



Technical Support Plans

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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.

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Chapter 2

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 by receiver s/n

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

2.1.2 EZTag CE™ Licensed by PC code

Registration to the **GNSS Collector Plan** is automatic for customers who obtained a license of EZTag CE™ for a specific Windows PC. The registration of the SubX™ receiver is described in the EZTag CE™ installation guide.

2.1.3 EZSurv®

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

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User Guide

Chapter 3

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@effigis.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@effigis.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.onpoz.com/Support/>

3.2.1 Login

The OnPOZ Technical Support Area requires a login. To obtain your login information, please contact Sales at OnPOZSales@effigis.com.

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



3.2.2 Your Home Page

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

OnPOZ Technical Support Area Welcome: [Help](#) [Logout](#)

CONTACTS
Technical Support
P 1-514-495-0018
F 1-514-495-4191

This service is available from 9:00 a.m. to 5:00 p.m. EST (US and Canada). After 5:00 p.m. please leave a short message to our technical support, including your coordinates and a summary of your question. We will return your call within the next business day.

Email
E-mail information requests can be sent to [Technical Support](#).

If you include data with your "Request for Information", please compress them with an appropriate application such as [WinZip](#) and attach the compressed file to your e-mail.

OnPOZ Technical Support Plans

Plan	Status	Expiration
GNSS Office Plan	Active	April 30, 2014
GNSS Collector Plan	Active	August 31, 2013

Home Downloads Tools Base Stations

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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.

OnPOZ Technical Support Area Welcome: [Help](#) [Logout](#)

Home Downloads Tools Base Stations

GNSS Driver for Android
GNSS Control Panel
EZ Tag CE™
EZField™
EZSurv™
SubX™
Others

Download Center

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 if you cannot find the download that you are looking for.

If Microsoft .NET Framework 3.5 Service Pack 1 is not already installed on the target computer and this computer is not connected to the Internet, you will need to download the standalone package available here: [Microsoft .NET Framework 3.5 Service Pack 1](#)

Home Downloads Tools Base Stations

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3.2.4 The Tools Page

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

Technical Support Area Welcome - [User Name] Logout

Home Downloads Tools Base Stations

Required Tools
In order to operate the OnPOZ software products you must download and install the following tools from their respective providers. Please click the icon on the left and follow the provider's instructions about downloading and installing all the required software.

Microsoft Mobile
Microsoft synchronization tools. A free synchronization tool from Microsoft is required to operate EZTag CE™, EZField™, GNSS Control Panel or GNSS Driver for Android on your desktop PC and in order to transfer program and data files on your Windows Mobile devices from your desktop computer. For Windows XP, please install ActiveSync 4.5. For Windows Vista, Windows 7 or Windows 8, please install the latest Windows Mobile Device Center. Use this link to open the Microsoft Download Center, write "ActiveSync" or "Windows Mobile Device Center" in the Search Download Center field. Download and install the appropriate version.

Adobe Reader
Adobe Reader. The free Adobe Reader is required to read the documentation provided with OnPOZ products.

Microsoft .NET
Microsoft .NET Framework 4. This Framework is required to execute OnPOZ components on desktop.

Optional Tools
The following additional tools may be needed for some applications. Please click the icon on the left and follow the provider's instructions about downloading and installing all the required software.

Google Earth
Google Earth is required to view files exported in the KMZ format generated by Export Features.

Free Advisory Unit ECW Compressor
The Free Advisory Unit ECW Compressor is a simple application for compressing images into ECW format. ECW images can be used in EZTag CE™.

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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.

Technical Support Area Welcome - [User Name] Logout

Home Downloads Tools Base Stations

Select a provider: America - Continuously Operating Reference Stations (CORS/2010)

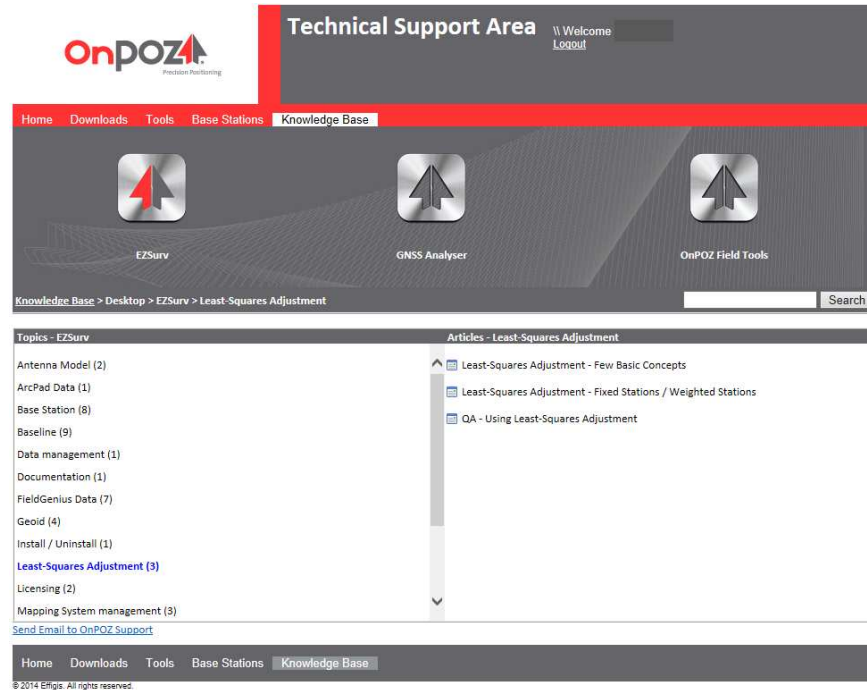
Area	Provider Name	Region	Web Site	Number of stations	Reference Datum	Registration	Contact	EZSurv Version	Comment
America	Continuously Operating Reference Stations (CORS/2010)	United States of America	http://eodessy.noaa.gov/CORS/	1886	NAD83 - National Spatial Reference System (USA)	Not Required	-	2.89 and over	-
gaae	Augusta, Georgia, USA	Georgia, USA		1	NAD83	Not Required		2.89 and over	
ga00	Way County, Nevada, USA	Nevada, USA		1	NAD83	Not Required		2.89 and over	
ga01	Brunswick, Georgia, USA	Georgia, USA		1	NAD83	Not Required		2.89 and over	
ga02	Braserton, Georgia, USA	Georgia, USA		1	NAD83	Not Required		2.89 and over	
ga03	Blue Ridge, Georgia, USA	Georgia, USA		1	NAD83	Not Required		2.89 and over	
ga04	Breakey, Georgia, USA	Georgia, USA		1	NAD83	Not Required		2.89 and over	
ga05	Brents, Georgia, USA	Georgia, USA		1	NAD83	Not Required		2.89 and over	
ga06	Cochran, Georgia, USA	Georgia, USA		1	NAD83	Not Required		2.89 and over	
ga07	Cumming, Georgia, USA	Georgia, USA		1	NAD83	Not Required		2.89 and over	
ga08	Durham, Georgia, USA	Georgia, USA		1	NAD83	Not Required		2.89 and over	
ga09	Elkton, Maryland, USA	Maryland, USA		1	NAD83	Not Required		2.89 and over	
ga10	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga11	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga12	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga13	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga14	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga15	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga16	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga17	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
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ga34	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
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ga80	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
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ga85	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga86	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
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ga91	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga92	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga93	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga94	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga95	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga96	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga97	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga98	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga99	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	
ga100	Elkton, Ohio, USA	Ohio, USA		1	NAD83	Not Required		2.89 and over	

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3.2.6 The Knowledge Base Page

This page gives you access to a set of useful articles. Many articles relevant to your applications are accessible from this page.





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