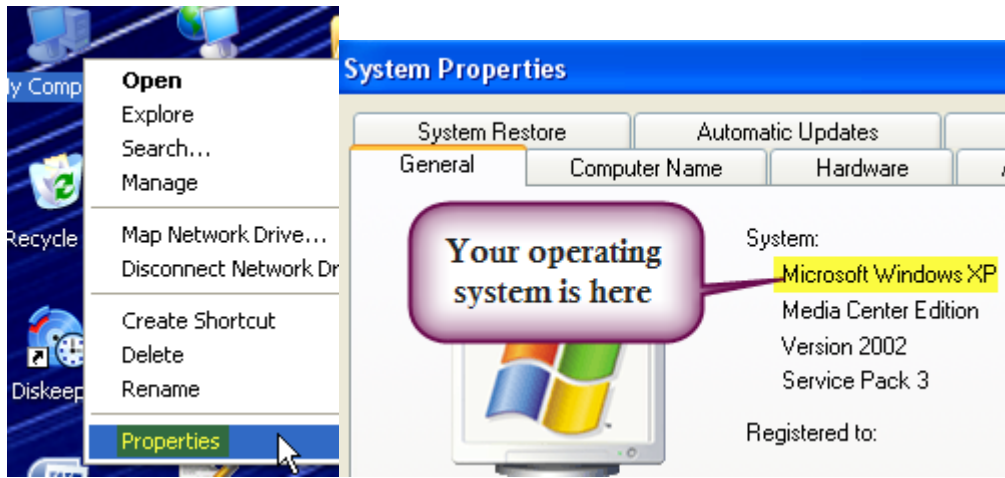


## Pre-Installation Guide:

### 1. Windows Vista:

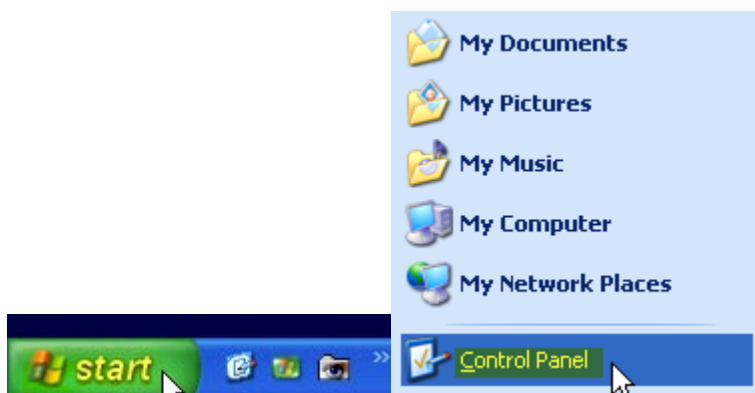
If you are using Windows Vista as an Operating system User Account Control (UAC) must be disabled.

To find out your operating system, right-click the 'My Computer' icon on your desktop or in your start menu and select properties.

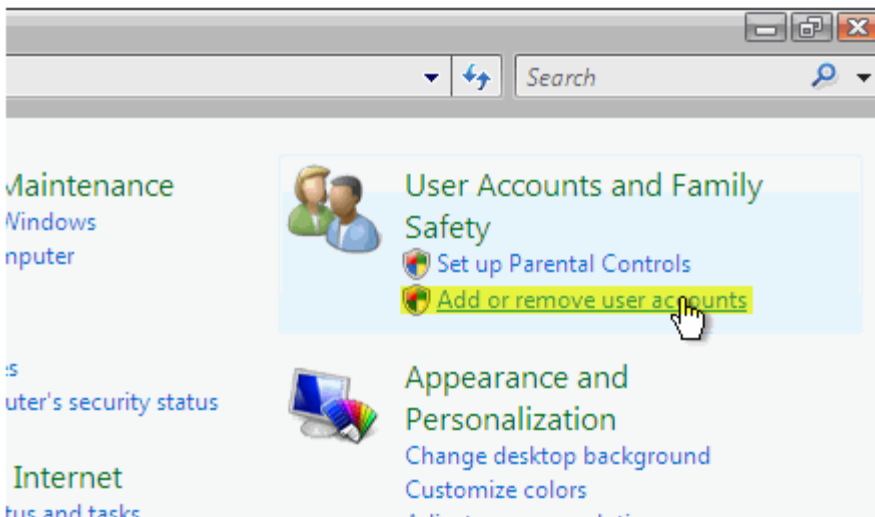


### Disabling User Account Control:

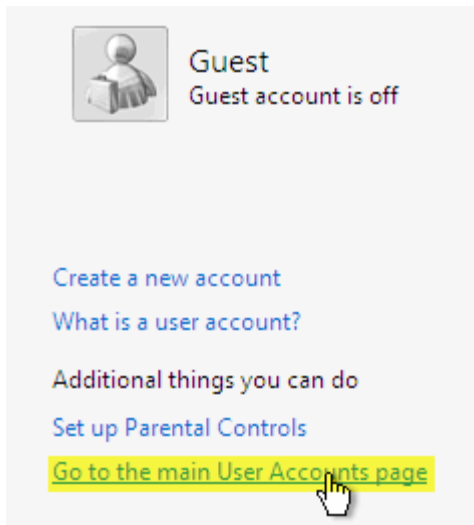
Click on your 'Start' menu and open 'Control Panel'



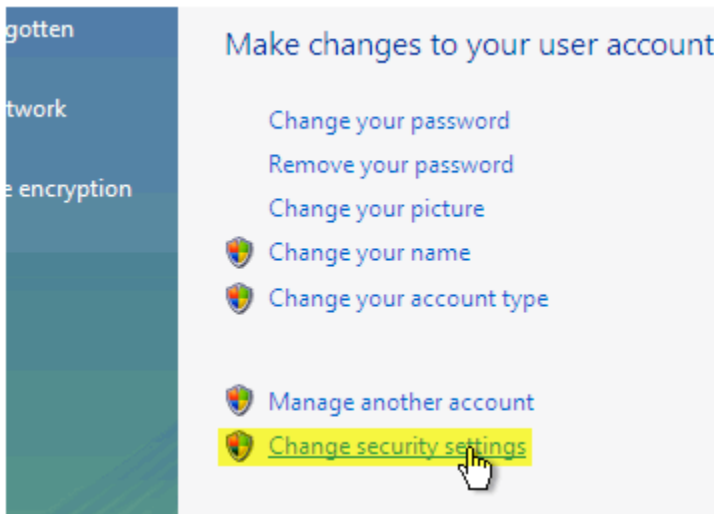
Click on 'User Accounts' or select 'Add or remove user accounts' under 'User Accounts and Family Safety'



Click on one of the 'User Accounts', such as 'Guest Account'.  
Below the 'User Account', click on the 'Go to the main User Account page' link.



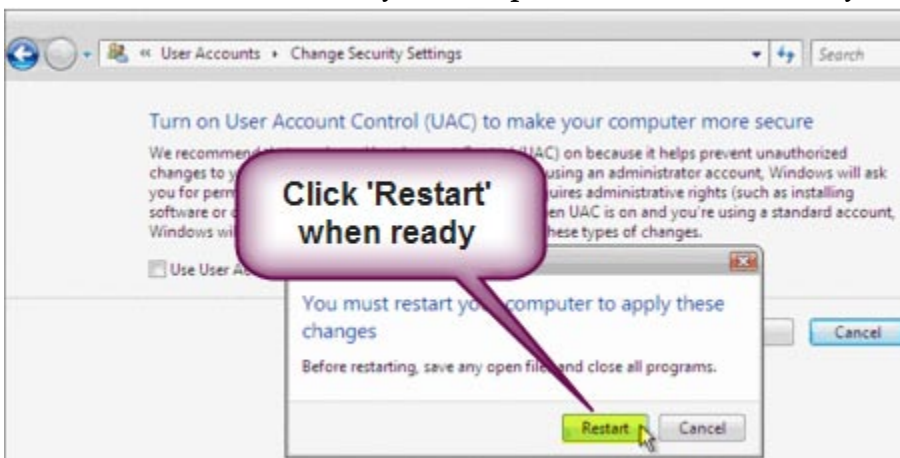
Under the 'Make changes to your user account' click on the 'Change security settings' link.



In 'Turn on User Account Control (UAC) to make your computer more secure' click to unselect 'Use User Account Control (UAC) to help protect your computer', then click Ok.



You will be asked to restart your computer. Restart when ready.

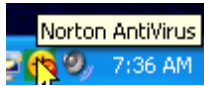


## 2. Disable Firewalls:

Turn off any firewalls you may have. A firewall may block the download if it does not recognize the program.

Common firewalls are: AVG, Norton, McAfee, Symantec, Trend Micro.

If you are unsure, check the icons on the lower right of your desktop near the time clock. If you hover the mouse a description bubble will appear.



Right-clicking on the icon will allow you to open the settings.

Common 'settings' menu names are: Control Center, Main Menu, Properties, Settings.

If you are unsure how to disable the firewall, lookup directions online or contact the software's support number.

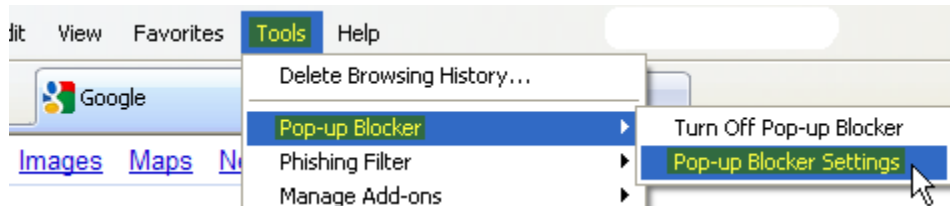
## 3. Internet Options:

Adjust internet explorer to maximize performance.

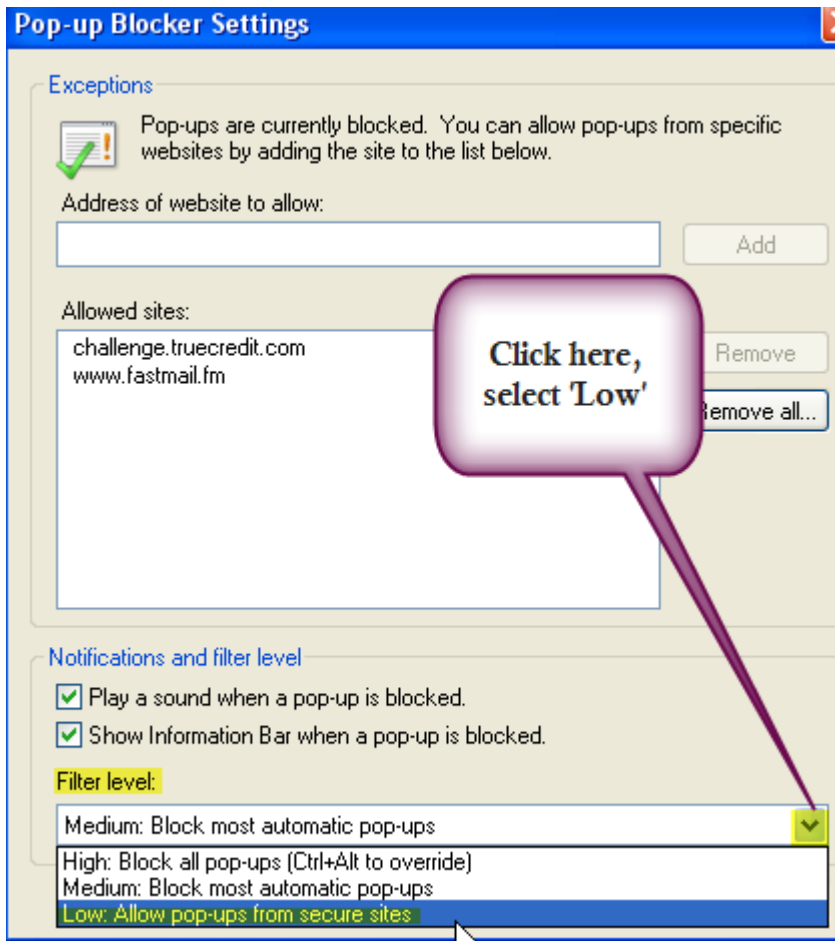
Open Internet Explorer.

Disable your pop-up blocker:

In the upper right, click 'Tools', hover the mouse over 'Pop-up Blocker', select 'Pop-up Blocker Settings', if this is grayed out, select 'Turn On Pop-up Blocker', then select it.



Near the bottom, change the 'Filter level' to 'Low: Allow pop-ups from secure sites'



Then click 'Close'