FastCAM Service Email

Introduction

The FastCAM Service email is used when you have a problem and need assistance with FastCAM, or FastNEST. It quickly collects all relevant information, zips up the necessary files, and generates an email / file that you can send on to FastCAM Support.

This Feature is available within the three main FastCAM Programs:

- *FastCAM – The Drawing Editor*
- *FastNEST – The Nesting Software*
- *FastPLOT – The Code Verification tool*

NOTE: *Unless requested to do so, you should send your service email from either FastCAM or FastNEST, not FastPLOT, as those programs will provide more information.*

How to Access the Service E-Mail

You should use the service email button only when all the relevant parts are loaded on your screen. This is so they can be included in the service email

FastCAM
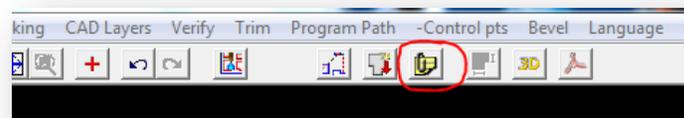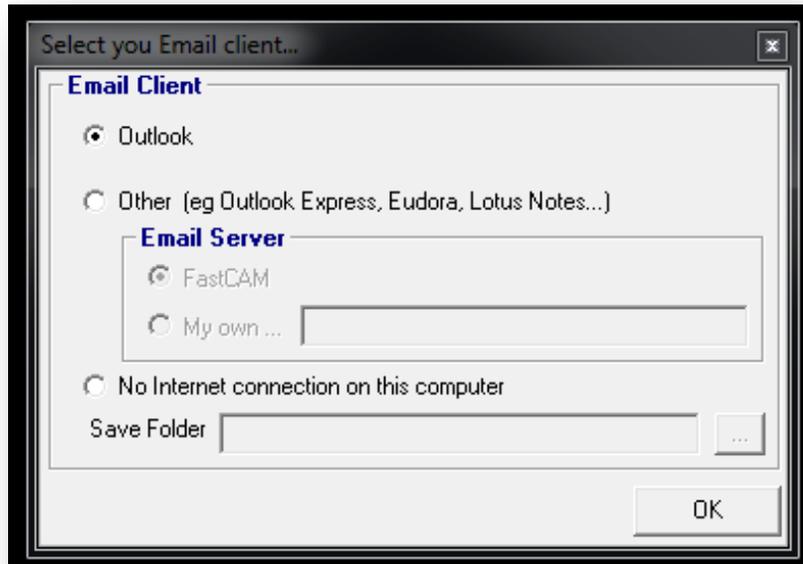

FastNEST

FastPLOT

NOTE: *Please do not use the Service email from FastPLOT unless requested*
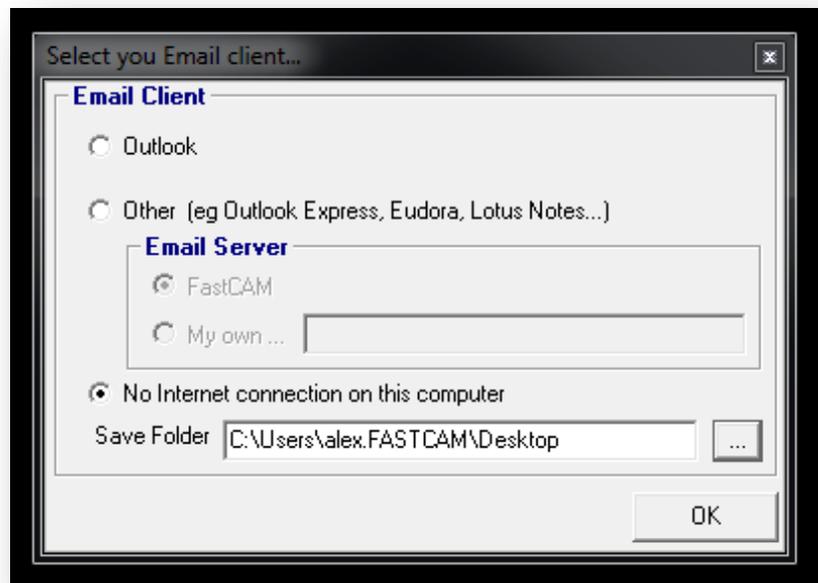
Initial Setup

Initial Setup – Email Client:

The first time you perform a service email, you need to select your communication preference. If you have *Microsoft Outlook* installed and configured, it is suggested you use that option, as per the below screenshot:
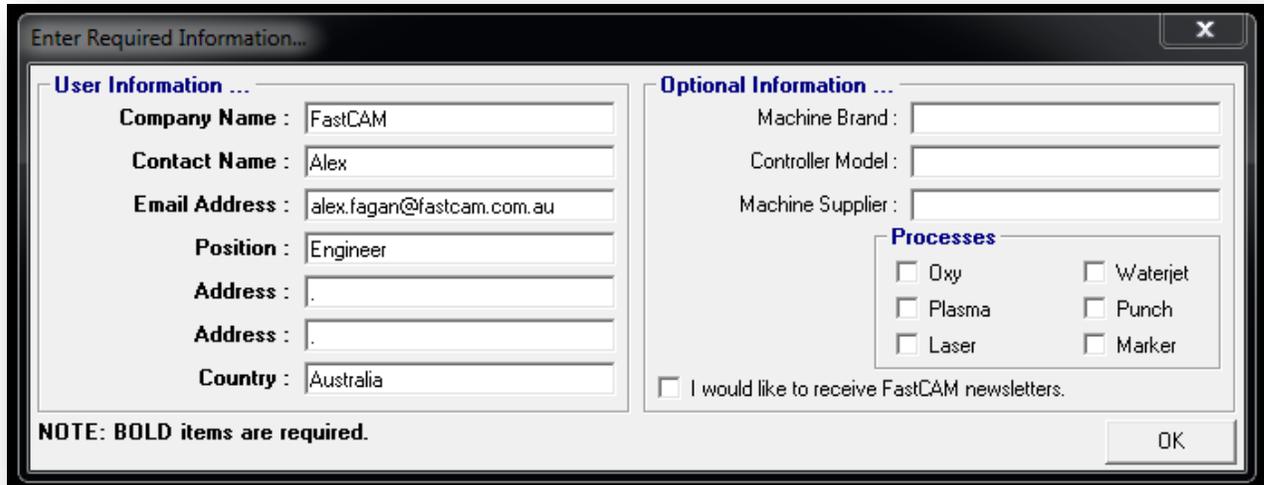

If you do not have Microsoft Outlook on your computer, or your computer is not connected to the internet, it is recommended you use the **"No Internet connection on this computer"** option.

Initial Setup – User Information:

Once you have configured your Email client, you will need to setup the User Information. For example:

Above is the minimal amount of information required, but please feel free to fill in as much as you can.

NOTE *Some fields require a value, at a minimum put a ".” Into those fields*

Once you are done, please click **OK**.

Filling out the Support Form

You will then need to fill out the support form:

Please fill out the following:
- *Subject*
- *Description of the Problem – Be as descriptive as possible*
- *Attach any extra relevant files*

NOTE: *FastCAM & FastNEST will get all the files that are currently in use. So please send the service email when all the parts are loaded into the program. Otherwise you will need to use the **Attach** button to add all the parts manually to the service email.*

NOTE: *If you need to change your Email client, or the User Information, click on the **Details** Button*

Sending the Service Request

There are two options here, depending on which email client you chose, but in both methods, you start by hitting **Send** on the service form, as per below, once you have filled out the forms:

Configured for Outlook

If you are configured to use Outlook, when you hit Send on the FastCAM Service email form, an email will populate in your Outlook Client, and you just need to hit **send** on that email. Please also confirm this sends by checking your sent folder.

Configured for No Internet Connection

In this scenario, when you hit **Send**, on the service email form, you will see a message similar to this:
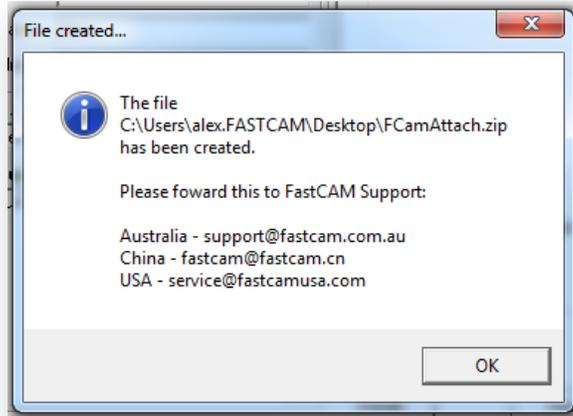
This is FastCAM generating a .ZIP file (**FCamAttach.Zip**) in your nominated save folder, which you will then need to attach to an email and send to both of the following email addresses:
service@fastcam.com
service@fastcam.com.au

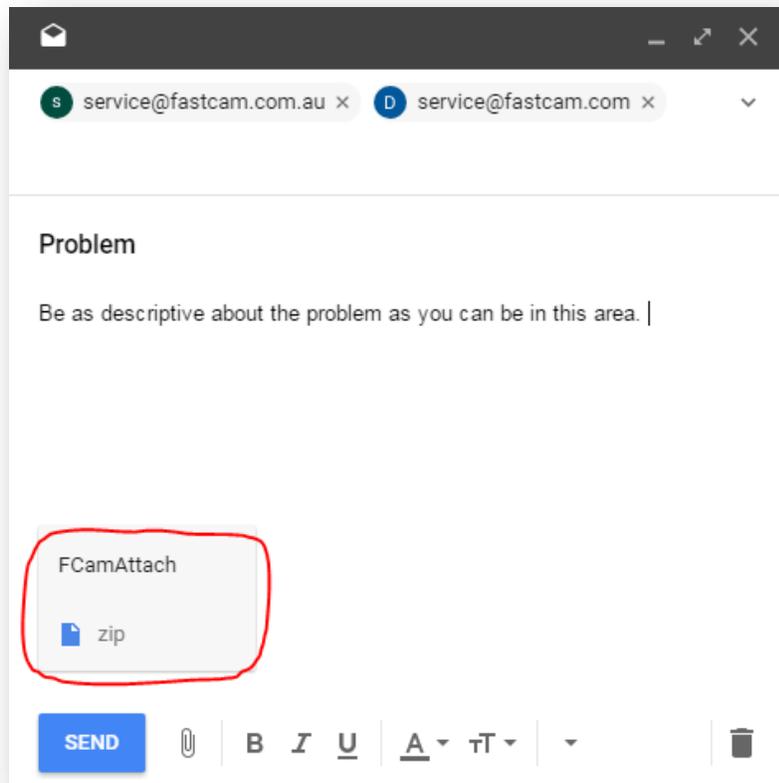# Manual Service Request / Service Email Failure

There are cases where the service email may fail. In these cases, you can still request assistance, and give us the required information; you just need to collect that information.

To do this:

1. Find your **Dongle Number**
2. Find your FastCAM / NEST / PLOT **version number**
    - http://response.fastcam.com/knowledge-base/article/how-to-find-your-fastcam-version-number
3. Get a **screenshot** of your problem from either FastCAM / FastNEST, or if you have to, FastPLOT
4. Find all relevant **Drawing** Files, and **Zip** them up
5. **Zip** up your FastCAM Folder, EXCLUDING:
    - *Executables*
    - *Subfolders* that are not related to a POST
        - If you only have a single post, exclude all subfolders
6. **Describe** the problem
7. **Send** all the above information, in an email to the following email addresses:
    - service@fastcam.com
    - service@fastcam.com.au