

# Technical Support United

## Support@TopconSokkia

Topcon and Sokkia are proud to announce the blending of technical support groups.

Along with the professional and courteous technical support you have become accustomed to by Sokkia, you will now have access to the professionals from the Topcon technical support group as well. In addition to more technical support representatives to assist you, you will now have access to a professional call center and an incident management program that will keep you up to date on the progress of your case.

Here is what is available to you and how it works.

**Technical Support Call Center:** 1-866-486-7266 toll free  
or 1-925-245-8500

The technical support call center is operational from 8 AM to 8 PM EST, Monday through Friday. The call center should be contacted for your highest priority technical support issues. If you do not reach a representative with the expertise you require, an incident will be generated, a number provided for you as a case reference and an appropriate professional will contact you within 4 hours.

**Technical Support Voice Mail:** 1-866-486-7266 toll free  
or 1-925-245-8500

In the event the call center is experiencing high call volume, a voice mail option will become available once on hold for about 3 minutes. If your call is high priority, stay on the line. Voice mail will be prioritized medium priority (8 -12 hour response).

**Technical Support Help Desk (Dealers only):** <http://technicalsupport.topcon.com/User/>  
Help desk submitted incidents will also carry a medium priority (8 -12 hour response). You will receive an incident number along with confirmation once submitted. The Help Desk will you give 24/7/365 access to the following:

- Knowledge Data Base
- Manage Incidents (submit and view)
- Known published problems
- Headlines/News
- FAQ's
- Links to helpful sites (Topcon, Sokkia, etc)

**Technical Support Email:** [Support@TopconSokkia.com](mailto:Support@TopconSokkia.com)

Email submitted issues will be treated with the lowest priority (Up to 24 hours). You will receive an email confirmation immediately with the incident number.

We look forward to serving your technical support needs.

