

Wingu Eml Viewer — User Guide

This guide explains how to install, use, and troubleshoot **Wingu Eml Viewer**.

Wingu Eml Viewer is a Windows application that opens **.eml** email files without requiring Outlook, Windows Mail, Gmail, Exchange, or any mail account login.

It is designed for viewing email files that already exist on your computer.

What Wingu Eml Viewer can do

Wingu Eml Viewer can:

- open **.eml** email files;
 - show the sender, recipients, subject, date, and message body;
 - show HTML emails, plain text emails, and raw email source;
 - show inline images inside the email body;
 - preview attachments;
 - save one attachment;
 - save multiple attachments into a folder;
 - save multiple attachments into a ZIP file;
 - open **.eml** files by double-click after setup;
 - use light, dark, or system theme;
 - open a new email by dragging it into the app.
-

What Wingu Eml Viewer does not do

Wingu Eml Viewer is **not** a full email client.

It does not:

- connect to your mailbox;
- ask for your email password;
- send emails;
- reply to emails;
- forward emails;
- synchronize Outlook, Gmail, Exchange, or IMAP mailboxes;
- open **.pst** mailbox archives;
- fully support Outlook **.msg** files.

It opens local **.eml** files only.

Installing the application

Step 1 — Run the installer

Double-click the installer file, for example:

```
WinguEmlViewer_Setup_v1.2.2.exe
```

Follow the installation wizard.

Step 2 — Optional desktop shortcut

During installation, you may be asked whether you want a desktop shortcut.

Enable it if you want quick access from your desktop.

Step 3 — Optional `.eml` file association

During installation, keep this option enabled if available:

```
Register Wingu Eml Viewer for .eml files
```

This allows Windows to recognize Wingu Eml Viewer as an application that can open `.eml` files.

Setting Wingu Eml Viewer as the default `.eml` app

On modern Windows, the installer can register Wingu Eml Viewer, but Windows may still require you to confirm the default app manually.

Recommended method

1. Open **Windows Settings**.
2. Go to:

```
Apps > Default apps
```

3. Search for:

```
.eml
```

4. Select **Wingu Eml Viewer**.

After that, double-clicking an `.eml` file should open it with Wingu Eml Viewer.

Alternative method

1. Right-click an `.eml` file.

2. Select **Open with**.
3. Select **Choose another app**.
4. Select **Wingu Eml Viewer**.
5. Enable:

Always use this app to open .eml files

6. Click **OK**.

Opening an email file

You can open an **.eml** file in several ways.

Option 1 — Open from inside the app

1. Open **Wingu Eml Viewer**.
2. Click **Open .eml**.
3. Select the email file.
4. Click **Open**.

Option 2 — Drag and drop

1. Open **Wingu Eml Viewer**.
2. Drag an **.eml** file from File Explorer.
3. Drop it onto the app window.

The app will load the new email.

If another email is already open, it will be replaced by the new one.

Option 3 — Double-click an **.eml** file

This works only after Wingu Eml Viewer has been set as the default app for **.eml** files.

Double-click any **.eml** file and it should open directly in Wingu Eml Viewer.

Understanding the main screen

The main screen is divided into these areas:

Area	Purpose
Header area	Shows subject, sender, recipients, date, and file path.
Message Body tab	Shows the email body.
Attachment preview tab	Appears when you preview an attachment.
Attachment list	Shows the files attached to the email.

Area	Purpose
Toolbar	Contains open, clear, theme, body mode, and remote image options.

Viewing the message body

The message body has three modes.

Mode	Description
Rendered	Shows the email as a normal formatted message.
Plain text	Shows the plain text version of the email.
Raw source	Shows the original technical <code>.eml</code> content.

Most users should use **Rendered**.

Use **Plain text** if the email looks broken or suspicious.

Use **Raw source** only if you need to inspect the original email headers and MIME content.

Remote images

Remote images are enabled by default.

This means images hosted online can appear inside the email body.

You can disable them by turning off:

Remote images

When remote images are disabled:

- online images are blocked;
- inline images stored inside the email still appear;
- external links still require confirmation before opening.

When should I disable remote images?

Disable remote images if:

- you are opening suspicious emails;
- you do not want the sender to know the email was viewed;
- the email comes from an unknown sender;
- you are reviewing potentially malicious messages.

Inline images

Some emails contain images that are stored inside the email itself. These are usually referenced with `cid:` internally.

Wingu Eml Viewer tries to show those images directly inside the message body.

These inline images normally do not appear as separate attachments in the attachment list.

Attachments

Attachments appear in the attachment panel.

Each attachment card can show:

- file name;
 - file size;
 - file type;
 - selection checkbox;
 - preview button;
 - save button.
-

Previewing an attachment

You can preview an attachment in two ways:

- double-click the attachment;
- click the **Preview** button on the attachment card.

The preview opens in a new tab next to **Message Body**.

Closing the preview

Click the ✕ on the preview tab.

Expanding the preview

Click **Expand** to open the attachment preview in a separate window.

Opening externally

Click **Open externally** if you want to open the attachment with the default Windows application.

For example:

- PDF may open in your PDF reader;
- DOCX may open in Word;
- XLSX may open in Excel;
- image files may open in Photos.

Only open attachments externally if you trust the file.

Supported attachment previews

Attachment type	Preview support
Images	Previewed inside the app.
PDF	Previewed inside the app.
Text files	Previewed inside the app.
CSV / JSON / XML / HTML / Markdown / ICS	Previewed as text or simple content.
.eml email attachment	Previewed as an embedded email.
.docx	Basic formatted preview.
.xlsx	First worksheet shown as a simple table.
Unsupported files	Metadata is shown; use Open externally .

Office preview limitation

The app does not fully replace Microsoft Word or Excel.

DOCX and XLSX previews are simplified. Complex formatting, formulas, charts, macros, comments, or advanced layout may not appear exactly as they do in Microsoft Office.

Legacy **.doc** and **.xls** files may require **Open externally**.

Saving attachments

Save one attachment

Click the **Save** button on the attachment card.

Choose where to save the file.

Save selected attachments to a folder

1. Tick the checkbox on one or more attachments.
2. Click **Save to folder**.
3. Choose the destination folder.

If no attachments are selected, the app saves all attachments.

Save selected attachments as ZIP

1. Tick the checkbox on one or more attachments.
2. Click **Save as ZIP**.
3. Choose where to save the ZIP file.

If no attachments are selected, the app includes all attachments in the ZIP.

Select or clear all attachments

Use:

Button	Description
Select all	Selects every attachment.
Clear marks	Clears all selected attachments.

Clearing the viewer

Click:

Clear

This removes the current email from the screen.

It clears:

- header information;
- message body;
- attachment list;
- attachment preview tab;
- status message.

It does not delete the original `.eml` file from your computer.

Changing the theme

The app supports three theme modes:

Theme	Description
System	Uses your Windows app theme.
Light	Forces light theme.
Dark	Forces dark theme.

The message body and document previews may remain on a light background even when the app is in dark mode. This is intentional, because many emails and Office documents are designed for a white background.

Opening links

If you click an external link inside an email, the app may ask for confirmation before opening it.

Be careful with links in emails from unknown senders.

If you are unsure, do not open the link.

Troubleshooting

Problem: **.eml** files do not open with Wingu Eml Viewer

Try this:

1. Right-click an **.eml** file.
2. Select **Open with**.
3. Select **Choose another app**.
4. Select **Wingu Eml Viewer**.
5. Check **Always use this app to open .eml files**.
6. Click **OK**.

Or use:

```
Settings > Apps > Default apps > Search .eml > Wingu Eml Viewer
```

Problem: **.eml** files still show the wrong icon

Windows may be using an old cached icon.

Try one of these:

- restart your PC;
- sign out and sign back in;
- restart Windows Explorer.

A technical user can run this from Command Prompt:

```
ie4uinit.exe -show
taskkill /f /im explorer.exe
start explorer.exe
```

Problem: the app icon is wrong after installation

The installer may have been built before the latest icon changes.

Try:

1. Uninstall Wingu Eml Viewer.
2. Install the latest setup file.
3. Restart Windows Explorer or restart the PC.

Problem: the app does not start or crashes when opening

Try these steps:

1. Restart the computer.
2. Open the app again.
3. If it still fails, check whether **Microsoft Edge WebView2 Runtime** is installed.
4. Install or repair Microsoft Edge WebView2 Runtime if needed.

If the problem continues, provide the support team with the log file.

Log file location:

```
%LOCALAPPDATA%\WinguEmIViewer\logs\wingu-eml-viewer.log
```

You can paste this path into File Explorer.

Problem: the email body is blank

Try this:

1. Switch from **Rendered** to **Plain text**.
2. If plain text works, the HTML body may be malformed or blocked.
3. Try toggling **Remote images**.
4. Close and reopen the file.

If it still does not work, send the **.eml** file to the support/development team for verification if it is safe and allowed to share.

Problem: images do not appear in the message body

Possible causes:

- remote images are disabled;
- the image URL is no longer available;
- the email references a missing inline image;
- the email HTML is malformed;
- your network blocks the image source.

Try enabling:

```
Remote images
```

Inline images stored inside the email should usually appear even when remote images are disabled.

Problem: attachment preview does not look exactly like Word or Excel

The built-in preview is simplified.

For exact formatting, use:

Open externally

This opens the attachment in the default Windows app, such as Microsoft Word or Excel.

Only do this for attachments you trust.

Problem: PDF preview does not work

PDF preview depends on WebView2.

Try:

1. Install or repair Microsoft Edge WebView2 Runtime.
 2. Restart Wingu Eml Viewer.
 3. Use **Open externally** if the PDF still does not preview.
-

Problem: I cannot save an attachment

Check:

- you have permission to write to the selected folder;
- the file is not open in another application;
- antivirus or company policy is not blocking the save;
- the file path is not too long.

Try saving to:

Desktop

or:

Documents

Problem: the app is in dark mode but the email body is light

This is expected.

Emails and Office previews use a light document-style surface for readability. Some emails and Excel files are designed with dark text on a white background. Forcing them into dark mode could make the content unreadable.

Where temporary files are stored

Attachment preview files are stored under:

```
%LOCALAPPDATA%\WinguEmlViewer\AttachmentPreviews
```

WebView2 browser data is stored under:

```
%LOCALAPPDATA%\WinguEmlViewer\WebView2UserData
```

Logs are stored under:

```
%LOCALAPPDATA%\WinguEmlViewer\logs
```

What to send to support when there is a problem

When reporting an issue, include:

- Windows version;
- Wingu Eml Viewer version;
- what you were trying to open;
- whether the file is local or from a network/shared folder;
- screenshot of the error if available;
- log file from:

```
%LOCALAPPDATA%\WinguEmlViewer\logs\wingu-eml-viewer.log
```

Do not send sensitive **.eml** files unless you are allowed to share them.

Safety advice

Be careful with emails from unknown senders.

Recommended precautions:

- do not open suspicious links;
- do not open unknown attachments externally;
- disable remote images when inspecting suspicious emails;
- scan downloaded attachments with antivirus;
- use **Plain text** or **Raw source** mode when reviewing suspicious emails.

Uninstalling Wingu Eml Viewer

Use Windows settings:

Settings > Apps > Installed apps

Find:

Wingu Eml Viewer

Choose **Uninstall**.

If **.eml** files were associated with the app, Windows may ask you to choose a new default app the next time you open an **.eml** file.