# BLACK & WHITE projects 5 elements – user manual





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#### Activation

Upon starting **BLACK & WHITE projects 5 elements** for the first time, you will be prompted to activate the program. Proceed as follows:

Install **BLACK & WHITE projects 5 elements** as described by the installation wizard. Input your serial number. For the box version, this can be found on the accompanying booklet. If you have chosen to download the program, you will have received the serial number by email directly following your purchase.

16 days remaining.	
Serial Number:	]
Please enter your serial number and click "Activate".	
Activate now	Later

Finally, click on the "Activate" button. The software has now been successfully activated!

# Note: BLACK & WHITE projects 5 elements can be installed on up to two computers using the same serial number.

A second serial number is not necessary. When installing the program on a second device, simply enter the serial number again and press "Activate".

# 1. What's New?

**BLACK & WHITE projects 5 elements** offers many new features. Here is an overview of some of the most important developments:

- ✓ With several new Presets BLACK&WHITE projects 5 elements has now a total of 96 presets. On top of that there is a preset browser for all presets
- The interface design has been completely revised and now supports work with 4K monitors
- ✓ One can now choose the **font sizes** for menus and titles.
- A hot key list as well as a list of loadable camera RAW formats were embedded in the program
- The GPS coordinates of a photo allow you to directly see where the photo was shot in Open-Streetmaps.
- What's really practical: the optimisation assistant with different choices of opacity
- Composing modus with free downloadable pictures in four levels in the selective drawing module
- New photographic film emulations
- ✓ Two fold speed increase and more

# 2. Photos Done Quickly

You can obtain a finished image in just 4 clicks with **BLACK & WHITE projects 5 elements.** 

- 1. Load Images
- 2. Post-Processing Preset Selection
- 3. Optimisation Assistant
- 4. Select Image Detail and Save



# You can simply drag and drop your images or bracketing series onto the start screen

How to get the results you want, and fast - the elaborated presets and looks, individual image adaption and selected drawing allow you to also go the creative route. **BLACK & WHITE projects 5 elements** offers both options.

### **3. Configuring the User-Interface** Optional font size for Menus and titles

In the main menu of the program you will find in View -> font size an option to customise the size of the letters in the menu as well as in the titles of the program.

	View	Extras	Add-ons			In	format	tion		
(i)	Information	n windows	Ctrl+I	4	1	с П	B			
EXIF	Exif inform	ation window	Ctrl+E	ľ						
	Histogram		Ctrl+H							
<b>โ</b> กง	Full screen	view on/off	Ctrl+F	-3						
	Interface st	yle (dark grey)		۲				803		
A	Font size			Þ	A	Smal	l menu	s and to	pics	
F	Frame colo	ur: grey card -> auto	matic		A	Stand	lard m	enus and	topics	
¢	Restore win	dow defaults			A	Large	e menu	is and to	pics	/\\ <b>`</b>

The font size can be adjusted to the run time of the program. **4K** – **monitors** gives you the option to enlarge the font size for better readability of the menu.

# 4. Importing Image Material

To load an image, simply drag and drop the images onto the start screen. Alternatively, you can also use the toolbar buttons or dropdown file menu.



As soon as you have chosen a photograph and dragged and dropped it onto the start screen, the dialogue and image preparation will appear.

# 5. Optional: Image Preparation

Click on **Extras/Preparing image**... . Here you can precisely configure the image preparation settings or select the standard settings and turn off the image preparation window which pops up upon uploading photos. For the first steps, select the standard settings. Clicking the back arrow at the bottom left restores any changes made here back to the standard settings, so nothing is irreversible.



 Colour space conversion: advanced users can choose a colour space here - for all other users, it is recommended to not make any adjustments, to avoid incorrect colour rendering later.

Adobe RGB 1998	
sRGB	
Adobe RGB 1998	
ProPhoto RGB	
Apple RGB	
Best RGB	
Wide Gamut RGB	
Colormatch RGB	
NTSC RGB	
PAL/SECAM RGB	
Beta RGB	
Bruce RGB	
CIE RGB	
Don RGB 4	
ECI RGB	
Ekta Space PS5	
SMPTE-C RGB	

- b. White balance: corrects colour casts that occur with shots taken, for example, in a warmly lit room. To start, leave this setting unchanged.
- c. The colour temperature ranges from 1000K to 16500K, which makes for a powerful tool for establishing warm and cool moods.
- d. The **backwards arrow** returns all adjustments back to their initial values.
- e. The **checkbox** at the bottom edge of the window allows you to choose if you would like to have this window displayed when uploading images or not.

f. RAW-options: The automatic brilliance optimisation for RAW files can be activated in image preparation under RAW options. Frequently it is with camera RAW formats that the image data will not use all tonal values that are available. The automatic brilliance optimisation compensates this with the uploaded RAW images by amplifying the tonal values so that

a meaningful utilised histogram is created for every camera RAW image.

RAW options	
🗹 Automatic luminocity optimisation	
Automatic rotation	

This arrow exits the image preparation and takes you to g. post-processing.



## 6. Post-Processing: Presets





A change from previous versions, we are starting directly with post-processing after uploading the images. Here we can control the picture's tone mapping and edit the results with filters and effects.

#### Left side of the post-processing screen:

the presets show the breakdown of the live preview in categories - "All", "Natural", "Land"Landscape", "Portrait", "Toning", "Custom", "Surreal", "Architecture", "Artistic", and "FX" with the quantity of presets in the appropriate category.

To begin, we've chosen the "Natural high quality" preset. Clicking on the preview image applies the effect to the image in real time, which will then be displayed in the middle of the screen.

Discover the wide variety of different looks by clicking on the 96 different presets. You will be amazed by the intriguing styles in the artistic section!



Image with "powerful landscape" preset



Image after applying the "selenium toning" preset

All 96 **BLACK & WHITE projects 5 elements** presets at a single glance. The "Presets" section can be separated from the rest of the interface by clicking on the "Default settings" bar, which then allows you to adjust the size of the window as you like.



#### > Preview Gallery



Would you like to see all the previews for the loaded image or series? Click on the "All" category and then on the symbol.

**BLACK&WHITE projects 5 elements** creates then a browser gallery with all the presets. For a bigger display click on the image.



This very practical feature is reminiscent of good old contact sheets. You can create proofs to assess how the image with your favourite presets would look when printed.

#### > Combine presets

To merge two looks together use the "Combine default presets" button directly under the categories. These new presets will be saved under "Custom". It's that easy to expand your numerous options and accumulate new ideas!

#### > Name Favourites

Have you found certain presets that you love and instantly want to have handy?

Click on the **top right star** in the preset window and add the setting to your favourites. By clicking the button, previews all of your favourite presets will be displayed.

#### Preview Mode

When this option is activated, the result image will appear as a small preview size. If this option is deactivated, the picture will appear in its true size. Please note that processing the preview can take longer when this feature is deactivated.

#### Real Time Processing

When activated, all of the changes that you have made to the preset settings will be immediately applied to the image and you will see the outcome of your adjustments directly. If this option is deactivated, you will only see the changes to your image once you have clicked on the "calculate anew" button.







I + I

#### **High-Quality Display** $\geq$

Activate this option to see the preview image in highresolution. If the preview is set at 100%, there will be no difference. If you zoom in on a section of the photo however, there is a noticeable difference in quality.

- "Original resolution" symbol  $\geq$ With this button you set the zoom factor back to its original resolution.
- "Setting the zoom factor to screen size"  $\geq$

With this symbol you set the zoom factor to the maximum possible screen size.







#### > Border Pixel Display



The border pixel display helps to reveal areas that tend towards maximal light and dark values that is to white and black. Dark border pixels are depicted by blue and light pixels by orange.

If you would want to brighten this image, you have to be careful of the orange border pixels. Light surfaces in the sky should not become too white, in order to avoid losing detail. In technical terms, these patches are called "burned highlights". The border pixel view helps to find these critical image areas.





Presets from earlier versions can be easily imported. Do you want to exchange all of your presets with a friend or just secure all of your treasures? Use the practical export function.

#### > Filter Presets

Locating presets can be difficult when you have imported presets or created many additional looks. For example, enter "soft" into the search bar and only presets relating to "soft" will be shown. For example presets with the names "Potrait soft skin" or "tritonus soft". This makes the search a lot easier.



# 7. Post-processing: Finalise

Now that we have understood the most important part of postprocessing, let's go onto fine-tuning, which can be found on the right side of the screen under "Finalise". These features are intended to only to be used to edit pictures further after selecting a preset.

finalise

#### > The magnifying glass

On the right hand side (at the very top) in Post-processing you will find the 1:1 magnifying glass. The magnifying glass shows you the area under the mouse in a 1:1 pixel view.



To keep the magnifying glass on a specific point, press down on the "L" key, while you move the mouse over the screen.



Click into the image area of the magnifying glass, to change between the display modus "divided before/after comparison" and "direct before/after comparison".

To free the fixated area of the magnifying glass, press down on the "L" key once more.

#### > Greyscale Conversion (Spectral Sensitivity)

Here you'll find the amazing new "spectral sensitivity" feature, which allows you to influence the grey value by selecting a single colour tone to base the conversion on. It sounds complicated, but it is very simple.



In our example, we have uploaded an image and selected the "naturally neutral" preset to get a natural grey scale conversion. The result is relatively dull, since the red tones have now become a dark grey.

The motorcross driver and vehicle do not stand out enough compared to the ground. We can change this by setting the red control to 70% and orange to 50%.





It looks like hours' worth of editing, but it isn't. By specifying the grey values for individual and clearly limited colours, the image's impression can be completely changed, and save you boring, complicated editing time.

#### Film emulation and preview Browser

#### BLACK&WHITE projects 5 elements

has come up with a photofilm emulation engine that projects film-looks of the legendary days of analogue film onto your digital photos.

In this version you will find 12 new fantastic photofilm emulations.

Photo film e	emulation	
Φ	digital negative	▲ 🏗
Contraction in the second	digital negative	
Optimisatio	Adox CMS 20 Adox CHS 25	ī.
De Op	Adox CHS 100	
	Agfa APX 25	-
🗘 Opti	Agfa APX 100 Agfa APX Pap 400	off
	Agfa Scala 200x	
	Bergger BRF 400 Plus Caffenol + C	
	Efke 25	
	Efke 50 Efke IR 820	
	Fomapan 100	
	Fomapan 400	
	Foma Retropan 320 soft	
	Fotoimpex CHM 400	
X Color	Fuji Neopan Acros 100 Fuji Neopan 400	

Adox Silvermax	Fotoimpex CHM 400
Agfaphoto APX Pan 400	Lomo Earl Grey 100
Bergger BRF 400 Plus	Lomo Earl Grey 400
Caffenol + C	Rollei Blackbird
Foma Retropan 320 soft	Rollei Retro 100
Fotoimpex CHM 100	Rollei RPX 25

Rummage through a box of old photos – it's worth it! Select a type of film and its specific colour characteristics as well as the grain and contrast film effects, to apply to your picture. Since the grain of a photo is a very specific characteristic, one is able to adapt the strength of the grain via a controller. You can regulate the intensity of individual features as well as the overall effect of a film look.

#### > X Colour

The X Color Effect gradually builds the initial colour image step by step back into the edited black&white photo, so that you can create cool vintage or bleaching effects.





After you are finished editing, give it a try and blend in the original image about 20-35%. The subtle colour tones create a very modern style. In the above example, the famous Florence Bridge was processed with the "landscape powerful" preset and then 28% colour was brought back into the image with X Color. The original colour image can be seen on the left. Five blending algorithms are also at your disposal.

#### > Colour Toning

**BLACK & WHITE projects 5 elements** offers 8 additional colour toning filters that can be extremely creatively used. Colour filters are applied to the entire image and can be added with just one click. Saturation and opacity can also be set. If you want to make your own filter, simply select a colour from the colour tone spectrum.

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Here is an example of four of the eight colour toning filters. Since the toning is transparent, all of the light information remains intact and the images are not darkened.





The optimisation assistant is a very efficient tool for fast, fascinating results. When the preset is activated, **denoising**, **tonal value**, **clarity**, **dynamic and sharpness** settings can all be adjusted by sliding the control to the left or right. The result can be seen live. The optimisation assistant is intelligent; it remembers the values you entered, and applies the same settings to the next image in the same way, but tuning the result to the new motif.



If you would like to edit without the assistant, you can simply turn it off. If you would like to turn off the values that have been "learned" so

far, click on the



Additionally, the assistant can be given optimising specifications for an entire image style: choose between natural, brilliant, fine, soft, intense, sober colours, high key and low key.



#### > The opacity regulator of the optimisation assistant



The opacity regulator in the optimisation assistant activates itself automatically as soon as one optimisation is activated. The opacity regulator works on every effect that optimises the image as well as the optimising pre-settings.

**Pro Tip**: Remember that the preset specifications and Optimisation Assistant are added together. If you select the "landscape powerful" preset and the "Intense" optimisation, you will get strong, saturated colours and dramatic contrast. Not to worry, you can quickly change back to the "Natural" optimisation and have the familiar look of the "landscape powerful" again. On the other hand, you can compile new creative ideas and jump between intense, unsaturated and high and low key looks lightning fast.

#### Granulation module: Natural grain

In natural grain the different levels of photographic paper are simulated, which creates a natural irregularity.



These following parameters are therefore at your disposal:

#### - Form

Choose here from six different variants.



#### - ISO-number

The preset value conforms to the average "restless value" on a naturally grey surface.

#### - Size.

The maximum size of a simulated grain.

#### - Masking

Gives you the opportunity to calculate the granulation in all different types of daylight or alternatively in light, shade or shade and light.



# Here the Masking has only been set for the lights. This way they receive a natural granulation, while at the same time the sky is spared.

A Click on the button creates a new random distribution of grain and therefore a whole new look.

#### Scratch and Sensor Errors



Micro-contrast enhancement used in HDR photography unfortunately shows every unwanted sensor imperfection that every photographer, despite internal camera sensor cleaning, knows and dreads. Don't stress - just eliminate them! With the easy to apply correction function from **BLACK & WHITE projects 5 elements**, it can even be fun.



**Pro Tip**: This intelligent correction doesn't only remove sensor spots, but other disturbing things too - a deserted beach has never been so easy to produce. Lightly mark defects in your motif, the program will automatically substitute these areas with other appropriate parts of the image.

Here's how to go about correcting:

Select the brush tool under **(6)** and click on the point of the image that you would like to correct. A circle will appear beside it that will serve as a source. Move this circle to a place on the image that can act as a source for the first marking. The selected area will then be improved based on the source. Prior to this, you can reveal sensor spots, which will appear as a bright patch in the image, with **(1)**.

(2) allows you to expose or hide the fixed areas. Even when the corrections are still active, even if they have been blended in. Hiding is solely to enable a before and after comparison.

You can select multiple areas to correct by simply clicking on the brush symbol **(6)** and adding another point.

The button marked **(3)** can blend the targeted corrections in and out, which also controls clarity.

(5) deletes the added corrections.

The section marked **(7)** controls the size of the area that is to be corrected.

You also have the option to automatically search for the best source area for the improvement. Click on the **(8)** button.

Button **(4)** calculates the appropriate correction spots for all of the points automatically set using **(8)**.

All currently selected corrections can be deleted with the (9) button.



The sensor spots are circled in red. Here, it would have been necessary for a sensor agreement....



The sensor spot corrector marks all of the patches and determines a source within the image that can be used as a substitute.

> Custom Presets

One thing is certain, regardless of which settings you have changed, if you have applied additional filters or adjusted a filter's settings, the selected preset has been modified and to the right of the preview

image is the following symbol:

Clicking will reset the preset back to its initial state. Careful: All of the modifications applied up to this point will be undone!

Clicking 🛨 saves all of the changes in a new preset. A



dialog box will open where you can enter a new name for your preset or confirm the suggested one. The system will name it "Copy".

The preset will be saved and moved to the "Custom" presets category.



The new preset has been additionally generated and the starting preset is preserved. You can also never overwrite a default preset!

Let's switch now to the "Custom" preset category.

#### Here we can find our first custom preset.

There are a few new symbols to the right of the preview image:

## 8. Workflow

> Edit final image further in an external program

**BLACK & WHITE projects 5 elements** offers interaction with external programs. That way you can take a successful image result to another photo editing program and continue there.

#### > Open in other projects programs

Click on the "Projects" symbol in the toolbar to open the image in a different program from the projects series. Use the drop-down menu

beside the symbol to choose one of the programs that you already have installed on your computer.



#### > Open in other photo-editing programs

To directly open the image in another photo editing program, such as Adobe Photoshop, click on the corresponding button in the symbol bar.



If necessary, go through the settings to show the path to the program. Click on "Extras" in the menu and select "Settings" in the drop-down menu: Next, click on the "Export" tab. You can enter the name of a photo editing program here, and save it for later as well.





#### > Work with a timeline and restore points

This option can be found in the symbol bar at the top edge of the screen:

"Create Restore Point" saves an in-between



point of the current settings. You can now always return to this stage of your editing. You can save as many editing restore points as you like. The timeline displays the restore points and makes it possible to call up any phase with just a single click:



This function is especially useful when, for example, you are satisfied with an image, yet want to continue trying out different settings and effects. Simply set a restore point and carry on editing your picture. If

you want to go back, simply click on your restore 🔤 in the timeline.

# 9. Selecting and Saving Sections of Images 📋

To save a final image, click on the button in the toolbar, go through the file menu or use the corresponding keyboard shortcut (Ctrl+S).

#### > Cropping and captions

As soon as you have initiated to save a file, the cropping and caption window will open.



At the top are several practical aids for perfect image composition and cropping.

You can set the aspect ratio and activate guidelines like the rule of thirds, the golden section or the golden spiral. Practical is also the new photo centre display that you can obtain by simply clicking on this

button. -



The centre of the window shows your final image. Fix the area to be saved by adjusting the corners and borders of the photo.

At the bottom is an option to enter a caption. You can determine the size, position and background for the text. The size of the text will be automatically coordinated to the final cropping.

You can either crop the image yourself or use one of the 71 provided formats.

Please note: If you choose the cropping, e.g. 13 x 18, the final image will not be saved as 13 x 18 cm, rather as a ratio of 13 to 18.

As soon as the image has been cropped and captioned, confirm the save and the following window will prompt you to select a file format and name your file.

	Maintain original ratio	
	Free cropping	
_	Maintain original ratio	
	Set up personal aspect ratio	11
	Photo (10 x 7)	
	Photo (7 x 10)	
	Photo (13 x 9)	
	Photo (9 x 13)	UP:
	Photo (13 x 10)	
	Photo (10 x 13)	
	Photo (15 x 10)	18
	Photo (10 x 15)	18
	Photo (18 x 13)	
	Photo (13 x 18)	
	Photo (19 x 13)	
	Photo (13 x 19)	
	Photo (24 x 18)	
	Photo (18 x 24)	
	Photo (30 x 20)	
	Photo (20 x 30)	
	Medium format small	5
	Medium format small (upright)	
	Medium format standard	
	Medium format square	
	Medium format square (upright)	
	Medium format large	
	Medium format large (upright)	
	110 film	-

## **10.Batch Processing**

**BLACK & WHITE projects 5 elements** batch processing allows for automatic processing of multiple bracketing series. The function can be found in the drop-down menu for "**Extras**" in **the menu bar.** 



Batch processing							-×-
Source file Source directory:	ments BLACKWAITE Beld	sturgereiten	Results Target directory: Format:	19 8-84 (* 60			
File filter File type:	el mages						
Processing settings Image preparation: automotic image	e optimisation				itural framed 2		
Imoges: 42							
2 Berlin2014					1		
2 Berlin2014							
2 Berlin2014							
2 Berlin2014							
2) Berlin2014							
Advent for extended one	and in the links are seen						
August etc seeces ma	ges of start of the processing	10	0%				
5					Cancel	Start	

Note: Remember that looking through folders with several subfolders can require a lot of time. That's why selecting "C:\" is not recommended

Results: Here you can set where the resulting images of the batch processing will be saved. Select the corresponding folder with the "Target directory (. . .)" button or enter the name of the folder directly into the text box.

Batch processing							×
Source file Source directory:	iments\BLACK&WHITE\Beli	chtungsreihen	Results Target directory: Format:	TIF 8-Bit (*.tif)			٦
File filter File type:	all images		File name filter:				
Processing setting	s 0	360-degree panorama mo	de Pr	nst-Processina	Natural framed 2		
automatic image	optimisation				Natural high quality Natural neutral Natural high contrast	Ĥ	
Images: 42					Natural Lights Natural structure bright		
Ø Berlin2014	_0062_CR2				Natural softcure dark Natural soft contours Natural soft contours Natural bordered Natural framed 1 Natural warm Natural warm Natural frisch		
Berlin2014	_0063_CR2				Natural Highlights Natural Deep		

- Format: You can choose from five different formats to save your resulting images. In form of .jpg and .tif, there are two 8 -bit formats and two 16-bit formats, as well as one png format. JPG images are always the highest quality and TIF files are saved uncompressed and without defects.
- Editing settings: Choose which filters of the batch you would like to apply. From here you can also access image preparation and select presets to be administered to the image. If you would like to later assemble the edited images into a 360 Panorama, select panorama mode to eliminate exposure and contrast edges in the individual images..

**Tip**: It is better to select a preset from the "natural" or "landscape" categories if you have a large number of images to process at once. Extreme effects are better suited to individual images.

# 11.Via GPS coordinates directly to OpenStreetMaps

**New**: If the GPS coordinates are in your Exif-files (Menu -> Exif information), then you will be able to locate the place where the photo was shot when you click on the button "Open GPS coordinates via Browser". You will see the place the photo was shot in www.OpenStreetMaps.org.



# 12.Add-ons

With help from add-ons, you can not only import presets from **BLACK&WHITE projects 5 elements**, but also entire post-processing modules can be integrated, which can be necessary to create new preset looks.

- 1. Extract the zipped files that you received with the download
- 2. Open your BLACK&WHITE projects 5 elements
- 3. Click on Menu -> Add-ons -> Import Add-ons



- Select Black&White projects Frames (16) in the following dialog window, open it with a double-click and select the BLACK & WHITE\_Frames.praddon. Then click "Open".
- 5. The add-on will now be imported. A confirmation message will appear:
- 6. Please close and restart the program to be able to use the add-on with all of the other presets.

- Open BLACK&WHITE projects 5 elements and load an image. Select Menu -> Add-ons -> Addons Information, and confirm that your filter package was successfully activated.
- Filter selection can be found on the left-hand side, directly under the import/export buttons.

All: 96	Custom			
Natural: 12	Surreal: 7			
Landscape: 12	Architecture: 11			
Portrait: 13	Artistic: 14			
Toning: 15	FX: 12			
🛨 Fa				
≣≓B	=+=			
Import				
	- no filter - 🗸 🔻			

Here only the new, recently imported presets are displayed.

 Click the arrow to open the dropdown menu and select "Frames". Now exclusively the new presets will appear on the left display box.

All: 96	Custom			
Natural: 12	Surreal: 7			
Landscape: 12	Architecture: 11			
Portrait: 13	Artistic: 14			
Toning: 15	FX: 12			
🛨 Fa	vourites			
Im	port			
Ø.,	- no filter - 🛛 🔺			
Natural high quality	User - no filter - Frame			
	Frame			

10. If you would prefer to not filter the presets, the new presets can be found in the "artistic" category.

# 13. Keyboard Shortcuts

#### **Overview of the integrated Keyboard shortcuts**

In the main menu in the area of *information* you will find an overview of all available keyboard shortcuts. Click on this item to open the overview.



In the overview you will be able to scroll through the different areas, where you can take shortcuts.

T Shortcuts		
	Shortcut - overview	
	BLACK & WHITE projects 5 - V5:52.02653	
	General functions	
	New project Cirlin	
	Load single image Cirl shit o	
	Save final image cruts	
	Create undo point stait z	
	Open timeline col t	
	Exit programme Cut 14	
	Open RAW module	
	switch to post processing	
	Open setting City P	
		Cose

To have constant access to the overview via a separate window, you can use the function "open in browser"(window bottom left), which will show the list in a standard browser.

You will also be able to print the keyboard shortcuts from there.

# 14. Integrated list of supporting camera RAWformats

In the main menu in the area *information* you will find an integrated list of supporting camera RAW-formats sorted by manufacturer.



If you chose this menu item a camera RAW-format window will open.



In the top area of the window you will find a selection of choices, with which you will be able to filter the list for singular camera manufacturers. This way you will find your camera faster. To have constant access to the supporting camera RAW- formats via a separate window, you can use the function "open in browser"(window bottom left), which will show the list in a standard browser.

You will also be able to print the supporting RAW-formats from there.

#### Photo credit:

Imagery provided by the members of the FRANZIS projects team and the programmers.

Special thanks to Mr. Falko Sieker for providing several exposure bracketing series and single images for testing purposes. The majority of the screen shots found in this user manual are results of Mr. Sieker's bracketings.

#### Support

If you have questions regarding the installation, problems or errors of the software, please contact the FRANZIS customer support team.

Contact form: <a href="https://www.projects-software.com/">https://www.projects-software.com/</a>

Please understand that your questions can only be answered directly by FRANZIS customer support. This is to give us the opportunity to constantly enhance our customer service for you and to make sure that you receive only the most qualified answers to all of your questions as fast as possible.

This is how our customer support works best:

Please have the most important details about your computer and about our product at hand when you call our customer support. These include:

- Name of the product
- Product ISBN (which you can find on the back of the packaging, above the easy to spot barcode).
- Operating system of your computer
- Technical details of your PC including all your peripheral devices

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