

# Adobe<sup>SM</sup> Customer Services

## ATM™ in Windows™ 3.0

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### WHAT ARE HELV AND TMS RMN?

Helv and Tms Rmn are Windows 3.0 screen bitmap fonts, and they are also the names that the Windows 3.0 PostScript™ driver uses for Helvetica and Times. ATM will display Helvetica and Times (or Arial MT and TimesNewRomanPS if ATM came bundled with a software package) for Helv and Tms Rmn. To help Windows dialog boxes display correctly, ATM will defer to the Windows bitmap screen fonts for Helv and Tms Rmn at sizes below 9 point. In Windows 3.1, Helv and Tms Rmn are replaced with MS Sans Serif and MS Serif.

### WHY DO I GET POOR-QUALITY PRINTING?

#### WHY DO MY FONTS NOT PRINT AT ALL?

If the printer driver is not set to print at the highest resolution possible, the print quality will be poor, and, in some applications, may not print any fonts at all (Excel is a common example). To fix this problem, check the setting in printer setup. With old versions of the Hewlett-Packard PCL driver (versions prior to 3.77), set the printer to a lower resolution, exit printer setup, restart printer setup, and set the driver back to the highest resolution.

Some programs also have a Draft Mode for printing. If this is used, ATM fonts may not print, or they may print at low resolution.

### WHY DON'T MY FONTS APPEAR?

#### WHY DOESN'T THE POSTSCRIPT DRIVER LOAD?

The Windows 3.0 PostScript driver has a limit of about 150 softfonts. If you add too many fonts, remove all the [PostScript,<port>] sections from the WIN.INI file. Reinstall the PostScript printer driver; then add only the fonts you use in ATM, making sure not to add too many.

***Note:** Remember to back up your WIN.INI file before making any changes.*

