Norton 360™ Version 2.0
All-In-One Security

User Guide

Norton 360™ User Guide

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until activation is complete; at which time the Software functionality will be restored. In the event that You are not able to activate the Software over the Internet, or through any other method specified during the activation process, You may contact Symantec Customer Support using the information provided by Symantec during activation, or as set forth below.

4. Online Backup Feature:

The Software includes an online backup feature, which provides the capability to store and retrieve Your files on Symantec's system via the Internet during the Service Period ("Online Backup Feature"), subject to the amount of online backup space provided with Your Software and/or which You additionally purchase. If You choose to use the Online Backup Feature, You must complete the activation process within the Software for such feature.

A. Norton Account. A current Symantec Norton Account ("Norton Account") is required to access and use the Online Backup Feature. If you do not have a Norton Account, You must complete the applicable registration process to create a Norton Account in order to use the Online Backup Feature. You are entirely responsible for maintaining the confidentiality of Your Norton Account password.

B. Communication Connections; Online Backup Feature Availability. You are solely responsible for acquiring and maintaining the Internet or telecommunications services and devices required to access and/or use the Online Backup Feature. The Online Backup Feature is provided "as is" and "as available" and Symantec shall not be liable for any downtime of the Online Backup Feature due to reasonable scheduled maintenance, maintenance for critical issues or forces beyond the reasonable control of Symantec.

C. User Conduct and Responsibility; Compliance with Applicable Laws. Use of the Online Backup Feature (including the transmission of any data You choose to store through the Online Backup Feature ("Data")) is subject to all applicable local, state, national and international laws and regulations, including but not limited to the United States export laws. You agree to comply with such applicable laws and regulations and not to (a) use the Online Backup Feature for illegal purposes, (b)

transmit or store material that may infringe the intellectual property rights or other rights of third parties or that is illegal, tortious, defamatory, libelous, or invasive of another's privacy; (c) transmit or store data belonging to another party without first obtaining all consents required by law from the data owner for transmission of the data to Symantec for storage within the United States; (d) transmit any material that contains software viruses or other harmful computer code, files or programs such as trojan horses, worms or time bombs; (e) interfere with or disrupt servers or networks connected to the Online Backup Feature; or (f) attempt to gain unauthorized access to the Online Backup Feature, the accounts of other Online Backup Feature users, or computer systems or networks connected to the Online Backup Feature.

The foregoing obligations regarding use of the Online Backup Feature apply to all use of the Online Backup Feature in connection with Your Norton Account. You are solely responsible for the use of the Online Backup Feature, and the Data transmitted or stored through the Online Backup Feature, in connection with Your Norton Account.

D. Indemnification. You shall indemnify and hold Symantec, its parents, subsidiaries, affiliates, officers, directors, employees and agents harmless from and against any third party claims, demands, costs, damages, losses, liabilities and expenses, including reasonable attorneys' fees, made by any third party arising out of or in connection with use of the Online Backup Feature through Your Norton Account, including but not limited to liability arising out of or in connection with the Data transmitted or stored through the Online Backup Feature in connection with Your Norton Account.

E. Termination; Suspension. Your right to use the Online Backup Feature shall terminate upon expiration of the Service Period. In addition, Symantec may, at its sole discretion, immediately suspend or terminate use of the Online Backup Feature during the Service Period for failure or suspected failure to comply with these terms and conditions or any other misuse or suspected misuse of the Online Backup Feature. Following the expiration or termination of the Service Period:

• Data stored to the online backup space provided with Your Software will be at risk of being purged;

• Symantec shall not be obligated to maintain such Data, forward such Data to You or a third party, or migrate such Data to another backup service or account; and

• You will not be able to store Data to any additional backup space that you may have purchased separately unless and until the Service Period is renewed.

F. Miscellaneous. Symantec has no obligation to monitor use of the Online Backup Feature and/or Data transmitted or stored through the Online Backup Feature. However, Symantec reserves the right at all times to monitor, review, retain and/or disclose any Data or other information as necessary to satisfy any applicable law, regulation, legal process or governmental request, or to investigate any use or suspected misuse of the Online Backup Feature.

5. Technical Support:

In connection with Your use of the Software You may choose to access certain technical support features that may be offered from within the Software, which may include live chat with a technical support agent and/or assistance from a technical support agent via remote computer access (any such technical support offered from within the Software shall be referred to in this License Agreement as the "Technical Support"). Any such Technical Support shall be provided in Symantec's sole discretion without any guarantee or warranty of any kind. It is solely Your responsibility to complete a backup of all Your existing data, software and programs before receiving any Technical Support. In the course of providing the Technical Support, Symantec may determine that the technical issue is beyond the scope of the Technical Support. Symantec reserves the right to refuse, suspend or terminate any of the Technical Support in its sole discretion.

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From time to time, the Software may collect certain information from the computer on which it is installed, which may include:

• Information regarding installation of the Software. This information indicates to Symantec whether installation of the Software was successfully completed and is collected by Symantec for the purpose of evaluating and improving Symantec's product installation success rate. This

information will not be correlated with any personally identifiable information.

• Information on potential security risks as well as URLs of websites visited that the Software deems potentially fraudulent. The URLs could contain personally identifiable information that a potentially fraudulent website is attempting to obtain without Your permission. This information is collected by Symantec for the purpose of evaluating and improving the ability of Symantec's products to detect malicious behavior, potentially fraudulent websites and other Internet security risks. This information will not be correlated with any personally identifiable information.

• Portable executable files that are identified as potential malware, including information on the actions taken by such files at the time of installation. These files are submitted to Symantec using the Software's automatic submission function. The collected files could contain personally identifiable information that has been obtained by the malware without Your permission. Files of this type are being collected by Symantec only for the purpose of improving the ability of Symantec's products to detect malicious behavior. Symantec will not correlate these files with any personally identifiable information. Such automatic submission function may be deactivated after installation by following the instructions in the Documentation for applicable products.

• The name given during initial setup to the computer on which the Software is being installed. If collected, the name will be used by Symantec as an account name for such computer under which You may elect to receive additional services and/or under which You may use certain features of the Software. You may change the account name at any time after installation of the Software (recommended).

• Other general, statistical information used for product administration and analysis, and for improving product functionality. This information will not be correlated with any personally identifiable information.

The collected information as set out above is necessary for the purpose of optimizing the functionality of Symantec's products and may be transferred to the Symantec group in the United States or other countries that may have less protective data protection laws than the region in which You are situated

(including the European Union), but Symantec has taken steps so that the collected information, if transferred, receives an adequate level of protection.

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In addition, any Data that you transmit or store through the Online Backup Feature will be transferred to and stored in servers located in countries that may have less protective data protection laws than the country in which You are located (including without limitation the United States). These servers are owned and maintained by a third party processor which Symantec has required by contract to safeguard Your Data. If you have any questions about how your Data is being handled, please contact Symantec Customer Service using the contact details in Section 12.

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www.symantec.com.

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Contents

Overview

1

This chapter includes the following topics:

- About Norton 360
- What is new in Norton 360

About Norton 360

Norton 360 delivers industry leading protection and performance in an easy to use, all-in-one solution. With a single subscription, up to three PCs are protected, safeguarding your family by verifying trusted Web sites, blocking fake ones, and securely managing user names and passwords so that they can safely shop, bank, or browse online. Norton 360 also helps keep your PCs running at peak performance and protects your data by making it easy to automatically back up and restore files.

What is new in Norton 360

Norton 360 is an all-in-one protection solution that lets you feel safe and secure as you use your computer.

This version of Norton 360 provides the following new features:

PC Security	
	■ Performs security checks in the background when your computer is idle
	■ Automatically blocks exploits of known Internet Explorer vulnerabilities
	■ Lets you right-click files or folders to scan for virus and spyware ⚠ The right-click scan option is not available in the 64-bit version of Windows Vista.
	■ Can automatically turn off your computer after the completion of certain tasks
	■ Scans your computer with improved speed
	■ Lets you reset the firewall to its default settings
Identity Protection	■ Provides a high level of protection while browsing Internet
	■ Protects against phishing in Firefox and Internet Explorer
	■ Manages your passwords
	■ Displays a smaller and leaner Norton toolbar
	■ Offers faster antiphishing performance
	■ Protects you from malicious keyloggers and screen capture applications

Backup	⁞⁞ Backs up your data to destinations that include iPods, Blu-ray discs, and HD DVDs
	⁞⁞ Backs up multiple computers to a shared network drive
	⁞⁞ Helps you to understand the state of backup-protected files on your computer by analyzing new icon overlays
	⁞⁞ Lets you right-click files or folders to add them or exclude them from backup ⚠ The right-click scan option is not available in the 64-bit version of Windows Vista.
	⁞⁞ Lets you use wildcard characters when you search for files or folders to restore
	⁞⁞ Helps you to easily locate files by using file preview when you restore files
PC Tuneup	⁞⁞ Cleans unwanted registry items for performance optimization
	⁞⁞ Creates a diagnostic report, which provides a summary of system information to help you troubleshoot and diagnose problems
	⁞⁞ Removes temporary Internet files from Firefox or Internet Explorer
	⁞⁞ Analyzes the defragmentation level of your computer and provides a report

Network Monitoring	■ Lets you remotely monitor the computers that are connected to your home network
	■ Lets you view the status of the network to which you are connected
	■ Lets you grant or deny permission to networked devices to access your computer
	■ Lets you view and change details about a computer or device that is connected to your home network
Usability Enhancements	■ Lets you resolve problems easily by using the One Click Support feature
	■ Lets you run the quick tasks by hovering your mouse pointer over each item in the main page of Norton 360
	■ Lets you schedule activities that run in the background on your computer
	■ Lets you easily access Advanced Settings
	■ Lets you provide feedback to Symantec by using the product feedback link that is available throughout the product

Installation

2

This chapter includes the following topics:

- Before you begin
- Installing and activating Norton 360
- Installing the Norton Add-on Pack

Before you begin

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

During installation, Microsoft messages may appear. Follow Microsoft's on-screen instructions before you continue the installation of Norton 360.

Installing and activating Norton 360

You can install Norton 360 from a CD or from a file that you download.

To install and activate Norton 360

1 Do one of the following:
   - If you install from a CD, insert the CD into the CD-ROM drive.
   - If you downloaded your copy of Norton 360, double-click the file that you downloaded.

2 In the opening panel, click **Install Norton 360**.

3 Read the License Agreement, type your Product Key if you are prompted, and then click **I Agree**.
If you do not accept the License Agreement, you cannot continue the installation.

4 Review the "If you have other security products installed" panel, and then click **Next**.

5 In the Norton 360 panel, review the options, and then click **Next**.

6 In the Installation panel, wait for the progress bar to stop. This may take a few minutes.

7 If the Norton Account panel appears, do one of the following:
   ‣ If you have a Norton Account, complete the Sign in to an existing Norton Account section.
   ‣ If you want to create a new Norton Account, complete the Create a Norton Account section.

You must have a Norton Account to access online backup.

8 Click **Next**.

9 In the Norton 360 panel, review your subscription details, and then click **Finish**.

If the opening panel does not appear

Sometimes a computer's CD-ROM drive does not automatically run a CD.

To start the installation from the product CD

1 On your desktop, double-click **My Computer**.

2 In the My Computer window, double-click the icon for your CD-ROM drive.

3 In the list of files, double-click **CDStart.exe**.

If you cannot activate your product

If you cannot connect to the Symantec servers to activate your product, first check to see if you have

parental control software, either installed or through your ISP, that might be blocking the connection.

A connectivity problem may occur if you use parental control software. If you suspect that parental controls are blocking the connection, you can configure the parental controls so that they do not block the activation procedure. You need to sign in to your parental control software as an administrator or log on to the Internet through your ISP as an administrator to change your configuration.

Installing the Norton Add-on Pack

The Norton Add-on Pack works with Norton 360 to provide additional security features. These features protect you against spam, prevent your valuable personal information from being stolen, and protect your children from inappropriate Web sites.

To install Norton Add-on Pack

1 On the Internet, visit the Norton Add-on Pack site at the following URL:
www.norton.com/AOP_2-1

2 In the Norton Add-on Pack window, click **Download**.

3 Follow the on-screen instructions.

Getting Started

3

This chapter includes the following topics:

- ■ Starting Norton 360
- ■ Activating Norton 360
- ■ Exploring the main window
- ■ Understanding Norton 360 status
- ■ Managing messages and alerts
- ■ For more information

Starting Norton 360

Norton 360 protects any computer on which it is installed. You do not have to start the product to be protected. If Norton 360 detects a situation that requires your attention, Norton 360 may repair it automatically. You can also set Norton 360 to notify you when a situation requires your attention, and you can decide what action you want to take.

At any time, you can start Norton 360 to adjust the settings, review your protection status, or perform preventive maintenance. You can access all of the program features from the main window.

To start Norton 360

❖ Do one of the following:

■ In the Windows notification area, double-click the **Norton 360** icon.

■ On the Windows taskbar, click **Start > All Programs > Norton 360 > Norton 360**.

■ Double-click the **Norton 360** icon on your desktop.

Activating Norton 360

To use all of the features in Norton 360, you must first activate your product.

If you did not activate your product during installation, you will receive an Activation alert regularly until you activate the product.

Product activation reduces software piracy and ensures that you have authentic Symantec software.

You must activate your product within the time period that is specified by the alert, or your product will stop working.

You can activate your product directly from the Activation alert. You can also activate your product from the main window. Activation should take only a few minutes.

To activate Norton 360 online, you must ensure that your computer is connected to the Internet.

### To activate your product from the Activation alert

1 In the alert, click **Activate**.

2 Click **OK**.

3 In the Activation window, click **Next**.

4 In the Activation Successful window, click **Finish**.

To activate your product from the main window

1 Click **My Account**.

2 Click **Activate Norton 360** or **Renew subscription**.

Exploring the main window

When you start Norton 360, the main window opens. The main window provides access to all Norton 360 features, options, Help, and Support. You can also view the overall status of your protection categories, including computer and Web protection, file backups, and files that may be left behind when you use the Internet.
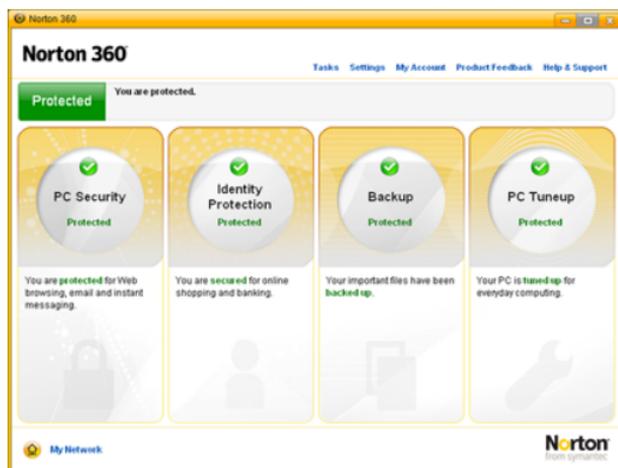
The main window contains three areas that provide access to tasks and services. The areas are as follows:

Links	The following links are displayed at the top of the main window:
	■ Tasks
	Opens the Tasks page, which lets you perform manual scans, backups, product updates, view statistics, run a diagnostic report, and buy more storage.
	■ Settings
	Opens the Settings page, which lets you manage Backups, Identity Safe, Eavesdropping Protection, and Norton Add-on Pack. You can also customize Virus and Spyware protection and Firewall protection. This area also allows you to schedule tasks and configure the My Network management tool.
	■ My Account
	Opens the Manage Account page, which lets you to manage your Norton account, renew your subscription, and activate your product. You can also use this page to recommend this product to a friend, and view or change the nickname that is associated with your Norton Account.
	■ Product Feedback
	Opens the send feedback page, which allows you to submit feedback on your experience with Norton 360.
	■ Help & Support
	Opens the Norton 360 online Help. You can also open the Support Web page to help you solve any product issues.

Status summary bar	The Status summary bar is in the middle of the main window, and provides an overall status of the protection categories. Your status may be Protected if your computer is secure, or At Risk if an area needs your attention. This area also provides a Fix button. If an area needs your attention, it is also reflected in one or more protection categories.

Protection categories	Protection categories is the largest area on the main window and contains the following:
	❚❚ PC Security
Provides overall protection status and access to the PC Security page, where you can view the status of protection that is associated with your Internet preferences. You can also view details, run scans, check updates, manage the firewall, and run the Security Inspector.
	❚❚ Identity Protection
Provides overall Web site security status, where Norton 360 is set to detect fraudulent Web sites and authenticate genuine Web sites. You can also secure your personal information, protect your online identity, view details, and manage Identity Safe.
	❚❚ Backup
Provides overall backup status and access to the Backup page, where you can view the status of your backup configuration. You can also view details, manually back up or restore your files, and buy more storage.
	❚❚ PC Tuneup
Provides overall status and access to the PC Tuneup page, where you can view the status of your Internet file cleanup and disk optimization. You can also view details, run file cleanup, run registry cleanup, run a diagnostic report, and optimize your hard drive.

Understanding Norton 360 status

When you start Norton 360, the main window presents its status at a glance. The color of the status summary

bar near the top of the window indicates the current state of your computer.

If an issue requires your attention, the status summary bar describes the issue. If more than one issue requires your attention, the status summary bar displays the number of issues. When Norton 360 detects issues, it also provides a button that you can click to resolve those issues.

Below the status summary bar, Norton 360 displays individual status areas for each protection feature. The status areas show how many issues need to be resolved for each feature. The protection feature status areas also offer links that you can click for more information about those issues.

About status colors and safe computing

Norton 360 uses the following colors to indicate the state of its protection status:

Red	Indicates the presence of one or more issues that put your PC at risk
Yellow	Indicates the presence of one or more issues that require your attention
Green	Indicates that the feature is protecting your PC

Managing messages and alerts

Norton 360 displays messages in several ways and in several locations.

You might see messages in the following locations:

Notification area on your Windows desktop	Several types of Norton 360 messages appear in the lower-right corner of your Windows desktop. For example, if your PC was turned off, or if it has not been connected to the Internet for a while, you see a message that your protection may not be up to date.
	A different alert appears if a security setting was turned off. This message warns you that your PC may not be secure and helps you to turn on the setting.
	In most cases you can click the alert to open Norton 360 and fix the problems.
Norton 360 main window overall status	Alerts and other messages appear in the top center of the main window. The color of the message indicates its urgency. If the message color is green, everything is OK. If the message color is red, you need to follow the message instructions to ensure that you stay protected.

| Norton 360 categories and details | Each category changes its color if its status changes. A green circle with a checkmark indicates that all the items in a category are in a good state. Yellow or red circles indicate possible issues that you should investigate. |
| | When you click any category, its details page lists anything that needs attention. In most cases, the description of what is wrong includes a link that helps you to fix the issue. If you are alerted about something that you do not want to change, you can adjust the message alert so that Norton 360 does not bother you about that issue again. |

For more information

The product documentation helps you use Norton 360. You can find the information that you need on your computer and on the Symantec Web site.

Accessing Help

Help is available throughout your Symantec product. Help provides links to information that assists you with the specific tasks that you want to complete. The online Help provides a guide to all of the product features and tasks that you can complete.

To access Help

1 In the main window, click **Help & Support**.

2 Click **Help**.

3 In the Help window, in the left pane, click a tab. Your options are:

Contents	Displays Help by topic
Index	Lists all keywords for the Help topics in alphabetical order
Search	Opens a search box in which you can type a word or a phrase

You can print any Help topic.

To print a Help topic

1 In the Help window, click the **Contents** tab.
2 In the Contents list, select the topic that you want to print, and then click **Print**.
3 Select whether you want to print only the selected topic, or the topic and all of the subtopics under it.
4 Click **OK**.

Accessing window or panel Help

Window and panel Help provides specific help for a window or panel when you need assistance.

To access window or panel Help

❖ To access window or panel Help, click **Help** in any window or panel.

Accessing the user guide PDF

You can find the *Norton 360 User Guide* on the CD in PDF format. You must have Adobe® Reader® installed on your computer to read the PDF.

If you purchased this product as a download, the PDF and Adobe Reader are not included. You must download the PDF from the Symantec Web site and Adobe Reader from the Adobe Web site.

To install Adobe Reader from the CD

1 Insert the CD into the CD-ROM drive.
2 In the window that appears, click **Browse CD**.
3 In the CD window, double-click the **Manual** folder.
4 If applicable, double-click the **Adobe** folder.
5 Double-click the program file.
6 Follow the on-screen instructions to select a folder for Adobe Reader, and then complete the installation.

After you install the Adobe Reader, you can read the PDF from the CD.

To read the user guide PDF from the CD

1 Insert the CD into the CD-ROM drive.
2 In the window that appears, click **Browse CD**.
3 In the CD window, double-click the **Manual** folder.
4 Double-click the PDF.

You can also copy the user guide to your computer and read it from there.

To read the user guide that you copied to your computer

1 Open the location into which you copied the PDF.
2 Double-click the PDF.

Accessing the Symantec Web site

You can access the Symantec Web site in a browser. You can also access the Symantec Support Web site in any Norton 360 window or panel.

To access the Symantec Web site in your browser

1 Open your Web browser.
2 Go to the following URL:
   www.symantec.com

To access the Symantec Support Web site from your product

❖ You can access the Symantec Support Web site by clicking **Support** in any window or panel.

Responding to emergencies

4

This chapter includes the following topics:

■ If your product will not install

■ If you suspect that your computer is infected with a virus

If your product will not install

The Pre-Install Scan checks your computer for risks that may prevent successful installation. If you do not run the Pre-Install Scan, your installation may fail. If this occurs, you must begin installation again and run the Pre-Install Scan as directed.

After you run the Pre-Install Scan, you should delete any installation files that are left behind from your initial installation attempt.

After you delete the temporary files, you should begin the installation again and run the Symantec Pre-Install Scan to be sure that you have resolved the problem.

If you have an Internet connection, you can use the Norton Removal Tool to delete any remaining installation files.

The Norton Removal Tool is available at the following URL:

http://www.symantec.com/symnrt

To delete remaining installation files on Windows XP

1 On the Windows taskbar, click **Start > Run**.

2 In the Run dialog box, type **%TEMP%**

3 Click **OK**.

4 With the temp folder open, on the Edit menu, click **Select All**.

5 Press **Delete**.

If you are not sure which files should be deleted, move them to a different folder.

6 Close the temp folder window.

To delete remaining installation files on Windows Vista

1 On the Windows taskbar, click **Start**.

2 In the Start Search text box, type **%TEMP%**, and then press**Enter** on your keyboard.

3 With the temp folder open, on the Edit menu, click **Select All**.

4 Press **Delete**.

If you are not sure which files should be deleted, move them to a different folder.

5 Close the temp folder window.

If you suspect that your computer is infected with a virus

If you cannot run the Pre-Install scan, but you can connect to the Internet, you can run virus detection by downloading Norton Security Scan from the Symantec Web site.

Scanning for viruses with Norton Security Scan

Norton Security Scan provides free scanning and removal or repair of viruses and other threats. This tool is not intended to be a replacement for continuous, real-time protection from the latest security risks.

To scan for viruses with Norton Security Scan

1 On the Internet, visit the Norton Security Scan at the following URL:
   http://norton.com/nss1

2 In the Norton Security Scan window, click **Download**.

3 Follow the on-screen instructions.

Service and support solutions

About online support

Norton One Click Support offers a range of technical support and customer service options. You can access these options by clicking the Support link anywhere in the product. You can also access our support options by using the Symantec Web site.

If you received this product when you purchased your computer, your computer manufacturer may be responsible for providing your support.

To use online support

1 Open your browser, and go to the following URL: http://www.symantec.com/support/index.jsp
2 Under Norton Support, select your product.
3 From the list of options, choose the item that best describes your issue.
4 Continue to click the links until you see the detailed solution.
5 Read through the solution.
   You should print the solution, in case you need to leave the page or restart the computer.
   To print the detailed solution, in the upper-right corner of the page, click **PRINT THIS SOLUTION**.

6 Continue to move through the questions and solutions until you find the one that solves your problem.
If the detailed solution does not resolve your question or problem, then you can contact Norton Support by using Instant Online Chat, email, or phone.

About phone support

If your question or problem is not resolved by using Step-by-Step Assistance, Instant Online Chat, or email support, you can contact Symantec support representatives by using phone support. This support is available to all registered customers.

To use phone support

1 At the bottom of a support window, click **Contact Us**.
2 In the Support window, confirm your name, email, and phone information.
3 In the Help us identify your issue list, select the issue for which you require assistance.
4 Click **Continue**.
5 In the Support window, under the Phone section, click **Click Here**.

You can contact a Norton 360 support representative by using the number that is provided on your Norton 360 Phone support window. Phone support provides a Case ID number; to obtain faster assistance, please have this number ready when you call.

If you cannot access phone support by using Norton One Click Support, then you can access the Norton phone support options on the Symantec Web site. Go to the following URL:

http://www.symantec.com/support/index.jsp

Under Norton Support, select your product. On the Support page, under Norton Priority Support, click Click here.

Symantec shall provide complimentary support and pay for support in accordance with the most current consumer support policy of Symantec. You can find the current Symantec consumer support policies on our Web site at:

http://www.symantec.com/home_homeoffice/ support/technical_support_policy.jsp

Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, technical support is discontinued six months after the termination announcement.

Technical support for discontinuing products and old versions is subject to the most current consumer support policy of Symantec. You can find the current Symantec consumer support policies on our Web site at:

www.symantec.com/techsupp/support_policy.html

Worldwide service and support

Support solutions vary by country. For Symantec and International Partner locations that are outside of the United States, contact one of the service and support offices that are listed in this section. You can also go to the following Web site and select your language:

www.symantec.com/techsupp/

For each region, please check the Web site for the appropriate phone number.

Region	Contact information
North America	■ Symantec Corporation 555 International Way Springfield, OR 97477 U.S.A. http://www.symantec.com/norton/support/index.jsp
Australia and New Zealand	■ Symantec Australia Level 2, 1 Julius Avenue North Ryde, NSW 2113 Sydney Australia http://www.symantec.com/en/aa/norton/support/index.jsp
Europe, Middle East, and Africa	■ Symantec Ltd Consumer Services & Support PO Box 5689 Blanchardstown Dublin 15 Ireland http://www.symantec.com/en/uk/norton/support/index.jsp

Region	Contact information
Latin America	■ Symantec Brasil Sevico e Suporte Symantec Caixa Postal 3037 CEP 06210-970 Brasil ■ Portuguese language support: http://www.symantec.com/pt/br/home_homeoffice/ support/index.jsp ■ Spanish language support: http://www.symantec.com/es/mx/home_homeoffice/ support/index.jsp

February 05, 2008

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Need Help?

We're here to assist you.

One-click support for your Norton product

• Fast access to expert support right from your Norton product
• Multiple points of support:
    – Free email and live in-product chat
    – Phone support (certain levels of phone support are provided
      as a fee-based service)
• Auto-fix feature that quickly detects and fixes known problems
• Unlimited online access to common questions and answers

Access to Support

If you are unable to access one-click support, visit *www.symantec.com/ globalsupport* for answers, information, and advice about technical issues.

Visit ClubSymantec

Whether you use your computer to manage your finances, shop online, or share photos with family and friends, we want your experience to be as safe, enjoyable, and productive as possible. ClubSymantec—your one-stop resource for computer-related topics—is here to help. When you visit, you'll discover a wealth of podcasts, online demos, and other tools and information resources to help keep you up to speed on the latest in Internet security. Consider it your place on the Web to learn, ask questions, and play. Visit *www.clubsymantec.com* to get started.

Family Resource Web Site

Symantec is dedicated to helping you keep your children safe online and making sure that they are good cybercitizens. With your direction and supervision, the Internet can be a positive place for children to learn, communicate, and socialize. Symantec's Family Resource Web Site is there to help you provide the guidance your children need to use the Internet safely and securely. Visit *www.norton.com/familyresource* for more information.