



Trend Micro Internet Security Frequently Asked Questions



1. Who is Trend Micro®?

Trend Micro is a global leader with over two decades of expertise in endpoint, messaging and Web security.

Trend Micro Internet Security offers anti-virus, anti-spyware, anti-spam, and network protections to the PC user. It performs mail scans, Instant Message (IM) file scans, and network scans, as well as scans of the files located on the PC for viruses, spyware, rootkits, and Trojans, using the latest in Trend Micro scanning technology. It can scan every email attachment that is sent or received using supported versions of Microsoft Outlook, Microsoft Outlook Express, Mozilla Thunderbird and Windows mail. It can scan attachments in every email from Internet sources: AOL, Yahoo! and Hotmail.

Trend Micro offers a solution to computer home/office users to protect themselves against different threats available in the Internet. This can be used on desktop and notebook computers that are commonly connected to the internet.

2. What does Trend Micro Internet Security cost?

As a valued SHTC internet member, Trend Micro Internet Security is FREE - a \$49.95/year value.

3. How do I get Trend Micro Internet Security?

You must have an e-mail account with SHTC Internet, available to both Super Speed DSL and Dial-Up subscribers. Refer to the [Installation Instructions](#) to learn more.

4. How many computers per SHTC E-mail account are protected?

You can cover up to 3 computers per e-mail account with the FREE Trend Micro Internet Security.

5. Do I need Trend Micro Internet Security on each of my PC's if I have a network?

Yes. You do need to install Trend Micro Internet Security on each of your PCs to provide protection to every computer in your network. *Security Suite is not recommended for commercially networked computers.

6. Does it matter what Operating System, Memory, or Browser I have?

Yes, please refer to the chart provided on the [System Requirements](#).

7. Is Windows 7 supported by Trend Micro Internet Security System?

No. Trend Micro Internet Security does not support Windows 7; therefore, users using Windows 7 should not download Trend Micro Internet Security. At this time SHTC does not have a product for users of Windows 7. However we recommend for customer with older Windows systems to download:

[AVG Antivirus Free Edition](#)

or

[Microsoft Security Essential](#)

8. Is Windows 2000 or below supported by Trend Micro Internet Security System?

No. Trend Micro Internet Security does not support Windows 2000 or below. Therefore, users using Windows 2000 or below should not download Trend Micro Internet Security. At this time SHTC does not have a product for users of Windows 2000 or below. However we recommend for customer with older Windows systems to download:

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Reach Technical Support 24/7 at 498-6600

Each SHTC email address can register up 3 computers.

*Security Suite not recommended for commercially networked computers.
Not compatible with Macintosh computers.

9. What if my Operating System and/or browser worked for the previous Trend Micro Internet Security but not for this one?

First check [System Requirements](#) on your computer to see which version of Windows it's running to determine if it is supported by Trend Micro Internet Security. If the Windows version is supported by Trend Micro Internet Security, uninstall the version you are currently running, then download and install Trend Micro Internet Security using the new Product Registration Serial Number. Refer to the [Upgrade Instructions](#) to learn.

10. Where can I locate my Product Registration Serial Number?

The product registration key will be provided at time of software download thru the End User Control Panel from our website, www.shtc.net. At the bottom of the page click the link labeled [My Internet](#).

11. What if I don't understand how to configure my Trend Micro Internet Security after it is downloaded?

Standard configuration settings will be automatically established when the product is installed. These settings are appropriate for most installations but you should verify the configuration to determine if the settings are correct for your use.

The product is very intuitive, so most people can simply navigate through the software and select the configuration options that are appropriate for them. You can also access our Technical Support Team for further assistance, 24 hours a day, 7 days a week at 498-6600.

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