Norton Core™

A Secure WiFi Router

FAQs for Retail/Etail Partners

Product Questions

Q: What is Norton Core?

A: Norton Core is a secure, high-performance WiFi router that helps protect your home network and an unlimited number of connected devices against malware, viruses, hackers and cybercriminals.

Q: What are IoT devices?

A: IoT or Internet of Things devices are Internet-connected smart devices in your home that provide the convenience of monitoring and management of devices through an app. A few examples include smart thermostats, smart lighting systems, IP cameras, smart alarm systems, smart locks, and many more.

Q: How is Norton Core different from other routers?

A: Today's WiFi routers may be vulnerable to cyber attacks due to a lack of security features. Norton Core monitors your connected devices like Wi-Fi thermostats, smart locks, appliances, and home security cameras for suspicious activity. If a device becomes compromised, it quarantines the threat before it spreads ensuring your digital world is safe, keeping the bad guys out.

Core helps secure your connected home, fending off cyber-threats before they infiltrate and compromise your digital life. With its network packet inspection combined with intelligence from a global threat database, Core can help stop the threats before they infiltrate your home network. Your home network will also be ahead of the latest threats with automated security updates and comprehensive data encryption.

Q: Does Norton Core replace my modem?

A: Norton Core does not replace your modem, it replaces your wireless router – it is a wireless router that plugs into your existing cable or DSL modem.

Q: Will Norton Core work outside of the U.S.?

A: Norton Core does not work outside of the U.S. It will not work outside the country where you purchased it.

Q: In which countries is Norton Core available?

A: Norton Core is currently available in the U.S. Initial customer shipments began in August 2017. Availability in additional countries to be announced.

Q. Does Norton Core have a built-in modem or work like a home gateway?

A: No, Norton Core is a high-performance, secure WiFi router and is compatible with most DSL or Cable modems and services.

Q. Does Norton Core automatically update software and firmware?

A: Yes, Norton Core automatically downloads the latest software and firmware updates regularly from Symantec servers. The updates safeguard your home network and connected devices 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 offering is up-to-date with protection updates. If it does not have the latest updates, LiveUpdate downloads the necessary protection updates for your device and processes the updates. Your Norton Core router must be connected to the Internet to obtain these updates.

Subscription Questions

Q: Does Norton Core come with a subscription?

A: Yes. Norton Core includes a one-year complimentary subscription to Norton Core Security Plus that will automatically renew at $9.99/mo. USD (plus applicable taxes)*. The subscription helps protect your home network and an unlimited number of your connected devices, including computers and mobile devices against malware, viruses, and hackers. It also comes with parental control software for your kid's devices while at home or on-the-go.

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Q: What happens if I don't renew my subscription?

A: If you don't renew the Norton Core Security Plus subscription after your complimentary term, Norton Core will continue to function as a high performance router. Because the subscription is integral to the router's security, all network, IoT, and device level security, plus parental control features will be unavailable if the subscription is not renewed. Norton Core will function as a normal router.

Q: How many devices does Norton Core Security Plus security subscription cover?

A: Norton Core includes a one-year complimentary subscription to Norton Core Security Plus that helps protect your home network and an unlimited number of your connected devices, including computers and mobile devices against malware, viruses, and hackers. It also comes with parental control software for your kid's devices while at home or on-the-go.[1]

Q: Do I need an antivirus solution if I have Norton Core's subscription?

A: You do not need a separate antivirus solution if you have an active Norton Core subscription. Your subscription includes Norton Core Security Plus, which helps protect your home network and an unlimited number of your connected devices, including computers and mobile devices against malware, viruses, and hackers. It also comes with parental control software for your kid's devices while at home or on-the-go.[1]

Q: I am a current Norton customer. What happens to my existing subscription?

A: If you are a current Norton Security subscriber and order Norton Core through a renewal or upsell offer, your existing subscription will be automatically upgraded to Norton Core Security Plus. Your complimentary one-year subscription will begin on either the activation date or 60 days from the date of the purchase, whichever is earliest. If you have any days remaining on your existing subscription at the time of your Norton Core purchase, those days will be added to the end of your new complimentary one-year subscription. If you are a current Norton Security subscriber and order Norton Core through any other way, please contact Norton Support to have your current subscription's time remaining added to your Norton Core Security Plus subscription.

Setup Questions

Q What do I need to set up Norton Core?

A: For initial setup, you will need an iOS or Android mobile device with a mobile data plan and/or Internet connection that has Bluetooth (BLE) enabled. Download the Norton Core app from the Apple Store or Google Play, open the app, and follow the instructions to complete the set up. The Core app supports both iOS 9.0 or later and Android 4.4 or later.

Q: How can I get help installing my Norton Core?

A: For any questions or concerns when installing or using the product, please contact our dedicated support line at 1-855-966-7866 or use the Norton Core support site which includes tips on using Norton Core, setup & installation information, top FAQs, the user guide and video tutorials.

Q: Why can't Norton Core be configured from a web browser?

A: Many routers offer a web interface to manage settings on desktop, laptop, or mobile device browsers. This is convenient, but it also exposes you to some serious security risks. Back doors and vulnerabilities have been found in numerous routers that allow hackers to access them through the web interface. They don't even have to know your user name and password to tamper with router settings, view your network information, or download sensitive content. To eliminate these security risks, Norton Core offers secure access to router settings only through the mobile app using your Norton account credentials.

Q: Why does Norton Core only support the WPA2-AES encryption protocol?

A: To provide maximum network security, Norton Core only supports the advanced wireless encryption standard known as WPA2-AES. WPA2 stands for "Wi-Fi Protected Access 2," and AES stands for "Advanced Encryption Standard." Together these create a modern encryption protocol that replaces older and less secure wireless standards, such as WPA2-TKIP, WPA and WEP, which are vulnerable to attack and which are commonly used by older devices.

Q: Why isn't WiFi Protected Setup (WPS) available with Norton Core?

A: WPS stands for Wi-Fi Protected Setup, a wireless networking standard that makes it faster and easier to connect a router to wireless devices. Using a PIN to override your secure network password, WPS lets you quickly add wireless printers, scanners, gaming, and other devices to the wireless network. The trade off for this convenience is that WPS opens you up to a range of security risks that can allow others to easily access your wireless network. To protect you from these vulnerabilities, Norton Core does not support WPS. If you want to provide easy access for guest devices without sharing your wireless network, see create a guest network on Norton Core.

Q: Why can't custom DNS servers be used with Norton Core?

A: Domain Name System (DNS) services translate site names that are easy for people to remember into IP addresses that machines use to establish network connections and transfer data. For example, they translate Symantec.com into 155.64.16.51, which networking devices, computers, and software programs use.

Most Internet service providers (ISPs) have their own DNS servers for DNS lookup. Some third-party DNS services are also available that claim various efficiency and speed benefits. However, using an unknown or untrusted third-party DNS service can cause privacy and security issues.

To protect your router and devices from attack, Norton Core re-directs DNS servers to the following:

- Norton Secure DNS (Recommended)
- ISP's DNS
- Google DNS
- Neustar Advantage

Q: Why does enabling UPnP negatively affect my security score?

A: Universal Plug and Play (UPnP) protocol lets devices on the network automatically set up port forwarding rules for the connections that they need. It allows UPnP-compatible devices to communicate directly with other UPnP devices on the network. With UPnP enabled, routers respond to UPnP requests from the Internet, allowing attackers on the Internet to remotely configure your router.

To avoid UPnP-based problems and secure your router, UPnP is disabled on Norton Core by default. If you enable UPnP on Norton Core, it negatively affects your security score because you are open to greater risk.

If you use any programs or the services that need ports forwarded—such as a game server, or communications program—you can forward specific ports manually without relying on UPnP.

Q: Why can't the WAN settings for Norton Core router be changed?

A: By default, Norton Core WAN is set to use DHCP. If the Internet connection from your service provider uses DHCP, you need not change the WAN settings.

You may need to change the WAN settings only in a specific setup where your service provider has assigned a static IP for you. Since the router's Internet access depends on the WAN settings, Incorrect WAN settings may disrupt the Internet access to Norton Core router and its settings that are saved in the cloud. To avoid this problem, Norton Core does not provide an option to change the WAN settings after the router setup is complete.

For some reasons, if you change your Internet service provider or the connection type, you need to reset Norton Core router to factory settings, and set up Norton Core from the scratch. Make sure that you choose 'Static IP Address' as the WAN connection type during the setup.

Performance Questions

Q. How does Norton ensure that running additional security, such as Deep Packet Inspection, does not slow down the network performance?

A: Norton Core has more memory and higher CPU capability than most routers, so impact to network performance is negligible. In most cases, the average user will appreciate the performance that is delivered by Norton Core. Although, there might be instances, when a user is visiting sites or going to certain URLs that are classified as untrusted according to our database, Norton Core will inspect every packet to make sure that site/URL is safe to use and in this case, user might experience some impact to the overall performance.

Q: My network performance is lagging while gaming. How can I fix this?

A: Norton Core's Quality of Service (QoS) mode prioritizes the information sent by gaming (or VoIP) devices over information sent by other devices. It helps prevent interruptions from network lag or from background activities. To turn on QoS mode, launch the app on your mobile device, tap the menu icon found on the top-left corner of the app and select Devices. Tap the device name and slide the QoS option to ON. QoS mode can be enabled on multiple managed devices on your primary and guest networks. QoS mode does not prioritize bandwidth for a specific device. To reserve additional bandwidth for a device, see Set a Norton Core network device to get bandwidth priority.

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