

**1. Business Issues**

**1.1 New Orders & Software Licenses**

**1.2 Shipments & Distribution Services**

**2. Technical Support**

**2.1 NX & NX I-deas**

**2.1.1 NX**

**2.1.1.1 Installation and Licensing**

2.1.1.1.1 Plotting Questions or Issues

2.1.1.1.2 All other Upgrade, Licensing & Installation Questions or Issues

**2.1.1.2 CAD Applications**

2.1.1.2.1 Routing & Harness

2.1.1.2.2 All other CAD Products (Design, Drafting, Modeling, Assemblies)

**2.1.1.3 CAM Applications**

**2.1.1.4 Programming & Automation Tools (NX/Open, KF, UIStyler, Menuscript)**

**2.1.1.5 Translators (IGES, STEP, UGtoDXF)**

**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 CMM (Content Migration Manager)**

2.1.2.1.1 Application Questions or Issues

2.1.2.1.2 Installation and Licensing Questions or Issues

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

**2.1.2.3 Installation, System Administration and Plotting**

**2.1.2.4 CAD Products (Drafting & all Design Issues)**

**2.1.2.5 Simulation (CAE Products)**

**2.1.2.6 All Other Questions or Issues (CAM, Customization (Open I-deas, Program Files, Icon Customization), C3P IMI, PIM, Metaphase and C3P Ancillary Products (Digital Buck, ROBCAD, ICEM, Vis 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 & 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 for Engineering Process Management, Teamcenter Express, Teamcenter Manufacturing, and Teamcenter (Unified Architecture)**

2.3.1.1 Any Teamcenter Engineering, Express or Unified Architecture Application Questions or Issues

2.3.1.2 Installation Questions or Issues

2.3.1.3 Teamcenter Manufacturing Questions or Issues

2.3.1.4 Programming Tools (ITK, Java, etc.)

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

2.3.2.1 Installation, Database & Environment Questions or Issues

2.3.2.2 Customization Questions or Issues

2.3.2.3 All other Product Usage Questions or Issues

**2.3.3 Systems Engineering (Teamcenter Requirements, SLATE)**

**2.3.4 Global Services & Teamcenter Integrator (Accelis)**

**2.3.5 Teamcenter Project Management**

**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 XML, PLM Vis)**

2.3.8.1 JT Open & PLM XML

2.3.8.2 PLM Vis

**2.3.9 Supplier Relationship Management (Teamcenter Sourcing)**

**2.4 Tecnomatix Products**

**2.4.1 Tecnomatix Mechanical Products**

2.4.1.1 eM-Planner

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, Test Expert or FABmaster & CIMBridge)**

**2.4.4 Jack Applications Support**

**2.4.5 Factory CAD, FLOW, Factory Optimization, Factory Plan & In-Context Editor**

**2.5 NX Nastran**

**2.5.1 Application Issues**

**2.5.2 Installation and Licensing Issues**

**2.6 Web Support & Electronic Tools (WebKey, LogIR, FTP, UGSolutions)**

**2.7 Other Products or Additional Assistance**

**2.7.1 Femap**

**2.7.2 Imageware (Freeform)**

**2.7.3 Bravo**

**2.7.7 For Additional Assistance**

**2.9 To Repeat these Options**

**3. Call Back (Follow up on an existing Incident Report using the IR Number)**

**4. Training Issues**

**4.1 For Registration, Training and Courseware information**

**4.2 For Help with the Learning Advantage web tool**

**6. Data Exchange Service (Data Translation & Conversion Services).....Revised 16 December 2008**