Why is the text jumbled when I print a PDF to the fileSMART Archive Printer?

Overview

When a PDF document is printed to the f ileSMART Archive printer, sometimes the resulting TIF

document is unreadable. This is a known issue with PDFs and is the result of the typef aces in the

original PDF are not being available on the computer being used to do the printing. The issue isn't

related to the fileSMART software.

Solution

- 1. Open the document in Adobe Reader.
- 2. Go to Print.
- 3. Select the fileSMART Archive printer.
- 4. Make sure that 'Print in Grayscale' is unticked. Then click 'Advanced'.

Print		×
Printen fileSMART Archive	Properties Advanced	Help 🛈
Pages to Print	Print in grayscale (black and white) Save ink/toner Comments & Form	ns

5. Select the option to 'Print as Image'.

PostScript Options	
Language:	-
Font and Resource Policy:	Send by Range 👻
Download Asian Fonts	
Discolored background	correction
Color Management	
Let printer determine co	lors
✓ Treat grays as K-only gray	ays
Preserve Black	
Preserve CMYK Primarie	5
Print As Image	
Simulate Overprinting	
] Simulate Overprinting] Print to <u>F</u>ile	

6. Click Ok.

7. Print the document to the fileSMART Archive printer. Adobe Reader will hold onto this setting for future use. It will only change back to the default if it is upgraded, or reinstalled.

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