Knowledge Base: Fixes and Workarounds in PowerPoint for Mac

PowerPoint for Mac crashes and slow performance

PowerPoint 2016 for Mac intermittently crashes when editing Japanese characters

ISSUE

Some Japanese users have reported issues with PowerPoint 2016 for Mac when editing characters. This issue is specific to the Japanese languages.

STATUS: FIXED

This issue has been fixed in the latest version of PowerPoint for Mac. To get the latest update, open PowerPoint for Mac, go to the Help > Check for Updates menu and follow the instructions in the Microsoft AutoUpdate app. For more information on how to install updates, go to [Check for Office for Mac updates automatically](#).

Issues affecting PowerPoint for Mac features and add-ins

Issues with fonts in Office for macOS

ISSUE

Users may see issues with fonts when using version 16.9 of Microsoft Word, Excel, Outlook, OneNote and Microsoft PowerPoint on macOS.

Symptoms:

- Text appears garbled or in a different font.
- Some fonts including Times New Roman are missing or unavailable in the font picker.
- Some fonts are being substituted with other fonts.
- You may see a message bar saying "We were unable to load all your fonts. Some fonts may be missing."

STATUS: WORKAROUND

We recommend you follow these steps:

- Check the installed versions of the font. If you have multiple versions, then make sure the latest version of the font is active.
- If you have a single version of font, check the font type. If the font type is displayed as "PostScript-Type1", we recommend you upgrade it to a newer "OpenType" version of the font.
- If you have a large number of fonts installed on your system, Microsoft Office apps may not be able to load all the fonts. This causes some fonts not to appear in the font picker.

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You can work around this by setting the fonts you need that do not appear as prioritized fonts.

To Resolve multiple version of fonts and make the latest version active

1. If Font Book application is already open, quit it
2. Launch **Font Book** (open applications folder in Finder, find and launch "Font book.app")
3. Select **All Fonts** from the leftmost pane
4. Select the **Font Info** button (inscribed "i") from the top bar or press **Command** + **i** so that the rightmost pane is displaying font information
5. Find the font in question in the middle pane and expand the selection. You should see duplicate entries of each face, with some of them marked as **Off**.
6. For each face that's marked **Off**, right click it and **Enable** it. You should then see warnings that there are multiple copies of the font installed in the rightmost pane.
7. Select to **Manually Resolve** the duplicates, then select the latest version to use as the **Active Copy** from the pop up.