

Trouble

COLLABORATORS

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Chapter 1

Trouble

1.1 Troubleshooting

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
- Fonts
- Printing

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

1.2 General Problems

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 'Ww3Outlines disk full'. I am running from floppy disks.

- Problem 4 When I try and place a picture the screen flashes and the picture is not opened.
- Problem 5 When I draw a circle on screen, it appears as an oval.
- Problem 6 I have drawn a square in DPaint and placed it in my document, but it appears as a rectangle.
- Problem 7 Do I have to be in a 256 colour screen mode to see and print my 256 colour picture which has been placed in a Wordworth document?
- Problem 8 Is there any way to reduce the disk swapping when running Wordworth from a floppy disk based system.
- Problem 9 I have formatted my document into facing pages but I can only see one page at a time on screen.
- Problem 10 I have created a 'Double Page Spread' document and I am viewing it in a 'Two Pages Across' view mode, but I cannot see my page.

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 to 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 'Ww3Outlines disk full'. I am running from floppy disks.

By default, Wordworth saves all documents to a drawer called Documents on the Ww3Outlines disk.

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 a separate disk which can be used for any 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 try and place a picture the screen flashes and the picture is not opened.

This often occurs when the graphic file is not understood by Wordworth for one of two reasons:

\textdegree{} The picture is corrupt in some way, due to a faulty disk or incorrectly saved file.

\textdegree{} The picture format is not understood by Wordworth.

The filters are used by Wordworth so it can understand all of the many different graphic and text formats. If the filter does not exist, the file cannot be deciphered.

Only IFF and CGM filters are understood by Wordworth 3.1 SE.

1.7 General Problem 5

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.

1.8 General Problem 6

I have drawn a square in DPaint and placed it in my document, but it appears as a rectangle.

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 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.

1.9 General Problem 7

Do I have to be in a 256 colour screen mode to see and print my 256 colour picture which has been placed in a Wordworth document?

No. When Wordworth prints graphics, it prints using the original graphic size and number of colours.

This therefore means that you can use any screen mode, with any number of colours and you will always get a perfect printout of the graphic.

NOTE: This is different to previous versions of Wordworth, as they printed graphics using the size and colours used on screen.

If you wish to see the graphic in its full glory on screen, you will need to increase the number of colours available from the "Screen Settings" requester ("Change Settings" command, Settings menu). But doing this will greatly decrease your Amiga's operation speed.

1.10 General Problem 8

Is there any way to reduce the disk swapping when running Wordworth from a floppy disk based system.

Yes buy a hard disk. Hard disks are mass storage devices which can be placed inside your machine and can store from 20 Mb to 1 Gb (1000 Mb). Compared to your floppy disk which can only hold around 800 Kb, this is a lot of information.

Hard disks are relatively cheap now and can be installed easily. If you do decide to buy a hard disk, ensure you purchase and have it installed by an authorised Commodore dealer.

Alternatively, you could purchase an extra floppy disk drive and you should encounter very few disk swaps.

1.11 General Problem 9

I have formatted my document into facing pages but I can only see one page at a time on screen.

You will need to choose the Zoom-Other command (View menu) and select 'Two Pages Across' to see your document in a facing pages view.

1.12 General Problem 10

I have created a 'Double Page Spread' document and I am viewing it in a 'Two Pages Across' view mode, but I cannot see my page.

'Double Page Spread' documents, like 'Facing Page' documents, always start on a right hand or odd page.

This means that you will have to move the horizontal slider to the right to see the first page. All subsequent pages will be left then right, and so on.

1.13 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 move my cursor to the header or footer and type some letters, the screen flashes and nothing appears.
- Problem 3 When I type using the 'MathRoman...' fonts, my text appears in Greek and in strange characters.
- Problem 4 I am using Wordworth 3 on floppy disks and the characters seem to take ages to appear on screen after pressing the keys.
- Problem 5 I have highlighted some text and wish to 'Drag and Drop' it to a different paragraph. But when I click on the selected block, the text is deselected.
-

1.14 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 'Overtyping' mode. Press the 0 key on the numeric keypad so that the word Overtyping disappears from the Status Bar.

1.15 Editing And Formatting Problem 2

When I move my cursor to the header or footer and type some letters, the screen flashes and nothing appears.

There is not enough room in the header or footer for any characters.

Ensure that the Header and Footer Margins ("Document Options" requester, Format menu) plus the height of your characters, is less than the Top or Bottom Margin (Document command, Format menu).

For example:

If you are using 14pt text (0.2 inches in height) and your Header margin is 0.2 inches. Your Top margin should be at least 0.5 inches.

1.16 Editing And Formatting Problem 3

When I type using the 'MathRoman...' fonts, my text appears in Greek and in strange characters.

The MathRoman fonts are symbol fonts that contain Greek maths characters for use in mathematical equations.

These fonts are embedded within other font files and, therefore, cannot be deleted.

1.17 Editing And Formatting Problem 4

I am using Wordworth 3 on floppy disks, and 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.

1.18 Editing And Formatting Problem 5

I have highlighted some text and wish to 'Drag and Drop' it to a different paragraph. But when I click on the selected block, the text is deselected.

This could be for two reasons:

~\textdegree{} Firstly, the 'Drag and Drop' facility has probably not been turned On from the "Text Settings" requester (Change Settings" command, Settings menu).

\textdegree{} Secondly, the double-click delay in the Workbench Input preferences is set too long. Lower the delay value to eliminate the problem.

1.19 Font Problems

Font Problems

Problem 1 I have an Agfa font that I bought from the public domain, but when I try and type using this font nothing appears.

Problem 2 I cannot seem to install the fonts I got with my previous version of Wordworth.

Problem 3 When I double-click the 'InstallOutlines' tool (WwTools drawer), it does not install the new fonts that I have just copied into my fonts drawer.

Problem 4 I can't seem to delete a font that I have installed for use with Wordworth 3.

1.20 Font Problem 1

I have an Agfa font that I bought from the public domain, but when I try and type using this font nothing appears.

This may be because the font does not use 'Adobe Standard Encoding', which means that Wordworth cannot locate the correct character when a key is pressed.

Wordworth 3 will hopefully be updated in the future to accommodate these non-standard encoded fonts.

1.21 Font Problem 2

I cannot seem to install the fonts I got with my previous version of Wordworth.

Read [Installing Additional Fonts](#) for information on how this can be done.

1.22 Font Problem 3

When I double-click the 'InstallOutlines' tool (WwTools drawer), it does not install the new fonts that I have just copied into my fonts drawer.

The InstallOutlines tool will only install Agfa Intellifont fonts which are suffixed by '.type', '.typ' or '.lib',

Also ensure that all of the tool types on the InstallOutlines tool are disabled (ie: have brackets around them).

1.23 Font Problem 4

I can't seem to delete a font that I have installed for use with Wordworth 3.

You will need to do three things:

\textdegree{} Firstly, delete the font file from its appropriate drawer.

\textdegree{} Secondly, open up the UFST drawer, in the

WwFonts drawer and choose
Show-"All Files" from the Workbench Windows
menu.

Delete the 'FontList' file and the files
ending in '.font' and '.otag' for the font
you wish to delete.

\textdegree{} Double-click 'InstallOutlines', WwTools
drawer (floppy disk users will find this
drawer on the Ww3System disk).

1.24 Printing Problems

Printing Problems

- Problem 1 When I print my document, some
elements of my page are missing.
Such as a couple of letters from
the heading, or the TextEffects
object I have as a logo.
- Problem 2 When I print my document, there are
blank spaces between the top and
bottom half of the text.
- Problem 3 When I print my document, a blank
sheet of paper is fed through after
each page is printed.
- Problem 4 When I print out my document, the
printout is very poor, with the
text looking extremely 'jaggy'.

1.25 Printing Problem 1

When I print my document, some elements of my
page are missing. Such as a couple of letters
from the heading, or the TextEffects object I
have as a logo.

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{} Decreasing the number of colours used for the screen ("Screen Settings", Settings menu).

\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.

1.26 Printing Problem 2

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.

1.27 Printing Problem 3

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 - 1.00 in
Left - 0.25 in
Right - 0.25 in

1.28 Printing Problem 4

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.
Bitmap Fonts'.