

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 bulletin/s	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 successfully 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 Representatives.

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	

## Nanosonics Registration Invitation



### Complete registration

Hi,

Email: [redacted]@nanosonics.com

[Please complete registration form here](#)

If you did not request this email, or have any further questions, please [contact us](#).

Kind regards,  
The Nanosonics Team

## 2. Register your account

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

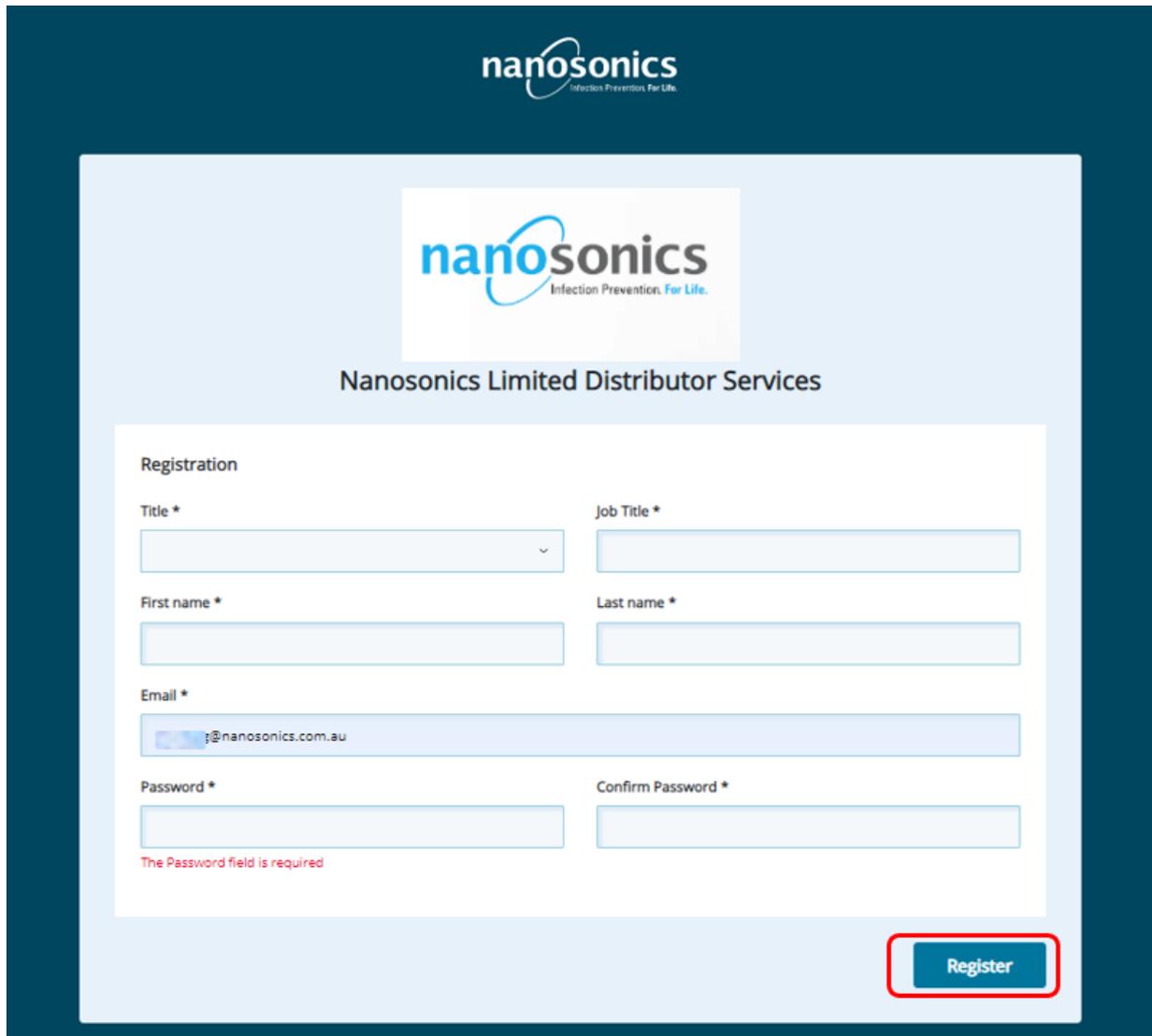
Please ensure the email is identical with the one shown in the invitation email.

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.

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



  
**nanosonics**  
Infection Prevention. For Life.

**Nanosonics Limited Distributor Services**

**Registration**

Title \*  Job Title \*

First name \*  Last name \*

Email \*

Password \*  Confirm Password \*

The Password field is required

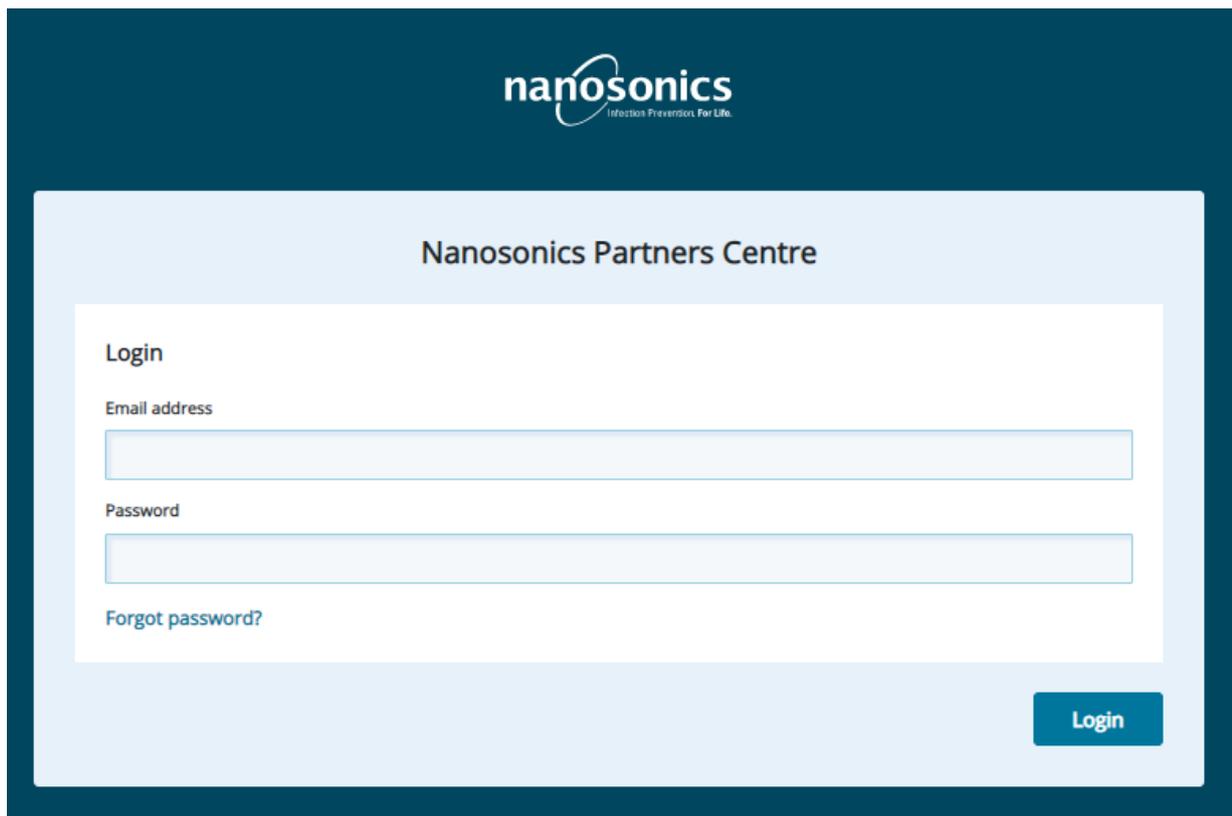
**Register**

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

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	



Enter your registered email address and password to log in.



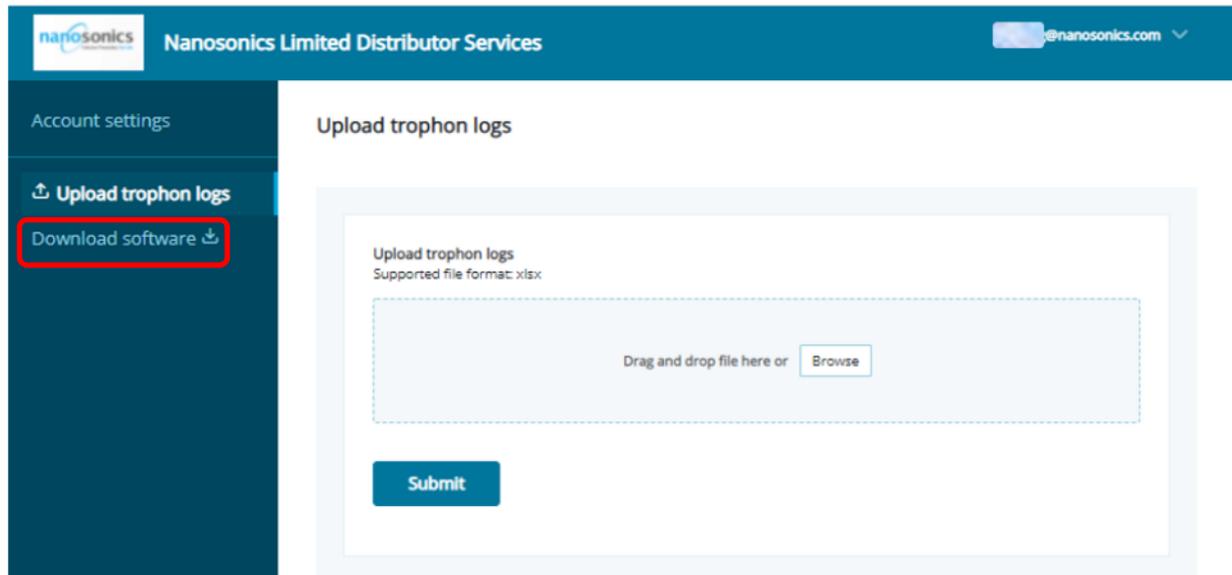
After the registration, you can always come back to this page following the link below.

[nanosonicspartners.com](https://nanosonicspartners.com)

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

### 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”.

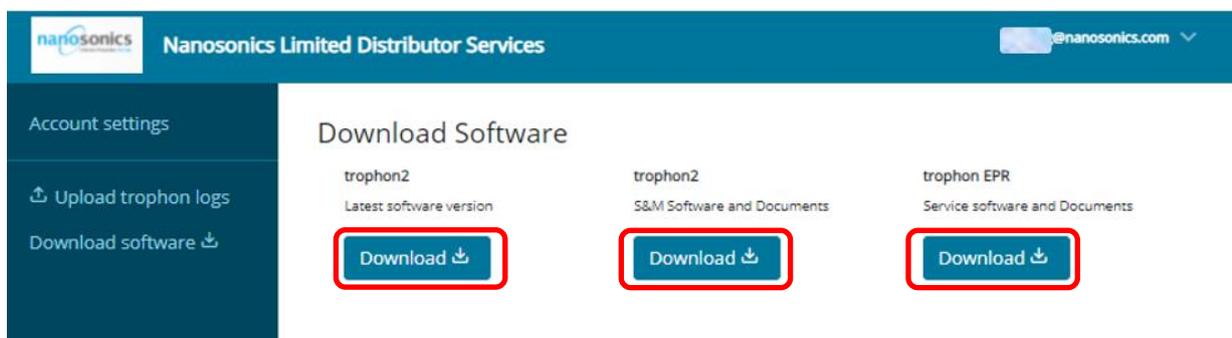


In the “Download Software” page, click the download button underneath the titles to download the appropriate software.

**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

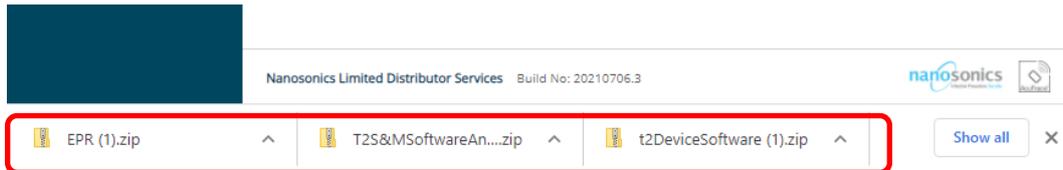
**trophon EPR Service software and Documentation:** the latest trophon EPR device firmware, service software and related documents



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

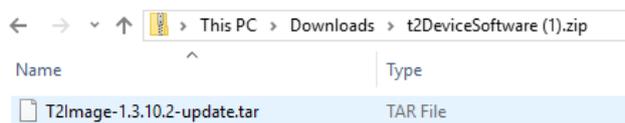
#### 4. Un-zip the package

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

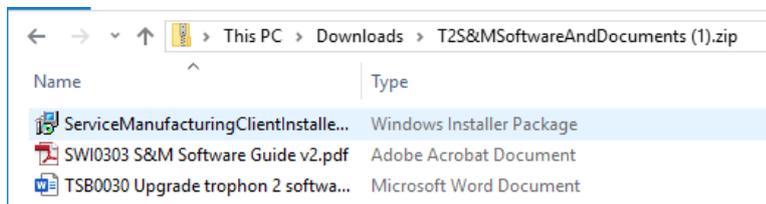


#### Examples of compressed file contents:

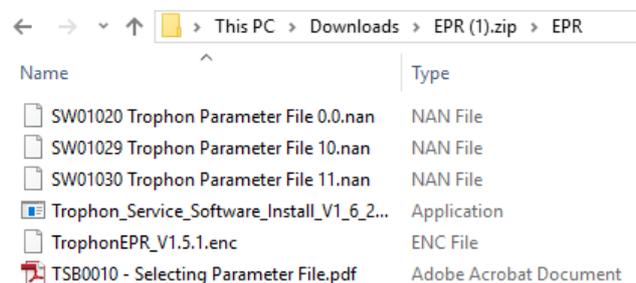
trophon2 device software:



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



trophon EPR software:



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 Representatives.