

# PDF FAQ

(Portable Document Format Frequently Asked Questions)

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## Introduction

Portable Document Format is a proprietary format developed by Adobe that has become a world-wide standard for distributing documents via print, web, or mobile devices securely and reliably. The pdf format allows documents to be displayed and printed the way the author created them and helps protect the documents from unauthorized access and alterations.

Since ASG has gone to electronic distribution of the newsletter using pdf, there have been some questions that have come up as we get used to this new format. *Note: These answers tend to apply to Windows-based PCs, although some of the e-mail problems could apply to Macs.*

## I can't open the attachment/I get an error message.

It is very helpful to the people troubleshooting your problem, if you can be more specific. Information that is useful when trying to resolve the problem includes:

What type of computer do you have? PC? Mac?

What operating system do you use? Windows 95/98? 2000? XP? Mac OS?

What type of e-mail software do you use? AOL? Hotmail? Excite? Outlook?

If you received an error message, providing the text of the message is a great help in trying to resolve the problem.

## I get an error message when I try to open the attachment.

This problem is most often caused by the e-mail software you are using. If you are using a free e-mail service, check to see what attachment size is allowed. For example, Hotmail and Excite will allow up to 1mb attachments, while Yahoo will allow 1.5mb attachments, and Juno will allow 2mb attachments. If the attachment is too big for your e-mail provider, they will strip the attachment out. It will still look like you have an attachment, but you will get an error message if you try to open it.

If you know that file size is not the problem, try saving the newsletter to your c: drive, launching Acrobat Reader, and then opening the file using Reader.

## Coupons are missing and some areas have black squares.

Check which version of Acrobat Reader you are using. The newsletter pdf is created using Acrobat version 5.0. Older versions of Acrobat Reader, such as 3.0, either won't open a pdf created in version 5.0, or there will be missing information and black boxes.

## I get an Invalid Color Space error

Check the version of Acrobat Reader you are using. You are probably using an out-of-date version.

## It is too big on my screen!

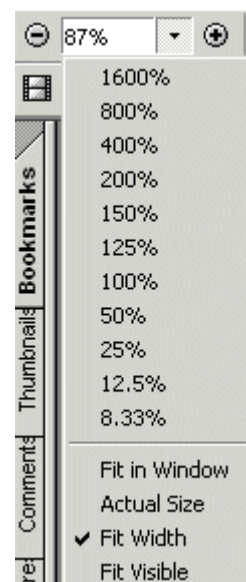
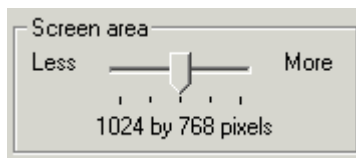
There are two things that can control the size of windows on your screen, your screen resolution and the zoom in Acrobat Reader.

Start by adjusting the zoom in Acrobat Reader. There is a zoom adjustment on the Acrobat Reader toolbar. You can click the + and - buttons to zoom the window in and out or you may prefer to just click the dropdown arrow and choose *Fit Width*.

If you are still not able to get the size adjusted to your liking, check what your monitor resolution is set to.

To do this for Windows-based PCs:

1. Right-mouse click on a blank area of your desktop and choose *Properties*.
2. On the *Settings* tab, look for a *Screen Area* section.
3. Slide the pointer to a smaller resolution. The higher the number, the smaller the resolution. For example, 1024x768 is smaller than 800x600.
4. When you have made your selection, click



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[OK].

5. You will receive a message that Windows is about to change your screen resolution. Click [OK]. Your screen will flicker or go black, but should recover shortly. Click [OK] to answer the message indicating you want to keep the change.

*Note: These instructions generally work for Windows-based PCs, however, if you have an older system or an older video driver, you may not be able to adjust your screen resolution. In that case, use the zoom in Acrobat Reader, to get as close as you can.*

The next questions come from other sources, such as the Adobe Forums:

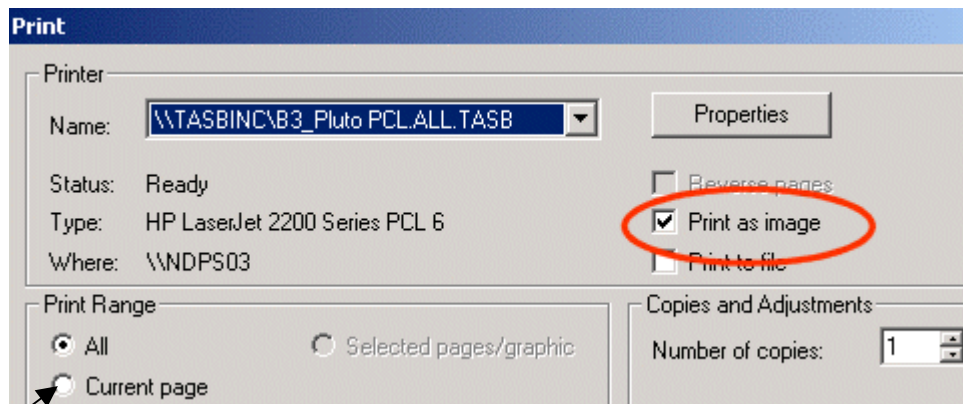
### **Nothing happens when I try to open the file, even though I downloaded Acrobat Reader**

You have to run the installation program in order for Acrobat Reader to work. Just downloading the \*.exe file from the Adobe web site doesn't install the program. Navigate to where you saved the file you downloaded and double-click it to begin the installation.

### **Whenever I print a pdf, the text is all scrunched up, even though it looks fine on the screen**

The next time you go to print, select *Print As Image*. To do this:

1. Click *File* then *Print*.
2. In the *Print* dialog box, select the check box for *Print As Image*.
3. Click [OK].



### **How can I print just one page instead of the entire PDF?**

Ensure that you are displaying the page you want to print. Click *File > Print* and select *Current page* under the *Print Range* section.