

Contact Us


If you have any comments, suggestions or questions regarding **AVS4YOU** programs or if you have a new feature that you feel can be added to improve our product, please feel free to contact us.

When you register your product, you may be entitled to technical support.

General information:	info@avs4you.com
Technical support:	support@avs4you.com
Sales:	sales@avs4you.com
Help and other documentation:	help@avs4you.com

Technical Support

AVS4YOU programs do not require any professional knowledge. If you experience any problem or have a question, please refer to the **AVS4YOU Programs Help**. If you cannot find the solution, please contact our support staff.

 **Note:** only registered users receive technical support.

AVS4YOU staff provides several forms of automated customer support:

- **AVS4YOU Support System**
You can use the **Support Form** on our site to ask your questions.
- **E-mail Support**
You can also submit your technical questions and problems via e-mail to support@avs4you.com.

 **Note:** for more effective and quick resolving of the difficulties we will need the following information:

- Name and e-mail address used for registration
- System parameters (CPU, hard drive space available, etc.)
- Operating System
- The information about the capture, video or audio devices, disc drives connected to your computer (manufacturer and model)
- Detailed step by step describing of your action

Please do **NOT** attach any other files to your e-mail message unless specifically requested by AVS4YOU.com support staff.

Resources

Documentation for your AVS4YOU software is available in a variety of formats:

In-product (.chm-file) and Online Help

To reduce the size of the downloaded software installation files the in-product help was excluded from the installation although you can always download it from our web-site for your convenience. Please, visit AVS4YOU web-site at <http://onlinehelp.avs4you.com/index.aspx> to download the latest available version of the help executable, run it and install into the AVS4YOU programs folder. After that you will be able to use it through the **Help** menu of the installed AVS4YOU software.

Online Help include all the content from the In-product help file and updates and links to additional instructional content available on the web. You can find the **Online Help** at our web-site - <http://onlinehelp.avs4you.com/index.aspx>. Please note, that the most complete and up-to-date version of AVS4YOU programs help is always on the web.

PDF Documentation

The offline help is also available as a pdf-file that is optimized for printing. All PDF help files are available for download at the programs pages at AVS4YOU web-site (both <http://www.avs4you.com/index.aspx> and <http://onlinehelp.avs4you.com/index.aspx>). To be able to read and print AVS4YOU PDF help files you will need to have a PDF reading program installed.

User Guides

You have access to a wide variety of resources that help you make the most of your AVS4YOU software. The step-by-step user guides will be of help not only to the novice users but also to the users that face a certain task to be performed and look for a way to do it. Please, visit our **User Guides** section of AVS4YOU web-site at <http://www.avs4you.com/Guides/index.aspx> to read the detailed instructions for various software and tasks

Technical Support

Visit the **AVS4YOU Support** web-site at <http://support.avs4you.com> to ask your questions concerning AVS4YOU software installation, registration and use. Feel free to also use our e-mail address support@avs4you.com.

Downloads

Visit the **Downloads** section - <http://www.avs4you.com/downloads.aspx> - of our web-site to find free updates, tryouts, and other useful software. We constantly update the software, new versions of the most popular programs and new software are also frequently released.