



**Verizon Family Protection
Powered by McAfee**

Installation Guide for Home Users (Mac)

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CHAPTER 1

Introduction

This guide helps you download and install Verizon Family Protection Powered by McAfee on your computer. 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>).

CHAPTER 2

System requirements

Your computer must meet these minimum system requirements to run Verizon Family Protection 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
- 512 MB RAM or more (we recommend 1 GB RAM)
- 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 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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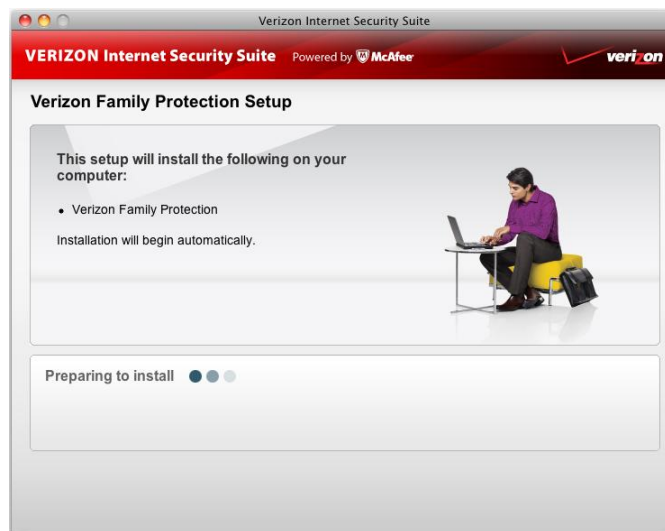
Downloading your software

You can download Verizon Family Protection Powered by McAfee from the Verizon website. Remember, you must be the primary Verizon account owner to download your software.

Note: You can also download your software from the Verizon Parental Controls Center (<http://parentalcontrolscenter.com>) by following the on-screen instructions.

Download your software

- 1 Go to the Verizon Family Protection webpage (<http://my.verizon.com/micro/parentalcontrol>).
- 2 In the Verizon User ID field, type your user name.
- 3 In the Verizon Password field, type your password.
- 4 Click **Sign In**.
- 5 Download your software by following the on-screen instructions.
- 6 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.

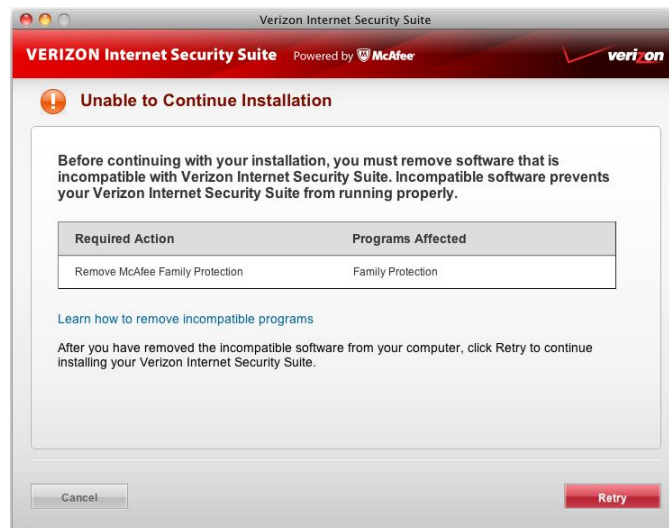
Remove other security software

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



2 Do one of the following:

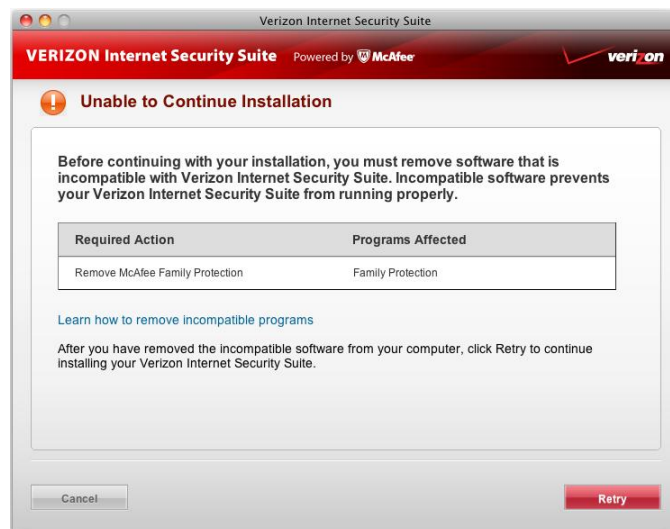
- Remove any McAfee Family Protection you have on your computer. To learn how, click **Learn how to remove incompatible programs**.



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



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



Installing your software

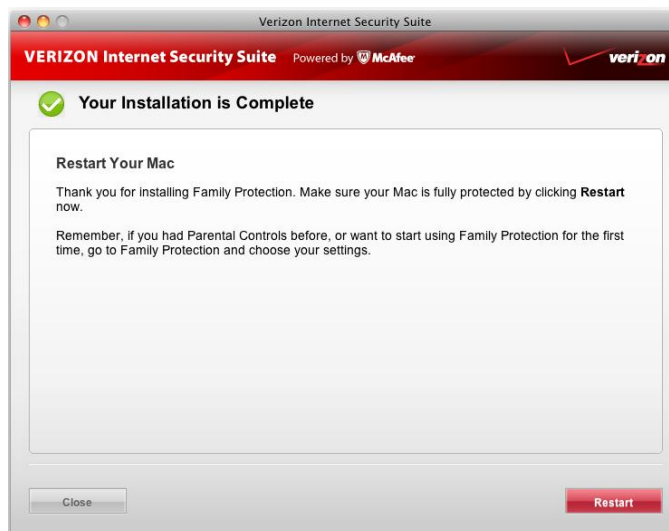
After you download Verizon Family Protection Powered by McAfee, and remove any incompatible software, your software installation continues automatically.


Install your software

- 1 Wait for your installation to finish.



2 Click Restart.



3 Open your software by clicking the Family Protection icon  in the Dock.

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 the user name that you choose for the account cannot be changed.

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 **Username** field, type your email address. This is your administrator user name.
- 2 In the **Administrator Password** field, type your administrator password, and then click **Login**.



The screenshot shows a web browser window titled "Family Protection Administrator". The header bar is dark red with "VERIZON Family Protection" on the left, "Powered by McAfee" in the center, and the Verizon logo on the right. The main content area is white and titled "Administrative Login". It contains two input fields: "Username:" and "Administrator Password:". Below the password field is a "Login" button and a link that says "Forgot your password?". At the bottom of the page, there is a small copyright notice: "Copyright 2009 McAfee, Inc. All Rights Reserved. Patents Pending".

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.

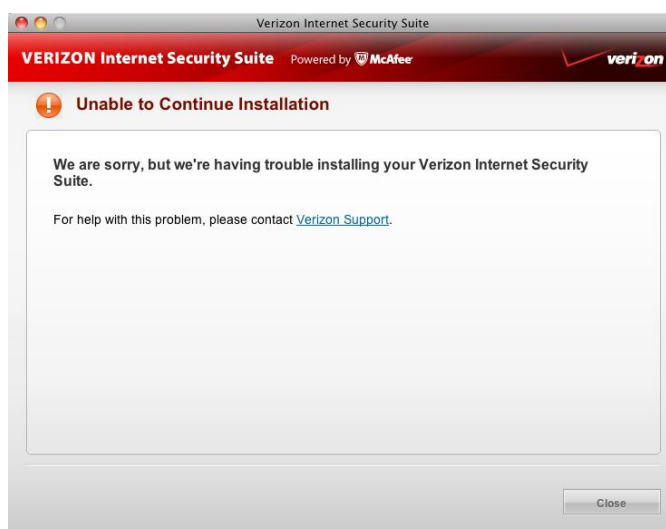


CHAPTER 4

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 512 MB. (We recommend 1 GB RAM.)
 - Increase the free space on your computer hard drive. You need at least 300 MB to install your security software.
 - Install a version of Mac OS X that this software supports
- 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>).