



User Guide // OnPOZ Technical Support Plans

# OnPOZ Technical Support Plans

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<b>1</b>	<b>Introduction</b>	<b>1</b>
<b>1.1</b>	<b>About the OnPOZ Technical Support Plans</b>	<b>1</b>
1.1.1	Benefits	1
1.1.2	Coverage and Renewal	1
1.1.3	Contact	1
<b>2</b>	<b>Registration Process</b>	<b>2</b>
<b>2.1</b>	<b>Registration Scenarios</b>	<b>2</b>
2.1.1	EZTag CE™ or EZField™ Licensed by PDA or hardware key	2
2.1.2	EZTag CE™ Licensed by SubX™ Receiver	2
2.1.3	EZSurv™	2
<b>3</b>	<b>Getting Technical Support</b>	<b>3</b>
<b>3.1</b>	<b>Submitting your Questions</b>	<b>3</b>
3.1.1	Submitting Data Files	3
<b>3.2</b>	<b>The OnPOZ Technical Support Area</b>	<b>3</b>
3.2.1	Login	3
3.2.2	Your Home Page	4
3.2.3	The Downloads Page	4
3.2.4	The Tools Page	5
3.2.5	The Base Stations Page	5
3.2.6	The Knowledge Base Page	5

# OnPOZ Technical Support Plans User Guide

## Chapter 1

# 1 Introduction

The **OnPOZ Technical Support Plans** are designed to help you get the most of your OnPOZ products. This user guide explains the support plans as well as how to register and track your support plans. It also discusses how to obtain technical support for your OnPOZ products.

## 1.1 About the OnPOZ Technical Support Plans

The following technical support plans are available:

- **GNSS Collector Plan.** This plan covers field software. This includes EZTag CE™ and EZField™.
- **GNSS Office Plan.** This plan covers the EZSurv™ software.

Additional products may be added over time to each of the plans, according to availability of new products. Some product may be discontinued over time as they are being replaced by new products offering better capabilities.

### 1.1.1 Benefits

Each plan entitles you to the following benefits for the products covered by the plan:

- Online access to the **OnPOZ Technical Support Area** for the latest downloads and information;
- Phone and email access to OnPOZ technical support representatives;
- Licenses for the latest software updates;

### 1.1.2 Coverage and Renewal

Each plan **covers a maximum of 25** software licenses covered by the plan. For instance a single GNSS Collector Plan is enough to cover 25 units that you may have.

Each plan is **free for the first year** following the purchase of a first software license covered by the plan. After the first year, you must renew the plan for the year to follow.

### 1.1.3 Contact

For more information about the OnPOZ Technical Support Plans, please contact OnPOZ sales at [OnPOZSales@effigis.com](mailto:OnPOZSales@effigis.com).

# OnPOZ Technical Support Plans User Guide

## Chapter 3

## 2 Registration Process

This chapter explains how to register your products in order to benefit from the first year of technical support. In any case you will have nothing or very little to do in order to register your products.

The status of your OnPOZ Technical Support Plans is always displayed on your Home page on the OnPOZ Technical Support Area. See Chapter 3 for details.

### 2.1 Registration Scenarios

#### 2.1.1 EZTag CE™ or EZField™ Licensed by PDA or hardware key

Registration to the **GNSS Collector Plan** is automatic for customers who obtained a license of EZTag CE™ or EZField™ for a specific PDA.

#### 2.1.2 EZTag CE™ Licensed by SubX™ Receiver

Registration to the **GNSS Collector Plan** is automatic for customers registering their SubX™ for use with the Windows Mobile version of EZTag CE™. The registration of the SubX™ receiver is described in the EZTag CE™ installation guide.

This applies to all ScoutPak™ packages.

#### 2.1.3 EZSurv™

Registration to the **GNSS Office Plan** is automatic for customers who obtained a license of EZSurv™.

## 3 Getting Technical Support

This chapter explains how to obtain the technical support benefits attached to your OnPOZ Technical Support Plans.

### 3.1 Submitting your Questions

You can submit your questions to the OnPOZ Technical Support Team either by email (preferred) or by phone.

- Email : [OnPOZSupport@effgis.com](mailto:OnPOZSupport@effgis.com) (preferred)
- Phone: 1 514 495 0018. This service is available from 9:00 a.m. to 5:00 p.m. EST (US and Canada)

When contacting us, please be ready to supply the following information:

- The name of your company;
- The type of computer that you are using;
- The software name and version for which you request assistance.
- The description of the issue that you want assistance with.

#### 3.1.1 Submitting Data Files

In some cases our Technical Support team may ask you to send some of your data files so we can best assist with your issues. All files should be submitted by email to [OnPOZSupport@effgis.com](mailto:OnPOZSupport@effgis.com).

Please make sure to include all files within a single **.ZIP** file before submitting it, and if possible include a **readme.txt** file with any relevant extra information.

### 3.2 The OnPOZ Technical Support Area

The following address lead to the **OnPOZ Technical Support Area** where you can get the latest information and downloads: <http://www.vgisolutions.com/OnPOZ/Support>

#### 3.2.1 Login

The OnPOZ Technical Support Area requires a login. To obtain your login information, please contact Sales at [OnPOZSales@effgis.com](mailto:OnPOZSales@effgis.com).

To login enter your user name and password then click **LOGIN**.

OnPOZ ONLINE SUPPORT PASS

USER NAME myname

PASSWORD .....

LOGIN

### 3.2.2 Your Home Page

This is your home page where you will see the status of your OnPOZ Technical Support Plans.

The screenshot shows the 'OnPOZ Technical Support Area' home page. At the top left is the OnPOZ logo with the tagline 'Precision Positioning'. To the right, it says 'Welcome [username]' and 'Logout'. Below the logo is a navigation bar with links for 'Home', 'Downloads', 'Tools', 'Base Stations', and 'Knowledge Base'. The main content area is divided into two columns. The left column has a 'CONTACTS' section with 'Technical Support' and 'Email' information. The right column has an 'OnPOZ Technical Support' section with a welcome message and an 'About your Technical Support Plan' section. Below this is a table titled 'OnPOZ Technical Support Plans' with columns for 'Plan', 'Status', and 'Expiration'. The table lists two plans: 'GNSS Office Plan' and 'GNSS Collector Plan', both with a status of 'Active' and an expiration date of '04/30/2012'. At the bottom of the page is a footer with the same navigation bar and copyright information: '© 2012-2012 Effigis. All rights reserved.'

### 3.2.3 The Downloads Page

This page gives you access to downloads available for your OnPOZ Technical Support Plans. All downloads relevant to your support plans are accessible from this page.

The screenshot shows the 'OnPOZ Technical Support Area' Downloads page. The layout is similar to the home page, with the OnPOZ logo and navigation bar at the top. The main content area is divided into two columns. The left column lists various products and services: 'GNSS Driver for ArcPad', 'GNSS Mobile Services', 'EZTag CE™', 'EZField™', 'EZSurv™', 'SubX™', and 'Others'. The right column is titled 'Download Center' and features a globe icon with a yellow arrow pointing down. Below the icon, it states: 'This section contains the latest products, services releases and documentation downloads. Select your product on the left to access the download page for this product. Please contact us at [OnPOZSupport@effigis.com](mailto:OnPOZSupport@effigis.com) if you cannot find the download that you are looking for.' It also includes a note about Microsoft .NET Framework 3.5 Service Pack 1. At the bottom of the page is a footer with the same navigation bar and copyright information: '© 2012-2012 Effigis. All rights reserved.'

### 3.2.4 The Tools Page

This page gives you access to a set of useful tools.



### 3.2.5 The Base Stations Page

This page gives you access to the position of all base stations for all providers currently supported by OnPOZ.



### 3.2.6 The Knowledge Base Page

This page gives you access to technical articles about the OnPOZ Products.



The screenshot shows the OnPOZ Technical Support Area Knowledge Base interface. At the top, there is a navigation bar with the OnPOZ logo (Precision Positioning) and the text "Technical Support Area". To the right of the logo, it says "Welcome" and "Logout". Below the navigation bar, there are links for "Home", "Downloads", "Tools", "Base Stations", and "Knowledge Base".

The main content area is titled "Home" and contains several sections:

- OnPOZ Knowledge Base**: A section with four icons and descriptions:
  - Knowledge Base**: Browse our categorized collection of articles.
  - Search**: Search content, comments & attachments.
  - Tags**: Quickly discover content of interest.
  - Glossary**: Listing of common keywords and there meaning.
- Quick Search**: A search box with the text "Search by keywords or phrase:" and a "Keywords..." input field. Below it are "Advanced Search" and "Search" buttons.
- Popular Tags**: A section that says "No tags found." and has an "All Tags" link.
- Latest Additions**: A table listing recent articles.

Title	Last Modified
<a href="#">Guidelines for using and interpreting results from EZSurv's...</a> Created 2010-07-21 by OnPOZSupport	2010-07-21
<a href="#">Uninstalling OnPOZ applications from a mobile device</a> Created 2010-04-02 by OnPOZSupport	2010-04-02
<a href="#">Customizing a Geoid Model for EZSurv ★★★★★</a> Created 2010-02-19 by OnPOZSupport	2010-03-02
<a href="#">Antenna Verification</a> Created 2008-12-15 by OnPOZSupport	2010-02-19
<a href="#">Release 2.70</a> Created 2009-11-17 by OnPOZSupport	2009-11-18

At the bottom of the page, there is a footer with the text: "Powered By InstantKB.NET v2.0.0 BCL © 2012 Execution: 0,047. 13 queries. Compression Disabled." Below the footer, there is another navigation bar with links for "Home", "Downloads", "Tools", "Base Stations", and "Knowledge Base".



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**OnPOZ4**  
Precision Positioning