• EUROPE •

Symantec Service and Support Solutions

Symantec is committed to excellent service worldwide. Our goal is to provide you with professional assistance in the use of our software and services, wherever you are located.

Technical support and customer service solutions vary by country.
If you have questions about the services described below, please refer to the section "Your Contact Information at a Glance" at the end of this chapter.

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

Registering your Symantec product

Registering your Symantec product qualifies you for technical support, disk and manual replacements, and other valuable services. You can register your Symantec product in the following ways:

- Fill out Symantec's online Registration Form at:
    - **English**

        http://www.symantec.com/region/uk/techsupp/forms/register_form.html
    - **German**

        http://www.symantec.com/region/de/techsupp/forms/register_form.html
    - **French**

        http://www.symantec.com/region/fr/techsupp/forms/register_form.html
    - **Dutch**

        http://www.symantec.com/region/nl/techsupp/forms/register_form.html
    - **Italian**

        http://www.symantec.com/region/it/custserv/register_form.html

- **Spanish**

  http://www.symantec.com/region/es/custserv/register_form.html

- **Swedish**

  http://www.symantec.com/region/se/custserv/register_form.html

- During the installation process (if your Symantec product offers this feature).

- Register over the telephone by calling Symantec's Customer Service Centre. Telephone numbers are listed in "Your Contact Information at a Glance" at the end of this chapter.

- If there is a registration card included with your product, please complete it and post to the address indicated.

- If your address changes, you can notify Symantec by filling in the online Address Change Form at:

  - **English**

    http://www.symantec.com/region/uk/techsupp/forms/change_address_form.html.

  - **German**

    http://www.symantec.com/region/de/techsupp/forms/change_address_form.html.

  - **French**

    http://www.symantec.com/region/fr/techsupp/forms/change_address_form.html.

  - **Dutch**

    http://www.symantec.com/region/nl/techsupp/forms/change_address_form.html.

  - **Italian**

    http://www.symantec.com/region/it/custserv/change_address_form.html

  - **Spanish**

    http://www.symantec.com/region/es/custserv/change_address_form.html

  - **Swedish**

    http://www.symantec.com/region/se/custserv/change_address_form.html

You can also telephone Symantec Customer Service to inform us of your new address details

Virus definitions updates

If your software program contains the LiveUpdate feature, you can click on the LiveUpdate button to automatically download and install virus definitions. You can also obtain virus definitions files on the Internet at:

http://www.symantec.com/avcenter/index.html

Follow the steps below to update your virus definitions:

■ Click on the Definition Updates graphic, or Download Updates in the Sections list.

■ Click on Download Virus Definition Updates at the bottom of the page.

■ Select your language and product.

■ Select the appropriate filename for your product.

■ Select a location on your hard drive to save the downloaded file.

■ When the download is complete, navigate to the file in Windows Explorer and double-click on it.

When the update has been completed, your virus definitions will be up-to-date.

Virus Update Subscription Renewals

If you prefer, virus definitions updates can be purchased from Symantec to be sent to you by post. To subscribe to this service, call your local Symantec Customer Service Centre. Please refer to "Your Contact Information at a Glance" at the end of this chapter for your local customer service number.

Your purchase of Norton AntiVirus entitles you to free virus definitions from the Internet for one year. After this year you can purchase an annual subscription on the Symantec web site for a nominal fee. Please refer to the "Regional Sites" section below for your local Symantec web site. Once on this site, click on Shop Symantec and choose Virus Update Subscription.

For information about other purchasing methods, please contact your local Symantec Customer Service Centre. Please refer to "Your Contact Information at a glance" at the end of this chapter for your local customer service number.

If you are also running older versions of Norton products

If you have a 2000 Norton product installed on your computer, the LiveAdvisor button on the menu bar of your product will be removed upon installation of a 2001 Norton product. However, as LiveAdvisor is no longer being used for information delivery, this is no loss in functionality to you. As was outlined in the final LiveAdvisor messages, Symantec has replaced the LiveAdvisor delivery mechanism with information on the following locations:

Symantec web sites:

AntiVirus Research Center

www.symantec.com/avcenter/index.html

Regional sites:

- **Europe/English:**   www.symantec.com/eusupport/
- **France:**   www.symantec.fr/frsupport/
- **Germany:**   www.symantec.de/desupport/
- **Italy:**   www.symantec.it/itsupport/
- **Netherlands:**   www.symantec.nl/nlsupport/
- **United Kingdom/Ireland:**   www.symantec.co.uk/uksupport/
- **Switzerland:**   www.symantec.ch/chsupport/
- **Middle East-Africa/English**   www.symantec.com/measupport/

Product-specific news bulletin:

US/English: http://www.symantec.com/techsupp/bulletin/index.html

Service and Support

Symantec offers an array of technical and non-technical support options designed for your individual needs to help you get the most out of your software investment. Free support is available on Symantec's Service and Support web sites as well as via Symantec's Fax on Demand system.

World Wide Web and FTP

Symantec's Internet site provides unlimited access to technical/non-technical, product and company information. On the web site you can:

- View Top Issues (a compilation of the most commonly asked questions and answers about Symantec products)
- Search the Symantec Technical and Non-technical Knowledge Bases (online collections of technical and non-technical queries and their answers)

- Post a message in one of the discussion groups ("Ask Symantec" is a discussion group where questions can be submitted and a Symantec technician will respond in 1 business day)

Other options include the Symantec Service and Support Troubleshooter (which via a few simple questions, will painlessly take you to the information you want to find) and Top Issues (published top issues for each product).

Please refer to "Your Contact Information at a Glance" at the end of this chapter for Symantec's Service and Support web site addresses.

If your software program contains the LiveUpdate feature, you can click on the LiveUpdate button to automatically download and install software updates and virus definitions. You can also access product updates and virus definitions on the Service & Support web site or you can go directly to our FTP site to download technical notes and software patches at:

ftp.symantec.com

Automated fax retrieval system

Symantec's automated fax retrieval system can be used 24 hours a day to receive general product information and technical notes on your fax machine. Please refer to "Your Contact Information at a Glance" at the end of this chapter for your local Fax On Demand number.

Telephone Support

Symantec provides fee-based telephone technical support for consumer products. Customers can purchase support on a per incident basis directly from a support technician or on an annual subscription basis from Customer Service.

Please contact the Symantec Customer Service Centre for information and advice regarding Symantec's support offerings. Please refer to "Your Contact Information at a Glance" at the end of this chapter for your local customer service number.

Support for old and discontinued versions

Once a new version (upgrade) of your product is released, technical support will continue to be provided for the previous version for a limited time after the release of the new version. Technical information may still be available on the Symantec web site and automated fax retrieval system.

When Symantec announces that a product will no longer be marketed or sold, fee-based technical support will be discontinued 60 days later. Support will only be available for discontinued products as documentation posted on the Symantec web site or via our automated fax retrieval system.

Customer Service

Symantec's Customer Service Centre can assist you with your non-technical enquiries, such as:

- General product information (eg. features, pricing, language availability, dealers in your area etc.)
- Basic troubleshooting such as how to check your product version number
- Latest information on product updates and upgrades
- How to update/upgrade your product
- Fulfilment of product literature or trialware
- Replacement of missing or defective CDs, manuals etc.
- Updating your product registration with an address or name change
- Ordering Norton AntiVirus definition subscriptions
- Advising on Symantec's technical support options
- Ordering technical support subscriptions for consumer products

Extensive Customer Service information can be found on the Symantec Service and Support web site and can also be obtained by calling the Symantec Customer Service Centre . Please refer to "Your Contact Information at a Glance" at the end of this chapter for your local customer service number and web addresses.

Your Contact Information At A Glance

Symantec Service and Support Websites

- **Europe/English:**   www.symantec.com/eusupport/
- **France:**   www.symantec.fr/frsupport/
- **Germany:**   www.symantec.de/desupport/
- **Italy:**   www.symantec.it/itsupport/
- **Netherlands:**   www.symantec.nl/nlsupport/
- **United Kingdom/Ireland:**   www.symantec.co.uk/uksupport/
- **Switzerland:**   www.symantec.ch/chsupport/
- **Middle East-Africa/English**   www.symantec.com/measupport/
- **Symantec FTP:**   ftp.symantec.com
                                             (Download Technical notes and the
                                             latest patches)

Visit Symantec Service & Support on the web - search the technical and non-technical support knowledge bases, read product *post your query to one of the discussion groups and more. Use the Service and Support Troubleshooter to help you quickly and easily find the information you need or use the Site Map if you already know where to find your information. The Site Map divides your options into technical and non-technical categories for your convenience.

Symantec Technical Support

Symantec provides FREE technical support via the Service and Support website. Please note that telephone technical support is a chargeable service.

Utilities Products	Local numbers (for other countries see "Desktop Support")
Norton SystemWorks Norton CleanSweep Norton CrashGuard Norton Utilities for Win95, NT, MAC Norton Commander Win95/NT Norton Ghost (Retail)	UK: + (44) 20 7744 0061 France: + (33) 1 64 53 80 73 Germany: + (49) 69 6641 0371 Holland: + (31) 71 408 3958

Note: Norton Internet Security and other Utilities not listed above
are only supported on the WEB

AntiVirus	Local numbers (for other countries see "Desktop Support")
Norton AntiVirus Win 98/95, NT, Win3.1/DOS, Macintosh	UK: + (44) 20 7616 5813 France: + (33) 1 64 53 80 63 Germany: + (49) 69 6641 0353 Holland: + (31) 71 408 3952

Remote Productivity Solutions	Local numbers (for other countries see "Desktop Support")
WinFax/TalkWorks pcAnywhere for 95/NT pcAnywhere DOS, Win 3.1, CE	UK: + (44) 20 7616 5803 France: + (33) 1 64 53 80 60 Germany: + (49) 69 6641 0350 Holland: + (31) 71 408 3951

Desktop Support, Other Countries

Austria: + 43 (1) 501375023	Norway: + 47 23053330
Belgium: + 32 (2) 7131701	Poland: + 0 800 3111269
Denmark: + 45 35 445720	South Africa: + (27) 11 7849856
Finland: + 358 (9) 22 930417	Spain: + (34) 91 6625255
Ireland: + 353 (1) 6011901	Sweden: + (46) 8 7355024
Israel: + 1 800 9453805	Switzerland: + (41) 1 2121847
Italy: + 39 054228062	Turkey: +(90) 212 213 42 65

Fax on demand system

Symantec's Fax On Demand system (FOD) is a menu-driven literature response facility. By calling the appropriate number below, you will be guided through an option menu using your telephone keypad. Your choice of information will be automatically sent to you via fax.

Austria	+ (43) 1 50 137 5022
Belgium	+ (32) 2 7131710
Denmark	+ 45 35 445710
Finland	+ (358) 9 22 930411
France	+ (33) 1 64 53 80 52
Germany	+ (49) 69 6641 0310
Italy	+ 39 024827 0010
Luxembourg	+ (352) 29 84 795022
Netherlands	+ (31) 71 4083790
Norway	+ 47 23 053310
Spain	+ (34) 91 662 4021
Sweden	+ (46) 751 5681
Switzerland	+ (41) 1 2126267
UK	+ (44) 20 7616 5710

Symantec Customer Service

Provides multilingual non-technical information and advice by telphone.

Austria	+ (43) 1 50 137 5020
Belgium	+ (32) 2 7131700
Denmark	+ 45 35 44 57 00
Finland	+ (358) 9 22 930410
France	+ (33) 1 64 53 80 50
Germany	+ (49) 69 6641 0300
Ireland	+ (353) 1 811 8032
Italy	+ 39 02 48270000
Luxembourg	+ 352 29 84 79 50 20
Netherlands	+ (31) 20 5040565
Norway	+ 47 23 05 33 00
South Africa	+ (27) 11 784 9855
Spain	+ (34) 91 6624413
Sweden	+ (46) 8 703 9615
Switzerland	+ (41) 1 2126262
UK	+ (44) 20 7616 5600
Other Countries	
(English Language Service Only)	+ (353) 1 811 8032

Symantec Customer Service - Correspondence Address

Symantec Ltd

Customer Service Centre

Europe, Middle East and Africa (EMEA)

PO Box 5689

Dublin 15

Ireland

For South Africa

Symantec SA (Pty) Ltd

PO Box 1998

Gallo Manor, Sandton

2052 South Africa

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