USG | CEILING TECHNIX™

FAQ
Ver 2.3

USG.COM/TECHNIX

FREQUENTLY ASKED QUESTIONS

I. Technical

01 **What versions of Autodesk Revit® are compatible with USG Ceiling Technix™?**

The latest version of USG Ceiling Technix™ 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.
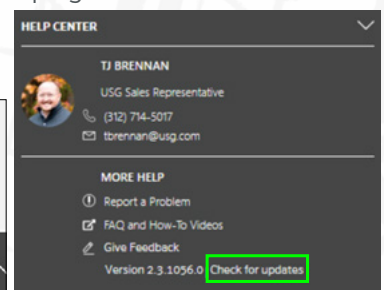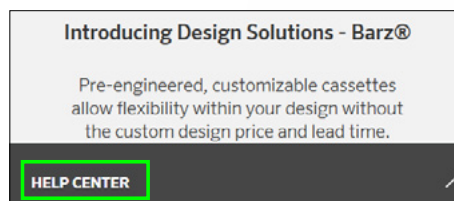
02 **After installing the USG Ceiling Technix™ plug-in, the USG tab does not appear. What should I do?**

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: usgceilingtechnixtechsupport@usg.com.

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™ plug-in.

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.

04 **What products are currently included in USG Ceiling Technix™?**

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

II. Designing & Specifying with USG Ceiling Technix™?

01 **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 **Support Center** on the USG Ceiling Technix™ 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 **Made with our Plug-in** section of the USG Ceiling Technix™ 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 **Made with our Plug-in** section on the USG Ceiling Technix™ website.

FREQUENTLY ASKED QUESTIONS

III. Support
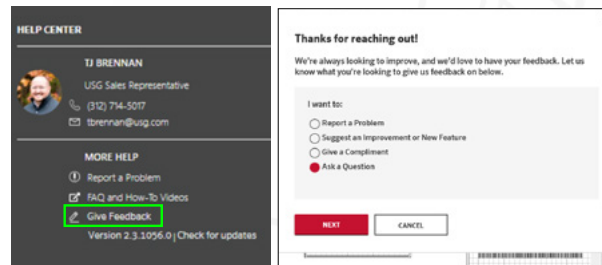
01 How can I learn how to use the plug-in on my own?

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 **Made with Our Plug-in** 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™ dock pane.*
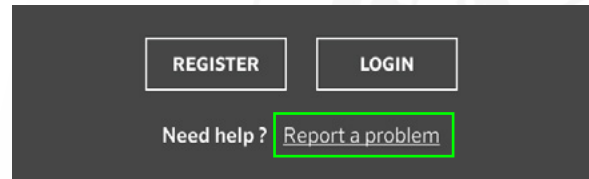
*Please select the "**Ask a Question**" option. Someone will get back to you within 2 business days.*

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™ 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™ plug-in?

If you are not able to download or install the plug-in to access the **Help Center**, please email: usgceilingtechnixtechsupport@usg.com.
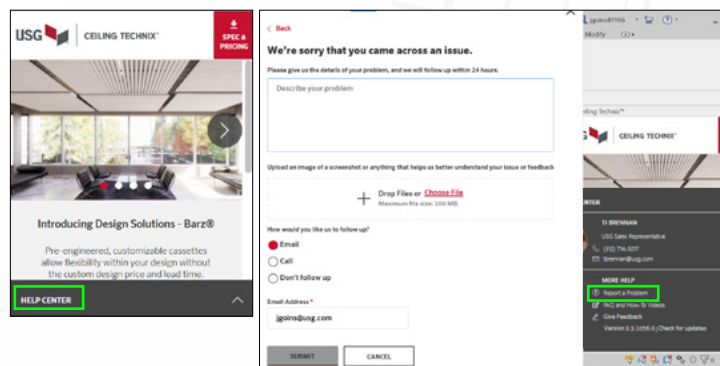
Our support team will get back to you within 2 business days.

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™ plug-in dock pane.

This is the fastest way to get a resolution.

Please expect to receive a response within 2 business days.

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™ 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.