



**HYPACK**  
a xylem brand

Sounding Better!

## HYPACK Customer/Technical Support

By Caryn Zacharias

It has been a few months since I officially took over my new role as the HYPACK Customer Support Manager. As always, our HYPACK Support team is here to help by phone, e-mail or onsite to provide support/training. We have lost a few support personnel to other departments and gained a couple of new faces over the last year.

We have support personnel in a few regions now:

- **In the US:** Connecticut, Florida, Michigan, Oregon and Texas
- **Outside the US:** Columbia and Ukraine.

### How to contact us:

- **E-mail:** [help@hypack.com](mailto:help@hypack.com) or
- **Phone:** 860-635-1500
- **Regular hours:** Monday - Friday 8:30am – 5:00pm (Eastern Standard Time)
- **After hour/weekend support:** For emergencies, please call the main number; you will be directed to dial 9 and then to leave message. One of our Techs will get back to you when they are available.

## HELPFUL DOCUMENTS

- **Sounding Better! Articles:** Available online and very searchable from our website. I find it easiest to Type into the search bar and then click on the ‘Content’ button under Search Results.
- **The Help Menu:** Built into every HYPACK® window through the Help menu or a Help button.

**Tip:** If you’re not sure where to look, I find it best to go to the search tab and type any key words (example below “rtk”). You will get a list of topics to look through.

### Search for RTK

- **C:\HYPACK 2021\Documentation:** Installed with every HYPACK installation. What is in this folder:
  - > User Manuals
  - > Common Driver notes
  - > Sidescan & Hysweep Interfacing Docs
  - > Release notes

The screenshot shows the HYPACK Help search interface with 'RTK' entered in the search bar. The results list 17 topics, with 'RTK Methodology' highlighted as the fifth result. To the right, the 'RTK Methodology' help page is displayed, featuring a diagram of a boat on the water surface. The diagram labels various parameters: 'Boat Origin (Watertime)', 'Water Surface', 'Geoid', 'Chart Datum', 'Reference Ellipsoid', and 'Bottom'. It also shows vertical distances: 'A=22', 'B=30', 'T=10', 'K=1', and 'CS=20'. The 'CS' value represents the Chart Sounding, which is the distance from the bottom to the Chart Datum.

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## ***FUTURE PLANS***

We are planning to switch to a new support ticketing system over the next couple of months. You will still be able to e-mail [help@hypack.com](mailto:help@hypack.com) to create a support ticket. Be on the look out for more information about this transition. We will try to make it as smooth as possible for our customers.

Please do not hesitate to contact us!