

SNX

MacEnvelope Lite

Frequently Asked Questions

Revised: 3-1-98

Q1) I can print labels successfully, but when I print Envelopes (using the Envelope template), my printer does not respond, or it prints a blank sheet of paper.

A) Newer printers often use print drivers that are newer than the software application you are printing with. As a result of this, printing problems can sometimes occur when using the Envelope Templates. To correct this problem, do the following:

First, make sure you have chosen the correct settings in Page Setup. Once you have done this, if the problem persists, try using the **Label** Template named: **Envelope #10** (Left, Right or Center feed, depending on your printer). Choose the appropriate **Left, Right** or **Center** feed (based on how you feed envelopes into your printer). Select **Print**. You will then see the **Select First Label to Print** window (this window is normal since you are now printing an envelope with a **label** template). Then, click **OK** to proceed to the regular print screen. If you can print successfully, you can then make any desired changes to your envelope and select: **Save Template As...** Rename your new template and click **Save**.

If your print appears cut off (from the top or the bottom) or is not printing in the proper position, you can use the **Templates: Templates** menu (in your file menu) to "slide" the envelope up or down for proper printing. Simply click and drag the appropriate flag to move the envelope around the page. Then so a test print. If your printed envelope now looks good, remember to resave your Template.

Q2) When trying to print, I get an error message: Out of Memory.

A) Upgrade your print driver (see General Tip #2).

Q3) When opening a list, I get an error message about a "Corrupted Index". How can I repair this?

A) File corruption can occur at any time with any program. To correct this issue, first create a new list, then import the corrupted list into the new one. Once you have saved and successfully opened the new list, you can trash the corrupted one. *** Note: File corruption can result in a PERMANENT loss of some or all of your records. Importing a corrupted list into a new one does NOT guarantee recovery of ALL of your records. To minimize data loss, remember to back up new lists, files and records regularly! ***

Q4) When I launch MacEnvelope Lite, one of my 3 windows has disappeared?

A) In your file menu, go to **View**, then to **Windows** and select the window that is missing (MacEnvelope, List or Edit). You will then see the missing window appear.

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General tips:

Tip 1: To resolve lockups or freezes, or problems with imported graphics which do not print, increase the memory size of MacEnvelope. This will also help to increase the speed of the program.

To increase the application's memory, open the MacEnvelope Folder, then highlight the MacEnvelope application file by clicking it once (do not double click as this will cause the program to open). On your keyboard, press **Command-I** to open the Get Info dialog window. You will see three memory settings at the bottom of the window that appears. Change the **Minimum Size** to **2000** and the **Preferred Size** to **3000**, then close the window. Then launch MacEnvelope.

Tip 2: **Always keep your print driver software up to date** (regardless of the other applications you are using with your printer). Benefits of updating your print driver can include faster printing, greater compatibility with newer applications and elimination of "Out of Memory" error messages when printing. Your print driver's version number can be seen on the Print screen that appears when you normally print (or on the Page Setup screen). It is located directly to the right the printer name. For Apple LaserWriters (for example) if it is lower than version 8.0, you should upgrade it. You can download the latest version of your printer driver directly from the World Wide Web, or you can contact your printer's manufacturer directly to order the updated driver (on diskettes) free of charge.

Tip 3: If you have followed all of the above recommendations and are still experiencing persistent lockups or freezes (see the first paragraph of this FAQ), try trashing your **MacEnvelope Preferences** (located in your System Folder under Preferences). This file contains your programs settings and is automatically recreated every time you make changes to your preferential settings within MacEnvelope (it is NOT related to your MacEnvelope lists or to the application file, so don't be afraid to trash it). Once you trash the file, open MacEnvelope (and it will ask you to locate a list to open) and redo your Page Setup and Preferences options.

If this document does not resolve your problem, please contact SNX technical support at:

PLEASE NOTE: Technical support is not available from our toll free number. All registered users of MacEnvelope Lite requiring technical support must call (718) 369-2944.

SNX

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