

**Notes**

**Note:** This section is not seen under normal viewing conditions.

For updates to this help file, please contact Jeremy Henricks at 6 [541] 7689.

## Service and Support

Technical and non-technical support for Symantec products is available online through our Internet web site.

- Technical Support will help you with installing, configuring, or troubleshooting your Symantec product.
- Customer Service will help you with orders, upgrades, replacement disks and manuals, rebates, and other non-technical issues.

Point your browser to <http://www.symantec.com/techsupp/> to access Technical Support and Customer Service online.

**Note:** You must have an Internet connection and a World Wide Web browser to access online service and support. Click here {button ,JI('`,`Getting\_Connected\_to\_the\_Internet')} for more information.

**You can also use these helpful links to access more service and support information:**

{button ,JI('`,`Online\_Service\_and\_Support')} [Online Service and Support Options – technical and non-technical support available online.](#)

{button ,JI('`,`Telephone\_Support')} [Telephone Support – technical and non-technical support available by telephone.](#)

Point your browser to [http://www.symantec.com/techsupp/oa\\_index.html](http://www.symantec.com/techsupp/oa_index.html) to use Online Assistant to find what you're looking for on the Symantec Service and Support web site.

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Click here {button ,AL("automated fax retrieval;customer service;technical support",0,'`,`')} for more information.

## Online Service and Support Options

We offer several online service and support options to our customers, all available on the Symantec Service and Support web site.

After connecting to our web site, you can:

{button ,JI('>maintwo',`Knowledge\_Base`)} Search the Knowledge Base.

{button ,JI('>maintwo',`Ask\_Symantec`)} Ask Symantec to solve your problem.

{button ,JI('>maintwo',`Frequently\_Asked\_Questions\_FAQs\_`)} Get answers to Frequently Asked Questions.

{button ,JI('>maintwo',`Chat\_Now\_`)} Chat Now! with a Symantec technician and get immediate online assistance.

{button ,JI('>maintwo',`Support\_Genie`)} Ask the Support Genie to answer your questions.

{button ,JI('>maintwo',`Personalize\_Your\_Support`)} Personalize your support page.

{button ,JI('>maintwo',`News\_Bulletins`)} Subscribe to our News Bulletins.

{button ,JI('>maintwo',`File\_Downloads`)} Download Files and Updates.

{button ,JI('>maintwo',`Data\_Recovery`)} Learn about Symantec Data Recovery Services.

{button ,JI('>maintwo',`Symantec\_AntiVirus\_Research\_Center`)} Visit the Symantec AntiVirus Research Center.

**Note:** There is no extra cost for using these services, other than the cost of your connection to the Internet. Because these services are on the Internet, they are available 24 hours a day, 365 days a year

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Click here {button ,JI('>maintwo',`Service\_and\_Support`)} to return to Service and Support.

## **Ask Symantec**

Ask Symantec consists of discussion groups that are similar to newsgroups. These groups are public forums for discussing technical and non-technical issues about Symantec products.

You can search for messages about a specific question, browse existing messages, or post a new message. We will respond to your message within 24 business hours (excluding weekends and holidays).

Point your browser to <http://www.symantec.com/techsupp/news/> to visit the Ask Symantec section of the Symantec Service and Support web site.

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Click here {button ,AL("automated fax retrieval;customer service;technical support",0,','')} for more information.

## Chat Now!

Why wait? Chat Now! with a Symantec technician and get immediate online assistance:

- Receive instant technical support.
- Communicate with a live technician.
- Use your standard web browser.
- Be led to important files and documentation online.
- Optional Remote Support available for ACT! Customers. Have a technician work directly on your computer, over the Internet.

Chat Now! is a fee-based service that charges on a per-incident basis. If your incident is not closed after your first chat, re-enter Chat Now! free of charge for additional technical support. Any questions? Read our list of [Frequently Asked Questions](#).

Point your browser to <http://www.symantec.com/techsupp/chat/> to visit the Chat Now! section of the Symantec Service and Support web site.

**Note:** Hours of operation and prices vary by product.

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Click here {button ,AL("automated fax retrieval;customer service;technical support",0,','')} for more information.

## **Data Recovery**

Symantec provides a wide range of fee-based services to recover your valuable data.

Point your browser to <http://www.symantec.com/techsupp/recovery/> to visit the Data Recovery section of the Symantec Service and Support web site.

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Click here {button ,AL("automated fax retrieval;customer service;technical support",0,','')} for more information.

## **File Downloads**

The Files Downloads section contains files released by Symantec to supplement your software. Here you will find links to product updates, technical documents, and other related files.

Point your browser to <http://www.symantec.com/techsupp/files/> to visit the File Downloads section of the Symantec Service and Support web site.

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Click here {button ,AL("automated fax retrieval;customer service;technical support",0,','')} for more information.

## Frequently Asked Questions (FAQs)

Frequently Asked Questions (FAQs) are a compilation of the most common questions and answers about a Symantec product. This is a quick and easy way to find an immediate answer to your question.

Point your browser to <http://www.symantec.com/techsupp/knowledge/> to visit the FAQ section of the Symantec Service and Support web site.

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Click here {button ,AL("automated fax retrieval;customer service;technical support",0,'')} for more information.



## Knowledge Base

Search the Knowledge Base to find an answer to your service or support question. You can use a number of advanced search techniques to find the precise information you need quickly. If you are not sure how to perform advanced searches, information is available online.

Point your browser to <http://www.symantec.com/techsupp/knowledge/> to visit the Knowledge Base section of the Symantec Service and Support web site.

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Click here {button ,AL("automated fax retrieval;customer service;technical support",0,'')} for more information.

## News Bulletins

Technical Support News Bulletins are sent via email to provide you with the latest technical information about your Symantec products.

Point your browser to <http://www.symantec.com/techsupp/bulletin/> to visit the News Bulletins section of the Symantec Service and Support web site.

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Click here {button ,AL("automated fax retrieval;customer service;technical support",0,','')} for more information.

## Personalize Your Support

Take a minute to personalize your support and we'll centralize your product's support services - *all on your personalized page*.

You'll see a page containing:

- The latest updates.
- The most pertinent technical issues.
- Time saving links to Ask Symantec responses.

**Note:** Personalized customers will also receive email responses to their Ask Symantec messages. If you decide to *Ask Symantec*, we'll send our technician's response to your email address.

Point your browser to <http://www.symantec.com/techsupp/custom/custom.cgi> to visit the Personalize Your Support section of the Symantec Service and Support web site.

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Click here {button ,AL("automated fax retrieval;customer service;technical support",0,','')} for more information.

## Support Genie

Submit a technical issue in plain text to the Support Genie. The system will ask you a series of related questions, much as a telephone technician would as he or she closes in on a solution to your problem. After a few follow up questions, the support system will display an answer or provide other technical support options.

Point your browser to <http://www.symantec.com/techsupp/knowledge/> to visit the Support Genie section of the Symantec Service and Support web site.

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Click here {button ,AL("automated fax retrieval;customer service;technical support",0,','')} for more information.

## **Symantec AntiVirus Research Center**

The Symantec AntiVirus Research Center (SARC) is committed to providing swift, global responses to computer virus threats, proactively researching and developing technologies that eliminate such threats and educating the public on safe computing practices.

Point your browser to <http://www.symantec.com/avcenter/> to visit the Symantec AntiVirus Research Center section of the Symantec Service and Support web site.

Keep your antivirus protection current by updating your virus definition files every month.

Point your browser to <http://www.symantec.com/avcenter/download.html> to visit the AntiVirus Updates section of the Symantec Service and Support web site.

**Note:** It is easier to use LiveUpdate than to download the virus definition files from the web site.

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Click here {button ,AL("automated fax retrieval;customer service;technical support",0,','')} for more information.

## Telephone Support

If you lack an Internet connection or browser, you can reach us by phone for both technical and non-technical issues:

{button ,JI(^>maintwo',`IDH\_technical\_support\_by\_telephone')} [Technical support by telephone](#)

{button ,JI(^>maintwo',`IDH\_customer\_service\_by\_telephone')} [Customer service by telephone](#)

{button ,JI(^>maintwo',`IDH\_auto\_fax\_retrieval')} [Automated fax retrieval system](#)

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Click here {button ,JI(^>maintwo',`Service\_and\_Support')} to return to Service and Support.

### **Technical support by telephone**

If you lack an Internet connection or browser, you can reach our Technical Support offices by phone (for technical issues only). The telephone numbers are provided on the back cover of the manual.

Point your browser to <http://www.symantec.com/techsupp/phone/index.html> to access Symantec's technical support numbers online.

**Note:** Symantec's support services are subject to Symantec's prices, terms, and conditions in place at the time the service is used.

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Click here {button ,AL("customer service",0,"")} for more information.

### **Customer service by telephone**

If you lack an Internet connection or browser, you can reach our Customer Service offices by phone (for non-technical issues only). The telephone numbers are provided on the back cover of the manual.

Symantec Corporation  
175 W. Broadway  
Eugene, OR 97401

Point your browser to <http://www.symantec.com/techsupp/phone/index.html> to access Symantec's customer service numbers online.

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Click here `{button ,AL("customer service;technical support",0,"")}` for more information.



### **Automated fax retrieval system**

Symantec's automated fax retrieval system can be used 24 hours a day to receive product information. You can call from any touch-tone phone to receive an index listing of available Technical Support and Customer Service documents, then have any of these documents faxed directly to you.

To receive the Technical Support Master Index, call our Technical Support fax retrieval number, choose Option 2, and then request Document 9000.

You can receive general product information, data sheets, and product upgrade order forms from our Customer Service fax retrieval number.

- Technical Support      1-541-984-2490
- Customer Service      1-800-554-4403 (U.S. and Canada only)

In addition, you can receive a listing of Symantec offices and worldwide service and support partners by calling the Technical Support fax retrieval number, choosing Option 2, and then requesting document 1400.

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Click here {button ,AL("customer service;technical support",0,"")} for more information.

## Getting Connected to the Internet

This section explains how to successfully connect to the Internet for access to the Symantec Service and Support web site.

{button ,JI('`,`Finding\_an\_Internet\_provider')} Finding an Internet provider

{button ,JI('`,`Features\_to\_look\_for\_in\_an\_Internet\_provider')} Features to look for in an Internet provider

{button ,JI('`,`Some\_things\_you\_need\_to\_connect')} Some things you need to connect

{button ,JI('`,`Connect\_to\_the\_world')} Connect to the world!

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Click here {button ,JI('`,`Service\_and\_Support')} to return to Service and Support.

## Finding an Internet provider

The first step of your journey onto the World Wide Web is to find an Internet Service Provider (ISP). These providers offer access to the Internet, usually through a system feature called Dial-Up Networking. Such providers range in size from large corporations that provide national access to small businesses that only serve a segment of your community.

To find an Internet provider, we recommend that you refer to the following resources:

- Telephone book yellow pages
- Advertisements in the business or technology sections of your local newspaper
- Local computer user groups or clubs
- Friends or relatives
- Online Internet searches

**Note:** For more information about Dial-Up Networking, refer to your Windows documentation or request the document, "[How To Set Up A Network Connection By Using Dial-Up Networking](#)," from our Fax-on-Demand service at 541-984-2490 (document number 909003).

Click here {button ,JI(`support.HLP',`Features\_to\_look\_for\_in\_an\_Internet\_provider')} to jump to Features to Look for in an Internet Provider.

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Click here {button ,JI(`support.HLP',`Getting\_Connected\_to\_the\_Internet')} to return to Getting Connected to the Internet.

## Features to look for in an Internet provider

When you start reviewing Internet providers in your area, you may want to consider the following to ensure you can connect and use the service the way you want:

- Does the provider offer a flat monthly rate?
- What are the hourly fees?
- At what speed can you connect? (Most providers upgrade to higher access speeds as new communications methods become available.)
- What is the customer per modem ratio? Most providers use a 10:1 or 12:1 ratio to ensure that most customers can connect when they want to
- How many email accounts are provided for each user's account?
- How much hard disk space is provided online for your storage needs?
- What types of licensed Internet software does the provider give you?

Click here {button ,JI('support.HLP', 'Some\_things\_you\_need\_to\_connect')} to jump to Some Things You Need to Connect.

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Click here {button ,JI('support.HLP', 'Getting\_Connected\_to\_the\_Internet')} to return to Getting Connected to the Internet.

## Some things you need to connect

Windows 95/98 and Windows NT have built-in support that enables you to connect to an ISP. You need a modem and a PPP (Point-to-Point Protocol) or SLIP (Serial Line Internet Protocol) account with your provider. The provider may also require the following:

- User name
- Password
- Local access phone number
- Host and domain name
- DNS server IP address
- Authentication technique

You will need to enter some or all of this information into your system's Dial-up Networking configuration to connect successfully. If necessary, your ISP can supply an IP address and what's called an IP subnet mask. (These are sets of numbers that uniquely identify your connection to the Internet. These items usually are optional. You should only need them if your provider requires a dedicated IP address each time you connect to the Internet.)

Click here {button ,JI(`support.HLP',`Connect\_to\_the\_world')} to jump to Connect to the World!

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Click here {button ,JI(`support.HLP',`Getting\_Connected\_to\_the\_Internet')} to return to Getting Connected to the Internet.

## **Connect to the world!**

Though some of this may seem confusing, rest assured that all good providers will help you set up an Internet connection. You will soon discover that the effort you take now will be well spent. The Internet offers a vast wealth of information that will expand the limits of your imagination. We encourage you to get connected to the Internet today.

## **Accessing Symantec online**

Once you have connected to the Internet you can access the Symantec Service and Support web site. Our services can help you with installing, configuring, updating, or troubleshooting your Symantec product.

Click here {button ,JI('',`Online\_Service\_and\_Support')} for more information about our online service and support options.

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Click here {button ,JI('',`Service\_and\_Support')} to return to Service and Support.

**Browser not found**

We could not find a default web browser on your computer. You must have a web browser installed to view web sites. If one is installed, start it manually to visit the web site mentioned in the help topic.

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Click here [{button ,Jl\(>maintwo',`Finding\\_an\\_Internet\\_provider'\)}](#) for tips for finding an Internet service provider.

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