



Email PDF

Frequently Asked Questions (FAQ)

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About Adobe Acrobat Reader and PDF files

What do I need to receive this service?

Email access, and the most recent version of Adobe Reader for your computer system.

What is PDF?

PDF stands for Portable Document Format. Adobe Reader enables you to open and print PDF files.

I already have Adobe Acrobat Reader on my machine. Does it matter what version I am using?

We strongly recommend that subscribers stay current on Adobe Reader updates. Earlier versions of Reader may not be compatible with Random Lengths files and may have problems viewing and printing current pdf files.

How do I obtain the latest version of Adobe Reader?



Adobe Reader is free. You can download it from: <http://get.adobe.com/reader/>

- There may be an "Optional offer:" and a product offer, UNCHECK the checkbox that says "Yes, install the free [Software]". You may leave the box checked if you choose, but this additional optional software download is not required to run Adobe Reader.

Follow the instructions on the screen to download and install Reader.

What if I have problems installing Adobe Reader on my computer?

For Adobe Reader help, go to <https://helpx.adobe.com/reader.html>

For general help, go to <https://helpx.adobe.com/support/>, and choose the help option that you would like.

Your own computer support staff might also be able to help, or contact your local computer support person.

Random Lengths does not provide technical support for Adobe products.

About Random Lengths PDF Services

What do we have to do once we receive an email report from Random Lengths?

The PDF file with the report will arrive as an "attachment" to an email message. The software that you use to access your email will determine where the attachment is stored and what you have to do to view and print it.

When will the PDF file be in my email mailbox?

Random Lengths submits email publications to its Internet Service Provider as closely as possible to the release times indicated below. However, many factors affect the publication process and release times may vary from one week to the next, especially for the Midweek and Lumber Reports.

Although most subscribers receive their email reports promptly after the release time, delays in delivery of emails can occur that are out of our control. We cannot guarantee delivery precisely at the release time. For estimated delivery times, see the release times listed below for each publication.

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Can I receive just the PDF service and drop my postal subscription?

Yes, switching to email PDF will save you money, since you will not have a print surcharge on your subscription.

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To see all current rates, click on the links below to go to the current individual product detail page.

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- The Random Lengths complete 12-page Report is released every Friday by 2 pm Pacific time. Delivery usually occurs within two hours of the listed release time.
- The Yardstick complete 24-page Report is released by 10:00 am Pacific Time on the publication date, which is between the 15th and the 18th day of every month. Delivery usually occurs within one hour of the listed release time.
- The International complete 8-page Report is released by 4:30 pm Pacific time every other Wednesday night. Delivery usually occurs within one hour of the listed release time.

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About the Random Lengths Lumber, Panel, and Midweek Market Reports by email

What are the benefits to receiving the Random Lengths Market reports by email PDF?

The Midweek, Lumber, and Panel reports contain a special feature called UPS and DOWNS. This is a second copy of the price pages, with the change from the previously reported price shown as a plus or a minus.

Can I receive just the Lumber, Panel and Midweek PDF service and drop my subscription to the complete 12-page Random Lengths?

NO. A subscription to the complete, 12-page Random Lengths newsletter, is a prerequisite for all Lumber, Panel, and/or Midweek email services.

The full Random Lengths report is the only way subscribers can receive “Through A Knothole,” the first 3 pages of the weekly report.

What is the cost for the Lumber, Panel, and Midweek Market Report PDF file service?

To see all current rates, click on the links below to go to the current individual product detail page. All rates are in US dollars. Canadian residents, please add GST/HST for your province.

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- [The Lumber Report](#)
- [The Panel Report](#)
- [The Midweek Report](#)

When does Random Lengths send the Market Report PDF files to email subscribers?

- **The Lumber Report** is released by 6:00 pm Pacific Time every Thursday, to be available at the beginning of the work day on Friday. Delivery usually occurs within one hour of the listed release time.
- **The Panel Report** is released by 11:30 am Pacific Time every Friday, to be available by 12:00 noon Pacific Time on Friday. Delivery usually occurs within one half-hour of the listed release time.
- **The Midweek Report** is released by 6:00 pm Pacific Time every Tuesday, to be available at the beginning of the work day on Wednesday. Delivery usually occurs within one hour of the listed release time.

What information is included in the Market Report PDF files?

- **The Lumber Report** includes the full Random Lengths Lumber Price Guide (pages 5 - 8 of the complete, 12-page edition), the Market Commentaries (pages 4, 9 & 10 of the complete 12-page edition), and the Ups and Downs, a second copy of the price pages, with the change from the previously reported price shown as a plus or a minus.
- **The Panel Report** includes the full Random Lengths Panel Price Guide (page 12 of the complete, 12-page edition), the Market Commentaries (page 11 of the complete, 12-page edition), and the Ups and Downs, a second copy of the price pages, with the change from the previously reported price shown as a plus or a minus.
- **The Midweek Report** includes the full Random Lengths Midweek Price Guide and the Market Commentary, plus the Ups and Downs, a second copy of the price pages, with the change from the previously reported price shown as a plus or a minus.

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About email and the Internet

What do I do if I don't receive my email of the Random Lengths, Yardstick, International, Lumber, Panel, or Midweek PDF file?

- Please check with your Internet support person.
- Check with your Internet provider and see if their email host is down.
- Check to see if you have a firewall.
- Check to see if Random Lengths is on your whitelist and in your address book.
- Contact Random Lengths and let us know you are having problems. We can resend the report directly to you, provide suggestions, and help you test solutions with your technical support staff.

What if my system uses a firewall?

Check with your Internet support person and make them aware of your email needs.

What email software does Random Lengths use?

Random Lengths uses Microsoft Outlook to send and receive emails.

I don't have much experience with using the Internet and installing software. Can Random Lengths help me with this?

No. Random Lengths does not provide technical support.

Where can I go for additional help in setting up my computer?

There are many sources for help:

- 1) Your in-house technical support staff.
- 2) Your Internet Service Provider. (Note that ISP technical support ranges from excellent to nonexistent, so make technical support one of your criteria when selecting a provider).
- 3) An independent consultant. Many consultants specifically advertise Internet support services. Your ISP might recommend a consultant if they don't offer in-house technical support.
- 4) Your local book store may have books that detail how to set up an Internet connection on the specific operating system (for example: Windows 10) that you're using.

Tips and Tricks

I can't find the .exe file I downloaded from Adobe, OR I can't find the PDF file emailed from Random Lengths.

The location of the file depends on your Internet software program settings, which control where downloaded files and email attachments are stored on your computer system.

Since these settings are different for each individual user, Random Lengths cannot tell you where the file is located. Your own computer support staff, or the documentation and technical support staff for the Internet software program you are using, should be able to help you.

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2. Make sure you are using the most current version of Adobe Reader version. Earlier versions of Reader may not read the PDF file properly.

I can open and view the PDF file in Acrobat Reader just fine, but I have problems printing it.

1. This problem can usually be solved by contacting the company that made your printer, and finding out how to download and install an updated printer driver. Printer drivers are the software that helps your computer system run your printer. Printer manufacturers frequently update printer drivers to correct incompatibilities and add new features.
2. Make sure you are using the current version of Adobe Reader. Earlier versions of Reader may not print the PDF file properly.