



# Support Note

CIVIL CONSTRUCTION

August 2021

## Fixing the SVG to PDF Presentations Bug

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If you cannot create a PDF file using File > Create Presentations command, replace/add files on your computer by unpacking the zip below to the folder:

C:\Program Files (x86)\TILOS\Tilos111\svgtopdf

If you have a different installation path, they are located in the installation folder under the svgtopdf subfolder. [Download the SVG to PDF.zip here.](#)

**Note:** You may need to sign in/run as an Admin when extracting the zip file. (TIL-1501)

# Technical Support Hotline

Contact us if you need additional help.

- Hours:
  - o Monday to Thursday: 08.30 am - 5:30 pm (GMT +1)
  - o Friday: 08.30 am - 1:00 pm (GMT +1)
- Phone: +49 721 - 4647 - 2829 (Europe)
- Email: [Tilos@trimble.com](mailto:Tilos@trimble.com)

When contacting the hotline, please be prepared the following information:

- Your software product ID
- Your company name and address
- The current software version
- Which operating system (OS) you are working on and the assigned User Rights