InQuiry

Custom Multi Browser Printing
User Guide

Introduction

InQuiry supports custom printing in multiple browsers using a print agent application, eliminating the dependency on Internet Explorer and IE9 document mode. Users can print from Chrome, Firefox, and Internet Explorer.

This feature can be enabled for an entire client or specific users within a client. Please contact support for assistance.

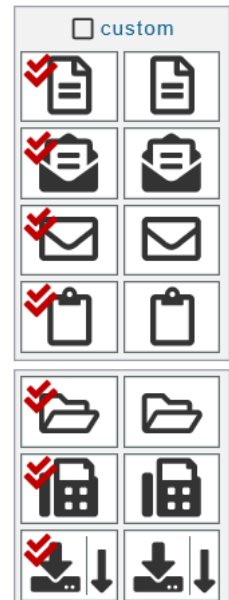### Previewing and Printing documents

In InQuiry, users can print and preview/print typed documents from the Transcription Viewer, as well as print from the 'Print All/Print Selected' buttons (below right).

Click the view button from the search grid to open the Viewer.

Transcription Viewer

Click the **preview** button to view a preview of the typed document.

Or click p**rint** to print a document with no preview.

The following new message will appear:
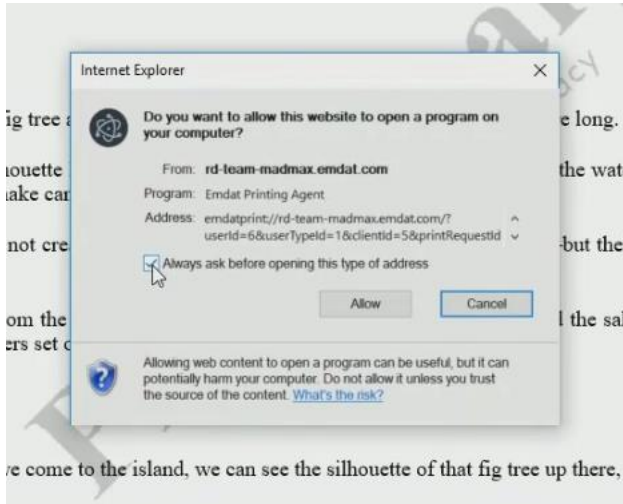
Click the **Allow** button to allow the print agent application to open. To prevent this dialog from appearing again, deselect the 'Always ask before opening this type of address' checkbox.

Installing the Agent

If it is your first time using this feature, you must install the agent. Click the InQuiry Printing Agent link. (Admin rights are not required.)

A message appears asking if you want to run the file now or save it to your hard drive and run it from there. Choose **Run** or **Save**, then install the app.

Printing from the Agent

After the app is installed and allowed to open, you must log into it using your InQuiry credentials. You only need to log in the first time you print, and you will stay logged in until you log out of InQuiry.

The Print settings appear on the left and can be adjusted accordingly. These are the same settings that currently exist in InQuiry.
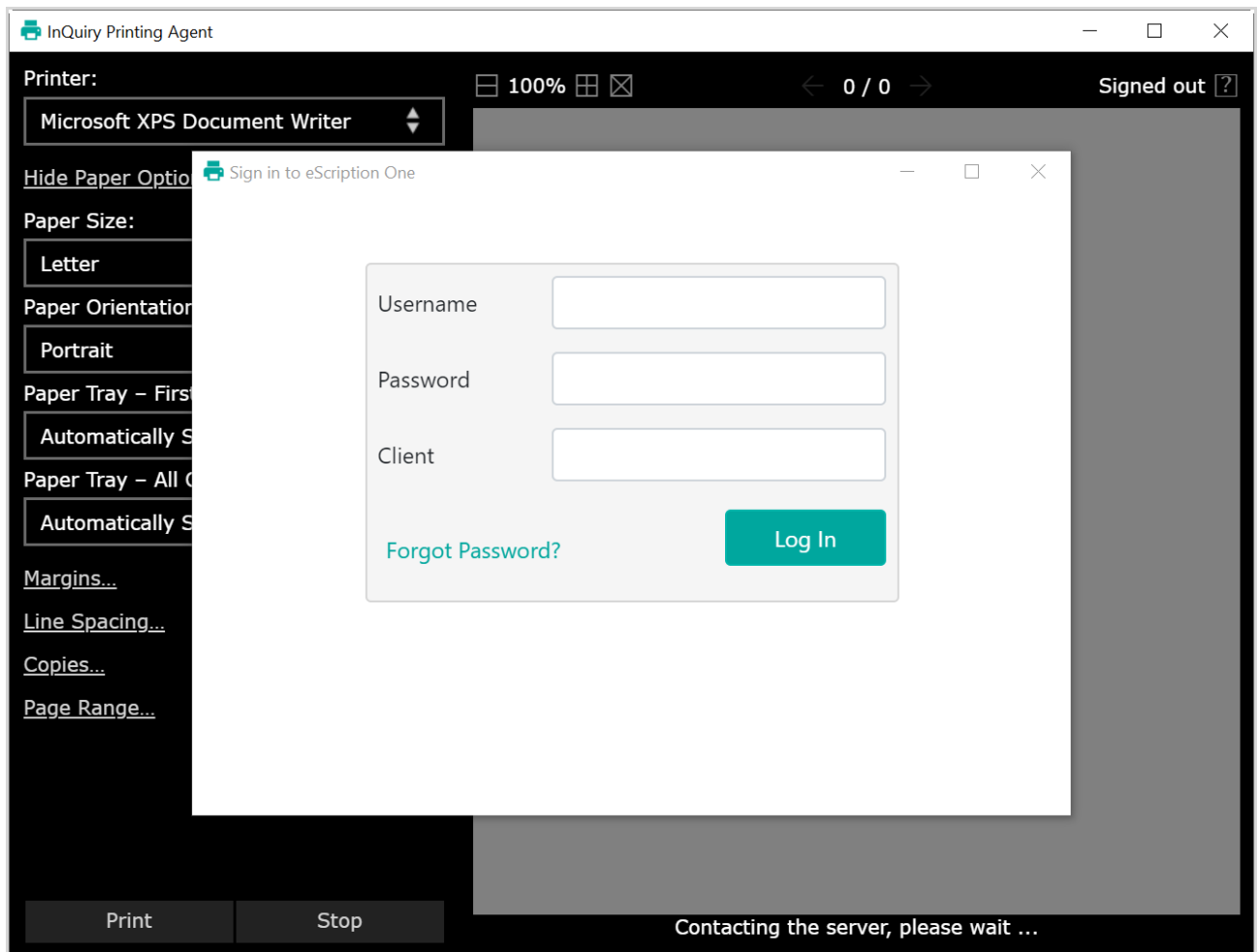
Once you log in, the document is rendered. If you change any of the print settings, the document will be re-rendered. Any modified settings will remain in effect until you log out of the app.

Click **Print** at the bottom of the application to print.

If you are printing without previewing, the document is automatically printed to the default printer.
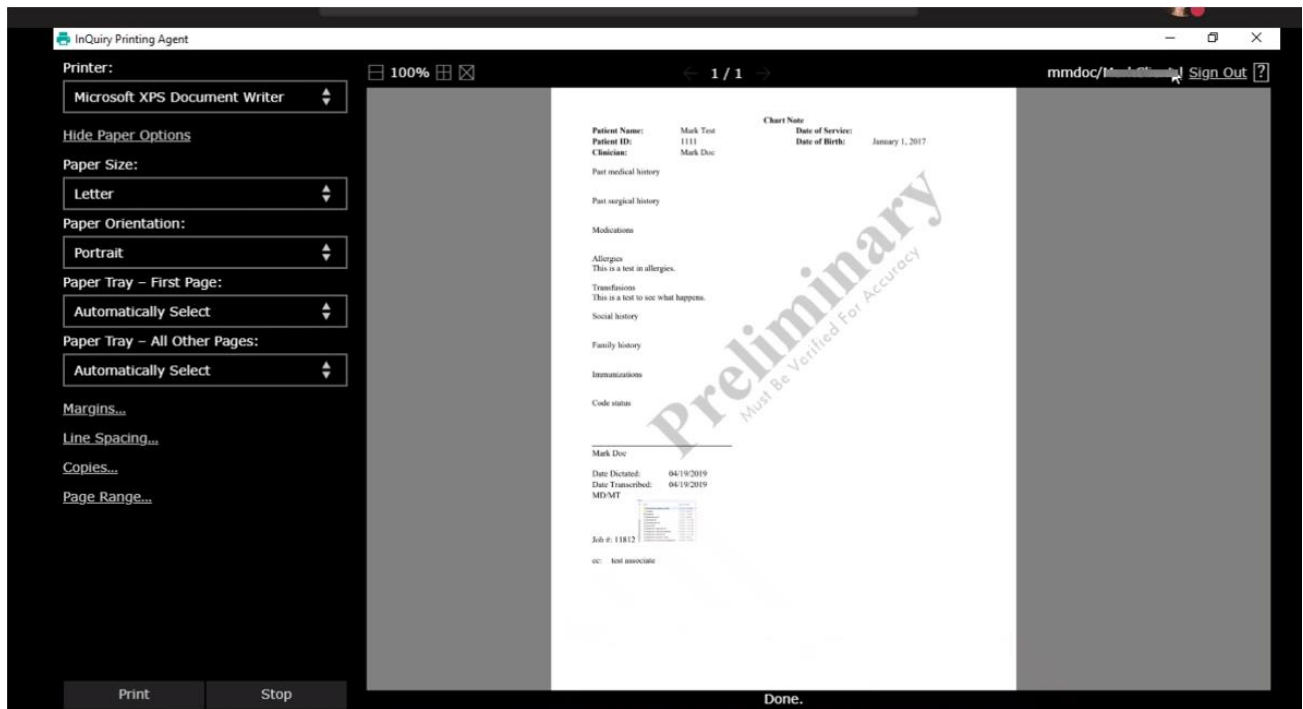
Cancelling a Print Job

To cancel the print job and close the printing dialog in InQuiry, click the **Cancel Printing** button. Any actions scheduled to happen after printing will be cancelled as well, such as show batch log and complete after print.

Closing the Printing dialog

To just close the print dialog in InQuiry, click the **Close** button. You can still log in to the agent app and print to a selected printer, however, no batch log will be available, and no popup will appear for completing the job from the selected workflow folder.

After printing, the app will minimize and appear in the system tray for easy access.

Note that InQuiry's user preferences relating to print, such as 'Print Batch Log After Print' and 'Complete Selected After Print Selected' will continue to work with this new printing application.

Application requirements

– Operating system: Windows 10

– Browsers: IE 11 or higher, Chrome

– RAM: 1 GB or higher

– Hard Drive Free Space: 1 GB or higher