

Get personalized assistance with Zemax Technical Support

Our technical support team is here to get you the answers you need and keep your engineering teams up and running. Our primary goal is the comprehensive success of our customers.

Use Zemax software effectively

Technical support is intended to help you through the rough patches of learning a new software program and keep you moving forward when you get stuck in your design or analysis.



How can I get the most out of technical support?

We're best able to help you when you have a specific question that describes the problem at hand.

Sample OpticStudio questions we can help with:

- What merit function operand do I need in order to find the RMS size of the PSF?
- My Huygens PSF is showing different results compared to the FFT calculation. Why is that, and how do I know which to trust?
- I'm getting a series of error messages when I try to change my glass type, and I can't figure out how to resolve them. Can you help?
- What type of OpticStudio surface should I use in order to model a freeform surface?

Sample OpticsBuilder questions we can help with:

- How is beam clipping calculated?
- How do I perform a surface power analysis?
- What precision settings should I use in the Prototype Wizard?
- How do I send my mechanical designs back to the optical engineer?

For more general questions, we will refer you to resources, such as Help Files, Knowledgebase articles, webinars, or other videos.

**Contact Support@Zemax.com
for more information**

How do I receive technical support?

Technical support is available 24 hours a day, Monday-Friday, provided from our engineering teams in the US, Europe, China, Japan, and Taiwan.

To request support, visit [MyZemax.com](https://www.zemax.com/myzemax) to open a case. Please provide the key serial number and the version of software that you are running, along with your working file and your questions. All files are strictly confidential.

To receive technical support, you must be current on your software subscription.

How quickly can I expect answers?

We aim to respond to installation questions within one business day and all other questions within two business days.

When would I need to seek the help of an outside consultant?

A consultant is someone who offers significant assistance or advice on setting up your design. If you have questions about design decisions, optics theory, which analysis method to use, the difference between laboratory results and simulated results, fabrication or tradeoff decisions, performing detailed calculations, or debugging your code, we can recommend the services of a qualified optics consultant who is a specialist in your application.

What other resources are available?

When under support, you have access to many resources:

- Help documentation
- How-to articles & videos
- Webinars
- Discussion forums
- Personalized email support

Support@Zemax.com

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