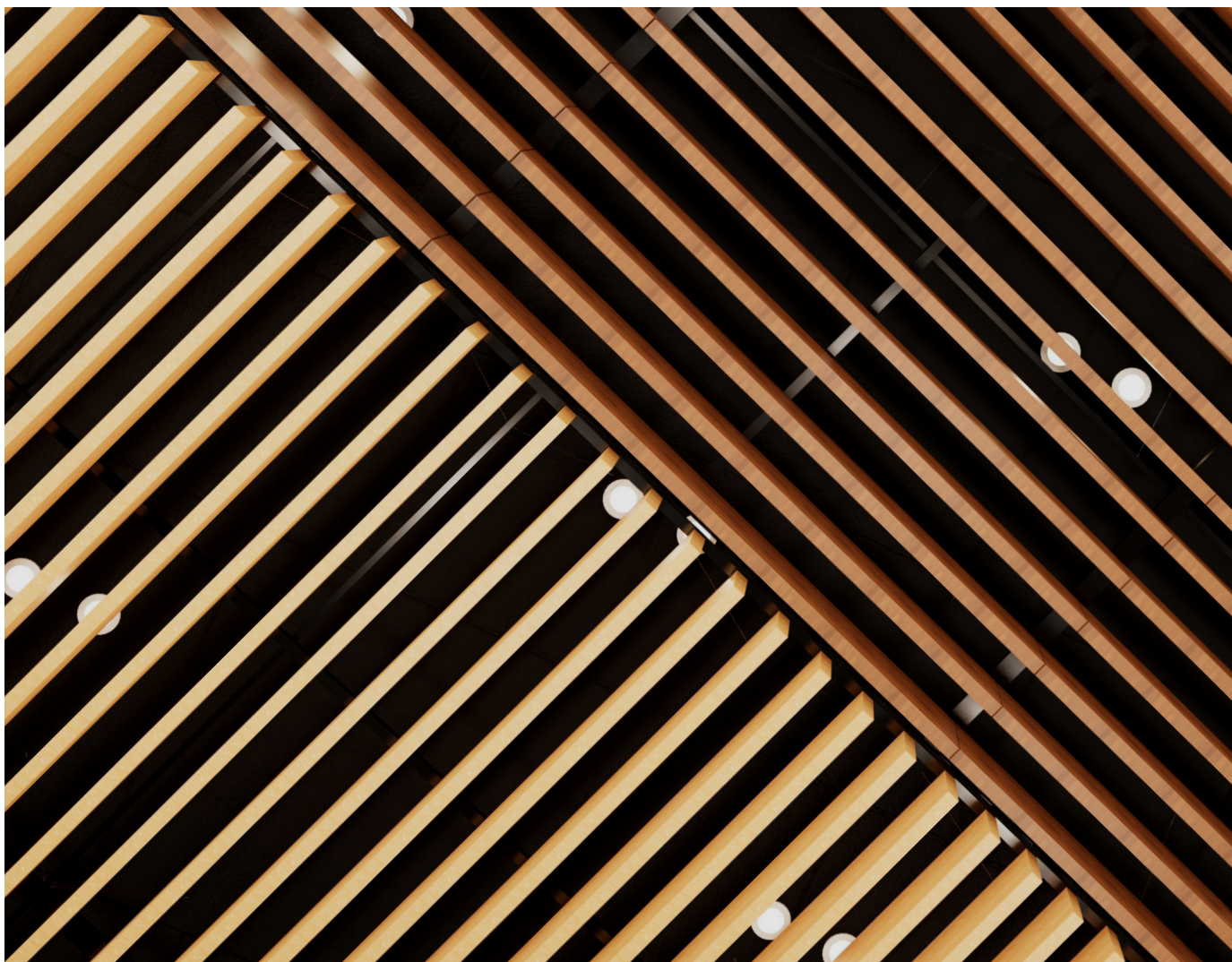




CEILING TECHNIX™



FAQ

Ver 2.9

[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.

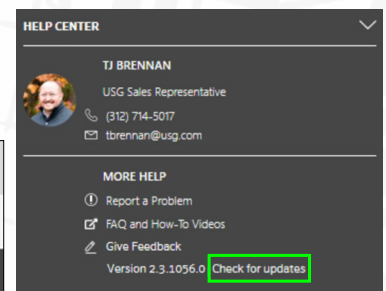
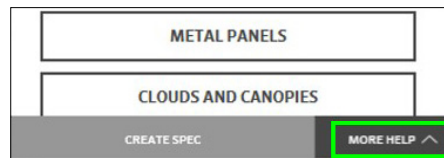
02 After installing the USG Ceiling Technix™ plug-in, the USG tab does not appear. What should I do?

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.

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®
- Design Solutions - Illusions®
- Halcyon™ Canopies Acoustical Clouds
- Design Solutions - Colortex™ Radialz
- True® Wood Grilles - Lay-In
- Mars™ Acoustical Panels
- Mars™ High-NRC 95/30 Acoustical Panels
- Juno™ High-NRC 95/30 Acoustical Panels
- Radar™ Acoustical Panels
- Eclipse™ Acoustical Panels
- Halcyon™ Acoustical Panels

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.

FREQUENTLY ASKED QUESTIONS

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.

III. Support

01 How can I learn how to use the plug-in on my own?

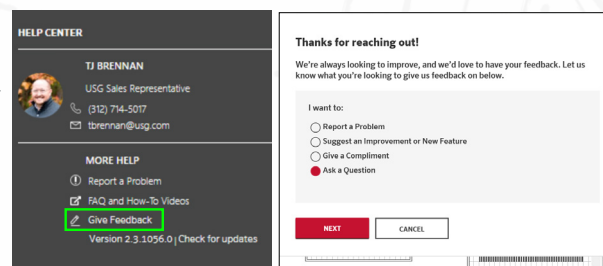
We have several videos to help get you started:

(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.*

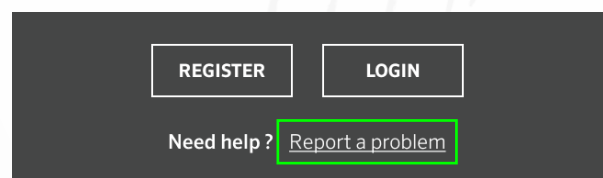
Please select the “Ask a Question” option. Someone will get back to you within 2 business days.



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.



FREQUENTLY ASKED QUESTIONS

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.

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.

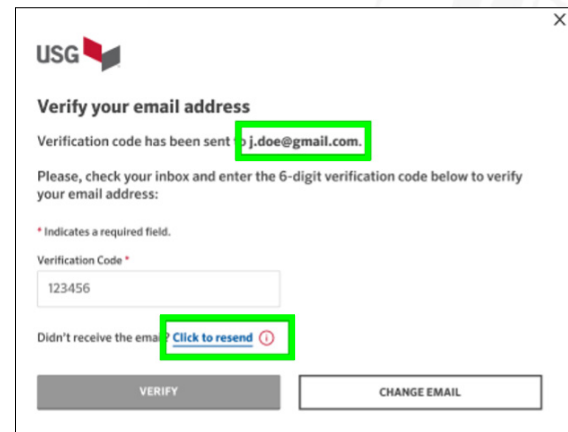
By default, it will have “Suggest an improvement or new feature” pre-selected.

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.

FREQUENTLY ASKED QUESTIONS

07 How do I get help if I requested a Verification Code to register, but I can't find it in my Inbox?

It can take up to a minute for the message to reach your Inbox. If you still don't see the email, try checking your Spam/Junk folder. If you still can't see the email, go back to Technix and verify that you entered your email correctly, then press **"Click to Resend"** to try again. If all of this fails, use the Help Center (see III.02), to report a problem. You will receive a response within 2 business days.



USG

Verify your email address

Verification code has been sent to **j.doe@gmail.com.**

Please, check your inbox and enter the 6-digit verification code below to verify your email address:

* Indicates a required field.

Verification Code *

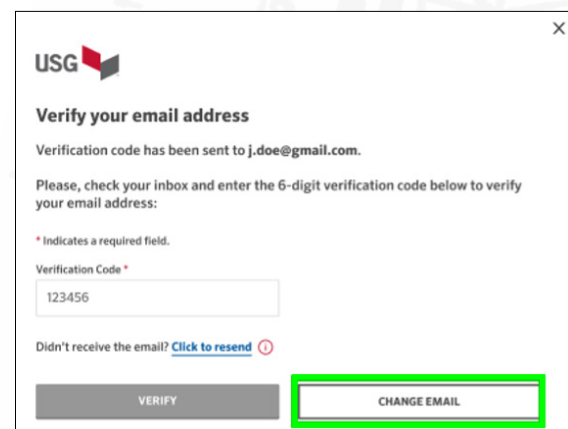
123456

Didn't receive the email? **Click to resend**

VERIFY CHANGE EMAIL

08 I just filled out my Registration details but entered my email wrong and now I can't receive my Verification Code. How do I correct it?

If you are registering for the first time, on the screen that requests your verification code, click the **"Change Email"** button in the bottom right. You will be taken back to the Registration Screen where you can fix your email.



USG

Verify your email address

Verification code has been sent to j.doe@gmail.com.

Please, check your inbox and enter the 6-digit verification code below to verify your email address:

* Indicates a required field.

Verification Code *

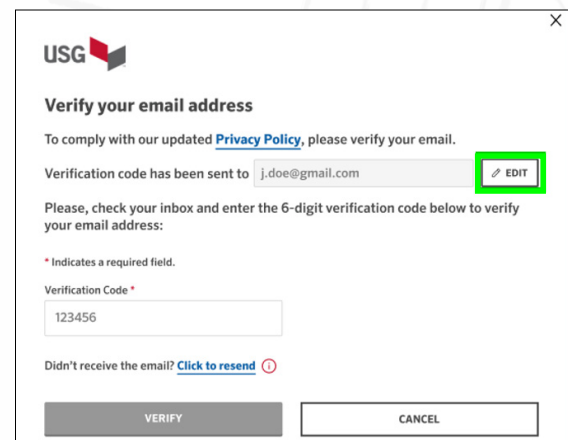
123456

Didn't receive the email? [Click to resend](#)

VERIFY **CHANGE EMAIL**

09 I no longer have access to the email address that I used to register for Technix. How can I update my email so that I can receive the code to verify my account?

Enter your old email into the Sign In pop-up and click **"Sign In"**. This will bring you to the registration page. Just to the right of the box that shows your old email, click the **"Edit"** button. This will allow you to enter your new email address. Once you have entered it, click **"Save"** to have a verification email sent to your new email address. Your other account details will remain the same, but will be associated with your new email address.



USG

Verify your email address

To comply with our updated [Privacy Policy](#), please verify your email.

Verification code has been sent to j.doe@gmail.com **EDIT**

Please, check your inbox and enter the 6-digit verification code below to verify your email address:

* Indicates a required field.

Verification Code *

123456

Didn't receive the email? [Click to resend](#)

VERIFY CANCEL