

# The Print Shop Deluxe Companion for Windows!

This is the ReadMe file for The Print Shop Deluxe Companion 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 Companion, 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.

## 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.

**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 Companion, 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, Windows BMPs, or TIFs) and they don't print out correctly if you flip them 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 may now 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. If printing bitmaps continues to be a problem, contact your printer manufacturer.

**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 of your printer, especially with a laser printer. At less than 300dpi, the formatting of TrueType fonts can be less than optimum.

#### **NOTES ON PRINTING ENVELOPES:**

The Print Dialog for Envelopes has choices for Left, Center, Right, or Wide for envelope feed and choices for Top or Bottom for the envelope position. Most printers that feed envelopes Left, Center, or Right print best with the position choice set to Bottom. Most printers that feed envelopes wide print best with the position choice set to Top.

Some printers that feed envelopes wide cannot print all the way to the right, so although the image prints to the envelope, it will not look centered. If this is the case for your printer, for best results, design an envelope without a border.

Some printers require that the paper feed be set through the Printer Setup dialog to Envelope Manual Feed, so the printer can engage the mechanism to feed an envelope instead of a regular sheet of paper. If you find that envelopes feed through your printer but only a small portion of the image appears, select Printer Setup, then choose Envelope Manual Feed.

#### **MERGE PRINTING:**

If you design a project with a name merge, and the names do not print, although on screen the first record preview appears to fit in the text box, make sure that you have made the text block large enough to contain all the lines you have selected to merge. For instance, if you have chosen to merge "All" lines and your first record has four lines and those fit on the preview but without additional room for a fifth line, the names will not print, because the fifth line has been chosen for merge, and will not fit in the text block. Simply resize the text block to make sure it's large enough to contain all the lines you have selected to merge.

#### **SCREEN PROBLEMS:**

**Imported graphics (WMFs, BMPs, TIFs, and EPSs) in monochrome modes:** If you have imported a color graphic into The Print Shop Deluxe Companion, and are running the program in either Black and White or Color Grayscale mode, the imported 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 Companion 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.

Names not displaying in Select Names dialog for merge printing: This can happen if your color scheme is set to a combination that causes the color behind the text in this dialog to be black; one color scheme that may cause this to happen is "Ocean". To correct this, choose another color scheme from the Colors option in the Windows Control Panel.

### **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 Title Block or Headline:** Title Blocks and 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 Broadview. Clicking on **Italic** in the Headline dialog will not do anything, because Broadview does not have an italic outline. This applies only to headlines and the first line of Title Blocks, 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.

### **NOTES FOR GRAPHIC/PROJECT EXPORTER:**

Through our testing at Broderbund we make the following recommendations when you are using third-party programs to import graphics that have been exported through exporting a project or by using the Graphics Exporter. For best results, follow these guidelines when importing graphics into these products.

**Adobe Illustrator** - EPS without preview works for PostScript users. For the Graphic Exporter, AI88 works great for either PS or non-PS. WMF format works well for both project and graphic exports.

**Aldus Freehand** - EPS works for PostScript users. For the Graphic Exporter, AI88 works great for either PS or non-PS. WMF format works well for both project and graphic exports.

**Aldus PageMaker** - EPS works for PostScript users. For the Graphic Exporter, AI88 works great for either PS or non-PS. WMF format works well for both project and graphic exports.

**Aldus PhotoStyler** - PCX works best but comes in fairly small.

**Arts & Letters** - WMF format works well for both project and graphic exports.

**CorelDRAW!** - For the Graphic Exporter, AI88 works fine for either PostScript or non-Postscript users. WMF format works well for both project and graphic exports.

**Harvard Graphics** - For the Graphic Exporter, CGM has the best output but many of the graphics are too complicated and will receive a "too many points" error upon importing. When this happens, you may see spiking within the graphic or elements may be dropped. The quality is worth giving it a try with the particular graphic you are interested in. WMF format works well for both project and graphic exports and is much more reliable.

**Micrografx Draw** - For the Graphic Exporter, CGM has the best output but many of the graphics are too complicated. The quality is worth giving it a try with the particular graphic you are interested in. WMF format works well for both project and graphic exports and is much more reliable.

**Windows PaintBrush** - PCX is the only format supported and it works fine.

**PaintShop Pro** - PCX and TIF are both supported and work equally well.

**Ventura Publisher** - For the Graphic Exporter, CGM has the best output but many of the graphics are too complicated. The quality is worth giving it a try with the particular graphic you are interested in. PCX large is the other format to use.

**Word for Windows** - EPS is recommended for users with PostScript. There is no on screen preview with either of our EPS formats. WMF format works well for both project and graphic exports.

**ZSoft Photofinish** - Both PCX and TIF work equally as well. Exported large gives the best quality.

**ZSoft Publisher's PaintBrush** - Both PCX and TIF work equally as well. Exported large gives the best quality.

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