



Providing Digital Manufacturing Solutions to the Northwest

MCAM Northwest, Inc.

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MCAM Northwest, Inc. Technical Support Policies & Overview

It is our goal to consistently provide the highest level of service and support to each of our valued customers. By following our Support Steps below, you can be assured that your issue will be resolved as quickly and correctly as possible, and will continue to help us reduce response time for technical support.

DOCUMENTATION

Please read the Installation Guide, the Transition Guide (if migrating from an earlier version) and the Getting Started Guide for the current version. These documents are very helpful for the installation, set-up and familiarization of your Mastercam system. PDFs are accessible from the Help Menu within Mastercam, or located in the Documentation Folder, found by following the data path on a computer with Mastercam installed: My PC / C:\Program Files\Mastercam 2021\Mastercam\documentation\en-US

MASTERCAM HELP

Mastercam has a built-in Help System that is quick and easy to use. Use the keys “Alt+h” to access the help system. This help system will index itself to the specific topics relating to your location within the software.

STREAMINGTEACHER

If you have an active subscription, many questions are answered within the content on www.streamingteacher.com. Use the search function to see videos on particular topics.

EMAIL SUPPORT

Send .mcam or Z2G (Zip 2 Go) files to support@mcamnw.com. Z2G (Zip 2 Go) files are preferred because they give us more information about your machine and control definitions, libraries and system information. Make sure that your e-mail explains the problem completely, includes your SIM #, name, company name and the version of Mastercam that you are running. If your email is in regards to an existing technical support case, please include the Ticket Number assigned to your case in the subject line.

PHONE SUPPORT

Call us at (503) 653-5332, from 8am to 5pm PST Monday through Friday. Support calls are answered in the order received. If no one is available for immediate assistance you will be forwarded to the tech support voicemail. If your call is related to an existing service ticket, please be sure to include the ticket number in the voicemail to help us expedite your call.

PLEASE NOTE

Mastercam System Down Errors take precedence over other support. If you are in need of urgent assistance (i.e. Mastercam system is down), please let the receptionist know with your initial call.

MASTERCAM SUPPORT POLICIES

2021 – CURRENT VERSION: Supported / Priority Support for Maintenance Customers

2020 – PREV. VERSION: Supported* / Updatable / Media Downloads if Previously Licensed

2019 – PREV. VERSION: Supported* / Updatable / Media Downloads if Previously Licensed

2018 – TWILIGHT: Supported* / Updatable / Media Downloads if Previously Licensed

2017 – DUSK: Supported* / Updatable / Media Downloads if Previously Licensed

X9 and Older – SUNSET: Not Supported / Updatable / Media Downloads if Previously Licensed

*Supported for Mastercam Maintenance customers only, with some limitations. For off-maintenance customers, support staff will discuss the advantages of updating to the most current software version. Support is limited to installation and licensing setup questions and response time is determined by staff availability.