

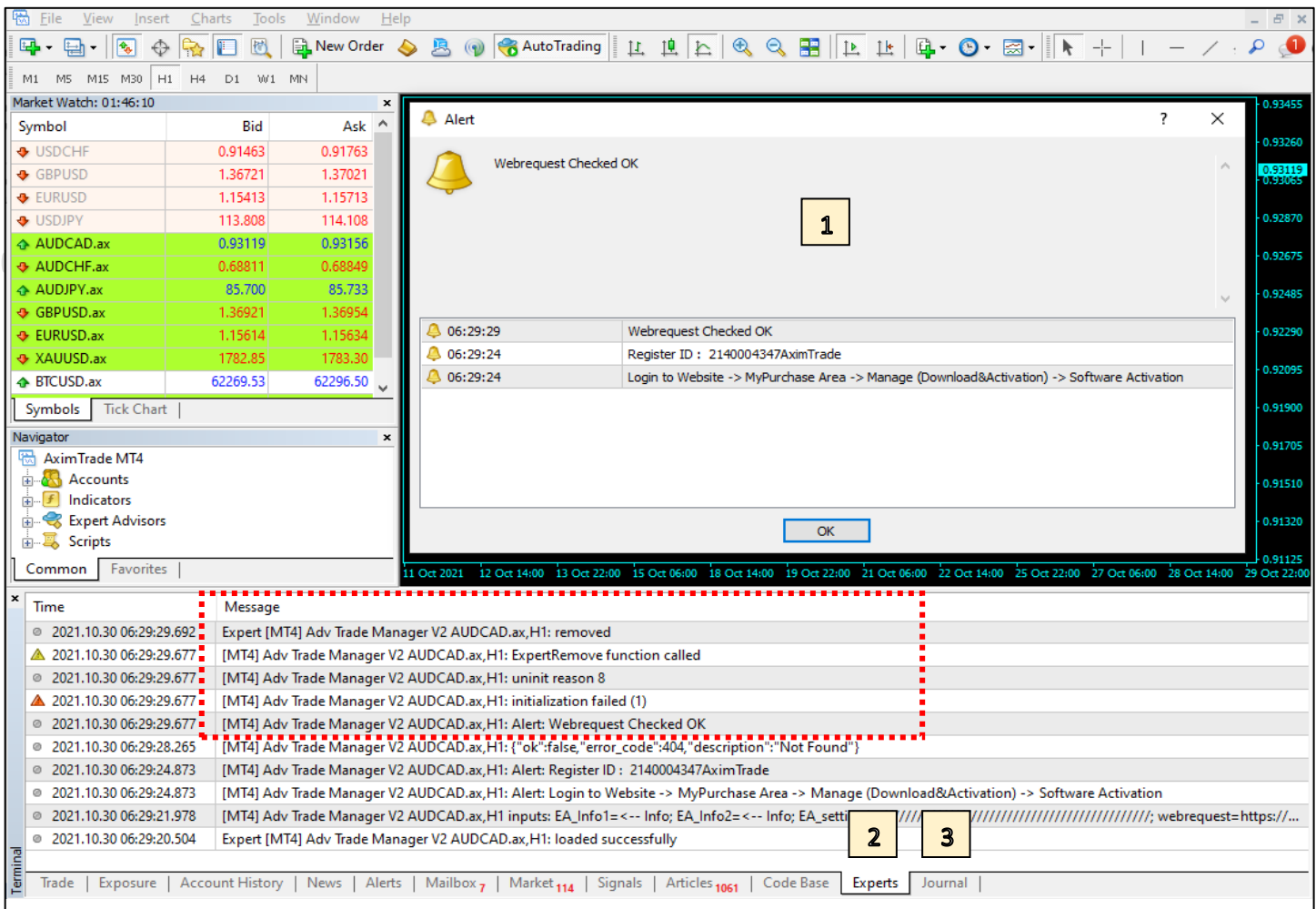
**How to Ask a Help/Support?**

Before you may proceed to ask any Help/Support (via Email, Webchat or Telegram Support) to the Error/Issue on the EA/Software, we are recommend to download the Product Guideline (read/search entirely) as most of the Answer might be available in the Product Guideline or else send us from any available communications. To diagnose the cause of Expert Advisor (EA) Error/Issue, please provide the Metatrader Terminal Screenshot (For Better Understanding the Error/Issue)

Alert (1) 1 / Experts (2) 2 / Journal (3) 3

**For Expert Advisor (EA)**

Either one will indicate the cause of Error/Issue for Expert Advisor (EA) why you have failed to load the EA to the Chart or the EA prompt with error while it is already running. As in the image below, you can see the Message initialization failed (1) and ExpertRemove function called.



**Note:** If you are asking for help/support from us, please include a screenshot of your Metatrader Terminal i.e Alert, Experts and Journal which cause the error so that we can advise you accordingly.

**For Tele-Copier Dekstop App**

For Tele-Copier Desktop App, it is different from Expert Advisor (EA) where you have to provide with Screenshot of Console (cmd) or Desktop App itself which indicate the cause of Error/Issue.