Help Center

Your KUNOMAIL

KUNOMAIL Online Shop

What do I need to know about the online shop?

➢ In our online shop you can find and purchase all free and chargeable products.

➢ You can access the online shop via the link of the same name on our homepage or directly at www.KUNOMAILSHOP.com .

➢ You can also access the shop directly from your KUNOMAIL account via "Options" - "Online Shop" or the Online Shop item.

How can I purchase a licence & buy more products or get them for free?

➢ You can purchase a licence directly via our homepage kunomail.com by clicking on the button "buy".

➢ You can find all KUNOMAIL products in our online shop via the link of the same name on our homepage or directly at www.KUNOMAILSHOP.com .

➢ You can also access the online shop directly from your KUNOMAIL via "Options" - "Online Shop".

Where can I find my purchased products?

➢ You can find an overview of your purchased products in the online shop under "Your account" in the order overview.

➢ Your purchased shop products are also automatically loaded into your KUNOMAIL and/or the media centre. To do this, enter your online login data in KUNOMAIL under "Administration" - "Settings" - "Online account".

KUNOMAIL - Updates

How do I get updates to the programme?

➢ We are constantly developing KUNOMAIL further. This means that updates and new or extended functions are regularly available for your KUNOMAIL.

- You can check whether an update is available manually by clicking on "Help" and "Check for update" in your KUNOMAIL.

- Your KUNOMAIL can also check automatically if an update is available. We therefore recommend that you check the box "Check for available update". You can find this in your KUNOMAIL under "Administration" - "Settings" - "Start & Exit".

KUNOMAIL Scope of Functions & Release Notes

- You can find the current range of KUNOMAIL functions as well as all release notes in your KUNOMAIL under "Help" - "Info about KUNOMAIL Windows".

KUNOMAIL Full Version Licence & Additional Licence

What do I need to know about the full version licence and additional licence?

- The full version licence is valid per computer and can be used by several users on one computer.

- The price (34.99 euros) is to be paid once and includes future updates and upgrades.

- If you would like to use KUNOMAIL on additional devices, you can purchase as many additional licences as you like in our shop for 14.99 Euros each.

  The additional licence requires a valid full version licence and is also valid per computer.

How do I activate KUNOMAIL?

There is **no licence key** with KUNOMAIL.
The purchased licence is linked to the e-mail address used for the purchase.
To activate KUNOMAIL, you simply have to **enter** the corresponding **e-mail address in KUNOMAIL** under "Help" - "Activate KUNOMAIL".

How can I reset/delete my licence?

If it should ever be necessary to reset your KUNOMAIL licence, e.g. because you have a new PC, you can easily do this yourself.

- Please select the corresponding licence activation that you would like to reset and then confirm with "Delete activation".

- To activate the licence again, please go to the menu "Help" - "Activate KUNOMAIL" in your KUNOMAIL.

You can also find a short video tutorial on YouTube at https://youtu.be/KF2UkCMRFa8.
(German version, please use english subtitles)

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- You can find all KUNOMAIL products in our online shop via the link of the same name on our homepage or directly at www.KUNOMAILSHOP.com .

- You can also access the online shop directly from your KUNOMAIL via "Options" - "Online Shop".

KUNOMAIL - Start Assistant

What is the Start Assistant?

- When you open the e-mail client, the KUNOMAIL start assistant always informs you about new features, updates, bug fixes and everything important about KUNOMAIL, our website and our YouTube channel.

- You will always be up to date and won't miss anything.

- The start assistant can be displayed if desired under "Administration - Settings - Basic settings".