

Support

If you have any questions about installation, problems or issues in connection with this software product, you can find help on the website.

<https://www.projects-software.com/contact-us>

Please understand that your enquiry can only be received by the FRANZIS customer support team by e-mail. This enables us to improve our service for you in the long term and your questions will be answered quickly and competently.

Please describe your problem in as much detail as possible and provide us with the following information by e-mail:

- Title of the product
- Product-GTIN
These can be found on the respective product packaging or in the order.
- Equipment of your computer, operating system, any relevant peripheral devices
- Screenshots of the programs and any error messages that appear

How to take screenshots under Windows:

- Press the Print key on the keyboard
- Go to *Start* at the bottom left and enter the term Paint in the search field and confirm with Return.
- In the program that opens, use the keyboard shortcut CTRL + V to insert the screen content. Save the file and add it as an attachment to the e-mail.

How to take screenshots on Mac:

Use the key combination Cmd + Shift + 3 to capture the entire screen content and save it on the desktop. Alternatively, you can use the key combination Cmd + Shift + 4 to specify an area to be captured.

Do you have suggestions for improvement or ideas?

We develop our products for you! We look forward to receiving your suggestions for improvement! Please send them in writing by e-mail to *service@franzis.de*.