

From: sarah.johnson@acmecompany.com  
To: helpdesk@acmecompany.com  
Subject: Re: Peripheral Device Not Detected - Ticket #4572  
Date: 2023-05-15 14:32:00

Thank you so much for your help! The printer is working perfectly now. I appreciate your quick response and clear instructions.

-----

From: helpdesk@acmecompany.com  
To: sarah.johnson@acmecompany.com  
Subject: Re: Peripheral Device Not Detected - Ticket #4572  
Date: 2023-05-15 14:15:00

Hi Sarah,

I'm glad to hear that the printer is now detected and working correctly. The issue was likely caused by a temporary communication glitch between your computer and the printer, or possibly a minor driver issue. Restarting both devices often resolves these types of problems by re-establishing the connection and reloading the drivers.

If you experience this issue again, please don't hesitate to reach out to us. Have a great day!

Best regards,  
Alex  
IT Support Team

-----

From: sarah.johnson@acmecompany.com  
To: helpdesk@acmecompany.com  
Subject: Re: Peripheral Device Not Detected - Ticket #4572  
Date: 2023-05-15 13:58:00

Hi Alex,

I followed your instructions, and it worked! After turning off the printer, unplugging it, and then restarting my computer, I plugged the printer back in and turned it on. Windows detected it immediately, and I was able to print a test page successfully.

Thank you for your help!

Sarah

-----

From: helpdesk@acmecompany.com  
To: sarah.johnson@acmecompany.com  
Subject: Re: Peripheral Device Not Detected - Ticket #4572  
Date: 2023-05-15 13:30:00

Hello Sarah,

I'm sorry to hear you're having trouble with your printer. Let's try the following steps to resolve the issue:

1. Turn off the printer and unplug it from the power source.
2. Restart your computer.
3. Once your computer has restarted, plug the printer back in and turn it on.
4. Wait for Windows to detect the printer.

If Windows doesn't automatically detect the printer, try going to Settings > Devices > Printers & scanners and click on "Add a printer or scanner."

Please let me know if this resolves the issue or if you need further assistance.

Best regards,  
Alex  
IT Support Team

-----

From: sarah.johnson@acmecompany.com  
To: helpdesk@acmecompany.com  
Subject: Peripheral Device Not Detected - Ticket #4572  
Date: 2023-05-15 13:15:00

Hello IT Support,

I'm having an issue with my printer. My computer is not detecting it, even though it's plugged in and turned on. I've tried unplugging and replugging the USB cable, but it didn't help. The printer is an HP OfficeJet Pro 9015, which I've been using without issues until now.

Can you please help me resolve this?

Thank you,  
Sarah Johnson  
Marketing Department