Trouble

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Contents

Chapter 1

Trouble

1.1 Troubleshooting

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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 & 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 my
documents properly.
```

Problem 3
When I try and Save my document to
floppy disk, I get the message
'Ww5SEOutlines disk full'. I am
running from floppy disks.

Problem 4
When I draw a circle on screen, it
appears as an oval.

Problem 5
I have drawn a square in DPaint
and placed it in my document, but
it appears as a rectangle.

Problem 6
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 7
Is there any way to reduce the
disk swapping when running
Wordworth from a floppy disk
based system.

Problem 8
I have formatted my document into
facing pages but I can only see
one page at a time on screen.

Problem 9
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.

Problem 10
Why can't I use documents created
in Wordworth 5SE with my friends earlier
version, 3.0b.

Problem 11
The mouse-pointer freezes and I am unable
to continue using Wordworth whenever I
click on one of the popup gadgets.

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 window (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 my
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. Unfortunately,
Wordworth requires 2Mb of free memory to run
effectively.

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 3-4 times quicker in overall speed.
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1.5   General Problem 3

```
When I try and Save my document to floppy disk,
I get the message 'Ww5SEOutlines disk full'. I am
running from floppy disks.
--------------------------------------------------
By default, Wordworth saves all documents to a
drawer called Documents on the Ww5SEOutlines disk.

If this message appears, the disk has been filled
```

up with your documents and there is no space left
to save another.

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 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.

1.7   General Problem 5

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.
```

1.8   General Problem 6

```
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.
```

1.9   General Problem 7

```
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 much less disk
swaps.
```

1.10   General Problem 8

```
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.
```

1.11   General Problem 9

```
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.
```

1.12   General Problem 10

```
Why can't I use documents created in Wordworth
5SE with my friend's earlier version, 3.0b.
------------------------------------------------
If you wish to save a document so that it can be
used on earlier versions of Wordworth 3, then
choose "Save As" (Project menu) and select the
'Wordworth 3.0' format from the list.

A separate format is used because from version 3.1
of Wordworth, a new fast loading file format is
used and it is therefore incompatible with earlier
versions.
```

1.13   General Problem 11

```
The mouse-pointer freezes and I am unable to continue
using Wordworth whenever I click on one of the popup
gadgets.
------------------------------------------------------
This may be because of a Public Domain program called
'Sleeping Pointers' (or a similar program), which
changes the normal busy pointer into an animated
hour-glass. Programs that interfere with the operating
system and do things they shouldn't do can cause
problems for programs like Wordworth.
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If you remove this program from your system, you
should find this cures the problem.
```

1.14   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
        I am using Wordworth 5SE on floppy
    disks, on my Amiga 2000, and the
    characters seem to take ages to
    appear on screen after pressing
    the keys.


        Problem 4
        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.
```

1.15   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.
```

1.16   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.

1.17   Editing And Formatting Problem 3

I am using Wordworth 5SE on floppy disks, on my
Amiga 2000, 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 4

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


        Problem 2
        I can't seem to delete a font that I
    have installed for use with
    Wordworth 5SE.
```

1.20   Font Problem 1

```
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.
```

1.21   Font Problem 2

```
I can't seem to delete a font that I have
installed for use with Wordworth 5SE.
-------------------------------------------------
You will need to follow this procedure:

  \textdegree{} Firstly, delete the font file from its
    appropriate drawer (on hard-disk this will
    normally be in the Intellifont drawer,
    which is in Wordworth's WwFonts drawer).

  \textdegree{} Double-click 'InstallFonts', WwTools
    drawer (floppy disk users will find this
    drawer on the Ww5SESystem disk).

  \textdegree{} When asked if you want to add to the old
    fontlist or overwrite it, click the
   'Overwrite' button, then click 'Install' when
   asked to select the fonts drawer.
```

1.22   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
I have just printed out a document
that I created in Wordworth 3.0b and
a blank page was ejected after each
page. I am using the same "Print
Borders" as Wordworth v2 and v3.0b.

1.23 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 doing the following
things:

 \textdegree{} Choose the "Workbench-Close Workbench" command
   (Settings menu) to close the Workbench screen,
   this will save about 40K of memory.

 \textdegree{} Choose the "Change Settings" command (Settings

```
     menu) and select 'Screen'. Click the 'Screen
     Mode' button, and reduce the number of colours
     to 4.
```

  \textdegree{} Have only one document open at a time.

  \textdegree{} 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.

1.24   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.
```


1.25   Printing Problem 3

```
When I print my document, a blank sheet of paper
is fed through after each page is printed.
-------------------------------------------------
Because 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",
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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 - 0.75 in
  Left   - 0.25 in
  Right  - 0.25 in
```

1.26 Printing Problem 4

```
I have just printed out a document that I created
in Wordworth 3.0b and a blank page was ejected
after each page. I am using the same "Print
Borders" as Wordworth v2 and v3.0b.
-------------------------------------------------
This is due to an improvement in the  printing
technology. On some printers, the "Print Borders"
may have to be changed to eliminate these blank
pages being ejected.
```