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 Commercial in Confidence

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

AX-2X Support Form	
Company:	
Name:	
Position:	
Email:	
AX-2X Instrument	
<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>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>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? Description of Fault:</p>	
<p>Please supply the instrument log file as an attachment.</p> <p><i>Attach a USB Flash Memory Key to the AX-2X Instrument. If you are able to access the device application screens. Logon as an Admin user. Navigate to: Enter Admin Password/ Administrator Setting/ Export /Export Logfile to USB</i></p> <p><i>This export the device "Logfile" to an attached USB Flash Memory Key. Please attach the device log file to this email.</i></p> <p><i>Refer to the Instrument User Manual for further information.</i></p>	