



QuarkLink™ is QuarkXTensions™ software that allows you to send e-mail to Quark™ Technical Support and contact Quark Customer Service. QuarkLink also allows you to quickly access news and other information from Quark, Inc. In order to use the features of QuarkLink, you must have Internet and e-mail services installed on your system.

### Topics

- **Minimum System Requirements**
- **Installation Instructions**
- **Using QuarkLink**
- **Troubleshooting QuarkLink**
- **Contacting Quark**
- **Legal Notices**

### Minimum System Requirements

#### Mac OS and Windows

- QuarkXPress™ or QuarkXPress Passport™ 5.0 or later
- Web browser: Internet Explorer 4.0 or later, or Netscape Communicator 4.0 or later
- E-mail client: Eudora 4.0 or later, Outlook Express, Microsoft™ Outlook 98 or 2000, Netscape Mail 3.x or later, or Netscape Messenger 4.x or later

### Installation Instructions

#### Installation Instructions for Mac OS

- 1 Quit QuarkXPress or QuarkXPress Passport.
- 2 Decompress the software archive.
- 3 Copy the “QuarkLink” file into the “XTension” folder within your QuarkXPress or QuarkXPress Passport application folder.
- 4 Launch QuarkXPress or QuarkXPress Passport to access the features of QuarkLink.

#### Installation Instructions for Windows

- 1 Quit QuarkXPress or QuarkXPress Passport.
- 2 Decompress the software archive.
- 3 Copy the “QuarkLink.xnt” file into the “XTension” folder within your QuarkXPress or QuarkXPress Passport application folder.
- 4 Launch QuarkXPress or QuarkXPress Passport to access the features of QuarkLink.

### Using QuarkLink

- 1 Choose **Utilities** → **QuarkLink**.
- 2 Choose one of the following options:
  - **E-mail Quark Customer Service** lets you compose and send an e-mail to Customer Service. (You must have an e-mail client installed.)
  - **E-mail Quark Technical Support** lets you compose and send an e-mail to Technical Support. If you are running QuarkXPress on Mac OS, the e-mail address defaults to qlMacTech@quark.com. If you are running QuarkXPress on Windows, the e-mail address defaults to qlWinTech@quark.com. (You must have an e-mail client installed.)
  - **QuarkNews** takes you to the QuarkNews area of the Quark Web site. QuarkNews, an online resource exclusively for users of QuarkLink, contains useful links, important news, and other helpful resources. (You must have a Web browser installed.)
  - **QuarkTech Support** takes you to the Technical Support page on the Quark Web site. The Technical Support page lets you access a variety of helpful information, such as tech•notes, the Knowledge Base, and FAQs. (You must have a Web browser installed.)
- **QuarkXPress Tutorial** takes you to the training modules that are posted on the Quark Web site. You can use the training modules to enhance your understanding of QuarkXPress. (You must have a Web browser installed.)
- **QuarkXTensions** takes you to the downloads area of the Quark Web site, where you can download free QuarkXTensions software. (You must have a Web browser installed.)
- **Online Registration** takes you to the area of the Quark Web site where you can enter your registration information and submit it electronically. (You must have a Web browser installed.)

**NOTE:** The **Online Registration** feature is intended for users who did not complete and submit their registration information during installation. If you completed and submitted your registration information when you installed QuarkXPress, you do not need to submit it again.

### Troubleshooting QuarkLink

If you are unable to use QuarkLink's e-mail options or other QuarkLink menu items:

- Verify that an e-mail client is installed on your computer and that the default e-mail client is correctly configured.
- Verify that you have a Web browser installed, and that the default browser is correctly configured.

If your Web browser cannot connect to the Internet for any reason, the e-mail and menu options may not work.

If you need assistance configuring your e-mail client or Web browser, please contact your network or systems administrator.

### Contacting Quark

For information about how to contact Quark, see the “Contacting Quark.pdf” file on the QuarkXPress or QuarkXPress Passport CD-ROM.

#### In the Americas

If you are unable to access the “Contacting Quark.pdf” file, contact Quark™ Technical Support by phone at (303) 894-8899 between 7:00 a.m. and 6:00 p.m. Mountain Time, Monday through Friday, or send an e-mail to Quark Technical Support at [MacTech@quark.com](mailto:MacTech@quark.com) or [WinTech@quark.com](mailto:WinTech@quark.com).

#### Outside the Americas

If you are unable to access the “Contacting Quark.pdf” file, contact your local Quark office or Quark Full Service Distributor.

For an up-to-date list of Quark offices and Quark Full Service Distributors, click the “Contact Quark” link on the Quark Web site at [www.quark.co.uk](http://www.quark.co.uk).

For e-mail support of QuarkXPress, send a message to [technical@quark.co.uk](mailto:technical@quark.co.uk).

### Legal Notices

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