

System requirements and installation guide for Internet Security

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1 System requirements for Internet Security

Please ensure that all the computers on which you want to install Internet Security protection fulfill the system requirements.

Operating system

- > Windows 7 (all editions)
- > Windows Vista (32-bit, 64-bit; Home Basic, Home Premium, Ultimate, Enterprise or Business Edition)
- > Windows XP (Home, Professional or Media Center Edition with SP 2)
- > Mac OS X v10.5, v10.6 (Leopard, Snow Leopard), v10.7 (Lion)

Processor

- > Windows 7, Windows Vista: Will run with Windows 7 or Windows Vista
- > Windows XP: Intel Pentium III with 600 MHz or higher
- > Mac OS X: suitable for the operation with Mac OS X 10.5 (Leopard), OS X 10.6 (Snow Leopard) and OS X 10.7 (Lion)

RAM (recommendation)

- > Windows: 1 GB or more
- > Mac: no specific requirements

Hard disk

- > Windows: 630 MB of free memory
- > Mac: 100 MB of free memory

Browser

- > Windows: Internet Explorer 6 or more recent, Firefox 3.0 or more recent
- > Mac: no specific requirement

2 Installation guide: Installing Internet Security on a computer for trial period

Please ensure that the computer on which you want to trial Internet Security satisfies the system requirements.

Log onto the relevant computer as an administrator and proceed as follows:

1. Go to the online product description: www.swisscom.ch/internetsecurity
2. Select «*Trial Internet Security*» to start installing Internet Security on your computer.
3. Your computer's operating system may ask you whether you want to run or save the file. Click on «*Run*». You can also save the program and run it later on.
4. The installation program starts automatically as soon as the file is downloaded (around 70 MB for Windows, 22 MB for Mac). If you choose to first save the installation program, you will have to start it manually.
Follow the program instructions.
5. If the installation program asks you to enter a subscription code, leave the input boxes empty and click on «*Next*».

Any security programs previously installed have to be removed during the installation process to avoid problems during operation.

If the installation program asks whether a security program is to be removed, respond with «*Remove*». In certain cases, the installation program will not be able to remove the previously installed security program and it will prompt you to do this manually. You will find the instructions for how to do this in the «*Uninstalling*» section of this guide.

6. Once the installation is complete, Internet Security is automatically updated online. This concludes the installation. Internet Security will now protect your computer from the risks of the Internet for the complete trial phase and will be automatically updated during this time.

3 Installation guide: Upgrading trial version to subscription

Requirement

Trial version of Internet Security (no subscription code) is already installed on the computer you want to protect.

The trial version can be upgraded to a subscription in a few easy steps:

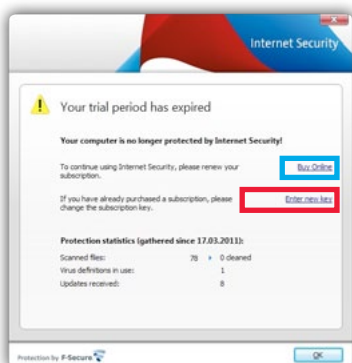
1. The Internet Security software does not have to be removed (uninstalled) from your computer. It can be upgraded to a subscription by stating a subscription code.
2. If you haven't yet ordered a subscription for Internet Security, you will need to take out a subscription before the trial phase ends to avoid any gaps in your security protection. The trial Internet Security version will **automatically warn you (A)** a few days before the trial phase comes to an end. Select **Buy online** or **Buy now** in the warning message which appears.

Once the order is complete, you will have 3 subscription codes offering you protection for up to 3 computers (either Windows or Mac).

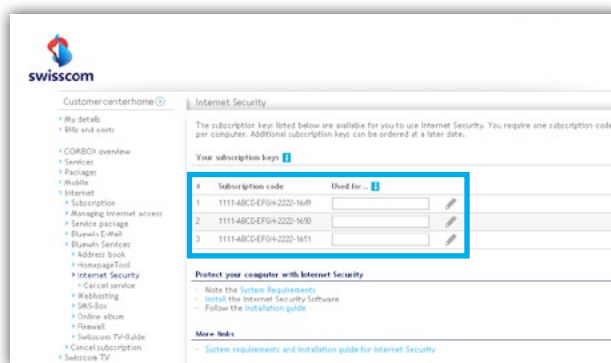
The subscription codes are displayed online in the order confirmation and are emailed to your contact address. You can locate the subscription codes at any time by going to the [Overview page](#) for your Internet Security subscription in the **Swisscom customer centre (B)**.

3. Call up the **window (C)** in the Internet Security software for entering the **subscription code (C)**. The trial Internet Security version will automatically warn you a few days before the trial phase comes to an end. Select **Enter new code** or **Enter code** in the **warning (A)** message which appears.
4. Enter one of the subscription codes you received with your Internet Security subscription in the Internet Security window.
You can transfer the subscription code using «Copy – Paste» or type it into the input boxes.
5. Internet Security checks the subscription code and is then automatically updated online. This concludes the activation. Internet Security will now protect your computer from the risks of the Internet for the period of your subscription and will be automatically updated during this time.

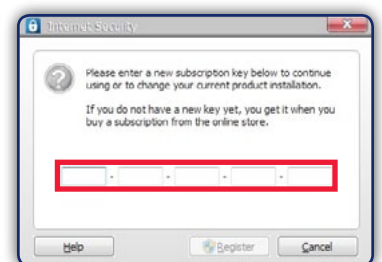
A – Warning



B – Customer centre / Internet Security



C – Subscription key window



4 Installation guide: Installing Internet Security (subscription) on a computer

Please ensure that all the computers on which you want to install Internet Security protection satisfy the system requirements.

To install Internet Security on a computer, log onto the computer in question as an administrator and proceed as described below. If you want to install Internet Security protection on several computers, repeat the process on all these computers, starting from step 2.

1. [Order Internet Security](#). Once the order is complete, you will have 3 subscription codes offering you protection for up to 3 computers.
The subscription codes are displayed online in the order confirmation and are emailed to your contact address. You can locate the subscription codes at any time by going to the [Overview page](#) for your Internet Security subscription in the Swisscom customer centre.
2. On the order confirmation on in the Swisscom customer centre on the [Overview page](#) for your Internet Security subscription, select «*Install Internet Security for Windows*» or «*Install Internet Security for Mac*» to download Internet Security onto your computer.
3. Your computer's operating system may ask you whether you want to run or save the file. Click on «*Run*». You can also save the program and run it later on.
4. The installation program starts automatically as soon as the file is downloaded (around 70 MB for Windows, 22 MB for Mac). If you choose to first save the installation program, you will have to start it manually.
Follow the program instructions.
5. When prompted, enter one of the subscription codes listed in the customer centre in the boxes provided in the installation program.
You can transfer the subscription code using «*Copy – Paste*» or type it into the input boxes.

Any security programs previously installed have to be removed during the installation process to avoid problems during operation.

If the installation program asks whether a security program is to be removed, respond with «*Remove*». In certain cases, the installation program will not be able to remove the previously installed security program and it will prompt you to do this manually. You will find the instructions on how to do this in the «*Uninstalling*» section of this guide.

6. Once the installation is complete, Internet Security is automatically updated online. This concludes the installation. Internet Security will now protect your computer from the risks of the Internet for the period of your subscription and will be automatically updated during this time.



5 Uninstalling (removing programs)

Any security programs previously installed on Windows Computer are automatically removed when installing Internet Security to avoid problems during operation.


In certain cases, automatic removal is not however possible and you will be asked by the installation program to manually remove such programs. You will find the instructions for this process below. A manual uninstalling of previously installed security program is always required for Mac Computers. The installation routine of Internet Security does not alarm you if your Mac has already a competing security program.

You can remove Internet Security from your computer in the same way if necessary.

Windows XP und Vista

1. Call up your computer's «Start» menu ( or )
2. Go to «Control panel»
3. Double-click on «Add or remove programs»
4. In the «Add or remove programs» window, select the entry for the corresponding program and go to «Change or Remove Programs»
5. Follow the instructions of the program for uninstalling software

Windows 7

1. Go to your computer's «Start» menu ()
2. Go to «Control panel»
3. Go to «Programs and Features»
4. In the «Uninstall or change a program» window, select the entry for the corresponding program
5. Go to the «Uninstall» function
6. Follow the instructions of the program for uninstalling software

Mac OS X

1. Search the location of the program you like to uninstall with the Finder.
2.
 - a. Recommended: if that program has an accompanied uninstaller then always use this uninstaller to uninstall the program. Follow the instruction of the uninstaller.
 - b. If that program has not an accompanied uninstaller the drag and drop the program and related folders and data into the basket of your Mac. Keep these data in the basket until you are sure that your Mac continues to work properly.
 - c. If that program has not an accompanied uninstaller you might use a freeware (eg. AppCleaner) which promises to uninstall completely programs and related folders and data on your Mac.

6 Using the Internet Security subscription codes

To use Internet Security, you will need a separate subscription code for each computer.

A subscription code cannot be used on two computers at the same time. If a subscription code is used on two computers, only the one on which it was most recently installed will be protected. The subscription codes remain valid for the entire Internet Security subscription period.

Transferring Internet Security from an old computer to a new one

Install Internet Security on the new computer and enter the subscription code of the old computer you are no longer using. The old computer will no longer be protected. We would recommend uninstalling Internet Security from your old computer to avoid a misunderstanding.

Installing Internet Security protection on more than 3 computers

If you want Internet Security protection for more than 3 computers, you can go to the [Overview page](#) for your Internet Security subscription in the Swisscom customer centre and subscribe to 3 more subscription codes for protecting up to 6 computers.