

#8 Ball Empire - SUPPORT

Welcome to 8 Ball Empire Support! We're here to help.

📱 CONTACT US

****Email:**** support@aminug.de

****Response Time:**** Within 24-48 hours

Please include your device model, iOS version, and a screenshot of any issues.

❓ FREQUENTLY ASKED QUESTIONS

****Account Issues****

****Q:** How do I create an account?

A: Play as guest or register with email in Settings > Account.

****Q:** Forgot password?

A: Click "Forgot Password" on the login screen.

****Q:** Can I play without an account?

A: Yes, as a guest. Register to save your progress and coins.

****Game Issues****

****Q:** Game freezing or crashing?

A: Try these steps:

1. Restart the app
2. Restart your device
3. Update iOS and the game
4. Free up storage space

****Q:** Lost connection during match?

A: The game waits 30 seconds for reconnection. Otherwise, it counts as forfeit.

****Q:** Dice rolls unfair?

A: Our dice use certified random number generation. Every roll is 100% fair.

Coins & Purchases

****Q: How to earn free coins?****

A: Daily login, missions, Fortune Wheel, winning matches, and watching ads.

****Q: Purchase didn't arrive?****

A: Restart the app. If issue persists, email us with your receipt at support@aminug.de

****Q: Restore purchases?****

A: Go to Settings > Restore Purchases.

Multiplayer

****Q: Play with friends?****

A: Create a private room and share the room code.

****Q: Play offline?****

A: Yes! Local 4-player mode works offline. Online requires internet.

****Q: Add friends?****

A: Search username in Friends menu and send a request.

Technical Issues

****Q: No internet connection error?****

A: Check WiFi/cellular, restart router, try switching networks.

****Q: Game running slow?****

A: Close background apps, restart device, free up storage.

****Q: No sound?****

A: Check device silent mode, in-game settings, and volume.

PRIVACY & SECURITY

****Q: Is my data safe?****

A: Yes! We use secure encryption and never sell your data.

****Q: Delete account?****

A: Email support@aminug.de with your account details.

🚫 REPORT ISSUES

****Bug Reports:**** Email us with description, screenshots, and device info.

****Report Player:**** Email username and evidence of cheating/harassment.

📱 REQUIREMENTS

****Minimum:**** iOS 12.0, iPhone 6s or newer, 200 MB storage

****Recommended:**** iOS 14.0 or later, iPhone 8 or newer

📧 NEED MORE HELP?

****Contact:**** support@aminug.de

Include:

- Device model and iOS version
- Game version
- Screenshot of issue
- Detailed description

We respond within 24-48 hours.

🌟 ENJOYING THE GAME?

Leave us a review on the App Store!

****Thank you for playing 8 Ball Empire!**** 🎮

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