



## SERVICE BULLETIN

**To:** Hemisphere GNSS Dealers and End Users  
**From:** Hemisphere GNSS Technical Support  
**Date:** 11-13-17  
**Reference #:** SB111317-01

### *Change in Technical Support Procedures and Contacts*

#### *New Technical Support Portal*

In our continued effort to provide our Dealers and End Users with the best Customer Support, The Hemisphere GNSS Technical Support Team is introducing a few new processes which we believe will improve our communication and offer the best Customer experience.

Effective December 1, 2017 we will be launching the new Technical Support Portal. This portal will allow you to submit an SRO, RMA, or report any suspected Software/Firmware bugs and file an incident ticket with Tech Services for review. This site may be accessed via the HGNSS website Technical Support tab or by visiting the following link:

<https://hemisphere.atlassian.net/servicedesk/customer/portal/2>

The screenshot shows the Hemisphere GNSS Technical Support Portal. At the top, there is a navigation bar with the Hemisphere logo and the text "Technical Support" and "Hemisphere GNSS Technical Support". Below this, a message reads: "Using link below please complete the form to submit your request or questions." A sub-message states: "We are building a comprehensive knowledge base for you and hope to have this up very soon !!!". There is a search bar with the placeholder text "Find help articles and forms". Below the search bar, there are five service options, each with an icon and a description:

- Ask Tech support**  
Technical Support
- Request RMA**  
Return of unused Product
- Request SRO**  
Request SRO number from Technical Support
- Report a bug**  
Suspected Software or Firmware bug
- Subscriptions or Activations**  
Any questions or issues related to a product activation or subscription



The current [TechSupport@HGNS.com](mailto:TechSupport@HGNS.com) email will remain active however, this will be phased out by March 2018 and all request will need to be routed via the new portal.

The new Portal will enable us to have better visibility of your issues and tracking any product trends. We will also have a knowledge base you may access for any known issue, resolutions, Dealer News, Technical Service bulletins and Technical manuals. This knowledge base will continue to grow as the new portal is utilized.

Upon your first log in to the portal you will be asked to create an account.

### ***“Right Signature”***

Effective immediately we have implemented the use of the document control service called “RightSignature”. This service will be used for all Service related documents requiring approval and signatures. This may include repair quotes, request for onsite support and any agreements. You will be required to electronically sign prior to any repairs being made on your equipment or an agreement being effective.

### ***Updated Terms and Conditions***

Effective January 1, 2018 Hemisphere GNSS will release our updated Terms and Conditions covering Technical Support and Warranty terms. These updated terms will be posted at [www.HemisphereGNSS.com](http://www.HemisphereGNSS.com).

### ***FURTHER INFORMATION:***

If you have any questions, please contact Hemisphere GNSS Technical Service Department at +1 (480) 348-6380. For support via email, please contact [TechSupport@HGNS.com](mailto:TechSupport@HGNS.com)

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