





USG.COM/TECHNIX

USG CEILING TECHNIX<sup>™</sup>

## **FREQUENTLY ASKED QUESTIONS**

### I. Technical

### **O1** What versions of Autodesk Revit<sup>®</sup> are compatible with USG Ceiling Technix<sup>™</sup>?

The latest version of USG Ceiling Technix<sup>™</sup> is compatible with Autodesk Revit versions 2021 - 2024. Make sure to **Check for Updates** from the **Help Center** in the plug-in. Make sure to stay up to date with updates to ensure you can take advantage of the latest features, new products, enhancements, and bug fixes.

### **O2** After installing the USG Ceiling Technix<sup>™</sup> plug-in, the USG tab does not appear. What should I do?

Please verify that you have the latest version of the plug-in (Check for Updates) installed and that you are using Revit 2021, 2022, 2023 or 2024. The plug-in is not visible because Ceiling Technix does not work with earlier versions of Revit. If you are still having issues please contact tech support at: <u>usgceilingtechnixtechsupport@usg.com</u>.

### 03 How do I make sure I have the most up to date version of the application?

You can check for updates in the **Help Center** section in the USG Ceiling Technix<sup>™</sup> plug-in.

HELP CENTER

It is important to make sure you are using the latest version of the plug-in. Updates will automatically be sent for you to accept. If you choose to skip

those updates, make sure you **Check for Updates**. Updates could include new products, features, user experience enhancements or bug fixes based on issues reported by customers.

#### Introducing Design Solutions - Barz®

Pre-engineered, customizable cassettes allow flexibility within your design without the custom design price and lead time. TJ BRENNAN USG Sales Representative (312) 714-5017 ESt torennan@busg.com MORE HELP (1) Report a Problem (2) FAQ and How-To Videos (2) Give Feedback

HELP CENTER

#### Version 2.3.1056.0 Check for updates

### **04** What products are currently included in USG Ceiling Technix<sup>™</sup>?

We currently include a baffle product (Design Solutions<sup>™</sup> Barz<sup>®</sup> and Design Solutions-Colortex<sup>™</sup> Barz<sup>®</sup> PET Baffles) and the following acoustical ceiling tiles: Mars<sup>™</sup>, Radar<sup>™</sup>, Eclipse<sup>™</sup> and Halcyon<sup>™</sup>. We will be prioritizing and adding more specialty ceilings to the application based on requests from architects and designers using USG Ceiling Technix<sup>™</sup>.

II. Designing & Specifying with USG Ceiling Technix™?

### **O1** Can I design specialty ceilings (e.g., baffles) without an existing ceiling in my project?

Yes, but you will need to apply them on a work plane. Our families are face based so you can apply them to a ceiling, wall, underside of structure, or a work plane.

To learn more, check out our **Getting Started videos** in the **<u>Support Center</u> on the USG Ceiling Technix<sup>™</sup> website.** 

### 02 How do I create specialty ceilings using the plug-in?

We have a variety of videos for beginners to more advanced users that demonstrate angled planes, easy cut-out, dramatic cuts, pre-set layouts and more, based on designs made with our plug-in. You can access these in the <u>Made</u> <u>with our Plug-in</u> section of the USG Ceiling Technix<sup>™</sup> website. We will continue to add more tutorial videos as we add more products and gather feedback from designers and architects like you.

#### 03 Can I add baffles to walls or sloped planes?

Yes, you can place them on walls, ceilings, the underside of a structure or on sloped planes.

Please feel free to check out our Wall Applications and Sloped Planes tutorial in the <u>Made with our Plug-in</u> section on the USG Ceiling Technix<sup>™</sup> website.

# USG CEILING TECHNIX<sup>™</sup>

## **FREQUENTLY ASKED QUESTIONS**

### **III. Support**

### **O1** How can I learn how to use the plug-in on my own?

We have several videos to help get you started:

(i) **Basic Getting Started videos**: Visit our **Support Center** for basic videos on how to get started creating and editing designs with our plug-in.

(ii) **Advanced videos**: Visit <u>Made with Our Plug-in</u> to view more advanced Inspirational videos based on designs created with our plug-in.

\*If your scenario is not covered in these tutorials or you still have questions, please feel free to reach out to our product team using the **Give Feedback** form in the **Help Center** section in the USG Ceiling Technix<sup>™</sup> dock pane.

*Please select the "Ask a Question"* option. Someone will get back to you within 2 business days.

### 02 How do I get help with registration?

For the fastest resolution, report the problem using the **Report a problem** link at the bottom of the USG Ceiling Technix<sup>™</sup> plug-in dock pane.

You will receive a response within 2 business days.

### 03 How do I get help with downloading or installing the USG Ceiling Technix<sup>™</sup> plug-in?

If you are not able to download or install the plug-in to access the **Help Center**, please email: <u>usgceilingtechnixtechsupport@usg.com</u>.

Our support team will get back to you within 2 business days.

### 04 How do I get help if I encounter issues while using the plug-in?

Please report your concern using the **Report a Problem** link in the **Help Center** section at the bottom of the USG Ceiling Technix<sup>™</sup> plug-in dock pane.

#### This is the fastest way to get a resolution.

Please expect to receive a response within 2 business days.

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REGISTER

ELP CENTER	Thanks for reaching out!
TJ BRENNAN	We're always looking to improve, and we'd love to have your feedback. Let u know what you're looking to give us feedback on below.
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🖾 tbrennan@usg.com	Report a Problem     Suggest an Improvement or New Feature
MORE HELP	Give a Compliment Ask a Question
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Give Feedback Version 2.3.1056.0   Check for updates	NEXT CANCEL
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Need help? Report a problem

LOGIN



# **FREQUENTLY ASKED QUESTIONS**

### 05 How do I ask a question, suggest an improvement or request a feature?

(i) Please ask a question or provide feedback, using the **Give Feedback** form in the **Help Center** section in the USG Ceiling Technix<sup>™</sup> plug-in.

By default, it will have "Suggest an improvement or new feature" pre-selected.

If you would like to ask a question, please select that option before hitting next to ensure your question is correctly routed and prioritized. Please expect to receive a response within 2 business days.

JSG Ceiling Technix™	
	Thanks for reaching out! We're always looking to improve, and we'd love to have your feedback know what you're looking to give us feedback on below.
HELP CENTER	I want to:
D BRENNAN USG Sales Representative 6 (312) 714-5017 E3 torennan@uig.com	Suggest an Improvement or New Feature Give a Compliment Ask e Question
MORE HELP ① Report a Problem 25 FAQ and How-To Videos ② Give Feedback Version 2.3.1096.0 (Check for updates	NEXT CANCEL