

# Visit The Newly Improved CODAR Support Web Area [support.seasonde.com](http://support.seasonde.com)

We are pleased to announce that our rapidly expanding collection of technical documents, photos and video tutorials has been given a functional “facelift” that includes a web-based “Search Tool” for locating documents and tutorial videos quickly. The CODAR knowledge base is divided into several general categories that are delineated by the disclosure bars shown in the illustration below. The “Recent Additions” disclosure bar provides quick links to the most recent additions for savvy users who want to stay up-to-date with HF radar technology and SeaSonde products. The “SeaSonde Information” disclosure bar reveals sub-sections covering SeaSonde principles of operation, site selection, site preparation and installation, while another reveals links to materials about operational issues, data acquisition and QA/QC of data. SeaSonde owners will be also be pleased to know that our new site will have data upload/download capabilities for transferring diagnostic and data file samples.

One of the most rapidly expanding features is the number of video tutorials. Our goal is to have short 5-10 minute video tutorials for the most widely requested topics. Our current focus for video production is “How to’s” for setting up our new Dome Transmit/Receive SeaSondes. A link to the written dialog (in English as a pdf file) is available to assist our clients whose first language is not English. In the future, CODAR’s YouTube Channel will mirror these antenna setup videos making them available in the fast-streaming YouTube format. CODAR’s official YouTube channel is: <http://www.youtube.com/user/CodarOceanSensorsLtd>.

All sections of the knowledge base will remain open to the public except for access to software releases, administrative forms and private client upload/download access.

The screenshot shows the CODAR Technical Support website. At the top, the CODAR logo is displayed with the tagline "The Leaders in HF Radar Technology". The page title is "Technical Support". Below the header, there is a navigation bar with "You are here: CODAR Ocean Sensors > Support Index >". The main content area features a welcome message: "Welcome to the new CODAR Support area for SeaSonde! This site is intended to provide supporting materials and information for CODAR product owners and users. Ideas for site improvements will help us optimize for your needs. Comments can be sent to the Technical Support Services Manager". A search box is present with the text "Search Text:" and options for "Any word" (selected) and "All words". It also shows "Display 10 results per page" and "Search" and "Reset" buttons. To the right, there is a login section titled "Login to access protected areas" with fields for "Email:" and "Password:" (noted as case sensitive) and "Login" and "Forgot Password" buttons. At the bottom, there is a table of navigation links:

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|---|-----------------|
| ▶ RECENT ADDITIONS  |                 |
| ▶ DOWNLOAD THE LATEST SOFTWARE & CHECK FOR KNOWN ISSUES - Please LOGIN to access this area. |                 |
| ▶ SOLVE HARDWARE PROBLEMS - GET RMA# - Please LOGIN to access this area                     |                 |
| ▶ SEASONDE INFORMATION - SITE SELECTION - SITE PREPARATION - INSTALLATION                   |                 |
| ▶ CONFIGURING YOUR SITE - COLLECTING DATA - VIEWING DATA - REFINING DATA                    |                 |
| ▶ TRAINING SLIDES   | open new window |
| ▶ MANUALS & DOCUMENTATION   | open new window |