

January 8, 2021 TechTogether



## xFi Advanced Security and Norton Security

### xFi Wireless Gateways capable of xFi Advanced Security

Model Numbers:

DPC3939

DPC3941T

TG1682G

### To Activate xFi Advanced Security

Download the Xfinity app or log on to: <https://xfinity.com/myxfi/>

### Free Antivirus Software

AVG: <https://www.avg.com/en-us/store#all/>

Avast: <https://www.avast.com/en-us/store#all/>

Malwarebytes: <https://www.malwarebytes.com/mwb-download/>

### How to uninstall Norton

#### **Windows 10**

Open Control Panel.

Open Program and Features.

Right click the Norton Security product, select Uninstall

If the User Account Control window appears, click Yes.

Restart your computer.

#### **Mac**

Close the Norton application, if it is already open.

Open the Finder icon and click Applications in the left pane.

Find the Norton application icon and drag it to the Trash

Follow the prompts and then restart your Mac

## **Apple Devices**

On the Home screen, tap and hold on the Norton Mobile icon until it shakes.  
In the top-left corner of the app icon, tap the "X" icon to delete it.  
Tap Delete to confirm.

## **Android Devices**

Open Settings  
Open Apps or Applications.  
Tap Norton Mobile Security.  
Tap Uninstall.

## **Bill's Recommendation**

Verify that xFi Advanced Security is activated  
Use the native app that comes with your computer; Windows Defender or Mac Gatekeeper  
Download and Install Malwarebytes