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Mac OS 7.6: About QuickDraw GX Read Me (1/97)

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TOPIC -----

This article is the About QuickDraw GX ReadMe file which comes with Mac OS 7.6.

DISCUSSION -----

About QuickDraw GX

This document includes information about new features of version 1.1.5 of QuickDraw GX, as well as tips and compatibility information. It also includes information about obtaining printer and fax drivers for use with QuickDraw GX. This document also contains information about using fonts with QuickDraw GX.

For the latest information about applications, utilities, fonts and printer drivers, see the Web site at <http://www.macos.apple.com/macos/tech.html>.

Compatibility Information
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QuickDraw GX and WorldScript II

Make sure that you are using WorldScript II version 7.2 or later.

QuickDraw GX and At Ease

Make sure that you are using At Ease version 2.0.3 or later.

Installing QuickDraw GX with the Power Macintosh Upgrade Card

When you install QuickDraw GX on a computer with the Power Macintosh Upgrade Card, make sure that the upgrade card is enabled before installing QuickDraw GX.

Manual Feed and the LaserWriter IISC GX Driver

When you print a manual feed job to a printer using the LaserWriter IISC GX driver, wait for the manual feed alert to appear before inserting the next page. If you insert the page before the alert appears, your printer will print the first page twice and then stop printing. Opening and closing the cover on your printer will clear it.

QuickDraw GX and Application Programs

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- In application programs which do not take advantage of QuickDraw GX, Tekton Plus appears as two fonts: Tekton Plus Regular and Tekton Plus RegularSC. Applications such as Adobe Illustrator, QuarkXPress, and Aldus PageMaker print characters from Tekton Plus RegularSC as Courier on PostScript printers.
 - If possible, do not use the QuickDraw GX Helper (to turn off desktop printing) with WordPerfect versions 3.0 and earlier. In WordPerfect, when you turn desktop printing off, the third item on the Apple menu (which corresponds to the first alphabetic item in the Apple Menu Items folder) opens. WordPerfect versions 3.1 and later are compatible with QuickDraw GX.
 - In PageMaker version 5.0, documents containing PICT files will print without the PICT files and an extra blank page may be printed at the end of some documents. To print correctly, hold down the Option key when you choose Print from the File menu.
 - To print on a PostScript printer using Insignia Solutions SoftPC and SoftWindows versions earlier than 1.0.2a, you must turn off desktop printing or use the Epson LQ-2500 output option. To turn off desktop printing, use the QuickDraw GX Helper (one of the QuickDraw GX Utilities). You can install the QuickDraw GX Utilities with the custom installation option of QuickDraw GX. SoftWindows versions 1.0.2a and later are compatible with QuickDraw GX.
 - Adobe Acrobat Reader versions earlier than 2.0.1 and all versions of Adobe Acrobat Exchange are incompatible with QuickDraw GX 1.1.5. A compatible version of the Acrobat Reader is available in the Utilities folder on the Mac OS 7.6 CD-ROM disc.
 - The substitution fonts included with Adobe Illustrator 5.5 and SuperATM are not compatible with QuickDraw GX 1.1.5. If you install QuickDraw GX 1.1.5 on a computer where these substitution fonts have already been installed, you will see this message: "The substitution fonts necessary for Acrobat and SuperATM are missing. Please re-install either software package." QuickDraw GX-compatible versions of these fonts are available as part of the Adobe Acrobat Reader, version 2.0.1, available in the Utilities folder on the Mac OS 7.6 CD-ROM disc.
 - You should print documents that use the Al-Nashir Al-Sahafi font (Arabic Design Studio) on raster (non-PostScript) printers. If you try to print an Al-Nashir Al-Sahafi document on a PostScript printers, no document will print.

QuickDraw GX Printer Driver Upgrade Information

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To print with QuickDraw GX, you need a QuickDraw GX printer driver for your printer.

- If you have an Apple printer, QuickDraw GX versions of your printer drivers are installed with QuickDraw GX.
- If you have a non-Apple printer, check with your Apple-authorized dealer or contact your printer vendor directly to obtain a GX driver for your printer. See the list below for vendor information.

CalComp

PostScript compatible printers from CalComp should work with the standard LaserWriter GX PostScript driver. If you have any problems using QuickDraw GX with CalComp products and are within the United States or Canada, call CalComp at 800-451-7568. Outside the United States or Canada, contact the office in your area as listed in an appendix of your printer manual.

Epson America

For information about Epson QuickDraw GX drivers, call the Epson End User Support Center at 1-800-922-8911.

GCC Technologies

For information about GCC QuickDraw GX drivers and upgrade information contact GCC Technical Support at one of these numbers:

Phone Number: 617-276-8620
Fax Number: 617-275-1115
CompuServe: 67004,2302
GEne: GCC.TECH
America OnLine: GCC TECH

GDT Softworks Inc.

For upgrade information about GDT Softworks products (PowerPrint 2.5, PowerPrint/GX 3.0, PowerPrint/LT 3.0, PowerPrint/NW 3.0, PLOTTERgeist 3.0, PowerPlot 2.0, PowerPlot/LT 2.0, StyleScript 2.0), contact GDT:

GDT Softworks Inc.
Customer Service Upgrades
4664 Lougheed Highway, Suite 188
Burnaby, BC V5C 6B7 Canada

Phone Number: 1-800-663-6222 or 604-291-9121
Fax Number: 604-291-9689
CompuServe: 72137,3246
Internet: customer_service@gdt.com

Hewlett-Packard

If you need Post-Sale Assistance, Technical Assistance, or if you have any kind of questions about H-P peripherals, contact the HP Computer Products Customer Support Center at 208-323-2551.

For users of Hewlett-Packard printers, the fastest way to get a QuickDraw GX printer driver is from one of these electronic online services:

CompuServe: HP Peripherals forum (HPPER)

Library 9

Internet: FTP to IP address 192.6.71.2

Name - Anonymous

Password - Send User Identification

HP Download Service: 208-344-1691

(modem settings: parity, N; data bits, 8; stop bits, 1)

To receive detailed instructions on accessing these online services, contact HP FIRST, Hewlett-Packard's document FAX retrieval service: Inside the U.S. and Canada: 1-800-333-1917 (Then press 1 for HP FIRST.) Outside the U.S. and Canada: 208-344-4809

To receive a disk with the QuickDraw GX printer driver, contact the HP Software Distribution Center at 303-339-7009. A nominal charge for materials and shipping applies.

Kodak

Call 1-800-CDKODAK for technical support. To update EKC drivers and print utilities, connect to CompuServe and 'go kodak'. In the Library menu, choose Browse. In the Browse sections, choose Kodak Printers. You can download these upgrades from CompuServe.

Lasermaster

For QuickDraw GX driver updates from Lasermaster, call Lasermaster Technical Support at 612-944-8509.

Lexmark International

Lexmark/IBM customers can get the latest QuickDraw GX drivers from:

Technical Support: 606-232-3000

Lexmark Bulletin Board: 606-232-5238

Internet: anonymous ftp at ftp.lexmark.com

CompuServe: Go Lexmark

Microspot

For information about MacPlot Raster GX and MacPlot Pen Plotter Professional GX drivers or upgrade information, contact the Sales Department:

Microspot

12380 Saratoga-Sunnyvale Road, Suite 6

Saratoga, CA 95070

Phone Number: 1-800-622-7568 (1-800-MACPLOT) or 408-257-4000
America Online: MICROSPOT1
CompuServe: 70274,3650

NEC Technologies

Contact NEC Technical Support at 800-388-8888 or use one of the following:
NEC Bulletin Board: 508-635-4706
Main Phone Number: 508-264-8000
Main FAX Number: 508-264-8673

QMS, Inc.

For assistance with QMS printers, drivers, and driver updates, call QMS Customer
Technical Assurance:
Phone Number: 205-633-4500
FAX Number: 205-633-3716

Seiko Instruments

QuickDraw GX is supported by Seiko Instruments for the ColorPoint PostScript
printer line with four drivers:

Printer Names	Required GX Driver
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ColorPoint PS, PSX or PSN	ColorPoint PS/PSX/PSN GX driver
ColorPoint PSE	ColorPoint PSE GX driver
ColorPoint PSH	ColorPoint PSH GX driver
ColorPoint PSF	ColorPoint PSF GX driver

All driver upgrades are free and are available now:
Technical Support Department: 1-800-553-5312 (inside USA)
Technical Support Department: 408-922-5800
Seiko Bulletin Board: 408-428-9810

SuperMac Technology

For the SuperMac ProofPositive and the SuperMac Splash, contact SuperMac
Technical Support at 1-800-541-7680.

Tektronix

In the US and Canada, call Customer Support at 1-800-835-6100 or use the
following:
Fax Number: 503-682-2980
Tektronix Bulletin Board: 503-685-4504
International Customers: Please contact your local Tektronix office

Xerox

Xerox offers QuickDraw GX printer drivers for Xerox DocuTech Network Publisher
Model 90 and Xerox DocuTech Network Publisher Model 135. For information on how
to obtain the driver, customers can send an electronic mail message to:

GX.Roch817@Xerox.com

QuickDraw GX Fax Information

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To fax with QuickDraw GX, you need a QuickDraw GX fax driver for your modem. Use the information below to contact the vendor about a fax driver for your modem.

Apple Telecom software

A version of Apple Telecom that supports GX is included with Mac OS 7.6.

Global Village

GlobalFax version 2.5 supports QuickDraw GX. If you purchase a modem that includes GlobalFax 2.5 software, it will automatically install the GlobalFax GX fax driver as part of the standard installation. If you are using an older version of GlobalFax software, you can buy a GlobalFax 2.5 Upgrade from Global Village by calling 1-800-736-4821 or 1-408-523-1036. For more information about GlobalFax software, check Global Village forums on the following online services:

America Online: global

CompuServe: go global

Global Village BBS: 415-390-8334

Web: <http://www.globalvillag.com>

Cypress Research

If you use Cypress Research FaxPro II, call 408-752-2700 and ask for Technical Support.

STF Technologies

For information about the FaxPrint GX printer driver, contact STF Customer Service:

Phone Number: 816-463-2021

Fax Number: 816-463-7958

Bulletin Board: 816-463-1131

CompuServe: 74740,1244 (Go STFtech)

America Online: STFtech

Using Fonts

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Type 1 Fonts Enabled During Installation

During installation, QuickDraw GX enables any Type 1 fonts found in the System Folder, the Fonts folder, or the Extensions folder. However, you must ensure that each Type 1 font family is in its own suitcase. The Installer will not

enable multiple font families contained in one suitcase.

Adobe Type Manager version 3.8.3

ATM version 3.8.3 is installed with this version of QuickDraw GX. ATM 3.8.3 includes native support for computers with PowerPC microprocessors.

Type 1 fonts will display and print properly only if ATM is installed and turned on. As with previous versions, ATM 3.8.3 rasterizes Type 1 font data from the POST resource in conventional outline font files (file type LWFN). In addition, ATM 3.8.3 rasterizes Type 1 font data from the 'sfnt' resource in suitcase files (file type FFIL). ATM 3.8.3 does not include font substitution capability.

Enabling Type 1 Fonts After Installation

You may need to enable Type 1 fonts after you install QuickDraw GX. To enable Type 1 fonts, use the Type 1 Enabler, one of the QuickDraw GX Utilities. Each Type 1 font family must be in its own suitcase before using the enabler.

To install the QuickDraw GX Utilities, use the custom installation option with QuickDraw GX. For more information, see your Mac OS installation manual.

The Type 1 Enabler supports only Type 1 fonts. If the Type 1 Enabler program encounters a suitcase containing Type 3 fonts, it displays the message "Contains a Type 3 font program" and does not enable the suitcase.

The Type 1 Enabler does not enable hybrid fonts. Old versions of Optima or ITC Eras fonts are hybrid fonts. If you are a registered owner of Optima or ITC Eras, call Adobe Systems Technical Support to obtain an upgrade to the non-hybrid versions of these families.

Removing Duplicate Fonts

To make sure that QuickDraw GX properly manages currently installed fonts, you should make sure you have no duplicate fonts installed in the System Folder. Remove any duplicates that you find.

Restoring Type 1 Fonts to Their Original State

If you remove QuickDraw GX from your system, you need to restore your Type 1 fonts. To restore Type 1 fonts, follow these steps:

- 1) Open the System Folder.
- 2) Open the Fonts folder.
- 3) Drag any suitcases that have been enabled to the Trash.
- 4) Open the •Archived Type 1 Fonts• folder.
- 5) Move the contents of the •Archived Type 1 Fonts• folder to the Fonts folder.
- 6) Drag the •Archived Type 1 Fonts• folder to the Trash.

Tips

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Envelope Paper Types and the LaserWriter GX Driver

The LaserWriter GX printer driver handles three types of No. 10 envelopes. However, each of the three types is designed for a different type of LaserWriter printer. Your choice of envelope should be based on how your printer feeds envelopes from the paper input tray:

- "Envelope - Center Fed" is for printers that feed the envelope in the center of the paper input tray.
- "Envelope - Edge Fed" is for printers that feed the envelope on the left edge of the paper input tray.
- "No. 10 Envelope" is for certain new printers (for example, the LaserWriter 16/1600PS) that use a different method of determining paper size.

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