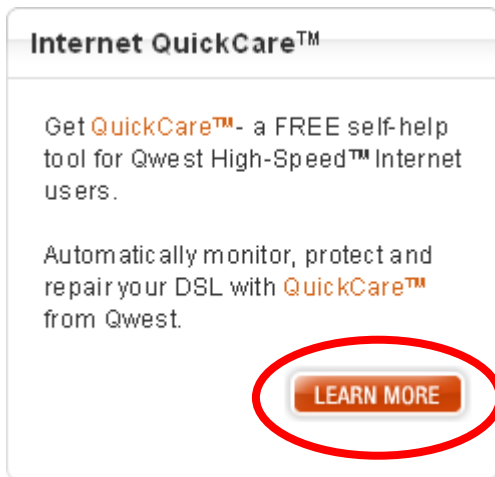


Qwest® QuickCare™
How to Download and Install - Ver. 2.6

1. If you have not started the download of QuickCare™ (version 2.6), return to the web page where you opened these instructions and click on **Download QuickCare 2.6**. If you need to find that web page again, begin by going to www.qwhelp.com and clicking **Learn More** in the “Internet QuickCare” section of the page.

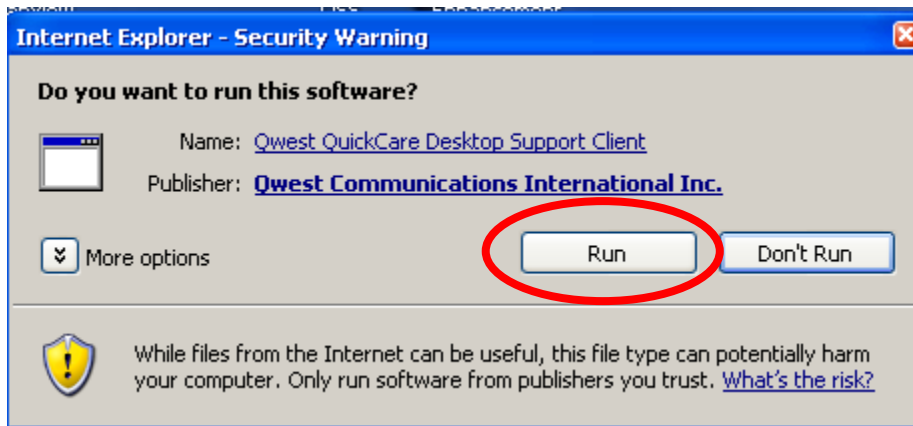


2. When the download window appears, select **Run**.

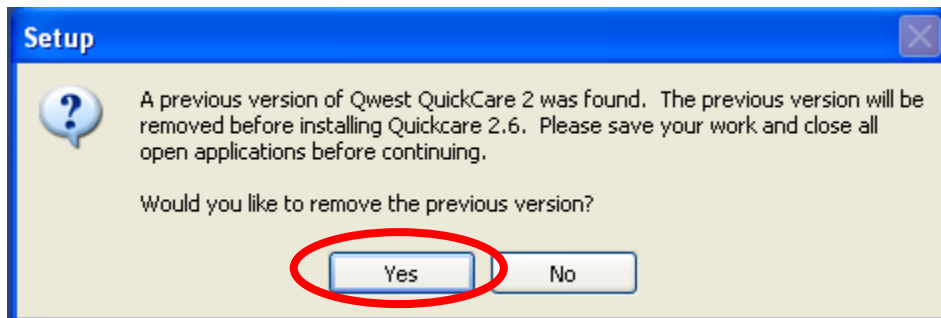


Note: Microsoft Windows Vista users might see a dialog box for User Account Control (UAC). In this case select **Continue** to proceed.

3. In some cases you will see the following screen. Select **Run** to proceed.

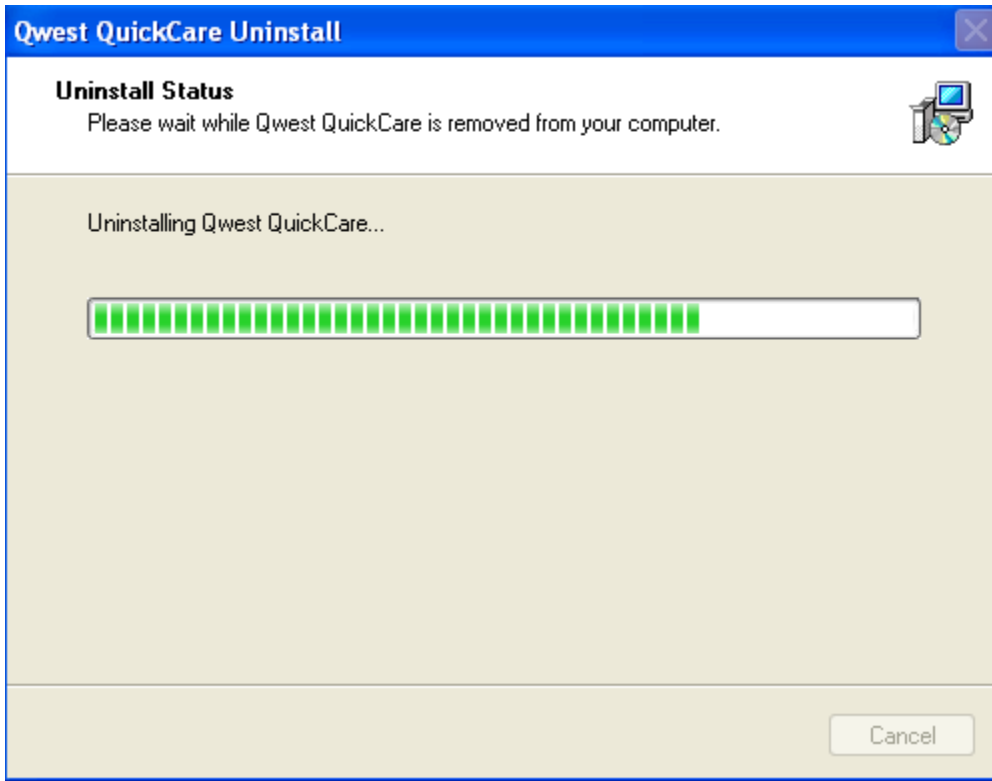


4. If you have a previous version of Qwest QuickCare™ installed on your machine, you will see the following screen. Select **Yes** to proceed. Otherwise move to step 6.



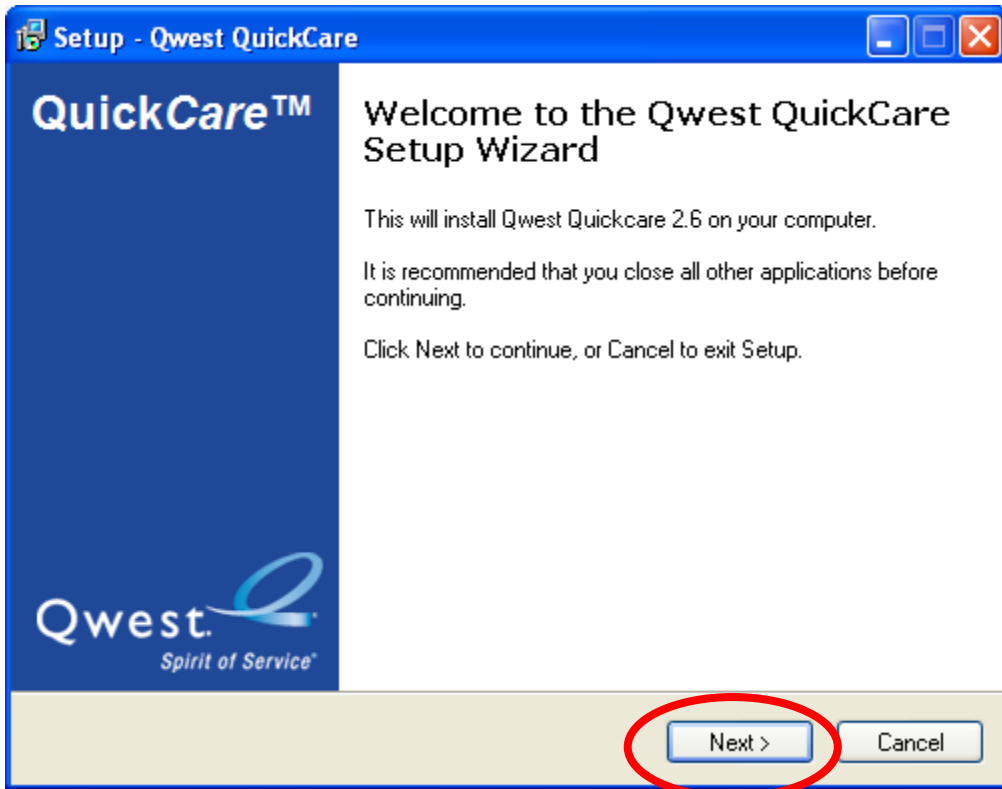


5. The Uninstall program will run and show a progress indicator.



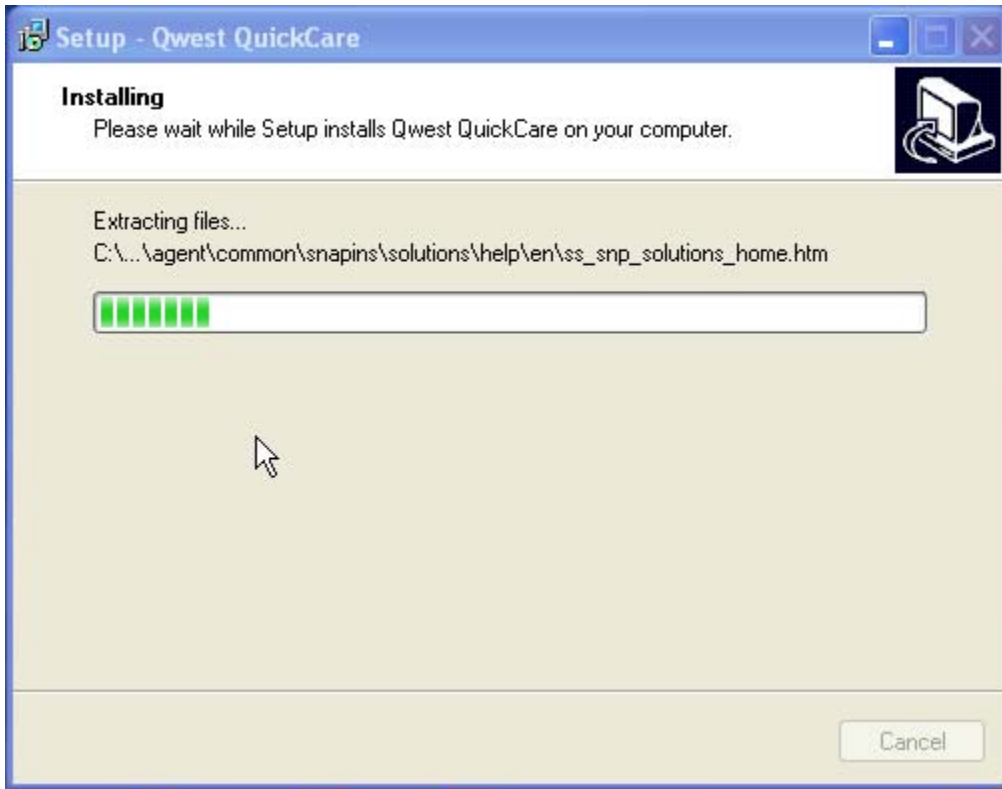


6. Select **Next** to begin the Setup Wizard.



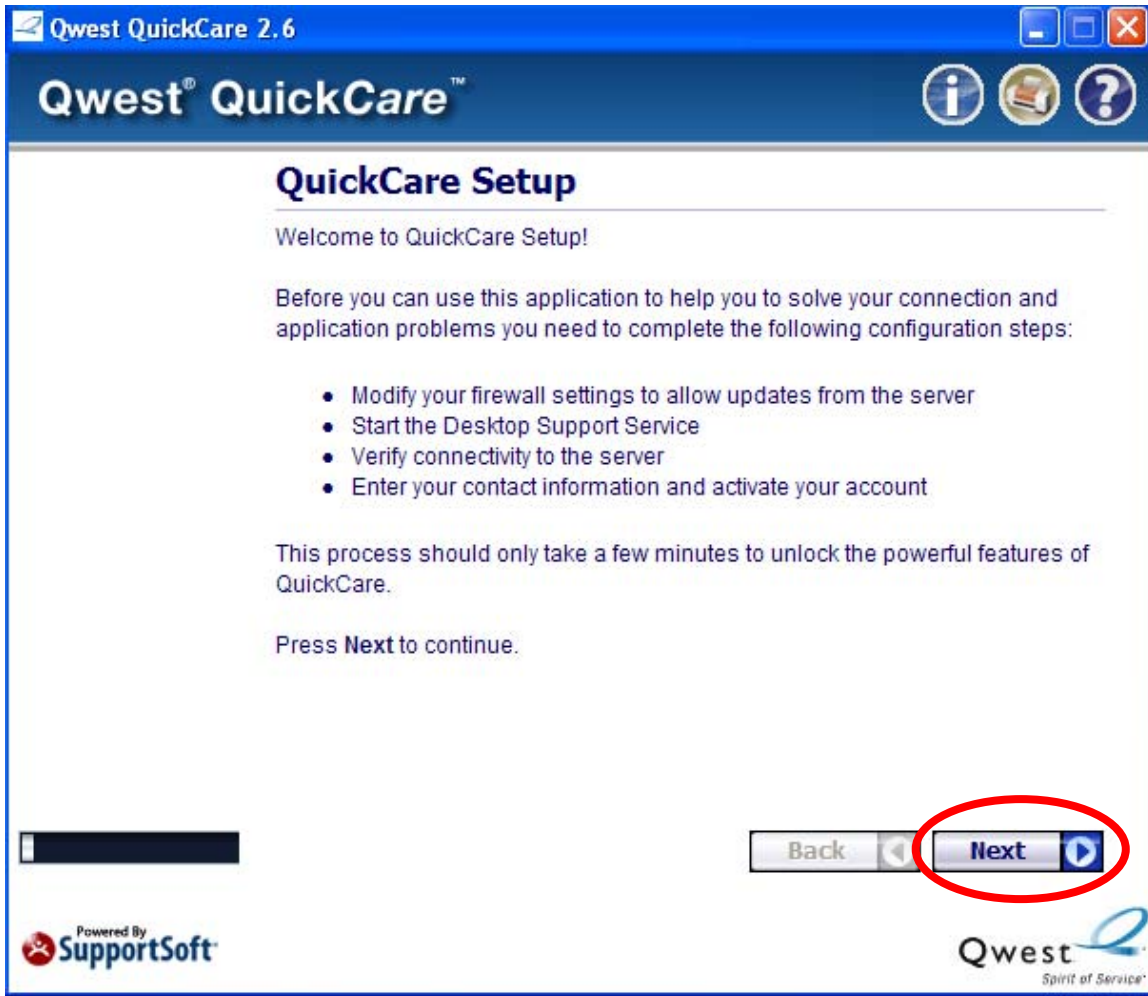


7. The Setup program will run and show a progress indicator.

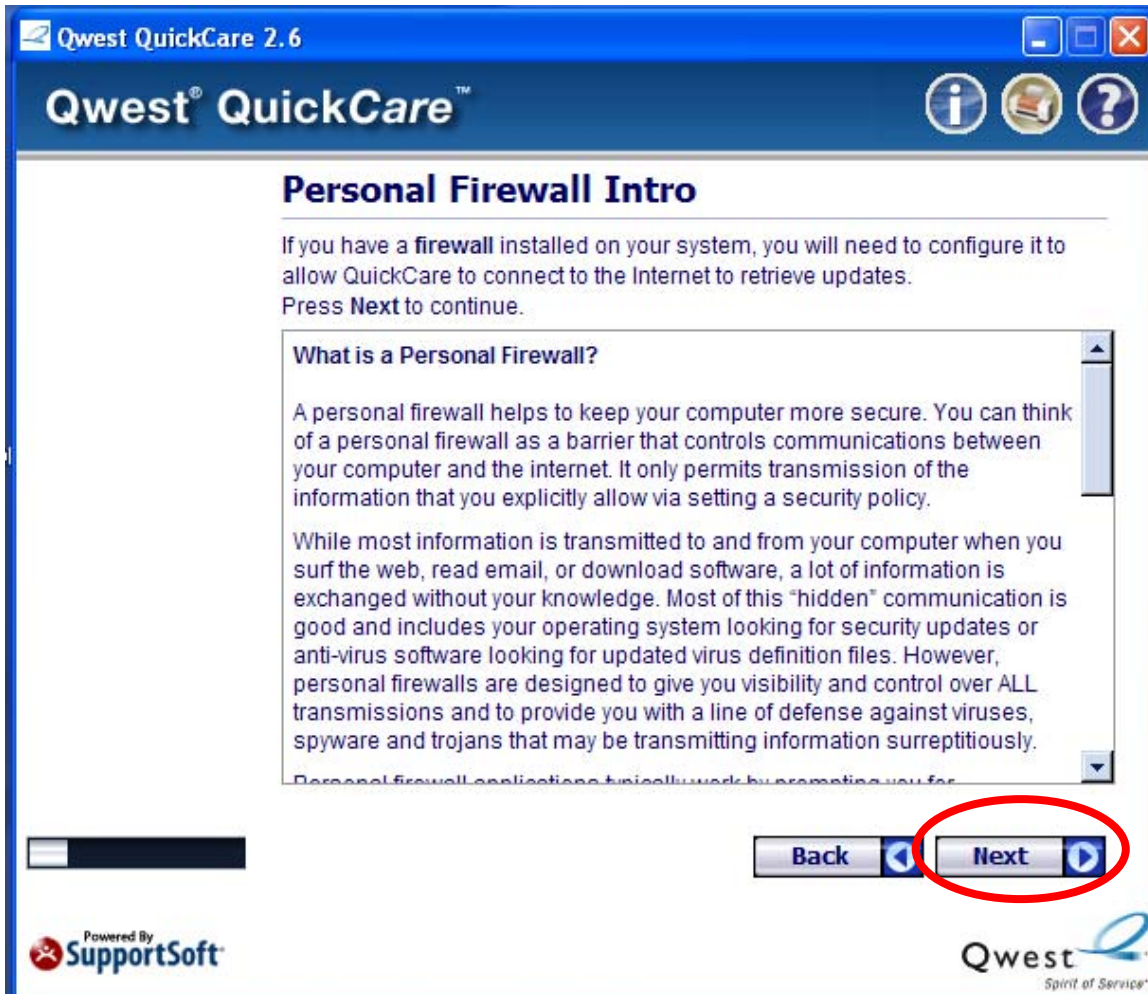




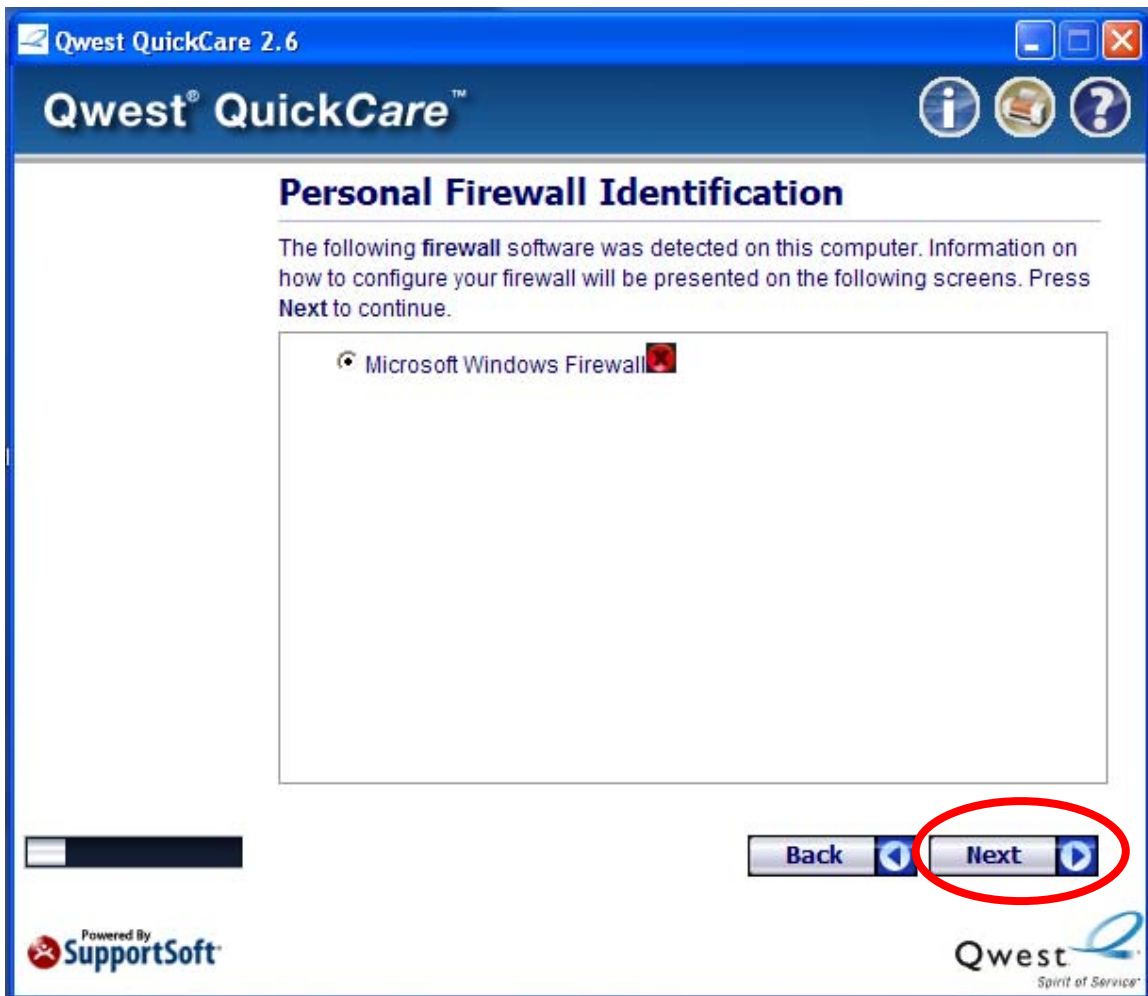
8. Select **Next** to go through the setup steps.



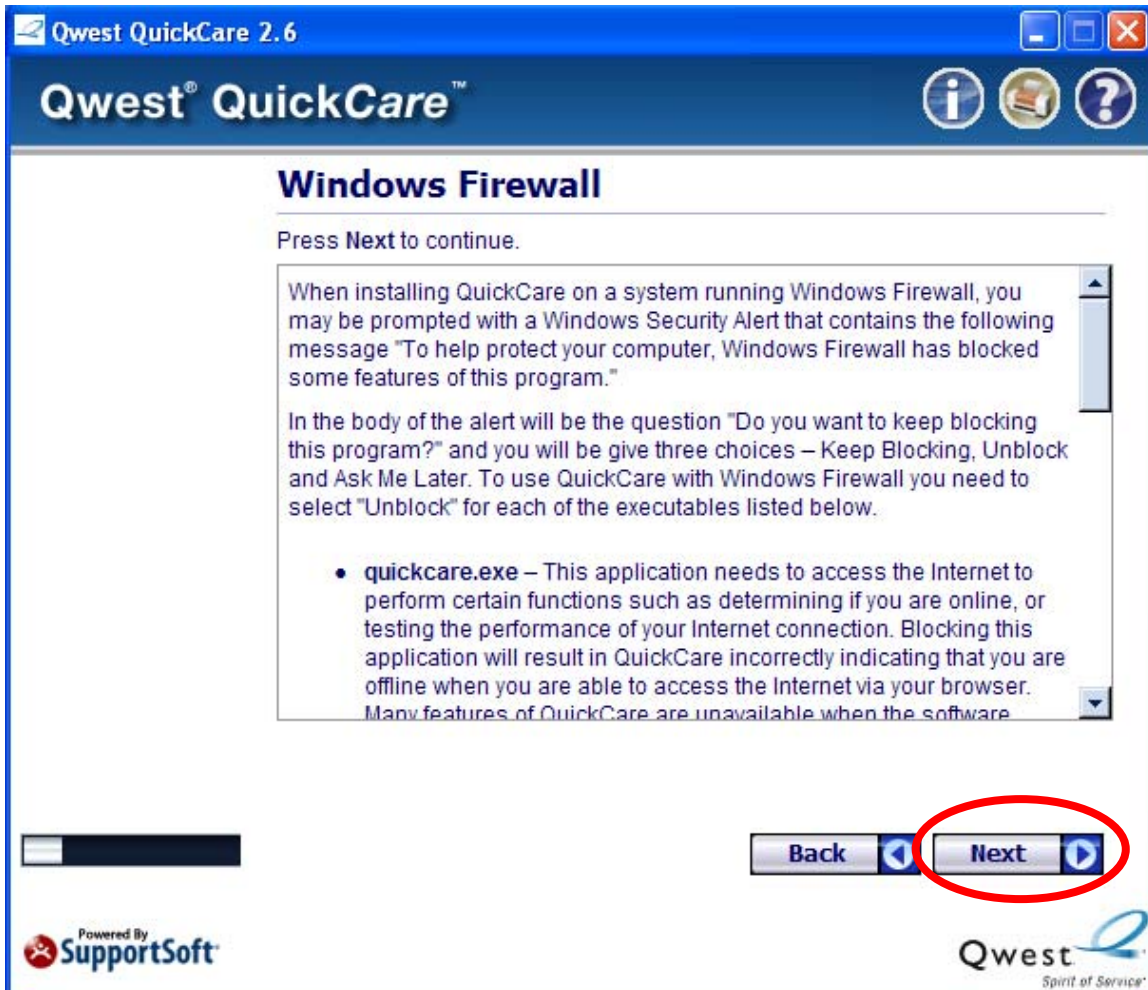
9. Select **Next** to proceed.



10. If any action is needed, answer accordingly. Then, select **Next** to proceed.

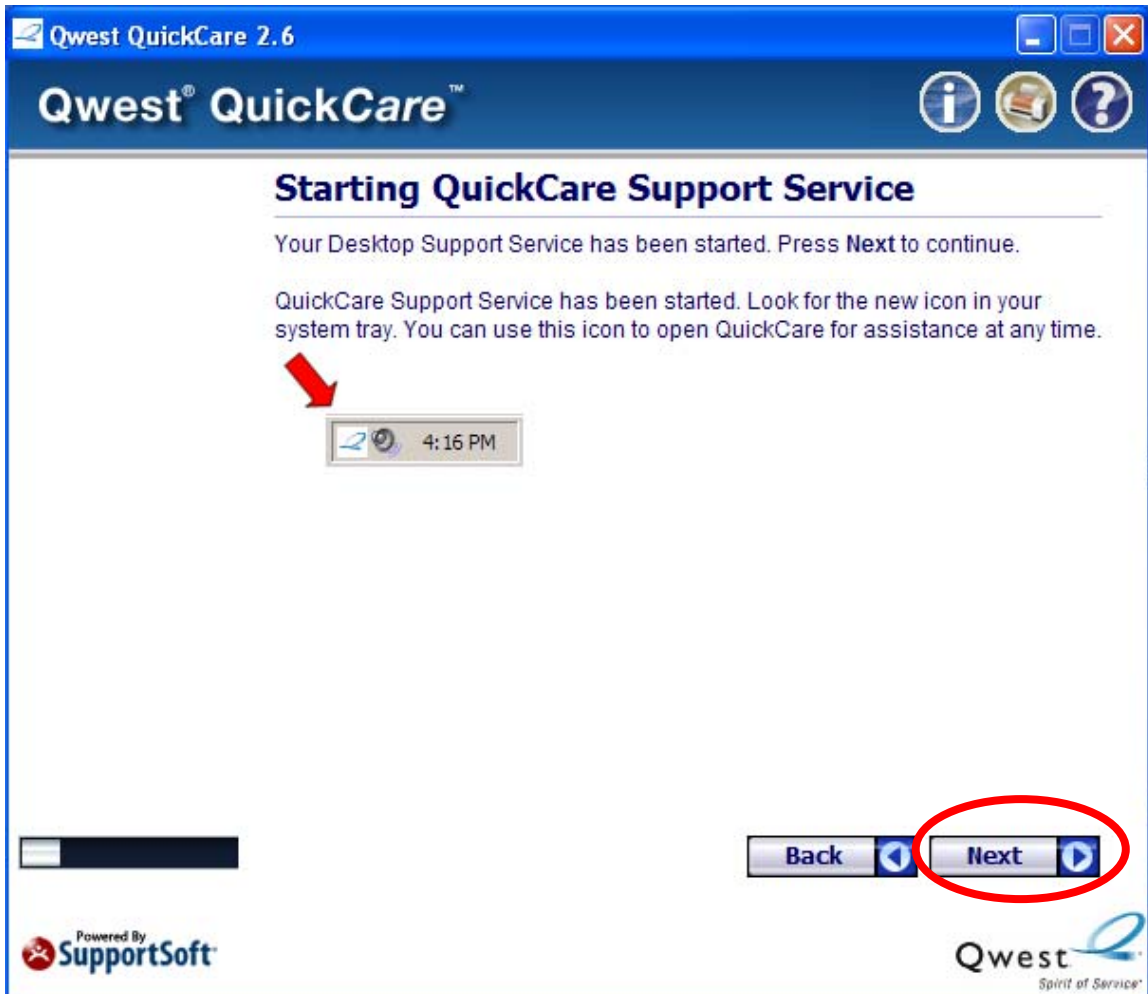


11. Select **Next** to proceed.



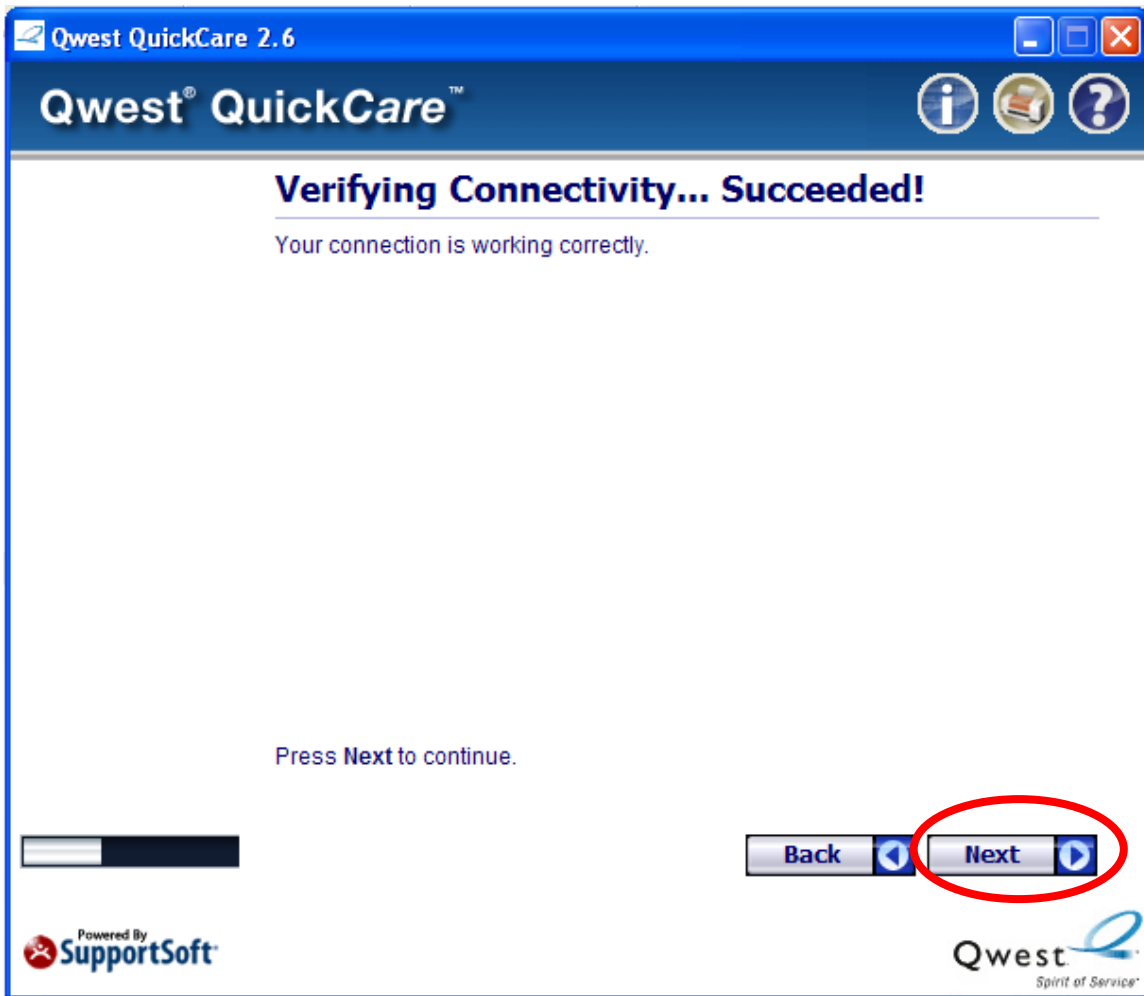


12. Select **Next** to proceed.





13. Select **Next** to proceed





14. Enter your telephone number, and then select **Next** to proceed.

Qwest QuickCare 2.0

Qwest® QuickCare™

Account Information

Please verify your account information. This information will be used to activate QuickCare. If your account information is incorrect or incomplete please update your information in the fields below.

Telephone: (Required)
() -

Email Address: (Optional)

Press **Next** to continue.

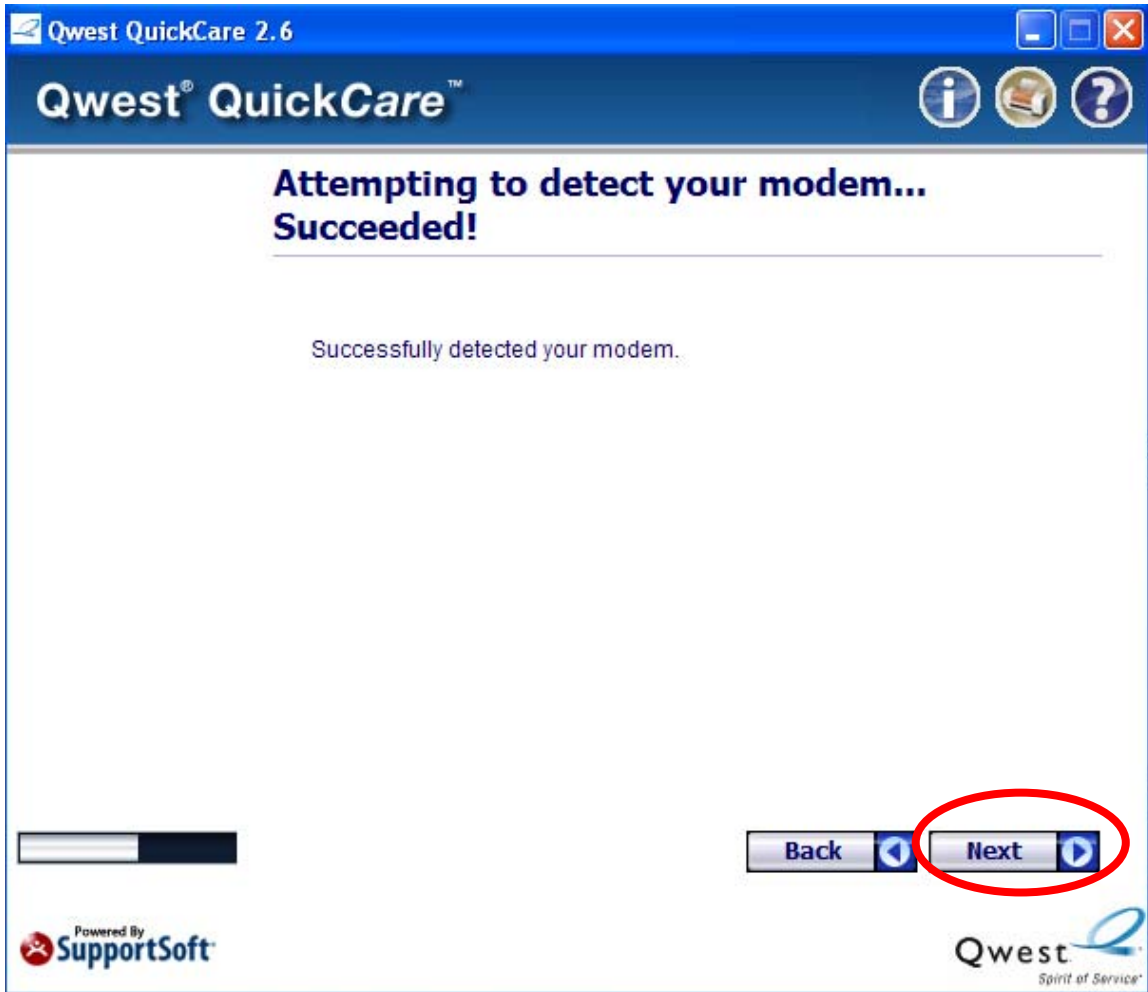
Back Next

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Qwest Spirit of Service

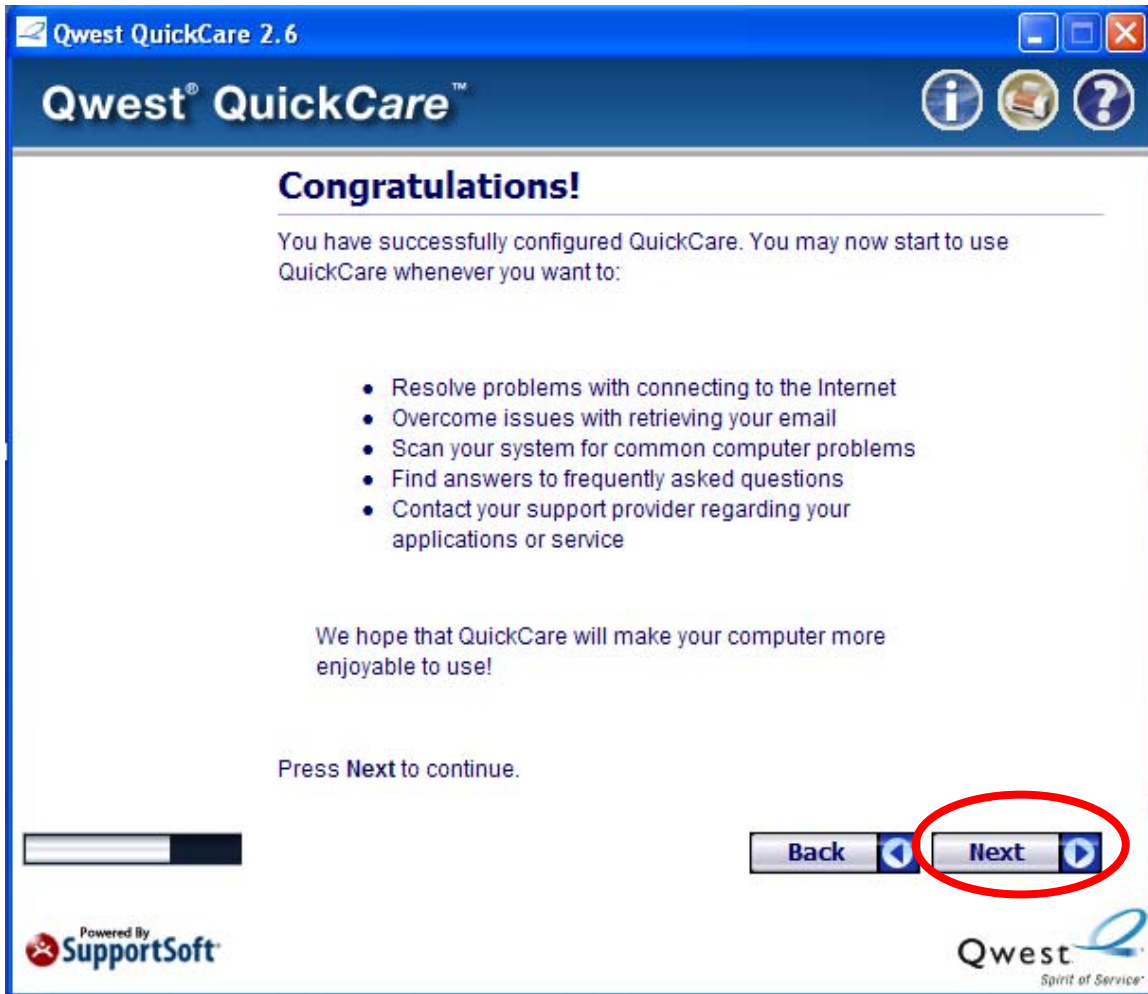


15. Select **Next** to proceed.





16. Select **Next** to start QuickCare.





17. Select **Close**. QuickCare will start to run in the background.

