Ouster Technical Support

Quick Start Guide for all Ouster Sensors

Ouster

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1 Introduction

Welcome to the Ouster Customer Support Portal. This guide is designed to assist you in navigating the portal, submitting support tickets, and utilizing its key features. The portal serves as a centralized hub for all your support-related needs, providing an efficient and streamlined experience.

Through the Customer Support Portal, you can:

- Easily Create Support Tickets: Submit questions, technical issues, or service requests with just a few clicks. Our guided ticket creation process ensures that you provide all the necessary details to help us address your needs promptly.
- Track Ticket Status in Real-Time: Monitor the status of your tickets throughout the entire lifecycle—from submission to resolution. Stay updated on the progress of your requests as our support team works to resolve them.
- Access a Knowledge Base of Resources: Browse a comprehensive collection of troubleshooting guides, solutions, and helpful articles that may assist you in resolving common issues independently.

\rm Note

Knowledge Base is currently being populated and will have more information added every month.



Figure 1: Ouster Service Portal

2 Getting Started

2.1 Ouster Support Portal

- 1. Open any browser such as Chrome, Firefox, Or Edge and navigate to the Ouster Support Portal.
- 2. Please proceed to login if you are an existing member, or if you are an Ouster employee please click login here.



3. If you are not a member, please click Not a member and fill out the required fields as shown in the image below such as First name, Last name and Company etc.

🛕 Warning

Using a personal email account will result in delayed portal access as Ouster admin will have to review and approve this account. Ouster recommends usage of work email address.

- 4. Once all the fields are filled out, please click <u>submit</u>. User will be directed to a verification page, a verification code will be sent out to the registered email address. User can then enter the verification code and click <u>Submit</u> again.
- 5. **You're all set!** Once logged in, you'll be directed to Ouster Support Dashboard which can be categorized into 2 sections based on figure 4:
 - 1: Create a case, My Cases (list of all open cases) and User Forum.
 - 2: Knowledge base, related articles based on product type.

OUSTER Home Create a New Case	My Cases User Forum		Q sach. A D
	Welcome	to Ouster Customer Support	
Create a New Case	My Cases	User Forum	
FEATURED DISCUSSIONS	MY FEED		
Guster OS Family sees	or hardware	Vetodyne - Puck Sensors	
			© 2024 Ouster, Inc. All rights reserv

Figure 4: Ouster Support Dashboard

2.2 Creating a new case

- Click Create a New Case and refer to the image below, which shows 3 available options based on figure 5:
 - 1: Provides quick access to essential resources, including the Firmware User Manual, Hardware User Manual, Thermal Integration Guide, and more. Users can review these documents to see if their issue is already addressed.
 - 2: Links to the Frequently Asked Questions (FAQ) section, which is regularly updated by the Ouster team with helpful information.
 - **3:** If your issue remains unresolved after reviewing options 1 and 2, proceed with creating a new case so one of our Technical Experts can assist you directly.

As a first step to resolving any sensor issues, update your sensor's firmware version to the latest firmware. Please visit our downloads page to complete the update (scroll to the bottom of the page for the update instructions).	Need Answe Find what you n	
If you have a sensor that has an issue, please upload the sensor System Diagnostics file captured during the issue in the attachment field below.	Configure an Ouster Sensor with a JSON Payload Sen-4, 2023	C
Steps for downloading sensor diagnostics: Navigate to your sensor's Diagnostics Page (http://sensor_hostname)/diag/)	How to Clean Your Sensor Window Sen 3.2023	
 Download your sensor's System Diagnostics Additionally, please attach any other accompanying screenshots, videos, 	How to set a static IP via cURL Jul 30, 2024	
etc. Here are some quick resources for you, in the meantime. * Latest Drivers for Ouster sensors: ouster_example	Contact Custon Tell us how we	can help. (3)
* Ouster Software User Manual * Ouster Hardware User Manual	* General Area 🕐	Product Lineage Ouster
Ouster Studio User Manual Ubuntu 18.04 Installation Guide ROS Installation Guide	Specific Topic	None
* Once you have Ubuntu installed, clone the ouster_example repository and follow the README.md instructions	*Subject	Serial Number 🔞
Please fill out the form below to help us get you the best support.	*Description	

Figure 5: Case Creation Dashboard

2.2.1 Selection Categories to create a case:

The customer support portal offers three main categories to help streamline your issue:

General Area 🕚	* Product Lineage	
None	- Ouster	-
✓None	Product Type	
Sensor	None	*
Software	Serial Number	
General		
Upload File		

Figure 6: Ticket Category

- Sensor For issues related to Ouster sensors such as connector, networking, PTP time synchronization, point cloud and other sensor-specific concerns.
- Software For support with Ouster software products, including Ouster Gemini, Ouster SDK/ROS, Ouster Studio, and BlueCity.
- General For matters related to customer success management, Customer Support Management, feature requests, customer feedback, and general inquiries.

*General Area		*General Area		*GeneralArea
Sensor •		Software 🔻		General
* Specific Topic		* Specific Topic		*Specific Topic
None		None		-None
✓ -None		✓ -None		✓None
Hardward Questions Sensor Configuration Pirmware including upgrades BMA Request Q Upplase FIEP		Bluechy Outer Studio Outer Savit Outer SOK/IOS @ Upbad Fie		-retrie- Customer Success Management Suggest a New Feature / Improvement General Question
Fig. 7: Sensor]	Fig. 8: Software	1	Fig. 9: General

2.2.2 For Example: RMA Request Submission

1. **Complete the Required Fields:** Fill out all necessary fields in the RMA Request form. These fields help us understand the sensor type and sensor warranty status.

Contact Customer Support Tell us how we can help.						
*General Area 0 *Product Lineage						
Sensor	•	Ouster	▼			
* Specific Topic		Product Type 🕕				
RMA Request	•	OS1	•			
*Subject		Serial Number 🚯				
Sensor is making noise		992410000000				
*Description ()						
Briefly describe the issue, including: use case, failure mode, and power type						

Figure 10: Fill the form - RMA Request

2. **Upload Sensor Diagnostics:** Navigate to the Upload tab and upload the most recent sensor diagnostics file. Providing this information ensures Ouster team can efficiently analyze the sensor's performance and any issues reported. Additionally, if you are experiencing point cloud issues, you can upload .pcap files along with .json or .osf files to provide further context for analysis.



Figure 11: Upload Diagnostics .bin file

1 Note

Two options to download Ouster diagnostics, first option is through GET /api/v1/diagnostics/dump and second option is through Sensor Web Interface.

3. **Submit the Request:** After completing the form and uploading the diagnostics, click the Submit button. Ouster support team will review your request and respond with the next steps.

Your case was created. We'll get back to you soon.							
Case summary							
Subject:	Sensor is making noise						
Description:	Briefly describe the issue, including: use case, failure mode, and power type						
Case Number:	00013317						

Figure 12: Case Created - Success

4. User can navigate to this case by clicking **My Cases** and then click on the case number as highlighted in the picture below.



Figure 13: My Cases

5. The user can now communicate and correspond with the Ouster Technical Support team through this interface. Please refer to the images below.

Hore Create a New Case MyCases	User Forum	1000	Q Santh.	199
Case 00013317			+ Follow	
Case Status Subject In Progress Sensor is making noise				
DETAILS RELATED			Post	
✓ Case Information			Share an update Share	
Case Number 00013317	Type Tech Support	/	$\fboxlength{\abovedisplayskip}{2pt} \label{eq:rescaled} \fboxlength{\belowdisplayskip}{2pt} \label{eq:rescaled} \label{eq:rescaled} \fboxlength{\belowdisplayskip}{2pt} \label{eq:rescaled} \label{eq:rescaled} \vspace{-1.5} \label{eq:rescaled} \label{eq:rescaled} \vspace{-1.5} \label{eq:rescaled} \vspace{-1.5} \vspace{-1.5} \label{eq:rescaled} \vspace{-1.5} \label{eq:rescaled} \vspace{-1.5} \vspace{-1.5} \label{eq:rescaled} \vspace{-1.5} \vspace{-1.5} \label{eq:rescaled} \vspace{-1.5} \vspace{-1.5} \vspace{-1.5} \label{eq:rescaled} \vspace{-1.5} \hspacespace{-1.5} space{-1.5} \hspacespace{-1.5} space{-1.5} \hspacespace{-1.5} space{-1.5} space{-1.5}$	
Status New	Issue Category 1		Nishad Manohar Rao (Ouster) created this case.	
Case Owner Tech Support - Global g			00013317	
Contact Name Nishad Manohar Rao			View more details	
Description Briefly describe the issue, including: use case, failure mode, and power t	ype	/	🖬 Like 🌘 Comment	
✓ Sensor Details			Write a comment	
Product Lineage Ouster	Serial Number 99241000000	/		
Product Type® OS1	Hardware Revision	1		

Figure 14: Case Status

OUSTER		Q Search.	
Home Create a New Case	My Cases User Forum		¥
32m ago	(ousier) (reateu a case.		•
00013317			
Case Number 00013317			
Case Status In Progress			
Subject Sensor is making noise			
💼 Like 🏚 Comment			
Write a comment			
B I ⊻ ⊕ I, Ξ	15 B 0 0 1		
G			

Figure 15: Chat with Customer Support

Thank You!

Thank you for using the Ouster customer support portal. We appreciate your time and effort in submitting the necessary information to help us assist you more effectively. If you have any further questions or need additional assistance, please don't hesitate to reach out. We're here to help! Team Ouster.