



# Norton Core<sup>™</sup>

## USER GUIDE

# Norton Core User Guide

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# Welcome to Norton Core

This chapter includes the following topics:

- [Welcome to Norton Core](#)
- [System requirements and specifications](#)

## Welcome to Norton Core

Norton Core is a secure wireless router that protects your connected home network, while delivering our highest level of security and performance.

Norton Core comes with a one-year complimentary subscription<sup>1</sup> to Norton Core Security Plus that helps protect your home network and your connected devices, including computers, laptops, and mobile devices, against malware, viruses, and cybercriminals.

By offering a combination of performance and protection, Norton helps you get the most out of your connected home and your online experience.

Norton Core features:

### Network security

- Technologies such as deep packet inspection<sup>2</sup> and intrusion detection identify vulnerabilities and protect your home at the network level.
- A Security Score that shows the state of your home network security at a glance.
- Secure DNS lookups that are powered with Secure DNS.
- A built-in crypto-core processor to ensure data encryption for all user data and communications.

### Device security

- Discovers and recognizes your smart devices automatically.

- Defends against viruses, spyware, malware and other online threats. Any detected threat is quarantined automatically.
- Protects all your smart (IoT) devices and connections.
- Safeguards your personal information when you perform online transactions.

### Parental controls<sup>3</sup>

- Time management: Limit the time that a network user or device can be online.
- Content filtering: Set custom content limits based on age range to keep your family and devices safe.
- Usage insights: Monitor bandwidth used and screen time of any user on the network.

### Others

- Create separate guest network for your guests.
- Know the real-time upload and download speeds of your network.
- Prioritize any device on your network to receive maximum bandwidth.

Each wireless device in your home may represent a vulnerability that cybercriminals can exploit. Norton Core constantly monitors your connected devices for suspicious activity. If a device becomes compromised, Norton Core quarantines the threat before it spreads.

---

**Note:** Norton Core is available only in the U.S., Australia, and New Zealand.

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## System requirements and specifications

Norton Core provides powerful Norton protection for your home wireless network. You set up and manage Norton Core using the Norton Core app on your Android or iOS device.

### Norton Core setup requirements

- Broadband internet connection (cable or DSL modem)
- iOS or Android mobile device with mobile data plan (for internet connection)
- Norton Core app  
Download the Norton Core app from the Apple App Store or Google Play Store.

System requirements for Norton Core app

- iOS 9.0 or later
- Android 4.4 (KitKat) or later
- Bluetooth Smart (BLE) support on mobile device

## Norton Core Secure WiFi Router specifications

### Processor, storage, memory

- Qualcomm 1.7 GHz Dual Core
- 1 GB DDR3 SDRAM
- 4 GB eMMC Flash

### Wireless connectivity

- Simultaneous dual-band 2.4 GHz & 5 GHz WiFi radios
- AC2600 (800 Mbps @ 2.4 GHz + 1733 Mbps @ 5 GHz)
- 4x4 MU-MIMO, IEEE 802.11a/b/g/n/ac Wave 2
- Bluetooth Low Energy (BLE)

### Security and networking

- DPI, IDS, IPS, WPA2, DHCP, NAT, UPnP
- Automatic device discovery

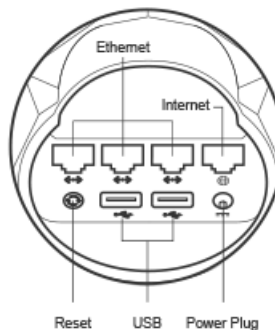
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**Note:** Norton Core currently does not support IPv6 protocol.

---

### Wired connectivity

- 1 x Gigabit WAN port (cable or DSL modem)
- 3 x Gigabit LAN ports (networked devices)
- 2 x USB 3.0 ports (printer)



### Power

- Output: 36 W (12 VDC - 3 A)
- Input: 110 VAC

### Size and weight

- Size: 6.0 in x 6.0 in x 5.22 in (W x D x H)
- Weight: 1.3 lb (0.6 kg)

### Environmental requirements

- Ambient operating temperature: 32° to 95° F (0° to 35° C)
- Ambient storage temperature: -13° to 140° F (-25° to 55° C)
- Relative humidity for operation: 20% to 80% (non-condensing)

## Product safety

- Keep the device away from water, fire, humidity, or hot environments.
- Do not attempt to disassemble, repair, or modify the device.
- Store and use the device in the temperature range as mentioned in the 'Environmental requirements' section.
- Maximum Permissible Exposure (MPE): Ensure that at least 31 cm of separation distance is maintained between the wireless device and the body of the user.
- Power adapter shall be installed near the equipment and shall be easily accessible.
- Do not use damaged power adapter with the device. Continued use may lead to electric shocks, short circuits, or fire.
- Do not touch the power adapter with wet hands. Doing so may lead to short circuits, malfunctions, or electric shocks.
- Use of unapproved or incompatible power adapter may cause fire, explosion, or other hazards.

For more information, read the [Norton Core Safety and Regulatory Compliance](#).

## Bluetooth (BLE) compatible mobile devices

Bluetooth (BLE) is available built-in on Android smart phones and tablets that come installed with Android v4.4 and later. For Apple iOS devices, BLE is available on iPhone 4S and later, iPad 3 and later, and iPod Touch 5 and later.

If you're not sure whether your mobile device supports Bluetooth BLE, check the manual of your mobile device. Alternatively, you can search online with the model number of your device.



# Set up your protected network

This chapter includes the following topics:

- [Get the Norton Core app](#)
- [Access your Norton account](#)
- [Set up your secure network](#)
- [Set up your Norton Core with PPPoE connection](#)
- [Add devices to your Norton Core secure network](#)
- [Add a USB printer to your Norton Core network](#)
- [Norton Core parental controls](#)
- [Set up Norton Core parental controls](#)

## Get the Norton Core app

You can control your secure wireless network from anywhere using the intuitive Norton Core app.

### IMPORTANT:

Ensure that your mobile device meets all these requirements:



Runs on iOS (9.0 or higher) or Android (4.4 or higher) operating system



Has Bluetooth Smart (BLE) support

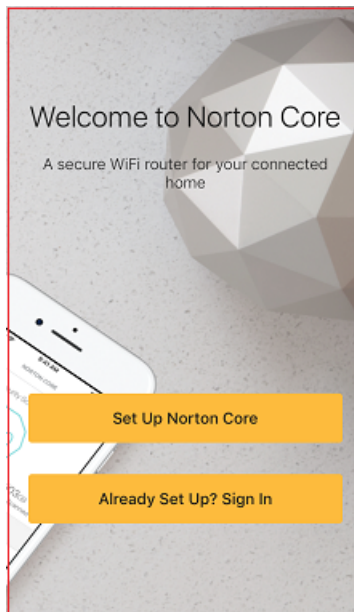


Has mobile data plan (for internet connection)

If yes, you can proceed to download the Norton Core app.

### Download Norton Core app on Android

- 1 On your Android device, do one of the following:
  - Tap [here](#) to be redirected to the Norton Core page in Play Store.
  - Launch the **Play Store** app, search for **Norton Core**, and then select the Norton Core app from the search results.
- 2 Once you have located the app page in the Play Store, tap **Install**, and then tap **Accept** to install the app.
- 3 When the installation completes, tap **Open** to check if you can launch the app and see the **Welcome to Norton Core** screen.



Your Norton Core app is ready and you can proceed to set up your secure wireless network.

### Download Norton Core app on iOS

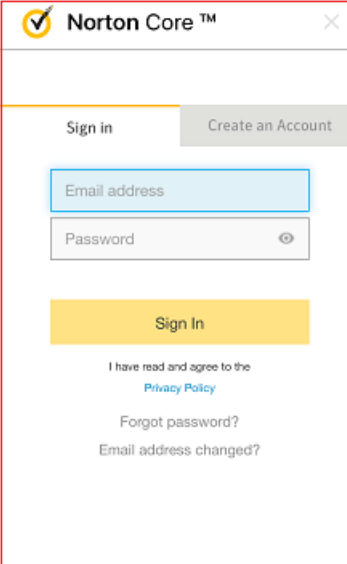
- 1 On your iOS device, do one of the following:
  - Tap [here](#) to be redirected to the Norton Core page in App Store.

- Launch the **App Store** app, search for **Norton Core**.
- 2 Once you have located the app page in the App Store, tap **Get**, and then tap **Install**.
- 3 When the installation completes, tap **Open** to check if you can launch the app and see the **Welcome to Norton Core** screen.

Your Norton Core app is ready and you can proceed to set up your secure wireless network.

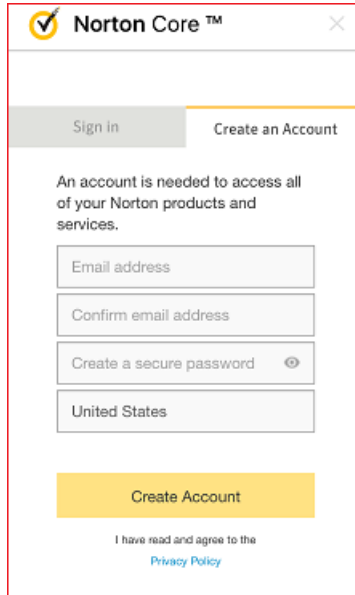
## Access your Norton account

You need a valid Norton account to use Norton Core. If you have used Norton before, you likely have a Norton account. [Sign in](#) and validate your Norton account.

The screenshot shows the Norton Core app's sign-in interface. At the top, there's a header with the Norton Core logo and a close button. Below the header, there are two tabs: 'Sign in' (active) and 'Create an Account'. Under the 'Sign in' tab, there are two input fields: 'Email address' and 'Password'. The 'Password' field has an eye icon to toggle visibility. Below the input fields is a large yellow 'Sign In' button. At the bottom, there are three links: 'I have read and agree to the Privacy Policy', 'Forgot password?', and 'Email address changed?'.

If you do not remember your Norton account password, go to the Norton account [Forgot Your Password page](#) and enter the email address that you used when you set up your Norton account. Norton emails a password recovery link to you or sends a notification that there is no account associated with your email.

If you are new to Norton or your email address is not associated with any Norton account, you must create a Norton account before you proceed.

A screenshot of the Norton Core mobile application interface for creating a new account. The window has a title bar with the Norton Core logo and a close button. Below the title bar, there are two tabs: 'Sign in' and 'Create an Account', with the latter being selected. The main content area contains a message: 'An account is needed to access all of your Norton products and services.' Below this message are four input fields: 'Email address', 'Confirm email address', 'Create a secure password' (with an eye icon for toggling visibility), and a dropdown menu currently showing 'United States'. At the bottom of the form is a large yellow 'Create Account' button. Below the button, there is a line of text: 'I have read and agree to the' followed by a blue link for 'Privacy Policy'.

---

**Note:** You cannot have two Norton Core routers linked to the same Norton account. You can activate only one Norton Core to your Norton account. If you have more than one Norton Core, you need to activate the other Norton Core with another Norton account.

---

### Create a Norton account

- 1 Go to the link below:  
<https://login.norton.com>
- 2 Tap **Create an Account**.
- 3 In the **Email address** box, type your email address.  
You need to specify this email address when you sign in.
- 4 In the **Confirm email address** box, type your email address again.
- 5 In the **Password** box, type a password.  
Password is case-sensitive and must be between 6 and 50 characters in length.
- 6 In the **Region** drop-down list, select your country or region.
- 7 Tap **Create Account**.

# Set up your secure network

**IMPORTANT:** Ensure that your mobile device meets all these requirements:

- Runs on iOS (9.0 or higher) or Android (4.4 or higher) operating system
- Has Bluetooth Smart (BLE) support
- Has mobile data plan (for internet connection)

If yes, you can proceed to download the Norton Core app.

To set up Norton Core, you need:

- A broadband internet connection with a modem or a modem and router combo device
- A valid Norton account
- Norton Core app installed on your iOS or Android device

If you have all these, you're ready to begin.

## Set up Norton Core

- 1 Unbox the package you received.

Contents in the box include:

- Norton Core Secure WiFi Router
- Ethernet cable
- AC power adapter

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**Warning:** The power adapter is rated for a power input of 100-120V. Do not use the power adapter if the electricity at the wall socket is of higher voltage. Contact [Norton Support](#) for assistance.

---

- Quick Start Guide

- 2 Choose a location near your broadband connection and place the Norton Core router on an open shelf, table, or TV stand. For the best wireless signal, make sure that there are no obstructions where you place the Norton Core router.

---

**Note:** If you find any physical damage to the device or any of the components, contact [Norton Support](#) for a replacement.

---

- 3 Turn on Bluetooth on your mobile device.

The Norton Core router uses Bluetooth (BLE) to connect with the Norton Core app during setup.

- 4 Launch the Norton Core app.
- 5 Tap **Set Up Norton Core**.
- 6 Read the license agreement, and tap **Agree & Launch**.
- 7 Tap **Next**.
- 8 In the **Select your current wireless set up** screen, select your current broadband set up.
  - If you have separate modem and router devices, select this icon:



- If you have modem and router combined to a single device, select this icon:



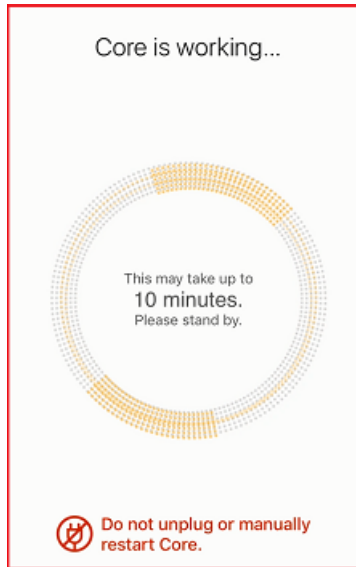
- 9 Tap **Next**.
- 10 Follow the on-screen instructions to physically connect Norton Core router with your current modem or modem and router combo device, and power them on.

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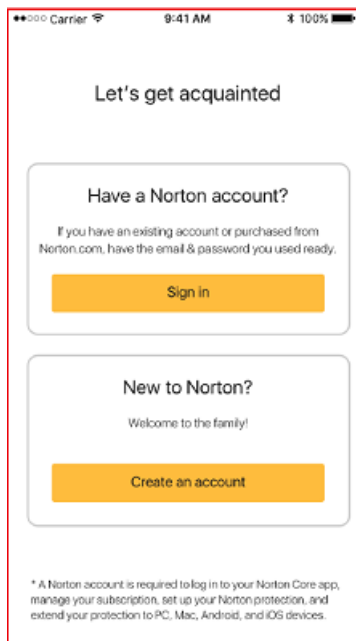
**Note:** You should wait for about one minute after you power on the modem/modem and router combo device and Norton Core router. Norton Core router displays a blinking white light to signal it is ready.

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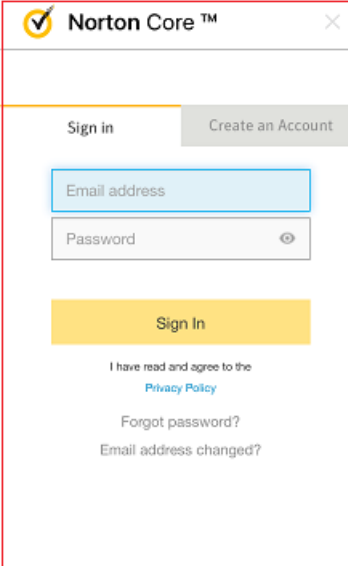
- 11 Wait for a few minutes as Norton Core performs a sequence of configuration tasks that include establishing and securing a connection, and installing the latest updates.



- 12 Tap **Next** on the prompt to sign in to your Norton account.

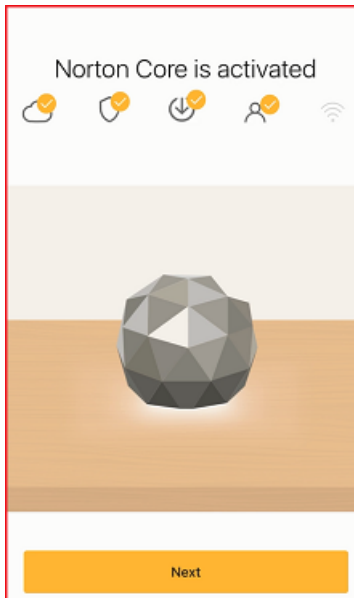


- 13 Provide your Norton account email address and password, and tap **Sign In**.



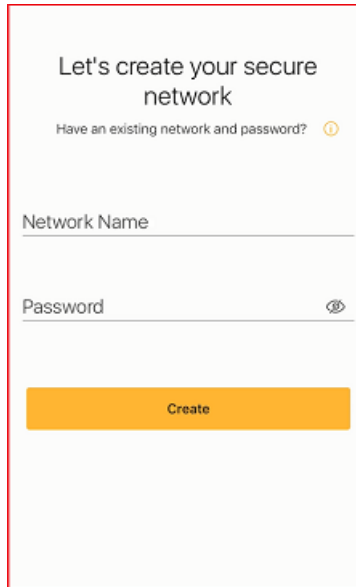
The image shows the Norton Core sign-in screen. At the top, there is a header with the Norton Core logo and a close button. Below the header, there are two tabs: "Sign in" (active) and "Create an Account". Under the "Sign in" tab, there are two input fields: "Email address" and "Password". Below the input fields is a yellow "Sign In" button. Under the button, there is a link to the "Privacy Policy" and two links: "Forgot password?" and "Email address changed?".

- 14 Tap **Next** after your Norton Core is linked to your Norton account and activated.





- 15 In the **Let's create your secure network** screen, enter a network name and password for your wireless network.



Let's create your secure network

Have an existing network and password? ⓘ

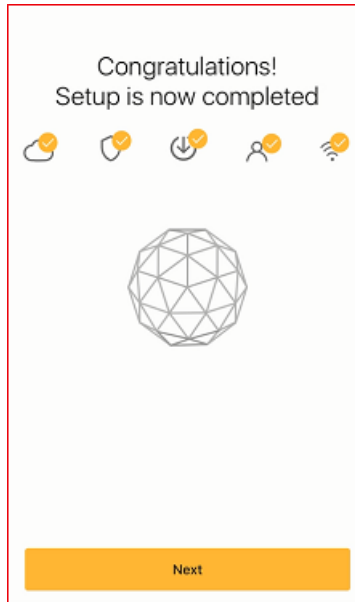
Network Name

Password ⓘ

Create

**16 Tap Create.**

Norton Core creates your secure wireless network and displays the **Congratulations** screen.

**17 Tap Next.**

You have successfully set up your protected network. Norton Core displays your Norton Core Security Plus subscription<sup>1</sup> details and then the home screen. The Norton Core router light changes to solid white.

You are ready to add all of your household devices to your new secure network.

## Set up your Norton Core with PPPoE connection

Many internet service providers (ISP) provide internet connection for their Digital Subscriber Line (DSL) subscribers using the Point-to-Point Protocol over Ethernet (PPPoE) connection type.

In a PPPoE setup, your ISP gives you a user name (an email address or a user ID) and password when you sign up for internet connection. You typically use these credentials on your ISP's sign-in page to connect your computer to the internet using a browser.

**IMPORTANT:** Ensure that your mobile device meets all these requirements:

- - Runs on iOS (9.0 or higher) or Android (4.4 or higher) operating system
- - Has Bluetooth Smart (BLE) support

- - Has mobile data plan (for internet connection)
- If yes, you can proceed to download the Norton Core app.

To set up Norton Core with a PPPoE connection, you need:

- A broadband internet connection
- A modem or a modem and router combo device configured in bridge mode
- A valid Norton account
- Norton Core app installed on your iOS or Android device
- The user name and password provided by your ISP

### Set up Norton Core

- 1 Unbox the package you received.

Contents in the box include:

- Norton Core Secure WiFi Router
- Ethernet cable
- AC power adapter
- Quick Start Guide

- 2 Choose a location near your broadband connection and place the Norton Core router on an open shelf, table, or TV stand. For the best wireless signal, make sure that there are no obstructions where you place the Norton Core router.

---

**Note:** If you find any physical damage to the device or any of the components, contact [Norton Support](#) for a replacement.

---

- 3 Turn on Bluetooth on your mobile device.

The Norton Core router uses Bluetooth (BLE) to connect with the Norton Core app during setup.

- 4 Launch the Norton Core app.

- 5 Tap **Set Up Norton Core**.

- 6 Read the license agreement, and tap **Agree & Launch**.

- 7 Tap **Next**.

- 8 In the **Select your current wireless set up** screen, select your current broadband set up.

- If you have separate modem and router devices, select this icon:



- If you have modem and router combined to a single device, select this icon:



9 Tap **Next**.

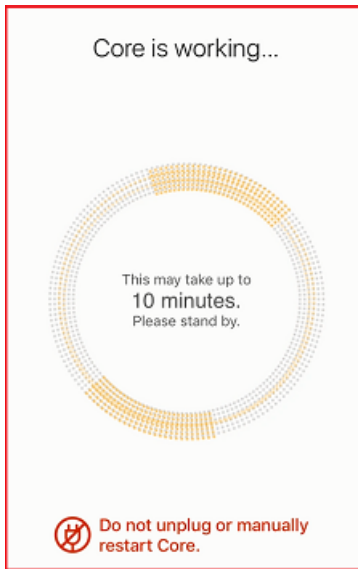
- 10 Follow the on-screen instructions to physically connect Norton Core router with your current modem or modem and router combo device, and power them on.

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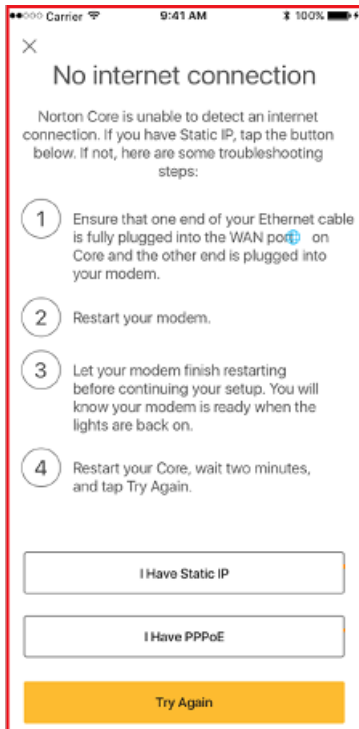
**Note:** You should wait for about one minute after you power on the modem/modem and router combo device and Norton Core router. Norton Core router displays a blinking white light to signal it is ready.

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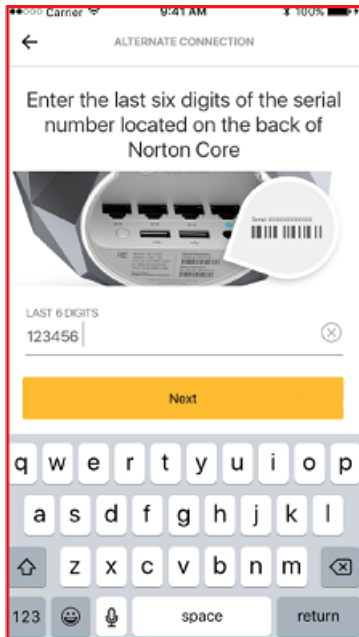
- 11 Wait for a few minutes as Norton Core establishes a connection.



- 12 When prompted with the **No internet connection** screen, tap **I Have PPPoE**.



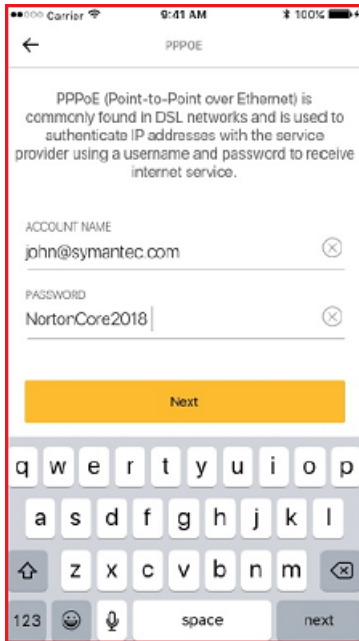
- 13 In the **Alternate connection** screen, enter the last six digits of the serial number of your Norton Core router.



You can find the serial number printed underneath the device.

- 14 Tap **Next**.

- 15 In the **PPPoE** screen, enter the username and password provided by your internet service provider.



Carrier 9:41 AM 100%

← PPPOE

PPPoE (Point-to-Point over Ethernet) is commonly found in DSL networks and is used to authenticate IP addresses with the service provider using a username and password to receive internet service.

ACCOUNT NAME  
john@symantec.com (X)

PASSWORD  
NortonCore2018 (X)

Next

q w e r t y u i o p  
a s d f g h j k l  
⬆ z x c v b n m ⬇  
123 ☺ 🗣 space next

- 16 Tap **Next**.
- 17 Wait for a few minutes as Norton Core performs a sequence of configuration tasks that include securing the internet connection and installing the latest firmware updates.



18 In the **Let's get acquainted** screen, tap **Sign In**.

Let's get acquainted

Have a Norton account?

If you have an existing account or purchased from Norton.com, have the email & password you used ready.

Sign in

New to Norton?

Welcome to the family!

Create an account

\* A Norton account is required to log in to your Norton Core app, manage your subscription, set up your Norton protection, and extend your protection to PC, Mac, Android, and iOS devices.

19 Provide your Norton account email address and password, and tap **Sign In**.

✓ Norton Core™

Sign in Create an Account

Email address

Password

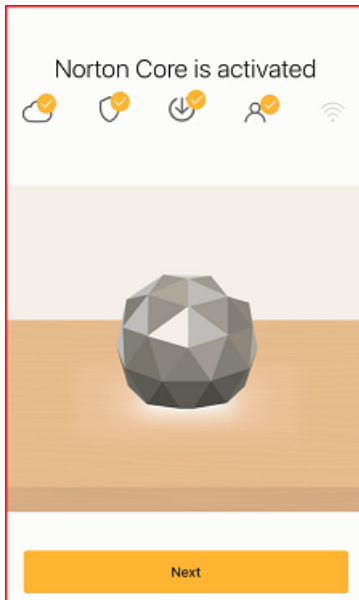
Sign In

I have read and agree to the [Privacy Policy](#)

Forgot password?

Email address changed?

- 20 Tap **Next** after your Norton Core is linked to your Norton account and activated.

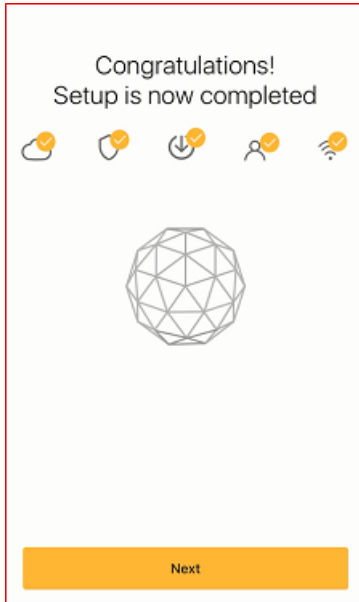


- 21 In the **Let's create your secure network** screen, enter a network name and password for your wireless network.

A screenshot of a mobile application screen titled "Let's create your secure network". Below the title is a link that says "Have an existing network and password?" followed by an information icon. There are two input fields: "Network Name" and "Password". The "Password" field has a toggle icon (an eye) to its right. At the bottom of the screen is a large orange button labeled "Create".

**22 Tap Create.**

Norton Core creates your secure wireless network and displays the **Congratulations** screen.



**23 Tap Next.**

You have successfully set up your protected network. Norton Core displays your Norton Core Security Plus subscription<sup>1</sup> details and then the home screen. The Norton Core router light changes to solid white.

You are ready to add all of your household devices to your new secure network.

## Add devices to your Norton Core secure network

When you add a wireless device to your secure network, it is displayed in the **Devices** screen of the Norton Core app. You can then assign the device to the users in your network.

### Add your wireless devices to your secure network

- 1 For each smartphone, tablet, printer, or other smart device that you want to add, go to the individual device settings and turn on WiFi.  
  
Do not forget IoT devices like smart TVs, alarm systems, thermostats, or lights. To add a USB printer, See [“Add a USB printer to your Norton Core network”](#) on page 28.
- 2 Select your Norton Core network from the list of available wireless networks.  
  
If you do not see your network name in the list, refresh the list. Make sure that each device that you add is on the Norton Core network or it will not be protected by Norton Core.
- 3 Enter your network password.  
  
Your secure wireless network is protected with WPA2-AES encryption.
- 4 Tap **Connect/Join**.

## Add a USB printer to your Norton Core network

When you add a USB printer to your Norton Core network, you can print to it from any device on your secure network. Norton Core supports only one printer at a time for your secure network. You cannot connect more than one printer.

### Add a USB printer to Norton Core

- 1 Connect the printer USB cable to the USB port of the Norton Core router.
- 2 Launch the Norton Core app.
- 3 On the top-left corner, tap the menu icon.
- 4 Tap **Settings > Router**.
- 5 In the **Router Settings** screen, turn on **USB 3.0 Port/USB Printer**.

---

**Note:** Enabling or disabling the **USB 3.0 Port/USB Printer** option does not impact the Security Score of your secure network.

---

After you enable the USB settings, you need to add the printer using a Windows or Mac computer to configure the printer with the gateway IP address of Norton Core.

### Add a printer in Windows

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**Note:** Before you begin, ensure that your computer has the required printer drivers installed. You may have to install the drivers if they are not already available. You can download and install the required drivers for your printer model from the internet.

---

- 1 On the Windows taskbar, click **Start > Devices and Printers**.
- 2 Click **Add a Printer**.
- 3 In the **Add Printer** wizard, select **Add a local printer**.
- 4 Under **Choose a printer port**, select **Create a new port** and choose **Standard TCP/IP Port** from the **Type of port** drop-down list.
- 5 Click **Next**.
- 6 In the **Hostname or IP address** box, type the IP address of the Norton Core gateway.  
To find your Norton Core IP address, launch the Norton Core app, then navigate to **Settings > About > Router IP Address**.  
If you do not want the port name to be the same as the IP address, type a different text in the **Port Name** box.
- 7 Uncheck **Query the printer and automatically select the driver to use**, and then click **Next**.  
Wait for your computer to begin its search for the specific TCP/IP port and fail.
- 8 Under **Additional port information required**, select **Custom** and then click **Settings**.
- 9 In the **Configure Standard TCP/IP Port Monitor** dialog, in the **Port Settings** tab, do the following:
  - **Printer Name or IP Address**: verify the IP address of Norton Core gateway.
  - **Protocol**: select **Raw**
  - **Raw Settings > Port Number**: type **9100**
- 10 Click **OK**.
- 11 Select the correct printer driver and click **Next**.
- 12 Follow the on-screen instructions to complete and exit the **Add Printer** wizard.

#### Add a printer in Mac

- 1 On the Apple menu, click **System Preferences**.
- 2 Click **Printers & Scanners**.
- 3 In the **Printers & Scanners** window, click **Add +**.
- 4 At the top of the **Add** dialog, click the **IP** icon.
- 5 In the **Hostname or IP address** box, type the IP address of the Norton Core gateway.  
To find your Norton Core IP address, launch the Norton Core app, then navigate to **Settings > About > Router IP Address**.

- 6 In the **Name** box, you can type a name for your printer to change it from the number of the IP address.
- 7 In the **Protocol** drop-down list, select **HP Jetdirect Socket**.
- 8 In the **Use** drop-down list, select your printer brand and model.  
If you do not see your printer in the **Use** drop-down list, click **Software Settings**, then choose your printer from the list.
- 9 Click **Add**.
- 10 Exit the **Printer & Scanner** window.

## Norton Core parental controls<sup>3</sup>

Parental controls in Norton Core let your children explore the web freely, while letting you know when and where they spend time online. Simple settings define the policies that protect your children's devices.

On the **Security > Activities** screen, Norton Core alerts you if your children try to visit websites that the policies do not allow. You can monitor real-time reports of your children's internet activities.

While your kids are online, you can feel secure that their private information is protected, including phone number, address, school they attend, or email address. You can set daily time limits or schedule specific times when they cannot access internet.

## Set up Norton Core parental controls<sup>3</sup>

Set Norton Core parental controls to:

- Limit the time that your child can use a device during weekdays and weekends.
- Define hours in a day when your child cannot use the device.

If you have more than one child, follow the instructions for each child. Norton Core monitors a maximum of 25 people in your household.

### Add a new user profile

- 1 Launch your Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **People**.
- 4 In the **People** screen, tap **Add**.

- 5 Enter your child's name and add a profile picture.  
You can add a photo from the photo gallery or use the phone's camera and take a picture.
- 6 Tap **Next**.
- 7 In the **Select a filter Level** screen, tap the age group of your child and tap **Next**.  
Default blocked website categories are shown for the age group. Tap on any category to block or unblock it as required for the child.
- 8 In the **Set Daily Time Limits** screen, select the total time you want your child to spend online during school days and weekends.
- 9 Tap **Next**.
- 10 In the **Set Bedtime** screen, set the time that you want your child to stop using the internet on school days and weekends.
- 11 Tap **Next**.
- 12 In the **Assign Devices** screen, select the device that your child uses.  
If your child uses more than one device, you can select multiple devices.
- 13 Tap **Next**.
- 14 Review the parental control settings for the user and slide the **Parental Controls** switch to on.
- 15 Tap **Save**.

# Customize your Norton Core settings

This chapter includes the following topics:

- [Change your Norton Core network name and password](#)
- [Change Norton Core network band settings](#)
- [Create your Norton Core guest network](#)
- [Enable or disable Norton Core UPnP](#)
- [Add or update Norton Core port forwarding settings](#)
- [Change Norton Core DNS settings](#)
- [Set the Norton Core light brightness and understand light states](#)
- [Change Norton Core time zone settings](#)
- [Push Norton Core notifications to Android or iOS devices](#)

## Change your Norton Core network name and password

You can change the Norton Core network name and password in the **Settings** menu of the Norton Core app.

To change your wireless network for the 2.4 GHz and 5 GHz bands, See [“Change Norton Core network band settings”](#) on page 33.

### Change your Norton Core network password

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.



- 3 Tap **Settings > Wireless**.
- 4 In the **Password** field, tap the current password and type a password of your choice.  
Ensure that the password meets the following requirements:
  - Contains 8 to 63 alphanumeric characters.
  - Contains both upper and lower case letters.
  - Contains at least one numeric value (0-9).
  - Contains at least one special character (!\$%^&\*()\_+|~-=\`{}[]:;';<>?,/).
- 5 Tap **Show** and note down the password.
- 6 On the top-right corner, tap **Save**.

#### Change the Norton Core wireless network (SSID) name

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Wireless**.
- 4 In the **Network Name** field, tap the current network name and provide a name of your choice.
- 5 On the top-right corner, tap **Save**.

## Change Norton Core network band settings

Smart SSID in Norton Core broadcasts your wireless network on 2.4 GHz and 5 GHz bands simultaneously. You can change these default settings to create a different wireless network for each band. Norton Core then broadcasts the two wireless networks using different channels and automatically selects the broadcast channel.

#### Change the network band settings

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Wireless**.
- 4 In the **Use the same network name for both 2.4 GHz and 5 GHz** row, slide the switch to off.  
  
Norton Core automatically adds **\_5** towards the end of the 5 GHz network name to differentiate the two wireless networks.
- 5 For each network, do the following:
  - Tap the arrow next to the network name and tap **Advanced Settings**.

- Under **Channel**, select your broadcast channel.

---

**Note:** If you do not want to broadcast your wireless network, slide the **Broadcast** option to off.

---

- Verify the wireless network settings and tap **Save**.

## Create your Norton Core guest network

Norton Core lets you create a separate wireless network for your guests.

Devices connected to the guest network cannot access devices on your private network. In addition, a device in your guest network cannot communicate with another device in that network. You can add up to 254 devices to your guest network.

To share your guest network, just give your guests the guest network name (SSID) and password.

### Create a guest network

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Guest Network**.
- 4 In the **Guest Network** screen, tap **Enable**.
- 5 Update the network name and password for your guest network.

Norton Core automatically generates the guest network name and password. It adds **\_Guest** to the end of your current protected network name.

- 6 If you want Norton Core to notify you each time a user joins your guest network, enable **Allow or block devices attempting to join the guest network**.
- 7 Tap **Time Remaining** and select the duration of your guest network.

Your options are:

- **24 Hours**
- **7 Days**
- **30 Days**
- **Unlimited**

If you choose **24 Hours**, **7 Days**, or **30 Days**, Norton Core alerts you five minutes before the session expires with an option to extend it.

- 8 On the top-right corner, tap **Save**.
- 9 To share your guest network name and password using text message or email, tap **Share Guest Network**.

## Enable or disable Norton Core UPnP

Universal Plug and Play (UPnP) is a network protocol that lets devices on your network automatically set up port forwarding rules for the connections that they need. This allows a UPnP-compatible device to communicate directly with other UPnP devices on the same network.

By default, Norton Core does not allow UPnP devices to make themselves discoverable on the network and blocks all incoming requests. This is because UPnP compatible devices are prone to malicious attack due to security vulnerabilities in the UPnP protocol. In the Norton Core app, you have to manually turn on UPnP. Each time a UPnP compatible device receives an incoming request, Norton Core alerts you so that you can allow or block the incoming request.

---

**Note:** Turning on UPnP affects your network security score. To improve your security score, Norton Core may suggest that you turn off UPnP. You can set up port forwards manually in that case.

---

### Enable UPnP settings

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Network > UPnP**.
- 4 In the **UPnP** screen, slide the **Enable UPnP** switch to on.
- 5 If you do not want Norton Core to notify you of incoming connection requests, slide the **Automatically approve UPnP requests** switch to on.

All UPnP-enabled devices in your network start getting listed under **UPnP Devices**.

## Add or update Norton Core port forwarding settings

By default, Norton Core prevents malicious programs and hackers from accessing your secure network. With the port forwarding feature, you can route network traffic from outside your network to access a specific device in your secure network and vice versa.

Once you specify the port numbers, Norton Core router forwards the network traffic on the specific port to a specific device. Norton Core blocks the inactive ports on the device thereby providing protection against attacks through hacking techniques such as port scanning.

If you had already set up port forwarding for some devices on your network, they are automatically listed in the Norton Core **Port Forwarding** screen and are discoverable by other UPnP compatible devices. For each listed device, you can view the port range and protocol used.

#### **Add port forwarding for specific devices**

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Network > Port Forwarding**.
- 4 In the **Port Forwarding** screen, tap **Add**.
- 5 In the screen that appears, select the device that you want to set port forwarding.
- 6 Enter the following:
  - **Name:** Type a service name.
  - **Internal Port:** Provide a port number.
  - **External Port:** Provide a port number.
- 7 Under **Protocol**, select one of the following:
  - **TCP:** Transmission Control Protocol (TCP) establishes connections between devices before it sends any data and verifies that data is properly received.
  - **UDP:** User Datagram Protocol (UDP) does not establish a connection before sending data and it does not verify that the data is properly received. UDP is commonly used for streaming media.
  - **TCP/UDP:** Select this option if you want to route the traffic using both TCP and UDP.
- 8 On the top-right corner, tap **Add**.

#### **Update a port forwarding setting**

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Port Forwarding**.
- 4 In the **Port Forwarding** screen, tap the port forward entry that you want to edit and make the required changes.
- 5 On the top-right corner, tap **Save**.

#### Delete a port forwarding setting

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Port Forwarding**.
- 4 In the **Port Forwarding** screen, slide the port forward entry to the left and tap **Remove**.

## Change Norton Core DNS settings

Norton Core uses the Norton Domain Name System (DNS) service to provide content filtering policies. These policies block unsafe, fraudulent, phishing, and infected websites from entering your protected network.

Norton Core DNS supports DNS Security Extensions (DNSSEC) protocols that add a layer of security to protect the DNS from data modification attacks.

You can change your DNS settings to use your ISP's DNS servers or a third party DNS services such as Google DNS or Neustar Advantage DNS\*.

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**Note:** Any change to the DNS settings will automatically restart the Norton Core router. You may not have internet connectivity for up to one minute.

---

#### Change your DNS settings

- 1 Launch your Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Network > DNS**.
- 4 In the **DNS** screen, under **DNS Provider**, select one of the following:
  - **Norton Secure DNS (Recommended)**
  - **ISP's DNS**
  - **Google DNS**
  - **Neustar Advantage**

If you choose **Google DNS**, Norton Core uses the IP addresses 8.8.8.8 and 8.8.4.4 as your DNS servers and performs all DNS lookups using Google Public DNS.

If you choose **Neustar Advantage DNS**, Norton Core uses the IP addresses 156.154.70.1 and 156.154.71.1 as your DNS servers and performs all DNS lookups using Advantage DNS.

- 5 On the top-right corner, tap **Save**.

The Norton Core router will restart for the DNS changes to take effect.

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**Note:** \*Symantec does not endorse Neustar Advantage, Google DNS or any other DNS web protection solution in the market.

---

## Set the Norton Core light brightness and understand light states

The Norton Core light indicates the current status of your router and protected network. It can help you diagnose or isolate connectivity problems. Norton Core shows two light colors, amber and white.

Light statuses

- **No light**  
Norton Core router is not powered on or light is turned off. Check if the AC adapter is plugged in.  
Check Settings in the Norton Core app to see if the light brightness is set to **Off**.
- **Blinking white**  
Norton Core router is trying to establish an internet connection.
- **Solid white**  
Norton Core is connected to the internet and broadcasting WiFi.
- **Blinking/solid amber**  
Norton Core is not connected to the internet. An error or problem in connection.

Norton Core lets you adjust the light brightness.

**Adjust the light brightness**

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Router > Light Ring Brightness**.
- 4 In the **Light Ring Brightness** screen, under **Brightness Level**, select one of the following:
  - **High**
  - **Low**

- Off

## Change Norton Core time zone settings

If the default Norton Core time zone is not your current time zone, you can change the setting using the Norton Core app.

The region where you initially set up Norton Core becomes the default time zone until you change the setting.

### Change router time zone

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Router > Router Time Zone**.
- 4 In the **Time Zone** screen, search and select your time zone from the list.

## Push Norton Core notifications to Android or iOS devices

Norton Core can push notifications to Android and iOS devices even when you are not using the Norton Core app.

You can customize push notifications for the following Norton Core features:

- **Router and Network**  
 Notifications on router and device status, firmware updates, and any changes to the settings.
- **Parental Controls**<sup>3</sup>  
 Notifications on content filtering, time limits, and any changes to the parental control settings.

By default, push notification is turned off for Norton Core. In the Norton Core app, you view notifications in the **Security > Notification** screen.

### Set up push notifications

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Mobile App > Notifications**.
- 4 In the **Notifications** screen, slide the **Allow Push Notification** switch to on.
- 5 Under **Router and Network** and **Parental Controls**, turn off the items for which you do not want push notifications.

# Additional solutions

This chapter includes the following topics:

- [Find Norton Core version details](#)
- [Set up with a replacement Norton Core router](#)
- [Norton Core software and firmware updates](#)
- [Reset Norton Core to factory settings](#)
- [Restart your Norton Core router](#)
- [Devices in your Norton Core network](#)
- [Submit Norton Core error logs to Symantec](#)
- [Send your feedback to Norton Core team](#)
- [Norton Core support](#)
- [Disclaimers](#)

## Find Norton Core version details

Before contacting Norton Support for assistance, it's best to know Norton Core hardware and software version details. This helps support technicians provide the best solution for your set up. The support technicians can solve complex problems by knowing these details.

Go to the Norton Core app **About** screen for product information, including:

- **Norton Core App Version:** the Norton Core app version number.
- **Firmware Version:** the Norton Core firmware version number.
- **External IP Address:** the external (WAN) IP address of your router.
- **Router IP Address:** the internal (LAN) IP address of your router.



- **Mac Address:** the Media Access Control (MAC) address of Norton Core router. You can also find this detail printed underneath the Norton Core router.
- **Serial Number:** the serial number of the Norton Core router. You can also find this detail printed underneath the Norton Core router.
- **Hardware Version:** the Norton Core router hardware version number.

In addition, you can view the model number and color of your Norton Core router and access legal information such as terms and conditions, privacy policy, and third party open source licenses acknowledgements.

#### Find the Norton Core version details

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings**.
- 4 Scroll down the **Settings** menu and tap **About**.

## Set up with a replacement Norton Core router

The instructions in this document help you set up your Norton Core wireless network with the replacement router that you received from Symantec under warranty.

---

**Note:** Router replacement does not affect your subscription period. After you complete setting up your secure network with the new Norton Core router, you will notice the number of remaining days on your subscription as the same when the old router stopped working.

---

As soon as you receive your replacement router, it is expected that you return the defective Norton Core router to Symantec. Before you return the defective router, hard reset the router to delete your settings and personal information.

#### Reset your defective router

- 1 Make sure that the Norton Core router is plugged in and has power.
- 2 Locate the reset button underneath your Norton Core router.  
The reset button is the left-most button marked with a rounded arrow.
- 3 Press and hold the reset button for 10 seconds and then release it.

The next step is to remove the defective router details from your Norton account and get started with configuring your new router. Note that you must use the same Norton account credentials when you configure your new router.

### Perform a factory reset from Norton Core app

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings** > **Router** > **Reset**.
- 4 In the **Reset** screen, select **Factory Reset**.
- 5 Read the on-screen instructions and tap **Reset**.
- 6 In the confirmation screen, tap **Confirm**.

The light under the Norton Core router blinks rapidly indicating the reset. After your router resets, the light stops blinking rapidly and lights a blinking white. After the factory reset completes, the Norton Core app displays the welcome screen.

### Configure your new router

- ◆ See [“Set up your secure network”](#) on page 13.

## Norton Core software and firmware updates

Norton Core automatically downloads the latest software and firmware updates regularly from Symantec servers. The updates safeguard your secure wireless network from the latest viruses and unknown security risks. Norton Core uses the LiveUpdate technology to obtain and install these updates.

When LiveUpdate runs, it checks if your Norton product is up-to-date with the protection updates. If the product does not have the latest updates, LiveUpdate downloads the necessary protection updates for your device and processes the updates. Your Norton Core router should be connected to the internet to obtain these updates.

## Reset Norton Core to factory settings

You may need to reset your Norton Core to factory defaults if:

- You want to set up Norton Core from scratch.
- Your Norton Core is not working.

You can reset Norton Core from the app or from the router. A factory reset typically does the following:

- Disables your current wireless network
- Erases all your current settings and restores default settings
- Unlinks your Norton Core router from your Norton account

If you perform a factory reset, you have to set up Norton Core from scratch. This includes, linking Norton Core with your Norton account, setting up your wireless network, and adding all users and devices to your protected network.

#### Factory reset Norton Core

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Router > Reset**.
- 4 In the **Reset** screen, select one of the following:
  - **Factory Reset**
  - **Factory Reset & Erase Data**

---

**Warning:** If you choose this option, in addition to a factory reset, Norton Core wipes all your Norton Core-specific data stored in the cloud.

---

- 5 Read the on-screen instructions and tap **Reset**.
- 6 In the confirmation screen, tap **Confirm**.

The light under the Norton Core router blinks rapidly indicating the reset. After your router resets, the light stops blinking rapidly and lights a blinking white. After the factory reset completes, the Norton Core app displays the welcome screen.
- 7 In the **Welcome to Norton Core** screen, tap **Set Up Norton Core**.
- 8 Follow the on-screen instructions and set up Norton Core again.

If prompted to sign in, enter your Norton account credentials and sign in. Confirm to any prompts for action to use your old network settings.
- 9 In the **Name Your Network** screen, provide the network name (SSID) and password for your wireless network.

You can reuse the same network name and password that you had used earlier.
- 10 Tap **Create**.

### Factory reset using the reset button

- 1 Make sure that the Norton Core router is plugged in and has power.
- 2 Locate the reset button underneath your Norton Core router.  
The reset button is the left-most button marked with a rounded arrow.
- 3 Press and hold the reset button for 10 seconds and then release it.

---

**Note:** If you choose to reset using the reset button, Norton Core does not erase your personal data on the cloud.

---

## Restart your Norton Core router

You may have to restart your Norton Core router to complete certain software updates.

### Restart your Norton Core router

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings > Router > Restart**.
- 4 In the **Restart Norton Core** screen, tap **Confirm**.  
The Norton Core light blinks rapidly indicating the restart.
- 5 Wait for one minute.  
After your router restarts, the light slowly blinks white and ends in a solid white.

## Devices in your Norton Core network

The **Devices** screen in the Norton Core app lists all the devices that are connected or previously connected to your Norton Core network. All the devices are listed in the following categories:

- **Currently on Your Network**
- **Previously on Your Network**
- **Blocked**

You can pause internet access for each of the managed devices or block internet for all devices.

### Managed device

Managed devices are devices in your secure network that you can:

- Assign to users

- Block or allow internet access
- Administer parental controls<sup>3</sup>
- Install Norton Security software

Managed devices are typically desktops, laptops, mobile phones, and tablets.

You cannot manage the smart (IoT) devices in your home that are connected to your Norton Core network. The **Managed** option for these devices appear disabled in the device details screen.

### Shared device

A shared device is a device that is assigned to multiple users in your wireless network. A shared device can be a mobile phone that your kids use or a network printer.

### Quarantined device

Devices that are quarantined by Norton Core appear with a red exclamation (!) icon. To take appropriate action, tap the device name and follow the on-screen instructions.

## Submit Norton Core error logs to Symantec

If you contact Norton Support for help, the technician may need the error logs to troubleshoot an issue. You can submit error logs to Symantec for analysis.

You must have your email client configured on your mobile device to send the error logs.

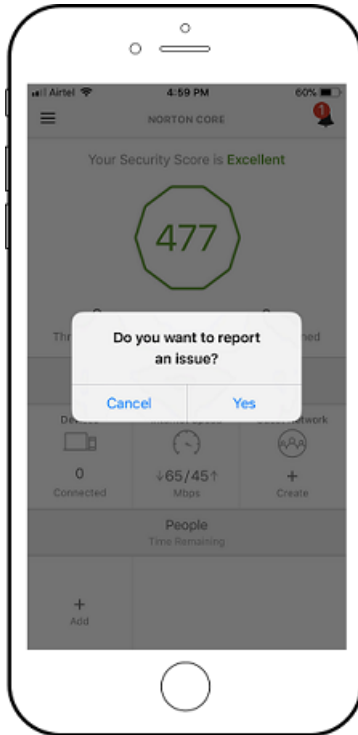
---

**Note:** Norton Core collects and submits data about the Norton-specific errors only. It does not collect or store any personal information of any user.

---

### Send the error logs

- 1 Launch the Norton Core app.
- 2 Navigate to the screen where you are stuck and shake your mobile device.



- 3 In the alert that appears, tap **Yes**.
- 4 In the **Report Issue** screen, type a brief description about your issue and tap **Send**.  
Norton Core collects the error log and sends it along with your feedback.

## Send your feedback to Norton Core team

You can provide your feedback using the Norton Core app.

### Send your feedback

- 1 Launch the Norton Core app.
- 2 On the top-left corner, tap the menu icon.
- 3 Tap **Settings** > **Report Issue**.

- 4 In the **Report Issue** screen, type your feedback.
- 5 Tap **Send**.

## Norton Core support

Norton provides free 24x7 support for all Norton Core users.

If you have problem setting up or using Norton Core, contact Norton Support for further assistance. You can contact us any time convenient to you. We assist our customers 24 hours a day, 7 days a week.

### Phone support

U.S.: **1-855-966-7866**

Australia: **1800-650-438**

New Zealand: **0800-441-377**

### Other support options

- **Norton Community Forum:** Post a query to our [Norton community forum](#) and you can find a lot of other Norton users who are ready to help you.
- **Online Help:** You can use the **Help** option in the drop-down menu to access online support. Help provides links to extensive knowledge base and support resources which you can use to find a solution on your own.

## Disclaimers

<sup>1</sup>Subscription renewal is required for security and parental control features after 1-year complementary term. Subscription will automatically renew before your current subscription ends. Payment method required at purchase. Please review complete terms during setup.

<sup>2</sup>Deep packet inspection, a security feature, may affect the speed of the wireless network.

<sup>3</sup>Subscription renewal is required for security and parental control features after 1-year complementary term. Subscription will automatically renew before your current subscription ends. Payment method required at purchase. Please review complete terms during setup.

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