

# Hiperwall Software Support

Hiperwall Support is provided based on a valid Software Maintenance Agreement as described in Software Maintenance Agreement Policy based on the Hiperwall EULA offering a limited warranty.

## SHARP NEC Display Solutions Europe GmbH (SNDS-E)

### SNDS-E Hiperwall Helpdesk

Tel. +49 (0)8999 699 611

Email: [hiperwall-support@sharpnec-displays.eu](mailto:hiperwall-support@sharpnec-displays.eu)

## SHARP NEC Display Solutions Europe centralised helpdesk for Hiperwall

- Is available in **English** and **German** language.
- Located in Germany (CET/CEST)
- Hours of operation are:  
**Monday to Friday** between **08h00 - 18h00 GMT** with the exception of German public holidays.
- Outside the operating hours an answering machine is available. Contact will be made the next working day.
- Alternatively contact can be made via email.

### 1. CONSENSUS OF SUPPORT

The Hiperwall Software Maintenance entitles customers to phone technical support during business hours and to access the current version and updates as well as email support for HIPERWALL software free of charge, as outlined in the Hiperwall Software Maintenance Information.

Please get in contact with SNDS-E Hiperwall Helpdesk for the document.

### 2. CUSTOMER AND SYSTEM IDENTIFICATION

Please send the following customer details to [hiperwall-support@sharpnec-displays.eu](mailto:hiperwall-support@sharpnec-displays.eu):

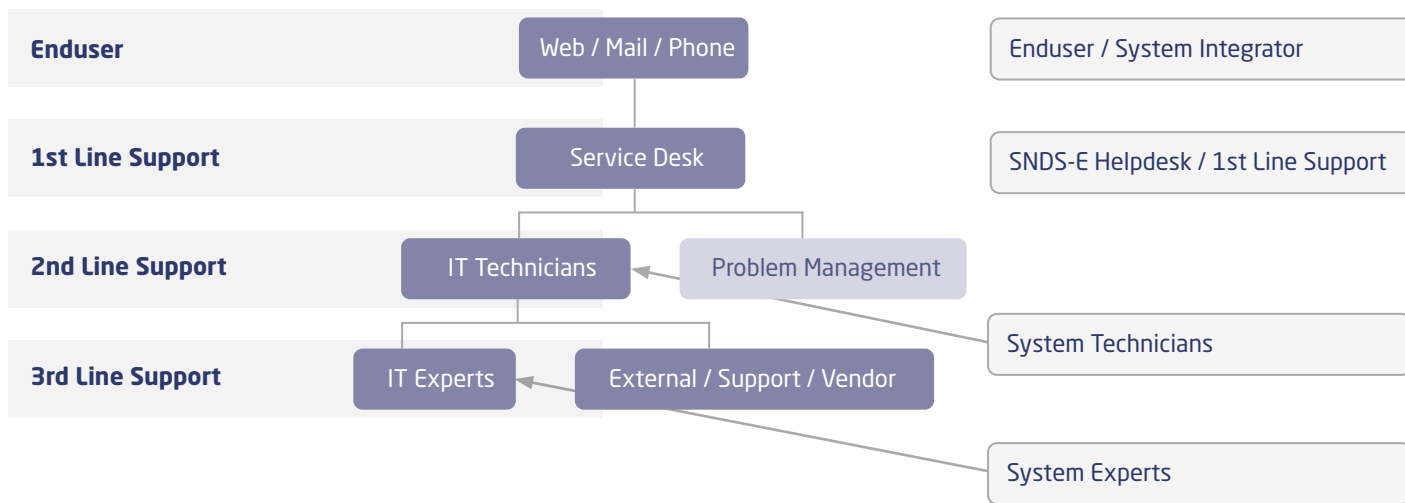
- **License Manifest mandatory (\*1)**
- **Hiperwall end customer and project information (\*2)**
- Accessibility to system – onsite or remote
- Name
- Function
- Company
- Address
- Telephone and Mobile
- Email address
- Further information upon demand
- System and network schematics to aid discussion if applicable

When contacting the Helpdesk, the customer should be prepared to provide a **detailed fault description**, as described in the current **“Standard Diagnostic Questions Document” (\*3)**.

The Helpdesk can support you providing the necessary information. The Helpdesk Team will record the claim and communicate with the customer.

Possible required fixes will be identified and forwarded for the attention of the manufacturer.

### 3. SERVICE LEVEL STRUCTURE



#### Level 0: Enduser / System Integrator

The Integrator is the first contact for the End Customer and is responsible for the immediate identification and clarification of the problem with the help of the user manual and system notes. If the problem is not solved, basic information on the service case from the CUSTOMER AND SYSTEM IDENTIFICATION for Level 1 is recorded (fault report).

This information has to be forwarded to the Level 1: SNDS-E Helpdesk.

#### Level 1: SNDS-E Helpdesk / 1st line support

The level 1 support agent registers and classifies incoming fault reports and attempts to solve the problem immediately in order to restore the defined operating status of the system.

If this is not possible, he forwards the fault to special processing groups in level 2 support and helps the customer to gather all necessary information of the “Standard Diagnostic Questions document” (\*3) which is required for further investigation.

The level 1 support also processes service requests and regularly informs the users about the processing status of the incidents.

Opening hours of Level 1 support and contact details are available on the first page of this document and on the SNDS-E website for all regions.

#### Level 2: System Technician Support

The level 2 support agent takes over fault reports from level 1 support which could not be solved. He identifies the root cause of the issue and tries to simulate the customer system and to reproduce the issue.

If necessary, he will request support from level 3 support.

The aim is to restore the defined operating status of the system. Regular status updates will be provided.

#### Level 3: System Expert Support

The processor in level 3 support is involved by level 2 support if this is necessary to eliminate faults and bugs, and exclusively communicates with level 2 support.

Level 3 will provide a solution for the issue or provide a patch.

## 4. APPENDIX

### (\*1) License Manifest

Depending on whether the customer is using the Hard disk or a USB Stick for the license registration, the license manifest is located on different paths on the main controller (on FT Systems also on the shadow controller and the HiperFailSafe PC).

#### USB Drive:

- Locate the letter of your Hiperwall USB-dongle
- The License Manifest will be stored in the root folder of that USB-stick

#### Hard Drive:

- Locate the Hard drive which the customer is using for the license (most likely c:)
- The License Manifest is stored in a folder called 'Hiperwall License' on the root folder of that hard drive

### (\*2) Hiperwall End Customer and Project Information

Start Hiperwall and copy the first lines of the messages tab (up to initialized HiperOperator Interface). This includes most of the needed information. Additionally, copy the information of the status tab (or make a screenshot of it).

### (\*3) Standard Diagnostic Questions Document

The Helpdesk will send you the standard diagnostic questions information upon request. Furthermore, they can support you to add all necessary information to it.

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