PRODUCT USER GUIDE

SmartOffice Pro - Version 3.2

Last Updated: December 2024

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GETTING STARTED

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Welcome to SmartOffice Pro! This guide will help you set up and use all features of our productivity suite.

SYSTEM REQUIREMENTS:

Before installing, ensure your system meets these requirements:

Minimum Requirements:

- Operating System: Windows 10/11 or macOS 12+

- Processor: Intel Core i3 or equivalent

- RAM: 8GB minimum (16GB recommended for optimal performance)

- Storage: 2GB available disk space

- Display: 1280x720 resolution minimum

- Internet: Broadband connection for cloud features (5 Mbps minimum)

Recommended Requirements:

- Processor: Intel Core i5 or higher

- RAM: 16GB or more

- Storage: SSD with 5GB available space

- Display: 1920x1080 resolution or higher

- Internet: 25 Mbps or faster

INSTALLATION STEPS:

Follow these steps carefully to install SmartOffice Pro:

1. Download the installer from smartoffice.com/download

   - Choose the correct version for your operating system

   - File size is approximately 450MB

   - Download time: 5-10 minutes on average connection

2. Run the installer as administrator

   - Windows: Right-click the installer and select "Run as administrator"

   - macOS: Double-click the .dmg file and drag to Applications folder

3. Follow the on-screen instructions

   - Accept the license agreement

   - Choose installation location (default is recommended)

   - Select components to install (full installation recommended)

   - Installation takes approximately 5-10 minutes

4. Enter your license key when prompted

   - Find your license key in the purchase confirmation email

   - Format: XXXX-XXXX-XXXX-XXXX

   - If you don't have a key, you can start a 30-day trial

5. Restart your computer

   - This ensures all components are properly initialized

   - After restart, launch SmartOffice Pro from your applications menu

FIRST-TIME SETUP:

After installation, complete these initial setup steps:

1. Create or sign in to your SmartOffice account

2. Choose your preferred theme (Light, Dark, or Auto)

3. Configure cloud sync settings

4. Import existing documents (optional)

5. Complete the interactive tutorial (recommended, takes 10 minutes)

TROUBLESHOOTING INSTALLATION:

If installation fails:

- Ensure you have administrator privileges

- Disable antivirus temporarily during installation

- Check that you have enough disk space

- Download the installer again (file may be corrupted)

- Contact support at support@smartoffice.com if issues persist

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KEY FEATURES

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Document Management:

SmartOffice Pro includes a powerful document management system that allows you to:

- Create, edit, and organize documents

- Collaborate in real-time with team members

- Track document versions automatically

- Search across all documents using AI-powered search

Cloud Sync:

All your documents are automatically synced to the cloud. Changes made on one device appear instantly on all your devices. You get 100GB of cloud storage with the Pro plan.

AI Writing Assistant:

The built-in AI assistant helps you:

- Check grammar and spelling

- Suggest better phrasing

- Generate content outlines

- Summarize long documents

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TROUBLESHOOTING

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Common Issues and Solutions:

ISSUE 1: The application won't start

Symptoms: Double-clicking the icon does nothing, or you see an error message

Solutions (try in this order):

1. Restart your computer - This resolves 60% of startup issues

2. Check if antivirus is blocking the app

   - Add SmartOffice Pro to your antivirus whitelist

   - Temporarily disable antivirus to test

3. Verify system requirements are met

   - Check RAM usage (should have at least 2GB free)

   - Ensure disk space is available

4. Reinstall the application

   - Uninstall completely first

   - Download fresh installer

   - Install with administrator privileges

5. Contact support if issue persists (provide error logs from C:\ProgramData\SmartOffice\Logs)

ISSUE 2: Cloud sync not working

Symptoms: Changes don't appear on other devices, sync icon shows error

Solutions:

1. Verify your internet connection

   - Test by opening a website

   - Minimum 5 Mbps required for sync

2. Check that you're logged in to your account

   - Go to Settings > Account to verify login status

   - Look for green checkmark next to your email

3. Check sync settings

   - Go to Settings > Sync

- Ensure "Enable Cloud Sync" is turned ON

- Check if specific folders are excluded

4. Check storage quota

  - Go to Settings > Account > Storage

  - Free up space if you're over 100GB limit

5. Force manual sync

  - Click the sync icon in the toolbar

  - Select "Sync Now"

6. If still not working, sign out and sign back in

ISSUE 3: Password reset

Question: How do I reset my password?

Steps:

1. Click "Forgot Password" on the login screen

2. Enter your registered email address

3. Check your email for reset link (arrives within 5 minutes)

4. Click the link in the email (valid for 1 hour)

5. Create a new password (must meet security requirements)

6. Confirm the new password

7. You'll be automatically logged in

If you don't receive the email:

- Check your spam/junk folder

- Verify you entered the correct email address

- Wait 10 minutes and try again

- Contact support if still no email after 30 minutes

ISSUE 4: Documents not saving

Symptoms: Changes are lost, "Save failed" error appears

Solutions:

1. Check internet connection (for cloud documents)

2. Verify you have write permissions for the file location

3. Ensure disk space is available (need at least 500MB free)

4. Try "Save As" to a different location

5. Check if file is open in another application

6. Disable any file sync services temporarily (Dropbox, OneDrive)

ISSUE 5: Slow performance

Symptoms: Application is laggy, takes long to open documents

Solutions:

1. Close unnecessary applications to free up RAM

2. Clear application cache (Settings > Advanced > Clear Cache)

3. Reduce number of open documents (close unused tabs)

4. Disable real-time grammar checking (Settings > Editor > Grammar)

5. Update to the latest version (Help > Check for Updates)

6. Check if background sync is consuming resources (pause sync temporarily)

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KEYBOARD SHORTCUTS

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Essential Shortcuts:

- Ctrl+N: New document

- Ctrl+S: Save document

- Ctrl+P: Print

- Ctrl+F: Find in document

- Ctrl+Z: Undo

- Ctrl+Y: Redo

- Ctrl+Shift+S: Save as

- F11: Full screen mode

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SUPPORT

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Need Help?

- Email: support@smartoffice.com

- Phone: 1-800-SMART-01

- Live Chat: Available 24/7 on our website

- Knowledge Base: help.smartoffice.com

Response Times:

- Critical issues: Within 2 hours

- Standard support: Within 24 hours

- General inquiries: Within 48 hours