



**Verizon Internet Security Suite
Powered by McAfee**

Upgrade Guide for Home Users

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CHAPTER 1

Introduction

This guide helps you upgrade your existing Verizon Internet Security Suite software on your computer. The upgrade automatically removes your current Verizon security software and installs Verizon Internet Security Suite Powered by McAfee. 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

Upgrading 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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Downloading your software

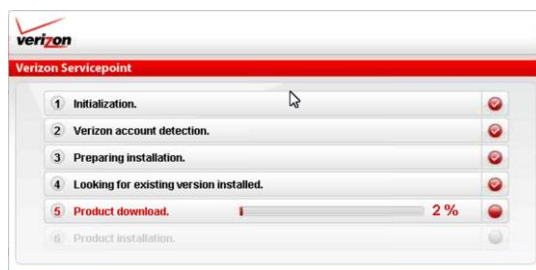
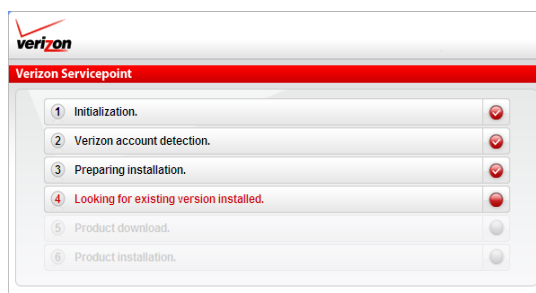
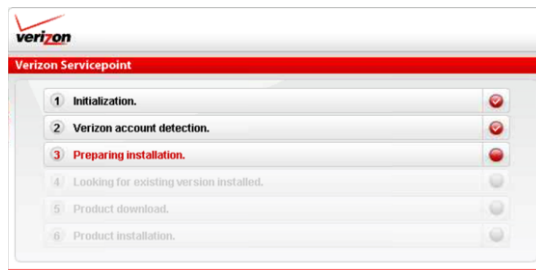
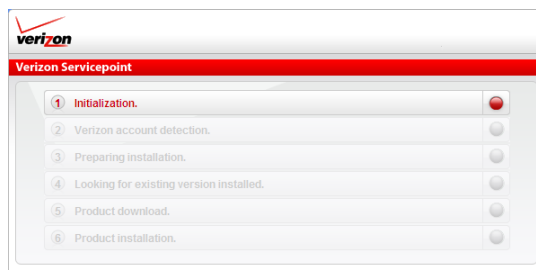
You can download Verizon Internet Security Suite Powered by McAfee to your computer after you receive an upgrade email message or the upgrade message displays on your computer. The upgrade automatically removes your current version of Verizon Internet Security Suite and installs Verizon Internet Security Suite Powered by McAfee.

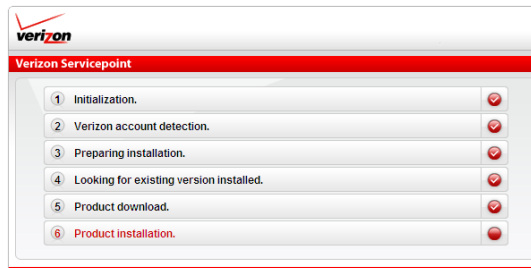
Download your software

- 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 security software installed on your computer, you must remove it to make sure that it doesn't interfere with Verizon Internet Security Suite. 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 Your upgrade begins automatically.



2 Wait for your installation to finish.



3



4




5 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**.



- 6 Close the Download window.
- 7 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>).

