



NORTON ULTIMATE HELP DESK

Give your customers direct access to the ultimate IT department.

Your customers simply don't have time for IT issues. Norton Ultimate Help Desk will put their on-demand tech issues in the hands of Norton experts. We provide comprehensive support, from network setup to device diagnostics and troubleshooting, anytime it's needed.^{1,3}

Save your customers time and money (in addition to their sanity).

Norton technicians provide remote support, accessing your customers' computer over the Internet to help fix their problem. It's an easy way to add IT expertise to their team. And it typically costs much less than an on-site service call or re-pair-shop work. Your customers wear lots of hats. IT expert doesn't have to be one of them. We help solve tech issues. Your customers stay focused on their business.

Plus, Norton technicians are available anytime your customers need help, 24x7, 365 days a year¹. Ultimate Help Desk brings IT home — virtually.

We'll help keep your customers' computers running like new.

It can happen. Adding new programs, downloading files and using more memory can cause computer slow-downs over time. But your customers can help restore like-new speeds with Norton Computer Tune Up, included with Norton Ultimate Help Desk.

This comprehensive inspection and repair service is designed to free up some memory, optimize settings and fix the things that stand in the way of high-speed performance.

If your customer thinks their computer might have a virus, Norton techs will help find it and eliminate it. If your customers' computer has slowed to a crawl, we'll give it a tune-up. If they've got a new laptop, we'll help connect it to their wireless network.

From first-time setup to ongoing maintenance and as-needed troubleshooting, Ultimate Help Desk will help fix your customers' tech issues fast.

¹ - English only.

³ - PC, Mac, iOS, Android, Home Network, Printer (PC, Mac), Scanner (PC, Mac), Digital Camera (PC, Mac), MP4 players (PC, Mac)

Norton Ultimate Help Desk Features

24x7 Support¹

Speak with tech support any time, 365 days a year.

Computer Tune Up

Helps keep your customers' computers running like new.

Network & Mobile

Norton techs help set up home networks and mobile devices.

Software Support

We'll help troubleshoot common software issues.

Norton Spyware & Virus Removal

Helps keep computers virus-free.

OS Upgrades

Operating System upgrade assistance – helps computers stay current and secure.

Advanced Diagnostics & Resolution

We'll help identify and recommend solutions for even complex technical issues.

Back Up Setup

We'll help initiate a backup on select cloud storage providers or on local drives.²

Device Coverage

Choose a level of coverage depending on your customers' needs.

System Requirements

To receive the service, a high-speed Internet connection and the following system requirements are required. Some devices may not be able to receive services even if your connection seemed qualified or your device's environment suitable. Customer must have administrator level access to the PC or Mac.

Norton Computer Tune Up

Windows Operating Systems

- Microsoft Windows XP SP3 or higher, Windows Vista, Windows 7 or Windows 8
- Microsoft Windows 10 (all versions), except Windows 10 in S Mode and Windows running on ARM processor

Mac Operating Systems

- Mac OS X 10.5 or later

Norton Ultimate Help Desk

Windows Operating Systems

- Microsoft Windows XP SP3 or higher, Windows Vista, Windows 7 or Windows 8
- Microsoft Windows 10 (all versions), except Windows 10 in S Mode and Windows running on ARM processor

Mac Operating Systems

- Mac OS X 10.5 or later

Android Operating Systems

- Android OS version 6.x or later
(must have the Google Play app installed)

iOS Operating Systems

- iOS version 7 or later

Norton Spyware and Virus Removal

Windows Operating Systems

- Microsoft Windows XP SP3 or higher, Windows Vista, Windows 7 or Windows 8
- Microsoft Windows 10 (all versions), except Windows 10 in S Mode and Windows running on ARM processor

Mac Operating Systems

- Mac OS X 10.5 or later

Android Operating Systems

- Android OS version 6.x or later
(must have the Google Play app installed)

iOS Operating Systems

- iOS version 7 or later

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² - Cloud service includes providers like Box, Dropbox, Google Drive, and OneDrive. Backup on your local drive is limited to external HDD or DAS (Direct attached storage)