



Frequently Asked Questions



Support & Resources

How do I contact customer support?

If you need assistance, please reach out to the Corel Customer Support team using the contact information provided below.



Corel Support



corelhelp@corel.com



1-877-582-6735

Where can I get additional information and support?

The answers to common questions about the product can be found in this FAQ document. If you're looking for even more information, check out the following resources to learn more.

- ◆ [YouTube](#) | Get helpful tips by viewing short video tutorials demonstrating how to use CorelCAD's powerful tools and features.
- ◆ [User Forum](#) | Connect with other CorelCAD users, get helpful tips, and browse additional FAQ.
- ◆ **In-Product Help** | There is an abundance of information available to you while using the product. To get help for the activity you are currently working on, press **F1** on a PC and **Command +** on a Mac. Use the Help menu to access the full Help guide.



Installation

What are the System Requirements?

PC	Mac
Microsoft Windows 10** or 8.1, in 32-bit or 64-bit, all with latest Updates and Service Packs	macOS Big Sur 11.0, macOS Catalina 10.15, or macOS Mojave 10.14
Intel Core 2 Duo, or AMD Athlon x2 Dual-Core processor	Mac with Intel Core 2 Duo processor (or better)
4 GB RAM (8 GB or more recommended)	4 GB of RAM (8 GB or more recommended)
1.5 GB free hard disk space	1.5 GB of available hard disk space
3D Graphics accelerator card with OpenGL version 1.4 (OpenGL version 3.2 or better recommended)	3D Graphics accelerator card with OpenGL version 1.4 (OpenGL version 3.2 or better recommended)
1280 x 768 screen resolution (1920 x 1080 (Full HD) recommended)	1280 x 768 display (1920 x 1080 (Full HD) recommended)
Mouse or tablet	Mouse or tablet
DVD drive optional (for box installation)	DVD drive optional (for box installation)

**CorelCAD 2021 supports Windows 10, version 2004, 20H2 and later versions being released during the lifecycle of CorelCAD 2021.

Is an Internet connection required to use CorelCAD 2021?

An Internet connection is required for product activation and access to the plug-in store. It is not required to run the software.

Do I need a serial key?

Yes, a serial key is required for installation. If you purchased the box version, your serial key will be inside the box. If you purchased a digital download from Amazon, your serial key will be in your Digital Games and Software library within your Amazon account.

How do I install CorelCAD 2021?

If you purchased the box version:

1. Insert the CorelCAD 2021 software disc into your DVD drive.
2. The installation will automatically start on most systems when the disc is inserted. If it does not, please locate and run the file.
3. Follow the instructions on your screen.
4. Upon first launch, the application will require activation. Follow the activation instructions below.

If you purchased a digital download:

1. Navigate to where you downloaded the file on your computer.
2. Double click the file to begin installation.
3. Follow the instructions on your screen.
4. Upon first launch, the application will require activation. Follow the activation instructions below.

How do I activate my product?

Once CorelCAD 2021 is installed, you will be required to activate your product. Please follow the steps below:

1. Launch CorelCAD 2021.
2. Click on *Activate*. A screen titled "Introduction" will appear.
3. Select *Activate* and press *Next*. A screen titled "Activation" will appear.
4. When prompted on how you'd like to activate your product, select *Internet*.
5. Enter your serial key, a 27-digit code that starts with "21817", into the empty text field. **Important:** When entering the serial key, omit the first part of the key: "CC21XXX-".
6. Click *Next*.

Your CorelCAD 2021 product should now be activated.



Common Questions

Is this a perpetual license or a subscription?

Purchasing CorelCAD 2021 will provide you with a perpetual license to the current version and can be used as long as the operating system, devices, and technologies continue to support it.

Does CorelCAD 2021 fully support AutoCAD .DWG files?

Yes, CorelCAD 2021 reads and writes .DWG files natively, meaning that there is no file conversion (import/export) needed. Furthermore, there is new support that allows users to edit dynamic blocks stored in AutoCAD .DWG files in CorelCAD 2021.

What other file formats are supported?

CorelCAD 2021 supports import from and export to CorelDRAW (.CDR) and Corel DESIGNER (.DES), on Windows*. CorelCAD 2021 also supports leading formats, including .PDF, .SVG, .EPS, .DWF, .STL, .SAT, .SHP, and .DWS.

*CDR and DES import/export are only supported in CorelCAD for Windows.

What languages are supported?

CorelCAD 2021 supports English, French, Spanish, and Portuguese.

Will CorelCAD 2021 work with more than one monitor?

Yes, CorelCAD 2021 works with more than one monitor. If you are a Windows user, for best results please configure your system's monitor to monitor 1. Once CorelCAD 2021 is launched, you can move it to the second monitor and your system will remember that for the next time you launch CorelCAD 2021. If you are a Mac user, you should not encounter any configuration requirements.

Is there a mobile version of CorelCAD available?

Get instant access to design and annotate on-the-go with CorelCAD Mobile, a companion app that's available as a subscription for the iPad or iPhone through iTunes, and for Android tablets and smartphones through Google Play.

You can use your CorelCAD Mobile in two ways:

- ◆ Explore the FREE "Simple mode" app, which provides 2D and 3D viewing, basic annotation, connectivity to cloud storage services, and .DWG file sharing.
- ◆ Choose the subscription option as in-app purchase, which adds a full set of 2D drawing and editing tools, advanced annotation and PDF output capabilities.

Are there any plug-ins available to enhance the CorelCAD experience?

Plug-ins for CorelCAD are designed by Graebert to enhance the inbuilt CAD features of CorelCAD with industry-specific or utility features. To see the current list of plug-ins offered, please visit Graebert's [plug-in store](#).



Troubleshooting

If you are experiencing technical issues, our product experts would be happy to assist you. Please reach out to the Corel Customer Support team using the contact information provided here.



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