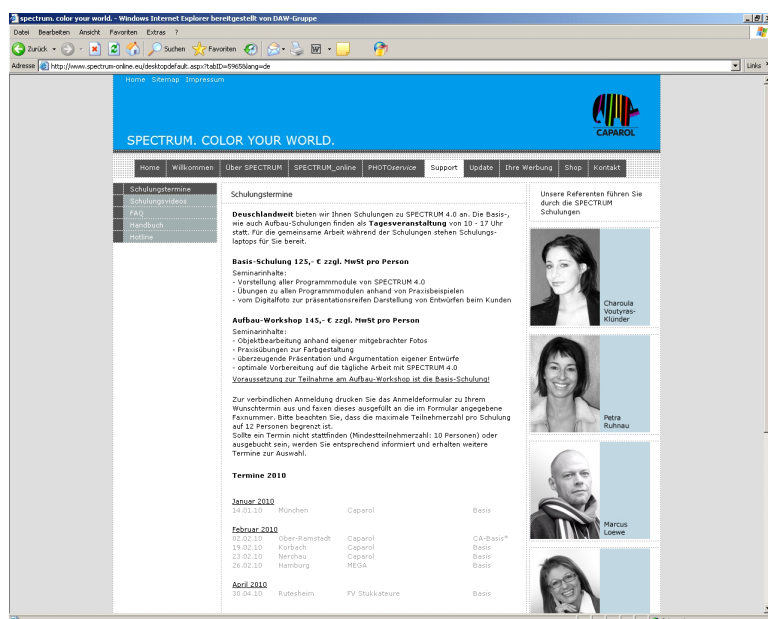


12. SUPPORT

12.1 Training

Training is offered throughout Germany to improve SPECTRUM 4.0 know-how. The basic and advanced training events are held as one-day events from 10 - 17 h. A maximum of 12 people can take part (minimum number 10). There are training laptops available for the participants for working together during training.

Note: Current training dates can be found on the SPECTRUM website www.spectrum-online.eu in the “Support” section.



12.1.1 Seminar contents

Basic training

- Presentation of all SPECTRUM 4.0 program modules
- Exercises for all program modules on the basis of practical examples
- Procedure of loading a digital photo through to variant representation ready for presentation at the customer's

Advance workshop

- Object processing on the basis of participants' own photos they bring along
- Input and practical exercises for colour design

(Pre-condition for participation in the advanced workshop is participation in a SPECTRUM 3.0 or 4.0 basic training event or intensive work with SPECTRUM 3.0!)

12.1.2 Registering for training events

The current training events for the year 2010 and the registration forms can be found on the SPECTRUM website: www.spectrum-online.eu

If no training events are being held near you, please send an e-mail with the reference “Training event inquiry” to info@spectrum-online.eu for further information. We will try to organise a training event near you.

12.2 Training videos

Training videos for the individual sections of the manual will be stored in the “Support” section of www.spectrum-online.eu for future reference.

12.3 Newsletter

Do you want to keep up-to-date with the latest news? Then register for the free SPECTRUM 4.0 newsletter! It will inform you of all the news related to SPECTRUM 4.0, such as updates or new materials.

Registration in SPECTRUM 4.0

One possibility is to register directly in SPECTRUM 4.0. To do this, click “Extras”>“Registration” in the main navigation, enter your required user data and make sure the tick is visible next to “Subscribe to newsletter”. Then click “Register” and you will be both registered and entered in the list of newsletter subscribers (see chapter 9.2 for more information on registration).

Application by e-mail

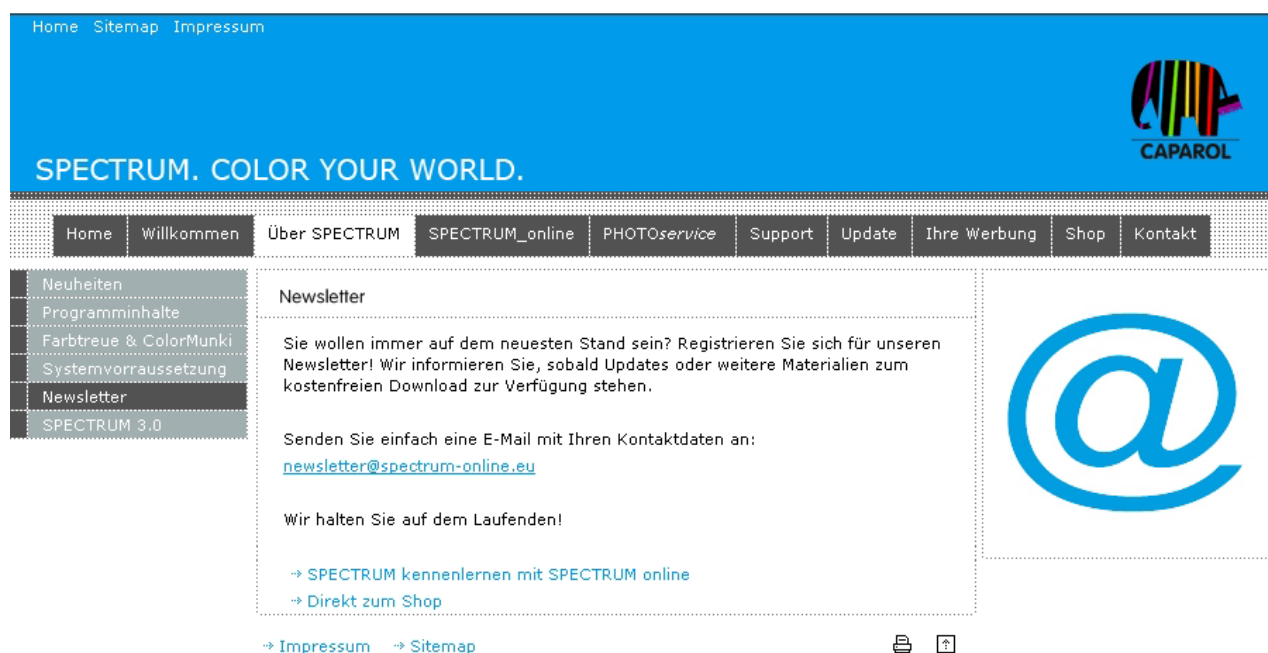
Alternatively, you can apply for subscription to the newsletter by e-mail. To do this, send your contact data including e-mail address to:

newsletter@spectrum-online.eu

You will then receive an e-mail with a confirmation link from the SPECTRUM team. Your newsletter subscription is only activated and your e-mail address confirmed after you have clicked the confirmation link.

You can cancel your subscription to our newsletter service whenever you want, of course. You will find a prepared cancellation link at the end of every newsletter you receive.

We look forward to your application!
Your SPECTRUM team



The screenshot shows the SPECTRUM website interface. At the top, there is a blue header with the text "SPECTRUM. COLOR YOUR WORLD." and the Caparol logo. Below the header is a navigation bar with links: Home, Willkommen, Über SPECTRUM, SPECTRUM_online, PHOTOservice, Support, Update, Ihre Werbung, Shop, and Kontakt. On the left side, there is a sidebar menu with links: Neuheiten, Programminhalte, Farbtreue & ColorMunki, Systemvoraussetzung, Newsletter, and SPECTRUM 3.0. The main content area is titled "Newsletter" and contains the following text:

Sie wollen immer auf dem neuesten Stand sein? Registrieren Sie sich für unseren Newsletter! Wir informieren Sie, sobald Updates oder weitere Materialien zum kostenfreien Download zur Verfügung stehen.

Senden Sie einfach eine E-Mail mit Ihren Kontaktdaten an:
newsletter@spectrum-online.eu

Wir halten Sie auf dem Laufenden!

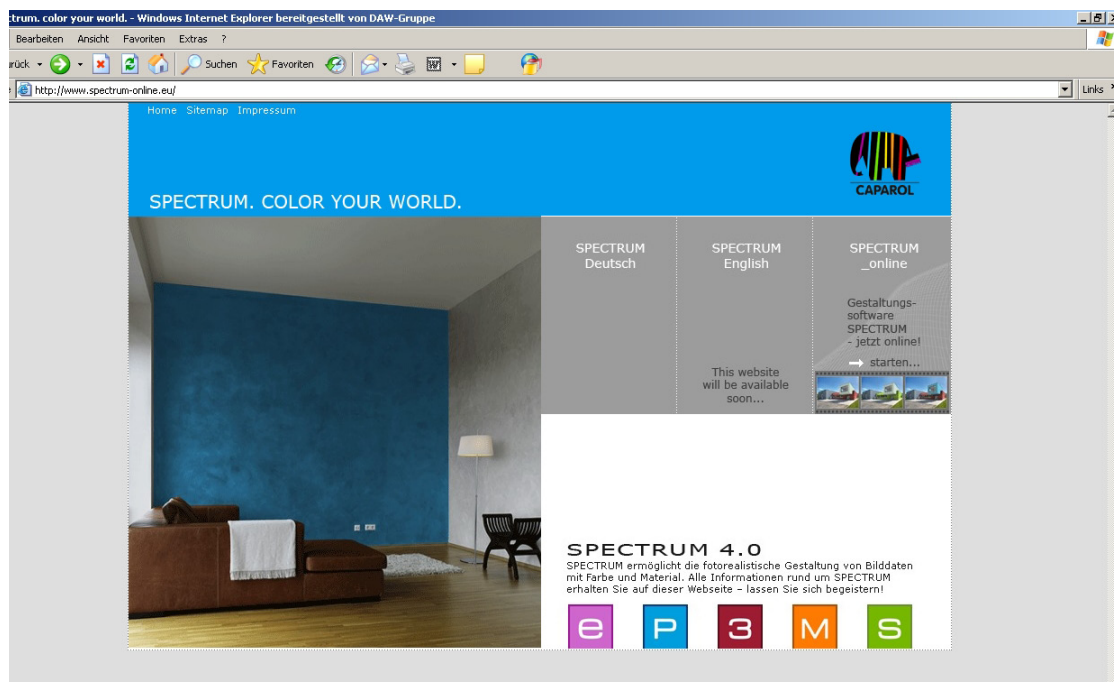
→ [SPECTRUM kennenlernen mit SPECTRUM online](#)
→ [Direkt zum Shop](#)

At the bottom of the page, there are links for Impressum and Sitemap, and a small icon for a printer or document.

12.4 Website

The new SPECTRUM website www.spectrum-online.eu provides you with all the information you need about the SPECTRUM 4.0:

- Training dates for the current and coming year
- Training videos
- FAQ (frequently asked questions)
- Update information
- Information about all the SPECTRUM 4.0 products
- Information about products for your own marketing
- Technical support hotline
- Contact information



The website is available both in German and English and also contains the online version of SPECTRUM: SPECTRUM_online in more than 15 languages with country-specific products.

12.5 Contact

Technical support

If you should have any technical questions that cannot be answered through the manual or our website, our support team will be happy to help. Our employees will help you find answers to all the technical questions you have that are related to SPECTRUM 4.0:

e-mail: spectrumsupport@caparol.de

Hotline with costs: 0180 – 5 26 56 87
(0.14€/min. from a German landline, mobile costs max. 0.42€/min.)
Monday – Friday from 9h - 12h and 13h - 16h

Your personal list of wishes

SPECTRUM 4.0 can do a lot – but perhaps you have some wishes as to how the program should develop? Let us know! We will check the feasibility of your suggestion! Just send your personal “list of wishes” to: **info@spectrum-online.eu**

You will find the whole Caparol product range including all technical information at: **www.caparol.de**