

Customer support telephone numbers:

AMERICAS

United States and Canada

1 800 955 0000
+1 714 952 5444

Brazil

+55 11 4228 7611

Mexico, Central America, Caribbean and South America (except Brazil)

+52 55 5261 4796

Siemens PLM Software

Americas	+1 314 264 8499
Europe	+44 (0) 1276 413200
Asia-Pacific	+852 2230 3308

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Siemens PLM Software

GTAC Services

Siemens PLM Software Global
Technical Access Center

siemens.com/gtac



Visit the Global Technical Access Center of Siemens PLM Software. Use our products easier, quicker and smarter with Siemens PLM Software's online service.

What is the Global Technical Access Center?

The Global Technical Access Center (GTAC) is your focal point for post-sale software support. Our mission is to increase our customer's productive use of our software by providing responsive and specialized support.

GTAC Team

GTAC is organized into specialized teams to provide expert support for our product lines. We offer prompt and effective telephone-based support where your calls are routed directly to support engineers with the knowledge and skills to understand, investigate and resolve issues quickly.

We also offer web-based support, providing instant access to problem reporting, a symptom/solution query tool, issue tracking, data downloads and uploads, certification information, a community forum, electronic subscriptions, services and technical newsletter articles.

Our service

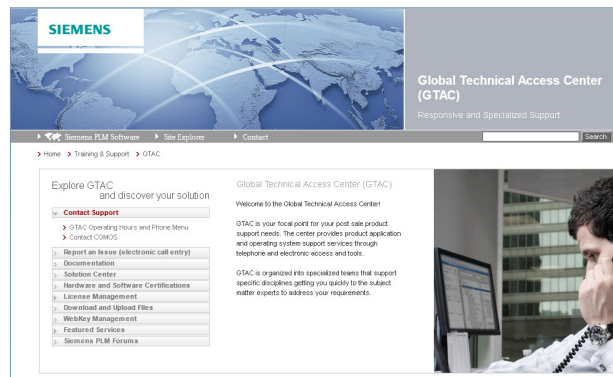
Our service includes problem escalation, management visibility and the input process for reporting software defects and enhancement requests. Only through the use of this service can your call be logged, tracked and followed until resolved.

Welcome to the GTAC web page

Siemens PLM Software's GTAC online support services are available at: <http://www.siemens.com/gtac>

The WebKey – Your WebKey account is your personal, single point of authentication that allows you to access product information and associated support tools on our web page.

Solution Center – Here you find solutions from the accumulated knowledge database of the GTAC support staff. Many of these articles are based on problems or questions submitted by our customers. It is updated with new articles and current technical information daily.



GTAC web page – www.siemens.com/gtac

Online applications

- **Report an issue** – In addition to reporting by telephone, we also provide electronic logging via the web
- **Status of an issue** – Our online call status tool, Query the Technical Access Center (QTAC), allows you to check the status and provide your own updates to any of your reported issues
- **Licenses** – This tool allows you to obtain an electronic copy of your license file or an emergency license file as needed to run your license software
- **Upload and download** – Download programs, patches, drivers, maintenance releases, documentation, bulletins and other information. You can quickly send us your parts and data when they are needed to analyze problems
- **Certification information** – You will find current and previously certified systems and configuration information for all of our products
- **Documentation** – You can access online documents, including release notes, user guides, readme files, deployment guides, tutorials, technical newsletter articles and other product guides and technical information
- **Siemens PLM Community** – An electronic forum for exchange of information relating to our product lines is available. Exchange ideas or ask questions and get responses from other developers, technical sales support, marketing or the user community
- **GTAC services brochure** - View or print this PDF document detailing our support services
- **Software field bulletins (SFBs)** – The SFB is our vehicle to inform you of any technical tips, updates, workarounds and vendor hardware and software release certifications. These bulletins are available in the Solution Center knowledge base and the SFBMAIL electronic distribution list
- **Email subscription lists** – Stay informed automatically on pertinent technical information by subscribing to our distribution lists. Get notified about technical newsletter articles, SFBs and Solution Center articles using email