

## **ATTENTION WINDOWS USERS RECEIVING MS.VIDEO.DLL ERROR MESSAGES**

**If you should receive an error message regarding “msvideo.dll” missing please delete this file through File Manager (Windows 3.xx) or Windows Explorer (Windows 95) and then reinstall PhotoStudio.**

**When this message is received, it means that there is a conflict with the MS Drivers, therefore, removing them and re-installing the newest version of PhotoStudio should correct this problem.**

**Should you have any questions on this procedure, please contact Tech Support at 702-352-1694 or [tech\\_support@ricohepg.com](mailto:tech_support@ricohepg.com).**