

## Thank you for your Mastercam Purchase.

Please take the time to read these tips:

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### Installation Help:

For installation help visit the “Tech Tips” channel on Streaming Teacher at <http://www.streamingteacher.com/courseware/mastercam/techtips/> for no additional cost, you will just need to create a login to access this channel. It includes videos to help you with the installation of you Mastercam system. If you are already subscribed to Streaming Teacher this is included in your courseware at the end of your lesson list.

### Documentation:

Please read the Installation Guide, What’s New Guide and the Quick Start Guide for the current version. These documents are very helpful for the installation, set-up and familiarization of your Mastercam system. For additional documentation go to *Start/All Programs/Mastercam X4/ documentation*.

### Mastercam Build-In Help:

Mastercam has a built-in Help System that is a great resource. Use the keys “Alt+h” to access the help system. This help system will index itself to the specific topics relating to your location within the software. This makes finding help very quick and easy to use.

### Forum:

You can use the message board to post questions and review topics at [www.mcamnw.com/products/support/forum](http://www.mcamnw.com/products/support/forum) or at [www.emastercam.com](http://www.emastercam.com)

### Email:

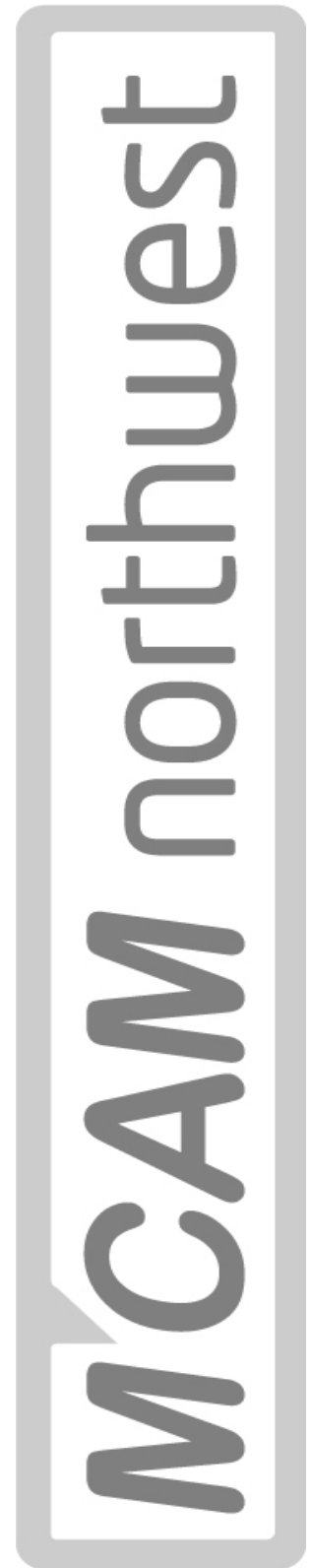
You can send MCX or Z2G files to [support@mcamnw.com](mailto:support@mcamnw.com). Z2G (zip to go) files are preferred because they give us more information about your machine and control definitions, libraries and system information. Make sure that your e-mail explains the problem completely, includes your SIM #, name, company name and the version of Mastercam that you are running.

If your email is in regards to an existing customer service case, please be sure to include the HQ# in the subject line to expedite your case.

### For Phone Support:

Technical Support (503) 653-5332  
8 am to 4pm – Monday through Friday

Calls will be answered in the order they are received. If no one is available for immediate assistance you will be forwarded to our tech support voicemail. If your call is in regards to a customer service case that already exists, please be sure to include the HQ# in the voicemail to help us expedite your call. If you are in need of urgent help, (ie. Mastercam system is down), then please let the receptionist know this with your initial call.



**The following Mastercam support program has been implemented**

**Full Support/Updateable:**\*

- ✓ Version **X4** (Current Release) includes maintenance and non-maintenance customers.
- ✓ Version **X3** (Previous Release) includes ONLY maintenance customers and 90 days from current version release date for non-maintenance customers.

**Limited Support:**

- ✓ Version **X2** (Media Replacements available) Support is limited to hasp setup questions and response time is determined by availability.
- ✓ Version **X** (Media Replacements available) Support is limited to hasp setup questions and response time is determined by availability.

**No Support/Updateable:**

- ✓ Version **9** (NO Media Replacement, NO support, Updateable)

**No Support/Not Updateable:**

- ✓ Version **8** and all previous versions (NO Media Replacement, NO Support, NOT Updateable)

**\* Note: Mastercam System Down Errors are the highest priority amongst all technical support issues. These issues take precedence.**

Thank you in advance for understanding how our support program works. This program will continue to help us achieve an efficient and timely return for technical support responses.

*Training for Mastercam X4 is highly recommended.* MCAM NorthWest recommends subscribing to the courseware on [www.streamingteacher.com](http://www.streamingteacher.com) for your foundation learning. This comprehensive training can be taken at your own pace and in the convenience of your home, workplace, or wherever internet access is available. For further Mastercam Training or if you have further questions, please call us.

Enjoy your new system,

MCAM Support

