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## **Installation guide for Internet Security**

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## 1 Installing Internet Security on a device

Please ensure that all devices that you want to protect with Internet Security fulfil the system requirements that can be found on this page: [www.swisscom.ch/internetsecurity](http://www.swisscom.ch/internetsecurity)

In order to install Internet Security, log on to the device in question as administrator and proceed as follows:

- If you have already ordered Internet Security, please proceed to step 2. If not, please [order Internet Security via the Customer Center](#). After completing the order, you will have access to 10 or 20 licenses. Each license can be used to equip one device with Internet Security.
- Use your Swisscom login to log in to the [Customer Center](#) (if you have not yet logged in). Click “Further services” and then “Manage” next to Internet Security. You will be taken to the [overview page of the Internet Security subscription](#). You can manage your licenses and install Internet Security on your devices via the Control Center.
- Check that the right platform was (Windows, Mac or Android) was selected for your device. If not, correct it as appropriate. Now provide the device to be protected with a suitable name, which will be displayed later on the Control Center of Internet Security.
- In the Control Center, click on “Install”. Now select one of the 3 options. The “Download” option will be visible if you have already logged in to the Customer Center with the device that you wish to protect with Internet Security. If not, you can use the options “E-mail” or “SMS” to send an installation invitation that can then be opened on the respective device.
- Click “Download” and follow the instructions of the installation assistant. Please take note of the following additional information regarding your device type:
  - a. **Windows computer (PC):**

Open the installation file that you downloaded and follow the instructions of the installation assistant.

Any other security programmes installed on the device must be removed to avoid problems during operation. If the Windows installation assistant asks you if another security programme should be removed, then accept the prompt. The removal of competing security programmes usually takes place automatically for well-known programmes during the installation process.

If automatic removal is not possible, or you are using an unknown security programme, you will need to remove it manually as described in the section “Removing Internet Security or a competing security programme”.
  - b. **Mac:**

Open the installation file that you downloaded and follow the instructions of the installation assistant.

Any other security programmes installed on the device must be removed to avoid problems during operation. The Mac installation assistant will not be able to remove security programmes already installed on the device. These competing security programmes should be removed before you install Internet Security. Instructions on this can be found in the section “Removing Internet Security or a competing security programme”. If you decide not to remove these competing programmes, you may experience significant performance issues on your device.



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c. **Android:**

After naming the device, a link will be provided taking you to the Play Store. In order to install the app, you will need an account in the Play Store.

The installation assistant for Android will not remove previously installed, competing security programmes. These should be removed before you install Internet Security. Instructions on this can be found in the section “Removing Internet Security or a competing security programme”. If you decide not to remove these competing programmes, you may experience significant performance issues with your device.

d. **iOS:**

After naming the device, a link will be provided taking you to the App Store. In order to install the app, you will need an account in the App Store.

The installation assistant for iOS will not remove previously installed, competing security programmes. These should be removed before you install Internet Security. Instructions on this can be found in the section “Removing Internet Security or a competing security programme”. If you decide not to remove these competing programmes, you may experience significant performance issues with your device.

- Following the installation and activation, Internet Security will be updated automatically via the Internet. The installation process is now complete. Internet Security will now protect your device against threats from the Internet. An overview of the functions available for your device can be found on the [Internet Security page](#).
- Your protected device will now appear in the list in the Control Center of Internet Security. If the provision of a name or activation of the license did not work for some reason, this will be highlighted in the Control Center next to the respective installation with a yellow warning symbol. You can use the “Reinstall” function to initialise the installation again for this device at some time later on. This may be needed if the device is reset, the activation did not work or the installation of Internet Security no longer works correctly on your device.
- **Please note that a license can only be used for one device.** If, for example, you download an installation file for a PC, you can only use it on one device. For other devices, you should simply start the installation process again via the Control Center, where you can then download another installation file for another PC.




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## 2 Remove Internet Security or competing programmes

Please proceed as follows to remove Internet Security or competing programmes from a device:

### Windows 7 and 8

1. Windows 7: Open the "Start" menu of your computer (  )
2. Windows 8: Right-click an empty field when in tile view. Then select "All apps".
3. Open the "Control Panel"
4. Select "Programmes and Functions"
5. In the "Uninstall or change a program" window, select the entry for the programme in question
6. Select "Uninstall"
7. Now follow the instructions from the deinstallation programme.


### Windows 10

1. Windows 10: Open the "Start" menu of your computer
2. Open the "Settings"
3. Select "System" and "App & Features"
4. Select the programme and then click "Uninstall"
5. Now follow the instructions from the deinstallation programme.

### Mac OS X

1. Use the finder to locate the storage area of the programme that you want to uninstall (e.g. under LOCATIONS → Programmes)
2.
  - a. Recommended: if the programme has its own removal assistant (e.g. as with Internet Security), then always use this to uninstall the programme and follow the instructions provided.
  - b. If the programme does not have such a removal assistant, then drag the programme to be uninstalled and the associated files to the recycle bin of your Mac. Temporarily keep the files in the recycle bin until you are sure that everything is working correctly on the Mac.
  - c. If the programme does not come with a removal assistant, there are numerous applications available on the market that can completely remove programmes from Macs. (E.g. AppCleaner).

### Android

Open the Google Play Store app. Tap the Menu  and then "My apps & games". Tap on the Internet Security app. And last, tap Uninstall.

### iOS

Touch and hold the Internet Security app on the screen until the menu opens. Chose "Rearrange Apps". Tap on the cross on in the left corner of the app to remove the app.



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### **3 Using the licenses for Internet Security**

#### **How can I transfer a license to another device?**

If the number of devices exceeds the maximum number of licenses, then remove Internet Security from an existing device and deactivate the license in the Internet Security Control Center via the “Remove” function. The license can then be reassigned.

#### **Protecting more than 10 devices with Internet Security**

If you want to protect more than 10 devices with Internet Security, you can purchase 10 additional licenses in the Swisscom Customer Center on the [Overview page of your Internet Security subscription](#), in order to protect up to 20 devices. The number of available licences will then be increased by 10 in the Control Center of Internet Security.

#### **Switching from a subscription with 20 licenses to one with 10**

If you now only need to protect up to 10 devices, and would therefore like to change to a 10-license subscription, we recommend using the “Remove” function in the Control Center of Internet Security to remove any excess devices and then uninstalling Internet Security. If you did not do this when switching to a subscription with 10 licenses, Swisscom will keep those licenses active that have been assigned to the last 10 devices to be activated.