

Welcome to Info Desk

Info Desk is an improved online help and information system. 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](#)
- [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 terms found in the book and on the screen

Click here {button ,AL("INFODESK_I0020;INFODESK_I0030;INFODESK_I0050;INFODESK_I0060")} for more information.

About the context menus

Most Windows applications supply 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, right-click any item in a dialog box to display this context menu:



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

Click here {button ,AL("INFODESK_I0010;INFODESK_I0030;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 in which you are currently working. If you need help using your Norton programs, simply right-click anywhere in the dialog box on which you need help and choose How To from the context menu.

Click here {button ,AL("INFODESK_I0010;INFODESK_I0020;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.

Click here [{button ,AL\("INFODESK_I0010;INFODESK_I0020;INFODESK_I0030;INFODESK_I0060"\)}](#) for more information.

About using the keyboard

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

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.
- 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.

Click here {button ,AL("INFODESK_I0010;INFODESK_I0020;INFODESK_I0030;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

Symantec offers a variety of technical support and customer services. 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 can describe the plans for you and tell you how to sign up.

Click here

{button ,AL("IDCSP1;IDCSP2;IDCSP3;IDCSP4;IDCSP5;IDCSP6;IDCSP7;IDCSP8;IDCSP9;IDCSP10;IDCSP11;IDCSP12;IDCSP13;IDCSP14;IDCSP15;IDCSP16;IDCSP17;IDCSP18;IDCSP19")}

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

Click here

{button ,AL("IDCSP1;IDCSP2;IDCSP3;IDCSP4;IDCSP5;IDCSP6;IDCSP7;IDCSP8;IDCSP9;IDCSP10;IDCSP11;IDCSP12;IDCSP13;IDCSP14;IDCSP15;IDCSP16;IDCSP17;IDCSP18;IDCSP19")} for related information.

Technical Support

Symantec's Technical Support department can help you get the most out of your software investment, and can help you with any technical problems you may have using Symantec software. You can use [the World Wide Web and other electronic means](#) to get fast answers to your technical questions.

Symantec also 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.

If you are in the United States or Canada, you can find out more about these plans by contacting our Customer Service representatives in 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](#).

Click here

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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 Internet Explorer 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.

Click here

{button ,AL("IDCSP1;IDCSP2;IDCSP3;IDCSP4;IDCSP5;IDCSP6;IDCSP7;IDCSP8;IDCSP9;IDCSP10;IDCSP11;IDCSP12;IDCSP13;IDCSP14;IDCSP15;IDCSP16;IDCSP17;IDCSP18;IDCSP19")} for related information.

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 outside the United States.)
- ← 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.

Click here

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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](#)
-

Click here

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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.

Click here

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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.

Click here

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Electronic Support

Symantec provides several ways for you to get technical support on-line. Our Technical Support department is accessible from America Online, CompuServe and through the Symantec world wide web page at <http://www.symantec.com>.

You can find this information online:

- ← A list of frequently asked questions (FAQ) that is updated often.
- ← A searchable Knowledge Base containing much of the information used by our support technicians.
- ← Discussion groups where you can pose questions and receive answers from qualified Symantec support technicians and developers within 24 hours on business days. All messages are "threaded"
- ← replies are associated with the original question so you can follow a conversations easily. (Please read the web page on Configuration and Usage Tips before accessing our discussion groups.)

If you don't have access to the Internet or the World-Wide Web, you can still get technical support from the following sources:

- ← [Symantec BBS](#)
- ← [America Online](#)
- ← [CompuServe](#)
- ← Symantec's [Automated Fax Retrieval System](#)

Click here

{button ,AL("IDCSP1;IDCSP2;IDCSP3;IDCSP4;IDCSP5;IDCSP6;IDCSP7;IDCSP8;IDCSP9;IDCSP10;IDCSP11;IDCSP12;IDCSP13;IDCSP14;IDCSP15;IDCSP16;IDCSP17;IDCSP18;IDCSP19")}

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- through 28,000-baud modems (541) 484-6699 (24 hrs.)

Click here

{button ,AL("IDCSP1;IDCSP2;IDCSP3;IDCSP4;IDCSP5;IDCSP6;IDCSP7;IDCSP8;IDCSP9;IDCSP10;IDCSP11;IDCSP12;IDCSP13;IDCSP14;IDCSP15;IDCSP16;IDCSP17;IDCSP18;IDCSP19")} for related information.

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.

Click here

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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.

Click here

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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 to's," 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, choosing Option 2, and requesting Document 1400.

Click here

{button ,AL("IDCSP1;IDCSP2;IDCSP3;IDCSP4;IDCSP5;IDCSP6;IDCSP7;IDCSP8;IDCSP9;IDCSP10;IDCSP11;IDCSP12;IDCSP13;IDCSP14;IDCSP15;IDCSP16;IDCSP17;IDCSP18;IDCSP19")} for related information.

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.

Click here

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Customer Service and Support, USA and Canada

USA	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](#).

Click here

{button ,AL("IDCSP1;IDCSP2;IDCSP3;IDCSP4;IDCSP5;IDCSP6;IDCSP7;IDCSP8;IDCSP9;IDCSP10;IDCSP11;IDCSP12;IDCSP13;IDCSP14;IDCSP15;IDCSP16;IDCSP17;IDCSP18;IDCSP19")} for related information.

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.

Click here

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Mexico

Symantec Mexico
Rubén Darío No. 36 Piso 2 OFNA 6
Colonia Chapultapec Polanco
11560 México, D.F.
Tel. (52) (5) 545-1234
Fax Tel. (52) (5) 531-2252

Technical Support

For Technical Support, call the automated fax retrieval service located in the United States at (541) 984-2490, and request Document 1400.

Click here

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European Headquarters

Symantec Europe Ltd

Kanaalpark 145

2321 JV Leiden

The Netherlands

Tel. (31) (71) 535 3111

Fax Tel. (31) (71) 535 3150

Automated fax retrieval (24 hrs.)

Tel. (31) (71) 535 3255

Customer Service

Tel. (31) (71) 535 3294

Technical Support:

Dutch

Tel. (31) (71) 579 4407

French PC/Mac

Tel. (33) (1) 41 38 69 80

French Mac

Tel. (33) (1) 41 38 69 81

German

Tel. (49) (211) 9917 110

English

Tel. (44) (1628) 788 580

Other countries

Tel. (31) (71) 579 4425

Fax (31) (71) 535 3153

Windows 95-WinFax

Tel. (31) (71) 524 7270

International English

Tel. (31) (71) 524 7210

WinFax/DOSFax/Faxpro for Mac

Tel. (31) (71) 524 7271

International English

Tel. (31) (71) 524 7211

CommSuite/Wincomm/Cyberjack

/pcANYWHERE32

Tel. (31) (71) 524 7272

International English

Tel. (31) (71) 524 7212

Screen savers/Echo Lake

Tel. (31) (71) 524 7273

International English

Tel. (31) (71) 524 7213

FormFlow/perForm

Tel. (31) (71) 524 7274

International English

Tel. (31) (71) 524 7214

Fax (31) (71) 524 7295

Registration

Fax (31) (71) 524 7299

International BBS (up to 14.4 baud)

Tel. (31) (71) 535 3169

BBS SAM Virus Definition Update

Tel.(31) (71) 535 3299

Click here

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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

Automated Fax retrieval (24 hrs.) Tel. (61) (2) 817 4550

Click here

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Replacing a Disk

If you need to exchange your CD-ROM for another format or replace a defective disk that is still under warranty, please use the Disk Replacement form you received with the product, 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

Click here

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