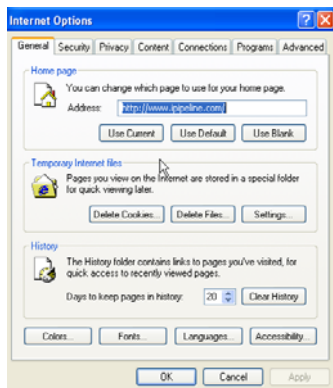


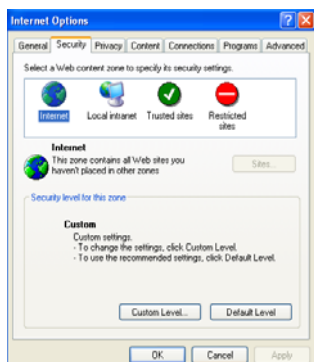
Troubleshooting Tips

Issues Viewing/Printing Quotes

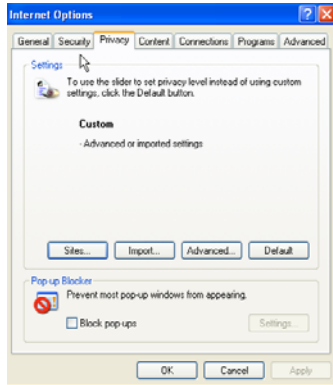
1. Make sure you are using the latest version of Internet Explorer. This is the only application our term quote engine currently supports. The most recent version of Internet Explorer is 6.0.28 & 6.0.29. To ensure you are using the most up-to-date version, open a new browser and select HELP> ABOUT INTERNET EXPLORER>. If you are using Firefox, you must download Internet Explorer. If you are using AOL, you must launch Internet Explorer from START> ALL PROGRAMS> INTERNET EXPLORER.
2. Next, please check your internet settings to ensure they match the following:
 - a. TOOLS > INTERNET OPTIONS > Click "Delete Cookies" and "Delete Temporary Internet Files" (make sure you check the box that pops up to "delete all offline content") under temporary internet files section on the General tab.



- b. Under the "Security Tab", under custom level make sure security level is set to "medium".



- c. Under the "Privacy Tab", check under popup blocker section, uncheck "block pop-ups". If you keep this on, click on settings, and type lifepipe.ipipeline.com into allowed sites. If using 3rd party pop-up blockers, either disable or enter address to allow our site.



- d. Under the "Advanced Tab", check override automatic cookie handling and 1st party cookies are at accept.



3. If the steps above do not resolve the issue, check to see if a "Personal Firewall" is running on the computer. There will be an icon in the lower right-hand side of the screen that will indicate if an anti-virus software program (Norton, McAfee, etc...) is running. Double-clicking the icon will display options for disabling the personal firewall.

For more information, contact Rich at 800-258-7296
or e-mail rromaine@uuinc.com