

# The Print Shop Deluxe for *Windows!*

This is the ReadMe file for The Print Shop Deluxe for Windows. This file provides information that was too late to make it into the user manual. It also provides some user tips, and describes known problems and suggests possible solutions. If you experience a problem with The Print Shop Deluxe, you should read this file closely, as well as the section on Troubleshooting in the user manual. When you are finished reading this file, select **Exit** from the **File** menu.

## **DESIGN TIP:**

Try experimenting with making a graphic larger than the page. This will result in only the part of the graphic that is within the page boundary printing out. You can check this by using the **Preview** command from the **View** menu. Preview will show you exactly how the page will print out. Those parts of the project which are not within the page bounds are not shown.

## **GENERAL QUESTIONS:**

**Q: Can I bypass the Select a Backdrop and Select a Layout dialogs if I know that I want to start with a blank page and no layout?**

**A:** Yes. Simply hit the **Enter** key several times in rapid succession once you have selected the project type and orientation. This will bring you right to the main window with a blank page and no layout, except for Banners and Calendars, which require a layout. In that case, the first layout in the list is selected.

**Q: I want to export Print Shop Deluxe graphics to another Windows application that only accepts the BMP format, which the Graphics Exporter does not directly support. What can I do?**

**A:** Use the Graphics Exporter to export the graphic in PCX format. Then bring the PCX file into Windows Paintbrush (Windows Paintbrush is included with every copy of Windows; it is in the Accessories program group) and then save it as a BMP. The BMP file then can be brought into any program that supports the BMP format.

## **PRINTING PROBLEMS:**

**9-Pin Printers:** If you have a 9-pin printer, be advised that text sometimes does not format correctly. Text will sometimes extend outside of text box boundaries. This problem affects other Windows programs, and is one of the reasons that we highly recommend a 24-pin printer, inkjet, or laser printer.

**Printing to color printers:** When printing a document which uses TrueType text characters that

are colored to a color printer, note that the color attributes can get mapped to a different color at larger point sizes. This is a problem with TrueType within Windows, and affects other Windows applications, too. This problem does not affect non-TrueType fonts. For example, if you are using PostScript fonts (this requires that you own and have installed Adobe Type Manager for Windows) in The Print Shop Deluxe, any colors that you give to text will be maintained regardless of size.

**Printing imported bitmaps:** If you import bitmaps into your document (either New Print Shop graphics or Windows BMP bitmaps) and they don't print out correctly if you flip them or use them in a greeting card (the center section of a greeting card is actually upside down when printed, so that it is right side up when folded), it may mean that your printer driver does not support the rotation of bitmaps. If you experience this problem, try going to the **Preferences** dialog from the **File** menu and deselecting the **Fast bitmap printing** checkbox. This will slightly increase the time it takes to print the document, but any upside-down bitmaps will print correctly. Since this does result in longer print times, it is recommended that you keep **Fast bitmap printing** checked unless this is a problem.

**Printing banners on continuous-feed printers:** One of the benefits of a continuous-feed printer is that it can produce a continuous banner. With single-sheet printers, there is a final step needed to create the banner, which is to trim, align and tape together the individual sheets. Unfortunately, many of the printer drivers for continuous-feed printers do not support printing across page boundaries (this is a problem with the printer driver, not The Print Shop Deluxe). Instead, they skip over the perforation between pages, leaving a one to two inch gap. That means that your banner will have gaps in it, and you'll have to separate the pages and then trim, align and tape them as if they were produced by a single-sheet printer. If you find that whole pages are being skipped, go to the **Preferences** dialog in the **File** menu and check the **Cut sheet banner printing** checkbox. This will force the printer to behave like a single-sheet printer, so that it will skip over just the perforation between pages, not the whole page. You will still have to trim, align and tape the pages together, but you won't waste paper.

**Printing at low resolutions:** Many printers let you print at a variety of resolutions. For example, the HP LaserJet series can print at 300 dots per inch, 150, and 75. This is selectable from within the printer setup dialog. For best results with TrueType fonts, we recommend using the maximum resolution that your printer can do, especially with a laser printer. At less than 300dpi, the formatting of TrueType fonts can be less than optimum.

## **SCREEN PROBLEMS:**

**BMP graphics in monochrome modes:** If you have imported a color BMP graphic into The Print Shop Deluxe, and are running the program in either Black and White or Color Grayscale mode, the BMP graphics will still display in color on screen. Only Print Shop Deluxe objects will be displayed in monochrome.

**Super VGA:** If you have a super VGA card in your computer and have configured Windows to use it, The Print Shop Deluxe will make use of it and display with 256 colors, instead of the standard VGA's 16. This results in very smooth screen display, because there is less dithering of colors.

**Small text characters display as gray boxes:** When text is displayed at small sizes, the program displays the characters as gray boxes instead of trying to render them, since the characters would be too small to accurately render. When this happens depends on the point size of the text and the current zoom level. Note that if you are putting text on a gray background, any characters displayed as gray boxes will not be discernible because the gray boxes will blend into the gray background. If this is the case, simply zoom in on the document until the characters render as true characters instead of gray boxes.

## **TEXT PROBLEMS:**

**Edit Text dialog typing delay:** When you first start typing in the Edit Text dialog, you will notice that there is a small delay from when you first start typing to when the characters appear in the edit window. This is because Windows has to first open the font file before it can put characters on the screen. Once the font is loaded, characters will appear as soon as you type them.

**Editing an existing text block:** If you double-click on a text block that you have already created, the **Edit Text** dialog will appear with the existing text in the edit area highlighted. If you start typing at this point, all of the existing text will be deleted and replaced with what you type. If your intent is to correct a typo or to insert a word, first click with the mouse at the position where you want to edit. This will unhighlight all of the text, and position the cursor where you want to start typing.

**No italic version of a font when making a headline:** Headlines convert a font outline into a graphic object in order to be able to shape it. If there is no outline information present for a particular style variation of a font, then that style cannot be used for a headline. An example of such a font is Jester. Clicking on **Italic** in the Headline dialog will not do anything, because Jester does not have an italic outline. This applies only to headlines, not regular text. The TrueType engine in Windows will emulate an italic style, if an italic outline is not present, by simply slanting the base style of the font. This is not possible to do in headlines, so that is why it is possible to have an italic version of Jester for text, but not for headlines.

## **NOTES FOR GRAPHIC EXPORTER:**

When using Adobe Illustrator it is recommended that you export your graphics in EPS (without preview) or CGM formats. If you wish to view your graphics on screen and/or you do not have a PostScript printer, CGM will provide the best results. EPS works best to PostScript printers but does not contain a preview image with which it can be viewed onscreen.

When using Aldus PageMaker it is recommended that you export your graphics in EPS (with or without Preview) if you have a PostScript printer. Otherwise PCX exported "large" will be best.

When using Arts & Letters it is recommended that you export the desired graphics in TIFF format. For best results export them "large".

When using Harvard Graphics it is recommended that you export the desired graphics in PCX format. For best results export them "large". The graphic will need to be sized down manually when it is first brought into this product.

When using Windows 3.1 Paintbrush it is recommended that you export the desired graphics in PCX format. For best results export them "large".

When using Publisher's Paintbrush it is recommended that you export the desired graphics in PCX format. For best results export them "large".

When using Ventura Publisher it is recommended that you export your graphics in EPS (with or without Preview) if you have a PostScript printer. Otherwise PCX exported "large" will be best.

When Using Word Perfect it is recommended that you export your graphics in EPS (with or without Preview) if you have a PostScript printer. Otherwise PCX exported "large" will be best. Remember that Word Perfect will not print your graphics in color unless you are using a color PostScript printer.

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