

Norton™ Internet Security For Mac®

User Guide

We protect more people from more online threats than anyone in the world.

Norton™
from symantec

Care for our Environment, 'It's the right thing to do'.

Symantec has removed the cover from this manual to reduce the Environmental Footprint of our products.

Norton™ Internet Security 4 for Mac®

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Symantec Corporation
350 Ellis Street
Mountain View, CA 94043

<http://www.symantec.com>

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Norton™ Internet Security 4 for Mac®

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Contents

Chapter 1	Installation	11
	Before you begin	11
	Installing Norton Internet Security	12
	Setting up Norton Internet Security	14
	After installation	16
Chapter 2	Getting started	17
	Opening and quitting Norton Internet Security	17
	For more information	18
Chapter 3	Service and support solutions	21
	Service and support solutions	21
	About online support	21
	About phone support	22
	Support for old and discontinued versions	22
	Keeping your subscription current	23
	Worldwide service and support	23
Index		25

Installation

1

This chapter includes the following topics:

- [Before you begin](#)
- [Installing Norton Internet Security](#)
- [Setting up Norton Internet Security](#)
- [After installation](#)

Before you begin

Before you install Norton Internet Security, you should read the Read Me file for the latest installation information.

To install Norton Internet Security, you are required to enter an administrator account name and password. An administrator account is created when you set up your Mac.

See [“Checking your user account type”](#) on page 12.

If you are not sure if your account is an administrator account, check your user account type.

Reading the Read Me file

The Read Me file contains a summary of what is new and changed in Norton Internet Security, as well as installation tips. It contains information that was unavailable at the time the user guide was published.

To read the Read Me file

- 1 Insert the product CD into your optical disc drive.
- 2 In the CD window, double-click **Norton Internet Security Read Me**.

Checking your user account type

You can create two common types of user accounts on your Mac: administrator accounts and non-administrator (standard or managed) accounts.

A user who has an administrator account name and password may install software and change system settings. A non-administrator account user may not perform administrative tasks.

Many tasks require that you enter an administrator account name and password. If you do not know if your account is an administrator account, you can check it in System Preferences.

To check your user account type

- 1 On the Apple menu, click **System Preferences**.
- 2 Click **Accounts**.
- 3 On the left side of the Accounts preferences window, view your account name and account type.

Installing Norton Internet Security

Before beginning the installation, you should save your work and quit any programs that are open on your Mac.

You can install from the product CD or from a file that you download.

To install Norton Internet Security

- 1 Do one of the following:
 - If you install from a CD, insert the product CD into the optical drive.
 - If you downloaded your copy of Norton Internet Security, double-click the file that you downloaded.
- 2 Double-click **Norton Internet Security Installer**.
- 3 In the Welcome to the Norton Internet Security Installer window, click **Continue**.
- 4 Review the Important Information text, and then click **Continue**.
- 5 Read the Software License Agreement, and then click **Continue**.
- 6 In the dialog that appears, click **Agree**.
If you do not agree, you cannot continue the installation.
- 7 If prompted, in the Select a Destination window, select your Mac OS X startup disk, and then click **Continue**.
You must install Norton Internet Security on a startup disk.
- 8 To install all of the components of Norton Internet Security, click **Install**.
If other Symantec products are installed on your computer, this button may be labeled Upgrade instead of Install.
- 9 In the Authenticate dialog, type your administrator account name and password, and then click **OK**.
- 10 In the dialog that tells you that the installation requires a restart of your computer, click **Continue Installation**.

- 11 In the dialog that asks you if you want to run LiveUpdate, do one of the following:
 - If your computer is connected to the Internet, to ensure that the software is up to date, click **Yes**.
 - If your computer is not connected to the Internet, click **No**.
- 12 In the Installation Successful window, click **Restart**. You must restart your computer to complete the installation process. For more information on how to restart your Mac, refer to Mac Help in the Finder's Help menu.

If you cannot eject the CD

If you cannot eject the CD after you restart your computer, try one of the following actions:

- Before you eject the CD, quit any applications and close any open documents that are on the CD.
- Restart your computer.
Press and hold the eject button on the keyboard when your Mac restart chime sounds.
- On a Mac computer that has a slot-loading CD-ROM drive, press and hold the mouse button to eject the CD while you start your computer.

For more information on how to eject a CD, refer to the Mac Help.

Setting up Norton Internet Security

After you install Norton Internet Security and restart your computer, the Setup Assistant guides you through the product setup steps.

Throughout the Setup Assistant, you can click **More Info** to get more information about the feature or options in the window. You can also go back to previous windows by clicking the **Back** button.

You can view and change all of the settings in the Setup Assistant at any time in the Norton Internet Security settings windows. You can click the **Help** button (question mark) on any settings window for information on changing feature settings.

To set up Norton Internet Security

- 1 In the Norton Internet Security Setup Assistant, read the **Introduction** window, and then click **Continue**.
- 2 In the **Location Awareness** window, use the buttons to enable or disable Location Awareness, and then click **Continue**.
- 3 In the **Location Awareness** window, enter the location of the Mac in use, select the type of location, and then click **Continue**.
- 4 If you are prompted, in the **About Phishing Protection** window, use the buttons to enable or disable Phishing Protection, and then click **Continue**.
If you disabled Phishing Protection, you can skip to step 7.
- 5 In the **Phishing Protection Options** window, use the checkbox to enable or disable display of the **Phishing Protection** toolbar in your Web browser, and then click **Continue**.
- 6 In the **Phishing Protection Options** window, use the checkboxes to enable or disable **Phishing Protection** for the Firefox Web browser and to set other Firefox options, and then click **Continue**.
- 7 In the **Firewall** window, use the menu to restrict who can access services that run on your computer, and then click **Continue**.
- 8 When you are finished with the Setup Assistant, click **Finish**.
- 9 In the **Authenticate** window, enter an administrator account name and password, and then click **OK**.

After installation

After you install Norton Internet Security, you can register your software with Symantec.

Registering Norton Internet Security

Registration qualifies you for technical support, disk and manual replacements, and other valuable services. After you fill out the online registration form, you can update your privacy options.

To register Norton Internet Security

- 1 Make sure your computer is connected to the Internet.
- 2 In the Applications folder on your Macintosh, open the Symantec Solutions folder, and then double-click **Register your Software**.
- 3 On the registration Web page, select **Norton Internet Security for Macintosh, version 4.0**, and then click **continue**.
- 4 On the Register your Software Web page, fill in the required personal information, and then click **submit registration**.
- 5 If you want to view and change your preferences regarding mail, email, or telephone calls, click **GO**.
- 6 After you select your preferences, click **Submit** at the bottom of the window.

This chapter includes the following topics:

- [Opening and quitting Norton Internet Security](#)
- [For more information](#)

Opening and quitting Norton Internet Security

Norton Internet Security includes Norton AntiVirus, Norton Confidential, and Norton Firewall to protect your Mac. You do not have to start the programs to be protected. If Norton Internet Security detects a situation that requires your attention, an alert opens to help you resolve the situation. By default, protection features are enabled, and as Norton Internet Security monitors your computer, it notifies you about security risks as they occur.

Norton Internet Security records all activities and detections in its Activity Log or History Log. If you are away from your Mac, you can use the Activity Log to see what happened while you were away.

To open Norton Internet Security

- ❖ Do one of the following:
 - In the Applications folder, open the Symantec Solutions folder, and then double-click the icon of the Norton product that you want to open.
 - From the Norton QuickMenu, choose the Norton product you want to open, and then click **Open**.
 - In the Dock, click the Norton product icon that you want to open, if it is present.

To quit Norton Internet Security

- 1 Close all Norton product dialogs and alerts.
You cannot quit your Norton products if any dialogs or alerts are open.
- 2 Do one of the following:
 - On the Norton product menu, choose **Quit Norton Internet Security**.
 - Press **Command-Q**.

For more information

The product documentation provides assistance for using Norton Internet Security. You can find the information that you need on your computer and on the Web.

Accessing Help

You can access a list of Help topics by opening the Norton product Help. To search for specific information, in the search field at the top of the Help window, type a search term, and then press Return.

To access Help

- ❖ Do one of the following:
 - To access a list of Help topics, on the Norton product menu bar, click **Help**, and then choose Norton Internet Security Help.
 - To access the Help for a current window or task, click the **Help** button.

Opening the user guide PDF

You can find the *Norton Internet Security User Guide* on the CD in PDF format.

To open the user guide PDF

- 1 Insert the CD into the optical drive.
- 2 Double-click the PDF.

You can also copy the PDF to your computer and read it from there.

To read the user guide that you copied to your computer

- 1 Open the folder into which you copied the PDF.
- 2 Double-click the PDF.



Service and support solutions

3

This chapter includes the following topics:

- [Service and support solutions](#)
- [About online support](#)
- [About phone support](#)
- [Support for old and discontinued versions](#)
- [Keeping your subscription current](#)
- [Worldwide service and support](#)

Service and support solutions

Use the information that is contained in these topics when you need support for your product.

About online support

Symantec offers a range of technical support and customer service options on the Internet. The Symantec Web site also contains answers to the most common customer questions.

To use online support

- 1 Open your browser, and go to the following URL:
<http://www.symantec.com/support/index.jsp>
- 2 Click **Norton Support**.

- 3 Click **Technical Support**.
- 4 In the menu, choose your product and version and click the arrow.
- 5 From the list of options, choose the item that best describes your issue.
- 6 You should print the solution, in case you need to leave the page or restart the computer.
- 7 If the detailed solution does not resolve your question or problem, then you can contact Norton Support by using email or phone.

About phone support

If you have a question or problem that you cannot resolve on the support Web site by yourself, the site provides a link to information about phone support. For questions about installation or common problems in a current version of a Norton product, there is no charge. For other problems, or if you use an older version, phone support is fee-based. This support is available to all registered customers.

Symantec shall provide complimentary support and fee-based support in accordance with the most current consumer support policy of Symantec. You can find the current Symantec consumer support policies on our Web site at:

[www.symantec.com/norton/
support/technical_support_policy.jsp](http://www.symantec.com/norton/support/technical_support_policy.jsp)

See “[About online support](#)” on page 21.

Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued six months after the termination announcement. Technical information on these

products may still be available through the support Web site at the following address:

www.symantec.com/norton/support/index.jsp

Technical support for discontinuing products and old versions is subject to the most current consumer support policy of Symantec. You can find the current Symantec consumer support policies on our Web site at:

[www.symantec.com/norton/
support/technical_support_policy.jsp](http://www.symantec.com/norton/support/technical_support_policy.jsp)

Keeping your subscription current

This renewable service includes protection updates and new product features as available throughout the service period. Please note that features may be added, modified, or removed during the service period.

Service period lengths vary by Symantec product. After your initial service period ends, you must renew your service subscription before you can update and use your protection. When you run LiveUpdate near the end of your service period, you are prompted to subscribe for a nominal charge. Follow the instructions on the screen to renew.

Worldwide service and support

Support solutions vary by country. For the Symantec and International Partner locations that are outside of the United States, contact one of the support offices available in the list. You can also go to the following Web site and select your language:

<http://www.symantec.com/globalsupport>

For each region, please check the Web site for the appropriate phone number.

Region	Contact information
North America	<ul style="list-style-type: none"> ■ Symantec Corporation 555 International Way Springfield, OR 97477 U.S.A. http://www.symantec.com/norton/support/index.jsp
Australia and New Zealand	<ul style="list-style-type: none"> ■ Symantec Australia Level 2, 1 Julius Avenue North Ryde, NSW 2113 Sydney Australia http://www.symantec.com/en/aa/norton/support/index.jsp
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Index

A

- accounts
 - administrator 12
 - checking type 12

C

- CD, cannot eject 14

H

- help
 - access 18
 - Symantec service and support 21

I

- installation
 - post-installation tasks 16
 - preparing for 11
 - Read Me 11
 - Setup Assistant 14
 - tasks 12

L

- logins, checking 12

N

- Norton Internet Security
 - Activity Log 17

- Norton Internet Security
 - (continued)

- open 17
 - quit 17

- Norton QuickMenu 17

R

- Read Me file 11
- register your product 16

S

- Service and Support 21
- Setup Assistant 14
- subscription 23
- support 21–22
 - worldwide service 23
- Symantec Web site product registration 16

T

- technical support 21
- troubleshooting
 - cannot eject CD 14
 - technical support 21

U

- user guide PDF 18–19

