

PRINTABLES FAQ

WHAT SOFTWARE DO I NEED?

My files will only work in Adobe Reader. Most computers will already have Adobe Reader installed – but please check that you are using the latest version! It's FREE and you can download it here: <http://get.adobe.com/reader/>

WHAT DO I DO WITH THE FONT FILE INCLUDED?

In some of our editable printables there is a font included. This must be added to your computer's font collection BEFORE OPENING THE FILES IN ADOBE in order for it to work properly in the PDF's.

HOW DO I EDIT/PERSONALIZE THE FILES?

Simply open the PDF files in Adobe Reader, select/highlight my sample text and start typing in your own wording - it's that easy.

WILL THEY WORK ON AN IPHONE, IPAD, TABLET, MOBILE DEVICE?

No, my files won't work on an your mobile device. Please download to your laptop or computer and open them in Adobe Reader only.

CAN I CHANGE COLORS, GRAPHICS, BACKGROUNDS, FONTS ETC?

No, Adobe Reader won't allow you to change any colors, graphics, backgrounds etc. Plus, my files are secured and you will not be able to open them in any graphic design program to alter them.

CAN I PRINT AT A PHOTO LAB?

No, my files are not JPGs and cannot be printed at a photo lab as a photo.

CAN I PRINT AT A COPY SHOP?

Yes, you can print your files at a copy shop such as Staples, Office Max, Office Depot, Kinkos etc.

HOW DO I SEND OUT ONLY ONE PAGE FOR PRINTING, NOT THE WHOLE LOT?

The easiest way is to download the ZIP File of Individual Pages from your Downloads page (this will be the last download link) - you can then personalize and send out just the pages you need. Please note that the ZIP file will need to be unzipped before you can open the pages in Adobe Reader.

WHAT PAPER SHOULD I USE TO PRINT?

My templates are formatted to print on US Letter Size paper (also prints perfectly on A4 if you are in Australia/UK). If you are printing at home I recommend a heavyweight Matte Photo Paper for best results. However bright white Cardstock also works well. If printing at a copy shop choose their Cardstock.

CAN I PRINT THE FILES OUT AT A LARGER SIZE?

No, my files will only be able to be printed at their original size and not at a larger size. This is due to the security settings on the files. If you wish to print your template at a larger size, please contact me for a quote.

I WANT TO SEND MY INVITATION OUT BY EMAIL - CAN I DO THIS?

Yes, you can use the PrintScreen function on your computer to create an image of your personalized invitation that will be the perfect size for emailing. You cannot email out the editable PDF file.

CAN I USE MY SILHOUETTE, CRICUT (OR SIMILAR) CUTTING MACHINE TO CUT OUT THE DESIGNS?

No, my designs are not formatted for any cutting machine. They are PDF files and cannot be saved into the format required by a cutting machine.

PRINTABLES FAQ CONTINUED...

CAN I PRINT ON AVERY LABEL/STICKER PAPER?

No, my files aren't formatted to print on any kind of pre-formatted or pre-cut label paper. If you wish to print as stickers on label paper, print on FULL-PAGE sticker/label paper and trim out the designs after printing.

THE COLORS IN MY FILE AREN'T PRINTING OUT AS I EXPECTED

My files do not change from order to order - the color your file prints out will vary depending on which printer you use, the type of paper used and your printer settings. Here are some things to try to improve your color output:

1. Firstly check that you are printing from ADOBE READER only! Printing from other programs will often result in strange colors!
2. Print on Matte Photo Paper for best color. Printing on different or lesser quality types of paper can drastically change the colors even when using the same printer.
3. Make sure to check the level of ink in your ink cartridges.
4. Ensure you select the the correct type of paper in the Print Settings of the Print Dialog Box (e.g. don't select photo paper if you are printing on cardstock).
5. Ensure that you have selected the best quality print settings in the Print Dialog Box.
6. Try selecting the "Print as Image" checkbox (found by clicking on the Advanced button in the Adobe Reader print dialog box). Selecting this can help with color correction on some printers.

I CANT OPEN THE ZIP FILE - I GET AN ERROR MESSAGE THAT THE FILE IS DAMAGED

You will receive this message if you attempt to open your ZIP file directly in Adobe Reader. ZIP files cannot be opened in Adobe Reader - they need to be unzipped first.

To unzip on a PC you will need to have a program like WINZIP or WINRAR to unzip your files. Once you download the zipped file right click on it and choose extract all. This will create an opened file. On a Mac you can double click on the ZIP file and it will unzip automatically. Once your file is unzipped, navigate to your unzipped folder and open the individual pages in Adobe Reader.

WHY AM I BEING ASKED FOR A PASSWORD?

If you are being asked for a password you are trying to open your file in a program other than Adobe Reader. Please check which program you are using and open your file in Adobe Reader only – you do not need a password to open the template in Adobe Reader.

I CAN'T SEE ANY TEXT IN MY FILE

This happens if you open your file on an iPad, iPod, iPhone, tablet or other mobile device – your file will not work on any of these devices. Please download your files from your desktop or laptop computer and then open in Adobe Reader.

I CAN'T CHANGE THE TEXT IN MY FILE

This happens if you open your file on an iPad, iPod, iPhone, tablet or other mobile device – your file will not work on any of these devices. Please download your files from your desktop or laptop computer and then open in Adobe Reader.