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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:

- 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).
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
- 512 MB RAM or more (we recommend 1 GB RAM)
- 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.
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).

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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 Name/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 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 **ACCESS NOW**.
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**.

![Screenshot of Downloads window](image)

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

![Security warning box](image)

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

![Security Suite Installer verification window](image)

7. Wait while your software downloads.
Chapter 3  Installing Verizon Internet Security Suite

Verizon Servicepoint

1. Initialization.
   1. Conflicting applications detection.
   2. Account validation.
   3. Preparing download.
   4. Product downloaded.
   5. Product installation.

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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:

- 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.
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 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).

![Unable to Continue Installation](image1)

- If you’re unable to download your software, make sure your computer is connected to the Internet, and then try again.

![internet connection is unavailable](image2)

- 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).