for the Palm Computing Platform
Version 2.2

User Documentation

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Handheld & Wireless Software & Consulting Services
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1. Introduction: Welcome to PrintBoy

Thank you for selecting Bachmann PrintBoy!

1.1. What is PrintBoy?

PrintBoy (shown below) is a Palm software application that enables you to print information from your Palm^{TM} Organizer directly to your printer through an infrared or serial connection. PrintBoy comes complete with a suite of plug-in "applets", small program modules that support printing of addresses, appointments, to-dos, memos, e-mail and other information stored on your Palm device.

PrintBoy leverages the power of our industry-standard Bachmann Print Manager to create lightning-fast, formatted output against almost any printer. Simply point your Palm at your printer's infrared port (serial port connectivity is also supported), load the PrintBoy plug-in of your choice, and tap "print" – your information will be perfectly formatted and immediately printed on readable, full-size paper.

PrintBoy does not need a personal computer to print. Instead, PrintBoy comes with special print drivers that enable your Palm^{TM} compatible handheld device to print directly to virtually any printer.

1.2. What's New in PrintBoy 2.0

This section describes new and improved features added to PrintBoy 2.0

1.2.1. Expanded Applets and Functionality

With PrintBoy 2.0, you can now print new types of information from your Palm via two new plug-in applets:

- **Appointments**
  - Single Day
  - Range of Days
  - Week
  - Month at a Glance Calendar
  - Notes
- **Address Book**
  - Single Address
  - Notes
  - Custom Fields

In addition, the plug-in applets introduced in PrintBoy 1.0 have been improved as follows:

- **To Do's**
  - Print By Category or all at once
  - Notes are now printed
  - To-Do descriptions now word-wrap
- **Memos**
  - Use category filters to quickly locate the memo you wish to print

1.2.2 Graphical Printing

PrintBoy 2.0 now takes full advantage of the graphical support in several of our Print Manager Drivers, rendering beautifully formatted, rich graphical output. Using supported drivers, the printouts for Appointments, To-Dos, and Memos are now virtually indistinguishable from the output you get when printing from the Palm Desktop. (More output format choices will be offered in subsequent PrintBoy releases)

PrintBoy will automatically determine if the printer you have chosen supports graphical output, and use the new graphical formatting if possible. For those printers that do not yet have graphical support in their driver, PrintBoy will render a simpler, text-only version of the same output.

1.2.3. The PrintBoy Shell

PrintBoy 2.0 now installs as a single "Shell" application that lets you see at a glance all the different Palm information types that can be printed by PrintBoy plug-ins. You can then quickly tap on the plug-in for that type, and print your data. Through the PrintBoy shell's plug-in interface, new plug-ins that use Bachmann Print Manager will be automatically registered and become available in the main screen.

The PrintBoy shell eliminates the need to have a separate application icon for each PrintBoy plug-in applet. What's more, the PrintBoy shell puts the Bachmann Print Manager Configuration program (BPMConfig) one convenient tap away.

1.2.4. Powered by Bachmann Print Manager

As with version 1.0, PrintBoy 2.0 comes with a run-time version of the Bachmann Print Manager graphical print engine, which provides standard printing services on all Palm Computing Platform devices. Print Manager includes our easy to use Print Manager Config (BPMConfig) utility, which allows you to maintain settings for each printer that you wish to output to.

1.2.5. PrintBoy 2.2 Enhancements

With all the great enhancements that we made available in PrintBoy 2.0 announced in July, 2000, we received some feedback that we wanted to make sure we addressed quickly in a new release:

1. **Full graphics support for Hewlett Packard™ DeskJet series** – Consistent, full graphics capabilities are available for the full DeskJet series, even the DeskJet 350 which appears to have a lower level of PCL 3 enhancements that other DeskJet products
2. New drivers for Epson and Ricoh printers
3. Better support for the Greenwich Instruments serial cable – GA945PP –PrintBoy's setup has an additional setting for serial connectivity only called **flow control**. When you are using the Greenwich Instruments – GA945PP serial connection, make sure you set flow control to "none".
4. Support for the Handspring serial cradle using the Greenwich Instruments GA935CE9M cable that connects the serial cradle to parallel printer adapter.
5. New IRDA bundle available for purchase – Bachmann Software is reselling the Actisys IRDA M-100 adapter to make it more convenient then ever to print from your Palm. For more information on this new bundle, visit our website at http://www.bachmannsoftware.com.

2.0 Getting Started with PrintBoy

2.1 Pre-Installation Checklist:

If you have a Palm Pilot, Handspring Visor, Sony Clie, TRGPro, IBM Workpad, Symbol SPT product or any other PDA that uses the **Palm OS operating system version 3.0 or higher,** you can use PrintBoy.

To install and use PrintBoy you need the following:

- A Palm Pilot or compatible using Palm OS 3.0 or above
- A Personal Computer, Hotsync cradle and any unzip software (for example, WinZip or Pkzip) – to download PrintBoy onto your PDA
- A Printer with any of the following:
    - A built-in infrared (IR) port on your printer
    - An IRDA printer adapter from Actisys - You can purchase on-line at www.actisys.com. Actisys's product number is ACT-IR100M and the price of this product is $99.00
    - An IRDA Printer adapter from Extended Systems – You can purchase on-line at www.extendsys.com. Extended Systems product number is ESI-9580C and the price to purchase on-line is $161.10
    - A serial to parallel cable – Greenwich Instruments – GA945PP – This allows you to print at speeds up to 57.6K BPS. You can purchase on-line from www.igo.com - Igo's product number is 31696 and the price of this product is $69.00 (This product only works with Palm devices that use the original serial connection, for example Palm III and Palm VI.)
    - A serial cradle (either the Handspring or Palm) and the Greenwich Instruments cable GA935CE9M – This allows you to print at 9600BPS. You learn more about this product from www.greenwichinst.com.

2.2 Installing PrintBoy:

PrintBoy is easy to install:

Step 1: Run the Palm Install tool

Step 2: Locate the folder where you unzipped the program files and documentation.

Step 3: Add the following files to the Palm Install Tool:

- PBAddress.prc
- PBDate.prc
- PBClip.prc
- PBMail.prc
- PBMemo.prc
- PBShell.prc
- PBToDo.prc

- PrintMgr.prc
- PageMgr.prc
- IrMgr.prc
- BPMConfig.prc
- BPM_CourierNew10.pdb

Step 4: Perform a HotSync. This will copy all the necessary files onto your Palm.

That's it! PrintBoy and the Print Manager system are now installed on your Palm. If you tap on the Applications icon, you should see the PrintBoy Shell application in the Launcher on your main Palm screen, as shown below:

Important! If you currently have a registered version of the original PrintBoy version 1.0 installed or Bachmann Print Manager please install ALL files to ensure you are using the latest versions!

3. Configuring Your Printer

Once PrintBoy has been successfully installed, you need to choose your default printer. PrintBoy comes with a Print Manager Configuration application that runs on the Palm, which is called "BPMConfig" for "Bachmann Print Manager Configuration".

BPMConfig (shown below) allows you to:

1. Choose your default printer
2. Configure your printer's communications and other settings

3.1. Choosing Your Default Printer

Choosing your default printer saves you time, so that you won't have to setup your printer every time you want to print. PrintBoy allows you to choose a default printer that it will automatically use for each print job.

Perform the following steps to select your default printer.

- Run PrintBoy from your Palm application launcher
- Tap on the "Setup" button, located at the bottom right corner of the main PrintBoy screen
- Tap on the "Driver Name" drop-down list to see a list of all available printer drivers (see "Choosing a Printer Driver" below)
- Tap on the driver that most closely describes your printer
- Tap on the "Set as Default" button to set that driver as the default one to use with PrintBoy

Note that you can change your driver selection at any time by simply tapping on Setup from the main PrintBoy screen.

3.2. Choosing a Printer Driver

Because PrintBoy is powered by Bachmann Print Manager, you can print from your Palm to almost any desktop, networked or mobile printer. PrintBoy comes with many special print drivers to help your Palm create the best output possible for your printer. All of the PrintBoy plug-in applets will work with any of the printer drivers, so you will be able to print the same information no matter which printer you have.

However, some printer drivers have been enhanced to support fully graphical output, enabling PrintBoy to render rich formatted pages.

To help you select the best driver for your printer, you should consult the Appendix A: Printer Compatibility Matrix, located at the end of this manual. Find your printer in the list, and note the recommended Bachmann Print Manager driver.

Important! Which printer you own, and which printer driver you select, will determine how well PrintBoy works. It will also determine whether PrintBoy gives you fully graphical output or plain text output. (See Appendix A)

You should also consult the user guide that came with your printer and see if it talks about compatibility with other printers. For example, many printers support (or "emulate") Hewlett-Packard's "Printer Control Language" (also known as PCL). If this is the case, you can try to use either the LaserJet or the DeskJet driver.

If your printer is not listed in the Compatibility Matrix, and your printer manual does not describe any emulation for a printer that is in the Matrix, you will almost certainly be able to achieve basic printing by choosing the "Generic" printer driver.

3.3. Verifying Printer Settings

The PrintBoy printer drivers come pre-configured with the most likely communications settings. Depending on your driver and your intended printing connectivity (infrared or serial), you may need to adjust these settings.

The Bachmann Print Manager Configuration application (BPMConfig) makes changing these settings easy and consistent for all printer drivers. Just follow these steps:

- Run PrintBoy from your Palm application launcher
- Tap on the "Setup" button, located at the bottom right corner of the main PrintBoy screen
- If your driver is not already displayed, tap on the "Driver Name" drop-down list to see a list of all available printer drivers (see "Choosing a Printer Driver" above), and tap on the driver you wish to configure.
- Tap on the "Edit" button
- Set the communications speed to meet your printer's specifications. The defaults provided should work fine with most printers, but if you run into difficulties communicating with the printer you may need to change the speed. See Appendix A "Printer Compatibility" for details.
- Set the technology to either "IrDA" or "Serial".
- Tap OK
- If you are using the Greenwich Instrument serial cable – GA945PP, you would need to set the Flow Control to "none".
- Tap OK at the main BPMConfig screen to return to PrintBoy's main screen.

4. Removing PrintBoy

If for some reason you wish to remove PrintBoy! from your Palm device, you will need to perform the following steps:

Step 1: Tap on the Applications icon, then tap on the Menu icon and choose App | Delete.

Step 2: Find each of the following files and delete them from your Palm:

- PBAddress.prc
- PBClip.prc
- PBDate.prc
- PBMail.prc
- PBMemo.prc
- PBToDo.prc

- PrintMgr.prc
- PageMgr.prc
- IrMgr.prc
- BPMConfig.prc
- BPM_CourierNew10.pdb

At this point, PrintBoy is no longer on your Palm device. You can reinstall it by simply re-running the installation procedure (see section 2).

5. Printing from PrintBoy

This section describes the PrintBoy shell application, as well as the individual PrintBoy plug-in applications.

5.1. The PrintBoy Shell Application

The PrintBoy Shell application (shown below) is a "launcher" for the various PrintBoy plug-ins, as well as for the Bachmann Print Manager Configuration program (BPMConfig).

The main screen consists of:

- A list of installed PrintBoy Plug-Ins
- A Setup button for launching the BPMConfig utility

Each Plug-In listed on the main screen represents a kind of information you can print. Tapping on the description for a plug-in will launch the plug-in applet. For example, tapping on the Appointments description will launch PrintBoy:DateBook, which lets you print your DateBook appointments in a variety of formats.

5.2. PrintBoy/Address

PrintBoy/Address (shown below) is launched by tapping on Addresses from the main PrintBoy screen. PrintBoy/Address lets you print any address from your Palm's Address List.

The PrintBoy/Address screen lists all of your Palm addresses by category, just like the built-in Address List application. Use the category dropdown list in the upper right corner of the screen, along with the vertical scrolling feature, to locate the address you wish to print. As an alternative, you can use the Find feature to jump to the address by entering the first few letters in Graffiti.

Once you've found the address, simply tap on it to select it, then tap the Print button.

Note that PrintBoy will also work with **any** 3rd party Address List enhancement such as Action Names or Address Pro, since those applications continue to use the standard Palm Address database.

5.3. PrintBoy/DateBook

PrintBoy/DateBook (shown below) is launched by tapping on Appointments from the main PrintBoy screen. PrintBoy/DateBook lets you view your scheduled appointments and events for a single day, multiple days, a week at a time, or in the familiar "month at a glance" monthly calendar format.
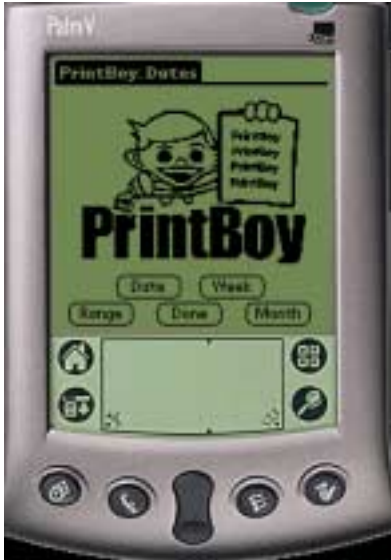
The PrintBoy/DateBook screen lets you choose from four buttons that control how your appointments will be printed out.

"Date": Lets you choose a single date (the default is "today") for which to print your appointments.
"Range": Lets you choose a start date and end date. Your appointments are printed for each day in the range
"Week" Lets you choose a week (the default is the current week) for which to print your appointments. Your appointments are printed for each day in the week.
"Month" Lets you choose a month (the default is the current month) for which to print your appointments.

Note: If your configured print driver supports enhanced graphics, (currently supported for the HP LaserJet and Compatibles, HP DeskJet and Compatibles, O'Neil Microflash, as well as the Pentax PocketJet 200), PrintBoy will print a graphical "Month at a glance" month calendar. If your configured print driver does not support enhanced graphics, your appointments will be printed as a range of days, just the same as if you had chosen "Range" or "Week".

After you have completed a printout, you may continue to choose more printouts. Tapping the Done button returns you to the PrintBoy Shell.

Note that PrintBoy will also work with **any** 3rd party Datebook enhancement such as DateBk4, since those applications continue to use the standard Palm DateBook database.

5.4. PrintBoy/To Do

PrintBoy/To Do, (shown below) is launched by tapping "To Do's" from the PrintBoy Shell. PrintBoy/To Do lets you print your To Do's from the built in Palm To Do List. PrintBoy will automatically sort your printout by priority and due date, and even include a handy "check box" in the left hand column so you can check tasks as completed as you work through your day.

You can choose how to print your to do's by selecting a category from the top right corner of the screen. These are the same categories found in the Palm To Do list application. If you select the "All" category, all of your to do's will be printed. Selecting a different category will print only to do's that have been stored in that category.

When you have selected your category, simply tap the Print button. Your To Do's are printed sorted by ascending priority, and descending due date within each priority. If a To Do has an associated Note, the note is automatically printed along with the To Do.

You may print several categories in succession if you choose. When you are done printing, tap the Done button to return to the PrintBoy shell.

5.5. PrintBoy/Memo

PrintBoy/To Do, (shown below) is launched by tapping "Memos" from the PrintBoy Shell. PrintBoy/Memo lets you print any single Memo stored by the built in Palm Memo application. Use PrintBoy/Memo to print meeting notes, driving directions, important ideas, shopping lists and more!

The PrintBoy/Memo screen lists all of your Palm memos by category, just like the built-in Memo application. Use the category dropdown list in the upper right corner of the screen, along with the vertical scrolling feature, to locate the memo you wish to print.

Once you've found the memo, simply tap on it to select it, then tap the Print button.

You can print several memos in succession if you choose. Simply tap the Done button to return to the PrintBoy shell.

5.6. PrintBoy/Mail

PrintBoy/Mail lets you print any e-mail created by the built in Palm Mail application. Use PrintBoy/Mail to print drafts, incoming mail, or sent mail.

Select the mail you wish to print by first choosing the folder, then scrolling down the list and tapping on the e-mail to be printed. Tap on the "Print" button to print the mail.

5.7. PrintBoy/Clipboard

PrintBoy/Clipboard may appear simple, but in fact is the most versatile of all the PrintBoy plug-ins. It can print information from any Palm application that supports copying data to the standard Palm Clipboard. This includes web browsers, e-mail software, document readers, databases, and more. For example, on the Palm VII™ Organizer, you can copy wireless web clippings from the Internet to the clipboard, switch to PrintBoy Clipboard, and print out your web page in a matter of seconds.

The Clipboard is a kind of temporary space where information may be exchanged between applications. For example, you can copy part of a memo and paste it into another new memo. Or you can copy an address book entry into a memo. Not only that, but most 3rd party applications also support the clipboard, meaning that you can copy web content, e-mail, documents, expense data, and more to the Palm clipboard.

PrintBoy can take any text that is copied to the clipboard, and print it out just like a memo.

PrintBoy/Clipboard is different than the other PrintBoy applets in that you should first run your target application, and copy your target data to the Palm clipboard. Then run PrintBoy/Clipboard from the PrintBoy shell by tapping on the "clipboard" item.

Tap on the "Print" button, and your information will be printed.

Appendix A: Printer Compatibility Matrix

Use the following matrix to determine the best Bachmann Print driver to use with your printer.

Note that IR printing speeds are determined by the following:

1) The target printer: the correct speed is described in your printer manual's "Specifications" section.
2) The serial cable being used: Serial printing speeds are generally determined by your serial cable. The Greenwich Instruments cable is rated for 57600.
3) The infrared adapter being used. If the printer has built-in IrDA support, the correct speed is again found in your printer manual. If an add-on IR adapter (such as the Actisys 100M) is used, consult the user manual for the infrared adapter.

Manufacturer	Model	PrintBoy Output	Communications	Print Manager Driver
HP	All LaserJet models as well as compatibles running PCL3 or greater.	Full Graphics	Infrared, Serial	HP LaserJet and compatibles
HP	All HP DeskJet's running PCL 3, including DeskJet 340, DeskJet 350, 890, 895, all newer models and other DeskJet compatibles running PCL3	Full Graphics	Infrared, Serial	HP DeskJet and compatibles
Canon	BJC-50	Formatted Text	Infrared, Serial	Canon
Canon	BJC-80	Formatted Text	Infrared, Serial	Canon
Ricoh	All models	Full Graphics	Infrared, Serial	Ricoh
Pentax Technologies	PocketJet 200	Full Graphics	Serial	PocketJet
Seiko	DPU 3445	Formatted Text	Infrared, Serial	Generic
Citizen	PN-60I	Formatted Text	Infrared, Serial	Generic
O'Neil	Microflash series	Full Graphics	Infrared, Serial	Oneil
Paxar/Monarch	6015	Formatted Text	Serial	Generic
Epson	All models	Formatted Text/Full Graphics	Infrared, Serial	Epson driver
Lexmark		Formatted Text/Full Graphics	Infrared, Serial	Generic, HP DeskJet, or HP LaserJet

Appendix B: Frequently Asked Questions (FAQ's)

Q: WHAT IF I DO NOT HAVE AN IR PRINTER? CAN I STILL USE PRINTBOY?

A: If you do not have an IR printer, we would recommend that you upgrade your printer with an IRDA adapter port, we have tested the following –
- An IRDA printer adapter from Actisys - You can purchase on-line at www.actisys.com. Actisys's product number is ACT-IR100M and the price of this product is $99.00
- An IRDA Printer adapter from Extended Systems – You can purchase on-line at www.extendsys.com. Extended Systems product number is ESI-9580C and the price to purchase on-line is $161.10

If you prefer a serial connection, we have tested the following:

- A serial to parallel cable – Greenwich Instruments – GA945PP – This allows you to print at speeds up to 57.6K BPS. This cable does not work with the Handspring or the Palm V. You need a PDA with a serial port similar to the Palm III or VII. You can purchase on-line from www.igo.com - Igo's product number is 31696 and the price of this product is $69.00
- A serial cradle (either the Handspring serial or regular Palm) and the Greenwich Instruments cable GA935CE9M – This allows you to print at 9600BPS. You can learn more about this product from www.greenwichinst.com.

Q: I HAVE THE TRIAL VERSION OF YOUR SOFTWARE AND HAVE JUST PURCHASED THE REGISTERED COPY. WHAT SHOULD I DO TO LOAD THE NEW VERSION?

A: You need to delete the trial version before you load the registered version.

Q: HOW DO YOU GET GRAPHICAL OUTPUT FROM PRINTBOY?

A: Currently the graphical drivers are: HP LaserJet and compatible, HP DeskJet and compatible, Pentax PocketJet and the O'Neil
All other drivers will print attractive formatted text output.

Q: CAN PRINTBOY PRINT FOREIGN LANGUAGE TEXT?

A: PrintBoy Currently supports the standard Palm ASCII character set. Future releases of PrintBoy and Print Manager will have foreign language and extended character mapping support.

Q: CAN I USE PRINTBOY TO PRINT E-MAIL THROUGH OTHER SOFTWARE, FOR EXAMPLE MULTI-MAIL?

A: PrintBoy will not print an e-mail from Multimail, however, Multimail version 3.1 comes bundled with our PrintManager software so you can print an e-mail as part of the Multimail software.

Q: CAN I PRINT DOCUMENTS-TO-GO OR TEXT FILES?

A: You would need to purchase our PrintBoy Documents. For Documents to Go - make sure your documents are saved in the doc format, not DataViz' proprietary format.

Q: WILL PRINTBOY PRINT FROM QUICKSHEET ?

A: At present, there is no printing support for this application unless you can save the data to the clipboard. Any data that can be saved to the clipboard will print using the clipboard applet.

Q: WILL THIS PROGRAM INTEGRATE WITH PRODUCTS LIKE PEDIT 4.05?

A: PrintBoy will successfully print data copied from any clipboard compatible application, which presumably includes pedit. We have plans later this year to introduce further data types that can be printed from PrintBoy.

Q: THERE ARE NO SCROLL ARROWS ON THE SCREEN THAT SHOWS THE MEMO TITLES. I AM HAVING TROUBLE FIGURING OUT HOW TO THE END OF MY MEMO LIST.

A: Please use the scroll bar on the PDA to view the rest of your memo titles.

Q: CAN I SELECT ONLY CERTAIN CATEGORIES IN MY APPOINTMENT BOOK TO PRINT?

A: Currently you cannot select certain categories to print appointments. We will be looking at that in future releases.

Q: CAN I PRINT MULTIPLE ADDRESSES FROM MY ADDRESS BOOK?

A: The intent of PrintBoy:Address is to print one address from the address book at a time. We may add printing multiple addresses in future releases.

Q: AM I ABLE TO ADJUST THE MARGINS ON MY PRINTOUTS?

A: At this time you are not able to adjust the margins.

Q: CAN I USE SIZE A4 PAPER?

A: Our software only supports the standard (letter sized) 8.5" X 11" paper.

Q: WHAT FONTS ARE CURRENTLY SUPPORTED ?

A: Courier and Times Roman

Q: I AM TESTING PRINTBOY WITH MY PALM VX AND MY APPLE LASER WRITER II PRINTER. I CANNOT SEEM TO FIGURE OUT WHICH PRINTER DRIVER TO USE OR WHAT SPEED.

A: See Compatibility Matrix in Appendix "B". If the printer is not listed try the generic driver at 9600bps speed.

Q: I HAVE PRINTBOY AND JUST SET UP A NEW CANON BJC-50, WHY CAN'T I PRINT GRAPHICS (LINES)?

A: Unfortunately, at this time we do not have the graphics driver for the Canon BJC printers. It is on our development team's list for future releases. It will only print text for you at this time.

Q: I OFTEN USE AN EXTERNAL PROGRAM INSTEAD OF THE BUILT-IN PALM APPLICATIONS. WHAT OTHER SOFTWARE IS PRINTBOY COMPATIBLE?

For Printing Addresses : PrintBoy will also work with any 3rd party Address List enhancement such as Action Names or Address Pro, since those applications continue to use the standard Palm Address database.

For Printing Appointments: PrintBoy will also work with any 3rd party Datebook enhancement such as DateBk4, since those applications continue to use the standard Palm DateBook database

For Printing Documents: PrintBoy Documents will work with any document reader/converter that stores documents on the Palm in the "Doc" format (Like Documents to Go, Aportis, SmartDoc, Iambic Reader, Teal Doc, etc.)

Q: I'M LOOKING FOR A FUNCTION THAT WILL ALLOW ME TO PRINT LABELS FROM MY PALM ADDRESS BOOK OR DESK TOP. DOES YOUR APPLICATION DO THIS?

A: We do not support address labels at this time.

Q: WHAT IS THE TECHNICAL FEASIBILITY OF PRINTING TO THE GAMEBOY PRINTER FROM THE PALM.

A: We do not have a GameBoy driver at this time.

Q: ANY PLANS TO CREATE HACKS FROM PRINTBOY INTO ANY 3RD PARTY APPLICATIONS?

A: Yes, future products will print other applications data.

Q: HOW DO I CHOOSE TO PRINT IR?

A: If your printer has an IR port on it, then run PrintBoy setup, select your printer, hit "edit", and choose "IRDA" instead of serial. Set this as your default printer and now you can print via IR.

Q: I AM HAVING TROUBLE PRINTING FROM THE GREENWICH CABLE GA945PP?

A: Make sure that you set the Flow Control to "none".

Q: HOW MUCH MEMORY DOES PRINTBOY USE ON THE PALM?

A: 220K Memory

Q: WHY DO I HAVE A "POWERED BY BACHMANN" BANNER ON MY PRINTOUTS?

A: If you are using the trial version of PrintBoy this will always appear, however if you have purchased the "real" version of PrintBoy the problem lies in that the demo version has not been completely removed before installing the "real" version.   To correct, delete that demo version and make sure you are installing all the files. If necessary, delete all the files especially prtmanager.prc and page manager.prc and start again.

Also, this may occur if you have the trial version of Print Manager on your Palm while using PrintBoy. To correct please delete the demo version of Print Manager.

Q: CAN I USE MY PALM CRADLE TO PRINT USING PRINTBOY?

A: PrintBoy works by sending a formatted print job directly from your palm to the printer, and does not make use of or require a PC connection. For infrared printers, you simply point your Palm's infrared port at the printer's infrared port, within a distance range of 1 to 3 feet.

Q: I AM GOING TO PURCHASE A SERIAL CABLE – THE GREENWICH CABLE COST APPROXIMATELY $70 BUT COMPUSA SELL OTHER SERIAL TO PARELLEL CABLES FOR ABOUT $15 – WHY MUST I USE THE MORE EXPENSIVE. IF ALL THE CABLE DOES IS CONVERT A SERIAL CONNECTION TO A PARALLEL CONNECTION, COULD I NOT SIMPLY PLUG MY PALM CRADLE INTO MY PRINTER CABLE AND PRINT THAT WAY?

A: The reason for the difference in price from $70.00 to $15.00 is the way the cables transfer data. In order for a Palm device to transfer information to a peripheral device, you need to match their communication speeds (more commonly called baud rates). The $70 cable is an 'active' connecting device which is powered to transfer data at 57600 bps (bytes per second). This enables the Palm device to communicate with the printer at the proper communication speed. The $15 cable is a 'passive' connecting device, which does not help to match the communication speeds of the Palm device and the printer.

Q: CAN I BEAM PRINTBOY TO MY OTHER PALM ?

A: We have disabled beaming of the application and its components. Part of the reason for this is that there are many individual components and for PrintBoy, and we felt it would be problematic for users who accidentally omitted a component. To get the software on a palm device you need to hot synch down the software as described in the user manual.

Q: CAN I PRINT TO MY PRINTER THAT IS ATTACHED TO MY PC?

A: Yes, but only by printing using the printer's infrared port, or by attaching a serial to parallel cable to the printer from the Palm. You can share your printer between your PC and your Palm by obtaining an "a-b" switch box that supports two simultaneous cable connections to your printer.

Q: CAN PRINTBOY PRINT TO A NETWORK PRINTER?

A: PrintBoy allows you to print directly from your Palm to your printer, using either infrared or serial connection between the palm device and the printer. If your network printer has an IR port and the printer was set up to acknowledge that port, you should be able to print.

ERROR MESSAGES

Q.   WHAT DO I DO IF I RECEIVE A MESSAGE "UNABLE TO FIND APPLICATION INFORMATION ON SERVER"? HOTSYNCH INDICATES THAT THERE IS AN APPLICATION ERROR. HOW DO WE GET AROUND THIS?

A: We recommend a "soft reset" in order to fix the problem.

Q: I AM EXPERIENCING AN ERROR WHEN I PRINT "ERROR 15 OPENING PAGE MANAGER". CAN YOU TELL ME WHAT THIS IS AND HOW TO FIX IT?

A: Error 15 can be a the result of a few problems:

1. The software is looking for an IR port on your printer. Make sure your printer has an IR port or add on IRDA adapter like the Actisys M-100.
2. You are not pointing the Palm's IR port correctly at the printer's IR port
3. You are using the wrong driver for your printer
4. The communications speed settings for your printer are not set correctly.
   For #3 or #4, tap the setup button on the PrintBoy main screen, and verify that you have selected the correct printer and driver settings.

Q: WHEN ATTEMPTING TO PRINT VIA IR "ERROR 25 OPENING PAGE MANAGER" MESSAGE APPEARS.

 A: Your printer may not have an IR port

Q: I DOWNLOADED AND INSTALLED PRINTBOY. ANY TIME I TAP ON ANY OF THE "PRINT" BUTTONS OF THE PRINTBOY APPS, I GET THE FOLLOWING MESSAGE: MEMORYMGRNEW.C, LINE: 4232, NIL PTR

A: The error is due to a missing prc file in the installation. Please verify you have installed:

printmgr.prc
pagemgr.prc
irmgr.prc
bpmconfig.prc
bpm_couriernew10.pdb

Also please verify that you have run setup, chosen a printer driver, and set the driver as the default. PrintBoy installs with the generic driver set at serial, so you'll need to change that to fit your printer.