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## Technical Support: How do I Get Support?

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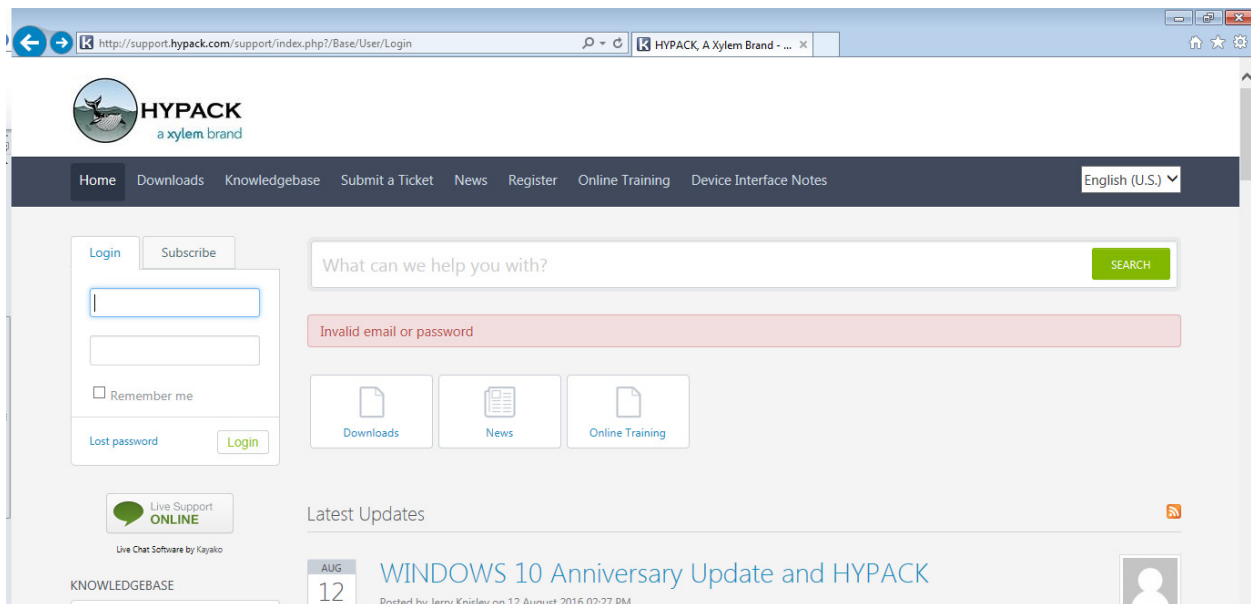
There are several ways to contact the Support Department at HYPACK:

**Email:** The first and easiest is to send an email to [Help@hypack.com](mailto:Help@hypack.com). This email will be spread amongst the department and entered automatically into a system that tracks the issues our customers are having.

**Phone:** The second method of requesting support is to call (860) 635-1500. This is usually the fastest way to request support. If you have a time-sensitive issue—something that you need answered immediately—please call us.

**Online Support Site:** The third and least-used method is to log into the Support system directly. When you go to the website at <http://support.hypack.com/support> there is a login option. If you do not have a login, there is an option to subscribe to support.

**FIGURE 1.** HYPACK Support Site



**Live Support:** The fourth method of asking for support is to navigate to the website, there is a button for LIVE SUPPORT. The Live Support option is used to chat with a support technician about a question. The support technicians will assist you with any questions you have, please understand that, if we cannot answer your question without more information or files, some questions may transition from online support to a more involved ticket.

**After Hours Support:** A new option for support is after hours support. In the past, there was a cell phone number that was discontinued due to lack of necessity. As a way to support our

customers after hours with critical issues, a new method has been set up. Call the office number, (860) 635-1500 and press 9 to be connected to the after hours on-call technician. Depending on the time of day, the technician may have to call you back. If you experience trouble using the after hours support option, please call during normal hours and ask for Jerry. I will investigate the issue, we are dedicated to making your support experience a pleasant one.