Serviceline

If problems occur with our software, you are welcome to make use of our service hotline which is available Mondays to Fridays from 9:00 am to 5:00 pm on the following number: +49 89 89544 530 or by email at serviceline@gsi-office.de.

Note: The service hotline is generally available for a fee.
We check every request if it is covered by your software maintenance fees. If this is not the case, e.g. due to your own fault, due to an outdated IT environment on your side or if you need support with configurations, etc., this will be billed at our current hourly rate as for project business.

The processing of a service line case will be smoother if a problem is only reported to us by one individual from your organisation and not several. The best solution in practice is making one contact per company or law firm responsible for reporting service line cases on a permanent basis and to have a deputisation arrangement in place.

TeamViewer

To enable us to provide you with the best possible support through TeamViewer, please download the current version of TeamViewer here: https://www.teamviewer.com/de/download/windows.

Please replace the old file with the new one already unzipped in the WiNPAT base directory (Shift+F12 to open) in the relevant folder.