



Since a recent Windows Update occurred, in which several changes were made to Adobe Reader DC and other Adobe Products users have reported issues with losing the ability to print from PostureRay to paper.

## PostureRay Adobe Reader Printing Update


Adobe is aware of the issue.

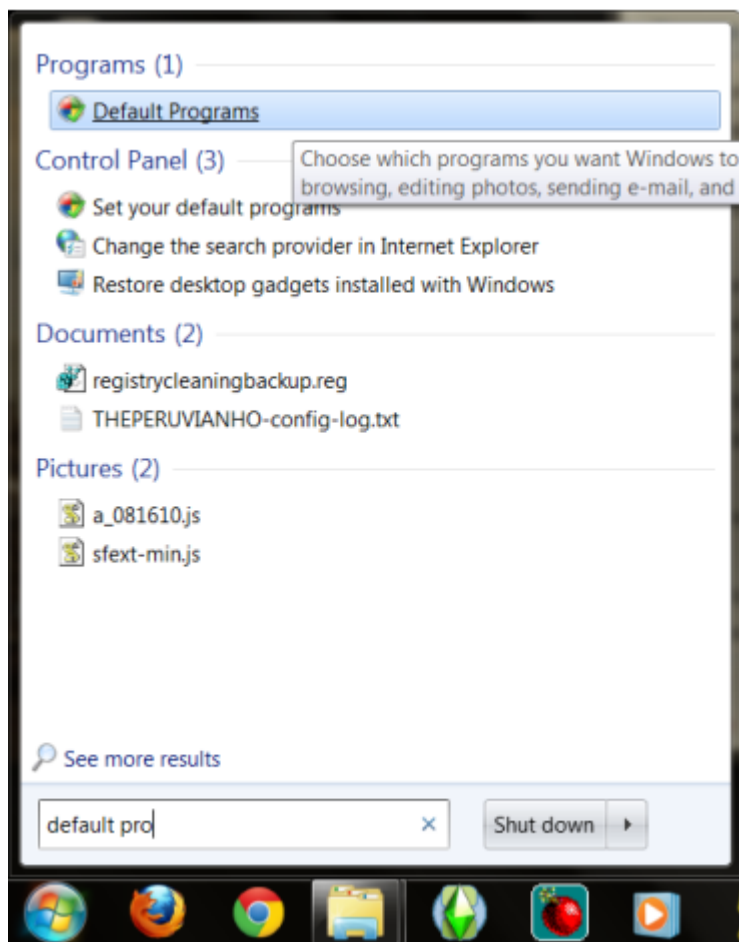
A screenshot of a support ticket response. At the top left, there is a profile picture of a person and the text "Vishal@PDF" followed by a red flag icon, the date and time "Oct 4, 2018 11:34 AM", and "(In response to robberts79963939)". Below this is a red "STAFF" badge. The main text of the response reads: "3. Re: Problems printing since latest update", "Acrobat team is aware of this print issue that has recently surfaced (with the Oct 2 update) and working on a resolution on priority. An fix has been identified and we are further evaluating it.", "We will keep you up updated on the progress.", and "Thanks, Vishal". At the bottom left, there is a link "Actions" with a dropdown arrow. At the bottom right, there are links for "Like (0)" and "Translate".

As a workaround, please follow our guide for changing your default PDF reader from Adobe Reader to Google Chrome.

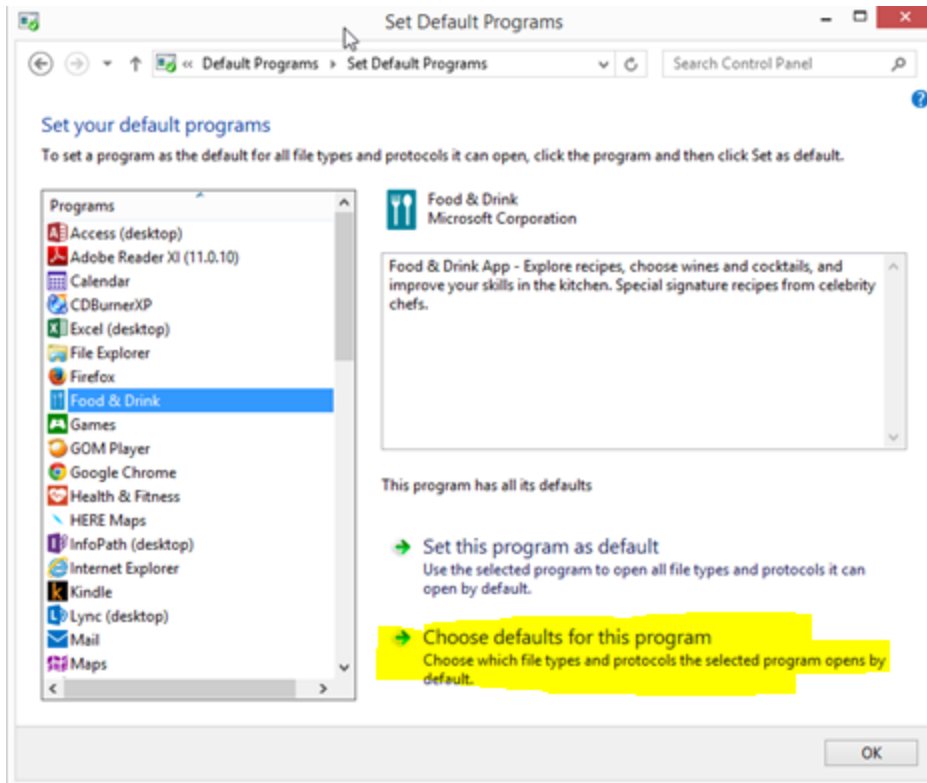
# PostureRay Instructional Guide

## Changing Default PDF Viewer in Windows 7

Open Default Programs by clicking the Start button  and then clicking Default Programs.



Next find Google Chrome and select Choose Defaults for this Program



Finally, with Chrome selected and a list below asking which file type to associate, choose PDF from the list

Name	Description	Current Default
<b>Extensions</b>		
<input type="checkbox"/> .htm	HTML Document	Internet Explorer
<input type="checkbox"/> .html	HTML Document	Internet Explorer
<input type="checkbox"/> .shtml	Chrome HTML Document	Google Chrome
<input type="checkbox"/> .xht	XHTML Document	Internet Explorer
<input type="checkbox"/> .xhtml	XHTML File	Not selected
<b>Protocols</b>		
<input type="checkbox"/> FTP	URL:File Transfer Protocol	Internet Explorer
<input type="checkbox"/> HTTP	URL:HyperText Transfer Protocol	Google Chrome
<input type="checkbox"/> HTTPS	URL:HyperText Transfer Protocol with Privacy	Google Chrome