

Name:

For technical support, contact:

Organization:

Meagan Polino @ 435-757-7201

Date:

Kenny DeMeurichy @ 435-363-5375

Total Station Serial Number:

Raw job files associated during issues (please list file names and attach actual job files):

Specifically describe the issue(s) presented:

Describe the conditions under which the aforementioned occurred (i.e. environment, weather, scenario being attempted within software upon occurrence (which screen), distance shooting, how often during survey it occurred or whether it has occurred previously using this same machine, etc.):

Has this issue occurred using the same Total Station before?

Describe the action or scenario you were attempting in the software when this issue occurred (i.e. backsighting, on backsight screen, on sideshot screen trying to shoot a point):

Describe all actions taken in efforts to remedy the problem:

What was the outcome of each implemented remedy effort?

Was a different total station tested under the exact same conditions? If so, did you obtain different results?

Approximately how much time was lost due to these problematic issue(s)?

Was technical support sought out during or after problem(s) occurred? Who was contacted and what help did they offer?

Other comments/ questions?