

# Troubleshooting

## **Letters aren't beveled as much as I expected.**

This can happen for two reasons:

- The letters appear too small for you to notice much beveling. Depending on the bevel style and size, the effect can be subtle enough to be apparent only when the letters are relatively large.
- The letters' depth has been scaled, stretching out the bevel so it's not as apparent. In the Text tab in the Details window you can redo the Depth of the bevel so it's closer to what you want. Then once it's in the project window you can tweak its depth with the Scale tool.

## **I edited a bevel but it looks all crazy in the rendered version.**

If you've edited a bevel so the line curves around and intersects itself, or does something exceedingly weird, Typestry may get confused. Try making the bevel a little simpler.

## **I turned on a shadow, but I don't see it anywhere.**

Could be one of the following:

- There's nothing for the shadow to fall on (a floor, wall, other characters, etc.).
- The light is shining at a low angle, and casts a shadow above the floor.
- The light is a back light, and casts a shadow in a direction opposite the wall.
- The wall is right up against the back of thin letters, so it's difficult to see.
- There are other lights on, drowning out any shadows.

## **Shadow looks funny on floor/wall**

This can happen if the wall or floor is in an orientation that makes shadows fall in an unexpected way. Check the Wall Setup or Floor Setup in the Effects Backgrounds menu.



**I have a lot of lights turned on, but the floor is still pretty dark. Why?**

Since Typestry lights shine in a particular direction, if a surface is facing away from the light it will be relatively dark. If your image uses lights 3, 6, or 9, which shine up from below, the floor's surface (and tops of letters as well) will not be lit by these lights — they're shining on the floor's underside. Either increase the ambient light, or use any of the other lights, which shine from higher up.

**How do I avoid having “washed out” areas in my image?**

This is usually the result of too much light.

- Before you try turning lights down, first try reorienting the affected elements so the light falls more obliquely, if you can.
- If you can identify a particular light that's having the most effect on the area, try reducing that one first.
- Try a different combination of lights.
- Reduce all the lights gradually until the area looks more normal.
- If the ambient light intensity is more than about a quarter of the way up, your whole image may seem

“flat.” Just reduce the ambient intensity to improve this.

**I only see a wall in my picture, but I know there's text there. What happened?**

You probably got the wall in front of the text by manually adjusting it using the Wall Setup dialog in the Effects menu. Use the dialog to reset the wall.

**I just can't seem to get things as shiny as I want them. What's the deal?**

The desire for shiny things is an ancient one. There's just one small trick you should know to help you make things shiny. If you're using any Look that has a simulated reflection (and you can check this in the Look Editor dialog) you need to turn on some back lights.

This is because the simulated reflection comes from a simulated object that faces the *front* of your text. Back lights, shining on the back of your text, shine on the *front* of the simulated object, making it brighter. This will have the effect of making the reflection brighter and more pronounced. Try adding 3 or 4 back lights at medium intensity and see if things don't improve.

You can also turn up a Look's Shininess parameter in the Look Editor dialog (available when you click on the Edit Look button in the Look tab). Save this Instance and use it instead. One caveat here. It's easy to think that something doesn't look shiny enough because it looks very dark. You might also try turning *down* Shininess and seeing if that has the effect you're looking for. This will, in fact, make the dark areas lighter, and may make it *seem* like it's reflecting more.

Another thing to try is turning on an environment with the E light in the Lights window, or using an environment picture in the object's Look.

### **I perforated an object, but the perforations don't go all the way through the object (or I don't see some or all of the perforations).**

If the perforator is thinner than the perforatee, as it were, all the perforation will occur inside the perforatee, and you won't see any perforations. If the perforator doesn't go all the way through the perforatee you'll get a carved out effect. Just make the perforator thicker so it sticks out both sides of the perforatee.

### **I applied a Look, but I don't see its effects.**

- The Look's scale is too low or too high. Try 50% and 250% in the Object Info dialog's Scale box.
- There's not enough light. Try adding more.
- It got applied to the object's sides instead of to the whole thing.
- Rendering quality is too low to see the detail. Try using Excellent 'n' Slow.

### **I turned the floor on, but I don't see it.**

It's right in the middle of the picture, so it's edge on. Check the Floor Setup dialog and check its position and orientation or, camera is set to Telephoto and you're seeing the floor "edge on."

### **Why can't I choose Object Info after typing in some text?**

When letters are created as part of a group, they take on the Look of the group. You can only get Object Info for something that actually has a Look on it. The letters don't — they "inherit" their Look from the group. To adjust the Look on a letter you have to actually apply a Look to the letter. Then you can use the Object Info dialog to adjust its Look.



### **What if I move my text out of the picture?**

If you've lost sight of something, just use a different Camera view, available under the Effects menu, and move it so it's visible in the view you want to use.

### **I just keep getting things mixed up when I try to do an animation. Help!**

Remember the animation mantra: "First move the Time Marker, then move the object." Since an animation consists of things moving in time, you must be sure you're at the right time *before you move anything*. Otherwise things can get awfully confusing. So check where the Time Marker is before you do things, and use it to show you what's happening in successive frames. And don't be afraid to delete some pose nibs and redo things if necessary.

### **My text is obscured by something and I just can't select it.**

1. Select the object in the Score window.
2. Hold down the Ctrl key as you manipulate the object in the project window.