

Troubleshooting: Basic Terms to Know

Device

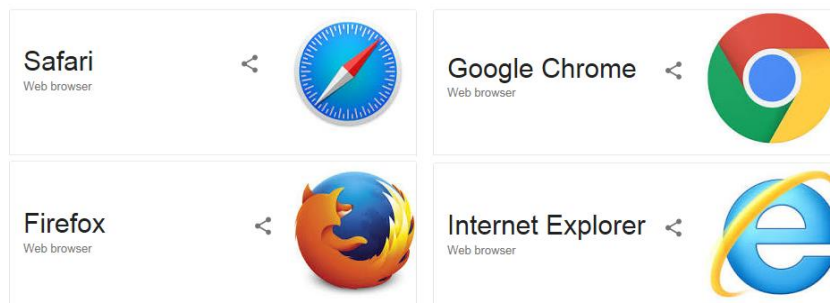
The device refers to whether you are using a cell phone, PC, laptop or tablet. When providing the device you are using, we may also need to know the make, model, and version of the device, for example iPhone 6 or Samsung 7.



Internet Browser

A browser is a program that you are using to navigate the internet.

Not sure what browser you're using? <http://www.whatsmybrowser.org/>.



Operating System

This is the software that runs your device. Here are just a few examples of common operating systems however, if you are unsure you should be able to find this information in your **device settings**.

