

## Welcome to Info Desk

Info Desk is an improved online help and information system for Norton products on the Windows 95 platform. We've added special features (all customizable) that let you efficiently work with and retrieve information from your Norton products, including:

- [enhanced context-help menus](#)
- [context-sensitive How To help](#)
- [toolbars](#)
- [global contents and index](#)

If you are unaccustomed to using Windows online help, or have found it frustrating to use online help in the past, rest assured that Info Desk is both easy-to-use and thorough. Info Desk provides various information found in your Norton product's User's Guide, and more, including:

- Tasks for how to do things
- A glossary for defining the italicized terms found in the book and on the screen

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Click here {button ,AL("INFODESK\_I0020;INFODESK\_I0030;INFODESK\_I0040;INFODESK\_I0050;INFODESK\_I0060")} for more information.

## About the context menus

Microsoft supplies a What's This? help context menu for items in a dialog box and on the desktop. Additional menu items appear on this context menu when using Norton programs. As you use your Norton programs, [context-click](#) on any item in a dialog box to receive this context menu.



- click this to receive task related help
- click this to open the contents for Info Desk

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Click here {button ,AL("INFODESK\_I0010;INFODESK\_I0030;INFODESK\_I0040;INFODESK\_I0050;INFODESK\_I0060")} for more information.

## About How To help

How To... help lets you access task related information respective to the dialog box you are in. For example, if you were in Rescue Disk, the How To... menu item could cascade to include task topics like:

- creating a rescue disk
- creating a rescue folder
- changing Rescue Disk options

If you clicked on "changing Rescue Disk options," the task would tell you how to open the Rescue Disk Options window. In the Rescue Disk Options window, the How To... menu item could cascade to include task topics like:

- adding new rescue items
- choosing format options

As you can see, changing the dialog box you are in reveals new task topics that can be accessed using the How To... menu.

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Click here {button ,AL("INFODESK\_I0010;INFODESK\_I0020;INFODESK\_I0040;INFODESK\_I0050;INFODESK\_I0060")} for more information.

## About the Info Desk toolbar

Info Desk lets you choose what your help topics navigation buttons look like. The Windows standard default displays push buttons with text on it. Using Info Desk programs, you can change the appearance of these buttons to toolbar buttons. Toolbar buttons save space and they let you access all of the help features easier. If you want, you can turn off the menu bar since there is a toolbar button for just about every help feature. Info Desk Options let you choose how the toolbars look and what appears what tools appear on it. Configure this feature to your needs; you can go back to the Microsoft standard buttons at any time.

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Click here {button ,AL("INFODESK\_I0010;INFODESK\_I0020;INFODESK\_I0030;INFODESK\_I0050;INFODESK\_I0060")}  
for more information.

## **About the Info Desk index**

The index is organized similar to that of a typical book index. Use the index to quickly find any topic for any Norton program.

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Click here [{button ,AL\("INFODESK\\_I0010;INFODESK\\_I0020;INFODESK\\_I0030;INFODESK\\_I0040;INFODESK\\_I0060"\)}](#) for more information.

## About using the mouse and keyboard

To help you navigate, all programs support many mouse and keyboard operations. Some of the most helpful are listed here for your convenience.

### Double-click...



to close any dialog box or window, or to exit an application.

### Press...

- ↑** to select an available setting, or to move the cursor or focus up.
- ↓** to select an available setting, or to move the cursor or focus down.
- to move the cursor or focus to the right.
- ←** to move the cursor or focus to the left.
- Home** to move the cursor to the beginning of the field you are editing.
- End** to move the cursor to the end of the field you are editing.
- Spacebar** to toggle an option between enabled and disabled; or to press a button.
- Alt+↓** to activate a drop-down list or combination box.
- Tab** to move the focus to the next control.
- Shift+Tab** to move the focus to the previous control.
- Alt+Tab** to switch to another open applications.
- Alt+Spacebar** to activate the control menu.
- Alt+F4** to close an application.

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Click here {button ,AL("INFODESK\_I0010;INFODESK\_I0020;INFODESK\_I0030;INFODESK\_I0040;INFODESK\_I0050")} for more information.

Shows how the help window will look on your screen.

Uses the standard text buttons.



Uses the enhanced toolbar buttons.

Enables the menu bar when the enhanced toolbar is being used.

Enables the History tool on the toolbar.

Enables the Annotate tool on the toolbar.

Enables the Insert Bookmark tool on the toolbar.

Enables the Go to Bookmark tool on the toolbar.

Enables the Always on Top tool on the toolbar.

Displays small fonts.



Displays normal fonts.

Displays large fonts.

Disables help-specific colors to increase legibility.

Shows how the context-help menu will look on your screen

Displays standard context-help menu.

Displays enhanced context-help menu.

Enables the How To... menu item on the context-help menu.

Enables the Info Desk menu item on the context-help menu.



Enables Quick Pop-up Help which lets you double-click the mouse to receive What's This? help.

Demonstrates how Quick Pop-up Help works.

## Symantec Service and Support Solutions

Symantec offers a variety of technical support and customer services to meet your needs. Our [Technical Support](#) department offers several different levels of support to assist you with specific questions you may have in using our software. Our [Customer Service](#) department will inform you what Symantec has to offer and how to get what's available.

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## **Registering Your Symantec Product**

To register your Symantec product, complete the registration card included with your package and drop the card in the mail. You can also register via your modem during the installation process if your Symantec software offers this feature. In addition, you can use the toll-free fax number listed below to register your product.

If your address changes, you can mail or fax your new address to Customer Service. Please send it to the attention of the Registration Department.

**Symantec Corporation**  
**Attn: Registration Dept.**  
**175 W. Broadway**  
**Eugene, OR 97401**  
**(800) 800-1438 Fax**

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Click here

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## Technical Support

Symantec's Technical Support department offers expanded support options designed for your individual needs and to help you get the most out of your software investment.

For support in the United States or Canada, refer to the [US office](#) help topic.

If you are outside of the United States or Canada, please call the local Symantec office or distributor in your area, or refer to the [international offices](#) help topic.

Symantec now offers different types of technical support services for you to choose from. You are given [StandardCare Support](#) by purchasing the product and then can choose from Symantec's [PriorityCare](#) and [PremiumCare](#) services to extend your level of support.

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## StandardCare Support

All registered users of Symantec products are entitled to these services at no charge:

- Unlimited calls for 90 days (from date of first call) for installation assistance, configuration, and general usage questions. (Note that this service is not available for freeware products.)
- Unlimited technical assistance via CompuServe and America Online. These forums offer electronic access to our technical support staff, libraries of sample files, technical notes, and bulletins. You will also find a rich interaction and information exchange with other users of Symantec software.
- Unlimited use of Symantec's Bulletin Board System (BBS). This download BBS is kept updated with sample files and product technical notes for quick and easy electronic access.
- Unlimited access to company information via the Internet. With an Internet browser program such as Mosaic or Netscape, you get the latest company news by entering Symantec's Internet address: <http://www.symantec.com>.
- Unlimited use of Symantec's automated fax retrieval system for instant printouts of technical notes, bulletins, product literature, and general information by fax.
- StandardCare Support is available Monday through Friday, 7:00 a.m. to 4:00 p.m. Pacific Time.

For your first 90 days of free technical support, refer to the StandardCare Support phone number on the back of your manual.

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## PriorityCare Support

All registered users of Symantec products are entitled to these services on a "pay-as-you-go" basis:

- The PriorityCare 800-number is charged to your VISA, MasterCard, or American Express on a per incident basis.
- The PriorityCare 900-number is charged to your telephone bill on a per minute basis. (As of this writing, the equivalent 900-number service is not available in Canada.)
- Average hold time will be kept to a minimum.
- PriorityCare Support is available Monday through Friday, 6:00 a.m. to 5:00 p.m. Pacific Time.

To use the PriorityCare 800- and 900-number services, refer to those numbers on the back of your manual.

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## PremiumCare Support

All registered users of Symantec products are entitled to these services on an annual subscription basis:

- [PremiumCare Gold Support](#)
- [PremiumCare Platinum Support](#)

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**PremiumCare Gold Support provides:**

- Unlimited calls on a toll-free 800 line.
- Average hold time will be kept to a minimum.
- PremiumCare Gold Support is charged on an annual subscription basis.
- PremiumCare Gold Support is available Monday through Friday, 6:00 a.m. to 5:00 p.m. Pacific Time.

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### **PremiumCare Platinum Support provides:**

- Unlimited calls on a toll-free 800 line.
- Average hold time will be kept to a minimum.
- A Support Center Manual with troubleshooting, installation, configuration, and usage information.
- Quarterly updates of technical notes and bulletins.
- Instant access to senior support staff.
- Automatic updates of inline software revisions. (Inline software revisions do not include version upgrades.)
- After hours and weekend support is also available to PremiumCare Platinum customers for an additional fee.
- PremiumCare Platinum Support is charged on an annual subscription basis per product family. The annual fee is for two subscribers; other subscribers can be added on a per person basis.
- PremiumCare Platinum Support is available Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific Time.

To order PremiumCare Gold or Platinum support, please contact Customer Service or your Symantec sales representative.

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## Electronic Support

Technical information is available 24 hours a day on electronic bulletin board systems. Symantec provides access to its own [Symantec bulletin board system](#) (BBS), and maintains the Symantec forums on [CompuServe](#) and [America Online](#).

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## Symantec BBS

The Symantec BBS provides a Customer Service forum, shareware and public-domain software, "Frequently Asked Questions" (FAQs), and support forums where you can exchange tips and information with other end users. Settings for the Symantec bulletin board are: 8 data bits, 1 stop bit; no parity.

300-, 1200-, and 2400-baud modems (541) 484-6699 (24 hrs.)

9600-, and 14,400-baud modems (541) 484-6669 (24 hrs.)

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## CompuServe

You can exchange information and ideas with Symantec representatives and with other users of Symantec products on the CompuServe bulletin board.

To access the Symantec forums on CompuServe, type:

GO SYMANTEC at any ! prompt.

For additional information, or to subscribe in the United States and Canada, call CompuServe at (800) 848-8199. Check with CompuServe for data communications settings.

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## America Online

To access the Symantec bulletin board on America Online, type keyword:

SYMANTEC

For additional information, or to subscribe in the United States and Canada, call America Online at (800) 227-6364. Check with America Online for data communications settings.

In other regions, contact them directly for information on how to obtain an account.

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## **Automated Fax Retrieval System**

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

To receive technical application notes and samples of "how tos," call our Technical Support fax retrieval number, and choose Option 2.

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

- Technical Support (541) 984-2490
- Customer Service (800) 554-4403

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

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## Customer Service

Symantec's Customer Service department builds and maintains long-lasting customer relations through consistent, expert service. Our Customer Service department is available to help you:

- Order an upgrade.
- Subscribe to the technical support solution of your choice.
- Fulfill your request for product literature or demonstration disks.
- Find out about dealers and consultants in your area.
- Replace missing or defective pieces (disks, manuals, etc.) from your package.
- Update your product registration with address or name changes.

[Customer Service in the USA](#)

[International Customer Service](#)

[Disk Replacement Service](#)

For specific questions about how to use your Symantec software, please contact Technical Support.

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## Customer Service and Support, USA and Canada

<b>USA</b>	Symantec Corporation 175 W. Broadway Eugene, OR 97401	(800) 441-7234 (USA & Canada) (541) 334-6054 (all other locations) Fax (541) 334-7400
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Click here for [international locations](#).

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## Customer Service and Support, International Locations

Symantec provides technical support and customer service worldwide. Services vary by country and include International Partners (IPs) who represent Symantec in regions where there is no Symantec office. Most IPs provide customer service and technical support for Symantec products in your local language, as close to your home or office as possible.

- [European Headquarters](#)
- [Asia/Pacific Rim Headquarters](#)
- [Mexico](#)

If your country is not listed in the international locations above, please call our Technical Support automated fax retrieval service, located in the United States, at (541) 984-2490, and request Document 1400.

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## Mexico

Rubén Darío No. 36 Piso 2  
Colonia Rincón del Bosque  
11580 México, D.F.  
U.S.A.

Tel. (52) (5) 545-1234  
Fax Tel. (52) (5) 531-2252

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## European Headquarters

Symantec Europe  
Kanaalpark 145  
2321 JV Leiden  
The Netherlands  
Tel. (31) (71) 353 111  
Fax Tel. (31) (71) 353 150  
Automated fax retrieval  
Tel. (31) (71) 353 255

Technical Support:  
Dutch Tel. (31) (71) 353 184  
French Tel. (31) (71) 353 180  
German Tel. (31) (71) 353 181  
English Tel. (31) (71) 353 182  
Fax Tel. (31) (71) 353 153  
BBS Tel. (31) (71) 353 169

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## Asia/Pacific Rim

Symantec Australia Pty. Ltd.  
408 Victoria Road  
Gladesville, NSW 2111  
Australia

Tel. (61) (2) 879 6577  
Fax Tel. (61) (2) 879 6805

Technical Support Tel. (61) (2) 879 6577

Fax Tel. (61) (2) 879 6594

BBS Tel. (61) (2) 879 6322

DOS/Win AntiVirus recording Tel. (61) (2) 879 7362

Mac AntiVirus recording Tel. (61) (2) 879 6968

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## Replacing a Disk

If you need to exchange your disks for another format or replace a defective disk that is still under warranty, please use the Disk Replacement form at the end of your manual, or contact [Customer Service](#).

To receive a refund for a product purchased through a reseller, please visit or contact the authorized dealer from whom you purchased the product.

If you ordered the product or upgrade directly from Symantec and wish to receive an exchange or refund in accordance with our own 60-day money back guarantee, please return your installation disk and a letter including a brief explanation for the return. Please send by traceable means, such as UPS or FEDEX, to:

Symantec Corporation  
ATTN: RMA Dept.  
175 West Broadway  
Eugene, OR 97401

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Click here

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