

# Support-Capabilities Synology

## Contact Thomas-Krenn.AG Support:

Please contact us in case of software or hardware problems.  
by phone: +49 8551 9150 500 (Mon - Fri from 07:00 am to 10:30 pm) or by  
Mail: [support@thomas-krenn.com](mailto:support@thomas-krenn.com)

Please have the serial number (starting with 9000) and a fault description ready.  
We will then create a support ticket for you at Synology. You will be informed  
about the next steps by a Support employee of Thomas-Krenn.AG.

## Open a Synology Support Ticket using Synology's Disk Station Manager (DSM):

You can create a support ticket directly in Synology's DSM:  
[https://www.synology.com/de-de/knowledgebase/DSM/help/DSM/SupportCenter/contact\\_support](https://www.synology.com/de-de/knowledgebase/DSM/help/DSM/SupportCenter/contact_support)

Your device must be registered with Synology.  
The ticket will be created and processed directly by Synology.

## Contact Synology Support directly:

You are welcome to open a support ticket directly at Synology at any time.  
Open the following link:  
<https://account.synology.com/support>

Your device must be registered with Synology.

In this case, please have the Synology manufacturer serial number (NOT the  
Thomas-Krenn serial number) and a fault description ready.

You can also contact Synology Support by phone at the following number:  
+49 211 9666 9666.

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