Troubleshooting

If you have difficulties when using your Notebook there is a good possibility that your question may be answered in the following list of common questions and answers, many of these are based on calls received about the NC100 and NC150 Notepad computers.

I switch on but nothing shows on the screen.
- Check that batteries are installed.
- Adjust the brightness (contrast) control.
- If using batteries disconnect AC Adaptor from Notebook.
- If using mains power check AC adaptor is connected properly.

The Notebook switches itself off when I'm not looking.
This is a normal feature, designed to help conserve your batteries, you can adjust the time delay before power off

I have set a password but forgotten it, what do I do?
You must delete the current password and secret information. Refer to "If you forget your password" in the user guide. If you've used the password to operate the complete "lock" then the whole machine must be reset as described in "Hard reset" below.

I think my Notebook is running out of memory, what do I do?
Copy some of your old documents to disk then delete them from memory.

Is there anything I can do to increase the memory?
Standard JEIDA/PCMCIA Memory Cards will expand the Memory by up to 1MB

Where can I buy memory cards?
Memory cards in sizes from 64KB up to 1MB are available from the following address (telephone credit card orders can be made):

Amstrad Spares Dept.
169 Kings Road
BRENTWOOD
CM14 4EG   Tel: 0277 209509

Can I use a monitor or TV with the Notebook?
No, this is not possible.

Sometimes when I'm typing a document or worksheet, it disappears and other things appear on the screen.
You have accidentally invoked a command, possibly by pressing [Function] instead of [^] or [⌘]. Press [Function] or [Function] to return to what you were doing. In the spreadsheet select the Restart option to continue where you left off..

I can't print £ signs on my printer
1) Make sure you have set the Notebook for the correct sort of Printer ([Function][P x] then [⌘])

2) Make sure your printer and Notebook are set to use the same character set before you print. The IBM set will give you the largest range of characters (possibly including box symbols), however you may not get italic characters printed. The Epson set may limit the range of characters but should always enable italics.

I can't get italics to print
Some printers (such as the original Canon BJ10e) simply don't support printing in italics.

If you are sure that your printer can print italics read the above answer about printing £ signs.

How do I run a macro?
Just hold down [⌘] and press the letter key that you assigned the macro to.

How do I reset the macros?
You can only redefine each macro individually back to the value shown in the table in the Macro chapter. You can use the soft reset method (described below in "When all else fails!") to reset all the macros in a single operation but all Notebook settings will also be set back to their factory default.

How can you adjust line spacing on a printout?
There are two ways to do this. While editing a document press [Function][? 7] to access the layout menu then set the bottom **Line spacing** option to $^1/_2$, 1, $1^1/_2$, 2, $2^1/_2$ or 3. This will affect all documents that you write from now on. If you just want a single document to have an unusual line spacing put a ">LS" code at the start of the document (see the chapter on Stored Commands).

How do I get page numbers printed?
Automatic page numbers can only be used in headers and footers. Where you put a % symbol in a header/footer it will be filled in with the page number when the document is printed. Headers/footers can be inserted manually with a >HE or >FO code or use the create options in the word processor menu (press [⌘] while editing).

How do I turn off right justification so that the right margin of the text isn't always straight?
For a single document just press [⌘][♪ ↓], press again to switch it on. If you have the status line showing ([Function][# 8]) the letters **RJ** show when it is on. To disable it for new documents, use the configure menu ([Function][5]) and set the **Right justify** option to **Off**.

How do I print selected pages?
At the list of documents to print press [⌘] and use the **Start at..** and **End at..** options to select the pages to print.

How do I get back deleted files?
You simply cannot. Once a file is deleted it is gone for good. If you think you may lose something because of this always copy your complete list of documents to a floppy disk before deleting any.

How do I store the Address Book on a memory card?
Put in the card, switch on, press [Function][D] to switch to the address book then immediately press [⌘]. At that moment the address book is written on the card.

How do I change the printed page length
To change all subsequent documents press [Function][? 7] while editing and change the **Page length** entry. If you just want to change it for a single document put a **>PL** stored command at the top of the document (see section on Stored Commands).

How do I print multiple copies?
Put an **>NC** stored command in your document followed by the number to be printed (see section on Stored Commands).

Can I use an Amstrad PCW printer?
Apart from the Canon BJ10 printer supplied with some PCWs it is not possible to directly connect a PCW printer to the Notebook because, unlike most printers, the PCW printer has its 'intelligent electronics' inside the main PCW unit. You could, however, transfer documents to the PCW and then print them either from LocoScript (import ASCII files) or use the CP/M version of Protext.

How can I easily transfer documents to an Amstrad PCW?
By far the simplest way to do this is to use the "Lapcat" cable and software that is available from Arnor. You may also need a serial/Centronics interface to connect to the PCW.

How do I get condensed printing?
Like all styles in the word processor you can put in a code to switch on condensed printing by pressing [⌘][S] in the editor and select the **C – Condensed** (or any other) option. Put in a second code to switch back to normal. For this to work your printer must, obviously, support condensed printing and you must have set the correct **Printer** option in the Print Options menu.

How do I change the margins?
Margins are changed using ruler lines. A letter L is used to show the position of an indented Left margin and a letter R is used to set the Right margin. See the section on "Aligning text using Ruler Lines".

How do I indent a paragraph?
Use a ruler line with an L showing where the left margin of the subsequent paragraph should be. Switch back to the previous margins after this by pressing [Function][R] to insert the previous ruler line. For paragraph numbers move the cursor into the left margin space, type a number and then [↵] to continue the paragraph.

Can I print the secret information?
No, as a security measure it is not possible to print this. You should consider just entering the information as a normal document if you really intend to print it.

What is the size of the "user dictionary" and macros?
The dictionary is 1KB, 1024 characters, which will hold about 150 average length words. There are 256 characters for macros.

What printer lead do I require?
If using the parallel port the lead is exactly the same as used for an IBM PC compatible printer. Almost all printers are already supplied with such a lead. For serial printers see the diagrams in the section that describes Sending and Receiving files.

I get "Mistake" errors whenever I try to type commands in BASIC
Caps Lock should normally be switched on when using BASIC as all commands must be typed in upper case.

The calculator does not work in the same way as my pocket calculator

There is no single standard for how a calculator should work, some pocket calculators do work like this.

What on Earth does ABCEFGIJMNOPQSTVWXZ!+-\/>.('* mean?

This shows you all the keys you can press at the main menu of the spreadsheet. Because there are so many commands, only the first letter of each is given. As always in the spreadsheet, you can press [Menu] to get detailed help on this.

Everytime I press [Stop] in the Spreadsheet I get the message "Space full"

Press the space bar then use the Which files command to list other sheets in memory. Erase old ones to make space. In the limit you may have to remove data from the spreadheet to make room.

After printing from the spreadsheet my laser does not feed a page, what should I do?

Type [Os] then press [Enter][^s] together, finally press [Stop] or [↵].

I want to enable NLQ printing from within the spreadsheet

This depends on the printer you have - check its manual for details but, if it is Epson compatible, the code to enable NLQ is "Esc x 1", So type [Os] then press [Enter][i s] together (which sends "Esc"), then press [x] then [i], finally press [Stop] or [↵].

How do I align the paper in my printer before printing a worksheet?

Type [Os] then hold down [Enter] and press [↵] as many times as necessary, finally press [Stop] or [↵].

Graphs from the spreadsheet don't fit on a sheet of A4 paper in my 24 pin printer - what should I do?

This is because the graphic dots printed on a 24 pin printer are larger than on a 9 pin printer. However, the printout will fit if you start printing right at the top of the page and use the printers DIP switch settings to make it ignore the out of paper sensor.

When all else fails!

If, while using your Notebook, it simply refuses to respond to key presses or appears to be behaving in an unexpected way there is a special key sequence that can be used to reset it. This is known as a "soft reset". This will keep all your documents, worksheets,

address book, etc. intact but will set all system settings and menu choices back to their fatory settings.

Soft Reset: If possible, before switching off, finish what you are doing by pressing [Stop] (otherwise your current work in document or address book will be lost) then hold down [Function] and [Stop] together and switch the Notebook on, you will hear a high pitched "beep" if the reset is successful.

If the machine still refuses to work correctly there is a more powerful reset mechanism known as a "hard reset". However, **be warned**, this will erase absolutely everything stored in the Notebook and is only provide as an absolute last resort when all else has failed.

Hard reset: Switch off the Notebook then hold down the [Function] [Stop] and [Del] keys and switch on. You will hear a low pitched "beep" and the machine will be completely reset to exactly the same state as when you first bought it.

Memory usage in the Notebook

As you create documents and worksheets and make diary and address book entries there are three areas of memory in which the Notebook can store the information you type. These areas are the Lower Memory, the Upper Memory and the Card Memory - if a PCMCIA card is fitted.

If you switch **Document sizes and date display** on in the system settings menu you will see that each file in the List Stored Documents screen has an L, U or C beside it showing where it is stored.

The Notebook has 128K (131,072 bytes) of memory as supplied. It uses 20,200 bytes of this for its own operation (including 8,192 for the screen memory). The remainder appears as two separate areas. The Upper Memory is about 72,704 bytes while the remainder (38,184 bytes) forms the Lower Memory area.

Whenever you edit a document it must be loaded into the Lower Memory while editing, this is why the maximum size of document you could ever edit is limited to 38K. When you press [Stop], if there is sufficient room, it will be stored away in the Upper Memory when you finish editing. If there is not sufficient room in Upper Memory, documents will be stored in Lower Memory but this reduces the amount of free space available for editing new documents.

If you receive the **Memory is full** message you should copy to disk and then try to delete some old documents, old worksheets or remove old entries from your address book and diary. You can increase the available memory by adding a PCMCIA static RAM card. If you have a RAM card, then documents will always be stored on that while there is room and it is write enabled. However, when a document on a card is edited it must be loaded into the Lower Memory while you work on it so that limits the maximum size of document you could possibly ever edit to about 38K.

When you start BASIC it also takes as much of the free space in Lower Memory as it can for its own program memory. When you SAVE programs they will be stored on the card (if fitted), then in Upper Memory (if they will fit) or in Lower Memory otherwise.

When you start the spreadsheet all documents in memory are reorganised to see if a full 64K of Upper Memory can be made available (that's what happens when it prints "Preparing memory"). If 64K in Upper can be made available the spreadsheet starts with the maximum amount of memory available which gives you about 32,000 bytes to hold data (plus another 12,800 bytes used for cell indices). The spreadsheet shows you how much memory is available on its status line. Its [x] command can be used to see how much memory is available for index information, press [↵] to see the figure.

If 64K of Upper Memory is not available when the spreadsheet is started it will start with just over 20,000 bytes for data and 8,500 for index information. If memory is severely limited there will only be about 8,000 bytes for data and 4,700 bytes for index information. In these last two cases the Trace Graph function cannot be used.

When you have a memory card and run the spreadsheet any documents in memory (that will fit) are copied to the card. This almost always ensures that the spreadsheet starts with as much free memory as possible and its graphics functions ca, therefore, be used.