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**Thank you for completing this form. Please send your response to [support@axxin.com](mailto:support@axxin.com)**

T16-ISO Desktop Support Form	
<b>Company:</b>	
<b>Name:</b>	
<b>Position:</b>	
<b>Email:</b>	
T16-ISO DESKTOP SOFTWARE	NOTE
<b>Desktop software version:</b>	Check the Desktop Software version number, go to: <b>T16 ISO Desktop Application/ Support/ About</b>
<b>Software Version of connected instrument:</b>	If you are able to access the device application screens navigate to the device information/about screen. You will find the entire device Software, Firmware and Hardware information here. <b>Instrument Application Version x.x.x.x:</b>
<b>What Windows Operating System are you using? Eg. Windows 7, 32 bit</b>	To find your system specification go to: <b>Control Panel\All Control Panel Items\System</b> Record the Windows edition and the System type
<b>How where you connected to the instrument?</b>	Using a <b>network cable</b> and connecting via Ethernet direct <b>adhoc</b> connection or via <b>Local Area Connection?</b> Or where you using a <b>USB Cable</b> to connect?
<b>Description of Fault:</b>	In your own words describe what the problem is. On which screen you were looking at when the error occurred. At what stage does the problem occur? (eg. on connection, temperature warm-up, test run? ) How frequent is the problem? (eg. intermittent - every few tests? does the test run ever finish or does it always crash before this?).
Are you able to take a screen shot of the error? If so please attach. If you are looking at the fault on screen, or are seeing an error message you could take a screen shot of what you see. Hold down the <b>"Alt"</b> key and press <b>"Print Screen"</b> And either attach or copy past the image into this email.	
Please perform a self test on the Desktop Software. Please send us a copy of Self Test output file, conducted on the instrument with the issue. Go to <b>T16 ISO Desktop Application/ Instrument/ Self Test</b> , Run a Self Test and save the test result. JSON file and attach it to this email. Refer to the Desktop User Manual <b>D003468</b> for further information. If you cannot access the self test, a log file can be found at <b>C:\Program Files\Axxin\Axxin T16 ISO Desktop\Logs</b>	