



HYPACK WEBSITE FAQ

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We are excited to be entering the last quarter of the year, and with that means the Q3 update is available. The latest HYPACK release is now available and questions about the update are very common. So I decided to focus this article on some FAQ that can be solved mainly on our web page.

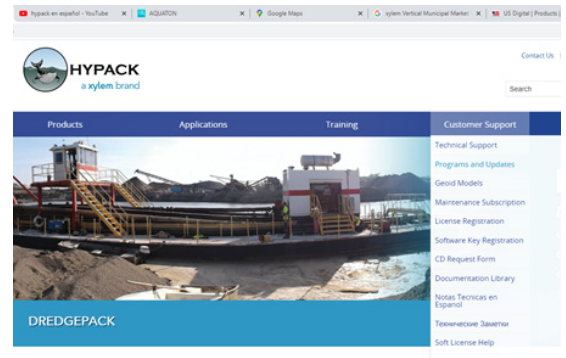
Where can I find the latest version of HYPACK?

The short answer is on our web page www.hypack.com. Please do not hesitate to visit it frequently as there is a lot of valuable information there. To download the latest version of HYPACK, you can visit our website at www.hypack.com and look for the menu CUSTOMER SUPPORT. Then select the menu item PROGAMS & UPDATES as shown in the next image.

When you do so, you will see not only the latest version but several others (starting on 2013^a). You will also see the links to download several other programs that we support.

Remember, you need to have an Updated Maintenance Plan (MP) in order to be able to use the latest version. Always look at your MP expiration date as this will be the key element to allow you to use a particular version. Your MP expiration date should be more recent than the date in which that particular version was released.

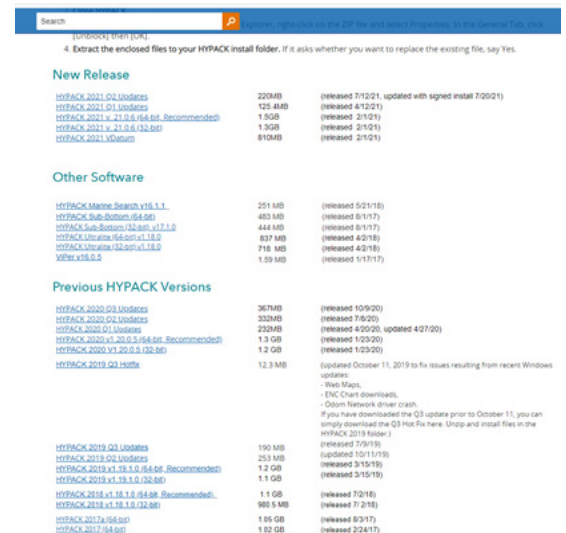
No need for passwords or a registration, just download the version you require and you can do it on as many computers as you wish, there is no limit. Your license key is the one that will allow you to use all the features of the software, if you don't have a key (or SOFTKEY) you can only use the software to visualize your data, but won't be able to make changes or open most of the programs.



Where can I download the latest update of the software?

Use the same route as in the question before (<https://www.hypack.com/customer-support/programs-and-updates>) but in this case instead of looking for one of the several versions on the page, look for zip files identified with the code Q1, Q2 or Q3. This is the code we use to identify if you need the updates released on the first, second or third quarter of the year. If you are looking for the update of a previous version, then you will need to look for the supplemental (specifically between 2016 and 2018).

Remember that the updates are accumulative, meaning that Q3 contains the updates made in Q2 and Q1, so you don't need to unzip and download all of them. You just need to download and unzip the latest one. Similar with Q2, it includes the updates in Q1. The important part again is the expiration date of your Maintenance Plan, that's the one that will let you know which updates can download and which ones can't. If you download the update with an expired MP, your software won't work. The updates are compressed files, so in order to use them you will need to uncompress them and also request to REPLACE the files in the destination directory. The directory should be the same as the version of the software you are updating (HYPACK 20xx). If the application does not ask you about the replacement, then you probably are not downloading the files to the proper directory.



Where do I find a Geoid Model that I want to use with the RTK Tides?

They are also located at the web page www.hypack.com, you need to go to the menu CUSTOMER SUPPORT and select the menu item: Geoid Models. You will see many links to download the geoid model that covers your country or the area of your interest. We do not compute geoid heights, we just place the data available on the internet in a format that you can use in HYPACK. Please use caution when using this data and make sure it's the one that suits the needs of your project.

Where can I find the PowerPoint presentations that HYPACK used in your trainings and Seminars?

After going to the homepage of our website you can click the TRAINING tab and select the menu item TRAINING EVENT PRESENTATIONS. When you do that, you will see a list of all the presentations that we have available, select the proper button according to the presentation and language desired. We have them available in English, Spanish and Russian. Hover over the button and you will see the size of the compressed file to download. It's compressed because it not only includes the PowerPoint presentation, but also the AVIS that go with each particular training.

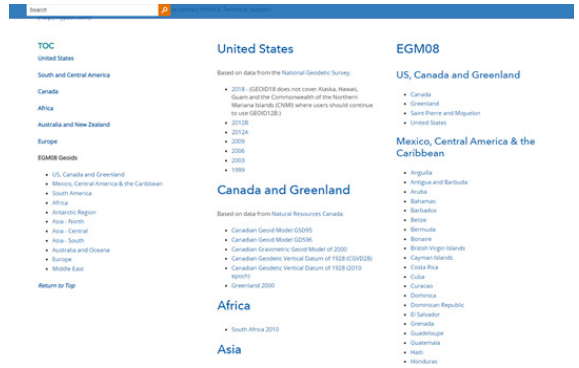
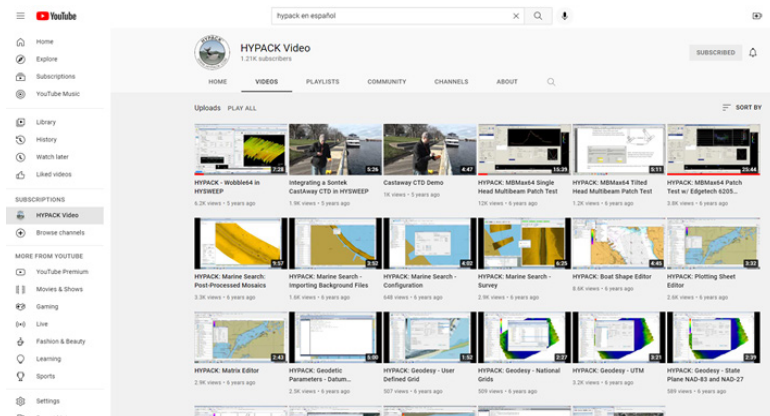
Again, you don't need to register or have a password. You can just select as many presentations as you need, download and copy them to as many computers as you need.

Where can I access the training videos made by HYPACK?

You can access the HYPACK training videos on our support YouTube page. When looking for our HYPACK channel you can find it in the footer of our website. Click the YouTube icon to below to access our channel. (Icon circled in the image below).



You can also access them through the menu item TRAINING and then the menu item VIDEOS. Any of these options will take you to this page.



General

Title	English (EN)	Russian (RU)	Spanish (ES)
What's New in HYPACK 2020?	31.3 MB	22 MB	2.8 MB
Introduction to HYPACK and Surveying	31.3 MB	21.8 MB	31.3 MB
Sensor Theory	14.4 MB	18.1 MB	14.8 MB
Positioning: Geoidy and RTK	2.7 MB	2.9 MB	2.3 MB
HYPACK Unmanned Systems 2020	31.8 MB	32.2 MB	31.4 MB
Auxiliary Users of HYPACK	3.3 MB	3.7 MB	3.3 MB

Single Beam Surveys

Title	English (EN)	Russian (RU)	Spanish (ES)
Single Beam Hardware Configuration	32.3 MB	32.2 MB	32.8 MB
HYPACK Survey	15.0 MB	14.4 MB	15.0 MB
Single Beam Processing	5.5 MB	5.0 MB	5.3 MB
Sounding Selection	3.0 MB	2.1 MB	2.9 MB

Side Scan Surveys

Title	English (EN)	Russian (RU)	Spanish (ES)
Side Scan Data Collection	46.3 MB	45.7 MB	45.3 MB

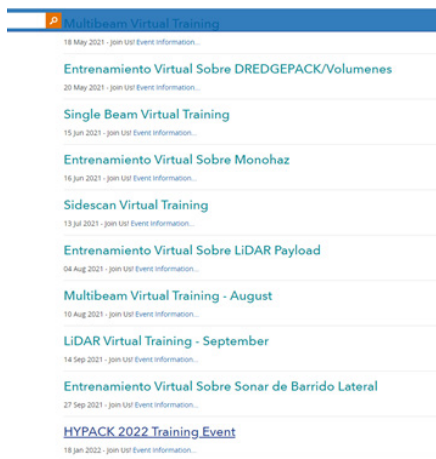
In the Search bar you can type in a key word to look for a particular video. For example, if you want to watch the videos in Spanish, just type "HYPACK en Espanol" and you will see only those videos available in Spanish. You do not need a password to watch the videos and you can watch them as many times as you wish. If you subscribe to the HYPACK Channel, you will be notified if a new video is available.

If you want to see a video about a particular topic, please do not hesitate to send us an email requesting it.

When and where is the next HYPACK Seminar? Do you have plans to have one in my country? Would it be in person or virtual?

As stated before, our website has a lot of valuable information on it, including when our next seminars and trainings will be. To obtain this information, just go to the menu TRAINING and select the menu item ALL TRAINING EVENTS. It will also work with the menu item UPCOMMING EVENTS.

This will take you to a list of Trainings and Seminars that we will be conducting over the year. You will see a list similar to the one in the next image. At the very end of that list you will see the HYPACK 2022 Training Event. If you click over that link, then it will take you to a page where you will see all the Info related to that event, including where, when and how much will it cost to attend. It will state if it's virtual or in person and also the language used. We will be announcing the Country Seminars and Trainings that we will provide in 2022 in the upcoming months.



Where can I see an article from the HYPACK Newsletter?

Sounding Better! Is a very popular newsletter that showcases news and updates in HYPACK. You will be able to read articles in the current issue, as well as articles from previous issues/years. This time look for the menu ABOUT HYPACK (yes, I don't know why it's under there) and select the menu item CURRENT ISSUE if you want to read the latest one. You can also click over a particular year if you know when the article that you are looking for was published. If you don't know that, you could use the Search function to enter some key words that will help you retrieve articles with that topic.

