

FAQ: 31028 CALL ACCOUNTING 2004 FONT ON PREVIEW SCREEN TO SMALL

The information in this article applies to:

Call Accounting 3.5, 2002, & 2004 (Problem was corrected in 2005 Version)

SYMPTOMS

The screen resolution on the report preview screen is controlled by the font on the report, and by the resolution settings on your computers graphics card. Microsoft has confirmed a problem with previewing reports, especially using NT and/or low resolution monitors.

RESOLUTION

This problem has been addressed and corrected with Comm One v2003 and later with file dates after May 31, 2003. Microsoft also recommends that you set your screens resolution to a higher setting such as 1024 x 768. Depending upon your graphics card and monitor, you may be okay using lower monitor resolution.

CHANGING SCREEN RESOLUTION

Your screen resolution is controlled by the Display Settings found in the Windows Settings. These settings and options are controlled by Microsoft and not programmed from within our system. Microsoft recommends that if your reports are not legible you can try increasing the resolution of your screen. On most monitors, increasing the resolution will make the preview more legible. To do this follow these steps:

1. From the Desktop, right click on a blank area of the screen and select Properties.
2. From the Display Properties dialog box, select the Settings tab.
3. From the Settings Tab move the Screen Area control to the right increasing the number of pixels on the screen and increasing the resolution. You may have to try two or three settings until you find the one that works for you.

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