



## TROUBLESHOOTING GUIDE

*Here are some of the common issues we hear from our customers as well as the solutions. As always, if we don't answer your question or if you'd just like to talk to someone about your issue, you can always email us. We'd love to hear from you.*

**Q: I'M HAVING TROUBLE EDITING THE TEMPLATE. WHY CAN'T I CLICK INSIDE THE TEXT BOXES?**

*A: Sometimes when downloading files from the internet, Word opens them in "Protected View". If this is the case, look for a yellow banner at the top of the file and a button that says "Enable Editing". Click the button to begin editing the document.*

*If you've confirmed that you are not in Protected View, the file may have become corrupted when you downloaded it. Try clicking in a couple other text boxes to see if the freeze applies to all text boxes or just one or two. Then email us immediately and we will reformat the frozen text boxes for you.*

**Q: MY COMPUTER CAN'T RECOGNISE THE FONTS. WHAT AM I DOING WRONG?**

*A: Make sure you have reviewed the Font Guide that came with your template prior to installing the fonts, as this will give you step-by-step instructions for both downloading and installing the recommended fonts. If you're still having problems, make sure you have unzipped the font file prior to installing it. To do this, right-click on the zip file and select "Extract" then select a location to extract to.*

*But remember, the fonts in the Font Guide are only recommendations, and they are by no means required in order to use the template. You are free to choose any fonts that you like when editing your templates.*

**Q: HOW DO I CHANGE THE ARTWORK / CALLIGRAPHY COLORS?**

*A: Most, but not all, of our artwork is color-changeable. Watercolors and color illustrations are not changeable, but line drawings and hand written calligraphy are.*

*To change the color, click on the image so that you see a solid blue box around the image. Then click on the 'Format' tab on the right-hand side of the ribbon. In the 'Shape Style' section, click the 'Shape Fill' dropdown and choose a new fill color. If you don't see a color you like, click 'More Fill Colors' and select your own color.*

**Q: HOW CAN I EDIT AN ILLUSTRATION / TEXT BOX THAT'S LOCATED BEHIND SOMETHING ELSE?**

*A: Our templates are comprised of various text boxes that are located in front of and behind other boxes. If you would like to edit a layer but find that it's located behind another layer, simply click on the box then go to 'Format' and click 'Send to Back'. To bring a box forward, click on 'Bring to Front'.*

**Q: IS THERE AN EASY WAY TO RESIZE THE TEMPLATE?**

*A: Unfortunately, Word does not give the option to scale the document to a certain size while you're editing it. Instead you must manually change the page size and then rearrange the illustrations and text boxes within the template so they are centered and balanced. For detailed instructions on changing the page size, please see the Instructions that came with your template.*

*If you would rather not change the page size, you can scale the document down or up while printing. To do this, finish editing your document and then go to 'File' > 'Options' > 'Advanced' > 'Print' and make sure the box that says 'Scale content for A4 or 8.5x11" paper sizes' is unchecked.*

*Then hit CTRL+P > 'Printer Properties' > 'Page Setup' (this might vary slightly depending on your printer) and there should be an option that says "scale". It will let you enter a percentage by which to scale your template down or up. Then hit 'print' and your document will now print at the new size.*

**Q: WHY ARE MY IMAGES APPEARING BLURRY?**

*A: All of our drawings are vector-based images that have been converted into Microsoft Office Drawings. Because they are treated as clip art, as opposed to JPG or PNG images, they are the highest resolution images that can be achieved in Word. Here are a few things to be mindful of:*

- 1. Images should only be downsized, never enlarged, within Word. Enlarging an image will always cause it to look blurry because there isn't enough data contained in the small image to meet the needs of the larger image.*
- 2. Screen resolution and printer resolution are oftentimes different. While a drawing might look slightly blurry or choppy on your screen, it might look perfect when printed. So we always recommend doing a test print prior to deciding whether an image really is blurry.*
- 3. Image quality is only as good as your printer quality. Unfortunately, not all printers are created equal, and because there are so many different models of printers we cannot offer technical assistance on a one-on-one basis if you run into problems with your printer.*

**Q: MY PROFESSIONAL PRINTER HAS REQUESTED A VECTOR-BASED FILE. HOW CAN I GET ONE?**

*A: Vector files are created directly in Adobe Illustrator rather than MS Word. They provide a much higher resolution than Word-based files, but they can't be edited by you at home like a template. We offer an add-on in the shop where, when purchased in addition to your template, we will create a [vector PDF](#) of your finalized invitation that you can send directly to the print shop.*

**Q: WHY DO MY FONTS CHANGE WHENEVER I TRY SAVING MY TEMPLATE AS A PDF?**

*A: When you save your Word document as a PDF, make sure the 'embed fonts' box is checked.*

HAVE A QUESTION THAT WE DIDN'T COVER? FEEL FREE TO SEND US A MESSAGE!



[pipkinpaperco@gmail.com](mailto:pipkinpaperco@gmail.com)



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