Trouble

COLLABORATORS			
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Contents

Chapter 1

Trouble

1.1 Troubleshooting

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CONTENTS

This section will help you find a solution to a
problem so that you can solve it yourself.

This topic is divided into several sections, if
you cannot find what you want in a specific
section, look in General.

    General
    Editing And Formatting
    Printing

If a solution to your problem does not appear in
any section, then contact  Technical Support .
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1.2 General Problems

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General Problems

 Problem 1  After I quit Wordworth, the amount
            of memory available seems to have
            decreased.

 Problem 2  I have a 2MB Amiga 1200 with a
            hard disk, and Wordworth will not
            let me Open, Save or Print large
            documents properly.

 Problem 3  When I try and Save my document to
            floppy disk, I get the message
            'Documents disk full'.

 Problem 4  When I draw a circle on screen, it
            appears as an oval.
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Problem 5  I am using a 24 bit graphics card, and
           I get a lot of redraw problems,
           vanishing text and printing errors.
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1.3   General Problem 1

```
After I quit Wordworth, the amount of memory
available seems to have decreased.
--------------------------------------------------
When Wordworth quits, it returns as much of the
memory to the system as it can.

However, Wordworth uses many system libraries
which are kept in memory until such a time as
more memory is needed, they are then flushed out.

You can flush out the libraries manually by
opening up a Shell tool (Workbench System drawer)
and typing 'avail flush'.
```

1.4   General Problem 2

```
I have a 2MB Amiga 1200 with a hard disk, and
Wordworth will not let me Open, Save or Print large
documents properly.
--------------------------------------------------
Unfortunately, as soon as a hard disk is installed
into your machine, about 500Kb of memory
disappears. This is used by the disk caches,
system variables and the hard disk itself.

Because 500Kb of memory has gone as soon as the
machine has been turned on, you are left with only
1.5Mb of memory to run Wordworth. This may become
a problem with large documents or documents that
contains a lot of graphics.

The problems you are experiencing seem to be due
to this lack of memory and the only real solution
would be do buy a RAM expansion to go in the trap
door under your machine.

If you are going to buy any more memory, we suggest
you purchase 32BIT Fast Ram as this will make your
machine about 5-6 times quicker in overall speed.
```

1.5   General Problem 3

When I try and Save my document to floppy disk,
I get the message 'Documents disk full'.

By default, Wordworth saves all documents to a
separate disk called Documents.

If this message appears, the disk has been filled
up with your documents and there is no space left
to save any more.

You will therefore need to create another disk
which can be used for further documents.

Please refer to the sections:
 Creating A Separate Document Disk and
 Saving Your Document Onto A Separate Floppy Disk
for information on how to do this.

1.6   General Problem 4

When I draw a circle on screen, it appears as an
oval.

With a normal 'PAL High Res' screen mode (a mode
used by TV's and less expensive monitors) the
screen height is half that of the screen width.

This means that the pixels used to make up a
screen display are elongated vertically. Graphics
drawn in this mode will therefore appear
'stretched' on screen, but will printout as you
expect.

The Circle drawing tool is provided so that you
can achieve a perfect circle for printing, even
with a less effective screen mode.

The addition of a good quality MultiScan monitor
would eliminate these problems, as alternative
screen modes would be available that have the same
number of pixels in the height and width.

1.7   General Problem 5

I am using a 24 bit graphics card, and I get a
lot of redraw problems, vanishing text and
printing errors.

Wordworth uses fast methods of drawing to the
screen which can cause problems with certain
types of graphic cards.

To get around this, a Tool Type has been added
to the program icon called "PICASSO".

Delete the semi-colon (;) before the Tool Type
name and then click Save.

This Tool Type fixes problems when using screen
modes in up to 16 colours, or when in 256 colours.
Due to bugs in the Picasso software, there may
still be some problems in 32 - 128 colour modes.

We believe that there are some software patches
for PICASSO boards available on bulletin boards
that may correct these problems.

1.8   Editing And Formatting Problems

Editing And Formatting Problems

  Problem 1   When I move my insertion point to
              the middle of a word, the letters
              in front of the insertion point
              disappear as I type.

  Problem 2   When I type, the characters seem
              to take ages to appear on screen
              after pressing the keys.

1.9   Editing And Formatting Problem 1

When I move my insertion point to the middle
of a word, the letters in front of the insertion
point disappear as I type.

You seem to be in 'Overtype' mode. Press the 0
key on the numeric keypad so that the word
Overtype disappears from the Status Bar.

A600 users will need to press Right Alt = to exit
the Overtype mode.

1.10   Editing And Formatting Problem 2

When I type, the characters seem to take ages to
appear on screen after pressing the keys.

Unfortunately, this is a drawback with floppy
disks.

```
When a character is typed, the letter is read in
from the disk and 'cached' (stored in memory).
This process will occur for each character typed.

However, once a letter has been cached and the
key is pressed again, it will appear on screen
almost instantly because it does not have to
access the disk.
```

1.11   Printing Problems

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Printing Problems

 Problem 1  There are no printer drivers available
             in the "Print Setup" requester.

 Problem 2  There does not seem to be a proper
             printer driver for my printer in
             the "Print Setup" requester.

 Problem 3  When I print my document, some
             elements of my page are missing.
             Such as a couple of letters from
             the heading.

 Problem 4  When I print my document, there are
             blank spaces between the top and
             bottom half of the text.

 Problem 5  When I print my document, a blank
             sheet of paper is fed through after
             each page is printed.

 Problem 6  When I print out my document, the
             printout is very poor, with the
             text looking extremely 'jaggy'.

 Problem 7  When I print out my document, the
             bottom of the page is cut off.
```

1.12   Printing Problem 1

```
There are no printer drivers available in the
"Print Setup" requester.
-------------------------------------------------
You will first need to copy a suitable printer
driver from your Workbench disk onto the
WordworthAFC disk.

As a guide, the following type of printers use
the shown Workbench Printer Driver:
 Most 9 pin printers       use 'EpsonX'
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 Most 24 pin printers       use 'EpsonQ'
 Canon bubblejets           use 'CanonBJ10'
 Hewlett Packard DeskJets  use 'HP_DeskJet'
 Hewlett Packard LaserJets use 'HP_LaserJet'
```

CAREFULLY WRITE DOWN THESE INSTRUCTIONS
There may be a few disk swaps if using with one
disk drive.

Step 1:
Turn your machine on with the Workbench disk in
the internal drive, double-click the disk icon
and then double-click the System drawer icon.

Open up a shell by double-clicking the Shell
tool.

NOTE: Workbench 2.0 Users will find the Shell on
their Workbench disk and not in the System drawer.

Step 2:
Workbench 2.0 Users, type the following on 1 line:
 SYS:c/copy Extras2.0:Devs/Printers/<driver> TO
 RAM:
and then type, again on 1 line:
 SYS:c/copy RAM:<driver> TO WordworthAFC:Devs/Printers

Unfortunately, Workbench 2 does not have a
CanonBJ10 printer driver.

Workbench 2.1 Users, type the following on 1 line:
 SYS:c/copy Extras2.1:Storage/Printers/<driver> TO
 RAM:
and then type, again on 1 line:
 SYS:c/copy RAM:<driver> TO WordworthAFC:Devs/Printers

Workbench 3.0 Users, type the following on 1 line:
 SYS:c/copy Storage3.0:Printers/<driver> TO
 RAM:
and then type, again on 1 line:
 SYS:c/copy RAM:<driver> TO WordworthAFC:Devs/Printers

Replace <driver> with the name of the Printer
Driver you wish to copy.

Step 3:
Insert your WordworthAFC disk into the internal
drive and reset your machine.

Next you will need to setup Wordworth to use this
driver, so choose "Print Setup" (Project menu)
and select the driver from the list.

```
Click OK and then choose "Save Settings"
(Settings menu) to save this as the default.


NOTE:
If none of the Workbench Printer Drivers work
properly with your printer, you will need to
find a suitable driver from the printer
manufacturers themselves or through a Public
Domain Library.
```

1.13 Printing Problem 2

```
There does not seem to be a proper printer driver
for my printer in the "Print Setup" requester.
---------------------------------------------------
Refer to  Problem 1  for instructions on how to
copy a printer driver from your Workbench disk
to the WordworthAFC disk.
```

1.14 Printing Problem 3

```
When I print my document, some elements of my
page are missing. Such as a couple of letters
from the heading.
-------------------------------------------------
The most common cause of this problem is due to
lack of memory.

To print a very smooth quality printout requires
a lot of memory because all of the text and
graphics on screen are scaled up about five times
larger.

You can increase the amount of memory available to
the system for printing by:

 \textdegree{} Closing the Workbench screen ("Close Workbench",
   Settings menu).

 \textdegree{} Turn off the Rulers

Alternatively, the amount of memory needed for
the print job can be decreased by lowering the
Density level ("Print Setup", Project menu).
This will cause the printout to be printed in
a lower quality, but will use less memory.
```

1.15 Printing Problem 4

When I print my document, there are blank
spaces between the top and bottom half of the
text.

Your printing problems seem to be due to the
printer automatically sending a line feed, after
the computer has already told the printer to move
on a line. This combination will cause large gaps
in your printout.

On most printers there is a facility called 'DIP
Switches' which are used to set up the printer.
Some newer printers have a LCD screen and menu
system for the same thing.

There is usually a DIP Switch or menu item for
'Automatic Line Feed', 'CR causes Line Feed',
'Send CR/LF' or something similar. These options
are used to tell the printer what to do at the
end of each line.

You must set this option to OFF or 'LF Only', to
stop the printer sending another line feed and
thus eliminate a blank space between two strips
of printing.

1.16   Printing Problem 5

When I print my document, a blank sheet of paper
is fed through after each page is printed.

Because some printers have what is termed an
'Unprintable area', you must inform Wordworth
that it shouldn't print on certain parts of the
page.

This can be done by entering values into the
"Print Border" text gadgets ("Print Setup",
Project menu).

If you already have values in the text gadgets,
increase the Bottom-"Print Border" until the
problem goes away. If there are no values in
the text gadgets, try the following values:
   Top   - 0.25 in
   Bottom - 1.25 in
   Left   - 0.25 in
   Right - 0.25 in

Once the print borders have been changed, you
should save them as the default so that the
values are always correct each time you load
Wordworth.

```
Choose "Save Settings" (Settings menu) to save
the current settings as the default.
```

1.17   Printing Problem 6

```
When I print out my document, the printout is very
poor, with the text looking extremely 'jaggy'.
-----------------------------------------------
You may be printing your document with a low
Density setting. Choose "Print Setup" (Project menu)
and increase the Density level.
```

1.18   Printing Problem 7

```
When I print out my document, the bottom of the
page is cut off.
-----------------------------------------------
Because some printers have what is termed an
'Unprintable area', you must inform Wordworth
that it shouldn't print on certain parts of the
page.

This can be done by entering values into the
"Print Border" text gadgets ("Print Setup",
Project menu).

If you already have values in the text gadgets,
increase the Bottom-"Print Border" until the
problem goes away. If there are no values in
the text gadgets, try the following values:
  Top    - 0.25 in
  Bottom - 1.25 in
  Left   - 0.25 in
  Right  - 0.25 in

Once the print borders have been changed, you
should save them as the default so that the
values are always correct each time you load
Wordworth.

Choose "Save Settings" (Settings menu) to save
the current settings as the default.
```