

# TrekStor eBook Reader Pyrus mini – User manual



**TREKSTOR**<sup>®</sup>  
Enjoy now.



EN

**eBook Reader** Pyrus mini

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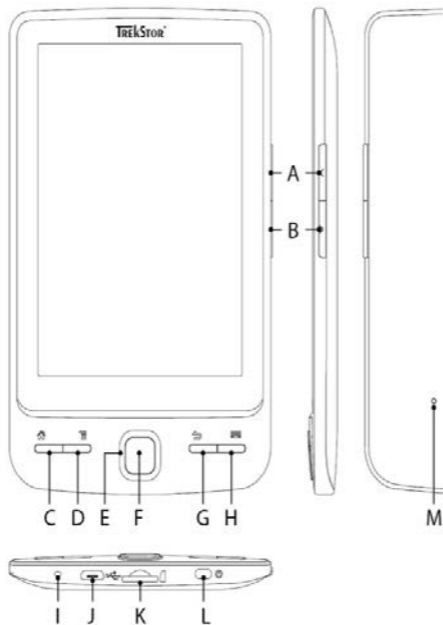
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


# 1 Get to know your eBook Reader

## 1.1 Control elements





- A)  **Flip back:** Use this button on the right and the left side of the reader to flip one page back within a book or to call up the previous menu side within a certain menu.
- B)  **Flip forward:** To flip forward a page within a book or to display the menu page within a certain menu, press the button on the right or left side of the display.
- C)  **Call up the home screen:** Use the  button to go from any page back to the home screen.
- D)  **Call up the main or submenu:** From the home screen, you can reach through this button the main menu of the eBook Reader. If you have an eBook opened, the eBook menu can be called up with this button. Other submenus can be called up as well from other functions/modes, such as images, bookmarks, favorites, explorer.
- E) **Navigation button:** Use this button to select books, scroll through menus and turn pages.
- F)  **OK button:** Use this button to confirm the current selection.
- G)  **Back button:** The  button always takes you to the previous menu level resp. closes or exists a menu or a view.

H)  **Search/Text input:** If you read an eBook or have called up the search function in one of the submenus, this key is used to access the on-screen keyboard to enter text or to close it again.

I) **Status LED:** During charging, the status LED lights up. Once charging is completed, the status LED turns off.

J) **Micro USB port:** Connect your eBook Reader via the Micro USB port and the included USB cable to your computer. Thus you can save new eBook on your Reader and charge the battery. To charge the battery, you can alternatively also charge the Reader with a suitable power supply (for example, the TrekStor USB Charger e.fx) via the socket.

K) **microSD/microSDHC card slot:** You can expand the storage capacity of this eBook Reader with memory cards of a size up to 32 GB. Insert the memory card with the contacts facing up into the memory card slot until you feel a slight snap.

L)  **Power button (on/off):** Press and hold this button for 2-3 seconds to switch the eBook Reader on or off again. If you press the  button shortly, the standby mode will be activated or deactivated.

M) **Reset button:** By pressing the Reset button on the back of the device (preferably with an unfolded paper clip) you will perform a reset. This may be necessary in rare cases if



eBook Reader is no longer responding to other button presses.

## 1.2 The home screen of the eBook Reader

Now reading



### Before The Big Bang

Brian Clegg

Last reading: 21-03-2012 / 10:20

Page: 123

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the

Recently read

### Faster- The Acceleration of Just About Everything

James Gleick

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### Moral Relativism

Steven Lukes

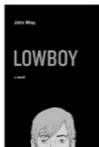
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### Eat Pray Love

Elizabeth Gilbert

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Newly added



### Lowboy

John Wray



### Send Me

Patrick Ryan

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Library


On the home screen, you will find those books you have recently read and lately loaded onto the Reader.

- Thereby, the book that was recently opened appears on the very top with title, author, the time it was last read, the number of pages and a section from the last viewed page.
- Below the three previously opened eBooks are displayed with title and author.
- You will find the two eBooks that you last saved on your eBook Reader under "*NEWLY ADDED*".
- You can reach all eBooks stored on your Reader via the button "*LIBRARY*".

Select with the navigation buttons a book from the overview or the library and confirm your selection by pressing the **OK** button. The current selection is always marked by a thick line.

## 1.3 The main menu of the eBook Reader





You can reach the main menu of the eBook Reader with the  button, located on the left of the navigation buttons, after you have called up the home screen.

### **1.3.1 Bookmarks**

Here you will find the set bookmarks sorted by book title.

#### **Remove bookmarks**

If you want to remove one or more bookmarks in a book, you can delete each one individually by directly selecting the bookmark via title and then calling up the submenu via the  button and then choosing the option "*DELETE BOOKMARK*". If you want to remove all the bookmarks you have set to a title, simply select the title and open the submenu directly via the  button. You have now the possibility to delete all the bookmarks that were stored on this book.

### **1.3.2 Library**





Here you will find all your eBooks which are stored on your device.

### **1.3.3 Get more eBooks**

Find out how and where to get more eBooks.

### **1.3.4 Search eBooks**

You have the possibility to find a book by title, name of the author or by name of the file using the integrated search. For this purpose use the keyboard and navigate with the navigation buttons through the letter box. If you want to

select an umlaut or a special character, you can reach the different keyboards through the keys  or  located on the side. Finish your entry by clicking "DONE" on the keyboard or by closing the keyboard using the  button. Start the search process by confirming it with the  button.

### 1.3.5 Explorer


The Explorer displays eBooks and images, you have downloaded to your Reader, sorted by folders.



**Info:** File formats, which are not supported by the eBook Reader, are marked with a question mark.


**Search:** If you want to search a file inside the Explorer, please do the same as in the search for eBooks (1.3.4).



**Delete:** Here you can delete files directly from the device. To do so, select an eBook or an image and choose "DELETE" via the submenu. Confirm your selection in the next window with "YES".

### 1.3.6 Pictures

In this mode, pictures that are stored on the device or on the memory card can be displayed either in list or thumbnail view. The view can be adjusted by pressing the  button inside the picture menu.

**Open pictures:** Select with the navigation keys the desired picture and open it by pressing the  button. If you have opened an image, more display options are available via the  button.

**Turn:** You can rotate the selected image 90 degrees clockwise or counterclockwise. Thereto choose "*ROTATE*" in the picture menu and thus the preferred direction of rotation. Via the  button the image in its original view is restored.

**Zoom:** Press the  button and choose inside the menu "*ZOOM IN*" or "*ZOOM OUT*" to enlarge or minimize the picture. The  button will take you back to the original size of the image.

**Slideshow:** Here you can specify whether and how fast your images are sequentially displayed in a slideshow.

### 1.3.7 Settings

To adjust your Reader ideally to your reading habits, various customization options are available under "*SETTINGS*".

**Page refresh rate:** Here you can define how often the side of an eBook shall be completely rebuilt. The rarer the page is refreshed, the greater is the likelihood that the so called ghosting appears on the screen of your reader.

**Info:** Ghosting is a normal effect that can occur when working with digital ink displays. If multiple pages are called up in succession without a complete refresh of the display, it can happen that "leftovers" from the previous pages appear on the following pages.


Ghosting can be prevented by frequently updating the display. However, this requires more power than a rare update. You can choose on your eBook Reader whether it carries out a complete page refresh after each, after 3 or after 5 pages.

### **Power settings:**

**Auto shutdown:** Set here when your device automatically turns off completely in order to reduce the power consumption of your Reader.

The time span before the automatic shut down starts first when the Reader switches to the standby mode. If you have turned off the standby function, the time span starts when you have pressed a button on your Reader for the last time.


Your reading progress is always saved even when you turn off the device, so that you can continue reading where you left off the last time.

Hold down the  button of the eBook Readers for 2 to 3 seconds to turn on the eBook Reader again. If the reader has



been switched off, the home screen opens after switching it on again.

**Standby:** In the standby mode some functions are performed in the background – unlike when turning the Reader completely off. Set here, after which time the standby mode shall be activated automatically, if no button is pressed.

You can also enable or disable the standby mode by pressing the  button. If you "wake up" the eBook Reader again from the standby mode, you will see the last page or the last menu you called up before activating the standby mode.

**Time and date:** Here you can set the time and date on your device. Use the navigation buttons to adjust the settings and confirm with "OK".

**Languages:** To change the system language on your eBook Reader, open the menu item "*LANGUAGE*" and select your preferred language with the navigation button.

**Format device:** If you select this function and confirm your choice, **all** files on your device will be deleted. Thus, please backup your data before formatting.

**Default settings:** This function resets all settings back to factory settings. **No** files (e. g. eBooks or pictures) stored on your eBook Reader will be deleted.

**Device information:** The device information contains all the important information concerning the system of your eBook Reader. The firmware version, the storage capacity, the available storage capacity of the internal memory as well as the external memory card, if there is any, are displayed.

**DRM authorization info:** If your device was already authorized with Adobe® Digital Editions (ADE) on the PC, your Adobe® ID will be displayed here. If not, please authorize your device as described under section 3.2.4.



If you want to remove the DRM authorization on your eBook Reader, click on the menu item and confirm the query.

**ATTENTION:** If the DRM authorization of the eBook Reader is deleted, ALL DRM activations of the purchased DRM eBooks will be deleted from your eBook Reader. In this case, you need to authorize your device with your ADE ID.

### **1.3.8 User manual**

Here you will find a detailed user manual for your eBook Reader.

### 1.3.9 Exit

You can exit the main menu either via that field or you can press the  resp.  button to return to the home screen.

## 2 Charging the eBook Reader

You need to charge the eBook Reader both before using it the first time as well as when the battery life is low.

Once you have connected your eBook Reader via the included Micro USB cable with a computer or by using a power supply (e. g. TrekStor USB-Charger e.fx) with a power outlet, it is charged automatically. After approx. 3 hours the battery is fully charged and the charging process is stopped automatically to prevent overcharging.


**Note:** The color of the LED will turn violet while charging, then turn blue when it has been fully charged.

**Attention:** The maximum battery life is reached after about 10 charging cycles.


Thanks to the intelligent power saving management of the eBook Reader you can read for weeks with only one battery charge.

If the eBook Reader is turned on, the battery status is shown on the upper right corner of the display.

### 3 Switching the eBook Reader on and off

Press and hold the  button for 2 to 3 seconds to switch on the eBook Reader. It takes a few moments for the eBook Reader to boot and to load the contents.

**Note:** In case the eBook Reader does not turn on, it has to be charged.

To switch off the eBook Reader press and hold down the  button as well for 2 to 3 seconds.

### 4 Use of memory cards

#### 4.1 Inserting a memory card

The eBook Reader supports microSD/microSDHC memory cards. Insert the memory card as follows:

Make sure that the memory card is properly aligned with the contacts facing up. Insert the memory card into the card reader until it clicks.

**Attention:** You may damage the memory card and the eBook Reader, if you insert the memory card upside down.

## 4.2 Removing the memory card

At first press the memory card slightly and then remove it carefully.

**Note:** When inserting or removing the memory card, it may take a few seconds for the eBook Reader updates the contents.

**Note:** If the eBook Reader does not show any reaction after inserting a microSD/microSDHC memory card, please remove it and insert it again.

**Attention:** Do not remove the memory card, while any content is played back. Hereby the operation of the Reader is interrupted and the device might need a restart.

## 4.3 Restrictions on NTFS file systems

If your memory card is formatted in NTFS format, stored eBooks are not recognized by Adobe® Digital Editions, if your eBook Reader is connected to the PC. (Recommended file system: FAT32)


## 5 Reading an eBook

### 5.1 Open eBooks


#### 5.1.1 Via the library

You can choose and read an eBook either directly from the home screen or you open the library and choose the book from there.



The eBooks are sorted by title and are displayed in list view. Using the menu you can change the view into a book cover view and sort the eBooks by "TITLE", "AUTHOR", "RECENTLY READ" or "NEWLY ADDED". Under "FAVORITES" all eBooks are displayed which were selected before as favorite.

In addition, you have the possibility to search in the submenu of the library within the titles, the names of the authors and the file names. Call up the submenu via the  button and the search afterwards. Proceed while searching the same way as described under 1.3.4.


#### 5.1.2 Via the home screen

Open a book by choosing it with the navigation keys and then press the  button to confirm your choice.

## 5.2 Read eBooks

If you have opened an eBook, you can flip the pages by using the  or  button. The bar over an eBook shows you the title, the current page as well as the total number of pages.


**Note:** The total number of pages of an eBook might change depending on the selected font size, margins and line spacing.

Use the  button to enter the eBook menu and to obtain more information about the book, to make adjustments or to set bookmarks.

### 5.2.1 Add bookmark

With this action you can mark a certain page of your book, so that you can find it quickly when you start reading again. If on the page, which you are just reading, a bookmark was set, the option "*REMOVE BOOKMARK*" is displayed at that point.

### 5.2.2 Bookmarks

Here is a list of bookmarks, which were set within the current book already. Navigate to the desired bookmark and confirm your selection by pressing the  button. If you want to delete one or all bookmarks of a book, select the option "*DELETE BOOKMARK*" or "*DELETE THESE BOOKMARKS*" and confirm the deletion with "*YES*".

### **5.2.3 Table of contents**

Here you can view the content. Navigate to the desired chapter or section and confirm your selection by pressing the **OK** button. Please note that not every book has a table of contents.

### **5.2.4 Go to page**

Open a specific page of your eBook by entering the page number. Enter the desired page number by using the navigation buttons; confirm your choice with the **OK** button.

### **5.2.5 Search**

Here you can search for specific words within a book. Proceed as described under 1.3.4. If the search is successful, the search word is highlighted in the eBook. Use the navigation buttons to jump to the next search result.

### **5.2.6 Font size**

For everybody a different font size is easy to read. Your Reader therefore offers the possibility to choose from 6 different font sizes the one that you are most comfortable with.

### **5.2.7 Font**

ONLY FOR DOCUMENTS IN TXT FORMAT

If you have opened a document in the format \*.txt, you can select different fonts for the display of the text.



### **5.2.8 Line spacing**

ONLY FOR DOCUMENTS IN TXT FORMAT

There are different line spacing options. Adjust the one with which you can read most comfortable.

### **5.2.9 Margin**

Set the width of the page margins.

### **5.2.10 Text only (Reflow)**

ONLY FOR DOCUMENTS IN PDF FORMAT

With this option you can set that inside a PDF file, only the text is displayed. Images are hidden under this setting.

### **5.2.11 Rotate screen**

You can rotate the display of the eBook by 90 degrees clockwise or counterclockwise. Simply select the preferred rotation direction.

### **5.2.12 Auto flip**

With this function you can set a time for the rhythm, in which the pages of your eBook shall flip automatically. This allows hands-free reading.

### **5.2.13 Page refresh rate**

Here you can select the interval, in which the display is refreshed. For more information on the page setup and the so called ghosting, see 1.3.7.

### **5.2.14 Add to favorites**

Add the latest eBook via this menu point to the list of your favorite eBooks. The favorites list can be found sorted by title inside the options menu of the library.

### **5.2.15 Book information**

If you choose this menu item, title, author, file name and publisher of the eBook are displayed.

## 6 Loading new eBooks to your eBook Reader

In order to load new eBooks to your Reader, you should first connect it via the included Micro USB cable to a computer.

After you have successfully connected it to the computer, the eBook Reader will turn into the USB mode and the read mode is interrupted.

The eBook Reader should now be detected and displayed as the "*REMOVABLE DISK*" (or "*DRIVE*" on a Mac) "*TREKSTOR*". Double-click the removable disk or drive of the eBook Reader in order to open it.

The microSD/microSDHC card reader of the eBook Readers is recognized and displayed as well as a "*REMOVABLE DISK*" or as an additional "*DRIVE*" with the name "*TREKSTOR*". You can only access this, if a memory card is inserted into the card slot.

### 6.1 Transferring eBooks without copy protection and images onto the eBook Reader

Select the desired eBooks on your computer and copy it to any folder on the removable disk "*TREKSTOR*", your eBook Reader. Do the same if you want to transfer images to your eBook Reader.

## **6.2 Transferring ePUB and PDF files with DRM copy protection onto the eBook Reader**

This eBook Reader also supports content created with Adobe® ADEPT copy protection.

### **6.2.1 Why DRM?**

Many eBooks are encrypted with DRM protection. This encryption is designed to protect the copyrights of authors and publishers. As an eBook is bound to a certain Adobe® ID while downloading it to a device or a computer, it cannot be played on any number of other devices. Thus a distribution of copyrighted content, e. g. on file sharing networks in the Internet, can be prevented.

### **6.2.2 Adobe® ID**

You need an Adobe® ID to register your device to your name and to authorize copy-protected eBooks for your device. The registration of an Adobe® ID is free and can be performed easily under [www.adobe.de](http://www.adobe.de) or during the installation of Adobe® Digital Editions.

You can download the software Adobe® Digital Editions for free under [www.adobe.com/products/digitaleditions](http://www.adobe.com/products/digitaleditions). This is used to download DRM copy-protected eBooks and to transfer these eBooks to your Reader.

### **6.2.3 Installing Adobe® Digital Editions (ADE)**

In order to download Adobe® Digital Editions (ADE), your computer must be connected to the Internet.

You can download Adobe® Digital Editions under . Please follow the instructions of the program to install ADE.

When setting up ADE, you can create your free Adobe® ID, if you do not have any yet.

Enter your e-mail address and complete the online form by following the instructions.

After registering, you will return to the ADE window.

### **6.2.4 Device authorization**

Enter your username and password to activate your Adobe® account. Connect now your eBook Reader to the PC. ADE recognizes the eBook Reader and prompts you to authorize the device.

#### **From Adobe® Digital Editions version 2.0:**

Connect your eBook reader with the computer. In the top left, click on the device "TrekStor", then click the little cog icon right above them. Select "Authorize Device" and follow the instructions of the software to link the eBook Reader with your Adobe® ID.

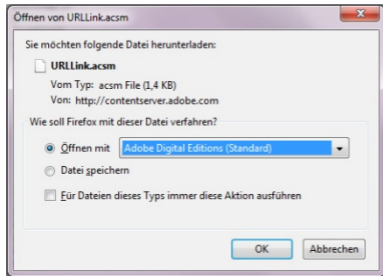
Complete the authorization in order to transfer copy-protected eBooks to your device. Without a successful authorization this will not be possible.

**Note:** Each Adobe® ID supports up to 6 mobile devices. After the authorization, the eBook Reader appears inside the left column of Adobe® Digital Editions. The contents of the Reader will be displayed in the right window.

## **6.2.5 Downloading an eBook using Adobe® Digital Editions and copying it on your eBook Reader**

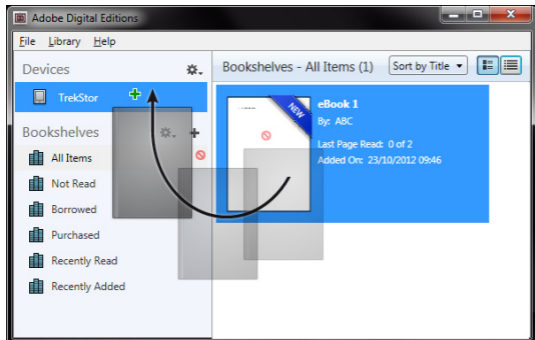
Please follow these steps to load an eBook to your eBook Reader using Adobe® Digital Editions:

- 1) You have purchased a book in an Internet shop of your choice and want to download it now. To do this, choose the download link on the page.
- 2) A dialog window now opens. Select in this window the option "*OPEN WITH ADOBE DIGITAL EDITIONS*" and confirm your choice with "OK".

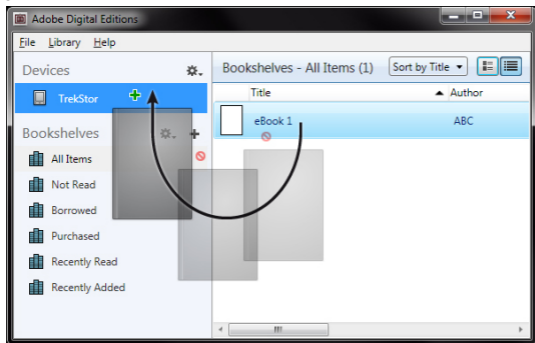


Now Adobe® Digital Editions opens and your eBook will be downloaded and is stored inside the folder "*MY DIGITAL EDITIONS*" (Windows® 7: "*LIBRARIES*" → "*DOCUMENTS*" or Windows® XP: "*MY FILES*").

You can now copy the eBook by drag and drop onto your device. Just click on the eBook and drag with the mouse to your Reader ("*TREKSTOR*").



Or



After successful transfer, the eBook can be displayed on your eBook Reader.



**Note:** If Adobe® Digital Editions cannot download and open the eBook automatically, load the \*.acsm file of the eBook and follow these steps:

Open the folder to where you downloaded the \*.acs file. Double-click the \*.acsm file and thus exit the download of the eBook using Adobe® Digital Editions. Now the download should start and the eBook should be linked with your Adobe® ID.

**Attention:** If the DRM authorization of the eBook Reader is deleted, ALL DRM activations of the purchased DRM eBooks will be deleted from your eBook Reader. In this case, you need to authorize your device with your ADE ID.

**Note:** For more information about Adobe® Digital Editions, your Adobe® ID and the Adobe® ADEPT copy protection are available under <http://www.adobe.com/products/digitaleditions/help/>.

## **6.3 Transferring eBooks via the TrekStor eReader Suite**

Regular updates, eBook management and synchronization, and direct access to your eBook Shop - the free eReader Suite handles all this tasks and provides you the opportunity of comfortable reading.

### 6.3.1 eReader Suite Installation

- a) Connect your eBook Reader to your PC or MAC using the included USB cable.
- b) Make sure that your computer is connected to the Internet.
- c) To start the installation, follow these steps:

**Windows:** In "My Computer", open the drive with the name "TrekStor" launch the "eReader Suite" installation file and follow the instructions of the installer.

**Mac OS:** In the Finder window, select the "TrekStor" drive and drag the file "eReader Suite" into the program folder. In the "Programs" folder, start the "eReader Suite" and follow the instructions of the installer.

### 6.3.2 Using the TrekStor eReader Suite

The eReader Suite is divided into three areas:

#### Home

You will find here information about your device like news, help and tips. In addition, you can download data sheets, manuals and updates. The home page also provides you with an overview of the available free space, the associated Adobe® ID, the device registration and the current firmware version.

## **Shop**

Get access to the integrated eBook shop, browse through the latest offers or purchase new eBooks.

**Info:** Please contact your eBook shop operator if you have questions or need more information.

## **Books**

Always keep track of your eBooks and sync eBooks on your computer with your eBook Reader. This way you will have your library always at hand.

**Info:** Adobe® Digital Editions and an Adobe® ID are required for DRM protected eBooks.

## **7 Logging off and disconnecting the computer from the eBook Reader**

Please follow the recommended log-off procedure to avoid damages to the device or data loss!

### **Windows® 7/Vista™/XP**

Click with the left mouse button onto the symbol "*SAFELY REMOVE hardware*" at the bottom right corner of the task bar. Click in the popup menu on "USB Mass Storage Device - Drive" and disconnect afterwards your eBook Reader from the computer.

### **Mac® OS X ab 10.6**

Please remove the drive "*TREKSTOR*" from the "Desktop" by clicking on the drive icon and drag it to the trash icon. Now you can disconnect the eBook Reader from your computer.

## **8 Instructions for safety**

### **8.1 Battery**

- Charge the battery only in a temperature range from 0° to 35° C.
- Do not charge the eBook Reader, if the battery is damaged or leaking.

### **8.2 Operation**

- Do not expose the eBook Reader to strong light, extreme temperatures, moisture or vibration.
- Do not cover the eBook Reader during operating or charging. This can lead to overheating.
- Protect the eBook Reader from:
  - Extremely high temperatures
  - Direct sunlight
  - High humidity or corrosive substances
  - Temperatures below freezing
- Turn off the eBook Reader immediately, if it gets wet. Wait until the eBook Reader is completely dry before turning it on again.
- The capacity indicated by your operating system can be different than the actual capacity of your device. Like most manufacturers of computer hardware, TrekStor uses the prefixes for units (e. g. 1 GB = 1.000.000.000 bytes) as prescribed by the International System of Units (SI). Unfortunately, many operating systems do not comply with this norm and display a lower capacity

because they base their calculations on the assumption that  $1 \text{ GB} = 230 \text{ bytes} = 1.073.741.824 \text{ bytes}$ .

### **8.3 Cleaning and maintenance**

- Clean the screen with a wet cloth; do not use abrasive cleaners. Keep the eBook Reader in a suitable protective case to prevent scratches (not included).
- Technical work on the product can be performed only by qualified persons. The product may neither be opened nor changes be carried out to it. The components cannot be serviced by the user.
- Make sure that the surroundings are as dust-free as possible when you use and store the device.

## **9 Copyrights and trademark notice**

Copyright laws prohibit copying any data of this product or the contents of this manual (illustrations, related documents etc.) in whole or in parts without the permission of the copyright holder.

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The manufacturer retains the right to continually improve the product. These changes may be made without being directly described in these operating instructions. For this

reason, the information provided in these operating instructions may not reflect the current state of the art.

The manufacturer only guarantees suitability for the product's intended purpose. In addition, the manufacturer is not responsible for damages or loss of data and subsequent consequences.

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## EC DECLARATION OF CONFORMITY

As manufacturer and importer respectively:

**TrekStor GmbH**  
Kastanienallee 8 - 10  
D-64653 Lorsch, Germany

herewith declares that the products

**Product:** eBook Reader Pyrus mini

**Type:** eReader

comply with the following directive(s):

- 2004/108/EC EMC Directive: Electromagnetic Compatibility
- 2006/95/EC Low Voltage Directive

The following norms were consulted to assess conformity:

- EN 55022:2006 + A1:2007  
EMC: Information technology equipment – Radio disturbance characteristics – Limits and methods of measurement
- EN 55024:1998 + A1:2001 + A2:2003  
EMC: Information technology equipment – Immunity characteristics – Limits and methods of measurement
- EN 60950-1:2006 + A11:2009 + A1:2010  
Information technology equipment – Safety – Part 1: General requirements

The CE symbol confirms that this product conforms with the above mentioned norms and regulations.

The manufacturer also declares the conformity of the product according to the following directives:

- 2001/95/EC General Product Safety
- 2002/95/EC RoHS: Hazardous substances in electrical and electronic equipment
- 2009/125/EC Ecodesign requirements for energy-using products

Lorsch, 17.10.2012

*T. Korošča*  
Thorsten Korošča, LPM



## 10 Support information

If you have any questions regarding your TrekStor product, please proceed as follows:

Check the features as well as the functions of your device (apparent on the packaging), in order to use the correct settings.

Read the manual carefully.

Inform yourself on our website [www.trekstor.de/en](http://www.trekstor.de/en) about the up-to-date information concerning your product (e. g. available most recent firmware releases).

In the case you have further questions regarding your product, please note the following TrekStor support options:

### **FAQ**

The FAQ area of our website offers you a wide range of problem solving hints. Here you can obtain answers to the most frequently asked questions concerning our products.

### **E-Mail**

Please fill in the support form on our website or send an E-Mail to [support.en@trekstor.de](mailto:support.en@trekstor.de). You can find mailing

addresses for other countries when you click "*SERVICE*" at the menu bar on our website.

### **Phone support**

Please find the number of the support hotline for your country on our website under "*SERVICE*" as well.

TrekStor GmbH  
Kastanienallee 8-10  
D-64653 Lorsch  
Germany  
[www.trekstor.de](http://www.trekstor.de)

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