

## Frequently Asked Questions (FAQs) regarding using the Vision (Caliber) Portal

Question: When I try to open a document from the Documents library, nothing happens, or a new blank tab/page is opened in my web browser. What can I do to make documents open correctly?

Answer: Each web browser handles the opening of PDF documents differently, whether you are using a Microsoft Windows based desktop, laptop or tablet device, or an Android OS or iOS (Apple) based mobile device. In order to determine how .PDF documents will open, you have to answer the following questions:

- **What web browser are you currently using?** On Windows 10 based machines, the Microsoft Edge browser will be set as the default web browser, and Microsoft Internet Explorer (version 11) is also installed. Earlier versions of Windows came with the Internet Explorer web browser installed, and set as the default web browser. However, additional web browsers can be easily installed in Windows, and will work side-by-side with the Edge and Internet Explorer web browsers. Other popular browsers include:

Google Chrome (a free download is available from <https://www.google.com/chrome/browser/> )

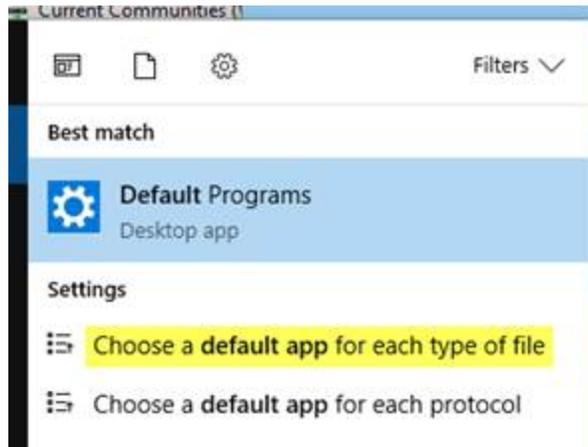
Mozilla Firefox (a free download is available from [www.mozilla.org/firefox](http://www.mozilla.org/firefox) )

- **Do you have a pop-up blocker or ad blocker installed for use in your web browser?** These “add-ons” or “extensions” for web browsers may prevent some web sites such as the Vision (Caliber) Portal from working correctly. In order to confirm this, you can do the following:
  - Try to temporarily disable the pop-up blocker or ad blocking app, and see if that allows a PDF file to be opened directly within the web browser, in a new web browser tab or window
  - If disabling the app or add-on works, then you should add the <http://caliber.wearevision.com> web site to your web browser’s Trusted Web Sites list (from the browser’s settings page, NOT by entering that address directly into the address field), and then re-enable your pop-up blocker or ad blocker.
- **Does the computer have a local application that can read and display .PDF files?** Vision provides all of the Portal’s document library files only in the Adobe Portable Document (.PDF) format. Some web browsers have their own “PDF preview” application that do not work as well, as applications like Adobe Acrobat that can read and display PDF files.

Some web browsers support the direct opening of .PDF files using their “viewers”, but those do not always work correctly, or they cause larger documents to open very slowly.

You can download a free PDF file reader application such as Adobe Reader DC (available at <https://get.adobe.com/reader/> ) to your computer, and then set it to be the default app for .PDF files

- Note: The Internet Explorer v11 and Google Chrome web browsers support Adobe PDF Reader add-ons or extensions, and they should be enabled for the best experience with opening PDF files.
- Easiest way to check is:
  - Enter “default” in the Windows 10 search box, then select “Choose a default app for each type of file”



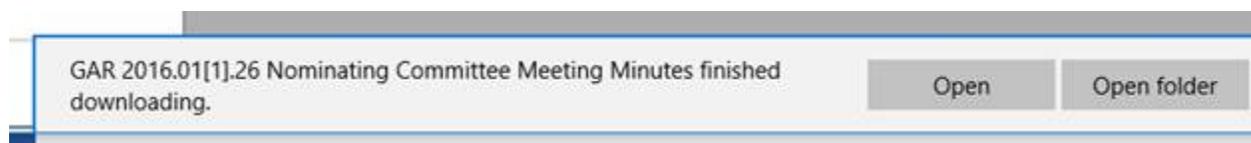
- Scroll down the list of file types (extensions) until you get to the location in the list where .PDF file type is displayed

If Microsoft Edge is displayed, you will need to do the following in the Portal to download and open a PDF file:

- Click on the PDF icon displayed to the right of the document's name:

Available Documents	
Document Name	Size
GAR 2016.01.26 Nominating Committee Meeting Minutes	73.8 KB
GAR 2016.02.06 Nominating Committee Meeting Minutes	78.8 KB
GAR 2016-04-21 Open Minutes	106.9 KB

- The Microsoft Edge web browser will need to download the file, and when it is finished, it should display a prompt to the user at the bottom of its window:



- If you choose the Open button, you may be prompted with a "How do you want to open this file?" dialog, where it is recommended that you choose Adobe Acrobat, or Internet Explorer, as the application to open it

In order to make opening PDF files easier, it is recommended that Windows 10 computer users use the Internet Explorer version 11, or Google Chrome web browsers. Those web browsers have add-ons, or native support, to directly open a PDF file. The Edge browser simply doesn't work well with PDF files right now. Users can easily switch to using Internet Explorer v11 by choosing "Open with Internet Explorer" from the Edge browser's menu that displays when you click on the "..." button in the upper right corner of the browser window.

If you use the Firefox browser, it is strongly recommended that install the free Adobe Acrobat Reader and then set Adobe Acrobat to be the application for opening/viewing PDF content from the Settings, Options, Applications dialog.

In general, installing Adobe Acrobat or any other application that can open PDF files provides you with a much better user experience when viewing the PDF file content provided from the Vision Portal.