

# Common PDF / Browser Issues

To have this form to work properly for you, it must be opened as an actual PDF. Many Internet Browsers open PDF's "In the Browser" as an html document, limiting proper usage. You must open it with an actual Acrobat program, either Acrobat Reader or Acrobat Pro. Acrobat Reader comes pre-loaded on every operating system. If your computer is very old, you can download the latest version of Acrobat Reader (free) at: <http://get.adobe.com/reader/>

## **Adobe Reader or Acrobat Settings**

You will need to have your Acrobat Reader preferences set properly. Very simple to do.

From the menu bar on top:

- 1) Under **Adobe Reader** on the top left of your menu bar, Click Preferences.
  - 2) Scroll down and click Internet.
  - 3) **Select** "Display in Read Mode by default" **Deselect** "Allow fast web view" and "Allow speculative downloading" Adobe will now allow your browser to view PDF's in Acrobat Reader.
- \*with earlier versions of Acrobat Reader Choose Edit > Preferences > Internet. Deselect "Display PDF in browser".

**Different Web Browsers allow you to view PDF's in different ways. Listed below are a few common ones.**

## **Internet Explorer 8 - 9 - 10**

- 1) Open Internet Explorer, and choose Tools > Manage Add-ons.
- 2) Under Add-on Types, select Toolbars and Extensions.
- 3) In the Show menu, click All Add-ons. In the list of add-ons, Select Adobe PDF Reader.
- 4) Click the Enable or Disable button (it toggles depending on the status of the selected add-on):

**Enable** allows Adobe Acrobat Reader to open PDFs in the browser.

**Disable** turns off so it does not open PDFs in the browser.

– By default, Explorer 10 & 11 should open a PDF in your browser with Acrobat Reader. If not, see above.

## **Safari**

For security reasons, by default Apple Safari will not open PDF forms in the browser. To open as an actual PDF:

- 1) Move your cursor to the bottom of the form. A little menu will appear. Click the view icon.
- 2) or optionally, hold down the Control Key & Click anywhere on the form.



Either method will open the PDF in a separate window and all the features will now work properly.

## **Mozilla (Firefox)**

From the menu bar on the top go to:

- 1) **Firefox** > click on Preferences
  - 2) Click Applications on the top of the pop-up menu
  - 3) Change all 3 Adobe Acrobat Options to "Use Adobe Reader (default)"
- Firefox should now open any PDF in Acrobat Reader and work properly.

## **Google Chrome**

The latest release of Google Chrome includes the Chrome PDF Viewer which won't properly display some PDF features like Dynamic Forms. (SEND, calculations, tabbing, etc.)

**How To Fix It** – If you can't open a PDF file in Chrome or it doesn't format some features properly:

- 1) Open Google Chrome and type **about:plugins** into the website address bar at the top then press the **ENTER** key to display Chrome's Plugins page.
- 2) Go down the list of Plugins under 'Chrome PDF Viewer' and Click 'Disable'. The plugin should now be grayed out.
- 3) Reopen the file, it should open in Acrobat and work properly for you.

– If you can't get anything to work, you can save the form to your desk top as a PDF, then fill it out and save it. You can then e-mail it as an attachment along with any images or print it and fax to 623-780-4695.

E-mail your order form and any images to [cards@lcmprinting.com](mailto:cards@lcmprinting.com)

***I hope this helps you. It may also come in handy for other forms you may use on the internet. Feel free to call 623-780-2250 with any questions. We are available 24/7. Thank You!***