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Subject: JING for Support Issues

Posted by [randomblink](#) on Wed, 30 Sep 2009 14:59:24 GMT

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I've seen ALOT of issues mentioned by other users, some issues I've run across myself. I've also watched people try to 'explain' a bug or irritation, and others try to 'walk someone through' how to resolve an issue. I believe I have found an easier way of taking care of these.

JING Project

This is a FREEWARE software app that allows you to EASILY take a screenshot, add annotations to it, and upload, email or IM an URL to it for sharing with others. It also has a video option for capturing up to 5 minutes of screen activity alongside voice-overs.

If Shapeways encouraged users to use it to snapshot their issues or video-shot them and post on the messageboard, it MIGHT make resolving some issues easier. The Shapeways team could even post their own snapshots and video walk throughs for explanations in their replies and their FAQs.

Just a thought...

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