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GTAC Asia Pacific
Telephone Menu & Users Guide

Contents:

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Create a new Incident Report (IR)

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

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

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

    [0] [0] [0] [1] [2] [3] [4] [5] [6] [7] [#]

    [1] [2] [3] [4] [5] [6] [7] [#]

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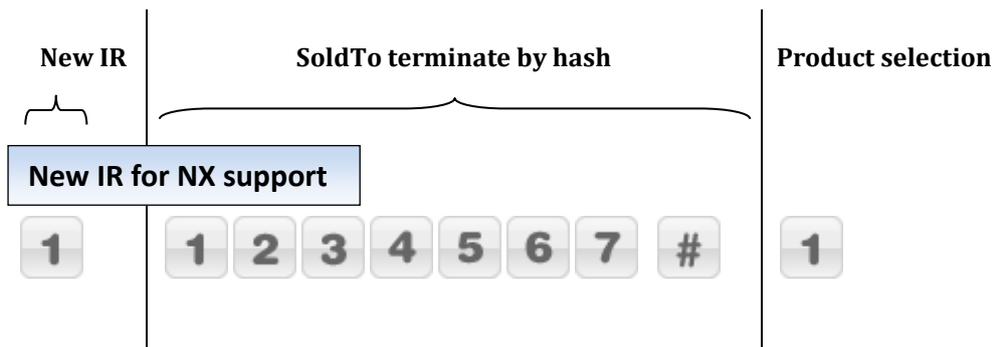
Select your product according to the attached list.
(A detailed list of support options is shown on page 4)

E.g. NX support [1]

1.	NX
2.	Teamcenter
3.	Solid Edge
4.	Ideas
5.	Tecnomatix
6.	LMS
7.	Other

Resulting key sequence after successful telephone connection:

New IR	SoldTo terminate by hash	Product selection

New IR for NX support

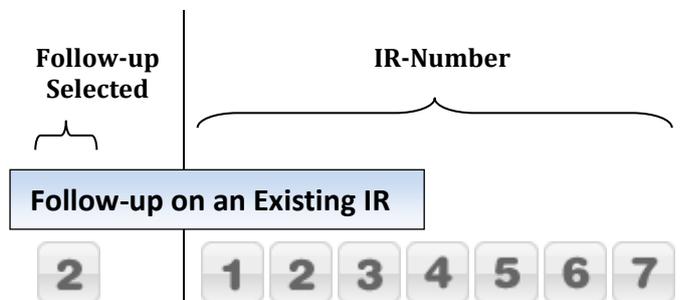[1]   [1] [2] [3] [4] [5] [6] [7] [#]   [1]

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

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Follow-up on an existing Incident Report (IR) – excluding Japan

1. Dial your local GTAC 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
2. Existing IR + IR-Number (immediately routed to support agent, excluding Japan)

1. NX
2. Teamcenter
3. Solid Edge
4. Ideas
5. Tecnomatix
6. LMS
   6.1. LMS Test
   6.2. Imagine.Lab
   6.3. Virtual.Lab
7. Camstar, Product Intelligence (Omneo), COMOS, Preactor, Simatic-IT, Polarion, IBS QMS Support and Mindsphere
   7.1 Camstar
   7.2 Product Intelligence (formerly Omneo)
   7.3 COMOS
   7.4 Preactor
   7.5 Simatic-IT
      7.5.1 Simatic-IT Production Suite and LMS
      7.5.2 Simatic-IT Unified Architecture
      7.5.3 Simatic-IT eBR and XFP
      7.5.4 Simatic-IT R&D Suite, Interspec, Unilab
   7.6 Polarion
   7.7 IBS QMS
         7.7.1 QMS QSYS, SINIC, Calvin
         7.7.2 QMS Compliant Pro, QSI Now
   7.8   MindSphere
   7.9   Managed Services
      7.9.1 Managed Services for Teamcenter
      7.9.2 Managed Services for Simatic-IT
      7.9.3 Managed Services for Polarion Products
      7.9.4 Siemens Cloud Solutions
8. Other products

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Local Support Phone Numbers

- ASEAN
  +65 6843 1073

- Australia
  1800 636 471

- China
  800 810 1970* or +86 21 22086635
  * Toll free for China land line only

- Hong Kong
  +852 2230 3322

- India
  1800 102 4822
  +91 20 40282100

- Japan
  +81 3 5354 6700
  0120 666 388

- Korea
  +82 2 559 5854

- New Zealand
  +91 20 4028 2100

- Taiwan
  +852 2230 3322

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Related information

Phone system
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 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.