Soutien PC
ET RÉSEAU ESTRIE

Jean-David Desgagnes – Soutien PC et Réseau Estrie
Call or text: 873 314-2143 · soutienpc.sherbrooke@gmail.com
https://soutienpc-estrie.pages.dev

Never write a password on this form.

Form — printer or scanner

A few details to prepare the visit. The make and model are often on a sticker on the top or back of the printer.

Your first and last name

Phone

Email

Town or city

Your printer

Brand (HP, Brother, Epson, Canon…)

Model (if it is written on the device)

How is it connected?

☐ USB cable ☐ Wi-Fi ☐ Both ☐ I don't know

Who uses it?

☐ One computer ☐ Several computers ☐ Also a phone or tablet

The problem

What is happening?

☐ It no longer prints ☐ It shows as “offline” ☐ Paper jam ☐ Poor quality ☐ Installation fails

☐ The scanner does not work ☐ Other

Exact error message, if there is one

Since when?

Did it work before on this PC?

Any recent change (a move, a new router, a Windows update)?

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☐ I have read the notes. The information above is accurate to the best of my knowledge. I understand that a password must never be written on this form.

Signature (or printed first and last name)

Date

Thank you. You can email this form to soutienpc.sherbrooke@gmail.com, or keep it for your appointment. Questions: call or text 873 314-2143.