First Light support portal
New service provided for technical requests

TABLE

1. INTRODUCTION
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First Light Imaging introduces a new tool to provide technical information and support on its cameras.
This tool is presented under the form of an internet portal where different kind of requests can be sent.
In addition, a knowledge base is available to find useful information directly.
This tool is based on the Jira service Desk software from Atlassian.

The purpose of this document is to describe this new tool and explain how to use it.
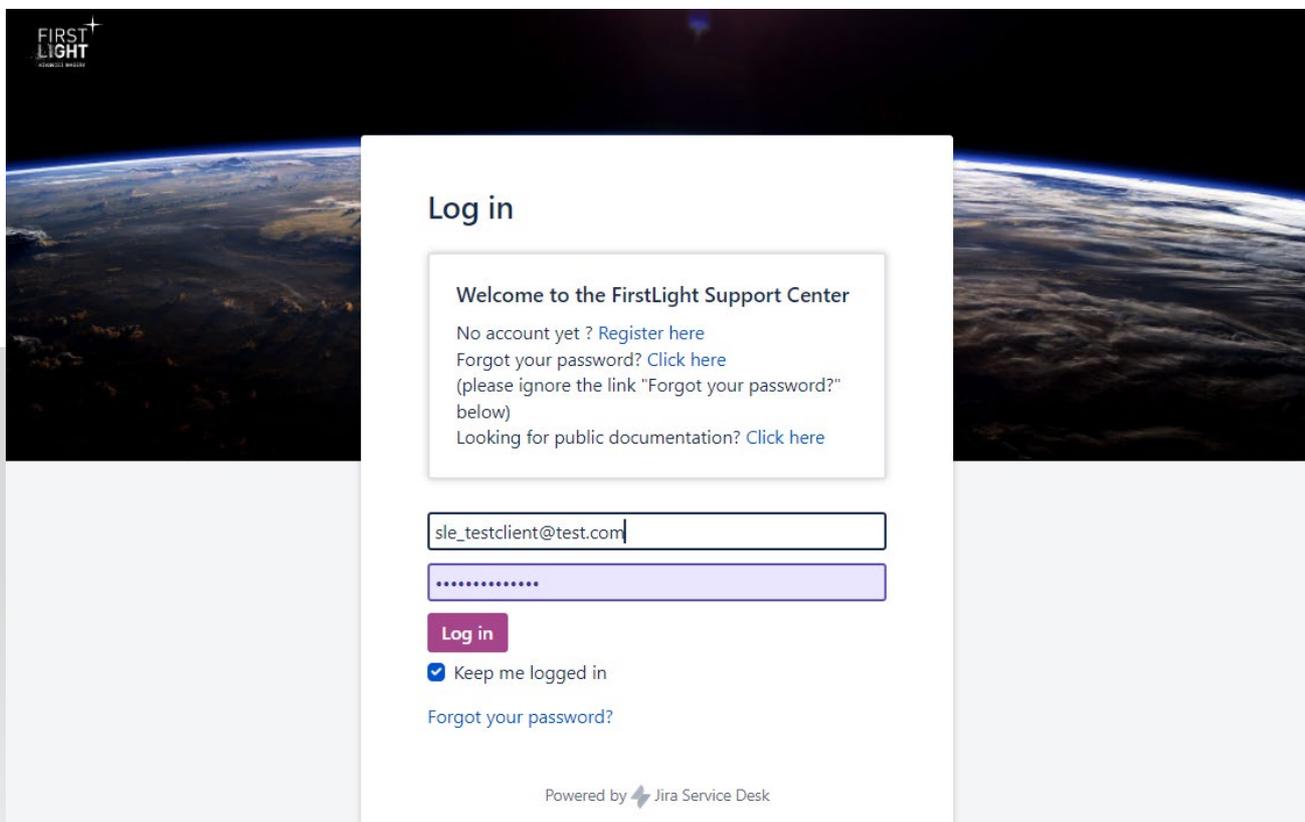
2. CURRENT SITUATION AND EVOLUTION
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Today, to request a technical support, you send an e-mail to the address support@first-light.fr and all further exchanges are made using the e-mail channel.
The e-mail channel is a valid method for limited activity, but as the number of customers and the firm is growing, it becomes less suited to the situation.
The e-mail channel will not be closed straight away. For a transition period, it will be still possible to get support using the e-mail channel. However, most of the time, the e-mail request will be converted to a Jira request and further exchanges will be carried out using Jira service desk tool.
Also, the requests asked using the new tool will be managed more efficiently and more quickly because you are guided to provide the minimal information necessary to handle the requests.
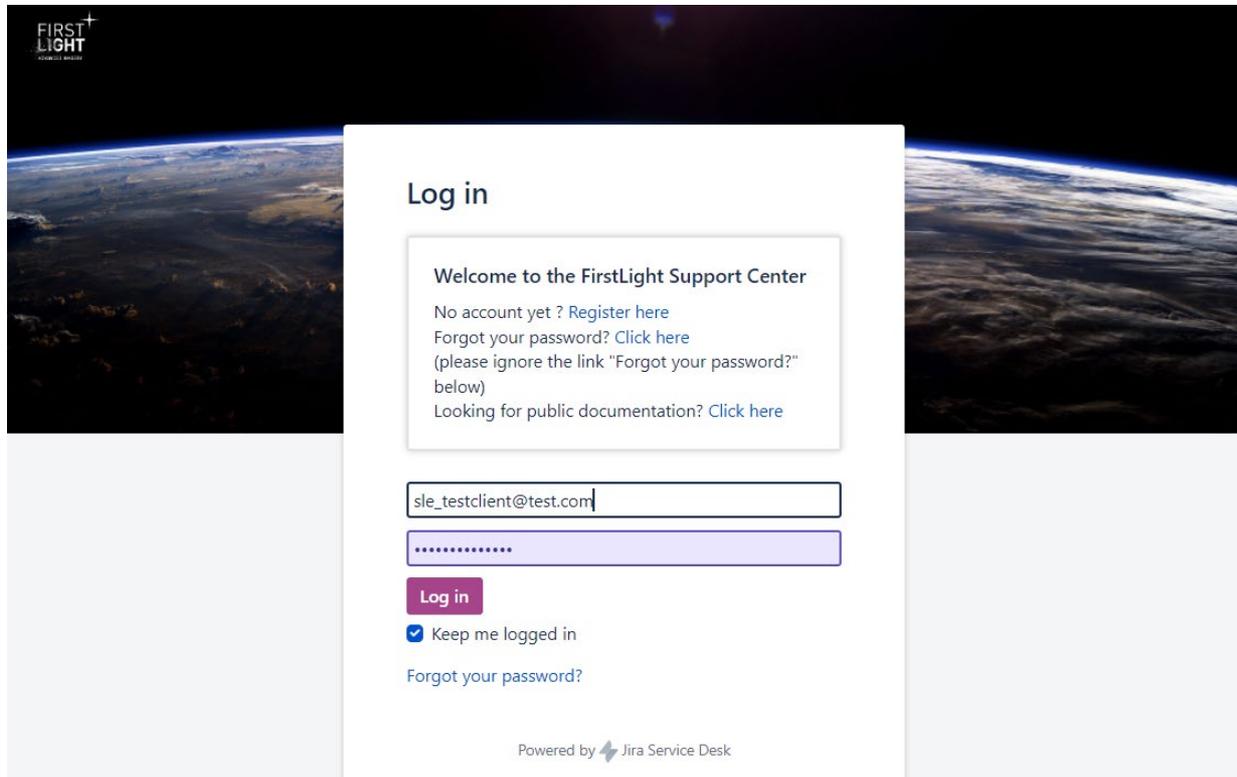At last, the service desk tool relies on a web portal but also on an e-mail address. As it will be explained below it is possible to use the e-mail to interact on the requests in addition to the web portal.

3. THE FIRSTLIGHT SUPPORT PORTAL

The portal can be reached using the following URL:

https://support.first-light-imaging.com

To get access to the service, you need to provide a login/password.
The authentication information is the same than the one used to get access to the private area on www.first-light-imaging.com (aka "my library" on First Light Imaging's website).
The login is the provided email address, the password is the same.
If you do not have an account yet, you can request one using the provided link.

3.1. Request an account

Log in

Don't have an account? Register here
Forgot your password? Click here
Looking for public documentation? Click here

Click on the register link.
You will be redirected to the First Light Imaging's website account creation page.
Fill in the various fields and submit the registration form.
First Light Imaging will check the request and validate your registration.

3.2. Password forgotten
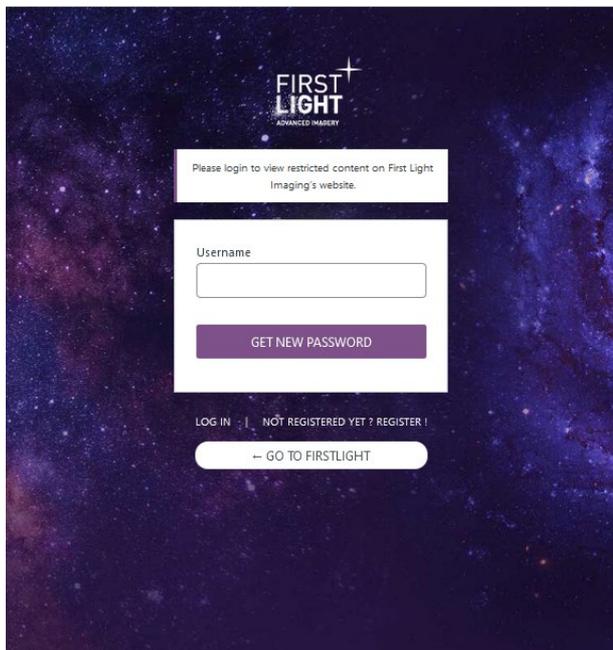
Click on the forgot password link.

You will be redirected to the First Light Imaging's 'get a new password' page.

Follow the instructions to renew your password.

Please note that since the identifier is the same for the private area of the site and for the support portal, changing the password affects both.

3.3. Organization

Your account is associated within an organization. An organization is a generic term standing for a university, a company, a laboratory, etc.

People in the same organization can choose to share their request with a person within the same organization or with the whole organization.

A padlock icon can be used to share the request at the creation.

However it is not mandatory to share the request from the beginning, you can share (or unshare) it later when the request is displayed. To do so, you need to use the share link provided on the left of the page as presented here :

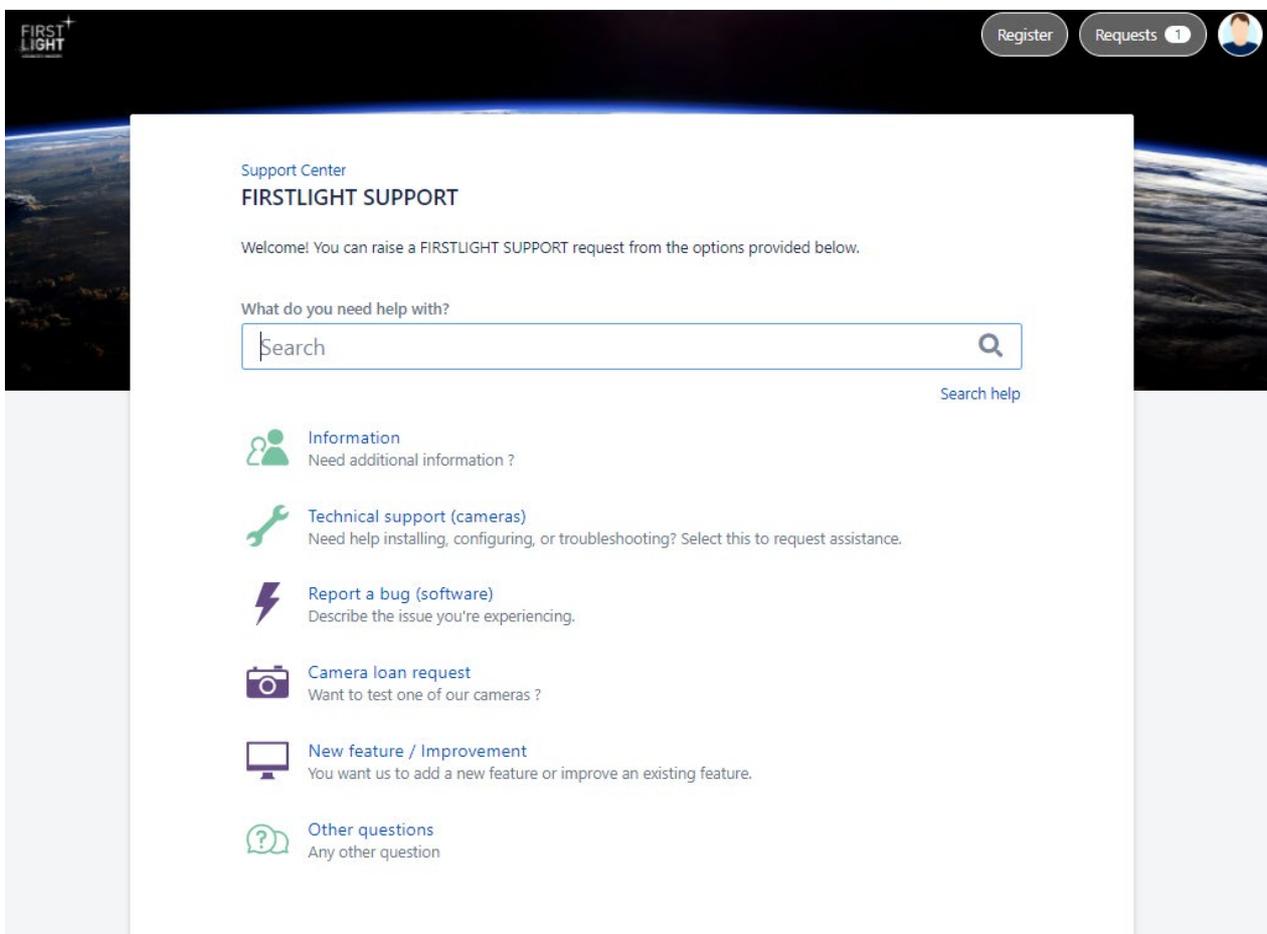**WAITING FOR SUPPORT**

👁 Don't notify me

🔗 Share

Escalate

Resolve this issue

Cancel request

4. ONCE IDENTIFIED

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Once identified, you can directly try to look for support documentation about your problem using the search toolbar. If the provided information does not help you, you can raise a request to the technical support team.

There are six kinds of request type. The name is self-explanatory but to help you choosing the request type, a short description of each type is provided below.

<u>Note 1</u>: We are just starting to fulfill the knowledge database, therefore, only a few articles are currently available, but the database will increase in the future.

<u>Note 2</u>: A RMA request type also exists, but it can be created only by First Light Imaging team. If you think your camera needs a RMA, please raise a Technical support request. If the need of RMA is confirmed, the First Light Imaging team will raise an RMA request that you will be able to follow in your request list.

4.1. Request type: Information

You can use this request if you do not have a technical problem with a camera but need additional information that you can't find on First Light Imaging's website nor in the knowledge database. If possible, please specify which camera you need this information for.

4.2. Request type: Technical support (cameras)

Support Center / FIRSTLIGHT SUPPORT
Technical support (cameras)

Summary

Description

Attachment *(optional)*

@ Drag and drop files, paste screenshots, or
browse

Camera(s)

SERIAL NUMBER *(optional)*

A string of characters written on the camera sticker.
The format can be one of the following patterns:
XXX-YYYY-ZZZ (ex CR1-2020-020)
XXX-YYYY-ZZZZ (ex CR2-2021-0102)
XX-YYYY-ZZZ (ex O2-2020-011)
XX-YYYY-ZZZZ (ex O2-2020-0111)

Firmware *(optional)*

Please indicate the firmware version running on the camera.
For cameras with a command line interpreter, it can be retrieved using the '**ver**' command.
For genicam cameras it is indicated in a register.

🔒 Share with ORG_HEXAWIN ⌄

Create Cancel

Use this request if you already have a camera and you encounter a technical problem while using it. Describe the problem and add any picture or record that could helpful.

To provide the best support, we need to know: the camera model, its serial number and the release of the firmware running in the camera. Depending on the information exchanged in this request, the First Light Imaging support team will create a RMA request that will allow you to follow the RMA stages.

4.3. Request type: Report a bug (software)

Use this request if you detected a bug using one of the software provided by First Light Imaging.
In 2020, First Light Imaging moved software support to a unified software solution for all FLI cameras: a Software Development Kit (FliSdk) and a Graphical User Interface (FliVision).
It is still possible to use previous software, but it is considered legacy (obsolete), and no more changes will be made to this software.

To provide the best support, we need to know: the camera model, the type of software and its release. Describe the issue and add any useful file or picture which explains the problem.

4.4. Request type: Camera loan request

Support Center / FIRSTLIGHT SUPPORT

Camera loan request

Camera(s)

[⌄]

Select the camera for which you wish to obtain a loan

Application

[   ]

Provide the name of your application

Description *(optional)*

[   ]

Describe your application and the use of the camera. If you have a specific configuration you want to test, or any specific requirement, please let us know. Please note that some of the loan cameras have degraded performances (test-grade detectors).

Loan start

[   ] 📅

Indicate the wished date for the start of the loan

Loan end

[   ] 📅

Indicate the wished date for the end of the loan. The default loan term is one or two weeks.

Loan conditions (cost)

☐ I confirm that I will take in charge the return costs.

First Light Imaging will take in charge the shipping of the camera. The return cost will be at your charge.

Loan conditions (feedback)

◯ I will be able to share experimental raw data and provide information on the tested configuration.

◯ My application is strictly confidential, I will share a short report on my feeling about the camera.

First Light Imaging is keen to get your feedback. This enables us to better understand the requirements of applications, improve our products and shape the new ones. The information shared will stay confidential and will not be shared to a third party, except if specifically agreed. Please choose the type of information you will be able to share.

Location

Use this request if you are considering the purchase of a FLI camera but you need to check if it meets your requirements first.
Various information is requested to organize the loan.

4.5. Request type: New feature / Improvement

Support Center / FIRSTLIGHT SUPPORT

New feature / Improvement

Summary

Description *(optional)*

Attachment *(optional)*

@ Drag and drop files, paste screenshots, or
browse

Camera(s) *(optional)*

Share with ORG_HEXAWIN

Create   Cancel

Use this request if you do not have a technical problem with the camera or the software but you would like First Light Imaging to implement a new feature.
Describe your need, specify for which camera and if possible, when you would need this feature.

4.6. Request type: Other questions

Support Center / FIRSTLIGHT SUPPORT
Other questions

Summary

Description *(optional)*

Attachment *(optional)*

📎 Drag and drop files, paste screenshots, or
browse

🔓 Share with ORG_HEXAWIN ⌄

Create   Cancel

In the unlikely case where your request does not match any of the previous request type, you can use this request type to send us your question.

5. FOLLOW YOUR REQUESTS

To follow your requests, click on the request picture top right.

The list of your requests is displayed, some filters are available to sort them.

6. REQUEST DESCRIPTION

Information can be displayed for each request:
- Information provided during the creation (1).
- Exchanges with the support team (2).
- Current status of the request (3).
- People whom the request is shared with (4).

7. FIRSTLIGHT SUPPORT E-MAIL

As indicated at the beginning of this document, it is possible to interact using e-mail.
The FirstLight support portal uses its own e-mail address which is:
supporten@first-light.fr

Each time a comment is added, or the status of the request is updated, you receive an e-mail from this address.
An example of an e-mail you can receive is provided below.
The issue number of your request is indicated as well as what has changed.
It is possible to directly answer to this e-mail. The content of the e-mail will be added to the comments of the request.

Warning: Do not send a message directly to this address, only use 'reply to'. Indeed, the mail content can be added properly to the comments of the request only if the request exists.