

**Question:** When I open the file, all I see is a mess of funny symbols – is the file bad?

**Answer:** Sounds like you do not have Adobe Reader installed on your computer. All directories are stored in the Adobe PDF format which allows for a lot of information in a smaller file size. To install Adobe Reader, follow the simple instructions listed below.

**Question:** I have Adobe Reader installed, but when I look at the directory all I see are gray lines instead of text. What's wrong?

**Answer:** There is nothing wrong with your machine or your file. All you need to do is use the zoom tool to enlarge the image on your screen. Because the lines of text are small, Adobe isn't able to show you the actual text in a full-page view. Even if it looks like gray lines on your screen, the directory will print out fine, so don't worry.

**Question:** I printed out my directory, but the county names aren't appearing on the printout, even though I see them on the screen. On my paper, all I have are black boxes. What can I do?

**Answer:** Some printers, particularly laser printers, need to have a small setting change made to print the directories correctly. Since every printer is a little different, we can't tell you exactly how to make this change; we can tell you what to look for so you know what to look for in your printer manual or what to ask your tech support to do. Within your printer's properties, there is an option for printing graphics as "vector" or "raster". Our directories utilize "raster" graphics, so you'll need to select this for the directories to print correctly.

Now, let's download and install Adobe Reader.

1. First of all, you'll need to go to the Adobe [website](http://www.adobe.com) (www.adobe.com).
2. You should see a listing for "Plugins & Updates" on the start page (we won't say exactly where, as Adobe, like many sites, often changes its layout) or "Downloads". Click on either of these.
3. Find the link for Adobe Reader and click on it.
4. Somewhere on the page you are now viewing, it should say "Download Now". Click that phrase.
5. Unfortunately, like all companies, Adobe would rather you buy something. If the next page looks like an ad for a product, look around (and down) until you see the phrase (or something similar) "Get Acrobat Reader Free". Click on that.
6. Now you should be on the Download page. This page has three steps for you to complete. Finish all three steps. (Note: If you don't want to give out your real name, feel free to put in your Internet alias, lots of people do. And be sure to uncheck the two boxes in step two, unless you want to get e-mail from Adobe.)
7. Once you click "Download" in step 3, a box will pop up asking if you wish to "Run Program from Current Location" or "Save this Program to Disk". Select save and click "OK".
8. Now another box will pop up. This one wants to know to where it should save the program. The default is your desktop, but you can point this to any folder you want in your computer. The important thing is **REMEMBER the name of the file and WHERE YOU SAVED THE FILE!!**
9. Once you've decided where to save it, click save and sit back and relax while it downloads. Depending on the speed of your modem and connection, this can take from a few seconds to a few minutes.
10. Now, here is where most people make their mistake. Once they have downloaded the software, they assume it will work, but now you have to install it, just like the software you buy at the store that comes on a disk or CD. Disconnect from the Internet and close any software you may have running (other than Windows). This helps the installation process run more smoothly.
11. Find the file you downloaded and double-click it.
12. Follow the installation instructions.

If you still have problems, Contact our Customer Care department for assistance at: 1-800-USA-3860.