

# TopSpin

*Service & Support*

Contact your nearest Bruker office for service and support by mail, by fax or by phone. Please see our world-wide-web page

[http://www.bruker-](http://www.bruker-biospin.de/NMR/about/offices/index.html)

[biospin.de/NMR/about/offices/index.html](http://www.bruker-biospin.de/NMR/about/offices/index.html)

for more detailed information.

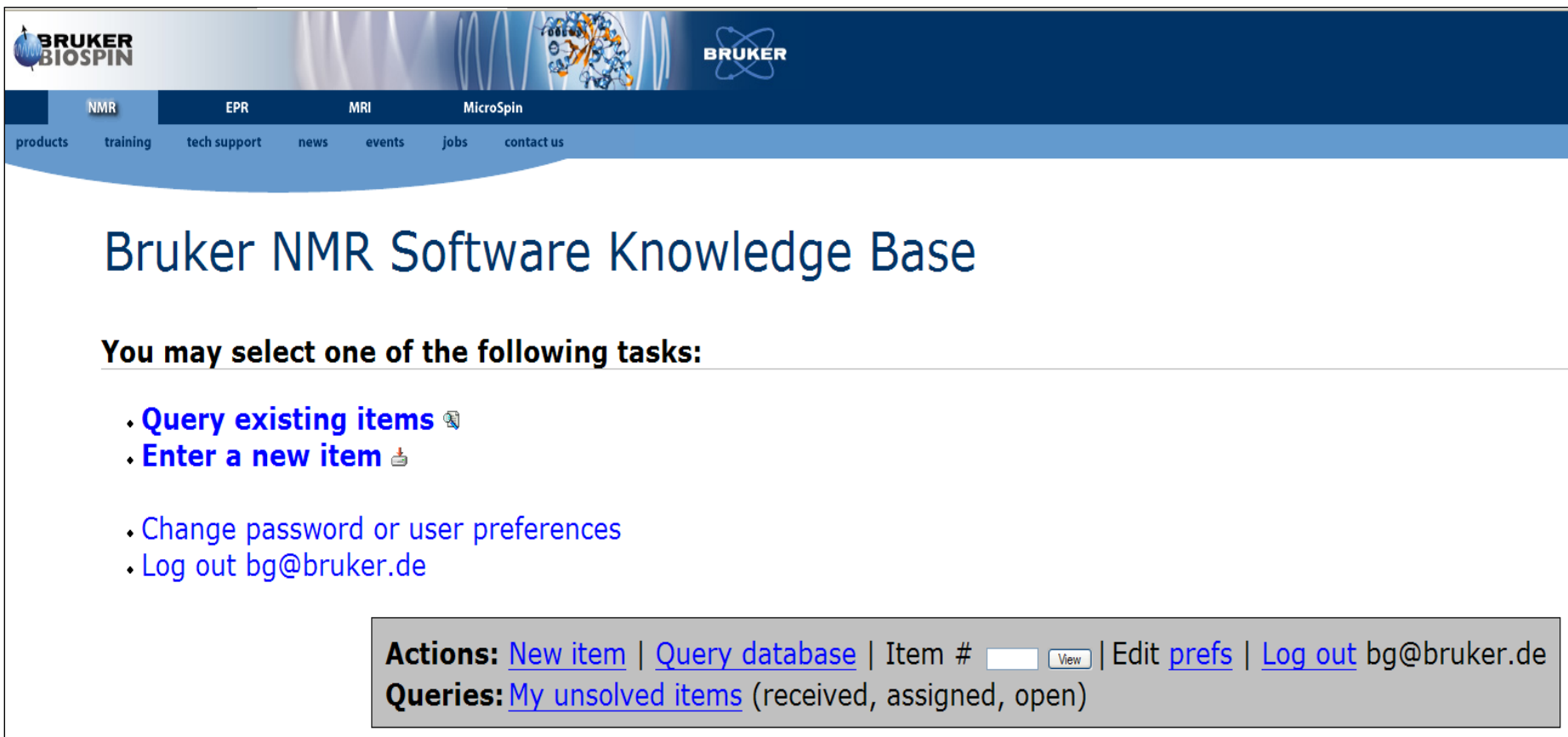
Bruker maintains an extensive information database for registered users:

[http://www.bruker-](http://www.bruker-biospin.de/shell/bkb/index.cgi)

[biospin.de/shell/bkb/index.cgi](http://www.bruker-biospin.de/shell/bkb/index.cgi)

There, you can find problem reports and their workarounds and/or solutions as well as FAQ's (frequently asked questions), tips&tricks, application notes and more.

## Knowledge Base *Start Page*



The screenshot shows the Bruker NMR Software Knowledge Base start page. At the top, there is a navigation bar with the Bruker Biospin logo on the left and the Bruker logo on the right. Below the navigation bar, there are tabs for NMR, EPR, MRI, and MicroSpin. Under the NMR tab, there are links for products, training, tech support, news, events, jobs, and contact us. The main heading is "Bruker NMR Software Knowledge Base". Below this, there is a section titled "You may select one of the following tasks:" with a list of tasks: "Query existing items" (with a magnifying glass icon), "Enter a new item" (with a document icon), "Change password or user preferences", and "Log out bg@bruker.de". At the bottom, there is a box containing "Actions: New item | Query database | Item # [input field] [View] | Edit prefs | Log out bg@bruker.de" and "Queries: My unsolved items (received, assigned, open)".

**BRUKER BIOSPIN**

**BRUKER**

NMR EPR MRI MicroSpin

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## Bruker NMR Software Knowledge Base

**You may select one of the following tasks:**

- [Query existing items](#) 🔍
- [Enter a new item](#) 📄
- [Change password or user preferences](#)
- [Log out bg@bruker.de](#)

**Actions:** [New item](#) | [Query database](#) | Item #  [View](#) | Edit [prefs](#) | [Log out](#) bg@bruker.de

**Queries:** [My unsolved items](#) (received, assigned, open)




## Knowledge Base *Search Item* Page

**Description:** contains ALL of the words/strings

**Summary:** contains ALL of the words/strings

**Item #:**

**Program:**

TOPSPIN	
TEST-PROGRAMS	
SampleTrack	
PrepGilsonST	
PARAVISION	
other	

## Knowledge Base *Enter Item* Page

**Program:** *TOPSPIN*

**Version:**

**Component:**

**α/β Version:**

**Hardware Unit:**

**Hardware Group:**

**Instrument:**

**Operating System:**

**Severity:**

**Status:**

**Assigned to:**

**CC:**  (Comma-separated list of users to be notified of item activities)

**Summary:**  (Concise item description)

**Description:**

Symptom:
Reason:
Workaround:
Solution:

**Bruker also maintains a web page with up-to-date software documentation:**

**<http://www.bruker-biospin.de/NMR/nmrsoftw/passwd/docu/index.html>**

**You will find manuals, step-by-step instructions and tutorials covering all aspects of NMR from high-resolution applications over solids to diffusion and imaging techniques.**

***We hope that all this helps you with your daily work on and with our spectrometers and welcome any suggestions you may have to further improve our service and support quality.***