



Verizon Internet Security Suite Powered by McAfee

Upgrade Guide for Home Users (Mac)

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CHAPTER 1

Introduction

This guide helps you upgrade your existing Verizon Internet Security Suite software on your computer. The upgrade removes your current 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, 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

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.

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>).

In this chapter

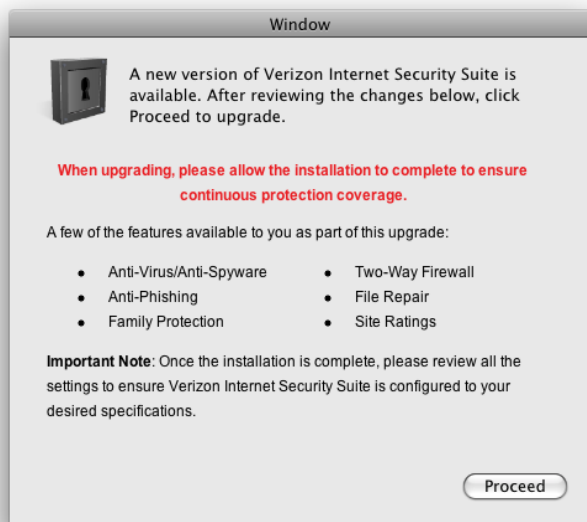
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Downloading your software

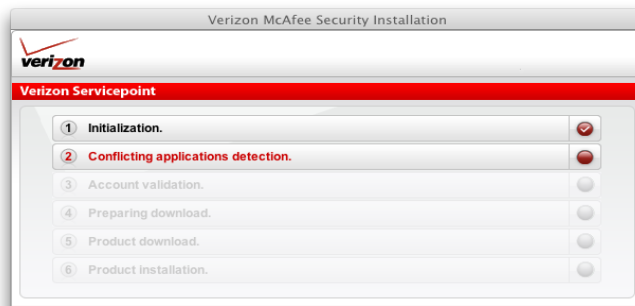
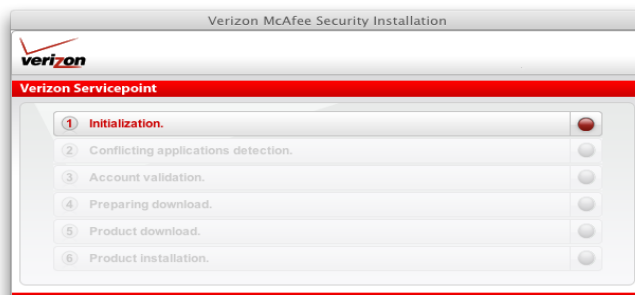
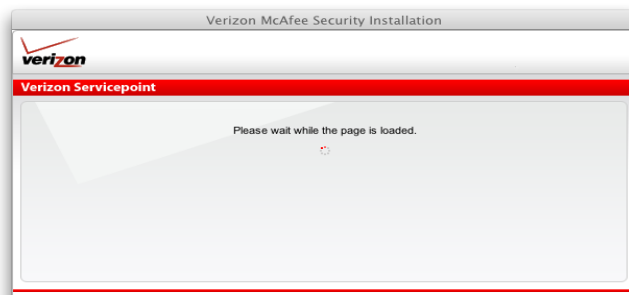
You can download and install Verizon Internet Security Suite Powered by McAfee after the upgrade message displays on your computer. The upgrade automatically removes your current Verizon security software and installs Verizon Internet Security Suite Powered by McAfee.

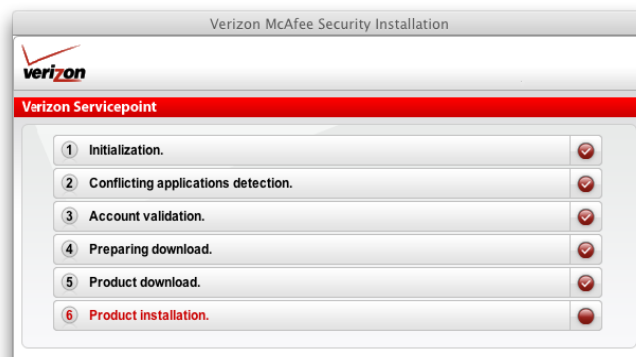
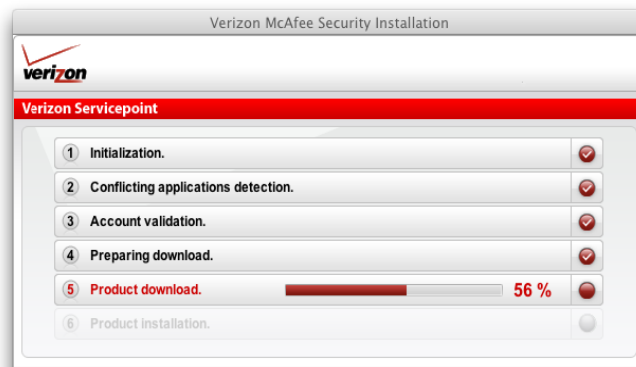
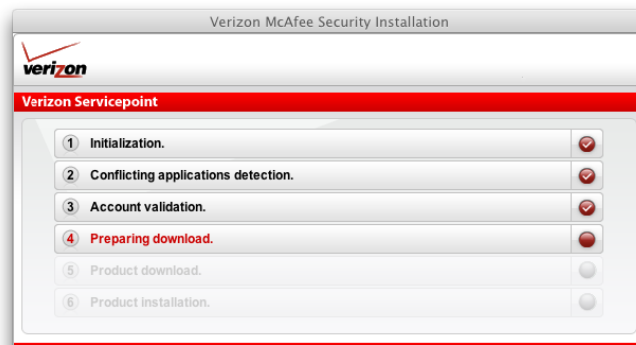
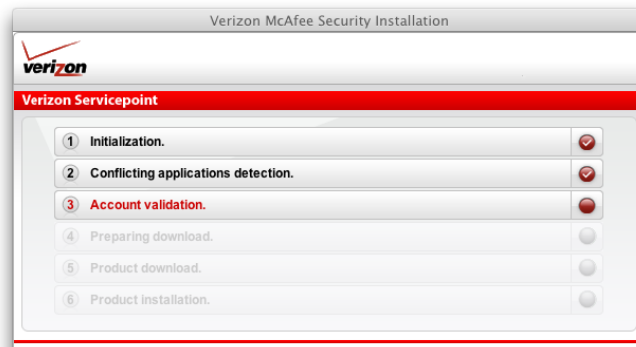
Download your software

- 1 In the upgrade message window on your computer, click **Proceed**.



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.

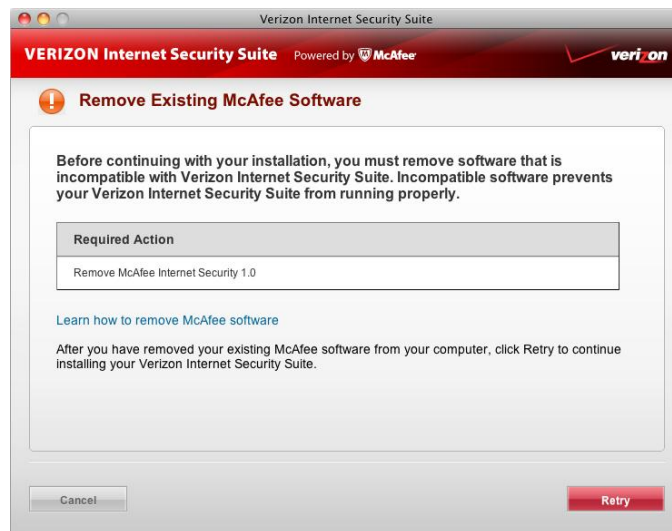
Remove other security software

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

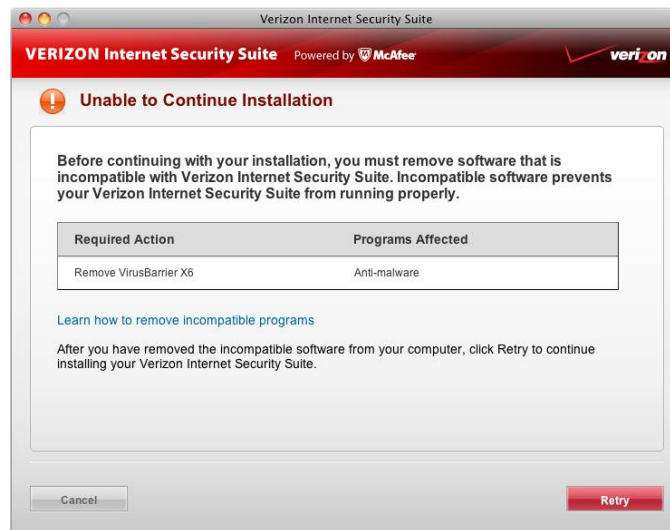


2 Do one of the following:

- 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**.



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



- 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.

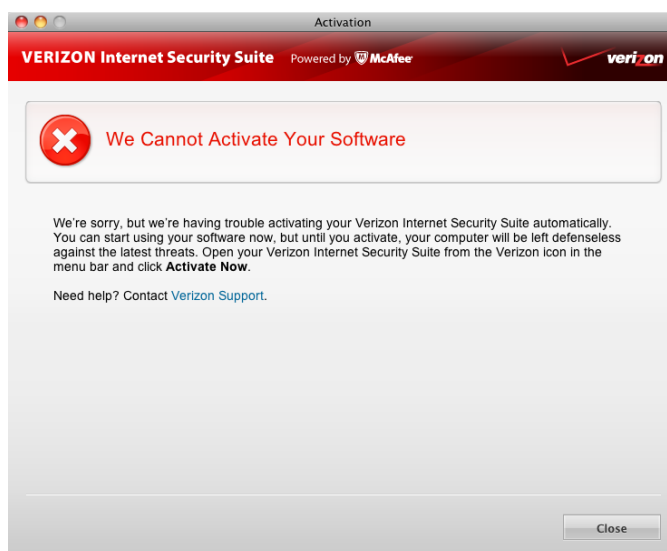
CHAPTER 4

Troubleshooting your installation

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

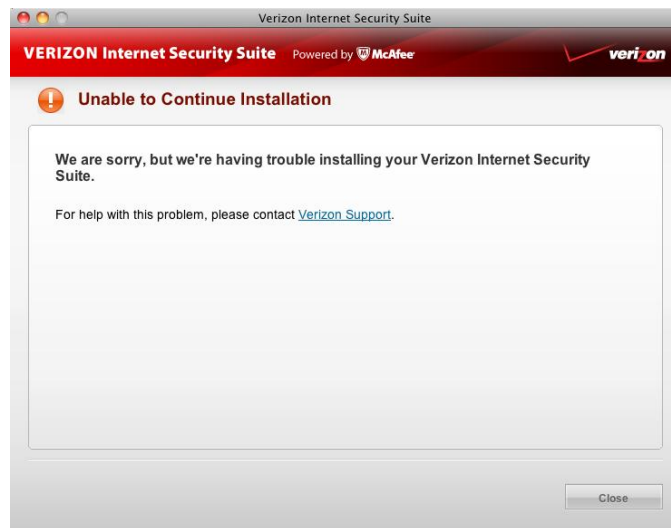
- If your computer does not have the minimum system requirements, do one of the following:
 - Upgrade your computer memory to at least 1 GB.
 - Increase the free space on your computer hard drive. You need at least 300 MB more to install your security software.
 - Install a version of Mac OS X that this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

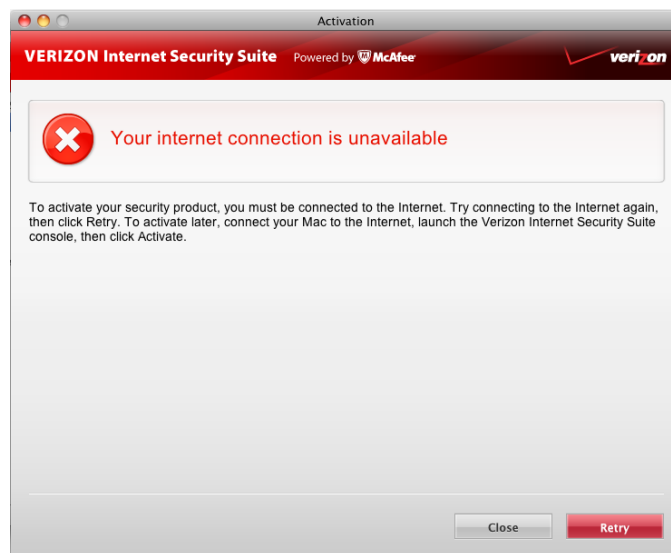


Remember, by activating your software, you get the latest updates that protect you against the latest threats and ensure your software runs smoothly.

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



- If you'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>).