

# Getting Help

**H**ard as it may be to believe, even a book as voluminous and detailed as this one may not answer all your questions about Dreamweaver. Fortunately, a range of other resources awaits you when a feature's giving you trouble.

## Getting Help from Dreamweaver

There's plenty of assistance built right into Dreamweaver, from beginner tutorials to the Adobe Help system. You can also access Dreamweaver's electronic help system and online support center from the Help menu. You'll find details below.

### Detailed Assistance

Dreamweaver's Help system uses a separate program, Adobe Help, for Dreamweaver CS5.5's documentation. Adobe Help also lets you tap into help from Adobe.com ([www.adobe.com](http://www.adobe.com)), as well as from select resources on the Web. The Help program is basically just a modified web browser that searches online documentation. Choose Help→Dreamweaver Help (or press the F1 key) to launch the Help program and view the *Using Dreamweaver CS5.5* documents. It includes a list of categories such as "Creating Pages with CSS" and "Previewing pages," where you can get more detailed information on various aspects of the program.

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**Note:** If you prefer your documentation printed, you can download a PDF of the entire Dreamweaver manual. Choose Help→Dreamweaver Help (or press the F1 key) to access the online help documents. You'll find a link in the top right of the program labeled "View Help PDF" that downloads a hefty Adobe Acrobat file.

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Adobe also offers a more interactive version of their online help system called Community Help. It's like a Google for Dreamweaver. When you search for a Dreamweaver-related topic—"templates," for example—you get a list of pages that have something to do with Dreamweaver templates. However, rather than search the entire Web, including Joe's "I just learned Dreamweaver 2 seconds ago and now I'm an expert" blog, Community Help searches only selected websites. Adobe has determined which sites actually have good and accurate information on Dreamweaver—that includes not only Adobe's own website, but other useful sites, such as *CreativePro* ([www.creativepro.com](http://www.creativepro.com)) and *CommunityMX* ([www.communitymx.com](http://www.communitymx.com)).

You can even search the help system (including Community Help) from within Dreamweaver. The Application toolbar includes a simple search box (see Figure A-1). Type a term in the box and click the magnifying glass icon to launch a browser and retrieve a list of results that match your search term. Of course, as with all things free on the Internet, you may or may not find an exact answer to your question.



**Figure A-1:**  
*Dreamweaver's Application toolbar provides a quick way to search the Web for Dreamweaver tips, tricks, and information.*

The Help menu provides other useful jumping-off points for exploring topics like the Spry Framework, ColdFusion, and a few other commercial Adobe services ("Hi, Dreamweaver engineers. This is marketing, do you mind if we add a couple of links to your Help menu?"). If you're interested in refreshing your knowledge of HTML, Dreamweaver's Reference window (select Help→Reference, or press Shift-F1) provides in-depth information on HTML. However, skip the CSS, JavaScript, JSP, and other guides in the Reference material—it's outdated.

## Getting Help from Adobe

You can also get more up-to-date and personalized support from Adobe, ranging from technical notes available on Adobe's site to pay-as-you-ask support plans.

### Adobe's Dreamweaver Website

[www.adobe.com/support/dreamweaver/](http://www.adobe.com/support/dreamweaver/)

The Dreamweaver support page (also available from Help→Dreamweaver Support Center, which launches the Adobe Help program as well) is command central for finding help from Adobe. Here you can search the vast database of technical notes (short articles on specific problems) that just may hold the answer you seek, and you can find basic tutorials on getting started with Dreamweaver, see a list of top issues (and their answers), as well as a list of the most recent technical notes.

You can click the Contact Support link (in the right-hand navigation bar) to go to a page listing common setup problems and their solutions, as well as phone numbers you can call for product help, installation help, and software activation help.

## Paid Support

*[www.adobe.com/support/programs/creativesuite](http://www.adobe.com/support/programs/creativesuite)*

If you have deep pockets, you can tap into three levels of personalized, fee-based support, ranging from \$175 for five “incidents” to the whole-hog luxury of the Gold Support program (for pricing on this option, Adobe tells you to “contact your Adobe reseller”—watch out!). For more information on these programs, go to the Web address above. Each program has its own phone number, so determine the type of support (from Bronze to Gold) you need. Adobe used to let you buy a single “incident” to answer one nagging problem, but now they only sell the five-incident pack, so if you have just a single nagging question, you should try to answer the question yourself using one of the free resources listed here. Customers in the U.S. and Canada should call 1-866-MYADOBE for this service.

## The Forums

Adobe provides online forums that offer free advice from many helpful souls. To get to the forums, choose Help→Adobe Online Forums, which launches a web browser that takes you to the forums page. The forums are a terrific source of information, offering almost real-time answers on Dreamweaver and related web-design techniques. Adobe sponsors several forums and newsgroups. Of most interest to average Dreamweaver users are the FAQ forum (answers to the most frequently asked questions), the General Discussion forum (answers to basic questions), and the Application Development forum, where people discuss Dreamweaver’s dynamic web page features. If you’re struggling with Dreamweaver’s Spry tools, the Spry forum is a good place to seek help. Odds are one of the many knowledgeable experts who always seem to be hanging around will come back with an answer, sometimes within minutes.

You can access Dreamweaver’s forums from *<http://forums.adobe.com/community/dreamweaver>*.