Bentley Pointools V8*i*

Frequently Asked Questions

1. **Q. What products are now available from Bentley under the Pointools brand name?**
    A. Three products are available: Bentley Pointools and two free iWare apps – Bentley Pointools View and Bentley Pointools PODcreator.

2. **Q. Which, if any, Pointools products have been discontinued?**
    A. Pointools Edit, Pointools ViewPro, Pointools Suite, and the Pointools plug-in products for Rhino and SketchUp will be discontinued on 31 January 2013. The Pointools plug-in for AutoCAD will be repackaged to ship/work with ProjectWise Point-cloud Services.

3. **Q. How do I upgrade to Bentley Pointools?**
    A. All the information you need can be found here: http://www.bentley.com/en-US/Products/Bentley+Pointools/how+to+get. If you upgrade now to Bentley Pointools, you will be able to take advantage of powerful new capabilities such as point-cloud differencing and clash detection. For a limited time (until 30 June 2013), you will be able to upgrade from Pointools Edit to Bentley Pointools at no additional product cost.

4. **Q. Bentley Pointools available under the Enterprise License Subscription (ELS)?**
    A. Yes.

5. **Q. How can I purchase Bentley Pointools?**
    A. You can purchase Bentley Pointools through Bentley sales or through Bentley's channel partners. You can have a sales person contact you by clicking on the 'contact us' button here: http://www.bentley.com/bentleywebsite/tools/sales_contact.aspx?lacctid=20020.

6. **Q. Can Bentley Pointools be used in industries other than those that are infrastructure-related (e.g., forensics, heritage, security/defense, etc.)?**
    A. Yes.

7. **Q. How will I get access to future releases of Bentley Pointools?**
    A. Any user who subscribes to Bentley's SELECT program will have immediate access to new releases of Bentley Pointools at no extra charge. For more information about the SELECT program, click here: All about Bentley's SELECT subscription program.

8. **Q. What other products does Bentley offer that support the viewing, visualization, manipulation, processing, and streaming of point clouds?**
    A. Bentley offers a wide range of products that support point clouds. Apart from the three Pointools products/apps (Bentley Pointools, Bentley Pointools View, and Bentley Pointools PODcreator), MicroStation and MicroStation-based products support point-cloud visualization and rendering. Bentley also offers Bentley Descartes for the advanced processing of point clouds in both MicroStation and stand-alone workflows, and ProjectWise Point-cloud Services support the streaming of point clouds from the server to the desktop. For more information, click here: Bentley and point clouds.

9. **Q. In which countries can I purchase Bentley Pointools?**
    A. In all countries in which Bentley has a sales office and/or a channel partner.

10. **Q. Is Bentley Pointools available in languages other than English?**
    A. No.

11. **Q. Where can I get involved in an online forum about Bentley Pointools and point clouds?**
    A. A new forum has been created on the Be Communities website. For product information and to interact with point-cloud experts and your peers please visit the 3D Imaging and Point Cloud Forum.

12. **Q. How do I submit requests for technical support?**
    A. For Bentley Pointools technical support, please submit requests through http://selectservices.bentley.com/en-US/.