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

T16-ISO / T8-ISO Desktop Support Form	
Company:	
Name:	
Position:	
Email:	
<input type="checkbox"/> T16-ISO <input type="checkbox"/> T8-ISO Software (Tick model name)	NOTE
Desktop software version:	Check the Desktop Software version number, go to: T16 ISO Desktop Application / Support / About OR T8 ISO Desktop Application / Support / About
Software Version of connected instrument:	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. Instrument Application Version x.x.x.x
What Windows Operating System are you using?	To find your system specification go to: Control Panel / System and Security / System Information Record the Windows edition and the System type, e.g. Windows 7, 32 bit
How were you connected to the instrument?	Using a network cable and connecting via Ethernet direct adhoc connection or via Local Area Connection ? Or were you using a USB Cable to connect?
Description of Fault:	Describe the problem In your own words. Which screen you were looking at when the error occurred? At what stage does the problem occur (e.g. on connection, temperature warm-up, test run)? How frequent is the problem (e.g. 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 to email. 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 " Alt " key and press " Print Screen " Either attach or paste a copy of the image into this email.	
Only for T16-ISO instruments: 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 T16 ISO Desktop Application / Instrument / Self Test . Run a Self Test, save the test result JSON file (it will prompt at completion of Self Test) and attach it to this email. Refer to the Desktop User Manual D003374 for further information. If you cannot access the self test, a log file can be found at C: \Program Files \Axxin \Axxin T16 ISO Desktop \Logs	

PAGE NO.	FILE NAME	REVISION DESCRIPTION	TEMPLATE
1 of 1	D004045v4.0 Form, Molecular Device Desktop Software Support Form, Axxin Instrument Platform.docx	Added revision footer and updated document name. Updated UK and US address.	D002143v9.3