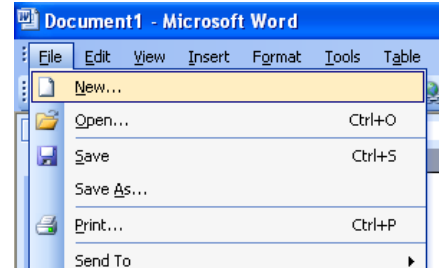


How to Perform a Print Screen

If there is an error on the screen and a capture of the error needs to be sent via fax, or email, follow these steps.

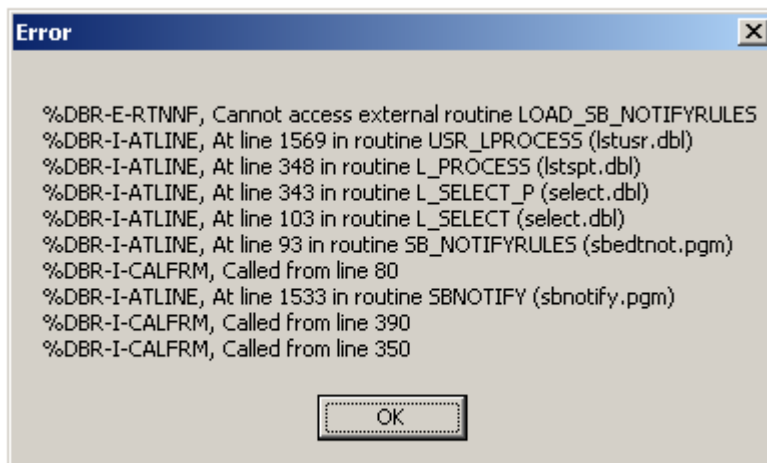
First you will need to open a New Word document



Then downsize it to the bottom of your screen.



With the error message on top of all other windows open on your screen, press the buttons "Alt" and at the same time 'Prt Scr'



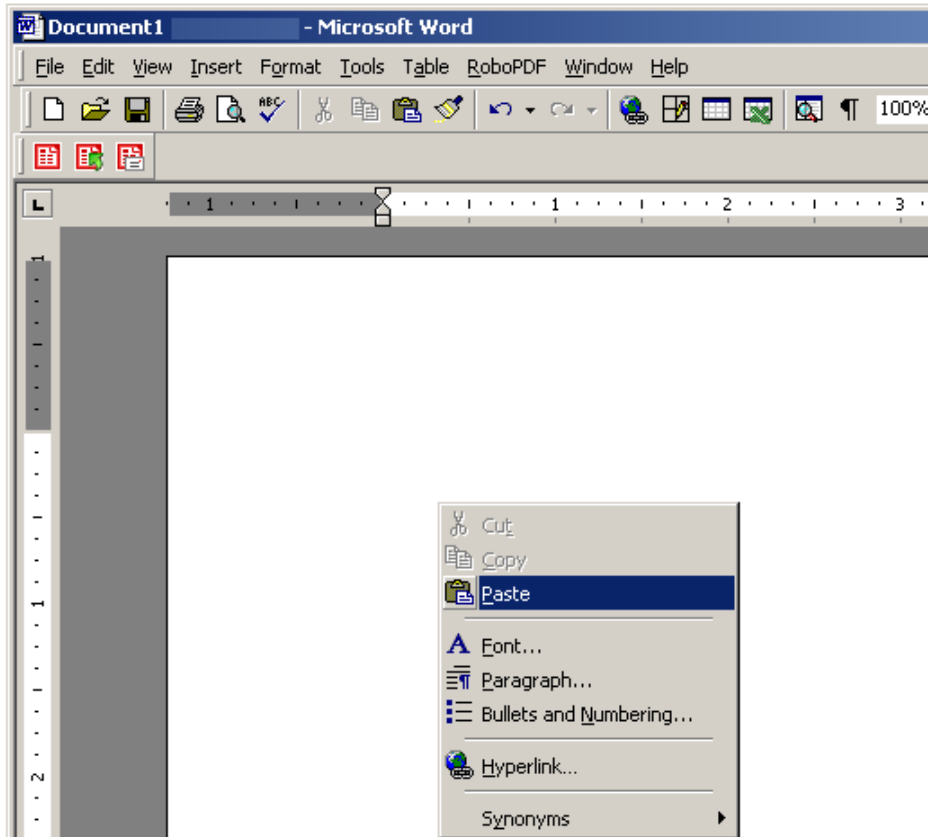
The 'Print Screen' button is most commonly located in the right of your key pad, in a set of 3 buttons, or a column of 6 or 9 buttons, between the Alpha/Type character pad and the Numeric/Calculator character pad, about the arrow keys on your keyboard. When you press this button you will not see anything happen.



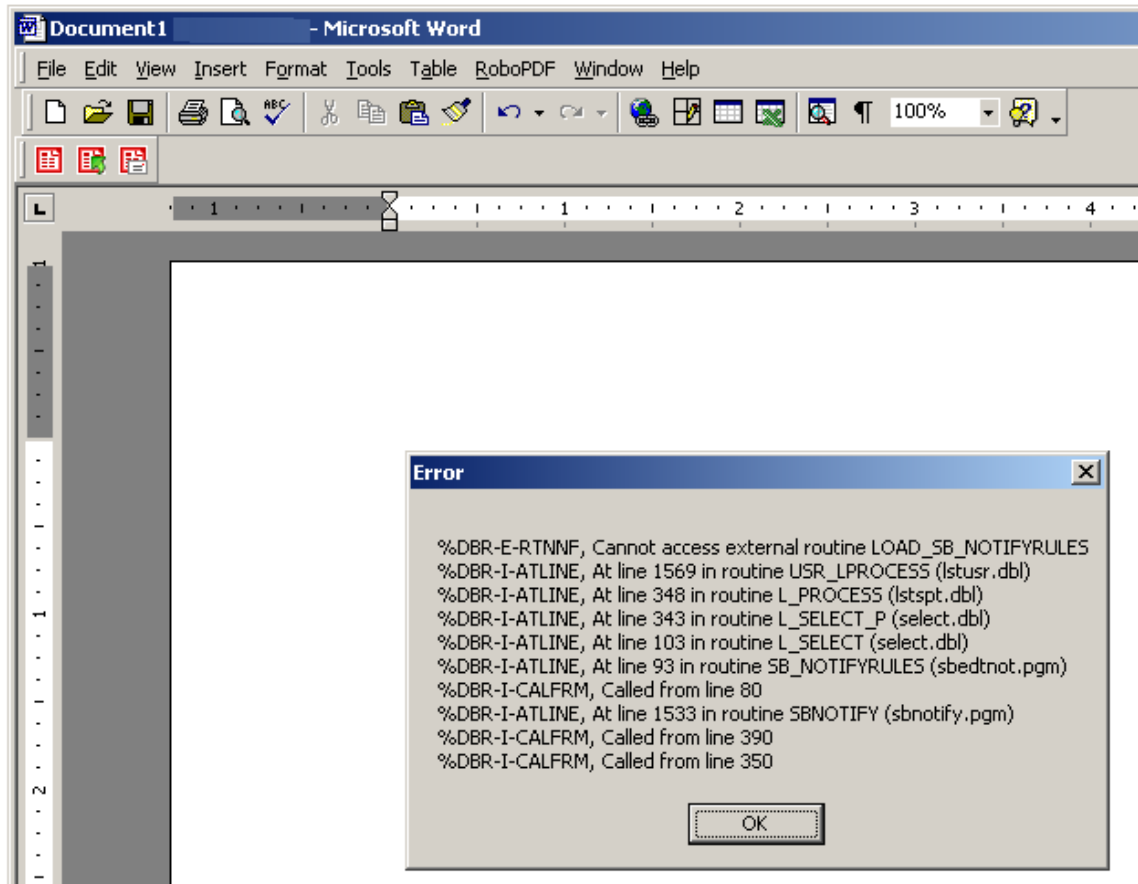
Now open up the downsized document



- o Right Click the blank Word application and select 'Paste' from the 'right click' menu.



- We have imported our error message into a Word Document.



At this point you can simply print the document and fax it to 850-478-5103 with “Attention Support” written at the top or you can temporarily save it and attach it to an email addressed to support@vertical-market.com.

This way when Support receives your error message they will already have a solution for you when they call.