



For Internet access , click here:

[Norton AntiVirus Technical Support](http://service.symantec.com/nav.html) via the Internet at <http://service.symantec.com/nav.html>

[Symantec AntiVirus Research Center](http://www.symantec.com/avcenter) via the Internet at <http://www.symantec.com/avcenter>

[Symantec AntiVirus Research Center Virus Encyclopedia](http://www.symantec.com/avcenter/vinfodb.html) via the Internet at <http://www.symantec.com/avcenter/vinfodb.html>

To access online help for Norton AntiVirus, click here:

[Norton AntiVirus Help](#)

To consult the online manuals,


First click here:

 [Install Adobe Acrobat Reader](#)


Then click here to select a manual:

 [Norton AntiVirus User's Guide for Windows 95/98/NT](#)

 [Norton AntiVirus Reference Guide for Windows NT Workstations](#)

 [Norton AntiVirus Reference Guide for Windows 95/98](#)

To view a short video or interactive tutorial, click:

 [About Viruses](#)

 [Norton AntiVirus Guided Tour](#)

 [What to do When Norton AntiVirus Reports a Problem](#)

Check to ensure that your CD is in the drive and the drive can be read.

You must have a browser installed.

See [Getting Connected to the Web](#)

Getting Connected to the Web

This section explains how to successfully connect to the Web in order to access the Symantec AntiVirus Research Center and Norton AntiVirus Technical Support.

[Finding an Internet provider](#)

[Features to look for in an Internet provider](#)

[Some things you need to connect](#)

[Connect to the world!](#)

Back to [Technical Support Online](#)

Finding an Internet 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 Internet provider, 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 further information on Dial-Up Networking, please refer to your Windows documentation, or request the document, "How To Set Up A Network Connection By Using Dial-Up Networking," from our Fax-on-Demand service at 541-984-2490 (document number 909003).

▶ Move on to "Features to look for in an Internet provider"

Back to [Getting Connected to the Web](#)

Features to look for in an Internet provider

When you start reviewing Internet providers in your area, you may want to consider the following 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 provider give you?

▶ Move on to "Some things you need to connect"

Back to [Getting Connected to the Web](#)

Some things you need to connect

Windows 95 and Windows NT have 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.)

▶ Move on to "Connect to the world!"


Back to [Getting Connected to the Web](#)

Connect to the world!

Though some of this may seem confusing, rest assured that all good providers 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's online services

Once you have connected to the Internet, you can access Symantec's online services. These services, all available on our web site at <http://service.symantec.com/> , can help you with installing, configuring, or troubleshooting your Symantec product or downloading files.

For further information on the types of services we provide, please refer to the topic, "Online Support Options." 

Back to [Technical Support Online](#)

Online Support Options

Symantec online services is made up of several different technical support services, all available on the Symantec web site. These services can help you with installing, configuring, or troubleshooting your Symantec product or downloading files.

There is no extra cost for using these services, other than the cost of your connection to the Internet. Because these services are on the Internet, they are available 24 hours a day, 365 days a year.

After you connect to the Visual Café Support Center, you have quick access to the following services:

Service

What you can do there

[Files and Updates](#)

The Files & Updates section contains files released by Symantec to supplement your software. Here you will find links to product updates, technical documents, and other related files.

[Frequently Asked Questions](#)


Frequently Asked Questions are a compilation of the most common questions and answers about a Symantec product. This is a quick and easy way to find an immediate answer to your question.

[Knowledge Base](#)

Search the 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.

[Ask a Tech](#)


Ask a Tech consists of discussion groups for each product that are similar to newsgroups. These groups are public forums for discussing technical issues about Symantec products. You can search for messages about a specific question, browse existing messages, or post a new message. Symantec support analysts will respond to your message within 24 business hours (excluding weekends and holidays).

NOTE: In order to access these online services, you must have access to the Internet through an Internet Service Provider (ISP). For information on how to connect to the Internet, please refer to the topic, "Getting Connected To The Web." 

Back to [Technical Support Online](#)

Technical Support Online

Norton AntiVirus technical support is available online by clicking Symantec Support Center on this page. You also need to set up an Internet connection and install a web browser to ensure that you can connect successfully.

For more information about connecting to the Internet, please refer to the topic, "Getting Connected to the Web." 

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[Online Support Options](#)

