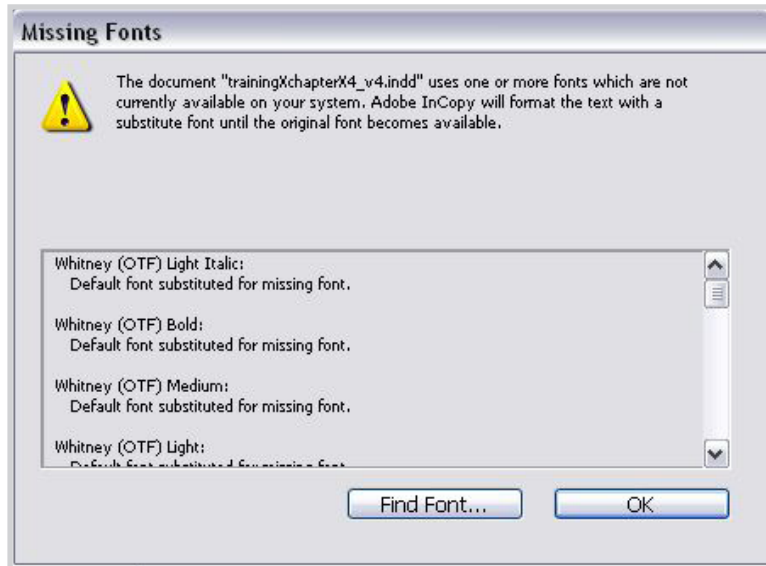# CtrlPrint

Understanding fonts

Updated May 13th, 2016

This document is designed to help
CtrlPrint users understand the basics
about what fonts are and how they work.
It is intended for all users and its aim is to
help reduce potential issues.

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You'll see this message when a document uses fonts which you are missing.

1. I'm missing fonts?

When you open a document in InCopy (or InDesign) that uses one or more fonts which you do not yet have installed you will be greeted with the above warning. This warning also contains a list of the fonts that are missing.

It is important to understand that you can still work on the document even though you are missing fonts. However, it is also important that you take note of the warning and take the steps necessary to install the fonts needed when time allows. Keep reading for more information about how to do this.

Thankfully fonts and printing have come a long way...

2. What are fonts?

Fonts are used to create different type faces for different texts. For example, this font is called "Arial", and this is "Times New Roman".

Fonts also include different "weights" such as **bold** and *italic* as well as specific sizes such as "Helvetica Neue 35 Thin". There are millions of different fonts used to create books, newspapers, magazines, billboards, and just about everything else you see around you that involves text.

3. Why do I need to install fonts?

Typesetting was once done using metal or wooden "sorts" (seen in the image on the previous page) that required hundreds of individual characters to correctly display text. With computers, font sets are now small digital files containing all of these characters.

Microsoft Word, PowerPoint, PDFs and - in the case of CtrlPrint - Adobe InCopy and InDesign all work with font files to accurately create the intended look of a document.

ABCDEFGHIJKLM
NOPQRSTUVWXYZ
abcdefghijklm
nopqrstuvwxyz
0123456789!?#
%&$@*{(/|\)}

When a font file is missing it is replaced with a similar font by the application you are using. While this will not change the document's content, it will affect the appearance of the document. Because the design is based on one specific font, the replacement font may change the typesetting causing portions of texts to unintentionally move from one page to another, create overmatter that is not displayed and even move images and tables.

These changes are also be reflected in the PDFs that you create with InCopy/InDesign - including those which are uploaded to CtrlPrint when you save your work to the server. This means that when another user downloads one of these PDFs it will not have the correct appearance. This is why it is important to install fonts.

4. Where do I get the fonts I need?

Fonts work like computer programs, they need to be purchased, licensed and installed. Which fonts are used for which documents is determined by the designers and the client. These may be fonts specifically created for a company that are part of their corporate identity or they may be fonts which were purchased through an online retailer.
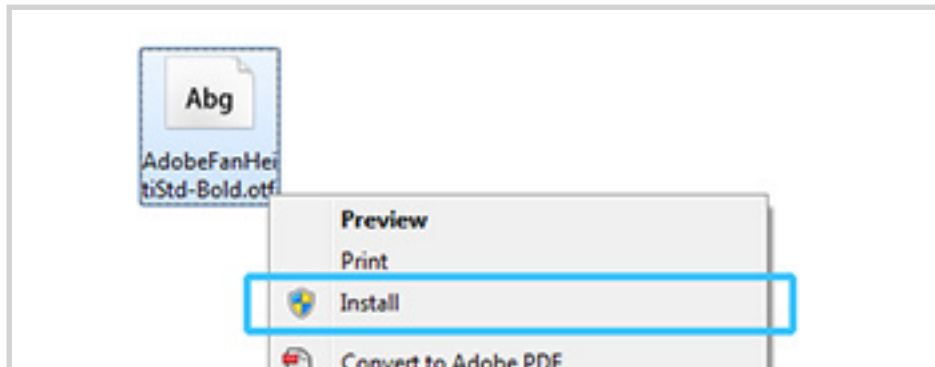
If you are missing fonts the first person you should contact is your project manager who can help by providing you with them directly or by contacting the agency who can provide them to you.

Please note that CtrlPrint does not license or sell fonts. It is up to every company to decide which fonts they will use with the help of their agency.

In some instances we simplify the installation process by providing fonts (sent to us by an agency) directly to the IT department who are installing the different components used by CtrlPrint.

However, it is the responsibility of each company, and the agency they are working with, to make sure all users have the correct fonts installed.

5. How do I install fonts?

After you have received the font files from your project manager, the agency you are working with or by some other means you will need to install them. If you have an IT department it is best to request their assistance as you will need to be a local administrator to install the fonts at a system level on your computer.

Further instructions for installing fonts can be found on the following pages:

Installing fonts for Windows
Installing fonts on a Mac

6. Why am I still getting a message about missing fonts?

If you are still getting a message about missing fonts – after you installed them – compare the list of those that are missing with those you received for installation.

Font files are very specific and you may require multiple fonts within the same family which have similar names. For example there are many different fonts called Helvetica which cover different versions such as bold, light, medium, book, black, 22, 35, 45, std, neue etc.

If you are missing one or more fonts you should contact your project manager or the agency you are working with.

Note that there are also rare cases where the fonts you have been supplied are corrupt, incompatible with your computer or have not been properly installed by your IT department.

For Mac/PC compatibility we recommend OTF (OpenType) fonts, if you plan on using any other font formats (such as TrueType or PostScript), you are encouraged to test these for cross-platform compatibility before using them with CtrlPrint.

For more help with fonts please see the page on our support site that is found [here](#).