OMNICOMM

FAQ

Frequently Asked Questions
20.02.2025

Contents

FAQ

Contacting Omnicomm Technical Support

When sending a request to Omnicomm Technical Support, please provide the following information, depending on the product:

1. Omnicomm Online username

2. Terminal ID(s)

3. The built-in FW version of the terminal/sensor/display/indicator

4. Software versions of products for which the problem occurs (Omnicomm Online, Omnicomm Configurator, Remote Configuration Server)

5. The exact date and time when the problem arose

6. Time zone

7. Problem description: discrepancy between the expected result and the actual result (expected/actual results)

9. Client's browser and OS versions

10. Photos of the installation location/Screenshots/Downloaded report

Issues with Reporting in Omnicomm Online

1. Omnicomm Online username

2. Terminal ID

3. Report name

4. The exact date and time when the problem arose

5. Time zone

6. Problem description: discrepancy between the expected result and the actual result (expected/actual results)

7. Client's browser and OS versions

8. Screenshot of the report highlighting the problem section

9. The downloaded report

Terminal Operation Issues

1. Terminal ID

2. Terminal's version of the built-in FW

3. Problem description: discrepancy between the expected result and the actual result (expected/actual results)

4. Photo of terminal's installation location

Additionally, if the terminal issue appears in the Omnicomm Online report:

5. Omnicomm Online username

6. The exact date and time when the problem arose

7. Time zone

8. Screenshot of the report highlighting the problem section

LLS Sensor Operation Issues

1. Sensor ID

2. Sensor's version of the built-in FW

3. Problem description: discrepancy between the expected result and the actual result (expected/actual results)

4. Photo of sensor's installation location

Additionally, if the sensor issue appears in the Omnicomm Online report:

5. Omnicomm Online username

6. ID of the terminal to which the sensor is connected

7. Serial number of the sensor connected to the terminal

8. The exact date and time when the problem arose

9. Time zone

10. Screenshot of the report highlighting the problem section

Issue with Multiple Products Working Together

1. Omnicomm Online username

2. Terminal name and ID

Contacting Omnicomm Technical Support

3. Sensor name and ID

4. Terminal's version of the built-in FW

5. Sensor's version of the built-in FW

6. Software versions of the products for which the problem occurs

7. The downloaded report and its name

8. The exact date and time when the problem arose

9. Time zone

10. Problem description: discrepancy between the expected result and the actual result (expected/actual results)

11. Client's browser and OS versions

12. Photo of the equipment's installation location

13. Screenshot of the report highlighting the problem section

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