

Help Desk Document

Date:

Please fill out fields highlighted in grey and save. For presetting, send document to Service@zoller-usa.com. For TMS, send document to tms-support@zoller-usa.com.

MINIMUM REQUIRED INFO:

ZOLLER Serial Number:

Customer Contact Information

Contact Name:

Contact Email Address:

Contact Phone Number:

What Type of error/issue is it?

If TMS, please specify what issue you are having.

Optional Info:

Brief Description of error/issue:

What kind of error documentation is possible? Please send error documentation in addition to this document.

Windows PSR (Problem Steps Recorder)

Pictures / Screenshots / Video with Smartphone

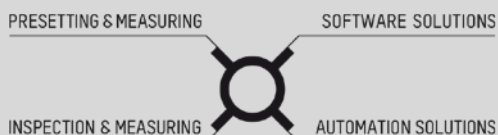
Log Files?

Windows 10 – Security Service screen, F5, Save to USB stick/network Windows 7 – Security Service screen, CTRL + F3, Save to USB stick/network

Basic questions for error analysis:

When did the error/issue start? How often does it appear?

Was there any change to the machine, such as: software update, retrofit, location change of presetter, network?



ZOLLER Inc.
3900 Research Park Drive
Ann Arbor, MI 48108
Main: (734) 332-4851 | Fax: (734) 332-4852

ZOLLER
expect great measures®