

The Writing Center™

Quick Reference



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The Writing Center

1 Introduction page 1

Here you'll find out how to use this Quick Reference, install the program, get help, and order complete documentation from The Learning Company.

2 Quick Lesson page 7

Ready to get going? This easy lesson will get you off to a fast start working with text, graphics, and page setup in a sample document.

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If you are running the program under At Ease, come here for important information.

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Having trouble? Check here first for answers.

1 Introduction

Welcome to *The Writing Center*! This Quick Reference is designed to get you started with the program and help you produce your very first document. It also contains helpful information on running under At Ease, and provides solutions to problems you might encounter while using the program. On the next five pages, you'll find instructions on how to install the program (if it isn't already installed on your hard disk), how to get on-screen help, and how to order the complete User's Guide for a full explanation of every feature of the program.

Quick Lesson is a short lesson on how to use *The Writing Center*. You'll learn how to start the program and use many of its most powerful features. Using a sample report, you'll work with text, graphics, and page setup, and you'll learn all the basics you need to get started on your own documents.

For At Ease Users provides important information for users running under At Ease instead of the Finder, including how to set up the program after reinstallation and how to change the default picture folder.

Troubleshooting lists common problems that you might run into and provides solutions.

INSTALLING THE PROGRAM

If *The Writing Center* has already been installed on your hard disk, you will see a folder called The Writing Center. Skip this section and go on to *Getting Help*. If you need to install the program, follow the appropriate instructions below (for the floppy disk or CD-ROM version of the program).

Installing from Floppy Disk

The installation process expands the compressed files to their normal size and places them in a folder it creates on your hard disk. You will need 5.8 MB of available space on your hard disk to install *The Writing Center*.

To install the program on your hard disk:

1. You cannot install *The Writing Center* while other programs are running. Quit any applications that are running and turn off all virus checkers. Remove any virus-checking INITs from your system folder.
2. Insert Disk 1 into a floppy disk drive.
3. Double-click on the Installer icon. After the welcome screen appears, click on **OK** to continue. The installation dialog box appears.
4. Make sure the drive selected is the one you want to use for the installation. Click on **Install**. A dialog box will appear to show you the progress of the installation. Follow the instructions on the screen, inserting disks when requested to complete the installation.
5. When the “installation was successful” message appears, asking if you want to quit or continue, click on **Quit**.
6. Eject the last disk and store the disks in a safe place.

Installing from CD-ROM

You'll need at least 2 MB available on your hard disk to install *The Writing Center* program only. To install the program and the pictures, there must be between 8 MB and 12 MB available on your system. The install program lets you choose what to install.

1. You cannot install *The Writing Center* while other programs are running. Quit any applications that are running and turn off all virus checkers. Remove any virus-checking INITS from your system folder.
2. Insert the CD labelled *The Writing Center* into your CD-ROM drive. A drive window opens on your desktop.
3. Double-click on the Installer icon. After the welcome screen appears, click on **OK** to continue. The Easy Install dialog box appears.
4. Make sure the drive shown is the location you want for the installation.
 - If you want to install the program and the pictures, click on **Install**.
 - If you want to install just the program or just the pictures, click on **Customize**. Then click on the option you want and click on **Install**.
A dialog box appears to show you the progress of the installation.
5. When the "installation was successful" message appears, asking if you want to quit or continue, click on **Quit**.

GETTING HELP

Most people need some help when they try a new program. With *The Writing Center*, you can get help information right on the screen when using the program. (More detailed help information is contained in the User's Guide. To order the User's Guide, see the instructions on the next page.)

On-screen help gives you quick and easy access to information about the program. There are two ways to get on-screen help:

- You can get on-screen help about what you are currently doing by clicking on the **Help** button whenever you see it on a screen or dialog box. For example, clicking on **Help** on the Main Menu will give you information about creating and opening documents. After you read the information, click on **Done** to go back to your work.
- You can get help about any part of the program by using the Help menu on the menu bar at the top of the screen. The Help menu lists various parts of the program. When you want to read information about a certain part (like document layouts), just choose it from the Help menu. The information appears inside a window. After you have read the information, you can read about any of the related items listed in the list box at the bottom-left of the Help window, or click on **Done**.

Consult your Macintosh and printer manuals to get answers to questions about operating your Macintosh and printer.

ORDERING THE USER'S GUIDE

The User's Guide contains complete information on all of the program's features. It comes with a handy Ready Reference Card that helps you find information fast. To order a complete set of documentation, call The Learning Company at 1-800-852-2255 or send your request with a check or money order for \$10 (payable to The Learning Company) to:

The Learning Company
6493 Kaiser Drive
Fremont, CA 94555
Attn: Customer Service



2 Quick Lesson

Are you ready to work with your first document in *The Writing Center*? This lesson will get you off to a fast start in using many of the program's most powerful features. Just follow the step-by-step instructions. And don't worry about making mistakes. You can "undo" just about anything in *The Writing Center*. Just choose **Undo** from the Edit menu to undo the last thing you did.

In this lesson, you will learn how to:

- Open a saved document.
- Work with pictures and words in the Heading and Body of a document.
- Change the page setup.
- Save and print a document.

If you are running under At Ease, you must place the Sample Report in your user folder before completing this Quick Lesson. From the Finder, locate *The Writing Center* folder and drag the Sample Report icon to your folder in the Documents folder. If multiple users are using this Macintosh, copy the Sample Report to each user's folder by holding down option while you drag the icon to each folder.

STARTING THE PROGRAM

Since *The Writing Center* is already installed on your hard disk, you can start the program immediately.

To start the program from the Finder:

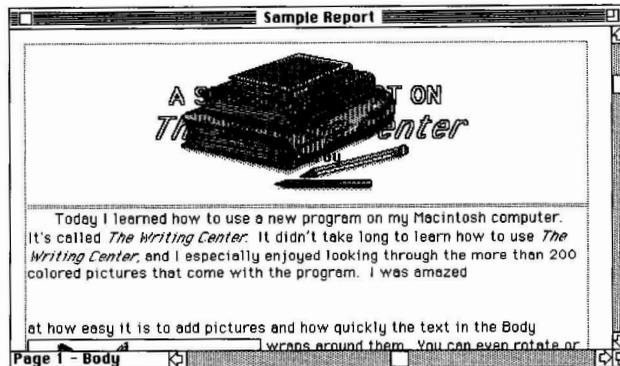
1. Double-click on *The Writing Center* folder.
2. Double-click on *The Writing Center* icon or name.

To start the program from At Ease:

- Click on *The Writing Center* icon in the At Ease Items folder.

OPENING THE SAMPLE REPORT

- When the Main Menu appears, click on **Open Saved Document**. A dialog box appears. Click on “Sample Report” and then click on **Open**. The sample report is then displayed in the document window on the screen.

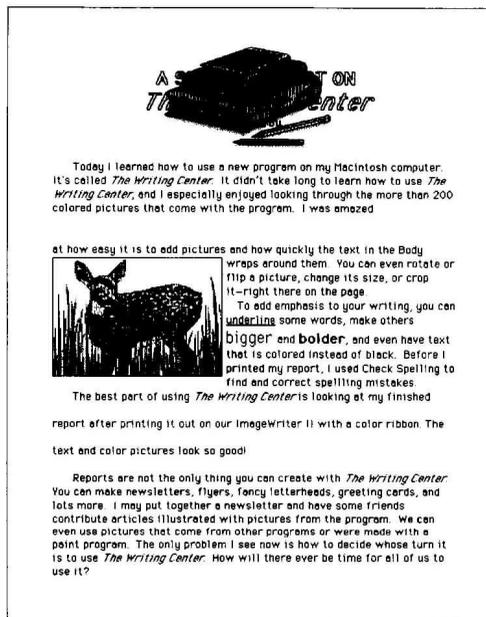


PARTS OF THE REPORT

The sample report has two parts, separated onscreen by a double dotted line: the Heading and the Body.

The Heading is a special area that can appear at the beginning of a document. It goes across the width of the page. As text and pictures are added, the Heading gets longer. In the Heading, text can be typed over pictures, so you can create some very dramatic headlines.

The Body is the main part of the document and appears below the Heading. The Body can have up to nine columns of text and as many pages as your computer's memory can hold. In the Body, text wraps around pictures.



Printout of Unchanged Sample Report

WORKING WITH THE HEADING

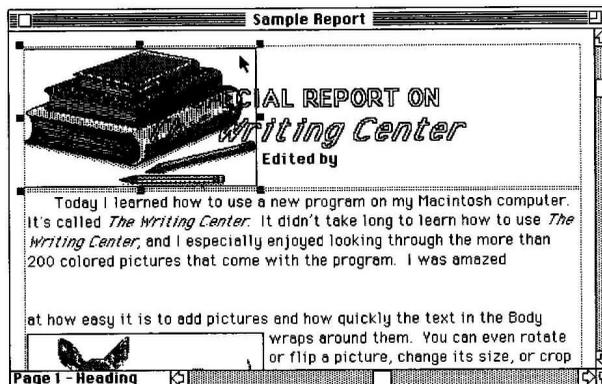
The Heading of the sample report looks good, but you can make it look better. Try moving the picture, adding some words, and aligning the text by following the steps below.

Moving the Picture

1. Go to the Heading by moving the I-beam pointer anywhere in the Heading. Then click (press) the mouse button. Look to the left of the bottom scroll bar. The words “Page 1—Heading” there tell you where you are currently working in the document.
2. Before you can move the picture of the books, you need to “select” it (highlight it to show the program which text or picture you want to change).

To select the picture:

- Move the arrow pointer to the word **Picture** on the menu bar. Hold down the mouse button to open the menu.
 - Move the pointer down to highlight **Work with Heading Pictures** and release the mouse button. A frame with edit handles appears around the Books picture to show that it is selected.
3. To move the picture:
 - Move the arrow pointer to the inside of the picture (not on one of the edit handles). Hold down the mouse button.
 - Drag the picture (by moving the mouse) to the left side of the Heading. Then release the mouse button. (Actually, only an empty picture placement box will move as you drag the mouse. But as soon as you release the mouse button, the picture will appear in the box in the new location.)



Can you see all of the picture in the Heading? If not, point and click on the picture again and position it so that its placement box is completely inside the Heading area. Release the mouse button to place the picture where you want it.

Adding Text

Now add your name in the Heading title:

4. Move the I-beam pointer behind the “y” in “by” in the last line of the Heading text. Click the mouse button. The blinking vertical line you see (it’s called the “insertion point”) shows you where the next letter you type will appear.
5. Type your first name. Press **shift** while you type to make capital letters. If you make a mistake, press **delete** (or **backspace**) to erase, and type again.

Aligning Text

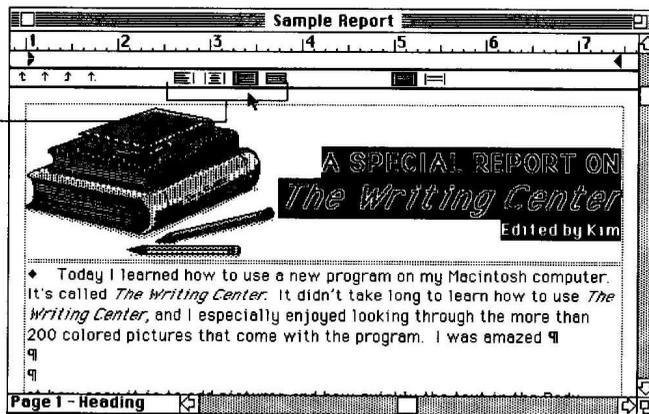
The Heading title is now centered on the width of the page. But it might look better on the right side of the page. To move (realign) it, you’ll need to check that the Ruler is displayed and then select the text.

2

QUICK LESSON

6. To display the Ruler:
 - Point and click on the Edit menu and choose **Preferences**.
 - In the dialog box that appears, click on **Show Ruler** to check the box next to it. While you are here, click on **Show Invisibles** to check the box next to it, too. This feature will show paragraph and other markers in your document.
 - Click on **OK**. Notice that the Ruler now appears at the top of the document window. You'll also see markers in the document—a ¶ to show where return was pressed, a ♦ where tab was pressed, and a Ω where the text ends in the Heading and Body.
7. Be sure the insertion point is still in the Heading. Then point and click on the Edit menu and choose **Select All Text** to select all the lines of text in the Heading.
8. To align (line up) the text on the right, click on the Align Right icon at the bottom of the Ruler. (The Align Right icon is the third icon in the middle group of icons.) The text moves and aligns on the right.

Alignment icons



WORKING WITH THE BODY

Now that the Heading is finished, you can work on the Body of the report. Since a picture is worth a thousand words, why not add another picture to the report? And while you're at it, you can crop, flip, and resize the picture to make it look just the way you want. Then take a good look at the text in the Body. It needs a bit of repair—but fixing spacing and spelling errors is a cinch with *The Writing Center*. And changing fonts, sizes, and styles for just the right emphasis could hardly be easier!

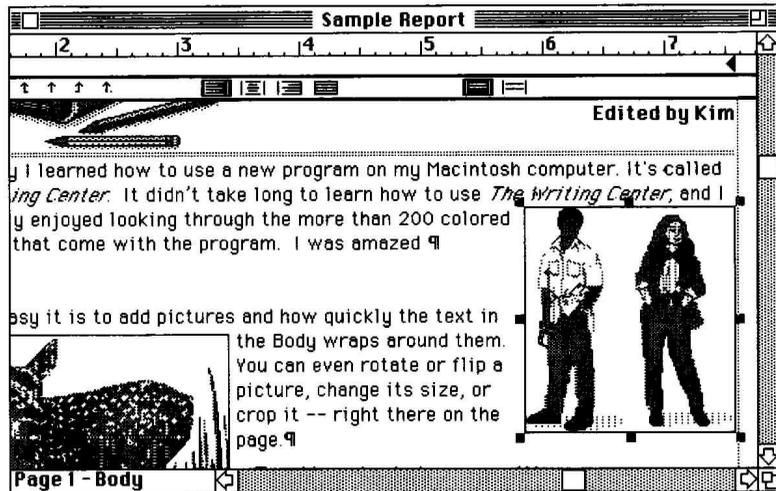
Placing a Picture

1. Go to the Body by clicking anywhere in the Body. The words “Page 1— Body” appear to the left of the bottom scroll bar.
2. To choose a picture:
 - Choose **Choose a Picture** from the Picture menu.
 - Click on the down arrow in the scroll bar until you see the People folder. Click on **People** and then click on **Open Folder** to open that folder. The names of the pictures in the folder appear on the right in the list box. The first picture in the list appears on the left.
 - Scroll down to **Teens** and click on it to see the Teens picture. Clicking on the names of pictures is a good way to preview pictures. (To get to another part of a long list in a picture list box more quickly than by using the scroll bar, simply type a letter. For example, you could type “t” to quickly get to the Teens picture.)
 - Click on **Place in Document** to choose this picture. The Teens picture then appears in the upper-left corner of your screen. Notice that a frame with edit handles appears around the picture to show that it is selected.

2

QUICK LESSON

3. Move the arrow pointer onto the picture, hold down the mouse button, and drag the picture anywhere in the Body—down, up, right, or left. The report automatically scrolls when you move the picture to the top or bottom edge of the document window.
4. Release the mouse button to place the picture on the page.



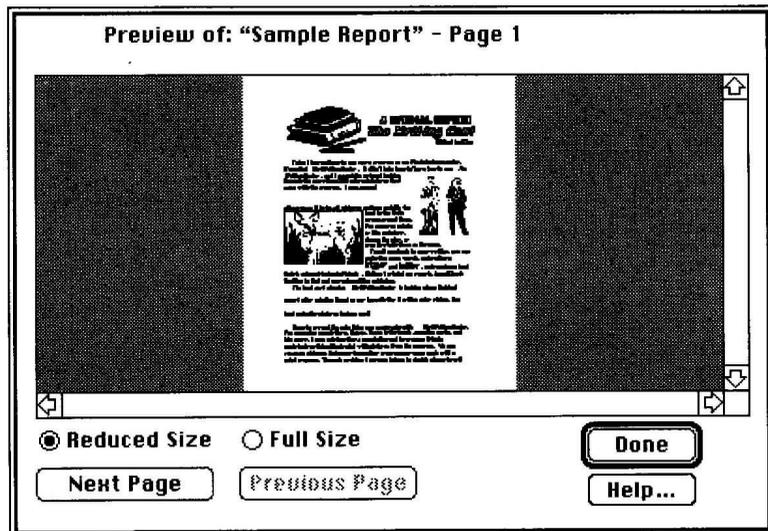
If you placed the picture beside text, notice that the words moved out of the way to “wrap” around the picture. If you placed the picture outside of the page margins, part of the picture will be missing. Move it so that the entire picture is inside the page margins.

5. When the picture is where you want it on the page, deselect the picture by clicking anywhere in the document window except on the picture. The frame around the picture disappears.

Viewing the Whole Document

Unless you placed the picture at the end of the report, the picture moved the text down. But you can't see the whole report in the document window. How would you like to see a reduced view of the whole page? It's easy to do, and it's a good idea to get an overview of your document every once in a while—especially when you make a major change, such as adding a picture.

6. Choose **Page Preview** from the File menu. A reduced-size, full-page view of your report appears in a dialog box.

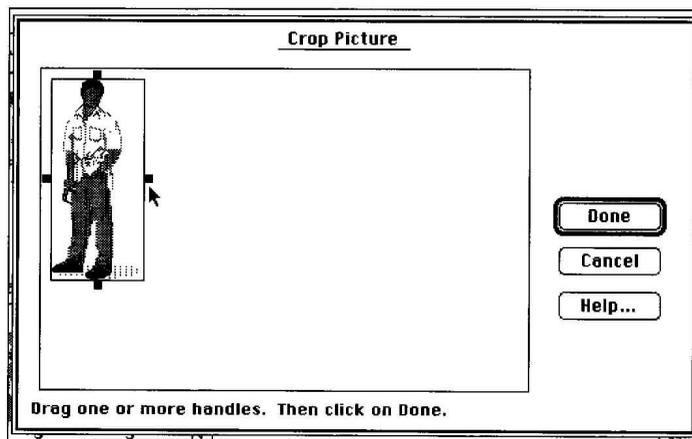


7. Click on **Done** to return to the document window.

Changing the Picture

Part of the fun of working with pictures is changing them. You can crop a picture so that part of it is covered. You can also flip a picture, and you can change its size and proportions. And it's all so easy!

8. Click on the Teens picture to select it. If you can't see the whole picture, you might want to scroll the document by clicking on one of the arrows at the ends of the scroll bar.
9. To crop the picture:
 - Choose **Crop Picture** from the Picture menu. The Teens picture appears in a dialog box with a frame and four edit handles.
 - Drag the left or right edit handle toward the middle of the picture. Crop either the girl or boy from the picture so that you have just one figure in the picture.



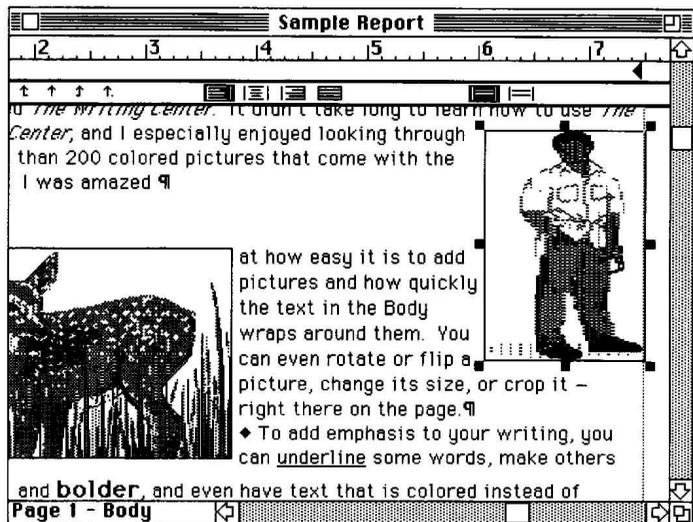
- Click on **Done** to see the cropped picture in your document.

10. To flip the picture:

- Make sure the picture is still selected. (Click on it if it is not.)
- Choose **Flip Sideways** from the Picture menu. The figure in the picture will face the other way.

11. To resize the picture:

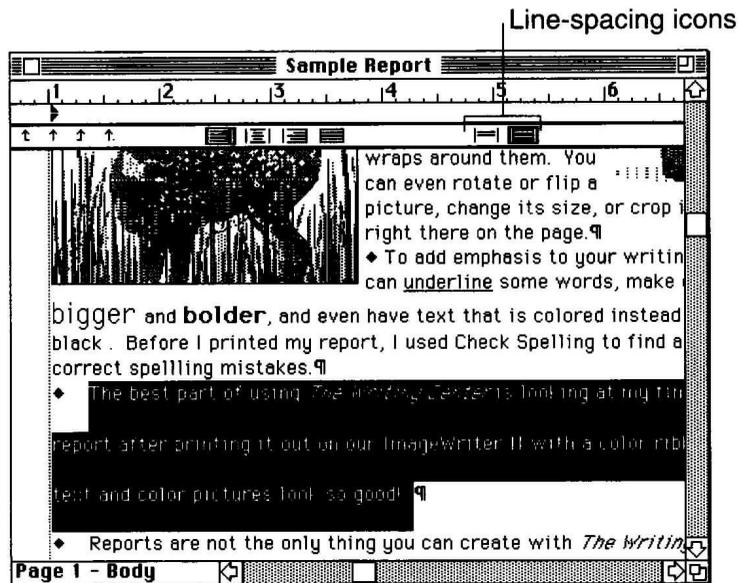
- Make sure the picture is still selected. (Click on it if it is not.)
- Drag any corner edit handle. The picture becomes bigger or smaller proportionally.
- Drag any side edit handle. The picture stretches or shrinks disproportionately.



Working with Text

There are several things wrong with the text in the Body of the report. For one thing, there are two blank lines in the first paragraph. For another, the spacing in the third paragraph is wrong. And there is a spelling error in there somewhere. Here's how to fix things up and have a bit of fun with fonts, too.

12. To remove the blank lines, click in front of the “a” in “at” (the first word after the blank lines) and press **delete** (or **backspace**) three times. The paragraph markers (which show where **return** was pressed) disappear and the text moves up.
13. To change the spacing in the third paragraph (scroll down if necessary), click at the beginning of the paragraph (it begins with “The best part...”) and drag across the text to select it.

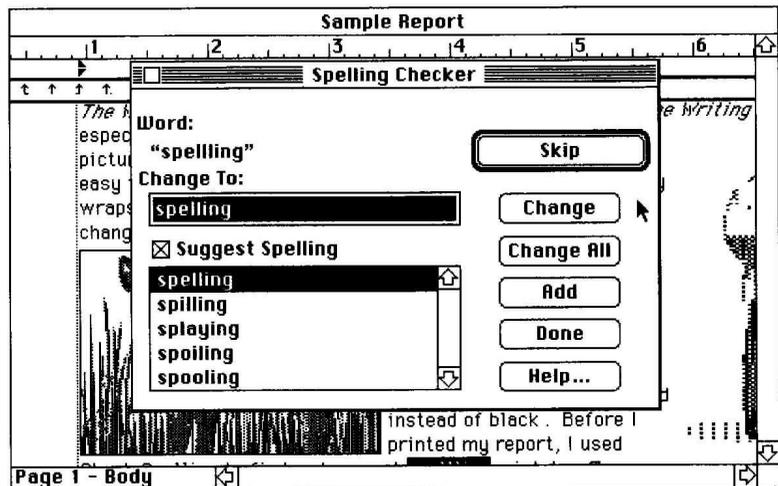


(You can also triple-click anywhere in the paragraph to select it.) Then click on the Single Space icon at the bottom of the Ruler. (The Single Space icon is the first icon in the last group of icons on the right.) The text changes to single-spacing.

14. To check the spelling in the report:
 - Click anywhere in the Body of the document.
 - Choose **Check Spelling** from the Reference menu.
 - In the dialog box that appears, make sure that there is an X in the box next to **Suggest Spelling**. If it is unchecked, click on **Suggest Spelling**.

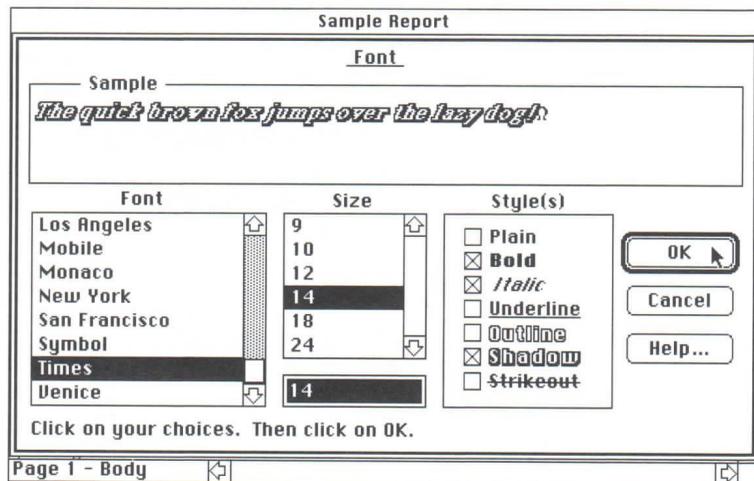
Working with the Body

- Click on **Start Checking**. The program automatically “reads” the report from top to bottom, including text in the Heading and in the Body. When it finds a word that is not in its dictionary, it displays the word at the top of the dialog box.
- If the program displays your name, click on **Add** to add this word to the TWC User Dictionary. (The next time the program “reads” your name, it will recognize it.)
- When the program displays the word “spelling,” click on the correct spelling of the word (“spelling”) in the list under Suggest Spelling (if it is not already highlighted).



- Click on **Change** to change the spelling of the word in the report.
- When you see the message that no more misspelled words were found, click on **OK**. The word “spelling” will be highlighted in the report and spelled correctly.

15. To change the font, size, and style of a word:
- Locate the word “so”—the next-to-the-last word in the third paragraph (scroll down if necessary). Double-click on the word to select it.
 - Choose **Font** from the Text menu.
 - In the dialog box that appears, click on “Times” to change the font. If you can’t see “Times,” scroll through the list of fonts until you see it. Then click on 14 in the size box and on Bold, Italic, and Shadow in the style box. Notice that the sentence in the Sample box changes to reflect your choices.
 - Click on **OK** to return to the document window to see how the word “so” looks now. Your changes made quite a difference!



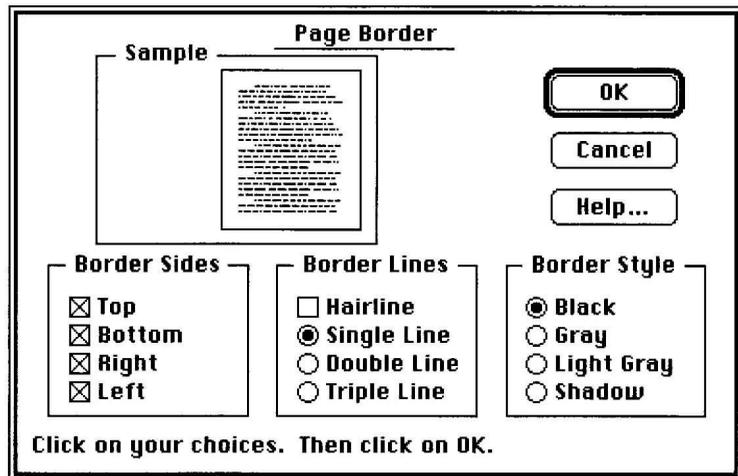
16. Now that you have finished editing the text, you may want to hide the Invisible markers again. Choose **Preferences** from the Edit menu and then uncheck **Show Invisibles** by clicking on it. Then click on **OK**.

WORKING WITH PAGE SETUP

You've worked in both the Heading and the Body of the report. Now add the finishing touches by placing a border on the page. And just for fun, experiment with a two-column report.

Adding a Page Border

1. Choose **Page Setup** from the File menu.
2. Click on **Page Border** (in the Page Layout box on the bottom-left) in the Page Setup dialog box. The Page Border dialog box appears.

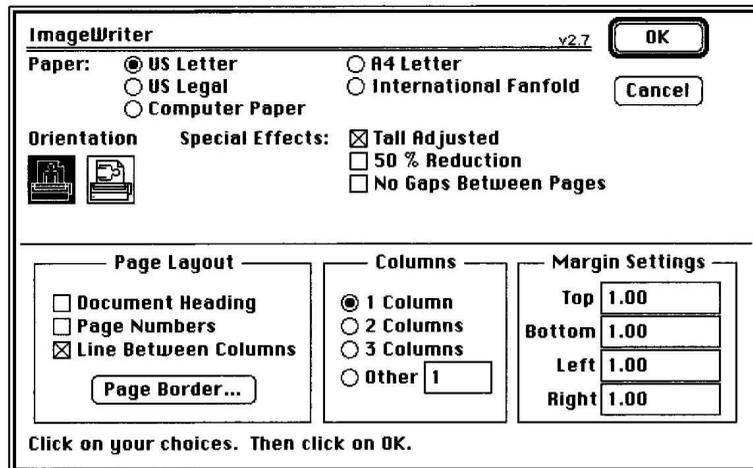


3. To add a border on all four sides of the page, make sure that all four boxes are checked under Border Sides. Then click on the kinds of border lines and styles you want. Notice that the border in the Sample box changes to reflect your choices.
4. Click on **OK** to return to the Page Setup dialog box. Then click on **OK** to return to the document window to see the page border.

Creating Two Columns

Although most reports usually have one column of text, would you like to see how your report would look in two columns? It's simple! Here's how.

5. Choose **Page Setup** from the File menu.
6. Click on **2 Columns** (in the Columns box at the bottom) in the Page Setup dialog box.

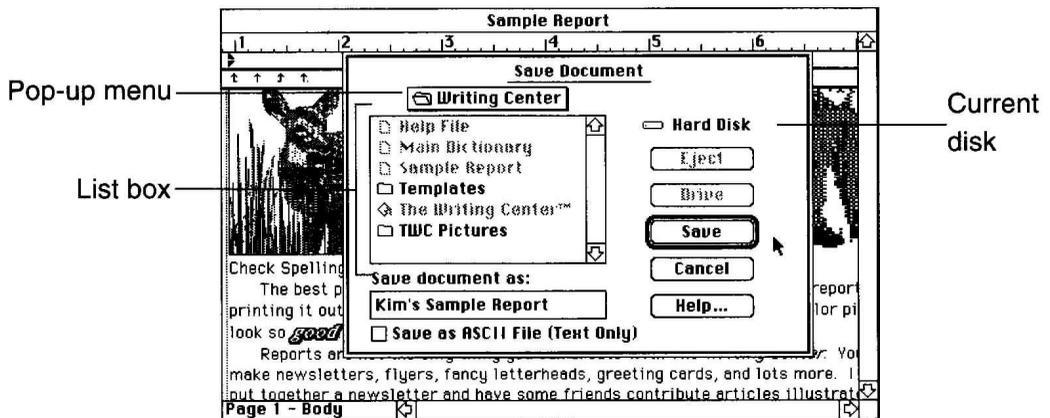


7. Click on **OK** to see the Body of the report in two columns in the document window. How does it look?
8. Before saving and printing your report, choose **Undo Page Setup** from the Edit menu to return the Body to one column.

SAVING YOUR REPORT

Now that you've made all your changes to the report, it is important to save the document. When you save your report (or any document) on a hard disk or floppy disk, you're storing it in a file that you can come back to any time you want. In fact, it's a good idea to save your document often as you work on it. Then you won't lose your work even if you turn the computer off.

1. Choose **Save As** from the File menu.
2. In the dialog box that appears, type a new name for the document. You won't want to save it under the name "Sample Report" because if you do, your new, changed document will take the place of the original one already saved on the disk. Then no one else will be able to do this lesson with the original Sample Report document.



3. Click on **Save** to save the document in the folder shown in the pop-up menu. To save it in a different folder, click on a folder name in the list box or click on the pop-up menu and choose another folder. To save it on a floppy disk, insert the disk in the drive, make sure the disk name shows, and then click on **Save**.

PRINTING YOUR REPORT

Are you ready to see the results of all your work? Then print your report to see what it looks like.

1. Choose **Print** from the File menu.
2. Click on **OK** to start printing.

* * *

Congratulations! You've just produced your first document with *The Writing Center*! Now you are on your own to explore the program and create your own original documents. To learn new things and discover more program features, experiment with menus and dialog boxes in the program, or explore the User's Guide. (To order the User's Guide, see *Chapter 1: Introduction*.) And whenever you need help, use the Help menu or click on **Help** in a dialog box.

3 For At Ease Users

This version of *The Writing Center* is designed to run under At Ease, the alternative interface from Apple Computer. Before running *The Writing Center* under At Ease, however, the At Ease Administrator must run the program at least once from the Finder to change some settings. If the program was pre-installed on your hard disk, the program is already configured to run under At Ease and you can skip this step.

Since At Ease can be set to prevent unauthorized access to your Macintosh's hard disk, the Administrator should also run *The Writing Center* from the Finder to change the default picture folder. **Note:** Users will be able to change the default picture folder if the Administrator changes the At Ease Setup to allow user to open files anywhere on the hard disk.

SETTING UP THE PROGRAM

If *The Writing Center* needs to be reinstalled, it must be reinstalled by the Administrator, then set up to ensure that the program runs properly under At Ease.

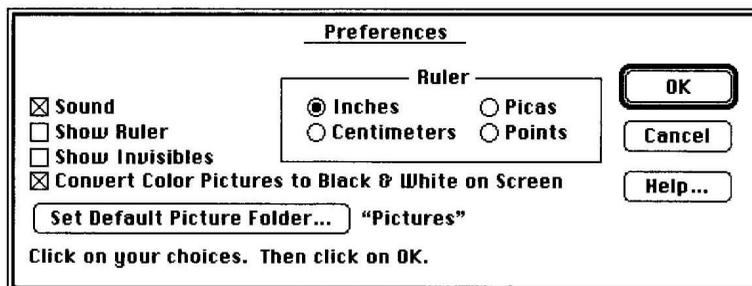
1. Reinstall *The Writing Center* as described in the instructions provided by Apple Computer.
2. Start *The Writing Center* from the Finder by opening the *The Writing Center* folder and double-clicking on the *The Writing Center* icon.
3. Set the default picture folder preference as described in the following section.
4. Select **Check Spelling** from the Reference menu. This will create the TWC User Dictionary if one does not already exist.
5. Copy the Sample Report document, Checklists folder, and Templates folder to each user's folder. These folders are located in the Documents folder which At Ease creates on your hard disk.

SETTING THE DEFAULT PICTURE FOLDER

The default picture folder is the folder that is automatically opened when users choose **Choose a Picture** from the Picture menu. The default picture folder is set to “Pictures,” the folder of pictures that comes with *The Writing Center*. However, any folder of pictures can be the default picture folder and you can change it at any time. For example, you can choose a folder of pictures from clip art collections or pictures created with paint programs as long as they are in the PICT file format.

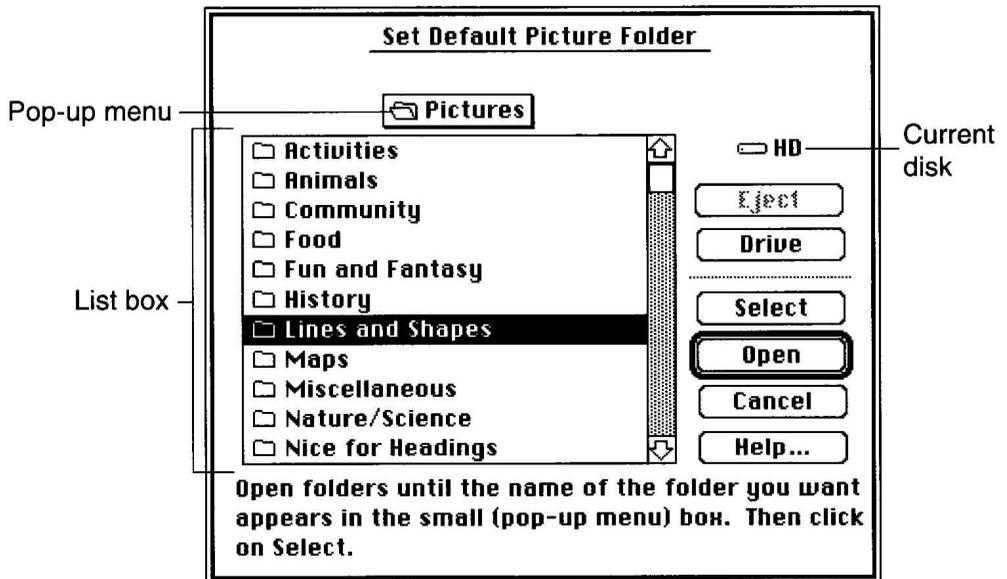
To set the default picture folder:

1. Start *The Writing Center* from the Finder by opening the *The Writing Center* folder and double-clicking on the *The Writing Center* icon.
2. Open the Edit menu and choose **Preferences**. The Preferences dialog box appears. The dialog box shows the name of the default picture folder that the program is now using.



2. Click on **Set Default Picture Folder**. Another dialog box appears.

Setting the Default Picture Folder



3. Click on **Drive** (or **Desktop**) if you need to change disk drives. Use the directory pop-up menu (above the list box) to find more folders. If all the folder and file names don't fit in the list box, click on the up or down arrow to scroll the contents until you can see them all.
4. In the list box, click on the folder you want, then click on **Open**. The folder name appears in the closed pop-up menu box.
5. When the name of the folder you want to have as the default picture folder appears in the pop-up menu box, click on **Select**. The Preferences dialog box now shows the name of the folder you selected as the default picture folder.
6. Click on **OK**. Now when you use **Choose a Picture**, the program will automatically open the new default picture folder.

4 Troubleshooting

The items in bold below are problems you might encounter when using *The Writing Center*.

The text below them contains possible solutions to the problems. If you need more assistance or have any questions, call our Customer Service Department at 1-800-852-2255.

INSTALLING THE PROGRAM

1. During installation, you see the message, “There is not enough room on the hard drive.”

- The installation process requires 5.8 MB of hard disk space. Quit the installation program and remove or compress some of the files on your hard disk. (You can copy programs and files to floppy disks and then delete them from the hard disk.)
- Choose **Control Panels** from the  menu. Then choose **Memory** and turn off Virtual Memory.

2. The installation process has stopped.

Sometimes a program such as a screen saver, virus detector, or a compression utility might interrupt the installation process.

- Cancel the installation.
- Turn off or remove from your System folder all non-Apple Control Panel devices (CDevs) and INITs. If the installer created a program folder, remove it from your hard disk (drag it to the trash and empty the trash). Then restart your computer, and start the installation process again. (Remember to turn on or replace the CDevs and INITs after you finish installing the program.)

RUNNING THE PROGRAM

3. The program is working very slowly.

The program runs more slowly when you have many pictures or have long paragraphs in a document.

- Remove some of the pictures from your document or break your document into two parts. To split a document, copy a section of the text and paste it into a new document. Place the pictures that go with the text into the new document. Then delete the copied text and its pictures from the original document.
- Break up the long paragraphs into smaller ones by inserting Return-key presses.

4. A message appears that says, “Low on memory! The action you are trying to perform may not work. Save the document and restart the program.”

All the internal memory (RAM) of your computer is used up.

- If this message appears when trying to start the program, close any other programs that may be open.
 - If this message appears while you are working in the program, there may be too many pictures in the document, too many documents open, or too many different type styles on one page.
 - a. Be sure to save your document.
 - b. Remove some pictures or split the document into two parts. See Troubleshooting item 3.
 - c. Close some documents.
 - d. Remove some of the text style changes. There should be no more than 50 style changes on a page.
 - e. Quit *The Writing Center* program and then open it again to renew the program’s memory buffer.
 - If a document is starting to print on a LaserWriter printer when the alert message comes up, go to the Chooser dialog box at the  menu and turn off **Background Printing**. See the manual that came with the printer for more information.
-

Troubleshooting

5. Page Preview shows a blank page even though there is work on it.

Your computer may be low on memory. See Troubleshooting item 4.

6. Message appears that the computer is out of disk space.

The program has a virtual-memory feature that uses your hard disk or a floppy disk as if it were computer memory (RAM).

This enables low-memory computers to handle larger documents.

- Remove files from your hard disk to free more space.

7. The Spelling Checker and the on-screen Help don't work.

The "Main Dictionary" and "Help File" must be in *The Writing Center* folder.

- Check that those files are in *The Writing Center* folder. If you cannot locate them, use **Find** from the Finder's File menu to look for the files. When **Find** locates the files, click on the file names to get more information about their location. If this doesn't work, reinstall the program.

8. Help is not available in the program.

See Troubleshooting item 7.

9. Text or pictures stored on the Clipboard are lost.

If you cut or copy text or a picture, it replaces the old information stored on the Clipboard. The old information is thrown away. The information in the Clipboard is also lost when you turn off the computer.

- Try using the Scrapbook (on the  menu) to store cut or copied information. It can store multiple cuts or copies and saves the information to disk when the computer is turned off.

10. The Help balloons from System 7 interfere with the program.

- Click on the balloon icon on the right side of the menu bar. Then choose **Hide Balloons**.

11. The picture folder isn't visible when setting the default picture folder.

If you are using At Ease, you must run the program from the Finder, not from At Ease. See *Setting the Default Picture Folder* in *Chapter 3: For At Ease Users* for instructions.

12. The message appears that says, "A User Dictionary could not be created. You will not be able to add new words."

If you are using At Ease, the program was not set up properly after it was reinstalled. See *Setting Up the Program* in *Chapter 3: For At Ease Users* for instructions.

WORKING WITH TEXT

13. Select All Text does not select the text in the entire document.

When you have a Heading and a Body in a document, **Select All Text** only selects the text in the section where the insertion point is.

- Click in the other section of the document, and choose **Select All Text** to select the text in that part of the document—the Heading or the Body.

14. Text or numbers do not line up uniformly with Tabs.

- Choose **Preferences** from the Edit menu. Click on **Show Invisibles** to show the hidden Tab and paragraph markers. Look at the markers to be sure each line has the same number of Tabs. If not, select the entire section and reset the Tab stops.

15. The insertion point cannot be placed in another column or blank space.

You can only place the insertion point with the mouse or arrow keys where text characters, spaces, or blank lines already exist.

- If the space is empty (contains no key presses), you must use Return-key presses, Tabs, or the spacebar to move the insertion point to the blank area.
-

- Make sure that the area is not filled with a picture that is cropped to be all white. To do this in the Heading, choose **Work with Heading Pictures** from the Picture menu to select any pictures that might be there. In the Body, move the I-beam pointer over the area. If it changes to an arrow, click the mouse and the picture will be selected. The picture can then be moved or deleted.

16. The insertion point or text is not visible in the Heading.

The insertion point or text may not be visible through a picture.

- Click in the Heading to be sure the insertion point is there.
- Drag the I-beam pointer through the pictures to highlight any text placed over them.
- Choose **Select All Text** at the Edit menu to highlight the text. Then go to **Color** on the Text menu and change the color of the text, so that it is more visible through the pictures.

17. You removed some text you wanted to save or you performed some function that you did not want to and want to go back.

- To take back a change, you can choose **Undo** ( ) from the Edit menu. If you undo a change and then decide you want it after all, you can choose **Redo** ( ) from the Edit menu to make the change again. (**Undo** changes to **Redo** after you choose it. **Redo** changes back to **Undo** when you make another change).

18. The line spacing of an entire paragraph changed when changing highlighted text from single- to double-spacing.

Single/double-spacing, as well as text alignment, paragraph margins, and borders around text, are paragraph-based functions.

- Press  at the end of the sentence or text you want to change to define the end of the paragraph.

19. A text border remains after you delete the text in the border.

- With the insertion point inside the border, uncheck the border sides in the Text Border dialog box.

20. The text border of a paragraph that flows across two or more columns only shows in one column.

It is best not to add borders to text that flows across columns.

- With the insertion point in the paragraph, uncheck all border sides in the Text Border dialog box. Break the big paragraph into smaller ones (by pressing) that don't span columns. Then add borders around the paragraphs.

21. The text at the bottom of the page(s) of the document has moved.

The program's page numbers occupy the bottom line of each page. Any text on that line will move to the next page or column when page numbers are added.

- Check the format of text after adding page numbers to your document.
- Add page numbers to a document before adding text or pictures.

WORKING WITH PICTURES

22. Choosing Choose a Picture does not open any picture folder.

- You must set the default picture folder in the Preferences dialog box from the Edit menu to open a picture folder.
- If you are using At Ease, see *Setting the Default Picture Folder* in *Chapter 3: For At Ease Users* for instructions.

23. A Heading picture can't be selected.

- Click in the Heading before trying to work there. Choose **Work with Heading Pictures** from the Picture menu. If there are two or more pictures in the Heading, hold down and click on the pictures you don't want to work on to deselect them.

Troubleshooting

24. A picture in the Heading completely covers up text and pictures in the Heading.

A picture dragged from the Body to the Heading does not act like a Heading picture and covers up text and pictures in the Heading. Don't drag pictures from the Body to the Heading.

- Drag the picture back into the Body or delete it.
- To move a picture from the Body to the Heading, cut or copy and paste it.

25. When choosing Work with Heading Pictures to work on one picture, all the pictures in the Heading are selected.

- Hold down and click on the pictures you don't want to work on to deselect them.

26. Text shows through a picture and does not wrap around a picture.

You are working in the Heading where text does not wrap around pictures.

- Use , , or to move text away from pictures in the Heading.
- If you want to see the text over the picture, try changing the color and style of text to make it more visible through a picture.
- If you want the text to wrap around the picture automatically, cut and paste the text and then the pictures from the Heading to the Body of the document. Then remove the blank Heading by unchecking (clicking on) **Document Heading** in the Page Setup dialog box.

27. When changing a document's page margins or page orientation (from landscape to portrait or vice versa), some of the pictures disappear.

When the page margins change, pictures near the edge of the page may be hidden in the margin.

- Choose **Page Setup** from the File menu and change the page margins to zero. Move the exposed pictures in your document away from the edges of the page. Then return the page margins to their original settings.

4

TROUBLESHOOTING

28. A picture doesn't move when the text around it is moved or reformatted.

Pictures do not move with text in *The Writing Center*. Plan your documents from the top down to avoid problems.

- In the Body, it is best to place and move pictures after formatting text in the Body.

29. When working with a picture, it loses clarity.

- Try using **Resize** to change the picture to its original size, or remove it and then place it again.

30. A picture (graphic) file can't be chosen at the Choose a Picture dialog box.

The Writing Center only accepts pictures from paint programs that have been saved in the formats called PICT1 and PICT2.

- To bring files created in any other format (such as TIFF or EPS, etc.) into *The Writing Center*, paste them into the Scrapbook or Clipboard, which convert images into PICT files.

PRINTING DOCUMENTS

31. When printing a document, a message warns that the system is "out of memory" and printing stops.

- If you are printing on a LaserWriter printer, choose the LaserWriter printer, then turn off **Background Printing** in the Chooser dialog box.

32. Printing is very slow.

- In the Picture Options box in the Print dialog box from the File menu, choose **Standard Quality Grays** or **Best Quality Grays** instead of **Leave Alone**.

33. The edges of a document are lost when printing a document on a LaserWriter printer.

- Use a margin of at least 0.5" (half an inch) on all sides of your documents if you plan to print them on a LaserWriter printer. To do this, choose **Page Setup** from the File menu and change the margin settings to be greater than 0.5". Then click on **OK**.
- Whenever the selected printer is changed in the Chooser dialog box, be sure to go to **Page Setup** to check the settings. Then click on **OK**. This needs to be done individually for every document started before the printer was changed, and for open documents that were saved with different page-setup settings.

34. The colors in a printed document do not match the colors onscreen.

The ImageWriter II printer can only print 8 of the 16 colors used by the program for the pictures and text. These colors are: red, orange, yellow, green, blue, magenta, purple, and black. Light and medium gray text or picture color will not print out on the DeskWriter, ImageWriter II, or StyleWriter printers.

35. When trying to print with a color ribbon on an ImageWriter printer, the entire document prints in the wrong color.

- Make sure the ribbon cassette is properly seated in your printer (pushed in place). See the manual that came with your printer for more information.
- Turn the printer off and then on again.

SAVING DOCUMENTS

36. You see a message that a document you are opening is "locked" and "you will not be able to save any changes."

Files created with *The Writing Center* can be locked to prevent users from accidentally saving over them or deleting them.

- Use **Save As** to save edits you make to locked files.
- If you want to unlock the files, at the desktop highlight the file name, and choose **Get Info** from the File menu. Then click on the **Locked** box to uncheck it.

37. You see a message that there “was a problem saving (file is locked). The Save command has been cancelled.”

- See Troubleshooting item 36.

38. An existing file was replaced when saving a new document with a different capitalization of an existing file name.

Whenever you save a document twice with the same name (in the same folder on the same disk), the new document replaces the existing one on the disk, even if the name has a different capitalization.

- To keep the existing file, save the new document under a name that differs from the existing file name by at least one character.

39. The Heading of a document disappears when the document is saved in the text-only (ASCII) format.

Only the text in the Body is saved when a document is saved in the text-only (ASCII) format.

- To save Heading text, move it to the Body before saving in the text-only format.

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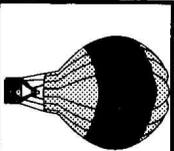
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