



**Verizon Family Protection  
Powered by McAfee**

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**Upgrade Guide for Home Users**

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## CHAPTER 1

# Introduction

This guide helps you upgrade your existing Verizon Family Protection software on your computer. The upgrade automatically removes your current Verizon parental controls software and installs Verizon Family Protection Powered by McAfee.

After you install your software, you will need to set up Verizon Family Protection. Family Protection allows you to protect your children while they browse the web and chat online. For more information, please read the Family Protection User Guide.

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

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## CHAPTER 2

# System requirements

Your computer must meet these minimum system requirements to run Verizon Family Protection 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

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

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## CHAPTER 3

# Upgrading Family Protection

You can install Verizon Family Protection 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.

After you install your software, you will need to set up Verizon Family Protection. Family Protection allows you to protect 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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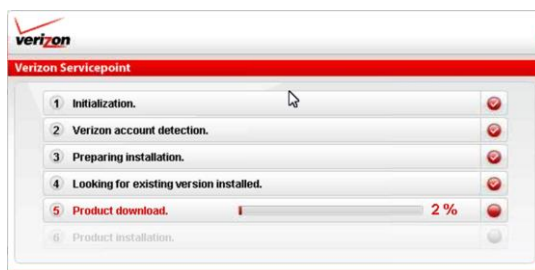
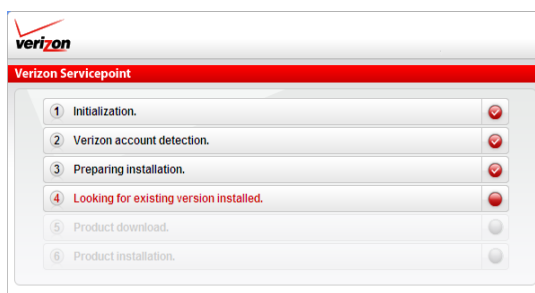
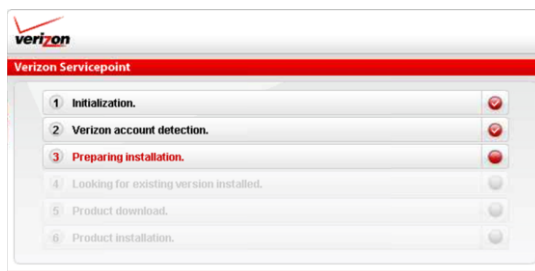
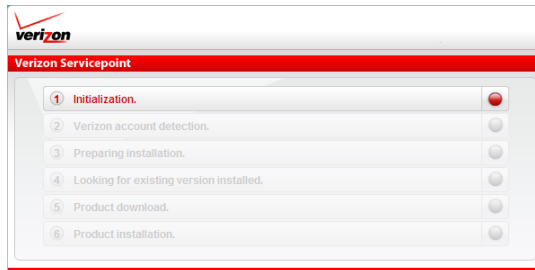
## Downloading your software

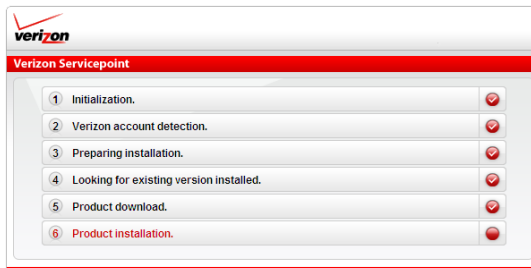
You can download Verizon Family Protection Powered by McAfee to your computer after you receive an upgrade email message or the upgrade message displays on your computer. The upgrade automatically removes your current Verizon parental controls software and installs Verizon Family Protection Powered by McAfee. Remember, you must be the primary Verizon account owner to download your software.

### Download your software

- 1 Do one of the following:
  - Download your software from the upgrade email message.  
How?
    1. Click the link to download and install your software.
    2. In the upgrade window, click **Upgrade Now** and follow the on-screen instructions.
  - Download your software from the upgrade message window on your computer by clicking **GET THE UPGRADE NOW**.

## 2 Wait while your software downloads.





3 Your installation begins automatically.



## Removing other security software

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

### Remove other security software

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



- 2 Do one of the following:
- 3 If you have McAfee Family Protection on your computer, click **Launch Add or Remove Programs**.

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



- 4 Follow the on-screen instructions to remove your existing parental controls software.
- 5 In the Verizon Internet Security Suite window, click **Restart** to automatically continue the installation.



## Installing your software

After you download Verizon Family Protection Powered by McAfee, and remove any incompatible software, your software installation continues automatically.

### Install your software

- 1 Your upgrade begins automatically.



- 2 Wait for your installation to finish.




3 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**.



- 4 Close the Download window.
- 5 Open your software by clicking the Family Protection icon  on your desktop or from your Start menu.

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## Activating your software

We'll ask you to activate Family Protection immediately after you install it for the first time. When you activate, you create a Family Protection administrator account. Family Protection allows only one administrator account, and you cannot change the user name that you choose for the account.

**Note:** After you activate Family Protection, you do not have to activate it again if you install it on another computer.

### Activate your software

- 1 In the **Email Address** field, type your email address. This is your administrator user name.
- 2 In the **Password** field, type your administrator password, and then retype the password in the **Confirm Password** field.
- 3 Click **Next**.

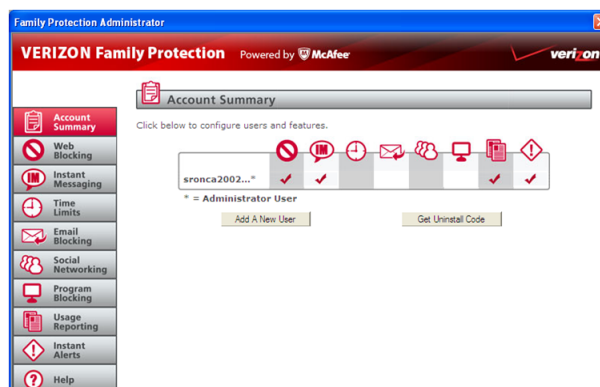


#### 4 Close the Activation window.



Tip: It's a good idea to memorize your user name and password, or keep them in a safe place and away from your children.

After you install your software, you will need to set up Verizon Family Protection. Family Protection allows you to protect your children while they browse the web and chat online. For more information, please read the Family Protection User Guide.





## 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 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>).

