## Screen Captures Can Save The Day

(NAPSA)—Explaining problems to technical support people need not be difficult and stressful. Nevertheless, according to *Consumer Reports*, about a third of computer users who seek technical support from software companies never get the help they need.



**New software can capture previously unprintable screen images and solve many problems.**

Fortunately, there's a solution: screen capture utilities. These let users take instant screenshots of anything on a computer screen—pictures, windows, video, even error messages. Computer users can then e-mail these to a technical support department, or save the image and read it over the phone.

Screen captures also save online invoices, capture Web pages or news stories that may be available one day and gone the next, capture images that can't be printed and add graphics to school and business presentations. Many people use screen captures as visual "receipts" for used items purchased on sites such as eBay.

One easy-to-use screen capture utility is SnagIt from TechSmith Corp. It enables one-click capturing and lets users edit images after they're captured. Free, 30-day trial versions are available. You can visit www.techsmith.com for more information.