

## **Microsoft Word Viewer 97 for Windows 16-bit Operating Systems**

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Microsoft® Word Viewer 97 for Windows 16-bit Operating Systems (Word Viewer), the newest member of the Word Viewer family, is a freeware product that allows you to view and print Microsoft Word 97 documents. Like previous versions of Word Viewer, the latest version can also open documents created with all previous versions of Word for Windows and version 4.x and above of Microsoft Word for Macintosh®. You cannot edit an open document in Word Viewer. However, you can copy text to the Clipboard to paste it in other applications. Microsoft encourages you to distribute Word Viewer along with your Word 97 documents to people who do not have Microsoft Word 97.

### **System Requirements for Word Viewer 97 for Windows 16-bit Operating Systems**

- A personal computer with a 386 or higher processor
- MS-DOS® operating system version 3.x or later
- Microsoft Windows® 16-bit operating system version 3.1 or later
- 4 MB of memory for Windows 16-bit Operating systems (6 MB recommended)
- 3 MB of hard disk space (6 MB free for installation only)
- Microsoft Mouse or compatible pointing device

### **Ordering Microsoft Word 97**

For information on how to order the retail version of Microsoft Word 97, contact the Microsoft Order Desk at (800) 360-7561 in the U.S., visit the Microsoft Online Shop ([http://www.microsoft.com/isapi/Referral/PR\\_CountryLocation.idc?ProductFamilyCode=WOA](http://www.microsoft.com/isapi/Referral/PR_CountryLocation.idc?ProductFamilyCode=WOA)), or contact your local Microsoft subsidiary. To locate your subsidiary, see the Microsoft World Wide Offices Web site at:

<http://www.microsoft.com/worldwide/default.htm>

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## Technical Support for Microsoft Word Viewer

Microsoft Technical Support provides a number of no-charge options for you to obtain technical information about Microsoft Word Viewer. These options include Microsoft Technical Support Online (<http://www.microsoft.com/Support/MTSHome.htm>), the Microsoft Knowledge Base (<http://www.microsoft.com/kb/>), the Microsoft Word Product Support phone line (206) 462-9673, and Microsoft FastTips. Because Word Viewer is similar to Word 6.x, information on a particular topic such as printing from Word 6.x may also be pertinent to Word Viewer. Keep this similarity in mind when you look for technical information on any Word Viewer issue you may encounter.

### 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 all versions of Word Viewer. You can access the Knowledge Base from any of the following sources.

#### *The World Wide Web*

To access the Knowledge Base on the World Wide Web, use the following address:

<http://www.microsoft.com/support/mtshome.htm>

Click **Knowledge Base** and follow the detailed instructions on the page.

#### *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. For TechNet subscriptions or information, call (800) 344-2121.

#### *Microsoft FTP Site*

The Microsoft FTP anonymous server (<ftp://ftp.microsoft.com/>) provides access to the Microsoft Knowledge Base for those users who have access to an FTP program service provider. To access the Microsoft Knowledge Base through the Microsoft FTP site do the following:

1. Log on to your Internet account.
2. At the Internet prompt, type  
**open ftp.microsoft.com**  
Or use the following IP address:  
**open 198.105.232.1**
3. In the User Name field, type  
**anonymous**
4. In the Password field, type your full electronic mail address (for example, *johndoe@test.com*).
5. At the prompt, type **cd deskapps\word\kb** to go to the KB directory.
6. 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 Microsoft 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.

## **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.

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.

## **Information on using Microsoft Word Viewer 97 for Windows 16-bit Operating Systems**

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

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

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

Shortcut, or right-click, menus are not available in this version of Word Viewer.

### **Fields**

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

### **Templates and Macros**

Templates and macros are not supported in this version of Word Viewer.

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

Each time you double-click on a document in File Manager, a separate instance of Word Viewer will be launched. To avoid this limitation, drag 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, on the **View** menu, click **Annotations**. If this menu item is unavailable, no annotations are present in the document. To close the annotation pane, click **Annotations** again, or press ALT+SHIFT+C.

### **Full Screen**

To remove all screen elements such as menus and scroll bars, on the **View** menu, click **Full Screen**. To restore your menus, on the **Full Screen** toolbar, click the **Close** button or press ESC.

## 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.

### ***Linked Pictures***

Display of linked pictures that use the "/d" switch is currently not supported in Word Viewer. You will instead receive a 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 Word Viewer, you may need to reinstall or update your printer or video driver. Due to the fact that this version of Word Viewer, like Word Viewer 6.x, is much more dependent on printer and video drivers 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.

### ***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 substitution 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, then 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 (in Program

Manager, click Main, and then click Windows Setup). 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 causing 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 or higher).

### **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.

### **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 trouble printing with 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 drivers:

<b>Printer</b>	<b>Printer Driver</b>
<i>Deskjet series printers</i>	DESKJETC.DRV version 3.1 or later.
<i>HP Laserjet 4/4M and 4Si/4SiMX</i>	HPPCL5E.DRV version 31.v1.26 or later.
<i>HP Laserjet III series</i>	HPPCL5MS.DRV version 2.1 or later.
<i>HP Laserjet II series</i>	HPPCL.DRV version 2.34 or later
<i>IBM 4019</i>	IBM4019.DRV version 1.30 or later
<i>IBM 4029</i>	IBM4029.DRV version 1.30 or later.
<i>Epson 24 Pin Dot Matrix</i>	EPSON24.DRV version 2.11 or later
<i>Epson ESC/P2</i>	ESCP2E.DRV version 2.0 or later
<i>Panasonic 24 Pin Dot Matrix printers (KX-P series)</i>	PANSON24.DRV version 2.1 or later.

### **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.

## Installation and Maintenance

To install Word Viewer, you must have the file WDVW9716.EXE on your LAN or local hard drive, (or one of the alternate file sets described in this document under “Distribution of Word Viewer”). Close all other applications and ensure that you are not running any utilities or virus protection programs. In Windows File Manager, double-click the Word Viewer for Windows 16-bit Operating Systems icon. This will run an unpack utility that extracts the Word Viewer distribution files and start the Word Viewer Setup program. Follow these instructions to successfully complete the installation.

1. Installation of Word Viewer is designed to take place from within Microsoft Windows. If Windows is not running, please start it before continuing. Make sure to close all applications first, and make sure you are not running any utilities or virus protection before proceeding. It is very important that your computer runs under a Windows 16-bit operating system in order to install this version of Word Viewer. The Setup application for Word Viewer 97 for 16-bit operating systems prevents you from installing Word Viewer in a 32-bit operating system like Windows 95 or Windows NT®. A 32-bit version of Word Viewer is also available.
2. If you have installed Word Viewer from a prior beta, you should first uninstall that version before installing this one. For directions on uninstall, consult the ReadMe.doc file included with the prior version of Word Viewer.
3. Run the Setup.exe program on disk 1 of Word Viewer installation disk set or the file WDVW9716.EXE if you downloaded the Word Viewer from an online service. If you download WDVW9716.EXE and choose to run it, the file will unpack itself. You can also save the file to a local folder and run WDVW9716.EXE later. After unpacking the contents of WDVW9716.EXE you will have to start the Word Viewer Setup program in order to continue the installation of Microsoft Word Viewer.
4. Word Viewer Setup will prompt you for a folder in which to install Word Viewer or you can simply accept the suggested default location. The default folder location for Word Viewer is C:\WORDVIEW.
5. After choosing the folder location for Word Viewer, continue through setup and click **Install** to install Word Viewer for Windows 16-bit Operating Systems.
6. If Word Viewer Setup detects Word for Windows version 6.x or later on your system, it will prompt you to determine which application should open Word documents by default.

### **Important:**

Choosing “Open with Word” means that Word will be used by default to open Word files. Choosing “Open with Viewer” means that Word Viewer for Windows 16-bit Operating Systems will be used by default to open Word files.

To restore Word as the default Word document handler, you will have to uninstall Word Viewer and reinstall Word so that it can restore its document handling information.

7. To run Word Viewer, in File Manager, double-click on the WordView.exe file. You can also double-click on the Word Viewer icon in Program Manager.

If you plan to distribute Word Viewer, either online or on disks, you will need WDVW9716.EXE or the files it unpacks.

### ***Maintenance Mode***

If you have installed Microsoft Word Viewer, but are observing unusual behavior, you should reinstall it as follows:

1. Go to Program Manager.
2. Double-click on the uninstall/reinstall for Word Viewer.

or you can:

1. Go to Word Viewer's Installation Directory.
2. Run the file Setup.exe.

Setup will display a Maintenance Mode dialog box that has a **Reinstall** button to restore any missing files or settings. Click this button to start the reinstallation.

### ***Uninstall***

To remove Word Viewer from your system, follow the instructions in this document to start Microsoft Word Viewer Setup. When the Maintenance Mode dialog box appears, click **Remove All**. Once uninstall is complete, if you have Word installed please reinstall it in order to restore its settings.

## **Distribution of Word Viewer**

Microsoft encourages all users of Word Viewer for Windows 16-bit Operating Systems to distribute it to friends and colleagues. You can post it to online services, put it on networks, or give it to others on disks.

### ***Disk Distribution***

Microsoft distributes Word Viewer on two disks as well as online. The disk set is available from the Microsoft Order Desk, at (800) 360-7561, for a standard shipping and handling charge.

If you have a Microsoft disk set you can copy the files from each disk onto a formatted 1.44MB disk. Please label the disks as follows:

Microsoft Word Viewer 97  
Version 6.0B  
Disk 1 of 2  
Run Setup.exe from this disk



and:

Microsoft Word Viewer 97

Version 6.0B

Disk 2 of 2

Labeling the disks in this manner will avoid confusing them.

### Word Viewer installed file names and locations

<i>File Name</i>	<i>File Size</i>	<i>Location</i>
<i>LICENSE.TXT</i>	5,081	WordView install root
<i>README.DOC</i>	69,632	WordView install root
<i>SDV.DLL</i>	103,904	WordView install root
<i>INSTALL.TXT</i>	7,239	WordView install root
<i>TTEMBEXT.DLL</i>	5,280	WordView install root
<i>WORDVIEW.EXE</i>	1,878,528	WordView install root
<i>WRDVIEW6.OPT</i>	1,222	WordView install root
<i>WRDVIEW6.REG</i>	504	WordView install root
<i>WWINTLV.DLL</i>	390,144	WordView install root
<i>MSWORD8.CNV</i>	353,280	Windows\Msapps\Textconv
<i>EMFIMP.FLT</i>	153,600	Windows\Msapps\ grphflt
<i>PICTIMP.FLT</i>	57,600	Windows\Msapps\ grphflt
<i>PNGIMP.FLT</i>	130,752	Windows\Msapps\ grphflt
<i>IFFJPEG.DLL</i>	76,896	Windows\Msapps\ grphflt
<i>JPEGIMP.FLT</i>	13,328	Windows\Msapps\ grphflt
<i>COMPOBJ.DLL</i>	108,544	Windows\System
<i>OLE2.DLL</i>	302,592	Windows\System
<i>OLE2CONV.DLL</i>	57,328	Windows\System
<i>OLE2DISP.DLL</i>	164,832	Windows\System
<i>OLE2NLS.DLL</i>	150,976	Windows\System
<i>OLE2PROX.DLL</i>	51,712	Windows\System

<b><i>STORAGE.DLL</i></b>	157,696	Windows\System
<b><i>STDOLE.TLB</i></b>	4,304	Windows\System
<b><i>TYPELIB.DLL</i></b>	177,216	Windows\System
<b><i>VER.DLL</i></b>	9,696	Windows\System
<b><i>VSHARE.386</i></b>	14,933	Windows\System
<b><i>CLEANUP.REG</i></b>	87	Windows\System
<b><i>OLE2.REG</i></b>	27,026	Windows\System
<b><i>WIN87EM.EXE</i></b>	12,800	WordView install root
<b><i>WRDVIEW6.INI</i></b>	N/A	WordView install root
<b><i>VIEW16.INF</i></b>	3,967	WordView install root\Setup
<b><i>SETUP.EXE</i></b>	251,936	WordView install root\Setup
<b><i>MSSETUP.DLL</i></b>	225,376	WordView install root\Setup
<b><i>ACMSETUP.HLP</i></b>	19,066	WordView install root\Setup
<b><i>_MSSETUP.EXE</i></b>	14,153	WordView install root\Setup
<b><i>MSCPYDIS.DLL</i></b>	14,688	WordView install root\Setup
<b><i>VIEW16.DLL</i></b>	92,256	WordView install root\Setup
<b><i>SETUP.STF</i></b>	13,630	WordView install root\Setup

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