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 publication. 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.

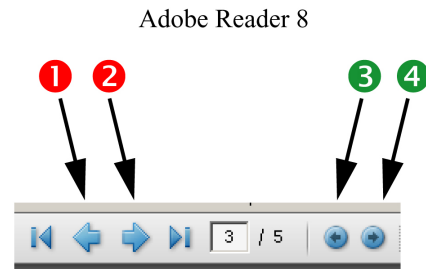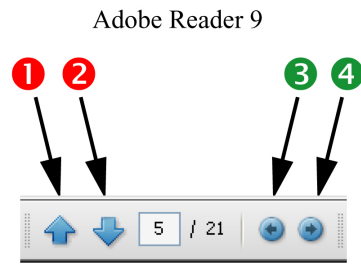**2. LEFT ARROW BUTTONS AND RIGHT ARROW BUTTONS OF ADOBE READER**

- **ADOBE READER 8 & 9**

Adobe Reader 9

Following installation, the default toolbar configuration of Adobe Reader shows a left arrow button and a right arrow button identified by ❶ and ❷ in the figures 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.

Adobe Reader 8

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 ❸ and ❹ in the figure above. These arrow buttons are not visible by default.

To make the arrow buttons identified by ❸ and ❹ visible in the Adobe Reader toolbar, please carry out the following operations:
  ➢ Select menu items **TOOLS → 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 ❸ and ❹ in the Adobe Reader toolbar.
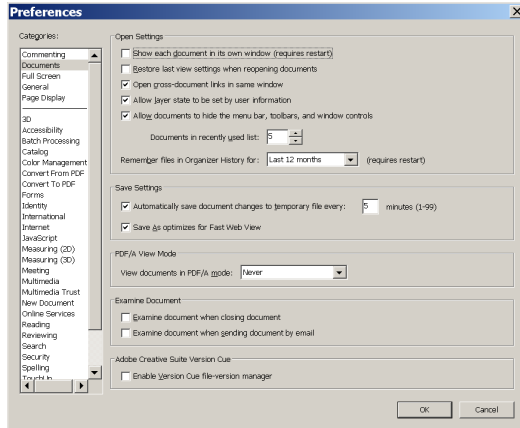
3. BOOKMARKS AND HYPERLINKS DO NOT WORK

- **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.

To do so, please carry out the following operations:
  - ➢ Select menu items EDIT → 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.