AcmeTech Solutions - Product Support Guide

Welcome to the AcmeTech Solutions Support Guide. This document provides step-by-step guidance on installation, configuration, troubleshooting, and best practices to help you get the most out of our products.

# 1. Installation & Setup

## 1.1 System Requirements

- Operating System: Windows 10 or later, macOS 11 or later  
- Processor: Intel i5 or equivalent  
- RAM: Minimum 8 GB  
- Disk Space: At least 2 GB free  
- Browser: Latest version of Chrome, Firefox, or Edge

## 1.2 Installation Steps

1. Download the installer from https://acmetech.com/downloads  
2. Run the installer and follow the on-screen instructions  
3. Once installed, launch the application and log in with your AcmeTech credentials

## 1.3 Initial Configuration

After installation, navigate to 'Settings' → 'Preferences' to configure language, timezone, and notification options.

# 2. Product Features

## 2.1 Dashboard Overview

The dashboard provides a quick overview of your account, recent activity, and pending tasks. You can customize the dashboard widgets to match your workflow.

## 2.2 Customer Management

The 'Customers' module allows you to add, update, and track customer information. You can segment customers using tags and filters.

## 2.3 Reporting & Analytics

Generate reports such as sales, customer activity, and performance metrics. Reports can be exported in PDF or Excel format.

# 3. Troubleshooting Guide

## 3.1 Common Login Issues

If you cannot log in, ensure your credentials are correct. Try resetting your password using the 'Forgot Password' option.

## 3.2 Application Performance Issues

If the application is slow, clear your browser cache, ensure you have a stable internet connection, and restart the app.

## 3.3 Integration Errors

If integrations with Gmail, Outlook, or third-party tools fail, recheck your API keys and permissions in the 'Integrations' tab.

# 4. Best Practices

## 4.1 Data Security

Always enable two-factor authentication (2FA) to secure your account. Do not share your login credentials with others.

## 4.2 Regular Backups

Export customer data and reports regularly for backup. Enable auto-backup from the 'Settings' → 'Backup' section.

## 4.3 Keep Software Updated

Ensure you always run the latest version of AcmeTech products to access new features and security updates.

# 5. Contact Support

If you need further assistance, you can contact our support team:  
- Email: support@acmetech.com  
- Phone: +1-800-123-4567  
- Live Chat: Available on https://acmetech.com/support  
- Help Center: https://acmetech.com/help