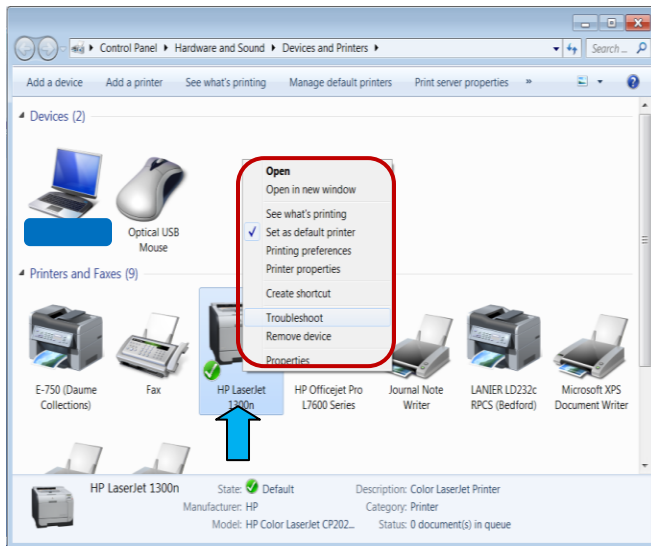


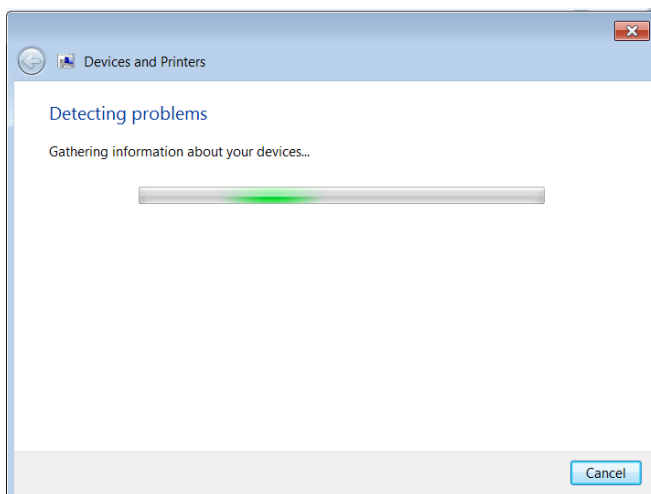


Devices and Printers – Windows 7

1. Go to Start Menu
2. Click on Devices and Printers
3. Right click the icon of the device you are troubleshooting
4. Click on Trouble shoot on the menu

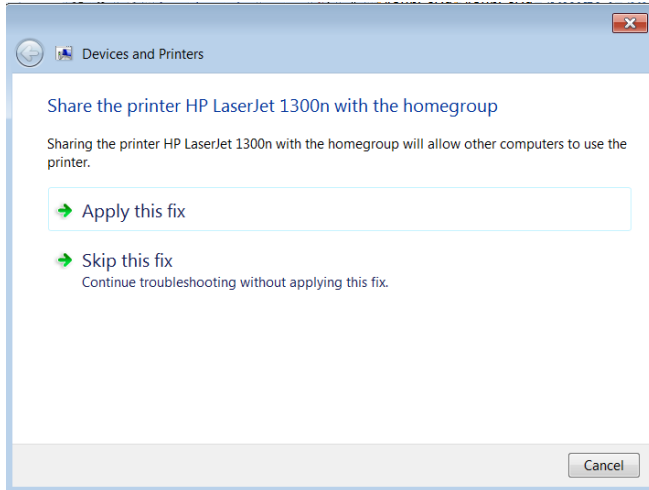


5. Computer will check for problems as shown below

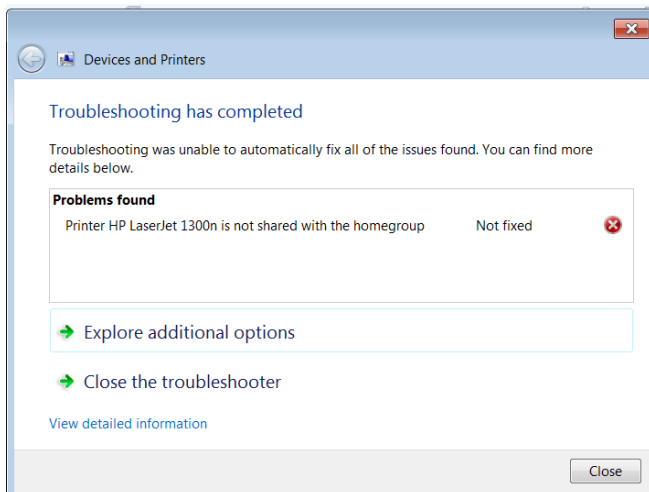




6. The problem will be described above fix options
 - ✎ You can click on Apply this fix and follow steps accordingly or
 - ✎ Click on Skip this fix to continue troubleshooting without applying this fix

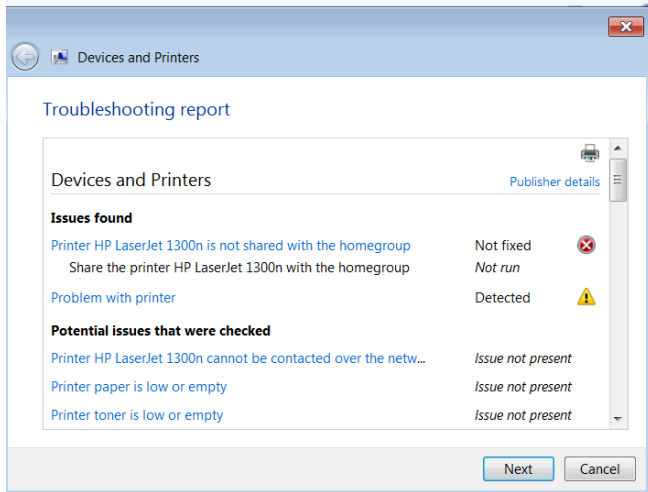


7. When Troubleshooting has completed a list of problems will be shown. It will also tell you if it is fixed or not.
 - ✎ If it isn't the option Explore additional options is available or
 - ✎ You can close the trouble shooter if problems have been fixed
8. Click on View Detailed information at bottom of window





9. Items listed are in groups:
 - Issues Found
 - Potential issues that were checked
 - Detection Details
 - Publisher Details
10. Scroll through list to view all details
11. If you are satisfied with results, close the window



12. If you need more troubleshooting, click next to Explore more options
13. Help and support options:
 - Internet support
 - Product support by calling the 800 number from that company
 - Friend or local help squads that can come to your home (this can cost)

