



From the HYPACK Customer Support Manager's Desk

By Caryn Zacharias

Happy 2023 everyone! We started this year off in Panama City, Florida, where we held our annual Training Event. It was great to see some returning customers, vendors, and new faces. It's always great to put faces with the voices we talk with from time to time. Our entire team did an amazing job presenting materials and talking with individual customers, whether for feedback, requests, or issues they have been facing.

Now that we are back in the office, we are gathering all the information collected and will start planning to make the HYPACK 2024 Training Event in Savannah, GA more successful than ever. Hope to see you all there!

UPCOMING TRAININGS THIS YEAR

We offer a variety of training options for you and your company. Please check out Cali's Article in this quarter's Sounding Better Article Release.

QUESTIONS IN SUPPORT

Each day we get calls from customers and sometimes it's for a random question or issue they are facing. I know I have mentioned it before, sometimes that random question or issue gets asked multiple times in one day or week by different customers. It is very odd how that happens. Here are a few repeat questions/issues that have come in recently:

1. **I think our number one call we get is connecting to a Trimble GPS.** I have logged into so many computers to get the Trimble connected. There are some interface changes with the new Trimble units out there, but the content is the same. You need the computer and the GPS to be in the same Network to be able to communicate. If you need a refresher, check out an article I wrote in November 2017:
[HYPACK® Technical Support: Configuring a GPS.](#)
2. **On the same lines of getting the GPS Connected, the next question is getting your RTK Solution (Fixed or Float).** If your GPS is capable of getting Fixed or Float RTK that is great but your GPS needs some more information to be able to provide you with a Fixed or Float Solution.

Fun Facts:

- > A Fixed Solution is 2/2 - This means your GPS could be as accurate to **2 cm** Horizontal and **2 cm** Vertical.
- > A Float Solution is 10/2 - this means your GPS could be as accurate to **10 cm** Horizontal and **2 cm** Vertical.
- > The GPS in your Phone has an accuracy of **2-10 meters** (outdoors).

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- > GPS in your Computer (some computers have this option): Accuracy is worse than your phone. Please do not think you can use this for your survey or dredge project.

In order to achieve the centimeter accuracy, you need to use a Base Station or a NTRIP Service. You should know how you are getting your corrections before calling support. We get calls from lots of customers and we are not always familiar with your setup.

Note: If you are having issues connecting to your NTRIP Service:

- a. Do you have the correct log in information entered?
- b. Are you the only one connecting? Some services provide one login at a time, be sure no one else is using the service.
- c. Check the service by trying to log in via a web browser.
- d. Use a different computer or cell phone to check the service connection.
 - The other day I worked with a customer who was using a MiFi to connect to the NTRIP Service. Everything was good the day before. They started up the next morning and could not get the corrections. Seemed the MiFi updated its security settings overnight and was no longer able to access the NTRIP Service. They had a cell phone and turned on the hotspot which resolved the issue so they could continue working right away.

Take home notes: It is not always the program or the service that is the issue. Be sure to check everything.

3. **Another question we have gotten recently: What is a Tracking Point?** I started to write an article specifically on this topic until I realized one was already written by Ivan Izaac.

If you are questioning Tracking Points, please check out Ivan's Article from October 2021: [The Tracking Point - How Does it Work?](#)

I also wrote an article in November 2018 on using Tracking points for Multiple Positions and Multiple Targets. Feel free to review this one too: [Use Tracking Points for Multiple Positions and Multiple Targets](#)

As always, please feel free to call 860-635-1500 or email help@hypack.com if you need assistance, have questions, or requests.