

Guide to Refreshing Your Browser

These simple corrections below should restore it to working order.

We've recently made significant updates to Ergotron.com. If you are seeing missing images or content on any of our pages, your browser (Internet Explorer, Chrome, Firefox, etc.) may be presenting obsolete data.

Fix 1: CTRL+F5 (Use CMD+SHIFT+R on Chrome for Mac or Firefox for Mac. Safari users, please see the bottom of this page.)

This is known as a "force refresh" which will cause the browser to re-check with the web server to make sure it has the latest copy of the web page you are viewing. Just press the **Ctrl** and the **F5** button at the same time (Windows).

Still not looking right? Move on to Fix 2, below.

Fix 2: DELETE BROWSING HISTORY (clear your cache)

Step 1: Quit your browser (Internet Explorer, Chrome, Firefox, etc.), and then reopen your browser again.

Step 2: CTRL+SHIFT+DELETE

(Use CMD+SHIFT+DELETE on Chrome for Mac or Firefox for Mac. Safari users: see the bottom of this page.)

This will open a new dialog box. The example shown at right is Internet Explorer.

Be sure that the following option is **NOT** checked:

Preserve Favorites and website data

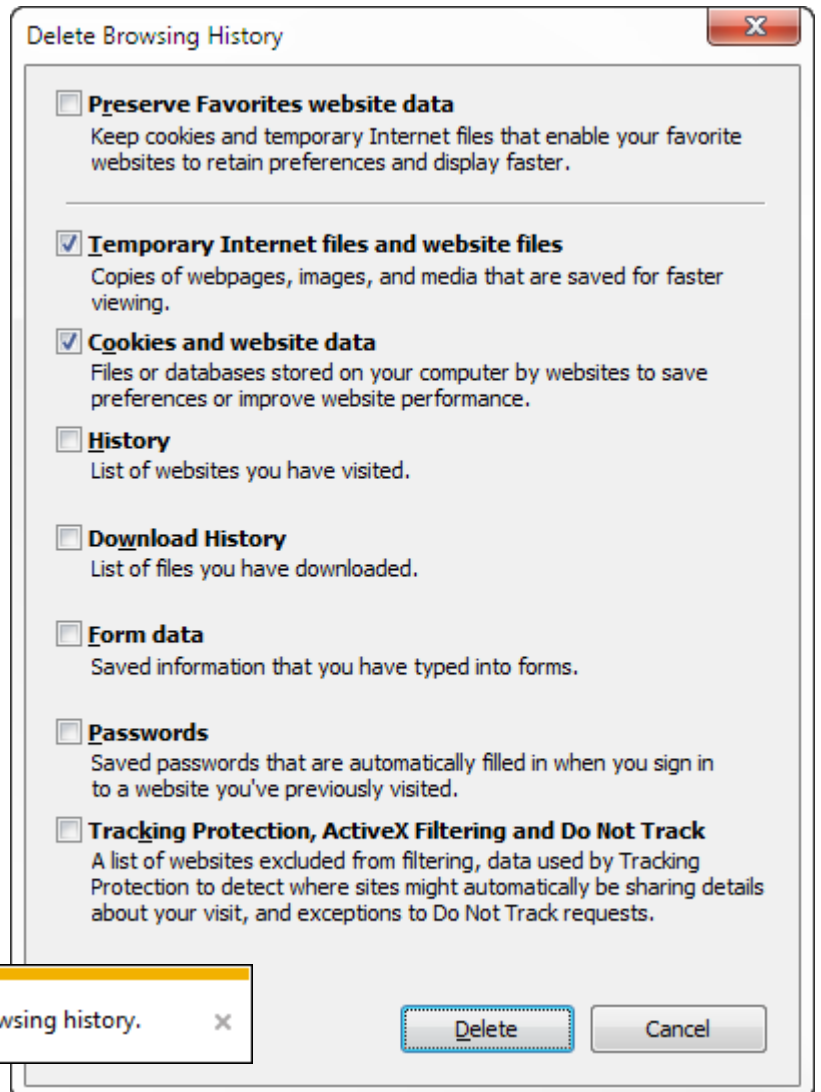
Be sure that the following options **ARE** checked:

Temporary Internet files and website files

Cookies and website data

Hit the  button.

Your computer will work for a moment, and then the process will be complete:



If you are a Safari user, please follow the instructions at this URL: <http://support.apple.com/HT204098>