Notes

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

For updates to this help file, please contact Katherine Hostetter at 6 [541] 8785. Revised by Debra Savelle on 06-25-2001.

Service and Support

Technical Support and Customer Service for Symantec products is available online through our Service & Support Web site at http://service.symantec.com.
- Technical Support helps you with installing, configuring, or troubleshooting your Symantec product.
- Customer Service helps you with orders, upgrades, replacement disks and manuals, rebates, subscription renewal services, and other non-technical issues.

Note: You must have an Internet connection and a Web browser to access online service and support. Click here {button ,JI(`>maintwo',`Getting_Connected_to_the_Internet')} for more information.

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

{button ,JI(`>maintwo',`Online_Service_and_Support')}   Online Service and Support Options

{button ,JI(`>maintwo',`PriorityCare_GoldCare_and_PlatinumCare_Support')}   Contact Options

{button ,JI(`>maintwo',`Symantec_AntiVirus_Research_Center')}   Symantec AntiVirus Research Center

Note: If you received this product with your personal computer, then you may be able to receive additional support from the manufacturer.

Every effort has been made to ensure the accuracy of this information. However, the information contained herein is subject to change without notice. Symantec Corporation reserves the right for such change without prior notice.

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

{button ,AL("automated fax retrieval;contact options;online options;Symantec AntiVirus Research Center",0,`',`')} More Info...
        Click for more information.

Online Service and Support Options

The Symantec Service & Support Web site offers a complete range of Technical Support and Customer Service options. These services are available at no charge 24 hours a day, 365 days a year.

Point your browser to http://service.symantec.com to access Technical Support and Customer Service online.

The Symantec Service & Support Web site is designed to help you find answers to your technical support and customer service questions. This site guides you through our online support options in stages, and offers a complete selection of technical support and customer services, including access to "hot topics," knowledge bases, file download pages, multimedia tutorials, and more!

Note: If you received this product with your personal computer, then you may be able to receive additional support from the manufacturer.

{button ,AL("automated fax retrieval;contact options;get connected;service and support;Symantec AntiVirus Research Center",0,`',`')} More Info...   Click 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.sarc.com/ to visit the Symantec AntiVirus Research Center section of the Symantec Service & Support Web site.

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

Point your browser to http://www.sarc.com/avcenter/download.html/ to visit the AntiVirus Updates section of the Symantec Service & Support Web site.

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

{button ,AL("contact options;online options;service and support",0,`',`')} More Info...   Click for more information.

Contact Options

Symantec offers two ways to contact a technical support or customer service representative. To access your contact options:

Point your browser to http://service.symantec.com.

Click "I am a home/small business user."

Select your product and version.

Select "contacting Symantec" from the first list, and then select the contact option you want from the second list.

> **Note**: We'll lead you through our online options first, and then point you to the contact options available for your product and version.

You can also receive a description of our fee-based telephone support services from our automated fax retrieval service, located in the United States. Please call (800) 554-4403 or (541) 984-2490, and request document 070.

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

{button ,AL("automated fax retrieval;get connected;online options;service and support;Symantec AntiVirus Research Center",0,`',`')} More Info...   Click for more information.

Automated Fax Retrieval

Use your fax machine to receive general product information, fact sheets, and product upgrade order forms. Call (800) 554-4403 or (541) 984-2490. For technical application notes, call (541) 984-2490 and select option 2.

{button ,AL("contact options;get connected;online options;service and support",0,`',`')} More Info...   Click for more information.

Getting Connected to the Internet

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

{button ,JI(`',`Finding_an_Internet_Service_Provider')}   Finding an Internet Service Provider

{button ,JI(`',`Features_to_look_for_in_an_Internet_Service_Provider')}   Features to look for in an Internet Service 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!

{button ,AL("contact options;online options;service and support",0,`',`')} More Info...   Click for more information.

Finding an Internet Service 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 ISP, 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 using Dial-Up Networking," from our Fax-on-Demand service at 541-984-2490 (document number 927000).

Click here {button ,JI(`support.HLP',`Features_to_look_for_in_an_Internet_Service_Provider')} to jump to Features to Look for in an Internet Provider.

{button ,AL("get connected;online options;service and support",0,`',`')} More Info...   Click for more information.

Features to look for in an Internet Service Provider

When you start reviewing ISPs in your area, you may want to consider the following questions 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 ISP give you?

Click here {button ,JI(`support.HLP',`Some_things_you_need_to_connect')} to jump to Some Things You Need to Connect.

{button ,AL("get connected;online options;service and support",0,`',`')} More Info...   Click for more information.

Some things you need to connect

Windows has 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!

{button ,AL("get connected;online options;service and support",0,`',`')} More Info...   Click for more information.

Connect to the world!

Though some of this may seem confusing, rest assured that all good ISPs 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 & Support Web site, at http://service.symantec.com/. Our services can help you with installing, configuring, updating, or troubleshooting your Symantec product.

{button ,AL("get connected;online options;service and support",0,`',`')} More Info...   Click for more information.

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.

{button ,AL("get connected",0,`',`')} **More Info...**   Click for more information.

Jump to web site

RETAIL version: Jumps to http://service.symantec.com/

This topic never appears. It jumps to a web site and then executes the Back macro to return to the topic from which it was called.