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IT Troubleshooting Guide

Welcome to the [Your Company Name]'s Troubleshooting Guide! This resource aims to assist our employees in identifying, understanding, and potentially resolving common IT issues they might encounter.

Common IT Issues and Solutions

ISSUE	QUICK SOLUTION
Computer won't start	Check power connections, try a different power outlet.
Slow internet connection	Restart the modem/router, check for large downloads/uploads.
Printer not printing	Ensure the printer is connected, check ink/toner, clear any print jams.
Software crashing frequently	Update the software, restart the computer.
Can't access email	Confirm internet connectivity, ensure email server is online.
Lost files	Check the recycle bin, use file recovery software.

Troubleshooting Procedures

- A. Identify the Problem:** Clearly define what the issue is. Is it hardware-related, software-related, or network-related?
- B. Reproduce the Issue:** Can you recreate the problem? Doing so can help you understand what might be triggering it.
- C. Check Basic Solutions:** Sometimes the simplest solutions, like restarting the device or checking connections, can solve the problem.

W7100g Troubleshooting Guide

AW Rasmussen



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