

Dear Client:

The following is important information on training and support for Graphisoft's ArchiCAD. If you have additional questions about training and support, please contact ICS at 617-576-8778 or [info@intcad.com](mailto:info@intcad.com).

## Technical Support vs. Training:

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Technical Support is defined as assistance with program install, initial setup, system crashes, and issues related to potential bugs while using ArchiCAD. Training is those items that relate to the "How To" issues. Our technical support line is reserved for, well, technical support. Any training questions, phone based, e-mail or otherwise will be billed at our current support rates. We would suggest that training classes or some of the tutorials listed below would be the best way to cover training issues. Should you, due to your location, schedule, or travel abilities require training over the phone please contact us to discuss your needs and pre-schedule an appointment.

## ArchiCAD Technical Support:

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1) ICS Provides 30 days of free technical support from the date of purchase. After 30 days technical support can be provided at the rate of \$10/5-minute increment.

Technical Support contact info:

617-576-8778 tel

617-576-5543 fax

[tech@intcad.com](mailto:tech@intcad.com)

(Our tech support email goes to three members of our staff so we can best support you).

Hours:

Monday-Friday, 9:00am-4:30pm

2) Graphisoft provides 90 days of free priority level tech support from the date of purchase. After 90 days non-priority level technical support is provided to those on a current version of the product.

Technical support contact info:  
Multiple support technicians available in the Graphisoft North America office in Newton, MA.  
800-238-3992 tel  
617-641-2801 fax  
[support@graphisoft.com](mailto:support@graphisoft.com)

Hours:  
Monday-Friday, 9:00am-7:00pm

### **ArchiPLUS Subscription Program:**

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ArchiPLUS is an annual (renewable yearly, \$695 or \$595/year for 3-year contract) subscription plan, which includes the following benefits:

- Any ArchiCAD upgrade release that may be shipped during the subscription period of your ArchiPLUS ArchiCAD license(s), at no charge, \$895 value
- Priority Technical Support, 1 year – \$100 value
- Step by Step Tutorial for Version 11/12 available for \$39, regular price \$59
- Lost or stolen key protection – \$150 value
- Discounts on Virtual Building Explorer (reg=\$645, disc=\$395), MEP Modeler (reg=\$695, disc=\$275), and EcoDesigner (reg=\$645, disc=\$270)
- Discounted LearnVirtual eClasses
- Future coupons for other savings on 3rd party products

Please note that unlike subscriptions from competing products Graphisoft's subscription is not mandatory.

### **ArchiCAD Online Support:**

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1) General Info.

<http://www.graphisoft.com/support/archicad>

2) ArchiCAD Wiki

Great place to search for bugs, fixes, tech notes, tips and tricks:

<http://www.archicadwiki.com>

3) ArchiCAD Talk Forum

Moderated user forum visited by a wealth of experts:

<http://archicad-talk.graphisoft.com>

### ArchiCAD Training:

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We recommend a combination of self-paced tutorials and classroom or live web training as the best ways to get up-to-speed productively.

Where to start:

#### 1) BIM Learning Studio

A whole studio of interactive training guides including a the Experience BIM guide, which is a 2-hour overview of BIM based upon the Frank Lloyd Wright designed Massaro House through 10 voice-led exercises in ArchiCAD. Includes interactive learning and online skill assessment:

<https://trialregistration.graphisoft.com>

#### 2) Interactive Training Guide

The Interactive Training Guide is a series of short exercises aimed at specific subjects. More content will be added soon:

[http://www.graphisoft.com/products/archicad/training\\_guides](http://www.graphisoft.com/products/archicad/training_guides)

(Also available from the help menu in ArchiCAD)

#### 3) Step by Step Training Guide for ArchiCAD 11/12

This 3rd party book & CD combo contains 2 exercises—a residential project and a small commercial project and will take you from start to finish in your understanding of ArchiCAD's 2D and 3D tools:

<http://www.cadgarage.com/nestbysttrgu.html>

#### 4) Virtual Tutor for ArchiCAD 12

This training DVD is great for those that want to see how it's done on screen and follow along or quickly refer back to a refresher lesson later:

<http://www.cadgarage.com/nevituforar1.html>

#### 5) Training Classes

ICS offers a variety of training classes regularly in the Boston area and beyond. Our ArchiCAD Intro series is 3 days—typically 2 are offered consecutively and the third taken later. Please call us for class dates.

General costs:

- 1 day course: \$395
- 2 day course: \$695
- 3 day course: \$995

For additional people from the same firm, a 10% discount will apply. For groups of 4–6 a flat day rate of \$1,250 applies.

For groups of 6 or greater a flat day rate of \$1,500 applies.

6) Web Based Training Classes

ICS can provide training using web and phone based conferencing. Please contact us for specific details.

7) LearnVirtual eClasses

LearnVirtual offers live and recorded eClasses for all skill levels covering ArchiCAD topics ranging from 3D Editing, to Rendering, to Object Making and more. LearnVirtual discounts available to ArchiPLUS subscribers:

<http://www.learnvirtual.com/>

**Misc. Items:**

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ArchiCAD has an excellent built in help system available from the "Help" menu and we encourage you to utilize this as a starting point for simple questions. The "Help" menu is also a wealth of other resources including PDF documentation, ArchiCAD web sites, ArchiCAD updates and free plug-ins.

Please contact us if you have any further questions regarding training or support options.

Sincerely,

A handwritten signature in black ink, appearing to read 'Greg Conyngham', with a stylized flourish at the end.

Greg Conyngham, President

[greg@intcad.com](mailto:greg@intcad.com)

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