

CorelFLOW Version 2 - Readme File (July 1994)

Read this file for last-minute changes to CorelFLOW information that is not documented elsewhere.

COREL SUPPORT SERVICES

Corel recognizes that support needs vary from user to user, and we offer you a wide range of choices when you need solutions to your technical problems with using CorelFLOW.

If you have a question about CorelFLOW, first check the CorelFLOW User's Manual or consult the online Help.

Corel is committed to providing customers with high quality, timely technical support. Technical Support Representatives are available on a 1-800 line to answer your technical questions. A fee is charged for the technical support, but there is no additional charge to your telephone bill. Alternatively, you may call on a 1-900 line. You are not charged by Corel for this support option, but a charge will appear on your telephone bill.

Each CorelFLOW product includes one free technical support credit. This credit is valid for one 15-minute technical support call. The technician answering the call will not use your credit if the issue which you are calling about is a known or documented problem with the software which does not have a fix.

After you have used your free credit, you will have the option of buying additional credits as follows:

One credit -	\$25.00 US/\$30.00 CDN
A five-pack of credits -	\$100.00 US/\$120.00 CDN
A ten-pack of credits -	\$175.00 US/\$240.00 CDN

If you do not have any remaining credits when you call, the technical support representative you reach will sell you one of the above options.

You can reach a representative from Monday to Friday, excluding holidays.

Refer to the Technical Support reference card or click the Support icon in the online Help for more information on the technical support we offer.

DOCUMENTATION REMINDER

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The CoreIFLOW User's Manual contains detailed and timely information concerning the installation of your new software. Should you run into any difficulties, it's your front line of help. It answers most of the common installation questions.

The online Help files are more current than the User's Manual. They contain information not available at the time of printing. Where there is a discrepancy between the User's Manual and the online Help, follow the information in the online Help.

Please forward suggestions for improvement on any component of your CoreIFLOW documentation package (manuals, on-line Help, the Tutorial) to:

CoreIDRAW Documentation Manager
Corel Corporation
1600 Carling Avenue
Ottawa, Ontario, Canada
K1Z 8R7

INSTALLATION

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During installation, you are prompted to enter your name and serial number. Although these details are not required for successful installation, your serial number will be required for Technical Support. If you enter it during installation, it will be visible in the About CoreIFLOW dialog box for easy reference.

Diskettes and Compression

The diskette version of CoreIFLOW uses a new file compression technology. This technology causes some files to appear as if they have a 0-byte file size. Don't be alarmed, and don't delete these files. These files are used during the installation process to perform decompression tasks.

Serial Number

The serial number can be found just inside the cover of the CoreIFLOW User's Manual, on the top right corner of the technical support card. Please enter the number in the following format:

CF2-123-456789

Screen Savers during install

To speed up the install process, close any screen saver that you may have active. Once the install is complete, you can re-activate the screen saver.

Installation and SMARTDRIVE

The Setup routine was designed to work best with SMARTDRV.EXE, using the default options. Do not disable the floppy drive read cache. The absence of a disk cache and some third-party caches will increase the installation time.

Audible prompts

If you install CoreIFLOW from the diskettes, ensure that the "Enable System Sounds" is enabled in the Sound utility of the Control Panel. This will ensure that you hear the beep when you are prompted to insert the next diskette.

Installation and Norton Desktop

If you use Norton Desktop V2.0 to install CoreIFLOW, the CoreIFLOW Program Group may not appear on the Windows desktop. If you use Norton Desktop V3.0 to install CoreIFLOW, the CoreIFLOW pre-configured icons may not appear correctly in the CoreIFLOW Program Group. They are replaced with the default icon provided by Norton Desktop. To correct these problems, use the Windows Program Manager to add the CoreIFLOW Program Group and update the CoreIFLOW pre-configured icons.

Object Linking and Embedding

When you insert large or complex OLE objects, especially those containing large, high-resolution bitmaps, you may have problems depending on available memory and system resources. This is a known limitation of the Microsoft OLE2 DLL's. If you have problems trying to insert large OLE objects (e.g., if blank objects appear or General Protection Faults occur), the work-around is to export the desired information from one application to a file on disk, and then import the file into the other application.