GTAC Service Selection Guide for Phone Support
1 800 955-0000 (US & Canada only)
+1 714 952-5444

1. Business Issues

1.1 New Orders, Contract issues, Server Transfers & Software Licenses

1.2 Shipments, Deliveries & Distribution Services

1.3 Maintenance Contract Issues or Maintenance Renewals

2. Technical Support

2.1 NX & NX I-deas

2.1.1 NX

2.1.1.1 Installation, System Administration, Licensing and Plotting Issues

2.1.1.2 CAD Applications

2.1.1.2.1 Routing, Harness and Comos

2.1.1.2.2 All other CAD Products & Translators (Design, Drafting, Modeling, Assemblies, Geolus, IGES, STEP & DXF)

2.1.1.3 CAM Applications & CMM Inspection (Coordinate Measuring Machine, Shop Floor Connect)

2.1.1.4 Programming & Automation Tools (NX/Open, Knowledge Fusion, UIStyler, Menuscript & Rulestream)

2.1.1.5 Teamcenter Integration for NX (NXManager)

2.1.1.6 CAE Products (Jack, Mechanisms/Motion, Scenario/Structures)

2.1.2 NX I-deas, I-deas and C3P

2.1.2.1 I-deas Data Management (Check-in/out, Library & Projects)

2.1.2.2 Installation, System Administration and Plotting

2.1.2.3 CAD Products (Drafting & all Design Issues)

2.1.2.4 Simulation (CAE Products)

2.2 Solid Edge & the Velocity Series

2.2.1 Applications Questions or Issues (Solid Edge & Femap Express within SE)

2.2.2 Solid Edge Insight, Insight XT & Solid Edge Embedded Client

2.2.3 Installation & Licensing Questions or Issues

2.2.4 Teamcenter Express Questions or Issues

2.2.5 NX CAM Express

2.2.6 Femap

2.3 Teamcenter and Data Management or PLM Products

2.3.1 Teamcenter, Teamcenter Express and Teamcenter Manufacturing

2.3.1.1 Any Teamcenter Engineering or Express Questions or Issues

2.3.1.2 Installation and Upgrade Questions or Issues

2.3.1.3 Teamcenter Manufacturing Questions or Issues

2.3.1.4 Programming Tools (ITK and Java)

2.3.2 Enterprise Knowledge Foundation & Industry Solutions Products (Consumer Package Goods, Aerospace & Defense, Automotive Supplier, High Tech Electronics, Reporting & Analytics, SH&F, Environmental Compliance, MRO)

2.3.2.1 Installation, Database & Environment Questions or Issues

2.3.2.2 Customization Questions or Application Issues

2.3.3 Systems Engineering (Teamcenter Requirements, SLATE)

2.3.4 Global Services & Teamcenter Integrator (Accelis)

2.3.5 Teamcenter Schedule Manager

2.3.6 Community Collaboration & Portfolio and Program Management

2.3.7 Lifecycle Visualization & JT Translators

2.3.8 PLM Components or Toolkits (JT Open, PLM Vis and PLM XML)

2.3.8.1 NX Open, Knowledge Fusion, UIStyler, Menuscript, Rulestream, JT Open

2.3.8.2 JT Translators or the PLM Vis Toolkit

2.3.8.3 ITK and Java

2.3.9 Supplier Relationship Management (Teamcenter Sourcing)

2.4 Tecnomatix Products

2.4.1 Tecnomatix Mechanical Products

2.4.1.1 Process Designer, Process Simulate and Robot Expert

2.4.1.2 ROBCAD

2.4.1.3 Valisys

2.4.1.4 eM-Plant or Plant Simulation

2.4.2 High Tech & Electronics (MES, UniCam FX, Assembly Expert, FABmaster & CIMBridge)

2.4.3 Jack Applications Support

2.4.4 Factory CAD, FLOW, Factory Optimization, Factory Plan & In-Context Editor

2.5 NX Nastran & Femap

2.5.1 Application Issues

2.5.2 Installation and Licensing Issues

2.6 Web Support & Tools (WebKey, LogIR, Download, Solution Center)

2.7 Other Products or Additional Assistance

2.7.1 Specialized Engineering Software (formerly Vistagy)

2.7.2 Imageware (Freeform)

2.7.3 Export Clearance Assistance for data

2.7.9 For Additional Assistance

2.8 LMS Products

2.8.1 LMS Test Support

2.8.1.1 Licensing and Installation

2.8.1.2 LMS Test.Lab

2.8.1.3 LMS Test.Xpress

2.8.1.4 LMS TecWare

2.8.1.5 SCADAS hardware

2.8.1.6 All Other Test Support products

2.8.2 LMS Simulation Support

2.8.2.1 Licensing and Installation

2.8.2.2 LMS Imagine.Lab

2.8.2.3 LMS Virtual.Lab Motion

2.8.2.4 LMS Virtual.Lab - All Other Products

2.8.2.5 LMS Samtech

2.9 To Repeat these Options

3. Call Back (Follow up on an existing Incident Report or Problem Report, using the IR or PR Number)

3.1 To contact the Support Agent

3.2 To contact the Support Manager

4. Training Issues

4.1 For Registration, Training and Courseware information

4.2 For Help with the Learning Advantage web tool

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