



**HYPACK**  
a xylem brand

Sounding Better!

## A Few Reasons to Visit Our Web Page

### Some Tools Available There

By Carlos Tejada

As you may remember, we updated our web page ([www.hypack.com](http://www.hypack.com)) last year, so I just want to remind you about some important information that you may find there. Whether you want to learn more about a tool inside the package, or look for videos, manuals and articles. There are many options in the web page that I would like to share with you.

## CUSTOMER SUPPORT MENU

If you select the Customer Support menu, you will find (among others) these options:

- **Technical Support:** This is what you would use if you want to access the Knowledge base. Here you will find articles that show you how to solve specific questions regarding the software. These articles were written by our Support staff based on the most common questions received by our customers. There are close to 400 articles.

More importantly, here is also where you can submit a ticket, which is basically a problem that you are having when using the software that requires some help from our Support team. Please do not hesitate to use this system; we are very proud of it and want to make sure you can get the most of our package.

**FIGURE 1.** Tech Support Page

- **Programs and Updates:** Here you can find the latest version of the software and also the latest supplemental software install. A supplemental install is a group of updates made up to a certain point in the year. We have them to facilitate the task of updating your software. Currently, the last one is from August 2018. You don't need to download all of

them. The latest supplemental will have all the updates up to that date. Just remember that you need to be current on your Maintenance Plan to use the updates.

FIGURE 2. Releases and Updates

**New Releases & Program Updates**

Thanks to great suggestions from our customers, we routinely add improvements to our software. New releases and updates are made available to our Maintenance Plan subscribers on our website. Typically, we release a new version every January. Updates and patches are issued immediately and become available on our website. You can contact our support group via e-mail (help@hypack.com) if you have any issues downloading. Subscribers to our HYPACK Software Maintenance Plan receive all updates and releases at no additional cost.

**New Release**

- [HYPACK 2018 v1.18.1.0 \(32 Bit\)](#) 980.5 MB (released 7/2/18)
- [HYPACK 2018 v1.18.1.0 \(64 Bit\)](#) 1.1 GB (released 7/2/18)
- [HYPACK 2018 VDatum](#) 641 MB
- [HYPACK 2018 v1.18.0.0 \(64 Bit\)](#) 1.1 GB (released 3/8/18)

HYPACK 2018 Updates available. Please click here: [SUPPLEMENTALS](#)

**Other Software**

- [Sub-Bottom \(64 Bit\) v17.1.0](#) 483 MB (released 8/1/17)
- [Sub-Bottom \(32 Bit\) v17.1.0](#) 444 MB (released 8/1/17)
- [Marine Search v16.1.1](#) 251 MB (released 5/21/18)
- [VPer v16.0.5](#) 1.59 MB (released 1/17/17)

Supplemental	File Size	Release Period
<a href="#">HYPACK 2018 March Supplemental</a>	60.5 MB	Feb 23 to March 30, 2018
<a href="#">HYPACK 2018 April Supplemental</a>	59.6 MB	Feb 23 to April 30, 2018
<a href="#">HYPACK 2018 June Supplemental</a>	84.5 MB	Feb 23 to July 2, 2018
<a href="#">HYPACK 2018 August Supplemental</a>	95.7 MB	Feb 23 to August 16, 2018

**DREDGEPACK®**  
Software for Dredging Control on Cutter Suction, Hopper, Excavators and Bucket Dredges.  
[Request Pricing](#)

- **Geoid Models:** The geoids available on this page are converted directly from the geoid files downloaded from official sources. We are not responsible for the contents of these files; you are responsible for testing them with your system. If you want to use them, just locate your country and look for the specific options in each one.

FIGURE 3. Geoid Models

**Geoid Models**

The geoids available on this page are converted directly from the geoid files downloaded from official sources. We are not responsible for the contents of these files; you are responsible for testing them with your system.

If you need a geoid that is not available here, please contact HYPACK Technical Support (help@hypack.com).

**United States**  
Based on data from the National Geodetic Survey.

- 2012B
- 2012A
- 2009
- 2006
- 2003
- 1999

**Canada and Greenland**  
Based on data from Natural Resources Canada.

- Canadian Geoid Model GSD95

**EGM08**  
US, Canada and Greenland

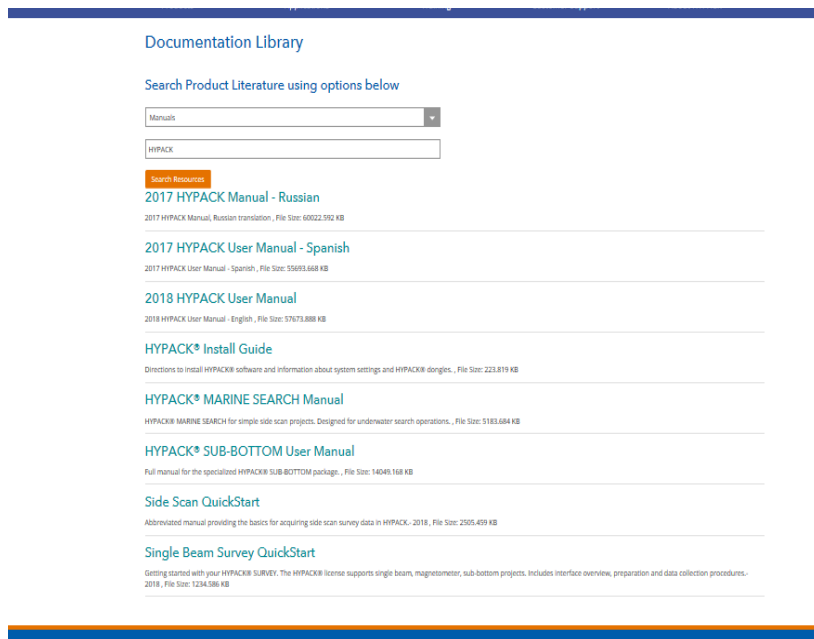
- Canada
- Greenland
- Saint Pierre and Miquelon
- United States

**Mexico, Central America & the Caribbean**

- Anguilla
- Antigua and Barbuda
- Aruba
- Bahamas

- **Documentation Library:** Enter the type of documentation you are looking for and a key word. The following is the result of selecting MANUALS and use HYPACK, as a key word:

**FIGURE 4.** Documentation Library

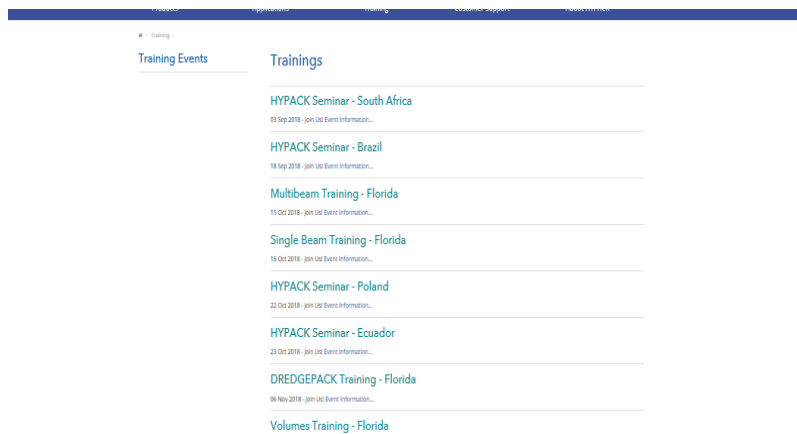


## TRAINING MENU

If you click the Training menu heading, you will find an explanation of the training possibilities that we can offer. But if you hover over the menu heading without clicking it, the menu options drop down. The following is a brief explanation of some of them:

- **Training Events:** You will see a list of the HYPACK Training Events that will take place over the year. If you click one of them, you can get detailed information of that particular event such as location, date and a brief explanation of the event as well as an email where you can get more information.

**FIGURE 5.** Training Events Page



- **Training Event Presentations:** You can download each and every presentation that we use in our training events. Just look for the theme you are interested in and select the language you want to download. (We have them available in English, Spanish and Russian). The page also shows the size of each file).

**FIGURE 6.** Training Notes Page

The following is a list provides links to PowerPoint training presentations used by HYPACK staff for training at HYPACK® 2018.

Video files, that are part of the presentations, get too big to see them through the web. For this reason, each link downloads a \*.ZIP file containing the PowerPoint presentation and the corresponding (\*.AVI) videos.

1. Download the \*.ZIP file.
2. Extract the entire contents into the same folder on your computer.
3. View the presentations. You need the Microsoft PowerPoint Viewer or PowerPoint to run PPT presentations, and TechSmith TSSC video codec to watch the video files.

Alternatively, you can contact the HYPACK office to have all of the presentations mailed to you on a DVD or thumb drive.

If you have any questions, please contact HYPACK Technical Support at 860-635-1500.

### General

Title	Category	English (EN)	Russian (RU)	Spanish (ES)
What's New for HYPACK 2018?	General	8.8 MB	8.5 MB	8.6 MB
HYPACK 2018 Overview	General	18.1 MB	19.2 MB	19.0 MB

### HYPACK Shell

Title	Category	English (EN)	Russian (RU)	Spanish (ES)
HYPACK Shell	Shell	36.0 MB	36.0 MB	36.3 MB
HYPACK Projects	Shell	14.9 MB	14.2 MB	14.5 MB

- **Conferences and Trade Shows:** Here you will find a list of all the Conferences and Events in which HYPACK will participate during the year. Visit our booth for detailed information about any product about which you might like to learn more. These are conferences worldwide, so if you are nearby and want to chat with us, come and visit us.

**FIGURE 7.** Conferences and Trade Shows Page

### Conferences and Trade Shows

**CINTECMAR**  
29 Aug 2018 - join US! Event information...

**FEMME 2018**  
11 Sep 2018 - join US! Event information...

**Shallow Survey 2018**  
01 Oct 2018 - join US! Event information...

**Oceans 2018**  
22 Oct 2018 - join US! Event information...

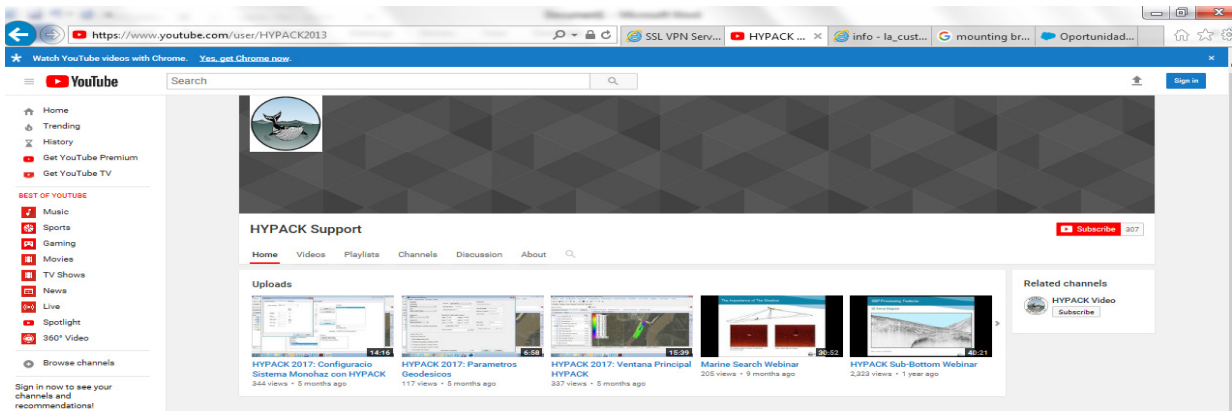
**Europort 2017**  
07 Nov 2017 - join US! Event information...

**Intergeo**  
16 Oct 2018 - join US! Event information...

**OI China**  
01 Nov 2017 - join US! Event information...

- **Videos** takes you to the HYPACK channel on YouTube and you can see all the training videos that we have available for you. Just type your key word in “Search” or browse all the videos looking for the one you need. If you would like us to make a video about a specific topic, please write to us and let us know about it.

**FIGURE 8.** HYPACK® YouTube Videos



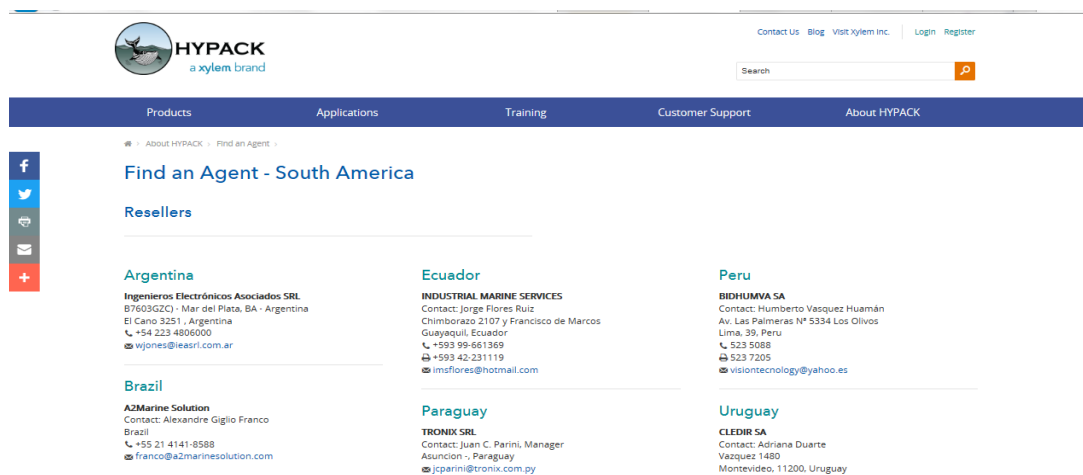
- **HYPACK® Certification Test:** The test is currently unavailable, but it will be available again soon. This is the best way to know how well you know the software. Take the test (multiple choice questions) and be a HYPACK® Certified surveyor. You can brag about it with your mates and your boss!

## ABOUT HYPACK MENU

The About menu is the last menu on the right side of the screen. You can find some interesting options here too.

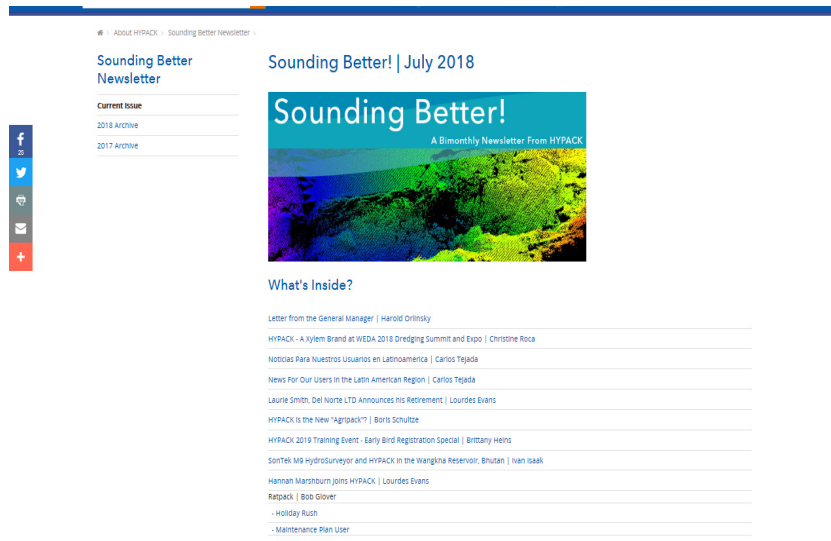
- **Find an Agent:** HYPACK® is sold worldwide. Probably the best way to get a quote or more information about us is through our reseller network. Just click in the world map and you will get a list of Agents in that particular territory. Here is an example for South America:

**FIGURE 9.** South American Resellers on our Find an Agent Page



- **Sounding Better Newsletter:** Our famous newsletter is full of interesting articles written by our Sales, Support and Programming staff. Right now, you can look for articles published in 2017 and 2018. Older articles may be found using a Site Search. If you don't find what you are looking for, please write to us and let us know which one you need and we will be more than happy to facilitate them to you.

**FIGURE 10.** "Sounding Better!" Newsletter Page



- **Search Function:** In the upper right-hand corner of each page, you will find the Search function. There you enter your key word and look for the hits the system finds. This is probably the best way to look for a specific topic in the Newsletter. You will see the products tab first. Just click on the Content tab and you will get a list of the results from your search.

**(Editor's Note:** The Site Search includes newsletter articles that precede October 2015, while the Documentation Library includes only articles written since the Xylem acquisition. Additionally, Site Search looks for the key words on all site pages and in all documents on our site—not just *Sounding Better!* articles. Product information pages with your key words are listed in the Products tab, other hits are listed under Content.)

**FIGURE 11.** HYPACK® Site Search

