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Thank you for completing this form. Please send your response to support@axxin.com

Axxin Support Form	
Company:	
Name:	
Position:	
Email:	
Instrument Issue	Desktop Software Issue
<p>The Instrument Serial Number is located on a label on the back side of the instrument. Instrument serial number/s:</p> <p>Revision Number:</p>	<p><i>Check the Desktop Software version number, go to:</i> Desktop Application/ About Desktop software version:</p>
<p>If you are able to access the device application screens. Navigate to: Settings/About/. You will find the entire device Software, Firmware and Hardware information here. Instrument Application Version x.x.x.x:</p>	<p><i>To find your system specification go to:</i> Control Panel/All Control Panel Items\System <i>Record the Windows edition and the System type</i> What Windows Operating System are you using? e.g. Windows 7, 32 bit</p>
<p>In your own words describe what the problem is. On which screen you were looking at when the error occurred and if any USB devices such as a USB Memory key or Printer Attached. How frequently are you seeing the issue? (eg. <i>intermittent - every few tests? does the test run ever finish or does it always crash before this?</i>). Description of Fault:</p>	
<p>Please supply the any additional files such as an instrument log file, screenshots, videos and photos.</p>	