

Altair

HyperWorks[®]

Technical Support

Altair provides comprehensive software support via web FAQs, tutorials, training classes, telephone, and e-mail.

Altair Support on the World Wide Web

The Altair web site is a valuable online companion to Altair software. Visit www.altairhyperworks.com for tips and tricks, training course schedules, training/tutorial videos, and other useful information.

Altair Training Classes

Altair training courses provide a hands-on introduction to our products, focusing on overall functionality. Courses are conducted at our main and regional offices or at your facility. If you are interested in training at your facility, please contact your account manager for more details. If you do not know who your account manager is, please send an e-mail to training@altair.com and your account manager will contact you.

Telephone and e-mail

When contacting Altair support, please specify the product and version number you are using along with a detailed description of the problem. Many times, it is very beneficial for the support engineer to know what type of workstation, operating system, RAM, and graphics board you have, so please have that information ready. If you send an e-mail, please specify the workstation type, operating system, RAM, and graphics board information in the e-mail.

To contact an Altair support representative, reference the following table or the information available on the HyperWorks website:

<http://www.altairhyperworks.com/ClientCenterHWSupportProduct.aspx>

| Location | Telephone | e-mail |
|-----------|---|------------------------------|
| Australia | 64.9.413.7981 | anzsupport@altair.com |
| Brazil | 55.11.3884.0414 | br_support@altair.com |
| Canada | 416.447.6463 | support@altairengineering.ca |
| China | 86.400.619.6186 | support@altair.com.cn |
| France | 33.1.4133.0992 | francesupport@altair.com |
| Germany | 49.7031.6208.22 | hwsupport@altair.de |
| India | 91.80.6629.4500 1.800.425.0234 (toll free) | support@india.altair.com |
| Italy | 39.800.905.595 | support@altairengineering.it |
| Japan | 81.3.5396.2881 | support@altairjp.co.jp |
| Korea | 82.70.4050.9200 | support@altair.co.kr |
| Mexico | 55.56.58.68.08 | mx-support@altair.com |

| | | |
|----------------|----------------|--------------------------|
| New Zealand | 64.9.413.7981 | anzsupport@altair.com |
| North America | 248.614.2425 | hwsupport@altair.com |
| Scandinavia | 46.46.460.2828 | support@altair.se |
| Spain | 34.910.810.080 | support-spain@altair.com |
| South Africa | 27.21.8311500 | support@altair.co.za |
| United Kingdom | 01926.468.600 | support@uk.altair.com |

For questions or comments about this help system, send an email to hwsupport@altair.com.

In addition, the following countries have resellers for Altair Engineering: Colombia, Czech Republic, Ecuador, Israel, Russia, Netherlands, Turkey, Poland, Singapore, Vietnam, Indonesia

Official offices with resellers: Canada, China, France, Germany, India, Malaysia, Italy, Japan, Korea, Spain, Taiwan, United Kingdom, USA

See www.altair.com for complete contact information.

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Altair ElectroFlo 2018

A Platform for Innovation®

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- Altair EMBED SE 2019 ©1989-2018 (formerly solidThinking Embed® SE)
- Altair EMBED/Digital Power Designer 2019 ©2012-2018

HyperWorks® Platform:

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Install Altair ElectroFlo

1

1. Double click on the installer.

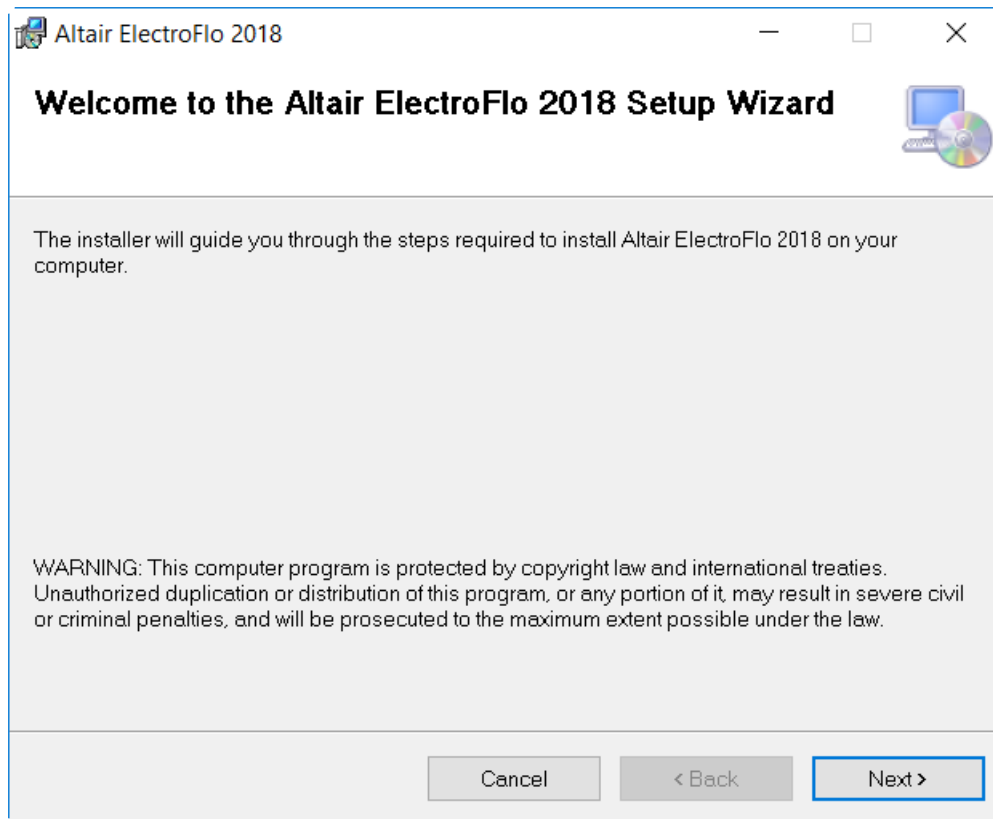


Figure 1:

2. Click **Next** to continue and select the installation folder. The default location is C:\ElectroFlo.

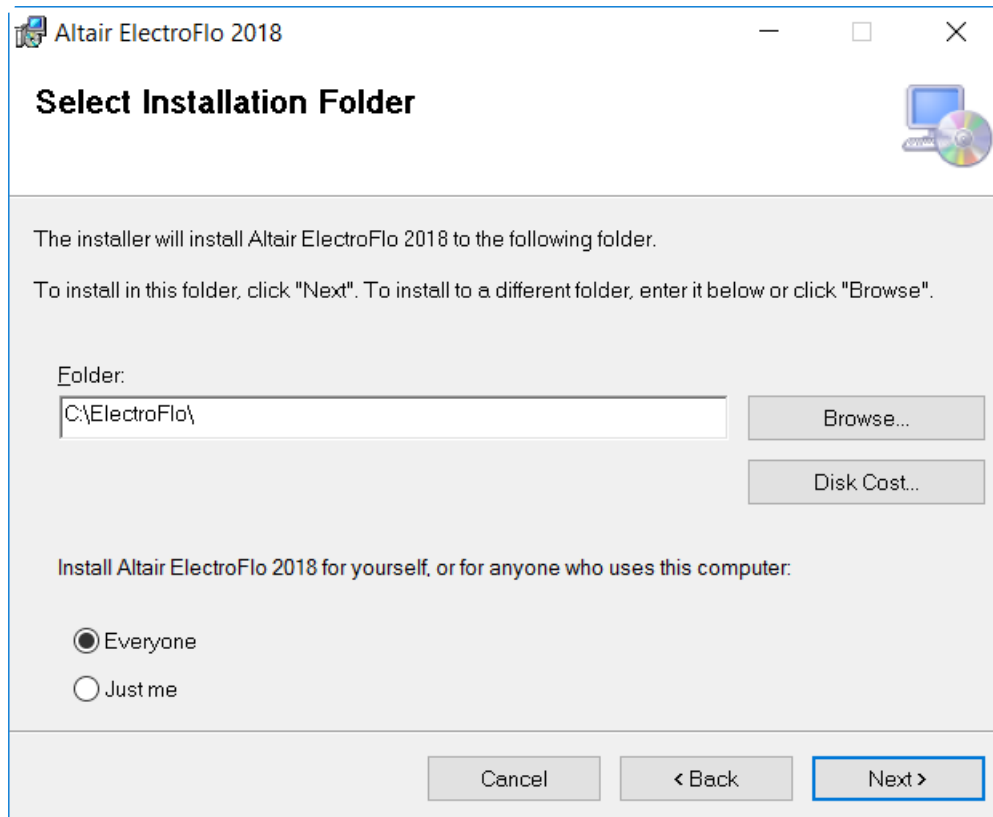


Figure 2:

3. Click **Next** to confirm the installation location and wait until the installation is complete.

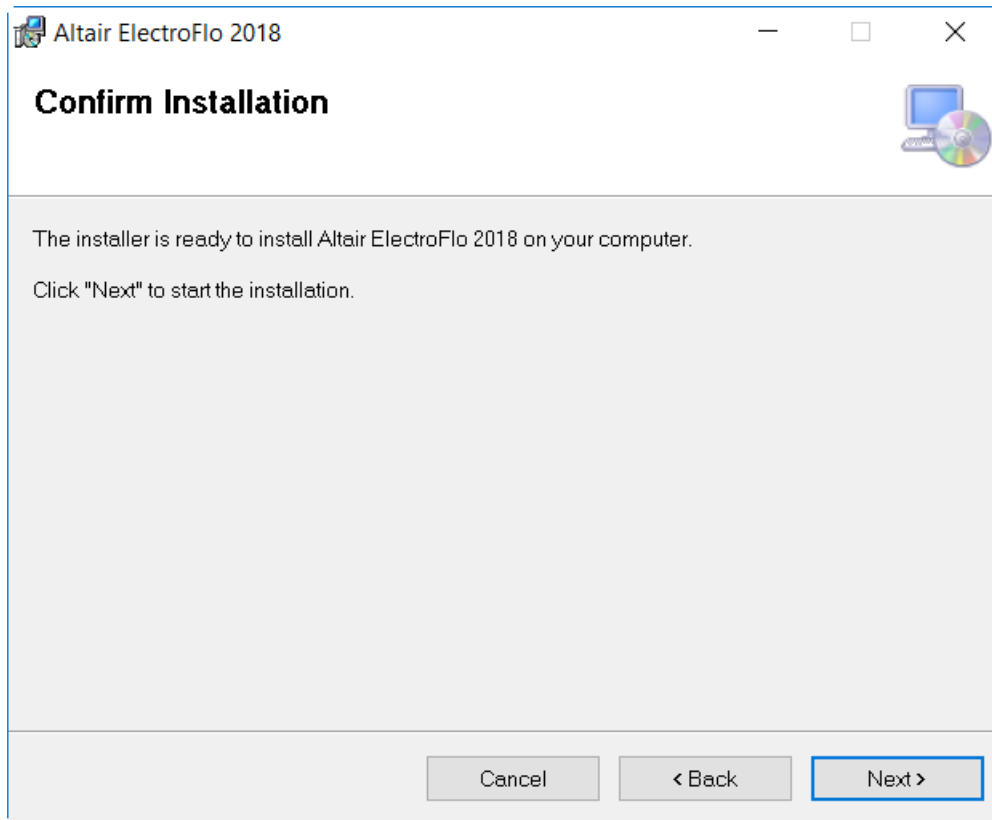


Figure 3:

4. Click **Close** when the installation is complete.

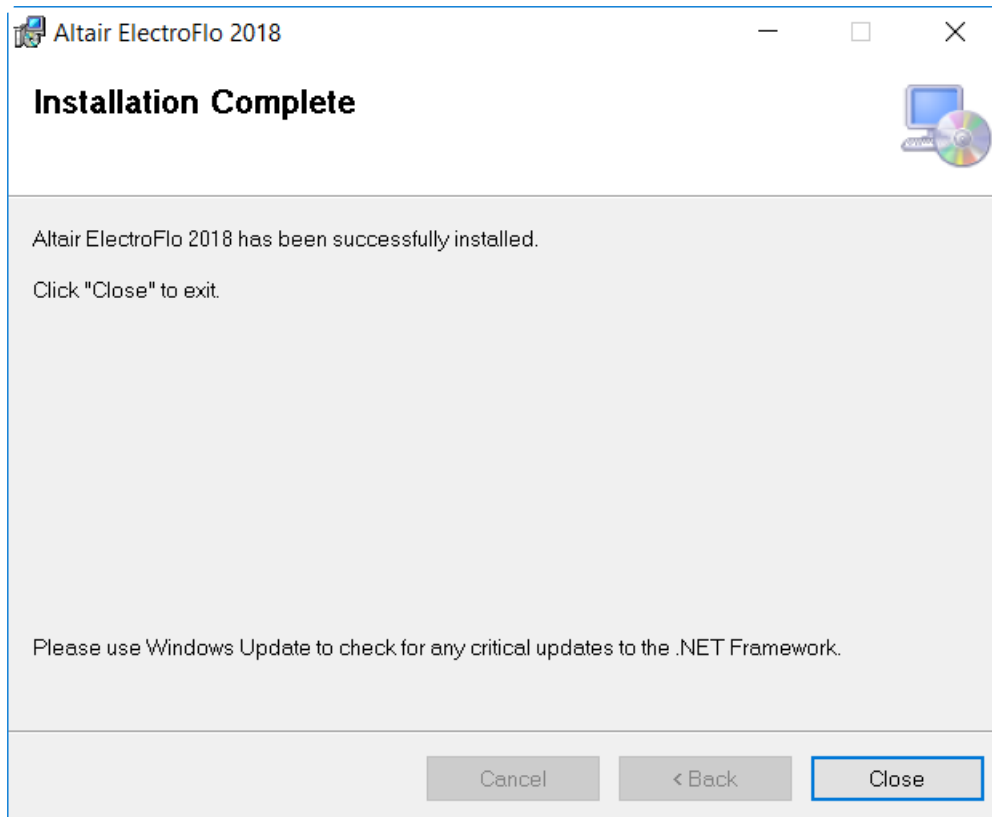


Figure 4:

5. Make sure the right environment variable is set to access the license file. The variable value should be 6200@name/ip of the license server.

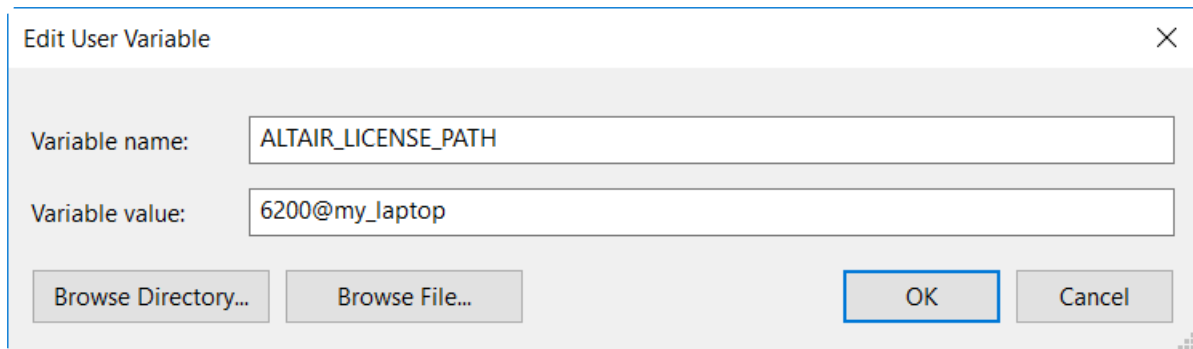


Figure 5:

6. Launch Altair ElectroFlo.

Uninstall Altair ElectroFlo

2

1. From the Control Panel, select Altair ElectroFlo and click **Uninstall**.

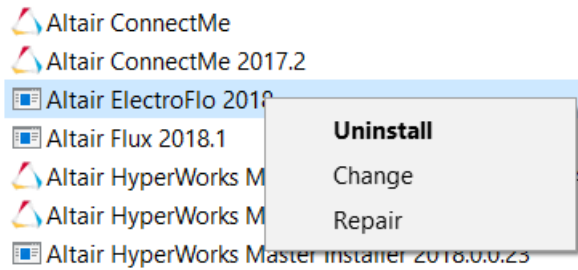


Figure 6:

2. Click **Yes** to continue.
3. Wait for the uninstallation to complete.