Atlas™ GNSS Global Correction Service

What is Atlas?
Atlas is a GNSS global corrections service delivered both by L-band satellite and the Internet.

What is the difference between L-Band and Atlas?
L-Band is a frequency band, from 1 – 2 GHz, allocated to satellite navigation and telecommunications. Atlas is a GNSS global corrections service delivered by L-band.

How many reference stations do we have in total?
Atlas has approximately 200 reference stations worldwide. They cover all of earth's landmass.

Is the satellite frequency different in different parts of the world?
Yes, and our receivers automatically tune to the best-available frequency.

Where can I see Atlas in action?
We offer evaluation subscriptions.

Can I schedule an Atlas demonstration?
Absolutely!

How can I find a local Atlas provider?
Please visit the dealer page on our website (www.HGNSS.com) to locate the best Hemisphere representative for you.

Is Atlas bi-directional?
No, Atlas is receive-only to maximize power and cost savings, helping us to provide an effective, economical solution to our customers.

Which datum are Atlas corrections referenced to?
Atlas positions are referenced to ITRF08 current epoch.

Coverage

Does Atlas cover the entire globe?

Atlas offers worldwide coverage through two methods: via L-Band satellite, and via the Internet. L-Band distribution covers from 75°N to 75°S, and there is no geographical limit to Internet coverage.

Are there any geographical or market restrictions to my subscription?

We may choose to offer geographically specific subscriptions that will only be able to operate in specified regions. However, unless you are informed of any geographic limitations, your subscription will operate worldwide.

Is the data stream available via the Internet?

Yes, Atlas corrections are available via the Internet, subject to authentication implementation. These are identified by the "IP" in the service name.

Performance / Accuracy

What accuracy can I expect?

Hemisphere offers three accuracy classes (sub-meter, sub-foot and sub-decimeter) We have deliberately named our service levels to reflect the accuracy class our customers should expect in reasonable conditions.

Does Atlas use COAST™ to help maintain performance when reception to Atlas is lost?

Atlas does not use COAST, but our Athena™ engine uses a newly developed Tracer technology to maintain positioning performance during correction signal outages.

What is your defined uptime?

Our levels of redundancy provide better than 99.99% uptime.

What activations do I have to purchase in addition to the Atlas subscription?

You do not have to purchase any additional activation in order to use Atlas or improve accuracies. Atlas automatically uses the full capability of your hardware to offer you best-as-possible performance.

Do you offer offshore subscriptions? And if so, is there any difference in performance between offshore and land or near-shore?

Yes, Atlas works offshore, and there is no difference in performance. We have seen reports presenting offshore performance but have not collected data ourselves that we can share.

Is Atlas a fix / float solution, where there is a position jump when it switches between fix and float solutions?

Atlas users will not experience the position jumps traditionally seen in typical FIX / FLOAT solution methods.

What is needed in order to enable the P306 / P307 boards to receive L-Band corrections?

Our LX-3 board can be paired with the P306 in order to receive L-Band corrections.

Business / Pricing

How much does Atlas cost?

Please visit www.HGNSS.com for detailed information regarding Atlas. If you have an Atlas-capable product, you'll soon be able to view pricing and purchase subscriptions on the Atlas Portal, at www.AtlasGNSS.com.

Can I try Atlas out for free before I buy?

Yes, we have an evaluation subscription available. Please visit www.HGNSS.com for details regarding this.

What is the difference between an activation and a subscription?

Activations are essentially subscriptions that last the lifetime of the hardware. In the case of Atlas subscriptions, an Atlas activation is also required. However, as the activation is a one-time occurrence, any subscription renewals will NOT require another activation purchase.

Is my subscription automatically renewed?

When purchasing subscriptions, users have the option of selecting "auto renewal". If you select this option, your subscription will automatically be renewed. If you change your mind prior to the next renewal date, you can login to the portal and disable / enable that option.

Can I upgrade from one accuracy to a higher accuracy? Will it be a new subscription fee or upgrade fee?

Yes, you can upgrade to a higher accuracy, and you will only be charged the difference between the two subscription fees.

Can I upgrade from one subscription period to a longer period? Will it be a new subscription fee or upgrade fee?

Yes, current subscriptions can be renewed or extended, and you will only be charged the difference between the two subscription fees.

What happens if my hardware is lost or stolen? Am I able to transfer the activation and remainder of my subscription to the replacement?

We have a process in which you can cancel the activation and subscription for one product and transfer the remaining duration to the new or different product. Once that has been completed, those activations and / or subscriptions on the lost or stolen hardware will no longer function.

What happens if I sell or "retire" my hardware? Am I able to transfer the activation and remainder of my subscription to the replacement?

We have a process in which you can cancel the activation and subscription for one product and transfer the remaining duration to the new or different product. Once that has been completed, those activations and / or subscriptions on the old hardware will no longer function.

What happens when my subscription expires?

When your subscription expires, your product will return to the functionality it had prior to adding the subscription.

How do I cancel my service?

Unless you have selected "auto renewal" when purchasing your subscription, your service will automatically stop on the expiry date.

What is the refund policy?

Atlas subscriptions are non-refundable except in special circumstances.

Does Atlas charge for customer service?

Our pricing includes Hemisphere's standard customer service.

Can my subscription period also be shortened in case the job ends earlier?
We will offer multiple durations of subscription that will allow you to tailor your purchases as close as possible to what you need.

What are the minimum and maximum durations for subscriptions?
At launch time, we will offer subscriptions ranging from one month to one year. The selection can be increased as necessary.

Is there a quantity discount for fleets?
Absolutely! Please contact us for more details.

Atlas Portal

Where can I find the Atlas service terms and conditions?
Please visit the Atlas portal at www.AtlasGNSS.com.

Does the Atlas Portal allow users to purchase activation codes in addition to Atlas subscriptions?
At launch time, the Atlas Portal will only offer Atlas-related subscriptions. However, we intend to add activation codes such as RTK in the near future.

Hardware

Which Hemisphere products will work with Atlas?
The following Hemisphere packaged products will support Atlas:
- *Latest version of the Eclipse™ R330 ("R330u")*
- *Latest version of the Vector™ VS330 ("VS330u")*
- *New Vector V320*
- *New AtlasLink™*

The following Hemisphere boards will support Atlas:
- *Any P3 series board that can be paired with the LX-3*
- *Eclipse Vector H321*

Will my existing L-Band enabled Hemisphere product work with your new service?

Almost any existing Hemisphere product can be upgraded to support Atlas. To receive more details regarding this, please contact your Hemisphere dealer.

Which manufacturers support Atlas?

At this time, Hemisphere is the only GNSS manufacturer directly supporting Atlas. However, we are currently pursuing many opportunities with other manufacturers.

I have a GNSS receiver from another manufacturer. Can I use Atlas with it?

AtlasLink, in SmartLink or BaseLink mode, can deliver corrections to any GNSS system from any manufacturer that supports an open communication standard such as RTCM.

Can you provide any more details regarding AtlasLink?

Once we have publicly launched Atlas, we will be providing details on the Hemisphere website. However, here are some answers to a few common questions:

- *AtlasLink is a multi-function smart antenna.*
- *It does not offer internal radio modem or batteries.*
- *SmartLink and BaseLink are modes of operation that can be enabled, just like RTK and Atlas subscriptions.*

When can we expect Atlas firmware for the A325?

We will be releasing Atlas-capable firmware for the A325 shortly after the public launch of Atlas. Please note that the A325 will not receive L-Band corrections. If you need L-Band (vs internet), you will be able to take advantage of our exciting trade-in program that we will announce "launch week".

Can AtlasLink be used as a data collection package?

Yes, the combination of AtlasLink and the Atlas web UI makes it easy for you to collect data. AtlasLink includes 2GB of memory.

Support

How do I contact Atlas support?

The Hemisphere Tech Support team will provide Atlas support. Please contact them via the method you're already using (e.g., TechSupport@HGNSS.com).

I'm switching to Atlas from my current provider. What are my next steps?

Go to the Atlas portal at www.AtlasGNSS.com and register using the ESN or PSN of your Atlas-capable product. You will then easily be able to view and purchase all activations and subscriptions available for your product.

Do I need an authorization code?

Yes, every subscription has an authorization code specific to that combination of receiver, activation / subscription, and time period.

How long before my service is activated?

Within a few minutes of purchasing the subscription on the Atlas Portal, you will receive an email providing you an authorization code. Upon entering that code into your product, you will fully up-and-running!

How do I find my product's Electronic Serial Number (ESN)?

The serial number label on many receivers contains the ESN. If yours does not have that, query your receiver using $JI command. The Atlas Portal also allows you to enter your product's serial number instead of the ESN.

What software does Hemisphere provide for configuring Atlas?

Depending on the product, there are a number of options available for configuring Atlas. These include our onboard menus, PocketMax, and the AtlasLink web UI.

Do you offer 24 / 7 support?

Yes, please visit our website at www.HGNSS.com for more details.

Competition

How does Atlas pricing compare to the alternatives?

Better! Please visit www.HGNSS.com for detailed information regarding Atlas. If you have an Atlas-capable product, you'll soon be able to view pricing and purchase subscriptions on the Atlas Portal, at www.AtlasGNSS.com.

How does this service compare against the competition in terms of accuracy?

Atlas accuracies are as good as if not better than that of our competitors. Please see the Atlas Webinar presentation for details.

How do Atlas convergence times compare with those of your competition?

Atlas convergences times are as good as if not better than that of our competitors. Please see the Atlas Webinar presentation for details.

What is unique about Atlas that makes it the best option for users?

As an end user, you will benefit from best-in-class performance and aggressive pricing. As a channel member, systems integrator or partner, you will benefit from being part of the revenue stream of the business and from continuing to own the customer relationship.