Support

Translate: **EN** ▾

This tab is intended to help users of the MetaTrader 4 platform. It contains useful information, links, and it allows contacting MetaQuotes Ltd. in case you need help.

The tab contains four sections. To switch between them, use the upper pane.

Service Desk

Online Assistant

MetaQuotes Support Center

TeamViewer

Service Desk

Service Desk is a bug tracking system is based on the TeamWox groupware. It allows contacting MetaQuotes Ltd. to report about an error in the operation of the platform components occur, as well as to express your suggestions on the platform improvement.

Communication with the developer company is performed via requests that are process by the technical support service and directly by the platform developers.

> Communication with developers is totally confidential and is performed over an encrypted channel.

List of Requests

All the previously created requests are displayed as a table where their numbers, subjects and creation dates are specified. The requests can be filtered by their current status: open ( ) — the requests that are currently being processed, closed ( ) — the ones that are already processed. To do so, one should press the " Filter" button at the top part of the tab and choose one of the variants: "Open", "Closed" or "All".

Creating Request

To create a new request, one should press the " New request" button located in the top part of the tab. After that the following window will be opened:

Here you should fill in the subject field with a short gist of your application.

The box for writing a description for the request is located below; there you should describe the request in more details. Using the Attach files button, one can attach any files to the request.

To send a request, click the "Add" button. If you press the "To list" or "Cancel" button, you will go back to the viewing of the list of previously created requests.

View Request and Writing Comments

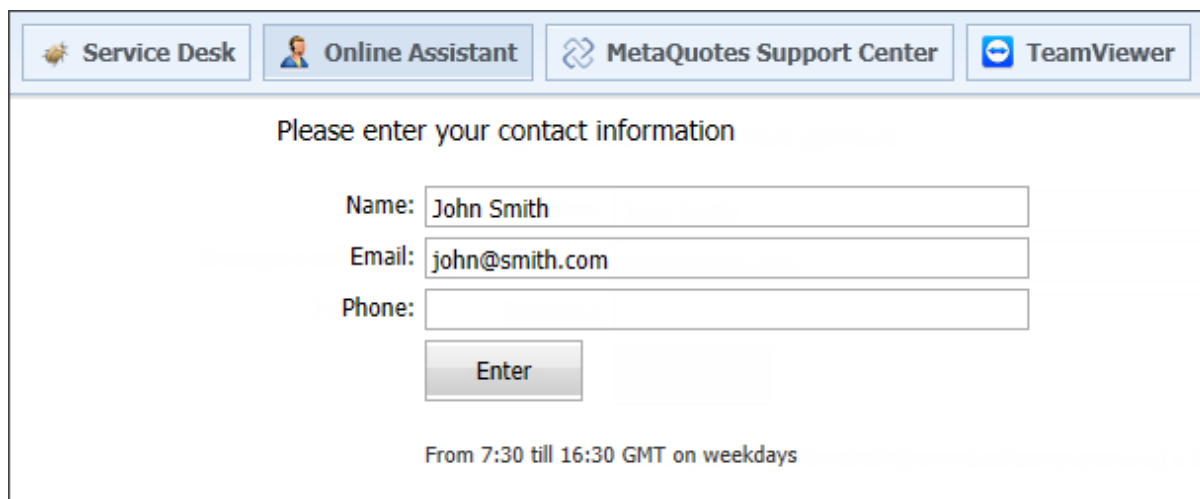To go to the viewing of a request, one should click with the left mouse button on its name in the list.

In the viewing window the names of employees of the developer company are displayed with the red color, and the name of administrator is displayed with the blue one. The following commands are available here:

Close — move the request to the closed category as soon as its processing is finished;

New Comment — write a new message in the request. A field for typing a text will appear in the bottom part of the window as soon as this button is pressed.
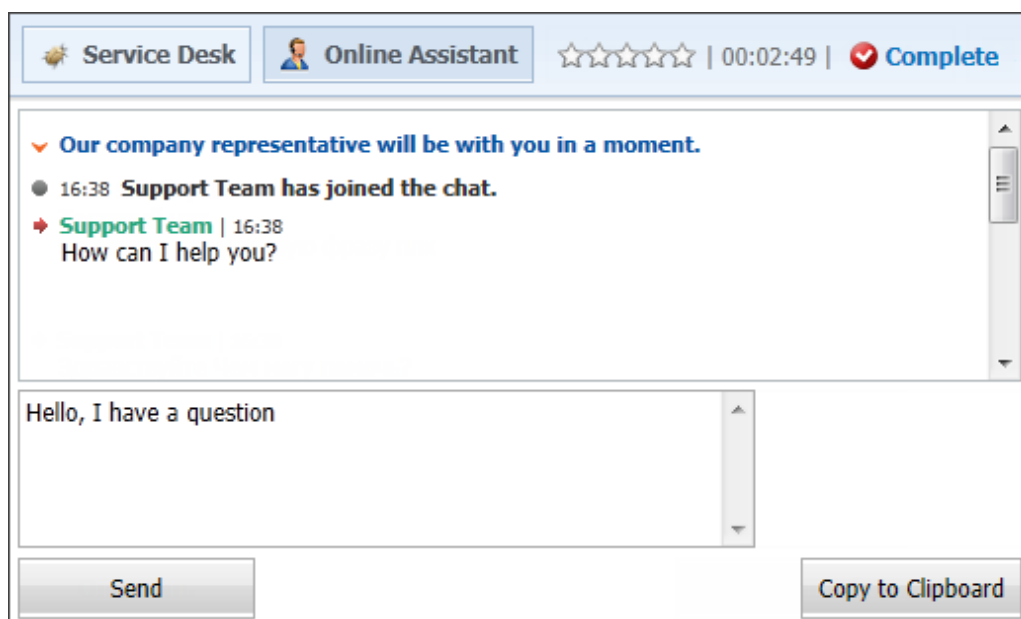
Online Assistant

Online Assistant — is a integrated chat that is also based on the corresponding public component of the TeamWox collaboration system. Using the Online Assistant you can contact the technical support service.

Specify your name, e-mail and a phone number, then click "Enter".

The upper part of the chat displays messages written by the technical support team. The lower part is intended for writing your messages. At the end of a dialog you can rate the quality of technical support. To do it, click on one of the stars located in the upper part of the tab.

To end a dialog, click "⊘ Complete" in the upper part of the tab.

MetaQuotes Support Center

To help the clients of MetaQuotes Software Corp., a specialized technical support site - MetaQuotes Software Support Center has been created. There you can download and purchase the products of the developer company and find plenty of useful information on managing them:

> The latest news about releases of new versions of the platform components: servers, terminals, gateways, data sources, API;

> Answers to Frequently Asked Questions (FAQ);

> Plenty of useful articles thoroughly describing the features of working with the platform;

> Actual on-line documentation;

> The forum where you can communicate with other users and ask your questions to developers.

If you do not have an account on the web site, contact technical support team via Service Desk or Online Assistant.

TeamViewer

For remote service you are offered the widely known [TeamViewer](#) system. It will allow the technical support team to quickly establish a remote connection to your server and solve your problems in a timely manner.

TeamViewer is a software package for PC remote control and file exchange. Besides, TeamViewer helps you with your presentations, PC settings, chat communication etc. Privacy and safety are provided by built-in protection against unauthorized access. The software has been tested and [certified](#) by well-known international organizations.

You can find more detailed information in the article ["Technical Support with TeamViewer"](#) published on MetaQuotes Software Corp. technical support web site.

Journal   Articles