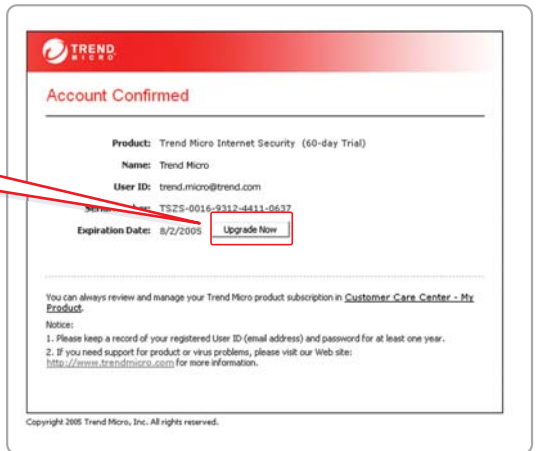
After installing PC-cillin Internet Security, register your software to get free updates to scanning components and free use of the Parental Controls service for one year. Registration is done only once, and covers all of the computers on your network.

To register, start PC-cillin Internet Security from the Start menu, or by clicking the  icon at the bottom right corner of your desktop. On the main screen, click **Updates and Registration**, and then click **Registration**.




On the **Registration** screen, click **Register Now**. The **Account Confirmed** screen appears.

Thank you for registering your software. PC-cillin Internet Security is free for 60 days. To purchase an annual subscription now, please click **Upgrade Now**.



To install PC-cillin Internet Security on additional computers:

- 1 Install the Trend Micro dashboard.
- 2 Start the dashboard, click the Service Summary tab, and then click the download link on the Service Summary screen. The Download Now screen appears. To begin, click **Start Download & Install**.
- 3 Use the same serial number each time you install PC-cillin Internet Security. You can install the program on up to 10 computers using this serial number.

Congratulations. You have successfully installed Trend Micro Home Network Security. To open the Trend Micro dashboard, click **Trend Micro Security Services** in the Start menu, or click the  icon in the Internet Explorer toolbar.

Trend Micro PC-cillin Internet Security is free for 60 days. Before the trial period ends, purchase an annual subscription online at the Trend Micro Customer Care Center. Subscriptions are available in multi-seat packages. Purchase a seat for each computer on your network.

To log in to the Customer Care Center, open the Trend Micro dashboard and click the **Service Summary** tab. Under the **Action** column, click **Buy / Renew**. At the login screen, type the email address and password you used to open your customer account in step 2.

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