

Sound Experience Support Portal

Instructions / Upgrades / Features

Logging Into The Sound Experience Support Portal - Follow Instructions Below:

*Your Clinic Account Number is in the original email you received. Each user should create an individual account or there can be one account for the entire clinic. If you have any questions, please contact Sound Customer Support:

Email: techsupport@soundvet.com | Phone: 800-819-5538

We sincerely hope you enjoy the new enhancements to SMART DR.

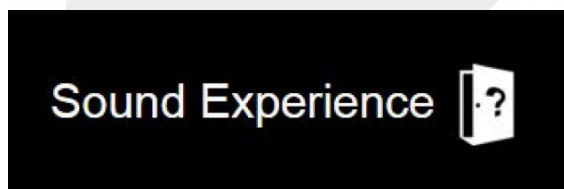
Account Creation



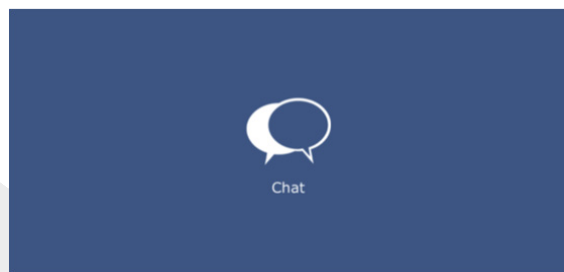
1. In the upper right of the screen, touch (?) icon.



2. Select “SmartDR Help”

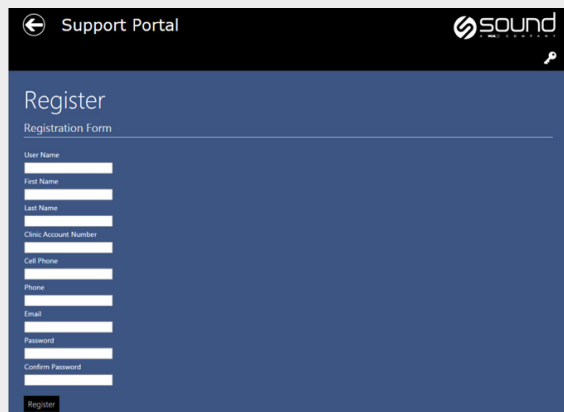


3. Select Sound Experience Icon



4. Select the Chat Icon

You will enter chat unless it's the first time in which case, you'll be asked to set up account.



5. The fields here are very self-explanatory and require the Clinic Account Number.

**Your Clinic Account Number is in the original email you received.*

Learn About The New Sound Experience Support Portal Features Here:

<http://apps.soundvet.com/Help/TrainingVideos/Details/28>

Upgrades and Features:



What's New!

Product Video Updates

Watch a video demonstrating the latest and greatest features of Sound Smart DR™



Install

Installation Made Easy

- Complete Pre-Install Checklist
- Schedule your installation
- Review your itemized order



Chat

Help When You Need It Most

Live Chat with a Trained Customer Support Engineer. Available from SMART DR and/or your mobile device



Support Ticket

Support Tracking

- Create a new support ticket
- Check the status of an existing support ticket



Training Videos

Onboard Training

Access training videos of every function along with other educational content

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Sound Assurance

Warranty Dashboard

- Review your current level of Sound Assurance
- Compare different levels of Sound Assurance
- Start a live chat to discuss upgrade options



Online Payment

Easy Pay

Conveniently process warranty payments online



Contact Us

Contact List

Contact Sound via Phone or Email



Returns

Real-Time Tracking

- Track your equipment when returned to Sound for upgrade or repair.
- Access Tracking information for incoming/ outgoing shipments



Equipment

Inventory

View a list of equipment from Sound in your practice



Analytics

Analytics

Coming Soon! The ability to view real time statistics to ensure you are getting the most out of your Sound Equipment

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