

14-0025-EN-How do I create a screenshot to show the err...

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You can use one of the following options to take a screenshot:

- » Take a screenshot using Windows Snipping Tool
- » Take a screenshot using MS Paint

Option 1: Take a screenshot using Windows Snipping Tool

Snipping Tool is a new screen grabber tool that comes included with Windows 7 and higher. It is very straightforward and easy to take a screenshot using this tool and has the following features: 1. You will find the Snipping Tool under your "Accessories" folder:

2. As soon as you run the Snipping tool, you will find the screen has a white overlay until you select a snippet:

3. You can choose how to grab the screen shot from the various tools: *Free Form Snip* - Allows irregular shaped screenshots to be captured from a triangle to a zig zag. *Rectangular Snip* - Get a perfect rectangle around whatever you want *Window Snip* - Select a window you would like to capture *Full-Screen Snip* - Capture your entire desktop 4. In this case, I used the rectangular tool and grabbed the middle of my desktop. When you click you get the captured area in the Snipping Tool window:

5. From here you can do markups with highlighters or pen tool using your mouse to mark or write. You can also send to email directly or save it to a file.

The formats available for saving are:

- » html
- » jpeg
- » png
- » gif

Option 2: Take a screenshot using MS Paint

» When a prompt or error comes up, press " ALT+ PrtScn" (Print Screen) keys from your keyboard. If you want to take a screenshot of the entire window, press CTRL+PrtScn

» Open Microsoft Paint or compose a new message/email to Support.

» Paste the screenshot in the compose message box or in your Image editor. (Or press CTRL+V simultaneously).

» If you use Microsoft Paint, for example, click File => Save As.

» Type a name for your file.

» Make sure you change save as type: to JPEG or PNG

» Click Save.

» Send your screenshot file to us by attaching it in your reply.