

Corel Print & Photo House Service and Support

Corel is committed to providing customers with high-quality, timely technical support. This section describes the range of support services available.

[Principal Technical Support](#)

[Worldwide Support](#)

[Before Calling Technical Support](#)

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Principal Technical Support

1-613-728-6891 (North America Only)

Free technical support is available for 30 days from the day you place your first call to technical support. Corel representatives are available to respond to calls from Monday to Friday, 8:30 a.m. to 7:30 p.m., Eastern Standard Time.

During and after your principal support period, you can also use the basic services described below.

Basic Services

Corel offers the following technical support options, most of which are available 24 hours a day, 365 days of the year. These services are useful if you prefer not to pay for support or encounter problems during off-hours.

Interactive Voice Answering Network (IVAN)

The Interactive Voice Answering Network contains answers to commonly asked Corel questions and is available 24 hours a day, 365 days a year. It is regularly updated with the latest information, tips, and tricks. You can also request that IVAN's solutions be faxed to you. There is no charge for this service beyond the cost of the telephone call.

IVAN (613) 728-6891

Automated FAX on Demand

Technical Support maintains an automated FAX on Demand system of numbered documents that contain up-to-date information about common issues, tips, and tricks. This service is available 24 hours a day, 365 days a year.

FAX on Demand (613) 728-0826, extension 3080

You will be asked for a document number and your fax number. The document you request is automatically sent to you. To fax a catalog of documents to yourself, call the Automated FAX on Demand System number and request document 2000.

Bulletin Board System (BBS)

If you have a modem and communications software package, you can access Corel's Bulletin Board Service (BBS). You can download files, including printer drivers, troubleshooting information, and utilities, and you can transfer problem files to Customer Support through the BBS.

European BBS (353)-1-708-2700

North American BBS (613) 728-4752

Compuserve

Interact with other users and Corel technicians to obtain product information and support. Compuserve is available 24 hours a day, 7 days a week, including holidays. Corel representatives will respond from 8:30 to 5:00 Eastern Standard Time, from Monday to Friday, excluding holidays.

If you have a CompuServe membership, you can access Corel's technical information by entering GO COREL (for English), GO CORELGER (for German), GO CORELFR (for French), GO CORELNL (for Dutch) and GO CORELSCAN (for Scandinavia) at the CompuServe prompt. On this forum, you can quickly search Corel's technical information database for answers to many of your technical questions or problems. This site also contains printer drivers and other files you can download.

Internet Services

World Wide Web site (WWW)

The World Wide Web address for Corel's products on the Internet is **HTTP://WWW.COREL.COM**. At this location, you can quickly search Corel's Searchable Knowledge Base. From the database, you can read, print, or download documents that contain answers to many of your technical questions or problems. This site also contains printer drivers and other files you can download.

File Transfer Protocol (FTP)

You can download updates, patches, and utilities by accessing our anonymous FTP site at **ftp.corel.com**.

Extended Technical Support services

For details on the support options available after your principal support expires, please contact Corel Technical Support at 613-728-6891.

Please note: The terms of Corel's technical support offerings are subject to change without notice.

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Worldwide support

Corel customers residing outside North America can contact Corel Technical Support representatives in Dublin, Ireland, or a local Authorized Support Partner. Technical support outside North America is available to you at the following locations. If your country is not listed below, please check the Services and Support section on our World Wide Web site at: **WWW.COREL.COM**. You may also dial **353-1-7082500** for information on reaching Technical Support.

Extended Technical Support services

To request an up-to-date listing of Corel's Authorized Support Partners worldwide, and a copy of Corel's Extended Technical Support Policy, contact Corel Technical Support at **353-1-708-2500**.

Access numbers for Corel Print & Photo House Technical Support

Latin America

Argentina	(0541) 954-6500
Brazil	011 5505 4725
Chile	562 671-3060
Mexico	525 254-0173
Columbia	916196012

Middle East

Israel	02-6793-723
Dubai	971.4.525.536

Eastern Europe

Czech Republic	42-2-627-3487
Poland	(0048)-(71)-728-141 ext. 289

Europe

Austria	(01)-589-241-30
Belgium-French	353-1-708-2355
Belgium-Dutch	353-1-708-2366
Czech Republic	422 627 3487
Denmark	35-25-80-30
Finland	(90)-229-060-30
France	(1)-40-92-76-20
Germany	01805-2582-11
Italy	06-523-54237
Netherlands	353-1-708-2366
Norway	22-97-19-30
Poland	353-1-708-2333
Portugal	353-1-708-2333
Spain	353-1-708-2388
Sweden	0680-711-751
Switzerland-French	0848-80-85-90
Switzerland-German	0848-80-85-90
UK	01923-209-191

Asia Pacific

Australia	07 3244 3311
Hong Kong	8100-3729
India	91 11 3351948

Japan	03-5645-8379
Malaysia	800-1090
New Zealand	09 526 1155
Singapore	1 800 773 1400
South Korea	82-2-639-8778
Taiwan	(886) 2 593 3696

Africa

South Africa	021-658-4222
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Before calling Technical Support

Please have the following information available before calling Technical Support. This will assist the Technical Support representative to help you more quickly and efficiently.

- A brief description of the problem, including the exact text of any error messages received, and the steps necessary to recreate the problem.
- The type of computer, monitor, pointing device (for example, mouse, tablet), printer, and video card (display adapter) in use.
- The versions of Microsoft Windows, and the Corel product in use. Choose the About Windows 95 command from the Help menu in Explorer to find which version of Windows you are running.
- A list of any programs loaded into RAM (for example, TSRs). Check the Startup folder in the Programs menu to determine if you are running any other programs.

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Customer Service Worldwide

Corel Customer Service is operated by a number of third party companies, on behalf of Corel. If you would like additional information on Corel products or services, please call one of the telephone numbers listed below. If your country is not listed, please call the general number listed below. General customer service and product information can also be accessed through the World Wide Web at <http://www.corel.com>.

United States	1-800-772-6735
Canada	1-800-772-6735
Australia	1-800-658-850
Austria	0660-5875
Belgium	0800 11930
Denmark	800 187 55
Finland	0800-1-13502
France	05 90 65 12
Germany	0130 815074
Ireland	1800-242800
Italy	1678 74791
Japan	03-5645-8567
Luxembourg	0800-2213
Netherlands	06-022-2084
New Zealand	0800-COREL-1
Norway	800 11661
Portugal	05055-3001
South Africa	0800-23-4211
Spain	900 95 35 38
Sweden	020 791 085
Switzerland	155-8224
United Kingdom	0800-581028
General	353-1-706-3912

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Unexpected Condition Error Messages

Please check the following items after restarting your machine:

- Can you repeat the error?
- Does it occur at the same time consistently?

If the answer to either question is yes, please make note of the steps taken to reproduce or cause this error, along with information about your system configuration and call Technical Support.

If the answer is no, try the troubleshooting suggestions provided in the "Diagnosing Invalid Page Faults (IPF's) and system lockups" section.

`{button ,AL(`Error Messages';,0,"Defaultoverview",)}` [Related Topics](#)

Diagnosing Invalid Page Faults (IPF's) and system lockups in Windows '95.

USER ADVISORY

This document is designed solely to assist the user in the detection and correction of memory conflicts, incorrect system configuration or device incompatibilities. The importance of adhering to recommended recovery precautions as listed cannot be overstated. The Corel Corporation assumes no expressed or implied liability for any system or software damages resulting from the use or misuse of this information.

The operation of current computer systems depends upon the dynamic and interactive manipulation of data. Optimal performance of system hardware is essential for the correct operation of Corel software. Before attempting to diagnose and correct Invalid Page Fault (IPFs) errors within the Windows '95 environment, the following precautions are strongly recommended:

- A. Create a Startup Disk. This is invaluable for the recovery of basic computer function in the event of complete system failure. The Startup Disk may be created during the Windows '95 installation process or after installation is complete by selecting "Start | Settings | Control Panel | Add-Remove Programs | Startup Disk | Create" from within Windows '95.
- B. Copy the SYSTEM.DAT, USER.DAT, CONFIG.SYS, AUTOEXEC.BAT, WIN.INI and SYSTEM.INI files, plus any CD-ROM or other device drivers to a subdirectory on the STARTUP diskette, or to an additional diskette if there is not enough space on the Startup Disk.

A system IPF may be eliminated by one of the following independent trouble-shooting steps, or by a combination thereof. It is advisable, therefore, to try to re-create the IPF after completing each of the steps. This will indicate whether or not the problem has been solved and will prevent the user from taking unnecessary steps.

1. Verify that the system conforms to Corel's minimum hardware/system requirements.
2. Exit all applications. Select Shut Down... | Restart the computer. Try to duplicate the error which caused the original failure. The error condition may not re-appear if it was caused by a momentary memory conflict.
3. Disable the Windows Background, Screen Saver, and any third-party applications to free up active memory space.
4. Remove all applications from the Startup folder.
5. If the lockup occurs when typing text of any kind, re-install the particular font in use. Remove the font from the Control Panel | Fonts list, and re-install the font from the original source.
6. Use STEP #6 for Installation related problems:

All applications require an area of hard disk space to be set aside for the creation of temporary files used during the course of normal operations. At the DOS Command Prompt, enter the command SET to find the TEMP directory path(s). The TEMP directory path will be displayed:

```
TMP=C:\WINDOWS\TEMP  
TEMP=C:\WINDOWS\TEMP
```

The TEMP directory must be located on a drive with ample space for expansion. Windows '95 supports TEMP files on compressed drives by default. Try relocating the TEMP directory to an uncompressed drive by modifying or constructing appropriate statements in the AUTOEXEC.BAT file.

```
SET TEMP=D:\TEMP  
SET TMP=D:\TEMP
```

7. Use STEP #7 for Application specific issues:

- **Make sure to create a BACKUP of this file before proceeding to make any changes.**

It is advisable to allow the application to create TEMP files across multiple drives and/or directories, in cases where TEMP files grow excessively large. Not having enough TEMP space can sometimes cause file corruption. Therefore, in order to have Corel TEMP directories override the Global AUTOEXEC.BAT TEMP statement, the user should: Remark (REM) out the statements in the AUTOEXEC.BAT file for the SET TMP and SET TEMP variables (by placing the statement REM before them). Open the CORELAPP.INI file and locate the [TempPaths] section. Place the alternate temp paths in this location. i.e.,

[TempPaths]

Cleanup=1

0=C:\TEMP

1=D:\TEMP

2=E:\TEMP (...etc.)

Save this file and restart the system.

8. Run the Scandisk* utility by selecting Start | Programs | Accessories | System Tools | ScanDisk. The "Automatically fix errors" box should be selected. This will repair lost clusters and corrupted sectors of the hard-disk.
9. The drive partitions should be defragmented. Defragmentation consolidates the information stored on the hard drive so that it is more easily accessed, and prevents read/write errors when the hard drive is activated. Select "Start | Programs | Accessories | System Tools | Disk Defragmenter*".
10. Check system resources by invoking "Start | Programs | Accessories | System Tools | Resource Meter*". This will place the resource meter in the bottom right hand corner of the display. Double-clicking this icon will display system statistics. Low values for System Resources, User Resources, or GDI Resources indicate that system performance is deficient, and may be the cause of IPF errors.
11. Re-boot the system. When the "Starting Windows '95" appears press F8. Choose Step-by-Step Confirmation. Select NO to avoid executing the AUTOEXEC.BAT and CONFIG.SYS files. Select YES when prompted for all other questions.
12. Install the Standard VGA display driver. Select "Start | Settings | Control Panel | Display | Settings | Change Display Type... | Change Adapter Type | Show all devices | Standard display types | Standard Display Adapter (VGA)". If the video card installed on the system is not supported by Windows'95, have a backup copy of the driver on hand.
13. Verify that all devices (CD-ROM, Display Adapters, Monitor, Mouse, Sound) are operating properly. Select "Start | Settings | Control Panel | System | Device Manager". By double clicking on a device and viewing the properties of that device the Device Status may be viewed. Any device with a memory conflict will display a yellow 'flag' with an exclamation point inside it.
14. Select System Performance, Control Panel | System | Performance. Select the following settings:
Graphics -> Turn OFF any video acceleration. This prevents possible memory conflicts.
Virtual Memory -> Virtual Memory (Swap File) is space reserved on the hard drive for RAM memory to store information it requires on an ongoing basis. You may specify your own settings to increase this space as follows: Select Let Me Specify My Own Virtual Memory Settings. Re-locate the virtual memory to a NON-COMPRESSED drive, and specify a Minimum of 10MB and No Maximum for the upper limit. Re-boot the computer when prompted. Windows will revert to managing the virtual memory by expanding or contracting it within the boundaries of your specified settings.
15. Un-Install the application. Select Start | Settings | Control Panel | Add-Remove programs | Select the application to Un-Install, or run Corel's own Un-Install utility located in the Corel folder. Re-boot the computer and re-install the application when finished.
16. Safe Mode removes all specific system configuration settings, and loads generic Windows '95 device drivers. It is a method of determining if system settings and device-specific drivers, etc., are interfering with the normal operation of hardware and software. To operate in Safe Mode, re-boot the computer. When the "Starting Windows '95" appears press F8. Select Safe Mode. This will bypass all startup routines including registry entries, CONFIG.SYS and AUTOEXEC.BAT files, and the [Boot] and [386Enh] sections of the SYSTEM.INI file. The standard VGA display driver will also be installed at this time. If the installed video card is not supported by Windows'95, be sure to have a backup copy of the driver on hand. **Note: The user will notice reduced system speed and lower display resolution during this test. Safe Mode may also disable any CD-ROM devices. Re-booting the computer will return the system to the default configuration at any time.**
17. Re-boot the computer. When "Starting Windows '95" appears, press F8 and select Command prompt only. Start Windows '95 by entering these commands on consecutive re-boots, or enter either of these commands if a specific condition is suspected:

WIN /D:F -> This disables 32 bit disk access. Use this for disk access problems.

WIN /D:X ->This disables the adapter area (from A000 to FFFF) which Windows '95 scans for unused space. This may resolve memory problems on systems using video accelerator cards.

18. Empty the RECYCLE BIN (if activated) of unwanted files. Invoke Recycle Bin | Properties and select "Use one setting for all drives". Select 0%, then select "Do not move files to the Recycle Bin..." This procedure prevents Windows '95 from filling the hard disk with copies of deleted files. Because the Recycle Bin utilizes hard disk space, disabling its functionality allows resource intensive software to access this space more efficiently.

NOTE

All subsequently deleted files will be irretrievable.

To free up additional disk space for TEMP files, check each drive in the Explorer for a Hidden directory called "Recycled" (View | Options | Show all files). Remove any unnecessary files from these directories. Windows '95 will prevent the deletion of any files currently in use.

19. Through the Windows Control Panel select System | Performance | Advanced Settings | File System | Troubleshooting and select "Disable new file sharing and locking semantics".

Note

- If these programs are not on the Desktop or Start Menu, they can be installed via "Control | Panel | Add/Remove Programs | Windows Setup | Accessories | Details..."

{button ,AL(` Error Messages;' ,0,"Defaultoverview" ,)} Related Topics

Troubleshooting Tips

Enhancing System Performance

Here are a number of considerations for improving the performance of Print House:

- The microprocessor and clock speed are important performance considerations. e.g., a Pentium 90 with 32 Mbs RAM will run applications more quickly than a 486-33 with 8 Mbs RAM.
- Be certain you have at least 20-50 megabytes of free disk space on the drive where Window *.TMP files will be created (you can determine the location of this directory by running the SET command at the DOS prompt).
- Ensure that you have 50-100 megabytes of free disk space on the drive where you store your files.
- Follow the suggestions in the chapter on 'Optimizing Windows' in your *Microsoft Windows User's Guide*.
- Establishing a SWAP file to provide Windows with 'extra memory'. See your Windows 95 User's Guide for more details.
- Consider adding a video card with extra memory to your system to shorten screen re-draw time.

{button ,AL(` Troubleshooting Tips;','0,"Defaultoverview",)} Related Topics

Troubleshooting techniques

While working in Print House, you may encounter problems printing, saving files, opening files, importing, exporting, etc. Each individual problem may have a different cause, but some general steps apply to troubleshooting your problem. In many cases, it can save you a call to Technical Support.

1. Can you duplicate the problem?

Repeat the operation which caused the error condition. This is the first step in troubleshooting.

Occasionally, a temporary memory problem will interrupt a program function. Re-trying the operation may allow you to complete the task while determining whether or not the error condition is temporary or chronic.

No

- It is difficult to identify the cause of problems that can't be reproduced. Use the application normally until the error condition repeats itself.

Yes

- If you can duplicate the problem, it may be specific to a file, program, or the system. Note all details of system/software use and configuration in effect at the time the error condition occurred. This will provide Technical Support with information to assist you more effectively if you decide to call. Proceed to Step 2.

2. Is the problem system specific?

Determine whether or not the problem is specific to your system. If you have access to another computer, try the function or file there. If the problems are printing related, use a different printer. If the error condition is present on more than one system, troubleshoot file-specific issues. If not, review the system settings, installation configuration, and hardware operation. If you do not have access to another system running Print House, proceed to the next step.

3. Is the problem file specific?

If you are having problems saving, printing or exporting, etc., try opening another file of the same type and perform the same function. If the new file works properly, you are most likely dealing with a file that contains one or more corrupted objects, or the file may be too complex for the particular function you are trying to perform. Review the notes below on Dealing With Complexity Issues or Dealing With Corrupted Objects or Files.

If you are having problems opening or importing a particular type of file, try opening or importing other files into the same application. You might also perform the same functions with the problem file in other applications. e.g., if you have trouble importing a TIFF file into Print House, try taking it into a different Windows application. The goal is to determine whether the problem is contained in that particular file, or caused by something external to the file.

4. Is the problem software specific?

If the problem is not file specific, it is being caused by either the Print House program, other software on the system e.g., drivers, Windows, etc., or by the system hardware.

If possible, use the same files and functions on another system running Print House to determine if the problem is system-specific as opposed to being software generated. If this test is not possible, try to determine if the problem occurs while working in Print House only. You can do this by performing similar functions, i.e. printing or importing, into other Windows applications. If problems persist in other applications, then the cause is within the computer system, rather than being generated by Print House. Sometimes video or printer drivers can cause erratic computer operation, or there may be errors caused by a particular Windows setup.

Dealing With Complexity Issues in Files

- Re-open the file.
- Break Apart or re-locate overlapping objects (e.g., text, filled objects). This will eliminate problems arising from masks, clipping holes, etc.
- Remove any extraneous outlines from objects.
- For printing, exporting, or saving problems, try selecting some of the objects and using the Selected Objects Only feature to determine the complexity of objects, or maximum number of objects allowed in this file by available memory.
- Click on Edit | Select All to see if any unexpected or stray objects appear outside the image. Remove the objects.

Dealing With Corrupted Objects in Files

- Open the problem file. Select one object, then use SHIFT + TAB to scroll through the objects on the page. Sometimes a very small object that you didn't notice will become selected. This object may be corrupted. Delete the object or drag it off the page. Save the remaining objects using 'Selected Only' on the Save screen.
- Another way to locate a corrupted object within a file is to marquee-select half the objects, then print, save, export as required, using the Selected Objects Only feature. If a problem occurs again, marquee-select a smaller number of objects the corrupted object has been located by process of elimination. Delete the object, and replace it if necessary.
- Save the file to a different file format if you are having trouble saving, printing or exporting. Re-open or import the file and try again.
- For large files, the error condition can be reproduced by selecting the corrupted object and isolating it on the clipboard. Marquee-select half the objects on your page and cut them to the clipboard. If no error occurs, marquee-select another area and repeat the same steps. When the image section which contains the corrupted object has been identified, select fewer objects from that area and continue with the cut to clipboard process until you have located the corrupted object. Delete the object, and replace it if necessary.

{button ,AL(` Troubleshooting Tips';,0,"Defaultoverview",,)} Related Topics

Tips & tricks for troubleshooting

Replacing the Print House Initialization files

These files contain default settings that are established within Print House. The files are Corelapp.INI, Printhse.INI, and Corelprn.INI. They may become corrupted over time and cause a number of problems. You may delete or re-name these files, but make sure you have closed Print House before you perform this operation. Copy the required files from the Print House CD-ROM to the correct location in the Print House directory structure. Remember to de-select Read-Only from the Properties of the replacement files.

Print House Running Too Slowly / Damaged Program Files

If you suspect problems with program files, including import and export filters, uninstall the application. Run the SETUP program again, and re-install the program using the FULL INSTALL option. This will decrease the application's need to access the CD-ROM drive for information during normal operation.

[Troubleshooting Tips](#); **[Defaultoverview](#)** **[Related Topics](#)**

What to do if your print job doesn't print

Printer Drivers

Print House does not develop or distribute printer drivers. We rely on the printer manufacturer or Microsoft to provide drivers that are supported in the Windows'95 environment. If you can print in Windows, you should expect the same results printing from Print House.

Printing Tips and Tricks

The printer drivers that ship with Windows'95 are developed in whole or in part by Microsoft and operate within specifications for that operating system. Some printers are currently being released without drivers specifically developed for Windows'95, and as a result, some printers will operate with limited capacity, erratic behavior, or with reduced features. This may explain some difficulties you encounter.

If the problem is too serious to wait for a new driver release, try using a native Windows'95 driver for a similar printer from that manufacturer.

When you print a file from Print House:

1. Print House processes the information.
2. When processing is completed, the print job will be passed to the Windows Print Spooler.
3. The print job will then be passed to the printer.

At any one of these stages, the process may be interrupted. It is important to determine at which of the above three steps printing stopped.

The following troubleshooting tips will help you find the problem and resolve it.

Printing Stops in Print House

- Exit and re-start Print House.
- Has the file printed before? Can the problem be duplicated?
- Is it one file or all files which are having print problems?
- Verify that the default printer is correct.
- While working in Print House, temporary files are created and placed on your system. Delete any temporary files found in the TEMP directory and empty the Windows Recycle Bin. Verify that you have adequate free disk space.
- Check System Resources and Free Memory in the Help menu of the Windows Program Manager. If these values are low, exit and re-start Windows. Close any other Windows applications that are running.
- Try disabling the Print Spooler.

Printing Stops at the Windows Operating System

- Open Control Panel | Printers and highlight the printer in use. Right (or secondary mouse click) on the highlighted printer to activate the drop down menu. Select Properties. Find the reference to **TransmissionRetryTimeout=45**. Set this value to **999** (this sets the time that Windows waits for the printer to report that it is ready to receive more data). A value of 999 is equal to an infinite amount of time. Perform this operation with Print House closed.
- Check Load and Run statements in WIN.INI. Programs and utilities can be set to run automatically when Windows is started by adding references to these lines. Type a semi-colon (;) in front of either line if these statements are loading any programs or devices. Remember to save, exit and restart Windows after making changes to the WIN.INI.
- Remove programs from the Windows Startup group.
- While working in Print House, temporary files are created and placed on your system. Delete any temporary files found in the Windows temp directory. Verify that you have at least 20-50 MB of free disk space.
- Make sure you are using a current printer driver.
- Will the file print from other Windows applications? If not, the Windows setup or computer hardware/software configuration may be causing the problem.

Printing Stops in the Printer

- Maximize time-outs on the printer if possible. Refer to your printer documentation for instructions.

- Check time-outs on the network, if applicable.
- Check to see how much RAM is resident in the printer. A minimum of 1.5 megabytes is required to print a full page of graphics to a 300 dpi device. To print fairly complex files, we recommend a minimum of 4 megabytes of RAM in the printer. (Note: some files may require more than 4 megabytes).
- Do you print directly or through a switchbox or network? If possible, try connecting directly.
- Make sure you are using a current printer driver.

{button ,AL(' Troubleshooting Tips;',0,"Defaultoverview",)} Related Topics

Printed Output Is Incorrect

- If you print a file from Print House and the output is incorrect:
- Check cables and connections for potential communication problems. A telltale sign of communication problems are ASCII characters appearing on your page where graphics should be appearing, i.e. happy faces, stars, etc.
- If printing with a Postscript Device, determine whether or not the system is using genuine Adobe Postscript or a Postscript emulation. You will sometimes encounter problems with Postscript emulation, especially when printing fonts.
- Verify that you are using a current printer driver.
- Check the Automated FaxBack System section for topics dealing with specific printing problems.

Postscript Printers - Specific Checklist

Download the Postscript Error Handler under the Windows Control Panel | Printers Icon | Printer Properties for your Postscript printer | Options | Advanced. If the postscript printer is having difficulty interpreting the file, an error code will be produced.

{button ,AL(Troubleshooting Tips;',0,"Defaultoverview",)} Related Topics

Clipboard: General pasting limitations

Unsupported Metafile Features

The following Windows Metafile features may be cut/copied to the clipboard from other programs, but cannot be pasted into Print House:

- Background commands (SetBkMode and SetBkColor)
- Pattern fills (only uniform fills are currently supported)
- Clipping regions
- Flood fills
- Individual pixel manipulations
- No ROP2 modes, other than R2_COPYPEN (i.e., no combining of pen colors)
- WINDING polygon fill mode (ALTERNATE mode is supported)

Pasting Text

The amount of text, plus the spacing and text attributes Print House assigns to text pasted from other applications varies with the chosen font.

Artistic Text

- Spacing: Document Defaults

If the application from which the text originated is closed, the text is inserted based on the method used (Paste or Paste Special).

ASCII / ANSI text will be pasted using the document defaults for Artistic and Paragraph text, however, RTF text will paste and retain the font, size, line, and character attributes (i.e. underline, strikeout).

Import - Corel Presentation Exchange (*.CMX) Technical Notes

Corel Presentation Exchange (*.CMX)

Corel Presentation Exchange (.CMX) format is a special file format for exchanging information between Corel applications. CMX format does not maintain links between objects in other files.

Note

Two versions are available: Version 5.0 (Corel 5 products) and Version 6.0 (32 bit Corel 6 products).

{button ,AL(` Import Information;',0,"Defaultoverview",)} Related Topics

Import - Windows Metafile (*.WMF) Technical Notes

Imports graphics in a format used by many Windows programs, including Harvard Draw, Lotus Freelance Graphics and Aldus Persuasion.

{button ,AL(` Import Information;',0,"Defaultoverview",)} Related Topics

Import - Bitmaps (*.BMP, *.GIF, *.PCX, *.TIF) Technical Notes

Imports bitmap graphics created in paint programs such as Corel PHOTO-PAINT and Windows Paintbrush (**BMP**). CompuServe (**GIF**) is a color bitmap format commonly used to store digitized photographs.

TIFF is a bitmap file format used by many digital scanners.

You can import black & white, color and gray-scale bitmap graphics.

You can also modify the size and resolution of your bitmap before importing.

Full Image Imports the complete file.

Crop Imports a portion of the file. Crop the image interactively with the mouse or precisely with the **Select Area to Crop** field.

Resample Allows you to change the size and level of resolution of the imported bitmap file. Use the Width and Height number boxes to control the size of the file. Adjust Resolution with the Horizontal and Vertical number boxes. If you choose Identical values, an adjustment to one axis will change the other.

Windows .BMP Bitmaps

Print House imports BMP files conforming to the Windows BMP specification. They may be either color, gray-scale or black & white and will print accordingly, depending on your printer. Print House will also handle RLE's (compressed bitmaps).

GIF Bitmaps

Print House imports GIF files conforming to the 87A and 89A specifications. Preview of interlaced GIF images is not supported.

PCX Bitmaps

To import PCX files conforming to the following specifications: 2.5, 2.8, and 3.0. These files can contain 1, 2 or 4 color planes. Files containing 3 color planes cannot be imported.

TIFF Bitmaps

To import black & white, color and gray-scale TIFF files up to and including the 6.0 specification. TIFF files compressed using the CCITT, Packbits 32773 or LZW compression algorithms can also be imported. However, you may notice additional loading time with these, as Print House decodes the file compression.

TIFF 6.0 support includes:

- TIFF 6.0 using JPEG compression
- TIFF 6.0 files with CMYK data

Print House does not support other TIFF 6.0 extensions such as YCbCr.

However, CMYK TIFFs are read by the Four Color TIFF import filter. Also, Print House will read the stand-alone version of the JPEG extension.

{button ,AL(` Import Information;',0,"Defaultoverview",)} [Related Topics](#)

Import - JPEG Bitmap (*.JPG, *.JFF, *.JTF) Technical Notes

JPEG is a standard format developed by the Joint Photographers Experts Group, allowing transfer of files between a wide variety of platforms, using superior compression techniques.

{button ,AL(` Import Information;','0,"Defaultoverview",)} Related Topics

Import - Kodak Photo CD images (*.PCD) Technical Notes

Imports Kodak Photo CD images into Print House. Kodak Photo CD images are derived from 35mm film negatives or slides which have been converted to digital format and stored on a compact disc (CD).

Note

Photo CD images may be subject to copyright. Corel will not display a warning about this.

Resolution

When you import PCD files, a dialog box will appear prompting you to choose the desired file resolution.

- Wallet (128x192)
- Snapshot (256x384)
- Standard (512x768)
- Large (1024x1536)
- Poster (2048x3072)
- Billboard (4096x6144)

Note

High resolutions require large amounts of disk space.

Colors

- 16.7 million (24 bit)
- 256 colors (8 bit)
- 16 colors (4 bit)
- 256 grayscale (8 bit)

The **Image Size** indicator will update to reflect the choices you have made regarding Resolution and Color.

Use **Apply Image Enhancement** if you want to color correct the image before importing it into Print House.

Color Correction Method GamutCD (TM)

This color correction method uses gamut mapping to enhance the color fidelity and tonal ranges of the CD image.

Set Active Area	Use the mouse to specify an active area within the image in the view field. This ensures GamutCD will base its color correction on the area of the photo that you are going to use and helps cut out any black borders left over from the original scan.
Set Neutral Colors	Define neutral colors by clicking on pure whites, blacks and grays within the Active Area.
White in Image	<p>Choose this option if you have good white elements in the photo. If you do not have a white, disable this option as the Gamut mapping will over-brighten your picture as it maps the lightest elements of your picture to white.</p> <p>This option will assist GamutCD in enhancing the tonal range of your image and removing color cast. If your white is not pure white you may wish to lower the 255 setting in the number box to the right.</p>
Black in Image	<p>Choose this option if you have good black elements in the photo. If the image does not have black elements, disable this option and Gamut mapping will darken your picture as it maps the darkest elements of your picture to black.</p> <p>This option will assist GamutCD in enhancing the tonal range of your image and removing color cast. If your black is not pure black you may wish to raise the setting in the number box to the right from 0.</p>
Fast Preview	Displays the effect the GamutCD settings you have chosen will have on the image.
Best Preview	Displays the effect the GamutCD settings you have chosen will have on the image. This method will be more accurate than fast preview but take longer to build.

Kodak Color Correction

This color correction method allows you to alter color tints, adjust Brightness and Color Saturation, as well as

make adjustments to the level of contrast.

Remove Scene

Turns off the Scene Balance Adjustment

Balance Adjustment

The photo finisher applied at the time the original image was scanned and placed on the Photo CD disk.

Color Metric

Allows you to adjust contrast by pre-set amounts.

Show Out-Of-Gamut

If the changes you've made are too extreme the preview

Colors

Will display out-of-gamut pixels as pure red or pure blue.

{button ,AL(` Import Information;',0,"Defaultoverview",)} Related Topics

Import - WordPerfect Graphic (*.WPG) Technical Notes

Imports graphics created in WordPerfect applications into Print House.

Features not supported

- WPG version 2 is not fully supported.
- Graphics Text Type 2.
- WPG version 6 is not supported.

{button ,AL(` Import Information;',0,"Defaultoverview",)} Related Topics

General notes on pasting text files

Generally, the text file that you are pasting will look the same in Print House as it did in the source application. However, there may be some formatting attributes and page layout features in the text which Print House does not support. In such cases, the program will try to simulate the results of a feature when a reasonable substitution can be made.

Unsupported Features

- Header, footers, footnotes and endnotes
- Underlining
- Embedded graphics
- Columns
- Tables
- Macros

`{button ,AL(` Import Information;',0,"Defaultoverview",)}` [Related Topics](#)

Export - Bitmaps Technical Notes

Saves drawings as bitmap graphics. You can use bitmaps of various formats in desktop publishing programs such as Corel VENTURA. You can also edit them in paint programs such as Corel PHOTO-PAINT and PC Paintbrush.

Scaling Bitmaps

Bitmaps are mapped pixel by pixel to the page, so if you enlarge a bitmap in another application the resolution will not increase. What you see will be an apparent loss of resolution, your bitmap will become "jagged". If you shrink a bitmap, the result should be acceptable, but you will be wasting disk space storing information which is not used. A common rule of thumb is to sample bitmaps to size, with two pixels of information for every one line of screen. If your picture will print on a high resolution printer with a 150 line screen you would sample your photo at 300 dpi resolution.

File Size

To avoid unnecessarily large bitmap files (a full page at 300 dpi uncompressed can take several megabytes of disk space), scale the graphic so that it's the same size as the space it will occupy in your word processing or page layout package or change the destination size in the dialog box.

Compression Schemes

Windows BMP

RLE (Run-Length Encoding). Very few applications support compressed BMP files, and will generate error messages or display the bitmap improperly.

Compuserve GIF

LZW (GIF Version 87A and Version 89A)

JPEG Bitmaps

JPG/JFF (Joint Photographic Experts Group/JPEG File Interchange Format) or JTF (JPEG TIFF). These formats have subformats that control the amount of compression (4:4:4, 4:1:1, 4:2:2). Using the Quality factor you can choose from a large size file with high quality, as your exported file, to a small size file with low quality. A factor (2-255) can be set, default is 10.

Paintbrush PCX

RLE (PCX Version 3.0)

TIFF

Print House includes TIFF (Tagged Image File Format) 4.2, 5.0 and 6.0 filter formats. If you export as CMYK, you will automatically use the 6.0 filter. If you export as 16 million colors, you will automatically use the 5.0 filter. If you export as 256 colors or less, you will automatically use the TIFF 4.2 filter. There is no other way to specify a particular version of TIFF.

{button ,AL(` Export Information;',0,"Defaultoverview",)} Related Topics

Export - Windows Metafile (.WMF) Technical Notes

Saves drawings in a vector format familiar to many Windows applications. Corel VENTURA and Microsoft Word are popular programs that can read WMF files.

WMF File Complexity

WMF files can be very large if your graphic contains a lot of curves or text. This can cause problems in programs such as VENTURA Publisher and PageMaker, which impose limits on the size of imported files.

Image Header

You have the option of including an image header with the exported WMF file. This makes it possible to view the contents of the file in programs such as PageMaker, VENTURA and Word for Windows. However, the presence of this header may also make the WMF file impossible to read by applications not designed to handle it.

Export Options

Text as: Text or Curves.

{button ,AL(` Export Information;',0,"Defaultoverview",)} Related Topics

Export - WordPerfect (.WPG) Technical Notes

Saves drawings for use in WordPerfect Version 5.0 and later.

Fountain Fills

Fountain fills tend to contain coarse banding, try using the 256 color option.

Bitmaps

Bitmaps are not supported by .WPG format.

Colors

Options in the Export WPG dialog box control how colors in the file are exported.

16 Colors

Matches colors in the image file to a standard set of 16 colors. Choosing this option usually yields acceptable results on a VGA display.

256 Colors

May yield a truer representation of your file. Colors may appear as shades of gray because results vary depending on the video adapter and driver used in WordPerfect. If this happens, go back to Print House and export the file again with 16 colors selected.

Export Options

Text as: Text or Curves.

{button ,AL(` Export Information;',0,"Defaultoverview",)} Related Topics

Export - CorelDRAW (.CMX) Technical Notes

Saves drawings as vector graphics. You can use vectors of various formats in desktop publishing programs such as Corel VENTURA. You can also edit them in Corel programs such as CorelDRAW.

Scaling Vectors

Vectors define a picture as a list of graphic primitives (rectangles, lines, text, arcs, and ellipses). Vectors are mapped point by point to the page, so if you enlarge or decrease a vector the image will not distort, just change size.

Corel Filters

Print House can export the following Corel vector file format:

- **CMX** Presentation Exchange between various Corel applications such as PHOTO-PAINT. Two versions are available: Version 5.0 (16 bit) and Version 6.0 (32 bit).

{button ,AL(` Export Information;',0,"Defaultoverview",)} Related Topics
