



**Verizon Internet Security Suite
Powered by McAfee**

Installation Guide for Business Users

Contents

Introduction	3
<hr/>	
System requirements	5
<hr/>	
Installing Verizon Internet Security Suite	7
<hr/>	
Signing in to your account.....	7
Sign in to your account	7
Ordering your software.....	7
Order your software	8
Downloading your software	8
Download your software	8
Removing other security software.....	10
Remove other security software.....	11
Installing your software	12
Install your software.....	13
<hr/>	
Troubleshooting your installation	15

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, email and IM scams, and hackers and online predators.

For additional protection, the software also includes:

- SiteAdvisor

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

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.

Note: If you experience any issues while downloading or installing your software, please contact **Verizon Support** (<http://verizon.mcafee.com>).

In this chapter

Signing in to your account	7
Ordering your software	7
Downloading your software	8
Removing other security software.....	10
Installing your software.....	12

Signing in to your account

You can sign in to your Verizon Small Business 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 Small Business Center website (<http://business.verizon.net>).
- 2 On the top right of the page, click **My Account**.
- 3 In the User ID field, type your user name or ID.
- 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 already ordered Verizon Internet Security Suite, skip this section and go to On the menu, click **Marketplace**.

- 6 Under Products and Services, click the **Application** tab.
- 7 In the **Verizon Internet Security Suite** box, click **More Info**.
- 8 On the Verizon Internet Security Suite page, choose a plan, and then click **Order Now**.
- 9 Follow the on-screen instructions to order your software.
- 10 After you successfully order Verizon Internet Security Suite, click **Read Terms Of Service**.
- 11 Read and accept the service agreement, and then click **Submit**.

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 On the menu, click **Marketplace**.
- 2 Under Products and Services, click the **Application** tab.
- 3 In the **Verizon Internet Security Suite** box, click **More Info**.
- 4 On the Verizon Internet Security Suite page, choose a plan, and then click **Order Now**.
- 5 Follow the on-screen instructions to order your software.
- 6 After you successfully order Verizon Internet Security Suite, click **Read Terms Of Service**.
- 7 Read and accept the service agreement, and then click **Submit**.

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

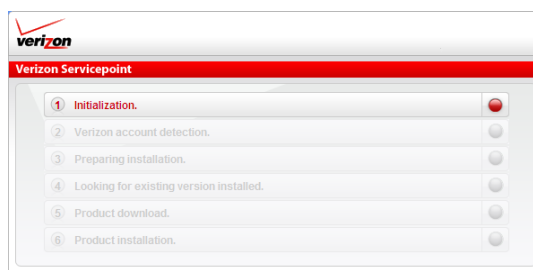
- 1 On the top right of the page, click **My Account**.
- 2 Click **Manage Broadband Essentials & Extras**.
- 3 On the Manage Broadband Essentials and Extras page, choose the Verizon Internet Security Suite product you want to download, and

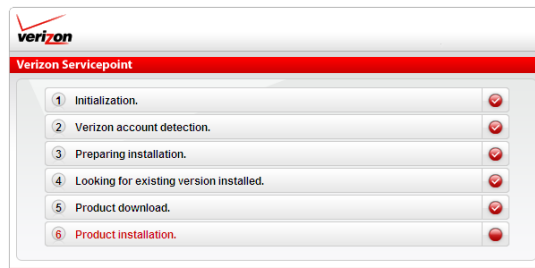
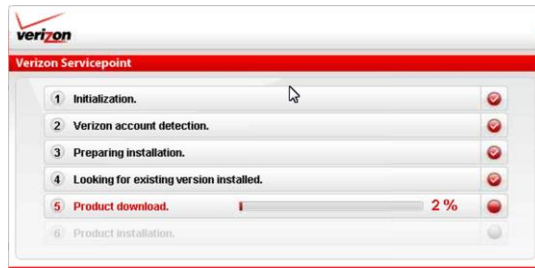
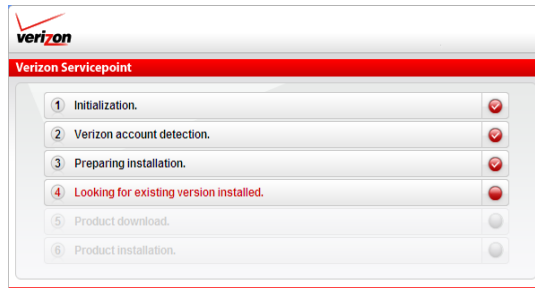
then click the button to access the download.

- 4 Click **Download Now**.
- 5 In the Security Warning boxes, click **Run**.



- 6 If you're prompted, click **Continue** to allow the software to be installed on your computer.
- 7 Wait while your software downloads.





8 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 automatically continues.

Install your software

- 1 Wait for your installation to finish.






2 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**.



- 3 Close the Download window.
- 4 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 SecurityCenter, 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.

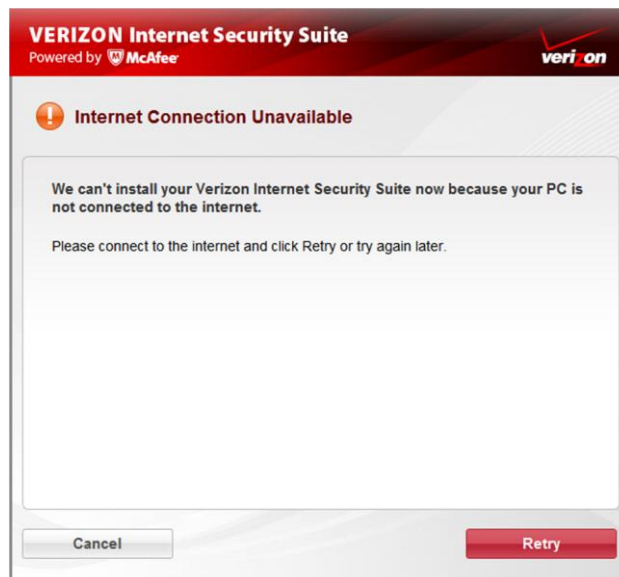
- If you've used the maximum number of licenses that you can activate on your computer, click **Buy Now**, and then follow the on-screen instructions to purchase the licenses you need.



- 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>).

