



**Verizon Security Scan  
Powered by McAfee**

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**Installation Guide for Home Users**

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## CHAPTER 1

# Introduction

This guide helps you download and install Verizon Security Scan Powered by McAfee on your computer. This free tool—which uses innovative McAfee Active Protection™ technology—scans your computer for issues and checks its security status according to the state of your virus and firewall protection software. If Security Scan finds issues on your computer, it notifies you to fix them to keep your computer safe.

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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 Security Scan 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 download your software.

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## CHAPTER 3

# Installing Security Scan

You can install Verizon Security Scan 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>).

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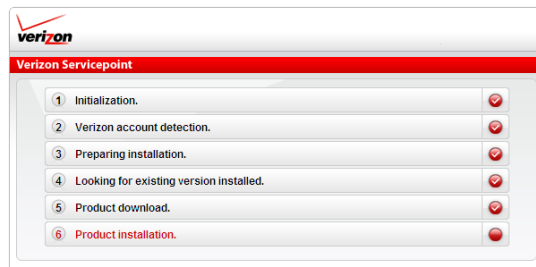
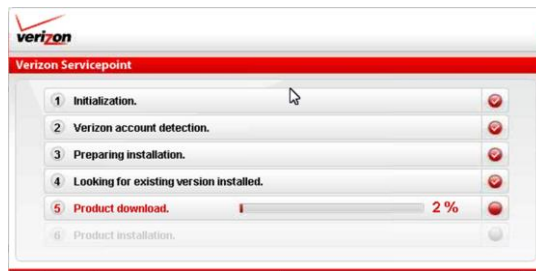
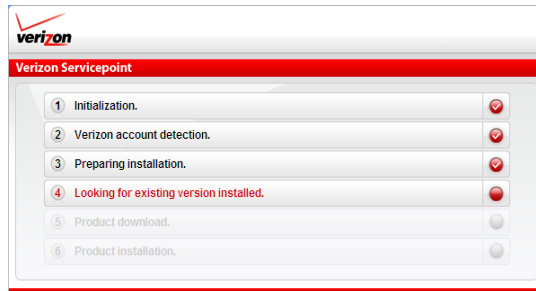
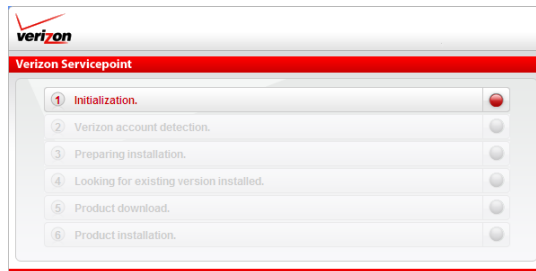
## Downloading your software

You can download Verizon Security Scan Powered by McAfee from the Verizon website.

### Download your software

- 1 Go to the Verizon Free Tools web page (<http://www.verizon.com/freetools>).
- 2 Click to **Learn More** about Verizon Security Scan.
- 3 Sign in to your Verizon account.  
How?
  1. In the Verizon User ID field, type your user name.
  2. In the Verizon Password field, type your password.
  3. Click **Sign In**.
- 4 Download your software by following the on-screen instructions.
- 5 Wait while your software downloads.





6 Your installation begins automatically.



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## Installing your software

After you download Verizon Security Scan Powered by McAfee, your software installation continues automatically.


### Install your software

- 1 Wait for your installation to finish.



- 2 Click Close.



- 3 Close the Download window.
- 4 Open your software by clicking the Security Scan icon  on your desktop or from your Start menu.

## CHAPTER 4

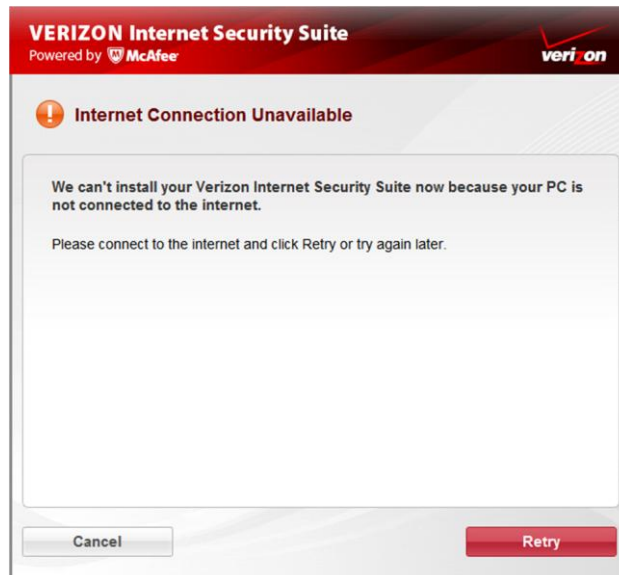
# Troubleshooting your installation

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 use this software properly. For more information, please contact Verizon Support (<http://verizon.mcafee.com>).

