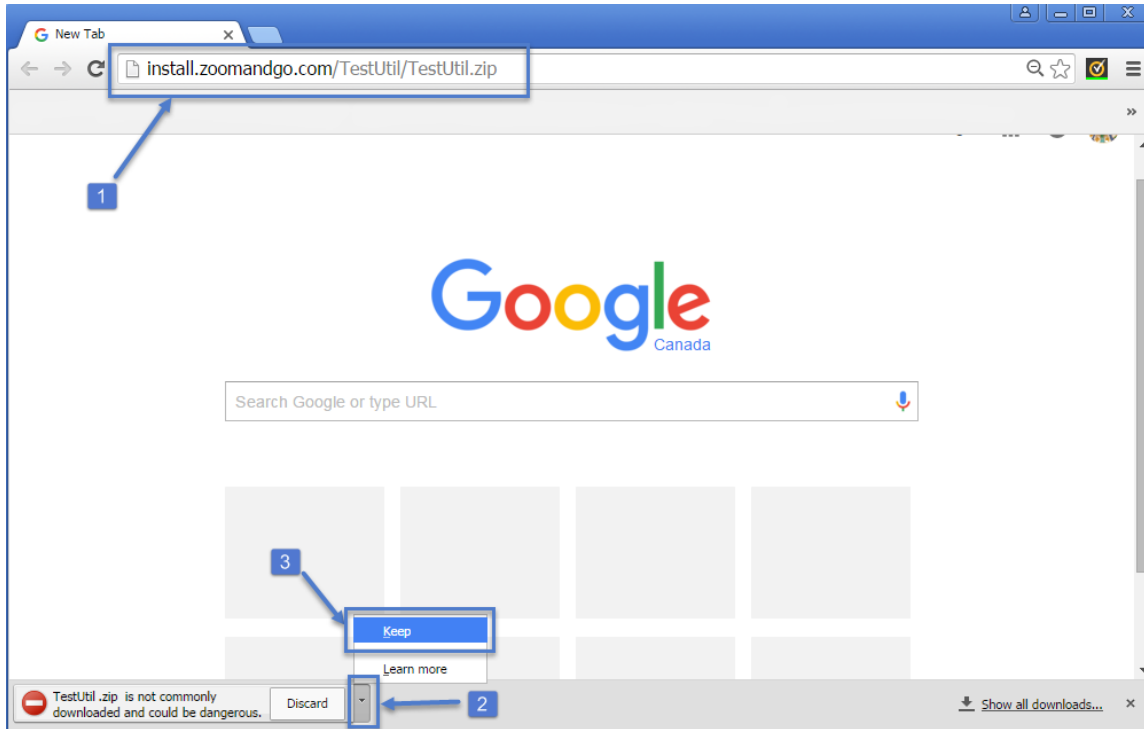
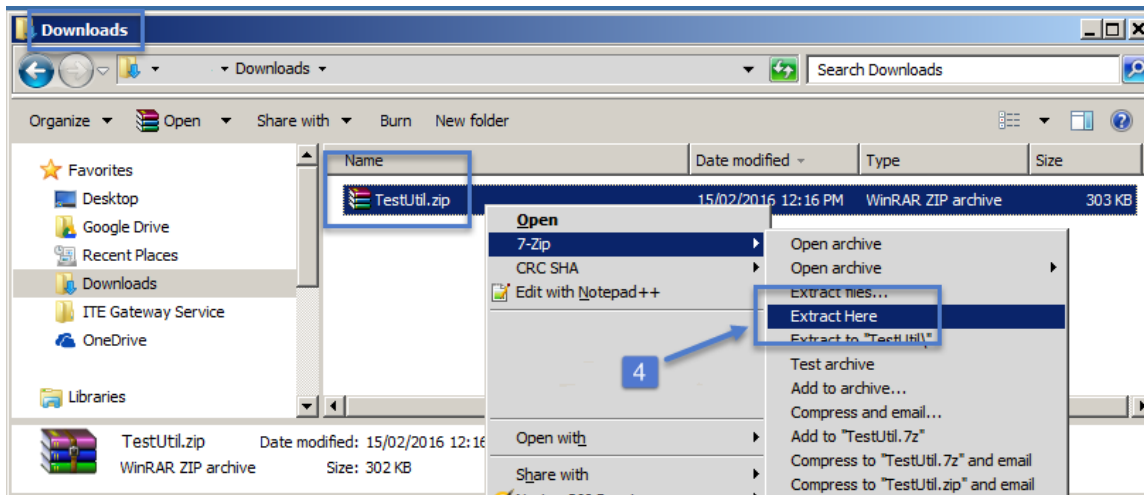


Run Diagnostic Report

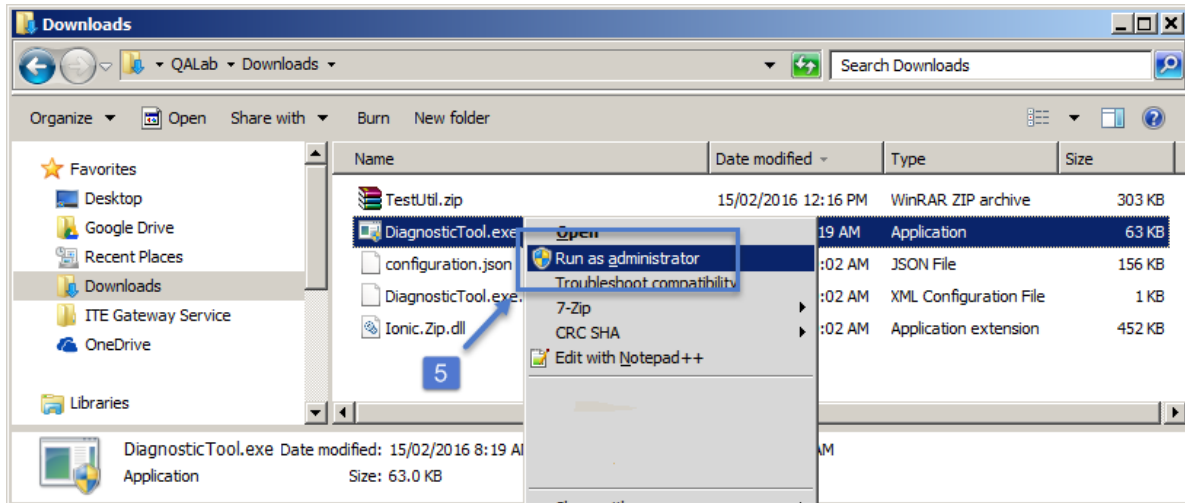
1. Copy the link <http://install.zoomandgo.com/TestUtil/TestUtil.zip> and insert into browser's address field
2. When download completes, right click on the dropdown menu
3. Select Keep option (or similar if other browser is used)



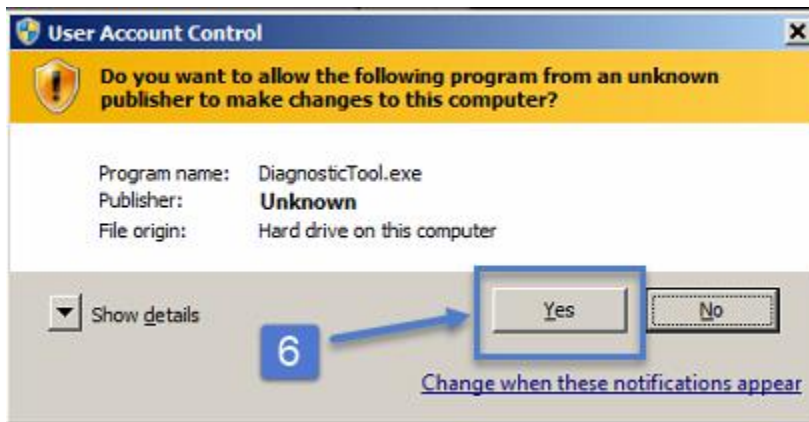
4. Navigate to the Downloads folder (or other folder where the downloaded file is saved), find the file, right click on it and extract it to a folder (in provided example it's extracted in the Downloads folder)



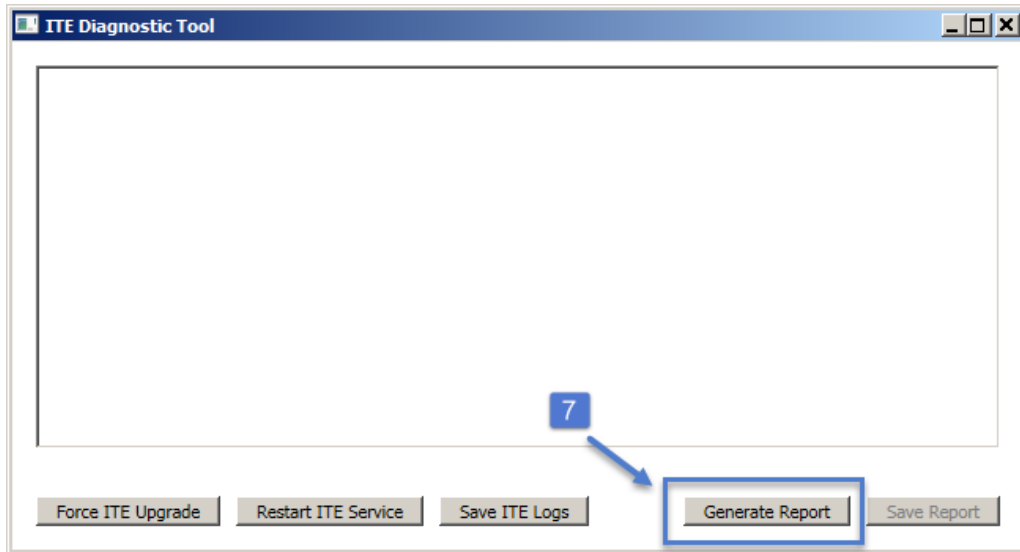
5. When extract complete, right click on the DiagnosticTool.exe and run it as administrator.



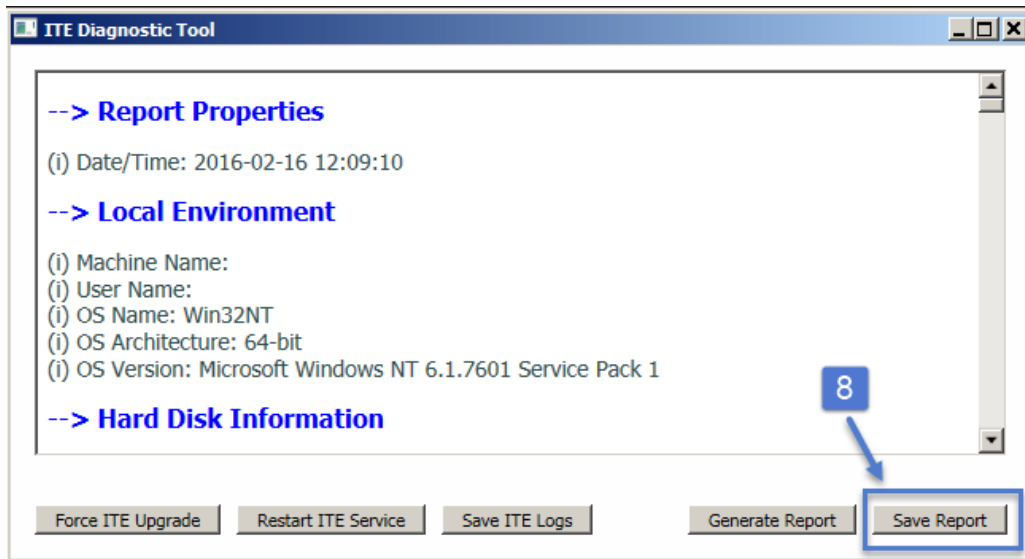
6. Select option Yes on the popped up User Account Control window



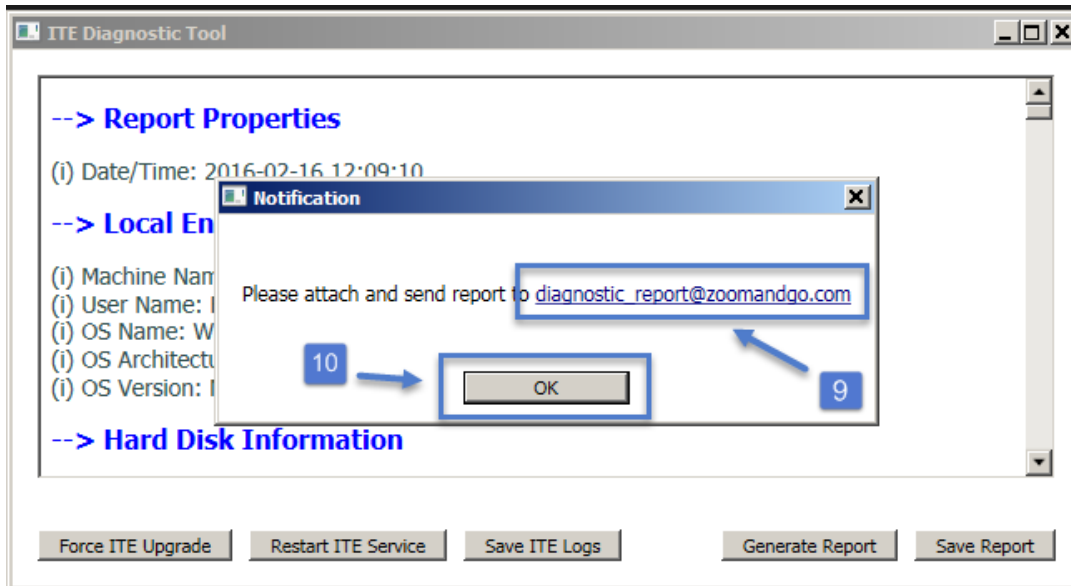
7. Select Generate Report option after ITE Diagnostic Tool appears.



8. When Report is complete, select Save Report and save it at convenient location



9. Please send the report to address below and copy to me (alexei@zoomandgo.com) as an attachment.
10. Please close the tool's window.



Thank you for your help!