Pangolin Support, Education, and Development Process

Support

Emergency Support [AFTER HOURS SUPPORT]

In the case of a show emergency, we have support staff on call 24/7 that are here to help diagnose any problems you're having and help get your show back online as soon as possible. Though we kindly ask that this line is reserved for real show emergencies (ex. 30 minutes till doors open and you can't get laser output).

Phone Support

Most support related questions, issues, and bug related items are handled through our support ticket system. This system allows our team members from all around the world to easily access your ticket information, view previous communications, and even push tickets further up the chain and have our developers get in touch with you. If you're having problems and would to submit a support ticket, visit support.pangolin.com or directly email our support team at support@pangolin.com. Once a ticket has been submitted, please give us 24-hours to process your request. If you need more immediate support, give us a call!

Repairs

If you have a system that needs repair you can get in touch by filling out our repair form or you can get in contact with us directly by emailing repairs@pangolin.com. Unsure if your system needs a repair? You can open a regular support ticket by emailing support@pangolin.com to help further diagnose any issues you're having.

Education

The Pangolin Wiki

The Pangolin Wiki is home for everything support and education related. Here you can find manuals, tutorials, guides, videos and more for every pangolin software, hardware, and laser projector. Use the main links on the homepage, or just use the search bar to quickly find what you are looking for. Every page on the Wiki has been configured to make navigation and searching as easy as possible, we're very confident that you'll have no problem finding the information you're looking for.

Tutorial Videos

We have a few different types of video tutorials you will find for our product ranges.

Quick Hints

Quick Hints are a fast-paced series of tutorial videos designed to be short while providing the adequate information necessary to get you up and running as fast as possible. These videos range from a basic understanding, to more advanced features. Quick Hints are great when you're show site, pressed for time, or just need to learn how to do something. If English isn't your first language, you can use our youtube translations that are offered in several languages to get the proper translation for our software.

Full-Length Tutorials

If you are not pressed for time and would prefer for a more "in-depth" look at various topics then check out our full-length tutorials called "Deep Dive", found on our Youtube Channel and the Wiki. These videos can often be found in either single long form videos or tutorial series broken up into parts. Some examples are the live control series, The effect series, or long form like the Laser mapping webinar, and the full length, how to control your FB4 lasers from lighting consoles.

Development process and updates

BEYOND Versions and Builds

A "Version" (when referring to BEYOND or QuickShow) such as 4.0, 5.0, 5.1 that you see in the main title signifies the different version of the software. These generational changes, like from 4.0 to 5.0 are large and not backwards compatible due to the significant changes in the versions. It's always a good idea to back up your files to a separate location when upgrading versions, as you can then swap back to the previous build if you wish.

A "Build" (when referring to BEYOND or QuickShow) is a small update to the software. Builds change often, especially internally. In fact, many builds are never actually published at all, rather they are used for internal and or beta testing.

There are two kinds of builds that we release at a given time, a "beta" build, and a "production" build. The production build, which is often referred to as the "stable build", is the build recommended for use on shows (it is also the default for in-app updates). Production builds contain the latest bug fixes and have resolved all (known) critical issues. *We highly suggest using a production for real-world use, as a beta build could potentially contain bugs or errors.

A beta build, like the name implies, is a beta version of our software. This could include new features, tools, or other various changes to the software. If you're interested in becoming a public beta tester (At

this moment, we only offer beta testing for our BEYOND software) you can enroll for the beta inside BEYOND by going to configuration and clicking the misc tab.

It is recommended if you are having a show critical issue, to update to the beta build first. Often someone else has found that bug before you, and it has already been fixed and implemented into the beta build. If you still experience an issue after trying a beta build, its then a good time to contact support@pangolin.com.

As of the beginning of 5.0 you are no longer required to update. At any point. But if you experience any issues, it's always recommended you try the latest production or beta builds as bugs are always found and squashed, as is a living, breathing, and continuously developed software that BEYOND and QS is.

We hope this overview on our support, education and development process helps you understand how you can get help when you need it, learn how to improve your use of our products, and understand how we move the industry forward with updates and versions. As always if you need any help or have any questions, feel free to contact us directly using any of the contact forms discussed in this document!

Helpful Links:

- Pangolin Wiki: https://wiki.pangolin.com/
- Pangolin Support System: https://support.pangolin.com/
- Pangolin Youtube: https://www.youtube.com/c/PangolinSystems
- Pangolin Youku: https://www.youku.com/profile/index?uid=UMjI3ODQzMDY4OA==
- Pangolin Facebook: https://www.facebook.com/PangolinSystems

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