

## Online Support options

Technical support for Norton AntiVirus is available online. The most convenient way to go directly to Norton AntiVirus technical support is to select Norton AntiVirus Support Center in the Help menu. You will need set up an Internet connection and install a web browser to ensure that you connect successfully. (For more information about connecting to the Internet, please refer to the "Getting Connected to the Internet" topic in the Help menu.) The actual Internet address for the Norton AntiVirus Support Center is as follows:

<http://service.symantec.com/nav/>

After you connect to the Norton AntiVirus Support Center, you have quick access to the following services among others:

<b>Service</b>	<b>What you can do there</b>
<b>File download area</b>	Download a file from the Symantec file download if you need a product update or other information. If you choose not to use LiveUpdate to update your program automatically, or there is a file you need that LiveUpdate cannot provide, you can find the file here. Such files include the latest virus definitions, product updates, documents about your product, and so on. To browse all the files in the Symantec file download section, connect to the Norton AntiVirus file download area at <a href="http://service.symantec.com/ftp/navftp.html">http://service.symantec.com/ftp/navftp.html</a> .
<b>Frequently Asked Questions documents (also known as FAQs)</b>	Read a document that contains commonly asked questions and answers. These documents are compiled by Symantec technicians and are updated frequently to reflect the support issues our technicians see each day.
<b>Interactive support system</b>	Submit a technical issue in plain text to our interactive support system. 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.
<b>Knowledge bases</b>	Search the Symantec product knowledge base to find an answer to your 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.
<b>Online discussion groups</b>	Use your worldwide web browser to access the discussion group that focuses on your product. From the convenience of your browser, you can read discussions on line, send a message to a support technician, or search for a topic in the discussion area. If you send a note to an online technician, you can expect an answer within 24 hours (excluding weekends and holidays).

