A vertical cyan bar is positioned to the left of the first two lines of the title.

**Global Support Numbers,
DirectDial IDs, and
General Instructions
For Phone Support**

March 2021

ASIA-PACIFIC

ASEAN

+65 6843 1073

Australia

1800 636 471

China

800 810 1970 or +86 21 22086635

Hong Kong

+852 2230 3322

India

1 800 102 4822 or +91 20 40282100 or +91 20-39182200

Japan

+81 3 5354 5311 or 0120 666 388

Korea

+82 2 559 5854

New Zealand

+91 20 4028 2100

EMEA

Austria

+43 732 377 550 38

Belgium

+32 1 638 4672

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 44 755 72 82

United Kingdom

+44 1276 413333

LATIN AMERICA

Mexico, Central America, South America (except Brazil)

+55 5261 4796

Brazil

+55 11 4228 7611

NORTH AMERICA

US and Canada only

1 800 955 0000

North America

+1 714 952 5444

CAESAM

21642—All Products

Camstar

21681—All Products

Comos

21697—Licensing
21698—Platform
21699—Automation
21700—Process
21701—Infrastructure
21702—Database
21703—Integrated-Engineering
21704—Advanced-ES
21705—Others
21706—Training

Geolus

21653—All Products

Jack

21651—All Products

Learning Advantage

21680—Training

Managed-Services

21692—Teamcenter
21693—MOM
21694—Polarion

Manufacturing-Intelligence

21575—Manufacturing-Intelligence

Manufacturing-Interoperability

21579—Manufacturing-Interoperability

Manufacturing-Performance

21577—Manufacturing-Performance

Mendix

21718—All Products

Mindsphere

21690—All Products

MOM-Tecnomatix

21588—UniCam-FX
21589—MES
21590—Test-Expert

NX

- 21591—CAD
- 21592—NX Teamcenter Integration for NX
- 21593—Programming-Automation-Tool
- 21594—CAM
- 21595—Installation
- 21596—Routing
- 21598—Ideas
- 21599—Manufacturing Press Line Simulation
- 21600—Manufacturing Line Designer
- 21601—MLP

Omneo

- 21510—All Products

Opcenter

- 21544—Execution-Core
- 21545—Execution-Electronics
- 21546—Execution-Semiconductor
- 21547—Execution-Medical-Devices
- 21553—Opcenter-Quality
- 21555—Advanced-Planning-and-Scheduling
- 21561—Execution-Discrete
- 21562—Execution-Process
- 21563—Execution-Foundation
- 21564—Research-Development-and-Laboratory
- 21581—Opcenter-Intelligence
- 21582—Opcenter-Reporting
- 21583—Opcenter-Connect-MOM
- 21586—Execution-Pharma

PAAS

- 21648—All Products

PCM

- 21530—All Products

PLM-Open

- 21655—Rulestream

Polarion

- 21647—All Products

Preactor

- 21682—All Products

QMS

- 21548—QSYS
- 21549—SINIC
- 21550—Calvin

QMS-Compliant-Pro

- 21551—All Products

QMS-QSI

- 21542—All Products

SAAS-Operation

- 21696—Teamcenter
- 21720—Polarion

SES

- 21500—Fibersim
- 21501—Syncrofit
- 21502—Mastertrim
- 21503—SDE
- 21504—QPE
- 21505—Encapta

Simatic-IT

- 21556—Production-Suite
- 21557—LMS
- 21558—Unified-Architecture-Foundation
- 21559—Unified-Architecture-Discrete
- 21560—Unified-Architecture-Process
- 21565—Formula-work-bench
- 21566—Electronic-lab-notebook
- 21567—R-and-D-Suite-Libraries
- 21568—T4CPG
- 21569—Supplier-collaboration-center
- 21570—R-and-D-Suite-reporting-server
- 21571—R-D Suite
- 21572—Interspect
- 21573—Unilab
- 21584—eBR
- 21585—XFP

Simcenter-Test

- 21671—Licensing
- 21672—Installation
- 21673—Testlab
- 21674—Tecware
- 21675—Testxpress
- 21676—Hardware
- 21532—Others

Simcenter-1D

- 21631—Amesim
- 21632—Sysdm
- 21633—System-Analyst
- 21634—Web-App-Server
- 21635—System-Architect
- 21636—Flomaster
- 21637—Prescan
- 21639—Femap
- 21613—Pre-Post
- 21627—Samcef

Simcenter-3D

- 21608—Acoustics
- 21609—Laminate-Composite
- 21610—Motion
- 21611—Multiphysics
- 21612—Optimization
- 21614—Nonlinear
- 21615—NX-Open
- 21616—Durability
- 21617—Correlat-Updating
- 21618—Response-Dynamics
- 21619—Assembly-FEM
- 21620—Samcef-Environment
- 21621—Flexible-Pipe
- 21622—Sim-Proces-Manage
- 21623—Margin-of-Safety
- 21624—Electro-Magnetics
- 21625—Structur-Dynamics

Simcenter-Nastran

- 21643—Nastran

Siemens PLM

21533—Licensing

Valeo

21645—All Products

SolidEdge

21686—Application

21687—Installat-Licensing

21688—Data-Management

WebTools

21661—WebKey

21662—LogIR

21663—FTP

21664—QTAC

21665—Download

21666—Upload

21667—Search-Tool

21668—Export-Compliance

21669—General-Assistance

Teamcenter

21511—Application

21512—Customizations

21513—Enterprise

21514—Installation

21515—Lifecycle-Vis

21516—Manufacturing

21602—Activeworkspace-EWI

21603—Manufacturing Easy Plan

21683—RapidAuthor

XHQ

21508—All Products

Tecnomatix

21604—AM-NETWORK

21605—INTOSITE

21606—QUALITY

21607—REALNC

21707—Factory

21708—Plant-Simulation

21709—Process-Designer

21710—Process-Simulate

21711—Robcad

21712—RobotExpert

How to contact Siemens Software Customer Support by phone

GENERAL INSTRUCTIONS

CALL CREATION FOR A NEW SUPPORT CASE

1. Dial your local Customer Support phone number.
2. Once connected, press **2** to create a **new Call** (Support Case).
3. If prompted, enter your **SoldTo/Site ID** (up to 10 digits) with, or without, leading zeros.



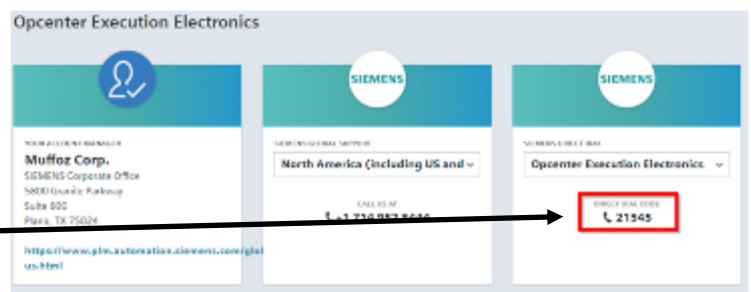
4. Choose from the product menu presented. Note: If your phone number is not listed in our CRM you will be prompted to provide a DirectDial ID or product option.
5. If you need support for a different product than presented in the product menu, press 0 and follow instructions from the next section "Product Selection".

PRODUCT SELECTION

Select your product according to the contact details available in Support Center:

<https://account.sw.siemens.com/contacts>

E.g. **2 1 5 4 5**



If a local language speaking engineer is unavailable, you have the choice to be connected to an international English speaking engineer.

- If you want to stay in your local language, please speak or press **1**
- If you accept English Support, please speak or press **2**

How to contact Siemens Software Customer Support by phone

GENERAL INSTRUCTIONS

CHECK THE STATUS OF AN EXISTING SUPPORT CASE

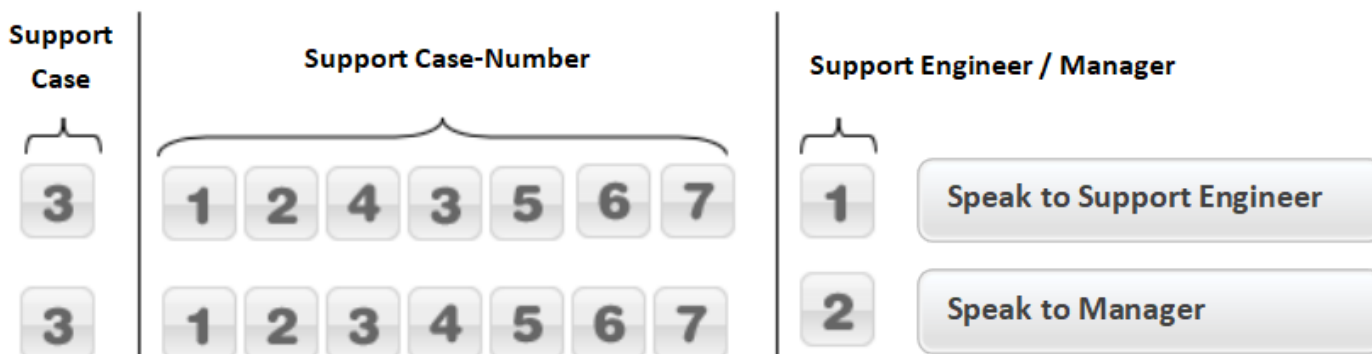
1. Dial your local Customer Support Phone number.
2. Once connected, press **3** to follow-up on an existing Support Case.

3. Spell or enter your **Support Case-Number** (up to 7 digits). **1 2 3 4 5 6 7**

4. Press **1** to speak to the Support Engineer.

Press **2** to speak to the Support Engineer's manager.

Resulting key sequence after successful telephone connection:



→ You will be forwarded to the responsible Customer Support Engineer, if they are available.



If the Customer Support Engineer is not immediately available, you have the option to leave a message which will be sent to the Engineer once they are available.