






About the Envoy Runtime Viewer

The Envoy Runtime Viewer (.EXE) lets you open the file attached to it on a compatible system that does not have Envoy installed. You can view and annotate the file attached to the Runtime Viewer and other Envoy files, but you cannot create a new file in the Runtime Viewer.

The Envoy Runtime Viewer is platform dependent. This means that if the runtime file was created with Windows 95 or Windows NT, you can open the file only in Windows 95 or Windows NT. You cannot open the Runtime Viewer in Windows 3.x or on a Macintosh computer. However, the Envoy document (.EVY) is cross platform. Windows 3.x and Macintosh computers need an Envoy 7 Viewer to open the Envoy document.

This online Help file contains basic instructions for using the Envoy Runtime Viewer. You can also find brief instructions at the bottom of the viewer as you perform a task.

To get fee-based priority support for the Envoy 7 Runtime Viewer within North America, please call (900) 555-2123 (per-minute charge) or (800) 757-2133 (per-incident charge).

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-  [To view a file](#)
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To view a file,

- 1 Click View.
- 2 Click one of the last six options to jump to a new page or view.

Tips

- ◆ You can also click Edit
- ▶ Go To Page and jump to a specific page number.
- ◆ The options on the Zoom menu let you change the magnification of the page you are viewing.
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To create a QuickNote,

- 1 Click Tools ► QuickNote.
- 2 Click anywhere in the main viewer window to add a standard-size note, or drag a rectangle of any size.
- 3 Type the text you want on the note.
- 4 Click outside the note.

Tips

- ◆ You can delete and add text as you would in most word processors. Use the arrow keys to view text that scrolls off the view in a small note.
- ◆ You can add a bookmark, a QuickNote, or highlighting to any page by clicking that page's thumbnail view.
- ◆ You can make any QuickNote appear as an icon. To do this, right-click the QuickNote and choose Close QuickNote. To open a closed QuickNote, double-click its icon.
- ◆ To move a QuickNote, select it, then drag.
- ◆ To customize a QuickNote, right-click it, then choose QuickNote Properties.



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To highlight parts of a document,

1 Click Tools ▶ Highlight.

2 Click on text and drag to highlight text lines, or click outside text and drag a rectangle.

3 Click Tools ▶ Highlight again to quit highlighting.



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To place a bookmark,

- 1** Click Tools ▶ Bookmark.
- 2** Drag over text to bookmark text lines, or drag a rectangle.
- 3** Type a brief label for the bookmark, then select any other options.
- 4** Repeat steps 2-3 to create another bookmark.
- 5** Click the Bookmark icon again to quit creating bookmarks.

Tips



The first few characters of selected text become the bookmark label unless you change it.

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To link two parts of a document,

- 1 Click Tools ► Hypertext.
- 2 Click on text and drag to select text lines as a source, or click outside text and drag to create a rectangle or a button as a source.
- 3 Go to the page you want to link, then drag to create the destination.
- 4 Repeat steps 2-3 for another link.
- 5 Click the Hypertext icon again to quit creating hypertext links.

Tips



The mouse pointer changes to an I-beam when you select text.

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CoreINET

CoreINET is an independent Web site devoted to helping you use Corel Corporation software more effectively. This user-oriented site provides a wide variety of application-related content, including dozens of moderated discussions and tips and tricks areas of all kinds. You can visit the site at <http://www.corelnet.com>.

CoreINET also hosts many mailing lists for those who don't have Web access. You can send mail to wpinfo@discuss.corelnet.com to automatically receive a description of the current CoreINET resources devoted to the WordPerfect and Office Professional suites.



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Classic Technical Support Services

Classic Technical Support is a complimentary technical support program that provides free, unlimited support on toll 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 Technical Support is offered during normal business hours. To receive Classic Technical 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.

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.

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Malaysia 800-1090

New Zealand 09 526 1155

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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

Customers with a telecommunications device for the deaf (TDD) or teletypewriter (TTY) can get support Monday through Friday during normal business hours by calling **(801) 765-4032**.

Corel's BBS

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 Technical Support through the BBS. For an explanation of how to access and use the BBS, call **+353-1-708-2700**. (Ireland)

Make-It-Perfect

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

CompuServe

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), 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.

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 **+353-1-708-2580** (Ireland).

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
USA

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



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