

Graphite 7.0.1

Welcome to the Graphite Release Notes. Please read this document to find important information on areas of Graphite that may not be covered in the user documentation.

v7.0.1 (March 2026)

What's New

- No new features were added for this version of software.

Bugs Addressed

- GR-3382 — ME/Aux Selection button backlights do not illuminate on Carbonite Black panels when held to display source options.
- GR-3380 — Key Parameter Toggle does not switch to DVE parameters on Carbonite Black panels when DVE is selected alongside a self/auto/chroma key.

v7.0.0 (January 2026)

What's New

- RAVE AutoMix — added the RAVE AutoMix to automatically balance several audio sources.
- Mono Sum — add left and right channels from a stereo pair together into a single mono source. Can only be applied to up to 8 faders.
- Fader Source — you can now set the AFV trigger to the same as the fader source with a single button click.
- GPI State — show the current state of a GPI Input next to the GPI.
- Manual GPI Trigger — GPI outputs can now be manually triggered from the menu as well as by using RossTalk commands.
- Audio Tallies — tallies can now be set for audio sources being taken up on the main or aux mixes
- TD MMC Panels — support has been added for the TD panels with the new MMC (Modular Memory Control) modules.
- Webcam ViewControl Source — an external webcam can now be selected as a source in ViewControl.

Bugs Addressed

- GR-3303 — The Monitor audio fader fails to control the output gain on channels with PFL turned On.

v6.5.2 (April 2025)

What's New

- GR-3215 — The AFV Trans setting for an audio fader can now be set to follow the video source that the fader is assigned to.

Bugs Addressed

- GR-3230 — Fixed an issue where Audio Follow Video did not work for faders 1 and 2 in the audio mixer.



- GR-3214 — Fixed an issue where Custom Controls containing the Row ME Assignment command would be deleted on a system reboot and would not be recalled with a switcher set.
- GR-3210 — Fixed an issue where the TSL and Switcher names for a source would not always be shown on the DashBoard menus.
- GR-3203 — Fixed an issue where the 3-knob menu on the TD panels would become stuck on the first key assigned to a DVE.

v6.5.1 (December 2024)

What's New

- No new features were added for this version of software.

Bugs Addressed

- Fixed FrameSync (FS) and Frame Delay memory conflict with Media-Store channels 2 and 4.
- Removed decrease in Media-Store channels 2 and 4 CACHE size by disabling Frame Delay for Input 6.
- Fixed knob button mismatch on some CB9 panels.
- Fixed an issue where active DashBoard connections could be reset if too many new DashBoard connection attempts are refused.

v6.5.0 (November 2024)

What's New

- Added support for TouchDrive x3 and x4 control panels.
- Added a list of connected panels to the **Status** page in DashBoard.
- Audio Mixer — Added ability to disable faders in individual mixers.
- Audio Mixer — Fader source can now be set to **Silence**.

Bugs Addressed

- Block Memories and Custom Controls from changing **Fader Gain** level on Audio Mixer set to **Simple**.
- Allow Flex module brightness to be adjusted on applicable panels (Personality Option).
- Resolved issue where the **Panel Diagnostics** menu could not be exited.

v6.4.1 (September 2024)

What's New

- No new features were added for this version of software.

Bugs Addressed

- GR-2698 — Addressing OGP connection issues.
- GR-2695 — Reverting a change which set Transitions to R-State when Trans Reset enabled.
- GR-2697 — Add patches from upstream kernel to potentially reduce torture test frequency.

v6.4.0 (June 2024)

What's New

- TouchDrive panels running version 1.5 or higher can now connect to the frame using SFTP.
- Support for Role Based Access Control (RBAC) in DashBoard.

Bugs Addressed

- GR-2338, GR-2339— Addressed bug around sets FTP downloads through DashBoard.
- GR-2353 — Added the ability to turn off FTP on the frame (you need TouchDrive software version 1.5 or higher, else your panel will not connect).
- GR-2166 — Custom Controls - Sequencer events can now be added to a custom control.
- GR-2451 — Memory Recall / Store Attributes – Addressed a bug where **RollClip** attribute may not affect GPO and PBus devices.
- GR-2455 — Fixed some mapping issues in **User Select Assignment** DashBoard menu.

v6.3.0 (March 2024)

What's New

- Added support for the all-new TD3 and TD4 control panels.
- Live Assist: Roll Clip attribute setting will now be saved as part of Transition Area in memories.

Bugs Addressed

- GR-2042 — Graphite does not automatically connect to TD control surface on reboots.
- GR-2139 — Mask size changes between DVE memory recalls with effects dissolve

v6.2.0 (November 2023)

What's New

- Sequencer Added.
- Devices can be named in DashBoard.
- Mnemonic Colors for Inputs show up in DashBoard Menus.
- DashBoard burst mode for faster connections.
- Increase Live Assist Custom Views from 4 to 10.
- Bus Source Copy in Live Assist Menu and CC command.
- '|' character added in DashBoard Input Mnemonic Configuration is replaced by new line character.
- CC to change Bus/Row Delegation on panels.

Bugs Addressed

- GR-0907 — The switcher sends a NOOP command to all RossTalk devices that have ping on to keep the network connection alive.
- GR-1097 — GPI High Action not working - Graphite always performs the action assigned to 'Low'.
- GR-1284 — Trans Reset should reset to current R state.

- GR-1630 — Add ability to Disable RossTalk Commands in Switcher.
- GR-1722 — NTP version updated to 4.2.8p2.

v6.1.3 (August 2023)

What's New

- Including **Custom Control Page Entry** on Live Assist page in DashBoard.
- Adding device driver entry for Sony® BRC-700 Camera.

Bugs Addressed

- GR-1422 — Some device drivers require reloading on switcher reboot.
- GR-1534 — **Video Out Custom Audio Mix** Custom Control cannot be saved.

v6.1.2 (May 2023)

What's New

- Support for the new TouchDrive control panels (4882AR-Series).
- Able to save and load set via DashBoard when no USB in plugged into the frame.

Bugs Addressed

- CR-1130 — A PowerSave mode bug was fixed that could crash the panel.
- GR-1269 — Audio Mixer Fader Channel Sources being over written with 1-2 during factory reset.
- GR-1264 — Video Server Device type not getting enabled/disabled through DashBoard.

v6.1.1 (February 2023)

What's New

- No new features were added for this version of software.

Bugs Addressed

- GR-1071 — Fix for a intermittent memory leak crash in version 6.1.0.
- GR-1079 — Moved the **Export** button to a location next to **Load Sets** and changed the name to **Export Current Set**.

v6.1.0 (January 2023)

What's New

- Media-Store Capture from DashBoard — you can now perform a capture from DashBoard.
- Key Copy from DashBoard — you can now copy a key from DashBoard.
- Tally Configuration from DashBoard — you can now configure tallies from DashBoard.
- Graphite Simulator — you can now run a VM VirtualBox simulator of the frame without needing the Graphite hardware.

- Export Working Set — The working set can be exported to an Ultra and Ultrix Carbonite compatible format.
- Multiviewer Clock Overlays — you can now overlay a countdown clock or a timer to MultiViewer through DashBoard.
- Audio Mixer loopback — Audio Fader Input source can now be a Mix source.
- Multiple AFV Sources — Audio Faders can follow multiple input sources.
- GPI Level triggers — Separate events can be added to both High and Low level triggers on a GPI.

Bugs Addressed

- GR-979 — Monitor Output Compressor Limiter Gain reduction meter missing from UI.
- GR-945 — Field switching option reversed on TouchDrive panel displays.
- GR-877 — CC Bank 2 options not displayed in User Select Personality page.
- GR-482 — Unable to set XPression Roll Clip to On through DashBoard Device Configuration page.

v6.0.3 (September 2022)

What's New

- No new features were added for this version of software.

Bugs Addressed

- GR-731 — Certain Switcher Sets do not load Audio Mixer Fader settings properly.
- GR-758 — Key 1 from PGM out is being superimposed over the MultiViewer when recalling certain memories.
- GR-762 — DashBoard shows incorrect MultiViewer sources with loaded sets.
- GR-763 — MultiViewer Box Label Type and Fixed Label Text should return to their default values after switcher reset.

v6.0.2 (July 2022)

What's New

- Added a **Fixed** button to the MultiViewer TSL display options to allow custom text to be displayed in a MultiViewer box.

Bugs Addressed

- GR-640 — DashBoard ViewControl - NDI® Source can't be set and viewed on the page.
- GR-652 — Wrong text on TSL Tally buttons on **Configuration > Inputs > TSL**.
- GR-657 — TSL Tally buttons in MultiViewer don't function correctly.
- GR-666 — TouchDrive Panel - Ability to check compatible OS versions.
- GR-665 — CC - Change Names of some RossTalk (XPression) commands

v6.0.1 (June 2022)

What's New

- Compatibility with TouchDrive Dual Boot configuration.

- TouchDrive panel connection startup speed improvements.
- The web based Media Manager can be disabled from the Configuration->System->Global menu.
- Added a bank indicator to the GPI trigger memory event.

Bugs Addressed

- GR-58 — Memory save recall is ignoring Aux Pre Post audio mixer settings.
- GR-189 — Unable to set Roll Clip option via Device menu in Configuration.
- GR-225 — Miscellaneous TouchDrive panel UI fixes.
- GR-229 — TouchDrive panel can get permanently assigned to specific Graphite frame.
- GR-510 — TD 1C Panel locking up when left on for varying amounts of time.
- GR-541 — Panel buttons do not always take effect in 1080p 25 video mode.
- GR-552 — Unable to set colour scheme or mnemonics brightness from soft panel menu.
- GR-554 — Panel IP, subnet mask and MAC address do not appear in SoftPanel Status menu.

v6.0.0 (November 2021)

What's New

- Audio Ducking effect and Talkback mode added to all audio mixer fader inputs.
- Monitor source can now be changed to listen to any mix, not just Main mix.
- Noise Gate has been updated to include Depth and Hold parameters.
- A Simple mode has been added to each Aux mixer which defaults and disables advanced mixer features.
- Media Manager adds a cache manager, to view and remove loaded media items from cache.
- TouchDrive Memory Mnemonics added. Memories can now have customizable name and coloring.
- CC Bank Names can now be modified.

Bugs Addressed

- 72311 — SOLO should direct audio to monitor.
- 73257 — MultiViewer shift should not be automatically recording into a CC.
- 70554 — On bootup, Audio AFV with Media-Store not loading correctly.
- 73303 — Bus Maps - Input labels in the selection pop-up don't update.
- 73232 — Noise Gate Attack and Release should be switched around.

v5.5.0 (July 2021)

What's New

- MultiViewer Shift – the user can now assign two sources to each MultiViewer. When the user pushes shift on the assigned panel, the MultiViewer boxes will shift to the second sources. When shift is released, it goes back to the original sources.
- ViewControl NDI – ViewControl now supports NDI and uses 16 Boxes when the NDI MultiViewer is chosen.
- ViewControl ME/MiniME Control – ViewControl can now dynamically change the ME/MiniME it is controlling (before it was just ME P/P).
- Custom Control Pause Mode – The switcher can be set so that each command is automatically separated from the previous command by a pause equal to the real-time delay between events as you enter them.

- Device Setup in DashBoard – Device setup and assignment has been added to DashBoard. You can now setup a device from DashBoard and assign it to video source.
- RAVE ABM 4.5 Support – Support has been added to Graphite for ABM software version 4.5.0.317.

Bugs Addressed

- No bugs were addressed for this version of software.

v5.1.0 (March 2021)

What's New

- Audio noise gate added to all audio mixer fader inputs.
- Compressor/limiter added to all mixer outputs.
- Configurable audio delay on RAVE ABM inputs.
- Custom controls can apply volume to multiple faders.
- Input gain meters added compressor/limiter and noise gate UI.
- SDI audio channels to RAVE ABM are remapped allowing for audio pair 1-2 and 3-4 to be configurable to any audio mixer output (see note below).
- Added output labels on **Configuration > Outputs** DashBoard menus.

Note: Due to audio remapping of the RAVE ABM, Graphite 5.1.0 switcher software requires RAVE ABM 4.0.0.307 minimum software revision. Any earlier versions of Graphite are only compatible with earlier versions of RAVE ABM software.

Bugs Addressed

- 70939 — Audio insertion overwrites HANC passthrough ancillary packets.
- 71584 — Media Wipe audio is intermittent in 1080p.
- 71451 — RossTalk Commands for selecting Bus Follow as per the Docs sources do not work.
- 69662 — Extreme settings on EQ can cause artifacts when sweeping frequencies.
- 72115 — Configuration-Inputs-Substitute the New ME Bus selections are not saved.

v5.0.3 (February 2021)

What's New

- Support for TouchDrive 1C (compact panel).

Bugs Addressed

- 71489 — CB3X panels now map memory inclusions correctly.

v5.0.2 (January 2021)

What's New

- New message on TouchDrive panels when there is a network disconnect.

Bugs Addressed

- 71267 — TouchDrive LED calibration is now loading correctly.
- 71268 — TouchDrive boot and connection time is much faster.
- 71269 — TouchDrive does not always download the panel application with a network drop.

v5.0.1 (December 2020)

What's New

- Touch feels more responsive.

Bugs Addressed

- 71038 — TouchDrive control panel boot time has been improved.
- 71039 — Buttons on the TouchDrive control panel light up to indicate that the system is booting up.
- 71060 — If your figure lingers on a tap of the touchscreen on the TouchDrive control panel the system interpreted this as a hold. Short holds are now interpreted as a tap.
- 71063 — The menu up arrow touch region on the touchscreen displays of the TouchDrive control panel has been made larger to make it easier to tap.
- 71066 — On-Air and On-Preview tally indicators are not working on MediaManager page.

v5.0.0 (November 2020)

What's New

- TouchDrive panel support.
- New DashBoard layout.
- New DashBoard MediaManager.
- Aura Theme Support.
- MultiPanel support in DashBoard.
- Personality configuration in DashBoard.
- Expanded User Select buttons.
- Import/Export sets to switcher from DashBoard.
- Improved DashBoard Memory interface.

Bugs Addressed

- 70544 — CCs that only contain State now save correctly.
- 70402 — Color schemes in DashBoard are working correctly now.
- 51148 — Ejecting an animation now clears the thumbnail from the Media page.

v4.1.0 (July 2020)

What's New

- Support for Graphite PPC.
- Configurable audio test tone added to each audio mixer fader.

Bugs Addressed

- 69000 — Audio source channel assignments for PC audio are not being saved in Installation settings.
- 68767 — Custom mix names do not appear in CC Create/Edit Event menus.
- 68748 — Output LED meters sometimes show some lit segments when no audio is present.
- 66936 — PivotCam continues to move after switcher panel joystick has stopped.

v4.0.0 (May 2020)

What's New

- Interactive Audio Equalizer Graph added to the DashBoard UI.
- Up to 16 frames of video delay can be configured through SDI inputs 1-6 Frame Sync and Format Converters.
- Main and Aux audio mixer are can be renamed.
- Added various Carbonite Ultra features including:
 - System Configuration menu changes.
 - Clean Feed and Layer mode.
 - Updated the memory attributes pages to show key 3.
 - The global matte color can be set from DashBoard.
 - Matte and re-spill color pickers start in Live mode.
 - Add ME background matte color selection to the global matte page.

Bugs Addressed

- 67946 — Gain and Pad settings are not preserved on reboots.
- 68069 — Setting one of the Live Assist quick links to Panel can send Dashboard into a reload loop.
- 68092 — Custom Controls for Input are missing.

v3.0.0 (February 2020)

What's New

- All 48 audio mixer faders are fully configurable.
- 48 Compressor/Limiter modules for each audio mixer fader.
- Per audio mixer fader configurable audio processing order for equalizer and compressor/limiter.
- Increase from 6 to 12 audio AUX mixers.
- Equalizer and compressor/limiter clip indicators.
- 9 input versions of Graphite have the number of configurable outputs increased from 2 to 6.
- 4 Live Assist custom pages available to display custom DashBoard pages with configurable auto follow to video inputs.
- Media Manager is accessible through Live Assist.
- Deprecated custom controls and underlying commands are highlighted in red in DashBoard UI.

Note: Memories and custom controls that use the fixed function PC Audio mixer fader will not work with the new configurable PC audio mixer faders. Affected memories and customs need to be recreated for v3.0.0. Any custom MIDI maps that use the fixed PC Audio fader must be adjusted to use the configurable PC Audio faders.

Bugs Addressed

- 67085 — Putting illegal/ non-number values in input box for some EQ parameters crashes Software.
- 66419 — Dropbear security issue.
- 65398 — CRASH - ME Follow feature incompatible with 1ME Carbonite systems.
- 64088 — ME Copy - The ME destination Memory Recall Attributes get changed.
- 65279 — RossTalk LOADSET command loads correct set but displays the previous one on the switcher.

v2.3.0 (October 2019)

What's New

- Eight configurable PC Audio stereo channels.
 - Configurable audio mixer faders now include PC audio stereo pairs, the single fixed PC audio fader has been removed.
 - Eight Ross Audio playback devices are available to Windows applications.
 - Default MIDI map for Behringer X-Touch Compact modified to replace the single fixed PC Audio fader with a configurable PC Audio fader.

Note: Memories and custom controls that use the fixed function PC Audio mixer fader will not work with the new configurable PC audio mixer faders. Affected memories and customs need to be recreated for v2.3.0. Any custom MIDI maps that use the fixed PC Audio fader must be adjusted to use the configurable PC Audio faders.

Bugs Addressed

- 65671 — Initiating Media Wipe causes audio channels to get reversed in the crossfade.

v2.2.0 (June 2019)

What's New

- Audio equalizers for each mixer fader input.
 - Up to 96 channels grouped as 48 stereo pairs.
 - 4 equalizer bands (low shelf, midrange 1, midrange 2, high shelf).
 - Support for Behringer X-Touch Compact control surface for equalizers.
- ME linking.

Note: Memories and custom controls that use the fixed function PC Audio mixer fader will not work with the new configurable PC audio mixer faders. Affected memories and customs need to be recreated for v2.3.0. Any custom MIDI maps that use the fixed PC Audio fader must be adjusted to use the configurable PC Audio faders.

Bugs Addressed

- 63786 — Incoming TSL Tally information should trigger physical tallies.
- 65112 — Button presses on the soft panel are sometimes lost.
- 65114 — Audio meter OID were remapped and overlap + fader 45 is broken.
- 64714 — MiniME transition mode OID's non-functional.
- 64467 — Phantom Power needs to default to OFF on start-ups & reboots.

- 62524 — SDI inputs 1-6 sample rate converters have occasional audio ticks.

v2.1.0 (January 2019)

What's New

- SDI embedded audio output channels are user configurable as passthrough or any audio mixer output.
- Configurable AFV (Audio Follow Video) video source.
- Embedded audio sources (SDI inputs, XPression inputs) to audio mixer are configurable to be normal “stereo”, “mono left” or “mono right”. Mono modes copy either the left or right channel to both stereo channels.
- Bus follows with substitution tables.

Note: Memories and custom controls need to be recreated for release 2.1.0 due to the addition of the configurable audio output feature. Running memories or customs may result in unintended misconfiguration of SDI audio outputs.

Bugs Addressed

- 63499 — RossTalk - Add UDP support and line ending options.
- 63051 — Ancillary errors shown on Tek WFM in 1080p video mode.
- 63146 — Corrupted channel status in Graphite vidproc SDI embedded audio.
- 58083 — Pan Curve is wrong.
- 63037 — Loading MediaStores via Pattern buttons is broken.

v2.0.0 (November 2018)

What's New

- Sample Rate Converters on RAVE AES input and Graphite SDI inputs 1-6.
- Three additional audio mixer AUX outputs for a total of six.
- Smooth audio transition option for AFV transitions.
- User configurable audio mixer fader with selectable embedded audio source.
- 48 available faders per audio mixer.
- Chroma key and alpha routable to video outputs via Mini-ME key.
- Update Graphite switcher software to Carbonite v13.0.1 software and bug fixes.

Note: Memories and custom controls need to be recreated for release 2.0.0 due to the addition of the configurable audio input feature. Running memories or customs may result in unintended misconfiguration of audio mixer inputs.

Bugs Addressed

- 58701 — Enhancement - Panel menu option to "reboot DashBoard".
- 59283 — Enhancement - turn tallies off for PV and PGM in their multiviewer boxes.
- 61293 — Four parameters in advanced chromakey do not function.
- 61339 — PFL and Solo buttons disappear when an analog fader are dragged into a custom panel.
- 61383 — PIVOTCam driver sends auto iris command if a bad message received from Pivot 20.
- 61475 — Audio Master fader set to zero (infinity) after switcher re-boot / set load.
- 61478 — Load sets - loading a set with no customs doesn't remove old customs from previous set.
- 61482 — Device Control - AMP loses control of video server until reboot.

- 61485 — Too many GVG100 sessions will crash switcher.
- 61525 — CC record does not record all media store load messages from MediaManager playlist.
- 61546 — Trans PRV affects CLN output.
- 61551 — Be able to add Rosstalk commands to a CC by typing it in.
- 61578 — DashBoard - Panel Personality - changing schemes when a Sat panel is present wipes busmaps etc.
- 61579 — Loading a diskset causes panel to crash.
- 61580 — Need a timeout for PivotCam not sending a "command complete" message.
- 61633 — Carbonite Solo Panel has sluggish communication with frames.
- 61636 — Allow changing port for amp devices.
- 61639 — DashBoard - Panel Personality - All MEs config never changes.
- 61665 — DashBoard - Panel Personality - Custom Schemes don't show in list after creation.
- 61671 — Server loop command on the switcher cause SMS server freeze.
- 61672 — RossTalk Devices only work after they are assigned to an input.

v1.2.2 (August 2018)

What's New

- No new features were added for this version of software.

Bugs Addressed

- 60004, 61527 – XPression Crash Capture sometimes crashes Windows.

v1.2.1 (July 2018)

What's New

- Compatibility tested to Windows 10 and XPression 8.

Bugs Addressed

- 60061 – Software installer fails to uninstall earlier Graphite drivers in Windows 10.

v1.2.0 (June 2018)

What's New

- Support for Behringer X-Touch Compact control surface for Graphite audio mixer.
- XPression key (alpha) outputs routable to SDI outputs.

Bugs Addressed

- 60341 — Soft panel displays Upgrade PMC message after software upgrade.
- 59938 — XPression Crash Capture audio meters do not function in 480i.
- 60453 — Audio mixer configuration corrupted in rare occasions.
- 60969 — VANC output from Media stores is not black.
- 58212 — XPression payout outputs random rolling garbage in VANC.

- 61314 — Rosstalk Devices only work after they are assigned to an input.
- 61318 — Be able to add Rosstalk commands to a CC by typing it in.
- 61317 — Add Rosstalk ON/OFF commands for Keyer Cut and Auto.
- 61316 — Rosstalk UPNEXT support.
- 61315 — Add new generic Rosstalk device.
- 59952 — 1080p59.94 Capture on Input4 not working correctly.
- 60611 — Video occasionally drops out during 1080p crash records.

v1.1.1 (March 2018)

What's New

- No new features were added for this version of software.

Bugs Addressed

- 60247 — Aux PreFade CC button in the Custom Control Editor is now named “Aux Pre / Post”.
- 60132 — The HDMI input no longer displays CRC errors at 3G.
- 59952 — XPression operation would generate a blue screen, especially when capturing video, this has been fixed.
- 58604 — Main audio output would occasionally peak and stayed peaked, this has been fixed.

v1.1.0 (December 2017)

What's New

- SD video mode support.
- Support for up to 3 RAVE Audio Breakout Modules.
- Improved framebuffer playout and capture performance.
- Support for up to 4 framebuffer inputs.

Bugs Addressed

- 59772 — Enhancement - enable ME PST follows.
- 59277 — Enhancement - add media wipe layer control.
- 59077 — Aux 17-20 buttons are non-functional on Dashboard UI.
- 59630 — Tally : XPN1V-XPN4V should be added as input sources that can be triggered by tallies and GPOs.
- 59753 — Alpha Source labels for Media 1-3 are incorrect.
- 59682 — DB - CC UI can only address AMP channels 1-4.
- 59279 — Chroma Key - Fix background luma control.
- 58985 — CC Bank Select does not include Mnemonic labels.
- 58647 — Alpha Mode for XPression sources should not show -none-.
- 58706 — We need Rosstalk entries for XPression inputs.

v1.0.1 (July 2017)

What's New

- No new features were added for this version of software.

Bugs Addressed

- 58792 — Pressing the **ESC** key twice in XPression will now clear all channels of the frame buffer.

Note: Only the Graphite Switcher and DashBoard software are required to be upgraded.

Getting Help

- Our 24-hour hotline service provides access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel.
- During business hours (Eastern Standard Time), technical support personnel are available by telephone.
- After hours and on weekends, emergency technical support is available. A telephone-answering device will provide the names and phone numbers of technical support and field service personnel who are on call. These people are available to react to any problem and to do whatever is necessary to ensure customer satisfaction. For serious issue which need urgent attention and tracking, please ensure you are given a ticket number and refer to this in future communications.
 - **Technical Support: (+1) 613-652-4886**
 - **After Hours Emergency: (+1) 613-349-0006**