



**Verizon Internet Security Suite
Powered by McAfee**

Installation Guide for Home Users (Mac)

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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, hackers and online predators.

For additional protection, the software also includes:

- Family Protection
- SiteAdvisor

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.

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:

- Apple® Macintosh® computer with Intel Core processor (we recommend a Core 2 Duo processor)
- Mac OS X Leopard 10.5 or later, or Snow Leopard 10.6 or later
- 300 MB hard disk space
- 1 GB RAM or more
- Internet connection
- Mozilla Firefox 3.0.5 or later (required for SiteAdvisor browser plug-in)

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.

After you install your software, you will need to set up Verizon Family Protection. Setting up 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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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

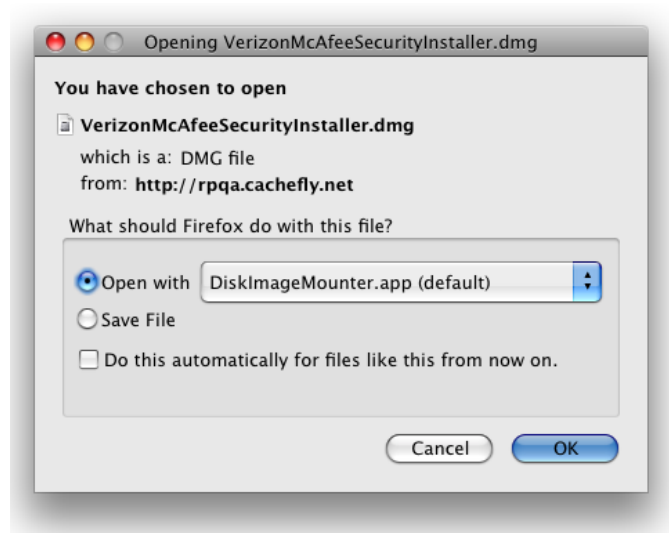
- 1 From the **Shop** menu in the menu bar, select **Internet**, and then click **Security & Storage**.
- 2 From the left menu, click **Verizon Internet Security Suite**, and then click **Order Now**.
- 3 Follow the on-screen instructions to order your software.

Downloading your software

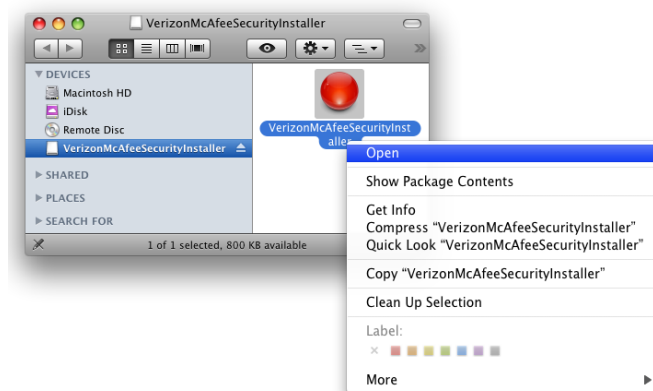
After you sign in to your account and purchase Verizon Internet Security Suite Powered by McAfee, you can download it to your computer.

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 **Download Application**.
- 4 Click **Download Now**.
- 5 Do one of the following:
 - If you're using Firefox, in the Opening VerizonMcAfeeSecurityInstaller.dmg window, select **Open with DiskImageMounter.app (default)**, and then click **OK**.



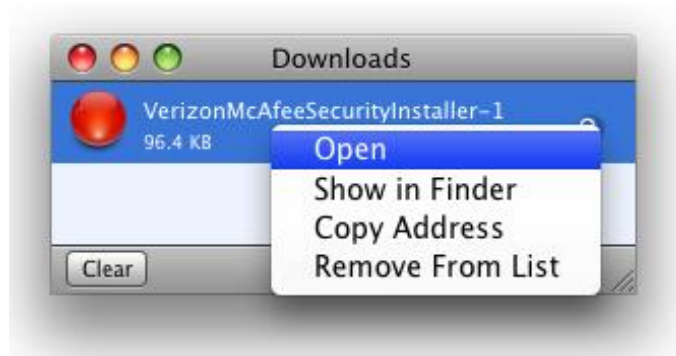
Right-click the Installer package, and then click **Open**.



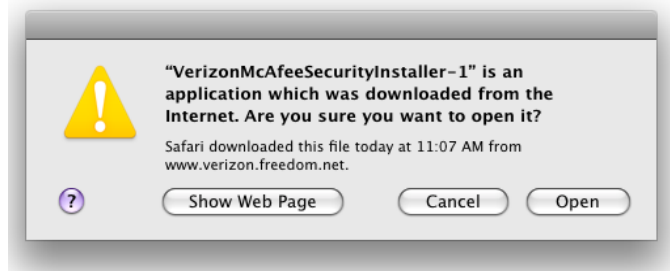
In the security warning box, click **Open**.



- If you're using Safari, in the Downloads window, right-click **VerizonMcAfeeSecurityInstaller**, and then click **Open**.



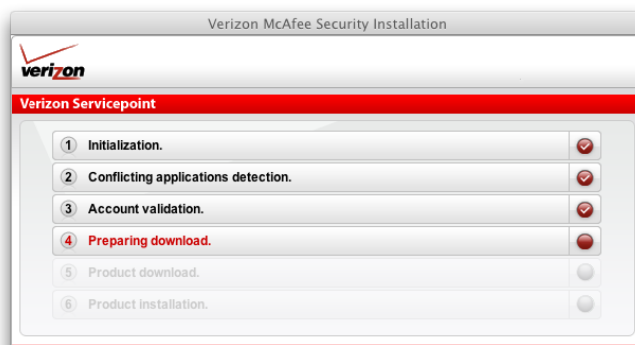
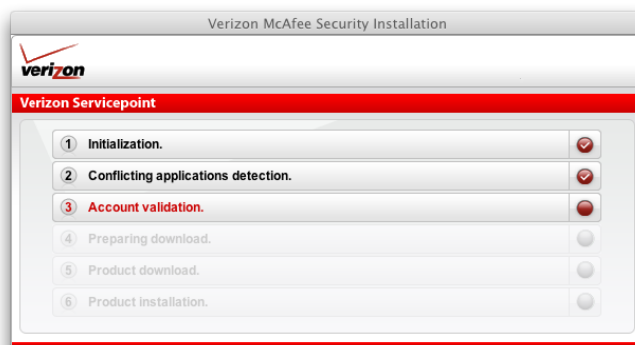
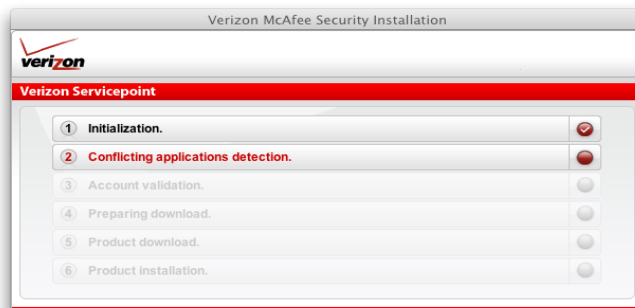
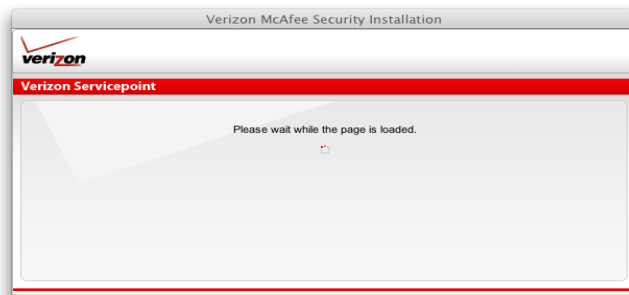
In the security warning box, click **Open**.

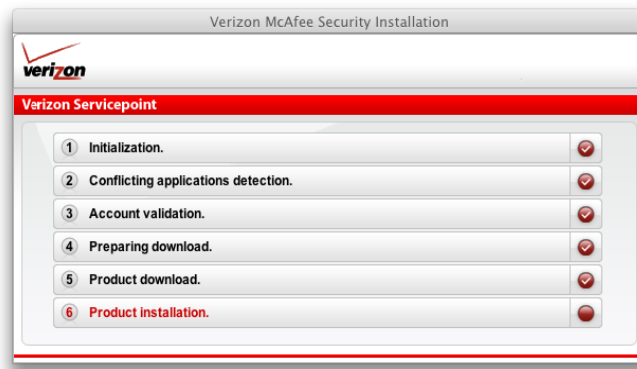
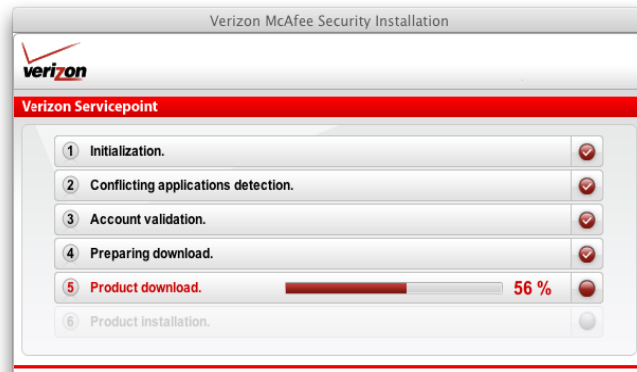


- 6 In the Security Suite Installer verification window, type your Mac administrator username and password, and then click **OK**.



- 7 Wait while your software downloads.

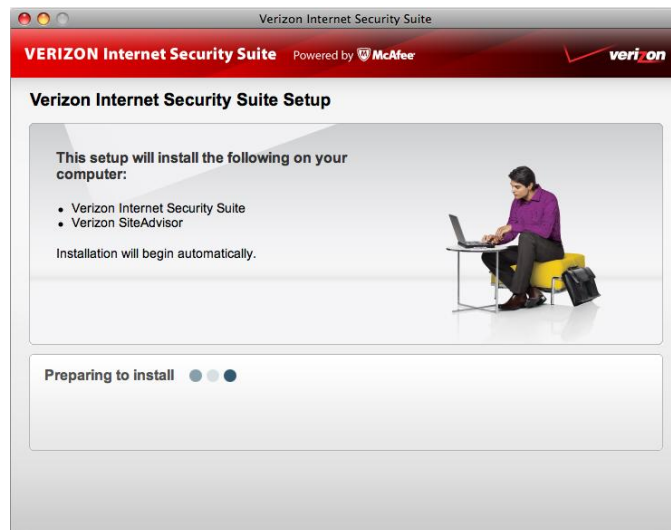




8 If you want to install Family Protection, select the **Verizon Family Protection** checkbox, and then click **Continue**.



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.

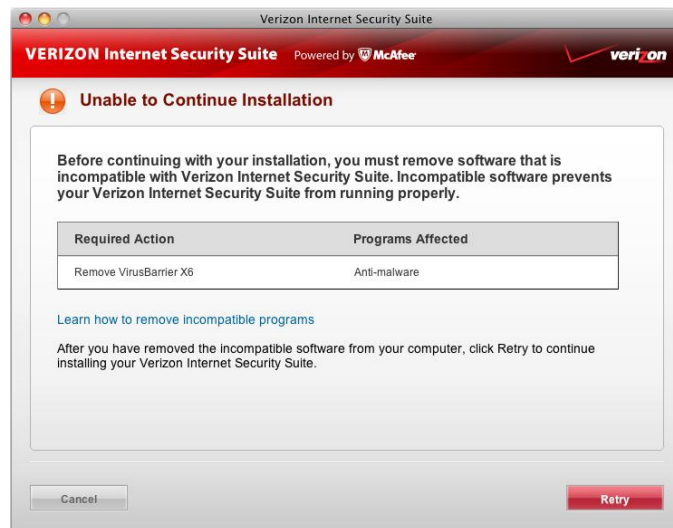


- 2 Do one of the following:
 - Remove any McAfee security software you have on your computer. To learn how, click **Learn how to remove McAfee**

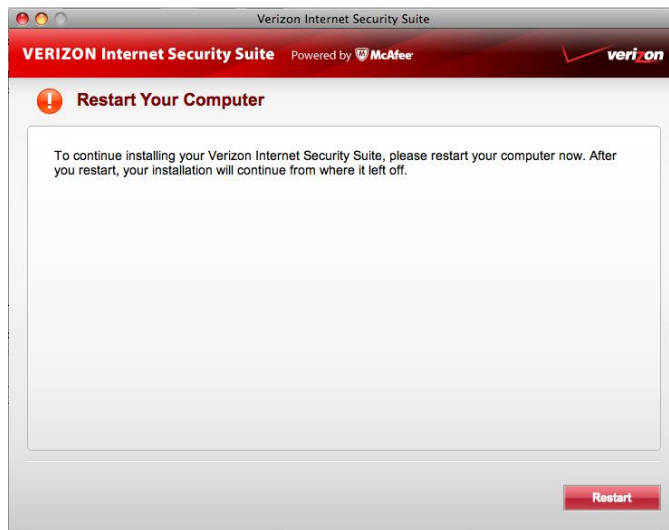
software.



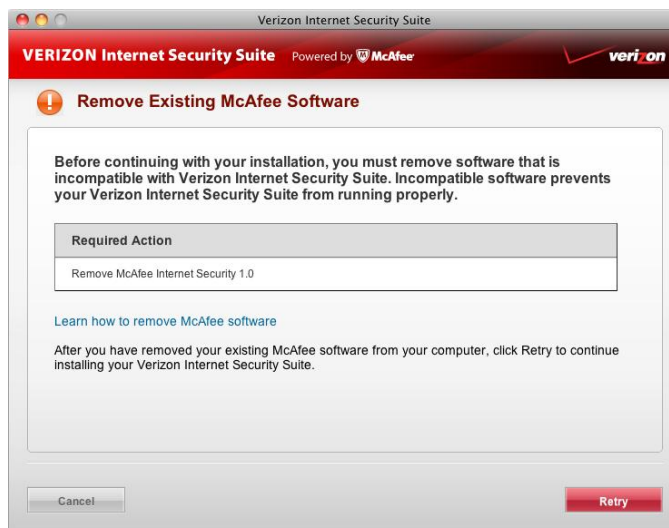
- Remove any other security software you have on your computer. To learn how, click **Learn how to remove incompatible programs**.



- 3 If you're asked to restart your computer, click **Restart**.



- 4 In the Verizon Internet Security Suite window, click **Retry** to automatically continue the installation.



Installing your software

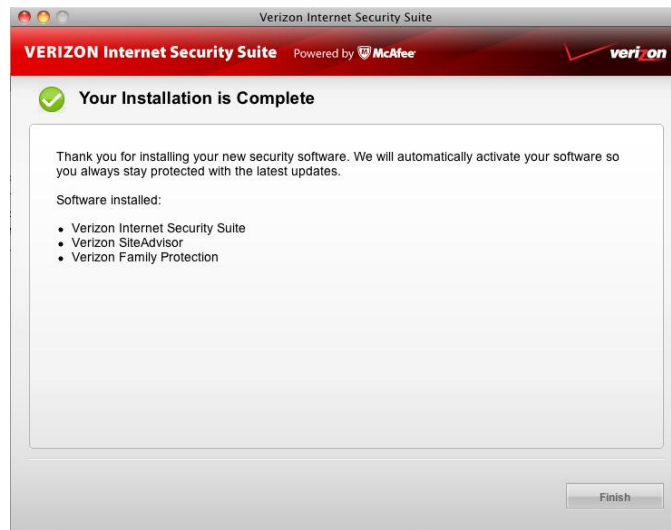
After you download Verizon Internet Security Suite Powered by McAfee, and remove any incompatible security software, your software installation continues automatically.


Install your software

- 1 Wait for your installation to finish.



2 Click Finish.



- 3 Open your software by clicking the v-lock icon  in the Dock.

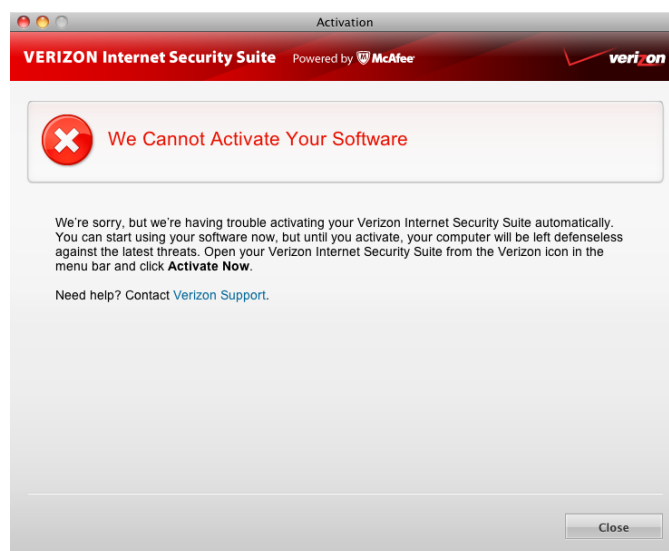
CHAPTER 4

Troubleshooting your installation

Here are the most common problems that you might encounter during your software installation, and solutions to fix them.

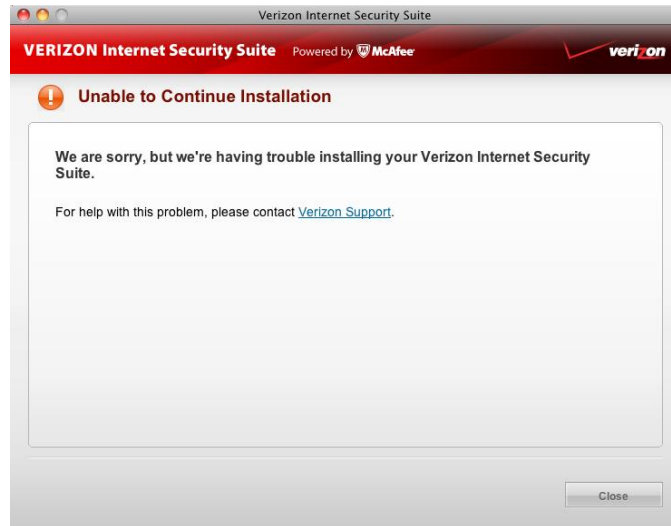
- If your computer does not have the minimum system requirements, do one of the following:
 - Upgrade your computer memory to at least 1 GB.
 - Increase the free space on your computer hard drive. You need at least 300 MB more to install your security software.
 - Install a version of Mac OS X that this software supports.

- 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>).

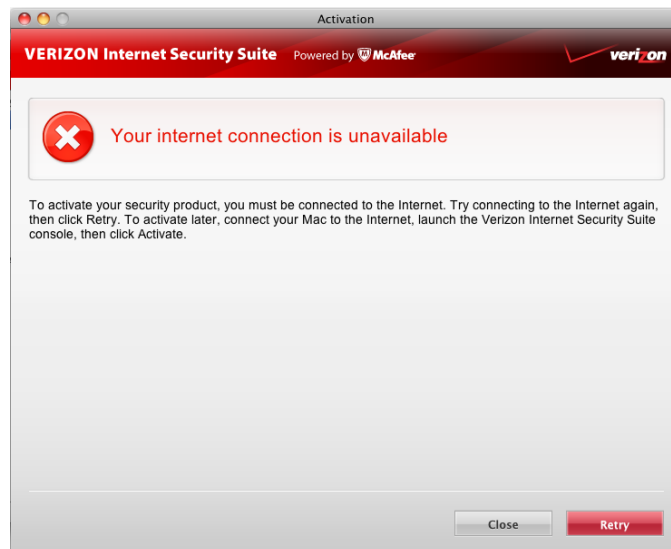


Remember, by activating your software, you get the latest updates that protect you against the latest threats and ensure your software runs smoothly.

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



- If you are 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>).