HOW TO GET SUPPORT

FIRST, 60 SECONDS OF SELF-HELP

YOU SEE	TRY THIS FIRST
NO INDICATOR	Indicator switched on? Cable firm at both ends? Then Settings › Hardware & indicator › Connect
Slip does not print	Printer on, paper in, Windows shows it ready? Settings › Printer, slip & issuer › Print test slip
Phone shows offline	Is SMFW open on the PC? Does the PC have internet? Is the phone on the site Wi-Fi or on mobile data?
Licence · read-only	Settings › Licence & stamping: send the request code to Symphony for renewal
Weight will not capture	Wait for STABLE; a weight below the minimum or an unstable reading is refused on purpose
SMFW is already running	Close SMFW in the other Windows account or the old window, then open it again

THEN CALL OR WHATSAPP

Technical support +91 97251 68834, working days 10:00 to 19:00. Say: your site code, what you see on the screen, and when it started.

REMOTE SUPPORT: LET THE TECHNICIAN SEE THE SCREEN

1. On the PC open **Help › Remote support** (or *SMFW Remote Support* on the Desktop; it works even if the SMFW screen itself has a problem).
2. Read the **SMFW ID** and the **6-digit code** to the technician.
3. When the technician connects you see their name. Choose **Allow: see and control**, **Allow: see only**, or **No**.
4. A red frame shows while they are connected. **Pause control**, change to see only, or **End remote support** at any time; Ctrl+Alt+End also ends it.

Only Symphony technicians with a key issued by Symphony can connect; the code works once and for 20 minutes; every session is in your audit log and owner phones are alerted.

SEND THE SUPPORT FILE

Settings › Backup & this PC › **Save support file for Symphony**. It contains the logs and settings (never your passwords). Send it on WhatsApp or email to info@symphonyweight.com with your site code.

WHAT TO HAVE READY

- Site code and SMFW ID (header of the software)
- The SMFW version (menu footer, for example v1.4.41)
- A photo of the indicator display and of any error on the screen
- Whether the PC was restarted, the cable changed, or Windows updated recently

RESPONSE TIMES

An engineer answers within one working day; most remote-support sessions happen the same day. Site visits are arranged when remote support cannot solve it and are chargeable unless covered by your contract.

> Keep weighing while you wait: weighing never depends on the internet or the phones. The records are on your PC.