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PTC Product Focus

RSD 6.0 – Getting Started

Design engineers often face the frustrating task of interpreting hardcopy 2D schematics to route 3D cables and pipes. Pro/ENGINEER Routed Systems Designer offers a remedy.

Pro/ENGINEER Routed Systems Designer (RSD) is a powerful diagramming solution that enables the fast and easy creation of even the most sophisticated routed system diagrams. It has multi-discipline breadth, so it meets the functionality needs of piping as well as cabling design. And finally, RSD can automatically drive the routing of cables and pipes in virtually any 3D MCAD system that accepts the output format from RSD, and is specially optimized for use with the cabling and piping solutions within Pro/ENGINEER. This elimination of data misinterpretation ensures logical compliance with the schematic.

Capabilities & Benefits:

- Create schematic designs quickly and easily, enabling complete system documentation regardless of complexity
- Includes automatic reporting of any data (Bill of Materials, wirelists, etc.)
- Multi-disciplinary, includes capabilities for: block, circuit, ladder, wiring, piping, and hydraulic schematics (see Figures 1 & 2)
- Standalone multi-disciplined schematic solution, linked to 3D routing via XML
- Optimized to drive 3D cabling and piping routing within Pro/ENGINEER
- Multi-user capability enables greater efficiency through concurrent design
- Complete suite of diagramming tools encourages design reuse and automation

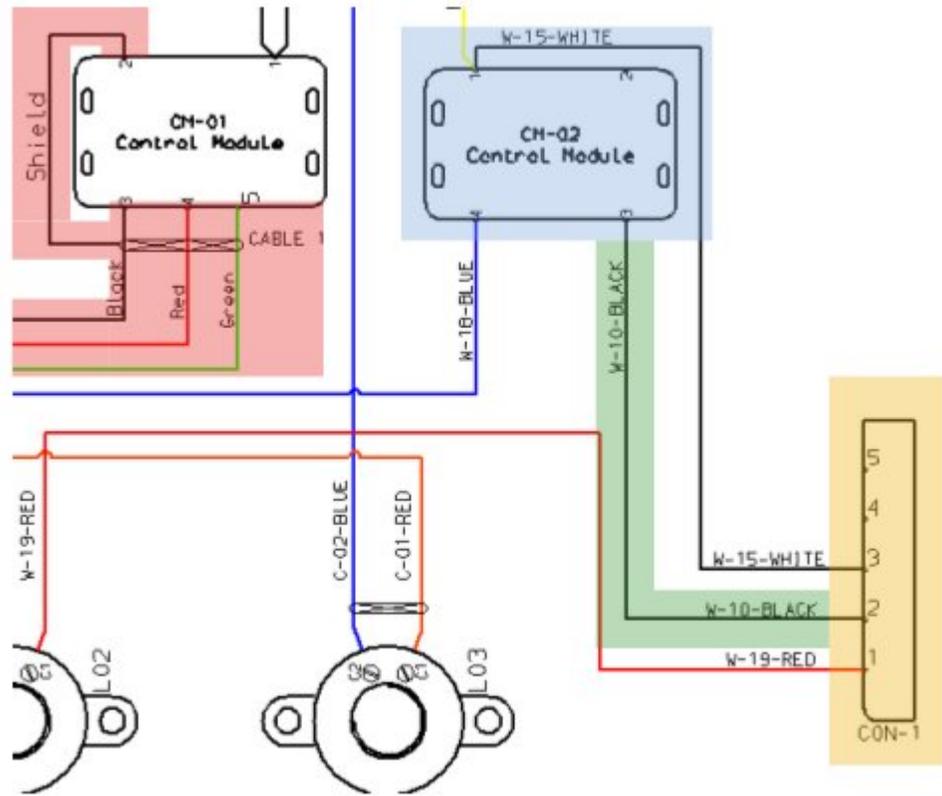


Figure 1: Electrical Wiring Diagram in RSD

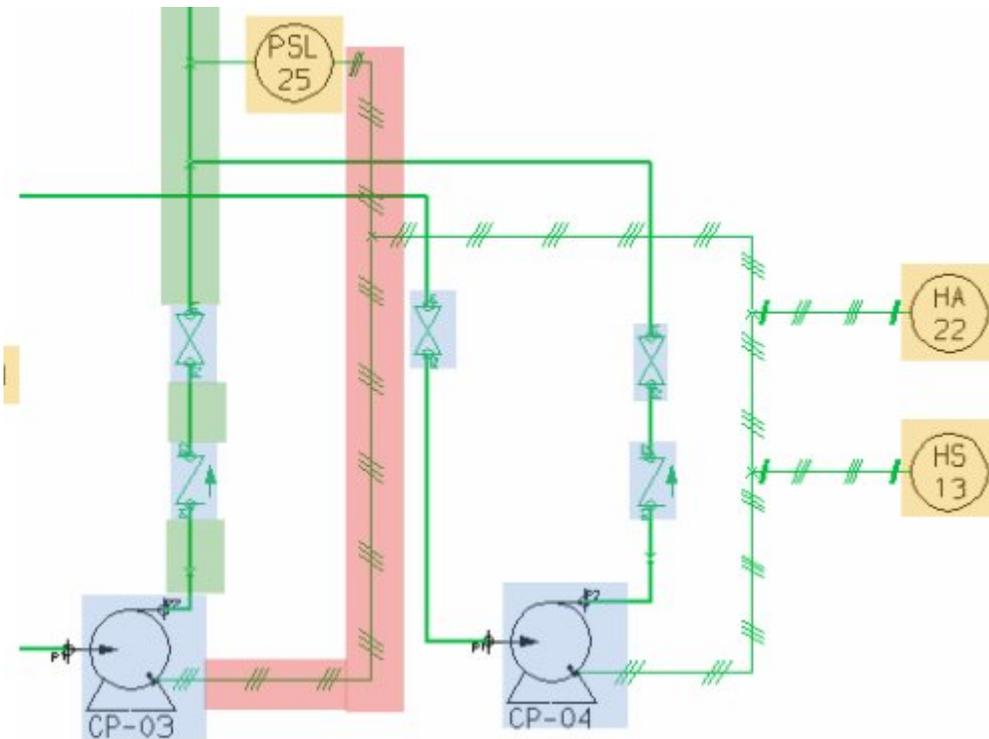


Figure 2: Process & Instrumentation Diagram in RSD

RSDlite vs. RSD full version

PTC offers two solutions for Routed Systems Designer depending on the customer's needs. RSD Lite is a functionality-limited version of the full version of RSD. As shown in the table below in Figure 3, RSD Lite is limited in the areas of design reuse, multi-user capabilities, customization for design automation, and export. In general, a company with 3 or more schematic engineers stands to benefit the most by purchasing the upgrade from RSD Lite to the full version of RSD. RSD Lite, became available in May 2003, allows designers of routed systems to experience the benefits of the product with little or no risk. Both RSD and RSD Lite are superior to Pro/DIAGRAM. Please note that RSD Lite diagrams can be opened in the full version of RSD, but diagrams created in the full version of RSD cannot be opened in RSD Lite. Maintenance-paying customers with certain Pro/ENGINEER routed systems solutions will be automatically eligible to receive RSD Lite at no cost. Note: RSD lite 6.0 now allows for Design Catalog design reuse using the import/export package capability.

Function	RSD	RSD Lite	Pro/DIAGRAM
Piping Diagrams			
Pneumatic	■	■	■
Hydraulic	■	■	
Process Flow Diagrams (PFD)	■	■	
P & ID	■	■	
HVAC	■	■	
Cabling Diagrams			
Block Design	■	■	
Circuit	■	■	
Wiring	■	■	■
Ladder Diagram	■	■	■
Panel Design	■	■	
Design Reuse Capabilities			
Design Snippets	■		
Design Sheets	■		
Design Catalog	■		
Datables - tables of properties	■		
CAD Integration			
Can drive Pro/ENGINEER cabling	■	■	■
Can drive Pro/ENGINEER piping	■	■	
Can drive other 3D MCAD cabling	■	■	■
Can drive other 3D MCAD piping	■	■	
Optimized for Pro/ENGINEER	■	■	■
Miscellaneous			
Unlimited sheets per design	■		■
Multi-user capabilities	■		
Java API customization	■		
DXF, DWG export capabilities	■		■
Utilizes generic terminology	■	■	
Full interoperability with RSD	■		
Function	RSD	RSD Lite	Pro/DIAGRAM

Figure 3: RSDlite, RSD, Pro/DIAGRAM comparison –

Software Download and Install

In general, for every package you own containing Pro/ENGINEER routed systems solutions (Pro/PIPING, Pro/CABLING or Pro/DIAGRAM); you will be eligible to receive one RSD Lite license at no charge. Simply go to the [Software Update Tool](#) on ptc.com. You will be prompted to enter your customer ID number, which checks which software packages you own, verifying that you are eligible to receive RSD Lite at no charge. Now just download the latest Routed Systems Designer and RSD Lite CD. See figure 4. Note: the CD is the same for RSD and RSD lite. Your PTC license file will let the software know which version you can run.

If your customer cannot see Routed Systems Designer and RSD Lite in the list they need to update their license pack

[Select Products](#) | [Shipping Information](#) | [Review Order](#) | [Get Call Number](#) | [View Cart](#)

Select Products

Product Name

CD Description	Release	Datecode	Download	Order CD
R6.0 RSDESIGNER CD	6.0	M040	tar [FTP] [HTTP] [More Options] 199046144 bytes (189.83 MB) zip [FTP] [HTTP] [More Options] 168664601 bytes (160.85 MB)	0 <input type="button" value="v"/>
R6.0 RSDESIGNER CD	6.0	M030	tar [FTP] [HTTP] [More Options] 198615552 bytes (189.41 MB) zip [FTP] [HTTP] [More Options] 168237835 bytes (160.44 MB)	0 <input type="button" value="v"/>
R6.0 RSDESIGNER CD Please see TAN 133071 to download a patch for this build.	6.0	M020	tar [FTP] [HTTP] [More Options] 224629248 bytes (214.22 MB) zip [FTP] [HTTP] [More Options] 172992517 bytes (164.98 MB)	0 <input type="button" value="v"/>

Figure 4: RSD & RSD Lite software download

Once you get the software loaded, there are some excellent resources to help you get started with RSDesigner.

Setup and Configuration

RSD can be broken down into two major steps to get going – 1) setup & configuration 2) user training. Similar to when you bought Pro/E, you needed to spend some time setting up the environment with start parts, start assemblies, formats, printer configuration, etc. The same is true with RSD to reduce the hurdles for your schematic designers using the tool. Setup and configuration is critical to any successful RSD implementation. RSD implementations that have the support from an RSD consultant to get the environment set up find the first project is often more successful with respect to time and ultimately cost.

2D/3D libraries

Your 2D libraries contained in RSD require two key pieces of information – 1) graphical 2) properties. When you purchase RSD, you are provided with a demonstration database of 2D library components and a lot of other RSD template standards. That demonstration database is

located at rsdesigner_loadpoint/redesigner/demodb. It is a folder that is actually just a RSD design that you can rename and use as your starting RSD template and append additional items.

Often, your schematic users are using an existing product like AutoCAD or VISIO to create schematics. RSD can also bring in 2D DXF/DWG geometry for to convert these 2D graphics into RSD graphics. You will still need to add ports and properties to the 2D symbols, but it will save you time in actually re-sketching the symbols in RSD. An example of how to do this is included in the RSD tutorial that comes with the software. You can also refer to this [TPI 121776](#) that explains the process as well

Another option is download example libraries from www.rsdesigner.net. You will need to create an account and then you will have access to downloading example libraries.

Finally, a last and possibly easiest solution is to purchase a standard library from [Virtual Interconnect](#). They provide both 2D & 3D libraries of electrical and piping. They also can customize a library to your needs. Other RSD consultants also sell libraries and provide training and consulting for RSD. Here is a list of some of the ones I recommend:

- Cassandra Deleon - cassandra@cedelsolutions.com – one of the best trainer/consultants for all Routed Systems applications
- Zak Yazel - Zak Yazel – www.rsdesigner.com – offers a setup tool RSDeluxe and Data Table Magic and [library](#) for purchase as well. He is also an excellent trainer/consultant

Properties & Datables

One key advantage to RSD is the way it can manage all the intelligent parameters for both electrical and piping data. Think about how you might have over 50 types of wire spools in the shop. Those spools are all characterized by color, gauge, thickness, etc. Out of the box, RSD has some standard CSV datatables in the demodb and also located in the rsd_loadpoint/rsdesigner/csv folder. However, you most likely will need to add to datatable entries for wires, cables, connectors, etc. This information can be easily generated using a tool called [Datatable Magic](#) or [RSDeluxe](#) by Zak Yazel.

Jumpstart Kit

Jumpstart kits are guides/tutorials to help a user who is setting up RSD on their own without the help of a RSD consultant. They are also an excellent document resource to leverage as well. A RSD/Cabling Startup Kit can be found on the PTCUser.org site under Routed Systems Technical nmittee - [PTCUser - RS TC](#), you'll need to create a username login to access.

User Training

When users need to get up to speed on RSD, I typically recommend that they go thru some training followed up by project mentoring to apply the training to their job specific needs. When the RSD software is loaded, it contains a very detailed tutorial located under the rsdloadpt/rsdesigner/basic_tutorial. This is a great place for your users to start. I also

recommend that they go to the 2-day PTC training course - Creating Schematics using Routed Systems Designer 6.0. If you are also interested in 3D cabling and/or piping, you can take the following courses: Modeling 3-D Electrical Wiring Harnesses with Pro/ENGINEER Wildfire 2.0 and/or Modeling 3-D Piping Designs with Pro/ENGINEER Wildfire 2.0. All of the classes are offered in Live Classroom (Instructor Led), Live Virtual Classroom (Instructor Led), and self-paced Web-based Training options.

Online demos

Every Friday @ 2 PM EST, PTC offers a one-hour demonstration that showcases the RSD software. It's a great way to learn more about the tool and asks live questions to the RSD experts in the field. [RSD/Cabling online demo](#). You can also learn more about RSD/piping by watching the demo replay here [PTC: Pro/ENGINEER Piping Design Demonstration](#)

Finally, for successful implementations of RSD, I highly recommend proper training and onsite consulting for setting RSD/cabling/piping up properly. The successful customers with RSD have had onsite consulting and have maximized the potential for this great solution.

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Tips of the Month

Help! I Can't Figure Out What to do in Pro/E?

Have you ever been using Pro/ENGINEER and you got stuck? To make matters worse, your deadline doesn't change. And you need to finish soon so you can make it in time for your son's soccer practice?

In this article, I will explain four easy steps to help you solve your Pro/E questions and get your work done faster!

As a PTC Application Engineer, my role is to help showcase the Pro/ENGINEER software and help customers solve their design challenges. However, I'm only one person - sometimes I'm not - available to help everyone as quickly as I'd like.

Some of the best lessons I learned are from my father. He always told me, "If I give you a fish, you eat for a day. If I teach you to fish, you eat for a lifetime." My goal is the same: I'd to teach you some techniques that will make you more self-sufficient and more empowered to solve your own problems when they arise.

Step 1: Create a PTC.com Web Support Account

When I visit a lot of existing PTC customers, I typically see a general trend. I ask all the users in the room, "who has a PTC.com Web Support Account" and only one hand goes up ... typically the Pro/E Administrator, who takes care of licensing, software installs, etc. What that tells me is that many Maintenance Support paying customers are not taking full advantage of all the great tools that PTC provides to help them out. They are paying for it; they are just not using it.

So let's walk through the simple steps to create your PTC.com Web Support Account by creating a basic account and then upgrading that account..

Creating your Basic PTC.com Account

1. Go to [PTC Home Page](#). Select on [My Account](#) in the upper right corner.
2. Select [Create a New PTC.com Account](#). Fill out all the required fields marked by an asterisk. I recommend also including your telephone number, which will come in handy later. (See figure 1). Also, write down the email you use and your password, those are the two key pieces of information you'll need to access any online help.
3. Select the "Create Account" Button at the bottom. You now have created a Basic PTC.com Account

PTC.com Accounts
E-mail Preferences
New Account
Account Management
Reset Your Password

New Account

Creating a PTC.com account is simple: Fill out the form below and your new account will be available immediately. Once you've created your account, you'll be able set your preferences and upgrade your account.

- NOTE:**
- Your e-mail address will be your new ptc.com username.
 - All fields marked with a * are required.
 - An upgrade will be necessary for access to areas specific to customers and partners.

Personal Information

* First Name:	<input type="text"/>
* Last Name:	<input type="text"/>
* E-mail:	<input type="text"/>
* Confirm E-mail:	<input type="text"/>
Title:	<input type="text"/>
Telephone:	<input type="text"/>
Fax:	<input type="text"/>
Preferred Language:	English <input type="button" value="v"/>

I would like to receive e-mail from PTC: Yes No
(includes: PTC Express, event invitations, and more)

Security Information

* Password:	<input type="text"/>
* Confirm Password:	<input type="text"/>
* Password Hint Question:	<input type="text"/>
* Password Hint Answer:	<input type="text"/>

Figure 1: Creating a Basic Account

Great, you have just created your basic PTC.com account which gives you several important benefits:

- PTCEXpress, our free e-mail newsletter
- Allows you to register for online [Events](#) and [Webcasts](#)
- Access to [Free Downloads](#) (ProductView Express, eDrawings, etc.)
- Access to some of our [Online Resource Library](#) (Demos, How-To Videos, Tutorials, Expert Advice Column)

As a PTC Maintenance customer, your company is paying for additional support that keeps your company up-to-date with the latest software, but also provides great technical support. However,

if you do not upgrade your account, you cannot access the Web tools. So let's take the next step to get that set up.

Upgrading your Basic Account to a Web Support Account

1. After you created your Basic Account, you will have to track down some basic information – a) Customer Number b) Service Contract Number (SCN)
2. The customer number is a unique number that identifies your company to PTC for tracking purposes. Typically, it can be found in a couple places. The customer number is included on the license pack that is sent to your Pro/E Administrator. He should have access to this information. Also, it is included on the software shipment letter/email. Lastly, you can access it from another's user profile using the PTC Account Management Tools. Write it down, and put it on a Post-it note on your computer.
 - a. Find your Pro/E Admin or another user that already has a PTC.com Web Support Account set up
 - b. Have them go to [My Accounts](#)
 - c. Select [Account Management](#). They will need to enter their email and password to gain access
 - d. Select the Customer Support Tab and you will see your customer number in the yellow brick under Customer info in the upper left corner. See figure 2.
3. The SCN is used to identify a particular customer's entitlement to technical support. The SCN is very easy to find if you already have your Pro/E software running. Typically, it's a number starting with 2A or 3A. Just Select Help>About Pro/ENGINEER and the SCN will be displayed. Write this number down and place a Post-it note on your computer. You'll need this number any time you call PTC Tech Support.
4. Select [Upgrade Your PTC.com Account](#). You can find this link on the last web page displayed when you created your basic account or by accessing [PTC.com Account Management](#) and selecting the Customer Support Tab.
5. Now fill in the customer number and the SCN that you gathered in steps 2 & 3.
6. Next, you'll receive a confirmation email that you'll need to verify your account upgrade, simple instructions are provided in the email. It will be sent to the email address used to create you account.

Customer Information	
Customer Name:	PTC
Customer Number:	711

Customer Support Information	
Siebel User ID:	1-309GM
Supported By:	341

Account Privileges	
Administrative	
Online Supervisor:	N ?
License Management	
License Management Licensing:	Y ?
License Management Reporting:	Y ?
Software Update	
Software Update Access:	Y ?
Software Update Address:	Y ?
Business Asset Summary Web Tool	
Basic Privilege:	Y ?
Order Privilege:	Y ?
Quote Privilege:	Y ?
Call Logger	
Log Calls:	Y ?
Special Access	
Maintenance Rep:	N

Figure 2: Finding the Customer Number from PTC.com Account Management

That's it! Now you have access to all the great Web Support Tools. These tools include:

- Software Enhancements & Updates
- Real-Time Customer Support
- Knowledge Base
- Call & SPR Logger/Tracker
- Knowledge Base Monitor Alerts
- Reference Documentation
- Tips and Techniques Productivity-Enhancing Sessions
- Forums
- License Management

Now that you have an account, let's start using it to help you get your designs done. Often when I get asked a Pro/E questions from a customer, I typically rely on several means to get my answer. I call it my "Escalation Protocol." Typically, with this step-by-step method, I usually can find my answer.

Level 0 – (Baseline \pm 70 % of problems/3 minute turn-around)

- Search Pro/HELP Tool
- Search Internal Best Practices/Ask a Friend
- Review any Relevant Training Materials
- Online Forum
- Search Knowledge Base
- Contact Tech Support online with Call Logger
- Google Search

Level 1- (Problem Encountered)

- Escalate Call with Tech Support using Online Call Tracker
- Send Call # to VAR/PTC rep to review

The one tool I use the most frequently from Tech Support is the Knowledge Base. Similar to other company Knowledge Bases, it has a wealth of intellectual property that can really help you out. Any time Tech Support takes a call and resolves an issue for a customer, they document the problem and the resolution. These issues are all stored in the Knowledge Base and accessible to all our customers worldwide. So it doesn't matter whether you are a small machine shop in Georgia, or a large OEM, you gain all the insight from customer issues being resolved by the world-wide tech support organization populating a single database. Let's look at how to use it.

Step 2: Using the Knowledge Base

1. Go to [Customer Support](#). This can be done just by clicking the SUPPORT tab on the [PTC Homepage](#).
2. Under the SELF HELP section, select [Search the Knowledge Base](#).

3. Enter a keyword in the search field. Keep it limited to only a few words. i.e. “import”
4. Select the Product. Typically, this will be “Pro/ENGINEER”
5. Select the Module. i.e. “ECAD.” Sometimes if you can’t find the right module, I just leave this blank which will allow for a much broader search.
6. Select the document type. You can select all four boxes to get the maximum results.
 - a. TAN - Technical Application Note: documents that describe specific technical issues with PTC products. TANs generally include workarounds and anticipated software.
 - b. TPI – Technical Points of Interest: technical tips not necessarily associated with a particular release of a PTC product
7. Hit the Search button
8. You will end up getting a list of related items, and just select the hyperlink to the document. Here is an example output of a suggested technique that also includes example files for download. [Importing ECAD Information into Assembly Mode](#)

If I can’t seem to find my answer on the Knowledge Base and I have exhausted the other Level 0 Escalation Protocol, I typically will open a call with tech support online. If you are like me, you typically don’t like to take time speaking to a live operator to route your call, so I just open the call online. There are some major advantages to this method. First, you can document the specific issue which saves you from having the tech support engineering typing furiously away while you speak to him about an issue. Second, the online call logger system now checks the knowledge base and sees if there are any related documents based on your question/issue. This search is even more exhaustive as it checks all the key words in your description of the problem. Furthermore, when you log a call online, you can easily attach related Pro/E files, trail files, images, etc. to give a better description of the actual problem to the tech support engineer. You can’t do that over the phone.

Step 3: Opening a Call Online

1. Go to [Customer Support](#). This can be done just by clicking the SUPPORT tab on [PTC Homepage](#)
2. Under POPULAR TOOLS or INTERACTIVE TECHNICAL SUPPORT, select [Log Technical Calls Online](#)
3. Just hit the Next button when you get to the CaRDs Customer Contact Search, since you are opening the call for yourself
4. Enter info for all the asterisk fields. To find out the date code of software you are running, you can just go to your Pro/E session and select HELP>Technical Support Info. You get a screen with all the appropriate information. (See figure 3).
 - a. Make sure to give a good callback phone number. You can enter more numbers in the long description if needed.
 - b. Select the appropriate Priority level to define the importance or urgency with the issue. Here is a breakdown of the priority values:
 - i. General Info Work is not being impacted and caller only has a general question about a PTC product or service.
 - ii. Non-Critical Work is being slightly impacted but the issue can easily be worked around by the user. Generally a very low priority issue.
 - iii. Urgent Work is being impacted but not significantly. Usually a workaround is available or the customer is able to work beyond the issue.

- iv. Critical Work is being severely impacted and a solution to the problem must be found quickly.
 - v. Extremely Critical - This is the most serious priority for a call and generally represents a work stoppage for the customer.
 - vi. Enterprise Down A production enterprise system is down
5. Select Next.
 6. Call logger will now check your short and long description and do a check against the knowledge data base (KDB) to see if there are any documents that are relevant to your particular issue.
 7. If the KDB articles do not sufficiently address your issue, you can select “Open a Call.”
 8. The system will generate a unique call number. Write it down.
 9. If a Pro/E model or images would be helpful in troubleshooting the issue, it is good to zip it up and send it to tech support.

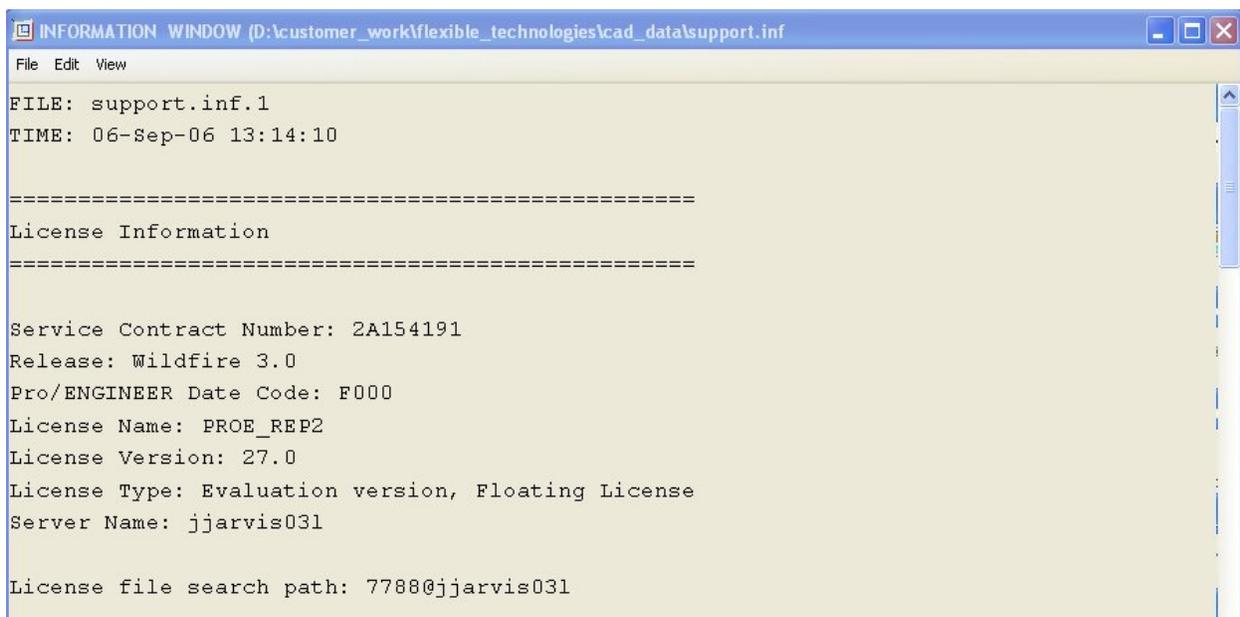


Figure 3: Tech Support Info Window from Pro/E session

So you open your call online and now you are busy back doing work. Your phone rings while you're out to lunch and now you have a voicemail from the tech support engineer. Now what do you do to avoid playing “phone tag” all day?

I highly suggest using the Track and Update Calls online tool. It has several advantages over calling tech support via phone. First, it allows you to either add a comment to your existing call or escalate it to a higher level. Also, those comments are automatically routed to the appropriate tech support engineer. As soon as they can, they will get back to you. Second, you can pull up a full history of all the calls that you have made and get a status update. I love this, because even though I told you to write down that call number, it probably got thrown in the recycle bin. PTC Tech Support keeps a complete history of all the calls coming in based on user and company. Furthermore, it's a nice way to communicate progress or issues that have arisen since you open the call.

Step 4: Track and Update Your Calls

1. Go to [Customer Support](#). This can be done just by clicking the SUPPORT tab on [PTC Homepage](#)
2. Under POPULAR TOOLS or INTERACTIVE TECHNICAL SUPPORT, select [Track and Update Calls](#)
3. Enter your Customer Number – remember you used it to create your PTC.com account, should be on a post-it note next to your SCN number and select “Continue.”
4. If you know the call number, you can just enter the number. But if you are like me, you already lost that number. So just put your last name in the box and select Next>.
5. Select all variations of your caller name (it’s possible your name will be incorrectly spelled in the system if you opened your call on the phone), and select a good start & end date. For instance, I have two records for my name “JARVIS, JON” and “JARVIS, JONATHAN.” (See figure 4).
6. Now select “Get Call List” located all the way at the bottom of the screen.
7. The call list provides all your calls that were opened. You can re-sort based on any of the column headings.
8. Once you found the call you are looking for, just select the short description hyperlink. Now you will see the details surrounding that call.
9. You now have three main options to communicate back to the tech support engineer to get your issue resolved. Based on level of support you need, I typically follow this protocol.
 - a. Add a new note in the Note section. You can give the tech support engineer a message and it automatically gets routed to his desk. This is great when you want to just get a status or have him/her call you back.
 - b. Change the call priority. In the Priority box, you can change the priority up or down to get the appropriate focus and response from PTC.
 - c. Change the Escalation Status. Reserve this for only extremely critical issues that are not being resolved by the help from the current tech support engineer. These escalations are taken very seriously with a tech support manager stepping in to help resolve the issue as best they can. It is a very powerful tool, use it wisely, but don’t be afraid to use it if you are really stuck and not getting the proper support.

Select Criteria

Narrow search criteria to speed up your query.

Caller name

JARVIS, DANIEL
JARVIS, JON
JARVIS, JONATHAN
JARVIS, ROSEMARY

Status

All status types (default)
Awaiting Call Back
Awaiting Contracts
Awaiting E-mail Data

Call priority

All status types (default)
Enterprise Down
Extremely Critical
Critical

Call Type

All call types (default)
Admin Technical Support
Contracts
Credit

Start date

6 June 2006

End date

6 September 2006

Figure 4: Selecting all callers' name records

The Maintenance Support Program is very comprehensive. If you're not sure exactly what is available to you from software releases to phone support to Web support tools, I highly suggest viewing the video replay of [PTC Customer Orientation - Maintenance Support](#). In addition, there are several short videos with step-by-instructions for using other web tools. They are found in the PTC Resource Library: [Online Support Tools](#)

Fantastic! Now, don't just read this article and/or watch the videos, take action today to setup your account and start using these great tools. You'll become a much better user of Pro/ENGINEER and PTC products and your boss will be happy that you always seem to know the answers ... we won't tell him that you got a little help from PTC Global Tech Support ☺

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Tips of the Month

How to do a 3-D Compare With ProductView

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Creating ProductView Representations of Simplified Reps From ProE

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Announcements

Educational Resource Library

Learn things you always wanted to do - but didn't know you could.

This one stop educational resource library will help you learn more about PTC Solutions and provide you with technical materials developed by the product experts to help you become more productive.

Get tutorials, how-to videos and expert advice for:

- Pro/ENGINEER
 - Conceptual and Industrial Design
 - Detailed Design
 - Simulation/Analysis
 - Production
 - Design Collaboration
- Windchill PDMLink
- Windchill ProjectLink
- Pro/INTRALINK
- PTC Online Tools

Check out the [Educational Resource Library](#) today.

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Miss an issue! Can't find that awesome technique you read about? Fear not, you can click on the link below and go through our Customer PTC E-Newsletter archives.

[Click Here To Access](#)

It's better than finding the Covenant of the Ark!

PTC Tips & Techniques Webcasts: Work Smarter. Not Harder.

Click below to see regularly scheduled Tips & Techniques technical Webcasts that are designed to provide you with the most popular time-saving tricks that Pro/ENGINEER users of all skill levels will find useful. Get more out of your maintenance dollars!

[Tips & Techniques: Work Smarter Not Harder!](#)

E-PROFILES IS HERE!!

We have been eagerly anticipating the debut of the new electronic version of Profiles Magazine and now it is here! This new web site will supplement the print edition of the magazine and will

provide new useful features not feasible with paper media. e-Profiles will provide you with 24x7, worldwide access to key information previously available exclusively in the print version. "Tips & Tricks," a popular feature pioneered by Pro/USER, has also moved to the web and will be expanded as the site matures.

Please take a few minutes to check out this new web site. We don't think you will be disappointed.

<http://profilesmagazine.com/>

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Upcoming Events & Training Class Schedules

Upcoming, 2006 Your local Pro/Engineer User Groups
<http://www.ptcuser.org/rugs/>

June 3 - 6, 2007 Tampa, Florida
PTC/USER International Conference
<http://www.ptcuser.org/>

Events

Our seminars and conferences seek to provide you with relevant information regarding product development trends in your industry as well as innovative software learning experiences. Think of them as a constructive day off where you can share experiences and swap ideas with your peers.

If you can't manage to get away, we'll bring it to you. Check back often for regularly scheduled live webcast events.

[You're Invited to Attend...](#)

Please visit the [PTC Education Services](#) website for the latest training information including course descriptions, schedules, locations, and pricing.

- Attend a course at any PTC Center and receive a **free** copy of Pro/ENGINEER Wildfire Student Edition!

<http://www.ptc.com/services/edserv/index.htm>

Live Instructor-Lead Virtual PTC Training Courses

Virtual Classrooms provide interactive learning with a trained PTC instructor in convenient and manageable sessions that last approximately 4 hours over a series of days. It's easy to join a class right from your desk using a phone or voice-over IP technology.

Sessions are performed just like a traditional ILT (including interactive exercises where you and the instructor can work on lab exercises together) and feature some of our most popular ILT courses. These sessions cover the exact same material as the traditional ILT in-center courses. Also look for some of our most frequently requested mini-topics delivered in the same format that are only an hour - two hours in duration.

If you have any questions about these sessions or would like to see getting other courses, not on this list, on the schedule please feel free to contact me for more details. They are a great way to bring training to you without you having to worry about location or being out from work for long stretches.

You can register for these sessions just as you would for any normal ILT class either by:

1. calling order admin at <http://www.ptc.com/services/edserv/training/registra.htm> or
2. you can go to PTC University directly at <http://www.ptc.com/learning> and submit a registration request directly. All you have to do is search the catalog by typing in “virtual” in the search field and you will see a listing.

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Note: This PTC E-Newsletter will continue to be used for the following:

- 1) Inform you on events related to PTC products (user groups, conferences, training schedules, etc.)
- 2) Educate you on solutions that are available at PTC
- 3) Tips & Techniques using PTC Products

Note: These messages are compiled in the local PTC office and will be distributed via e-mail.

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