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FAQ list

How do I send bug reports to Foxit Support?

Thanks for using Foxit products!

We welcome your comments/bug reports on Foxit products for our better improvement. With large flood of emails/reports everyday, we would like you to read below tips beforehand so that your emails/reports could be handled timely:

1. Is your problem in our FAQ list already?
2. Email title: please briefly specify your email subject in your email subject column (like Bug: Foxit Reader Can't Reader this file or Suggestion: Foxit Reader miss Snapshot feature) including product name (Foxit Reader, Foxit PDF Editor, WAC, KoalaTerm, etc) and problem category.
2. Email content: please send us as detailed info as possible so that we could duplicate your problem on our side. Usually, your sample file attached is preferred. Because we might not be able to help if your problem is file-dependent. Please specify us if your sample file contains sensitive information. Usually, we will keep your file strictly confidential and for internal testing only.
3. For tech support, please send your email to support@foxitsoftware.com . For sales-related issues, key problems and licensing, please send to sales@foxitsoftware.com .

Foxit Reader

1. What is Foxit Reader?

Foxit Reader is a small PDF reader for you to view and print PDFs mainly. With the latest version of Foxit Reader, it also has many powerful features such as Typewriter to type on anywhere of your PDFs, annotation feature, highlight feature, pure text view feature, save as pure text option, etc.

2. There are many versions of Foxit Reader with my PC, what shall I do?

Just run the latest version of Foxit Reader and set it as your default PDF Reader, then all PDFs will be opened with the last opened version of Foxit Reader. You can then delete all other out-dated Foxit Readers from your PC.

3. How to uninstall Foxit Reader?

For non-installer version (with only a .exe file), all you need to do is delete all Foxit Reader files from your PC.

For installer version, you can uninstall it like other applications. Go to Control Panel of your PC -> Add/Remove Program -> Foxit Reader -> Uninstaller. Or go to Start -> Program -> Foxit Reader -> Uninstall Foxit Reader.

After uninstall, please then go to other PDF Reader such as Adobe Reader, and set it as default PDF Reader. Adobe Help> Detect and Repair.

4. Where can I check out the latest version/build from your website?

You can always check out the latest version/build from our download page at: <http://www.foxitsoftware.com/download.htm> or our forum at: <http://www.foxitsoftware.com/bbs/> .

5. How do I save Typewriter comment?

Your notes typed by Typewriter can only be saved with Foxit Reader Pro. With the free version, users can only type and print out the PDFs.

6. Why PDFs sometimes printed so slowly?

This is because we haven't optimized our printer drivers, especially for PostScript printers. The PostScript rendering driver provided by Microsoft is not very efficient (for example, data compression is never used). Before it is ready, we strongly recommend our users to use PCL driver instead of PostScript driver. Good thing is that almost all laser printers have a PCL compatible driver.

7. Why this file displays/prints up-side down just like a film?

If you have run into such kind of problem, please kindly send your sample files to us with screenshot, your PC configuration (CPU, RAM, Graphic Card), printer model and OS.

8. How can I help to finish your localization feature?

Foxit Software now invites you to become our volunteer UI translator to localize our popular Foxit Reader into your language. You will be able to make a difference. The translation process is simple, easy and fast.

To become our volunteer translator, you will need to sign up a translator account. And then you login with this account to start translation. Foxit Software highly appreciates your contribution to our product.

<http://www2.foxitsoftware.com/transl...transindex.php>

9. How do I use the command line option to open a PDF?

Foxit Reader could be opened with a command line option. The command format for this is as below:

```
Path <file> -n [page number] -register/noregister
```

For example, if you wish to open a sample PDF named sample.pdf under drive C, with Foxit Reader saved under drive C also, to page 9, then you should type in:

```
C:/foxitreader.exe sample.pdf -n 9
```

Option “-register” is to write Foxit Reader into your registry, and make Foxit Reader as your default PDF Reader. Vice versa, option “noregister” is to open Foxit Reader only, and won't write anything into your registry, nor will make Foxit Reader as your default PDF Reader.

10. Do you have the command line option to print a PDF?

We used to have this option. For certain reason, it was removed. It might be restored in the future depending on the decision of our design team.

11. Do you have the email feature for the Reader?

No, we don't have this feature for current version.

12. How to customize the background color?

To change default background color, please go to menu bar of Foxit Reader, then try Edit > Preferences > Background color. Choose a color your prefer, then press OK to effect your operation.

13. Could I change the unit of print preview from inch to cm ?

Currently, you can not change that. We will eventually build an option of “cm” so that users from Europe or other places could still stick to their preferences.

12. Could I get rid of the small box in full screen mode?

No. We used to have an option for people to disable this box if they like. Yet, one of our partners complained that users will have no way out if they have accidentally disabled this option if they do not know the hot key to return (Esc or Alt + 2).

If you really dislike this small box, you can put your mouse on the edge of it, hold left click, and move it out of your screen.

14. How do I disable Ads?

Altogether, Foxit Reader's free version has five Ads. You might need to disable them one by one if you really don't like them to be appeared again. For our registered users, you will need to disable the Ads for only one operation.

15. Typewriter feature is really fantastic, but could I type notes with different fonts or language?

Sorry, Typewriter currently could only support English, and three fonts (Arial, Courier New, Times New Roman). We will surely add more font support and language support in the future.

16. How do I make Foxit Reader work with Kingsoft for Chinese users?

Many Chinese users prefer to use Kingsoft to translate English words instantly by placing mouse cursor on certain word. Currently, the alternative solution is: shift your PDF into pure text view mode, then Kingsoft should be able to work out.

17. Could I activate Foxit Reader's status bar within IE?

No. The status bar is disabled by design within IE.

18. Do you have Firefox plug-in?

Yes, we do. Both Foxit Reader Pro and our upcoming version V 2.0 have the Firefox plug-in.

19. Can I edit a PDF file with Foxit Reader?

No. Foxit Reader is not designed to edit your PDFs. You will need to refer to Foxit PDF Editor.

Key:

1. Why my program still says "Evaluation Only"?

This problem might be due to

a. invalid key The key you are using is not a valid one. You might not have saved your key file under the same folder properly with Foxit program. Or there are more than one user using the same key at the same time.

b. key expiration The key you are using was no longer within the valid date.

For either case, you can send your key file to sales@foxitsoftware.com, our Sales team will carry out investigation and get back to you asap.

2. How do I install the key file?

To install Foxit key, you simply need to save the key file (such as pedkey.txt) under the same folder with Foxit program without any modification to the key file by any means(Do not enter the content of key file to Foxit PDF Editor's warning message box.). In fact, you don't need to open the key file at all. Then run Foxit program again.

Foxit PDF Editor:

1. Why I cannot edit certain letters and make them displayed correctly?

Foxit PDF Editor supports Unicode mainly, for non-Unicode, we partially support them. That's the reason why sometimes users cannot edit certain letters and make them displayed with every letters. By clicking Graphic Keyboard, you will see all the characters available for the font collection.

2. How do I import non-Unicode fonts?

Go to right bottom dialogue, choose Font -> Import Windows Font, choose the very font you wish to import, then click "OK" will do.

3. How come there is a "~\$*.pdf" file created in the same original file's directory?**

"~\$***.pdf" suggests that it is a temporary file created by your system. Once you close your working file, this file will disappear automatically. We strongly suggest that you choose Save As to save your revision to your original file instead of Save to your original file.

4. Why PDF image object disappear after rotated?

This problem might happen to scanned image object, which page contains only one large image object. Actually the object does not disappear, it just go outside your page range.

You can always choose "move to 200 by 200" to set this object in the center of the page, and then rotate your image object then drag the object to the place you need.

5. Does Foxit PDF Editor support Chinese characters?

Foxit PDF Editor supports Unicode mainly as mentioned in Q1. To edit Chinese characters, you will need to import Chinese Windows Font first, and then insert Chinese by the font you have imported.

6. Why I can not save or print the protected PDFs edited with Foxit PDF Editor?

This is because your original PDFs prohibit such operation. You can to contact the authors of the files.

7. Could Foxit PDF Editor support drag/drop to open PDF files?

No.

8. Can I create a PDF file with Foxit PDF Editor?

Yes. You can create a blank PDF or import pages from other PDFs to make new PDFs from Editor's menu > Page.

9. Why Foxit PDF Editor ask for cjk.bin?

This is because your PDF contains Asian characters. You can download the cjk.bin from <http://www.foxitsoftware.com/pdf/fpdfcjk.bin> and save it with your Editor directory.

10. How to install Foxit PDF Editor?

1. Start> Program>Foxit PDF Editor > Uninstall Foxit PDF Editor.
2. Go to Control Panel of your PC >Add/Remove program>Uninstall Foxit PDF Editor.

11. Why edited PDF will so big?

This is because you haven't optimize your PDFs. Please go to Edit > Optimize.

12. Can Foxit PDF Editor edit the annotation?

No.

13. Do you have Foxit PDF Editor for other platforms?

No.

Others:

1. Do you have a Foxit PDF Creator/PDF printer?

Sorry, Foxit PDF Creator is still under testing yet.

2. Do you have PDF Reader for other platforms?

Yes, we have. We have developed Foxit Reader for Pocket PC version, for Linux version. Our MAC version will also be available by the end of this year.