

START HERE 1

An easy fix that solves most problems for **both computers and printers** is a reboot.
TRY THIS FIRST.

Still not working? Go to:
Computer issue Step 5
Printer issue Step 2

Check to see that all cords and cables are plugged in. There should be a power cable, an ethernet cable & (if you have a fax line) a telephone cable.

All connected? Go to next step.

Check for paper & ink issues:

- Remove paper tray*
- Clear jams add paper
- Open front*
- Ink moves freely to side*
- All cartridges are in place
- Remove back* clear jams

Not working?
Go to next step.

Email the help desk at:

support@bargainstorage.com

Clearly identify the issue in your email.

Response times may vary depending on number of requests and urgency of issue.

If reboot did not fix your computer, first check all your cable connections.

If all cables are securely connected, go to next step.

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Troubleshooting COMPUTER & PRINTER ISSUES

8

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7

Reboot the internet:

- Shut down the computer
- Unplug power to the router*
- Unplug cable modem* power
- Wait 3 seconds
- Plug in cable modem
- Wait 3 seconds
- Plug in router
- Turn computer on

Not working?
Go to next step.

Is the computer plugged into the router*?

6

Mouse and keyboard are connected properly?
If wireless check batteries.

If all cables are secure, go to next step.

5

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4

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2

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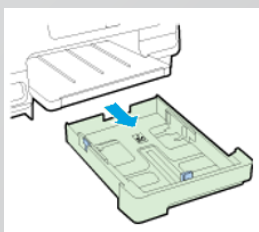
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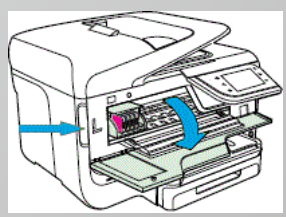
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* SEE REVERSE FOR PHOTOS OF THESE ITEMS

3



REMOVE PAPER TRAY



OPEN FRONT



INK MOVES TO SIDE



REMOVE BACK



6

ROUTER



7

CABLE MODEM

