Adobe℠ Customer Services

Correct Alignment

TIFF

To minimize the possibility of alignment problems, we recommend that you use the TIFF format with Adobe TrueForm. In addition to receiving information at a higher resolution (mostly at 300 dpi), TrueForm uses it's compression algorithm on all TIFF files. This includes files scanned directly into Adobe TrueForm, and those imported from other scanning programs.

Using the TIFF format, you are almost guaranteed a problem-free form, at least in terms of misalignment of the Form image and the fields.

NON-TIFF

If you are not able to use the TIFF format and are experiencing some alignment problems, try using Form Alignment and Print Alignment to alleviate the problem.

There are a few situations that are known to present problems that these will not help.

1 Sometimes PICT files brought in from Claris® SmartForm® or Claris MacDraw® appear to be imported with the fields clipped on the right side. Neither Form Alignment nor Print Alignment appear to help in this case.

There are some inconsistencies in the PICT format. This, combined with the fact that text objects in these respective programs are Left aligned, seems to throw TrueForm off. A solution that has worked many times, is to re-work these forms a little in the original programs. Select the text objects, and change the alignments to center-aligned (justified). This causes TrueForm to "approximate" and display the information correctly.

2 Another problem reported often, is that data entered in TrueForm Fill-Out directly, does not fit in to fields correctly. At some times, it appears to have unusual spacing problems, at other times it is clipped off.

This problem is due to the fact that TrueForm version 2.0 did not support Fractional Character widths. This feature was added in TrueForm version 2.1. If you are currently not using this latest version, please make sure that you are registered, since the upgrade to TrueForm 2.1 was automatically mailed to our registered base.

If you have not received your copy of TrueForm version 2.1 yet, please call our Technical Support department.

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3 We have run into the following problem a few times, although it does not appear to be consistent. Sometimes if you scan an image into TrueForm directly, or import the form as a TIFF file, printing to an Apple® ImageWriter® II or LQ causes the form to print completely, except it is scaled down 10% or so. This despite the fact that no changes have been specified in the Page Setup dialog box and the option "Fit in Print Boundary" is unchecked.

We have found that using Print alignment (in TrueForm Print options) helps a lot. Since there is no way to tell how much the form has been scaled down, increase the Form Image and Contents to 110%. A figure in this range has been known to work in many instances.

24-hour Automated Technical Support: **408-986-6560** • Fax Request Line: **408-986-6587**