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## HYPACK Technical Support

By Jerry Knisley

This month I wanted to write a second article about the Support we provide. The purpose of the maintenance plan is to provide our users with an avenue for technical answers to the use of the software. Over the 19 years I have been with HYPACK, I have supported every type of system with which the software can interface. Many of the calls and emails that we receive in the Support Department are about hardware that is not functioning properly in the software or files that have been collected.

There are several functions we provide in Technical Support:

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### **SOFTWARE SUPPORT**

Our primary focus is the daily issues that arise from having a world-wide constituency running the software for anything from a single beam survey to an AUV multibeam survey in some remote location. To facilitate customer support, we use a support tracking system. Every email and phone call is logged in the system. All of our replies come from within that same system. The system allows us to track issues that, for whatever reason, come in waves. Emails will come in for a week regarding a topic, Geodesy and RTK for instance. Then there will not be another question regarding that topic for 6 months.

As part of the daily support system there are a few tools that come in useful. In the HYPACK – HELP menu, there is an option for REMOTE ASSISTANCE. This is a TEAM VIEWER link that only starts when you request it. By providing this link, the technical support technician can log in to your computer, see exactly what the problem is, and quickly resolve it in most cases. This is not intended to allow the technician access to make channel files or train the user.

Another useful tool we have is the LIVE CHAT button on the <http://support.HYPACK.Com/Support> website. This website has a knowledgebase with articles about many functions of the software but it also has a LIVE CHAT button. When you click the LIVE CHAT button, you are connected to everyone on duty in The Technical Support department. This is intended for easy access to support. If you have a lengthy question, it is probably better to email us so we have the whole question to work on.

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### **TRAINING**

A secondary function of the Technical Support department is to travel on site with customers to conduct training. These trips are usually less than a week long for the purpose of showing the customer how to use our software with their hardware, or to show them how to do a

particular function within the software. This training is very helpful to the customers as it is targeted to the very functions that they need to understand.

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## ***INSTALLATION ASSISTANCE***

Our third function is to travel to a customer site and assist with installation. This usually revolves around a dredge that has to be outfitted with hardware for a particular project or job. While the support technician is on site, they assist the customer with the best practice use of the hardware, including the location and operation of the equipment. As part of the trip, we recommend a few days of training. Once the support technician leaves the project, the local personnel in the customers company are expected to have learned how to maintain and operate the system. Later, the Technical Support department will assist you with any issues, but there is a level of expectation of knowledge for the system the customer had purchased or is operating.

Our Technical Support department is committed to helping in every way possible. If there is a problem that you have had with support, please contact us so that we can make improvements to our system.