Visionary V-Print FAQ

Q. My files are not attaching to the E-mail that is created from V-Print.
A. Microsoft Outlook, along with many other E-mail clients, will not allow commas in the file names of attachments. Any commas will need to be removed from the name in order for the file to attach to the E-mail.

Q. The lines on the first page or title page look scrunched.
A. This is caused because the transcript does not contain line numbers on the first page. In order for the lines to be properly spaced in the transcript, the ASCII file must contain line numbers on all of the pages.

Q. In my condensed transcript, the lines are being cut off before the last line of the page.
A. The font size for the condensed transcript will need to be lowered to a size that will fit all of the characters for each line on the page. The recommended font size for the condensed transcript is a 9 point font.

Q. I am importing VOL II of my transcript and I need my page number to start on a number other than 1.
A. The starting page number can be changed for a transcript using the "Start Page" button on the toolbar of V-Print.

Q. My V-Print generated E-mails (or specific attachments) are not received by my clients.
A. The VDF file is an encrypted zip file that can be mistaken by anti-virus programs as a threat. To get around this a PDF transcript can be sent instead of a VDF, a CD containing the Visionary Viewer and VDF can be sent, an upload server can be used to upload the data, or the client can set the security program to allow encrypted zip files and files with a VDF extension.

Q. My transcript will not import.
A. The transcript must be imported from a writeable location on your computer or network. The transcript cannot be imported directly from a floppy disk, cd, email or a drive that does not have read and write permissions.

Q. My transcript does not import correctly.
A. The transcript must be formatted to the specifications given in the V-Print help file in order to correctly import.

Q. I have a transcript with timestamps, but they do not show up in V-print.
A. The timestamps must be enabled for the transcript. This can be done in the "Page Layout" in the "Transcript" section. Please see the V-Print help file for further details about modifying the Page Layout.

Q. One page of my transcript pages is spreading over two pages.
A. If the header or footer does not have enough room to fit on the page; extra lines will be created, causing it to not fit onto one page. The header or footer will need to be shortened by removing spaces or text, so that no single line is too long.

Q. How do I export PDF exhibit files with the transcript?
A. In the "Delivery" window, select the "Visionary VIG" check box to export the exhibits that can be viewed in the Visionary Viewer.

Q. How do I add my digital signature graphic?
Use the "Signature" button on the toolbar to import your graphic file then use the "Signature" button to select your signature and place it on the transcript.

Q. I just bought a new computer and I need to transfer my V-Print software to my new computer, but I don't want to lose my settings.
A. The templates will need to be exported by selecting "File" then "Export Templates". The template can then be imported on the new computer by selecting "File" then "Import Templates".

Q. My transcript does not align correctly in the condensed transcript.
A. In order to line up the text in the transcript perfectly, you must use a fixed width font (for example Courier New) in the transcript. Unfortunately, to allow enough room for all the text to fit on a page in the condensed transcript, we cannot use a fixed width font.

Q. I don't want to include the word index on the full page transcript, only the condensed.
A. The option to include the word index can be toggled in "Page Layout" for both the full page transcript and condensed.

Q. I want the page numbers to start over for the word index.
 A. In the "Page Layout" under the Index tab, the "Restart Page numbering" option can be checked.

Q. How do I know when updates are available?
A. Select the "Help" menu then "Updates" to download and install the latest updates.

Q. I am trying to register V-Print using the registration code from my old computer but it says "demo" in the title.
 A. The registration code can only be registered to one computer. The registration code must be unregistered from the old computer and then registered on the new computer.

Q. I have sent a VDF file to my client but they cannot view the exhibits I have imported.
A. Ensure you have selected "Finalize Data" in the Scan program, and that you are sending the "VIG" file to your client.

Q. Can the name of the job be changed after it has already been imported?
A. Yes, select "File" then "Transcript Information" to change the name of the job.

Q. Do you have any kind of training material for the program?
A. V-Print training material can be found on our web site at www.visionarylegal.com/Training.aspx