

CorelWEB.GRAPHICS SUITE technical support options

Corel is committed to providing customers with high-quality, timely technical support. This section describes the variety of support services available.

[Principle Technical Support Services](#)

[Worldwide Support](#)

[Before Calling Technical Support](#)

[Customer Service in North America](#)

[Customer Service Worldwide](#)

Principle technical support services

1-613-728-6625 (North America only)

Free technical support is available to you for 30 days from the day you place your first call to technical support. Corel representatives are available to respond to your call from Monday to Friday, 8:30 a.m. to 7:30 p.m. Eastern Standard Time.

During and after your principal support period, you can also use the basic services listed below.

Basic Services

Corel offers the following technical support options, most of which are available 24 hours a day, 365 days of the year. These services are useful if you prefer not to pay for support or encounter problems during off-hours.

Interactive Voice Answering Network (IVAN)

The Interactive Voice Answering Network contains answers to commonly asked Corel questions and is available 24 hours a day, 365 days a year. It is regularly updated with the latest information, tips, and tricks. You can also request that IVAN's solutions be faxed to you.

To call IVAN, dial **613-728-6625**. There is no charge for this service beyond the cost of the telephone call.

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, tips, and tricks. This service is available 24 hours a day, 365 days a year.

Calling the Automated FAX on Demand System

Dial **613-728-0826**, extension **3080**. You will be asked for a document number and your fax number.

The document you request is automatically sent to you. To fax a catalog of documents to yourself, call the Automated FAX on Demand System number and request document 2000.

Bulletin Board System (BBS)

Technical Support operates a BBS service that allows you to download program files that have been modified between releases. A Technical Support representative may request that you upload troublesome files to the BBS.

Calling the BBS

Dial **613-728-4752** or **613-761-7798**. Both lines are set for 8-bit word, 1-stop bit, no parity. The supported speeds on these Hayes 288 modems are 2400-28 800 baud.

Compuserve

Interact with other users and Corel technicians to obtain product information and support. Compuserve is available 24 hours a day, 7 days a week, including holidays. Corel representatives will respond from 8:30 to 5:00 Eastern Standard Time, from Monday to Friday, excluding holidays. At any ! prompt, type Go Corel for access.

Internet Services

World Wide Web site (WWW)

For late breaking technical news and information on all Corel products, visit our WWW home page at **<http://www.corel.com>**. You can access Corel's Technical Knowledge Base, as well as corporate, marketing, and product information.

File Transfer Protocol (FTP)

You can download updates, patches, and utilities by accessing our anonymous FTP site at <ftp.corel.com>.

Extended Technical Support services

For details on the support options available after your principal support expires, please contact Corel Technical Support at **613-728-6625**.

[Worldwide Support](#)

[Before Calling Technical Support](#)

[Customer Service in North America](#)

[Customer Service Worldwide](#)

Worldwide support

Corel customers residing outside North America can contact Corel Technical Support representatives in Dublin, Ireland, or a local Authorized Support Partner. The Corel Support representatives in Ireland handle calls in the following languages: German, French, Spanish, Italian, Dutch, and English. Calls are handled on toll lines. A charge will appear on your telephone bill, but there is no additional charge by Corel for technical support.

Extended Technical Support services

To request an up-to-date listing of Corel's Authorized Support Partners worldwide, and a copy of Corel's Extended Technical Support Policy, please contact Corel Technical Support at the numbers listed above.

Access numbers for Corel Technical Support

Latin America

Argentina	+ (0541) 954-6500
Brazil	+011 5505 4725
Chile	+562 671-3060
Mexico	+525 254-0173

Middle East

Dubai	+971.6.510.227
-------	----------------

Eastern Europe

Czech Republic	+42-2-627-3487
Poland	+(0048)-(71)-728-141 ext.289

Europe

Dutch	+(353) 1-708-2366
English	+(353) 1-708-2333
French	+(353) 1-708-2355
German	+(353) 1-708-2344
Italian	+(353) 1-708-2377
Spanish	+(353) 1-708-2388

Asia Pacific

Australia	+07 3244 3311
Hong Kong	+8100-3729
India	+91 11 3351948
Japan	+03-5645-8379
Malaysia	+800-1090
New Zealand	+09 526 1155
Singapore	+1-800-65-1042
Taiwan	+2 593 3696

Africa

South Africa	+021-658-4222
--------------	---------------

[Principle Technical Support Services](#)

[Before Calling Technical Support](#)

[Customer Service in North America](#)

[Customer Service Worldwide](#)

Before calling Technical Support

Before calling Technical Support, please have the following information available. This will assist the Technical Support representative in helping you 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.
- The type of computer, monitor, pointing device (e.g. mouse, tablet), printer, and video card (display adapter) in use.
- The versions of Microsoft Windows, and the Corel product in use. Choose the About Windows 95 command from the Help menu in Explorer to find which version of Windows you are running.
- A list of any programs loaded into RAM (e.g., TSRs). Check the Startup folder in the Programs menu to determine if you are running any other programs.

[Principle Technical Support Services](#)

[Worldwide Support](#)

[Customer Service in North America](#)

[Customer Service Worldwide](#)

Customer Service in North America

Customer service representatives answer questions about specifications and pricing, sell Corel products, and issue replacement disks. There is no charge for calling Customer Service.

General customer service and product information can also be accessed through CompuServe and the World Wide Web at <http://www.corel.com>.

United States and Canada 1-800-772-6735

[Principle Technical Support Services](#)

[Worldwide Support](#)

[Before Calling Technical Support](#)

[Customer Service Worldwide](#)

Customer Service Worldwide

Customer Service worldwide is handled by UCA & L on behalf of Corel Corporation. Customer Service for any countries not listed below is handled on a toll line at +(353) 1-706-3912.

Telephone numbers for CorelWEB.GRAPHICS Technical Support

Austria	0660 5875
Belgium	0800 11930
Denmark	800 18755
France	05 90 65 12
Germany	0130 815074
Netherlands	0602 22084
Ireland	0800 581028
Italy	1678 74791
Japan	03 5645 8567
Norway	800 11661
Spain	900 95 35 38
Switzerland	155 8224
Sweden	020 791 085
United Kingdom	0800 581028

Customer Service in Australia

Micromatch Pty. Limited

1-800-658-850

7B Green Street
Brookvale, NSW
2100, Australia

[Principle Technical Support Services](#)

[Worldwide Support](#)

[Before Calling Technical Support](#)

[Customer Service in North America](#)

