

If Leases do not Print Correctly

The lease forms printed by the Blue Moon software are very large files and may cause printer problems, even if your printer works fine with other applications. If you have a laser printer, there are some settings you can adjust which will fix most printing problems. To change your printer settings follow these steps.

1. Click on the Start button and choose Settings | Printers
2. This should open a window with “Add Printer” and one or more printer icons.
 - a. If your printer is shown, double-click on it
 - b. If your printer is not shown, double-click on “Add Printer” and follow the steps to add your printer. Then repeat steps 1-2.
3. From the printer screen, choose Printer | Properties.
4. Click on the top tab labeled “Graphics” or “Print Quality”, if you find a setting for “resolution,” make sure the resolution is set to 300dpi or lower. If there is no setting for resolution, reduce print quality by one increment.
5. Click on the top tab labeled “Details.” On this screen, click on the button labeled “Spool Settings.” On this screen, be sure that “spool data format” is set to “EMF.”

Return to the Blue Moon software and try printing a form (WinTAA users, use a REDBOOK form for testing). If you still experience printing problems, try using a different printer driver (see suggested list below). Follow steps 1-3 above, click on the “Details” tab, and either select a different driver, or choose “Add New Driver.” What driver you should use depends on the make of your printer.

HP Laser Printers: Use HP LaserJet III driver

HP Inkjet Printers: Use HP DeskJet 550 driver

Other Printers: Ask the manufacturer to suggest a basic “foolproof” driver.

If you try all of these things and are still experiencing printing problems, call Blue Moon technical support. You may need more memory, or be experiencing other problems.

