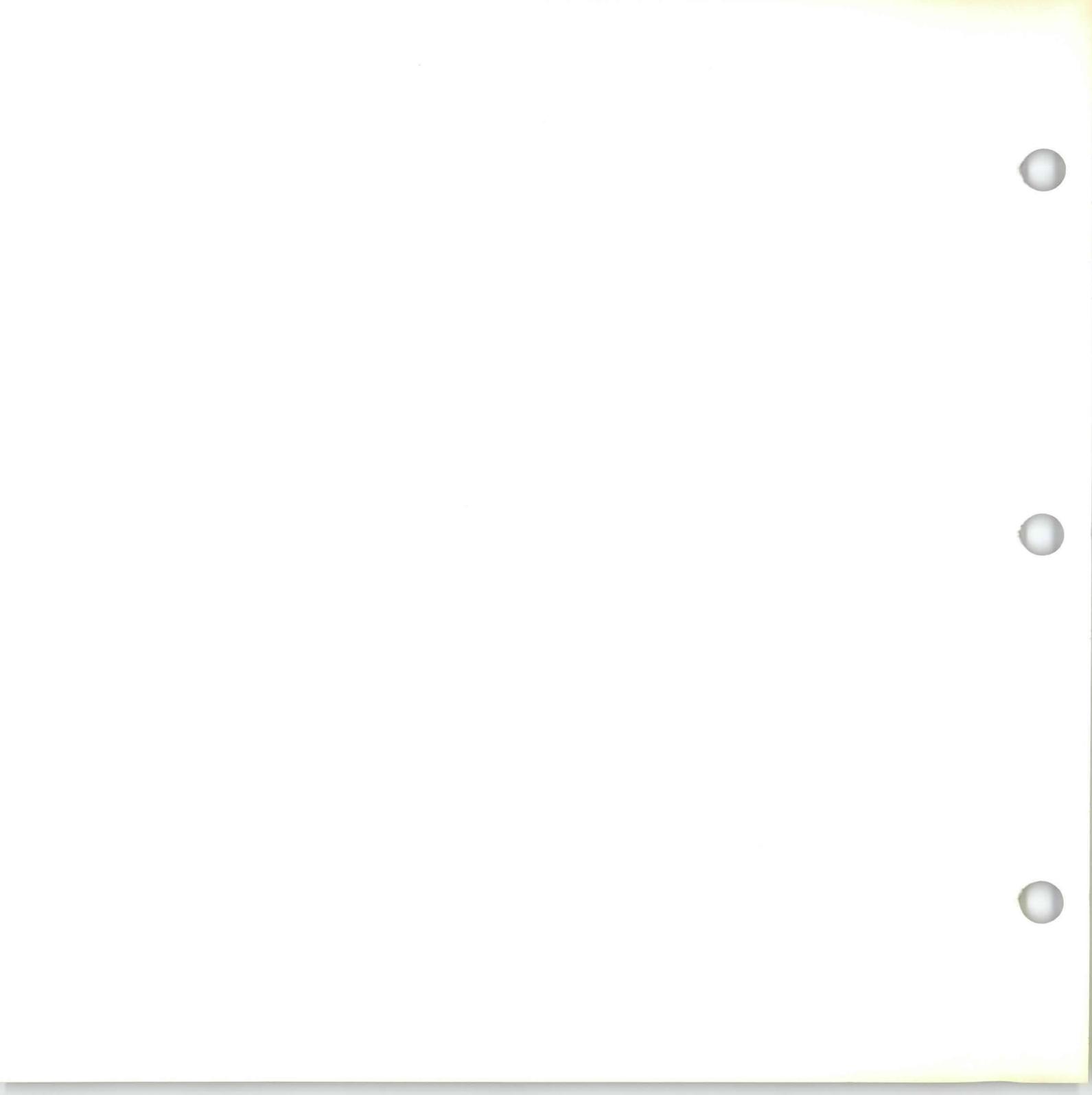


**Problem Solver**



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**First Edition (June 1983)**

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## **ABOUT THIS BOOK**

### **Purpose and Audience**

This book is intended for operators who use the IBM Displaywriter System.

### **Contents**

This book contains some of the most common operational problems that can occur while performing real work applications on your Displaywriter.

### **Related Publications**

A description of related publications is provided in the *Operator Guide to Training*.

### **Data Security**

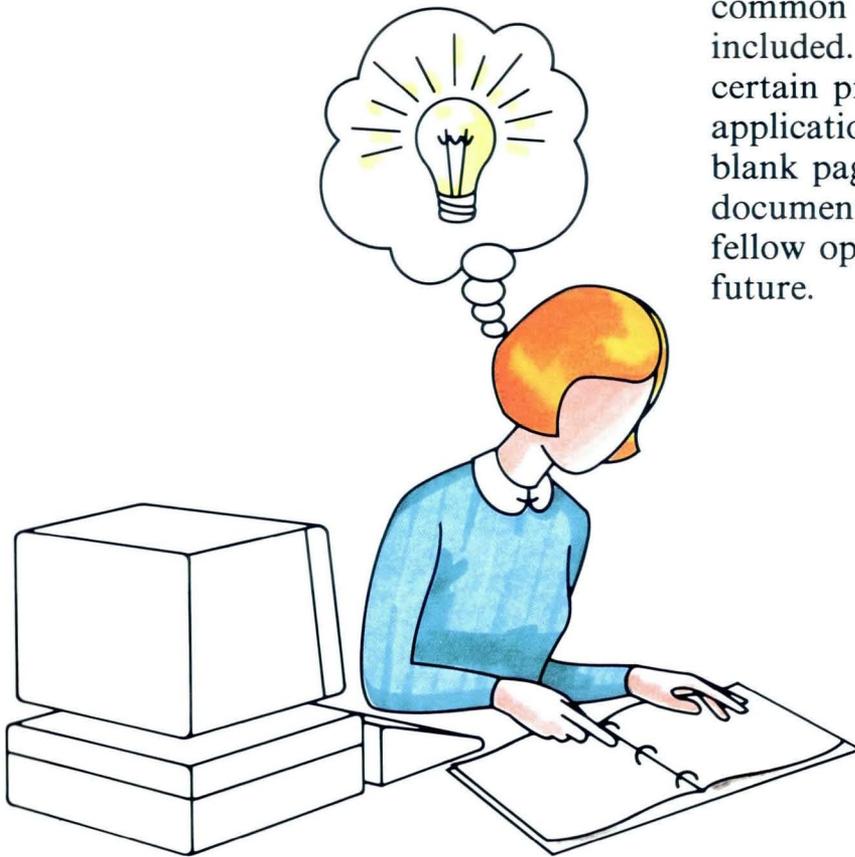
All magnetic media are subject to physical damage, erasure, and loss for a variety of reasons, including operator error, accidental occurrences, and machine malfunction. In addition, magnetic media are subject to theft. Therefore, an integral part of any informational system should be to establish and implement backup (duplication) procedures. The customer, not IBM, is solely responsible for establishing and implementing all such procedures.



### INTRODUCTION

Solving problems on your own saves you time and helps you prevent them from recurring in the future.

This book is designed to help you solve certain *operational* problems that may occur during and after training. Only common operational problems are included. Therefore, you may encounter certain problems specific to your work applications that are not included. Use the blank pages at the back of each tab to document your special problems so you (or fellow operators) can refer to it in the future.





### HOW TO USE THIS BOOK

1. First, ask yourself when the problem happened.  
Did the problem occur when you were:
  - Creating or revising **COLUMNS**?
  - Using the **SPELL** function?
  - Using the **MERGE** function?
  - **PRINTING** a document?
  - Creating or revising **TEXT**?
2. Locate the tab for the area you selected and open to the table of contents page that lists the possible problems for that area. Identify your problem and go to the appropriate page.
3. Turning to the problem page, you will see the problem at the top, the probable cause(s) of the problem, and steps for correcting the problem.

Occasionally, a problem will have different possible causes and corresponding corrections. Simply identify the cause of your situation and perform the corrective steps.



## Problem Solver / Table of Contents

PROBLEMS CREATING OR REVISING COLUMNS	PAGE
When attempting to create or revise a column, the Column Layout menu appears. The Column Layout menu has already been filled in.	3
Numbers following a decimal point are beyond the right margin of the column.	4
Unexpected <i>t</i> or <i>a</i> appears in the Column Layout menu.	5
Columns that were separate have been joined; tab settings are incorrect.	6
In attempting to move a column to become the <i>last</i> column of a table, the Displaywriter moved it to the second to last column instead.	7
Do not want equal space between the columns when using Column Layout.	8
After completing the Column Layout menu, the old tabs are still on the scale line in the Column Layout typing area.	9
Cannot revise margins in the table.	10
Highlighting for column operations (Move, Delete, Copy) is not carrying over from page to page.	11
Highlighting for column operations (Move, Delete, Copy) stops before the end of the column or table on a single page.	12
Columns of numbers followed immediately by a percent sign will not add when using ADD or COLUMN ADD.	13
Columns typed in proportional spacing align correctly on the screen but print incorrectly.	14

**Note:** *If you cannot locate your problem in this area, check the area for Creating or Revising TEXT.*



**PROBLEM:**

*When attempting to create or revise a column, the Column Layout menu appears. The Column Layout menu has already been filled in.*

**PROBABLE CAUSE**

You pressed the COLUMN key and responded to the prompt “Press ENTER to Revise Column. Press COLUMN to create column” by pressing COLUMN. The Column Layout menu has already been filled in.

**CORRECTION**

1. Press ENTER to return to the typing area.
2. Place the cursor at the location where you want to create the new column or revise an existing column.
3. Press COLUMN.
4. Press ENTER.
5. Type the new column or revise the existing column.
6. Press ENTER.

**PROBLEM:**

*Numbers following a decimal point are beyond the right margin of the column.*

---

**PROBABLE CAUSE**

**CORRECTION**

---

You did not type *a*'s for the numbers after the decimal point in the Column Layout menu.

1. Place the cursor on the line that contains the Begin Table code.
2. Press LAYOUT.
3. Add the *a*'s after the decimal point in each column that requires it.
4. Press LAYOUT to readjust spacing.
5. Press ENTER to return to the typing area.

**PROBLEM:**

*Unexpected t or a appears in the Column Layout menu.*

**PROBABLE CAUSE**

The current tab settings are not the same as the original tab settings set when the table was created. This happens when you use COPY, MOVE, or GET to move the Begin Table code, but do not move the Format Change code preceding it.

**CORRECTION**

1. If in a layout menu, press CANCL to return to the typing area.
2. Set Display Codes to Yes.
3. Delete the Format Change code preceding the Begin Table code. Delete the Begin Table code. Delete the End Table code and the Format Change code following it.
4. Move the cursor to the left margin for the first line of the table.
5. Press COLUMN LAYOUT and create the table again *exactly* as you did originally. Do *not* press ENTER.
6. Move the cursor past the last line of the table.
7. Press ENTER. The correct Format Change codes and the Begin and End Table codes will be inserted automatically.
8. Set Display Codes to No.

**PROBLEM:**

*Columns that were separate have been joined; tab settings are incorrect.*

**PROBABLE CAUSE**

**CORRECTION**

You *changed* the tab settings in the format change preceding the Begin Table code.

**OR**

You *added* a format change before the Begin Table code.

**OR**

You accidentally *deleted* the format change preceding the Begin Table code.

1. If in a layout menu, press CANCL to return to the typing area.
2. Set Display Codes to Yes.
3. Delete the Format Change code preceding the Begin Table code. Delete the Begin Table code. Delete the End Table code and the Format Change code following it.
4. Move the cursor to the left margin for the first line of the table.
5. Press COLUMN LAYOUT and create the table again *exactly* as you did originally. Do *not* press ENTER.
6. Move the cursor past the last line of the table.
7. Press ENTER. The correct Format Change codes and the Begin and End Table codes will be inserted automatically.
8. Set Display Codes to No.

**PROBLEM:**

*In attempting to move a column to become the last column of a table, the Displaywriter moved it to the second to last column instead.*

**PROBABLE CAUSE**

In response to the prompt "To Where?", you did not move the cursor to or beyond the right margin before you pressed ENTER.

**CORRECTION**

1. Move the cursor to the column you want to move.
2. Press MOVE and COLUMN.
3. When prompted "To Where?", move the cursor *beyond* the right margin.
4. Press ENTER.

**PROBLEM:**

*Do not want equal space between the columns when using Column Layout.*

---

**PROBABLE CAUSE**

**CORRECTION**

---

Column Layout automatically provides equal space between each column. Do not press LAYOUT if you do not want this equal space.

1. Place the cursor under the Begin Table code.
2. Press LAYOUT.
3. Insert extra space between columns by pressing COLUMN and/or use BKSP to remove spaces you do not want between columns.
4. Do *not* press LAYOUT.
5. Press ENTER to return to the typing area.

**PROBLEM:**

*After completing the Column Layout menu, the old tabs are still on the scale line in the Column Layout typing area.*

**PROBABLE CAUSE**

After typing *a*'s in the Column Layout menu, you pressed ↓ instead of ENTER.

**CORRECTION**

1. Press CANCL.
2. Complete the Column Layout menu again.
3. Press ENTER to return to the typing area.

**PROBLEM:**

*Cannot revise margins in the table.*

**PROBABLE CAUSE**

You did not revise the correct format selection menu.

**OR**

You revised the correct format selection menu for margins and tabs, but did not readjust the entries in the Column Layout menu.

**CORRECTION**

1. Set Display Codes to Yes.
2. Place the cursor under the Line Format Change code that precedes the Begin Table code.
3. Press ENTER to go to the Format Selection menu.
4. Select Change Margins and Tabs and change the margin(s).
5. Press ENTER enough times to return to the typing area.
6. Place the cursor under the Begin Table code and press ENTER.
7. Press LAYOUT to redistribute the space equally between columns.
8. Press ENTER to return to the typing area.
9. Set Display Codes to No.

**PROBLEM:**

*Highlighting for column operations (Move, Delete, Copy) is not carrying over from page to page.*

---

**PROBABLE CAUSE**

Column operations only work within a page. The Page End code acts the same as an End Table code, which prevents highlighting from going past the Page End code.

**CORRECTION**

Copy the Format Change code and Begin Table code to the beginning of the next page.

**PROBLEM:**

*Highlighting for column operations (Move, Delete, Copy) stops before the end of the column or table on a single page.*

---

**PROBABLE CAUSE**

**CORRECTION**

---

Column operations only work between the Begin and End Table codes. A code, such as a Page End code or a Format Change code, is between the Begin and End Table codes and is acting the same as an End Table code.

1. Set Display Codes to Yes.
2. Delete the extra code that is acting as an End Table code.
3. Set Display Codes to No.

**PROBLEM:**

*Columns of numbers followed immediately by a percent sign will not add when using ADD or COLUMN ADD.*

**PROBABLE CAUSE**

The percent sign tells the Displaywriter to calculate a percentage. By pressing ADD or COLUMN ADD you are instructing the Displaywriter to add, which conflicts with the percentage instruction.

**CORRECTION**

If the percent sign must immediately follow the number with no space in between:

1. Type the number.
2. Type a required space.
3. Press REQD BKSP.
4. Type the percent sign.

**OR**

If there can be a space between the percent sign and the number:

1. Type the number.
2. Type a space.
3. Type the percent sign.

**PROBLEM:**

*Columns typed in proportional spacing align correctly on the screen but print incorrectly.*

**PROBABLE CAUSE**

The columns were typed and printed in proportional spacing. Specific tabs were set, but not far enough apart.

**OR**

Specific tabs were not set for each individual column.

**CORRECTION**

In the **Margins and Tabs** menu, revise the tab settings so that there is enough room for the longest entry in each column.

1. In the **Margins and Tabs** menu, delete the unnecessary tab settings.
2. Revise the columns by deleting the unnecessary **Tab code(s)**.

## Problem Solver / Columns

*PROBLEM:*

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**PROBABLE CAUSE**

**CORRECTION**

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**PROBLEMS USING THE SPELL FUNCTION**

**PAGE**

---

Checked spelling of a document. When canceling the highlighting, entire blocks of text highlight, and/or highlighting jumps from blocks of text to other blocks of text.

3

---

Spelling supplement did not duplicate to new program diskette.

4

---

When using Spell Check, page endings changed from the previous version.

5

---



**PROBLEM:**

*Checked spelling of a document. When canceling the highlighting, entire blocks of text highlight, and/or highlighting jumps from blocks of text to other blocks of text.*

**PROBABLE CAUSE**

An End Spelling code ( † ) was deleted. The Begin and End Spelling codes work in pairs.

**CORRECTION**

1. Use FIND to locate the Begin Spelling code that isn't paired with an End Spelling code.
2. Delete the Begin Spelling code.

**PROBLEM:**

*Spelling supplement did not duplicate to new program diskette.*

---

**PROBABLE CAUSE**

The Displaywriter was initially loaded with the old program diskette.

**CORRECTION**

1. Turn the power off then on.
2. Load the new program diskette.
3. Duplicate the spelling supplement.

**PROBLEM:**

*When using Spell Check, page endings changed from the previous version.*

**PROBABLE CAUSE**

The paginate document defaults on the program diskette are for Paginate in Typing Tasks. Paginate defaults on the program diskette were personalized with Adjust Page Endings set to No. The defaults do not affect Spell Check, Paginate, or Hyphenate in Spelling Tasks.

**CORRECTION**

Add or delete Page End codes as necessary.

**Note:** If pagination is not wanted during Spell Check, change the choice for Hyphenation/Pagination to No in the Check Document Defaults menu before checking spelling.

**OR**

Personalize the program diskette in the Check Document Defaults menu by setting Hyphenation/Pagination to No.

**OR**

1. Spell Check the document. Set Hyphenation/Pagination to NO in the Check Document menu.
2. When the Spell Check has completed, load Typing Tasks.
3. Paginate the document as a separate task.



## Problem Solver / **Spell**

*PROBLEM:*

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**PROBABLE CAUSE**

**CORRECTION**

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<b>PROBLEMS USING THE MERGE FUNCTION</b>	<b>PAGE</b>
When merging with a named variable, specific pages need to be merged again.	3
When merging with a named variable, variables printed too far right or left.	4
When merging with a named variable, pages number consecutively, rather than starting over for each new set.	5
A printed merge job has errors in variables of specific pages.	6
A printed reference copy of a shell containing variable names displays correctly, but prints incorrectly.	7
Want to complete an interrupted merge job.	8
Stop codes move or are in the wrong place when typing variables.	9



**PROBLEM:**

*When merging with a named variable, specific pages need to be merged again.*

---

**PROBABLE CAUSE**

Corrections were made to specific pages of the fill-in document, or you added more pages to the fill-in document, making it necessary to merge only those pages.

**CORRECTION**

1. Go to the Merge with Named Variable Setup menu.
2. Select System Page Number(s) and type the specific page numbers of the fill-in document to be merged again.

**Note:** Up to ten pages can be specified.

**PROBLEM:**

*When merging with a named variable, variables printed too far right or left.*

---

**PROBABLE CAUSE**

There are extra tab settings that are not needed in the shell document.

**CORRECTION**

Revise the document format for the shell to include *only* the necessary tab settings.

**PROBLEM:**

*When merging with a named variable, pages number consecutively, rather than starting over for each new set.*

---

**PROBABLE CAUSE**

You chose System Page Number in the Header/Footer menu for the shell rather than Page Number.

**CORRECTION**

1. Access the shell document's header or footer menu.
2. Press INSTR.
3. Select Page Number (instead of system page number).
4. Revise any other Format Change codes that change the header or footer.
5. Merge the documents again.

For information on page numbering see *Common Text Applications*, Lesson 5, Segment 1.

**PROBLEM:**

*A printed merge job has errors in variables of specific pages.*

---

**PROBABLE CAUSE**

You typed variable names incorrectly in the fill-in document.

**CORRECTION**

1. Correct the variables as necessary by checking that the spelling for the variable names specified in the fill-in document matches the variable names in the paragraph library or shell document.
2. Go to the Merge with Named Variable Setup menu.
3. Select System Page Numbers and type the *specific* page numbers of the fill-in document that should be merged again.

**Note:** Up to ten page numbers can be specified.

**PROBLEM:**

*A printed reference copy of a shell containing variable names displays correctly, but prints incorrectly.*

**PROBABLE CAUSE**

During printing, if the variable names are different lengths, the Displaywriter condenses the line to prevent printing past the right edge of the paper. Lines that extend past the paper's edge are printed as two lines.

**CORRECTION**

1. Create a fill-in document using the variable names list with the actual variable names as variables.

For example, if the three variable names to be merged with a shell document are the date, inside address, and signature, prepare a fill-in document as follows:

```
⌘date⌘*date*  
⌘inside address⌘*inside address*  
⌘signature⌘*signature*
```

2. Merge the fill-in document with the shell to produce a reference copy. The asterisks will point out the places where variables will be specified. The Displaywriter will not condense the line during merge.

**PROBLEM:**

*Want to complete an interrupted merge job.*

**PROBABLE CAUSE**

You ended the job and decided to continue the merge task later.

**CORRECTION**

1. Duplicate the fill-in document using Work Diskette Tasks.
2. Go to the duplicated document using Revise Document.
3. To delete fill-in pages that have already been merged, press DEL on page 1.
4. Press GO TO and type the page number for the last page of variables you want deleted.
5. Press ENTER. The last page will display.
6. Press ↓ to highlight to the end of the page.
7. Press ENTER. The pages will delete.
8. Start the merge job again using the revised fill-in document.

**PROBLEM:**

*Stop codes move or are in the wrong place when typing variables.*

**PROBABLE CAUSE**

The shell document contains Stop codes at tab settings. When you created the shell document, you didn't delete the unnecessary tab settings.

**OR**

When the new document was created, you used GET to get the shell document or pages from another document. The Displaywriter does not bring the document format along with the shell's contents when using GET.

**CORRECTION**

Revise the shell to include only the necessary tab settings.

1. Go to page 1 of the original shell document.
2. Press CHG FMT.
3. Go to the Page Format menu and retype any menu item and choice in the menu. For example, reenter the First Typing Line choice to be exactly as specified for the shell's document format. This retains the page level format change and also retains the document format or alternate format choices.
4. Press ENTER to return to the typing area. The format change is now a part of the page and will come with the page when you use GET.

**Note:** If you are getting stored paragraphs, only the first paragraph needs the Page Format Change code. Do not add a Page Format Change code to each stored paragraph (unless it is required).

**OR**

Change the new document format to match the shell document format.



*PROBLEM:*

---

**PROBABLE CAUSE**

**CORRECTION**

---



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<b>PROBLEMS PRINTING A DOCUMENT</b>	<b>PAGE</b>
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Only specific pages need printing, not the entire document.	4
A single line on the screen prints as two lines.	5
Too much space prints between some lines or paragraphs.	6
Lines won't justify.	7
Only the last line of the page won't justify.	8
The words in a short line on the screen spread across the page when printed.	9
Blank page(s) prints in the middle of the document.	10
Blank page prints at the end of the document.	11
Page numbers print incorrectly or don't print at all.	12
Unwanted Headers/Footers print on pages.	13

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<b>PROBLEMS PRINTING A DOCUMENT</b>	<b>PAGE</b>
Headers/Footers print unwanted text.	14
After selecting continuous paper in the Print Document menu, the system prompts for manual feed paper.	15
Continuous labels (or paper) index incorrectly, or printer doesn't print continuously.	16
A printed reference copy of a shell document containing variable names displays correctly, but prints incorrectly.	17
Columns typed in proportional spacing align correctly on the screen but print incorrectly.	18
<b>The following problems are related to pagination but may appear during Printing:</b>	
Begin and End Keep codes don't work during pagination.	19
Titles or headings that must stay on one page split between pages.	20
Paragraphs that must stay on the same page split between pages.	21
After pagination, some pages have only a few lines of text.	22, 23

---

**PROBLEM:**

*Document printed more than once, or printer prompts to load paper for another printing.*

---

**PROBABLE CAUSE**

The document was mistakenly requested to print more than once.

**CORRECTION**

Press Cancel at the printer.

**OR**

1. Press REQST.
2. Choose Display Print Queue or Cancel Print Job to display the print queue.
3. Cancel the printing of the unwanted document.

**PROBLEM:**

*Only specific pages need printing, not the entire document.*

---

**PROBABLE CAUSE**

Only specific pages were revised and need to be printed.

**CORRECTION**

If you do not need to work with a different document while some of these pages are printing:

1. Go to the typing area for the desired page(s).
2. Press **PRINT**.
3. Perform Steps 1 and 2 for all desired pages.
4. Press **END**.

**Note:** In a printer-sharing environment, the other work stations cannot use the printer until your pages finish printing and you have pressed **END**.

**OR**

1. Press **REQST**.
2. In the **Print Document** menu, specify the desired pages using the **Print From Page** and **Print Through Page** options.
3. Do this as many times as required to print all of the specific pages.

**PROBLEM:**

*A single line on the screen prints as two lines.*

**PROBABLE CAUSE**

You pressed INDEX by accident, somewhere on the line.

**CORRECTION**

1. Set Display Codes to Yes.
2. Move the cursor to the Index code (  ) on the affected line or press Find to find the Index Code.
3. Delete the unwanted Index code(s).
4. Set Display Codes to No.

**PROBLEM:**

*Too much space prints between some lines or paragraphs.*

**PROBABLE CAUSE**

**CORRECTION**

You pressed RETURN or INDEX more times than needed.

1. Set Display Codes to Yes.
2. Move the cursor to the extra Carrier Return or Index codes and delete them.

**PROBLEM:**

*Lines won't justify.*

**PROBABLE CAUSE**

The lines that won't justify end with a Required Carrier Return code or an Index Return code.

**OR**

The lines that won't justify end with a Carrier Return code followed by a Tab, space(s), Format Change, Carrier Return, Required Carrier Return, Index Return, Required Tab, or Required Page End code on the next line.

**Note:** The above combination of codes identify a new paragraph. The Displaywriter does not justify the *last* line of a paragraph.

**CORRECTION**

If these codes are needed, you will be unable to justify the line preceding these codes.

If the codes are not needed:

Set Display Codes to Yes and delete them.

**PROBLEM:**

*Only the last line of the page won't justify.*

---

**PROBABLE CAUSE**

The last line of a page will not justify if the following page begins with a Format Change code.

**OR**

The lines that won't justify end with a Carrier Return code followed by a Tab, space(s), Format Change, Carrier Return, Required Carrier Return, Index Return, Required Tab, or Required Page End code on the next line.

**Note:** The above combination of codes identify a new paragraph. The Displaywriter does not justify the *last* line of a paragraph.

**OR**

The page on which the last line is not justifying is the last page of the document, which is not supposed to justify.

**CORRECTION**

If you want the *last* line to justify, delete the Format Change code.

**OR**

1. Place the cursor on the last line of the page.
2. Press carrier return.
3. Press STOP.
4. Print the page again.

**PROBLEM:**

*The words in a short line on the screen spread across the page when printed.*

**PROBABLE CAUSE**

Justify was selected in the document format as well as in any format changes within the document. The Displaywriter is attempting to justify this short line. This line ends with a regular carrier return. Short lines that you do not want justified must end with a Required Carrier Return code.

**CORRECTION**

1. Go to the affected line on the screen.
2. Place the cursor under the Carrier Return code, and delete it.
3. Add a Required Carrier Return code.

**PROBLEM:**

*Blank page(s) prints in the middle of the document.*

---

**PROBABLE CAUSE**

The page has a space(s), Carrier Return code(s), a Required Page End code, or a Page End code at the left margin on the first line of blank page.

**CORRECTION**

1. Go to the blank page and set Display Codes to Yes.
2. Locate any extra spaces, Carrier Return code(s), or Required Page End codes and delete them.
3. Paginate the document.

**PROBLEM:**

*Blank page prints at the end of the document.*

**PROBABLE CAUSE**

The last page of the document contains space(s), Carrier Return code(s), or a Required Page End code.

**CORRECTION**

1. Go to the last page of the document.
2. Delete the extra space(s), Carrier Return code(s), or Required Page End code so that only a Page End code is on the first line at the left margin.
3. Paginate the document.

**PROBLEM:**

*Page numbers print incorrectly or don't print at all.*

---

**PROBABLE CAUSE**

You did not revise the header or footer in the document format.

**OR**

You did not revise the header or footer from the Page Format Change code in the document.

**OR**

After revising the formats, you did not paginate.

**OR**

You entered the page number incorrectly. You made the wrong selection in the Instruction menu for headers and footers.

**CORRECTION**

---

1. Verify and revise the document format or any page format changes in the document or both.

2. Repaginate the document.

1. Delete the old Instruction code in the Header/Footer menu.

2. Press INSTR.

3. Type the system page number or page number to reset the numbering.

4. Revise any format changes within the document, if necessary.

**PROBLEM:**

*Unwanted Headers/Footers print on pages.*

**PROBABLE CAUSE**

You did not delete the header or footer in the document format.

**OR**

You did not delete the header or footer from any page format changes in the document.

**OR**

After revising the formats, you did not paginate.

**CORRECTION**

1. Verify and revise the document format and/or any format changes in the document.
2. Repaginate the document.

**PROBLEM:**

*Headers/Footers print unwanted text.*

---

**PROBABLE CAUSE**

**CORRECTION**

---

You did not revise the header or footer in the document format.

**OR**

You did not revise the header or footer from any page format changes in the document.

**OR**

After revising the formats, you did not paginate.

1. Verify and revise the document format and/or any page format changes in the document.

2. Repaginate the document.

**PROBLEM:**

*After selecting continuous paper in the Print Document menu, the system prompts for manual feed paper.*

**PROBABLE CAUSE**

Program diskette defaults are not set for continuous paper in the Printer Description menu, and/or the option in the Page Format menu for Printing Paper Source is set to Manual Feed.

**CORRECTION**

1. Change the Printer Description menu in Textpack Program Diskette Tasks to Continuous Paper.
2. Make sure the Printing Paper Source option in the Page Format menu is 1 = Top.

**PROBLEM:**

*Continuous labels (or paper) index incorrectly, or printer doesn't print continuously.*

**PROBABLE CAUSE**

**CORRECTION**

Program diskette defaults are not set for Continuous Paper in the Printer Description menu, and/or the option in the Page Format menu to Printing Paper Source is set to Manual Feed.

**OR**

The paper size is incorrect.

**OR**

The continuous paper being used does not have correct horizontal perforations. To ensure proper alignment, the perforations on continuous paper should be in 1/2-inch increments when using a tractor-feed or pin-feed platen.

1. Change the Printer Description menu to Continuous Paper.
2. Change the Page Format menu to reflect top drawer.
3. Use your conversion ruler to determine the paper size. Measure from the top of one label perforation on the label or paper to the top of the next.
4. Convert from inches to millimeters to the nearest 10th using the Metric Conversion Chart in the *Reference Book* if necessary.
5. Indicate the correct paper size in the Page Format menu. Reload the paper. The arrow key on the printer must be the last printer control pushed when loading continuous-form paper.

For more information on loading continuous form paper see the *IBM Displaywriter System Printer Guide*.

**PROBLEM:**

*A printed reference copy of a shell containing variable names displays correctly, but prints incorrectly.*

**PROBABLE CAUSE**

The variable names print as the shell is printed. Because the variable names may be of different lengths, the Displaywriter condenses the lines during printing to keep the lines from printing past the right edge of the paper. Lines that will extend past the paper's edge are printed as two lines.

**CORRECTION**

1. Create a fill-in document using the variable names list with the actual variable names as variables. For example if the three variable names to be merged with a shell document are for the date, inside address, and signature, prepare a fill-in document as follows:

⌘date⌘\*date\*

⌘inside address⌘\*inside address\*

⌘signature⌘\*signature\*

2. Merge the fill-in document with the shell to produce a reference copy. The asterisks will point out the places where variables will be specified.

**PROBLEM:**

*Columns typed in proportional spacing align correctly on the screen but print incorrectly.*

**PROBABLE CAUSE**

When the columns were typed and printed in proportional spacing, individual tabs were set, but not far enough apart.

**OR**

Specific tabs were not set for each individual column.

**CORRECTION**

In the margins and tabs menu, revise the tab settings so that there is enough room for the longest entry in each column.

1. Revise the tab settings deleting the unnecessary tabs.
2. Revise the columns by deleting the unnecessary tab codes.

**PROBLEM:**

*Begin and End Keep codes don't work during pagination.*

**PROBABLE CAUSE**

One or more Begin Keep code exists without a corresponding End Keep code.

**OR**

The Begin and End Keep codes border more text than one page can hold.

**OR**

There is a Required Page End code between the Begin Keep and End Keep codes. These are conflicting codes.

**OR**

The Begin Keep code is on one page and the End Keep code is on the next page. The second page begins with a Page Format Change code, which conflicts.

**CORRECTION**

1. Set Display Codes to Yes.
  2. Use the FIND key to find each Begin and End Keep code.
  3. Check that each Begin Keep code has a corresponding End Keep code associated with it. Add or delete Begin and End Keep codes as needed.
  4. Check that the number of lines between the Begin Keep code and the End Keep code does not exceed your page length.
  5. Set Display Codes to No.
  6. Repaginate the document.
- 
1. Go to the affected page and set Display Codes to Yes.
  2. Use the FIND key to find the Required Page End code and delete it.
  3. Paginate the document.
- 
1. Go to the page with the End Keep code and set Display Codes to Yes.
  2. Review the page format change code at the top of the page.
  3. If the format change code is not needed, delete it. If it is needed, move the text beginning with the Begin Keep code up to, but not including, the Page End code to the next page after the Page Format Change code.
  4. Repaginate the document.

**PROBLEM:**

*Titles or headings that must stay on one page split between pages.*

---

**PROBABLE CAUSE**

Pagination determines the last line of the page by using the choice specified for last typing line.

**CORRECTION**

1. Go to the page where the title or heading begins.
2. Place the cursor under the beginning of the text to be kept together, and insert a Begin Keep code.
3. Go to the next page. Place the cursor under the last character of the end of the text you want kept together, and insert an End Keep code.
4. Repaginate the document.

**Note:** The number of lines between the Begin Keep code and End Keep code cannot exceed the page length.

For more information on Begin and End Keep Codes, see *Common Text Applications*, Lesson 3, Segment 1.

**PROBLEM:**

*Paragraphs that must stay on the same page split between pages.*

---

**PROBABLE CAUSE**

Pagination determines the last line of the page by using the choice specified for last typing line.

**CORRECTION**

1. Go to the page where the split paragraph begins.
2. Place the cursor at the beginning of the paragraphs to be kept together, and insert a **Begin Keep** code.
3. Go to the next page. Place the cursor under the last character of the last line of the paragraph to be kept together, and insert an **End Keep** code.
4. Repaginate the document.

**PROBLEM:**

*After pagination, some pages have only a few lines of text.*

**PROBABLE CAUSE**

Required Page End codes mark where the page should end. During create or revise, the Required Page Ends are on a line number that is greater than the last typing line specified in the Page Format menu. For example, the Required Page End code is on line 64 and the last typing line is line 60.

**OR**

**CORRECTION**

If you want more lines on specific pages:

1. Go to the page that should have the extra lines.
  2. Delete the Page End code to combine this page with the next page.
  3. Press CODE + ↓ to verify the actual number of lines on the page. This will be the new last typing line number.
  4. Press CODE + ↑ to move to the top of the page.
  5. Insert a format change code (or revise it if one exists). In the Page Format menu, change the Last Typing Line number to reflect the desired extra lines.
- Note:** Do not extend the line number beyond what the paper size can handle or to conflict with a footer.
6. Press ↓ until you pass the page end. The next page displays in the typing area.
  7. If this page should be returned to the last normal typing line, add a format change code at the top of the page. In the Page Format menu, change the last typing line number back to the original.
  8. After all pages are corrected, repaginate the document.

**OR**

**PROBLEM:**

*After pagination, some pages have only a few lines of text.*

**PROBABLE CAUSES**

No Required Page End codes or Begin and End Keep codes were used. During revision, you added enough text to cause lines to extend beyond the last typing line specified in the Page Format menu. The next page begins with a Page Format Change code, or a Start Alternate Format code.

**CORRECTION**

If the Format Change code is not needed:

1. Go to the page following the short page.
2. Find the Format Change code at the beginning of the page.
3. If the Format Change code is not needed, delete it.
4. Repaginate the document.

If the Format Change code is needed:

1. Go to the short page.
2. Place the cursor at the beginning of the first line.
3. Press MOVE and highlight all the text to be moved. Do not highlight the Page End code.
4. Press ENTER, then press GO TO.
5. Press ENTER. The cursor is under the Format Change code.
6. Press → once, then press ENTER.
7. Repaginate the document.

**Note:** The page where the extra lines were is now a blank page. Be sure to paginate again to eliminate the blank page.



*PROBLEM:*

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**PROBABLE CAUSE**

**CORRECTION**

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## Problem Solver / **Table of Contents**

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**PROBLEM:**

*Margins and tabs or line spacing are incorrect.*

**PROBABLE CAUSE**

The document contains format changes that conflict with each other, with the document, or with the alternate format.

**OR**

The document was not paginated after revisions were made to the formats.

**OR**

The margins, tabs, or line formats didn't return to the starting choice after the format change. You chose Return Typestyle to Starting Choice instead.

**CORRECTION**

1. Choose Change Document Format or Change Alternate Format in the Create or Revise Document menu. Review the format change menus to ensure the correct choices have been made.
2. Set Display Codes to Yes in the typing area.
3. If there is a Format Change code ( **¶** ) at the top of page 1, place the cursor under the Format Change code. Press ENTER, and review the Format Change menus to ensure the correct choices have been made.
4. Locate any additional Format Change codes using FIND. Review and/or revise choices in the menus as necessary.
5. Set Display Codes to No.
6. Repaginate the document to resolve the format changes.
  1. Go to the typing area and set Display Codes to Yes.
  2. Locate any Format Change codes codes using FIND.
  3. Delete the **¶** symbol.
  4. Press CHG FMT and choose Return Line Formats, Margins and Tabs to Starting Choice.
  5. Paginate the document.

**PROBLEM:**

*Left margin is incorrect.*

**PROBABLE CAUSE**

You used REQD TAB which caused the text to be indented.

**OR**

The document contains format changes that conflict with each other.

**CORRECTION**

1. Go to the typing area and set Display Codes to Yes.
2. Place the cursor above the indented area. (It may be necessary to place the cursor on the preceding page.)
3. Use FIND to find the Required Tab, and delete it.

**OR**

Revise the Margins and Tabs menu for the document format (or Alternate Format) and any Format Changes in the document.

**PROBLEM:**

*Header/footer margins and tabs are different from the margins and tabs in the typing area.*

---

**PROBABLE CAUSE**

The formats for the header/footer are determined by the document format set up through the Create or Revise menu. You used CHG FMT to change the margins and tabs within the document.

**CORRECTION**

1. Revise the margins and tabs in the document format to match the revised format changes within the document.
2. Repaginate the document.

**PROBLEM:**

*First typing line or paper size is incorrect.*

**PROBABLE CAUSE**

The document contains format changes that conflict with each other, with the document, or with the alternate format.

**OR**

The document was not paginated after revisions were made to the formats.

**OR**

**CORRECTION**

1. Choose Change Document Format or Change Alternate Format in the Create or Revise Document menu. Review the format change menus to ensure the correct choices have been made.
2. Set Display Codes to Yes in the typing area.
3. If there is a Format Change code ( **¶** ) at the top of page 1, place the cursor under the Format Change code. Press ENTER, and review the Format Change menus to ensure the correct choices have been made.
4. Locate any additional Format Change codes using FIND. Review and/or revise choices in the menus as necessary.
5. Set Display Codes to No.
6. Repaginate the document to resolve the format changes.

**PROBLEM:**

First typing line or paper size is incorrect (continued).

**PROBABLE CAUSE**

**CORRECTION**

The alternate format was changed in the Create or Revise Document menu, and a format change *was not* made in the typing area to request Begin Using Alternate Format.

**OR**

A format change *was* made in the typing area, but Begin Using Document Format was chosen instead of Begin Using *Alternate* Format.

**OR**

A format change following the Begin Using Alternate Format request does not agree with the Alternate Format.

1. Choose Change Alternate Format in the Create or Revise Document menu. Review the Format Change menus to ensure the correct choices have been made.
2. Set Display Codes to Yes in the typing area.
3. Look for a format change for Begin Using Alternate Format ( **Q** ) at the top of page 1. If there are no format changes ( **Q** ), ( **L** ), ( **E** ) press CHG FMT and select Begin Using Alternate Format.  
If there is a **L** , delete it and press CHG FMT to choose Begin Using Alternate Format.  
If there is a **Q** but it is followed by a Format Change code ( **E** ), review/revise the choices in the format change menus.  
If the format change is not needed, delete it.
4. Set Display Codes to No.
5. Repaginate the document.

**PROBLEM:**

*Page numbers display as decimal numbers rather than whole numbers (for example, 2.1).*

**PROBABLE CAUSE**

During revision, Page End codes were inserted between existing pages of text. If PAGE END is pressed when a page is currently on the screen, the page clears from the screen and a decimal page is created as the typing area for the new page.

**CORRECTION**

Repaginate the document to renumber to whole numbers.

**PROBLEM:**

*Everything on the page, or too much text, is underlined.*

---

**PROBABLE CAUSE**

You typed a **Begin Underline** code without an **End Underline** code to identify where to stop the underlining.

**CORRECTION**

1. Move the cursor one position to the right of the last character you want underlined.
2. Add the **End Underline** code.

**OR**

1. Set **Display Codes** to **Yes**.
2. Use **FIND** to find the **Begin Underline** code.
3. If the **Begin Underline** code is not needed, delete it.

**PROBLEM:**

*Centering is not working when typing.*

**PROBABLE CAUSE**

When Display Codes is set to Yes, the typed words will not appear to be centered.

**OR**

You did not type a Center code.

**CORRECTION**

Set Display Codes to No and the words will be centered.

1. Delete the line.
2. Tab to the center.
3. Press CTR.
4. Retype the line.

**PROBLEM:**

*Centering is not working. When pressing CODE + CTR the cursor moves to the left by itself.*

**PROBABLE CAUSE**

The line you are trying to center has spaces on it. When the center instruction is typed, the spaces are centered causing the cursor to move to the left.

**CORRECTION**

1. Press CODE + ← to get to the left margin of the line.
2. Press DEL.
3. Press CODE + → to highlight from the left margin to a Carrier Return code (↵) or the Page End code (▲) at the end of the line.
4. Press ← once.
5. Press ENTER to delete the line.
6. Tab or space to the center, then type the text to be centered.

**PROBLEM:**

*Page End code will not delete.*

**PROBABLE CAUSE**

The cursor is under the last Page End code of the document.

**OR**

The Page End code you are trying to delete is followed by a Page Format Change code, a Begin Using Document Format code or a Begin Using Alternate Format code at the top of the next page.

**CORRECTION**

This is the system's Page End code. It is always there and cannot be deleted.

**OR**

1. Place the cursor under the Page Format Change code at the top of the next page.
2. Review the Format Change menus and note the format change choices.
3. Delete the Page Format Change code.
4. You can now delete the Page End code.
5. Move the cursor to the new desired location and insert a Page End code, if necessary.
6. If the Page Format Change code was needed, reinsert it using the information noted in Step 2.

**PROBLEM:**

*Information on the screen erases instead of moving when adding new information.*

**PROBABLE CAUSE**

The Displaywriter is in the Replace mode instead of the Insert mode. Repl (Replace) appears on the status line.

**CORRECTION**

1. Press CODE + 8 to return to the Insert mode. You will see Ins on the status line when the Displaywriter is in the Insert mode.
2. Retype any text that was erased.

For more information on Insert/Replace see *Common Text Applications*, Lesson 4, Segment 3.

**PROBLEM:**

*Documents/lines won't justify.*

**PROBABLE CAUSE**

The lines that do not justify end with a Required Carrier Return code or an Index Return code.

**OR**

The lines that do not justify end with a Carrier Return code followed by a Tab, space(s), Format Change, Carrier Return, Required Carrier Return, Index Return, Required Tab, or Required Page End code on the next line

**Note:** The above combination of codes indentify a new paragraph. The Displaywriter does not justify the *last* line of a paragraph.

**CORRECTION**

If these codes are needed, you will be unable to justify the line preceding these codes.

If the codes are not needed:

1. Set Display Codes to Yes.
2. Revise the lines by deleting the extra Tab, space(s), Format Change, Carrier Return, Required Carrier Return, Required Index Return, Required Tab, or Required Page End codes.

**PROBLEM:**

*When typing in proportional spacing (11-pitch), the cursor automatically returns before reaching the right margin.*

**PROBABLE CAUSE**

The Displaywriter screen cannot display 11-pitch characters.  
The Displaywriter calculates the amount of space that each character you type on the screen will require during printing. When the amount of characters which will fit between the specified left and right margin during printing have been typed, the cursor automatically returns to the left margin.

**CORRECTION**

No action required.

**PROBLEM:**

*Substitute codes ( — ) appear in the document.*

---

**PROBABLE CAUSE**

**CORRECTION**

---

When recovering the diskette using Recover Documents, the Displaywriter was unable to recover some information (text). The Substitute code identifies the point in text where information could not be recovered.

1. Go to page 1.
2. Press FIND to locate the Substitute codes.
3. When the prompt “Find what?” appears, hold down the CONTROL key while pressing the letter z.
4. Press ENTER.
5. Delete all the Substitute codes first, then add the missing information.

**PROBLEM:**

*Stop codes are in the wrong place when typing variables.*

**PROBABLE CAUSE**

The shell document was created without changing the shell's document formats to have *only* the tab settings that are needed.

**OR**

When creating a new document you used GET to get the shell document containing stop codes or pages from another document. The Displaywriter does not bring the document format with the shell document's contents when using GET.

**CORRECTION**

Revise the shell's document format to indicate only the tab settings needed.

1. Go to page 1 of the original shell document.
2. Press CHG FMT.
3. Go to the Change Page Format menu and retype any menu item and choice in the menu to be exactly what was specified before. This retains your page level format change and also retains the document or alternate document format choices.
4. Press ENTER enough times to return to the typing area. The format change is now a part of the page and will come with the page when you use GET.

**Note:** If you are getting stored paragraphs, only the first paragraph needs the Page Format Change added to it. Do not add a Page Format Change to each stored paragraph (unless it is required).

**PROBLEM:**

When “getting” a shell document for a new job, the shell looks different.

**PROBABLE CAUSE**

When creating a new document, you used GET to get the shell document or pages from another document. The Displaywriter does not bring the document format with the shell document’s contents when using GET.

**CORRECTION**

1. Go to page 1 of the original shell document.
2. Press CHG FMT.
3. Go to the Page Format menu and retype any menu item and choice in the menu to be exactly what was specified before. This retains your page level format change and also retains the document or alternate document format choices.
4. Press ENTER enough times to return to the typing area. The format change is now a part of the page and will come with the page when you use GET.

**Note:** If you are getting stored paragraphs, only the first paragraph needs the Page Format Change added to it. Do not add a Page Format Change to each stored paragraph (unless it is required).

**OR**

Change the new document format to match the shell document format.

**PROBLEM:**

*When “getting” a multipage document, all or some of the pages are joined instead of separated.*

---

**PROBABLE CAUSE**

When getting multiple pages, the Displaywriter deletes the Page End code, except when a Page End is followed by a Page Format Change.

**CORRECTION**

Paginate the document.

**PROBLEM:**

*A Format Change code is not honored; ¶ moves to the right during typing.*

---

**PROBABLE CAUSE**

**CORRECTION**

---

You did not cursor past the ¶ before you started typing.

1. Move the cursor under the ¶ .
2. Press BKSP to move the ¶ to the left margin.
3. Move the cursor one position to the right of the ¶ and continue typing.

**PROBLEM:**

*The expected Format Selection menu does not appear after press CHG FMT.*

**PROBABLE CAUSE**

When you pressed CHG FMT, the cursor was not in the proper location on the page for the desired Format Selection menu.

**CORRECTION**

To display the Format Selection menu that allows access to all formats (page level):

1. Move the cursor to the left margin of the first line on the page.
2. Press CHG FMT.

To display the Format Selection menu that allows access to line formats (line level):

1. Move the cursor to the left margin at the beginning of any line.
2. Press CHG FMT.

To display the Format Selection menu that allows access to typestyle changes of the same pitch (mid-line):

1. Move the cursor to any position on the line.
2. Press CHG FMT.

For more information on Format Selection menus, see the Menu Sequences in the *Reference Book*.



*PROBLEM:*

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**PROBABLE CAUSE**

**CORRECTION**

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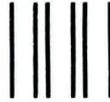
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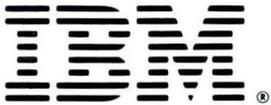
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