

Qwest® QuickCare™ Installation

Choosing Firewall Options

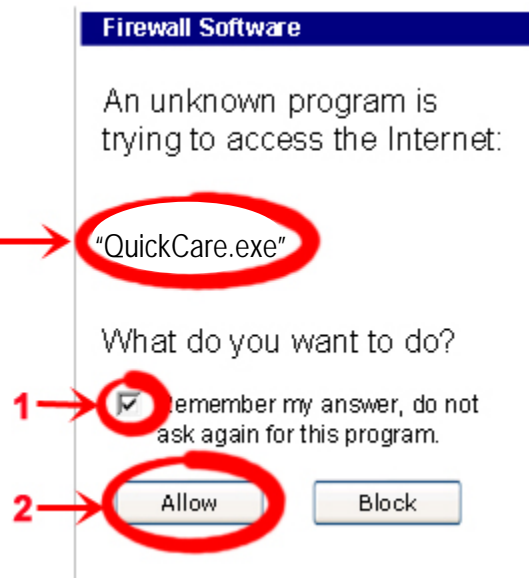
During Qwest QuickCare installation, your firewall program might display pop-up messages, which require you to choose settings. Qwest recommends you follow the instructions below to ensure successful installation.

- These instructions will work for most, but not all, firewall programs.
- The exact wording of the messages displayed will vary, depending on the firewall software you're using.

When a popup is presented by your firewall software:

1. Select the check box or option to remember this setting. It may be labeled with wording such as "remember this answer" or "always allow."
2. Select the button that allows the application to access the Internet. Labels may include wording such as "allow," "yes" or "permit."

You may see pop-ups for the following applications:
"QuickCare.exe"
"Sprtcmd.exe"
"Sprtsvc.cmd"



Descriptions of the applications used by QuickCare:

- QuickCare.exe – This application needs to access the Internet to perform certain functions such as determining if you are online, or testing the performance of your Internet connection.
- Sprtcmd.exe - This application checks the Internet for updates to QuickCare.
- Sprtsvc.exe - This application performs the same function as Sprtcmd.exe, however this application can check for updates even when you are not logged onto your computer