Why aren't some letters showing in the review environment?

Published on 11/23/2015

Occasionally, a font used within a PDF contains characters that are lost in the PDF conversion and cannot be displayed in the Review Environment. The result is that some characters in certain fonts may appear as a square character when using the text highlighting tool within the inMotion review environment.

> **ⓘ** Within the inMotion review environment, PDFs are converted to a standard Adobe Flash format. This is done to create a unified markup and annotation experience across browsers and operating systems.

In order to resolve this issue with unique fonts, you can rasterize the PDF so the font is no longer part of its own layer. By utilizing this solve, you will lose the ability to highlight or strikethrough text in the review environment.