



Verizon Internet Security Suite Powered by McAfee

Installation Guide for Residential Users

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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:

- IBM-compatible personal computer, 1 GHz processor or higher
- One of these Windows operating systems:
 - Microsoft Windows XP (32-bit) with Service Pack 3 (SP3) or later
 - Windows Vista (32 or 64-bit) with Service Pack 1 (SP1) or later
 - Windows 7 (32 or 64-bit) with Service Pack 1 (SP1) or later
 - Windows 8 (32 or 64 bit), or Windows 8.1 (32 or 64 bit)
- 500 MB hard disk space
- 512 MB RAM for Windows XP, or 2 GB RAM for all other Windows operating systems
- 1024 x 768 resolution or higher
- Microsoft Internet Explorer 7.0 or later, or Mozilla Firefox 4.0 or later, or Google Chrome 10.0 or later
- 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>).

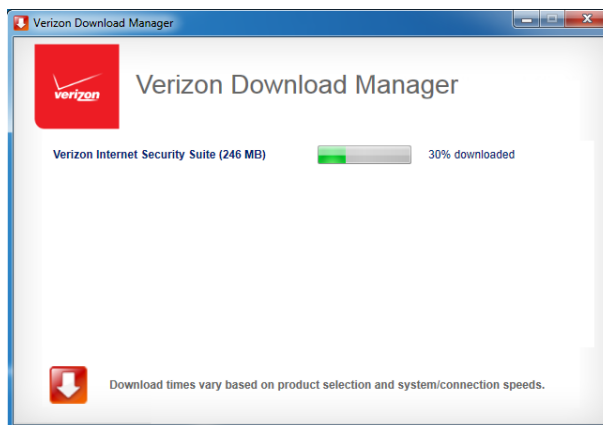
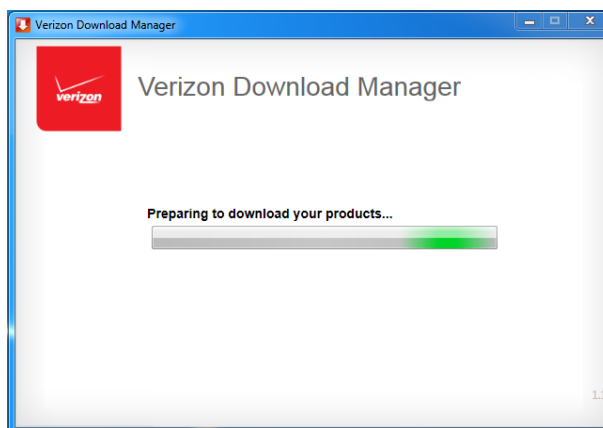
Downloading your software

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

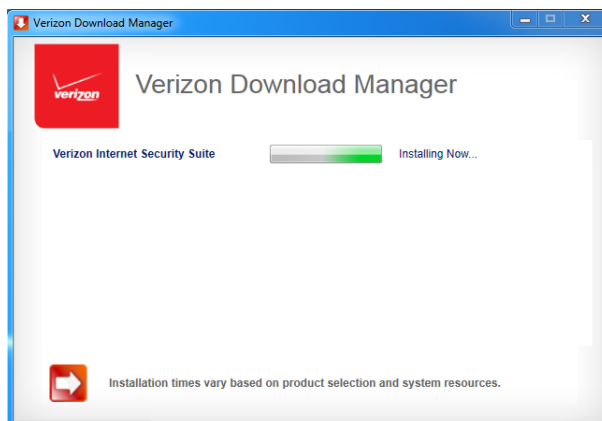
Download your software

- 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 When you're asked if you want to run or save the .exe file, click **Run**.
- 6 If you're prompted, allow the software to be installed on your computer.

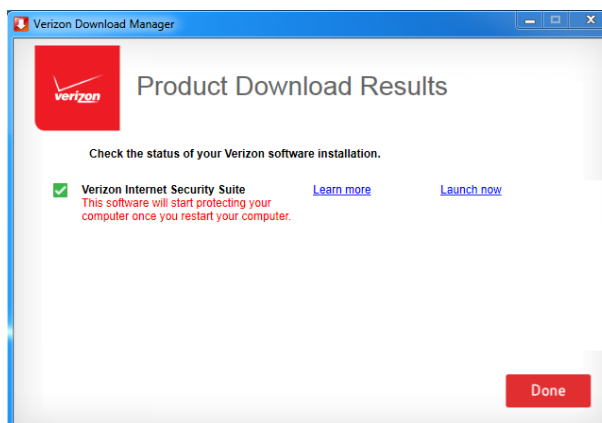
7 Wait while your software downloads.



- 8 Your installation begins automatically.



- 9 When the installation is complete, click **Done**.



- 10 Restart your computer to start your Verizon protection.
- 11 Open your security software by clicking the v-lock icon  in your taskbar.
- 12 Open Family Protection by clicking the Family Protection icon  in your taskbar.
- 13 The next time you open your Internet browser, enable your SiteAdvisor toolbar.

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 256 MB RAM for Windows XP, or 512 MB RAM for all other Windows operating systems.
 - Upgrade your computer processor speed to at least 1 GHz.
 - Install Internet Explorer 7.0, or later.
 - Increase the free space on your computer hard drive. You need at least 500 MB to install your security software.
 - Install a version of Windows that this software supports.
 - Install the latest Windows service pack.
- 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>).