Trouble

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Contents

Chapter 1

Trouble

1.1 Troubleshooting

```
CONTENTS

This section will help you find a solution to a
problem so that you can solve it yourself.

This topic is divided into several sections, if
you cannot find what you want in a specific
section, look in General.

    General
    Editing And Formatting
    Fonts
    Printing

If a solution to your problem does not appear in
any section, then contact  Technical Support .
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1.2 General Problems

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        General Problems


        Problem 1
        After I quit Wordworth, the amount
    of memory available seems to have
    decreased.


        Problem 2
        I have a 2MB Amiga 1200 with a
    hard disk, and Wordworth will not
    let me Open, Save or Print large
    documents properly.
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```
        Problem 3
        When I try and Save my document to
    floppy disk, I get the message
    'Ww3Outlines disk full'. I am
    running from floppy disks.


        Problem 4
        When I try and place a picture
    the screen flashes and the
    picture is not opened.


        Problem 5
        When I draw a circle on screen, it
    appears as an oval.


        Problem 6
        I have drawn a square in DPaint
    and placed it in my document, but
    it appears as a rectangle.


        Problem 7
        Do I have to be in a 256 colour
    screen mode to see and print my
    256 colour picture which has been
    placed in a Wordworth document?


        Problem 8
        Is there any way to reduce the
    disk swapping when running
    Wordworth from a floppy disk
    based system.


        Problem 9
        I have formatted my document into
    facing pages but I can only see
    one page at a time on screen.


        Problem 10
        I have created a 'Double Page
    Spread' document and I am viewing
    it in a 'Two Pages Across' view
    mode, but I cannot see my page.
```

1.3   General Problem 1

```
After I quit Wordworth, the amount of memory
available seems to have decreased.
-------------------------------------------------
```

When Wordworth quits, it returns as much of the
memory to the system as it can.

However, Wordworth uses many system libraries
which are kept in memory until such a time as
more memory is needed, they are then flushed out.

You can flush out the libraries manually by
opening up a Shell tool (Workbench System drawer)
and typing 'avail flush'.

1.4   General Problem 2

I have a 2MB Amiga 1200 with a hard disk, and
Wordworth will not let me Open, Save or Print large
documents properly.

Unfortunately, as soon as a hard disk is installed
into your machine, about 500Kb of memory
disappears. This is used by the disk caches,
system variables and the hard disk itself.

Because 500Kb of memory has gone as soon as the
machine has been turned on, you are left with only
1.5Mb of memory to run Wordworth. This may become
a problem with large documents or documents that
contains a lot of graphics.

The problems you are experiencing seem to be due
to this lack of memory and the only real solution
would be do buy a RAM expansion to go in the trap
door under your machine.

If you are going to buy any more memory, we suggest
you purchase 32BIT Fast Ram as this will make your
machine about 5-6 times quicker in overall speed.

1.5   General Problem 3

When I try and Save my document to floppy disk,
I get the message 'Ww3Outlines disk full'. I am
running from floppy disks.

By default, Wordworth saves all documents to a
drawer called Documents on the Ww3Outlines disk.

If this message appears, the disk has been filled
up with your documents and there is no space left
to save any more.

You will therefore need to create a separate
disk which can be used for any further documents.

Please refer to the sections:
 Creating A Separate Document Disk and
 Saving Your Document Onto A Separate Floppy Disk
for information on how to do this.

1.6 General Problem 4

When I try and place a picture the screen
flashes and the picture is not opened.

This often occurs when the graphic file is not
understood by Wordworth for one of two reasons:

  \textdegree{} The picture is corrupt in some way, due to a
    faulty disk or incorrectly saved file.

  \textdegree{} The picture format is not understood by
    Wordworth.

    The filters are used by Wordworth so it can
    understand all of the many different graphic
    and text formats. If the filter does not
    exist, the file cannot be deciphered.

    Only IFF and CGM filters are undersood by
    Wordworth 3.1 SE.

1.7 General Problem 5

When I draw a circle on screen, it appears as an
oval.

With a normal 'PAL High Res' screen mode (a mode
used by TV's and less expensive monitors) the
screen height is half that of the screen width.

This means that the pixels used to make up a
screen display are elongated vertically. Graphics
drawn in this mode will therefore appear
'stretched' on screen, but will printout as you
expect.

The Circle drawing tool is provided so that you
can achieve a perfect circle for printing, even
with a less effective screen mode.

The addition of a good quality MultiScan monitor
would eliminate these problems, as alternative
screen modes would be available that have the same
number of pixels in the height and width.

1.8   General Problem 6

```
I have drawn a square in DPaint and placed it
in my document, but it appears as a rectangle.
--------------------------------------------------
With a normal 'PAL High Res' screen mode (a mode
used by TV's and less expensive monitors) the
screen height is half that of the screen width.

This means that the pixels used to make up a
screen display are elongated vertically. Graphics
drawn in this mode will therefore appear
'stretched' on screen, but will printout as you
expect.

The addition of a good quality MultiScan monitor
would eliminate these problems, as alternative
screen modes would be available that have the same
number of pixels in the height and width.
```

1.9   General Problem 7

```
Do I have to be in a 256 colour screen mode to
see and print my 256 colour picture which has
been placed in a Wordworth document?
--------------------------------------------------
No. When Wordworth prints graphics, it prints
using the original graphic size and number of
colours.

This therefore means that you can use any screen
mode, with any number of colours and you will
always get a perfect printout of the graphic.

NOTE: This is different to previous versions of
Wordworth, as they printed graphics using the
size and colours used on screen.


If you wish to see the graphic in its full glory
on screen, you will need to increase the number
of colours available from the "Screen Settings"
requester ("Change Settings" command, Settings
menu). But doing this will greatly decrease your
Amiga's operation speed.
```

1.10   General Problem 8

```
Is there any way to reduce the disk swapping when
running Wordworth from a floppy disk based system.
--------------------------------------------------
Yes buy a hard disk. Hard disks are mass storage
```

devices which can be placed inside your machine
and can store from 20 Mb to 1 Gb (1000 Mb).
Compared to your floppy disk which can only hold
around 800 Kb, this is a lot of information.

Hard disks are relatively cheap now and can be
installed easily. If you do decide to buy a hard
disk, ensure you purchase and have it installed
by an authorised Commodore dealer.

Alternatively, you could purchase an extra floppy
disk drive and you should encounter very few disk
swaps.

1.11   General Problem 9

I have formatted my document into facing pages
but I can only see one page at a time on screen.

You will need to choose the Zoom-Other command
(View menu) and select 'Two Pages Across' to
see your document in a facing pages view.

1.12   General Problem 10

I have created a 'Double Page Spread' document
and I am viewing it in a 'Two Pages Across' view
mode, but I cannot see my page.

'Double Page Spread' documents, like 'Facing Page'
documents, always start on a right hand or odd
page.

This means that you will have to move the
horizontal slider to the right to see the first
page. All subsequent pages will be left then
right, and so on.

1.13   Editing And Formatting Problems

          Editing And Formatting Problems

          Problem 1
          When I move my insertion point to
        the middle of a word, the letters
        in front of the insertion point
        disappear as I type.

```
Problem 2
When I move my cursor to the header
or footer and type some letters, the
screen flashes and nothing appears.


Problem 3
When I type using the 'MathRoman...'
fonts, my text appears in Greek and
in strange characters.


Problem 4
I am using Wordworth 3 on floppy
disks and the characters seem to take
ages to appear on screen after pressing
the keys.


Problem 5
I have highlighted some text and wish
to 'Drag and Drop' it to a different
paragraph. But when I click on the
selected block, the text is
deselected.
```

1.14 Editing And Formatting Problem 1

```
When I move my insertion point to the middle
of a word, the letters in front of the insertion
point disappear as I type.
------------------------------------------------
You seem to be in 'Overtype' mode. Press the 0
key on the numeric keypad so that the word
Overtype disappears from the Status Bar.
```

1.15 Editing And Formatting Problem 2

```
When I move my cursor to the header or footer and
type some letters, the screen flashes and nothing
appears.
------------------------------------------------
There is not enough room in the header of footer
for any characters.

Ensure that the Header and Footer Margins
("Document Options" requester, Format menu) plus
the height of your characters, is less than the Top
or Bottom Margin (Document command, Format menu).

For example:
If you are using 14pt text (0.2 inches in height)
```

and your Header margin is 0.2 inches. Your Top
margin should be at least 0.5 inches.

1.16 Editing And Formatting Problem 3

```
When I type using the 'MathRoman...' fonts, my
text appears in Greek and in strange characters.
-------------------------------------------------
The MathRoman fonts are symbol fonts that contain
Greek maths characters for use in mathematical
equations.

These fonts are embedded within other font files
and, therefore, cannot be deleted.
```

1.17 Editing And Formatting Problem 4

```
I am using Wordworth 3 on floppy disks, and the
characters seem to take ages to appear on screen
after pressing the keys.
-------------------------------------------------
Unfortunately, this is a drawback with floppy
disks.

When a character is typed, the letter is read in
from the disk and 'cached' (stored in memory).
This process will occur for each character typed.

However, once a letter has been cached and the
key is pressed again, it will appear on screen
almost instantly because it does not have to
access the disk.
```

1.18 Editing And Formatting Problem 5

```
I have highlighted some text and wish to 'Drag
and Drop' it to a different paragraph. But when
I click on the selected block, the text is
deselected.
-------------------------------------------------
This could be for two reasons:

 ~\textdegree{} Firstly, the 'Drag and Drop' facility has
    probably not been turned On from the "Text
    Settings" requester (Change Settings" command,
    Settings menu).

  \textdegree{} Secondly, the double-click delay in the
    Workbench Input preferences is set too long.
    Lower the delay value to elimate the problem.
```

1.19   Font Problems

```
        Font Problems


        Problem 1
        I have an Agfa font that I
    bought from the public domain, but
    when I try and type using this font
    nothing appears.


        Problem 2
        I cannot seem to install the fonts I
    got with my previous version of
    Wordworth.


        Problem 3
        When I double-click the
    'InstallOutlines' tool (WwTools
    drawer), it does not install the
    new fonts that I have just copied
    into my fonts drawer.


        Problem 4
        I can't seem to delete a font that I
    have installed for use with
    Wordworth 3.
```

1.20   Font Problem 1

```
I have an Agfa font that I bought from the
public domain, but when I try and type using this
font nothing appears.
------------------------------------------------
This may be because the font does not use 'Adobe
Standard Encoding', which means that Wordworth
cannot locate the correct character when a key
is pressed.

Wordworth 3 will hopefully be updated in the
future to accommodate these non-standard encoded
fonts.
```

1.21   Font Problem 2

```
I cannot seem to install the fonts I got with my
previous version of Wordworth.
------------------------------------------------
Read  Installing Additional Fonts
```

```
for information on how this can be done.
```

1.22   Font Problem 3

```
When I double-click the 'InstallOutlines' tool
(WwTools drawer), it does not install the new
fonts that I have just copied into my fonts
drawer.
------------------------------------------------
The InstallOutlines tool will only install
Agfa Intellifont fonts which are suffixed by
     '.type', '.typ' or '.lib',

Also ensure that all of the tool types on the
IntallOutlines tool are disabled (ie: have
brackets around them).
```

1.23   Font Problem 4

```
I can't seem to delete a font that I have
installed for use with Wordworth 3.
------------------------------------------------
You will need to do three things:

  \textdegree{} Firstly, delete the font file from its
    appropriate drawer.

  \textdegree{} Secondly, open up the UFST drawer, in the
    WwFonts drawer and choose
    Show-"All Files" from the Workbench Windows
    menu.

    Delete the 'FontList' file and the files
    ending in '.font' and '.otag' for the font
    you wish to delete.

  \textdegree{} Double-click 'InstallOutlines', WwTools
    drawer (floppy disk users will find this
    drawer on the Ww3System disk).
```

1.24   Printing Problems

```
            Printing Problems


            Problem 1
            When I print my document, some
          elements of my page are missing.
          Such as a couple of letters from
          the heading, or the TextEffects
```

```
                    object I have as a logo.


                      Problem 2
                      When I print my document, there are
                    blank spaces between the top and
                    bottom half of the text.


                      Problem 3
                      When I print my document, a blank
                    sheet of paper is fed through after
                    each page is printed.


                      Problem 4
                      When I print out my document, the
                    printout is very poor, with the
                    text looking extremely 'jaggy'.
```

1.25   Printing Problem 1

```
When I print my document, some elements of my
page are missing. Such as a couple of letters
from the heading, or the TextEffects object I
have as a logo.
-------------------------------------------------
The most common cause of this problem is due to
lack of memory.

To print a very smooth quality printout requires
a lot of memory because all of the text and
graphics on screen are scaled up about five times
larger.

You can increase the amount of memory available to
the system for printing by:

 \textdegree{} Decreasing the number of colours used for the
   screen ("Screen Settings", Settings menu).

 \textdegree{} Closing the Workbench screen ("Close Workbench",
   Settings menu).

 \textdegree{} Turn off the Rulers

Alternatively, the amount of memory needed for
the print job can be decreased by lowering the
Density level ("Print Setup", Project menu).
This will cause the printout to be printed in
a lower quality, but will use less memory.
```

1.26   Printing Problem 2

```
When I print my document, there are blank
spaces between the top and bottom half of the
text.
------------------------------------------------
Your printing problems seem to be due to the
printer automatically sending a line feed, after
the computer has already told the printer to move
on a line. This combination will cause large gaps
in your printout.

On most printers there is a facility called 'DIP
Switches' which are used to set up the printer.
Some newer printers have a LCD screen and menu
system for the same thing.

There is usually a DIP Switch or menu item for
'Automatic Line Feed', 'CR causes Line Feed',
'Send CR/LF' or something similar. These options
are used to tell the printer what to do at the
end of each line.

You must set this option to OFF or 'LF Only', to
stop the printer sending another line feed and
thus eliminate a blank space between two strips
of printing.
```

1.27   Printing Problem 3

```
When I print my document, a blank sheet of paper
is fed through after each page is printed.
------------------------------------------------
Because some printers have what is termed an
'Unprintable area', you must inform Wordworth
that it shouldn't print on certain parts of the
page.

This can be done by entering values into the
"Print Border" text gadgets ("Print Setup",
Project menu).

If you already have values in the text gadgets,
increase the Bottom-"Print Border" until the
problem goes away. If there are no values in
the text gadgets, try the following values:
   Top    - 0.25 in
   Bottom - 1.00 in
   Left   - 0.25 in
   Right  - 0.25 in
```

1.28 Printing Problem 4

```
When I print out my document, the printout is very
poor, with the text looking extremely 'jaggy'.
------------------------------------------------
You may be printing your document with a low
Density setting. Choose "Print Setup" (Project menu)
and increase the Density level.
Bitmap Fonts'.
```