

# TROUBLESHOOTING PROBLEMS ON THE TCI WEB SITE

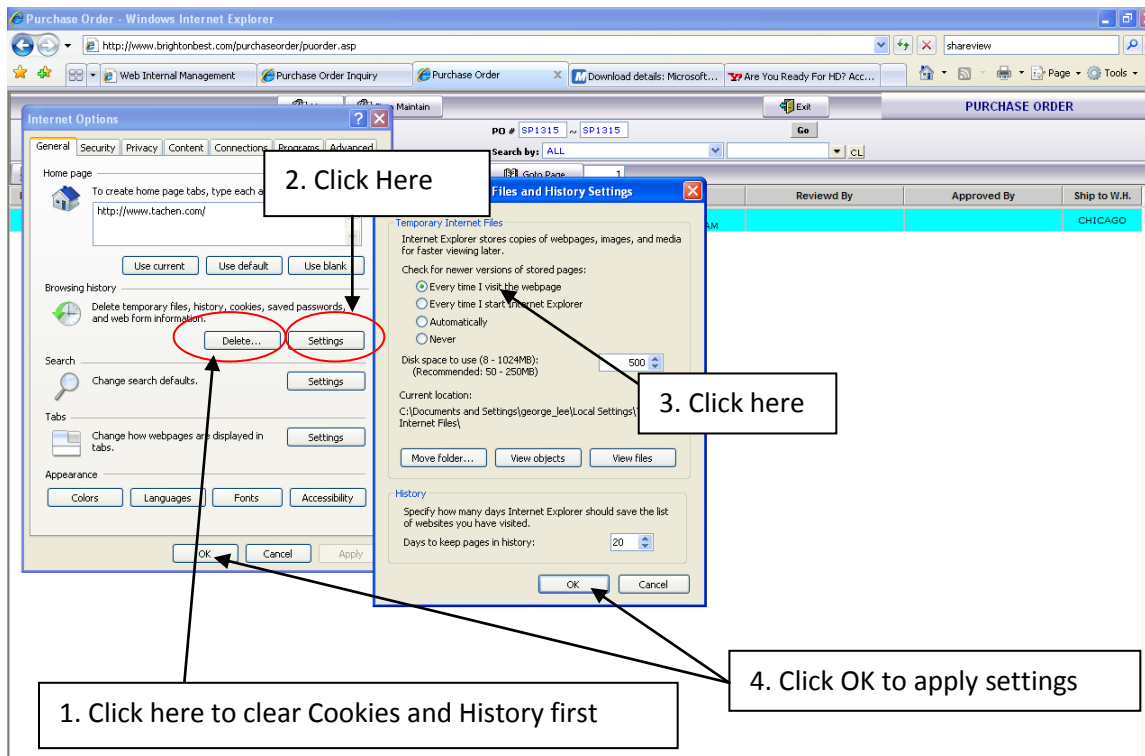
## IF USING INTERNET EXPLORER 10, PLEASE MAKE SURE YOU ARE IN “COMPATIBILITY VIEW” UNDER “TOOLS”

If you are experiencing problems with the Ta Chen web site, please start by checking another computer in your office. If the problems are not happening on all computers, then the problem is most likely confined to the one PC. Following are our suggestions to solving the problems:

1. Make sure you are using a Windows system, and make sure you are connecting to the web site through IE (Internet Explorer).
2. Make sure all Windows and IE updates are taken care of.
3. Delete the PC cookies and history, and for the Browsing History settings, make sure “Every time I visit the webpage” is marked (see the following instructions).
4. Make sure all pop-up blocker are turned OFF.
5. Please manually enter the web site address (do not choose from the Favorites list).
6. If using INTERNET EXPLORER 10, make sure you are in “Compatibility View” (see the following instructions).

### INSTRUCTIONS FOR STEP 3:

- Open Internet Explorer
- Tools→Internet Options→General



**INSTRUCTIONS FOR STEP 6:**

- Open Internet Explorer
- Tools → Compatibility View

