OneSight
IT Operations

Print Scaling

IT Captain

User Guide
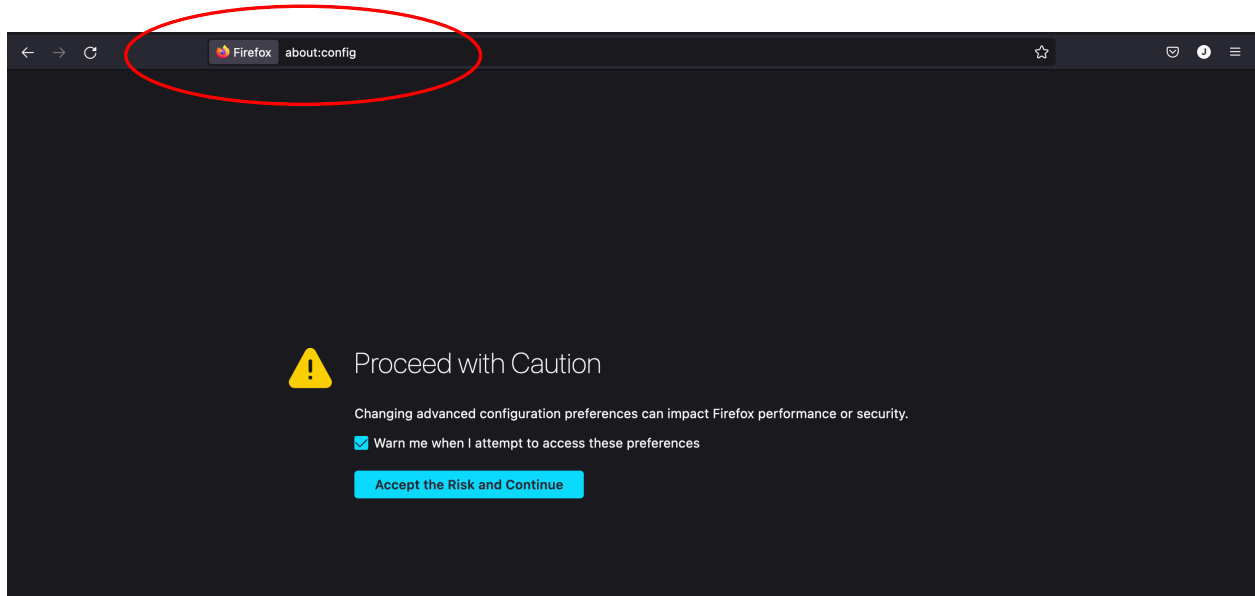

ONESIGHT
EssilorLuxottica Foundation

Overview

This document will go over print scaling at stations like Control Desk (Patient Letter). Although all devices should be setup to print correctly prior to clinic, sometimes printing may be off and needs to be adjusted.

About:config and Editing

One application that may need the printing edited would be Control Desk (or Patient Letter). This is the station where the patient's letter is printed out if they are prescribed a RX. For reference on how this application works, please go to onesightclinics.org/clinictraining and click on "Patient Letter".

If the print at this station is coming out at an incorrect scale, the first thing we will need to do is disable the silent printing option. To do this, open up a new tab in Firefox and go to the address – **about:config** –
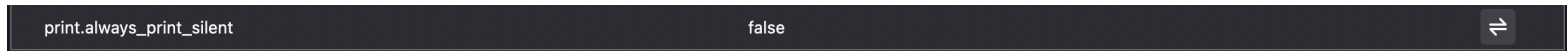

A screen will appear asking if you would like to proceed, accept the risks and continue by clicking the blue button.
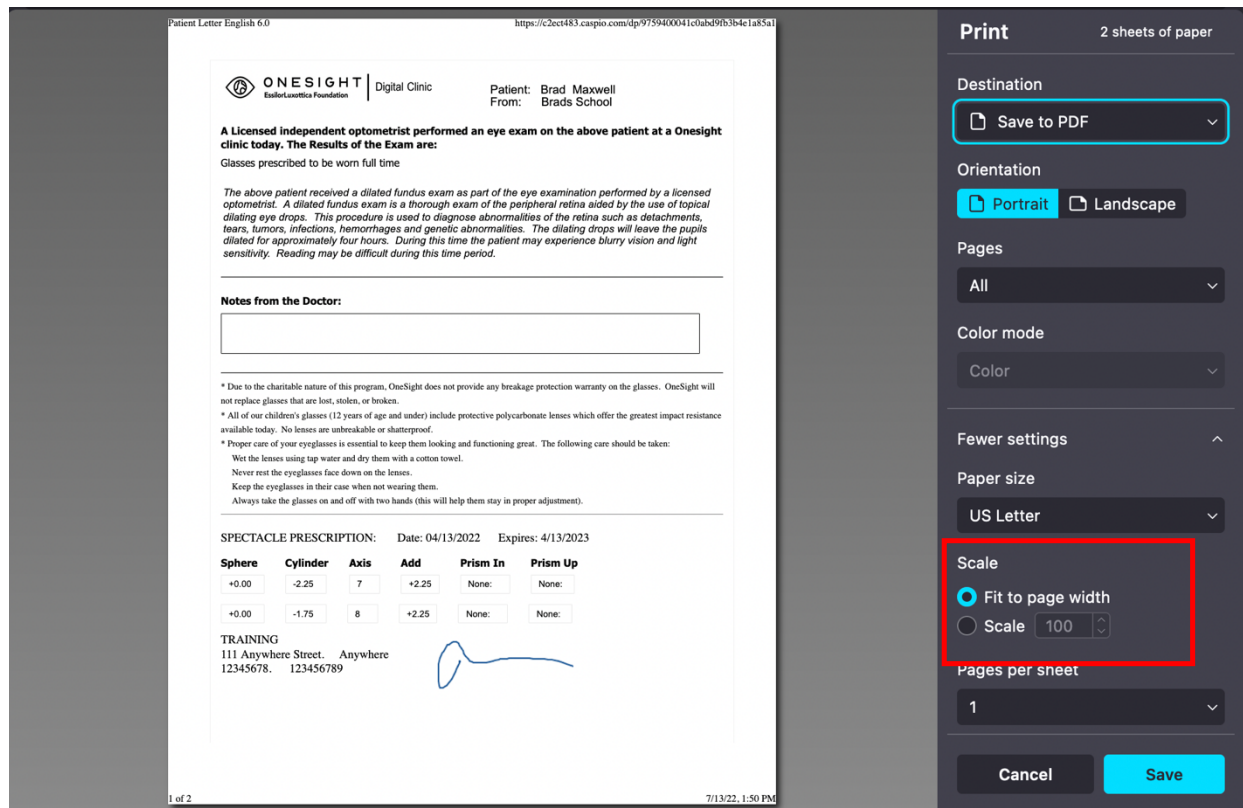

You will now be on a search screen. This will allow you to search for a preference within Firefox.

Now, type in "Silent" and you should see an option labelled "**print.always_print_silent**". This parameter is saying that when you choose the option to print, in this case being the OneSight logo we click to print in Patient Letter application, it will display the printing options.

Click the button found to the right side to turn this parameter to **false**.

print.always_print_silent	false	⇌

Once this parameter is set to false, switch back to the Patient Letter application and print again. Now, you should get a printing prompt instead of the paper just printing out.

Within this printing prompt, we are only wanting to change the scaling. Find the section labelled "Scale". By default, it should be set to "Fit to page width".

Now, click the option for "Scale" and use the arrows to scale the print size down until the format looks correct. Remember, the patient's RX should fill the first page while the second page is the Product Selection reference. Once the scaling looks correct, click on "Save" and the paper should print out. Ensure the print out looks correct and repeat the previous steps if needed.

Once the printing format looks correct, go back to **about:config** and use the same steps as before but this time we will set the parameter to **true**. This will allow the print button to automatically print again.