

## **Welcome to the Microsoft® Word Viewer version 6.0!**

The Word Viewer is designed to make it easy to exchange Microsoft Word documents with other people. It allows you to open, view and print Word for Windows™ (versions 1.0 or greater) and Word for the Macintosh® (versions 4.0 or greater) files. Word Viewer will not allow you to edit a document, however. If you would like to order the retail version of Microsoft Word, contact the Microsoft Sales and Information Center at 1-800-426-9400 in the U.S., or contact your local Microsoft subsidiary. For help in locating your local subsidiary, call Microsoft International Customer Service at (206) 936-8661.

Word Viewer also fully supports copying and pasting, or drag and drop, from any open document.

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## **Technical Support for Word Viewer**

While Microsoft Product Services does not provide direct technical support for no charge items such as Word Viewer either via phone or CompuServe, there are a number of no charge options available to you to obtain more technical information about Word Viewer. These include Microsoft FastTips and the Microsoft Knowledge Base. Since Word Viewer is very similar to Word, information on a particular topic such as printing from Word might also be pertinent to Word Viewer. Keep this in mind when looking for technical information to assist you in troubleshooting any Word Viewer issue you may encounter.

## **Microsoft FastTips**

Microsoft FastTips is an automated, toll-free service that provides quick answers to commonly asked technical support questions on key Microsoft products. FastTips also offers a comprehensive library of technical information, and access to a faxable catalog of technical white papers and data sheets.

FastTips are available by modem from the Microsoft Download Service (MSDL), which you can reach by calling (206) 936-6735. This service is available 24 hours a day, 7 days a week. The highest download speed available is 14,400 bits per second (bps). For more information about using the MSDL, call (800) 936-4100 and follow the prompts.

On the Internet, FastTips are located on the Microsoft anonymous ftp server. See "How to Access the FTP Server" section below.

You can have any FastTip mailed or faxed to you from the automated Microsoft FastTips Technical Library, which you can call 24 hours a day, 7 days a week at (800) 936-4100.

## **CompuServe MSWORD forum Library 2**

Information on the Word Viewer is available in the CompuServe MSWORD forum (GO MSWORD) by downloading the self-extracting file WORDVU.EXE. To establish a CompuServe Information Service (CIS) account, call CompuServe directly at (800) 848-8199.

## **Microsoft World Wide Web Server**

You can access a variety of Microsoft information sources, including the Microsoft Knowledge Base, via the Microsoft World Wide Web Server, <http://www.microsoft.com>.

## **Microsoft Knowledge Base**

The Microsoft Knowledge Base, the same information source used by support engineers, contains thousands of technical and support oriented articles on Microsoft products, including the Word Viewer. There are a number of methods by which you can gain access to the most current Microsoft Knowledge Base articles:

### ***TechNet***

TechNet, the Microsoft Technical Information Network, is a technical information subscription service providing valuable technical information about Microsoft products, including the Microsoft Knowledge Base. The subscription service includes 12 monthly updates to the TechNet CD-ROM discs. For TechNet subscriptions or information, call (800) 344-2121 extension 035.

### ***MSKB Forum on CompuServe***

To access the Microsoft Knowledge Base on CompuServe type "GO MSKB" at the Go command prompt.

### ***Microsoft FTP Site***

The Microsoft FTP anonymous server provides access to the Microsoft Knowledge Base for those users who access to an ftp program service provider. To access the Microsoft Knowledge Base via the Microsoft FTP site do the following:

1. Log on to your Internet account.
2. At the Internet prompt, type  
open ftp.microsoft.com
3. or use the following IP address:  
open 198.105.232.1
4. When prompted for a user name, type  
anonymous
5. When asked for a password, type your full electronic mail address (for example, johndoe@test.com).
6. Type "cd kb" to go to the kb sub-directory.
  7. Once you are in the KB directory, download the README.TXT and INDEX.TXT files located in that directory. README.TXT contains important information regarding Knowledge Base articles on the Internet FTP server and how to access them. INDEX.TXT contains a list of article titles and article IDs for each article.

### ***Information on using Microsoft Word Viewer***

#### **Microsoft Word Viewer and Microsoft Internet Assistant**

Internet Assistant cannot currently be used with Word Viewer to browse hyperlinked documents. Internet Assistant requires the full retail version of Word to operate. Word Viewer can be registered as an external viewer for most World Wide Web browsers, however. For instructions on how to do this, please see the documentation for your Web browser.

#### **Context Menus are disabled in Word Viewer**

Context, or right-click, menus are not available in Word Viewer.

#### **Fields**

Fields cannot be updated in the Word Viewer. The last result of the field is displayed.

#### **Templates and Macros**

Templates and macros are not supported in the Word Viewer.

#### **Loading documents from the File Manager**

Each time you double-click on a document in the File Manager, a separate instance of Word Viewer will be launched. To avoid this limitation, drag and drop the files you wish to open from the File Manager onto the Word Viewer icon or title bar.

#### **Annotations**

To view annotations present in a document, choose View Annotations from the menu. If this menu item is grayed out, no annotations are present in the document. To close the annotation pane, choose View Annotations again, or press ALT+SHIFT+C.

## **Full Screen**

To remove all screen elements such as menus and scroll bars, choose View Full Screen. To restore your menus, click on the button on the Full toolbar or hit the Escape key.

## **Displaying Pictures**

### ***Word for the Macintosh pictures***

Display of pictures contained in Word for the Macintosh files is currently not supported. You will instead see a blank box or a box with an "X" through it where the picture would normally display. When running the Word Viewer under Windows NT™, you may also receive an error message saying "There is not enough memory to display or print the picture."

### ***Linked Pictures***

Display of linked pictures that use the "/d" switch is currently not supported in Word Viewer. You will instead receive an error message stating that "Word Viewer cannot open the graphics file" and see a blank box where the picture would normally display.

## **Printer and Video Driver Problems**

If you encounter any problems while printing or displaying Word documents with the Word Viewer, you may need to reinstall or update your printer or video driver. Due to the fact that Word Viewer, like Word, is much more dependent on printer and video driver than most applications, you may encounter a problem like this in Word Viewer but may not experience it in another application. Fortunately, updates for common video and printer drivers are generally available either from your printer or video display card manufacturer, or through the Microsoft Download Service (MSDL), which you can reach by calling (206) 936-6735. For more information about using the MSDL, call (800) 936-4100 and follow the prompts.

### ***Font issues***

The document you are viewing may display and print differently if you do not have the same, (or similar), printer driver selected in Windows. Since different printers support different fonts Word Viewer may select a font available on the current Windows printer if the font on which the document was originally based is not available. This may affect line wrapping, page break locations, and other document formatting.

### ***Document margin issues***

Printers differ widely in their "unprintable regions" - the area of the paper where the printer cannot physically print - and this can affect the printing of documents from Word Viewer. If the document you are printing is formatted with margins smaller than those that can be accommodated by the current printer you will see a message similar to:

**The margins of section 1 are set outside the printable area of the page. Do you want to continue?**

You may choose to continue and print the document, but portions of the text may not print.

If the document margins are appropriate for the current printer, but text in the Header or Footer of the document is outside the printable area that text will not print, and there will be no warning message. The most common instance of this problem is page numbers that do not print at the bottom of the page on DeskJet or dot matrix printers, even though they can be seen in Page Layout View on the screen.

### ***Video Drivers***

Often you can determine whether or not your current video driver is causing a problem with Word Viewer by switching your video driver to the standard Windows VGA driver which you can do through the

Windows Setup program located in the Main program group in Program Manager. Below is a list of known problems with specific video drivers:

### Diamond display driver

Some older Diamond display drivers may interfere with Word Viewer display, causing screen refresh problems, or cause it to hang immediately after starting. For information on obtaining the latest Diamond video drivers call Diamond Computer Systems Technical Support at (408) 325-7100 or connect to the Diamond Bulletin Board Service at (408) 325-7080 (2400 baud only), or(408) 325-7175 (9600 baud only).

### Dell S3 video driver

With Dell S3 video driver version 1.3a or earlier, you may encounter GP Faults working with page, column, or section breaks in page layout view. Versions 1.32 and later do not have these problems. For information on obtaining the driver upgrade, contact Dell customer support at (800) 624-9896 or connect to the Dell Bulletin Board Service at (512) 728-8528.

### ATI display driver

Older versions of the ATI display driver may produce screen "garbage" when you close a dialog box, select text, or type in the first line of a document. If you have an ATI card with the Mach 32 chipset, you can use ATI driver version 2.1 to resolve these problems. If you have an ATI card with the Mach 8 chipset, use ATI driver version 2.2 or later. For information on obtaining the latest ATI video drivers call ATI Technical Support at (905) 882-2626 or connect to the ATI Bulletin Board Service at (905) 764-9404.

### **Printer Drivers**

If you encounter any troubles printing with the Word Viewer you should consider updating your printer driver to the latest version. Upgrading your printer driver can be beneficial in general as well. Below is a list of many of the common printers and the printer driver versions that have been known to work properly:

<b>Printer</b>	<b>Printer Driver</b>	<b>Available from</b>
Deskjet series printers	DESKJETC.DRV version 3.1 or later. Version 5.0 now available.	Hewlett Packard (303) 339-7009
HP Laserjet 4/4M and 4Si/4SiMX	HPPCL5E.DRV version 31.v1.26 or later. Version 31.v1.50 now available.	HP, as above
HP Laserjet III series	HPPCL5MS.DRV version 2.1 or later.	Microsoft Download Service (MSDL) at (206) 936-6735
HP Laserjet II series	HPPCL.DRV version 2.34 or later	HP or MSDL, as above
IBM 4019	IBM4019.DRV version 1.30 or later	Lexmark at (606) 232-3000, or the Lexmark BBS at (606) 232 5238
IBM 4029	IBM4029.DRV version 1.30 or later.	Lexmark, as above
Epson 24 Pin Dot Matrix	EPSON24.DRV version 2.11 or later	MSDL, as above
Epson ESC/P2	ESCP2E.DRV version 2.0 or later	MSDL, as above
Panasonic 24 Pin Dot Matrix printers (KX-P series)	PANSON24.DRV version 2.1 or later.	MSDL, as above

### **Cannot open document**

If you are having trouble opening complex or multiple documents and you are running SHARE.EXE, you may need to increase the /L and /F parameters in the SHARE line in your AUTOEXEC.BAT file so that the line looks something like this:

```
c:\dos\SHARE.EXE /L:500 /F:5100
```

## Activating OLE objects

Word Viewer allows you to activate any embedded OLE objects present in your Word documents provided that the corresponding server is present on your machine. Any changes made in the object are discarded when the OLE server is closed, however.

## Word Viewer file names and locations

To remove the Word Viewer, delete the directory you installed Word Viewer into.

<b>File Name</b>	<b>File Size</b>	<b>Location</b>
<b>vshare.386</b>	14,933	\windows\system
<b>license.doc</b>	14,336	Word Viewer directory
<b>readme.doc</b>	33,792	Word Viewer directory
<b>sdv.dll</b>	103,904	Word Viewer directory
<b>tembedv.dll</b>	105,472	Word Viewer directory
<b>ttembext.dll</b>	5,280	Word Viewer directory
<b>wordview.exe</b>	1,815,040	Word Viewer directory
<b>wrdview6.opt</b>	N/A	Word Viewer directory
<b>wrdview6.reg</b>	504	Word Viewer directory
<b>wwintlv.dll</b>	369,152	Word Viewer directory

## OLE Registration/Association

By default, the Word Viewer will associate all .DOC and .DOT files with WORDVIEW.EXE. If you currently have Microsoft Word 6.0 for Windows installed, these extensions will remain associated with Word and not the Word Viewer.

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