



2016 Office Design Trends

Thank you to everyone who joined us for the webinar that covered questions from users. We received many great questions during the session and wanted to make sure everyone was able to see them; please see a list of questions and answers below.

If you are interested in learning more about our training classes, please visit 2020commercialtraining.webex.com or email commercial.training@2020spaces.com.

General

Q: Does the Known Issues and/or list of corrected issues document specific problems with a manufacturer's data, such as "manufacturer XYZ has a problem with..." or "catalog 123's menu isn't showing..."? (Sivan Mair)

A: We work together with manufacturers to resolve issues. Some issues and/or corrections are published especially if it is something that affects the software functionality OR if the manufacturer asks us to.

2020 Visual Impression

Q: When I stretch my walls so I can see everything except the ceiling my lighting is way off and everything comes in dark. How can I prevent this from happening? (Angela Werksman)

A: The larger the room is, the harder it can be to control the lighting. The lighting controls can be found in the dashboard at the bottom, you'll most likely want to increase the lighting intensity overall.

Q: How do you apply an image for the view outside the windows? (Ann Eicher)

A: Similar to what Chad just showed with adding a seamless image, you could bring in an image that represents what you would see out the window. Keep in mind that you may need a number of images if you have a few windows next to each other. We showed this in one of previous webinars. A link to this will be posted in a separate Community post.

Q: Does 2020 Visual Impression need to recognize the image path each time you open the program or does the material stay within the drawing once applied & saved? (Flora Diaz)



A: 2020 Visual Impression locates individual materials by looking for the .MATERIALS file using the path set automatically during installation, then by the material number within the .MATERIALS file (the number is determined by the order the user material was created). This check is done every time the file is opened.

Q: *I use two monitors. When a pop up appears, for example "change elevation", it shows up where both monitors meet.* (Greg Priddle)

A: We've seen this before. Please reach out to our support team for their recommendation?
commercial.support@2020spaces.com or 800-638-6002

Q: *Can I make another carpet tile look like what you used if I only have a full picture of one carpet tile, i.e. rotating tiles/ different directions?* (Katie Pope)

A: 2020 Visual Impression will take an image file and apply it to a 3D face, repeating it as necessary to fill the space, but there is no rotation that can be done during the application of the image within 2020 Visual Impression. Sometimes you'll find that the carpet manufacturer will offer a download on their website of a carpet tile in multiple sizes/ installation patterns. It really depends on the source where you have found the image.

Q: *Could you explain the math one more time regarding aspect ratios?* (Kelley Yates)

A: This is a complex process which deserves its own space. A separate Community post will be made explaining the steps in detail.

Q: *How did you go back to the original wood grain finish (after applying a visual material)?* (Laura Dipper)

A: To remove the material placed through the "Advanced" tab within 2020 Visual Impression, select the item, and on the Advanced tab of Materials, the visual material will show as a swatch for the specific layer of the item. Click on the X in the corner and the material will be removed from the item, returning it to its original material that was applied to the item (if any). To remove all materials, both the ones that are on the item associated with an option (a "regular" material) and (if applied) any visual material(s) manually placed, click on the circle with the cross through it in the upper left corner of the Materials pane.

Q: *Do you have a list all the keyboard shortcuts for 2020 Visual Impressions? Ex. keyboard shortcuts on how to change angles and directions.* (Mariya Gao)

A: 2020 Visual Impression is controlled with your mouse or the dashboard at the bottom. There is a page in the VI Help menu that shows the mouse controls.

Q: Is there any way to change shadows/lighting angles in renderings? I find that in HQ/HQ+, the shadows and lights reflected off the floor and walls, makes the color of our white/silver products appear a different color. So how can I make white and silver products appear color-correct? (Mariya Gao)

A: If you are using the illuminating windows, you can adjust the direction of the sun. To do this, click on light bulb in dashboard at the bottom of the 2020 Visual Impression window and select North, South, East or West. "Regular" room lighting intensity and light type (incandescent, fluorescent, daylight, or halogen) can be controlled using the same button. Shadows and reflections will also change depending on the quality being used (SQ, HQ, or HQ+).

Q: Often when I return to a scene in 2020 Visual Impression, my plan that I saved has changed, causing me to readjust the walls. How can I avoid this? (Mark Boyd)

A: The room will adjust when you change any furniture item placement in the room. This is intentional and insures that all furniture items are within the room.

Q: Can you place lights under that ceiling box? (Oksana Mielczarek)

A: Currently lights are limited to placement on the ceiling, walls, and on top of work surfaces. This is a good suggestion and will be added to the feature requests for VI.

Q: We use 2020 Visual Impression on three different computers. When we render on one computer that does not have the same downloaded custom images they are not available in on the other computers. Is there a way to have all saved user materials available on each of the computers? (Ryan Krebs)

A: You can share palettes between the computers by copying the .MATERIALS file(s) into the \documents\cap\materials folder on each computer.

Q: Can you show dimension lines for items within in 2020 Visual Impression, for example, to show panel heights? (Therese Smith)

A: When you select an item in Visual Impression, you'll see dimensions showing that item's distance from the closest corner. This works in both plan view and side view in Visual Impression. If you select multiple item (Ctrl + left click items) the dimensions will change to show the dimensions for the selected items as a whole.

Q: How do I alter the walls to show a complex floor plan, one that isn't perfectly square or has niches? (Tina Scharding)



A: There are a few different room shapes to choose from when you enter Visual Impression from either Cap or Giza. You will have to start with the one closest to what you need and add architecture "obstacles" to mimic the objects in your room. VI will emulate your architecture, but different shapes sometimes require some creativity in reproducing the room. You can also email commercial.training@2020spaces.com for more specifics on your question.

2020 Worksheet

Q: *Is there a way to have a quote generate a customer friendly pricing summary, using terms such as "Desk", "Ped", "Height Adjustable Table" rather than part numbers or other terms the customer might not understand? (Ann Cortes)*

A: There is a "Category" column within Worksheet that usually holds terms similar to what you've described. Worksheets can be printed with sub-totals based on these values, or using the Reporting function, to create reports based on the values.

Q: *Is there an easy way to list "optional products" at the bottom of the Report, without it being added into the Grand Total, while still showing all the descriptions/list/sell/ext sell prices? For example, if the client wants fabric dividers in the quote, but also wants to see pricing for acrylic dividers and Whiteboard dividers. I wouldn't put these prices in the grand total, but shown underneath the total as "options" (Mariya Gao)*

A: Anything within the worksheet will show in the Grand Total line. What could be done, depending on if the worksheet has sub-totals in it already or not, is to add a sub-total row at the bottom of the worksheet, then add in the "optional products" below it. As long as there were no other sub-totals in the worksheet already, the sub-total would show the total without the "optional products". There is no way within Worksheet to display items and not have them included in the Grand Total row.

2020 Cap

Q: *Where can I find the Sketch-up add-in for AutoCAD that were used during the webinar? (Ann Cortes)*

A: Links were provided in the post-webinar email sent to all attendees. Links can also be found in a separate post on the Community page.

Q: Is there a way to show height adjustability if a part has that option? I like the look of the different height levels for the surfaces you are currently showing. (Juan Gutierrez)

A: The work surfaces shown in the webinar aren't anything special when it comes to their height. Height are set using the "Change 3D Height" command within Cap. The work surfaces were placed on supports of varied height (with different part numbers) rather than a single item/part number with height adjustments. Some items have the same part number with multiple graphics to reflect an option. These items are known by different terms. They may be referred to as multi-graphics, or items with structural options, or visual options. Items with the ability to have a different graphic are noted within the content in some way, either with a red star icon at the part number level or a pop-up note to indicate their unique traits.

2020 Giza

Q: I'm trying to drop in an item using Giza to bring over to VI but can't because I'm getting an error message saying "Symbol not found" " Symbol specified is not found in any symbol library." Why is this happening? (David Davis)

A: This is best addressed by customer support, who can troubleshoot what may be happening better than can be answered within this webinar Q & A format.