![AVG logo]

AVG AntiVirus for Mac

User Manual

Contents

1. Introduction

This user manual offers a general overview of the tasks and detection technologies provided by **AVG AntiVirus for Mac**. We will briefly talk about the program installation, initial startup, configuration and use.

AVG AntiVirus is provided free-of-charge. It is up and running immediately from the moment of installation. All basic settings have been pre-set by the manufacturer, so most of the time you will not have to worry about anything – just let **AVG AntiVirus** work in the background and protect you without any effort on your part. However, there might be situations where you need to adjust the program settings, or decide what to do with a virus infected file; this manual is here to provide detailed information and assist you with any task.

1.1. What is the AVG AntiVirus for Mac?

The purpose of **AVG AntiVirus for Mac** is to detect any malicious code that might reside in your Mac. This protects your Mac from harm, and prevent it from inadvertently becoming infective to others (especially PCs as these are generally more vulnerable to viruses and other types of malware).

1.2. Installation Requirements

The **AVG AntiVirus for Mac** will only run on computer with Mac OS X 10.8.x or higher.

Please note that only Intel platform is supported!

2. Installation Process

To download the installation file of **AVG AntiVirus for Mac** visit the *AVG AntiVirus for Mac site*. Scroll to its very bottom and click the green *Get it FREE* button. You will be redirected to the download page; your download should start after just a few seconds.

AVG AntiVirus for Mac®
Get it FREE

Once you have downloaded and saved the installation file on your hard drive, you can launch the installation process. Double-click your package (the *avg_avc_mac_all_2015_????_???.dmg* file) to open the first installation dialog.

2.1. Introduction

Welcome to the AVG AntiVirus Installer

You will be guided through the steps necessary to install this software.

- Introduction
- License
- Destination Select
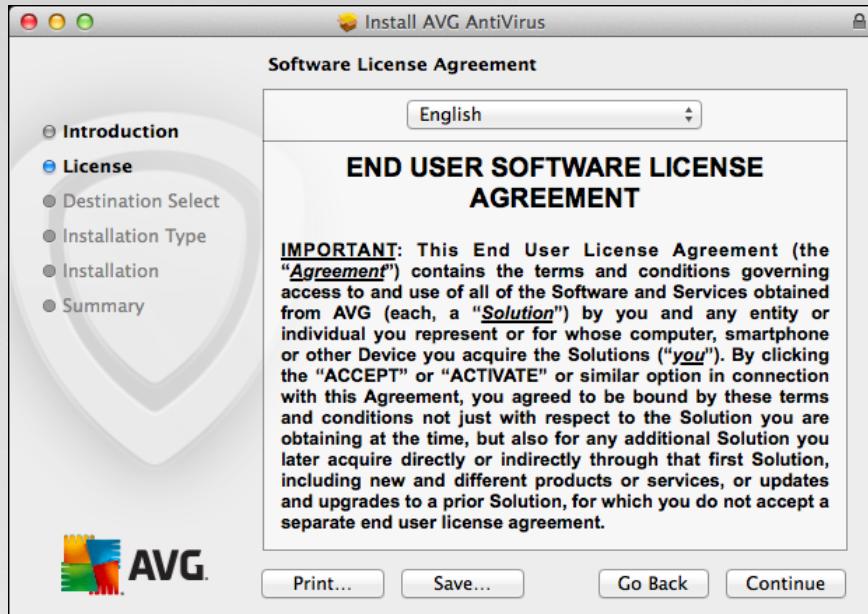- Installation Type
- Installation
- Summary

Go Back   Continue

The installation process starts with the *Welcome to the AVG AntiVirus Installer* window. Click the **Continue** button to go on with the installation process.
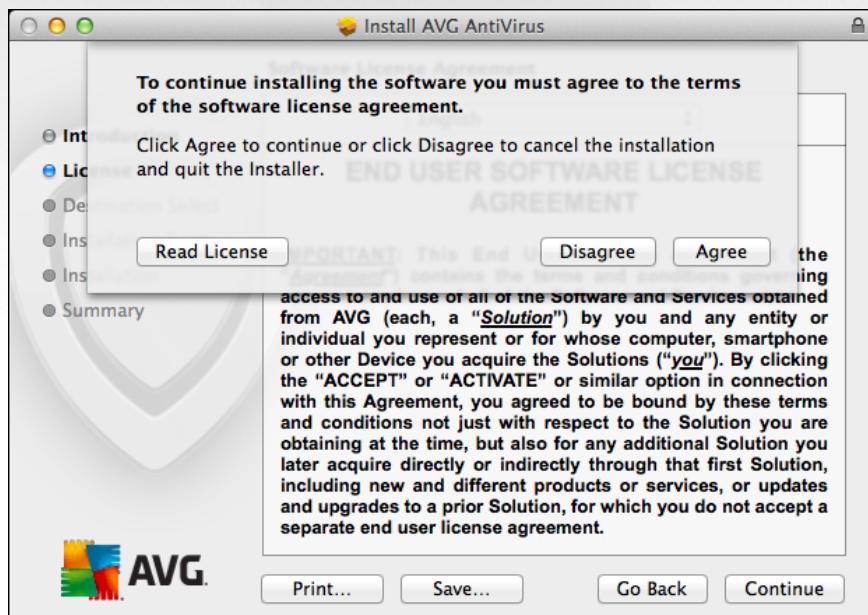
2.2. License

The next dialog provides information on **AVG AntiVirus for Mac** terms of use. Please read it carefully. Right now, this license agreement (and the application as whole) is only available in English language.

Once you have finished reading, click the **Continue** button to trigger a little pop-up dialog:
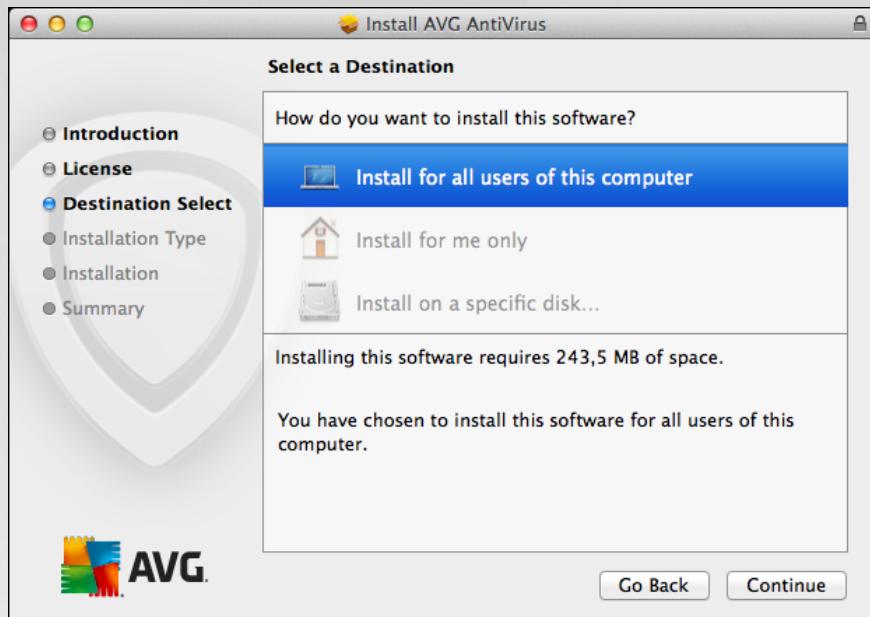

In this dialog confirm that you have read, understood and accept the agreement by pressing the **_Agree_** button. If you do not agree with the terms of use stated, press the **_Disagree_** button, and the installation process will be terminated immediately.
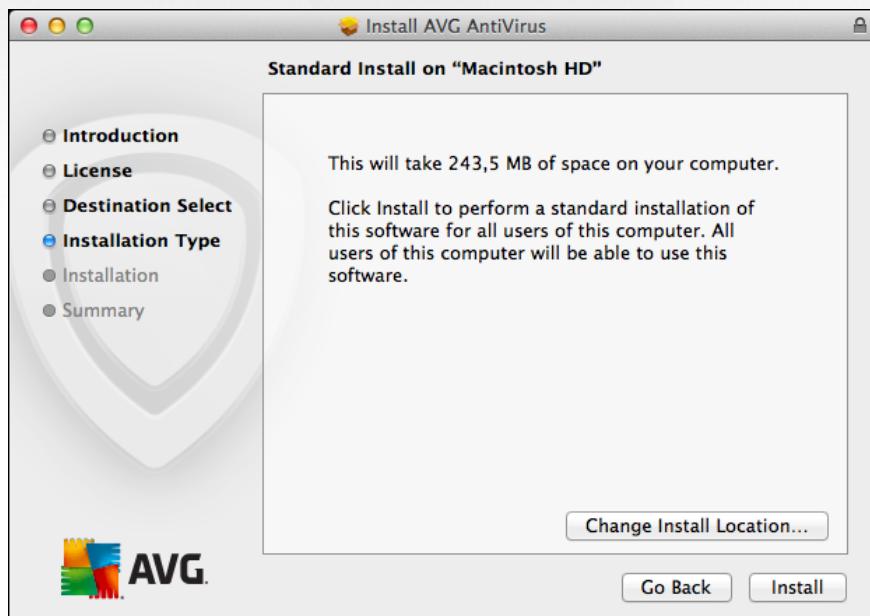
2.3. Destination Select

This dialog is informative only since the AVG AntiVirus will always be installed **for all users of this computer** and into the preset location (*/Application/AVG Antivirus.app/*). Therefore you can only proceed by clicking the **Continue** button.

2.4. Standard Install

This dialog informs you that your **AVG AntiVirus for Mac** will be installed on your local hard drive. You can either click the **Change Install Location...** button in order to return to the previous dialog, allowing you to
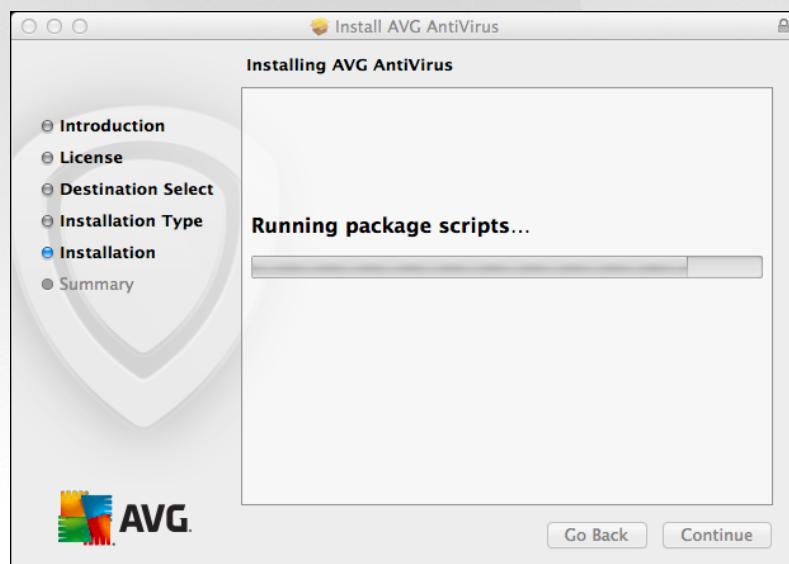
select a different destination for your installation, or click the **Install** button.

Right after that you will be prompted to type an administrator's name and password (otherwise the Installer won't be allowed to make changes and the installation process won't be able to continue). If you do not know the login name and password, you will need to contact the person who administers your computer. Once you enter appropriate credentials and click the **Install Software** button, the installation process will start immediately.
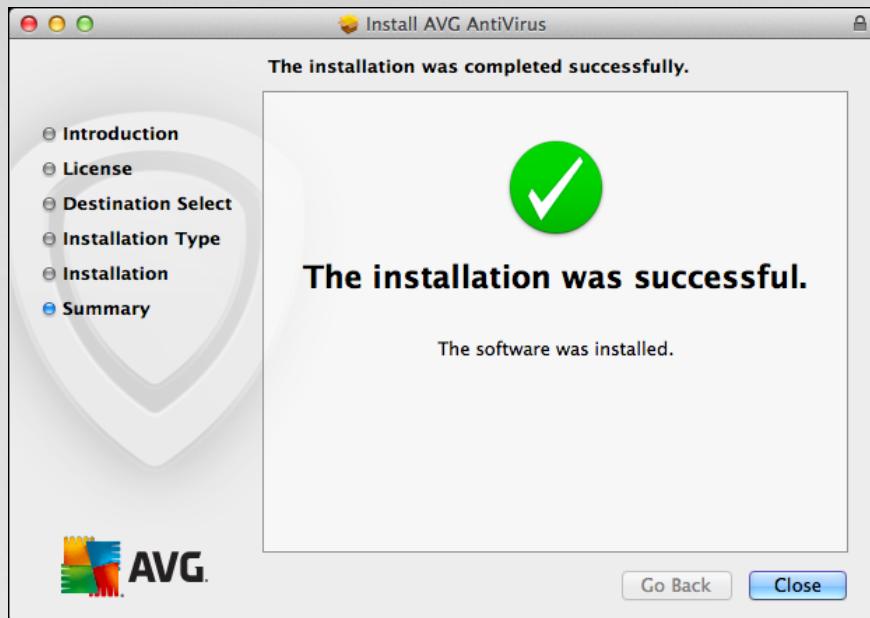
2.5. Installation

This dialog shows the progress of the installation process, and does not require any intervention. All you have to do is to sit and wait until the installation is complete (it doesn't take long).

2.6. Summary

This dialog is the last step of the **AVG AntiVirus for Mac** installation process. **AVG AntiVirus for Mac** is now installed on your computer. Simply click the **Close** button to the product activation wizard.

3. Welcome Wizard

Right after the installation **AVG AntiVirus for Mac** of is finished, the *Welcome Wizard* will appear. This little set of dialog allows you to add your software to some **AVG Zen** network, thus adding extra security and protection for your Mac.

What is a Zen Network?

AVG Zen is a central platform for managing AVG protection on multiple devices. It allows to create a personal/ family network of devices across various platforms (Mac, PC, Android) and to monitor the status of most AVG products on them remotely, from one place.

Please note that the AVG Zen control application is only available for PCs, not Macs, which means that it is not possible to administer other devices in a Zen Network from a Mac.

To get complete information about **AVG Zen**, please visit AVG Zen page.

What is an AVG MyAccount?

AVG MyAccount is a free cloud (web-based) service from AVG that enables you to:

- Connect to Zen Network

- Manage your personal information and password

- View your registered products and license information

- Easily renew your subscription and download your products

- Check past orders and invoices

AVG MyAccount can be accessed directly at MyAccount page.

3.1. Opening dialog

The first dialog of the wizard is purely informative, containing some info about the application and its features. Click **Continue** button in order to proceed.
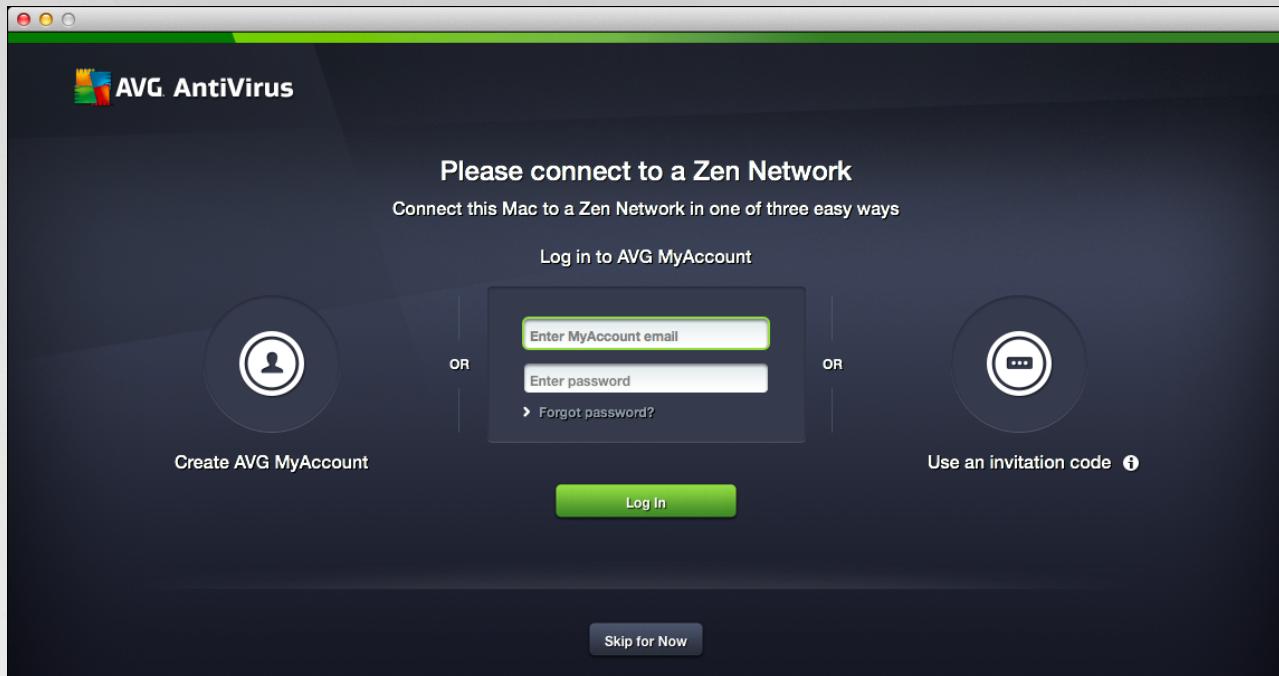

3.2. Zen network login

This dialog allows you to connect your **AVG AntiVirus for Mac** to a Zen network or to create a new one.

*Please note that Zen Network connection is not mandatory. You can always click the **Skip for Now** button to proceed directly to the **AVG AntiVirus for Mac** user interface. Still, this dialog can be easily triggered at any future time, so you can become a part of Zen Network later on.*

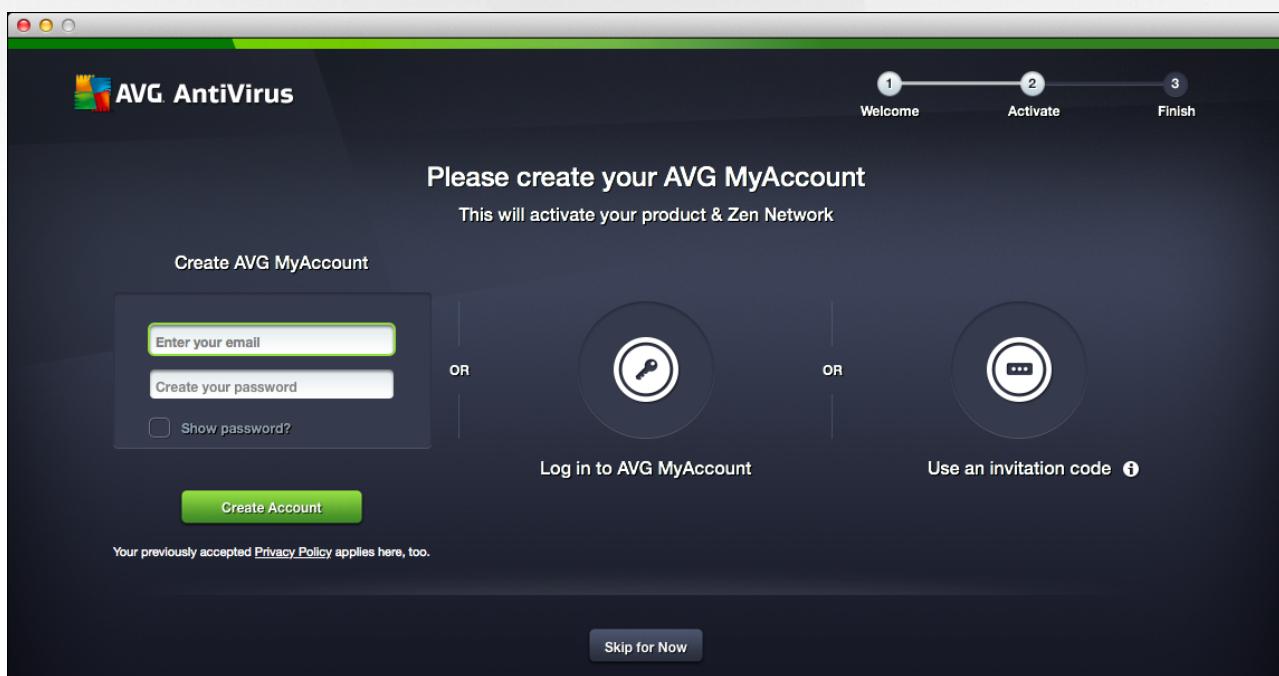There are three easy ways to achieve such connection:

Joining an existing Zen Network:

Simply enter appropriate AVG MyAccount credentials, i.e. your **user name** (MyAccount email) and **password**, then click the **Log In** button below.
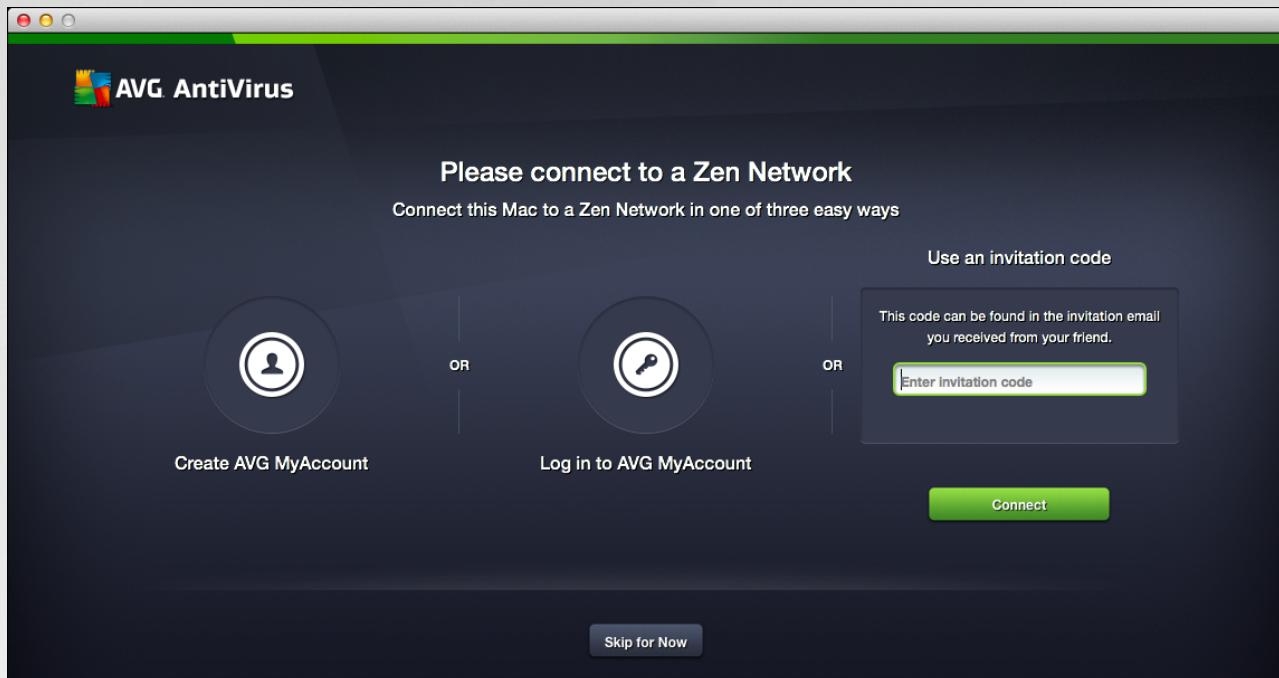
New Zen Network creation:

Enter your login email and set your password (check the **Show password** box below if you want to see hidden
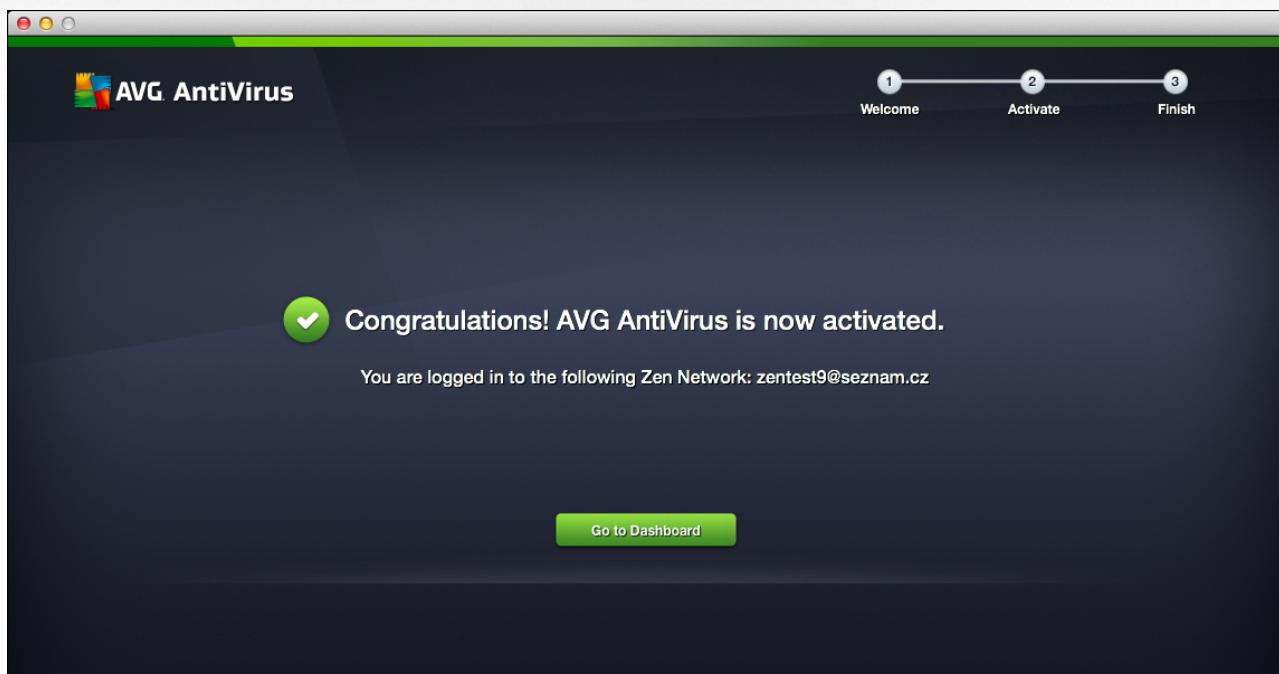
characters), then click the **Create Account** button.

Accepting Zen Network invitation:

Enter the invitation code that was previously sent you by required network's administrator (the best way is to copy and paste it from the invitation email). After you insert the code, click the **Connect** button.

3.3. Activation completed

This dialog only appears if you have successfully entered a Zen Network (no matter which of the three available options you have chosen the previous dialog). Congratulations! You are a part of Zen Network now. However, if you ever change your mind, you can easily disconnect at any time.

4. Finding your way around the AVG AntiVirus

In the **AVG AntiVirus for Mac** you can choose between three ways of accessing various settings, overviews, and functions:
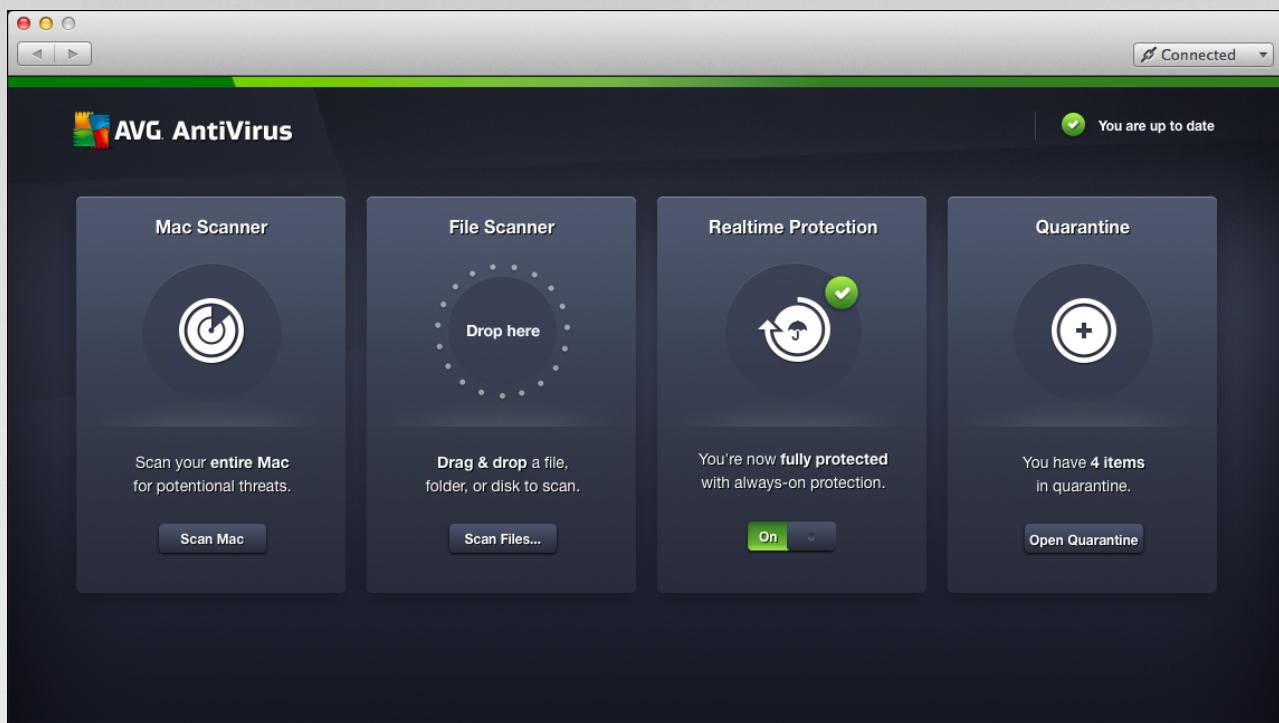
- clicking the **AVG AntiVirus for Mac** icon in the Dock opens the main user interface, providing you access to various AVG security features. **Click to learn more about the AVG AntiVirus for Mac main user interface.**

- clicking the icon that is displayed (optionally) in the right part of the task bar triggers a little context menu allowing you to scan your Mac or to perform an update. You can also use it to opens the main user interface. **Click to learn more about the AVG AntiVirus for Mac icon in the task bar.**

- clicking the **AVG AntiVirus for Mac** menu is your only way to access application preferences with several options (mostly scanning-related) that can be turned on or off. You can also use to uninstall your **AVG AntiVirus for Mac**, should you ever wish to do so. **Click to learn more about the AVG AntiVirus for Mac menu in the task bar.**

4.1. Main user interface

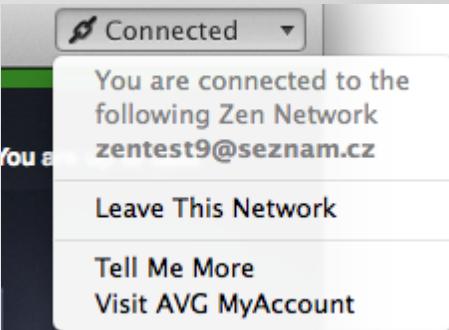To access the main user interface, simply click the docked icon.

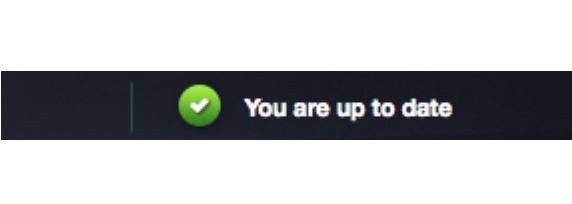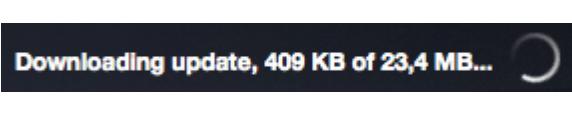Thereafter the main user interface will be displayed:

Overview

- the lower section of the main user interface displays the security features of your AVG protection, often with some additional info (like scanning progress or scan results). There is always a special action button (or switch), allowing you to use the selected security feature (or to turn it off or on). The security features of your **AVG AntiVirus for Mac** are as follows:

  o **Mac Scanner** – enables you to scan the whole Mac.

  o **File Scanner** – enables you to scan a specific part of your Mac.

  o **Realtime Protection** – works continuously in the background, automatically scanning all files that are being opened, modified or saved.

  o **Quarantine** – is a safe storage for virus infected or suspicious files that have been removed by **AVG AntiVirus for Mac**.

- in the upper-right part of the main user interface, you can see the *Zen Network connection* button. There two possible states:

	This is how the button looks like when you are not connected to any Zen network. In order to connect to a Zen Network (or to create a new one), click the **Connect** option. A new dialog will be opened, allowing you to choose from three available connection options. There are also two browser links – **Tell Me More** and **Visit AVG MyAccount**. These two will open the AVG Zen web page and the AVG MyAccount web page (respectively). Click here to learn more about AVG Zen and AVG MyAccount.
	This is how the button looks like when you are connected to a Zen network. In order to leave this Zen Network, click the **Leave This Network** option. You will be immediately disconnected (however, you can easily join this, or any other Zen Network at any time in the future) There are also two browser links – **Tell Me More** and **Visit AVG MyAccount**. These two will open the AVG Zen web page and the AVG MyAccount web page (respectively). Click here to learn more about AVG Zen and AVG MyAccount.

- beneath the Zen Network connection button, there is an update-related section. Here you can check whether your is currently up-to-date:

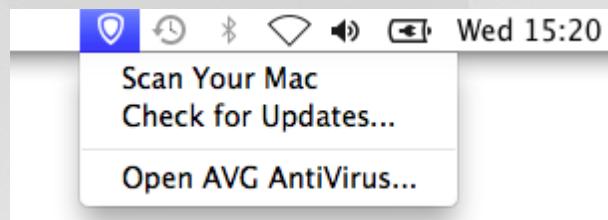|	When this text is displayed, it means that you are already using the latest version of the product, so there is nothing you have to worry about.
	This text means that update is currently being performed – the most up-to-date version

	of the product is being downloaded and installed.

Click here here to learn more about update process in AVG AntiVirus for Mac.

- two navigation buttons (◄ ► – back and forward) are located in the upper-left corner of the main user interface. In the newly-opened main screen, both these buttons are disabled. However, in other dialogs (like scanning progress), these two buttons allow you to quickly access the main screen, or to navigate back to any previously displayed dialog.

4.2. Icon in the task bar

The icon can be optionally displayed in the right part of the task bar. If it is not visible, you can display it by turning on the *Show AVG AntiVirus icon in the task bar* option in AVG AntiVirus for Mac Preferences. Upon clicking the icon, you get a context menu resuming neatly relevant options of the application menus:

- **Scan Your Mac** – click to start scanning your whole Mac.

- **Check for Updates...** – click to immediately start the update process.

- **Open AVG AntiVirus...** – displays the AVG AntiVirus main user interface.

Apart from quick access to frequently used items, the icon also indicates the status of your **AVG AntiVirus for Mac**:

	The Realtime Protection component is turned on.
	The Realtime Protection component is turned off.
	Your Mac is currently being scanned for viruses and other threats.

4.3. Menu in the task bar

Whenever the Main User Interface is opened, the AVG AntiVirus for Mac menu appears in the right part of the task bar:

This menu provides you access to a few basic options:

- **About AVG AntiVirus** – displays a small dialog with copyright and version number information.

- **Preferences...** – displays a new dialog allowing you to adjust several additional settings.

- **Check for Updates...** – performs an update check and installs new updates (if available).

- **Uninstall AVG AntiVirus...** – start the AVG AntiVirus for Mac Uninstaller allowing you to completely remove this software from your Mac.

- **Hide AVG AntiVirus** – minimizes the main user interface (without turning the AVG AntiVirus for Mac menu protection off).

- **Quit AVG AntiVirus** – turns the AVG AntiVirus for Mac menu protection off.

5. Scanning

These days, the vast online world has become quite a dangerous place; unfortunately, not having to be careful about which emails you open and which files y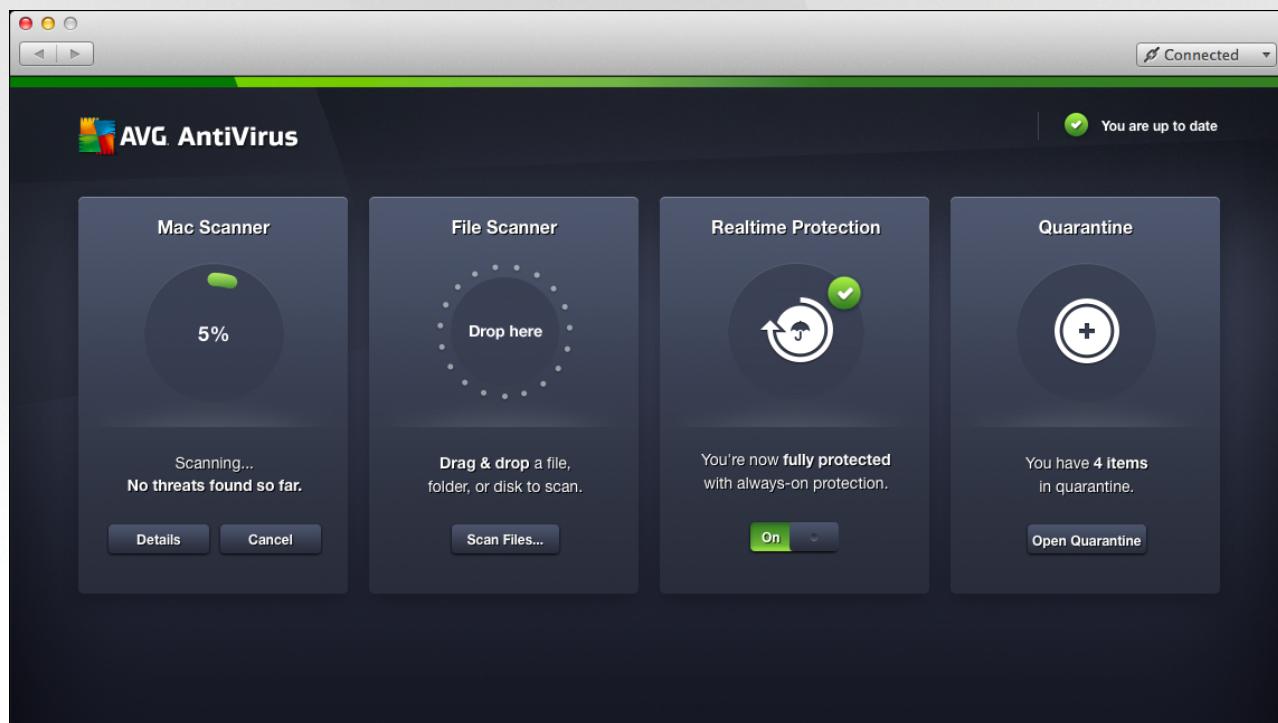ou download on your computer is a thing of the past. Sophisticated computer viruses roam the internet just waiting for the chance to infiltrate your system and cause some serious damage. A virus scan is a tool that notifies you when something unsavory manages to access your Mac.

The **AVG AntiVirus for Mac** offers you two a bit different scanning-based security features – the *Mac Scanner* and the *File Scanner*.

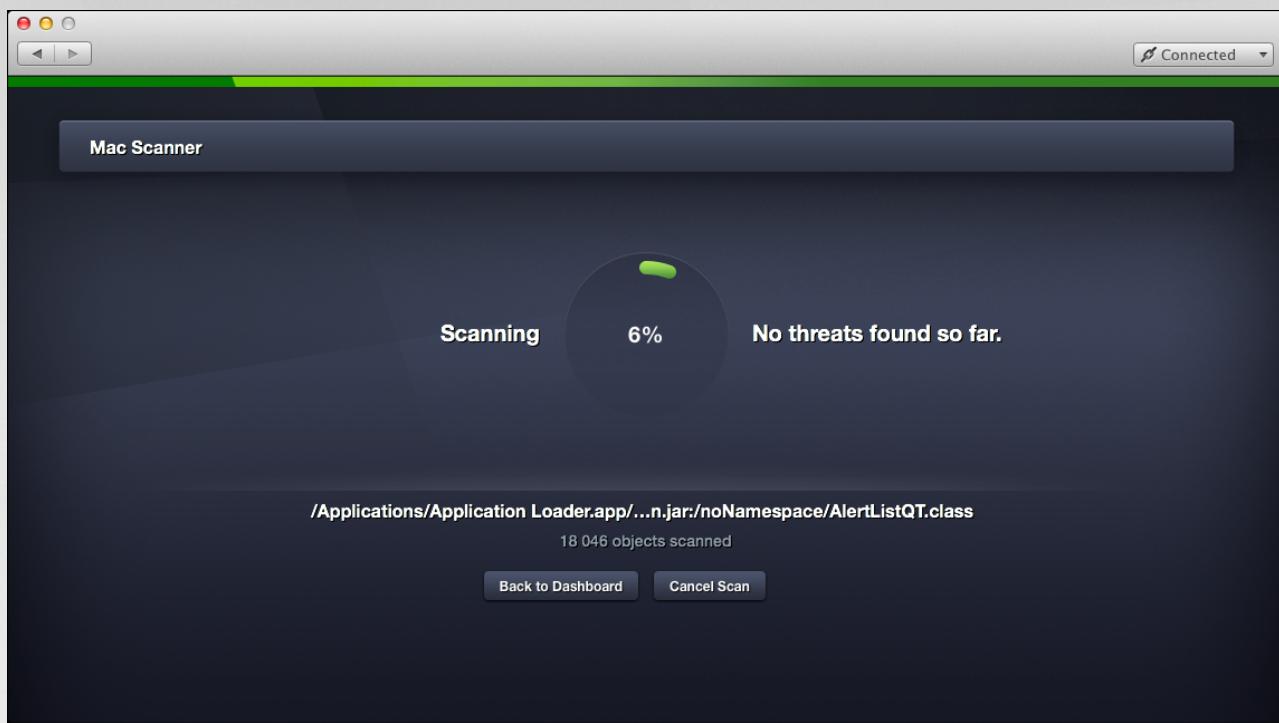## 5.1. Mac Scanner

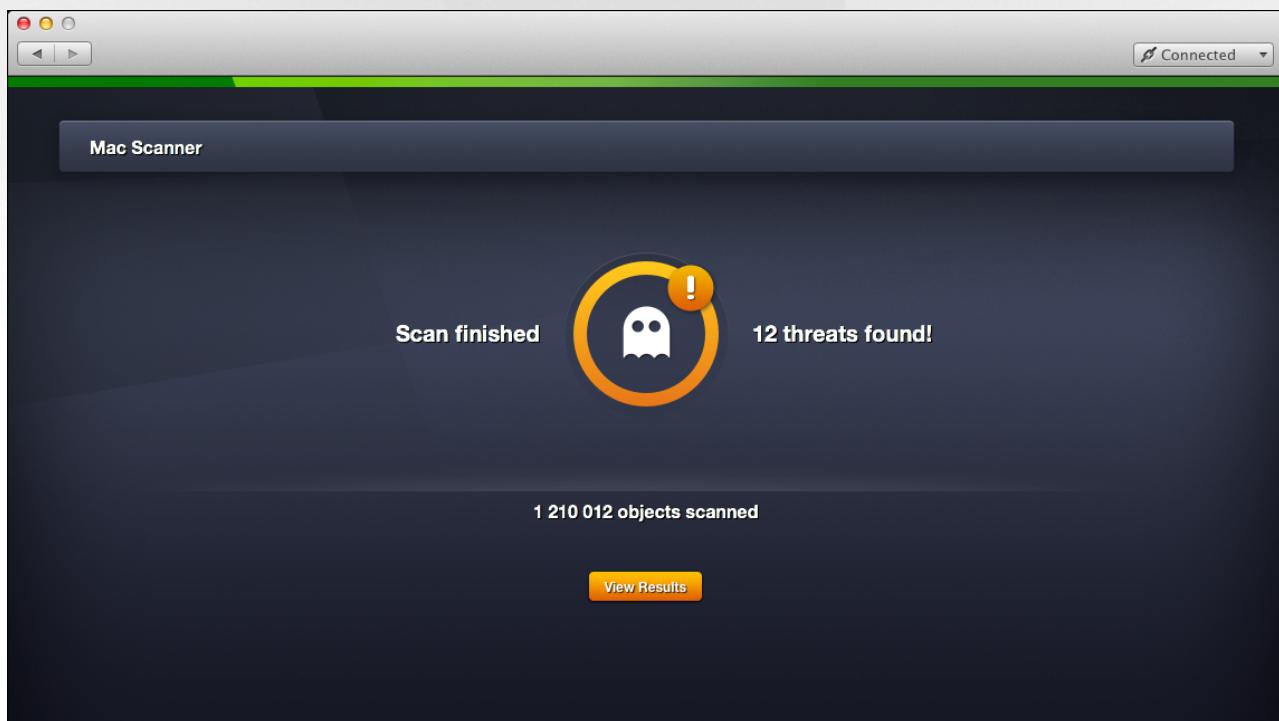This security feature enables you to scan the whole Mac. To start the scan, simply click the **Scan Mac** button.

Please note that before scanning, you may want to adjust the Scanning preferences to include some filetypes and locations in the scan, or the General preferences to remove any found threats automatically.

A running scan indicates its progress visually, and you can stop it any time by clicking **Cancel** button. Please note that it will stop the scan completely, not pause it (it will not be possible to simply continue scanning from that point later on). You can also click the **Details** button to view the detailed progress (names of files being currently scanned and number of objects scanned so far). You can switch to the simple view at any time simply by clicking the **Back to Dashboard** button.
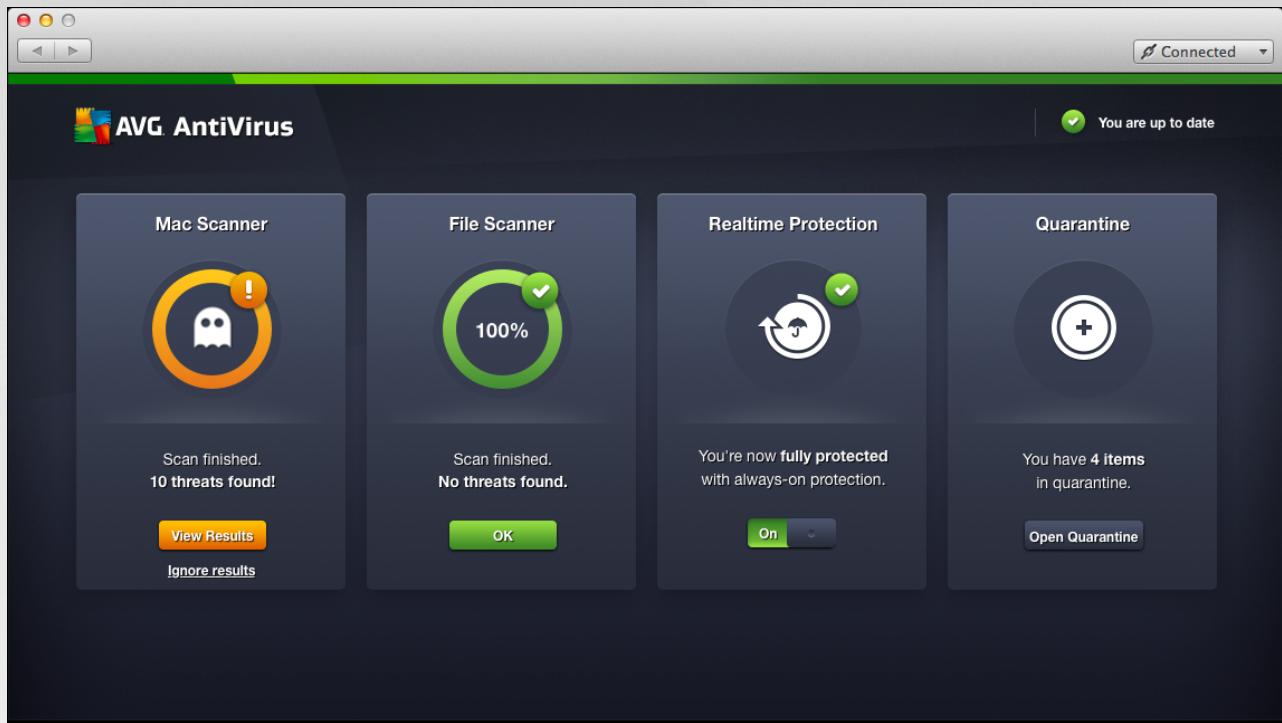
When the scan is finished, you will be informed whether any threats have been found; if so, click **View Results** button to access the result overview and deal with the infection.

If the scan was not completed, you will get information what had been scanned (in %). Please consider running the scan again to complete it, especially if threats have been found.
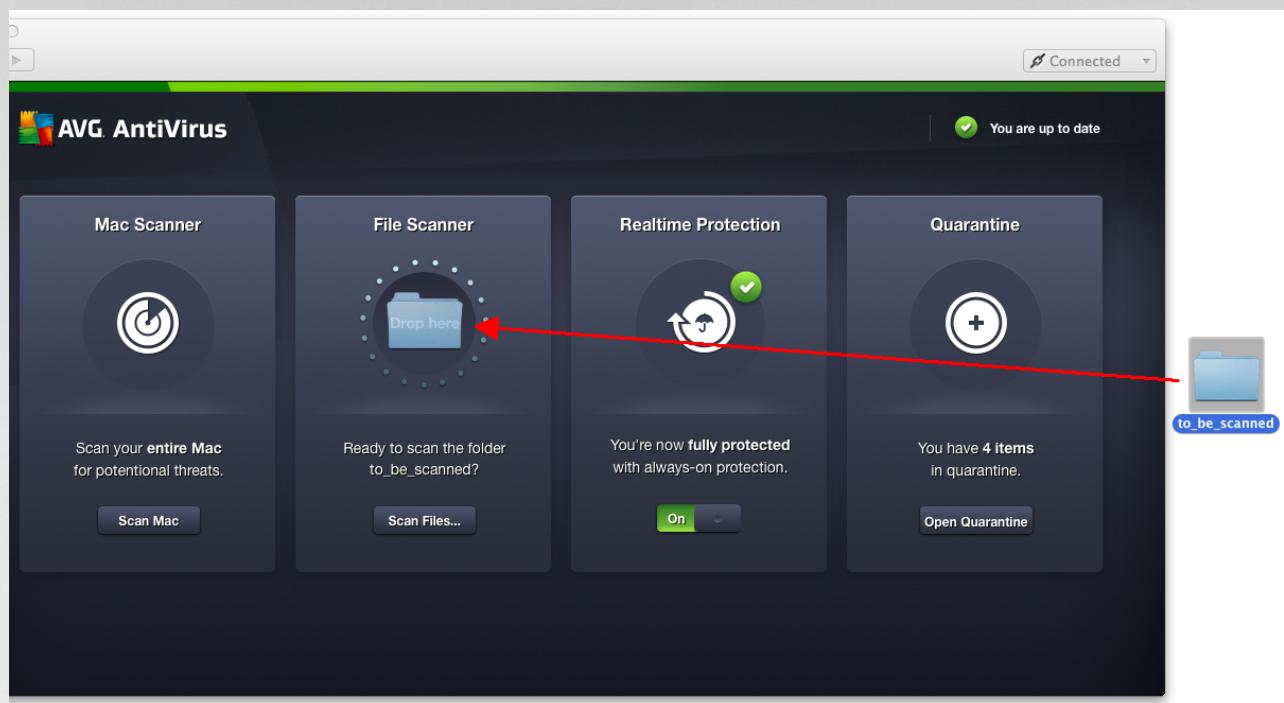
To reset the scanner back to stand-by mode, click **OK** (if no threats were found) or **Ignore Results** (if some threats were found).

5.2. File Scanner

This security feature enables you to scan a specific part of your Mac. To scan a specific file or folder, drag it from the *Finder* and drop onto the File Scanner where labelled "Drop here". You can also drag & drop multiple selected files (adding files one by one is not supported). Alternatively, you can click **Scan Files** to select the desired file(s) in a file browser. The scan will start automatically upon selecting or dropping the file(s).

Please note that before scanning, you may want to adjust the Scanning preferences to include some filetypes and locations in the scan, or the General preferences to remove any found threats automatically.

A running scan indicates its progress visually, and you can stop it any time by clicking **Cancel**. Please note that it will stop the scan completely, not pause it (it will not be possible to simply continue scanning from that point later on).

When the scan is finished, you will be informed whether any threats have been found; if so, click **View Results** to access the result overview and deal with the infection.

If the scan was not completed, you will get information what had been scanned (in %). Please consider running the scan again to complete it, especially if threats have been found.

To reset the scanner back to stand-by mode, click **OK** (if no threats were found) or **Ignore Results** (if some threats were found).

5.3. Scanning Results

The list of malicious or infected files detected by **AVG AntiVirus for Mac** during a scan enables you to view the details and delete the files. All found threats have been blocked for your safety and cannot be accessed (opened or executed, copied, etc.), however, deleting them completely is always the safest option.

The safest and simplest way to proceed now is to click **Protect All Files**. All files will be treated automatically, one by one, and **AVG AntiVirus for Mac** will choose the best action for each. First, it will try to heal the file (that is, remove the infection and restore the file to its original state), and if not possible, move it to Quarantine.

To handle each detection separately, click **Protect Me** on each respective line. If you are positive that a detected file is actually *clean and harmless*, you can skip it; however, please consider sending it to **AVG ThreatLabs** via Sample Submit Form for analysis. (Select "False alarm" in the form.)

Also, you can manually add a safe file to Exceptions. If the file is a PUA (Potentially Unwanted Application), there will be a link Allow application to unblock it and add it to Exceptions with just one click.

*If you do not like having to solve threats after scanning yourself, you can set AVG AntiVirus for Mac to move them to **Quarantine** automatically. All you need to do is activate the function **Move all threats to Quarantine** in General preferences.*

To return from the scan result back to the main screen of **AVG AntiVirus for Mac**, click **Go to Dashboard**. The scan result will be kept until you resolve all threats, click **Ignore Results** on the component in Dashboard, or close AVG AntiVirus for Mac. *Please note that any unresolved (ignored) files will remain in their original locations, accessible and potentially dangerous!*

How to delete threats manually

If **AVG AntiVirus** cannot remove a file (typically due to access rights) to Quarantine, we recommend that you remove it manually:

1. Put down the exact location and name of the infected file.

2. Locate the file in Finder and delete it (move to Trash).

3. Empty Trash.

If that is not possible either, please refer to the Contact & Support chapter for further help.

If you have a reason to believe that a detected file is actually clean and harmless, please send it to us via Sample Submit Form for analysis. Please select "False alarm" in the form. Similarly, if there is a suspicious file that AVG AntiVirus does not detect, but you believe that it might be infected, you can send it to us via the same form to examine (in this case, select "Malware for analysis" in the form).

To return from the scan result back to the main screen of **AVG AntiVirus**, click **Go to Dashboard**.

6. Realtime Protection

This proactive security feature is a resident shield for your Mac. You do not have to do anything to be protected; it works continuously in the background, automatically scanning all files that are being opened, modified or saved. If malicious code is detected, the file will be blocked for your safety and you will get a detailed alert message (see below).

The only available setting option enables you to turn the protection on and off by sliding the **On/Off** switch. *Please note that the action requires the administrator's password.*

By displaying the following alert message, **AVG AntiVirus** informs you that it has detected malicious code on your Mac and blocked it for your safety:

If you choose **Keep Blocking**, or simply close the dialog, the detected file will be only blocked for a limited time, after which it will be accessible (and potentially dangerous) again. The safest way to proceed now is to click **Protect Me** for the best automatic action. **AVG AntiVirus** will try to heal the file (that is, remove the infection and restore the file to its original state), and if not possible, move it to Quarantine. You will get a message whether the action will have been successful.
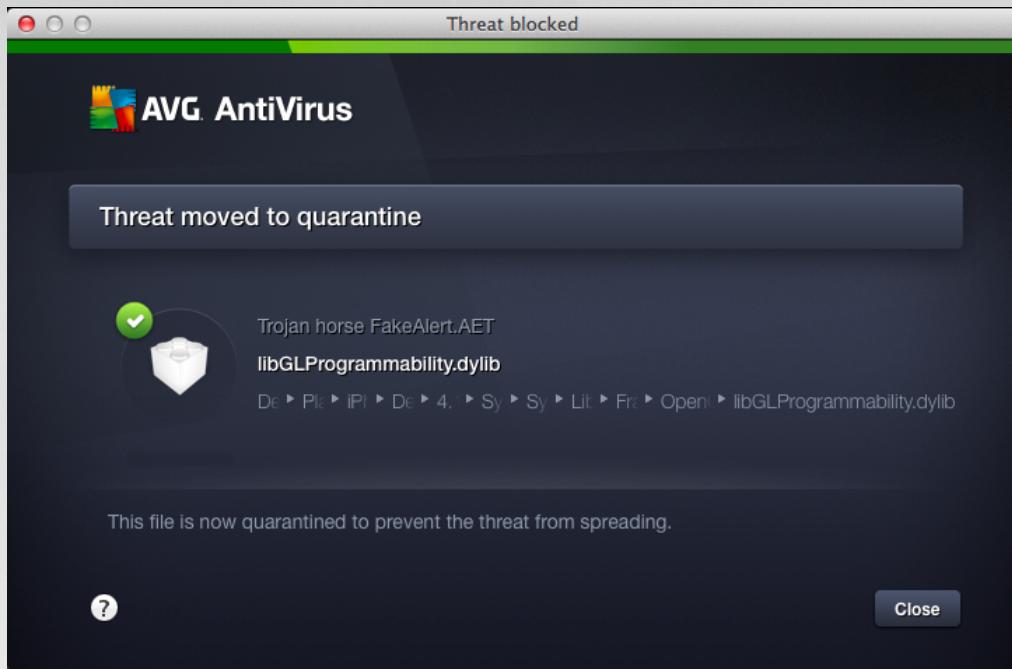
Sometimes, **AVG AntiVirus** may not be authorized to access a file, therefore it will not be able to remove it. In such cases, we recommend that you delete the file manually.

Should you have a reason to believe that the detected file is actually *clean and harmless*, there will be two options:

- if the file is a *PUA* (Potentially Unwanted Application), there will be an additional button **Make Exception** which you can use to instantly unblock the application and add it to Exceptions from scanning.

- if the file is a regular file, simply click **Keep Blocking** to keep the file in its place. For a short period of time, it will also remain blocked, i.e. not possible to access (open or execute, copy, etc.); then you can also add the file to Exceptions manually.

If there are multiple threats detected, you can tick the box **Do this for all threats** and then click either button to treat all infected files at one time.

If you are not sure what to do, it is always best option to select **Protect Me**. Even if the file is safe, and gets removed, it can be restored from the Quarantine for up to 30 days afterwards, so you needn't take risks by leaving a suspicious file out of control.

If you have a reason to believe that a detected file is actually clean and harmless, please send it to us via Sample Submit Form for analysis. Please select "False alarm" in the form. Similarly, if there is a suspicious file that AVG AntiVirus does not detect, but you believe that it might be infected, you can send it to us via the same form to examine (in this case, select "Malware for analysis" in the form).

7. Quarantine

The Quarantine is a safe storage for virus infected or suspicious files that have been removed by **AVG AntiVirus**. All files are locked, encrypted and cannot do your Mac any harm. The main purpose of this special storage is to keep any deleted file for a certain period of time, so that you can make sure you do not need the file any more.
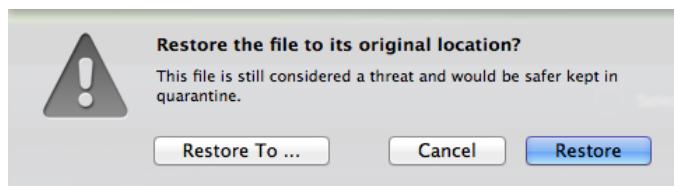

Each line represents one quarantined item and information about it (threat name, full path to the original location of the file, date of detection). By clicking the little arrow next to an item, you can expand it to view more details.

To resolve an item, you need to select it in the list (mark its checkbox) first. You can select more than one file, and you can use **Select all threats** to start with. The following actions are then available:

- **Restore** will move the file from Quarantine to any available location on your Mac. You will be able to either put the file back to the folder where it was previously detected, or browse for another folder manually.

- **Delete** will remove the file completely and irreversibly from your Mac.

Please note that both actions require administrator's password.

Preferences

By default, all files in Quarantine are kept for either 30 days, or until the total number of files in Quarantine exceeds 1000. You can change these settings in Quarantine preferences.

8. AVG AntiVirus for Mac Preferences

This dialog allows you to modify all adjustable settings of your **AVG AntiVirus for Mac**. To access it, open the AVG AntiVirus for Mac menu in the task bar and select *Preferences*.

Preferences contain the following pages:

- General

- Scanning

- Quarantine

- Exceptions

8.1. General

The adjustable options are as follows:

- **Move all threats to quarantine** – when this box is checked, all threats found during scanning will be automatically moved to Quarantine, which is the safest option. Files are kept in Quarantine for up to 30 days; during this time, you can either restore the files to the original location, or delete them forever. *Please note that this option only applies to Mac Scanner and File Scanner, not to Realtime Protection.*

- **Show AVG AntiVirus icon in the task bar** – shows (or hides) the icon in the task bar. This icon offers convenient access to instant scan, update and to the application interface, and also indicates the background protection status.

- **I'd like to help AVG improve its products** – anonymous data about detected threats will be silently sent to AVG ThreatLabs, which will help our malware researchers react swiftly to the latest threats and make AVG protection even more effective.

8.2. Scanning

The adjustable options are as follows:

- **Scan archives** (such as ZIP, RAR, 7z, etc.) – by default, this option is switched on for maximum protection, however, you can switch it off to boost the scanning speed; archives are often quite large so if skipped, the scan takes less time. Also, archives generally pose low risk, and if an infected archive should occur in your system, it will be detected and blocked by the Realtime Protection as soon as you try to unpack it.
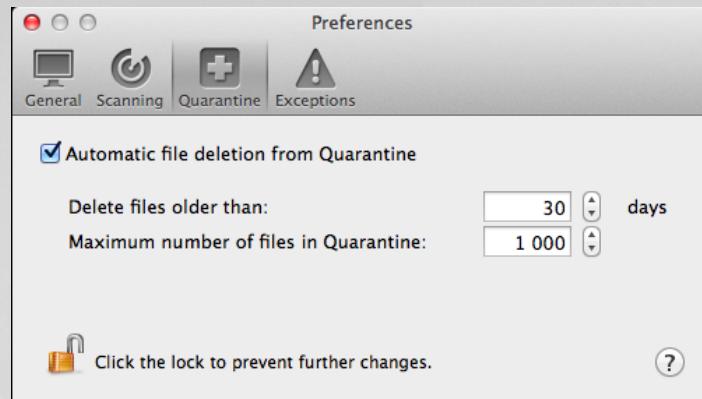
- **Scan external drives and shared folders** – switching this option on enables scanning of mounted volumes, i. e. external locations and devices connected to your Mac (portable hard drives, USB sticks, memory cards, shared folders on external servers etc.). External drives may be very large, and therefore by default excluded from scanning for capacity reasons.

- **Scan for potentially unwanted programs (PUPs)** – allows scanning for potentially unwanted programs, such as spyware, adware and similar types of malware. PUPs generally play certain malicious or annoying tricks on users, and may vary from positively serious to only potential threats to your privacy. Those posing a security risk may, for example, store personal information (including passwords and credit card numbers) or allow to perform certain actions in a computer remotely. Sometimes, these programs are installed intentionally, or consent is given through accepting License Agreement while installing another program.

- **Use enhanced scanning to identify even more PUPs** – this is an addition to the previous option; it turns on detection of an extended package of PUPs: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later, or programs that are always harmless but might be unwanted (various toolbars etc.). This additional measure increases your computer security and comfort even more, however it can possibly block legal programs, and is therefore switched off by default.

Please note that the above options apply to both Mac Scanner and File Scanner, and if switched off, the concerned filetypes/folders will not be scanned during either scan. Example: You drag and drop a single archived file to the File Scanner. If scanning archives is not activated, you will get a message "No threats found" but the archive will have not been scanned at all.
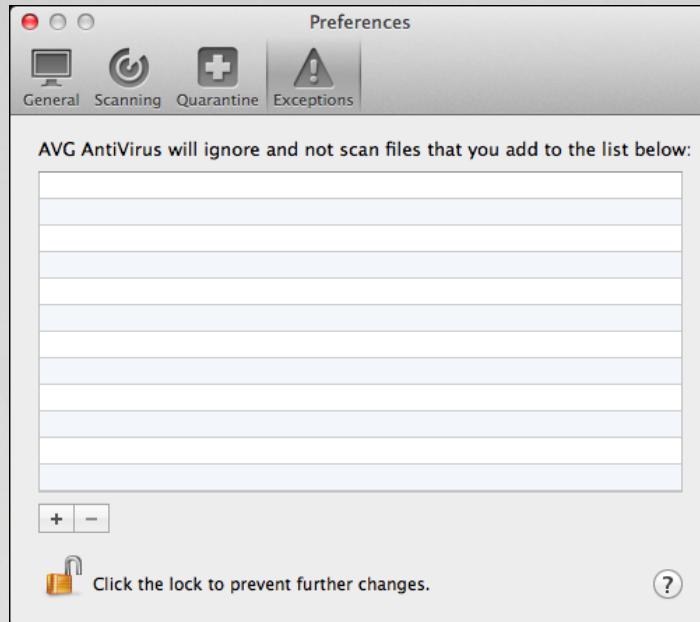
8.3. Quarantine

On this page, you can specify how to handle items stored in Quarantine.

Please note that if you want to make changes on this page, you will need to unlock it with administrator's name and password.

- **Automatic file deletion from Quarantine** – this option activates automatic deletion of files in Quarantine under the conditions specified below. If the feature is switched off, the maximum size of Quarantine on disk will be unlimited, and all files in it will be kept until you restore them, or remove them manually.

- **Delete files older than:** – default value is 30 days, which means that files will be stored in Quarantine for 30 days, and then automatically deleted. The aim of this feature is to keep each file long enough to make sure it doesn't need to be restored.

- **Maximum number of files in Quarantine:** – default value is 1000 files, which means that if number of files in Quarantine exceeds 1000, the files over that number will be deleted (deletion starts with the oldest stored files). The aim of this feature is to keep the size of Quarantine on disk reasonable.

8.4. Exceptions

The page contains a list of items (files or folders) that should be ignored, i.e. never scanned by **AVG AntiVirus for Mac**. Exceptions are useful if you have some positively harmless files that **AVG AntiVirus** keeps blocking and reporting as threats. Typically, this applies to *PUA* (Potentially Unwanted Applications), which is borderline category of malware. *Please note that in order to make changes on the page, you will need to unlock it with administrator's password first.*

You can set up detection of PUA (Potentially Unwanted Applications) and read more about it in Scanning preferences.

You can edit the list very simply as follows:

- click the **plus button** to browse for a file or folder to add to exceptions.

- click the **minus button** to remove a selected exception immediately (please note that only the exception will be removed, not the application/file/folder itself).

Please consider each exception carefully! Always make sure that the file is positively harmless. If unsure, you can send the file to AVG ThreatLabs via Sample Submit Form for analysis.
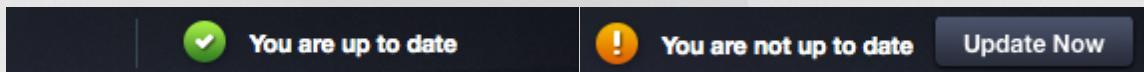
9. Updates

The main purpose of an update is to add definitions of new threats to the internal database stored locally on your Mac. This is very important because new threats emerge every day, and fully updated antivirus program is the most reliable protection from them. Keeping your **AVG AntiVirus** up-to-date is therefore essential for its correct functioning.

The definition files and other improvements are delivered to your Mac silently from our dedicated update servers, via your regular Internet connection. The whole update process (new files' download and their application) usually takes only a couple of minutes, with its speed depending on your Internet connection quality.

If you wish to update immediately:

1. In the menu bar, click on the **AVG AntiVirus** menu in the task bar, or on the icon in the task bar.

2. Select **Check for updates**.

The current update status (updated/outdated) is displayed in the top right corner of the main page of **AVG AntiVirus**, so there two variants that you might see:

In the latter case, you can easily click the **Update Now** button to launch the update process.

Usually, you will not need to worry about updating because AVG AntiVirus updates automatically every day for you. However, the manual update is advisable if you are about to run a scan, or your Mac has been offline for some time and could not have been updated automatically.

To find out the date of the last successful update proceed with the following:

1. In the task bar, click on the AVG AntiVirus menu.

2. Select **About AVG AntiVirus**.

3. Look for the line *Last update*.

10. Contact & Support

To get further help and support, there are the following options:

- for **FAQ**, **Technical Support** and **Sales Support**, go to the dedicated AVG AntiVirus for Mac Support of our website.

- to discuss your issue with other Mac users and AVG technical support staff, use the AVG forums. Our staff read and respond to the forums on a regular basis.

- to send a specific file (infected, suspicious or falsely detected) to our malware experts for analysis, use the Sample Submit Form.

All AVG products are developed and supplied by **AVG Technologies CZ**. To learn more about us, please visit www.avg.com.

For the complete portfolio of our Mac products, you can go directly to www.avg.com/for-mac.