



# GTAC EMEA Telephone Menu & Users Guide

## Contents

CALL CREATION (NEW IR).....	- 2 -
FOLLOW-UP AN EXISTING IR.....	- 3 -
TELEPHONE MENU NEW CALL (IR).....	- 4 -
TELEPHONE MENU EXISTING CALL (IR).....	- 5 -
LOCAL SUPPORT PHONE NUMBERS .....	- 6 -
RELATED INFORMATION.....	- 6 -

## CALL CREATION (New IR)

1. Dial your local SupportCenter Hotlinenumber and wait for a successful connection  
\*1) \*2)

2. Press **1** to create a new Call (IR)

3. Enter your SoldTo up to 10 digits, e.g. **0 0 0 1 2 3 4 5 6 7**  
**1 2 3 4 5 6 7**

with or without leading zeros. Terminate your SoldTo-Input by pressing **#**

4. Decide whether you accept English speaking Agents

Press **1** if you accept English support as well.

Press **2** if you want to speak your local language only.

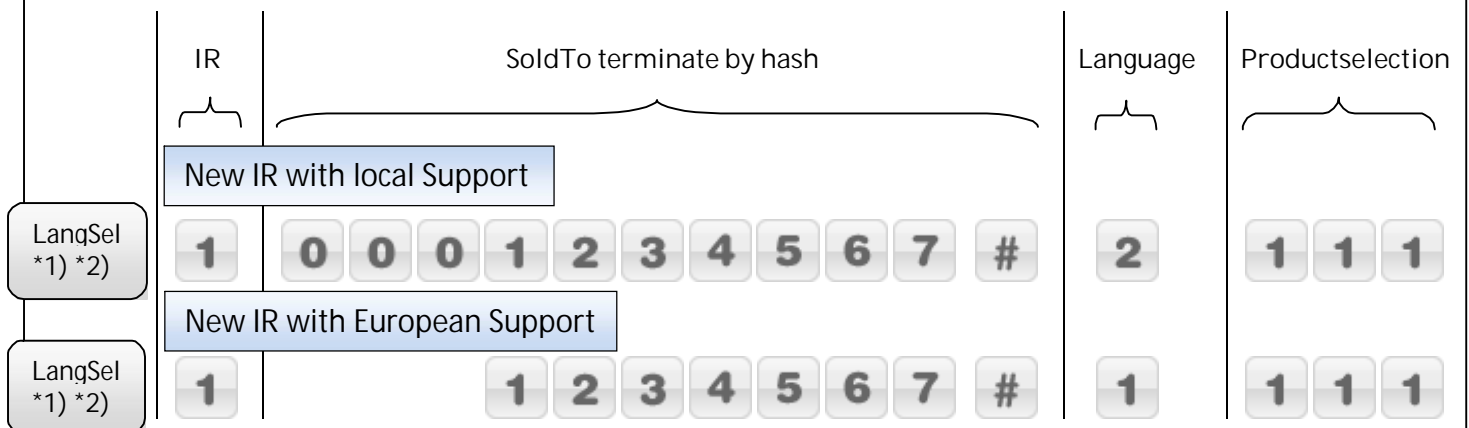
5. Product selection:

Select your product according to the attached list.  
(see following pages for detailed Phone menu)

E.g. NX-Installation support **1 1 1**

- 1. NX / NX I-Deas
  - 1.1. NX-Support
    - 1.1.1** Installation, Licensing
    - 1.1.2. CAD Applications
    - 1.1.3. CAM Applications
    - 1.1.4. Programming & Automation Tools
    - 1.1.5. Translators
    - 1.1.6. CAE Products (Jack, Mechanism/Motion, ...)
  - 1.2. NX Ideas, Ideas & C3P
    - 1.2.1 Installation, System Administration, Plottin...

Resulting key sequence after successful telephone connection:



**Note:**

This sequence can be typed in continuously once the connection is established.

\*1) please consider a special language menu for the BeNeLux that is put in front  
\*2) please consider a special language menu for Suisse that is put in front

## *FOLLOW-UP AN EXISTING IR*

1. Dial your local SupportCenter Hotlinenumber and wait for a successful connection  
\*1) \*2)

2. Press **2** to follow-up an existing IR

3. Enter your IR-Number up to 7 digits, e.g. **1 2 3 4 5 6 7**

4. Decide whether you accept English speaking Agents

Press **1** if you accept English support as well.

Press **2** if you want to speak your local language only.

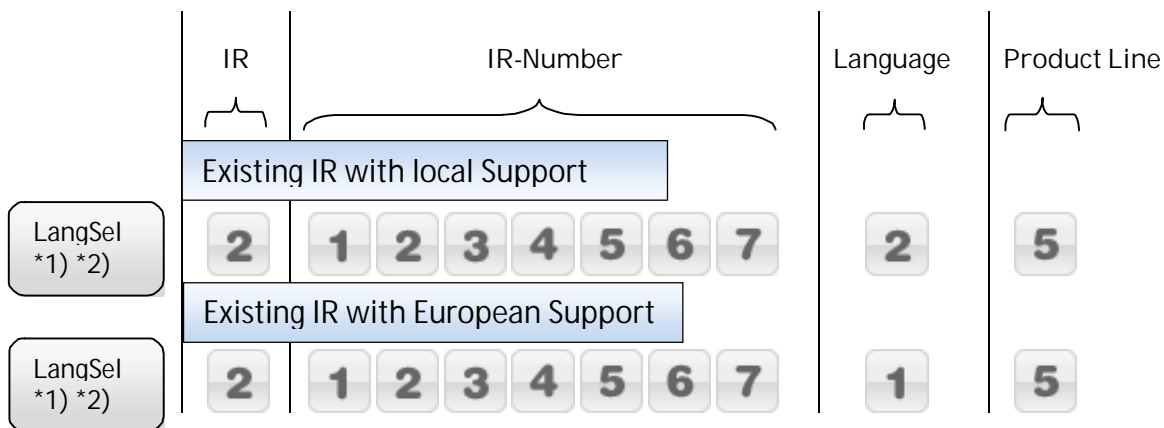
5. Product Line selection:

Select your topic according to the attached list.  
(see following pages for detailed Phone menu)

E.g. NX-Nastran support **5**

- 1. NX / NX I-Deas
- 2. Solid Edge
- 3. Teamcenter
- 4. Tecnomatix
- 5. **NX Nastran**
- 6. Web Support
- 7. Other Products or Additional Assistance
- 9. To Repeat these Options

Resulting key sequence after successful telephone connection:



**Note:**

This sequence can be typed in continuously once the connection is established.

\*1) please consider a special language menu for the BeNeLux that is put in front  
\*2) please consider a special language menu for Suisse that is put in front

## *Telephone Menu New Call (IR)*

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1. New IR + SOLDTO
2. Existing IR + IR-Number (see following page)
  
1. English Agent
2. Native Agent
  
1. NX / NX I-Deas
  - 1.1. NX-Support
    - 1.1.1. Installation, Licensing
    - 1.1.2. CAD Applications
    - 1.1.3. CAM Applications
    - 1.1.4. Programming & Automation Tools
    - 1.1.5. Translators
    - 1.1.6. CAE Products (Jack, Mechanism/Motion, Scenario/Structures)
  - 1.2. NX Ideas, Ideas & C3P
    - 1.2.1. Installation, System Administration, Plotting
    - 1.2.2. CAD Products
    - 1.2.3. Simulation (CAE Products)
    - 1.2.4. CAM, Open I-Deas, C3P, Metaphase
2. Solid Edge/Velocity
  - 2.1. SolidEdge, Femap Express
  - 2.2. SolidEdge Insight
  - 2.3. SolidEdge Embedded Client
  - 2.4. Installation, Licensing
  - 2.5. Teamcenter Express
  - 2.6. NX CAM Express
  - 2.7. FEMAP
3. Teamcenter / Data Management / PLM Products
  - 3.1. Teamcenter Engineering, Express, Manufacturing, Unified Architecture
    - 3.1.1. Any Teamcenter Engineering, Express or Unified Architecture Application Questions or Issues
    - 3.1.2. Installation Questions or Issues
    - 3.1.3. MultiCAD
    - 3.1.4. Licensing Questions or Issues
    - 3.1.5. Teamcenter Express
    - 3.1.6. C3P NG
  - 3.2. Enterprise Knowledge Management (Consumer Package Goods, Aerospace & Defense, Automotive Supplier, High Tech Electronics, Reporting & Analytics, Environmental Compliance and MRO)
  - 3.3. Lifecycle Visualization, JT Translators
4. Tecnomatix
  - 4.1. Process Designer / Process Simulate / eM-Planner
  - 4.2. ROBCAD
  - 4.3. Plant Simulation
  - 4.4. High Tech & Electronics (MES, UniCam FX, Assembly Expert, Test Expert or FABmaster & CIMBridge)
  - 4.5. All other Tecnomatix & Facturing Products
5. NX Nastran
  - 5.1. Application Issues
  - 5.2. Installation and Licensing Issues
6. Web Support & Electronic Tools (WebKey, LogIR, FTP, UGSolutions)
7. Other Products or Additional Assistance
  - 7.1 FEMAP
  - 7.2 Imageware
  - 7.3 Bravo
  - 7.4 Any other product
9. To Repeat these Options



### *Telephone Menu Existing Call (IR)*

---

1. New IR + SOLDTO (see previous page)
  2. Existing IR + IR-Number
- 
1. English Agent
  2. Native Agent
- 
1. NX / NX I-Deas
  2. Solid Edge
  3. Teamcenter
  4. Tecnomatix
  5. NX Nastran
  6. Web Support
  7. Other Products or Additional Assistance
  9. To Repeat these Options

## *Local Support Phone Numbers*

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- Austria  
+43 732 377 550 38
- Belgium  
+32 2 709 56 66
- Denmark  
+45 70 10 19 48
- France  
+33 1 30 67 71 11
- Germany  
+49 221 208 02222
- Italy  
+800 900 047
- Luxembourg  
+32 2 709 56 66
- Netherlands  
+31 73 680 25 43
- Poland  
+48 22 339 36 90
- Spain  
+34 900 87 88 80
- Sweden  
+46 8 506 990 80
- Switzerland  
+41 44 7557 282
- United Kingdom  
+44 (0) 1462 445001
- New UK No. starting March 2010 +44 (0) 1276 702111

## *Related information*

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### Phone system

We will implement a new pan-European telephone system for call handling. This system will guide you to the support agent most suited to solve your problem. The logging procedure will be smoother if you have your sold-to ID available when calling. You will receive further notification when the system is introduced in your country. We plan to have all countries connected to this system by the end of 2009.

### Your Sold-to ID

Your sold-to ID (install number or customer number) is your identification when calling the hotline. This number proves that you have a valid maintenance contract. You can always find the sold-to number in the header of your license file. Most of our products will display the sold-to under the help menu: "Help -> about xxx " or "Help about xxx -> system information"

### Electronic Support Tools

In addition to telephone support via the hotline, we provide a number of electronic support tools at <http://support.ugs.com>.

The electronic support tools includes call logging via a web form, an ftp server, frequently asked questions and many other useful sources of information.

To access these tools you need a Webkey account. You can register for an account at <https://plmapps.ugs.com/webkey/>

When you register you will be asked to provide your sold-to ID and your webkey access code, which are both available in your license file.