

Welcome to the Microsoft® Word Viewer for Windows® 95

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 2.0 or greater) and Word for the Macintosh® (versions 4.0 or greater) files. Word Viewer also supports copying and pasting, or drag and drop, from any open document. 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 (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.

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Technical Support for Word Viewer

Microsoft Product Services provides a number of no charge options for 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 WRDVW7.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.

Toolbars are disabled in Word Viewer

Toolbars, except for the Full Screen toolbar, are not available in Word Viewer.

Fields

Fields cannot be updated in the Word Viewer. The last result of the field is displayed. The only exception to this is the FILLIN field which prompts once to be filled. Please note that any changes made to the document through FILLIN fields can only be viewed, printed and copied, because the Word Viewer can't save changes to a file.

Templates and Macros

Templates and macros are not supported in the Word Viewer.

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. Opening a Word file with a Macintosh picture yields an error message saying "Word Viewer cannot display Macintosh pictures." You will then see the file with 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 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 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. For more information about using the MSDL, call (800) 936-4100 and follow the prompts.

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, then 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 dot matrix printers, even though they can be seen in Page Layout View on the screen.

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.

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. An easy way to do this is by using the Safe Mode feature of Windows 95. While restarting Windows, hold down the F8 key to receive a menu of startup options. Then, choose either "Safe Mode" or "Safe Mode with Network Support" to start Windows using the basic VGA driver (which displays in 640x480 resolution with 16 colors) and a minimal set of other drivers.

Video drivers can also easily be changed by using the Windows 95 control panel. Double click on the Display Properties icon and then select the Settings panel. From here, you can easily change video drivers, monitor settings, and display resolutions.

Printer Drivers

If you encounter any troubles printing with the Word Viewer you should consider reinstalling your printer driver or updating your printer driver to the latest version. You can also run the Windows 95 printing troubleshooter. To do this, click the Start button on the Windows 95 Taskbar and then click on Help. From the contents tab, double click on the "Troubleshooting" option and choose "If you have trouble printing" from the list of help topics. This brings up the Print Troubleshooter, a tool which guides you through a series of questions to try and resolve your printing issues.

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. However, any changes made in the object are discarded when the OLE server is closed.

Rich Text Format (RTF) conversion is not supported

Word Viewer does not support the conversion of RTF files. These files can be read as ASCII text, but the RTF will not be interpreted. You should instead use a program which can read and interpret RTF such as Microsoft Word or WordPad.

Installation and Maintenance

The Word Viewer Setup program includes a maintenance mode option to uninstall or reinstall the Word Viewer. These options are described in more depth below.

Uninstall

To remove the Word Viewer from your system, perform the following steps:

1. Open the "Add/Remove Programs" item in the Windows 95 control panel.
2. Select the "Install/Uninstall" panel and choose "Microsoft Word Viewer" from the list of installed programs.
3. Click the "Add/Remove..." button.
4. Click the "Remove All" button once the Microsoft Word Viewer Setup program has launched in maintenance mode. This may require you to reboot your system.

Reinstall

If you have installed the Microsoft Word Viewer but are observing unusual behavior, you should use the Word Viewer Setup program to reinstall the Word Viewer. Follow steps 1, 2 and 3 as described immediately above. Then, once Word Viewer Setup has launched in maintenance mode, click on the “Reinstall” button to restore any missing files or settings.

Floppy Diskette Distribution

It’s easy to create floppy diskettes for distribution to other users. You need two formatted diskettes. The Word Viewer folder contains folders named DISK1 and DISK2. Simply copy the contents of the folder DISK1 onto the first diskette, and copy the contents of the folder DISK2 onto the second diskette. It is only necessary to copy the files to the diskettes, and the actual DISK1 and DISK2 folders should **not** be copied to the diskettes. Then, to install the Word Viewer from these diskettes, run the SETUP.EXE program which appears on the first diskette.

To install Word Viewer from a network, you must maintain the original DISK1 and DISK2 folder structure and file layout, or Word Viewer Setup will not be able to properly install.

Word Viewer installed file names and locations

<i>File Name</i>	<i>File Size</i>	<i>Location</i>
<i>INSTALL.TXT</i>	<i>Size may vary</i>	\WORDVIEW
<i>LICENSE.TXT</i>	<i>Size may vary</i>	\WORDVIEW
<i>README.DOC</i>	<i>Size may vary</i>	\WORDVIEW
<i>SDM95.DLL</i>	125,440	\WORDVIEW
<i>TTEMB32V.DLL</i>	107,008	\WORDVIEW
<i>WINTL32V.DLL</i>	378,880	\WORDVIEW
<i>WORDVIEW.EXE</i>	1,833,824	\WORDVIEW
<i>MSSETUP.DLL</i>	249,344	\WORDVIEW\SETUP
<i>SETUP.EXE</i>	332,800	\WORDVIEW\SETUP
<i>SETUP.HLP</i>	18,397	\WORDVIEW\SETUP
<i>SETUP.STF</i>	<i>Size may vary</i>	\WORDVIEW\SETUP
<i>VIEWER32.DLL</i>	89,600	\WORDVIEW\SETUP

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