

Corel support and services

The Corel product you are using is supported by the Corel Client Services team. This team is committed to providing quality customer service and support that is easy to access and convenient to use, while fostering one-to-one customer relationships.

If you have a question about the features and functions of Corel applications or operating systems, see the user guide or the online Help for the product you are using, or review the manuals in the Corel Reference Center (available in WordPerfect Office 2000, Paradox 9, and Corel WordPerfect Suite 8). Updates and technical information, are available in the Release Notes.

Year 2000 information

Presenting timely solutions to the Year 2000 needs of users is a critical concern at Corel. For the latest information about new products and major upgrades of existing products that have been tested for Year 2000 date-related issues, visit Corel Corporation's Year 2000 policy Web site at <http://www.corel.com/year2000> on the Internet.

{button ,AL('supportoptions;',0,"Defaultoverview",,)} Related Topics

Registering Corel products

Registering Corel products is important. Registration provides you with timely access to the latest product updates, valuable information about product releases and access to free downloads, articles, tips and tricks, and special offers. Also, when you register a product, you are eligible for Installation and Configuration Service. For more information, see "[Installation and Configuration Service](#)."

You can register a Corel product

- online — follow the instructions provided on the Corel Web site
- by mail — send the product registration card to the Corel Customer Service Center nearest you
- during installation — follow the instructions provided by the product setup

For more information about registering a Corel product, see <http://www.corel.com/support/register> on the Internet.

{button ,AL('information';,0,"Defaultoverview",)} [Related Topics](#)

Before calling Corel Technical Support

Before you call Corel Technical Support, please check out some of Corel's complimentary support options. The following resources are available to you at no charge:

- [World Wide Web technical support options](#)
- [Automated, 24-hour technical support options](#)

Please have the following information available to assist the Technical Support representative in helping you:

- a brief description of the problem, including the exact text of any error messages received and the steps required to recreate the problem
- the type of computer, monitor, pointing device (for example, mouse or tablet), printer, and video card (display adapter) you are using
- the type and version number of the operating system you are using

To find the version number in

Corel LINUX OS

Windows

Macintosh

Do the following

Click **Application Starter**, **Control Center**.

Click **Start** on the Windows taskbar, click **Settings**, **Control Panel**, and double-click **System**.

Choose the **Apple** menu, and choose **About This Computer**.

- the version number of the Corel application you are using. To find the version number, click Help, About (the name of the Corel application) in an application.
- a list of any applications loaded into RAM. Check the Startup folder in the Programs menu to determine whether you are running any other applications.

You must provide your Personal Identification Number (PIN) or serial number (on the Product Authenticity Card) each time you call Corel Technical Support. This information is available in the About dialog box of the Corel application you are using.

To view and edit the serial number and your PIN

1. Click **Help**, **About** (the name of the Corel application).
2. Click **Edit Serial Number/PIN**.
3. Type the product's serial number.
4. Type your Personal Identification Number (PIN).

`{button ,AL('information';,0,"Defaultoverview",)} Related Topics`

World Wide Web technical support options

The address for Corel is <http://www.corel.com> on the Internet. A list of localized Corel Web sites is at <http://www.corel.com/international/country.htm> on the Internet. Corel LINUX information is at <http://www.linux.corel.com> on the Internet. From Corel's home page, you can use a variety of support options.

Support Newsgroups

The Corel Support Newsgroups, accessible from the Corel Web site, are intended to let you exchange information, tips, and techniques with other users of Corel products. The newsgroups are at <http://www.corel.com/support/newsgroup.htm> on the Internet.

Corel Knowledge Base

Corel Knowledge Base lets you read, print, and download documents that contain answers to many technical questions about or problems with Corel products. Corel Knowledge Base is at <http://kb.corel.com> on the Internet.

FAQs

The Corel FAQ page contains answers to the questions users ask most frequently. You can access the Corel FAQ page at <http://www.corel.com/support/faq> on the Internet.

AnswerPerfect

AnswerPerfect is a convenient technical support service provided by Corel for customers in Canada and the United States who use English language versions of Corel products.

Corel is committed to responding to AnswerPerfect support incidents within one business day. However, delays associated with the World Wide Web may prevent an immediate response. Please contact Corel Technical Support by telephone for all critical support issues.

You can access AnswerPerfect support at <http://www.corel.com/support/answerperfect.htm> on the Internet.

Paradox users are not eligible for AnswerPerfect support.

File Transfer Protocol (FTP)

You can download printer drivers, patches, plugs, updates, or other files located on the anonymous File Transfer Protocol (FTP) site at <ftp://ftp.corel.com> on the Internet. For information about this site, see <http://www.corel.com/support/ftpsite/ftpindex.htm> on the Internet.

{button ,AL('supportoptions;',0,"Defaultoverview",,)} [Related Topics](#)

Automated, 24-hour technical support options

Corel offers the following technical support options, which are available 24 hours a day, 365 days a year. These services are available only in North America. They are useful if you prefer not to pay for support or if you encounter problems after Corel's regular business hours.

IVAN

The Interactive Voice Answering Network (IVAN) provides answers to commonly asked questions about Corel products and is available 24 hours a day, 365 days a year. It is regularly updated with the latest information and tips and tricks. You can also request that IVAN solutions be faxed to you. There is no charge for this service beyond the cost of the telephone call (where applicable). To use this service, call the following number:

North America 1-877-42-COREL (toll-free)

Automated Fax on Demand

Technical Support maintains an Automated Fax on Demand system of numbered documents that contain up-to-date information about common issues and tips and tricks. This service is available 24 hours a day, 365 days a year. To use this service, call the following number:

North America 1-877-42-COREL (toll-free)

{button ,AL('supportoptions';,0,"Defaultoverview",,)} [Related Topics](#)

Customer Service

Corel Customer Service can provide you with prompt and accurate information about Corel product features, specifications, pricing, availability, and services. Corel Customer Service does not provide technical support. You can access Customer Service support through the following avenues.

World Wide Web

You can access general customer service and product information at <http://www.corel.com/support> on the Internet.

Mail, fax, email

You can send questions to Corel Customer Service representatives by mail, fax, and email.

Corel Corporation
Corel Customer Service
1600 Carling Avenue
Ottawa, Ontario
Canada K1Z 8R7

Fax: 1-613-761-9176

Email: custserv2@corel.ca

Customer support for the hearing impaired

Customers with a telecommunications device for the deaf (TDD) or teletypewriter (TTY) can get WordPerfect product support Monday through Friday during Corel's regular business hours by calling 1-613-274-6374.

Telephone

You can also telephone Corel Customer Service centers with your questions.

In North America, you can reach Corel Customer Service by calling our 1-800-772-6735 toll-free number. Hours of operation are 9:00 A.M. to 9:00 P.M., eastern time, Monday through Friday, and 10:00 A.M. to 7:00 P.M. on Saturdays.

Corel customers residing outside North America can call a local authorized Corel Customer Service Partner.

The following list contains phone numbers for authorized Corel Customer Service Partners around the world:

Country	CorelDRAW, Corel VENTURA, and graphics	WordPerfect Office 2000, Paradox, and Corel WordPerfect Suite 8
Argentina	0800-333-9192	0800-333-9192
Australia	1-800-658-850	1-800-658-850
Austria	0800-201-582	0800-201-582
Belgium	0800-11930	0800-72171
Brazil	0800-141212	0800-141212
Colombia	9-800-919370	9-800-919370
Denmark	800-187-55	800-186-96
Finland	0800-1-13502	0800-1-13502
France	0.800.530.096	0.800.503.448
Germany	0130-815074	0130-815074
Hong Kong	810-26735	810-26735
Indonesia	65 9636 1423	65 9636 1423
Ireland	1-800-242800	1-800-688400
Italy	06-523-62602	06-523-62602
Japan	03-3222-3255	03-3222-3255
Luxembourg	0800-2213	0800-2213
Malaysia	65 9636 1423	65 9636 1423
Mexico	01-800-024-2673	01-800-024-2673
Netherlands	0800-022-2084	0800-022-5061
New Zealand	0800-26735-1	0800-26735-1
Norway	800-11661	800-11673
Portugal	0800-8-53-001	0800-8-53-001

Singapore	65 9636 1423	65 9636 1423
South Africa	0800-23-4211	0800-23-4211
South Korea	82-2-3444-5166	82-2-3444-5166
Spain	900-95-35-38	900-94-35-35
Sweden	020-791-085	020-791-097
Switzerland	0800-55-8224	0800-55-8224
United Kingdom	0800-581028	0800-973189

{button ,AL('supportoptions';0,"Defaultoverview",)} **Related Topics**

Telephone technical support options

Corel users can use complimentary and fee-based telephone technical support options. This online Help file explains the three levels of support that are available to you and your company.

Installation and Configuration Service

Installation and Configuration Service is a complimentary service designed to address installation, configuration, and new feature issues. The 30-day service period begins with the first call to technical support. For more information, see "Telephone numbers for technical support."

Installation and Configuration Service replaces Classic Service. Please note that Corel will honor previously purchased Classic Service contracts. For more information, see <http://www.corel.com/support/options/telephone.htm> on the Internet.

Installation and Configuration Service is not available for OEM, "White box," Jewel Case (CD only), trial, or Academic versions of Corel products.


















Priority Service

Priority Service is a fee-based service for users who require the help of second-level technicians. Priority Service may be purchased by the minute, by the incident, or on a term basis. Options range from core-business-hour access for individual users to around-the-clock access for multiuser environments. For more information, see "Telephone numbers for technical support."

Premium Service

Premium Service is Corel's highest level of support. This service is designed for companies that want to establish a direct relationship with Corel and for companies that employ dedicated support professionals or have centralized technical management. For more information, see "Telephone numbers for technical support."

Telephone numbers for technical support

	Installation and Configuration Service	Priority Service	Premium Service
Graphics applications (including CorelDRAW and Corel PHOTO-PAINT)			
Business productivity applications (including WordPerfect, Quattro Pro, Corel Presentations, CorelCENTRAL, and NetPerfect)			
Corel Consumer Applications (including Corel Print House, Corel Print Office, Corel GALLERY, Corel Custom Photo, and Corel WEB.DESIGNER)			
Paradox			
Corel VENTURA			
Corel LINUX OS and Linux-based applications			

{button ,AL('supportoptions';,0,"Defaultoverview",,)} Related Topics

Installation and Configuration Service for business productivity applications

Installation and Configuration Service replaces Classic Service. Please note that Corel will honor previously purchased Classic contracts. For more information, see <http://www.corel.com/support/options/telephone.htm> on the Internet.

Installation and Configuration Service is not available for OEM, "White box," Jewel Case (CD only), trial, or Academic versions of Corel applications.

North America

Installation and Configuration Service for Corel products is a complimentary service available to registered users by calling a toll number, Monday to Friday, 8:30 A.M. to 7:30 P.M., eastern time. Installation and Configuration Service is designed to help with basic installation and configuration issues for 30 days from the first call to Technical Support. Users who require technical service beyond the Installation and Configuration Service period should review Priority Service options.

Users residing in the United States or Canada can reach Installation and Configuration Service by calling the appropriate number:

WordPerfect Office 2000: 716-871-2325 in the United States or 613-274-0500 in Canada

WordPerfect Office 2000 (Voice-powered Edition): 716-871-2325 in the United States or 613-274-0500 in Canada

WordPerfect Office 2000 (Legal Edition): 716-871-2325 in the United States or 613-274-0500 in Canada

Note: Enhanced Macro, XML/SGML, and Visual Basic for Applications (VBA) questions are not covered under Installation and Configuration Service. Users needing assistance with these items should contact Priority service.

International

Corel customers residing outside North America can contact a local authorized Installation and Configuration Service Partner in the following list. Hours of operation are 9:00 A.M. to 5:00 P.M. or standard business hours for Corel's local Installation and Configuration Service Partners.

Phone Numbers*

(* subject to change without notice)

EUROPE and SOUTH AFRICA

Dialed by customer

Country	Cntry	Area	PSTN no
Austria	(43)	(0)1	58924109
Belgium Dutch	(32)	(0)2	7144159
Belgium French	(32)	(0)2	7144109
Croatia	(385)	(0)1	4841166
Czech Republic	(42)	(0)2	2423-9645
Denmark	(45)		35258009
Finland	(358)	-(0)	922906040
France	(33)	(0)1	40927623
Germany	(49)	(0)180	5258210
Hungary	(36)	(9)1	3275737
Ireland	(353)	1	7082500
Italy	(39)	06	52354237
Netherlands	(31)	(0)20	5040650
Norway	(47)		22971909
Poland	(48)	(0)71	3477279
Portugal		0800	853042
Russia	(7)	095	3679709
South Africa		0860	223388
Spain	(34)	90	2153417
Sweden	(46)	(0)680	711750
Switzerland	(41)	(0)848	807570
United Kingdom	(44)	(0)171	2988515

SOUTH AMERICA

Argentina	(54)	(0)114	954 6500
Brazil	(55)	11	304 07740

Chile	(56)	2	2361023
Colombia	(57)	(9)1	5231240
Mexico		01800	0242673

ASIA and PACIFIC

Australia			1300 650 601
China	(86)	(0)10	62048328
Hong Kong	(852)		81003729
India	(91)	(0)11	3351948
Indonesia		1800	657266
Japan	(81)	(0)3	3222-8918
Malaysia		1800	801090
New Zealand	(64)	(0)9	336 1234
Singapore		1800	773 1400
South Korea	(82)	(0)2	34446781
Taiwan	(886)	(0)2	25509502

MIDDLE EAST

Israel	(972)	(0)2	5322224
UAE	(971)		4336-6885

{button ,AL('businessapplications';'0,"Defaultoverview",)} Related Topics

Priority Service for business productivity applications

North America

Priority Service provides technical service for current and earlier versions of Corel applications. Priority Service gives you access to priority technicians from 8:30 A.M. to 7:30 P.M., eastern time. This service can be purchased on a per-incident basis. Calls are reported to second-level priority technicians on Corel's 1-800 toll-free service numbers.

Priority Single Incident

A Single Incident Service is defined as the resolution of one technical question, problem, or issue, regardless of the number of telephone calls required to resolve it.

Single Incident Service is available by calling the 1-877-662-6735 toll-free number.

Small Business Pack

The Small Business Pack offers lower support costs and greater flexibility and includes

- three priority incidents
- service 24 hours a day, seven days a week
- unlimited email support

Small Business Pack support is available only in North America.

Priority Pay-As-You-Go support

Priority Pay-As-You-Go support is available to users who have questions concerning nonprogramming issues, including menu commands, forms, reports, queries, product features, and aspects of the user interface.

Priority Pay-As-You-Go support is available by calling the 1-900-555-2123 number.

Priority Pay-As-You-Go support is available only in the United States and is subject to availability.

International

Corel customers residing outside North America can contact Priority Service representatives at a local authorized Priority Service Partner. For a list of telephone numbers, see "Installation and Configuration Service." Hours of operation are 9:00 A.M. to 5:00 P.M. or regular business hours for Corel's local Priority Service Partners.

{button ,AL('businessapplications';'0',"Defaultoverview",)} [Related Topics](#)

Premium Service for business productivity applications

North America

Premium Service is designed for medium- and large-scale companies requiring dedicated support professionals. The support team can assist customers with issues relating to integration, Open Document Management API (ODMA), network configuration, thin-client deployment, macro conversions, and application customization.

Additional Premium Services include

- additional technical contacts
- discounted pricing for technical training
- on-site technician
- service 24 hours a day, seven days a week
- email support
- dedicated client Web page
- call status report

Premium Service offerings are subject to change without notice. For more information about Premium Service options, call 1-613-728-6807, or send email to premserv@corel.com.

International

Corel customers residing outside North America can contact Premium Service representatives in Dublin, Ireland, by calling the +353-1-7082580 toll number.

Corel customers can also contact authorized Installation and Configuration Service Partners for information about receiving Premium Services in the international market. For a list of telephone numbers, see "Installation and Configuration Service."

{button ,AL('businessapplications';'0',"Defaultoverview"),}} [Related Topics](#)

Installation and Configuration Service for graphics applications

Installation and Configuration Service replaces Classic Service. Please note that Corel will honor previously purchased Classic contracts. For more information, see <http://www.corel.com/support/options/telephone.htm> on the Internet.

Installation and Configuration Service is not available for OEM, "White box," Jewel Case (CD only), trial, or Academic versions of Corel applications.

North America

Installation and Configuration Service for Corel products is a complimentary service available to registered users by calling a toll number, Monday to Friday, 8:30 A.M. to 7:30 P.M., eastern time. Installation and Configuration Service is designed to help with basic installation and configuration issues for 30 days from the first call to Technical Support. Users who require technical service beyond the Installation and Configuration Service period should review Priority Service options.

Users residing in the United States or Canada can reach Installation and Configuration Service by calling the appropriate number:

CorelDRAW (Windows): 613-274-0500

CorelDRAW (MAC): 613-274-0500

Corel PHOTO-PAINT Standalone: 613-274-0500

International

Corel customers residing outside North America can contact a local authorized Installation and Configuration Service Partner in the following list. Hours of operation are 9:00 A.M. to 5:00 P.M. or standard business hours for Corel's local Installation and Configuration Service Partners.

Phone Numbers*

(* subject to change without notice)

EUROPE and SOUTH AFRICA

Dialed by customer

Country	Cntry	Area	PSTN no
Austria	(43)	(0)1	58924130
Belgium Dutch	(32)	(0)2	7144131
Belgium French	(32)	(0)2	7144130
Croatia	(385)	(0)1	4841166
Czech Republic	(42)	(0)2	2423-9645
Denmark	(45)		35258030
Finland	(358)	-(0)	922906040
France	(33)	(0)1	40927620
Germany	(49)	(0)180	5258211
Hungary	(36)	(9)1	3275737
Ireland	(353)	(0)1	4074460
Italy	(39)	06	52354237
Netherlands	(31)	(0)20	5040570
Norway	(47)		22971930
Poland	(48)	(0)71	3477279
Portugal		0800	853042
Russia	(7)	095	3679709
South Africa		0860	223388
Spain	(34)	90	2153417
Sweden	(46)	(0)680	711751
Switzerland	(41)	(0)848	808590
United Kingdom	(44)	(0)171	2988516

SOUTH AMERICA

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Mexico		01800	0242673
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ASIA and PACIFIC

Australia			1300 650 601
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Hong Kong	(852)		81003729
India	(91)	(0)11	3351948
Indonesia		1800	657266
Japan	(81)	(0)3	3222-8918
Malaysia		1800	801090
New Zealand	(64)	(0)9	336 1234
Singapore		1800	773 1400
South Korea	(82)	(0)2	34446781
Taiwan	(886)	(0)2	25509502

MIDDLE EAST

Israel	(972)	(0)2	5322224
UAE	(971)		4336-6885

{button ,AL('graphicsapplications';,0,"Defaultoverview"),} Related Topics

Priority Service for graphics applications

North America

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Priority Single Incident

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Single Incident Service is available by calling the 1-877-662-6735 toll-free number.

Priority Pay-As-You-Go support

Priority Pay-As-You-Go support is available to users who have questions concerning nonprogramming issues, including menu commands, forms, reports, queries, product features, and aspects of the user interface.

Priority Pay-As-You-Go support is available by calling the 1-900-555-2123 number.

Priority Pay-As-You-Go support is available only in the United States and is subject to availability.

International

Corel customers residing outside North America can contact Priority Service representatives at a local authorized Priority Service Partner. For a list of telephone numbers, see "Installation and Configuration Service." Hours of operation are 9:00 A.M. to 5:00 P.M. or regular business hours for Corel's local Priority Service Partners.

{button ,AL('graphicsapplications';,0,"Defaultoverview",)} [Related Topics](#)

Premium Service for graphics applications

North America

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Additional Premium Services include

- additional technical contacts
- discounted pricing for technical training
- on-site technician
- service 24 hours a day, seven days a week
- email support
- dedicated client Web page
- call status report

Premium Service offerings are subject to change without notice. For more information about Premium Service options, call 1-613-728-6807, or send email to premserv@corel.com.

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Corel customers can also contact authorized Installation and Configuration Service Partners for information about receiving Premium Services in the international market. For a list of telephone numbers, see "Installation and Configuration Service."

{button ,AL('graphicsapplications';,0,"Defaultoverview",)} [Related Topics](#)

Installation and Configuration Service for Consumer Applications

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Users based in the United States and Canada can reach Installation and Configuration Service by calling 1-613-274-0500.

International

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Denmark	(45)		35258030
Finland	(358)	-(0)	922906040
France	(33)	(0)1	40927620
Germany	(49)	(0)180	5258211
Hungary	(36)	(9)1	3275737
Ireland	(353)	(0)1	4074460
Italy	(39)	06	52354237
Netherlands	(31)	(0)20	5040570
Norway	(47)		22971930
Poland	(48)	(0)71	3477279
Portugal		0800	853042
Russia	(7)	095	3679709
South Africa		0860	223388
Spain	(34)	90	2153417
Sweden	(46)	(0)680	711751
Switzerland	(41)	(0)848	808590
United Kingdom	(44)	(0)171	2988516

SOUTH AMERICA

Argentina	(54)	(0)114	954 6500
Brazil	(55)	11	304 07740
Chile	(56)	2	2361023
Colombia	(57)	(9)1	5231240
Mexico		01800	0242673

ASIA and PACIFIC

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Hong Kong	(852)		81003729
India	(91)	(0)11	3351948
Indonesia		1800	657266
Japan	(81)	(0)3	3222-8918
Malaysia		1800	801090
New Zealand	(64)	(0)9	336 1234
Singapore		1800	773 1400
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Taiwan	(886)	(0)2	25509502

MIDDLE EAST

Israel	(972)	(0)2	5322224
UAE	(971)		4336-6885

{button ,AL('consumerapplications;',0,"Defaultoverview",)} [Related Topics](#)

Priority Service for Consumer Applications

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{button ,AL('consumerapplications';,0,"Defaultoverview",,)} [Related Topics](#)

Premium Service for Consumer Applications

North America

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- service 24 hours a day, seven days a week
- email support
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International

Corel customers residing outside North America can contact Premium Service representatives in Dublin, Ireland, by calling the +353-1-7082580 toll number.

Corel customers can also contact authorized Installation and Configuration Service Partners for information about receiving Premium Services in the international market. For a list of telephone numbers, see "Installation and Configuration Service."

{button ,AL('consumerapplications;',0,"Defaultoverview",,)} [Related Topics](#)

Installation and Configuration Service for Paradox

Installation and Configuration Service replaces Classic Service. Please note that Corel will honor previously purchased Classic contracts. For more information, see <http://www.corel.com/support/options/telephone.htm> on the Internet.

Installation and Configuration Service is not available for OEM, "White box," Jewel Case (CD only), trial, or Academic versions of Corel applications.

North America

Installation and Configuration Service for Corel products is a complimentary service available to registered users by calling a toll number, Monday to Friday, 8:30 A.M. to 7:30 P.M., eastern time. Installation and Configuration Service is designed to help with basic installation and configuration issues for 30 days from the first call to Technical Support. Users who require technical service beyond the Installation and Configuration Service period should review Priority Service options.

Paradox Installation and Configuration Service is available from Monday to Friday, 10:00 A.M. to 7:00 P.M., eastern time by calling 1-613-274-0500 in Canada or 1-716-871-2325 in the United States.

The following issues are supported by the Installation and Configuration Service:

- installation/up and running locally
- program groups and icons not created
- file types not registering
- upgrade of existing Borland Database Engine (BDE) or Integrated Database API (IDAPI) engines

International

Corel customers residing outside North America can contact a local authorized Installation and Configuration Service Partner in the following list. Hours of operation are 9:00 A.M. to 5:00 P.M. or standard business hours for Corel's local Installation and Configuration Service Partners.

Phone Numbers*

(* subject to change without notice)

EUROPE and SOUTH AFRICA

Dialed by customer

Country	Cntry	Area	PSTN no
Austria	(43)	(0)1	58924109
Belgium Dutch	(32)	(0)2	7144159
Belgium French	(32)	(0)2	7144108
Croatia	(385)	(0)1	4841166
Czech Republic	(42)	(0)2	2423-9645
Denmark	(45)		35258009
Finland	(358)	-(0)	922906040
France	(33)	(0)1	40927623
Germany	(49)	(0)180	5258212
Hungary	(36)	(9)1	3275737
Ireland	(353)	(0)1	4074450
Italy	(39)	06	52354237
Netherlands	(31)	(0)20	5040650
Norway	(47)		22971909
Poland	(48)	(0)71	3477279
Portugal		0800	853042
Russia	(7)	095	3679709
South Africa		0860	223388
Spain	(34)	90	2153417
Sweden	(46)	(0)680	711750
Switzerland	(41)	(0)848	807570
United Kingdom	(44)	(0)1923	209180

SOUTH AMERICA

Argentina	(54)	(0)114	954 6500
Brazil	(55)	11	304 07740

Chile	(56)	2	2361023
Colombia	(57)	(9)1	5231240
Mexico		01800	0242673

ASIA and PACIFIC

Australia			1300 650 601
China	(86)	(0)10	62048328
Hong Kong	(852)		81003729
India	(91)	(0)11	3351948
Indonesia		1800	657266
Japan	(81)	(0)3	3222-8918
Malaysia		1800	801090
New Zealand	(64)	(0)9	336 1234
Singapore		1800	773 1400
South Korea	(82)	(0)2	34446781
Taiwan	(886)	(0)2	25509502

MIDDLE EAST

Israel	(972)	(0)2	5322224
UAE	(971)		4336-6885

{button ,AL('paradox;',0,"Defaultoverview",)} Related Topics

Priority Service for Paradox

North America

Priority Pay-As-You-Go support

Priority Pay-As-You-Go support is available only in the United States and is subject to availability.

Priority Pay-As-You-Go support is available to Paradox users who have nonprogramming questions about the user interface, including the following issues:

- location of menu commands
- basic toolbar customization issues (standard, global, align, and more)
- user-defined preferences
- menu command availability
- basic application creation, including functionality of all experts (start-up, form, report, table and UIOBJECT experts such as button, text, graphic and OLE)

Priority Pay-As-You-Go support for Paradox 9 is available by calling the 1-900-733-PDOX (7369) number.

Note: For the UIOBJECT experts, only questions or issues dealing with predefined expert functionality will be addressed. Users with questions about UIOBJECTS with custom or modified code should call the applicable Paradox Personal or Paradox Developer support option.

Paradox Personal support

Paradox Personal support is for users with questions concerning nonprogramming issues, such as commands, forms, reports, queries, product features, and aspects of the interface.

Paradox Personal support is available to Paradox users who have nonprogramming questions about the user interface, including the following issues:

- location of menu commands
- basic toolbar customization issues (standard, global, align, and more)
- user-defined preferences
- menu command availability
- basic application creation, including functionality of all experts (start-up, form, report, table and UIOBJECT experts such as button, text, graphic and OLE)
- functionality of all experts (startup, form, report, table and UIOBJECT experts, such as button, text, graphic, and OLE)

Paradox Personal support for Paradox 9 is available by calling the 1-877-662-6735 toll-free number.

Note: For the UIOBJECT experts, only questions or issues dealing with predefined expert functionality will be addressed. Users with questions about UIOBJECTS with custom or modified code should use the applicable Paradox Standard or Paradox Developer support options.

Paradox Developer support

Paradox Developer support is advanced support for users with questions regarding client/server connectivity (support between client software and supported SQL servers), the database engine, ObjectPAL, or database design. Paradox Developer support for Paradox 9 is available by calling the 1-877-662-6735 toll-free number.

Paradox Developer support is set up to provide support for all client/server and SQL server issues, user-created applications, and custom coding routines, and all BDE issues.

ObjectPAL: User-created applications with custom code routines written in ObjectPAL. This includes code written to enhance existing expert-created applications or objects and “from scratch” applications or objects.

Borland Database Engine (BDE): Any database drivers that users can access even though support is predominately for SQL server drivers available through the purchase of the following products:

- Paradox 9 Client Server
- Borland SQL Links
- Borland Interbase

Database Design: Including, but not limited to, assistance with normalization of tables, table design, table links, table look-ups, referential integrity, password protection, key definition, and picture fields.

Datamodel: Including, but not limited to, assistance with designing or editing datamodels and schematics.

Java: Including, but not limited to, assistance with Java runtime Environment (JRE), Java Development Kit (JDK), installing and configuring Java Database Connectivity (JDBC) drivers.

Web Publishing: Including, but not limited to, assistance with Web server concepts, Jrun servlet runner.

International

Corel customers residing outside North America can contact Priority Service representatives at a local authorized Priority Service Partner. For a list of telephone numbers, see "Installation and Configuration Service." Hours of operation are 9:00 A.M. to 5:00 P.M. or regular business hours for Corel's local Priority Service Partners.

{button ,AL('paradox;',0,"Defaultoverview"),} [Related Topics](#)

Premium Service for Paradox

North America

Premium Service is designed for medium- and large-scale companies requiring dedicated support professionals. The support team can assist customers with issues relating to integration, Open Document Management API (ODMA), network configuration, thin-client deployment, macro conversions, and application customization.

Additional Premium Services include

- additional technical contacts
- discounted pricing for technical training
- on-site technician
- service 24 hours a day, seven days a week
- email support
- dedicated client Web page
- call status report

Premium Service offerings are subject to change without notice. For more information about Premium Service options, call 1-613-728-6807, or send email to premserv@corel.com.

International

Corel customers residing outside North America can contact Premium Service representatives in Dublin, Ireland, by calling the +353-1-7082580 toll number.

Corel customers can also contact authorized Installation and Configuration Service Partners for information about receiving Premium Services in the international market. For a list of telephone numbers, see "Installation and Configuration Service."

{button ,AL('paradox';0,"Defaultoverview",)} [Related Topics](#)

Installation and Configuration Service for Corel VENTURA

Installation and Configuration Service replaces Classic Service. Please note that Corel will honor previously purchased Classic contracts. For more information, see <http://www.corel.com/support/options/telephone.htm> on the Internet.

Installation and Configuration Service is not available for OEM, "White box," Jewel Case (CD only), trial, or Academic versions of Corel applications.

North America

Installation and Configuration Service for Corel products is a complimentary service available to registered users by calling a toll number, Monday to Friday, 8:30 A.M. to 7:30 P.M., eastern time. Installation and Configuration Service is designed to help with basic installation and configuration issues for 30 days from the first call to Technical Support. Users who require technical service beyond the Installation and Configuration Service period should review Priority Service options.

Users residing in the United States or Canada can reach Installation and Configuration Service by calling 1-613-274-0500

International

Corel customers residing outside North America can contact a local authorized Installation and Configuration Service Partner in the following list. Hours of operation are 9:00 A.M. to 5:00 P.M. or standard business hours for Corel's local Installation and Configuration Service Partners.

Phone Numbers*

(* subject to change without notice)

EUROPE and SOUTH AFRICA

Dialed by customer

Country	Cntry	Area	PSTN no
Czech Republic	(42)	(0)2	2423-9645
Germany	(49)	(0)180	5000613
Hungary	(36)	(9)1	3275737
Poland	(48)	(0)71	3477279
Portugal		0800	853042
Russia	(7)	095	3679709
South Africa		0860	223388
United Kingdom	(44)	(0)171	2988510
Rest of Europe (Ireland)	(353)	(0)1	7082600

SOUTH AMERICA

Argentina	(54)	(0)114	954 6500
Brazil	(55)	11	304 07740
Chile	(56)	2	2361023
Colombia	(57)	(9)1	5231240
Mexico		01800	0242673

ASIA and PACIFIC

Australia			1300 650 601
China	(86)	(0)10	62048328
Hong Kong	(852)		81003729
India	(91)	(0)11	3351948
Indonesia		1800	657266
Japan	(81)	(0)3	3222-8918
Malaysia		1800	801090
New Zealand	(64)	(0)9	336 1234
Singapore		1800	773 1400
South Korea	(82)	(0)2	34446781
Taiwan	(886)	(0)2	25509502

MIDDLE EAST

Israel	(972)	(0)2	5322224
UAE	(971)		4336-6885

{button ,AL(`ventura;`,0,"Defaultoverview",)} Related Topics

Priority Service for Corel VENTURA

North America

Priority Service provides technical service for current and earlier versions of Corel applications. Priority Service gives you access to priority technicians from 8:30 A.M. to 7:30 P.M., eastern time. This service can be purchased on a per-incident basis. Calls are reported to second-level priority technicians on Corel's 1-800 toll-free service numbers.

Priority Single Incident

A Single Incident Service is defined as the resolution of one technical question, problem, or issue, regardless of the number of telephone calls required to resolve it.

Single Incident Service is available by calling the 1-877-662-6735 toll-free number.

International

Corel customers residing outside North America can contact Priority Service representatives at a local authorized Priority Service Partner. For a list of telephone numbers, see "Installation and Configuration Service." Hours of operation are 9:00 A.M. to 5:00 P.M. or regular business hours for Corel's local Priority Service Partners.

{button ,AL('ventura';0,"Defaultoverview",,)} [Related Topics](#)

Premium Service for Corel VENTURA

North America

Premium Service is designed for medium- and large-scale companies requiring dedicated support professionals. The support team can assist customers with issues relating to integration, Open Document Management API (ODMA), network configuration, thin-client deployment, macro conversions, and application customization.

Additional Premium Services include

- additional technical contacts
- discounted pricing for technical training
- on-site technician
- service 24 hours a day, seven days a week
- email support
- dedicated client Web page
- call status report

Premium Service offerings are subject to change without notice. For more information about Premium Service options, call 1-613-728-6807, or send email to premserv@corel.com.

International

Corel customers residing outside North America can contact Premium Service representatives in Dublin, Ireland, by calling the +353-1-7082580 toll number.

Corel customers can also contact authorized Installation and Configuration Service Partners for information about receiving Premium Services in the international market. For a list of telephone numbers, see "Installation and Configuration Service."

{button ,AL('ventura';,0,"Defaultoverview",,)} [Related Topics](#)

Installation and Configuration Service for Corel LINUX OS and Linux-based applications

Installation and Configuration Service replaces Classic Service. Please note that Corel will honor previously purchased Classic contracts. For more information, see <http://www.corel.com/support/options/telephone.htm> on the Internet.

Installation and Configuration Service is not available for OEM, "White box," Jewel Case (CD only), trial, or Academic versions of Corel applications.

North America

Installation and Configuration Service for Corel products is a complimentary service available to registered users by calling a toll number, Monday to Friday, 8:30 A.M. to 7:30 P.M., eastern time. Installation and Configuration Service is designed to help with basic installation and configuration issues for 30 days from the first call to Technical Support. Users who require technical service beyond the Installation and Configuration Service period should review Priority Service options.

Users residing in the United States or Canada can reach Installation and Configuration Service by calling 1-613-274-0500

International

Corel customers residing outside North America can contact a local authorized Installation and Configuration Service Partner in the following list. Hours of operation are 9:00 A.M. to 5:00 P.M. or standard business hours for Corel's local Installation and Configuration Service Partners.

Phone Numbers*

(* subject to change without notice)

EUROPE and SOUTH AFRICA

Dialed by customer

Country	Cntry	Area	PSTN no
France	(33)	(0)1	40925461
Germany	(49)	(0)180	5003189
Holland	(31)	43	3515784
Italy	(39)	06	52352447
Spain	(34)		917456115

ASIA and PACIFIC

Australia	1300-302339
China	1300-302339
Hong Kong	1300-302339
India	1300-302339
Indonesia	1300-302339
Japan	1300-302339
Malaysia	1300-302339
New Zealand	1300-302339
Singapore	1300-302339
South Korea	1300-302339
Taiwan	1300-302339

{button ,AL('linux;',0,"Defaultoverview",,)} [Related Topics](#)

Corel LINUX OS and Linux-based applications service

North America

Pay-As-You-Go Support

Customers can purchase support for single incidents by calling a toll-free number. Single Incident Service is the resolution of one technical question, problem, or issue, regardless of the number of telephone calls required to resolve it.

Customers can prepurchase packs of business-hour incidents for either telephone or email support. The Linux 5 Pack provides you with direct access to technicians on a toll-free number or 24-hour turnaround by email.

Small, Medium, and Large Enterprise Support

Premium Service for Corel LINUX OS and Linux-based applications can be purchased in packs of 10, 25, or 150. Premium Service includes

- coverage of all Linux-based Corel software (up to two versions earlier)
- Windows and Macintosh support
- downloadable training documents
- toll-free telephone service
- direct access to a Service Account Manager (SAM) for packs of 25 or 150

In addition, customers can enhance their support by choosing options such as

- service 24 hours a day, seven days a week
- summary reports
- additional contacts
- discounted pricing for on-site training

For more information about Corel Linux Support, call 1-877-662-6735, or visit <http://www.linux.corel.com/support/> on the Internet.

International

Corel customers residing outside North America can contact Priority Service representatives at a local authorized Priority Service Partner. For a list of telephone numbers, see "Installation and Configuration Service." Hours of operation are 9:00 A.M. to 5:00 P.M. or regular business hours for Corel's local Priority Service Partners.

{button ,AL('linux';0,"Defaultoverview",,)} [Related Topics](#)

Professional Services

Many companies want to upgrade their existing software or even deploy an entirely new solution but are reluctant to take on such a large project. Corel Professional Services (CPS) is a team of experts trained to help you speed through the upgrade and maximize your Corel solution.

Corel Professional Services offers a range of services including:

- WordPerfect macro conversion and development
- Paradox database development
- training services
- third-party product integration
- deployment and roll-out

You may choose to use Corel Professional Services for some or all of these services, depending on the scope of the project and the availability of your company's resources. For more information about Corel Professional Services, visit <http://www.corel.com/support/professional> on the World Wide Web. If you would like a representative of the North American Corel Professional Services team to contact you, please email proservices@corel.com or call 1-877-864-7446.

{button ,AL('corporateservices';'0',"Defaultoverview"),} Related Topics

Corel LINUX Professional Services

For companies seeking a turnkey Linux solution, Corel is an ideal choice. A team of Linux services' experts will plan, design, and implement a customized, cost-effective Linux-based solution tailored to meet your company's needs.

Corel LINUX Professional Services offers a range of services including

- Linux systems integration
- custom application development and maintenance
- keystone servers and workstations
- education and training

You may choose to use Corel Professional Services for some or all of these services, depending on the scope of the project and the availability of your company's resources. For more information about Corel LINUX Professional Services, visit <http://www.linux.corel.com/support/proserv.htm> on the Internet. If you would like a representative of the North American Corel Professional Services team to contact you, please send email to proservices@corel.com or call 1-877-864-7446.

{button ,AL('corporateservices','0',"Defaultoverview"),} Related Topics

Corel Solution Partners

Corel Solution Partners is a comprehensive resource for developers and consultants interested in providing products, solutions, or services to their customers. The program provides software, utilities, and complimentary software for development and testing (available to Platinum members only). Technical support*, information, and marketing opportunities are also available.

What are we looking for in a Corel Solution Partner?

Corel is looking for people who are committed to benefiting their customers with Corel solutions, willing to increase their knowledge of and skills in Corel products, and experienced in developing third-party tools, Internet solutions, integration, and services.

Opportunities abound

As a partner, you can increase your visibility through the Corel Solution Partners Product Guide, the Consultant Directory (available to Platinum members only), and other joint marketing activities. As part of the Corel team, you can join us in expanding markets around the world.

Powerful development tools

Corel Solution Partners have access to powerful and flexible tools that improve the quality of their development projects and reduce the effort required to integrate products and to develop custom solutions. These tools, including Paradox ObjectPAL, Microsoft Visual Basic, and PerfectScript, offer superior programming and recording capabilities that allow for advanced automation of your projects.

Single point of contact

To join the program, you may submit an application at <http://athena.corel.com/cfscripsts/SolutionPartners/applynow.cfm> on the Internet. More information on the program is available at http://www.corel.com/partners_developers/csp/index.htm on the Internet, by email at partners@corel.com, or by calling 1-613-274-0503.

*Platinum partners receive 10 free technical support or developer support incidents by calling a 1-800 toll-free number. Standard partners pay a fee. All fees are subject to change without notice.

{button ,AL('corporateservices','0',"Defaultoverview"),} [Related Topics](#)

