

Printouts do not appear as expected

When you print out a file or page from Instant Intelligence, you are printing the preview image that is on the screen, not the original document.

The page is printed using your web browser's printing settings. By default, most browsers put a header and footer on each page, and apply margins within which they scale the printout.

To remove the header and footer, and change the margins, you need to go to your browser's printer or page setup options. This is usually accessible from the File menu, or may be found by clicking on the dropdown arrow to the right of the printer icon on the browser's toolbar.

To print out the original file, you will need to retrieve it from the system and print it from the relevant program on your computer. Use the system's download or email functionality to retrieve the file onto your computer.

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<http://www.instantintelligence.com/knowledgebase/TroubleshooterGuide50013.aspx>

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