

**SealedMedia Unsealer**

# **Installation Guide**

**For Macintosh**

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## About this document

This document describes system requirements and installation procedures for SealedMedia Unsealer for Macintosh.

The Unsealer enables you to open sealed PDF documents subject to your rights and requires Adobe Reader. Sealed PDF documents are secure PDF documents that are only accessible to authorized users who have installed the Unsealer.

**Note.** Sealed PDF documents do not allow users to copy/paste, highlight or record notes.

## System requirements

To run SealedMedia Unsealer, your system must meet the following minimum requirements:

### Hardware

- Macintosh capable of running Mac OS X 10.3 to 10.5.8.
- Internet access.

### Supported Browsers

The Unsealer operates as a plug-in for the following browser versions:

- Safari

### Adobe Reader

To access sealed PDF content, you need the following:

- Adobe Reader 9 on Mac OS X 10.4.3 or later
- Adobe Reader 7 on Mac OS X 10.3 to 10.4.2

**Note.** Before performing the Unsealer installation, users must first have the most current version of Adobe Reader installed. If you do not have it installed, please visit <http://www.adobe.com>. Also if you install a new version of Adobe Reader, you will need to uninstall and reinstall the Unsealer.

**Note.** The Unsealer requires Adobe Reader rather than Adobe Acrobat Professional. You can run both Reader and Acrobat on your Mac, and use Reader for opening sealed PDF documents.

## Installing the Unsealer

The Unsealer is downloaded from the following URL:

<http://www.cengagebrain.com/market/eBookAccess.html#>

1. Select the Install Unsealer button under the Step 1 heading.
2. A new window will pop-up and download the appropriate version of the Unsealer depending on what version of Adobe Reader you have installed. Within the window, select the *Download* button. A file should download to your desktop or the location that your internet downloads goes to and automatically mount.
3. Make sure that all applications are closed. You will run the installer and type in your admin password for your computer.
4. Follow instructions given by the installer.

**Note.** Once finished you will not be able to check your system because this feature is not available for Mac OS. Go to the My Account link on the top of the page and login if you are not already. Within the My Digital page will be your purchases.

## Uninstalling the Unsealer

To uninstall the Unsealer from your Mac, please follow the steps below:

1. Go to the Applications folder located on your Mac HD.
2. Locate the SealedMedia icon and delete it by dragging it to your trashcan located on the desktop.
3. Go to the HD and locate the Library folder then the Preferences folder. Open the Preference folder, locate the SealedMedia folder, and delete it by dragging it to your trashcan.
4. Empty trashcan.
5. Restart machine.

The Unsealer should now be successfully uninstalled.

## For Additional Support

Please visit <http://www.cengagebrain.com/market/support.html>

### Option 1: Self-Service Web site

Access our web site at <http://kb.cengage.com/display/cengagebrain/cengagebrain> for the FASTEST response.

### Option 2: Email

Customer Service: [cengagebrain.support@cengage.com](mailto:cengagebrain.support@cengage.com)

Technical Support: [cengagebrain.techsupport@cengage.com](mailto:cengagebrain.techsupport@cengage.com)

### Option 3: Phone\*

Call 866-994-2427

\*important note: during back-to-school and other busy periods, you might experience extended hold times.

We suggest using the self service web site before calling support.

Phone hours of operation: Monday - Friday, 8:00 a.m. - 6:00 p.m. EST

### Option 4: After Hours Email/Chat Support

During evenings and weekends, Email and chat support is available [cengagebrain.support@cengage.com](mailto:cengagebrain.support@cengage.com)

Email/chat hours of operation: Sunday-Thursday, 9:00 p.m. - 8:30 a.m. EST