

## OfficeClassicMenu Help if you have problems with entering the license key

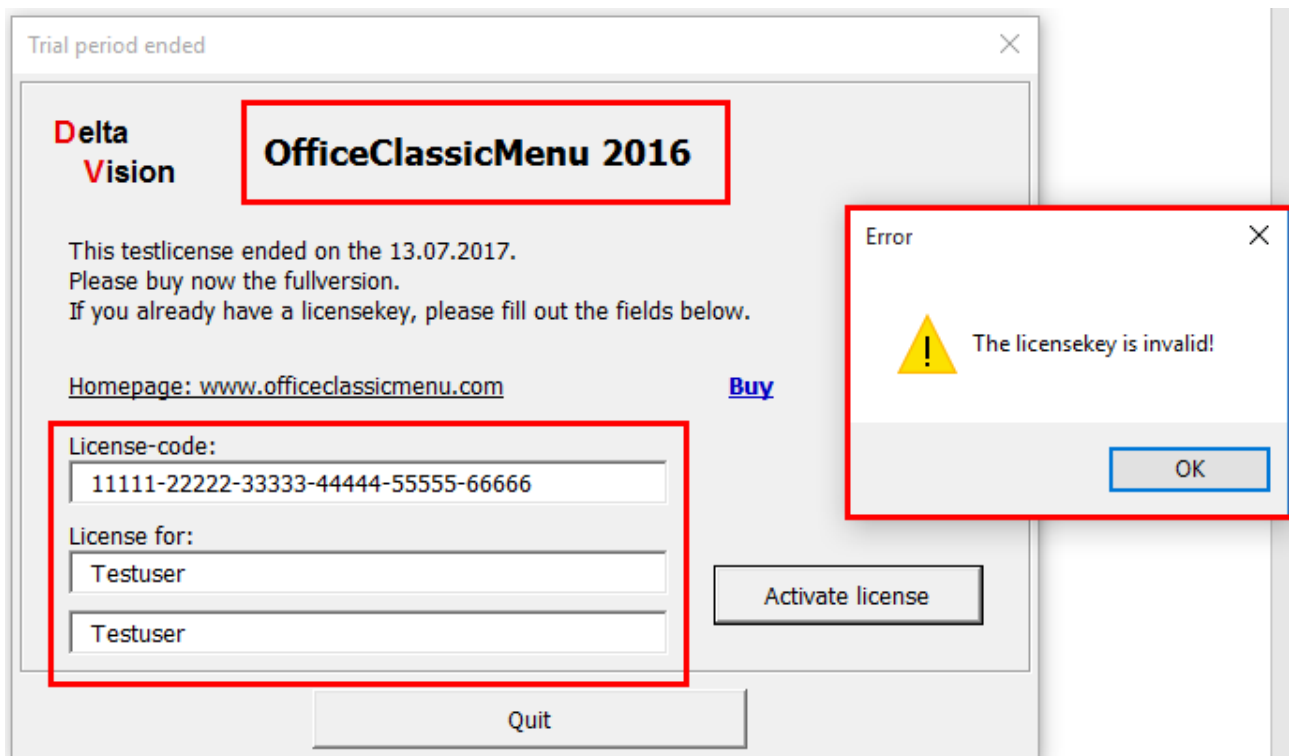
We get the message from time to time that the license key does not fit. In all past cases, either the license was not entered correctly, or the purchased license did not match the existing Office version.

Below are two Screenshots we need from your system to help.  
The steps can be performed in Word, Excel, or PowerPoint.

### 1) A screenshot showing the entered license number as well as the error message

See the example below

Menu: **Classic Menu / Help / License Classic Menu...**

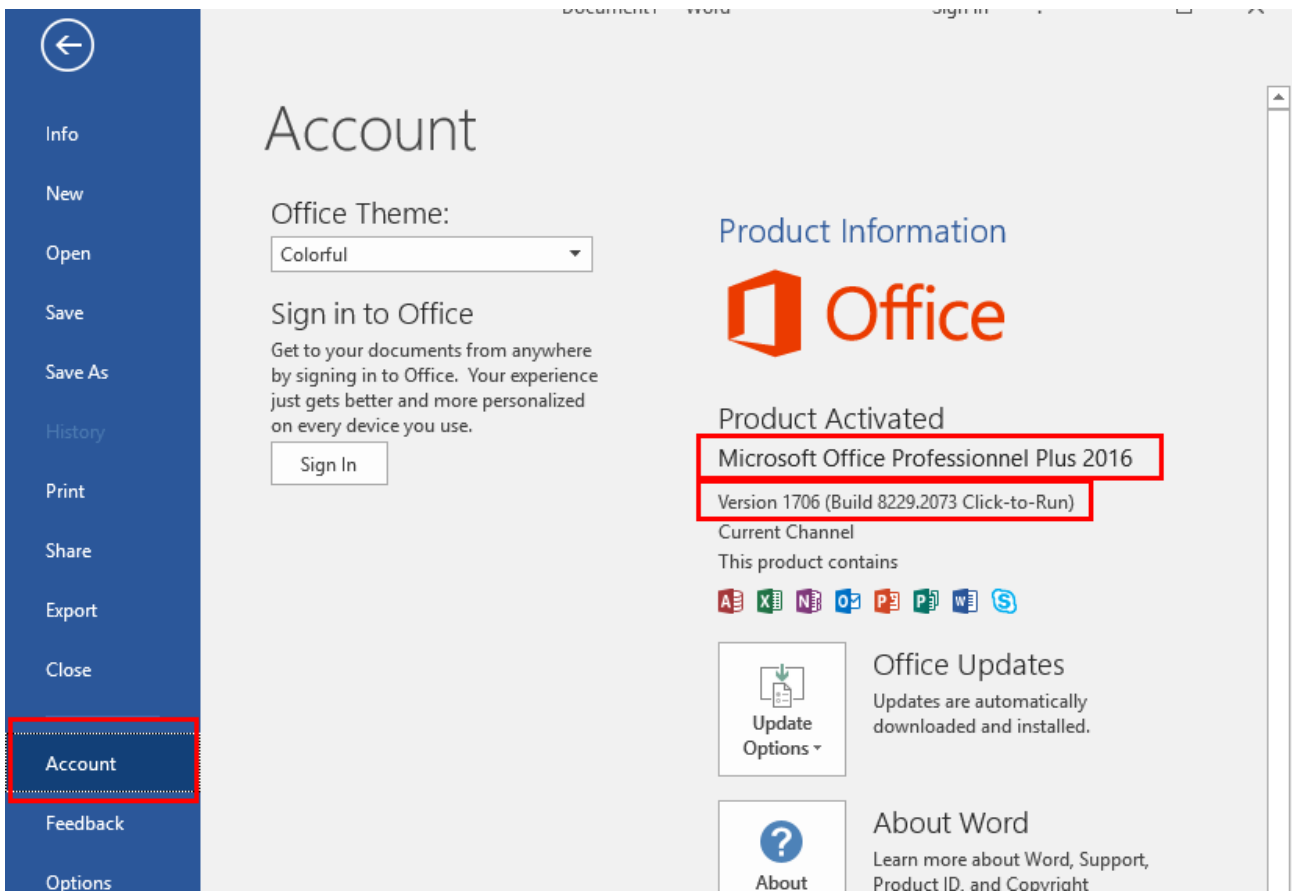


The red marked areas should be visible in your printscreen.

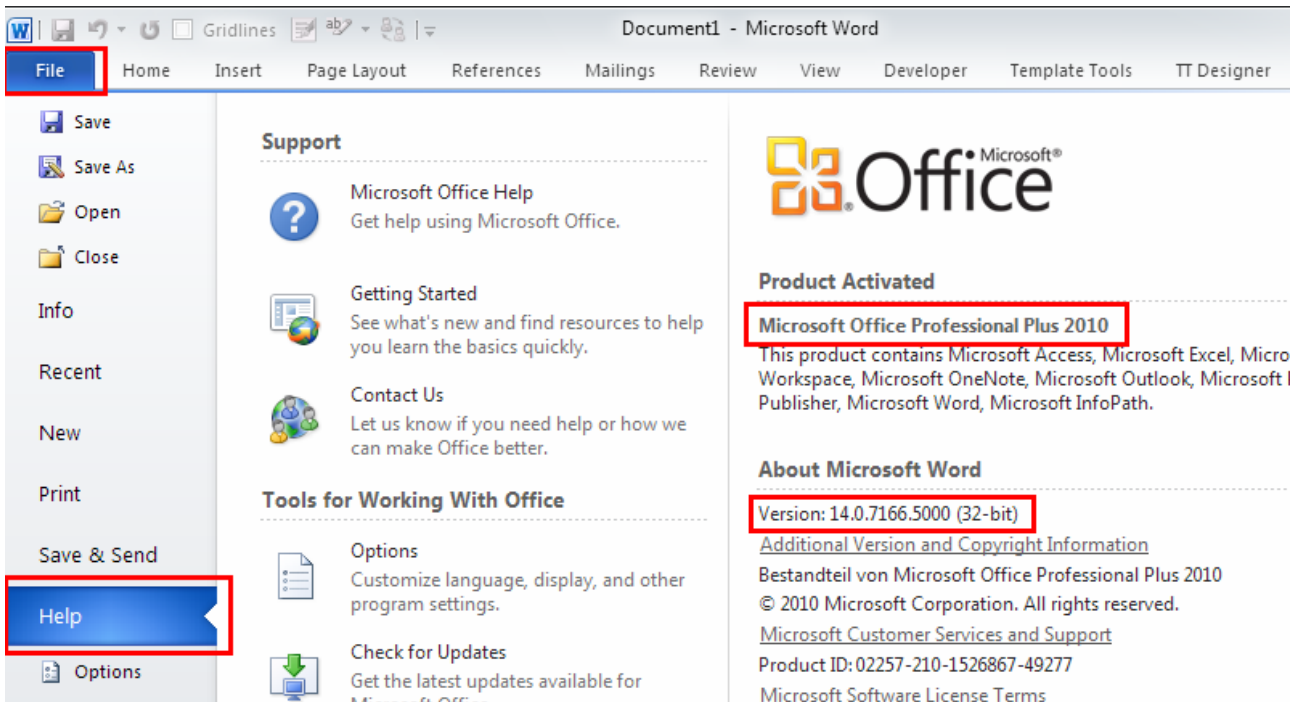
### 2) A Screenshot showing the version of Office

In Office 2013 or 2016: Menu: **File / Account**

In Office 2010: Menu **File / Help**



View in Office 2016 (Office 2013)



View in Office 2010