

| Title: TSB0033 Access to the Service Portal to download software and upload device logs | Version: 3.0 | Date Published: 25/05/2022 |
|---|--------------|----------------------------|
| Reference (e.g. NCR, CN, Complaint No): N/A   |              | Author: Di Zhang           |

### **Subject**

# Access to Nanosonics Service Partner Portal for software download and device log upload

| Coverage (e.g. field service, service centres) | Global Service Centre and field service |
|--|---|
| Applicable Models                              | N05000, N00010 and N00020               |
| Applicable Serial numbers                      | N/A                                     |
| Does this Bulletin Supersede previous          | □ Yes                                   |
| bulletin/s                                     | 🖾 No                                    |

### Introduction to Nanosonics Service Partners Portal

The Nanosonics Service Partner Portal is introduced to provide authorised service personnel with access to the latest trophon service software and device software on-line. This Technical Service Bulletin lists the steps to register your account to access the portal and download the latest software installers and images.

### Required Parts, firmware or toolkits

• Service laptop with Internet connectivity

### Guidelines for software update

#### 1. Invitation email

You will receive the invitation email if you have successully applied for the Certificate for your trophon2 Service and Manufacturing Software, or you have the certificate successfully installed.

Click the hyperlink embedded in the email to start the registration.

If you don't have an account for the portal and you have not received the invitation email, please contact your local Nanosonics Service Representitives.



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| Reference (e.g. NCR, CN, Complaint No): N/A  |  | Author: Di Zhang                         |
| Nanosonics Registration Invitation<br>trophontechlog@nanosonicspartners.com<br>To O<br>i If there are problems with how this message is displayed, click here to | Septy Repty Rept   | y All → Forward<br>Wed 7/07/2021 2:56 PM |
| Complete registration  | SONICS<br>Rection Prevention For Life.                           |  |
| Hi,<br>Email: @nanosonics.com<br>Please complete re<br>If you did not request this email, or have a<br>Kind regards,<br>The Nanosonics Team                      | <mark>gistration form here</mark><br>ny further questions, pleas | e contact us.                            |

### 2. Register your account

A web page will open with the registration form. Complete the form with your details.

Please ensure the email is identical with the one shown in the invitation email.

The password will require:

- 8 characters at minimum
- At least an upper-case letter, a lower-case letter, a number, and a special character

Once completed, press "Register" to continue. If successful, a confirmation email will be sent to you.



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| nanosonics<br>receive Prevention Per Life. |                            |            |
|--|----------------------------|------------|
| Nanc                                       | osonics Limited Distributo | r Services |
| Registration                               |                            |            |
| Title *                                    | Job Title *                |            |
|  | ~                          |            |
| First name *                               | Last name *                |            |
|  |                            |            |
| Email *                                    |                            |            |
| Password *                                 | Confirm Passwor            | d *        |
|  |                            |            |
| The Password field is required             |                            |            |
|  |                            |            |
|  |                            | Register   |

In the new window, press the link to log in.



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| nanosonics<br>Intestos Freetriso Fertino   |  |  |
|--|--|--|
| Nanosonics Partners Centre<br>Your Registration was successful. Please click here to log in. |  |  |

Enter your registered email address and password to log in.

| nanosonics<br>Infection Prevention For Life |       |  |
|---|-------|--|
| Nanosonics Partners Centre                  |       |  |
| Login<br>Email address                      |       |  |
| Password                                    |       |  |
| Forgot password?                            |       |  |
|   | Login |  |

After the registration, you can always come back to this page following the link below.

nanosonicspartners.com



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#### 3. Download software

The home page will default to the upload trophon logs tab, where you can simply drag and drop log files, and submit to upload. To navigate to the software page, on the left ribbon, select "Download software".

| nanosonics Nanosonics                        | Limited Distributor Services   | enanosonics.com 🗸     |
|--|--|-----------------------|
| Account settings                             | Upload trophon logs  |                       |
| ① Upload trophon logs<br>Download software ど | Upload trophon logs<br>Supported file format: xlsx<br>Drag and dro<br>Submit | p file here or Browse |

In the "Download Software" page, click the download button underneath the titles to download the appropriate software.

trophon2 latest software: the latest trophon2 device software image

trophon2 S&M Software and Documentation: the latest trophon2 Service and Manufacture software and user guide

**trophon EPR Service software and Documentation:** the latest trophon EPR device firmware, service software and related documents

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|--|---|--|---|
| Account settings                             | Download Software                                 |  |   |
| 企 Upload trophon logs<br>Download software と | trophon2<br>Latest software version<br>Download さ | trophon2<br>S&M Software and Documents<br>Download さ | trophon EPR<br>Service software and Documents<br>Download さ |

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#### 4. Un-zip the package

Note the downloaded contents are compressed files which must be un-zipped before install or uploading.

|             | Nanosonics Limited Distributor Services Build No: 20210706.3 |            |
|-------------|--|------------|
| EPR (1).zip | ∧ 📱 T2S&MSoftwareAnzip ∧ 📲 t2DeviceSoftware (1).zip ∧        | Show all X |

#### Examples of compressed file contents:

trophon2 device software:

| ← → × ↑ 🔢 > This PC > Download | s > t2DeviceSoftware (1).zip |
|--------------------------------|------------------------------|
| Name                           | Туре                         |
| T2Image-1.3.10.2-update.tar    | TAR File                     |

trophon2 S&M Software (Service and Manufacture Software):



#### trophon EPR software:

| $\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\blacksquare$ $\Rightarrow$ This PC $\Rightarrow$ Downloads | > EPR (1).zip > EPR    |
|---|------------------------|
| Name  | Туре                   |
| 📄 SW01020 Trophon Parameter File 0.0.nan  | NAN File               |
| 📄 SW01029 Trophon Parameter File 10.nan   | NAN File               |
| 📄 SW01030 Trophon Parameter File 11.nan   | NAN File               |
| Trophon_Service_Software_Install_V1_6_2   | Application            |
| TrophonEPR_V1.5.1.enc   | ENC File               |
| 🔁 TSB0010 - Selecting Parameter File.pdf  | Adobe Acrobat Document |

Once the files are downloaded these shall be used in accordance with relevant Service Manuals.

Note, these files are not to be shared, and standard licensing agreements apply and shall be adhered to, as prescribed in the installation files.

For assistance, please contact please contact your local Nanosonics Service Representitives.