ERROR: "The document could not be printed"

Error Message:

The document could not be printed.

Resolution:

This error occurs when attempting to print the Stimulus Book instructions. NOTE: The Stimulus Books themselves cannot be printed, this is by design.

The error can be resolved by changing Adobe Reader's Security Settings to allow Printing on Administration. **IMPORTANT:** If the user has Adobe Reader XI installed, you will need to <u>use these instructions</u> instead.

1. Remove the Stimulus Book flash drive if it is plugged into the computer.
2. Open Adobe Reader.
3. Click the **Edit** menu near the top of the window.
4. Click **Preferences** at bottom of Edit Menu.
5. Click on **General** on the list of Categories on the left side of the screen.
6. Uncheck the **Enable Protected Mode at Startup** checkbox at bottom of General tab.
7. Click "YES" when the **Are you sure you want to continue** prompt appears in the pop-up window.
8. Click "OK" to close the **Preferences** window.
9. Exit Adobe Reader.

The instructions can then be printed once Adobe Reader is restarted.