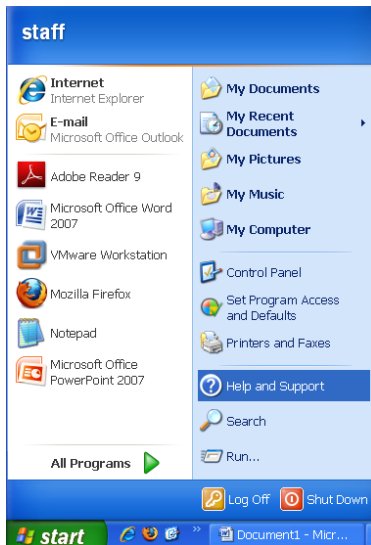


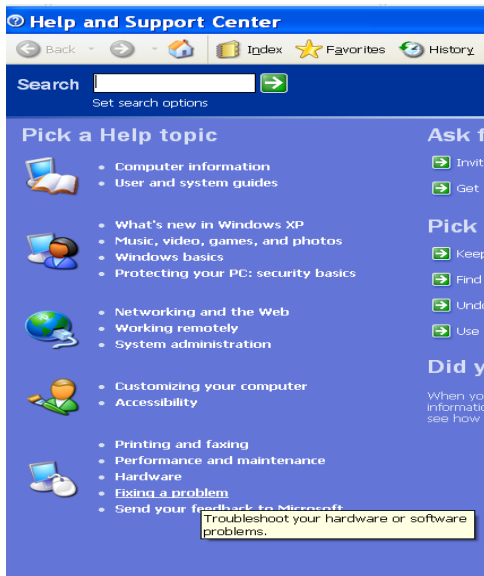


Device and Printer Troubleshooting Windows XP

1. Click on start button
2. Click on Help and Support

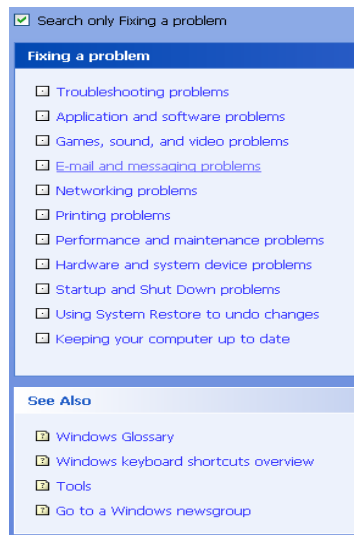
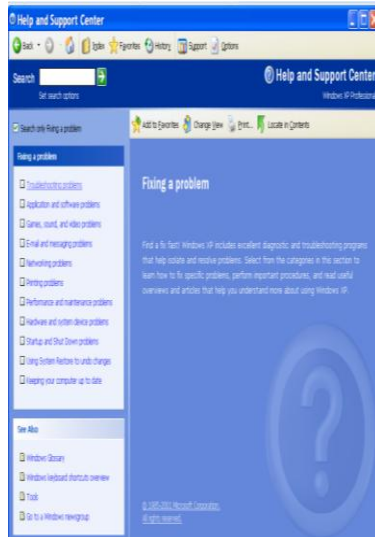


3. Click on Fixing a Problem





4. Click on a category at the left column that best describes the problem



5. More detailed topics will be displayed to choose from

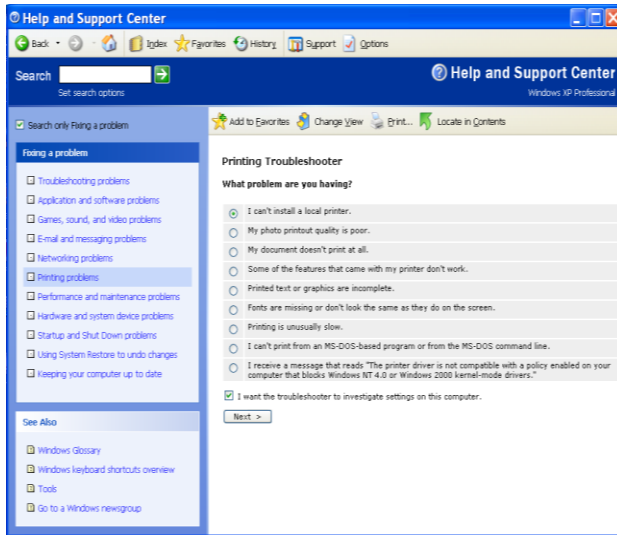
6. Types of Help are in the black headings

- ✈ Help & Information-uses Windows XP Resource Kits-internet sites that will help with troubleshooting and repairing your computer
- ✈ Fix a Problem-options in this section will give step-by-step instructions on fixing a problem OR there will be a series of questions to answer to aid in troubleshooting
- ✈ Pick a task- step-by-step instructions on performing tasks on your computer-not necessarily a repair task
- ✈ Overviews, Articles, and Tutorials-these topics can be any one of the options to provide information in the operation of a computer

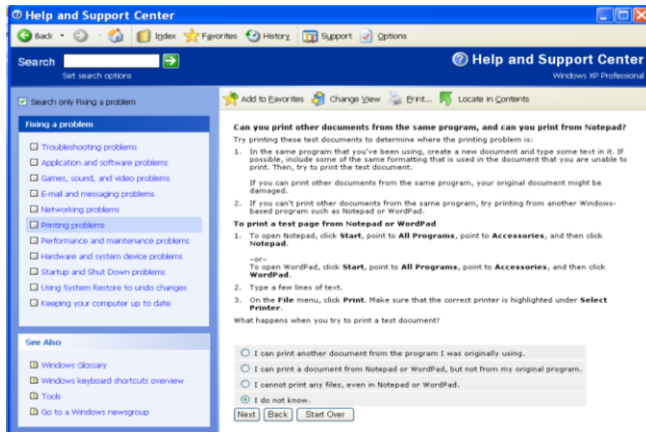




7. Click on the topic in the Fix a Problem list that best describes the problem
 - Read the information
 - Choose one of the answer question below
 - Click next







8. When you reach the last option there will be a choice for you to click next, back, or start over





9. Step by step procedures are listed to help you fix what you need, when you discover what the problem is:

-  You can Add to Favorites – save for future use without researching again
-  Change View – removes peripheral information on the screen
-  Print – Print these information windows at any level of search
-  Locate in Contents – when you click on this, it will highlight it in the contents list at left

