



tecnosoft
WE DELIVER DATA



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tecnosoft SOFTWARE INSTALLATION GUIDE

Step 1 - Download TecnoUtility

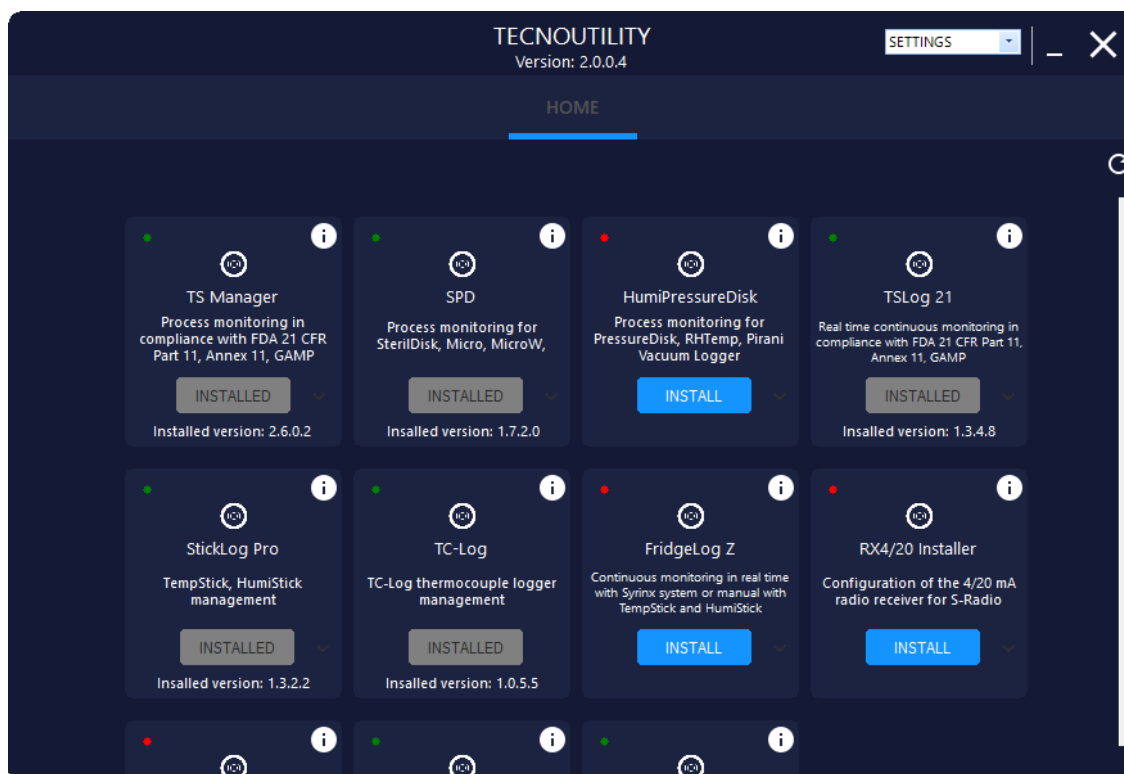
EN: <https://www.tecnosoft.eu/en/products/software-app/>
IT: <https://www.tecnosoft.eu/it/prodotti/software-app/>



Step 2 - Launch TecnoUtility

TecnoUtility is the all in one Tecnosoft app to manage all your monitoring software. Save it on your desktop and use it to access manuals, general documentation, video and software installation. When a new version is made available it will be prompted and you can upgrade it with a click.

TecnoUtility è l'app Tecnosoft tutto in uno per gestire tutti i tuoi software di monitoraggio. Salvalo sul tuo desktop e usalo per accedere a manuali, documentazione generale, video e installazione software. Quando viene resa disponibile una nuova versione, verrà notificato e sarà possibile aggiornarla con un clic.



Step 3 - Install your software

Click on INSTALL under the desired software. If software is already installed and a new version is available, you can UPDATE it. Click on  for additional information.

Fai clic su INSTALLA sotto il software desiderato. Se è già installato ed è disponibile un aggiornamento puoi fare clic su AGGIORNA. Fai clic su  per ulteriori informazioni.

Where to download Mobile Apps

Dove scaricare App per dispositivi mobili

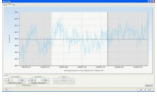
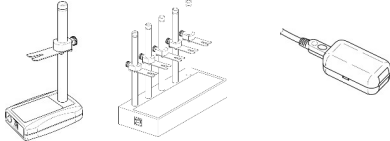
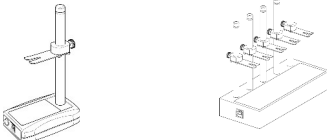
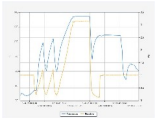
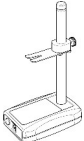
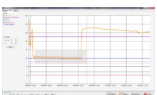
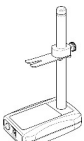
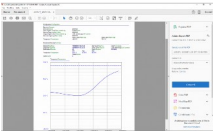
Download from the respective App Store.

Scaricabili dai rispettivi App Store.

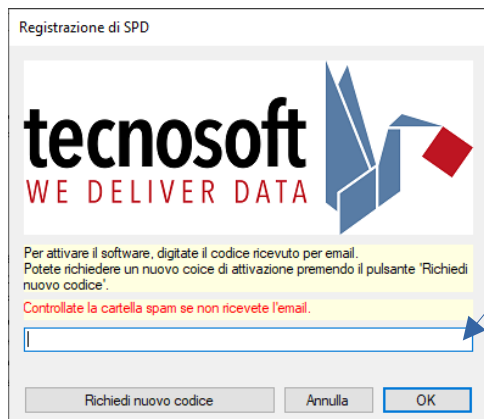
Software Table / Lista dei Software

Check the software you need to install according to the devices you have. Software with the  symbol require a USB protection key to be started and a full licence purchased.

Verifica il software da installare in base ai dispositivi che hai. Il simbolo  indica che è necessaria una chiave di protezione USB per avviarlo e l'acquisto di una licenza completa.

Software	Communication Bays	Loggers	Key / Licence
 TS Manager		MicroW, S-Micro, SterilDisk, PressureDisk, RHTemp, Pirani Vacuum Logger, TempStick, HumiStick	
 SPD		MicroW, S-Micro, SterilDisk	No key required <i>Chiave non necessaria</i>
 HumiPressureDisk		PressureDisk, RHTemp, Pirani Vacuum Logger	No key required <i>Chiave non necessaria</i>
 TSLog 21	No interface requested <i>Nessuna interfaccia richiesta</i>	Sistema DeepWave, Helios e nodi DeepWave	
 StickLog Pro		TempStick, HumiStick	No key required <i>Chiave non necessaria</i>
 TC-Log	No interface requested <i>Nessuna interfaccia richiesta</i>	TC-Log	No key required <i>Chiave non necessaria</i>
 Tecno Calib		MicroW, S-Micro, SterilDisk, PressureDisk	
 Log Connect	No interface requested <i>Nessuna interfaccia richiesta</i>	TempPDF, HumiPRDF, PressPDF	No key required <i>Chiave non necessaria</i>

Step 4 - Registration



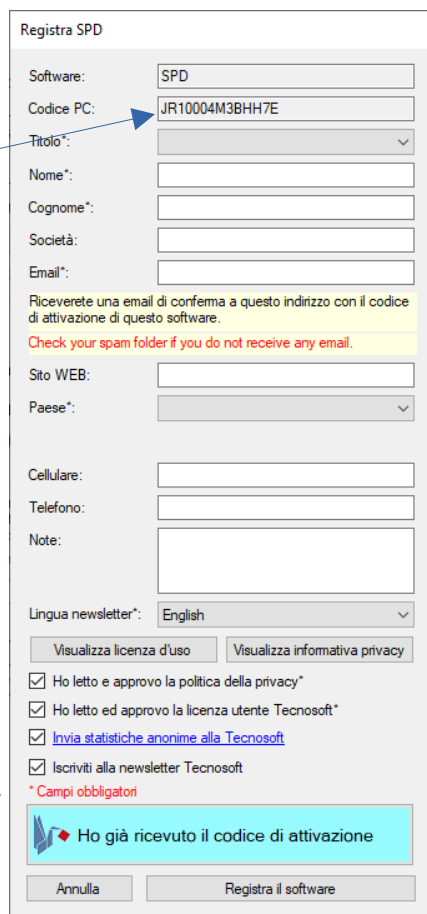
Registration is very simple and quick. Fill the form, send it, receive the activation code via email and start using your software!

Registrarsi è molto semplice e veloce. Compila il modulo, invialo, ricevi il codice di attivazione e sei pronto per usare il software.

Paste the code here!
Incolla qui il tuo codice!

One code for each PC
Un codice per ogni PC

Your data here
I tuoi dati qui



Why should I have to register?

Registering the software is necessary in order to use the software: an activation code is sent by email with which you can activate your license. All collected data are stored following the European privacy directive (GDPR). Registration allows Tecnosoft to provide a more precise and immediate assistance service and to improve the software and prevent possible problems. Tecnosoft thanks you for your precious collaboration.

Perché mi dovrei registrare?

La registrazione del software serve per poter utilizzare il software: viene inviato via email un codice di attivazione con il quale potete attivare la vostra licenza. Tutti i dati raccolti vengono conservati seguendo la direttiva europea per la privacy (GDPR). La registrazione consente a Tecnosoft di fornire un servizio di assistenza più preciso ed immediato, di migliorare il software e di prevenire possibili problemi. Tecnosoft vi ringrazia per la vostra preziosa collaborazione

Accept the terms and subscribe to our newsletter
Accetta le condizioni d'uso ed iscriviti alla nostra newsletter

CALIBRATION CERTIFICATES

Calibration certificates are available online only on our Support website.

I certificati di calibrazione sono disponibili solo online sul nostro sito di Supporto.

Useful Links

Support website: <https://support.tecnosoft.eu/en>
Registration FAQ: <https://www.tecnosoft.eu/en/faqs/tecnosoft-support-website-registration/>
Certificates FAQ: <https://www.tecnosoft.eu/en/faqs/#faq-category-certificates>

Link utili

Sito web di Supporto: <https://support.tecnosoft.eu/>
FAQ sulla registrazione: <https://www.tecnosoft.eu/it/faq/registrazione-sito-supporto-tecnosoft/>
FAQ sui certificati: <https://www.tecnosoft.eu/it/faq/#faq-category-certificati>

For more Info and Support

Check our FAQs page: <https://www.tecnosoft.eu/en/faqs/>
Especially: <https://www.tecnosoft.eu/en/faqs/technical-assistance-service/>
or open a ticket on our Support website: <https://support.tecnosoft.eu/en/assistance>

Per ulteriori informazioni e supporto

Controlla le FAQ: <https://www.tecnosoft.eu/it/faq/>

Soprattutto: <https://www.tecnosoft.eu/it/faq/servizio-di-assistenza-tecnica/>

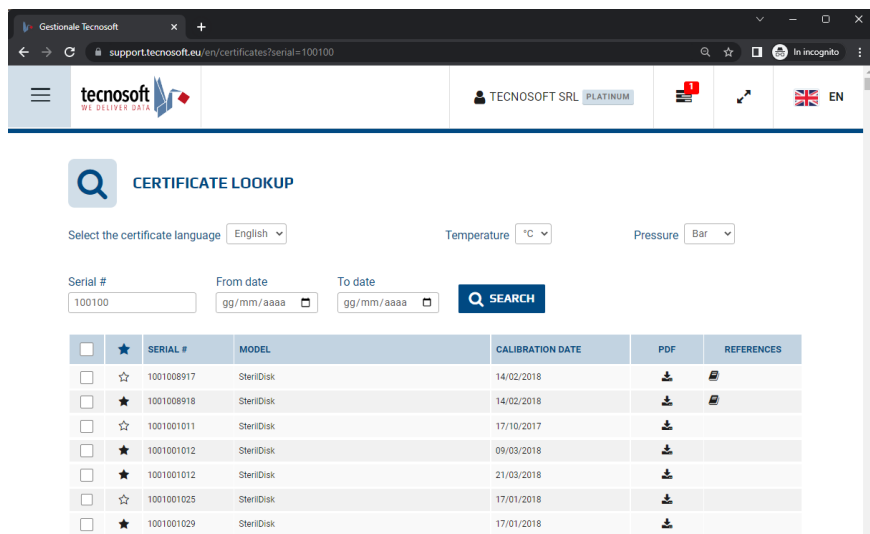
o aprite un ticket sul nostro sito di Supporto: <https://support.tecnosoft.eu/assistance>

TECNOSOFT SUPPORT WEBSITE

Access support.tecnosoft.eu to open a full range of support and assistance possibilities.

Vai su support.tecnosoft.eu per accedere a tutte le funzioni di supporto ed assistenza.

Certificate Download / Scarico dei Certificati



	SERIAL #	MODEL	CALIBRATION DATE	PDF	REFERENCES
☐	1001008917	SteriDisk	14/02/2018		
☐	1001008918	SteriDisk	14/02/2018		
☐	1001001011	SteriDisk	17/10/2017		
☐	1001001012	SteriDisk	09/03/2018		
☐	1001001012	SteriDisk	21/03/2018		
☐	1001001025	SteriDisk	17/01/2018		
☐	1001001029	SteriDisk	17/01/2018		

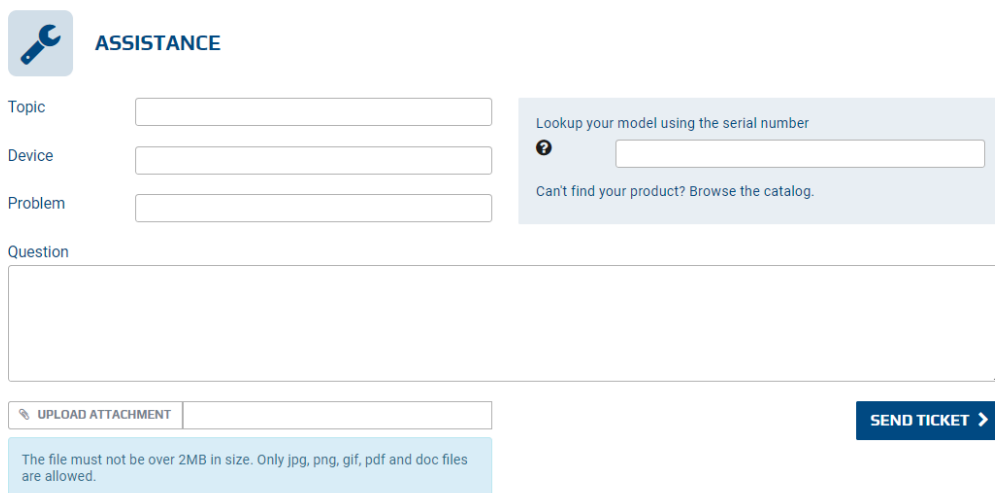
You can download the reference certificate as well.

Puoi scaricare anche il certificato dello strumento di riferimento.

Assistance Ticket / Ticket di Assistenza

Order the **PLATINUM** assistance for full coverage.

*Ordina l'assistenza **PLATINUM** per la massima copertura.*



ASSISTANCE

Topic

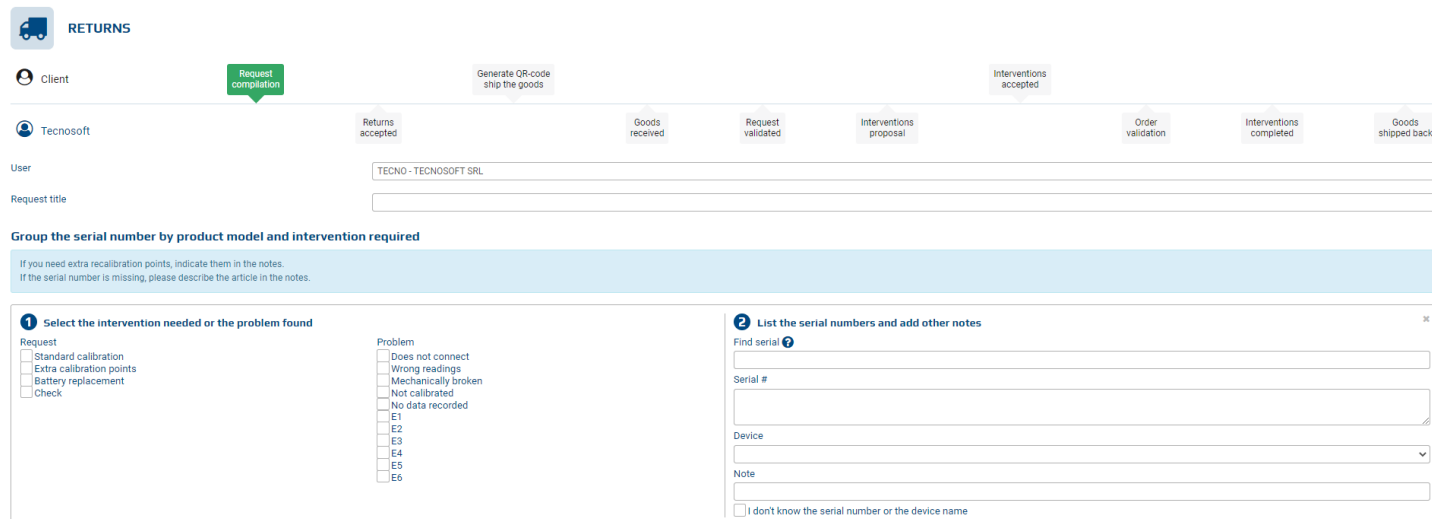
Device

Problem

Question

The file must not be over 2MB in size. Only jpg, png, gif, pdf and doc files are allowed.

RMA ticket for maintenance and service / Ticket RMA per manutenzione e servizi



RETURNS

Client

Request completion

Generate QR-code ship the goods

Interventions accepted

Returns accepted

Goods received

Request validated

Interventions proposal

Order validation

Interventions completed

Goods shipped back

User

Request title

Group the serial number by product model and intervention required

If you need extra recalibration points, indicate them in the notes.
If the serial number is missing, please describe the article in the notes.

1 Select the intervention needed or the problem found

Request

- ☐ Standard calibration
- ☐ Extra calibration points
- ☐ Battery replacement
- ☐ Check

Problem

- ☐ Does not connect
- ☐ Wrong readings
- ☐ Mechanically broken
- ☐ Not calibrated
- ☐ No data recorded
- ☐ E1
- ☐ E2
- ☐ E3
- ☐ E4
- ☐ E5
- ☐ E6

2 List the serial numbers and add other notes

Find serial

Serial #

Device

Note

☐ I don't know the serial number or the device name