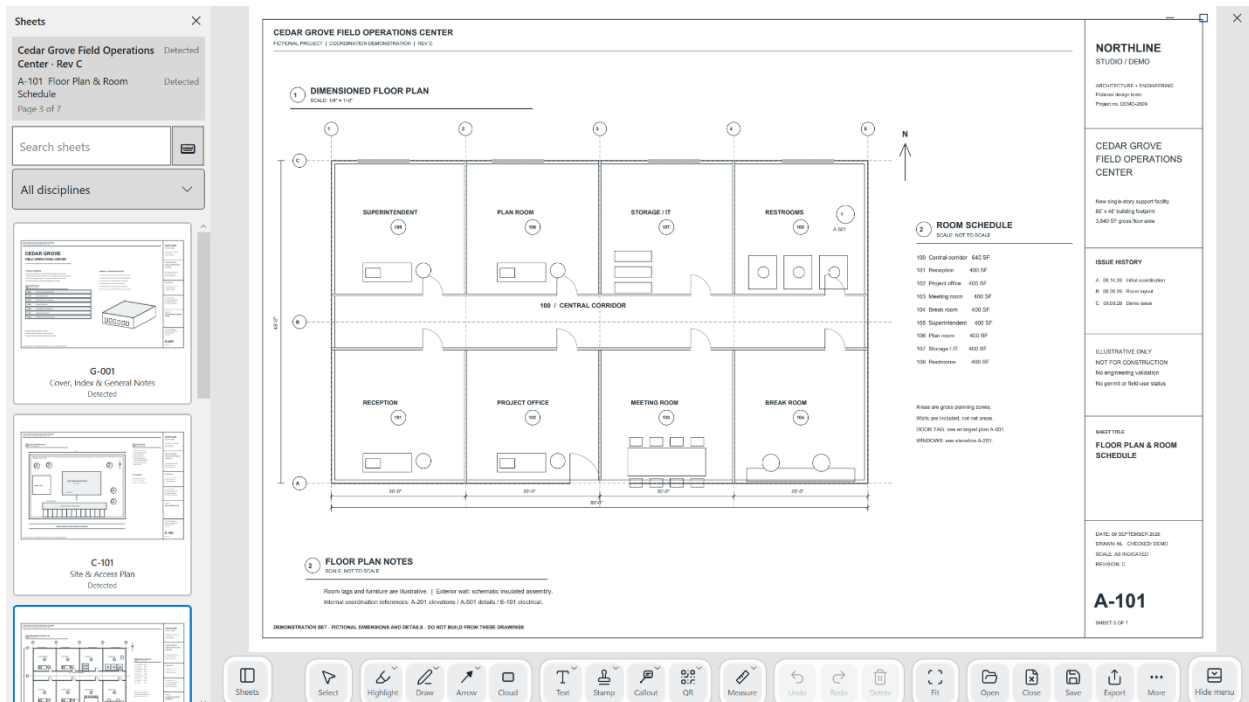


Volanti Plan Viewer

User Manual for version 1.4.68



Sheets

Cedar Grove Field Operations Center - Rev C Detected

A-101 Floor Plan & Room Schedule Detected

Page 3 of 7

Search sheets

All disciplines

G-001 Cover, Index & General Notes Detected

C-101 Site & Access Plan Detected

CEDAR GROVE FIELD OPERATIONS CENTER

PATROL PROJECT | COORDINATION/ADMINISTRATION | REV C

1 DIMENSIONED FLOOR PLAN

SCALE: 1/8" = 1'-0"

2 ROOM SCHEDULE

SCALE: NOT TO SCALE

Room	Area (SF)
100 Central Corridor	640 SF
101 Reception	400 SF
102 Project Office	400 SF
103 Meeting room	400 SF
104 Break room	400 SF
105 Superintendent	400 SF
106 Plan room	400 SF
107 Storage / IT	400 SF
108 Restrooms	400 SF

FLOOR PLAN NOTES

SCALE: NOT TO SCALE

Room tags and furniture are illustrative. | Exterior walls: schematic insulated assembly.
Internal coordination references: A-201 elevations / A-201 details / B-101 electrical.

DEMOCRATIZATION 307 - ACTUAL DIMENSIONS AND DETAILS. DO NOT BUILD FROM THESE DIMENSIONS

NORTHLINE

STUDIO / DEMO

ARCHITECTURE + ENGINEERING

Patrol Design Firm

Project No. 00000-0000

CEDAR GROVE FIELD OPERATIONS CENTER

New single-story support facility
80' x 10' building footprint
1,640 SF gross floor area

ISSUE HISTORY

A 10/10/20 Initial coordination
B 10/10/20 Room layout
C 10/10/20 Demo notes

ILLUSTRATIVE ONLY
NOT FOR CONSTRUCTION
No engineering verification
No permit or field-use status

SHEET TITLE

FLOOR PLAN & ROOM SCHEDULE

A-101

SHEET 3 OF 7

DATE: 10/10/2020
DRAWN BY: CHERIESE LEMAY
SCALE: AS SHOWN
REVISION: C

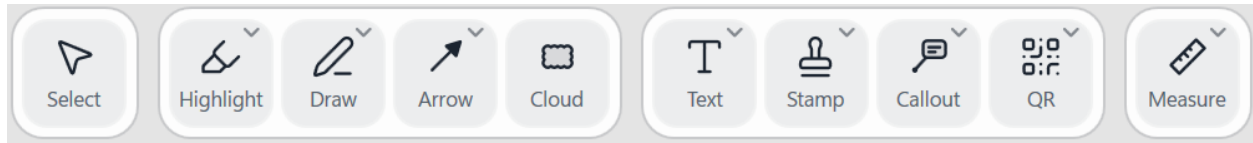
Tools: Select, Highlight, Draw, Arrow, Cloud, Text, Stamp, Callout, QR, Measure, Undo, Redo, Delete, Fit, Open, Close, Save, Export, Move, Hide menu

Get going in 5 steps

Plan Viewer 2026 is a PDF viewer built for construction professionals. Here is the fastest path from install to your first marked-up plan:

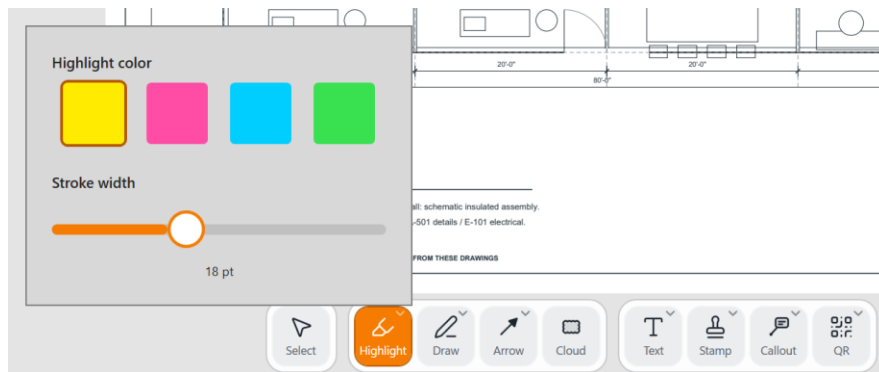
1. **Install.** Run PlanViewer2026Setup-v1.4.x.exe and click through. The installer is code-signed by Volanti Displays Inc. and fetches the .NET 8 runtime automatically if missing.
2. **Launch** Plan Viewer 2026 from the Start menu. Your 30-day free trial starts on first launch — no activation needed.
3. **Open a PDF.** Tap **Open** in the bottom-right toolbar, or drag a PDF onto the window. From File Explorer, right-click a PDF and choose Open with, then Volanti Plan Viewer.
4. **Mark up.** Tap a function, Highlight or Draw / Arrow / Cloud / Text / Stamp / Callout / QR, and markup on the document. Tap Measure to measure lengths, areas and counts.
5. **Save.** Tap Save — your markups are saved into the PDF, so they go wherever the plan goes and show in any PDF program. The drawing itself is never changed.

The toolbar - Markup

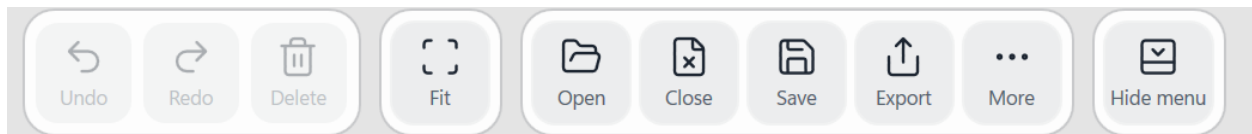


Tool	Use it to...
Select	Pick existing marks for moving, resizing, or deleting. The "no markup" state.
Highlight	Drag-paint a translucent stripe over text or a region.
Draw	Freeform pen for hand-drawn notes or signatures.
Arrow	Click-and-drag a directional arrow.
Cloud	Drag a rectangle to enclose a region with the AEC revision-cloud border.
Text	Tap a spot to type a floating text box.
Stamp	Tap a spot to drop a pre-formatted "Approved / Reviewed / Signed" stamp with your name and date.
Callout	Two taps: first tap marks the detail on the plan, second tap places the note box — then type. A leader line connects the note to the point.
QR	Tap a spot to place a QR stamp that points to this file (or a web link you choose), with a readable caption underneath.
Measure	Measure lengths, areas and counts; points snap to the drawing's lines. Plan Viewer reads the sheet's scale from the plan (marked Detected); tap Measure again to set or change it.
Undo	Reverse the last markup change.
Redo	Reapply an undone change.
Delete	Remove the selected annotation (with confirmation).

To adjust the settings of a tool marked with a small chevron in its top right corner, tap the tool again while it is active to open its pop-up panel. Touch anywhere outside the panel to close it.



The toolbar – Fit & File

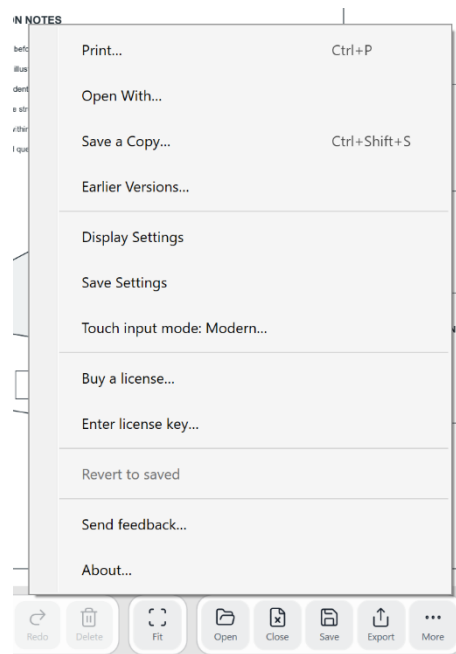


Button	Does
Fit	Resize the current page to fit the screen.
Open	Open a different PDF.
Close	Close the current PDF. If you have unsaved changes, it asks whether to save them.
Save	Save your markups into the PDF. The button turns orange when there are changes to save. See Saving your markups.
Export	Save a clean copy of the plan with your markups, for sending: without the earlier versions kept inside the PDF, and so without markups you deleted.
More	Print, Open With, Save a Copy, Earlier Versions, Display Settings (dark mode for the app and for the sheet, button size), Save Settings (where markups are saved, and your name on them), Touch input mode, Buy a license, Enter license key, Revert to saved, Send feedback, About (the version, and Licenses: the notices of the third-party software Plan Viewer includes). When a new version is ready, an Update available item appears at the top.

Button	Does
Hide menu	Collapse the whole toolbar so the full screen shows your plan. A single Menu button stays in the bottom-right corner — tap it to bring everything back. Your choice is remembered next launch.

Window controls. The top-right corner has the standard minimize, maximize / restore, and close buttons, like any Windows app. Double-tapping the window’s top edge also toggles full size. On narrower screens such as tablets, the toolbar automatically compacts (and, if needed, wraps to a second row) so every button stays reachable.

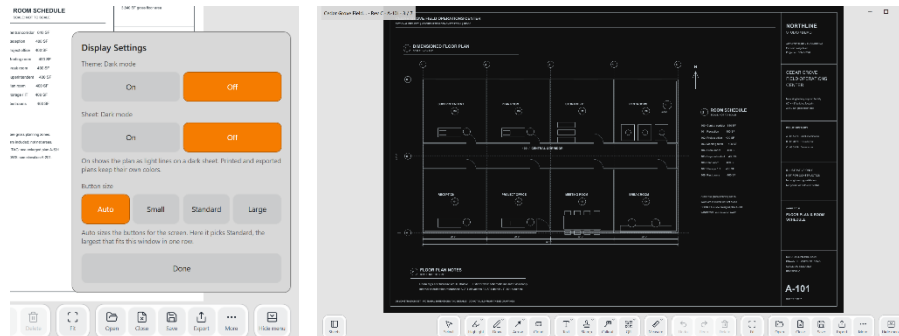
Tap the More button to access other functions



Updates are checked for automatically. An orange dot on the More button means a new version is ready — open the menu and tap Update available at the top to download it.

Display Settings opens a panel with three settings. Theme: Dark mode turns the app’s menus and panels dark. Sheet: Dark mode shows the plan itself as light lines on a dark background, easier on the eyes in a dim room. Colors keep their hue — a red cloud stays red — photos and renderings are left as they are, and only the view changes: the PDF, prints and exports keep their own colors. (A QR printed in the PDF shows inverted on a dark sheet; turn Sheet: Dark mode off to scan it.) Button size sets how large the toolbar buttons are: Auto picks the size for the display you are on, so the buttons come out about the same

physical size on a 32-inch and on a 65-inch screen; Small, Standard and Large set it by hand. Everything applies as you tap, and every choice is remembered.



Touch input mode switches between Modern (the default, right for almost every PC) and Legacy. If touch or pinch-zoom ever behaves oddly on a particular machine, switch modes and restart the app — see Troubleshooting.

Common tasks

Interacting

Input	Action
Touch	One-finger drag to pan. Two-finger pinch to zoom (anchored to your fingertips).
Stylus	Use with Highlight and Draw
Mouse	Click-and-drag to pan. Scroll wheel to zoom (anchored to the cursor).
Keyboard	Page Up / Page Down for sheets. Ctrl+F to search sheets. Ctrl+0 for Fit. Ctrl+Z / Ctrl+Y for undo / redo.

Open a plan from File Explorer. Right-click a PDF, choose Open with, and pick Volanti Plan Viewer — under Choose another app if it is not in the short list. Plan Viewer starts with that plan open. It never makes itself your default PDF app; to make it the default yourself, use Choose another app and tell Windows to always use it.

The same plan in two places. Every Open with starts another Plan Viewer window, so a plan can end up open twice — and a plan on a shared drive can be open on a colleague’s PC as well. When markups are saved in the PDF, one person marks up a plan at a time, and anyone else who starts is told who is marking it up (see Saving your markups). When they are saved in a separate file, everyone can mark up at once: marks saved in one window appear in the others within seconds, and if two places change the plan at the same

moment, the later one never overwrites the other; it shows a red banner instead (see Troubleshooting).

Jump between sheets. On multi-page sets, tap Sheets (bottom-left) to open the Sheets panel, then tap a sheet to jump straight to it — or narrow the list first by typing part of a number or title, or by picking a discipline. See Sheets and the plan reference below. Tap Sheets again to put the panel away.

Edit an existing annotation

Tap any annotation to select it. With no drawing tool active, just tap the mark; you no longer need the Select tool first. Selected annotations show:

- **Endpoint handles** on arrows — small rings at each end (the arrowhead stays visible). Drag to reshape.
- **Corner handles** on Cloud, Text, Stamp, QR — small white squares. Drag to resize.
- **A dashed bounding box** on Highlight and Draw — drag the body to move.
- **Independent parts** on Callout — drag the note box or the arrow point; each moves on its own.
- **Point handles** on measurements — small rings on each point. Drag one to move that point.

Double-tap an arrow or a text box to change its color, line thickness, or text size (the change is undoable). Press Delete or tap the Delete button to remove a selected mark.

Add a callout note

Tap Callout, then tap the detail on the plan you want to point at — a small marker appears. Tap again where the note should sit and type your text. Press Enter or tap anywhere outside to finish (Shift+Enter starts a new line). A leader line connects the note to the point. Typing by touch? Tap the small  button beside the text box to bring up the on-screen keyboard.

Tap the Callout button again to choose the color, text size, leader style (straight, bent, or none) and whether the leader ends in an arrow head.

With Select, drag the note box or the arrow point to fine-tune — each moves independently.

Add a QR stamp to the plan

Tap QR, then tap where the code should sit. The code stores this file's location, and a readable caption is printed underneath as a back-up.

Tap the QR button again to switch between **This file's path** and a **Custom URL** (for example, a link to the drawing in your document system), preview exactly what will be encoded, and set the size.

Important: the code stores the file’s location at the moment you stamp it. If the file is later moved or renamed, scanning will no longer open it — the caption underneath remains as the recovery path. For codes that need to work beyond this computer, save the plan to a shared network location first, or use a Custom URL.

Exported and printed plans keep the code scannable — point a phone camera at it.

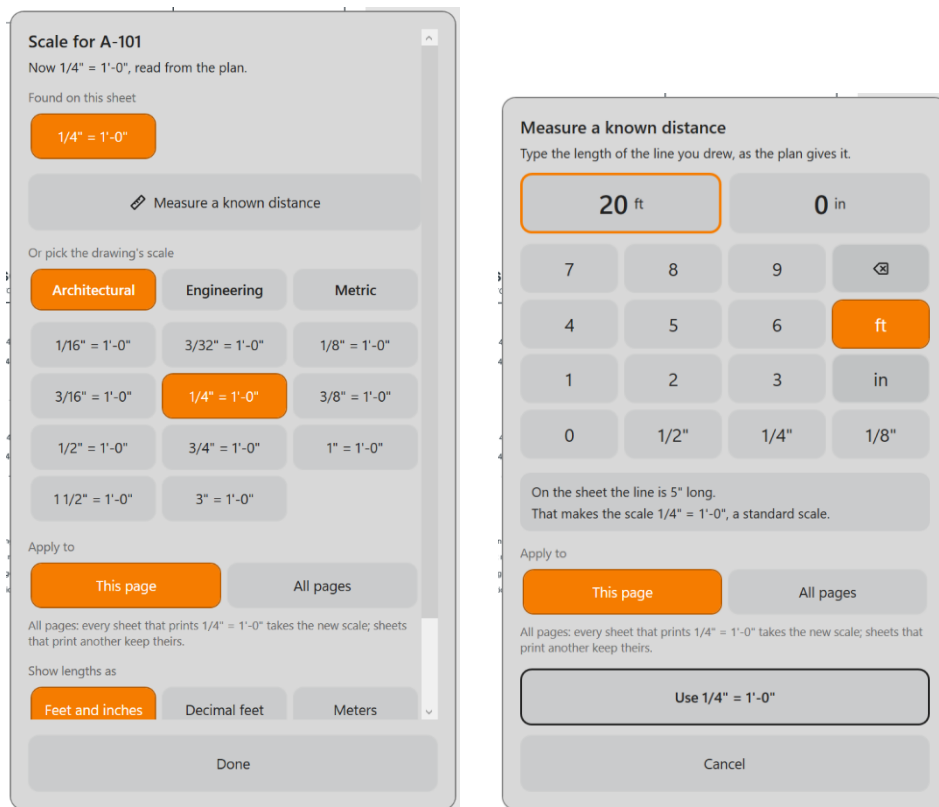
Measure lengths, areas and counts

Tap Measure. The Measure bar appears above the toolbar with Length, Area and Count, the sheet’s scale, Snap, the value as you measure, and Back, Done and Cancel. Measure stays on after each measurement, so you can go straight on to the next one.



The scale. A measurement is only as right as the scale. Plan Viewer reads the scale printed on the sheet (such as SCALE: 1/4" = 1'-0") and uses it when it is sure: one standard scale, on a full-size sheet (such as 24 x 36 or 30 x 42). The Measure bar then shows it, marked Detected, under Tap here to change scale. When the sheet shows no scale, several (a plan and its details, a key plan), a note that can be read two ways, or is smaller than full size (a half-size or 11 x 17 set keeps the printed scale of the full-size sheet, which is then wrong), the bar says Tap here to set scale. So it does when the scale was read from a scanned sheet’s recognized text, or from text that is hidden or covered on the sheet. Tap the scale on the bar — or tap Measure again — to open the Scale panel: the scales found on the sheet come first, then the standard ones (such as 1/8" = 1'-0", 1" = 20' or 1:100). Pick one, choose This page or All pages, and tap Done. A scale you pick for a page wins over the one printed. All pages leaves sheets that print their own scale alone — except when you pick it on such a sheet: then every sheet that prints that same scale takes yours (for a set printed at another size). Until a sheet has a scale, a tap for a length or an area opens the panel instead of placing a point (a count needs no scale). The panel also sets how lengths show: feet and inches rounded to 1/4" (or anything from 1/16" to 1"), decimal feet, or meters. Esc or a tap outside the panel closes it and changes nothing.

Measure a known distance. When a sheet shows no scale, or was printed or scanned at another size (a half-size set, say), take the scale from a dimension on the sheet instead: in the Scale panel, tap Measure a known distance, place the two ends of the dimension — they snap onto its ticks — and type its length on the panel’s own keypad (tap in before the inches; 1/2", 1/4" and 1/8" add a fraction of an inch). The panel shows the scale that makes. When that is a standard scale, as it usually is once the ends snap onto a dimension’s ticks, it offers just that one; when it is within 2 percent of one, it offers the standard scale too. Choose This page or All pages, then tap the scale to use.

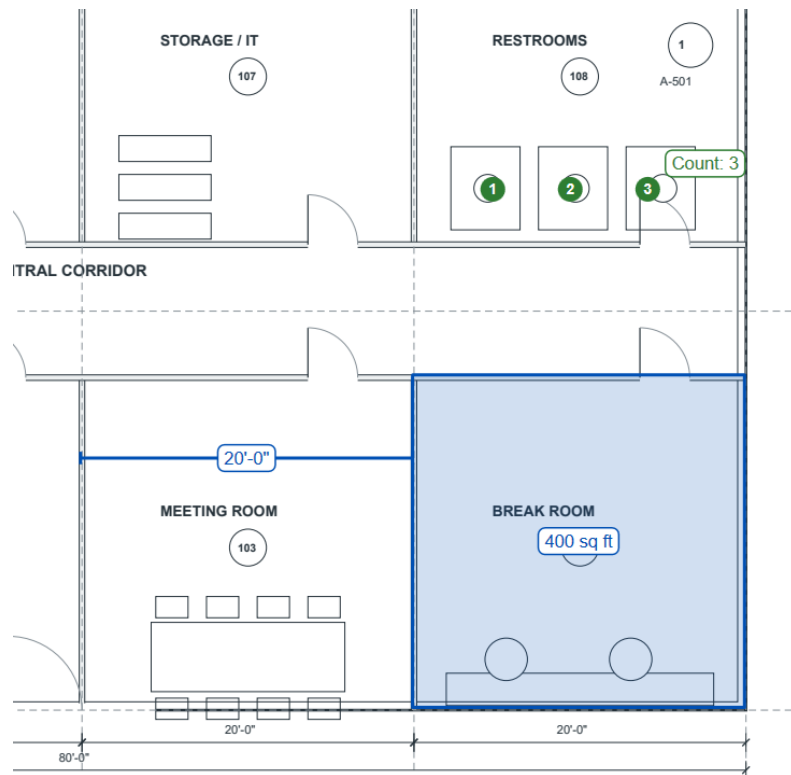


Left: the Scale panel. Right: the keypad for a known distance.

Length. Press where the length starts, slide until the point sits exactly where you want it, and lift. Do the same where it ends: the length is measured the moment you lift.

Area. Place a point at each corner in turn. To finish, tap the first corner again — it shows an orange ring when lifting there will close the shape — or tap Done. The area, in square feet, shows inside the shape.

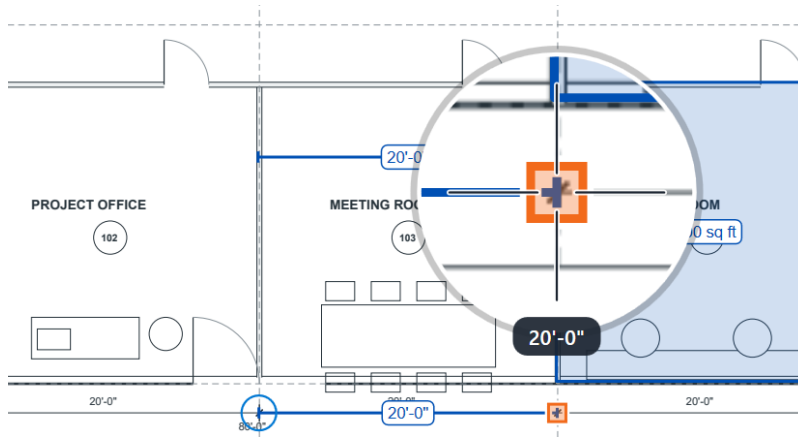
Count. Tap each item; each one gets a numbered dot. Tap Done when you have them all: the total shows next to the last dot.



A length, an area and a count on a plan drawn at 1/4" = 1'-0".

Accuracy. While your finger is down, a magnifier above it shows the spot three times larger, with a crosshair and the value as it stands. Zoom in before you place points that matter: the closer the view, the more exact the point. Lengths show to the nearest quarter inch, but they are only as exact as the points you place and the scale you set.

Snapping. While Measure is on, a point you place or drag near a line of the drawing jumps onto it, and a small orange square shows where, on the plan and in the magnifier, whose crosshair moves onto it. A corner, a point where two lines cross, or the end of a line comes first — the nearest of them, where lines meet counting ahead of a line’s loose end, such as the tip of a dimension’s tick mark — then the middle of a line; otherwise the point goes onto the nearest spot along the line. Curves count too, such as door swings and round columns. How far a point reaches for a line is set on the screen, so the closer you zoom in, the less of the sheet it reaches across: you can still place a point between two lines.



The magnifier on a dimension’s tick: the end of the length has snapped onto it.

Snap on and off. Tap Snap on the Measure bar to turn snapping off, so points go exactly where you put them, and tap it again to turn it back on; Plan Viewer remembers your choice. Snapping works only on lines drawn in the PDF: not on text, pictures or scanned sheets, not on the edge of the page, and not on tiny strokes such as lettering drawn as lines. A count’s dots don’t snap. Under Snap, the bar says No lines here on a sheet with nothing to snap to, such as a scan, and Too complex on a sheet with more lines than Plan Viewer reads for snapping.

Corrections. Back removes the last point you placed (so do Undo, Ctrl+Z and Backspace); Cancel or Esc drops the measurement you are placing. Two fingers still pan and zoom in the middle of a measurement. A finished measurement stays selected: drag any of its points to adjust it — one Undo puts it back.

Change a measurement. Double-tap it to change its color or the size of its label (S, M or L). Its settings also show the scale it was measured at: every measurement keeps its own scale, so one sheet can hold measurements of the plan and of an enlarged detail. Use this page’s scale moves it to the sheet’s current scale. If you change the scale of a sheet that already has measurements, Plan Viewer asks whether to update them as well or to use the new scale for new measurements only. Updating cannot be undone with Undo; to go back, set the old scale again the same way.

Sharing measurements. Measurements are saved with your markups. Export and Print include their lines, shading and labels, and in other PDF apps each measurement's comment gives its value and scale. Plan Viewer versions before 1.4.58 show measurements as plain lines, outlines and dots, and drop the values when they save the plan.

Share your reviewed plan

Goal	How
Print with markups	More → Print → choose "Include markups: Yes" → standard print dialog.
Print original only	More → Print → "Include markups: No".
Email or upload	Save, then send the plan itself: your markups are in it, and any PDF program shows them. To send a copy without the markups you deleted, tap Export.
Open in another app	More → Open With... → choose Bluebeam, Acrobat, Edge, etc. Save first: the other app opens the plan as last saved.

Saving your markups

Tap Save (or press Ctrl+S) to save your markups into the PDF. They then go wherever the plan goes: email it, upload it or copy it, and whoever opens it sees your markups, in Plan Viewer or in any other PDF program. Plan Viewer adds your markups to the end of the file and never changes the drawing itself. Each save is written to a new file first and replaces the plan only when it is complete and checked, so a crash or a dropped network connection during a save can't damage the plan.

Until you save. The Save button is orange while you have changes the PDF doesn't have yet. Plan Viewer keeps them safe on this PC as you work: if the PC shuts down or Plan Viewer closes before you save, open the plan again and tap Restore. Saving runs in the background — the button says Saving... and you can keep working. Undo and Redo work across saves, for as long as the plan is open.

Closing. Closing a plan with unsaved changes asks: Save, Don't Save or Cancel. More → Revert to saved throws away every change since the last save.

Save a Copy. More → Save a Copy... saves the plan with your markups under another name, and you carry on in the copy. The plan itself stays as you last saved it.

Other programs. Other PDF programs show your markups as ordinary PDF markups, with your name as their author. A markup that someone moves or changes in another program shows in Plan Viewer as that program left it, and Plan Viewer can no longer edit it; markups made in other programs show but can't be edited, as before. Plan Viewer 1.4.60 and earlier show markups saved in the PDF but can't edit them, so update every PC that shares plans.

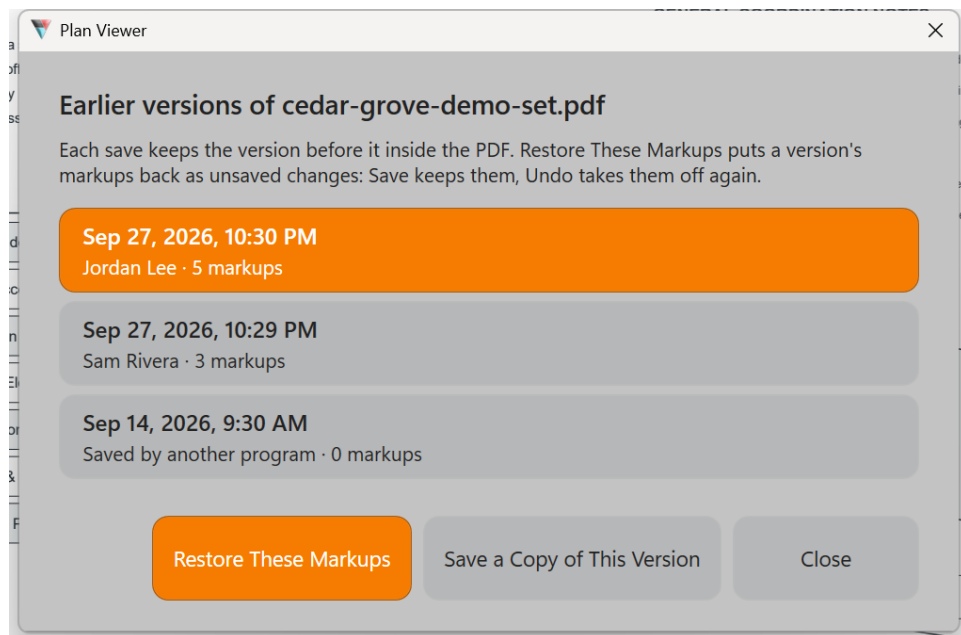
Sending a plan. Once it is saved, send the plan itself. Markups you deleted are still inside the file's earlier versions (see below); to send a copy without them, tap Export, which saves a clean copy with your markups as they are now.

One person at a time

When you start marking up a plan, Plan Viewer notes it in a small hidden file next to the plan, which goes when you close the plan. If someone else then starts marking up the same plan in Plan Viewer — on another PC, or in another window — they are told who has it, for example "Sam Rivera is marking up this plan on SITE-TABLE-2." They can carry on, and their markups are saved as a copy of the plan. Just looking at a plan never holds it: a window that only shows the plan follows the other person's saves within seconds, on the same sheet and zoom.

Earlier versions

Every save keeps the version before it inside the PDF. More → Earlier Versions... lists them, newest first, with when each was saved, by whom, and how many markups it had. The oldest is usually the plan as it came to you, marked Saved by another program, as is a save made in another PDF program.



Tap a version, then Restore These Markups to put that version’s markups back in the plan as unsaved changes: look them over, then tap Save to keep them, or Undo once to take them all off again. Only markups change; sheet names, scales and the plan reference stay as they are. Save a Copy of This Version saves the plan exactly as it was then, as a separate PDF; the plan itself doesn’t change.

A program that rewrites the whole PDF, as a reduce-file-size command does, removes its earlier versions. When markups are saved in a separate file, Plan Viewer keeps the last five versions of that file — each as it was before someone started changing its markups — in a hidden folder next to the plan, and the same list and buttons work for them.

Save Settings

More → Save Settings has two settings.

Save Settings

Save markups

In the PDF In a separate file

Anyone you send the plan to sees your markups, in any PDF program.
Applies to plans you open from now on.

Your name on markups

Sam Rivera

Shown as the author of the markups you make, in Plan Viewer and in other PDF programs.

Done

Save markups. In the PDF is the standard. In a separate file is Plan Viewer’s earlier way: the PDF is never changed, and your markups are saved as you work, in a file next to it that only Plan Viewer reads (plan.pdf.pvmarkup.json). It suits issued sets that must stay exactly as they are, and a team marking up one plan together on a shared drive. The setting applies to plans you open after changing it.

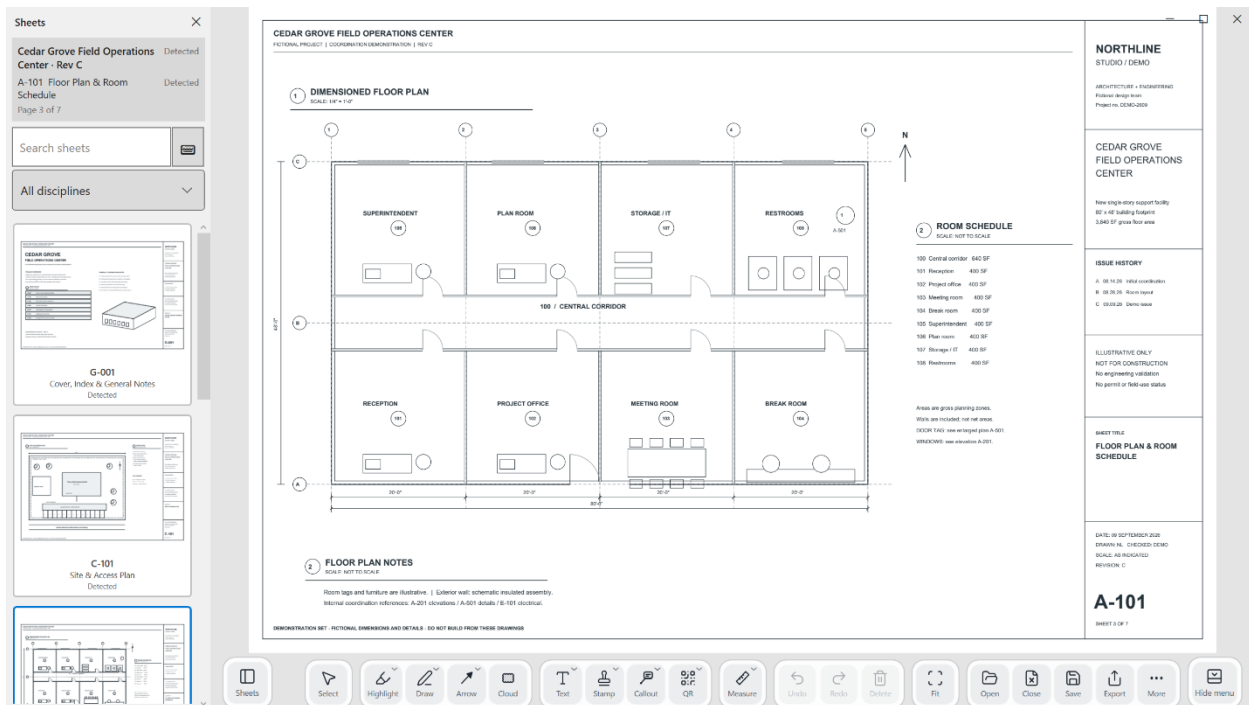
Your name on markups. Other PDF programs show it as the author of your markups, and Earlier Versions shows it for your saves. It starts as your Windows sign-in name; on a PC that several people use with one sign-in, type your own name here before you start.

Plans that can’t take markups. For these, Plan Viewer saves the markups in a separate file automatically and says why at the top of the window: the PDF is read-only, is secured, is certified against changes, is damaged, or is larger than 4 GB. Tap OK to put the note away.

Plans that already have a markup file. Plans marked up in earlier versions of Plan Viewer, or with In a separate file, keep their markups in a file next to the PDF. The first time you save one, Plan Viewer asks whether to move them into the PDF: Move into the PDF saves them into the plan and keeps the old file beside it as a backup; Keep the Separate File leaves the plan as it is, and Plan Viewer doesn’t ask again for it.

Sheets and the plan reference

Construction sets are organized by sheet number and title, not by page number. Plan Viewer reads the sheet numbers and titles a PDF carries (its page labels and bookmarks) and shows them wherever you navigate, so you can go straight to E-101 Lighting & Power Plan instead of paging through the set.



The Sheets panel

Tap Sheets (bottom-left) to open the panel. From top to bottom it holds the plan block, which names the plan and the sheet you are on; the search box; the discipline filter; and the list of sheets. Every sheet shows its thumbnail with the sheet number and title underneath, and the current sheet is outlined. Tap a sheet to jump to it; Page Up / Page Down move through the whole set. Tap Sheets again (or the X in the panel) to put the panel away.

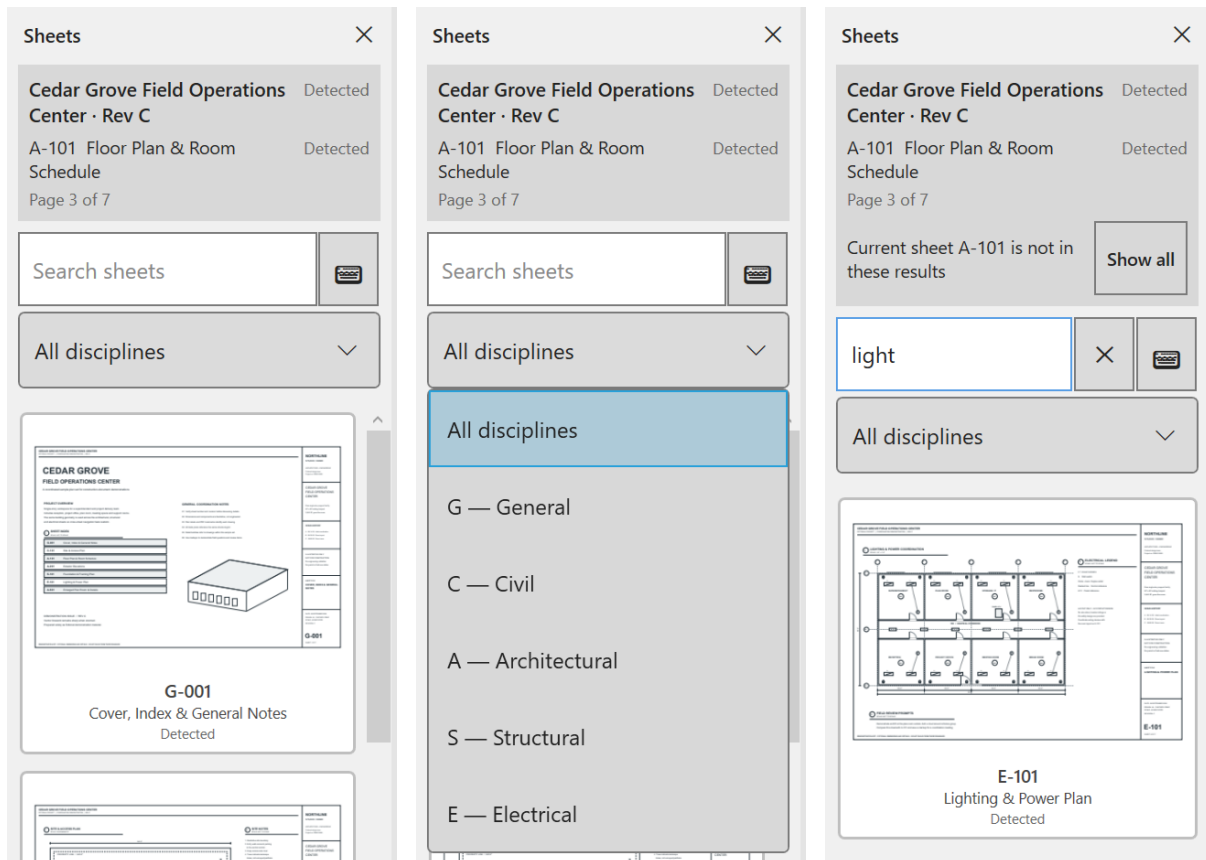
Search. Type part of a number or title, such as “elec” or “A-1”, and the list narrows as you type. Enter jumps to the first match and keeps the panel open; Esc clears the search, and a second Esc closes the panel. On a touchscreen, the keyboard button beside the box brings up the on-screen keyboard.

Discipline filter. When a set has more than one discipline, a dropdown under the search box lists All disciplines and then every discipline in the set, such as “A — Architectural” or “E — Electrical”. Pick one to show only that discipline’s sheets; pick All disciplines to bring

everything back. A long list scrolls. The filter and the search box work together: with Electrical picked, a search looks through the electrical sheets only.

Current sheet. The plan block always shows the sheet you are on. If a search or the discipline filter leaves that sheet out of the list, the block says so and offers Show all, which clears both.

Detected under a name means the number or title was read from the PDF and not yet confirmed. Open the editor on that sheet and tap Save to confirm it, or type your own.

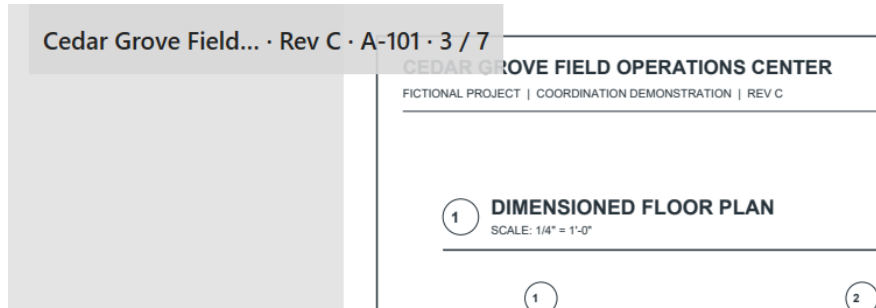


Left to right: the panel, the discipline filter open, and a search that leaves the current sheet out of the results.

The plan reference

The plan block at the top of the Sheets panel shows which plan you are looking at: the plan name and revision, the current sheet's number and title, and the page count. Long names run to two lines.

With the panel closed, a small chip in the top-left corner of the window keeps the essentials in view — the plan name (shortened when it is long), the revision, the sheet number, and the page count. It stays put while you pan, zoom, or hide the menu. Tap the chip to open the Sheets panel.



A small **Detected** tag means the value was read from the PDF and nobody has confirmed it yet. Tap the plan block (or press F2) to open the editor. Type the plan name, the revision, and the current sheet's number and title, then tap Save. Cancel, or a tap outside the editor, leaves everything unchanged. Where you have changed a value Plan Viewer detected, a Use button puts the detected value back. Leave both sheet boxes blank to show the page number instead of a detected label. On a touchscreen, the keyboard button in the editor brings up the on-screen keyboard.

Plan reference

Plan name

Cedar Grove Field Operations Center

Revision

C

Current sheet number

A-101

Current sheet title

Floor Plan & Room Schedule

Leave both sheet boxes blank to show the page number instead of the detected label.

Save

Cancel



Naming sheets yourself

Many sets — scanned ones in particular — carry no sheet numbers or titles, so every sheet shows as Page 1, Page 2, and so on. Go to the sheet, tap the plan block at the top of the

Sheets panel (or press F2), type its number and title, and tap Save. Your names are saved with your markups and come back when you reopen the plan. Reading the sheet number from the drawing's title block is planned for a later release.

When the PDF changes

When markups are saved in a separate file and the PDF is replaced by a re-issued or reordered file, the names Plan Viewer read from the old file are dropped and the new file is read again, so a label never sits on the wrong sheet. Names you typed are kept but not applied until you check them: the panel shows Saved name needs review under each one, with a Review sheet names button. For each name, choose Use saved name or Discard. A plan name or revision you typed is handled the same way in the editor, with Keep saved or Discard.

Markups saved in the PDF are part of that file: replace it with a re-issued set, and they stay in the old file, with the sheet names you typed. Keep the old file, or a copy of it, while you still need them.

Sharing plans with older versions. Plan Viewer versions before 1.4.47 keep your markups but drop the sheet names and the plan reference when they save a plan; versions before 1.4.57 can overwrite each other's markups when the same plan is open in two places; versions before 1.4.58 show measurements as plain lines and drop their values when they save; and versions before 1.4.61 show markups saved in the PDF but can't edit them. Update every PC that shares plans.

Keyboard shortcuts

Shortcut	Action
Ctrl+O	Open a PDF
Ctrl+S	Save your markups
Ctrl+Shift+S	Save a copy of the plan with your markups
Ctrl+Shift+E	Export a clean copy of the plan with your markups
Ctrl+P	Print
Ctrl+W	Close the current PDF
Ctrl+Z	Undo
Ctrl+Y	Redo
Ctrl+0	Fit page to screen
Page Up / Down	Previous / next sheet (the whole set, even while a search or the discipline filter is active)
Delete	Delete selected annotation
Esc	Close the open popup or dialog; in the Sheets panel, clear the search, then close the panel; while measuring, drop the measurement you are placing
Ctrl+F or Ctrl+G	Open the Sheets panel with the cursor in the search box
Enter (in the sheet search)	Jump to the first matching sheet
F2	Edit the plan reference and the current sheet's number and title
Enter (while measuring)	Finish an area or a count
Backspace (while measuring)	Remove the last point placed

Troubleshooting

If...	Try this
The app crashes on launch	Look for the file PlanViewer-crash.log on your Desktop. Open it in Notepad; the first lines describe the failure. Send the file to support with a one-line description of what happened.
A PDF won't open	Try opening it in Edge or Acrobat to confirm the file is good. If it works there but not in Plan Viewer, use More → Send feedback to attach the PDF.
Touch isn't responding on the toolbar	Confirm Windows touch works in other apps (Settings → Devices → Touchscreen). Restart Plan Viewer. If the issue persists, restart Windows — sometimes the touch driver loses sync after sleep.
Pinch-zoom feels wrong on one particular PC	More → Touch input mode — switch between Modern and Legacy, then restart the app. Modern is right for almost all hardware; Legacy exists for unusual touch drivers. Switch back the same way.
The popup configure panel doesn't close	Tap anywhere on the document (outside the panel). If it still won't close, tap Select on the toolbar.
I can't activate my license	Confirm internet connectivity. Recheck the license key for any leading or trailing spaces. If still failing, contact support with your key — they can reset an activation if you've hit the per-key limit.
A scanned QR stamp doesn't open the file	The file was probably moved or renamed after the code was stamped — the QR stores the location at stamping time. Use the caption printed under the code to find the file, then stamp a fresh QR.
A red "Auto-save is failing" banner appears	Usually Plan Viewer cannot write to the folder the plan is in (a read-only share, a USB drive that was removed, a locked-down Downloads folder). Your marks are safe in memory but are not being saved there. Tap Save a Copy on the banner (or More → Save a Copy...) to keep working from a copy in a writable folder; the banner clears as soon as a save succeeds. If the banner says the markups are too large to save, remove some large freehand

If...	Try this
	drawings. If it says they have grown too large to open, a Plan Viewer older than 1.4.60, in another window or on another computer, saved them: use Save a Copy, then close and reopen the plan.
A message says the saved markups were too large to open	Versions before 1.4.60 kept every step of the undo history in the markup file next to the PDF, and many edits of large freehand drawings could grow it past what Plan Viewer can open. Plan Viewer now opens such a plan with its marks but without the undo history (earlier steps can't be undone), and keeps the original file beside the plan under the name the message gives. If the message says marks made now will not be saved, use Save a Copy. Update every PC that shares the plan.
A message says Plan Viewer couldn't save into the plan	Another program has the plan open (close it there, then tap Try Again), its drive is full, or its folder can't be written to. Your markups are safe on this PC: tap Try Again, or Save a Copy to save them into a copy of the plan in another folder.
A message says the plan was changed elsewhere, or moved or deleted, since you opened it	Someone saved the plan, or another program changed it, after you opened it — or it was moved or deleted. Nothing is overwritten: Save a Copy saves your markups into a copy of the plan as you opened it. Open the plan again to see its latest version.
A message says someone is marking up this plan	Another person — or another Plan Viewer window on this PC — started marking it up first. You can carry on: when you save, your markups are saved as a copy of the plan. To save into the plan itself, wait until they close it, then open it again.
A message says Plan Viewer couldn't read the markups saved in the plan	The plan may be in use on another computer, or the network may be slow: tap Try Again. Open Anyway shows the plan, and markups you make then go in a separate file beside it (the top of the window says the PDF couldn't be read); the next time you open the plan and save, Plan Viewer offers to move them into the PDF.

If...	Try this
The top of the window says markups for this plan are saved in a separate file	Plan Viewer can't save into this PDF, for the reason the note gives, so your markups are saved in a file next to it; everything else works as usual. A read-only PDF: in File Explorer, right-click it, choose Properties, clear Read-only, then open the plan again. Secured, certified, damaged or larger than 4 GB: keep working with the separate file; Export and Print include its markups.
When a plan opens, Plan Viewer offers to restore changes	Plan Viewer or the PC closed before your changes to that plan were saved. Restore puts them back as unsaved changes, with their Undo; Discard drops them. If the plan was changed since, Plan Viewer offers to save them as a copy instead, so the two are never mixed.
A markup can't be selected or changed	It was made in another PDF program, or changed there after Plan Viewer saved it. Plan Viewer shows it as that program left it but edits only its own markups: change or delete it in that program.
A red banner says your unsaved markups can't be kept on this PC	Plan Viewer can't write to its own folder on this PC, where it keeps your changes until you save (the disk may be full). Tap Save now, or use Save a Copy.
Every sheet is called Page 1, Page 2, ...	The PDF carries no sheet numbers or bookmarks — typical for scanned sets. Name the sheets yourself: go to the sheet, open the Sheets panel, tap the plan block at the top (or press F2), type the number and title, and tap Save. See Sheets and the plan reference.
The Sheets panel says a saved name needs review	The PDF was replaced by a different file (re-issued or reordered) after the names were saved. Tap Review sheet names, then Use saved name or Discard for each one — check the drawing first, because a reordered set moves names to different pages.
Sheet names or the plan reference disappeared	The plan was opened and saved by an older Plan Viewer (before 1.4.47), which keeps markups but not sheet names. Reopen it in the current version: detected names come back on their own, typed names have to be entered again. Update every PC that shares the plan.

If...	Try this
Plan Viewer is not offered when I right-click a PDF	Versions before 1.4.57 did not register with Windows. Install the current version, then right-click the PDF, choose Open with, and pick Volanti Plan Viewer — under Choose another app if it is not listed.
The on-screen keyboard does not appear	Windows hides its touch keyboard while a physical keyboard is connected — a wireless keyboard’s USB receiver counts. Unplug it, or in Windows 11 open Settings → Time & language → Typing → Touch keyboard and set Show the touch keyboard to Always.
A red banner says the plan was changed elsewhere, or in another window or on another computer	The plan is open in two places, and it was saved in the other one while this window had unsaved changes (with markups in a separate file: both changed it within the same few seconds). Nothing is overwritten: tap Save a Copy to keep this window’s markups, or Load latest to drop them and show the newer version. Update every PC that shares the plan.
A measurement reads wrong	Check the scale on the Measure bar — Detected (read from the plan) or set by you — against the scale printed under the drawing you measure. A set printed or scanned at another size — a half-size set, or a sheet fitted to a different paper size — no longer matches its printed scale: take the scale from a dimension on the sheet instead (tap Measure again, then Measure a known distance). Then zoom in and place the points again.
A point jumps onto a line you didn’t mean	Snapping puts a point on the nearest corner, crossing or end of a line within reach, or else onto the line itself. Zoom in: the reach is set on the screen, so it covers less of the sheet. Or tap Snap on the Measure bar to turn it off.
Snap says No lines here, or Too complex	No lines here: the sheet has no drawn lines to snap to — it is a scan, or a picture. Too complex: the sheet has more lines than Plan Viewer reads for snapping. Either way, measure as before: zoom in and place the points yourself.

If...	Try this
A point snaps to a line you can't see	The PDF has a line there that is hidden — on a layer that is turned off, or under a filled area, a picture or a markup — and Plan Viewer took it for a drawn one. Zoom in, or tap Snap to turn it off while you place that point.
A point doesn't snap to a dashed line	Some programs draw a dashed line one dash at a time, and each dash is too short to snap to. Snap to the lines it meets, or zoom in and place the point yourself.
Measurements show as plain lines, with no values	The plan was saved by a Plan Viewer version before 1.4.58, which keeps the lines but drops the measurement values. Measure again in the current version, and update every PC that shares the plan.

FEEDBACK & ASSISTANCE

Open the **More** menu → **Send feedback...** — this drafts an email to support with your app version and Windows info pre-filled. Attach a screenshot or sample PDF, send.

Licensing

Plan Viewer 2026 has three paths to a licensed install:

1. Free trial — 30 days

Starts automatically on first launch. No account, no online check. All features enabled.

2. Volanti hardware unlock — automatic

Plan Viewer app detects a connected Volanti display and unlocks itself. Customers who buy a Volanti touchscreen never see the trial timer or activation prompt.

3. Activated license — after the trial

- Open the More menu → Buy a license... — your browser opens the checkout.
- Complete the purchase. A license key is emailed to you.
- Back in the app: More → Enter license key... → paste the key → Activate.

The activation is remembered on this PC for future launches.

LICENSE CONNECTIVITY

Activation needs internet at the time that you enter the key. After that, the license works offline for about 14 days at a time before requiring online license connectivity.

Contact

Volanti Displays

Tel: 408.500.3500

www.volantidisplays.com

