



# GETTING STARTED GUIDE



Guide for Installation, Use  
and Maintenance of your  
OptiTex System

**Microsoft**  
**CERTIFIED**  
Partner

# Table of Contents

Tips for Installation	2
OptiTex Software Installation	2
Service Pack Installation	2
Customer Support	3
Training	4
Hardware Installation	5
Computer Maintenance	6
File Organization	6

Congratulations!



Is here!

PLEASE READ THE FOLLOWING BEFORE INSTALLING AND USING OPTITEX SOFTWARE

**Enclosed in this package you will find:**

- **OptiTex (current version) Software CD**
- **OptiTex Brochure**
- **OptiTex Software Key (if new order or key replacement)**
- **OptiTex Packing Slip**
- **Product promotional fliers**

Thank you for choosing OptiTex

Please read below to learn how to communicate with OptiTex Sales Staff and Support Team Members.  
We are here to help you.

Located on the OptiTex CD is the full version of OptiTex software. All modules are available for installation. You must have the proper license file and codes to open and run your purchased modules. Help can be found on our Web Site <http://help.optitex.com>, where there is a growing knowledge database with guides, software downloads and patterns, plus any additional help or advice you may request. Please email [support@optitex.com](mailto:support@optitex.com) for any questions or to request a log in for the Online Support web portal.

**IMPORTANT:** Your software key contains the value of the OptiTex software; if this key is lost, OptiTex will charge 50% of the software's current list price to replace this key. We highly recommend you add the value of your OptiTex software to your business insurance policy.

OptiTex provides technical support for all users who have been trained on OptiTex software and are enrolled in the Platinum Plan. (1 year support included with initial purchase or upgrade).  
To arrange for training or to join the Platinum Plan, contact your local OptiTex distributor.

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## OptiTex Software Installation

Please follow the steps below for proper installation. OptiTex is compatible with Win 2000, NT SP4 or higher, Windows XP and Vista. OptiTex is NOT designed to work on any other operating system. Please check the system requirements to achieve peak performance of the OptiTex software.

### To install OptiTex Software:

1. Plug in your USB software key.
2. Close all open applications on your computer.
3. Insert OptiTex Install CD.
4. Click on Install Full Version and follow the instructions.
5. Select all appropriate programs. If you are unsure, leave the defaults.
6. All digitizers and plotters need to be configured in the OptiTex software after installation.

*Do not install any software that comes with the digitizer or platter unless otherwise instructed in the help manual or by a support representative.*

## Tips for Installation

- Plug the HASP key into the computer before installation of the software
- Once the digitizer and platter have been installed, label which communication ports are one, two, three, and four on the computer.
- If you are an existing user and wish to save the setting/configuration of your current system, please contact the support team to find out if this is possible.

## Service Pack Installation

Installing a Service Pack will ensure you are on the latest version of OptiTex software. You cannot upgrade from one major version to another through a Service Pack. You should install a Service Pack if; you have requested a feature, are looking for a bug fix or are interested in any new tools.

### To install a Service Pack:

1. Request a link for download from the support team via email.
2. Download and unzip the SP from the link.
3. Close all OptiTex applications.
4. Install the SP and relaunch any OptiTex programs.

## Customer Support

*\*\*\*OptiTex Support Team is proud to present our customer support system\*\*\*  
Phone/email/fax/remote desktop/SalesForce/bug fixes/feature requests*

### OptiTex Software and Support Agreement Includes:

- Phone support from 8am to 8pm/FAX (extended hours w/ overseas support).
- Email support [support@optitex.com](mailto:support@optitex.com), FAX support.
- Remote Desktop Support.
- 24-hour Web-based support, using SalesForce.
- Online help pages available 24 hours, [help.optitex.com](http://help.optitex.com).
- Feature Requests with SalesForce, update customers through Service Packs!

## Phone Support

The OptiTex support team is available to answer questions on the phone. Supply your key number and company name and you will have knowledgeable pattern makers, designers, and software specialists available for any help. If your service contract/plan has expired, OptiTex will provide you with two options, to renew support with the Platinum Plan or to pay per incident. The support team member will put you in contact with the sales department to discuss details and pricing.

## Software Upgrades and Service

Computer hardware and software technology changes at a very rapid pace. When you have purchased the Platinum Plan, you will stay at the latest version of software at all times, through the use of Service Packs. Report a bug or request a feature and OptiTex will include it in the list of changes for future Service Packs. OptiTex releases up to three Service Packs a year with major new versions approximately every two years.

## Feature Requests

Unique to OptiTex! Using SalesForce, you can request a new feature, tool, option or any improvement you can think of. Unlike our competitors, OptiTex will implement new feature requests in the next released Service Pack (depending on complexity of request). No company is too small or too large to request a feature. OptiTex does not prioritize on importance of client but rather on importance of feature.

OptiTex Support is unique in the CAD industry. We are the only company to offer cutting edge, yet personalized software support, upgrades and constant software development. OptiTex is aware that software improvement comes directly from clients input. We're happy you've joined the OptiTex family and become a part of the future in technology.

## Remote Desktop Support

Communicate directly with our support team by viewing their computer screen or allowing them to view yours to expedite in solving issues. We will securely interface to your system over the Internet and visually walk you through a solution. This option is also available for training, please see the section in this booklet for details.

## 24 hour Web-based support, Salesforce - Customer Relationship Management System

*Unique to OptiTex! - help.optitex.com then go to "online support"*

You may use the OptiTex Salesforce on our Website, to submit new cases, check your case status, engage our support staff in a web conversation, check for issues in our knowledge database and learn what is new in OptiTex. Simply log in and you will receive a personalized Web page displaying all support cases, their status, information on new software updates, plus more...

## Training

Training is strongly recommended for the OptiTex Software. Remote Desktop Trainings are always available to improve your skills and speed up your workflow, find new uses for tools, etc. If you wish to schedule training, please call your local dealer.

# Hardware

OptiTex software is one of the main components of a CAD solution. Additional components and a wide variety of technologies are available that will also facilitate the manufacturing process. The following pages provide a brief summary of recommendations and guidelines for hardware and other CAD components that customers may require in addition to OptiTex software.

All digitizers and plotters need to be configured in the OptiTex software after installation. Do not install any software that comes with the digitizer or plotter unless instructed by an OptiTex support team member.

## Computer

Customers may already have a computer or may wish to purchase their own computer in order to run the OptiTex software. OptiTex recommends that a reputable brand name computer is used and all computer components are purchased from the same supplier. Doing so will minimize potential hardware problems and facilitate any necessary troubleshooting. Following are the recommended computer requirements:

OptiTex™ uses industry standard computer hardware and has no special requirements.

- \* Windows XP ( SP2 ) or Windows Vista
- \* Core 2 Duo E8400 3.0GHz, 1333Mhz FSB 6MB Cache Intel or AMD equivalent processor or faster,
- \* 2Gb RAM DDR2-3 (800/1066/1333 Mhz) or more
- \* Ge-Force 8600 512MB VGA Card
- \* 250 GByte hard disk (installation requires approx. 400 MBytes)
- \* 19-22 inch colour monitor or larger
- \* DVD-ROM or DVD-RW drive (for software installation and backup)
- \* 1 free USB port (for dangle connection) \*\*
- \* Microsoft Compatible Scroll Mouse
- \* Standard Keyboard
- \* Extra free USB, LPT or COM ports for any extra hardware (Plotter, Digitizer)

\* Any configuration stronger than specified here is suitable.

\* OptiTex is not suggesting any particular brand over the other, as long as it passes the requirements specified.

\* Please contact us for the latest recommended configuration as that changes constantly.

\*\* In some situations 2 free USB ports may be needed.

## Digitizer

This component is necessary only if existing paper patterns need to be entered into the computer or if the customer intends to continue making paper or muslin patterns by hand and inputting them into the OptiTex CAD system. The size of the board needed depends on the customer's needs and price constraints. There are many sizes of digitizing tablets available.

## 72" Plotter

Used to plot full size markers.

## 42" Plotter

A great low cost solution for pattern room plotting. Using a 42" plotter for markers requires taping the markers together down the middle if the marker width exceeds 42".

# Computer Maintenance

Your computer needs regular upkeep to maintain optimal performance. It is recommended that you implement these steps to prevent hardware problems.

- Install Antivirus software on any computer connected to the Internet.
- Run Scandisk and Defragmenter at regular intervals. (Found in Start/Programs/Accessories/System Tools).
- All hardware should be connected to a Surge protector or a UPS (uninterruptible power supply) to prevent damage to hardware and loss of data.
- Backups of all important data are recommended.
- It is recommended that you insure both the computer and the dongle for their full value.

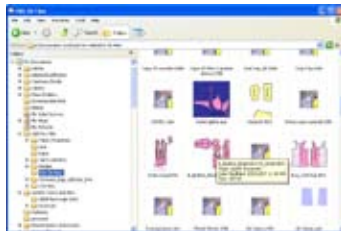
## File Organization

After installing the OptiTex Software, a filing structure should be set up to serve as storage for all the files that will be created.

It is extremely important to set up the filing structure outside of the OptiTex software. This will preserve personal files if the OptiTex software ever has to be uninstalled or when the software is upgraded. Do not under any circumstances store personal files under the OptiTex examples; they will be deleted when the software is upgraded.

To organize all the new files that will be created, save them into folders. Folders in Microsoft serve as a storage device similar to a manila folder. Folders can be stored within folders each with its own specific name to help the user locate a file at a later time. Use your company's existing filing system to store your files, or create one now, as this will help you organize your styles, markers, and other files you create.

An example of a file structure is (from folder to subfolder):  
Season -> Product Line -> Style Type -> etc.



This is a basic process of organizing your files by creating categories by which you can filter through and easily find the file you want. The series of folders that has been opened is called the file path. The file path is the path the file travels to its destination. This is merely an example; a filing structure should be set up in a way that makes sense to you and your company.

OptiTex works like any other Microsoft product when it comes to creating and saving files. Use of the 'Save As' command will allow storage of any file in a specific area. Copies of files can be made and then dragged and dropped (or copy/pasted) into other folders.

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In order to receive the benefits provided by the OptiTex Software, you hereby grant permission for the OptiTex Software to utilize the processor and bandwidth of your computer for the needs of the OptiTex Software.

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