



**Verizon Internet Security Suite
Powered by McAfee**

Installation Guide for Home Users

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CHAPTER 1

Introduction

This guide helps you download and install Verizon Internet Security Suite Powered by McAfee on your computer. Verizon Internet Security Suite 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

If you install Family Protection, we ask you to activate it immediately after you install your software for the first time. You will then need to set up Verizon 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.

SiteAdvisor lets you know 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>).

CHAPTER 2

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
- Microsoft® Windows® XP (32-bit) with Service Pack 2 (SP2) or later, or Windows Vista™ (32 or 64-bit) with Service Pack 1, or Windows 7 (32 or 64-bit)
- 200 MB hard disk space
- 256 MB RAM for Windows XP, or 512 MB RAM for Windows Vista and Windows 7
- 800 x 600 resolution or higher
- Microsoft Internet Explorer® 6.0 or later, or Mozilla Firefox 2.0 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.

CHAPTER 3

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.

If you install Family Protection, we ask you to activate it immediately after you install your software for the first time. You will then need to set up Verizon 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.

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

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Signing in to your account

You can sign in to your Verizon Online account by entering your Verizon user name and password. When you have signed in, you can order and download your software.

Sign in to your account

- 1 Go to the Verizon website (<http://verizon.com>).
- 2 In the top right corner of the page, click **My Verizon**.
- 3 In the User ID field, type your user name.
- 4 In the Password field, type your password.
- 5 Click **Sign In**.

Note: You must be the primary Verizon account owner to download Verizon Internet Security Suite.

Ordering your software

After you sign in to your account, you can securely order Verizon Internet Security Suite Powered by McAfee in a few steps. If you've already ordered Verizon Internet Security Suite, skip this section and go to [Downloading your software](#) (page 8).

Important: Do not use your browser's navigation buttons to move between pages because you will lose the information you enter. Instead, click the **CANCEL**, **BACK**, and **CONTINUE** buttons below each form on the page.

Order your software

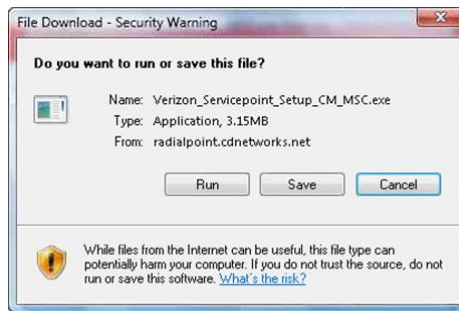
- 1 From the **Shop** menu in the menu bar, select **Internet**, and then click **Security & Storage**.
- 2 From the left menu, click **Verizon Internet Security Suite**, and then click **Order Now**.
- 3 Follow the on-screen instructions to order your software.

Downloading your software

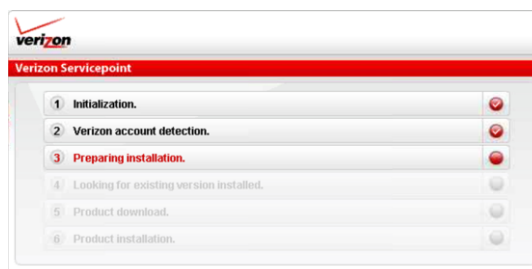
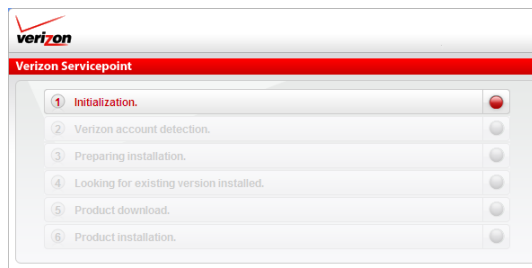
After you sign in to your account and purchase Verizon Internet Security Suite Powered by McAfee, you can download it to your computer.

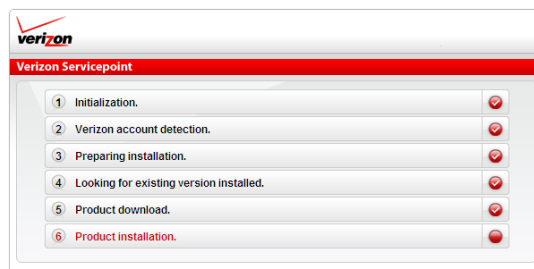
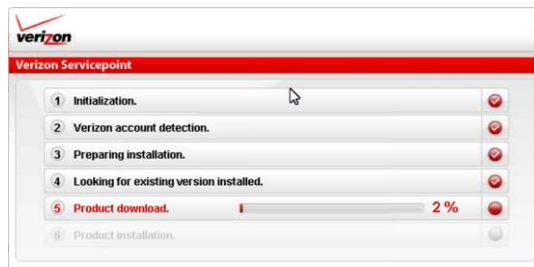
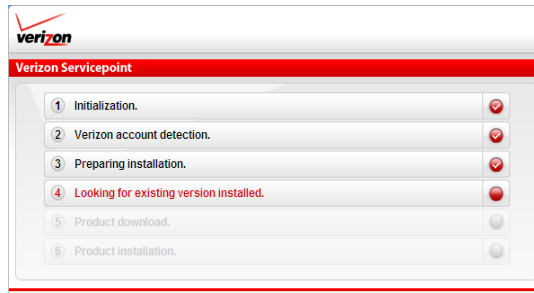
Download your software

- 1 From the menu bar, select **My Verizon Services**.
- 2 Click **Broadband Essentials & Extras**.
- 3 On the Manage Broadband Essentials and Extras page, find the Verizon Internet Security Suite product you want to download, and then click the button to access the download.
- 4 Click **Download Now**.
- 5 In the security warning boxes, click **Run**.



- 6 If you're prompted, click **Continue** to allow the software to be installed on your computer.
- 7 Wait while your software downloads.





8 If you want to install Family Protection, select the **Verizon Family Protection** checkbox, and then click **Continue**.



9 Your installation begins automatically.



Removing other security software

If you have other security software installed on your computer, you must remove it to make sure that it doesn't interfere with Verizon Internet Security Suite Powered by McAfee. If you don't have other security software, your installation skips these steps.

Remove other security software

- 1 Wait while we check your computer for other security software.



2 Do one of the following:

- If you have McAfee security software on your computer, click **Launch Add or Remove Programs**.



- If you have other security software on your computer, click **Launch Add or Remove Programs**.



- 3** Follow the on-screen instructions to remove your existing security software.
- 4** Click **Restart** in the Verizon Internet Security Suite window to automatically continue the installation.



Installing your software

After you download Verizon Internet Security Suite Powered by McAfee, and remove any incompatible security software, your software installation continues automatically.

Install your software

- 1 Wait for your installation to finish.



VERIZON Internet Security Suite
Powered by **McAfee** **verizon**

Installing Verizon SiteAdvisor

SiteAdvisor keeps you secure through:

- Alerts users to potentially risky sites
- An icon within your browser's toolbar for additional site-specific information
- Rating icons for your search results
- Protection against adware, spyware and viruses embedded within downloadable files
- Protection against phishing and thousands of websites with exploitative code
- Profiles for each website tested by SiteAdvisor



Installing Verizon SiteAdvisor ● ● ● ●



VERIZON Internet Security Suite
Powered by **McAfee** **verizon**

Installing Verizon Family Protection

Here are a few of the features included in Verizon Family Protection:

- Restrict access to websites
- Control who accesses the Internet and when
- Block specific programs from running
- Track attempts to access blocked sites
- Keyword filtering technology
- Manage email contacts and filter unknown email addresses
- Lets you know if confidential information is posted on social networking sites



Installing Verizon Family Protection ● ● ● ●




- 2** Do one of the following:
- If you're asked to restart your computer, click **Restart**.



- If you're not asked to restart your computer, click **Close**.



- 3 Close the Download window.
- 4 Click the v-lock icon  in the notification area at the far right of your taskbar to open your software.

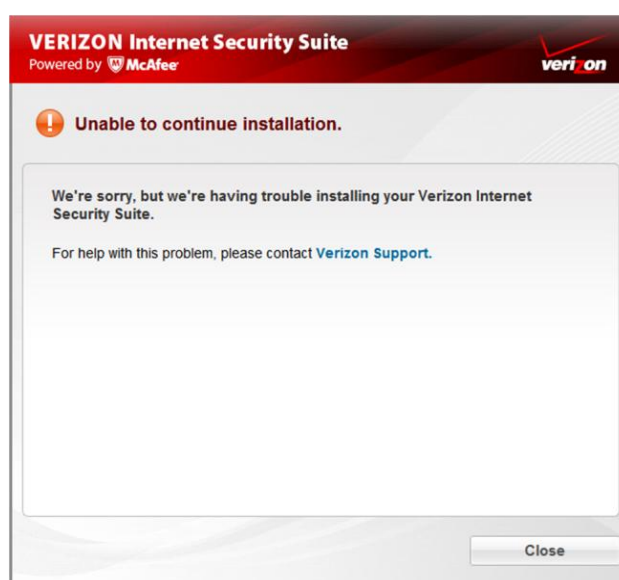
CHAPTER 4

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 have the minimum system requirements, do one of the following:
 - Upgrade your computer memory to at least 256 MB RAM for Windows XP, or 512 MB RAM for Windows Vista and Windows 7.
 - Upgrade your computer processor speed to at least 1 GHz.
 - Install Internet Explorer 6.0, or later.
 - Increase the free space on your computer hard drive. You need at least 200 MB to install your security software.
 - Install a version of Windows that this software supports.
 - Install the latest Windows service pack.

- If your software cannot be activated, click **Close**, then do one of the following:
 - If an alert prompts you to activate, click **Activate**, and then follow the on-screen instructions to activate.
 - In Home Page, click **Activate**.
- Contact Verizon Support (<http://verizon.mcafee.com>).



Remember, by activating your software, you get the latest updates that

protect you against the latest threats and ensure your software runs smoothly.

- If you've used the maximum number of licenses that you can activate on your computer, click **Buy Now**, and then follow the on-screen instructions to purchase the licenses you need.



- If your software installation cannot continue, contact Verizon Support (<http://verizon.mcafee.com>).



- If you're unable to download your software, make sure your computer is connected to the Internet, and then try again.



- 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>).

