The *Fancy Font*™ System: Trouble Shooting Guide

It is unlikely that you will experience any difficulty in operating the *Fancy Font* system. However, if you do have problems, follow the instructions below.

First, make sure you have the equipment listed under system requirements (*Fancy Font* will only work with the specified equipment). Second, follow all steps carefully from the *Getting Started* section. If you still have difficulty, reset your system and try entering line 6 of the getting started sheet:

Pfont Sample.ff +fo Romn12 RomnB12 RomnI12♪

Compare the output from your printer with the following samples. These samples represent the most frequent (albeit, rare) symptoms and explain the problem and its solution.

Symptom 1:

The printer rapidly prints many characters in no particular pattern, often with numerous form feeds (not shown in sample, sample is an approximation of output in this case).

Sample: ●laAGdast♪(ha987 9809 sddf ●● asd ●as df ●33w2r d44TE dsafWE as

Description: Your printer is not capable of printing in *graphics* mode.

Solution: Install Graftrax–80 or Graftrax–Plus in your printer (see your local Epson dealer). Graftrax is standard in all Epson printers manufactured since late 1982 – older printers must be upgraded. Graftrax is not standard in IBM printers, but is available as an option.

Symptom 2:

Missing dot rows and some random characters, possibly followed by numerous form feeds.

Sample:

Fancy Font Sample File

)D8!Look at this file with an editor, and also print the contents of the file D x!!HT!@\(t!@!

Description: Your printer is receiving only 7 out of every 8 bits of data being sent to it, thus whenever either the number 8 print hammer is to be struck or a number larger than 127 is used in a control code to the printer, the printer does not respond accurately.

Solution: For serial interfaces make sure that **no parity** is selected and that 8 bit transmission is enabled (set both printer and computers accordingly). For

parallel interfaces (rare) a modification may be required if 1 of the 8 data bits is grounded or used as a data strobe. Apple owners see instructions regarding Apple printer interface cards.

Symptom 3:

Some characters are blurred, printer possibly making extra, short passes.

Sample:

Fancy Font Sample File

Look at this file with an editor, and also print the contents of the file using Pfont. This will provide an example of use for many *Fancy Font* commands. This paragraph

Description: The Epson printer normally maintains excellent registration and therefore can attain high print quality in conjunction with *Fancy Font*. However, the print head must be kept in constant motion once it has started across the page. To keep the motion constant, the printer must be sent data at a fast enough rate; if not, the print head will make extra passes (to get a *running start*) and will lose registration. An old model Epson serial card (either unlabeled or marked as Epson 8145) is flawed in its design and may not be able to communicate properly for graphics such as are used with *Fancy Font*.

Solution: Increase the communication rate to a *minimum* of 2400 baud, make sure to set both the computer and printer switches accordingly. Osborne owners, it is difficult to make the Osborne serial port communicate faster than 1200 baud, we recommend using your parallel (IEEE) port. If you are using an old interface card as described above, try a) using 2 stop bits at 9600 baud communication rate, b) select a slower baud rate (faster than 1200 baud and slower than 9600 baud), and c)contact your Epson dealer for assistance.

Symptom 4:

Extra new lines during printing.

Sample:

Fancy Font Sample File

Look at this file with an editor, and also print the contents of the file using Pfont.

Description: The Epson printers, when properly equipped, can perform line feeds of one 216th inch. Your printer is not responding appropriately to a one 216th inch

line feed request.

Solution: If you have an MX100 printer, it does not have Graftrax installed. You must install Graftrax; older MX100 printers have only a partial graphics capability and can not perform the one 216th inch line feed.

Symptom 5:

No output from printer (perhaps bell sounds).

Sample:

Description: Most likely your printer is not connected to your computer and will not work with any software. Alternatively, you may have an Epson #8141 serial interface card.

Solution: Make sure your printer is turned on, all cables are connected securely at both ends, etc. Check to see that your printer works with your computer (e.g. type Control–P and then type return a few times). If your printer works, but does not print with *Fancy Font*, you have a printer interface which will not work in graphics mode. If you have an Epson 8141 serial interface card in your printer, you must either use a parallel connection to your printer (remove the 8141) or purchase a new serial card. The Epson 8141 card is incompatible with the Graftrax graphics modes. Contact your Epson dealer for more information.

Other Problems

Solution: Generate a *trouble report* by capturing as detailed information as possible from both the screen and printer. Bring this actual output and description to your dealer or send to SoftCraft. Make sure to indicate your serial number, version, name and address, model and make of the computer, printer, operating system, type of printer interface and any other pertinent information.

IBM PCDOS 2.0 Users

PCDOS 2.0 normally causes Fancy Font to run noticeably slower than it does with PCDOS 1.1 (or MSDOS 1.1). This is because PCDOS 2.0 introduced substantial overhead in the software printer interface to allow for features such as I/O redirection. This version of Fancy Font allows you to speed up its operation if you are using the parallel port at the expense of losing the printer I/O redirection feature of PCDOS 2.0. The speedup feature cannot be used when the printer is connected to the serial port and this feature may not work on machines other than the IBM PC.

In addition, the "<" character that Pfont uses for parameter input file redirection does not work on DOS 2.0, so we allow you to use "@" instead. For example, "pfont @text.ffi" will read parameters from the file text.ffi.

Each of the three programs, Pfont, Efont, and Cfont, look in a profile file called fancfont.pro to see what type of printer is being used. To enable the speedup feature this profile must indicate that the parallel printer port is to be used directly. The distribution disks are set up with the speedup disabled. A two second operation enables the speedup. The change the profile, put your working copy of Fancy Font disk 1 in drive A, log to drive A and type:

```
copy fancfont.par fancfont.pro
```

Copy the new fancfont.pro onto other disks, if necessary, for use with Efont and Cfont.

Fancfont.eps is a copy of the original fancfont.pro (i.e., the one with the speedup disabled). Here is what these two files contain.

Fancfont.eps

```
printer.type mx80,
number.of.columns.on.screen 80,
number.of.rows.on.screen 24,
backspace.key.input.code 8,
backspace.output.string 8 32 8;
```

Fancfont.par

```
printer.type mx80 parallel,
number.of.columns.on.screen 80,
number.of.rows.on.screen 24,
backspace.key.input.code 8,
backspace.output.string 8 32 8;
```

Note, the only difference is the word "parallel" was added after "mx80" (with a space between the words). The word "mx80" can be replaced by "mx100", "gemini10", or "gemini15". See the Gemini Users instruction sheet or Appendix 5 for details on the rest of the profile file.