Learn Acrobat: Generative Al

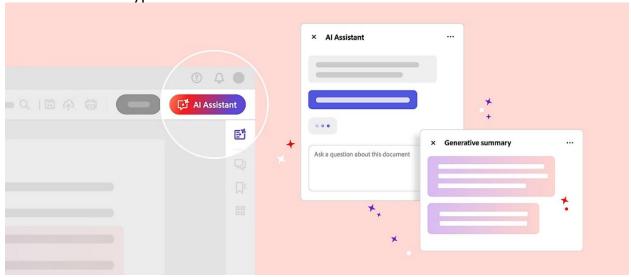


Overview of generative AI features

Use the generative AI features in Acrobat and Acrobat Reader to quickly scan through lengthy, complex PDF content and get answers or generate a summary.

Note: The generative AI features in Acrobat and Acrobat Reader support English, French, German, Spanish, Italian, Portuguese, or Japanese. To understand the governing terms, review Adobe's Generative AI User Guidelines. To understand Adobe's data handling practices, see <u>Content usage and handling practices</u>.

The AI-powered features in Acrobat and Acrobat Reader support multiple document types, including PDFs, DOCX, PPTX, TXT, and RTF files. AI Assistant supports Microsoft Teams and Zoom meeting transcripts. The capabilities improve comprehension and save time across various document types.



AI Assistant quickly gets answers to your questions based on your documents in a comprehensive and informative way. It can analyze multiple documents to uncover similarities, differences, and key patterns. With AI Assistant, you can make targeted requests, such as highlighting the differences between PDF contracts. It links to text and data table sources within the document. It also suggests follow-up questions for you based on the primary question. AI Assistant uses the latest AI language model, GPT 40, to provide more accurate and clear answers to your queries based on more citations. It can extract information accurately from tables and complex documents.

Generative summary automatically provides an outline with headings and summaries to highlight key points in the document. The feature generates key insights that help you easily comprehend the PDF content. For a speedier response, it processes PDF content in chunks and simultaneously streams summaries.

You can access the generative AI features in Adobe Acrobat Reader, Adobe Acrobat desktop on both Windows and macOS, on Acrobat online, and within Acrobat extensions for Google

Chrome or Microsoft Edge. AI Assistant is also available on phones through Acrobat mobile apps (iOS and Android). It isn't available on iPad or Android tablets.

Benefits of generative AI features

The generative AI features in Acrobat and Acrobat Reader significantly improve comprehension, help you get insights, and produce high-quality content quickly. Here are the main benefits.

- **Improved comprehension:** You can better understand complex PDF documents because the features provide insights and more context around the content.
- **Enhanced productivity**: Work across multiple PDFs and documents in various formats, including Teams and Zoom meeting transcripts, streamlining your workflow and saving time for higher-priority tasks.
- **Impactful content**: You can use the content suggestions that the features generate for impactful emails, presentations, meeting notes, and more.

Turn off generative AI features

The generative AI features in Acrobat and Acrobat Reader are turned on by default. However, you can choose to turn them off, if necessary. If you're an admin, you can revoke access to generative AI features for your team or org by contacting Adobe Customer Care.

User Guidelines

User Guidelines governing your access and use of Acrobat and Acrobat Reader generative AI features are found here.

In addition, please always use your judgment to evaluate generated output and any source attributions. Acrobat and Acrobat Reader generative AI features are built upon powerful, emerging large language model technologies that may generate outputs that are inaccurate or misleading, or otherwise reflect content that does not represent Adobe's views. This is especially true if you try to use these features to generate outputs that are unrelated to your source document.

Do not use generative AI features to seek legal, medical, financial, or other kinds of professional advice or any opinions, judgments, or recommendations without conducting your own independent consultation or research. Generative AI features cannot replace advice provided by a qualified professional and do not form any such relationship (for example, an attorney-client relationship).

Attributions

When the AI Assistant analyzes a document, it identifies sentences most likely to support the answer to your question. Attribution can take the form of clickable citations or other helpful

cues indicating where generated information came from. However, because the AI Assistant is powered by generative AI models, and the technology is still evolving and not perfect, not all answers are helpful or accurate. As a result, the AI Assistant may not find and display answers to your questions — even when the information is in your document. And rarely, the AI Assistant may provide incorrect attributions. For example, you may receive a clickable citation or cue that takes you to an unrelated section instead of providing helpful information on where the answer came from in the document. Please double-check all AI-generated responses.

Please note that in our current version, if the language of the question and response is different than the language of your document, AI Assistant won't provide any attribution. In such scenarios, you can try asking questions in the language of the document to receive clickable citations in the response.

Feedback

We provide a feedback mechanism directly within the AI Assistant to help us improve accuracy and other performance issues. This is an ongoing process, and we will continue to work together with our customers and community to harness the power of this new technology responsibly.

Content usage and handling practices

This FAQ addresses Adobe's content usage and handling practices specific to improving generative AI capabilities in Adobe Acrobat and Adobe Acrobat Reader. For purposes of this FAQ, references to "generative AI capabilities" are specific to Acrobat AI Assistant and Generative summary only. To learn more about how Adobe may analyze metadata and information about your prompt (for example, question type) and document (for example, number of pages, document structure, document type, and other document statistics) for product improvement purposes in Document Cloud generally, see our content analysis FAQ. For more information about Adobe's security, privacy, and AI ethics practices, see the Adobe Document Cloud security page (and other materials in our Trust Center), the Adobe Privacy Policy, and the Adobe AI Ethics page, respectively.

Will adobe ever look at your content while you're using generative ai in acrobat and acrobat reader?

We do not look at your document, prompt(s), or generated responses except in the instances described below.

- Reported content, bugs, or vulnerabilities. When you report content (e.g., for being harmful, illegal, offensive, etc.), we investigate it by manually reviewing the document, prompt(s), and generated responses to make adjustments to the service to address the issue.
- User-Provided Feedback. For Acrobat Individual users* and Acrobat Reader users that
 provide feedback, you have the option to share with us your document, prompt(s),
 and generated responses during a document session for product improvement

purposes that do not include training a Large Language Model ("LLM"). Examples of product improvement include improving the operability of generative AI in Acrobat and Acrobat Reader, as well as reducing hallucination, bias, and toxicity. If you do not wish to share your content, please uncheck the product improvement checkbox when you first provide feedback on a document.

If manual review of your content takes place, a limited group of trained Adobe personnel examine the content within an encrypted repository with access controls.

What steps do we take to protect your content when you share it with us as part of providing feedback?

- When you share your documents, textual prompts, and the generated responses with
 us when providing feedback, we take steps to filter out personal information by
 applying data masking procedures to this content (i.e., replacing personal information
 with predefined categories using Named Entity Recognition, e.g., replacing "John
 Smith" with "PERSON") prior to using the content for product improvement.
- Content is stored for 30 days in an encrypted, siloed, Adobe-controlled environment
 with strict access controls. You can always contact us via the form in our <u>Privacy</u>
 <u>Policy</u> if you want us to delete this data sooner, or if you want to opt out of the use of
 your content to improve generative AI capabilities in Acrobat and Acrobat Reader.

If you flag content as being harmful, illegal, or offensive or if you contribute content as feedback, how long do we retain that content?

The flagged content is only retained for 30 days unless we have other legal reasons to retain it access as described in our <u>Privacy Policy</u>. You can always contact us via the form in our Privacy Policy if you want us to delete this data sooner.

Do acrobat's generative ai features process my documents when i launch the application or open a file in the application?

No. To access Acrobat generative AI features, you must sign into your Adobe account and agree to the Adobe Generative AI User Guidelines surfaced in a one-time "Getting Started" experience when you first interact with such features in Acrobat. This activates the generative AI feature set in Acrobat for all subsequent document sessions. After activation, a user must engage AI Assistant or generative summary on a specific file before processing takes place.

If I'm signed into my adobe account, does acrobat's generative ai features automatically start processing my documents when I launch the application, or open a file in the application?

No. Acrobat's generative AI features, like AI Assistant, do not start automatically processing any of your documents upon application launch or upon opening a file into the application. A user must first activate the generative AI feature set through a one-time "Getting Started" in-

app experience as described above. After activation, a user must engage AI Assistant or generative summary on a specific file before processing takes place.

Note:

The generative AI features are only available in English for users with Individual or Teams entitlements. Users with Enterprise entitlements may only receive Acrobat generative AI features when their admin assigns them with a paid or trial license, or if they are accepted into one of the programs in our private beta.

You can disable the generative AI feature by following the steps outlined <u>here</u>. Once disabled, no documents will be processed through generative AI in Acrobat until you activate the feature set again.

What LLMS are we leveraging to power generative ai in acrobat?

With AI Assistant in Acrobat and Acrobat Reader, Adobe takes an LLM-agnostic approach, selecting best-in-class technologies that address a range of customer use cases. We currently have integrated the Microsoft Azure OpenAI Service with our proprietary technologies to provide generative AI capability in Acrobat and Acrobat Reader.

Does adobe concurrently train any large language models ("LLMS") with your content while you're using generative ai features in acrobat?

No. Acrobat does not train any LLMs on your content concurrent to your interactions with generative AI in Acrobat. Prompts provided to AI Assistant do not modify the underlying model. Your content will not be used to train any LLMs that deliver Acrobat's generative AI capability. For more information, please refer to the questions above in this help section (Content Usage and Handling Practices).

Note:

Adobe does not use content from an organization or school account for product improvement for generative AI unless otherwise agreed to by the organization or school.

Managing chat history

What is chat history?

Acrobat now allows you to reference past conversations you had with AI Assistant. Chat history includes your textual prompts and generated responses for a specific document or a set of documents you selected, also termed a Collection.

How can I see my chat history?

Chat history includes your past conversations with AI Assistant and is linked to either a single document or a Collection. To view these conversations, simply open the document or Collection from your list of recent files.

The chat history might still contain content from documents you've removed from a Collection. The AI Assistant may also use this chat history as context when responding to your prompts.

Where is my chat history stored?

It's stored on your local device for Acrobat and Reader's desktop, mobile, and online apps and in Adobe cloud storage for Acrobat's online app. It permits you to easily access the conversation to review or continue using AI Assistant.

Can I export my chat history in AI Assistant?

Export is not currently available. Instead, you can copy the chat history or specific generated responses into your text editor of choice. Learn more <u>here</u>.

How can I clear my chat history in AI Assistant?

You can clear chat history from the **More** menu for each individual document or a Collection. Selecting **Clear chat history** will delete all of the chat history, meaning the document overview, textual prompts (suggested by AI Assistant or provided by you), and generated responses.

Can I disable chat history in AI Assistant?

This is currently not available to users.

Can i share my chat history with others?

No, you can't share your chat history with other users.

What happens if I disconnect acrobat from other third-party cloud storage services such as google drive or OneDrive?

You'll no longer be able to access your third-party cloud storage files in Acrobat and the AI Assistant chats associated with them.

Before You Begin

Before you begin, ensure that you adhere to the file and usage-related restrictions and login requirements.

File considerations	The language of the PDF file is English, French, German, Spanish, Italian, Brazilian Portuguese, or Japanese.
	The file size must be less than 100 MB.
	The file can have up to 600 pages.
	 The PDF shouldn't be password protected or have any usage restrictions.
	The file shouldn't be a PDF Portfolio.
	The maximum character limit for the text selection feature in AI Assistant is 8000 characters. The selected text must be on a single page and cannot span multiple pages.

Note:

The limits on PDF file size and page count are determined by the server settings and will automatically adjust if the server settings change.

Account and login	You're online.Generative AI features are enabled.
Usage	Keep your questions under 500 characters.
App settings	 Set the language of the Acrobat or Acrobat Reader app to English, French, German, Spanish, Italian, Brazilian Portuguese, or Japanese.
	 Turn on the new Acrobat or Acrobat Reader experience. On Windows, select the hamburger menu, and then select Enable new Acrobat. On macOS, go to View > Enable new Acrobat.
Supported OS	• iOS: Version 16 and later

- Android: Version 9 and later
- **Windows and macOS**: See <u>Acrobat system</u> requirements.

Supported browsers

See <u>Technical requirements for Acrobat on the web</u>.

Get Al-generated answers

Al Assistant supports scanned documents. You can scan your paper documents and upload them to Acrobat to get concise summaries and accurate answers to your questions. It also breaks down complex language into key details, making it easy to read and understand contracts directly in Acrobat.

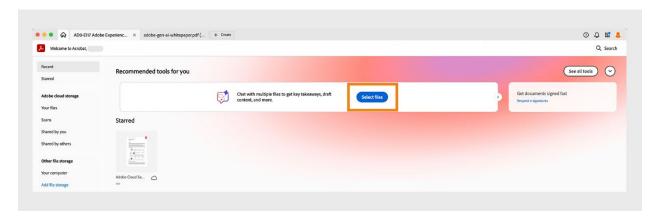
Al Assistant

The AI Assistant feature provides AI-generated answers to your questions based on the content of the selected files. It also highlights the portion of content from where it fetches the answer for more context. The AI Assistant also suggests follow-up questions based on your primary query.

To get started:

Open a PDF and select AI Assistant in the global bar. To select multiple files, go to
Acrobat Home and choose Select files in the Recommended tools for you section,
choose your files, and select Open.

Note: You can select up to 10 files, each 600 pages long and no larger than 100 MB.

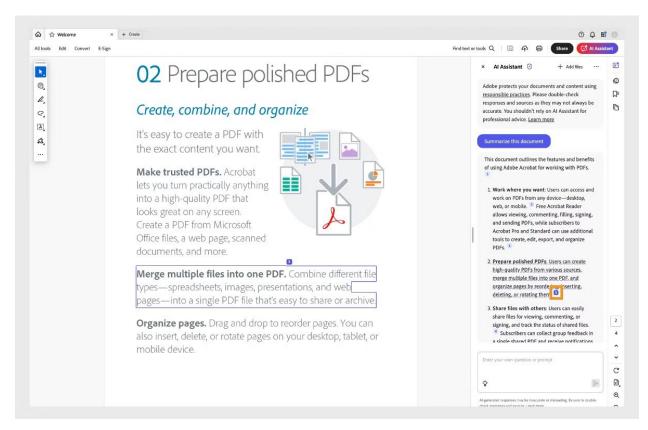


Select multiple files

Acrobat creates a collection of the selected files and opens the document.

2. Select **Get started**.

- 3. Select from the sample questions that are displayed based on the content of your PDF file. Alternatively, type your question in the message field.
- 4. The answer to your question is displayed. The relevant sources are marked with numbers. You can do the following:
- Select a number to navigate directly to the corresponding section of the document. If there are multiple files, hovering the mouse over the number shows the preview of the referenced document.
- To hide the attributed sources within the document, select Hide sources from the Options menu.
- To copy a specific answer, select **Copy**, or choose **Copy full chat** from the Options menu to copy the entire conversation.
- While the AI Assistant generates the response, you can pause the processing anytime by selecting **Stop**.
- Move the drag handle left or right to adjust the AI Assistant pane size for better readability.
- Review related questions that the AI Assistant suggests based on your primary query.
- To add more files, select Add files.
- To remove a file from the Collection, select View and manage files in chat,
 then Remove file from chat.



The answer and the source are cited

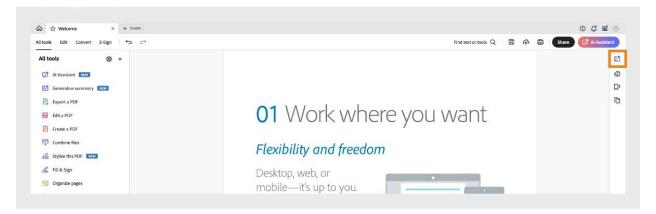
Accessing chat history in Acrobat

Acrobat preserves your interactions with AI features, even after you quit the application. You can view these chat interactions by opening the file from your **Recent** file list. When you select multiple files, Acrobat creates a collection that includes your chat history for future reference.

Get AI-generated overviews and summaries

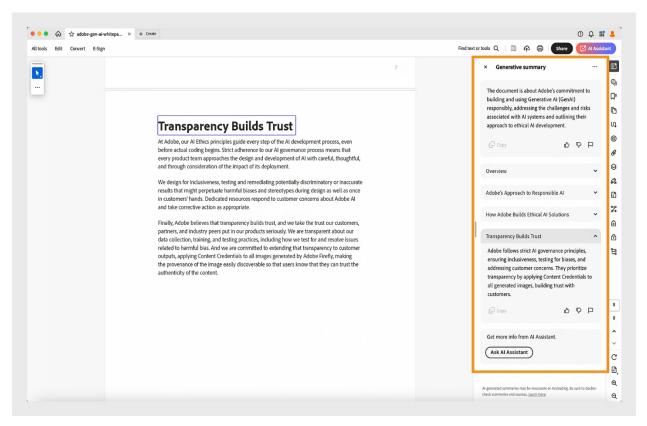
The Generative summary feature summarizes the document's organization and content. It also provides a brief overview at the beginning to explain what the entire document is about. Whether you're a researcher, business analyst, or student, the generative AI features help you scan your PDF documents and quickly extract the essence, key points, and insights.

Open a PDF file and select the Generative summary icon in the navigation panel.
 Alternatively, you can select All tools > Generative summary.



Select Generative summary

- 2. If prompted, select **Get started**.
- An overview of the document is generated with section headings and summaries.
 Selecting a summary takes you directly to the corresponding section in the document for more detailed information.



Overview of the document

 (Optional) To copy a specific summary, choose Copy, or choose Copy full summary from the Options menu. If you have questions about the document, scroll to the bottom, and select **Ask AI Assistant**.

Streaming summaries for long PDFs

When you use Generative summary to scan lengthy PDFs, Acrobat or Acrobat Reader processes the content in chunks and simultaneously streams summaries of the portions that it processes. It helps improve your productivity because you can instantly review the output and stay engaged.

The key advantages of streaming summaries include:

- Real-time streaming: As Acrobat or Acrobat Reader processes a lengthy PDF, it
 concurrently streams summaries for sections it has already analyzed. It helps eliminate
 any latency associated with summarizing voluminous content.
- Segmented display: When you start generating the summary for your content, you'll
 immediately see summarized content for the sections that the Generative summary
 feature finished processing.
- Parallel processing: While you engage with the summarized sections, the feature extracts headings, and generates summaries for the subsequent sections.

Use generative AI features in meeting apps

You can harness the power of generative AI features in Acrobat to gain insights from transcripts of online meetings in Microsoft Teams and Zoom. Use the generative AI features to summarize discussions or draft emails for meeting notes or action items. You can access the generative AI features from Acrobat Reader, Acrobat desktop and online, and Acrobat for Microsoft Teams.

Acrobat

Prerequisites

To access meeting information in Microsoft Teams, your admin must first <u>configure Adobe</u> <u>Acrobat as the default PDF viewer in Microsoft Teams</u>. The admin must also allow a list of endpoints to integrate Teams with Acrobat and grant permissions for Adobe Acrobat to be the default app in Teams.

After the admin accepts the permissions, you can integrate your Microsoft Teams account with Acrobat.

- 1. In Acrobat Home, select **Add meeting transcripts** under **Third-party apps**.
- Under the Microsoft Teams icon, select Sign in to Teams and enter your login credentials. The list of meetings is now available in Acrobat.

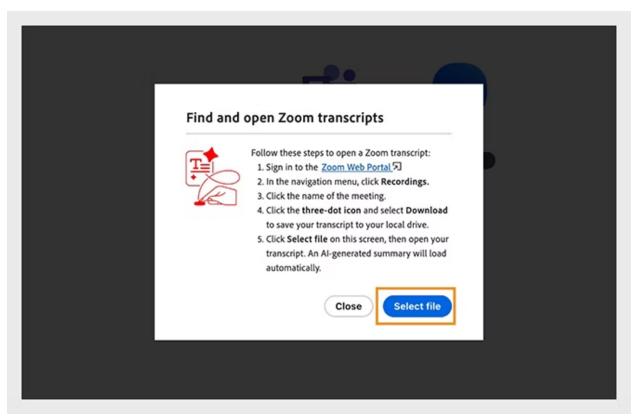
View meeting details in Acrobat

You can access the list of meeting transcripts from Acrobat Home in Microsoft Teams. The list includes transcripts for meetings. Each meeting in the list includes information, such as meeting name, organizer, date, time, and duration. You can also filter meetings based on a date range.

Access Zoom meeting transcripts in Acrobat

You must sign in to the Zoom web portal to access the Zoom meeting information. Then, download the meeting transcript and open it in Acrobat to use the AI features. Do the following:

- In Acrobat Home, select Add meeting transcripts under Third-party apps.
- 2. Under the Zoom app icon, select **Learn more**.
- 3. Follow the on-screen instructions to sign in to your <u>Zoom web portal</u> and download the meeting transcript. Choose **Select file** to select and open the transcript in Acrobat.



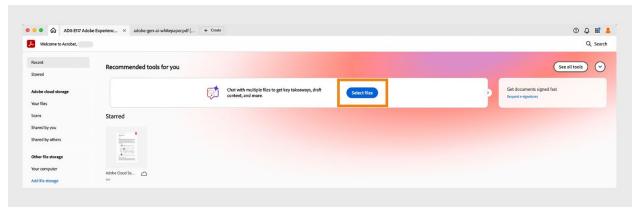
Find and open Zoom transcripts

Manually open meeting transcripts in Acrobat

You can also open any meeting transcript directly in the viewer and use Acrobat's generative AI features for insights or summaries. If you have the VTT transcript file, then convert it to a PDF and open it in Acrobat to access the AI tools.

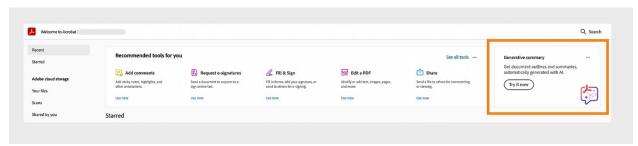
Know how to use generative AI features from Acrobat desktop and Acrobat online Home

In Acrobat Home, under the **Recommended tools for you** section, you can now use the AI Assistant to interact with your documents. Choose **Select files** and select one or multiple files to start a conversation with your documents and extract insights.



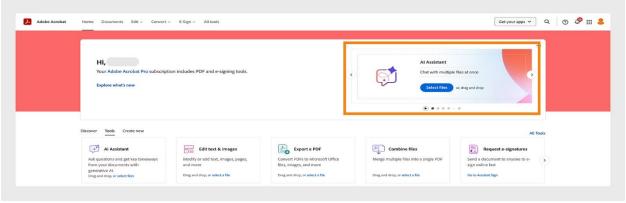
Select multiple files

The Generative AI tools also appear one at a time next to the **Recommended tools for you** section of Acrobat Home. To start using a generative AI tool, select the respective call-to-action.



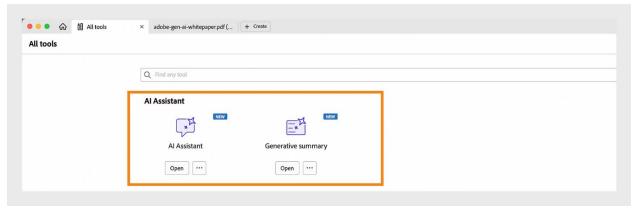
Acrobat desktop

In Acrobat online, the generative AI tools appear one at a time in the **Explore what's new** section of Acrobat Home. To start using a generative AI tool, select a file and then select the generative AI tool.

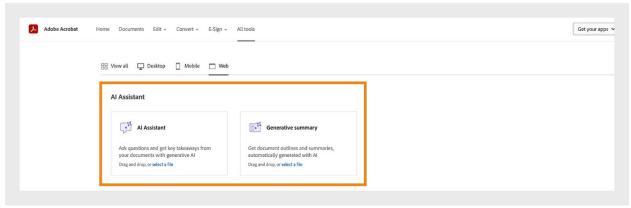


Acrobat online

Alternatively, in Acrobat Home, select **All tools**, then select **Al Assistant** or **Generative summary** tool.



Acrobat Desktop



Acrobat online

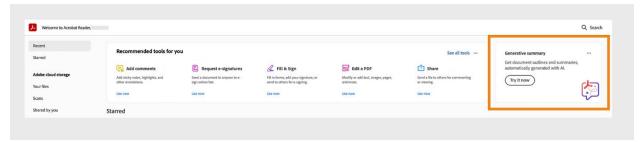
If prompted, select **Get started** to continue.

Use generative AI features in Acrobat Reader

If you are signed in to Acrobat Reader, you can access the generative AI features from Home. The Generative AI tools appear next to the **Recommended tools for you** section. To start using a generative AI tool, select the respective call-to-action.

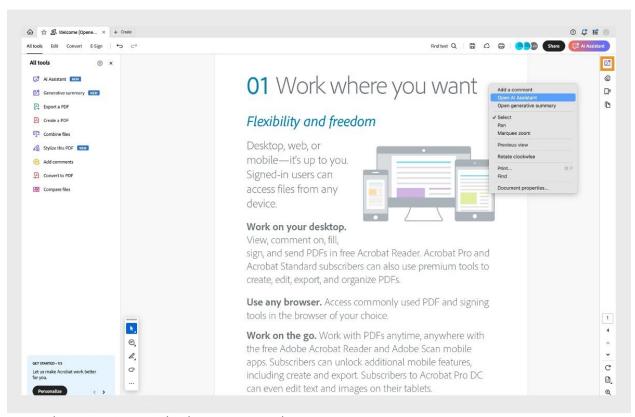
Note:

The generative AI features in Acrobat Reader are being rolled in phases and aren't available to all users.



Access the generative AI tools from Acrobat Reader Home

Similarly, when you open a document, you can access the generative AI tools from the global bar, navigation pane, the All tools menu, and the context menu.



Access the generative AI tools when you open a document

If prompted, select **Get started** to continue.

You can interact with the content that the generative AI features produce to indicate whether you're satisfied with the output. Based on whether you find it useful, you can choose to like or dislike the generated response.

You can even report a piece of content that is inappropriate according to you. Adobe will review your concerns and take appropriate action, if necessary.

You can also play a part in improving the capabilities of the generative AI features by providing specific feedback about your experiences with the features.

The underlying algorithm learns from your feedback, which helps refine the capabilities of generative AI features and the accuracy of responses to specific queries.

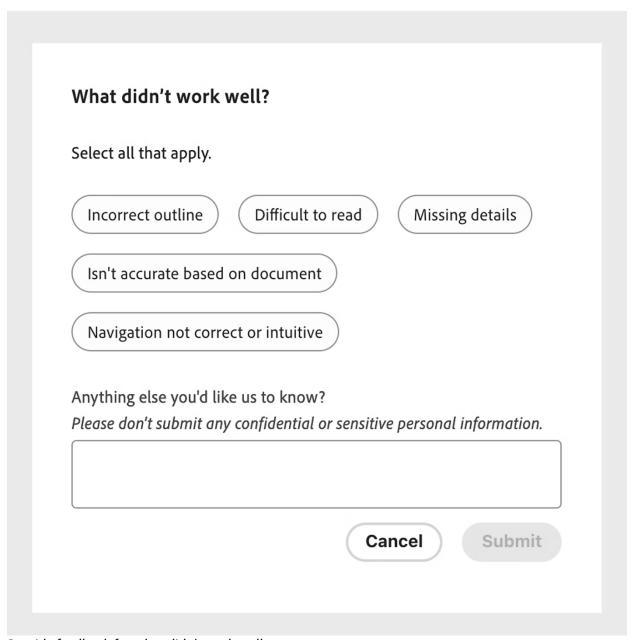
Like or dislike the response

- 1. To report accurate or inaccurate responses, select the like, or dislike option respectively.
- 2. To provide detailed feedback, select **Tell us more**.
- 3. Choose from the options, or provide details in the text box. Then select **Submit**.

When you provide feedback, you have the option to share your document, prompts, and generated responses during a document session for product improvement purposes. If you don't wish to share your content, uncheck the product improvement checkbox when you provide feedback for the first time on a document.

Select all that apply	·.
Easy to read	Includes correct details Sufficient detail
Anything else you'd	like us to know?
Please don't submit o	any confidential or sensitive personal information.

Provide feedback for what worked well

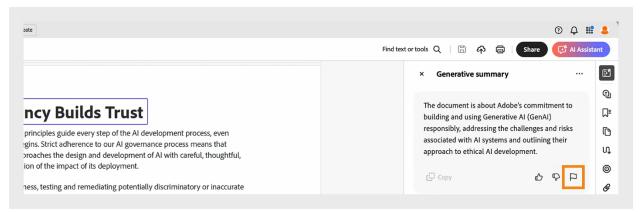


Provide feedback for what didn't work well

Report inappropriate content

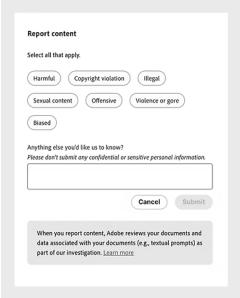
You can report content that is potentially inappropriate, offensive, or harmful and requires moderation or action.

1. For the provided response, select **Report**.



Report content

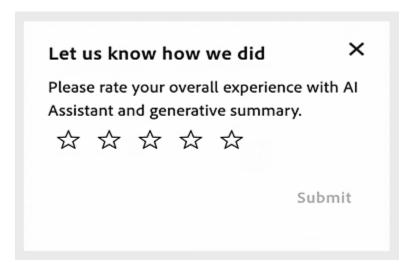
2. Choose from the options, or provide details in the text box. Then select **Submit**



Select the applicable options to report content

Rate your experience with the generative Al features

After using the AI features four or more times, Acrobat or Acrobat Reader prompts you to rate your overall experience with the AI Assistant and Generative summary features. Choose a rating and **Submit** it. The widget displays a text field to enter your feedback if your rating is two or less.

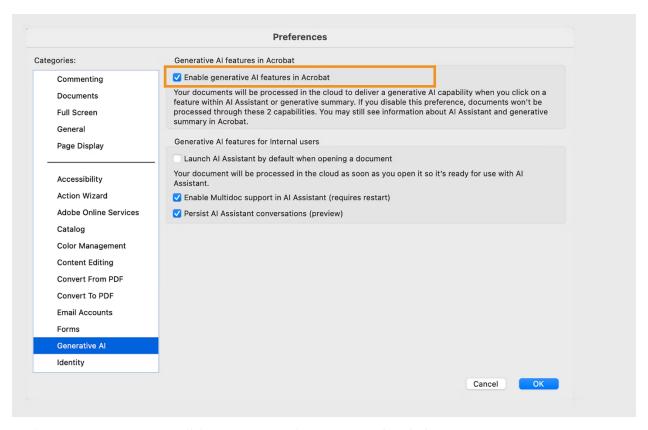


Rate the Generative AI features

The generative AI features are turned on by default. To turn off the features, do the following:

Turn off generative AI features in Acrobat or Acrobat Reader desktop

- 1. Close any open files. Then, navigate to **Preferences** > **Generative AI**.
- To turn off the generative AI features, deselect Enable generative AI features in Acrobat, and then select OK.

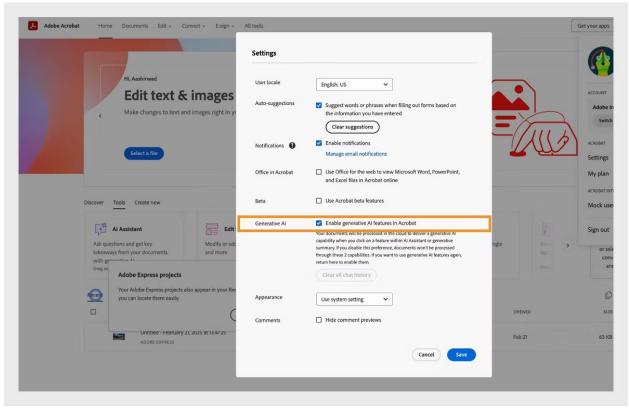


Preference to turn on or turn off the generative AI features in Acrobat desktop

3. To turn on the generative AI features again, select **Enable generative AI features in Acrobat**, and select **OK**.

Turn off generative AI features in Acrobat on the web

- 1. Choose your profile at the upper-right corner, then select **Settings**.
- 2. Deselect **Enable generative AI features in Acrobat**, then select **Save**.



Preference to toggle generative AI features in Acrobat on the web

Note:

If you're an admin and want to revoke access to generative AI features for your team or org, contact Adobe Customer Care.

Note:

If you're a Teams user who is entitled to the new Acrobat, but is using the current Acrobat, <u>enable the new Acrobat</u> to see the generative AI features.

If you aren't entitled to the new Acrobat, contact your admin. The admin can contact <u>Adobe Customer Care</u> to get the new Acrobat enabled for you, so you can access the generative AI features.

Alternatively, for new Acrobat, your admin can set the bEnableAV2Enterprise registry key under **FeatureLockDown (Lockable Settings)** for **Modern Viewer** in the <u>Acrobat Enterprise Toolkit (ETK) preference reference</u>. The option is only available for Acrobat desktop.

Use Acrobat's AI Assistant on mobile to ask your document questions and use responses to draft impactful content. It improves productivity and efficiency, transforming your interaction with documents anytime, anywhere.

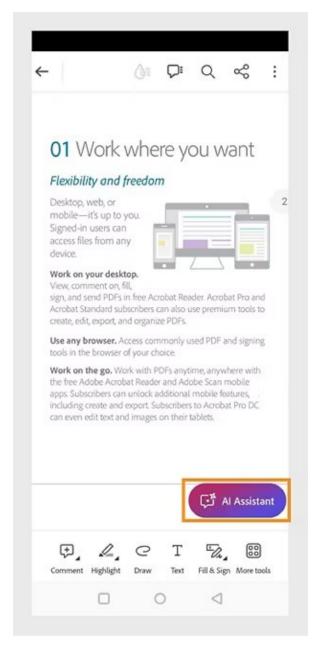
Using AI Assistant in Acrobat mobile

AI Assistant quickly provides comprehensive and informative answers to questions based on the PDF content. It links sources within the document and suggests follow-up questions based on the primary question.

To start using AI Assistant, perform the following steps:

1. Open the document you want to work on, and then select AI Assistant.

Alternatively, you can also access AI Assistant from the contextual menu. Select the text for AI Assistant. The contextual menu opens, then select **Ask AI Assistant**.

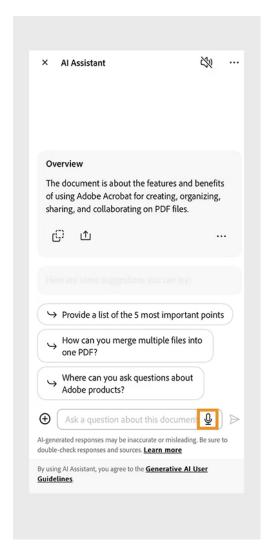


Get quick insights

- 2. Select **Agree**.
- Enter your question in the message box. Alternatively, use voice commands to ask a question. It improves accessibility and user experience.
 You can also select from the suggested questions based on the content of your PDF file.

To enter voice prompts, select . If prompted, allow Adobe Acrobat to access the microphone on your device. The voice assistant panel opens, displaying **I'm**

listening, ask a question. Ask your questions. and wait until the response is generated.



Enter your questions using the voice command

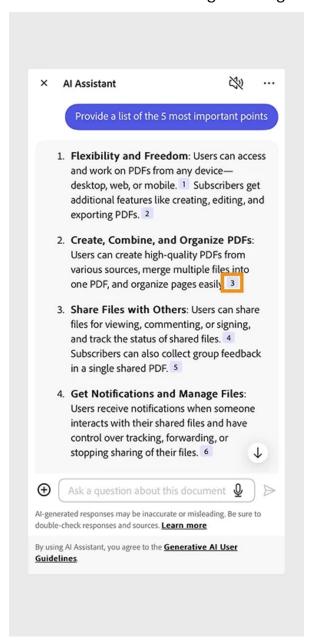
- 4. The answer to your question is displayed. The relevant sources are indicated with numbers. Do the following:
- Select a number to navigate directly to the corresponding section of the document.
- To hide the attributed sources within the document, select **Hide sources** from the Options menu.
- While the AI Assistant generates the response, you can select Stop to pause the processing.

- Move the drag handle up or down to resize the AI Assistant pane for better readability.
- Review related questions that the AI Assistant suggests based on your primary query.

Provide feedback for generated answers

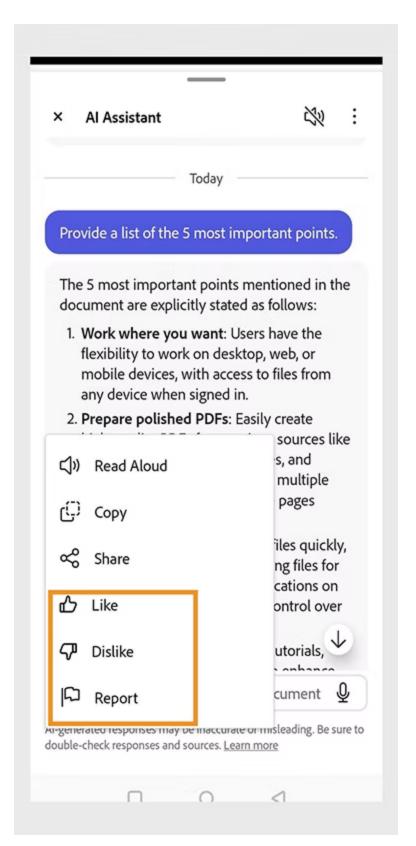
Your feedback is essential for the AI Assistant to learn and develop better answers the next time you come with questions. To provide feedback:

1. Select the reference numbers given alongside the generated answers.



Content references

2. Long press anywhere inside the panel to get options to provide feedback.

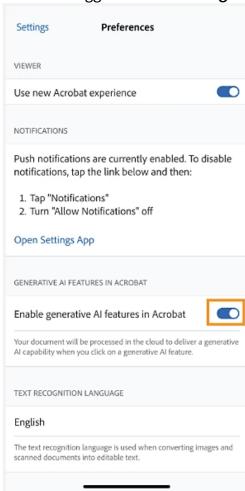


You can choose to like, dislike, or report the generated response. When you select any option, a window shows a set of relevant questions. Follow the onscreen instructions to submit your feedback.

Turn off AI Assistant

If you don't require Al Assistant, you can turn it off from Preferences.

- 1. Select the profile icon on your device.
- 2. Select Preferences.
- 3. Select the toggle next to **Enable generative AI features in Acrobat**.



Toggle generative AI features