

## FAQs

### How do I change a tool's default settings?

Tap the tool *before making an annotation* and change the settings in the menu in the upper right. You can also hold down on most tools and change the settings from the popup menu.

If you change the settings *after* making an annotation, the app views the change as specific to the annotation, and not the tool, and the change won't stay.

### How do I scroll more quickly through a big document?

Try Thumbnail view. To access, tap the Magnifying Glass in the top right of a document or swipe from offscreen left to the right. This opens the Navigation Pane. Tap "Thumbs" in the bottom left, and this is the Thumbnail view.

### How do I still scroll while using a tool?

Simply scroll with two fingers.

### How do I use my Apple Pencil to scroll?

The default setting for the Apple Pencil is to automatically annotate when you use it. To turn this off, open your main library > tap the gear icon in the top right > tap "App Settings" > tap "Annotation" > Turn off "Apple Pencil Always Inks." You can now use it to scroll.

### Why is there a note automatically appearing above my annotations?

You probably have the "Auto-Add Markup to Annotations" setting turned on. To turn off, go to your main library > tap the gear icon > tap "App Settings" > tap "Annotation" > turn off "Auto-Add Markup to Annotations."

### Where did all my tabs go? There's just one long orange tab now.

When you have a large amount of documents open (typically around 15), iAnnotate will consolidate your tabs into a drop down menu. Tap the gray pages icon on the right side of the orange tab to open the drop down menu. To return to tab view, simply close a few of your documents and reset the view either by returning to your main library or rotating your device from portrait to landscape (or vice versa).

### My toolbox is gone. Where did it go?

Sometimes the toolbox can disappear if you have a large number of tools on your toolbar. To bring it back, rotate your device to portrait mode, the toolbox should reappear, then remove a couple tools. It should then be available in both portrait and landscape mode again. We recognize this isn't the best behavior and will be working to improve it in a future update.

### I keep accidentally making annotations with my palm. Is there any way to prevent this?

Try the [wrist guard](#)!

## COMMON TROUBLESHOOTING TIPS

## **I'm having problems with this one file. What could be going wrong?**

If you're having issues specific to one file, there may be a problem with the file itself. A great first troubleshooting step is to see if you have the same problems in other PDF readers, like Adobe Acrobat or iBooks. If so, that's a pretty clear indicator the file is corrupt.

Can't highlight and/or search through a document? Check out our [support article](#) on OCR scanning.

## **My file won't save and the app says to check my internet connection. What do I do?**

There are a few reasons why this can happen (we're working on better error messages), so here are a few things to try when troubleshooting:

- Try disabling auto-save (Tap the title header > tap "Disable Auto-Save") .
- Try changing the name of the file slightly (e.g. add '\_1' to the end).
- Try emailing one of these as an annotated file then saving that copy.

## **When in doubt, try force-quitting the app.**

To force-quit, double-tap the iPad's Home button > a screen with all of your open apps appears > swipe up on iAnnotate > reopen iAnnotate.

## **TIPS AND TRICKS**

### **Making a redact pen**

-Add a pencil tool to toolbar > when adding, change color to white or black > increase thickness to fullest amount.

### **Drag and drop**

-Press down on a file > use other hand to choose multiple files if you need > drag to another app, folder, or storage location.

### **Mark up web page**

-If surfing Safari, press the share button in top right > choose "Mark Up with iAnnotate" > it will convert web page to PDF and send to iAnnotate

### **Two Document View**

-Tap on a file's tab > choose option Two Document View > work on two different documents simultaneously

### **Gestures**

- Tap with one finger to get rid of tabs
- Tap with three fingers to get rid of tabs and toolbar
- Select a tool > make annotation > scroll with two fingers to suspend tool > continue marking up

### **Custom Stamp**

-Tap annotation you'd like to use as custom stamp > tap stamp icon in top right menu > name custom stamp

### **Add and delete tools to/from your toolbar**

-Add: Tap the toolbox icon at top of toolbar, tool menu will popup > hold tool you'd like to add > drag to toolbar

-Delete: Tap the toolbox icon at top of toolbar > Hold tool on toolbar you'd like to delete > drag to trash icon

### **Add custom toolbar**

-Tap toolbox > tap plus sign at top of toolbar > choose from preset list or choose "New Custom Toolbar" to start from scratch

### **Selected Text Features**

-Hold down on a word to trigger features like Speak, Dictionary, Google, Wikipedia, Copy/Paste, etc.

## **BLACKBERRY SPECIFIC**

- **How to migrate from old Good environment to new UEM environment.**
- **Request for new activation key.**
- **Security policy specific questions, like:**
  - What do I receive the message, "Cannot Receive File. Your IT administrator has blocked receiving files from non-whitelisted applications?"
  - Why can't we copy/paste?
- **License Renewal**