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You think your compact disc may be bad or damaged

If you get error messages while trying to install Publisher or while reading files from your compact disc, please check the back of the disc for marks or smudges, which may prevent the laser from correctly reading your disc. Try cleaning the disc, following the directions given by the manufacturer of your CD-ROM drive. Then insert the CD into the drive again.

If this doesn't solve the problem, or if you notice large scratches or marks on the disc, you may have a damaged disc. To order a replacement compact disc, call the Microsoft Order Desk at (800) 360-7561 between 7:00 A.M. and midnight Eastern time, Monday through Friday.

There is not enough space on your computer's hard disk to install Publisher

If there is not enough space on the drive where you want to install Publisher, you'll need to either make room on that drive or choose another drive before trying to install Publisher again. If you've made these changes and you still can't complete the installation, check to see if one of the following is the problem:

There isn't enough space on your hard disk to run Setup

You will need at least 2 MB of space on your main hard disk (usually C:) to run Setup, in addition to the space required to install Publisher, even if you are installing Publisher on a different drive.

There may not be enough space on the drive that contains Windows

If there is enough space on the drive where you want to install Publisher, there may not be enough space on the drive that contains Windows. You will need to free at least 14 MB of space on the drive that contains Windows for the Setup program to install all of the Publisher utility and system files. You'll need less space if you don't want to install the text converters, fonts, graphic filters, speller, Setup files, mail merge components, or Microsoft Draw.

You are having trouble with the Setup program and your computer is using virus protection software

Publisher's Setup program will not install Publisher to a machine with virus protection turned on. To successfully install Publisher, you need to remove the virus protection software from memory.

To remove the virus protection software from memory

1 Restart your computer.

2 Disable your virus protection software. See your virus protection software manual for instructions.

3 Restart your computer again.

4 Run the Setup program again.

5 After Setup is completed, turn on your virus protection software again. See your virus protection software manual for instructions.

The Setup program will not let you install Publisher to a root folder, such as C:\ or D:

Microsoft Publisher will not install to the root folder of a hard disk. Publisher must be installed in a subfolder. This requirement is to prevent you from overloading the root folder on your computer.

Setup takes a long time

Although the setup process may be taking a long time, there isn't necessarily a problem. As long as there is occasional movement of the setup progress bar, Setup is probably working correctly.

The setup process is complex, and the large number of files included in the Publisher package, such as fonts and clip art, may require 15 minutes or longer to install, depending on the type of computer.

Setup turns off your screen saver

Screen-saver software can interfere with the setup process, so Setup automatically turns off your screen saver while installing Microsoft Publisher. Setup will restart your screen saver after installing Publisher. If your screen saver does not start automatically, you can restart it manually after Setup is finished.

Check your hard disk for viruses before running Setup

We recommend that you check your hard disk for possible viruses before installing Microsoft Publisher. A virus on your hard disk can prevent Publisher from installing successfully.

If you want to change the default My Documents folder

By default, Publisher opens existing publications from, and saves publications to, the My Documents folder. If you want to use another folder to open or save a publication, you must switch to that folder. Publisher will continue to use the specified location for all publications created during the current session, or until you switch to another folder. However, Publisher will not save the change for future sessions.

Legal restrictions for use of Publisher's clip art

You are free to use the clip art in Publisher for any use, except that you may not resell or redistribute the clip art for value in any library or clip art product consisting primarily of clip art images.

For example, you can use Publisher's clip art images in any publication you create, including newsletters, brochures, and flyers. However, you are not permitted to sell or redistribute these images on floppy disk or in any other electronic medium as part of another software package or on a stand-alone basis. All other uses of Publisher are subject to the terms and conditions of the End User License Agreement. For information on the End User License Agreement, see the file PUBEULA.HLP on the Publisher compact disc.

If you have problems using WordArt or the Clip Gallery

If you're having difficulty adding WordArt or a Clip Gallery image to your publication, try this procedure:

WordArt

 1 In the Explorer or File Manager, search for WRDART32.EXE.
 2 In the Search Results window, double-click WRDART32.EXE.
    A message will explain that WordArt can only be run from another application.
 3 Click OK.

This will register WordArt so that applications can find it.

Clip Gallery

Follow the procedure above, but search for and double-click ARTGALRY.EXE in steps 1 and 2.

If you have problems printing on your desktop printer

Many printing problems can be caused by outdated printer drivers. To be sure you're using the correct type and version for your printer, consult your printer manual or contact your printer manufacturer. If you have access to the Internet, you may want to contact your printer manufacturer through the World Wide Web. Many printer manufacturers provide updated drivers on the Web.

For more information, see the Publisher Print Troubleshooter in the Publisher Help menu. To use the Print Troubleshooter, on the Publisher Help menu click Print Troubleshooter.

If you have problems matching printed color to screen color

You will find that the colors in printed publications don't always match the colors you see on your screen. This is caused by the differences in the way color monitors and color printers work.

On your monitor, the colors you see are made by mixing red, green, and blue glowing dots. Creating colors in this way is called additive mixing. In additive mixing, red, green, and blue can be used to create any color of light, including white.

On your printer, the colors you see are made by mixing various proportions of cyan, magenta, yellow, and sometimes black inks. This is called subtractive mixing. In subtractive mixing, cyan, magenta, and yellow can be used to create any color of paint; if you mix equal amounts of them, you get black.

When you fill an object in a publication with aqua (the term Publisher uses for cyan), that color is made by mixing equal portions of green and blue light. Because the human eye is especially sensitive to blue and green light, this color appears very bright. When you print this object, it is colored with pure cyan ink. When you look at this object on the printed page, however, you are actually seeing white light reflecting off of cyan ink. This makes the ink look less intense than the light coming from your monitor.

To help you compare color differences between your screen and the printed publication, Publisher provides a color sampler publication that contains all 50 standard color schemes and the standard color palette. To print the color sampler, enter "Color" in the Publisher Help Index, and then click "printing sampler". In the Help topic, click "Click here to print the color sampler." The sampler will be printed to your default printer.

If you have problems using scanners, digital cameras, and other imaging hardware with Publisher

Publisher communicates with scanners, digital cameras, and other imaging hardware by using a software protocol called TWAIN.

If your scanner does not work with this release of Publisher, you can probably solve the problem by obtaining an updated version of TWAIN . To obtain an updated version, contact the manufacturer of your scanner. Your scanner manufacturer will have current information on how to solve problems with the scanner and TWAIN. You can also try reinstalling your scanner software that installs TWAIN.

If neither of the above solutions works, contact Microsoft Technical Support. For information on contacting Microsoft Technical Support, see the file MSPUBPSS.HLP in the folder where Publisher is installed, usually C:\Program Files\Microsoft Office\Office.

If you're planning to have your Publisher files printed by a professional printer or service bureau

Files created in Microsoft Publisher can be printed by almost any professional printer or service bureau. The printer does not need to have Publisher installed. To work with a printer who does not have Publisher, create a PostScript file that can be printed from either Macintosh or PC equipment. Publisher can also create spot-color separations for high-quality, low-cost color printing.

For more information, see "Printing Services" in the Publisher Help Index.

If you have trouble during setup installing .TTF files

If you get an error message saying Publisher can't install a file with a .TTF extension or if, after running Publisher Setup, menus in other applications display fonts incorrectly, close all programs and restart your machine.

If during setup you get a message that ARTGALRY.DLL failed to register

Do the following:

1. Exit Publisher.
2. On the Windows taskbar, click the Start button, point to Settings, and then click Control Panel.
3. Double-click Add/Remove Programs.
4. Click the Install/Uninstall tab.
5. In the list of programs, click Microsoft Publisher 98, and then click Add/Remove.
6. Click Remove All.
7. Restart Windows.
8. Rerun Publisher Setup from the CD.

Publisher folders and files

For a list of the folders Publisher creates on your computer and the files stored in each folder, go to the Microsoft Facts Web site at http://premium.microsoft.com/support/publisher/content/faq/

Accessibility for people with disabilities

Introduction

Microsoft is committed to making its products and services easier for everyone to use. This help file provides information about the following features, products, and services that make Microsoft Windows, Microsoft Windows NT, and Microsoft Publisher more accessible for people with disabilities:

Publisher 98 Accessibility Features
Microsoft services for people who are deaf or hard-of-hearing
Customizing Windows or Windows NT
Keyboard layouts for single-handed users
Obtaining Access Packs, Application Notes, and alternative keyboard layouts
Microsoft documentation in alternative formats
Third-party utilities to enhance accessibility
Getting more accessibility information

The information in this section applies only to users who purchased Windows or Windows NT in the United States. If you purchased Windows or Windows NT outside the United States, your Windows package contains a subsidiary information card listing Microsoft support services telephone numbers. You can contact your subsidiary to find out whether the type of products and services described in this help file are available in your area.

Publisher 98 Accessibility Features

Publisher offers the following features that make the product more accessible for people with disabilities:

Adjustments to the user's system settings: Publisher will change its interface to accommodate accessibility features such as large icons and high contrast mode.

Keyboard accessibility: Publisher is accessible from the keyboard as an alternative to using the mouse for users who are blind, have low vision, or have limited dexterity.

Keyboard focus: Publisher supports accessibility tools that track the system caret.

Microsoft services for people who are deaf or hard-of-hearing

Through a text telephone (TTY/TDD) service, Microsoft provides people who are deaf or hard-of-hearing with complete access to Microsoft product and customer services.

Sales information
You can contact Microsoft Sales Information Center on a text telephone by dialing (800) 892-5234 between 6:30 A.M. and 5:30 P.M. Pacific time, Monday through Friday, excluding holidays.

Technical assistance
For technical assistance in the United States, you can contact Microsoft Technical Support on a text telephone, using a TTY/TDD modem, at (425) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, using a TTY/TDD modem, dial (905) 568-9641 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays. Microsoft support services are subject to Microsoft prices, terms, and conditions in place at the time the service is used.

Obtaining Access Packs, Application Notes, and alternative keyboard layouts

If you have a modem or access to the Internet, you can download Access Packs, Application Notes, and alternative keyboard layouts from the following network services:

- Microsoft's Accessibility and Disabilities Web Site, http://www.microsoft.com/enable/products.
- Microsoft's Internet servers, ftp.microsoft.com and gopher.microsoft.com, in /softlib/mslfiles.
- MSN, The Microsoft Network online service.
- Microsoft Download Service (MSDL), which you can reach by calling (425) 936-6735 anytime except between 1:00 A.M. and 2:30 A.M. Pacific time. MSDL supports 1200, 2400, 9600, 14,400, or 28,800 baud rates (V.32 and V.42), with 8 data bits, no parity, and 1-stop bit.
- Various user-group bulletin boards, such as the bulletin-board services on the Association of PC User Groups network.

Ordering Access Packs, Application Notes, and alternative keyboard layouts on disks
If you do not have a modem, within the United States you can order the Access packs, Application Notes, and alternative layouts on disks by calling Microsoft Sales Information Center at (800) 426-9400 (voice) or (800) 892-5234 (text telephone) between 6:30 A.M. and 5:30 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, you can call 1-800-563-9048 (voice) or (905) 568-9641 (text telephone) between 6:30 A.M. and 5:30 P.M. Pacific time, Monday through Friday, excluding holidays.

Keyboard layouts for single-handed users

Microsoft distributes Dvorak keyboard layouts that make the most frequently typed characters on a keyboard more accessible for people who have difficulty using the standard "QWERTY" layout. There are three Dvorak layouts: one for two-handed users, one for people who type with their left hand only, and one for people who type with their right hand only. The left-handed and right-handed keyboard layouts can also be used by people who type with a single finger or a wand. You do not need to purchase any special equipment in order to use these features.

Microsoft Windows and Microsoft Windows NT support the two-handed Dvorak layout, which can be useful for coping with or avoiding types of repetitive-motion injuries associated with typing. To get this layout use the Windows Control Panel; consult your online documentation for detailed instructions. The two layouts for people who type with one hand are distributed as Microsoft Application Note GA0650. It is also contained in the file GA0650.EXE on most network services and from Microsoft Download Service (MSDL).

For instructions on ordering this application note, see Obtaining Access Packs, Application Notes, and alternative keyboard layouts.

For more information on keyboard layouts for single handed users, visit Microsoft's Accessibility and Disabilities Web Site, http://www.microsoft.com/enable/products.

Microsoft documentation in alternative formats

If you have difficulty reading or handling printed documentation, you can obtain many Microsoft publications from Recording for the Blind & Dyslexic, Inc. Recording for the Blind & Dyslexic distributes these documents to registered eligible members of their distribution service on audio cassettes or floppy disks. The Recording for the Blind & Dyslexic collection contains more than 80,000 titles, including Microsoft product documentation and books from Microsoft Press. You can contact Recording for the Blind & Dyslexic at the following address or phone or fax numbers for information on eligibility, and on the availability of Microsoft product documentation and books from Microsoft Press:

Recording for the Blind & Dyslexic, Inc.
20 Roszel Road
Princeton, NJ 08540
Phone: (609) 452-0606
Fax: (609) 987-8116
World Wide Web: http://www.rfbd.org

Third-party utilities to enhance accessibility

A wide variety of third-party hardware and software products are available to make personal computers easier to use for people with disabilities. Among the different types of products available for the MS-DOS, Microsoft Windows, and Microsoft Windows NT operating systems are:

- Programs that enlarge or alter the color of information on the screen for people with visual impairments.
- Programs that describe information on the screen in Braille or synthesized speech for people who are blind or have difficulty reading.
- Hardware and software utilities that modify the behavior of the mouse and keyboard.
- Programs that enable users to "type" using a mouse or their voice.
- Word or phrase prediction software that allows users to type more quickly and with fewer keystrokes.
- Alternate input devices, such as single switch or puff-and-sip devices, for those who cannot use a mouse or a keyboard.

To learn more about these products, see Getting more accessibility information.

Customizing Windows or Windows NT

There are many ways you can customize Windows or Windows NT to make your computer more accessible.

Built-in features: You can use the Control Panel and other built-in features to adjust the appearance and behavior of Windows or Windows NT to suit varying vision and motor abilities. These options include adjusting colors and sizes, sound volume, and the behavior of the mouse and keyboard.

Access Packs: Many of the features that make Windows 95 more accessible can be added to Windows NT through Access Packs. You can download these files by modem, or you can order them on disk from Microsoft.

Dvorak keyboard layouts: These keyboard layouts make the most frequently typed characters on a keyboard more accessible for people who have difficulty using the standard "QWERTY" layout. There are three Dvorak layouts: one for two-handed users, one for people who type with their left hand only, and one for people who type with their right hand only. You do not need to purchase any special equipment to use these features.

For full documentation on the accessibility features available in the operating system you are using, obtain the appropriate application notes listed below. Accessibility features are also documented in the Microsoft Windows 95 Resource Kit and the Microsoft Windows NT Resource Kit. For more information about accessibility features in Microsoft products or to download the files listed below, visit Microsoft's Accessibility and Disabilities Web site at http://www.microsoft.com/enable/products.

For	You need
Application notes for Microsoft Windows 95	WW1062.EXE
Application notes for Microsoft Windows NT 4.0 (includes Access Pack for Microsoft Windows NT)	WW1279.EXE
Dvorak keyboard layouts for people who type with one hand (already included in Windows NT 3.5 and higher)	GA0650.EXE

For instructions on obtaining these, see <u>Obtaining Access Packs, Application Notes, and alternative keyboard layouts</u>.

Getting more accessibility information

Microsoft products and services
For more information, contact:
Microsoft Sales Information Center
One Microsoft Way
Redmond, WA 98052-6393
Voice telephone: (800) 426-9400
Text telephone: (800) 892-5234
Fax: (425) 635-6100
World Wide Web: http://www.microsoft.com

Microsoft Accessibilities and Disabilities Web Site
For more information about accessibility features in Microsoft products, visit
http://www.microsoft.com/enable/products.

Directory of accessibility resources on the World Wide Web
WebABLE! at http://yuri.org/webable/index.html provides a directory of accessibility resources on the
World Wide Web, organized alphabetically and by subject area. The directory does not rate or describe
the sites.

Directories of computer products for people with disabilities
The Trace R&D Center at the University of Wisconsin-Madison produces a book and a compact disc that
describe products that help make computers more accessible for people with disabilities. The "Trace
ResourceBook" provides descriptions and photographs of about 2,000 products. The compact disc, "Co-
Net CD-ROM," provides a database of more than 18,000 products and other information for people with
disabilities. It is issued twice a year. To obtain these directories, contact:

Trace R&D Center
University of Wisconsin-Madison
S-151 Waisman Center
1500 Highland Avenue
Madison, WI 53705–2280
World Wide Web: http://www.trace.wisc.edu/trace/pubmedia
Fax: (608) 262-8848
Phone: (608) 263-2309
Text Telephone: (608) 263-2309

Referrals to assistive technology programs and trained evaluators
For general information and recommendations on how computers can help people with specific needs,
you should consult a trained evaluator. An assistive technology program in your area will provide referrals
to programs and services that are available to you.
To locate the assistive technology program nearest you, contact:
National Information System
University of South Carolina
Center for Developmental Disabilities
Benson Building
Columbia, SC 29208
Voice/text telephone: (803) 777-1782
Fax: (803) 777-9557