CLIENTIPS

Quick & easy fix to printing Quattro Pro 6 spreadsheets

For some time now, many users here in Washington have experienced an inordinate delay in printing Quattro Pro 6 spreadsheets. On one unfortunate occasion, a member of our staff had to print 135 spreadsheets, and each one took up to 15 minutes to print! Needless to say, the beleaguered individual treatened to trash her computer over this one... I'm sure that users in other missions* have had the same frustrating problem.

As is often the case, a simple solution to the problem was found (but it took two full days of work to find it!). Kate Jones, one of our resident SAs, and I were lucky with this one. We discovered that the problem occurs as a result of the way Quattro Pro spools data to the printer (i.e., HP-GL/2 vs. Raster). The procedure to fix the problem is as follows. Please note that this works with Laser Jet 4 printers only. Kate and I guarantee that it will save you hours of frustration.

1. With Quattro Pro open, click on File, then on Print
2. Click on Select Printer
3. Click on Setup
4. Click on Options
5. Click on the down arrow beside Graphics Mode and select HP-GL/2 instead of Raster

There is, however, a trade off to this solution. Some applications really do work much better with the Raster setting (e.g., Power Point, Harvard Graphics, WordPerfect Graphics, etc.). If you experience printing problems with these or other applications, my advice is to check the printer setup, either from within the applications or from Print Manager itself.

-Chuck Stenberg (WSHDC)

*Quattro Pro 6 will be installed at HQ at the end of the summer.

Informatics Learning Lab Now Open for Business
How Can We Help You?

A new training initiative has been introduced by the Informatics Learning Centre of the Client Services Division (SXC). The Informatics Learning Lab provides an avenue for users to address their specific questions and/or problems related to SIGNET and associated software. The Lab was launched in response to the findings of focus groups conducted with a variety SIGNET users.

The Learning Lab is designed to be a multi-faceted, self-paced learning environment which provides participants that a variety of ways in which to answer their questions and acquire new skills. It is modelled as a "drop in" centre, with an instructor on duty between 9:00 a.m. and 3:00 p.m. every Wednesday in the classroom of the Services Centre on D1. The instructor will answer your questions or advise you on possible alternative methods to locate the answers, and teach you creative methods to learn new skills.

We encourage you to drop by and check out the Learning Lab and what it has to offer. The classroom has been equipped with new multimedia compatible computers. Many of the latest products in computer based and multimedia training are also available for use. Come and give us your opinion as to whether or not they should become a permanent part of our training.

Users with a specific question or problem are encouraged to drop in and ask for assistance. Bring along the document and/or file you have a question about, and we'll work with you to solve the problem.

So drop on by, come on in, and visit us in the Informatics Learning Lab. Remember, we're here to serve you.