



**Australian Office**  
 Ground Floor, 582 Heidelberg Rd,  
 Fairfield, 3078  
 Victoria, Australia  
 T + 61 3 9329 1167  
 F + 61 3 8732 0310  
 ABN 43 120 905 839

**USA Office**  
 400 Continental Blvd  
 El Segundo, CA, 90245  
 USA  
 T + 1 858 736 9160  
 F + 1 858 346 9300

**UK Office**  
 18 King William Street  
 London, United Kingdom  
 EC4R 9AN  
 T + 44 203 960 7512  
[www.axxin.com](http://www.axxin.com)

Commercial in Confidence

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

Kinetic Desktop Support Form	
<b>Company:</b>	
<b>Name:</b>	
<b>Position:</b>	
<b>Email:</b>	
KINETIC DESKTOP SOFTWARE	NOTE
<b>Desktop software version:</b>	Check the Desktop Software version number, go to: <b>Kinetic Application / 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?</b>	To find your system specification go to: <b>Control Panel / System and Security / System Information</b> Record the Windows edition and the System type, e.g. Windows 7, 32 bit
<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> ?
<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? (e.g. on connection, 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?
<p>Are you able to take a screen shot of the error? If so, please attach to email.</p> <p>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.</p>	

PAGE NO.	FILE NAME	REVISION DESCRIPTION	TEMPLATE
1 of 1	D004530v3.0Form, Kinetic Desktop Software Support Form, Axxin Instrument Platform.docx	Added revision footer. Updated UK and US address	D002143v9.3