Jumbled or reversed Letters While Typing Notes

toxiCALL® 4 Common Questions · https://toxicalldemo.com/docs/tox4/jumbled-letters-while-typing-notes/

In the event you are experiencing jumbled letters, or characters are reversed, while typing notes or other data into the case entry screen, please consider the following:

Typically the jumbled letters issue is caused by background operations interfering with the keyboard input into toxiCALL® along with real time spell check, etc.

To help with this issue, you can try adding the below parameter / line to the "Toxicall.ini" file of workstations experiencing the issue. When set to 0, it will turn off the background processing which occurs between each keystroke while typing in a toxiCALL® case.

[Configuration]
gbfrmCaseKeyDown=0

We hope the above information address your issue and if we can be of further assistance, please feel free to leave a reply below.

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