

Printing FAQ

For the latest version of this document please go to www.2simple.com > support > technical questions

Q: How do I change the printer?

Q: How to I disable or hide the printer button?

Q: I click print and nothing happens

Q: I click print and the Windows default printer is not being used

Q: 2Publish (part of the Infant Video Toolkit) is not printing correctly

Q: 2Create A Story: I've printed a story, but only half the pages have printed out / printed back to front

Q: How do I print to A3 size (or any size other than A4)?

Q: What is a PDF Printer?

Q: Can you recommend a PDF Printer?

Q: I am unable to change the print settings when I click print

Q: On our network you need to enter a password when trying to print but the simple dialog prevents this

Q: How do I change the printer?

A:

- Use the Teacher Options

With many 2Simple programs, you do not get the option to change the printer when you click on the PRINT button – you just get a simple dialog box. **Instead, you can change the printer by going into the teacher options (ctrl + shift + the letter “o”), selecting the PRINTING tab (or the GENERAL tab in some cases) and choosing the printer from the dropdown.** Changing the printer option here will modify the **default** printer for that program. You may need to be logged in as administrator for this setting to be remembered. You'll need to make this change on each computer (for more info, see www.2simple.com > support > networks > copying 2Simple settings across a network). Applicable to - [2Animate](#), [2Calculate](#), [2Create A Story](#), [2Connect](#), [2Create](#), [2Email](#), [2Investigate](#), [2Paint A Picture](#), [2Publish+](#), [2Review](#), [DevTray](#), [Infant Video Toolkit](#), [Music Toolkit](#), [Science Simulation](#).

- Simple Print Window – click on the printer name in grey

With [2Control](#), [2Create a Superstory](#), [2Publish+](#), [2DIY](#) and [2Assess](#), when you click print, you get the simple print dialog box as usual – however if you click on the printer name in grey, you will get a dropdown list allowing you to change the printer ([2Control](#) brings up the standard print dialog window). [2Investigate](#) and [PhotoSimple](#) also provide simple print dialog boxes with options to change the printer.

- Modify the ini file

Changing the printer setting in the teacher options will save the setting to the ini configuration file for that program (located where the program is installed, typically C:\Program Files\2Simple Software\Program_Name.) It is also possible to manually edit the ini file – this step is necessary if you want to change the **default** printer for [2Control](#) or [2DIY](#), which do not have an option for setting the default printer in the teacher options.

- Standard Print Window

When you click print with many 2Simple programs, you get the standard print window which allows you to select a printer. With these programs there is no teacher option setting for choosing a different printer since this is not needed. Applicable to: [2Draw](#), [2Handwrite](#), [2Simulate](#), [2Simple French](#), [2Simple Spanish](#), [2Start English](#), [2Type](#), [Alphabet Soup](#), [Literacy Collection](#), [Maths City 1](#), [Maths City 2](#), [Modelling Toolkit](#), [Simple City](#), [Stories 2 Tell](#)

- 2Email

You can change the default printer in the Configurator. Each year group stores its own default printer in a separate ini file on the server folder. If you press ctrl+shift +the letter “o” while logged in as a pupil

from a specific year group, you can modify the printer default (and other settings) for that year group only.

- **No Printing**

Some 2Simple programs do not have a printing option – [Maths Games 1](#), [Talking Stories](#)

Q: How to I disable or hide the printer button?

A: The option to hide the print button is not available in all 2Simple programs. Here is a list of which programs have this option: [2Animate](#), [2Calculate](#), [2Create A Story](#), [2Email](#), [2Publish+](#), [2Paint A Picture](#), [2Review](#), [Devtray](#), [Infant Toolkit](#), [Maths City 1 & 2](#), [Modelling Toolkit](#), [Music Toolkit](#), [Simple City](#).

To make this change, go into the teacher options (ctrl+shift +the letter “o”) when the program is open, and change the relevant setting, usually in the printing tab. Once you have made the change and exited the program, your choice will be saved to the settings file. You’ll need to make this change on each computer either by going into the teacher options in each case or by copying the settings file. See the following 2 FAQs for more info

www.2simple.com > support > technical questions > settings files

www.2simple.com > support > networks > copying 2Simple settings across a network

For Infant Toolkit and Music Toolkit, you will need to set the printer to hide on each of the 6 individual parts of those programs.

2Review provides an option to hide the printer but this setting is stored in the registry for the current user.

Q: I click print and nothing happens

A: Check in the teacher options (ctrl + shift + the letter “o”) that the correct printer is selected.

Q: I click print and the Windows default printer is not being used

A: This is most likely because a different default printer has been selected in the teacher options. See above for how to change this. If you don’t want a 2Simple program to store its own default printer, edit the ini file so that the printer setting is blank (ie “iniPrinterName=” should have nothing after the equal sign) and then set the ini file to be “read-only”.

Q: 2Publish (part of the Infant Video Toolkit) is not printing correctly

A: Contact 2Simple for the latest version which fixes this issue. Alternatively change the screen resolution to 800x600 (right-click your desktop > Properties > Settings)

Q: 2Publish+ isn’t printing out correctly

A: Check you have your printer has the paper setting set to A4 rather than US Letter. To check this, click Start > Printers, right-click the printer and choose properties.

Q: 2Create A Story: I've printed a story, but only half the pages have printed out / half the pages have printed back to front

A: This may occur on a small number of printers for the original version of this program. This has been fixed in the latest version – please contact 2Simple for a copy.

Q: How do I print to A3 size (or any size other than A4)?

A: You cannot do this directly. One workaround is to print to a PDF Printer (which allows you to save your file as a pdf file) and then print that as A3 using one of your real printers.

Q: What is a PDF Printer?

A: This is a free piece of software that, when installed, will add a "printer" to your list of printers. If you then print to this "printer" from any application, the document you try to print will instead **save** as a PDF file.

PDFs are a standard file format which can be opened if you have Adobe Reader installed from

www.adobe.com. There are many free PDF printers available on the internet – simply search online for “pdf

printer". In some cases, it helps to use a PDF Printer in conjunction with 2Simple Software. For example:

- Printing work to any paper size other than the default A4
- Choosing different print settings other than the default, eg black and white / duplex
- Saving work in a standard format if the program itself does not provide this facility (eg 2Publish and some 2Publish+ templates)
- On rare occasions a 2Simple program may not print successfully to a specific printer, but if you save the file as a pdf and then print that to the same printer, it works fine.

Q: Can you recommend a PDF Printer?

A: We do not officially recommend any PDF Printers, but one which we use on occasion is PDFCreator, which you can download from <http://sourceforge.net/projects/pdfcreator/> (when installing, you can untick the option to install the browser add-on.) Some benefits of using PDFCreator:

- **Using PDFCreator to create PNG files:** When you print to PDFCreator, it will ask you to choose the name of the PDF file (unless you have Auto-save enabled) – at this point click "Options" at the bottom of the page. Then click "Save" on the left and choose "PNG" from the dropdown list entitled "standard save format". Click "Save" to save the settings, and then choose the file name.
- **Using PDFCreator to print automatically to a real printer:** On rare occasions a 2Simple program may not print successfully to a specific printer, but if you save the file as a PDF and then print that to the same printer, it usually works fine. This workaround is made easy when using PDFCreator because you can automatically set it to print to a real printer after creating the pdf file, as follows:
 1. Click Start>Programs>PDFCreator>PDFCreator
 2. Click Printer>Options
 3. Click the Auto-save tab on the left and tick "**Use Auto-save**". You can choose which folder to auto-save to; the folder should be regularly cleared to save space.
 4. Click the Print tab on the left and tick "**Print after saving**" and choose the printer.
 5. From within the 2Simple program, open the Teacher Options (Ctrl-Shift-O) and ensure the printer is set to "PDF Creator".
 6. Note that this workaround may not work on every printer. A different workaround could be to set the PDF file to Auto-save (but not automatically print after saving) and then tick "After auto-saving, open the document with the default program". This would usually open in Adobe Reader, and which point the document could be printed to a real printer.

Q: I am unable to change the print settings when I click print

A: For many 2Simple programs, when you click print, a simple print dialog box is displayed with just a yes / no option. To change the choice of printer, refer to the separate question above which addresses this. However, this still does not allow you to change the print preferences, eg to change from black and white to colour. A possible workaround for this is to print the file as a PDF file (see above question on how to do this) and then print that PDF file to a real printer using the desired settings.

Q: On our network you need to enter a password when trying to print but the simple dialog prevents this

A: This problem is applicable to the following programs: [2Animate](#), [2Assess](#), [2Calculate](#), [2Connect](#), [2Create](#), [2Create A Story](#), [2Create a Superstory](#), [2DIY](#), [2Email](#), [2Investigate](#), [2Paint A Picture](#), [2Publish+](#), [2Review](#), [DevTray](#), [Infant Video Toolkit](#), [Music Toolkit](#), [PhotoSimple](#), [Science Simulation](#) (other 2Simple programs provide a standard print window or do not have a printing option.) The only current workarounds to this problem are:

- 1) Save the file being worked on, and open it from a computer which does not require a password for printing, and print it from there.
- 2) Print to a PDF file and then print that PDF file to a real printer. You could combine these 2 steps into 1 single step using PDFCreator (see separate question on this FAQ – "Using PDFCreator to print automatically to a real printer".)

2Simple Software
support@2simple.com
020 8203 1781
Last updated 18 Jan 2011