# FREQUENTLY ASKED QUESTIONS

LINK	PROBLEM SUMMARY
	Adobe Reader hangs during printing
	Parts of figures are missing from the printout
	Adobe Reader "Left Arrow" button and "Right Arrow" button do not work consistently
	Bookmarks and hyperlinks do not work

### **1. PRINTING PROBLEMS**

Causal recommends that you use a postscript printer to print any document from this CDROM. This recommendation is based on advice from Adobe that Postscript printers will give the most accurate hardcopy representation of a PDF file.

If you do experience problems in printing, then you should enable "Print as Image" in the Adobe Reader print dialog to fix the problem.

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#### 2. LEFT ARROW BUTTONS AND RIGHT ARROW BUTTONS OF ADOBE READER

#### • ADOBE READER 8

Following installation, the default toolbar configuration of Adobe Reader 8 shows a left arrow button and a right arrow button identified by **1** and **2** in the figure at right. These arrows represent "previous page" and "next page" in the current document only. These arrows do not allow you to move forward or backward to another document.



In order to go forward to the next document or to go back to the previous document, you need to use the arrow buttons identified by ③ and ④ in the figure above. These arrow buttons are not visible by default.

To make the arrow buttons identified by **3** and **4** visible in the Adobe Reader 8 toolbar, please carry out the following operations:

- > Select menu items TOOLS  $\rightarrow$  CUSTOMIZE TOOLBAR;
- > Scroll down the dialog until you find heading PAGE NAVIGATION TOOLBAR;
- > Under this heading, turn on items **PREVIOUS VIEW** and **NEXT VIEW**;
- > Click OK to close the dialog.

You should now see the arrow buttons identified by **3** and **4** in the Adobe Reader 8 toolbar.

#### • Adobe Reader 7

Following installation, the default toolbar of Adobe Reader 7 appears as shown in figure at right. The arrow buttons identified by ③ and ④ are visible by default.





#### 3. BOOKMARKS AND HYPERLINKS DO NOT WORK

#### • Adobe Reader 9, Adobe Acrobat 8 & 9

You are viewing PDFs in PDF/A mode. In this mode, bookmarks and hyperlinks do not work. Please change your Acrobat preferences to prevent viewing in PDF/A mode.

crerences	
Categories:	Open Settings
Commenting	Show each gooument in its own window (requires restart)
Documents	Restore last view settings when remaining dag wents
Full Screen	
General	Open gross-document links in same window
Page Display	Allow Jayer state to be set by user information
30	Allow documents to hide the menu bar, toolbars, and window controls
Accessibility Batch Processing	Documents in recently used list: 5
Catalog Color Management Comment From DDC	Remember files in Organizer History for: Last 12 months 💌 (requires restart)
Convert To PDF	Save Settings
Identity	Automatically save document changes to temporary file every: 5 minutes (1-90)
International	
Internet	Save As optimizes for Fast Web View
lavaGcript	
Measuring (2D)	DDE /A Libow Mode
Measuring (3D)	EDE/W YIBW MODE
Meeting Multimedia	View documents in PDF/A mode: Never
Multimedia Trust	
vew Document	Chairman Columnia
unine Services	Examine document when closing document
keading	Examine document when sending document by email
Rearch	
Security	- Make Centius Cuite Marcine Cuit
Soelling	Adule creative build verbuill cue
Tayddin	Enable Version Cue file-version manager
• •	
	OK Cancel

To do so, please carry out the following operations:

- > Select menu items EDIT  $\rightarrow$  PREFERENCES;
- On the Preferences panel, select category DOCUMENTS;
- Under the heading "PDF/A View Mode", select NEVER;
- > Click OK to close the dialog.

All bookmarks and hyperlinks will now be fully operational.

## **RETURN**