

## Re: Symbol font problem in PDF output

**Source:** <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2004-02/0575.html>

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**From:** Jim Gordon MVP (*goldkey74\_at\_WarmerThanWarmMail.com*)

**Date:** 02/22/04

Date: Sat, 21 Feb 2004 22:19:42 -0500

Hi,

The first step in troubleshoot might be to determine whether it is a Word problem or an OSX problem.

If you create a document from TextEdit or some other program with the same font and symbols, save it as a PDF then open it on Windows do you have the same problem? If yes, then you know it is not Word, but rather something about Acrobat or MacOSX or Windows PDF.

To find out for sure where the problem lies we'll need to do a process of elimination.

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Jim Gordon

Mac MVP

\*\*Everyone is encouraged to post answers to any unanswered questions whenever you see one that you know the answer to.

On 2/21/04 9:29 PM, in article

4a097d6a.0402211829.25f10a4@posting.google.com, "M. Katz"

<MKatz843@onebox.com> wrote:

> I hope someone can give a helpful suggestion. My PC-using colleagues  
> have trouble with Symbol font characters in PDFs I create from Word.

>

> I'm running the latest Mac OS X 10.3.2, and Microsoft Office vX in  
> it's latest configuration.

>

> I'm sending a Windows-using colleague a PDF that I've generated from  
> MS Word, using the built-in PDF generation. "localhost" is my selected  
> printer. The problem is a corruption of Symbol-font characters  
> when viewed or printed on the PC. But, just to make it interesting, my  
> PC-using colleagues at my work can view the file just fine. They see  
> every lambda and mu, yet some can't print the symbol characters.

>

> The main problematic machine is running Windows 2000, and I don't know  
> much more. I don't have the latest Adobe Acrobat for OS X, and I've  
> been having problems with Acrobat in Classic ever since I switched to  
> Panther (I'm guessing that the locations and availability of the  
> different fonts is causing problems for Classic, which may not have  
> the ability to look into all of my font folders.) But I'm only really  
> concerned with Symbol font here.

>

> Acrobat's latest Reader program tells me that Symbol is embedded in  
> the document.

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>  
> One more thing. If I output from Word straight to Postscript via the  
> "localhost" printer, then I bring the postscript file to a PC with  
> Acrobat Distiller, the resulting PDF file is fine for everyone. That's  
> not an ideal solution, of course.  
>  
> What problems should I know about to try to solve regarding Symbol  
> font and Word on OS X?  
>  
> Thanks,  
> M. Katz