WordPerfect 3.5.4 Updater Read Me

Important:

-     This Updater works with Corel WordPerfect 3.5.3. If you are running versions of WordPerfect 3.5, Corel WordPerfect 3.5.1, or Corel WordPerfect 3.5.2, you must update your version with the 3.5.3 updater, available on www.corel.com.   If you encounter a problem with the 3.5.4 updater, reinstall WordPerfect from the original disks or CD, run the 3.5.3 updater if necessary, then the 3.5.4 updater.

-     Corel WordPerfect must be namedCorel WordPerfect   for this updater to properly patch the software. If you have changed the name of the application, please temporarily rename it as indicated.

Fixes in the Corel WordPerfect 3.5.4 updater.

•   WordPerfect on a 68K Macintosh running MacOS 8 will now print properly.

•   WordPerfect will now correctly determine available free space on hard drive partitions that are 4 Gigabytes and larger.

Corel Support Services

Corel recognizes Technical Support needs vary from user to user, and offers a wide range of resources to help you find answers to your technical questions about Corel software.

If you have a question about the features and functionality of Corel WordPerfect for MacOS, please refer to the Corel WordPerfect User Guide, or consult the online Help. Also be sure to check out late-breaking changes to the product and technical information in the Read Me files found on your product CD-ROM.

If you can't find an answer to your question

If you are unable to find an answer to your question in these references, you can speak to a Corel Software Technical Support Representative. Before calling a Technical Support Representative, please have the following information available to help the Support Representative resolve your problem more quickly and efficiently:

1.A brief description of the problem, including the exact text of any error messages received and steps the Representative can use to re-create the problem.

2.The computer, monitor, pointing device (mouse, tablet, etc.) and printer you're using.

3.The version of MacOS you're using.

You will be required to provide your PIN or serial number each time you call, or the Support Representative will not be able to help you. The serial number for your product is located on the Registration Card packaged with your product.

If you have questions after hours, on weekends, or on holidays

Several services are available:

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Our Priority Technical Support team
•

Use IVAN, our Interactive Voice Answering Network
•

Call our automated FaxBack system.
•

An electronic Bulletin Board
•

The Corel World Wide Web site <www.corel.com> under "Customer Support"
•

The Corel FTP site <ftp.corel.com>

For answers about a product other than Corel WordPerfect 3.5 Enhanced

If you are using a version of the product other than Corel WordPerfect 3.5 Enhanced for MacOS, please call (801) 765-4018 or dial (801) 765-4037 and request document #7000 for a detailed list of Corel Technical Support phone numbers.

For information about buying products or obtaining replacement disks

Customer Service Representatives are happy to answer questions about product specifications, pricing, and buying Corel products. Customer Service can also issue replacement disks if you've lost or damaged your own. There is no charge for calling Customer Service.

Free Support Services

IVAN 24-Hour Automated Support System

(801) 765-4038

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.

Fax-On-Demand Service
(801) 765-4037 for English
(613) 728-0826, x3080 for French

If you have a fax machine, you can receive detailed information about Corel WordPerfect for MacOS, supplementary materials and services, and solutions to common technical problems. Fax on Demand is available 24 hours a day, 7 days a week.

Electronic Support for the Hearing Impaired
(801) 765-4032

Customers with a telecommunications device for the deaf (TDD) or teletypewriter (TTY) can obtain support Monday through Friday during business hours (Mountain Standard Time).

The WordPerfect BBS
(801) 221-5197

If you have a modem and communications software, you can access Corel's WordPerfect Bulletin Board Service (BBS). The Bulletin Board allows you to download helpful files and macros,   troubleshooting information, utilities, etc. The BBS is also used to transfer problem files to Customer Support. For an explanation of how to access and use the BBS, call (801) 765-4033.

Make-It-Perfect:
(801) 765-4030

To make requests for product features, product design and changes and changes to Corel policy.

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.

The Web
<http://www.corel.com>

Using the World Wide Web is a great way to access technical information about Corel's software products. At the Corel Web Site, you can quickly search Corel's Technical Knowledge Base for any specific question you have.

Traditional Technical Support Services

Classic Technical Support Services
(801) 765-4020

Classic Service is a complimentary technical support program that provides free, unlimited support on toll telephone lines for the life of the Corel product. Corel defines "product life" as the time from when Corel first introduces the product, to 6 months after Corel stops selling the product.
Classic support   is offered during standard business hours Mountain Standard Time. To receive Classic Support, you are required 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 the Corel Support Representative can provide a Personal Identification Number (PIN) for you. Your serial number is located on the registration card packaged in your product.

Priority Technical Support Services

Per incident charge:
(800) 757-2133

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

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

Premium Technical Support Service
Purchase Premium Support (801) 765-4046

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.

Contacting Corel in Writing

If you wish to contact Corel in writing about Corel WordPerfect, please use the following address:

ATTN: CUSTOMER SUPPORT
Corel, Inc.
567 E. Timpanogos Parkway
Orem, UT   84097 USA

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

Terms of Corel's Technical Support offerings are subject to change without notice.
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Tips for Using Corel Customer Support Services

Before You Call

Before calling Technical Support, please have the following information available. It will assist the Technical Support representative in helping you with 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 recreate it.
- Type of computer, printer, and your machine configuration.

For a technician to assist you, you will be required to provide your PIN or serial number each time you call.   (The serial number comes in your package on the registration card.)

Customer Support outside of North America

Customer Support information outside of North America is subject to change. You can obtain the most current information by contacting Customer Service.Worldwide phone numbers for Customer Service are located at the URL: http://www.corel.com/customer/contactinfo.html or by calling Corel's Fax-On Demand Service at: (801) 765-4037.

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.

General customer service and product information can also be accessed through the WorldWide Web at http://www.corel.com or through e-mail at custserv@corel.com.

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