NDF Co.

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Improper Printout or Printing Blank Forms from HP Printers

Problem: You have problems with improper printout, the form prints, but data is missing when printed from a HP Printer.

Cause: Meta files are not handled as transparent on all HP Printer drivers, they are programmed to appear transparent with the data entry file located underneath, printing at the same time.

Solution: We recommend the printer use the generic HP Driver (not the print driver for your specific printer model). If you have an Hewlett Packard Printer chances are you are using the printer driver from Hewlett Packard that is specifically for your printer model and it causes problems. Experience has shown that the *generic* Hewlett Packard driver usually works. You can do this one of two ways.

First, you can change the print driver so that all printing uses the generic print driver. Sometimes this can cause problems with printing from other programs.

The alternative is to add a printer to your list of printers and modify that particular printer for use with the NDF Program. You would need to be sure to designate it as the NDF Printer and also to *choose the NDF printer as the default printer before you go into the NDF Program.* ***The Electronic Forms Program always prints to the default printer.*** To make switching back and forth from one driver to another, you can create shortcut icons for each printer for your desktop (see section below "Creating Printer Shortcut Icon").

Change your Print Driver

Windows 95, 98, ME, 2000 or NT

1. From "Start" go up to "Settings".
2. Choose "Printers".
3. Click once on your printer icon, go up to "File" on the toolbar and come down to "Properties".
4. Click on "Details". In the middle of the window that comes up is the print driver information. You can choose another driver by clicking on the down arrow button and scrolling through the drivers and printers available. When you have chosen the generic HP Print Driver, click the "OK" button.

Windows XP

1. From "Start" Choose "Control Panels".
2. Choose "Printers and Faxes".
3. Then under the "Advanced" file tab choose "New Driver button.
4. The "Print Driver Wizard" appears choose "Next".

5. Then select a new driver (generally model specific print drivers do not work as well as generic print drivers). Choose "Next".

Add Printer

<u>Windows 95, 98, ME, 2000 or NT</u>

1. From "Start" choose "Control Panel".
2. Then double click on the "Printers' icon and choose "Add Printer".
3. The "Add Printer Wizard" comes up. Choose "Next".
4. Choose whether it is local printer or network printer and click on "Next".
5. On the right side of the next window, choose the manufacturer as HP. In the Printer column choose HP DeskJet, HP CopyJet, HP Color LaserJet, HP OfficeJet, HP PaintJet or HP QuietJet. Just the name, with no model number or other words. Then choose "Next".
6. Rename the printer to NDF Printer. Choose "Next".
7. Since you are already using your printer, you do not need to print a test page, select "No" & "Next". Then click "Finish".

<u>Windows XP</u>

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Create Printer Shortcut Icon

<u>Windows 95, 98, MR, 2000 or NT</u>

1. From "Start" go up to "Settings".
2. Choose "Printers".
3. Right mouse click on the printer you want to create the shortcut icon for and choose "Create Shortcut". It will tell you that it cannot create a shortcut, click on "OK". Then it will ask you if you want to place a shortcut to the printer on your desktop and click on "Yes".

<u>Windows XP</u>

1. When you return to the "Printers and Faxes" folder, right mouse click on the NDF Printer and choose "Create Shortcut".
2. You will get the message "Windows cannot create a shortcut here. Do you want the Shortcut to be placed on the desktop?" Choose "Yes".
3. Follow steps 1 & 2 for the other HP Printer.

If you should have any questions, please do not hesitate to contact us at 316-283-3628. Let us know if these suggestions do not take care of your problem, or if we can be of any other assistance.