

Installation instructions

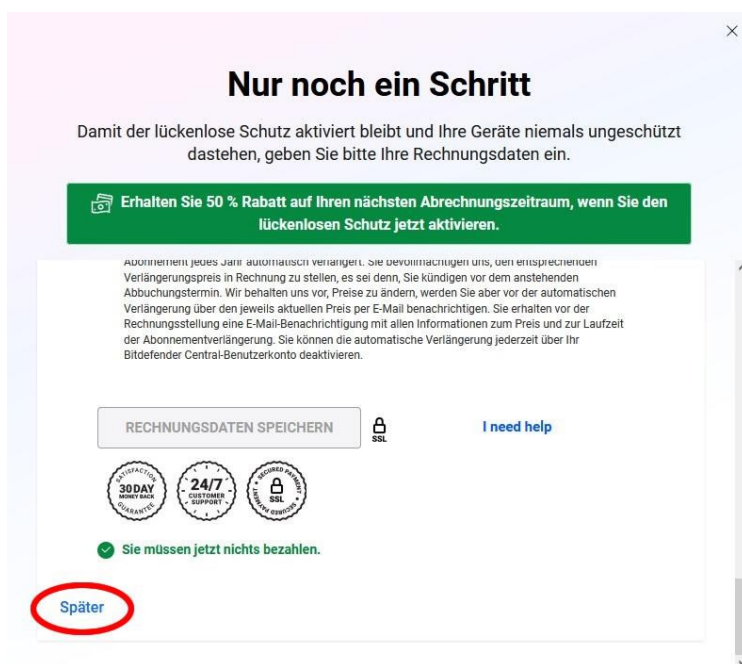
Important!!! - Please activate your license via your internet browser in your Bitdefender Central account (not via your smartphone/tablet). You may have received two licenses from us, which you can enter directly in your Bitdefender account.

1. You activate a new subscription with the first license.
2. With the second license you extend the subscription.

At the latest with the second license, you will be asked whether you want to "add a new subscription" or "extend an existing subscription". **At this point, please select the option "Extend existing subscription"!**

Below you will find instructions on the activation process:

If you are asked to enter a payment method for the automatic renewal of your subscription during your license activation, you can skip this entry. Simply scroll to the bottom of the page and click on "later".



1. Step - Login:

Report You register please to
your **Bitdefender Central**
account, under the link
<https://central.bitdefender.com>, or create a new user
account.

(The following pictures serve as an example. In this respect, they do not necessarily show the product you have purchased, but this does not change the procedure).



You can find our instructions in English here: [English version](#)

2. Step - Navigation to activation:

Click on the **My subscriptions** section on the left or on **Activate your subscription** in the window that opens.



Sie haben Bitdefender noch auf keinem Ihrer Geräte installiert

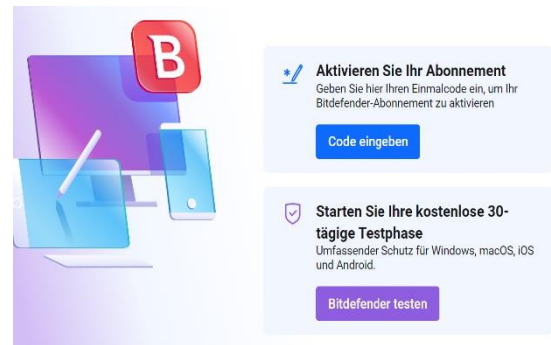
Aktivieren Sie Ihr Abonnement

Bitdefender kaufen

Holen Sie sich jetzt Ihre 30-tägige Testphase mit der Vollversion von Bitdefender Total Security und testen Sie alles, was es zu bieten hat.

3. Step - Enter activation code:

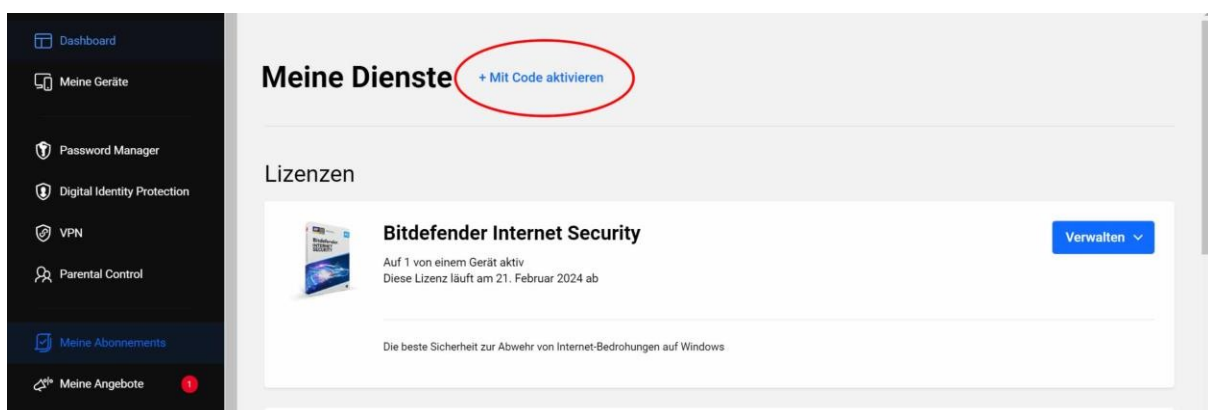
Then click on the blue lettering **+Activate with code** in the top right-hand corner and your code in the corresponding field. Activate your subscription by clicking on the **Activate** button. If you receive an error message during activation, please scroll down to the **FAQs** at the end of these instructions.



4. Step - Activation of the second license.

Once you have activated your first subscription, you can immediately activate your second license to renew your subscription.

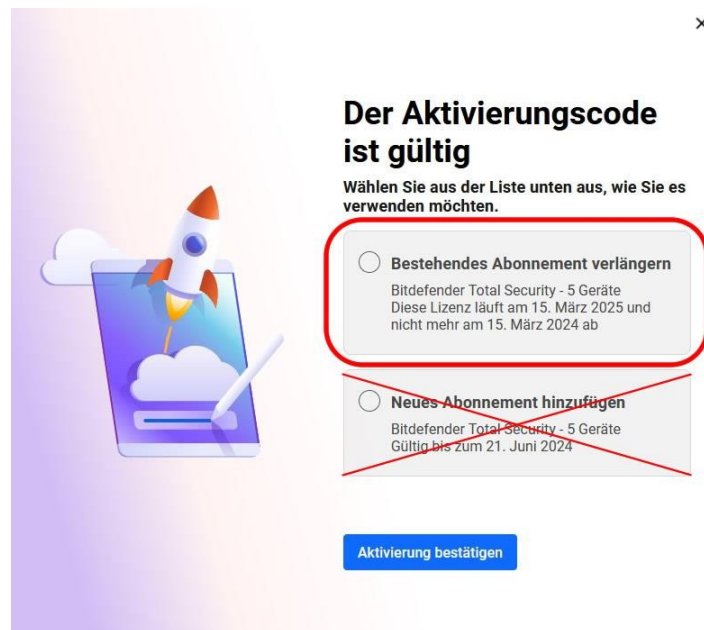
Click on **My subscriptions** on the left-hand side of the screen. You will see the subscription you have just activated. Then click on the blue lettering **+ Activate with code**.



Then enter your second license and click on **Activate**.

In the next step, you will be asked whether you would like to "add a new subscription" or "renew an existing subscription". **At this point, please be sure to select the renewal option!** Please confirm your activation by clicking on **Confirm activation**. Your term will be added up to 3 years.

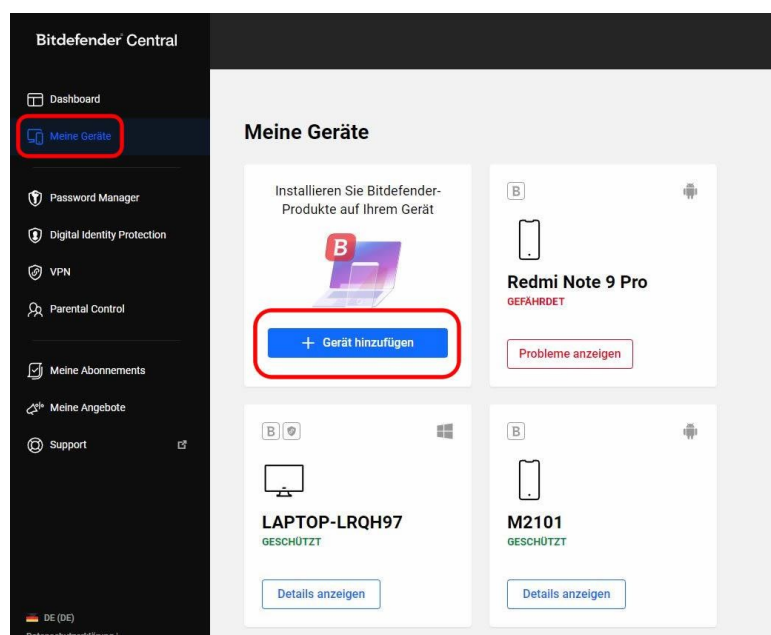
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5. Step - Download & Installation:

Once your licenses have been activated, you can download and install your software. To do this, please click on **My devices** on the left-hand side of the screen and then on **+ Add device**. Select the software you want to install. Your software will then be downloaded.

Start the installation by double-clicking on the downloaded file and follow the instructions of the installation wizard.



You can find our instructions in English here: [English version](#)

To the software on another device, log in to your Bitdefender Central account on this device and click on "My devices" again. You can also protect all other devices with the "Install protection" button.

Thank you for using Bitdefender.

If you have any questions or problems during installation and/or activation, contact our free support team:

If you have any suggestions for improvement or if something not to your satisfaction, please do not hesitate to contact us using the contact details below.

you liked this order, we would be very about a **positive evaluation!** With kind regards

You can find our instructions in English here: [English version](#)

Frequently asked questions:

1. Error message: "The code entered is invalid."

This error message appears in most cases when the code is copied and pasted again. A space is unintentionally inserted at the end of the license, which the Bitdefender system recognizes as another character of the license. Delete the invisible space or try to enter the code manually. If the error is still displayed, please contact us directly and we will be happy to help you.

2. Error message: "A subscription has already been created with this key."

This error message often appears if you have successfully set up a device and try to enter the code again for a second device. Each code can only be entered once in the Central Account, regardless of how many devices it is intended for. If you want to protect a second and further devices, log in to your Central Account with the respective device. Go to "My devices" in the main menu and then click on "+ Add device".

3. Error message: "This code is subject to restrictions in your region and cannot be used to activate a subscription under your user account. Please contact your provider for further information."

Bitdefender offers different licenses. For example, Bitdefender may restrict the activation of certain licenses specific regions. Your license is restricted to the regions of Germany, Austria and Switzerland. You may use your license under licensing law. Licenses that are offered in the intra-European market may be activated in any country within Europe.

In order to be able to use the license after all, there is the following option:

You are using a free VPN program, such as "CyberGhost", which you can download from the following link

Download link:

<https://www.cyberghostvpn.com/vpn-free-trial>

With CyberGhost you can connect to a server in Germany and then carry out the activation. This process is only necessary once for activation. Once the license has been activated in your Bitdefender account, you can download and use the software again in your country.

If you do not wish to carry out activation via VPN, only alternative is to cancel. We apologize for any inconvenience caused.
