



GTAC EMEA Telephone Menu & User Guide

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Create a new Incident Report (IR)

1. Dial your local GTAC EMEA Customer Support phone number and wait to be connected.

2. Press **1** to create **new Incident Report (IR)**.

3. Enter your **SoldTo/Server ID** up to 10 digits, with or without leading zeros and press **#** when complete.



4. **Product selection:**

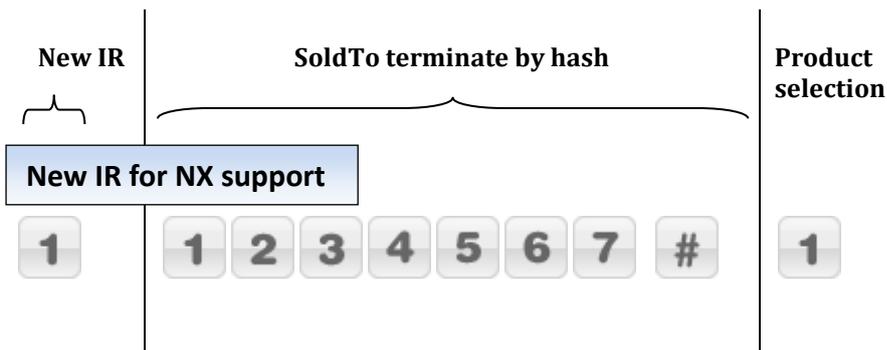
Select your product according to the attached list.
(A detailed list of support options is shown on page 4).

- 1. NX
- 2. Teamcenter
- 3. Solid Edge
- 4. Ideas
- 5. Tecnomatix

E.g. NX support



Resulting key sequence after successful telephone connection:



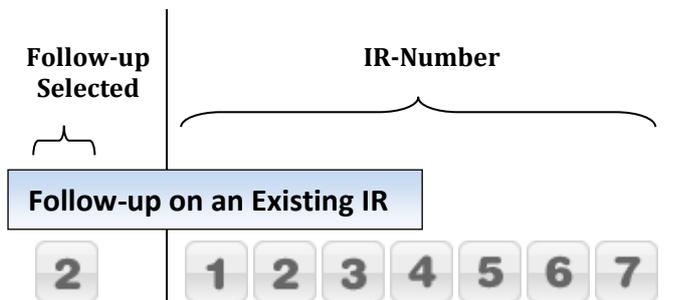
Note:

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

Follow-up on an existing Incident Report (IR)

1. Dial your local GTAC EMEA Customer Support phone number and wait to be connected.
2. Press **2** to follow-up on an existing Incident Report.
3. Enter your **IR-Number** up to 7 digits, e.g. **1 2 3 4 5 6 7**

Resulting key sequence after successful telephone connection:



- ➔ You will be immediately forwarded to the responsible Customer Support Specialist, if available.

Note:

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

Telephone Menu Support Options

1. New IR + SoldTo ID
2. Follow-up on Existing IR + IR-Number (immediately routed to support agent)
 1. NX
 2. Solid Edge and Velocity Products
 3. Teamcenter and Data Management or PLM Products
 4. Tecnomatix
 5. NX-Nastran and Femap
 6. Web Support and Electronic Tools
 7. LMS Products
 - 7.1. LMS Test Support
 - 7.1.1. Licensing and Installation
 - 7.1.2. LMS Test.Lab
 - 7.1.3. LMS Test.Xpress
 - 7.1.4. LMS TecWare
 - 7.1.5. LMS Hardware
 - 7.1.6. Other
 - 7.2. LMS 1D and 3D Simulation Support
 - 7.2.1. LMS Virtual.Lab
 - 7.2.2. LMS Imagine.Lab
 - 7.2.3. LMS Samtech
 - 7.2.4. Others
 8. COMOS, Preactor, Simatic-IT, Polarion, IBS QMS, MindSphere, Managed Services and Camstar
 - 8.1. COMOS
 - 8.2. Preactor
 - 8.3. Simatic-IT
 - 8.3.1. Simatic-IT Production Suite and LMS
 - 8.3.2. Simatic-IT Unified Architecture
 - 8.3.3. Simatic_IT eBR and XFP
 - 8.3.4. Simatic-IT R&D Suite, Interspec, Unilab
 - 8.4. Polarion
 - 8.5. IBS QMS
 - 8.5.1. QMS QSYS, SINIC, Calvin
 - 8.5.2. QMS Compliant Pro, QSI Now
 - 8.6. MindSphere
 - 8.7. Managed Services
 - 8.7.1. Managed Services for Teamcenter
 - 8.7.2. Managed Services for Simatic-IT
 - 8.7.3. Managed Services for Polarion Products
 - 8.7.4. Siemens Cloud Solutions
 - 8.8. Camstar
 9. Other Products



Local Support Phone Numbers

- Austria
+43 732 377 550 38
- Belgium
+32 1 638 46 72
- Czech Republic
+420 266 790 444
- France
+33 1 71 22 54 11
- Germany
+49 221 208 02222
- Italy
800 900 047
- Luxembourg
+32 1 638 46 72
- Netherlands
+31 73 680 25 43
- Poland
+48 22 339 36 90
- Russia
+7 495 223 36 37
- Spain
+34 900 87 88 80
- Sweden
+46 8 506 990 80
- Switzerland
+41 44 7557 282
- United Kingdom
+44 1276 413333

Related information

Phone system

We provide a pan-European telephone system for call handling. This system will guide you to the support agent most suited to solve your problem. The incident reporting procedure will be smoother if you have your SoldTo ID available when calling.

Your SoldTo/Server ID

Your SoldTo ID or Server ID is your identification when calling GTAC. This number proves that you have a valid maintenance contract. You can always find the SoldTo ID number in the header of your license file.

Most of our products will also display the SoldTo ID 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://www.siemens.com/gtac>.

The electronic support tools include incident reporting, status updates and incident tracking via a web form, a download and upload server for data, 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.industrysoftware.automation.siemens.com/webkey/>

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