
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.

Note

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

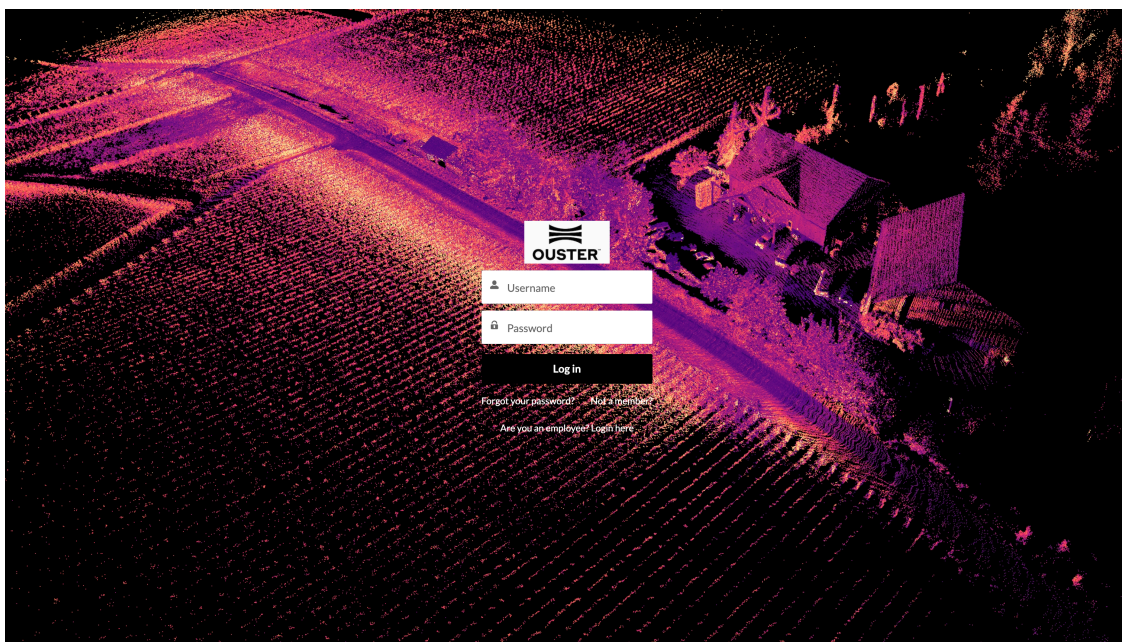


Figure 1: Ouster Service Portal

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**.

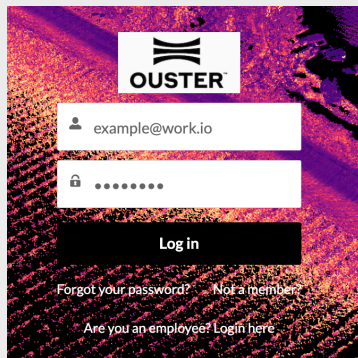


Fig. 2: User Login

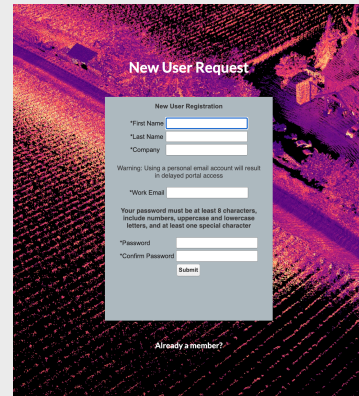


Fig. 3: New Member Login

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 **submit**. 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 **Submit** 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.

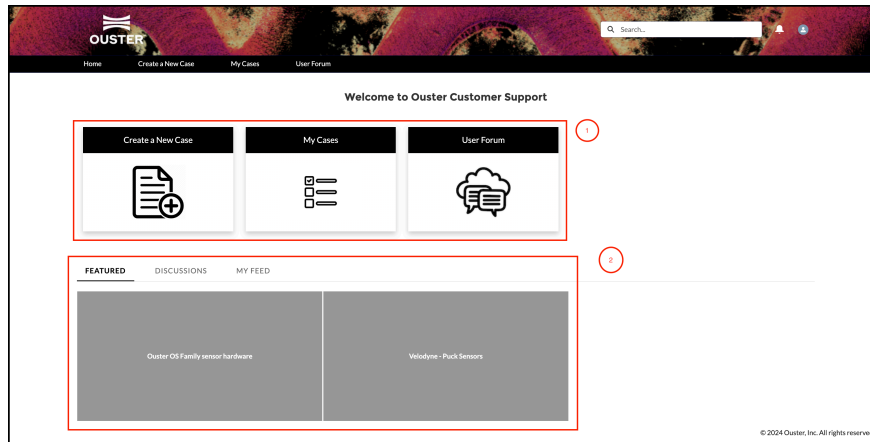


Figure 4: Ouster Support Dashboard

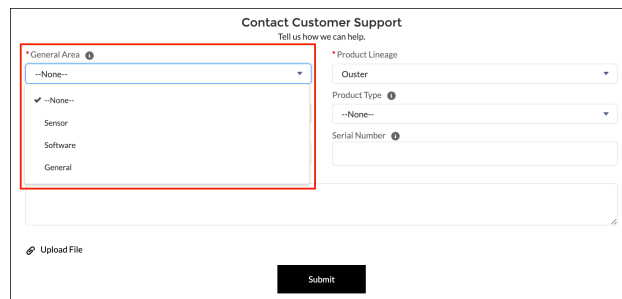
2.2 Creating a new case

- 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.

Figure 5: Case Creation Dashboard

2.2.1 Selection Categories to create a case:

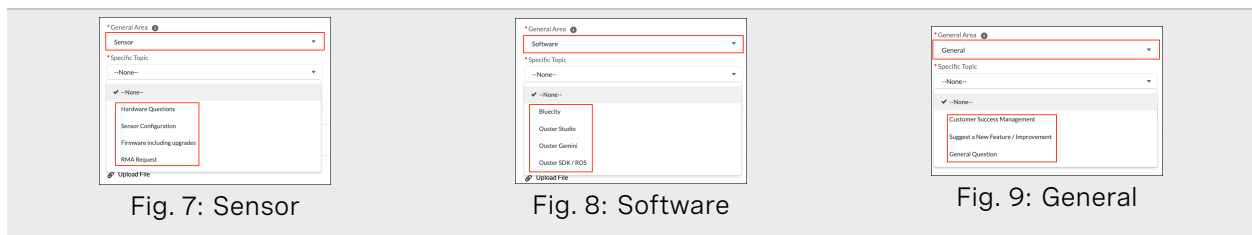
The customer support portal offers three main categories to help streamline your issue:



The screenshot shows the 'Contact Customer Support' form. The 'General Area' dropdown menu is open, showing options: --None--, Sensor, Software, and General. The 'Sensor' option is highlighted with a red box. Other fields include Product Lineage (Ouster), Product Type (--None--), and Serial Number. There is an 'Upload File' button and a 'Submit' button.

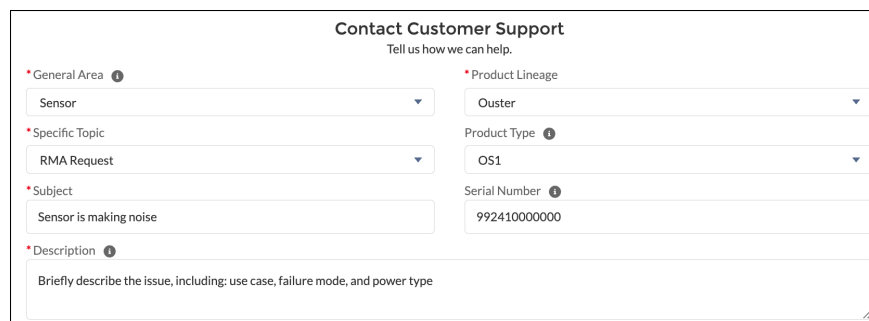
Figure 6: Ticket Category

- **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.



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.



The screenshot shows the 'Contact Customer Support' form filled out for an RMA Request. The 'General Area' is set to Sensor, 'Specific Topic' is RMA Request, 'Subject' is Sensor is making noise, and 'Description' is Sensor is making noise. Other fields include Product Lineage (Ouster), Product Type (OS1), and Serial Number (992410000000).

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.

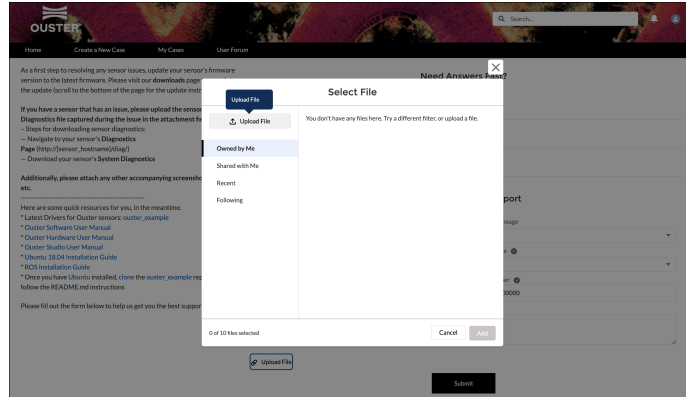


Figure 11: Upload Diagnostics .bin file

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.

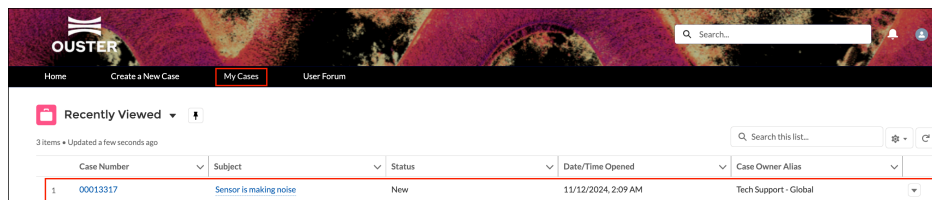


Figure 13: My Cases

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

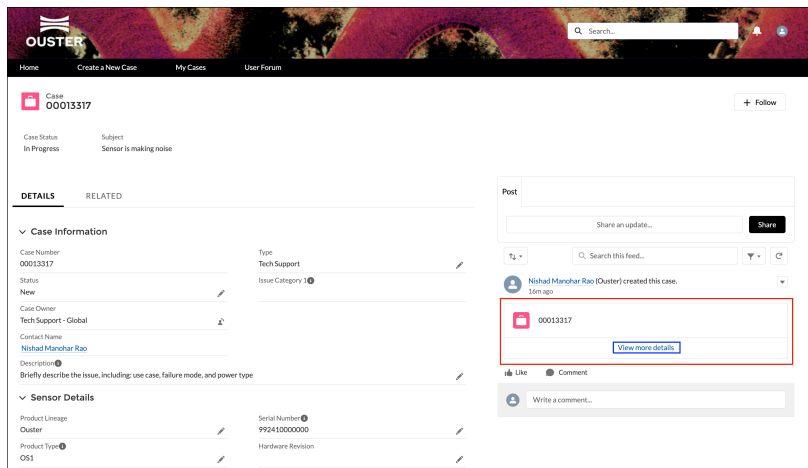


Figure 14: Case Status

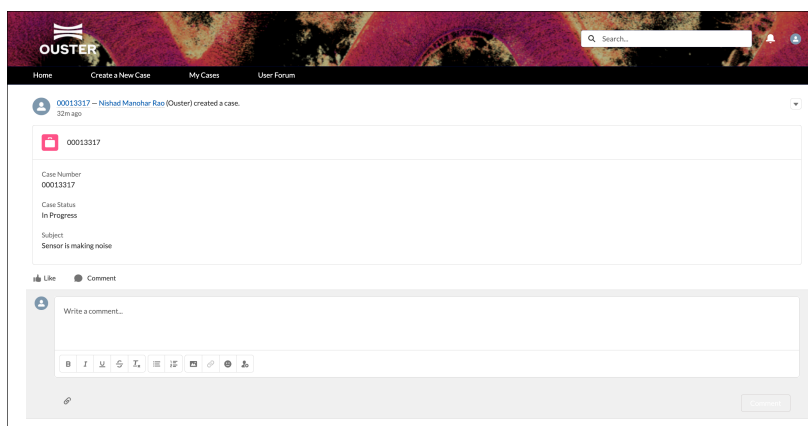


Figure 15: Chat with Customer Support

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](#).