



Verizon Internet Security Suite

Powered by McAfee

Installation Guide for Residential Users (Mac)

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Introduction

This guide helps you download and install Verizon Internet Security Suite Powered by McAfee on your computer. This product is a proactive, always-updating, security bundle that helps protect your identity and your computer from viruses, spyware, email and IM scams, and hackers and online predators.

For additional protection, the software also includes:

- Family Protection
- SiteAdvisor

We ask you to activate Family Protection when you open your software for the first time. After you activate it, you can set up Family Protection to start protecting your children while they browse the web and chat online. For more information, please read the Family Protection User Guide.

When you use SiteAdvisor, it tells you which websites are safe and which ones are risky—before you visit them.

Note: If you experience any issues while downloading or installing your software, please contact Verizon Support (<http://verizon.mcafee.com>).

System requirements

Your computer must meet these minimum system requirements to run Verizon Internet Security Suite Powered by McAfee:

- Apple Macintosh computer with Intel Core processor (we recommend a Core 2 Duo processor)
- Mac OS X 10.7 (Lion), or 10.8 (Mountain Lion), or 10.9 (Mavericks)
- 300 MB hard disk space
- 2 GB RAM
- 1024 x 768 resolution or higher
- Mozilla Firefox 12 or later, or Apple Safari 5.0 or later (required for SiteAdvisor browser plug-in)
- Internet connection

Note: We recommend that you have a high-speed Internet or FiOS Internet connection to activate your software and to download protection updates.

Installing Verizon Internet Security Suite

You can install your Verizon Internet Security Suite Powered by McAfee in a few simple steps. Before you begin, make sure that your computer meets the minimum system requirements and is connected to the Internet.

Note: If you experience any issues while downloading or installing your software, please contact Verizon Support (<http://verizon.mcafee.com>).

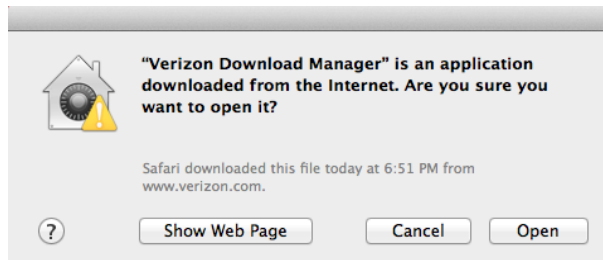
Downloading your software

You can download your Verizon Internet Security Suite Powered by McAfee software to your computer from your Verizon account.

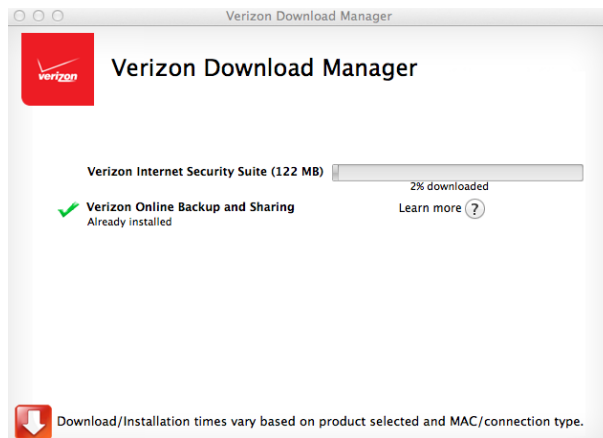
Download your software

- 1 Go to the Verizon website (<http://verizon.com>) and sign in to **My Verizon**.
- 2 From the left menu, select **My Services**, and then select **Internet Security Suite**.
- 3 In the Broadband Essentials & Extras Management pane, click **Manage**.
- 4 Click **Download**.
- 5 Drag and drop the Download Manager icon  into the Applications folder, and then double-click the Applications folder to open it.
- 6 Double-click the Verizon Download Manager program to start your download.

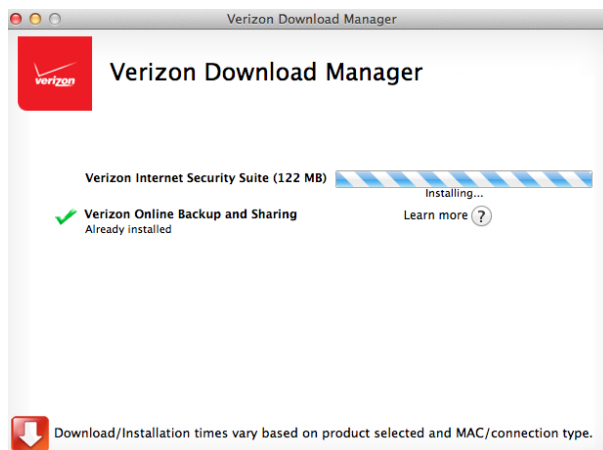
- 7 In the security warning box, click **Open**.



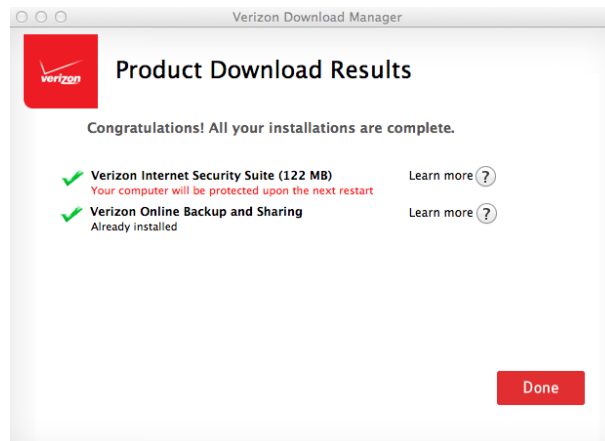
- 8 Wait while your software downloads.



- 9 Your installation begins automatically.



10 When the installation is complete, click **Done**.



11 If you're asked to restart your computer, click **Restart now**.



12 Open your security software by clicking the v-lock icon  in the Dock.

Troubleshooting your installation

Here are the most common problems that you might encounter during your software installation, and solutions to fix them.

- If your computer does not meet the minimum system requirements, do one of these:
 - Upgrade your computer memory to at least 2 GB.
 - Increase the free space on your computer hard drive. You need at least 300 MB more to install your security software.
 - Install a version of Mac OS X that this software supports.
- If you cannot download your software, make sure your computer is connected to the Internet, and then try again.
- If your software installation cannot continue, contact Verizon Support (<http://verizon.mcafee.com>).
- If your software order is denied, you might live in a country that we don't export to in accordance with the United States law. If so, you will not be able to activate and use this software properly. For more information, please contact Verizon Support (<http://verizon.mcafee.com>).