

Bitdefender[®] Antivirus Free



USER'S GUIDE



Bitdefender Antivirus Free User's Guide

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1. WHAT IS BITDEFENDER ANTIVIRUS FREE?

Bitdefender Antivirus Free is an antimalware program designed to offer advanced real-time protection to Windows operating systems against the latest threats. It is delivered free of charge and requires activation with a Bitdefender account.

Due to the in-the-cloud scanning technology embedded in the product, the impact on the system is reduced to zero while you can enjoy different activities on your system.

The protection settings are configured and enabled by default after the installation, with no need of intervention from your side. Bitdefender Antivirus Free takes security-related decisions in the background, notifying you on important events.

The following features are packed in the program:

- Active Threat Control for checking and detecting programs with suspicious activities.
- On-access scanning for real-time scanning of all accessed files.
- On-demand scanning for scanning files or folders at your request.
- Web Protection for detecting and blocking malicious web pages.



2. INSTALLATION AND REMOVAL

2.1. System requirements

You may install Bitdefender Antivirus Free only on computers running the following operating systems:

- Windows 7 with Service Pack 1
- Windows 8
- Windows 8.1
- Windows 10

Before installation, make sure that your computer meets the recommended system requirements.

2.1.1. Recommended system requirements

- 2 GB available free hard disk space (at least 800 MB on the system drive)
- Intel CORE Duo (2 GHz) or equivalent processor
- 1.5 GB of memory (RAM)

2.1.2. Software requirements

To be able to use Bitdefender and all its features, your computer needs to meet the following software requirements:

- Internet Explorer 10 or higher

2.2. Preparations before installation

Before installing Bitdefender Antivirus Free, make sure you already have followed these recommendation:

- Check that the **system requirements** for Bitdefender Antivirus Free are met. When the system requirements are not met, either the Bitdefender Antivirus Free will not install all its files, or will not work correctly.
- Log on to the computer using an Administrator account.
- Remove any other security software from the computer. When you use more than one security solution on the same computer, the system becomes unstable.



2.3. Installing Bitdefender Antivirus Free

To ensure that no active malware is running on your system, a quick scan is set to start at the beginning of the installation.

The default install location of Bitdefender Antivirus Free is C:\Program Files\Bitdefender Antivirus Free. This location cannot be changed.

To begin the installation:

1. Double-click the installer file to launch the setup wizard.
2. Two additional tasks can be performed at this step:
 - Read the End User License Agreement which contains the terms and conditions under which you may use Bitdefender. If you do not agree to these terms, close the window, and then click **Cancel** in the installation window. The installation process will stop and exit the setup.
 - Keep the **Send anonymous usage reports** option enabled. By allowing this option, reports containing information about how you use the product are sent to the Bitdefender servers. This information is essential for improving the product and can help us provide a better experience in the future. Note that these reports contain no confidential data, such as your name, and that they will not be used for commercial purposes.
3. Click **Install** to begin the installation. Details about the progress are displayed. It takes just a few moments to complete the setup.
4. A Bitdefender account is required in order to activate the product.

Click **Sign in to Bitdefender** to continue.

If you click **Not now**, the product will not be activated. This means that your system will stay unprotected until you sign in using an account or create a new one.

5. Proceed according to your situation.

I want to create a Bitdefender account

To successfully create a Bitdefender account, type the required information in the corresponding fields, and then click **CREATE ACCOUNT**.

The data you provide here will remain confidential.

The password must be at least 8 characters long and include a digit.



Note

Once the account is created, you can use the provided e-mail address and password to log in to your account at <https://central.bitdefender.com>.

I already have a Bitdefender account

Click the **Sign In** link, then type the e-mail address and the password of your Bitdefender account; next, click the **SIGN IN** button.

If you forgot the password for your account or you simply want to reset the one you already set, click the **Forgot my password** link.

Type your e-mail address, then click the **FORGOT PASSWORD** button.

I want to sign in using my Microsoft, Facebook or Google account

To sign in with your Microsoft, Facebook or Google account, follow these steps:

- a. Select the service you want to use.

You will be redirected to the login page of that service.

- b. Follow the instructions provided by the selected service to link your account to Bitdefender.



Note

Bitdefender does not get access to any confidential information such as the password of the account you use to sign in, or the personal information of your friends and contacts.

2.4. Removing Bitdefender Antivirus Free

If you want to remove Bitdefender Antivirus Free from your system, follow these steps:

● In Windows 7:

1. Click **Start** and go to **All Programs**.
2. Find **Bitdefender Antivirus Free** and select **Uninstall**.
3. Click **Remove** in the window that appears.
4. You need to restart the computer to complete the process.

● In Windows 8 and Windows 8.1:

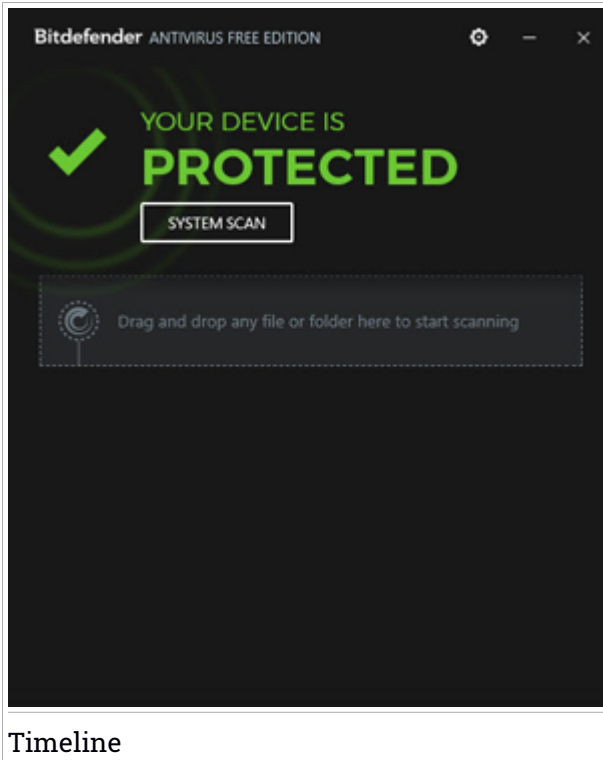


1. From the Windows Start screen, locate **Control Panel** (for example, you can start typing "Control Panel" directly in the Start screen) and then click its icon.
 2. Click **Uninstall a program** or **Programs and Features**.
 3. Find **Bitdefender Antivirus Free** and select **Uninstall**.
 4. You need to restart the computer to complete the process.
- In **Windows 10**:
1. Click **Start**, then click Settings.
 2. Click the **System** icon in the Settings area, then select **Installed apps**.
 3. Find **Bitdefender Antivirus Free** and select **Uninstall**.
 4. You need to restart the computer to complete the process.



3. INTERFACE

Bitdefender Antivirus Free comes with an intuitive interface containing three main sections, where you can find important information about the product activity and your computer's security status.



Status area

The general status of your system's security is displayed here.

- The message **YOUR DEVICE IS PROTECTED** is displayed on a green background.
In this situation there are no threats to the security of your system.
- The message **YOUR DEVICE IS AT RISK** is displayed on a red background.



This message means that the Protection Shield is disabled. Take action as soon as possible to avoid exposing your system to threats.


From this area you will also be able to perform a **SYSTEM SCAN** by clicking the dedicated button.

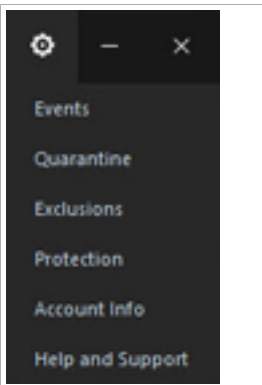
Timeline

All the events generated by the product are displayed in the Timeline with dedicated icons depending on the feature that triggered it and dedicated colors depending on the gravity of the event.

Here you can also scan files or folders using the drag-and-drop method. Select the files or folders you want to scan and drag them to Timeline, then release them to start scanning.

Configuration

The **Configuration area** can be accessed by clicking the  icon in the upper-right corner of the Timeline.



Configuration menu

The following options are available:

- **Events** - in this area you can find all the events concerning the product's activity on your system.

Whenever something relevant to the security of your system or data happens, a new event is added here.



Depending on the event type, options may be provided to take further action.

- Quarantine - suspicious or infected files will be stored here to keep your system safe.

The files will be periodically reanalyzed and might be either restored or deleted, depending on the final status.

- Exclusions - each time Bitdefender detects and blocks a file or a website, you will have the possibility to exclude the item from scanning.

We recommend you only exclude files or websites that you know are safe.

- Protection - the Protection Shield is enabled by default, providing continuous real-time protection against a wide range of malware threats by scanning all accessed files and websites.

In this area you can also find information about the product version, last update time and engine version.

- Account Info - details about your online account are displayed here. If you want to access your Bitdefender account, click the **Bitdefender Account** button.
- Help and Support - you can use this area to contact the Bitdefender team with feedback regarding the product.



4. PROTECTION AGAINST THREATS

Bitdefender Antivirus Free automatically protects your system against the latest threats by means of the technologies integrated in the **Protection Shield** module, but also allows you to run manual scans whenever you want.

● **Protection Shield**

With the technologies included in the product, Protection Shield provides real-time protection by:

- scanning files as soon as you access them through the On-access scanning feature;
- scanning web traffic through the Web Protection feature;
- monitoring and blocking processes with suspicious activity through the Active Threat Control feature.



Important

To maintain your system protected, keep the **Protection Shield** option enabled.

● **On-demand scanning**

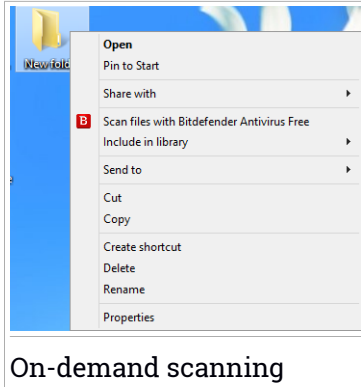
You can also scan files and folders whenever you want, to make sure they are clean or to remove any possible malware if you suspect an infection.

There are two ways to launch an On-demand scan:

- Drag the files or folders you want to scan to Timeline, then release them to start the scanning process.

You can see more details regarding the scan while it is in progress by clicking the dedicated event that appears in the Timeline. This will open the scanning wizard and show you the progress.

- Right-click the files or folders you want to scan, then select **Scan files with Bitdefender Antivirus Free**.



Note

The scanning process can be stopped by clicking the **Stop Scan** button from the scanning wizard window.

Bitdefender account

A Bitdefender account is mandatory to activate Bitdefender Antivirus Free and keep your system protected against the latest threats that may affect the security of your system.


Once you have activated the Bitdefender Antivirus Free, the program automatically enables the Protection Shield module. Product updates are performed automatically without additional configuration of any settings.



5. FREQUENTLY ASKED QUESTIONS

What should I do if Bitdefender wrongly detects a web page as infected?


After a heuristic analysis of a website content, Bitdefender Antivirus Free may wrongly flag a clean web page as infected. In this case, we recommend you to contact the Bitdefender Technical Support team with the link of the detected website. To do this, follow the steps described in section *“Feedback”* (p. 14). Until our team provides you with a solution, you can manually exclude the detected web page by following these steps:

1. Click the  icon in the upper-right corner of the Timeline.
2. Select **Events**.
3. Click the event with the blocked threat, and then click **Exclude**.

Before proceeding, make sure that the selected event is the one you consider as being wrongly detected.

What to do when the Bitdefender update fails?


Bitdefender Antivirus Free is set to automatically update. In case your Bitdefender product is unable to update, check if your Internet connection is active. If the problem persists:

1. Click the  icon in the upper-right corner of the Timeline.
2. Select **Events**.
3. Click the event with the update, and then click **Retry**.

If the situation persists, contact Bitdefender for support as described in section *“Feedback”* (p. 14)

What Bitdefender Antivirus Free version am I using?

To find out the version of your Bitdefender product:


1. Click the  icon in the upper-right corner of the Timeline.
2. Select **Protection**.

Under the **Product information** section you can see which edition you are using.

Where can I see details about a scan log?




Whenever you want to have a look over a Bitdefender Antivirus Free scan log:

1. Click the  icon in the upper-right corner of the Timeline.
2. Select **Events**.
3. Click the **On-demand scanning** event, and then click **Details**.

How can I access the Bitdefender account linked to my device?

To access your Bitdefender account:


1. Click the  icon in the upper-right corner of the Timeline.
2. Select **Account Info**.
3. Click **Bitdefender Account**.

How can I upgrade to a paid Bitdefender version?

Add an extra layer of protection to your system by using one of the Bitdefender paid products. Depending on the product you choose, you can take advantage of the following modules:

- Ransomware Protection
- System Optimization
- File Encryption
- Parental Advisor
- Firewall
- Antispam


To start upgrading to one of the paid versions:

- Access your Bitdefender account:
 1. Click the  icon in the upper-right corner of the Timeline.
 2. Select **Account Info**.
 3. Click **Bitdefender Account**.
 4. In your Bitdefender account, select the **My offers** panel.
 5. Choose one of the valid offers.

If you have no available offer, click the **CHECK OUR OFFERS** button.



You are redirected to a web page where you can purchase one of the Bitdefender Classic Line products.

- View the offer available in the product:
 1. Click the  icon in the upper-right corner of the Timeline.
 2. Select **Help and Support**.
 3. Click **VIEW OFFER**.



6. GETTING HELP

6.1. Feedback

We welcome your feedback regarding the product. You can send us your opinion by accessing the Contact form and filling in the corresponding fields: www.bitdefender.com/support/contact-us.html

You can also use your favorite search engine to find out more information about computer security, the Bitdefender products and the company.

6.1.1. Bitdefender Support Center

The Bitdefender Support Center is an online repository of information about the Bitdefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the Bitdefender support and development teams, along with more general articles about virus prevention, the management of Bitdefender solutions with detailed explanations, and many other articles.

The Bitdefender Support Center is open to the public and freely searchable. The extensive information it contains is yet another means of providing Bitdefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from Bitdefender clients eventually find their way into the Bitdefender Support Center, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The Bitdefender Support Center is available any time at <http://www.bitdefender.com/support>.

6.1.2. Bitdefender Support Forum

The Bitdefender Support Forum provides Bitdefender users with an easy way to get help and to help others.

If your Bitdefender product does not operate well, if it cannot remove specific viruses from your computer or if you have questions about the way it works, post your problem or question on the forum.

Bitdefender support technicians monitor the forum for new posts in order to assist you. You may also get an answer or a solution from a more experienced Bitdefender user.



Before posting your problem or question, please search the forum for a similar or related topic.

The Bitdefender Support Forum is available at <http://forum.bitdefender.com>, in 5 different languages: English, German, French, Spanish and Romanian. Click the **Home & Home Office Protection** link to access the section dedicated to consumer products.