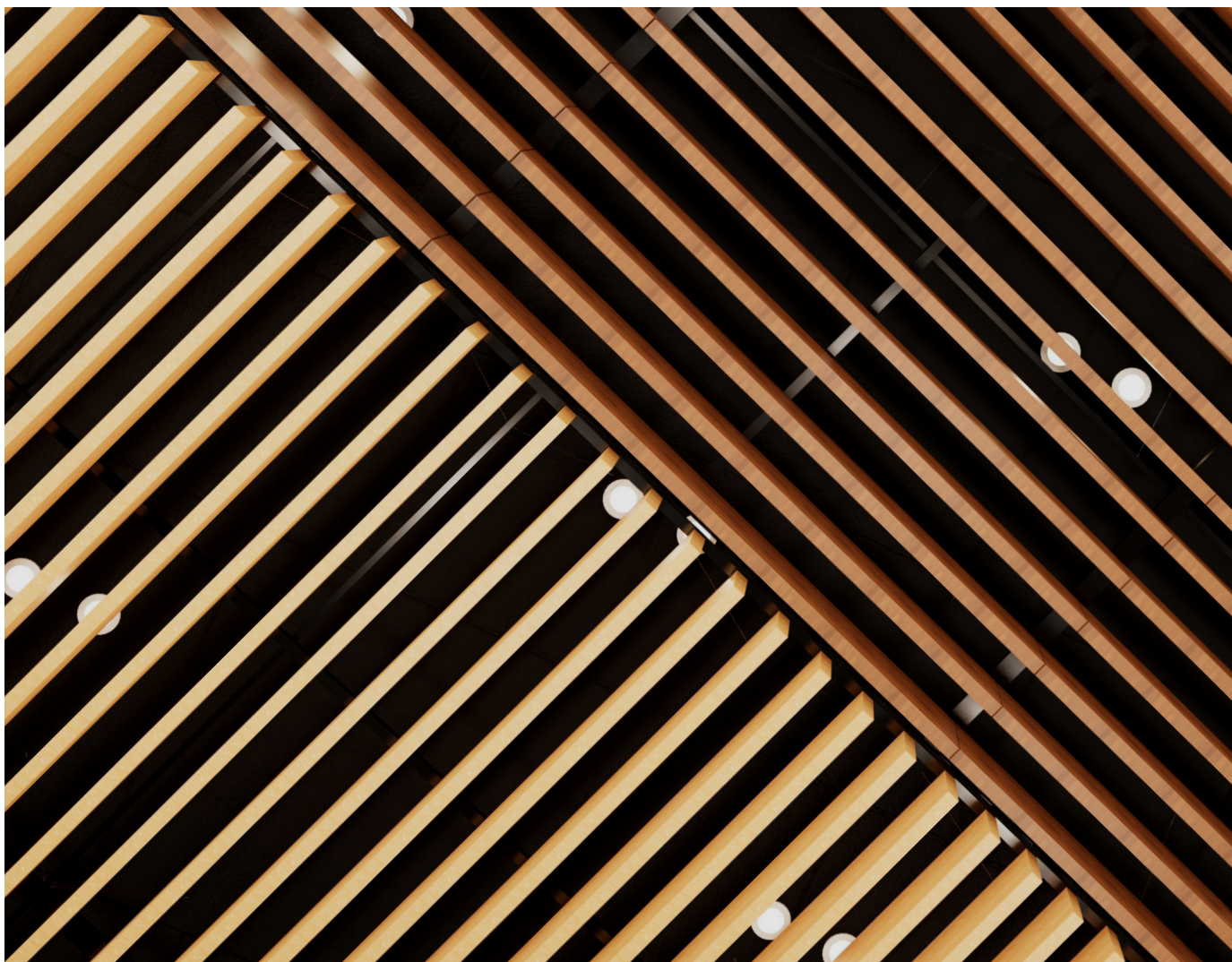




CEILING TECHNIX™



# FAQ

Ver 2.8

[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 2022 - 2025. 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.

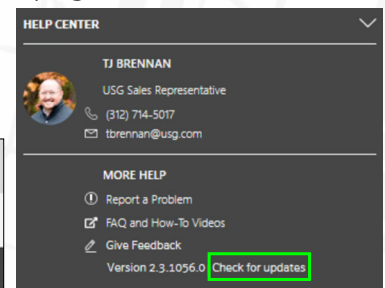
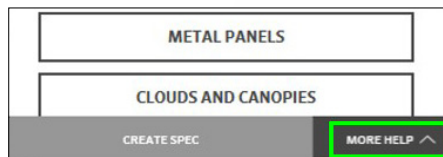
### 02 After installing the USG Ceiling Technix™ plug-in, the USG tab does not appear. What should I do?

Please verify that you have the latest version of the plug-in (Check for Updates) installed and that you are using Revit 2022 - 2025. 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](mailto: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 the following products: **Design Solutions™ Barz®**, **Design Solutions – Colortex™ Barz® PET Baffles**, **Design Solutions™ – Illusions®**, **Halcyon™ Canopies**, and **Design Solutions – Colortex™ Radialz**. We also offer the following acoustical ceiling panels: **Mars**, **Mars High-NRC 95/30**, **Juno High-NRC 95/30**, **Radar**, **Eclipse**, and **Halcyon**. We are continuing to prioritize and add more specialty ceilings to the application based on requests from architects, interior designers, and our sales professionals using the USG Ceiling Technix™ Revit plug-in.

## 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?

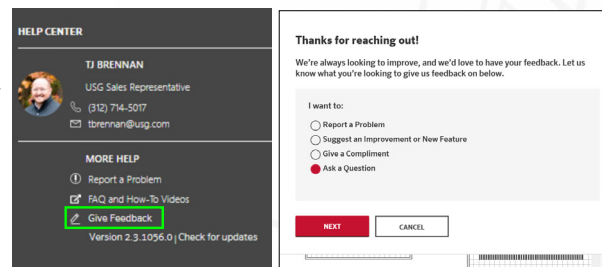
We have several videos to help get you started:

(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.*

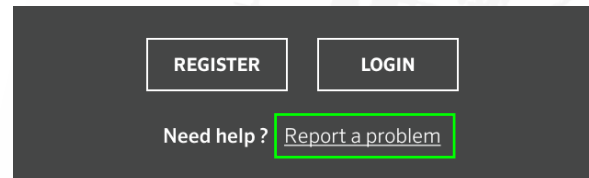
*Please select the **“Ask a Question”** option. Someone will get back to you within 2 business days.*



### 02 How do I get help with registration?

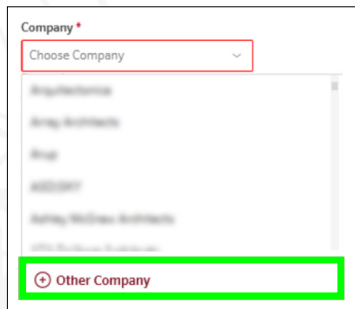
For the fastest resolution, report the problem using the **Report a problem** link at the bottom of the USG Ceiling Technix™ plug-in dock pane.

You will receive a response within 2 business days.

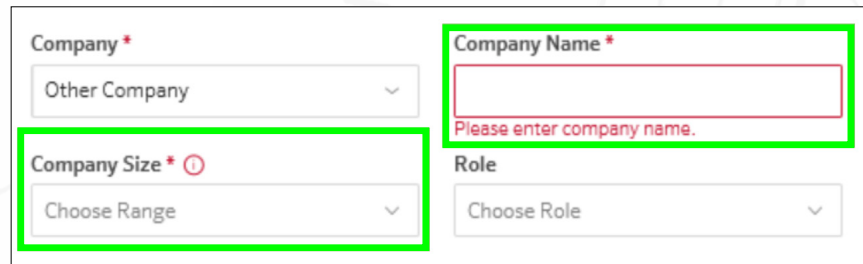


### 03 What if I don't see my company on the registration screen?

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](mailto:usgceilingtechnixtechsupport@usg.com).

Our support team will get back to you within 2 business days.



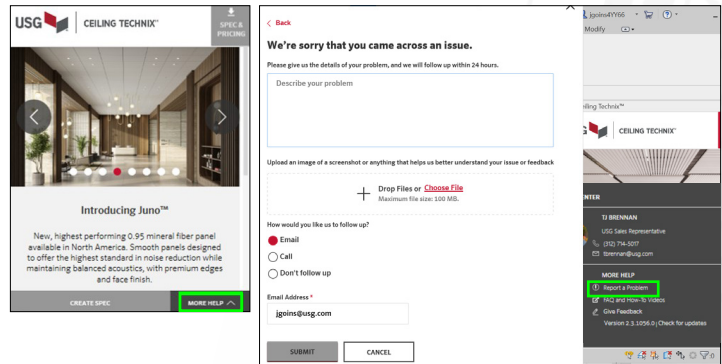
# FREQUENTLY ASKED QUESTIONS

## 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.

