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If you have problems after hours, on weekends, or on holidays, you can contact our Priority Technical Support team, IVAN - our Interactive Voice Answering Network, or the Automated FaxBack System. We also offer Electronic Support Services in the form of a Bulletin Board, an Internet WorldWide Web site (www.Corel.com), and an FTP site ([FTP.Corel.com](ftp://Corel.com)).

Free Support Services

IVAN 24-Hour Automated Support System

IVAN, our Interactive Voice Answering Network, contains answers to commonly asked technical questions and allows you to solve your own problems 24 hours a day, 7 days a week. IVAN is regularly updated with the latest information, tips, and tricks. You can also request that IVAN solutions be faxed to you. There is no charge for the IVAN service beyond the cost of the telephone call. To use this service, please call **(801) 765-4038**.

Fax-On-Demand Service

If you have a fax machine, you can get detailed information about your Corel products, supplementary materials and services, and Customer Support solutions to common problems, 24 hours a day, by calling **(801) 765-4037**. For French Fax-on-Demand service, call **613-728-0826, extension 3080**.

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If you have a modem and communications software package, you can access Corel's WordPerfect Bulletin Board Service (BBS). You can download files, including printer drivers, troubleshooting information, and utilities, and you can transfer problem files to Customer Support through the BBS. For an explanation of how to access and use the BBS, call **(801) 765-4033**.

To access the BBS, call **(801) 221-5197**.

Make-It-Perfect

To make requests for product and policy enhancements, call **(801) 765-4030**.

CompuServe

If you have a CompuServe membership, you can access Corel's technical information by entering GO COREL at the CompuServe prompt. On this forum, you can quickly search Corel's technical information database for answers to many of your technical questions or problems. This site also contains printer drivers and other files you can download.

Internet

The World Wide Web address for Corel's products on the Internet is <http://www.corel.com>. At this location, you can quickly search Corel's Searchable Knowledge Base. From the database, you can read, print, or download documents that contain answers to many of your technical questions or problems. This site also contains printer drivers and other files you can download.

Technical Support

Corel is committed to providing customers with high quality, timely technical support, with options to meet a wide range of customer needs. This document will introduce you to the variety of support services we provide.

Classic Technical Support Services

For Corel WordPerfect Suite 8 Professional, please call **801-765-4080**.

For Corel WordPerfect Suite 8 Professional French Support, please call **613-728-9035**.

Classic Service is a complimentary technical support program that provides free, unlimited support on toll telephone lines for the life of a Corel product. The life of the product begins when Corel first introduces the product and ends 6 months after Corel stops selling the product. Classic support is offered during business hours MST. To receive Classic Support, you need to register your software. If you reside within the United States, U.S. Territories, or Canada, please mail your registration card to the address printed on the registration card.

The first time you call customer support, please have your serial number available so that a Personal Identification Number (PIN) can be assigned to you. You will need to supply this PIN each time you call Classic Support. Your serial number is located on the registration card packaged in your product.

Priority Technical Support Services

Need immediate assistance? Priority support is a fee-based service available 24 hours a day, 7 days a week. When you call Priority Support you receive preferential treatment. You receive priority queuing, and your question is handled by an experienced second-level support technician. The fee for Priority Support is calculated on a per minute, per incident, or annual basis.

To access fee-based priority support for this Corel product, please call the following numbers:

800-757-2133 (per-incident charge)

900-555-2123 (\$2 per-minute charge)

For additional information about purchasing a priority technical support contract, please call the Service Sales Group at **(800) 861-2160**.

AnswerPerfect

Corel introduces technical e-mail support, affordable convenience for English language products in North America only. Customers can now submit support incidents over the Web at Corel's web site at <http://www.corel.com/support> for the introductory price of \$14.95 US per incident, payable by credit card. Credit card information may be transmitted using industry standard secure socket layer (SSL) protocol for secure transaction processing. Corel is committed to working on technical e-mail support incidents within one business day.

Premium Technical Support Service

Premium Service is the highest level of support offered by Corel directly to its customers. Services include account management to establish a close support relationship with Corel; premium access 24 hours a day, 7 days a week to senior support engineers who work exclusively with Premium Service customers; and electronic support tools and information to provide solutions and tips that increase productivity.

For additional information about purchasing Premium Service programs, please call **(801) 765-4046**.

Mailing Address

If you need to contact Corel in writing about your products, please use the following address:

ATTN: CUSTOMER SUPPORT
COREL, INC.
567 E. TIMPANOGOS PKWY
OREM, UT 84097

Please include your customer personal identification number (PIN) or serial number along with your name, address, and phone number on any correspondence you send.

Before You Call

Before calling Technical Support, please have the following information available so that a Technical Support representative can help you resolve your problem more quickly and efficiently:

- ◆ A brief description of the problem, including the exact text of any error messages received and the steps to re-create it.
- ◆ Type of computer, monitor, pointing device (e.g., mouse, tablet), printer, and video card (display adapter) in use.
- ◆ The versions of Microsoft Windows and the Corel product in use. Choose the About Windows 95 command from the Help menu in Explorer to find which version of Windows you are running.
- ◆ A list of any programs loaded into RAM (e.g., TSRs). Check the Startup folder in the Programs menu to determine if you are running any other programs.

For a technician to help you, you will be required to provide your PIN or serial number each time you call. Your serial number is located on the registration card packaged in your product.

Customer Service in North America

Customer Service Representatives answer questions about specifications and pricing and sell all of the Corel products. They can also issue replacement disks. There is no charge for calling Customer Service.

To order additional products or supplementary materials from the United States, Canada, Puerto Rico, or the Virgin Islands, please call the Sales Center at **(800) 772-6735**.

Please note: The terms of Corel's technical support offerings are subject to change without notice.

Automated Technical Support Directory

If you are using a version of the product other than Corel WordPerfect Suite 8 Professional, please call **801-765-4018** or dial **801-765-4037** and request document **7000** for a detailed list of support phone numbers.



[Related Concepts](#)

Corel Support Services Worldwide

Classic Technical Support Services

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Technical support outside North America is available to you at the following locations. If your country is not listed below, please check the Services and Support Section on our World Wide Web site at: www.corel.com. You may also dial **+353-1-708-2500** (Ireland) for information on reaching Corel Technical Support.

Latin America

Argentina (0541) 954-6500

Brazil 011 5505 4725

Chile 562 671-3060

Colombia 5712150411

Mexico 1 800 024 2673

Middle East

Dubai 971.4.523.526

Israel 02-6793-723

Europe

Austria 01-589-241-09

Belgium - French (02)-714-41-09

Belgium - Dutch (02)-714-41-59

Czech Republic 2 312 38 71

Denmark 35-25-80-09

Finland (90)-229-060-09

France (1)-40-92-76-23

Germany 01805-2582-10

Hungary 36-1-3275737

Ireland +353 1 7082500

Italy (02)-452-812-09

Netherlands 020-683-6050

Norway 22-97-19-09

Poland +48 71 728-141 ext. 289

Portugal 05053-13330

Russia 095-361-2000

Spain 91-661-3506

Sweden 0680-711-750

Switzerland - French 0848-80-75-70

Switzerland - German 0848-80-75-70

United Kingdom 0171 298 8505

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India 91 11 3351948

Japan 03-5645-8379

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New Zealand 09 526 1155

Singapore 1-800-773-1400

South Korea 82-2-639-8778

Taiwan (886)2-593-3693

Africa

South Africa 021-658-4222

IVAN 24-Hour Automated Support System

IVAN, our Interactive Voice Answering Network, contains answers to commonly asked technical questions and allows you to solve your own problems 24 hours a day, 7 days a week. IVAN is regularly updated with the latest information, tips, and tricks. You can also request that IVAN solutions be faxed to you. There is no charge for the IVAN service beyond the cost of the telephone call. To use this service, please call **+353-1-708-2525** (Ireland).

Fax-On-Demand Service

If you have a fax machine, you can get detailed information about your Corel product, supplementary materials and services, and Technical Support solutions to common problems, 24 hours a day, by calling **+353-1-708-2525** (Ireland).

Electronic Support for the Hearing Impaired

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Make-It-Perfect

To record requests for product and policy enhancements, call **(801) 765-4030** (USA).

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If you have a CompuServe membership, you can access Corel's technical information by entering GOCOREL (for English), GOCORELGER (for German), GOCORELFR (for French), GOCORELNL (for Dutch), GOCORELLATIN (for Spanish and Italian), and GOCORELSCAN (for Scandinavia) at the CompuServe prompt. On this forum, you can quickly search Corel's technical information database for answers to many of your technical questions or problems. This site also contains printer drivers and other files you can download.

Internet

The World Wide Web address for Corel's products on the Internet is <http://www.corel.com>. At this location, you can quickly search Corel's Searchable Knowledge Base. From the database, you can read, print, or download documents that contain answers to many of your technical questions or problems. This site also contains printer drivers and other files you can download.

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