

# ST. MARK CHURCH

30 MELVIN AVE · CATONSVILLE, MD 21228 · 410-744-6560 · FAX: 410-747-3182

## Bulletin Troubleshooting & Support Guide

To view, print, and save the church bulletins, you will need to download Acrobat Reader from Adobe's website by clicking on the icon below per the instructions if this "reader" is not already installed on your computer. NOTE: This is a one-time download. If you do not already have Acrobat Reader, it will take approximately 20-30 minutes, depending on your connection speed.



If you are having trouble viewing the PDF bulletin files, please right-click on the bulletin date and select "Save Target As..." and download the file. This will download the file to your computer and make for trouble-free viewing. You may also need to get Adobe Reader or update to the current version. Free download is available through the link above. Depending on your operating system, the steps for downloading a bulletin may be slightly different.

**Attention dial-up users:** Although we have optimized all bulletins to be small in size, those users using a dial-up service to connect to the Internet will experience a minor delay when initially downloading or viewing the bulletin. Download times for dial-up users can vary but usually should take no more than 1 (one) minute.

Troubleshooting common problems downloading the bulletin:

1. AOL users: Some AOL users have reported that they are not able to open the bulletin by left-clicking on the Bulletin link. Assuming that you do not have Adobe Acrobat 5.0 or higher installed, one way around this is to right-click and choose "Save Target As" to save it on your computer (to your Desktop, for example), go to where you saved it and double-click on it to open it.
2. The bulletin downloads and opens but is full of little boxes or garbled text. Solution: Your version of Acrobat is outdated. Use ["Get Acrobat Reader"](#) link to download latest version.

If you are having difficulties downloading the bulletin and the solution to your difficulty is not listed here, contact Tom Mentzel at [tmentzel@timwebdesign.com](mailto:tmentzel@timwebdesign.com) or [tmentzel80@verizon.net](mailto:tmentzel80@verizon.net).

What is Adobe? Visit this webpage to find out...  
[www.adobe.com/products/acrobat/adobepdf.html](http://www.adobe.com/products/acrobat/adobepdf.html)

## **Some Additional Troubleshooting Information:**

**First:** Make sure you are using **Adobe Acrobat Reader 5.0** or above to read these files, version 4 and below will not work.

**Second:** If you are downloading the files from a web browser, make sure you save it as a “Source” document, not as a “Text” document. If you saved it as a “Text” document, the Reader will ask you for a “Password” before it tries to open it (it still will not open the file, even with a password).

**Third:** Some web browsers allow you to see the first page of an Acrobat document before it finishes downloading the rest of the file. Make sure you allow the entire file to download before you attempt to save it or go on to another page.

**Fourth:** If the files take an extremely long time to download, your Internet Service Provider may be experiencing excessive traffic (I can’t do anything about that!). These files usually download at about 3k per second with a 28.8 modem. This means a 138k file will take about 60 seconds to download. If your download times are taking too long, just come back at a time when your ISP has less traffic (the best time is after midnight).

**Fifth:** A suggestion when using AOL – If you keep getting blank screens and a frozen computer when you try using Adobe Reader, Adobe has a solution on their website, titled: ‘PDF Pages Appear Blank Inside Web Browser Window.’ Here’s a solution to fix this problem – Rather than clicking on the site, you click on the right mouse button which gives you an option to download the file to disk. After downloading the file, you can then call it up under the Acrobat Reader and everything works fine.

## **PRINTING PROBLEMS SOLUTION:**

**Question:** I am having problems printing the church bulletins. What’s the problem?

**Answer:** There could be reasons why you are having problems. The most common printing problems are caused by the following:

1. Not using Adobe Reader version 5.0 or higher. You can obtain the most recent version of Adobe Reader for free at [www.adobe.com](http://www.adobe.com). Please note that version 4 and below will not work.
2. Not having Adobe Reader properly installed on the computer. Sometimes it is necessary to reinstall it. When doing so, it is best to always install the most recent version from [www.adobe.com](http://www.adobe.com).
3. Not having enough computer memory to save the file. If you have an older computer, this may be the case. If you do not have enough memory, you will not be able to open the file.
4. Using a dial-up modem (a phone line) to connect to the Internet, and not allowing enough time for the file to load or download. When using a dial-up modem, it may take quite a while to save or open large files such as the bulletins. In such cases, only open or download one week at a time.

**Key recommendation.** Save the bulletin to your hard drive and then open it using Adobe Reader. Here are the steps if you are using Windows.

1. Right click on the bulletin file you want to save.
2. Select "Save target as"
3. Select save to disk.
4. Browse to the folder where you want to save the file. Remember where you save it.

Once the file is downloaded, which may take some time if you do not have a broadband connection, open it using version 5 or higher of Adobe Reader. You should be able to print the bulletin without a problem. If you continue to have printing problems, please check the Adobe Reader troubleshooting guide for printing. If you use Windows, use the following link:

<http://www.adobe.com/support/techdocs/150d6.htm>

If you use a Mac, use this link:

<http://www.adobe.com/support/techdocs/a9da.htm>

**As stated earlier, if you are having difficulties downloading the bulletin and the solution to your difficulty is not listed anywhere in this document, contact Tom Mentzel at [tmentzel@tjmwebdesign.com](mailto:tmentzel@tjmwebdesign.com) or [tmentzel80@verizon.net](mailto:tmentzel80@verizon.net).**