



HYPACK
a xylem brand

Sounding Better!

New Help Options for 2019

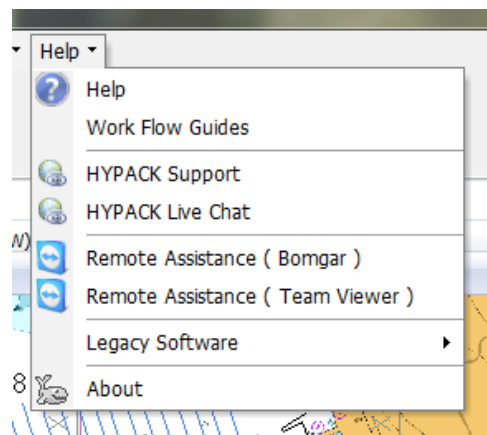
By John Lindberg

In efforts to continue with the best customer support in the industry, HYPACK® is adding more ways to communicate with the Support team in the HYPACK® 2019 release! All this can be done right within the HYPACK® Shell!

NOTE: These new options require an Internet connection.

Simply navigate to the Help drop-down menu. You will notice a few new options.

FIGURE 1. HYPACK® 2019 Help Menu



REMOTE ASSISTANCE

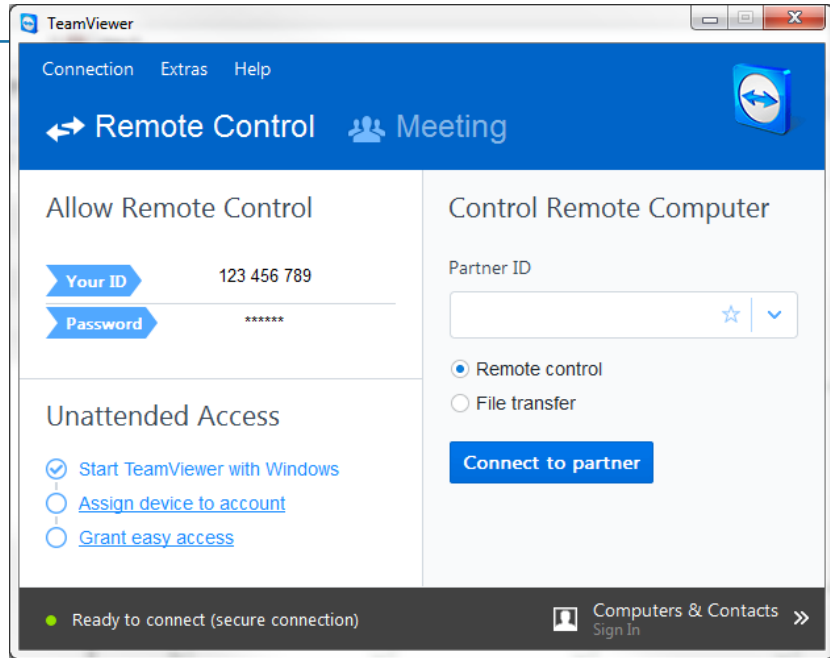
Last year, we introduced Bomgar, replacing Team Viewer as the remote login tool.

FIGURE 2. Bomgar Interface



FIGURE 3. TeamViewer

While Bomgar appears to be the choice of IT professionals, it did not sit well with the majority of our customers who prefer TeamViewer. While we still had made TeamViewer available, (via Windows Explorer or manually set up to run from the HYPACK® TOOLS menu), we thought we should add it back into the Help menu, giving the choice of Bomgar or TeamViewer to the customer.



HYPACK® LIVE CHAT

Many customers are unaware that the Support Team has a “Live Chat” available through the Support Page. This menu item takes you directly to that web page. Simply enter your name, email address and question, and a Support Technician will be available to help you out.

FIGURE 4. Opening a Live Chat

The image shows a screenshot of the Xylem Live Chat form. At the top left is the Xylem logo with the tagline "Let's Solve Water". Below the logo is a red "x Close" button. The main text of the form reads: "To help us serve you better, please provide some information before we begin your chat." Below this text are four input fields: "Department:" with a dropdown menu showing "LiveSupport - Online", "Full Name:", "Email:", and "Your Question:". At the bottom of the form is a green "Start Chat" button.

HYPACK SUPPORT

The screenshot shows the Xylem HYPACK Support website. At the top left is the Xylem logo with the tagline "Let's Solve Water". A dark navigation bar contains links for Home, Register, Knowledgebase, Submit a Ticket, News, and NEXUS-800, along with a language selector for English (U.S.). Below the navigation bar, there is a search bar with the placeholder text "What can we help you with?" and a green "SEARCH" button. To the left of the search bar is a login and registration form with fields for "Your email address" and "Lost password", and buttons for "Login" and "Subscribe". Below the search bar is a row of seven icons: HYPACK, VIPer, SonTek (a xylem brand), News, Downloads, AFTER HOURS, and a button for "Click here for REMOTE SUPPORT Remote". Below this row is a "Latest Updates" section with a "SEP" date indicator and a link for "HYPACK Sidescan Updates - Marine Search". A "Live Support ONLINE" chat icon is visible in the bottom left corner of the page content area.

The HYPACK Support menu item will bring you directly to the main HYPACK Support page. Here you find an abundance of information: Software, Documentation, Knowledgebase and a whole lot more can be found in one convenient place!

Remember the detailed Help files and Work Flow Guides available to you in the same menu.

There you have it! A whole wealth of knowledge available directly to the customer by navigating through the HYPACK® 2019 Help menu!