

Customer Service Top 10 Questions

And some answers

Presentation Contents/Agenda

- 10 common customer questions and requests
 - Self help information and where to find it
 - Information required to expedite requests

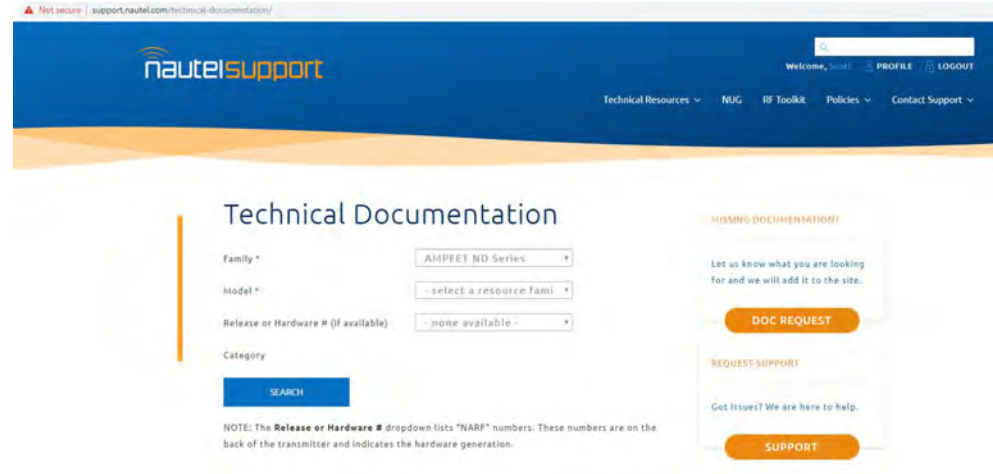
Customer service question # 10



Where is my manual??

Customer service question # 10

- www.nautel.com
 - Go to support/NUG
 - Technical documentation
 - Must be logged in (NUG)
- Transmitters now shipping with USB manuals (hardcopy is optional)



Customer service Question # 9

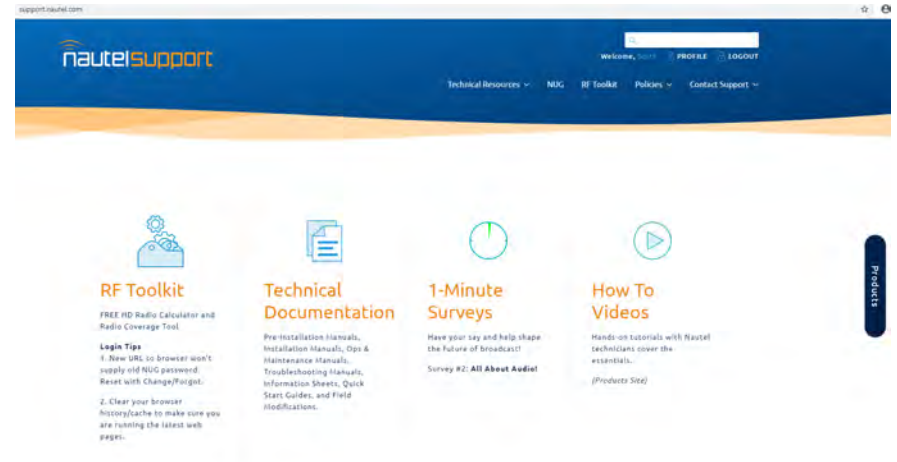
Pre Install and Installation Questions:

- What size breaker?
- Where to connect Audio?
- Remote connections?
- Airconditioning requirements



Customer service Question # 9

- www.nautel.com
 - Go to support/NUG
 - How to videos
 - VS Unboxing & setup
 - VS installation overview
- Installation and preinstallation manuals



Customer service Question 8

Quote requests

Request A Quote

Customer service Question 8

Provide the following information:

- Nautel part number and quantity required
- Where is it going and who is paying?
 - Shipping and account (billing) information, email address for quote and invoice.
- How urgent is the quote?
 - Off air, reduced power or Spare?
 - Priority given to off air

Customer service Question 8

Tax exempt?

- As of April 1st Nautel will be charging applicable sales tax to US customer orders
- Result of US supreme Court decision (South Dakota v Wayfair)
- Provide a current valid “tax exemption for each “ship to” state location (or taxes will be added)

Customer service Question 8

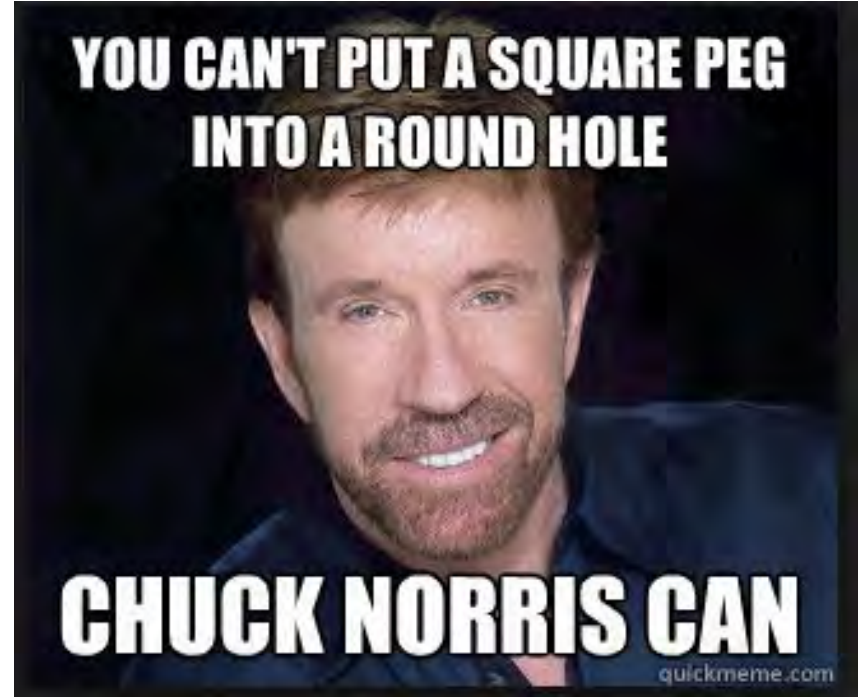
Important information to provide

- Transmitter type and serial number
- Transmitter software version

Why is this important ????

Customer service Question 8

- Review of original transmitter work order
- Verify correct part version
- Many assemblies require software



Customer service Question # 7

How do I setup a preset?

The screenshot displays the Nautel radio control interface. At the top, it shows the date and time (Thu Mar 28 2019, 09:46:02) and the transmitter status (0 W, Scheduler: Off). The transmitter settings include a frequency of 98.10 MHz and a mode of FM. The exciter settings show an active exciter (Internal) and an FM modulation level of 8.990%.

The main section is titled "Presets : Current Settings" and contains a table with the following columns: General, Main Audio, SCA, RDS, and Other Settings. The table lists the current settings for a preset named "Current Settings":

General	Main Audio	SCA	RDS	Other Settings
Preset Name	Current Settings			
Output Power	50.00	W		
Frequency	98.10	MHz		
Mode	FM			

At the bottom of the interface, there are buttons for "RF On", "RF Off", "Menu", "Status", "Logs", "Reset", and "Log Out". The status bar also indicates "Logged in as: Nautel".

Customer service Question # 7

- www.nautel.com
 - Go to support/NUG
 - How to videos
 - Making changes to Preset
 - Operations manual



Customer service Question # 6

Repairs



Customer service Question # 6

Provide the following information:

- Nautel part number to be returned
- Transmitter type and serial number
- Transmitter software version
- Detailed description of the failure
 - Alarms
 - Is the issue intermittent?
 - How does the fault affect the transmitter (reduced power)?

Customer service Question # 6

- Nautel will provide RMA and ship to address.
- Repair Schedule:
 - 14 days for current production
 - 30 days for non current production
 - 90 days for legacy (out of production for more than 5 years)

Customer service Question # 6

- Pack the Unit properly
 - Install shipping hardware
 - Static sensitive assemblies in a static bag
 - Ample padding in box
 - Cardboard is not always sufficient.



Customer service Question # 5

Parts order



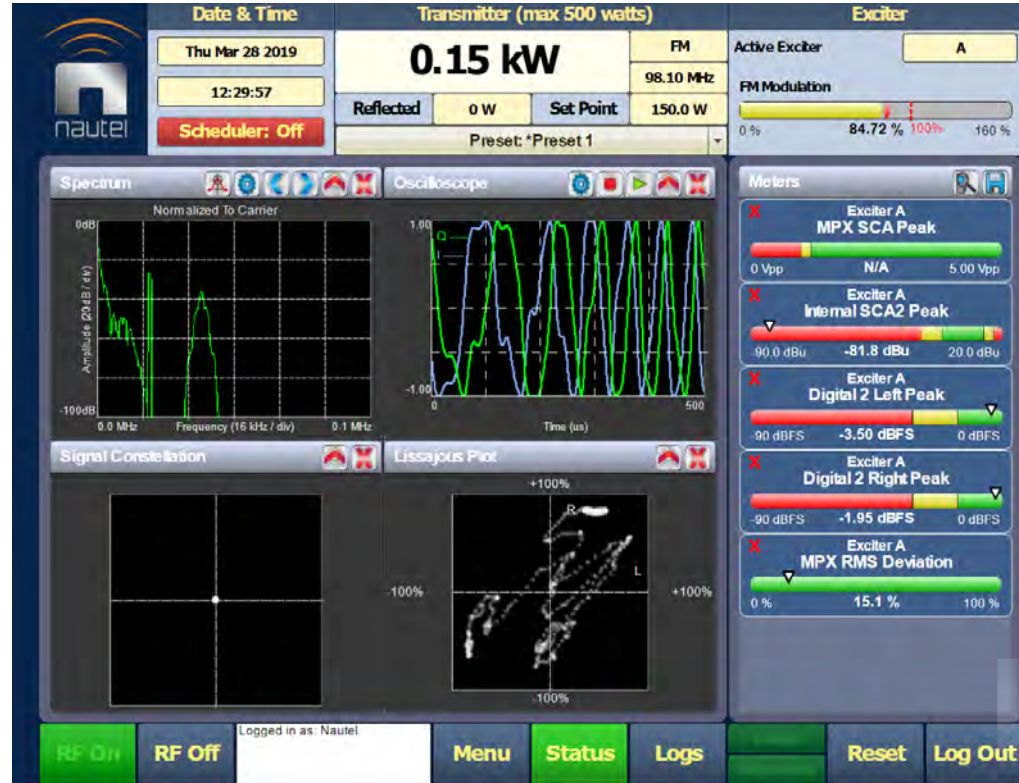
Customer service Question # 5

Information required same as a quote with additional information required:

- Shipping (over night, 2 day, ground)
- Payment (PO, credit card)
- Exchange orders require failure information
- Don't forget tax exempt certificate

Customer service Question # 4

Operating the AUI

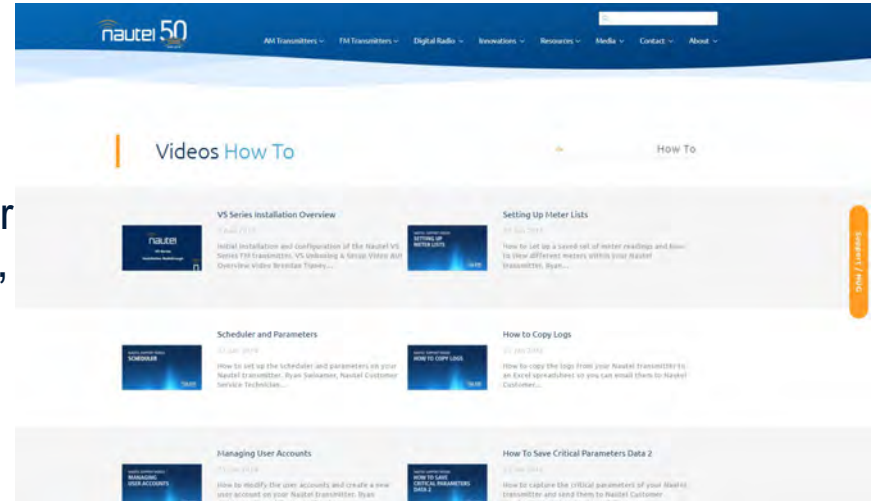


Customer service Question # 4

- WWW.Nautel.com

- Go to support/NUG
- How to videos

Scheduler, how to copy logs, managing user accounts, critical parameters, backup audio, delete preset, AUI instrumentation, etc



Customer service Question # 3

Maintenance



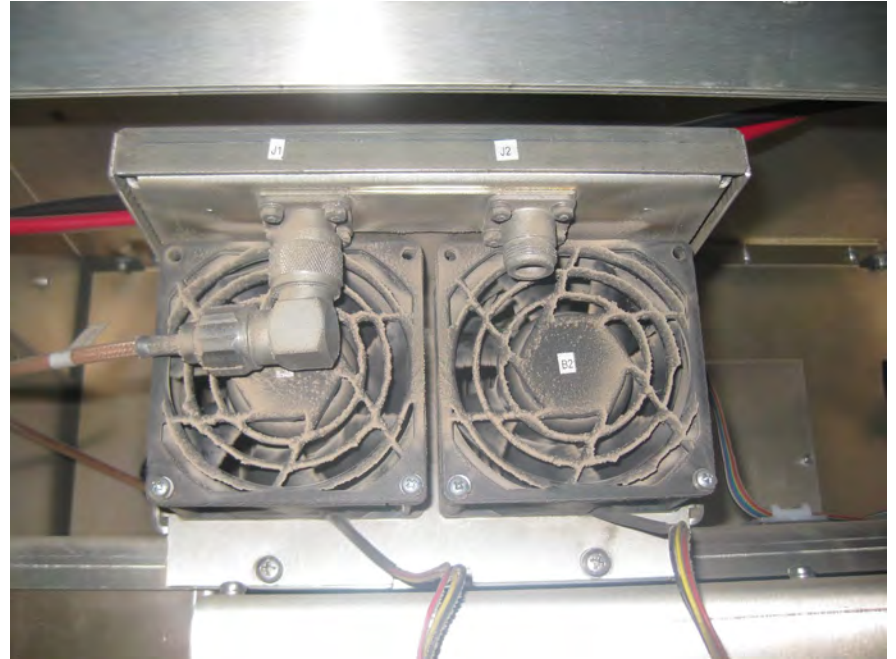
Customer service Question # 3

- Visual inspection for burnt/damaged/stressed parts



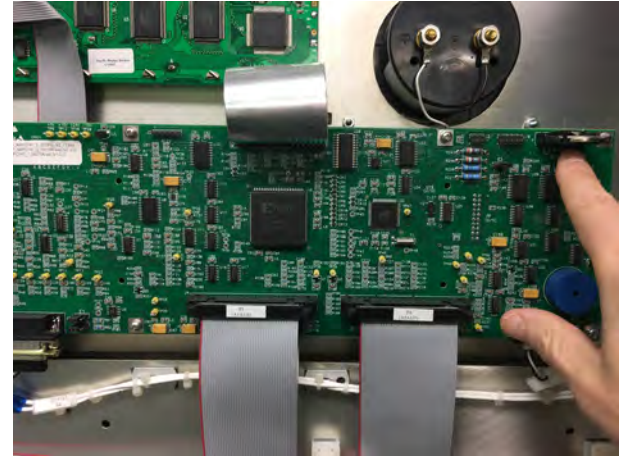
Customer service Question # 3

- Keep equipment clean



Customer service Question # 3

- Replace batteries with AC power ON



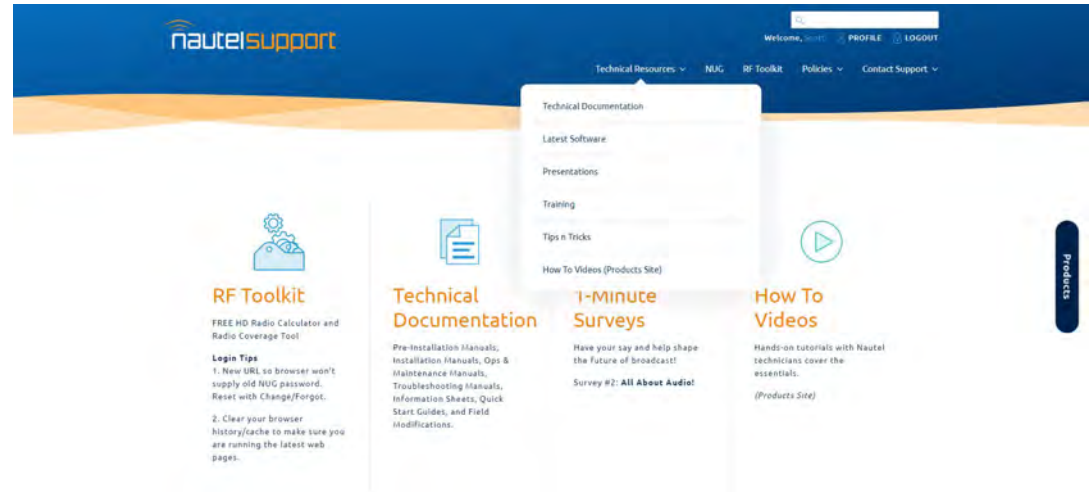
Customer service Question # 2

Software Upgrade

The screenshot displays the Nautel transmitter control interface. At the top, it shows the Date & Time (Thu Mar 28 2019, 13:51:59), Transmitter status (0 W, Reflected 0 W, Set Point 8.0 W, Preset: Playlist 98.1), and Exciter settings (Active Exciter: Internal, FM Modulation: 85.47%). The main section is titled "System Settings" and contains a "Reboot" menu with options: Upgrade Software, Audio Input Calibration, Spectrum/Eff. Optimizer, Exciter TCXO, and FM Polarity. The "Upgrade Software" section shows the current version (4.4.0.36) and the last update (09:25:24 Tue Feb 18 2020). It lists two upgrade files: /nautel/firmware/vs.4.4.0.36.tgz and /nautel/firmware/vs.5.2.1.6.tgz. The interface includes buttons for "Start Upgrade" and "Manage Files". The bottom status bar shows "RF On" (red), "Logged in as: Nautel", and navigation buttons for "Menu", "Status", "Logs", "Reset", and "Log Out".

Customer service Question # 2

- WWW.Nautel.com
 - Go to support/NUG
 - Technical resources
 - Latest software



Customer service Question # 2

- WWW.Nautel.com
 - Go to support/NUG
 - Technical resources
 - Latest software

Technical Resources ▾ NUG RF Toolkit Policies ▾ Contact Support ▾

Latest Software

CV Series 4.4.1
[Release Notes](#)
[Software downloads \(FTP\)](#)

NV Series 4.4
[Release Notes](#)
[Software downloads \(FTP\)](#)

NV1T Series 4.6.1
[Release Notes](#)
[Software downloads \(FTP\)](#)

VS Series 5.2
Anyone with software previous to 2.1.3 is recommended to install this software update to avoid the possibility of a memory leak error rendering the control PWB inoperable.
[Release Notes](#)
[Software downloads \(FTP\)](#)

NX Series 4.9.1
[Release Notes](#)
[Software downloads \(FTP\)](#)

HD Multicast+ IPR/XPR Software 1.1
[Release Notes](#)
[Software downloads \(FTP\)](#)

Technical Documentation (manuals, guides, etc.)

CAN'T FIND A DOCUMENT?

Let us know, so we can add it to the site.

DOC REQUEST

REQUEST SUPPORT

We are here to help

SUPPORT

Products

Customer service Question # 2

- Changing Platform (3.X to 4.X) requires OS recovery or flash card image

← → ↻ ⓘ Not-secure | ftp://www3.nautel.com/NV_Series/NV_Software_Ver4.4/

Index of /NV_Series/NV_Software_Ver4.4/

 [\[parent directory\]](#)

	Name	Size	Date Modified
	Handbook/		8/22/18, 9:00:00 PM
	IS13004B - NV and NX Series - Burning Compact Flash Card_iss 1.0.pdf	440 kB	5/7/18, 9:00:00 PM
	IS13006A - NV Series Software Upgrade_iss 1.0.pdf	116 kB	8/15/18, 9:00:00 PM
	IS18005 - Update BIOS Boot Option When Changing Compact Flash Card_iss1.0.pdf	123 kB	9/23/18, 9:00:00 PM
	Local-remote Functionality.pdf	58.8 kB	3/11/18, 9:00:00 PM
	NV SW 4.4 Release Notes.pdf	426 kB	12/5/16, 8:00:00 PM
	NV_4.4_CF-img.zip	754 MB	12/7/16, 8:00:00 PM
	NV_SW Upgrade 4-x to 4-x.pdf	127 kB	12/5/16, 8:00:00 PM
	nv.4.4.0.12.tgz	21.2 MB	12/5/16, 8:00:00 PM

Customer service Question # 2



- LED indicators, are they helpful?

In the beginning...
There were lights



Then there was Status

- LED provides general indication (fault)
- Status provides failure (High SWR, Interlock open, etc)



Device	Alarm	Level
Exciter	Modulation Loss	▲
Exciter	SRC1 Unlock	▲
Exciter	AES Digital 1 Audio Low	▲
Exciter	Audio Processor Offline	▲

Thank You

