

TSB0033 Access to the Nanosonics Service Partner Portal to download software and upload device logs	
Version: 4.0	Date Published: 1/10/2025
Reference (e.g. NCR, CN, Complaint No): N/A	Author: Rowena Fernando

Access to the Nanosonics Service Partner Portal to download software and upload device logs

Coverage (e.g. field service, service centres)	Global Service Centre and field service
Applicable Models	N05035, N05000, N00010 and N00020
Applicable Serial numbers	N/A
Does this Bulletin Supersede previous bulletin/s	☐ Yes ☒ No

Introduction to Nanosonics Service Partners Portal

The Nanosonics Service Partner Portal provides authorised service personnel with access to the latest trophon service software and device software online. This Technical Service Bulletin lists the steps to register your account for access to the portal and, for downloading the latest software installers and firmware files, and for uploading trophon service logs.

Required Parts, firmware or toolkits

- Service laptop with Internet connectivity

Guidelines for portal access

1. Invitation email

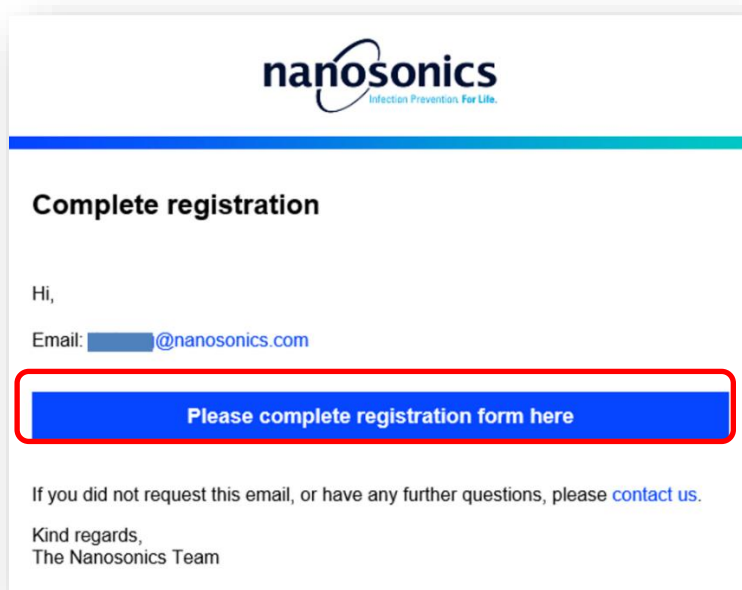
You will receive an invitation email when you have successfully applied for a Certificate for your trophon2/trophon3 Service and Manufacturing Software (S&M).

Click the hyperlink embedded in the email to start the registration process. If you have not received an email, contact your local Nanosonics representative.

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

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Nanosonics Registration Invitation



2. Register your account

1. A web page will be opened with the registration form. Complete the form with your details.

Please ensure the email address entered is identical to the one shown in the invitation email, as it is case sensitive.

The password will require:

- 8 characters at a minimum
 - At least one upper-case letter, a lower-case letter, a number, and a special character
2. Once completed, press "Register" to continue. If successful, a confirmation email will be sent to you.

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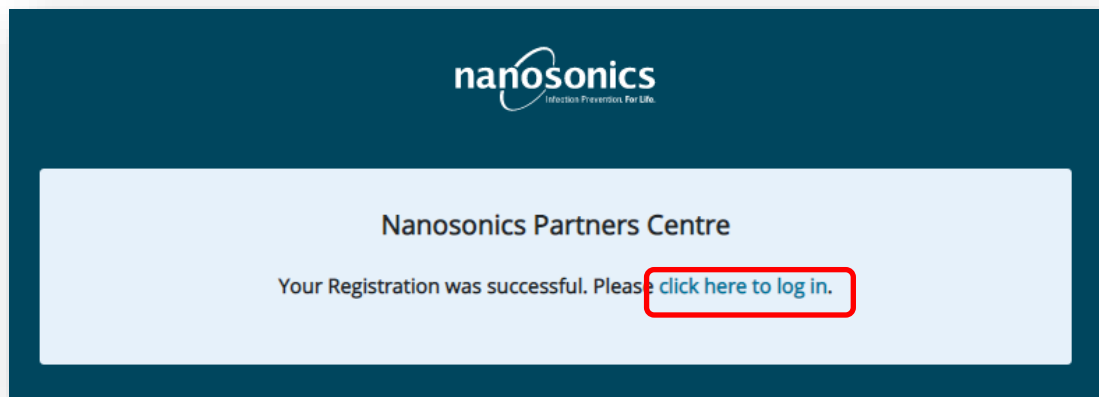
The screenshot shows a registration form for 'Nanosonics Limited Distributor Services'. The form is set against a dark blue background with the Nanosonics logo at the top. The registration form itself is white with a light blue border. It contains the following fields:

- Title ***: A dropdown menu.
- Job Title ***: A text input field.
- First name ***: A text input field.
- Last name ***: A text input field.
- Email ***: A text input field with a placeholder email address.
- Password ***: A text input field.
- Confirm Password ***: A text input field.

Below the Password field, there is a red error message: "The Password field is required". At the bottom right of the form, there is a blue button labeled "Register" which is highlighted with a red rectangular box.

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

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4. Enter your registered email address and password to log in.

The screenshot shows the Nanosonics Partners Centre login form. It features the Nanosonics logo at the top. Below the logo, the text reads "Nanosonics Partners Centre". The form is titled "Login" and contains two input fields: "Email address" and "Password". Below the "Password" field is a link that says "Forgot password?". A blue "Login" button is located at the bottom right of the form.

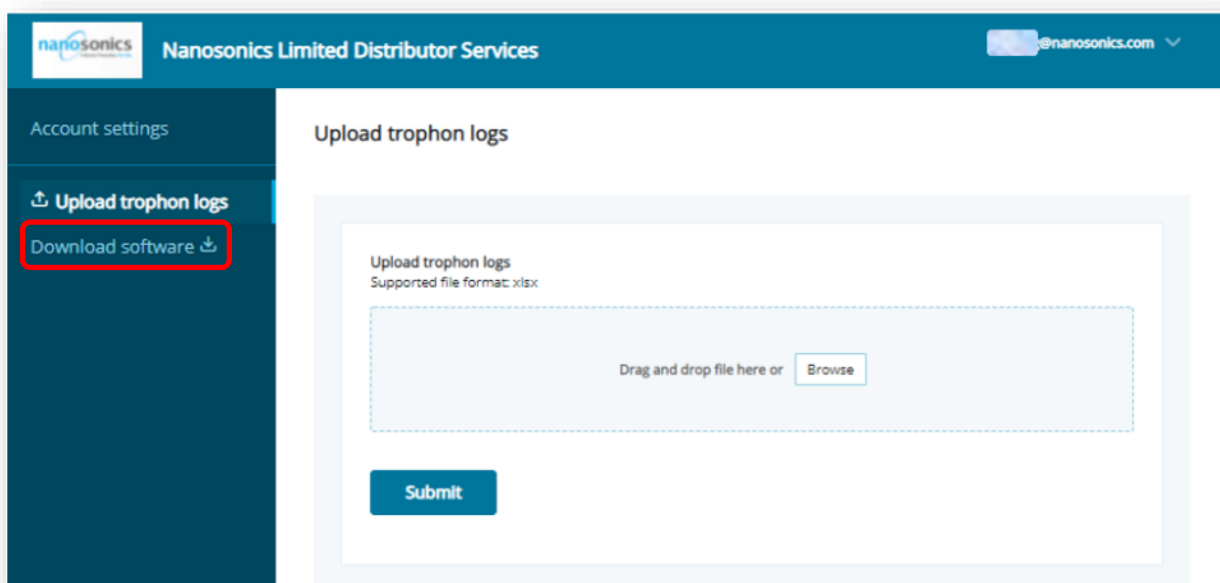
5. After the registration, you can always come back to this page following the link below.

www.nanosonicspartners.com

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3. Downloading software

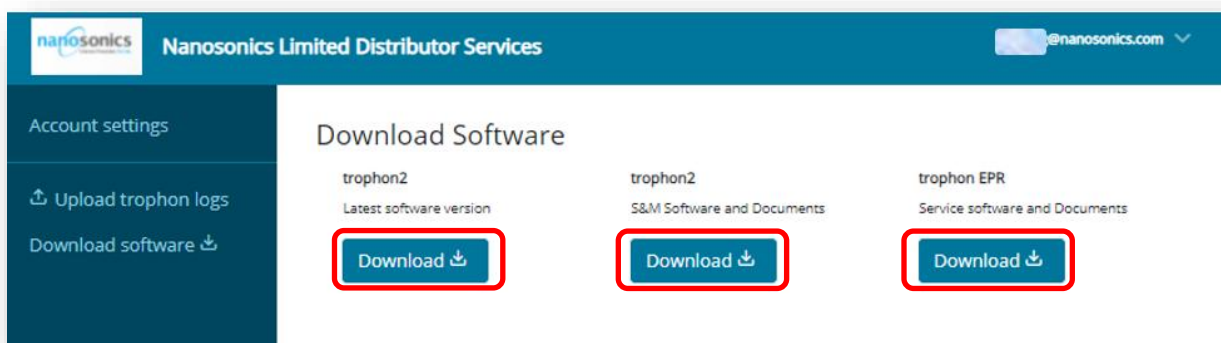
The home page will open by default to the "Upload trophon logs" tab. To navigate to the software page, on the left ribbon, select "Download software".



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

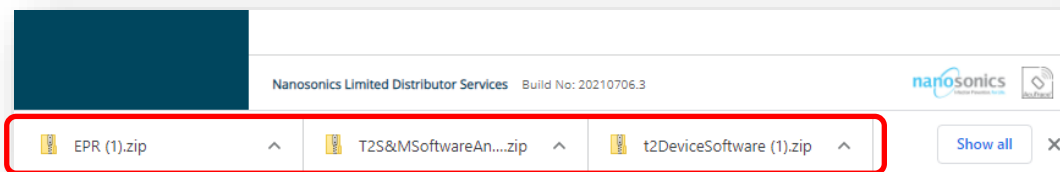
- **trophon2 latest software version:** the latest trophon2 and trophon3 device software image
- **trophon2 S&M Software and Documentation:** the latest trophon2 and trophon3 Service and Manufacture software, service manuals and technical services bulletins
- **trophon EPR Service software and Documentation:** the latest trophon EPR device firmware, service software and related service manuals and documents

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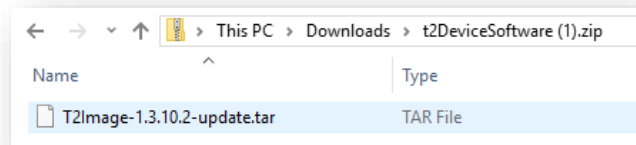


4. Extract the file packages

Note: the downloaded contents are compressed files which must be extracted before installed.



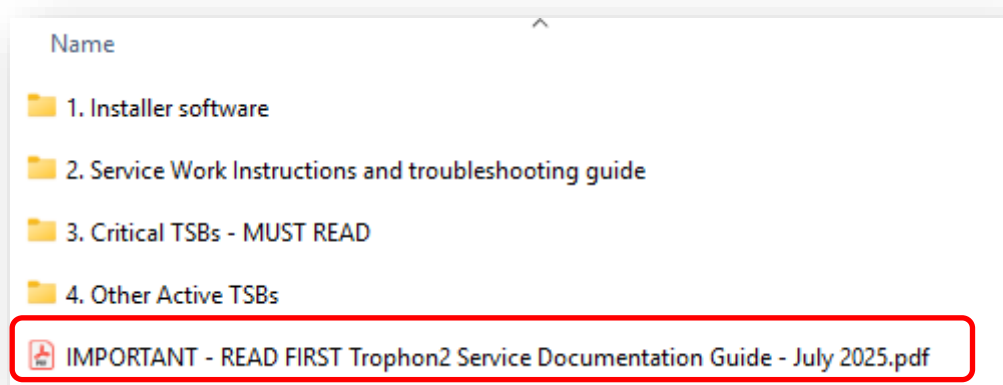
T2DeviceSoftware- Contains the trophon2 and trophon3 device software image as a .tar file



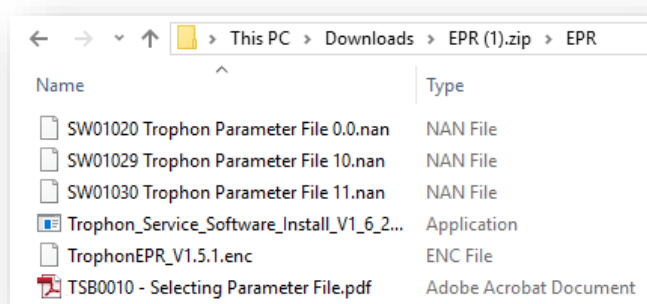
T2S&MSoftwareAndDocuments: Contains the latest S&M installer for trophon2 and trophon3 devices, and all relevant service manuals and technical services bulletins

Care point: Ensure that you read the “IMPORTANT - READ FIRST” document to identify the updated contents of the folder and critical information.

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trophon EPR software: Contains all files and software relevant to service trophon EPR devices



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

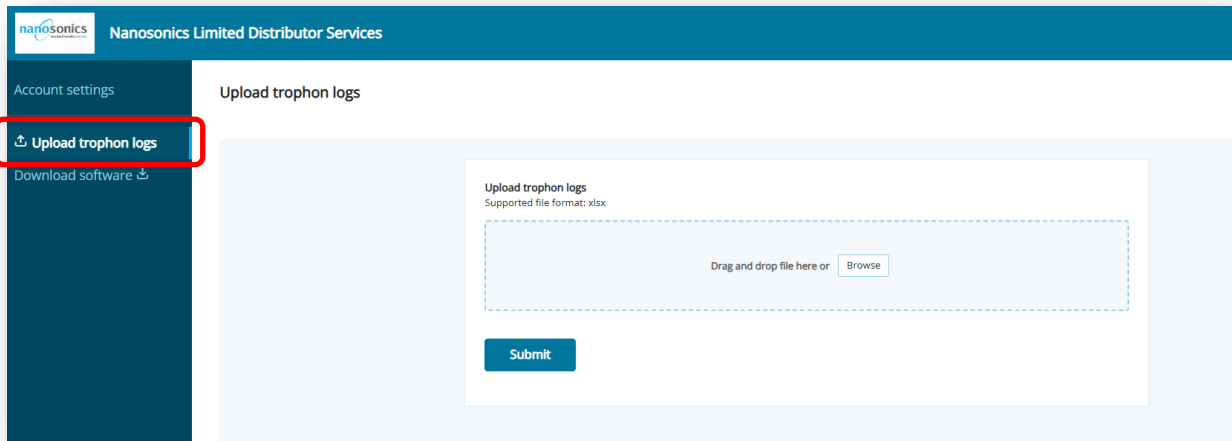
Note: The files are not to be shared, and standard licensing agreements apply and shall be adhered to as prescribed in the installation files.

For additional assistance, please contact your local Nanosonics Service Representatives.

5. Upload device logs

Navigate to “Upload trophon logs” and drag log files into the window or select “Browse” to upload a log file. Once uploaded, select “Submit”.

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The screenshot shows the Nanosonics Limited Distributor Services portal. The sidebar on the left contains the following links: Account settings, Upload trophon logs (highlighted with a red box), and Download software. The main content area is titled 'Upload trophon logs' and includes the following text: 'Supported file format: xlsx'. Below this text is a dashed box containing the text 'Drag and drop file here or' followed by a 'Browse' button. At the bottom of the main content area is a 'Submit' button.

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Change Log

Change Log					
Date	Ver	Change	Section	Reason	By
Sept-2025	4.0	Updated references to include trophon3	Whole document	Introduction of trophon3 and file structure in portal	R. Fernando
		Added a section about uploading device logs	5	Requirement to upload device logs	
		Added images on the updated file structure in the Portal	4	Updated file structure for S&M documents and manual	