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:	

☐ T16-ISO ☐ 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***	