

HEPOS USER SUPPORT SERVICES

The HEPOS user support services aim to provide technical support to the users of the system on issues related to the connection to the Control Center during the use of real-time and post-processing services.

The user support services are provided by the HEPOS operators who, at any moment, can check if the user is connected to the system, the kind of service he uses, if his access to the system is enabled etc.

The user support services are provided:

- During **working days from Monday to Friday, from 09:00 to 16:00**, through the telephone numbers: **210-6505834 and 210-6505855**.
- Via the e-mail address **hepos_support@ktimatologio.gr**. The subject of the e-mail must begin with the "registration number" of the user, in order to process the registered users' messages with priority. The "registration number" is printed on the "Access to the HEPOS services" letter which is sent to the user upon the activation of his access to the system.

The HEPOS user support services are provided only to registered users of the system.

It is pointed out that, for using the services of a GPS network, the user's equipment must be configured in a way that depends on the manufacturer of the GPS receiver, the model of the receiver and the firmware running in the receiver or the controller. It also depends on the model of the cellular modem device that will be used for the connection to the Control Center of HEPOS. Due to the abundance of models of GPS receivers and cellular modem devices, the user himself must be able to make all the necessary settings in his equipment. Such information cannot be provided through the user support services. Also, there will be no provision of information that is already available in the detailed documents of the page "Usage instructions" of the HEPOS website (www.hepos.gr).