



CEILING TECHNIX™



FAQ

Ver 2.5

[USG.COM/TECHNIX](https://www.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.

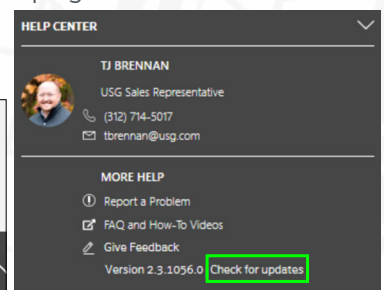
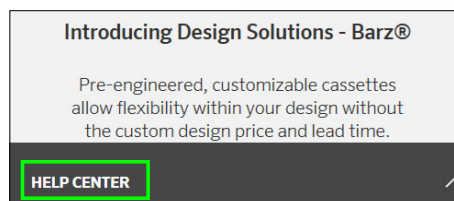
02 After installing the USG Ceiling Technix™ plug-in, the USG tab does not appear. What should I do?

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®, Design Solutions-Colortex™ Barz® PET Baffles, Design Solutions - Illusions® and Halcyon™ Canopies) 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?

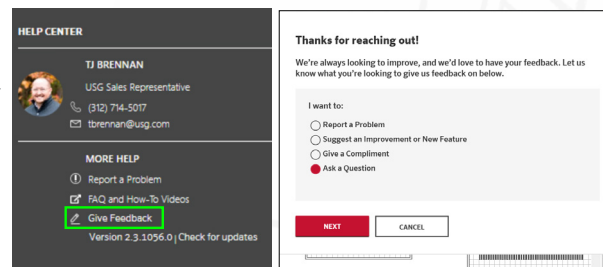
We have several videos to help get you started:

(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.*

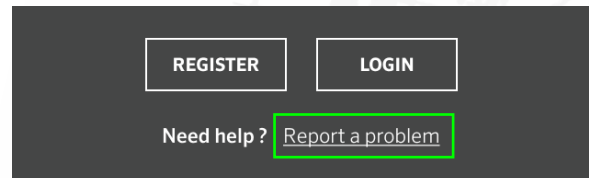
*Please select the **“Ask a Question”** option. Someone will get back to you within 2 business days.*



02 How do I get help with registration?

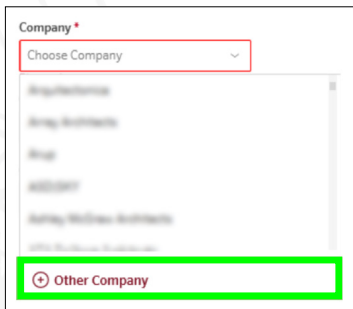
For the fastest resolution, report the problem using the **Report a problem** link at the bottom of the USG Ceiling Technix™ plug-in dock pane.

You will receive a response within 2 business days.

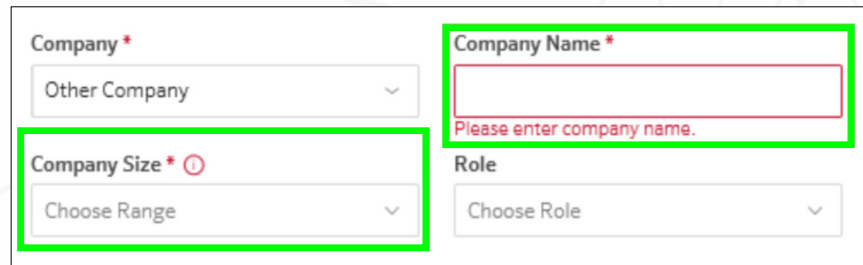


03 What if I don't see my company on the registration screen?

1. Click the **+ Other Company** button below the list of firms.



2. Enter some basic information about your firm in the **Company Name** and **Company Size** boxes.



04 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.

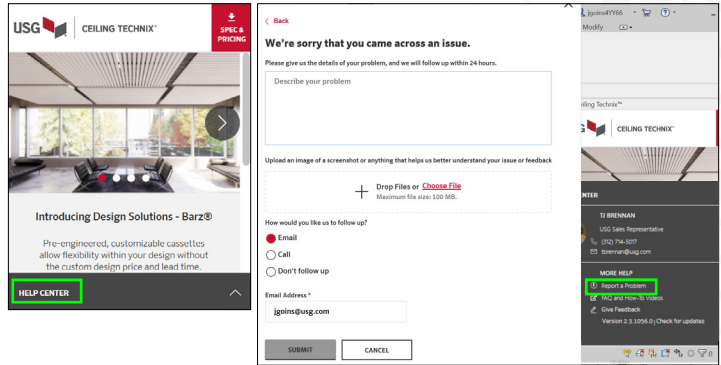
FREQUENTLY ASKED QUESTIONS

05 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.



06 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.

