

Q & A

Questions and Answers...

Here are some questions frequently asked about our fonts, and the answers we were able to come up with at the time. You may also want to read the answers, even if you experienced no problem with the present font. As a matter of fact, we have come up with some solutions of our own, which may help you get better results with all your fonts. This list of questions and answers will be regularly updated, in order to spare as much as possible aggravation for our customers. As more and more Power Mac are used today, we also added Q&As about Windows, becoming more common in the Mac world. After reading, please contact us, if anything was still bothering you. We will do what we can to help you the best way we can. Thank-you for all your reports.

Q: How do I install my Mac fonts ?

A: Under system 7 or more recent, simply drag the font files over the System folder. The Mac will then ask you if it should place them where they should go. Simply click OK, and that's it. Do not drag the folder containing the fonts, but rather it's content. If you do not get a warning message, chances are you did not drag the proper files. TrueType fonts appear as little suitcases, and in the Match Software collection always bare a name followed by "suit", like in SimpsonitiesMatch.suit. PostScript fonts are composed of a bit-mapped font, named with the extension "bmap", like in "SimpsonitiesMatch.bmap", and a laser font, which looks like a little printer like for instance "SimpsMat". You want both in the System folder.

Under System 6.xx, you must use Font/DA mover to get the fonts into your system. That utility is available on your system disk, or on the best Mac on-line services. Refer to this utility documentation for more details.

Q: My Japanese font shows as "Outline", like this : ABCDEFGH. Why ?

A : You are using the shareware evaluation package. It's only limitation is this : you get only the "hollow", or "outline" style. The Roman/Japanese keyboard is complete and functional, and all the Roman and Japanese Hiragana and Katakana alphabets are there. As soon as you register, by ordering the Japanese pack, you will receive a new set of fonts which work normally, and offer all the styles, as the Macintosh normally does.

Q: How do I install TrueType fonts under Windows ?

A : Open the "Fonts" control panel, and click "Add". Then, look for the font files (extension *.TTF) where you copied or unpacked them. Select them, and click OK. You may install several fonts at the same time, simply by selecting them.

Q: How do I install PostScript fonts under Windows ?

A : PostScript fonts come with the extension *.PFB and *.PFM, one of each for each font. In order to use them, you first must install Adobe Type Manager (ATM) for Windows. Then, copy *.PFB files in the WINDOWS\PSFONTS directory, and the *.PFM in the WINDOWS\PSFONTS\PFM directory. Then, use the ATM control pannel to install the fonts. PostScript fonts offer lots of advantages over their TrueType Windows counterpart, as kerning and more precise printing. If you are serious about desktop publishing, you may want to acquire ATM Windows.

Q: Why are you placing so much documentation in your archives, they become huge and cost a fortune to download ?

A: Sorry for the inconvenience, BUT... As you know, the font you have now at your disposal for FREE evaluation is provided to you by Match Software WITHOUT ANY CHARGE. As a matter of fact, when some other software houses ask you to pay up front for any of their fonts, we give this one away for your enjoyment, hoping it's originality and quality will prompt you to acquire usage licensing, and buy other fonts along the way. Our only hope for any reward for the tremendous time and efforts it took to create a font is entirely contained in the promotion material we include in this archive. How are you going to know the beautiful fonts we created for you at a very low price, if we do not include our "Incredible font deal" file, with all the pictures of these fonts ? Do you really think anyone would register simply because we ask? No, of course not. We do not get a penny from any of our distributors. On-line services do charge you to provide shareware, but we never see the money they take to sell our creations. Shareware vendors may make fortunes on our back with all sorts of CDs and other great packages, we do not see the colour of any of these sales. Magazines may boost their sales like mad and millions using our shareware packages, they never reward shareware authors, let alone with a petty free subscription to their magazines. So, if you still really feel our archives are too big, we are terribly sorry, but if you really appreciate shareware, you must understand that authors deserve their share of the wares, and the only way we have to sell anything, after vendors have been collecting upfront all sorts of fees, is to promote registration. If authors never got any registrations, it would mean no doubts no new shareware in a very short time. Shareware is very much like PBS stations : if you want independant creation, you might as well pledge for it, and accept some advertisement from the sponsors ! Thank-you for your support.

Q : Under Windows (sometimes the Mac), some characters of a given font do not print at all sizes, or show only on screen, or the opposite. This happens most often with complex fonts, such as DinosoType, Bujardet Vignettes of Nahkt Hieroglyphs. Some characters print as squares, when they appear fine on the screen, or the opposite, or both. It happens most often when the output is to be made on a dot-matrix printer, would it be impact or ink-jet. It

does happen, though, with laser printers as well.

A : The problem seems to reside within Windows itself, and the way TrueType is handled. We were unable to get any explanation from Microsoft which could help us understand how to solve the problem. However, as in general this type of fonts are most used on isolated basis (letterheads, titles, etc.), it is possible to use another approach :

- Create a new document under Windows Paint
- With the TEXT tool, enter the appropriate message
- Copy the image, and paste it into your word processor or desktop publishing software. Of course, if you use more sophisticated tools than Windows Paint, like Corel Draw on the PC, the result may be better.

Although TrueType fonts may pose this problem, PostScript Type 1, even extremely complex, do display and work perfectly under Windows with Adobe Type Manager (ATM). If you want to do any type of serious desktop publishing, we strongly recommend you use ATM and PostScript fonts.

Note : Although extremely rare, the same can happen on the Mac. The solution is the same, using MacPaint or other paint program, and a good word processor, or PostScript fonts.

Q : On my Macintosh, a TrueType font does not always display correctly at all sizes. Sometimes, it get replaced by Geneva, or alternatively, by some squares.

A : See question above.

Q : On the Macintosh, I tried to install your TrueType font, but it shows only as a sort of Helvetica, or Geneva. What's going on ?

A : You probably ran into a font number conflict. In other words, the newly installed font has probably the same number as some other already installed in the system. You may want to use a utility to check the numbers of the fonts installed in your system, maybe FontMaster, which is available in the shareware circuit, or another more recent.

The way to make sure a font is OK :

- BEFORE a font is installed (if you installed it, remove it from the system and restart your computer before proceeding), open the suitcase, and in there, double-click on the font itself. You should normally get a little window, showing the expected characters.
- Install the font, through the regular procedure you are accustomed to ; Suitcase if you are lucky, or by placing the suitcase in the system.
- Do the same manipulation as before (opening the font suitcase, then the font inside). If the font shows OK, it means it should work properly. If the sample text is showing some sort of Geneva, it means something is wrong, and the font has the same number as a one installed before.

The only way to go, if you do not have a special utility to renumber the font, is to remove any "non system" fonts, and put them aside in another folder, then restart the computer (when installed, the system contains only Chicago, Courier, Geneva, Monaco, New York, Symbol, Times. They are the only ones

which should remain).

At this point, you should be able to re-install the new font with no problem. You can then add the fonts previously set aside, one at a time, until one will actually do the same as before : show as Geneva. Here is the posing-problem font. You can get a utility which can change the fonts numbers, or simply avoid using the two fonts at the same time.

Another solution is simply to use Font/DA mover, which checks any font ID number conflict before installing a font, and eventually changes it's number if needed.

Q : I do not find the promised accented characters. They are not available through my regular keyboard. Why is that ?

A : For historical reasons, as computers originated in America, and also because no one at the beginning thought of using electronic calculators to write poems, invitations or books, the ASCII standard did not support accented characters. Then, as more and more aborigines from France like Michel Bujardet, or other remote picturesque small countries, started to trade their usual goose quill for more modern means, they asked for accents. And also for their own weird keyboards. If you use a Macintosh, use the Keyboard desk accessory to see what key combinations give you access to the desired characters. On the PC, you may want to try all combinations, in conjunction with the Alt Gr key. You can also load in your word processor the ASCII document usually provided with our foreign fonts. It will allow you to check what number punch in on the numeric keypad, while depressing the Alt key, then release Alt, to get the desired symbol (for instance, Alt-65 generates an "A").

If you still have the Windows installation disks, you may want to install the "US-International" keyboard driver, which offers a wealth of extended characters, when you press a key in conjunction with the Alt key.

Q : Why in hell did you choose the same number for one of your fonts than one of mine ?

A : This especially goes for the Macintosh, but could happen with Windows or ATM as well. Each font has it's own specific number, which the system uses to recognize it, and communicate with the printer. If two fonts in the system have the same number, strange things will happen : the font may look fine on the screen, but print different on the printer. Or the opposite. Look very different on the screen than what you expected. This kind of conflict is automatically solved by utilities such as Suitcase, an excellent font manager, available for Macintosh and Windows. We strongly recommend it's use. Our problem is like Sea Battle : whatever number we choose, there is always a chance some other font designer may have chosen the same. Utilities which can list fonts numbers, and eventually change them, will solve your problem. If you discover one of our fonts have the same number as one provided by a big company, or, worse, regularly in the system, like Arial under Windows or Chicago on the Mac (which has already been checked for, but one never

knows), please report it ASAP. We will change the number at once.

Q : One font crashes the system.

A : Check if the file was not corrupted. A disk error, or some unexpected manipulations, like switching off the computer with applications still active, may be the cause. Use the original copy of the font, which you received in your shareware or registered package. If the problem still persists, please contact us.

Q : Since I installed your fonts on my Macintosh computer, Suitcase does not work. The extension is in place, but it does not work.

A : Adding a new set of fonts cannot damage Suitcase. However, a system crash, or switching off the computer without first doing shut-down in the special menu, can damage Suitcase. Simply make a new copy from the original Suitcase disk, restart, and it should work again. Some other fonts may conflict. We have noticed the same glitch with a scanner Photoshop add-in, which seems to fire bullets at Suitcase, anytime it is run, and systematically destroy it.

Q : I need a font in a language not yet available.

A : Creating fonts for new languages is not only challenging, it is also culturally very rewarding, very inspiring. We do not always know the language you plan to use. But if you provide us with the proper information, we will use it to create a new font. It is fairly simple : we only need the best representation of the alphabet, character by characters, and eventually it's pronunciation, if it is not a Roman set of letters (Japanese, for instance, or Russian are in that case). Call us for more details.

Q : I want a font made according to my specifications.

A : If you already have a printout of the desired font, or any graphic representation that we can use to draw the characters, our regular price for designing a new font is very reasonable. If you want a creation from scratch, it will be more difficult. Please call us for a quotation.

Q : How can I obtain a printout of all of your fonts ?

A : Just send us your complete address, and we will gladly send you a sample sheet showing the diversity of Match Software fonts. You may also want to look around for a file named 50FNTDEMO.ZIP, or 50FNTDEMO.SIT, which are currently available on CompuServe (50FNTDEM) DTP forum, or the equivalent forums on America Online. We can also fax you a sample sheet of any specific font you want to see. However, if you wish more than 3 fonts, we will still send the requested by mail, to avoid excessive phone charges.

Q : You must provide thorough phone hot line support for any brand and type of computer. If Adobe and others can, why not you ? You should be able to be

reached 24 hours a day, 7 days a week !

A : We are sorry, with our small operation, not to be able to compete with giants who see more money in 10 minutes than we may be able to earn in one year. However, our prices are lower beyond comparison. That is also because you are not paying for million dollars advertisement, and plethoric staffs. Besides, we are prepared to fix glitches if any, and gladly accept advises from our customers. Remember, however, that a font is somewhat equivalent to a bumper sticker to an automobile. Please do not ask us to solve the problems generated by your system, no more than you would think about requiring drive lessons from a stickers publisher. We do our best for our fonts to work properly on STANDARD configurations, including STANDARD printers, STANDARD system versions, STANDARD applications, when our fonts are installed through STANDARD procedures.

Q : In your Martian font, you placed a dot above the glipnol character, and forgot to put an accent above the weirdoo. It is unforgettable. I am furious and you are just as stupid as a bunch of lunar dogs ! You should be whipped, and give me my money back, too, plus maybe a little extra, because I suffered incredible damage to my much sophisticated sense of intellectual properness and inherent graceful sophistication.

A : We are sorry not to know Martian as well as such a refined literate as your highness. Please do not blow your desintegrator at us, poor ridiculous clumsy uneducated filthy computer groomers. Please consider that ignorance may not be such a crime, after all, and have mercy for the less taught. If for any reason we committed a mistake in transcribing your native language, be assured it is not intentional. Please courteously provide us with the proper information, and we will make sure appropriate updates are made. All we know of, as humble and insignificant artisans, is the fonts craftsmanship. It is not our fault, then, if the subtleties of a foreign language do not strike us like light over the saint's head. However, we are bending our knees to the more educated. Thank you for helping us improve. At the present time, our foreign fonts have been thoroughly reviewed, so they satisfy our customers. Some have helped perfect already very nice fonts. But we will appreciate any additional help !

Q : When I use too many fonts, my printer crashes.

A : Try setting the option "Print TrueType fonts as graphics" in the Windows Control panel. On the Macintosh, set "Unlimited Downloadable Fonts" in the Printer Options.

Q : Why do you ask for money for your fonts ? They should be free !

A : There is a strange curse around computer software, these days. Nobody would ever consider getting a movie for nothing, or walking into a book store and require a sample for free. For programs, however, the matter is quite different. So many people consider computer software piracy as a light little mistake, that eventually, some may indeed start considering software

authors as thieves, because they pretend to get a small reward for their job. Some luminaries (noticeably around GNU project) even have the nerve to play with the very strange notion that computer software should only come free, and that any commercial distribution, including shareware, has some analogy to a rip-off. Fine and good, then, but why do they at the same time insist to get paid for their conferencing, or to get royalties from their books ? Match Software is a small business based on shareware distribution. Anyone can browse at our productions in the same way a reader could read a book as many times and as completely as wished, before actually paying for it. Please do not pirate us. If you feel a font is really of use, please register. That small usage fee will help us continue creating new original, exclusive and fine fonts for you. We sincerely thank all users who have, through their registration, helped pay the rent, the phone, and the electricity which powers our equipment while creating all these fonts. Please continue to support the shareware concept. It is the only way out of the commercial monopolies. Small software companies are as much a liberty warrant as small book publishers are : without them, big companies would have their way, culturally and financially. Nobody would ever want that to happen !

Match Software
8205 Santa Monica Blvd #1-205
West Hollywood, CA 90046-5912
(818) 784-1930
Fax (818) 784-3737
Internet : MatchSoft@aol.com
Compuserve : 73267,1701
America Online : MatchSoft

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This applies especially to desktop publishing, or any kind of publishing. If you should use this font in any publishing activity, you must register, and also mention in the copyright notices name and origin of the Match Software fonts you used. For instance "Simpsonities Match font from Match Software".

Registering for this font is only \$20. For that price, you acquire usage licensing, and you will get many more exclusive fonts. Corporations must

officially register under their own name, and not the one of one of their executive. Usage licensing is not transferable from one user to another, and you cannot grant others permission to use the font you acquired usage licensing for yourself. For instance, if you are a layout artist working as an employee for a given corporation, and have previously registered under your name, the corporation must still officially acquire it's own usage licensing for any publication or otherwise purpose. However, should you decide to use this font for any commercial or public purpose without prior registration, you must be warned and agree we will seek a standard punitive compensation of \$10,000, plus all expenses necessitated by the actions we will have to take to recover that sum, for each fraudulent publication, in any competent courts of law. This to inform you, and serve as a basic contract, should you decide anyhow to use our intellectual property without prior acquiring the proper license. Commercial or public purpose stated here is meant as any kind of use of this font for any publishing or otherwise activity, as for instance, but not limited to, magazine and book publishing, advertisement, records covers, posters, t-shirts, mugs and cups, caps, memorabilia, etc. Public purpose means any kind of activity, including non-profit use of this font, for any reason, which is adressed to the public. Match Software reserves the right to donate usage licensing to non-profit organisations on a case by case term, based on proper demands made by the mentionned organisations. By using this font, you agree with the terms of the present document.

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Shareware is a distribution method, not a type of software. You should find software that suits your needs and pocketbook, whether it's commercial or Shareware. The Shareware system makes fitting your needs easier, because you can try before you buy. And because the overhead is low, prices are low also. Shareware has the ultimate money-back guarantee -- if you don't use the product, you don't pay for it.

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These fonts are "shareware program" and are provided at no charge to the user for evaluation. Feel free to share it with your friends, but please do not give it away altered or as part of another system. The essence of "user-supported" software is to provide personal computer users with quality software without high prices, and yet to provide incentive for programmers to continue to develop new products. If you find this program useful and find that you are using this font and continue to use this font after a reasonable trial period, you must make a registration payment of \$20 (in US funds) to Match Software. See order form at the end of this document.

This small \$20 fee is intended to pay for this font usage licensing. It is agreed the user had plenty of time to evaluate it in any way he wanted, and to decide to register for it. The fonts included with the registered version of this font are indeed a complementary gift, and do not constitute a new acquisition. It is understood user will not be entitled for any money back, if for any reason he did not like one or several of them.

This registration fee will license one copy for use on any one computer at any one time. You must treat this software just like a book. An example is that this software may be used by any number of people and may be freely moved from one computer location to another, so long as there is no possibility of it being used at one location while it's being used at another. Just as a book cannot be read by two different persons at the same time.

LIMITED WARRANTY

This font is shareware. You had all the time you wanted to experiment with it in any way you wanted to, and for as long as you wanted to, before deciding

to register. It means you found it satisfactory enough to pay the small usage fee.

Therefore, Match Software cannot accept any claim for money back, for any reason, after you have decided to, and did register.

If for any reason the registered version of the font was provided to you on a defective media (disk), it will be exchanged for a new one at no cost.

If you have suggestions for improving this font, we appreciate your comments. It does not mean we will fix or modify the font in the way you wish in a given time, or that we must do it in any way. However, if we feel the suggestion is appropriate, next version of the font may be inspired from these advises.

We decline any responsibility if for any reason this font is put to bad use in any way. It worked fine on a regular configuration, and on a regular printer, with the most usual software packages. If, for any reason, it could not work on your specific configuration, Match Software cannot be held responsible. As technical combinations are almost infinite, and because systems evaluate in ways we cannot predict, it might happen a new system, or a particular configuration, does not work with a font. For instance, because a new version of the system requires a new font format. In general, we will try to keep up with the system versions, and eventually offer upgrades, if possible, but it does not constitute an obligation, nor would it be the case if you acquired a set of seats cover for your specific car, and require they fit any new car you may decide to buy later on.

Hardware characteristics may also pose problems. For instance, it appears that some ink-jet printers or dot-matrix printers, used with Windows, cannot print accurately some complex fonts. It could happen with "dingbats" fonts, made out of small pictures, like Nahkt Hieroglyphs, or Dinosotype, for instance. For some reason, sometimes some sizes show on the screen as little square boxes, and print fine. Or the opposite ; it shows fine on the screen and never prints. Or worse, it does not print either on the screen, nor on the printer. We found no explanation to this phenomenon. It looks very much like a solid glitch either in Windows itself, either in the printer's drivers. Until His Majesty Microsoft fixes the problem, we are sorry to admit we cannot find any way to directly circumvent it.

Some printers have also some very strange limitations concerning TrueType fonts. We had some nightmares with HP-Compatible printers which are not, in their native mode, capable of accommodating more than, say, 5 TT fonts. If configured as HP clones, however, they would print fine hundreds of beautiful TrueType fonts. Think about this kind of glitches, before accusing our fonts of not functioning properly.

Another bad use of a font may be generation of counterfeit documents, or any kind of falsified printing. We decline any responsibility in such and event. Please do not use our fonts for any illegal purpose.

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