

GENESYS

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Workspace Desktop Edition Help

Printing

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Printing

Tip

Are you looking for **tutorials** to help you learn how to use this feature? Check out the Related Resources section at the bottom of this article.

The **Print Preview** window enables you to specify the format of email interactions before you print them.

To display the **Print Preview** window, open an email interaction then click **Print** (

The **Print Preview** window enables you to do the following:

- Print the email interaction by applying the layout that you specify in the Print Preview window. Click
 Print to print the specified layout. Click Cancel to close the Print Preview window.
- Select a destination printer from the **Destination** drop-down list of printers that are available on your network.
- Specify which pages to print: all pages, a range of pages and/or specific pages. Click All to print the
 entire document. Into the text field, enter a range for example 2-6 or individual page numbers,
 separated by commas.
- Specify the number of copies to print in the **Copies** field.
- Specify a **Portrait** or **Landscape** layout.
- Specify the page margins. Select **Uniform Margins** to make all of the margins match the value that you specify for the top margin, or un-select **Uniform Margins** and specify the margins for the top, left, right, and bottom margins. Margin units are determined by your local settings.
- Add page numbers to the printout.
- Print by using the **System Print** dialog box.

In the **Print Layout** view, you can preview your printout. The **Print Layout** view contains the following controls:

- Zoom in/out
- View at 100%
- Fit the page into the view by page width
- Fit the whole page into the view
- View pages as front and back pairs side-by-side

Related Resources

The *Workspace Desktop Edition User's Guide* (English only) provides detailed lessons for using all the features of Workspace. You might find the following lessons useful:

- Handle An Email Interaction
- Workspace Windows and Views

Related topics

- Inbound Email
- Outbound Email
- QA Review of Email

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