

Appendix A

How to Get Help, Training, and Program Updates

Getting Help

Beyond this seminar handbook, there are several ways to get help with AGTEK software . . .

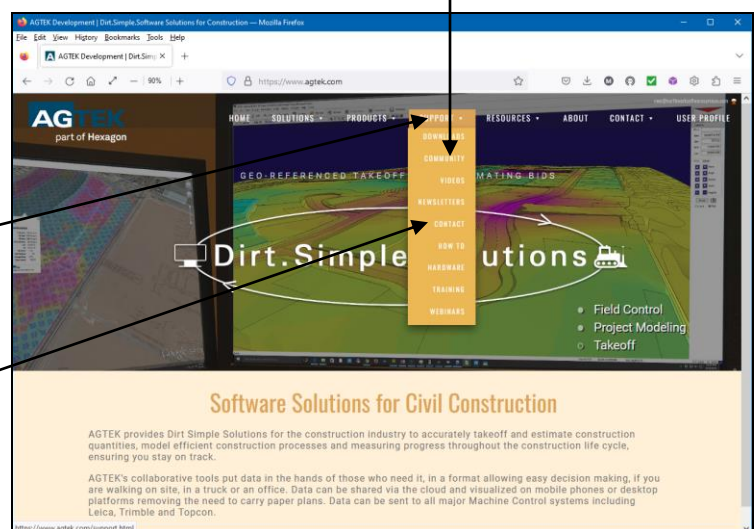
- ◆ Select **Help > [Program Name] Help** from the menu to access the program’s hypertext help files (some *AGTEK 4D* help files include links to corresponding online training videos). Program help files are also directly available via the web at www.agtek.com/help/sw/earthwork4dhelp.htm (**Earthwork 4D**) and www.agtek.com/help/gw/gradework4dhelp.htm (**Gradework 4D**). Use the **Guide** dialogs to work through the basic steps of modeling and quantifying site earthwork (see page 47).
- ◆ Join the LinkedIn AGTEK Users Group at www.linkedin.com/groups/2015287/.
- ◆ AGTEK Customer Support subscribers have these additional support options available to them [*a reasonable annual subscription fee covers all AGTEK 4D users at a single location; email AGTEK at SubscriptionRenewal@agtek.com, or call (925) 606-8197, for pricing and details*]:
 - Unlimited calls to **AGTEK’s toll-free technical support line at (800) 248-3527** (6:00 AM – 5:00 PM PST, including weekends). Support call messages are promptly returned in the order received.
 - Access to a library of online training videos at www.agtek.com/traininghome.html.
 - Download latest AGTEK software updates and PDF User Manuals (see pages 234-235). The user manuals are somewhat dated but they include sections with step-by-step exercises, menu-by-menu technical descriptions, and special applications.
 - Unlimited email (to support@agtek.com) and web support (including help with ESW, CAD/PDF and survey data files). With direct email to support, be sure to include your Customer information (name, company name, address and call-back number). Another option is to use AGTEK’s *Contact Support* form to request support and submit questions via the steps listed below.

An overview landing page for AGTEK’s various training and support options (with links) is located at www.agtek.com/howto.html, but AGTEK’s webinar video at www.agtek.com/video.html?id=566 provides a comprehensive tour of all options, including those of the new **AGTEK Community site**.

Tip: Click **Community** on the **Support** drop-down menu to check out AGTEK’s new customer resources site (AGTEK Support login required) [*or select **Help > AGTEK Community** from the menu in any AGTEK 4D program*].

Step 1: Go to AGTEK’s web site at www.agtek.com (AGTEK’s web site is also accessible from within the AGTEK program by selecting **Help > Visit AGTEK Online** on the program’s main menu) then either ...

- Click **SUPPORT** on the menu bar to display the main support page with links to all support resources (www.agtek.com/support.html) and go to Step 2, or
- Click **Contact** on the **Support** drop-down menu to directly access the *Contacting Support Information* form (www.agtek.com/contactsupport.html) and go to Step 3.



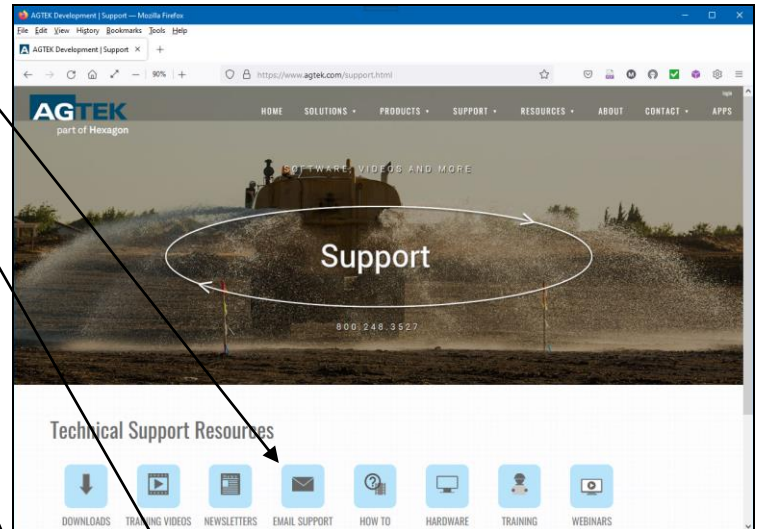
Appendix A How to Get Help, Training, and Program Updates Getting Help (Cont.)

Step 2: On the *Support* page, click the **EMAIL SUPPORT** icon to access the *Contacting Support Info* form.

Step 3: If a *Login* dialog displays, enter your Customer Support *Login ID* and *Password* then click **LOGIN**.

Step 4: When the *Contacting Support Info* form displays, use one of these options ...

- Submit your support question using the form (but the form does not include a function to attach and upload files with your question), or
- To send file attachment(s) with your support question, you can contact support via email (click the Support@agtek.com Email link at the bottom of the form). When your email app opens, attach the related files (see **Transferring Large Data Files** and **AGTEK Support Filedrop** below), describe the issue, **be sure to include the required Support information** (as listed on the form) then send your email message.



Transferring Large Data Files

Large data files sent via email may not be delivered. Alternatives include:

Compress File Attachments

AGTEK 3D/4D includes a built-in “zip” compression option for ESW files. A currently open ESW file is compressed to a standard ZIP format with an ESZ name extension (select **File > Save As** from the menu and set **AGTEK SiteWork Zip Files (*.esz)** as the *Save as type*). The resulting ESZ file is readable by AGTEK 3D/4D. **AGTEK 4D** users have the option to include background images in the ESZ file (see AGTEK’s ESZ video at <https://bit.ly/3R8R0ly>).

AGTEK Support Filedrop

AGTEK’s Send IT app makes it easy to transfer up to 920 GB of data to AGTEK Support – give it a try at <https://sendit.hexagon.com/filedrop/> support@agtek.com (AGTEK Support login required).

Email File-Share Link

AGTEK 4D’s AGTEK Access file-sharing utility creates share links for any file type (similar to *Dropbox*). See AGTEK’s video at www.agtek.com/video.html?id=561 (@ 2:49 min mark).