


Troubleshoot problems with the PDF viewer

- With certain types of PDF files, the PDF Viewer may have problems displaying fonts, colors or the whole document. If some PDF files don't render well or are blank, click the download button on the right side of the document header to open it with the default PDF viewer application on your computer.
- If you can't open any PDF files with the built-in PDF viewer, a Firefox extension could be the cause. You can disable all your extensions, to see if one of them was the problem. For details, see [Troubleshoot extensions, themes and hardware acceleration issues to solve common Firefox problems](#).

Using another PDF viewer

If you'd rather not use the built-in PDF Viewer, you can use a plugin to view PDF files in Firefox or you can view PDF files outside of Firefox using an external application. For more information, see [How to disable the built-in PDF viewer and use another viewer](#).

To change from using the built-in PDF viewer to another PDF viewer:

1. Click the menu button  and choose Options.
2. Select the Applications panel.
3. Find **Portable Document Format (PDF)** in the list and click on the entry to select it.
4. Click on the drop-down arrow in the **Action** column for the above entry. The Action entry will show *Preview in Firefox* when you're using the built-in PDF Viewer.
 - To use an external application to view PDF files, select the entry for the PDF application you wish to use, such as **Use Adobe Reader**.
 - To use a plugin to view PDF files in Firefox, select **Use PDF plugin name (in Firefox)**.