



LoadMosaic

Help manual

Windows and Android tablets

Load optimization, manual editing and documentation

English

Help edition - 2026-10-04

How to use this manual

This guide describes the controls and validation in Windows and the Android tablet version. The diagrams explain relationships and gestures: they are not session screenshots or real customer data. Control names are shown in bold and match the language of this edition.

Documentary basis: LoadMosaic help manuals, edition 2026-09-07. Adaptation checked against the current interface on 2026-10-04. Later changes may affect controls or commercial terms. The License screen and current EULA take precedence over the examples in this guide.

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01. What is LoadMosaic?

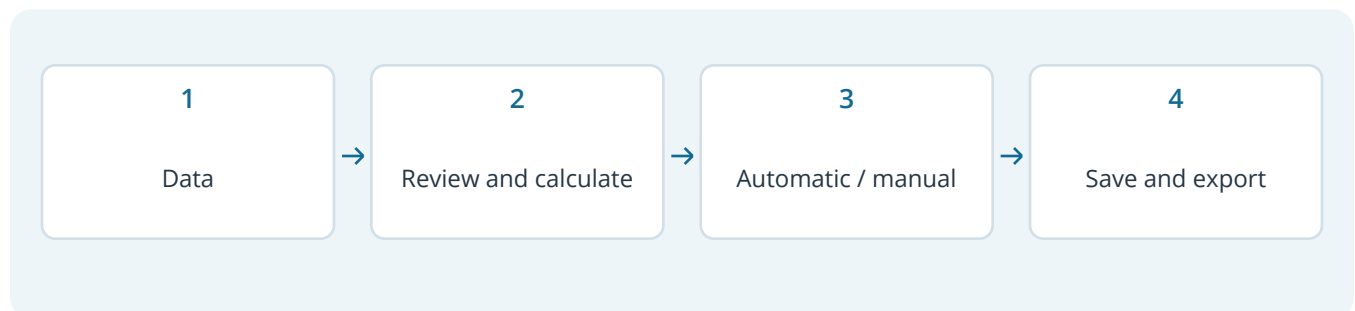
LoadMosaic arranges boxes and packs on pallets or inside transport enclosures. It searches for automatic layouts, allows manual changes and generates images and reports. An optimization groups its own labels, packs, boxes, load units, results and manual variants. Only one optimization is active at a time.

Concept	Meaning
Box	Rectangular reference with dimensions, quantity, weight and restrictions.
Label	Reusable definition of size, anchor and position on a face.
Pack	Recipe of boxes counted together for each instance.
Level I	Outer unit: container, truck or standalone pallet.
Level II	Inner pallet placed inside a level I unit.
Slice	Horizontal editing plane. A box belongs to the slice where its effective base begins.

Important. A geometric result does not certify transport safety, packaging strength or axle load distribution. Always check the actual physical conditions.

02. Quick start

1. In **Optimization manager**, create or import an optimization and use **Open and activate** to work with it.
2. Add boxes, labels and packs as needed. Set quantities and restrictions; import CSV/Excel or copy templates from the My sections.
3. Add the pallet or container. Check its usable dimensions, level, height, tare and limits. You can start from built-in examples.
4. Press **Optimize project**. In **Review project**, correct the red errors; review weights and compatibility.
5. In **Calculate layout**, set the engine, search, time and parallelism. Calculate the layout or, if weights are missing and everything else is valid, geometry only.
6. Check the loads and pallets found. If changes are needed, open **Manual configuration...**, edit and apply a valid variant.
7. Save the active optimization in the manager. Export a copy, image or PDF report after checking its preview.



Important. The selected checkboxes do not limit which boxes are optimized: the calculation includes all references with a positive quantity.

03. Main screen and general use

The header provides access to the manager and the label, pack, box and container/pallet sections. The viewer title identifies the load or pallet shown. Actions are enabled according to the level, selection and validity of the result.

Area or action	Use
Title navigation	Previous/next load at the outer level; Go up one level from an inner pallet.
Open details	Opens the selected item's record or allows entry into the associated pallet.
Manual configuration...	Edits the layout shown without automatically turning it into a saved variant.
Explore layers	Opens and browses the layers of a pallet; does not apply to a container.
Export...	Accesses the BMP/PNG image or PDF report.
Expand viewer	Hides auxiliary areas and the advanced properties panel. Does not delete data.
LoadMosaic icon	Captures the current screen and prepares the support report.

Long operations disable incompatible controls to prevent simultaneous actions. Wait for an import, calculation or save to finish before changing sections or repeatedly pressing selection controls.

04. Boxes and My personal libraries

The active optimization's records and the My libraries are independent. My labels, My packs, My boxes, My containers and My pallets store reusable templates, not calculation results. Adding a template to the project creates a copy: editing it later does not update the original library.

Action	Behavior
Select all / Clear selection	Selects or clears the entire catalog of that type, even if a search filters what is displayed.
Creation / alphabetical order	Changes presentation, not optimizer priority. Can be ascending or descending.
View details	Shows the specific record pressed, even when several references are checked.
Edit / Duplicate / Delete	Acts on references compatible with the selection; inappropriate buttons are disabled.
Save from project	Creates a personal record from the active optimization's data.
Add selected to project	Asks for quantities and copies necessary dependencies. For boxes, allows a label or None to be chosen.

Important. The quantity requested when copying individual records is that reference's final quantity; when copying a pack with a recipe, enter the number of complete packs. Do not confuse this with adding that number to existing demand.

Records include a thumbnail and their symbol/color. Undo and Redo allow changes to be reviewed during the session. Personal records support up to 500 library items; when interchange limits are reached, export in parts may be offered.

05. Labels: size, placement and rotation

A label has a unique reference, description, visual number, width, height and placement rule. The reference identifies the record; the number and color help recognize it in views. Assigning a label to a box does not change its physical dimensions.

Field or rule	Interpretation
Width and height	Nonnegative. Zero preserves the logical assignment but does not draw the label.
Center	Distances are measured to the label's center. Negative offsets may be allowed.
Corner	Distances are measured to the point of the label nearest the selected anchor.
Length / percentage	The unit belongs to the label's own rule. Changing the rule does not automatically convert numbers.
Save	Updates the definition used by boxes with that reference; review the result if the load changes.

The label is calculated on the final physical face. On a narrow face it can rotate +90° if this lets it fit completely, preserving the anchor interpretation and rebuilding the position. If it still does not fit when rotated, the planned rendering adjustments are applied. This does not authorize moving a box or a layer.

Important. In manual variants, layers are not rotated or repositioned to improve label visibility, either in the preview or when saving. Plan and isometric views represent the same positions.

06. Packs and composition

A pack contains at least two boxes per instance. Its record contains identity and description; its composition is edited separately. The recipe specifies how many boxes of each reference form a pack, not that box's global demand.

Example	Result
Recipe: 2 boxes A and 1 box B	Each instance consumes $A \times 2$ and $B \times 1$.
Demand A = 20, B = 10	Allows 10 complete packs.
Demand A = 20, B = 9	Does not represent the same number of packs for both components; requires correction.

Global quantities must be multiples compatible with the recipe. Correct components, quantities or assignments in the Calculate review. Also check orientations, height, support and weight: a consistent recipe does not guarantee that a pack fits.

Important. Duplicating a project pack duplicates its definition; it does not automatically build the recipe. My packs templates can preserve recipes and dependencies. To exchange a recipe through CSV/Excel, also export its boxes and labels; the pack table alone contains only definitions.

07. Box demand, dimensions and availability

Data	Use and validation
Reference / description	Unique identifying reference; free-form description for human-readable information.
Length, width and height	Finite nominal dimensions greater than zero, in the displayed units.
Quantity	Total demand for the reference. Do not confuse it with the number already placed.
Weight	Nonnegative unit weight. Blank means unknown; zero means a known weight equal to zero.
Stack	Allows other boxes to be supported by this type.
Rotate	Allows the base dimensions to be swapped.
Tilt	Allows another face to become the base, swapping a horizontal dimension with height.
Expansion	Margin based on the difference between the largest and smallest dimension, added to the minimum nominal dimensions; not a direct percentage of each side.

Dimension increase accepts 0-500 %. The increment applied to the smallest nominal dimensions is $(\text{largest dimension} - \text{smallest dimension}) \times \text{percentage} / 100$. For example, $500 \times 200 \times 300$ mm at 10 % adds 30 mm only to the 200 mm dimension: the occupied envelope becomes $500 \times 230 \times 300$ mm.

After calculating or applying a variant, placed and remaining quantities are updated for the corresponding layout. Deleting a box in manual mode makes it available again: it does not reduce original demand. The Reference to add selector shows only types with remaining units and their number, symbol and color.

Important. Saving changes to a shared record affects all its instances. A red frame around the result and a red optimization button indicate that recalculation is required; they do not mean the new data has already been calculated.

08. Containers and pallets: levels and restrictions

Level I is the outer level. Level II is an inner pallet placed as a rigid unit inside the outer unit. A container/truck cannot be treated as an inner pallet. Always check usable dimensions, not the vehicle's external dimensions or cab.

Property	Interpretation
Usable length / width	Available load footprint, greater than zero.
Base height	Nonnegative base thickness. Usable height is measured above it.
Maximum total outer height	Edited at level I; includes the base and must leave usable height.
Upper clearance	Applies only to a level II pallet. Reserves space above it inside the outer unit.
Quantity / tare	Available units / own mass of each empty unit.
Maximum total weight	Includes load and tare. Blank or zero means no configured limit, not physically unlimited mass.
Maximum layers	Blank: not configured; zero: no specific limit; values up to 99.
Adjust pallet edge	A negative value reduces the effective footprint; a positive value enlarges it.
Minimum support / bridge gap	Supported base percentage and permitted coplanar separation; the bridge does not exceed half the largest base side.
Center-of-mass criteria	Favor horizontal centering or a lower CM; do not certify stability.

Important. Container and pallet examples are starting points with a verifiable source, not certification of the actual equipment. Check variant, year, dimensions and limits. An example's source does not change when it is copied.

09. Optimization manager and organization

Checkboxes select items for actions. Preview shows the first valid saved set without activating or recalculating it. An optimization can retain an automatic result and a manual variant; only the active optimization is used on the main screen.

Action	Function
Open and activate / Save active optimization	Opens the single selected optimization / preserves the active optimization's working state.
Active optimization...	Opens its summary and access to documents, license and support.
Organize... / Show group...	Assigns an existing group, a new one or 0 - No group / filters one or several groups.
Archive...	Hides without deleting. Enable Show archived and use Restore to recover it.
Delete...	Removes it from the list. Can be undone during the session; not recovered through Show archived.
Create... / Duplicate... / Rename...	New active optimization / copy without changing the active one / name of a single selected item.
Import... / Import WPF items...	Adds optimizations without activating them / imports data from the previous application.
Export... / Full export...	One selected item as JSON or several in ZIP / copy of the entire collection and interface.

Creation order, alphabetical order or group + alphabetical order changes presentation only. Archive and Delete protect the active optimization: if it is among several selected items, they uncheck it, warn and continue with the others. Activate another optimization if you need to archive the current one.

10. Calculate: review before optimizing

Optimize project opens a single Calculate screen with the **Review project** and **Calculate layout** collapsible panels. The review shows relevant errors and warnings, not a repetition of every valid record.

Panel	What to do
Errors preventing calculation	Shown in red and expanded. Open the indicated record or composition and correct it.
Weights and mass limits	Review unknown weights, tares and limits before assessing mass.
Restrictions and compatibility	Check packs, orientations, usable dimensions, levels and quantities.

Returning from a record refreshes the review and retains the options you were adjusting. Calculation is not enabled while blocking errors exist. Back discards the options draft but keeps already saved records and previous results.

Important. **Calculate geometry** allows a layout without weight checking when weights are missing and the geometry is valid. Mass limits and objectives are omitted in calculation copies; blank weights are not converted to zero. The result is marked Weight not verified.

A completed new calculation replaces the plan and removes its manual variants after the corresponding confirmation. Canceling or failing preserves the previous result. Cancel calculation requests that the engine stop: an operation in progress may take time to finish.

11. Engine, search depth, time and parallelism

Option	Scope
Automatic engine	Analyzes the case and compares available strategies.
Base families	Search organized by geometry families.
Blocks / Blocks and family-based fill	Builds blocks and, when selected, fills with other families.
Block profile	Fast, Balanced, Extended, Intensive or Maximum. Does not apply when using Base families only.
Time per candidate	Limit between 0.01 and 120 minutes for each candidate, not the entire project.
Parallelism	Authorized logical processors, from 1 to those available. More resources do not guarantee less total time.
Prioritize pallet base	Base utilization criterion according to the volume threshold; zero disables the threshold.

On first run without configuration: automatic engine, balanced profile, 0.2 minutes per candidate, parallelism equal to the device's logical processors and base priority enabled with a 50 % threshold. Previously saved preferences are retained.

Important. Greater depth means exploring more alternatives, not mathematically proving an optimal solution. When importing to a device with fewer processors, the next calculation is adapted without changing the result or saved historical options.

12. Advanced properties and units

The main window's collapsible panel keeps groups aligned in two columns; it may reorganize on narrow screens. The panel is not shown when the viewer is enlarged. Visual preferences do not replace records' physical data.

Left column	Right column
Load centers	License
Units	Interface language
Load and selection	Project and result

Viewer help and Technical diagnostics appear below. Use display controls to adjust appearance; diagnostics help describe a failure, not certify the result.

System	Display
International	Dimensions in mm and masses in kg.
British	Boxes in inches; main unit dimensions in feet; bases, clearances and adjustments in inches; masses in pounds.

Important. Changing units converts presentation and editing fields; it does not recalculate or invalidate a layout. Internal physical values and JSON remain in mm/kg. Percentage label rules retain their own meaning.

13. Main viewer, camera and load centers

The viewer offers Isometric, Top, Front and Side views. Select an object to read its lower properties box with symbol, color, reference and description. In a container, pressing a box on a pallet selects the whole pallet; inside that pallet, boxes are selected individually.

- Drag: rotate or pan changes the gesture. In non-isometric views, dragging pans rather than orbits.
- Lock rotation center retains the center while still allowing Drag: rotate to be selected.
- In Windows, rolling the wheel forward zooms out and pulling it toward you zooms in. The reversed direction applies only to zoom, not layer browsing.
- The -/+ buttons and pinch gesture keep their natural direction. Reset view restores the camera, 100 % zoom and initial pan, keeping the rotation-center checkbox.

Center	Meaning
CM	Load center of mass, weighted by masses.
CG	Load geometric center, weighted by volumes; not the center of gravity.
Combined table	Press either symbol: shows both centers, coordinates, deviations and mass in the lower-right box.

Important. Boxes and inner tares are included; outer tare is excluded. X/Y start at the base origin and Z at its top face. Valid centers are not presented if weights are missing, there is no positive mass or the result is marked Weight not verified. They do not certify stability or axle load distribution.

14. Results, layers and variants

Browse outer loads using the title buttons. Double-click/tap an inner pallet, or use View pallet, to enter it. Go up one level returns to the container and restores the previous view. Saved results that remain valid are displayed when an optimization is opened without recalculating.

Explore layers opens a visual gap above a pallet's active layer and draws a plane. Drag vertically or use the wheel to browse layers. The lower-right box shows layer/total, height above the base and new boxes, grouped by reference with symbol, color and quantity.

Important. New boxes are only those whose bases begin in that layer. Visual separation does not change their physical heights. In this mode the camera does not rotate and centers are not drawn; the camera is restored on exit. Does not apply to containers.

View manual variant and **View optimized variant** switch between results when a distinct variant exists. Global availability corresponds to the chosen variant; do not add both together as if they were two demands.

If load data changes, the previous result is retained for consultation, but marked in red and requires recalculation before it can be considered current.

15. Entering and leaving manual configuration

1. Display the load or pallet to edit and press **Manual configuration...**
2. Check the plan and isometric views. The header contains **Cancel**, **Apply variant** and load navigation or Go up one level where applicable.
3. Edit the draft and correct its issues. You can open records and return to the same original manual interface.
4. Press Apply variant to confirm a valid layout. Cancel asks before discarding changes.

If the draft matches the optimized layout when applied, no redundant manual variant is retained: the optimized result is shown directly. If a shared record changes, recalculation is required before applying a variant based on old data.

Important. Changing loads with a modified draft offers Apply and switch, Discard and switch or Cancel. Check the scope before confirming: editing an inner pallet does not mean editing all its instances.

16. Manual editor: plan, isometric view and selection

The plan view appears on the left or above and the isometric view on the right or below, depending on the window's aspect and footprint. In plan view, X increases downward and Y to the left. Both views retain the same physical positions.

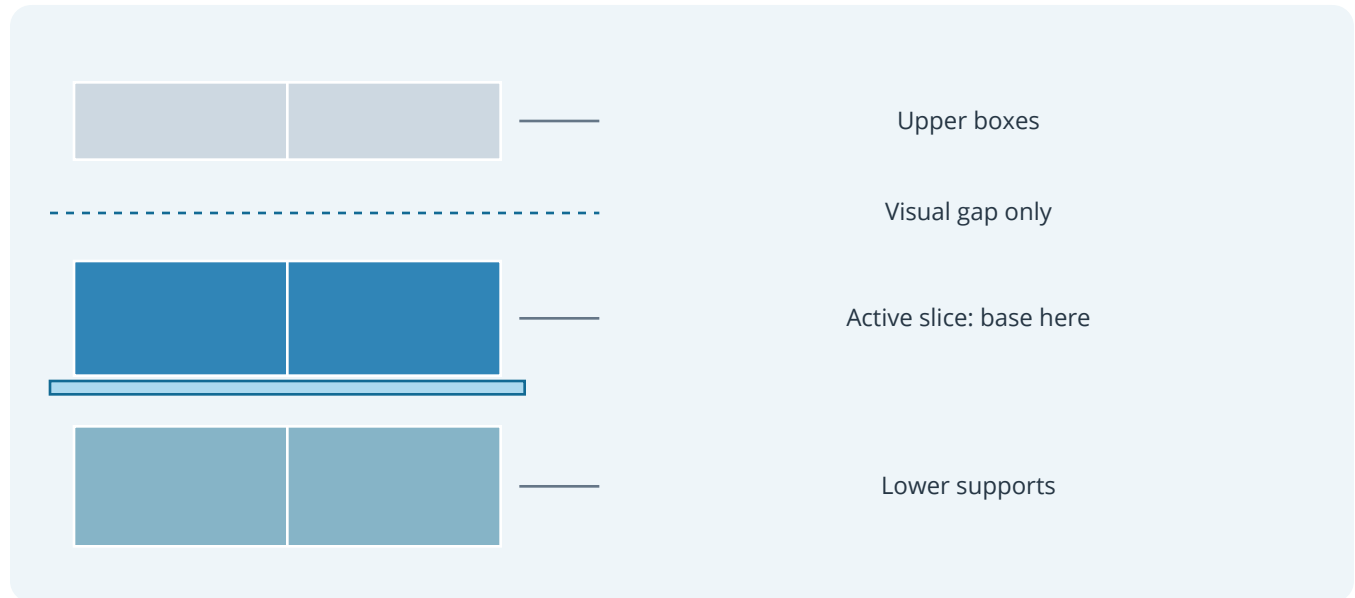
Representation	Meaning
Reference color	Element that begins at the active slice and can be edited.
Gray	Box intersected by the slice or lower support: cannot be moved from this slice.
Red	Issue in an editable element; check overlap, boundaries, height or support.
Purple outline	Selected element.

- Click/tap selects. Shift+click in Windows or a long press in Android adds to the selection.
- Double-click/tap a box to open its record. On an inner pallet in a container, enters that pallet's manual configuration.
- Drag in plan view to move. Snapping helps align with boxes and margins; check final validation.
- Dragging the background pans the plan view. Use -/+ /Fit view or pinch to zoom; the wheel is disabled in plan view.

Important. The lower properties box includes identity and description. A slice intersecting a box does not make it editable: its effective base must begin on that plane.

17. Layers and manual slice plane

The manual isometric view does not rotate. Dragging vertically or using the wheel in Windows changes the active slice. A gap opens above that layer to show it completely; physical heights remain unchanged. An empty upper level can also be selected to start a new layer.



The translucent plane starts with 35 % opacity. In Advanced options, View settings, you can change opacity and enter the exact slice height. CM/CG are not drawn in manual mode: centers must not be confused with visually separated geometry.

Important. Moving up or down a layer with the wheel is not zoom and does not use the main zoom's reversed direction. If a box is gray, change to the slice where its base begins to edit it.

18. Manual actions: rotation, copy and deletion

Control	Action
Pivot	Swaps length and width in plan view.
Rotate	Swaps length and height if the orientation is allowed.
Tilt	Swaps width and height if the orientation is allowed.
Duplicate	Copies a single selection if units remain available.
Remove	Deletes selected items and restores availability. Delete performs this action in Windows when not editing text.
Empty pallet / Empty container	Empties the displayed scope; does not reduce original demand.
Undo / Redo	Reverts or reapplies edits during the session.

Important. Rotate and Tilt keep the new effective base on the same plane as before, along with the plan-view center and active slice. If overlap occurs, an issue is displayed: other boxes are not repositioned to resolve it.

In a container, Pivot set and Pivot each pallet are offered, along with empty or complete container. Rotate, Tilt and Tetris do not apply to outer pallets as though they were boxes. Enter the pallet to edit its boxes.

19. Exact position and transfer between layers

Advanced options retain Editing scope, unit specifications, View settings, Exact position with $\Delta X/\Delta Y$, Select from list and Export image at the end. The list helps find elements that are difficult to point at without changing editability rules.

1. Select all boxes to transfer in plan view.
2. Press **Move box to layer** or **Copy box to layer** to choose the mode; the button does not yet execute the transfer.
3. Drag the selection from plan view to the destination layer in the isometric view.
4. Check overlaps, support, height and available demand before applying the variant.

Platform	How to copy
Windows	Ctrl+drag copies to another layer; the Copy button also works.
Android	Activate Copy box to layer and drag with your finger; no Ctrl key is needed.

Important. The operation affects all selected items and preserves XY and orientation. Copying consumes available units; moving does not create new boxes. A transfer may leave issues that must be corrected before confirmation.

20. Complete pallet/container and Apply Tetris

Tool	What changes
Complete pallet / Complete container	Searches for placement of remaining quantities without moving or rotating items already placed.
Apply Tetris	May reposition boxes to settle them and remove vertical gaps; not a fixed-placement completion operation.

Complete uses a search adapted from the general optimizer. It respects geometry, orientation, support, demand and upper pallet clearance inside the container. It presents the result for Add to draft or Cancel; added items can be undone. It does not guarantee that all remaining quantities will find a space.

The Reference to add selector offers only remaining units and indicates availability. The row is hidden if no boxes remain. Adding a box or copying it between layers cannot exceed total demand.

Important. After Tetris, review the errors panel: it may finish with issues, no changes or a repeated state. Undo allows comparison. Complete and Tetris have different objectives; do not treat them as equivalent.

21. Manual validation and consistency between views

The red Errors panel shows the number of issues and can be collapsed to clear the interface. Collapsing it does not remove errors or enable Apply variant. Check overlaps, footprint violations, insufficient support, height, mass and incomplete packs.

Situation	Recommended action
Red box after rotation	Check the occupied volume; correct position or orientation, or use Undo.
Gray box that cannot be moved	Its base belongs to another slice. Change to that slice; do not try to force dragging.
No boxes available	Check demand, active variant and placed quantities. Deleting restores availability.
Record changed during editing	The previous calculation is no longer current; optimize again before confirming a variant.
Plan and isometric views	Separation opens visual gaps but does not swap positions or rotate layers to show labels.

Important. Only a valid layout different from the optimized one is retained as a manual variant. The main viewer's red frame indicates outdated calculation data, not a new solution.

22. Export BMP and PNG images

1. From Export, choose BMP / PNG image, or Export image at the end of manual options.
2. Select the format and image side length, between 283 and 4096 pixels.
3. Enable Fit full load to frame everything; uncheck it to retain the captured view's zoom and pan.
4. Review the preview and press Save / share image.
5. Choose name and destination and finish the save operation in Windows or Android.

The image does not change the layout. Check that the correct level and instance are shown. PNG uses image compression; BMP may take more space. The proposed name matches the interface language, but can be changed.

Important. A preview is not a final copy in the EXE folder. Necessary temporary files are removed when no longer used. In Android, opening Share does not confirm that another program has saved the image.

23. PDF report: contents, layers and preview

PDF report can document the displayed load/pallet or all loads, and select the optimized variant, manual variant or both. Variants are presented separately: their quantities are not added together. Enable the appendices and options you need.

Report part	Contents
First page	Identity, description, metrics and tables with symbol/color/reference.
Loading sequence	Starts on its own page, with six equally sized views: two columns and three rows.
Final configuration	Final view, legend and CM/CG table with their symbols when data is valid.
Layer appendix	Three rows per page. Title and list of boxes beginning in the layer; plan on the left and isometric view of the entire pallet with the open layer on the right.
Pallet location	If it belongs to a container, its location is shown before the layers.
Global demand and availability	Requested, placed and remaining quantities with box, pallet and container identities.

In the appendix's plan views, the base is shown in the first layer. Gray supports from other layers are not boxes to add again. Long lists continue without arbitrarily shrinking the six views.

Important. Previewing does not save a final PDF. Only Save / share PDF and destination selection create the delivery. Before sharing, check the last page and weight-not-verified warnings.

24. Files, complete backups and storage

Document or location	Purpose
Export an optimization	JSON with its records, results and variants. Several selected items: ZIP. Does not include My libraries or preferences.
Full export	ZIP with all optimizations, including archived ones, My records, results, variants and preferences.
Windows	Persistent data alongside the EXE in a writable folder. This is the initial save destination.
Android	Documents/LoadMosaic-Files folder, user-authorized access; optimizations in separate documents.
Internal names	Storage/configuration filenames and folders in English. Proposed export names in the interface language.

Important. Restoring from the complete ZIP REPLACES the list, My libraries and preferences: it does not merge two sets. Read the summary before confirming and keep a prior copy. It does not transfer a license, credentials, EULA acceptance or the device's folder.

If Android loses permission or the folder moves, select it again through Data folder. If the initial selection is canceled, the session remains temporary. Do not manually manipulate manager indexes or copy license.dat as a portable activation.

25. Language, trial and license

Without saved preferences, the Windows or tablet display language is used, with English as the fallback if it is not among the seven available. In Advanced properties, right column, Interface language is below License. Changing it does not translate your own references, names or descriptions.

1. Open License and trial, read the current EULA and confirm acceptance.
2. To start the complete 14-day trial, press Start / check 14-day trial; it does not begin automatically at startup. Starting it requires Internet.
3. For an existing purchase, enter the key and use Activate license. Validate now checks authorization.
4. Deactivate this device releases activation without deleting projects; do not copy encrypted license files between devices.

The commercial license covers Windows and Android with a combined maximum of two devices; the perpetual license includes future major versions.

Important. Status of this edition: the screen shows €99 for perpetual and €29/month, but monthly and Google Play purchases are NOT available in this build. Taxes and the total are confirmed through the purchase channel. Do not confuse prices or planned offers with an operating store.

After expiry, opening and exporting remain available, but not new calculations. Subscription authorization provides periodic validation and up to seven days offline without exceeding the paid period; this limit does not apply to a previously authorized perpetual license. Check the status and EULA for continuity conditions.

26. Imports and troubleshooting

Situation	Check
CSV/Excel with errors	Valid and omitted rows are reviewed. Without valid rows, nothing changes.
Import project table	Replace table replaces only that section with valid rows. It does not automatically add or alter the original file.
Import into My	Import valid rows adds records without overwriting existing references or changing the open optimization.
Wrong sheet or units	Choose the workbook sheet and check headers, units and values before confirming.
Exported headers	Always in English, as are structural values No label, No pack, Yes/No. Your descriptions are not translated.
Rotation or tilt disabled	Check record permissions, level, selection and effective dimensions.
Label does not appear	Check assignment, dimensions, anchor and final face.
Calculation not enabled	Correct blocking errors, positive demand and valid units; check license authorization.

Table imports support up to 10 MiB. For complete recipes, import label and pack definitions before their boxes. The exported file may use SI, British or current units according to the dialog; check its headers.

Important. If the viewer or an operation fails, wait for recovery and prepare support using the LoadMosaic icon. Do not repeatedly press blocked controls or replace data without checking the import summary.

27. Keyboard, mouse and touch gestures

Context	Windows	Android tablet
Multiple manual selection	Shift+click	Long press
Open record / pallet	Double-click	Double-tap
Move boxes	Drag in plan view	Drag in plan view
Copy to another layer	Ctrl+drag or Copy mode	Copy mode and drag
Isometric layers	Vertical drag or wheel	Vertical drag
Plan zoom	-/+ buttons; wheel disabled	Buttons or pinch; wheel disabled
Delete manual selection	Delete when not editing text	Remove button
Enlarge main viewer	Button or double-click background	Button or double-tap background

In the PDF viewer: Left/Up/Page Up go back; Right/Down/Page Down go forward; Home/End go to first/last. Esc returns. Enter saves when focus is not on another button or field.

Important. Gestures depend on the active window. The main zoom wheel is reversed; the explore-layers wheel browses layers; the PDF wheel turns pages or scrolls continuous mode. They are not the same function.

28. Good practices and support

- Use stable, unique references. Reserve descriptions for human-readable text.
- Check real dimensions and restrictions before seeking better utilization.
- Set weights and tares before interpreting CM or mass limits.
- Save before reorganizing, importing a table or restoring everything. Check Undo during the session.
- Verify level, instance and variant before exporting; review the whole report.

Press the LoadMosaic icon on the left of any screen's first row to capture that screen before opening support. Save ZIP creates a copy; Prepare email opens a draft to support@loadmosaic.com. You review it and decide whether to send it in your email application.

Includes	Does not include
Active optimization, visual settings and last 50 actions	Other optimizations or My personal libraries
Technical data, screenshot when possible and separate manual draft	Licenses, credentials or arbitrary device files

Important. The project and screenshot may contain commercial or personal data: review the ZIP before sharing. Automatic attachment limit: 17 MiB; if exceeded, save the complete package. After recovery from an error, you are only asked whether to prepare it; it is never sent automatically.

29. Glossary

Term	Definition
Active optimization	Single data and result set currently being used.
Manual variant	Valid edited layout, different from the optimized one.
Availability	Remaining demand after deducting placed items in the corresponding variant.
Effective base	Base of the occupied envelope used to determine the editable slice.
Expansion	Margin on the minimum nominal dimensions calculated from their difference with the maximum.
Bridge gap	Permitted separation between coplanar supports.
CM / CG	Center of mass / geometric center of the load; CG does not mean center of gravity.
Weight not verified	Geometric result without complete checking of mass limits or objectives.
Archive / delete	Hide while retaining data / remove from the list, recoverable using Undo during that session.
WPF	Technology of the previous Windows application; not a file format.
Full backup	ZIP of optimizations, libraries and preferences; not a portable license.

Layer separation in the drawing is visual. Calculation dimensions, positions and heights do not change when a layer is opened in the isometric view.

30. Final checklist and PDF viewer controls

- Unique references, correct quantities and units.
- Complete packs, consistent levels, clearances and physical restrictions.
- Known weights or an explicit weight-not-verified warning.
- Current result, no manual issues and the expected variant.
- Saved optimization and an appropriate backup.
- Report and last page checked before sharing.

PDF viewer control	Use
Single page / Continuous	One sheet / vertical scrolling between sheets.
Facing pages / Continuous facing pages	Page pairs / pairs with continuous scrolling.
Actual size 100% / Fit page / Fit width / Fit visible	Size or framing; 100 % depends on system scaling and does not guarantee an exact physical measurement.
-/+ and percentage	Zoom; also pinch in Android.
First / previous / counter / next / last page	Direct report navigation.
Wheel and swipe	Always navigation or continuous scrolling, not a zoom selector.
Remembered preferences	Layout, fit, zoom, options and variant. Previous page only for the same report fingerprint.

Important. Check data and warnings as well as images. An attractive visualization does not by itself prove the load is physically safe or that masses have been checked.

End of guide. For a technical inquiry, use the active optimization's support report and describe which control you pressed and what result you expected.