



## INTRODUCTION

This document will provide an **explanation** of how **fonts work with FormFlow** as well as providing **trouble shooting** tips to common font issues encountered by FormFlow Users operating under **Windows 95 and Windows NT** Operating Systems. For standardization of form design a particular font set should be used, this document will focus mainly on those fonts. The fonts used are **CG Times (WN)** and **Univers (WN)** and will be referred to as **Enhanced Fonts**. These fonts are ship with all versions of FormFlow 2.x.

## BACKGROUND

A brief explanation of why most Designers use (WN) fonts follows. When PerFORM PRO was introduced using Windows 3.0 Delrina shipped the (WN) fonts with both the Designer product as well as the standalone (and networked) Fillers. This allowed the form designers to choose one font set and know every filler user would have access to those fonts<sup>1</sup>. Therefore, using the (WN) fonts ensures that most forms can be duplicated to represent the original document. This is important in the electronic forms world where consistency is demanded.

This is not the case for True Type fonts: Let's take FormFlow out of the picture altogether and use Microsoft Word as an example. Take two identical machines with Win 3.x, Win95 or NT loaded on along with Microsoft Word. One machine is attached to an HP III Si and the other an HP LaserJet 4 Plus. Type the exact same paragraph on both machines and print each job. The printouts will be different as each machine is dependent on the printer resident fonts for the definitions. An HP III Si and HP LaserJet 4 Plus will give different printouts for the same job.

Therefore, a form designed with the Enhanced Fonts shipped with FormFlow and then filled using FormFlow Filler will have a consistency that would not normally be available on different operating environments.

## HOW ENHANCED FONTS WORK

Enhanced fonts allow you to generate CG Times (WN) and Univers (WN) typefaces – fonts shipped with FormFlow, in the sizes and styles used in the actual design of the form. Because these fonts are shipped with both FormFlow StarterKit and FormFlow Filler, they provide a more consistent look than TrueType fonts when you print a form on a wide variety of printers.

The concept behind it is simple: when you print the form, Filler generates the fonts "on the fly" and sends them as bitmaps to your printer. Since the fonts are graphics, they can now be handled the same by each printer. The Enhanced Fonts, unlike TrueType fonts are downloaded to the printer regardless of printer resident fonts.

The **Enhanced Fonts on screen option ensures proper WYSIWYG** (What You See Is What You Get) format. Once these options have been selected, the on screen display corresponds to the printed output.

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<sup>1</sup> Please note that ALL users of previous Delrina forms technology should be using the latest version of that release. (For PerForm PRO it should be 16 July 92 for both Designer and Filler, FormFlow 1.1 Designer/Filler should be 05 July 95 and the FormFlow 1.1 Filler 07 Jul 95, FormFlow 2.0 is 12 Jul 96. All later versions of FormFlow 2.x have Enhanced Fonts (WN) capability). Please note....FormFlow 1.0 did **NOT** ship with (WN) Fonts.



Plus, if the forms were **designed and filled** using the enhanced fonts [Univers (WN), CG Times (WN)] shipped with FormFlow, your forms will have a consistent look and feel across multiple environments.

Please note: For Enhanced Fonts to work as described above, **everyone who adds data to the form** must have the Enhanced Fonts enabled and must be printing to a PCL driver. If a User adds information to the Form without these settings, the Users' environment will dictate what font to use. What this means is that if User "A" does not have the above settings and fills in a field on the form with 14 characters using a non-enhanced font -- say Ariel 10 pt -- and sends the form and the data to User "B" who has the correct settings, the form may not display properly: this is because User "A" was able to get 14 characters in that fillable field since the font was small enough to fit 14 character in the space provided; however User "B" is using the correct font which may be slightly larger and may fit only 12 of the 14 characters in the field.

Therefore, if you **receive** a form with data that is being "cut off" and you have the proper settings (listed below), check the source of the data and ensure they are using the correct settings.

## TROUBLE-SHOOTING TIPS

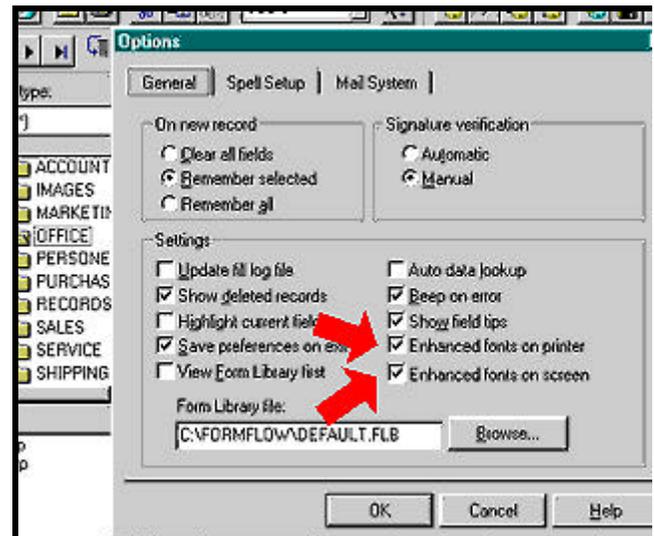
If the form has been designed with Enhanced Fonts, there are four settings that have to be enabled to ensure consistency:

- 1) The **Enhanced Fonts** on printer and screen options must be enabled in Filler;
- 2) The **printer choice** while using Filler must be a LaserJet PCL printer (i.e HPIII); and
- 3) The **graphic settings** for that printer must be adjusted.
- 4) Check the Font setting in Control Panel / Fonts. Open the fonts directory and select View / Options | True Type. Disable the True Type setting.

### ENHANCED FONTS ON PRINTER AND SCREEN:

The Enhanced Fonts on Printer and Enhanced Fonts on Screen option is found on Menu Item, Tools → Options in FormFlow Filler. Make sure that the two boxes are checked. Also, to ensure that the problems you may be experiencing are not a result of a bad install of FormFlow, also check the Save Preferences On Exit box and then close Filler. Restart the program and go back to the Options dialog box: the Enhanced Fonts on Printer and the Enhanced Fonts on Screen should still be enabled. If they are not, you will have to do the following:

- a) Close FormFlow and delete the DFFILL.PRF file found in the FormFlow directory. This file keeps track of preference settings and may have become corrupt. Once you restart FormFlow, this file will be recreated. Restart Filler, enable the Enhanced Fonts and Save Preference on Exit options and then close Filler. Restart the program and check to see if the options stayed enabled.
- b) If the above has not worked, then you will have to reinstall Filler. For additional information on how to uninstall/install Filler, please visit our Technical Support web page at <http://jetwizard.jetform.com/index.html> and search for tech note number 53055.



**PRINTER CHOICE:**

While Enhanced Fonts are not printer dependent, a printer must be capable of using Enhanced Fonts. Most LaserJet PCL printers are capable printing Enhanced Fonts; however, **postscript printers will not** use Enhanced Fonts. Therefore, if the Enhanced Fonts on Screen and Printer Options are staying enabled, but the form is displaying or printing wrong, check/change the printer driver:

- a) Close Filler and go to the Windows' control panel.
- b) Click on Add Printer and select a common, non-postscript printer driver (i.e. HP4+), and install.
- c) Once that driver is installed, restart FormFlow, open the form and with the Enhanced Fonts option enabled, click on the menu item File → Print. The print dialog box will open. Click on the Printer.. button and double click the HP III driver that was just installed. Click on the Cancel button and this will bring you back to the print dialog box where the HP III printer will be the selected printer. Click OK.

Please Note: The HP 4+ printer driver will work with most Laser Printers.

**GRAPHIC SETTINGS:**

If the above two steps have not solved the font display problem, adjust the graphic settings for the printer:

- a) With the form open in Filler, select File → Printer and then click on the Printer button.
- b) Click on the Option button and select Graphics. If your printer does not offer that option, ensure that you have selected the HP 4+ printer.
- c) Try changing the resolution to 300 dpi. Click OK and close the Printer dialog box to display the form. If the form still does not display properly (i.e all the words not displaying), try other dpi settings: 150 dpi and 600 dpi.

Because Enhanced Fonts are stored as bitmaps, the dpi setting can change how the fonts are spaced and displayed on screen.

The above three troubleshooting steps should help better guarantee the same printout across multiple printers. Using the Enhanced Fonts option, a LaserJet printer capable of supporting Enhanced Fonts, and the correct dpi setting will ensure that a common font is displayed and downloaded to the printer with each print job.

If these options do not work, check the following:

**GENERAL FONT TROUBLE SHOOTING TIPS:**

- a) Search for Univers Math Font and delete it. This font conflicts with FormFlow and can cause the fonts to display in Greek.
- b) Check to see if the problem is Form Specific;
- c) Check the systems current resources should be at least 50%;
- d) Other programs use Enhanced Fonts and there may be font problems/conflicts with Adobe Type Manager / Word Perfect 6.x; and Corel. Ensure that only FormFlow is up-and-running; and

- e) Rename the WIN.INI and restart Windows: the WIN.INI will be recreated. This is really a test to see if the [Font Substitution] section is causing the problem.