

Customer Support

At Wireless Seismic, we strive to provide our clients with a comprehensive support infrastructure so that you can maximize the long-term benefits from your investments in our seismic recording systems. Our goal is to deliver high-quality and timely support services to our customers through direct personal assistance with one of our support experts.

Customer Training

Wireless Seismic has developed a comprehensive training program to ensure that customers are properly trained in the effective use of our acquisition systems so that they can take full advantage of our state-of-the-art technology. Personalized training is available in the field, as well as in a classroom setting, depending on the customer's preference, to educate crew personnel on the features and capabilities of our system. User-friendly reference materials are provided to support your knowledge. Additionally, our training team will carefully customize your training requirements to your needs, experience level, and use of the technology.

Software Maintenance Program

Wireless Seismic's Software Maintenance Program is a subscription service that delivers periodic updates to customers of the RT System 2 embedded and central software subsystems. Keeping your technology investment updated with the latest versions of the system software will reduce system downtime and increase overall field productivity, as well as simplifying your maintenance and support budgeting process with predictable annual program fees.

Our Software Maintenance Program is a very cost-effective way to protect your software investment and to make sure you are always prepared to get the job done. Each release is a balanced combination of adding new system features and correcting bugs and known limitations in the system. Customers should subscribe to the Wireless Seismic software maintenance program when the initial software warranty nears expiration.

The performance of your field operations depends on well-maintained hardware and software. The total cost of system ownership is partly a function of equipment upgrade costs; it also includes the indirect costs associated with your staff's productivity and performance. If your system software is not routinely updated, you run the risk of requiring an emergency procurement of a new release when a project becomes critical, or you may not have the latest capability required to complete your project.

Wireless Seismic's Software Maintenance Program is a comprehensive annual program that includes technical support, software updates, and many other advantages including:

- guaranteed response time to all inquiries within 24 hours
- product application advice from knowledgeable support engineers
- reduced downtime as software questions are answered promptly, professionally, and thoroughly

Program Benefits

- 24/7 technical phone support provided by a dedicated, knowledgeable team of experts
- Fast access to software updates and bug fixes
- Unrestricted access to our product documentation and online resources including:
 - » Release Notes
 - » Product Manuals
 - » Troubleshooting Guides
 - » Specification Sheets
 - » FAQs
- Create new cases, queries, log notes or change severity of existing cases, add or download attachments to cases, and close cases
- Request RMA's (Repair Material Authorization) and check on equipment status
- View the list of your installed products and support information, request upgrades, and download the latest software

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All specifications are subject to change without prior notice.