The Design Explorer
The Ashlar-Vellum User Newsletter

Second Quarter , 2017

Robert Bou Speaks at EU Business Summit

Ashlar-Vellum's President, Robert Bou, was a featured participant at the University of Texas EU Summit 2017 on May 9th. As part of a panel discussion, Bou and three others answered questions and shared insights into conducting business in the European Union.

Robert Bou,
President
of Ashlar-Vellum

« *I learned some things,»* said Bou, *«and I hope I imparted knowledge from my experience to help other business owners as Texas diversifies our exports into industries other than to oil and agriculture.* »

Love Your Work Again

The AlphaCorr website is featuring a new movie about Rules and SteelRules called *Love Your Work Again*. In seven minutes we show how packaging design can once again be a rewarding experience without the frustration of limited drawing software, hard-to-learn CAD packages or expensive and difficult-to-use specialty programs for packaging. Built on the Graphite CAD engine, Rules and SteelRules give corrugated carton and display designers the flexibility, precision and tools to create great products faster and easier than ever before. Click here to see for yourself.

α *Alpha*Corr

Love Your Work Again
With Rules™

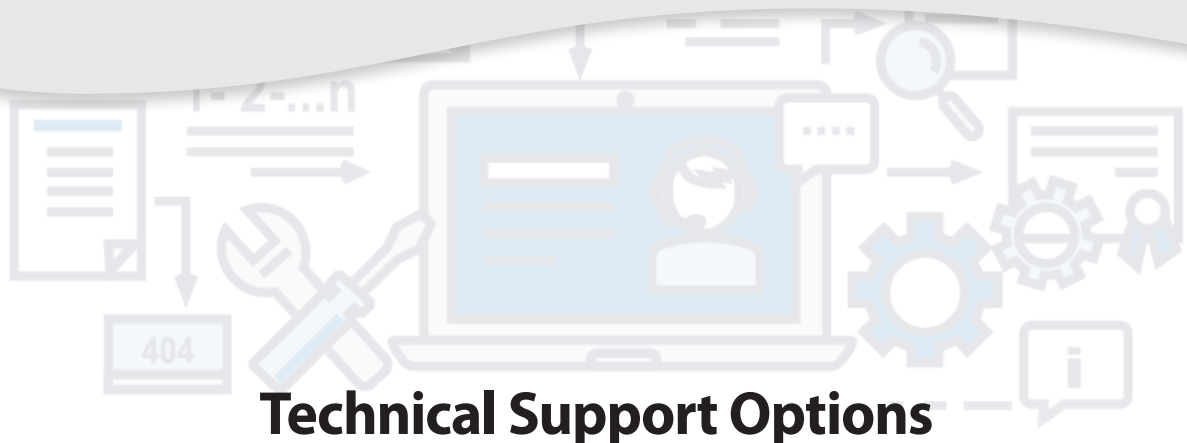0:10 / 6:41

Call for Gallery Images

Ashlar-Vellum is always interested in new images for our Gallery. While we especially appreciate files in native Ashlar-Vellum file format, like Graphite .VC6, Cobalt .CO, Xenon .XE or Argon .AR, we can also use high resolution images of drawings, models, renderings, and the software in action. A drawing or model along with a photo of the finished product are particularly valued. We make every effort to give credit to the designer whenever possible. This is a great way to promote yourself or your business around the world.

ASHLAR·VELLUM ™
Software that works the way you think.

Technical Support Options

Ashlar-Vellum offers a range of free and paid technical support through email, telephone and our website for our CAD and 3D modeling software. The Knowledgebase on our website as well as the Articles and Hot Topics & FAQs under the Support menu are an excellent place to look for commonly asked questions.
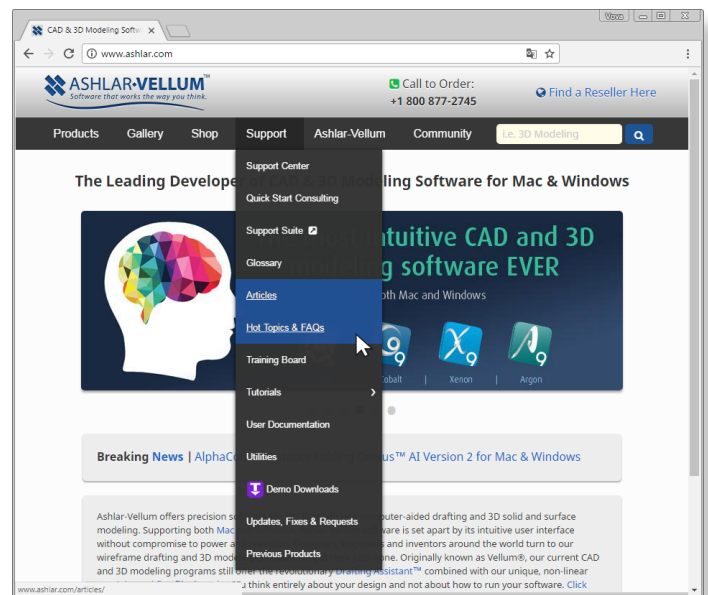
Requesting a Support Ticket

Our online ticketing system is the key to accessing our support staff. All technical support should start with a support ticket submitted via email either through the software at Help>Submit Support Ticket or from our website, or sent directly to support@ashlar.com.

A support ticket provides:

- An organized place to view all correspondence related to a ticket by both you the customer and our support staff.

- Customer control and a medium to see if our return correspondence is not getting through via email because of blocked ISPs.

- Quick communications, especially helpful for:

  – Long file names, download links and registration codes which are difficult to type or give over the telephone.

  – An electronic link for screen-sharing through the Internet.

  – Monitoring issues by our product and corporate management and development teams.

Each new issue requires a new ticket number. Calling without a ticket number will not result in faster service via telephone because our staff cannot put you into the phone queue without a ticket number.

Purchasing a Support Voucher

Free technical support is available via email or telephone to those who have purchased a new license or an upgrade in the past 90 days.

Free email support is available to those on the current version or one version back. Telephone support is available for those versions with a support voucher of US $39 per issue and can be purchased on the support pages of our website or directly through our support department.

Those with older versions that are not yet obsolete (purchased less than 10 years ago) may pay for support via email for US $29 or telephone for US $39 by purchasing the appropriate voucher from our website or over the telephone.

File translation services start at US $39 per file with aggressive discounts offered for more than 10 files. Programming of hardware keys and reinstallation assistance are also available. See the chart on the next page for details. Emergency support and project consulting are available on a limited basis. Contact Ashlar-Vellum directly in this matter.

Technical Support Options
All prices in US dollars

	New license or upgrade purchased in the past 90 days: Graphite v10, Cobalt v9, Xenon v9, Argon v9	Current or 1 Version Back: Graphite v9, v10, Cobalt v8, v9, Xenon v8, v9, Argon v8, v9	Prior to 1 Version Back but Still Eligible for Upgrade: Graphite v8, Cobalt v7 (Solo&Plus), Xenon v7 (Solo&Plus), Argon v7	Legacy Software, not eligible for upgrade: Graphite v6, Cobalt v5, v6, Xenon v5, v6, Argon v5, v6	Legacy Software, not eligible for upgrade: Vellum 2D, Vellum 3D, Vellum Solids, Drawing Board, Vellum, Vellum Draft
Email Support	Free. Usually within 4 business hours	Free. Usually within 4 business hours	$29.00 per issue. Support Voucher	N/A	N/A
Telephone Support	Free. Usually within 4 business hours	$39.00 per Issue Support Voucher	$39.00 per Issue Support Voucher	$150.00/hour. Call to order	$250.00/hour. Call to order
Resend SN & Reg Code to Verified Owner	Free	Free	Free	$29.00 per issue Support Voucher	$250.00/hour. Call to order
Emergency Support or Project Consulting	$150.00/hour when available. Call to order	$150.00/hour when available. Call to order	$150.00/hour when available. Call to order	$250.00/hour when available. Call to order	$350.00/hour when available. Call to order
Initial Hardware Key Programming	Included free with optional key purchase	Included free with optional key purchase	Included free with optional key purchase	N/A	N/A
Replacement Hardware Key Programming	Included free with no charge key exchange	Included free with paid key exchange	Included free with paid key exchange	N/A	$895.00 plus paid key exchange. Call to order
Reinstallation Assistance of Current Software	$39.00 per issue. Support Voucher	$39.00 per issue. Support Voucher	$39.00 per issue. Support Voucher	$150.00/hour. Call to order	$250.00/hour. Call to order
File Translation Services	$39.00 Single File Translation Voucher. Call of multi-file discount	$39.00 Single File Translation Voucher Call of multi-file discount	$39.00 Single File Translation Voucher Call of multi-file discount	$39.00 Single File Translation Voucher Call of multi-file discount	$39.00 Single File Translation Voucher Call of multi-file discount

Why Design Any Other Way?

Marshall Jeffus first discovered Ashlar-Vellum in 1989 when he was working for University of Texas McDonald Observatory on their Hobby-Ebberly telescope program. When Jeffus joined the team they were using a drawing program that made approximations based on integer-based algorithms, making it too imprecise for the design of scientific instrumentation. Computer-aided drafting programs, including Ashlar Vellum, were nascent at the time and it was still unclear whether they would provide any real benefits over board drafting.

Jeffus' boss encouraged him to look for an alternative CAD program. A colleague suggested he look at Ashlar's Vellum® software, the precursor to Graphite™. The demo arrived promptly on floppy disks one morning and by lunch, Jeffus says, "I was completely adept at using it. Nothing has that short of a learning curve."

He was surprised that something that easy to learn was not limited in its precision or functionality. He's been using it ever since. He particularly likes the Drafting Assistant™, telling us:
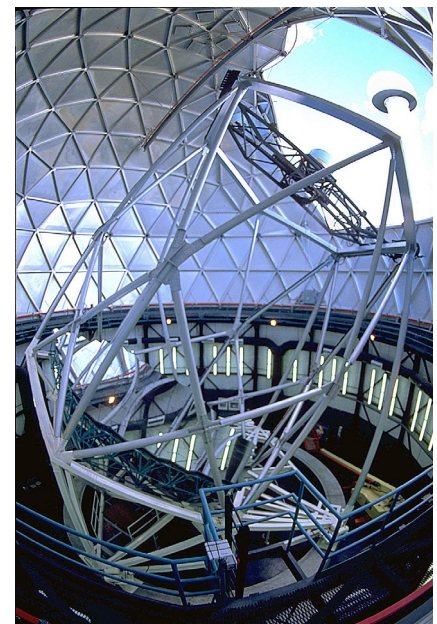
« *The inference drawing engine seems to understand what I want to do, and accomplishes it easily. That's the difference! Other programs can create an object, but not without plenty of learning time; and even after that, requiring you to hold your tongue a certain way to make it fly.* »

Jeffus likes the fact that Ashlar-Vellum software is developed by those who understand how design professionals think through the process of designing something. The software emulates that process. Jeffus has tried dozens of other packages but always comes back to Ashlar-Vellum. "Other programs are designed by software developers, which is great if you want to think like a coder in order to make their software work for you."

Today, Jeffus is using Argon, one of Ashlar-Vellum's 3D solid and surface modelling programs and is thinking about starting a drawing service for those wanting to create short-run 3D printed objects. "It's true," says Jeffus. "It really does work the way I think. Why design any other way?"

The Hobby-Eberly Telescope at the University of Texas McDonald Observatory. Photo: Ethan Tweedie.

One of the largest optical telescopes in the world, the Hobby–Eberly has an effective aperture of 10 meters and a 78-square meter, hexagonal mirror array made from 91 segments. Photo: Marty Harris.

Background / Contact

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