

Getting Started with Autodesk® Design Institute 2009

Autodesk Design Institute 2009 contains the most extensive collection of Autodesk products available to education institutions, providing you access to products used for architecture, industrial design, mechanical engineering, manufacturing, civil engineering, geographic information systems, 3D modeling, and visualization.

Online Documentation

Your Autodesk Design Institute product includes an online *Installation Guide* that has up-to-date information to assist you through network, multi-seat stand-alone, and stand-alone installations, as well as information on ghosting and creating imaging deployments. The install guide can be downloaded from www.autodesk.com/designinstitute.

Tip Please refer to your online install guide before beginning the installation or deployment process.

Have a question during the installation process? Installation, licensing, and activation support is available through a series of information and documentation links within the Installation wizard. Access to the latest changes are also available from product Readme's.

Note Because of the number of products offered, some installation panels may differ depending upon the product you are installing. When differences occur, always follow the directions on the installer panels.

The image shows a screenshot of the Autodesk Design Institute 2009 installation wizard. On the left, there is a vertical menu with four main sections: 'Read the Documentation', 'Install Products', 'Create Deployments', and 'Install Tools and Utilities'. Each section has a small icon and a brief description. A red dot is placed on the 'Read the Documentation' section, with a red line pointing to an annotation box. On the right, the 'Installation Wizard' dialog is shown, with a list of information links: 'Quick Start to Installation', 'Installation Guide', 'System Requirements', 'Graphics Card Driver Update', and 'Which features require Autodesk Design Review?'. A red dot is placed on the 'System Requirements' link, with a red line pointing to an annotation box. At the bottom of the dialog, there are two checkboxes: 'Documentation' and 'Support', both with red dots and lines pointing to an annotation box.

Click the documentation link from the Installation wizard's opening page to get access to product install guides and Readme's

Select one of the information links located on the left side of Installation wizard dialogs to get quick access to questions you might have during the installation process. For more, detailed information click the Documentation link.

Support

Technical support for installation and licensing is included with a Design Institute subscription purchase. The System Pack subscription plan is authorized for four technical callers and the Campus Pack, Class Pack, High Pack, and Junior Pack subscription plans are authorized for two technical callers each. (The High Pack and Junior Pack are available in Latin America only.)

- Autodesk Product Support toll-free number for the United States and Canada is 866-213-8595.

- Autodesk Product Support number for Latin America is 415-507-4810.

- Product support is available Monday through Friday 9:00 a.m. - 8:00 p.m. (Eastern Standard Time).

In addition, your authorized Autodesk Academic Value Added Reseller (AVAR) provides training, support, and many other valuable services to meet your unique needs. For more information, or to locate your AVAR go to www.autodesk.com/avar.

Important! Your institution's designated callers **must** be identified on the ADI order form submitted with the institutions purchase order. Only designated Authorized Technical Support Callers from your institution may call for technical support; this phone number must not be distributed to anyone else. You may change the Authorized Callers at any time either by using the Change Account Profile form on the Design Institute website at www.autodesk.com/designinstitute or emailing support programs at [www.autodesk.com](mailto:support@autodesk.com).

Additional Resources

- *Product Extensions & Downloads*—Modular enhancements to Autodesk software products are available for select products. Fully compatible with the base product, and easy to learn. Additionally, downloads may be available for some software titles. All of these are available free for Education customers and off the Design Institute website or student community

- *Product E-Lessons* - These self-paced online lessons for Autodesk product users answer training needs for critical application functions and industry practices. Available free on the student community website.

- *Autodesk Instructor Development Training* - In partnership with Autodesk AVARs, Instructor Development hands-on seminars help educators learn

practical methods for teaching the design process using the latest Autodesk software. For a list of upcoming seminars, visit www.autodesk.com/instructordevelopment

- *Software Trial Versions* - Download free trial versions of Autodesk's newest software releases, including Autodesk Impression 2 at

www.autodesk.com/designinstitute.

License Information

All uses of the software licenses purchased as part of the Autodesk Design Institute 2009 must be in accordance with the Autodesk Design Institute 2009 License Agreement ("License Agreement"), enclosed in your Design Institute shipment. We urge you to read the entire License Agreement carefully.

In addition, the information contained in this letter is for informational purposes only, and nothing in this letter should be construed as granting you additional rights to use the software.

If any information in this letter is contrary to the terms and conditions contained in the License Agreement, the terms and conditions of the License Agreement control at all times. Should you misplace your License Agreement, a copy is posted to the Design Institute website at www.autodesk.com/designinstitute.

Product Registration and Activation

You must register and activate your Autodesk software licenses within 30 days of purchase. When registering, specify whether you are requesting activation codes for network or stand-alone use (or both, the total not to exceed the total designated in your contract).

Please have available the serial number of your enclosed software when you register.

For information on registering and obtaining activation codes, refer to the *Autodesk Design Institute*

2009 Installation Guide for more information.

A copy of the installation guide is posted on the Design Institute website at www.autodesk.com/designinstitute.

Contact and Support Information

Need further assistance? The information below is intended to assist you in getting up to speed as quickly as possible should you encounter any up-front issues.

Contact	Description
Autodesk, Inc.	
<i>Shipping Address</i>	Autodesk, Inc. 45169 Industrial Drive Fremont, CA. 94538
<i>Website</i>	www.autodesk.com
<i>Technical Support Website</i>	www.autodesk.com/support View a list of support resources; find valuable technical solutions. Your Autodesk AVAR can also provide support, and many other valuable services to meet your unique needs. For more information, go to www.autodesk.com/avar .
Autodesk Education Team	
<i>Mailing Address</i>	Autodesk, Inc. Attn: Autodesk Education Team 111 McInnis Parkway San Rafael, CA. 94903
<i>Education Website</i>	www.autodesk.com/education
<i>Student Community Website</i>	www.autodesk.com/edcommunity
Autodesk Customer Service	
<i>Design Institute 2009 Activation Codes</i>	Activate your products online through the Register Today pages of the Installation wizard, if you have access to that wizard. If you have problems with this online process, you can use the following contacts to register and activate products manually. <ul style="list-style-type: none">■ Online: https://register.autodesk.com■ By email: authcodes@autodesk.com■ By phone: 800-551-1490■ By fax: 800-225-6490
<i>Autodesk Business Center (ABC)</i>	800-538-6401 or edu.abc@autodesk.com Obtain a contract number, shipping information, a serial number, and a contract renewal date.

Contact	Description
Autodesk Design Institute 2009	
<i>Design Institute 2009 Administrator Website</i>	Visit www.autodesk.com/designinstitute to find out about program resources.
<i>Design Institute 2009 Manager Email Address</i>	designinstitute.manager@autodesk.com Give feedback about Autodesk Design Institute 2009 and obtain general program information.
<i>Technical Support</i>	866-213-8595 (9:00 a.m. to 8:00 p.m. Eastern time) Receive technical support for product installation and licensing. Your Autodesk AVAR can also provide support, and many other valuable services to meet your unique needs. For more information, go to www.autodesk.com/avar .
Latin America	
<i>Activation</i>	Online: https://register.autodesk.com By email: authcodes@autodesk.com By phone: 800-551-1490 or 415-507-4690 By fax: 800-225-6490 or 415-507-4933
<i>Technical Support</i>	415-507-4810 (9 a.m. to 8:00 p.m. EST)
<i>Autodesk Business Centers</i>	USA phone: 415-507-4690 (Toll) Brazil phone: 0800-891-2663 Chile phone: 1230-020-2001 Colombia phone: 980-912-1311 Jamaica phone: 0800-551-1490 Mexico phone: 95-800-551-1490 USA fax: 415-507-4933 (Toll) Email: la.abc@autodesk.com
Autodesk Australia Pty Ltd.	
<i>Mailing/Shipping Address</i>	Autodesk Australia Pty Ltd Level 5, Building C 11 Talavera Road North Ryde NSW 2113
<i>Website</i>	www.autodesk.com.au
<i>Technical Support Website</i>	www.autodesk.com/support View a list of support resources; find valuable technical solutions Note: The contact information only applies to Australia and New Zealand.
Autodesk Customer Service	
<i>Design Institute 2009 Activation Codes</i>	Activate your products online through the Register Today pages of the activation codes Installation wizard, if you have access to that wizard. If you have problems with this online process, you can use the following contact to register and activate products manually. ■ ap.register@activation.autodesk.com
<i>Autodesk Business Center (ABC)</i>	anz.enquiry@autodesk.com Obtain a contract number, shipping information, a serial number, and a contract renewal date.