

# SHORTHAND FOR WINDOWS™

## TROUBLESHOOTING GUIDE

A Product of OfficeSoft LLC, California USA  
Email: [help@pcshorthand.com](mailto:help@pcshorthand.com)  
Web Site: <http://pcshorthand.com>

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**Problem: When Shorthand plays back text, the first character of the keyword is not erased. Keystrokes or characters are also sometimes lost after Shorthand expands a keyword.**

Your word processor cannot process the keystrokes fast enough. Slow down Shorthand by choosing **Preferences** from Shorthand's **File** menu and increase the delay between keystrokes to something like **Pause 50 msec every 1 keystrokes**.

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**Problem: All my characters are appearing in UPPERCASE after an expansion.**

Your word processor dropped the final SHIFT UP command from Shorthand. Press and release the SHIFT key on the LEFT side of your keyboard to restore your keyboard. To avoid this problem slow down Shorthand as described in the previous paragraph.

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**Problem: Keyboard does not respond to keystrokes.**

Shorthand may have gotten out of sync with your word processor. Use the mouse to activate Shorthand by clicking on the Shorthand icon in the system tray (usually located next to the clock on the lower right corner of your screen). Click Shorthand's **Hide** button to send Shorthand to the background; this should reset your keyboard. If your keyboard still doesn't work, shut down and restart Shorthand.

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**Problem: Shorthand does not work (does not expand abbreviations) .**

There are a number of reasons why Shorthand may not be working:

1. The AutoReplace function may have been disabled. Press **F10** to bring up Shorthand and make sure the **AutoReplace** box (next to the Keyword box near the top of the Shorthand window) is CHECKED.
2. Keyboard tracking may be disabled. If the F10 key fails to bring up Shorthand, click the Shorthand icon in the system tray (see Quick Tutorial at the other side of this page) to bring up the Shorthand main window then click on the HIDE button to activate keyboard tracking
3. There may another program that is conflicting with Shorthand. First, shut down and restart Windows. Next, identify and shut down ALL software programs (e.g. virus scanners, spell checkers, email programs, etc.) running on your PC. Finally, start your word processor, run Shorthand and see if Shorthand is able to work.

4. If you are using Microsoft Word, disable Word's AutoCorrect function. If you have WordPerfect, disable WP's QuickCorrect or QuickWords function. If you are using EDIX, turn off the macros in TWS.
  5. Do you have a programmable mouse or keyboard? If you do, try uninstalling the programmable keyboard/mouse driver. (Note: you need to uninstall the driver completely).
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**Problem: I have tried all the suggestions above and Shorthand still does not work properly.**

Check your hard drive for errors and defragmentation:

1. Open the **My Computers** icon.
2. Click the right mouse button over the C: hard drive icon.
3. Choose **Properties**.
4. Choose the **Tools** tab.
5. Click the **Check Now** button to check the drive for errors.
6. Click the **Defragment Now** button to defragment your hard drive.

You can also use Shorthand's **Suggestion Window** as a debugger:

1. Choose **Preferences** from Shorthand' **File** menu.
2. Select the **4. AutoReplace** tab.
3. Select the **Show Suggestion Window** check box.
4. Click **OK**. You should now see the yellow Suggestion Window (which you can move and resize)..

Now whenever you type something, you should observe your most recent word displayed in the Suggestion Window. This should help you determine if Shorthand tracks your typing correctly.

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**Problem: In Microsoft Word, an extra space appears after each expansion or some spaces disappear.**

If you set Shorthand to use the clipboard to insert text, some spaces may be inserted or deleted when expanding text to Microsoft Word. You can fix this by disabling Word's smart cut and paste feature:

1. Choose **Options** from Microsoft Word's **Tools** menu.
2. Click on the **Edit** tab.
3. Uncheck the **Use smart cut and paste** option.

### Shorthand Web Site

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Additional tips and suggestions can be found at the Shorthand web site: <http://pcshorthand.com/faq.html>

### How to Get Tech Support

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Free tech support is provided by email only during normal business hours (except holidays and weekends).

You can reach OfficeSoft via e-mail at:

[help@pcshorthand.com](mailto:help@pcshorthand.com)

Telephone support is currently not available.