

# Knowledgebase Article

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## Support that Emco provides with their products

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### **Emco Software provides instant and fast support through different channels including:**

- ★ **E-Mail Support** - You can write to Support Team by e-mail. Technically it's similar to sending request online, because both feed into the same processing queue, but e-mail support has few advantages: you are able to send attachments or images embedded into e-mail text and you are not limited by the message size. Use this channel if you need to provide additional information about the issue like error logs, screenshots, etc.

You can email your queries to [support@emcosoftware.com](mailto:support@emcosoftware.com). We strive to answer all email enquires within 24 hours. Support language: English.

- ★ **Online Support** - You can send request to Support Team by filling the support form on <http://emcosoftware.com/support>

- ★ **Help Portal** - To provide detailed information about the functionality of our products and answer different queries from our customers, EMCO Software has developed a dedicated portal. Where you can get different tutorials on our products.

<http://emcosoftware.com/support/troubleshooting>

- ★ **Phone Support** - You can get instant help from our Support Center by a phone. This way of communication has advantages if you need a quick reply to general topics, for example sales and delivery questions and issues. For technical topics Online and E-Mail support channels are preferred, because in this case we have all related information prepared for next actions like analysis by development team, posting to bug tracker, etc.

Phone UK: +44 20 3287-7651, Phone US: +1 646 233-1163. Support language: English. Working hours: Business days from 9.00 to 17.00 GMT.