7 TROUBLESHOOTING

Monitors

If your screen display is hard to read, select monochrome display from the Control Panel.

If your //e does not have MouseText, your screen display will look strange. Everything will work correctly, but we recommend that you visit your local Apple dealer and update your machine to the current video ROMs.

Plotting Problems

If your data file will no longer plot, check to see if there are any spaces between data items that can be eliminated. Additionally, you can reduce the number of pixels between bars and groups in your chart. See Chapter 4 for complete instructions.

Printing Problems

If you have trouble printing on an Apple IIGS, it may be because you modified the factory setting for printer buffering in the Control Panel. To remedy this, turn buffering off and try to print again.

For color printing problems—If you get off-color lines in your color areas, try one or more of the following:

• Adjust the paper thickness lever.

• Adjust the ribbon adjustment assembly.

If the paper jams—

• Try using heavier weight stock. Although the ImageWriter II is designed for bi-directional paper feeding, 18-pound or lighter stock (most paper is 20 pounds or higher) may jam-up.

• Select tractor feed over friction feed (make sure the pinch roller is disengaged).

• Try cleaning your printer if the paper consistently jams. Printers like the ImageWriter that use a "push/pull" paper feed to achieve bi-directional capability are more prone to jamming up as dirt accumulates on the platen and other paper path contact points.

Printers and Interfaces Supported

GRAPH IT! is compatible with nearly 60 printer interfaces and does not depend upon any special interface features unique to a given brand. Select your particular printer interface as described in Chapter 1, "Configuring GRAPH IT!." The default slot is 1 and in most cases it will not need to be changed. If your interface is not listed in the Configure Program, try the Unlisted Parallel or Unlisted Serial interface selections at the end of the interface list.

Interface Types	Printer Types
Apple/Centronics	Apple DMP
Apple/Comm. Card	Apple Imagewriter
Apple/IIC Port	Apple Imagewriter Wide
Apple/IICPlus Port	Apple Imagewriter II
Apple/IIGS Port	Apple Imagewriter LQ
Apple/Parallel	Apple Scribe
Apple/Serial	C. Itoh 8510 A
Apple/Super Serial	C. Itoh 1550B
Applied Engineering/SerialPro	Citizens MSP-10
AST/Multi I/O	Epson AP-80
CCS/7710A Serial	Epson EX-800
CCS/7720 Parallel	Epson EX-1000
CCS/7728 Parallel	Epson FX-80
Dispatcher	Epson FX-80+
Dual-Comm Plus	Epson FX-85
Dumpling 64	Epson FX-86
Dumpling GX	Epson FX-100
Epson/Apl	Epson FX-100+
K-T/Parallel	Epson FX-185
Laser 128/Parallel	Epson FX-286

Interface Types	Printer Types
Laser 128/Serial	Epson HS-80
Micromax/Graphmax	Epson JX-80
Micromax/Printmax	Epson LQ-800
Microtek/RV-611C	Epson LQ-1500
Microtek/SV-622C	Epson LQ 2500
Mountain/Parallel	Epson LX-80
Orange/Grappler	Epson LX-86
Orange/Grappler +	Epson LX-800
Orange/Grappler/Serial	Epson MX-80
PC Ware/Parallel	Epson MX-100
PC Ware/Serial	Epson RX-80
PKASO	Epson RX-80 +
PKASO/U	Epson RX-100
Practical/Graphicard	Epson SQ-2000
Practical/Printerface	IBM Compatible
Practical/Microbuffer	NEC PC 8023A
Practical/Seriall	Okidata 84
Printermate	Okidata 92A
SSM/AIO Parallel	Okidata 93A
SSM/AIO Serial	Okidata 182
SSM/APIO	Okidata 183
SSM/ASIO	Okidata 192
Star/Grafstar	Okidata 193
Star/Grafstar II	Okidata 192/Apple
Thirdware/Fingerprint	Okidata 193/Apple
Thirdware/Fingerprint + PA	Okidata 182/IBM
Thirdware/Fingerprint + SE	Okidata 183/IBM
Tymac	Okidata 192/IBM
Versacard/Parallel	Okidata 193/IBM
Versacard/Serial	Star Delta 10
Videx/Uniprint	Star Delta 15
Videx/PSIO/Parallel	Star Gemini 10
Videx/PSIO/Serial	Star Gemini 15
Wizard/BPO	Star Gemini 10X
Wizard/IPI	Star Gemini 15X
Unlisted Parallel	Star Radix 10
Unlisted Serial	Star Radix 15
	Star NB24-15
	Star NR-15

Printer Types
Star NX-15
Star SD-10
Star SC-15
Star SG-10
Star SG-15
Star SR-10
Star SR-15

Pre-call Checklist

Please consult this Pre-Call Checklist before calling the Timeworks Customer Support Help Line: (312) 948-9208.

1. Have you investigated your manual (Troubleshooting and the Index) and the README file (if there is one) thoroughly for the answer to your question?

2. Has the problem ever appeared before? What procedure did you use to produce the problem, and can you reproduce the situation? Have you tried reproducing the problem with hardware other than your own?

3. Are you using any additional equipment with your system, such as a light pen or memory-resident software? If so, disconnect the additional hardware/software and try to repeat the problem. If not, did you change your hardware or software configurations before you first experienced the problem?

4. If the problem is related to printing, have you checked your printer manual or contacted your printer manufacturer for the answer? Have you read your interface manual or contacted your interface manufacturer?

5. Have you returned your Registration Card to Timeworks?

If You Call...

1. Which Timeworks product are you calling about, and what is the version number? (For example, GRAPH IT!, version 1.1) You will find the version number when you view the directory of your program disk or by selecting About GRAPH IT! from the APPLE menu.

2. What system are you using? (For example, Apple //e enhanced.)

3. Have your user's manual with you when you call, and keep your manual and any other pertinent materials by the phone in case we need to call you back.

If You Write...

Include a phone number where you can be reached during the day.

8 APPENDIX

Choices of Graph Types

This appendix contains a complete listing of all of the graph types available in GRAPH IT!. Each graph type is described in the order in which it appears in the TYPE menu.

A picture of each graph type is also included. All graphs except the pie chart are shown Double Height. The pie chart is printed in standard height so that the pie will be circular rather than oval.

For considerations in choosing a specific graph type, see Chapter 4.

Column

This is GRAPH IT!'s default graph type. This and the Stacked Column graph are perhaps the most useful of the graph types.

This graph uses vertical columns to show the difference in the magnitude of data values (the relative height of the columns). Because each Legend entry is represented by one column, this graph type easily handles multiple Categories and multiple ranges within Categories. It can also handle large enough amounts of data to clearly show trends.
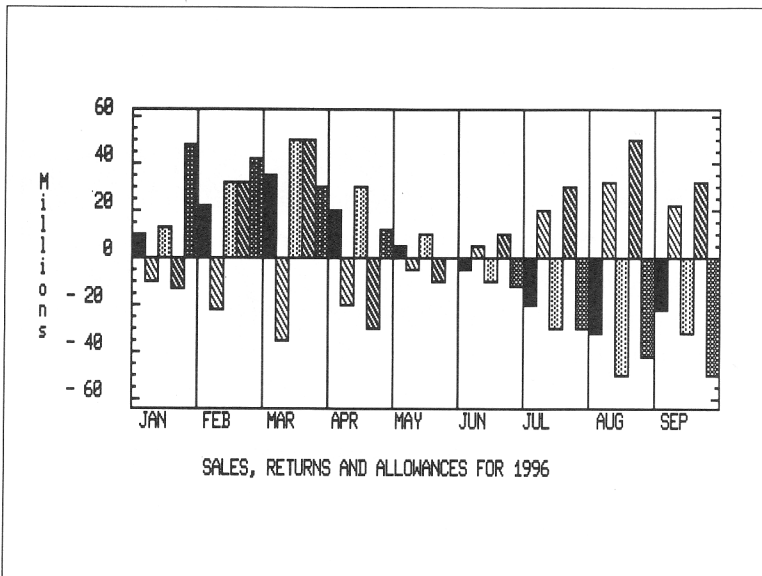

Figure 24

▩ Stacked Column

The Stacked Column graph uses vertical columns to show the relative share of each item in a Category group keyed to the Legend. Multiple ranges of data add up on top of each other to show how each item contributes to the total.

This is similar in effect to a pie chart. The advantage of a Stacked Column graph over a pie chart is that multiple Categories may be plotted at once. This graph treats negative numbers as zeroes.
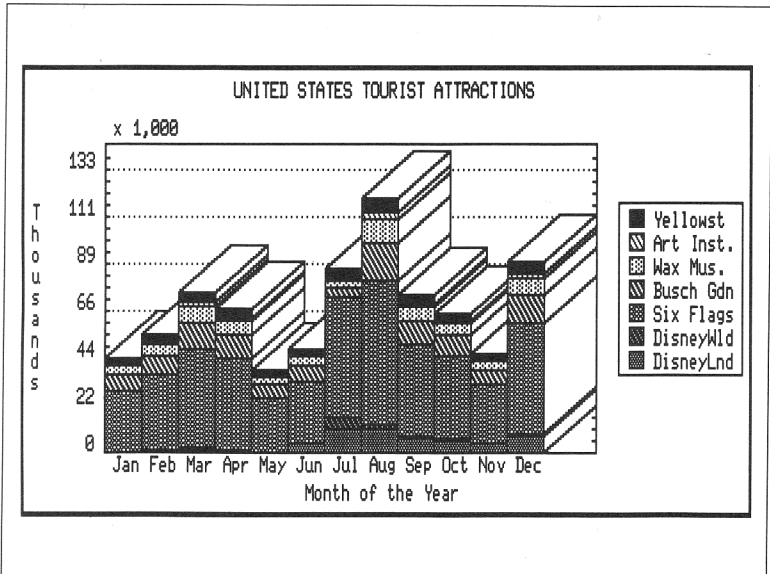

Figure 25

▓ Bar

The Bar graph is simply a horizontal column graph. In
general, a Bar graph lends itself to the same types of data
as the column graph. However, due to the horizontal shape
of the computer screen, you don't have as much height
available to clearly graph a large number of Categories or
Category groups. Therefore, from a practical standpoint,
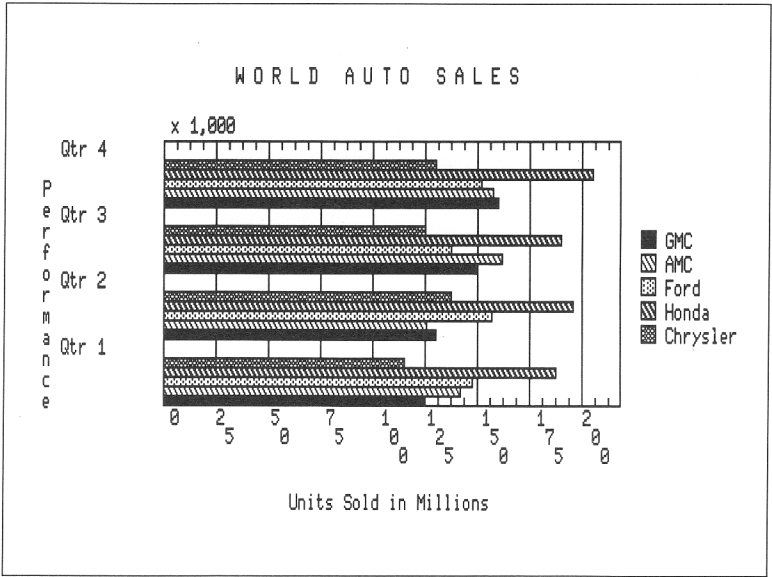Bar graphs will be most useful for relatively small numbers
of ranges of data.

Figure 26