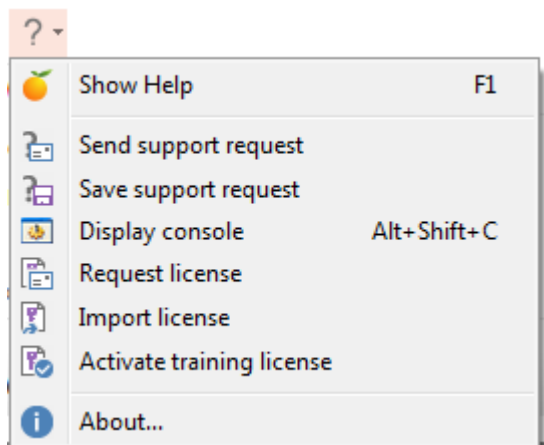tts

Help functions

Here you will find an overview of which Help functions are available in tts performance suite.

The button for accessing the Help menu is visible in every perspective.

Show Help
This option is for accessing the integrated tts performance suite Online Help, via which all help topics can be accessed.

Send support request
Should a problem arise with the software, select this option to send an e-mail to the TTS Support Team.
This opens the E-Mail Editor that has been defined as the standard e-mail program on your computer. The e-mail will automatically include information regarding the product version of tt knowledge force which you are using (a log file). However, this will only work if an e-mail client has been installed and the program has been opened. Should you experience a problem when editing a document in the Document Editor, it's possible to attach the problematic document to the e-mail.

Save support request
If you don't have an e-mail client or for some reason don't want to send the support request immediately, you have the option of saving the support request on your file system. When this option is selected, a dialog window will open in which you can specify the storage location for the ZIP file containing the support request information.

Display console
Select this option to show the console. This is only necessary if you experience a problem with tts performance suite and contact the tts Support Team. The console contains information which is important for the tts Support Team's diagnostics and debugging activities.

Request license
Assuming an e-mail client has been installed on your computer and this is currently activated, you can select this option to send a license request e-mail to the tts Support Team. Should

you not have an e-mail client, a message will appear informing you that the license request has been copied to the clipboard. You can then save the license request wherever you want (with the help of the context menu or via the **Strg** + v key combination) and then send it to the tts Support Team later.

Import license
This option allows you to conveniently import a license file. This function is normally only needed when the program is started for the very first time.

Activate training license
This option allows you to activate a training license. It opens a dialog containing a registration code. Pass the registration code on to the tts Support Team and they will send you an activation code which you should then enter into the same dialog.

If you select the **About...** option, a window appears containing information about the product version of the tts performance suite Producer that you're using. You will also see the name and IP address of the Curator on which you are currently logged on. The configuration version is also displayed. Information relating to the license and validity period is displayed in the bottom half of the window. All information regarding the license and its associated components can be displayed via the "Show License Details" button. You can use the "Installation Details" button to access other details about the plug-ins being used and the configuration.