MCAM Northwest - SUPPORT POLICIES

19136 Molalla Avenue - Oregon City, OR 97045
(503) 653-5332

Thank you for your Mastercam Purchase.
Please take the time to read these tips

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Installation Help:

We recommend a subscription to Streaming Teacher at www.streamingteacher.com to help you transition to a newer version of Mastercam. It includes videos to help you with the installation of your Mastercam system.

Documentation:

Please read the Installation Guide, What's New Guide and the Quick Start Guide for the current version. These documents are very helpful for the installation, set-up and familiarization of your Mastercam system.

Mastercam Build-In Help:

Mastercam has a built-in Help System that is a great resource. 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. This makes finding help very quick and easy to use.

Email:

You can send MCX or Z2G (Zip2Go) files to support@mcamnw.com. Z2G 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, version of Mastercam and the SP or MU level that you are running.

If your email is in regards to an existing customer service case, please be sure to include the HQ# in the subject line to expedite your case.

For Phone Support:
Technical Support (503) 653-5332 - 8am to 5pm – Monday through Friday

Calls will be answered in the order they are received. If no one is available for immediate assistance you will be forwarded to our tech support voicemail. If your call is in regards to a customer service case that already exists, please be sure to include the Ticket# in the voicemail to help us expedite your call.

If you are in need of urgent help, (ie. Mastercam system is down), then please let the receptionist know this with your initial call.