

Adobe® RoboHelp® 7

Easily create and enhance professional help systems and knowledge bases

Product information

Q: What is Adobe RoboHelp 7?

A: Adobe RoboHelp 7 software provides a fast and easy way for technical communicators to build, manage, and publish professional help systems and knowledge bases. Create powerful, searchable help systems and knowledge bases for desktop and web-based applications that incorporate standard and advanced help features, including tables of contents, indexes, glossaries, context-sensitive help, graphics, Adobe Captivate® simulations, Adobe Flash® animations, sound, and more.

Q: What are the new features in RoboHelp 7?

A: RoboHelp 7 includes Unicode support, which enables you to edit and create content in many different languages; cleaner HTML handling, which eliminates the use of “kadv” tags required in earlier versions; MDI support so you can open multiple RoboHelp topics simultaneously during editing and easily drag and drop and copy and paste content between topics; improved MIF import, which enables you to import Adobe FrameMaker® 8 MIF files with default style mapping, conditional tags, user-defined variables, and Adobe Captivate content intact; an enhanced search feature that highlights search terms; breadcrumb navigation; multiple tables of contents; enhanced user-defined variables; improved integration with Adobe Captivate and RoboScreen Capture; updated True Code editor for improved undo and redo operations; an updated user interface; and Microsoft Office 2007 and Windows Vista™ support.

Q: What are the new features in Adobe RoboHelp Server 7?

A: RoboHelp Server 7 includes deployment improvements that make it easier to install and set up server-based features; Unicode support so you can publish help systems and knowledge bases in multiple languages for global audiences; and IPv6 support.

Q: What is the difference between Adobe FlashHelp® and FlashHelp Pro?

A: FlashHelp is a revolutionary help format that combines Adobe Flash and XML technologies to provide consistency across popular browsers and platforms. FlashHelp can easily be generated with RoboHelp 7 software, without any knowledge of the Adobe Flash authoring tool. FlashHelp Pro is the server-based version of FlashHelp available in RoboHelp 7. FlashHelp Pro enables authors to publish a help system based on Flash technology to Adobe RoboHelp Server 7. Learn more at www.adobe.com/products/robohelp/productinfo/flash_help/index.html.

Q: Does RoboHelp have international language support?

A: Yes, RoboHelp 7 supports Unicode, which enables you to author and edit help topics in many different languages. RoboHelp 7 can publish help systems in many languages: Brazilian Portuguese, Bulgarian, Canadian French, Catalan, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Simplified Chinese, Slovenian, Spanish, Swedish, Swiss German, Thai, Traditional Chinese, Turkish, and Vietnamese. RoboHelp 7 will check spelling, auto-correct words, and create a keyword index in any of these languages. The generated help system, including navigation, appears in the selected language. Full text search is also operational in any of the languages.

Q: Which authoring environment does RoboHelp 7 support other than the built-in HTML editor?

A: RoboHelp 7 supports Adobe Dreamweaver® CS3; Macromedia® Dreamweaver 8 from Adobe; Microsoft FrontPage 2003; HomeSite 5.5; and Microsoft Word 2007, Word 2003, Word 2002, and Word 2000.

Q: Does RoboHelp 7 integrate with FrameMaker?

A: You can import Adobe FrameMaker 8 MIF and .fm files with style mapping, conditional tags, user-defined variables, and Adobe Captivate content intact. Adobe continues to evaluate other ways in which RoboHelp and FrameMaker can support each other as well as integrate with other Adobe technical communications products, such as Adobe Captivate and Adobe Acrobat® 3D.

Q: Can I submit a feature request for a future version of RoboHelp?

A: We greatly appreciate any suggestions for new features. Submit your request to the RoboHelp Help Community at www.adobe.com/cfusion/mmform/index.cfm?name=wishform.

Q: How can I participate in future RoboHelp beta programs?

A: To participate in future RoboHelp beta programs, send an e-mail to the RoboHelp Beta Community at robohelp-beta@adobe.com.

Q: Can I import a project created in other help authoring tools, for example, AuthorIT, Component One, and Flare?

A: You can import the final help system output, but you cannot import the proprietary file formats from third-party authoring tools.

Pricing and upgrade information

Q: How much does it cost to purchase a RoboHelp 7 or RoboHelp Server 7 license?

A: The full version of RoboHelp 7 costs US\$999; the full version of RoboHelp Server 7 costs US\$1,999. Adobe RoboHelp 6 customers can purchase a special upgrade direct from Adobe for \$79. Adobe RoboHelp Server 6 customers can purchase a special upgrade direct from Adobe for \$160. You can purchase these products today through the Adobe Store at www.adobe.com/go/buyrobohelp or by calling 800-358-9370.

Q: I own an older version of RoboHelp. What is your upgrade policy?

A: If you own Adobe RoboHelp 6, you can upgrade to Adobe RoboHelp 7 for \$79 through the Adobe Online Store or through Adobe telesales. If you own Adobe RoboHelp Server 6, you can upgrade to Adobe RoboHelp Server 7 for \$160 through the Adobe Online Store or through Adobe telesales. If you own Adobe RoboHelp 6 or 7; Macromedia RoboHelp X3, X4, or X5; or RoboInfo®, you can upgrade to the new Technical Communication Suite for US\$999. The Education version of Adobe Technical Communication Suite is available at a discounted price of US\$599 to qualified educational users. To learn more about our special prices for students and teachers, visit the Adobe Education Store at www.adobe.com/resources/education/store.

If you own a license to any other previous version of RoboHelp, RoboHelp Office, RoboHelp Office Pro, RoboHelp Office Pro for .NET, or Adobe RoboInfo, you can upgrade to Adobe RoboHelp 7 for US\$499. If you require the server functionality of RoboHelp Office Pro, RoboHelp Office Pro for .NET, or Adobe RoboEngine® Connectivity Pack and own a license for any of these products, you can upgrade to RoboHelp Server 7 for US\$999.

Q: Can I try RoboHelp 7 before I buy it?

A: Yes, you can download a fully functional, 30-day free trial version from www.adobe.com/go/tryrobohelp.

Q: Does Adobe have a maintenance program for RoboHelp 7?

A: Yes, Adobe provides maintenance programs for customers who participate in our volume licensing programs. For details, go to www.adobe.com/aboutadobe/openoptions.

Support information

Q: What is activation?

A: Activation ensures that the software can only be used by those who have valid licenses. Activation is required to operate the software beyond the free trial period.

Q: How does activation work?

A: You can complete activation on the Internet or by contacting Customer Care by telephone or e-mail. During activation, a unique identification code is created that represents your individual product key and the hardware configuration of your computer at the time of activation. The identification code does not include any personal information or information about software or data that resides on your computer, or the specific make or model of your computer.

Q: How long does activation take?

A: Activation takes only a few seconds on the Internet. Product Activation help is available at www.adobe.com/support/service/activation.html. If you do not have Internet or e-mail access, a Customer Service representative can assist you over the phone at 800-833-6687.

Q: Do I need to register the software to activate it?

A: No. However, registering your software has benefits, including notification about product updates and other useful information that can help you make the most of your Adobe software.

Q: Why should I register my software?

A: When you register your RoboHelp software, your product key is recorded with Adobe, enabling you to retrieve your number if it's lost. Additionally, as a registered user, you are eligible for free promotions.

Q: I misplaced my product key. How can I get a new product key?

A: Contact Customer Service from 6 a.m. to 5 p.m. Pacific time, Monday through Friday at 800-833-6687, or submit a request online at www.adobe.com/support/service at any time. For faster service when calling, please have your invoice number available.

Q: How can I get assistance using RoboHelp 7?

A: If you require technical assistance, including information on free and paid support options and troubleshooting resources, visit www.adobe.com/go/support. Outside of North America, visit www.adobe.com/go/intlsupport. Free troubleshooting resources include the Adobe support knowledgebase, user-to-user forums, and more.

For more information

For more details about Adobe RoboHelp 7 and RoboHelp Server 7, visit www.adobe.com/products/robohelp.

Adobe resellers, call 800-833-6687.



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