

Instron Connect User Guide – Home Menu



You have access to the Instron Connect support tools via your active service contract, system warranty or software warranty. This document will guide you through setting up your account & using the different features in the Instron Connect Portal, Instron Connect Software, InSkill AI app and web portal.

There are 5 sections:

- [Instron Connect Portal](#)
- [Instron Connect Software](#)
- [InSkill App](#)
- [InSkill Web Portal](#)
- [Instron Connect Support](#)

(Click on each link to jump directly to that section)

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| Instron Connect Portal



This section contains guides for setting up your account in the Instron Connect Portal and using the different features available in the Portal once you are logged in.

- [Creating an Account on the Instron Connect Portal](#)
- [Adding Additional Contacts to the Portal](#)
- [Viewing your Agreement Information](#)
- [Downloading Software](#)
- [Submitting Support Requests](#)
- [Accessing Calibration Certificates and Service History](#)
- [Using the InSkill AI Troubleshooting Tool](#)

Please note that only authorized contacts will have access to the features in the Instron Connect Portal for a given service agreement. If you create an account and do not see your agreement or Instron system IDs in your account, please submit an 'Instron Connect Portal Access' request via the Support page in the Portal. Should you experience any issues with creating an account, please contact us at Connect_Support@instron.com for further assistance.

Creating an Account on the Instron Connect Portal (1/3)

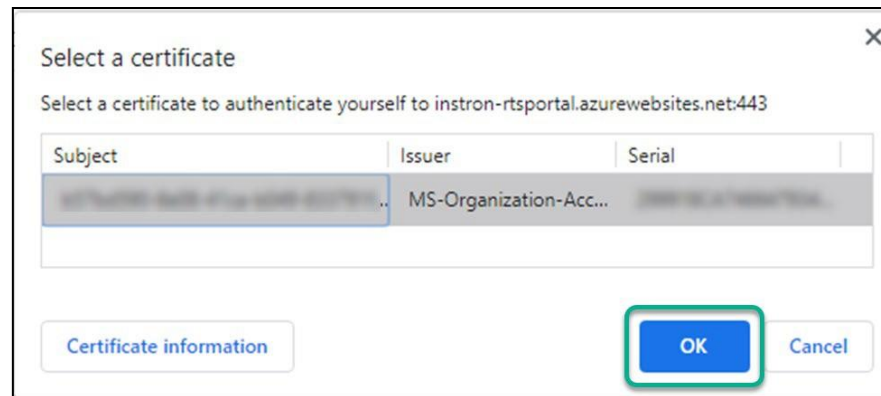


To access the features of the Instron Connect Portal, you will need to create an account using your company email address:

1. Open an internet browser and navigate to the following address:

www.instronservice.com

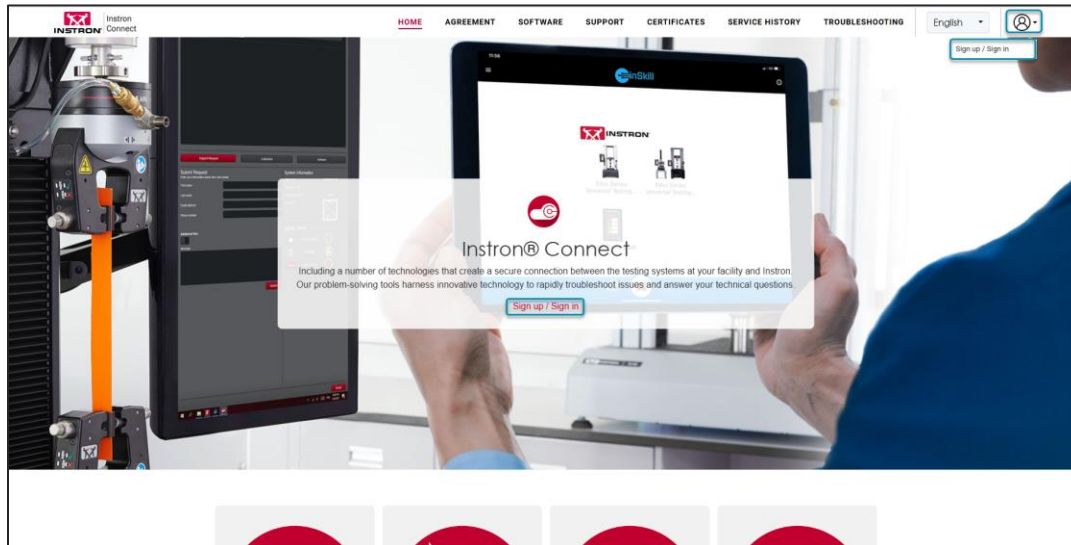
2. Access to the Instron Connect Portal may require a digital certificate. If prompted, select *OK* to accept the security certificate to access the Instron Connect Portal:



Creating an Account on the Instron Connect Portal (2/3)



3. At the top right corner, click the icon and then *Sign up / Sign in*



4. Click the *Sign up now* link to create a new account.

A screenshot of the Instron Connect sign in/sign up form. The form includes the Instron logo and tagline 'The difference is measurable'. It has a section for signing in with an email address and password, and a section for signing up with a 'Sign up now' link.

INSTRON
The difference is measurable

Sign in with your email address

Email Address

Password [Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

Creating an Account on the Instron Connect Portal (3/3)



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5. Enter your credentials and information, including validating your email address by receiving a verification code, and then click the *Create* button.

6. Once you have created an account, log in using the username and password created in the previous steps.

7. You will then arrive at the *Home* tab of the Instron Connect Portal. Your name will appear at the top right corner to confirm that you are logged in.

INSTRON
The difference is measurable

Email Address

[Send verification code](#)

New Password

Confirm New Password

Given Name

Surname

Display Name

[Create](#) [Cancel](#)

You can select your preferred language here

Adding Additional Contacts to the Portal (1/2)



Once you have logged in, you can request to add additional users in your organization to your agreement so that they can also access the features of the Instron Connect Portal.

Each individual should have their own account. Accounts & login credentials should not be shared between users.

1. Navigate to the *Support* tab.



2. Pull down *Request Type* and select *Instron Connect Portal Access*.

Support Request

Request Type: * --Select Request Type--

- Select Request Type--
- Instron Connect Portal Access**
- Technical Support
- Calibration Quote
- On-site Service
- Service Parts or Returns
- Other

REQUESTOR

First Name: Bella Haywood

Adding Additional Contacts to The Portal (2/2)



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3. In the *Support Request* form, select the *Contract Number* to add the additional user to. Your own name and email will be automatically populated, but you will need to add your preferred phone number. Enter the new user's contact information and click *Submit*.

4. A request will be sent to the Instron Connect support team to add the additional user to the Instron Connect Portal. The new user will be notified by email.

Support Request

Request Type: * Instron Connect Portal Access

REQUESTOR

First Name: Last Name: Email Address: Phone number:*

Preferred Contact:
 Email Phone

ADDITIONAL USER

First Name: Last Name: Email Address: Phone number:*

Agreement Number: *
--Contract Number--

Message

Submit

Viewing your Agreement Information (1/3)



Once you are logged into the portal, you will be able to view your contract agreement information.

1. In the navigation bar at the top of the Instron Connect Portal window, select *Agreement*.



Viewing your Agreement Information (2/3)



The information contained in the Agreement tab is:

- 1. Agreement Number:** This is the Instron reference number for your service contract, system warranty, or software warranty. Contracts are referenced using their specific contract number, while system or software warranties are referenced by the order number for the system or software. Some accounts may have multiple agreements listed in their portal.
- 2. From Date and End Date:** These are the start and end dates of your service contract, system warranty, or software warranty.
- 3. System ID:** Each Instron system has a unique system ID. All system ID(s) covered by the selected contract or warranty will display in this table. If multiple agreements are listed, select a specific agreement to see the corresponding system ID(s) for that agreement.
- 4. Coverage Type:** This shows your level of contract coverage.
- 5. Service Description:** Under Service Description, you will see the scope of work included within your contract.

My Agreement

Agreement Information:

| Agreement Number | From Date | End Date |
|------------------|------------|------------|
| RTS0022 | 01/24/2022 | 01/23/2023 |

Equipment covered under the selected agreement:

| Serial Number | System ID | Customer Asset Number | Coverage Type |
|---------------|-----------|-----------------------|-----------------|
| 3345L | 3345 | | Instron Connect |
| 34TM | 34TM | | Instron Connect |
| 68TM50B | 68TM | | Instron Connect |

RTS0022 includes the following scope of work:

| Serial Number | Description | Service Description | Qty |
|-----------------------------------|---|---|-----|
| Machine: 3345L - Tag #: 3345L | | | |
| 3345L | 5 kN Single Column | RTS Agreement powered by Connect (Multiple Systems) | 1 |
| Machine: 34TM - Tag #: 34TM | | | |
| 34TM | 5KN, 3400 SERIES, TABLE MODEL LOAD FRAME | RTS Agreement powered by Connect (Multiple Systems) | 1 |
| Machine: 68TM50B - Tag #: 68TM50B | | | |
| 68TM50B | 50KN, 6800 SERIES, TABLE MODEL LOAD FRAME | RTS Agreement powered by Connect (Multiple Systems) | 1 |

Viewing your Agreement Information (3/3)



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6. Features and Benefits: This is where you can find the list of features and benefits included within your Service Agreement.

7. Scope of Work: Here you can see the scope of work included within your Service Agreement.

Instron Connect Agreements include the following features and benefits:

6

Instron Technical Support Services:

- Calibration and Contract Renewal Reminders
- Software Update Notifications
- Direct Downloadable Software Updates
- Downloadable Software Updates via Instron Connect Portal
- Calibration Certificates, Service History and Contract Information via Instron Connect Portal
- System Diagnostics via Instron Connect Software
- Direct Screen Share with Voice through Instron Connect Software
- Augmented Reality (AR) App Support
- Self-Diagnostics Tool via InSkill Mobile App and Instron Connect Portal

RTS includes the following scope of work:

7

| Serial Number | Description | Service Description | Qty |
|-----------------------------------|---|--|-----|
| Machine: 3345L - Tag #: 3345L | | | |
| 3345L | 5 kN Single Column | Instron Connect Agreement (Multiple Systems) | 1 |
| Machine: 34TM5 - Tag #: 34TM5 | | | |
| 34TM5 | 5KN, 3400 SERIES, TABLE MODEL LOAD FRAME | Instron Connect Agreement (Multiple Systems) | 1 |
| Machine: 68TM10B - Tag #: 68TM10B | | | |
| 68TM10B | 10KN, 6800 SERIES, TABLE MODEL LOAD FRAME | Instron Connect Agreement (Multiple Systems) | 1 |
| Machine: 68TM50B - Tag #: 68TM50B | | | |
| 68TM50B | 50KN, 6800 SERIES, TABLE MODEL LOAD FRAME | Instron Connect Agreement (Multiple Systems) | 1 |

Downloading Software (1/3)



Your premium service contract, system warranty, or software warranty entitles you to download software updates to the latest versions of our current software products via the Instron Connect Portal. Our Instron Connect software, which allows you to access additional Instron Connect features directly from the Instron system operator dashboard or PC & is covered in section 2 of this manual, is also available for download from this section of the Instron Connect Portal.

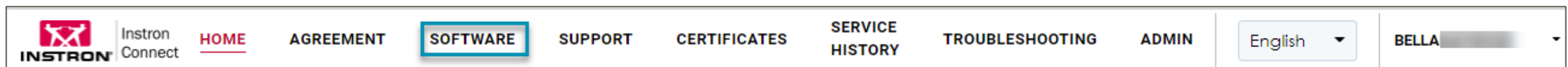
If your Instron system is not connected to the internet, software updates can be downloaded from the Instron Connect Portal on a secondary computer and transferred to the Instron system for installation. If your Instron system is connected to the internet, the software may be downloaded from the Instron Connect Portal, and future updates may be downloaded via the Instron Connect software and installed directly on the Instron system dashboard/PC.

Note: At present, only select Instron software products may be downloaded or updated via the Portal or Instron Connect software. We are working on expanding the library of software products available via these services in the near future.

IMPORTANT NOTE: If your system is IQ/OQ validated for compliance with FDA (or equivalent) standards, do not install or update Instron software on your PC without prior approval from your internal Quality Team. Updating your Bluehill or other testing software will invalidate any existing IQ/OQ software validations on the system, requiring the system to be re-validated for compliance to continue. Installing the Instron Connect software, however, does not affect the IQ/OQ and can be installed and updated as needed.

To download software via the Instron Connect Portal:

1. Once logged into the Instron Connect Portal, select the *Software* tab.



Downloading Software (2/3)



2. Expand the drop-down *System ID* menu and select the system ID you would like to download the software for, then drop-down the *Software Type* menu, this will show all software platforms included with your agreement. Select your desired software download from the drop-down:

- **Instron Connect:** This will download the Instron Connect software, which allows you access to additional Instron Connect features via your system's operator dashboard or PC.
- **Bluehill Universal:** This selection will contain the latest release of Bluehill Universal. Beginning with version 4.23, the download for Bluehill Universal will also contain the latest version of the Instron Connect software.

Software Updates

Use this page to download a selected software.

*Please note: If your system is IQ/OQ validated for compliance with FDA (or equivalent) standards, do not install or update Instron software on your PC without prior approval from your internal Quality Team.

If you believe you should have access to download additional software please click [here](#)

System ID: Please select a Software Type:

| File Name | Download File |
|------------------|---------------|
| IC_2.02.8100.zip | |

Software Updates

Use this page to download a selected software.

*Please note: If your system is IQ/OQ validated for compliance with FDA (or equivalent) standards, do not install or update Instron software on your PC without prior approval from your internal Quality Team.

If you believe you should have access to download additional software please click [here](#)

System ID: Please select a Software Type:

| File Name | Download File |
|--------------------|---------------|
| BHU_4.34.30245.zip | |

Downloading Software (3/3)



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3. After choosing the software to download, click the cloud shaped download button to begin the software download. The file will automatically save to the 'Downloads' folder on your PC.

4. If you have downloaded the file to your Instron system's dashboard or PC, you can unzip the file and follow the installation instructions.

If you have downloaded the file to another PC, transfer the file to the Instron dashboard/PC using a USB storage device (or other means of file transfer), unzip and follow the installation instructions.

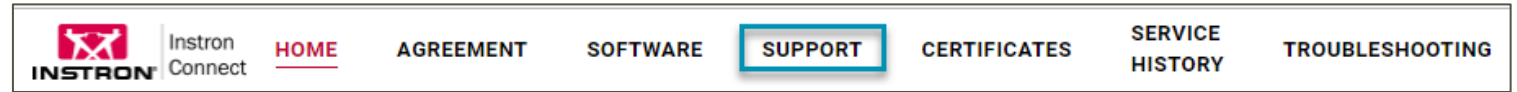


Submitting Support Requests (1/2)



The Instron Connect Portal provides users with access to submit multiple types of requests for assistance directly to the Instron support team.

1. To submit a request, log in to the Instron Connect Portal and select the *Support* tab.



2. From the *Request Type* drop-down menu, select the topic you need assistance with.

The screenshot shows the 'Support Request' form. The 'Request Type' dropdown menu is open, displaying options: --Select Request Type--, Instron Connect Portal Access, Technical Support (highlighted), Calibration Quote, On-site Service, Service Parts or Returns, and Other. The 'Requestor' section is partially visible, showing 'First Name: Bella'.

3. Enter your contact information and select your preferred contact method.

The screenshot shows the 'REQUESTOR' form. It contains four input fields: 'First Name' (filled with 'Bella'), 'Last Name', 'Email Address', and 'Phone number:'. Below these fields is the 'Preferred Contact' section with two radio buttons: 'Email' (selected) and 'Phone'.

Submitting Support Requests (2/2)



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4. From the *System ID* drop-down menu, select the system ID that your support request is related to.

System ID:*

--Select System ID--

--Select System ID--

34TM

3345

68TM

5. Enter your message with details about your request. You can add additional attachments such as screenshots, photos or test methods to help illustrate the issue. Press *Submit* and your request will be directed to the appropriate support team within Instron.

System ID:*

34TM

Message

Attach Files | Choose Files | No file chosen

Submit

6. Once submitted, the Instron Connect Portal will display a message that your request has been submitted & you will also receive an email confirmation of your request submission.

INSTRON Instron Connect

HOME AGREEMENT SOFTWARE SUPPORT CERTIFICATES SERVICE HISTORY INSKILL

Successful Request Submission

Your request has been submitted successfully. Please verify you have received an email regarding your submission.

Accessing Calibration Certificates & Service History (1/4)



The Instron Connect Portal provides users with access to their Instron calibration certificates, which can be downloaded in PDF format.

1. From the Instron Connect Portal screen, select the *Certificates* tab.



2. From the *System ID* drop-down menu, select the system ID for which you want to access calibration certificates.

3. Once a specific system ID is selected, you will see the calibration certificates available for that system.

Certificates

To view PDF file, you must have [Acrobat Reader](#) installed on your system.
If your certificates do not appear, please [submit a helpdesk ticket](#)

System ID:

--Select System ID--

--Select System ID--

34TM

3345Li

68TM50

| Cal Date | Calibration Type | Transducer Serial Number | View Cert. | Standard | Certificate # |
|--------------|------------------|--------------------------|------------|------------|---------------|
| Oct 21, 2021 | Speed | N/A | | ASTM E2658 | 189 |
| Oct 21, 2021 | Displacement | N/A | | ASTM E2309 | 189 |
| Oct 21, 2021 | Force | 2530-5KN/ | | ASTM E4 | 189 |

Accessing Calibration Certificates & Service History (2/4)



4. To view and download one of the calibration certificates, select the PDF icon in the *View Cert* column.

System ID:
34TM

| Cal Date | Calibration Type | Transducer Serial Number | View Cert. | Standard | Certificate # |
|--------------|------------------|--------------------------|------------|------------|---------------|
| Oct 21, 2021 | Speed | N/A | | ASTM E2658 | 189 |
| Oct 21, 2021 | Displacement | N/A | | ASTM E2309 | 189 |
| Oct 21, 2021 | Force | 2530-5KN/ | | ASTM E4 | 189 |

5. Once the calibration certificate opens, you can download or print it.

Note: The download and print buttons may be in a slightly different location depending on your specific internet browser or PDF reader.

CERTIFICATE OF CALIBRATION
ISSUED BY: INSTRON CALIBRATION LABORATORY
DATE OF ISSUE: 26-Aug-2022
CERTIFICATE NUMBER: 21208232092909

INSTRON
825 University Avenue
Norwood, MA 02062-2643
Telephone: (800) 473-7838
Fax: (781) 875-9750
Email: service_requests@instron.com

NVLAP
CALIBRATION
www.nvlap.com 202014-4

Page 1 of 5 pages
APPROVED SIGNATORY

Verification Results:
System ID: 34TM
Indicator: Service Port (in)
Range: 0.10043 in to 4.00581 in - Ascending Starting Position: 20.00 in Maximum Error: -0.213%
PASSED Class A
Range: -0.10024 in to -4.01083 in - Descending Starting Position: 24.00 in Maximum Error: -0.746%
PASSED Class A
The starting position is measured from the base beam to the bottom of the crosshead.

Customer:
Name: Instron Training Center
Address: 825 University Avenue
Norwood, MA 02062
United States
Contact: Joseph Caruso
Email: joseph_caruso@instron.com
Service Order No.:

Machine/System:
Manufacturer: Instron
Serial No.: 34TM
Condition: Good

Temperature:
Starting Temperature: 71.4 °F
Final Temperature: 71.4 °F

Methodology:
The assessment of the testing machine was conducted on site at the above customer location in accordance with ASTM E1399/E2309M-20 "Standard Practice for Verification of Displacement Measuring Systems and Devices Used in Material Testing Machines" (Follow-the-Displacement Method) using Instron procedure ICA-8-07.
The system was calibrated in the 'As Found' condition with no adjustments or repairs carried out. This is also the 'As Left' condition.
Prior to verification, a pre-calibration inspection was conducted. During the inspection, the testing system was found to be in Good condition.
The calibrated range of displacement includes only those displacements which are greater than or equal to the ASTM Lower Limit.
These calibration tests were made with the testing machine in the vertical position.

Accessing Calibration Certificates & Service History (3/4)



The Instron Connect Portal provides users with access to their Instron service history with the ability to download any available Service Reports in PDF format.

6. To access your service history, select the *Service History* tab.



7. From the *System ID* drop-down menu, select the system ID for which you want to access the service history.

8. Once a specific system ID is selected, you will see the service history available for that system.

Service History

To view PDF file, you must have [Acrobat Reader](#) installed on your system.

If your service history does not appear, please [submit a helpdesk ticket](#)

System ID: *

- Select System ID--
- 3345
- 34TM
- 68TM50

| Order ID | Status | Service Type | Service Description | Created Date | Last Updated Date | View Service Report |
|--|--|--|--|--|--|---------------------|
| <input type="text" value="Filter..."/> | <input type="text" value="Filter..."/> | <input type="text" value="Filter..."/> | <input type="text" value="Filter..."/> | <input type="text" value="Filter..."/> | <input type="text" value="Filter..."/> | |
| SV21 | Closed | PM/Calibration | training calibration call | May 11, 2021 | May 24, 2021 | |
| SV21 | Closed | PM/Calibration | calibration training call | May 11, 2021 | May 19, 2021 | |

Accessing Calibration Certificates & Service History (4/4)



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9. To view and download a service report, select the PDF icon in the *View Service Report* column.

System ID: 34TM

| Order ID | Status | Service Type | Service Description | Created Date | Last Updated Date | View Service Report |
|-----------|-----------|----------------|---------------------------|--------------|-------------------|---------------------|
| Filter... | Filter... | Filter... | Filter... | Filter... | Filter... | |
| SV21 | Closed | PM/Calibration | training calibration call | May 11, 2021 | May 24, 2021 | |
| SV21 | Closed | PM/Calibration | calibration training call | May 11, 2021 | May 19, 2021 | |

5. Once the service report opens, you can download or print it

Note: The download and print buttons may be in a slightly different location depending on the specific internet browser or PDF reader.

INSTRON
825 University Avenue Norwood, MA 02062-2643
Tel: 1-800-473-7838
www.instron.com

Company: Instron Training Center
Address: 825 University Avenue
Norwood MA 02062
United States

Contact: Machine Serial #: 34TM-
Service Order #: SV21 Machine Tag #: 34TM-
Service Engineer: Customer Asset #:
Purchase Order #:

Labor Activities*

| Date | Qty | Product # | Product Description |
|-----------|-----|------------------|---|
| 5/11/2021 | 1 | S1460-201-A | ENH Speed & Displacement Verification (Both directions) |
| 5/12/2021 | 1 | S1481-202-A | ENH Force CAL 500N-100KN (both directions) |
| 5/21/2021 | 1 | S1490-802-A-ES-A | ASTM Strain ENH Single Dir for Clip-On, XL,COD,LVDT |

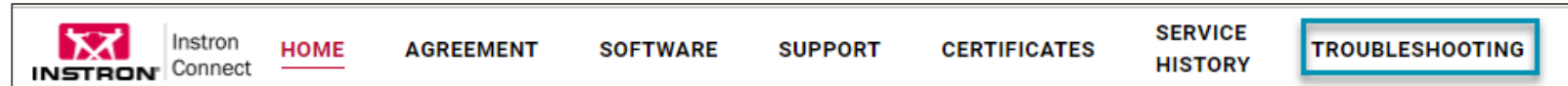
*Note: Labor activities only reflect the type of work performed on this date and not the actual hours worked.

Using the InSkill Self-Help Tool in the Portal (1/6)

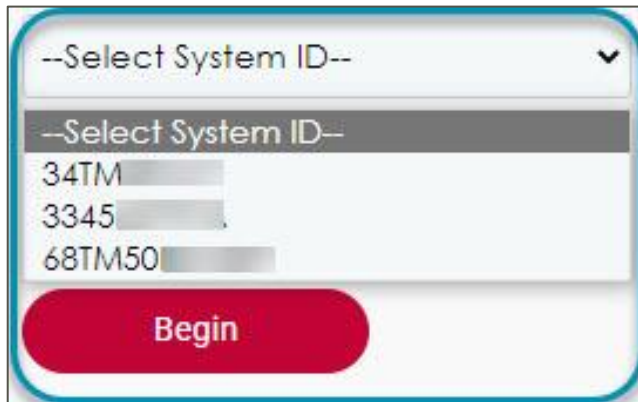


Once you have logged in, you can access the InSkill AI troubleshooting tool to quickly self-diagnose and solve system issues.

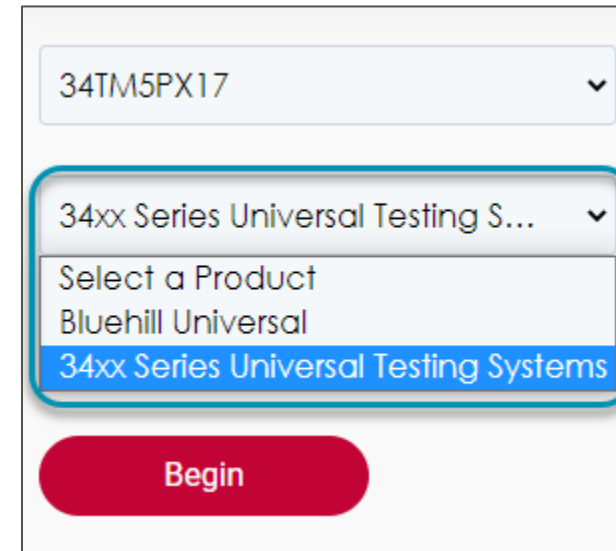
1. To access the InSkill self-help tool, select the *Troubleshooting* tab.



2. From the *Select System ID* drop-down menu, select the system ID for which you require troubleshooting assistance.



3. From the *Select a Product* drop-down menu, select the product that you need to troubleshoot.



Using the InSkill Self-Help Tool in the Portal (2/6)



4. Once you have selected the System ID and Product, select *Diagnose* from the drop-down menu and select *Begin*.

A screenshot of the InSkill tool interface. It shows three dropdown menus. The first two are set to '34TM' and '2712-04x Pneumatic Grips'. The third dropdown menu is open, showing 'Diagnose' as the selected option. Below the dropdown menu, there is a red 'Begin' button.

A screenshot of the InSkill tool interface. It shows three dropdown menus. The first two are set to '34TM' and '2712-04x Pneumatic Grips'. The third dropdown menu is set to 'Diagnose'. Below the dropdown menu, there is a red 'Begin' button.

5. Pull down the drop-down menu and select the symptoms you are experiencing and select *Submit*.

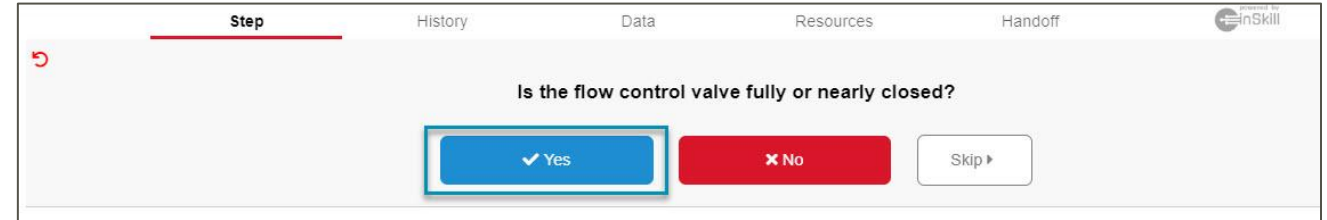
A screenshot of the InSkill tool interface. It shows a dropdown menu titled 'What error are you experiencing?'. The dropdown menu is open, showing a list of error types: 'SELECT ONE', 'SELECT ONE', 'Run time diagnostic failure', 'Self test diagnostic failure', 'Air kit problem', 'Load cell won't calibrate', 'Communications error', and 'Bluehill Software Issue'. The 'Run time diagnostic failure' option is highlighted.

A screenshot of the InSkill tool interface. It shows a dropdown menu titled 'What symptoms are you experiencing?'. The dropdown menu is open, showing a list of symptoms: 'Grip closing slowly'. Below the dropdown menu, there is a blue 'Submit' button and a grey 'Skip' button.

Using the InSkill Self-Help Tool in the Portal (3/6)

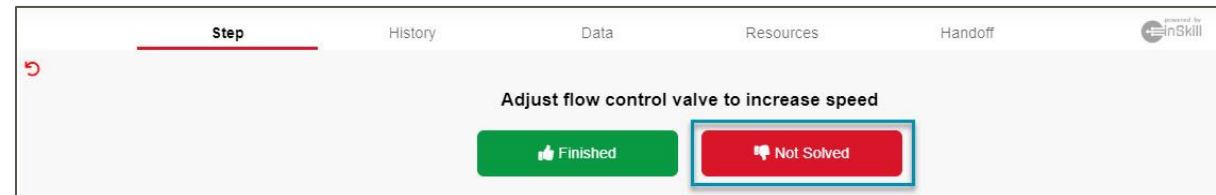
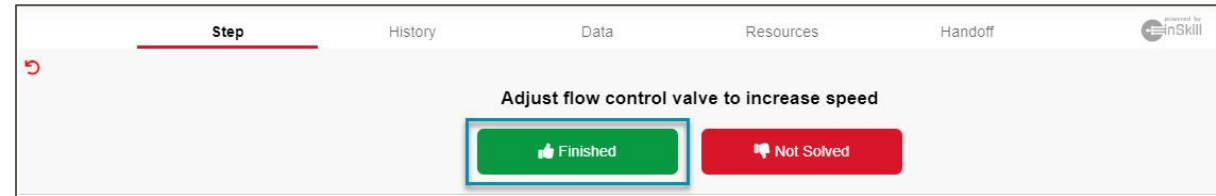


6. Go through the diagnostics questions, selecting *Yes* or *No* to what is relevant for your system.

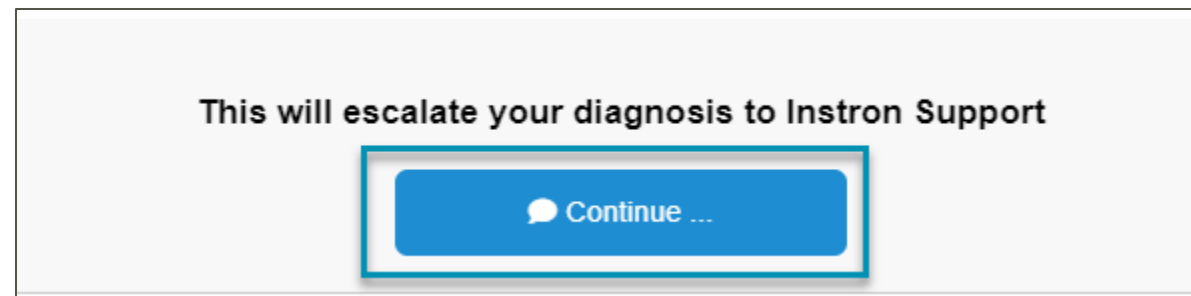


7. If you have resolved the issue select *Finished*.

If the issue has not been resolved, select *Not Solved*.



8. Once you have gone through all the steps, you can escalate the issue to Instron Technical Support. To escalate select *Continue*.



Using the InSkill Self-Help Tool in the Portal (4/6)



9. Pull down the drop-down menu and select your country or region.

Please select your country or region

United Kingdom

SELECT ONE

North America

United Kingdom

Ireland

France

Belgium

Netherlands

Luxembourg

Italy

Germany

Spain

Turkey

Poland

Nordic region

China

Japan

Australia

India

Korea

Malaysia

Then select *Submit*.

Please select your country or region

United Kingdom

Submit

Skip ▶

10. Enter your System ID and select *Enter*.

Enter your system id

68TM50BXXXXXX

Enter

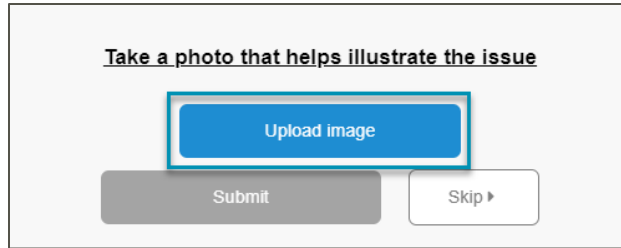
Skip ▶

Using the InSkill Self-Help Tool in the Portal (5/6)



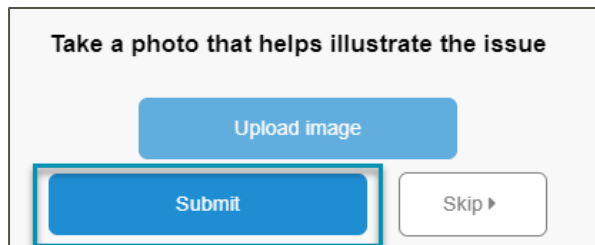
Next
Guide

11. If you have an image that you would like to upload, select *Upload Image*.

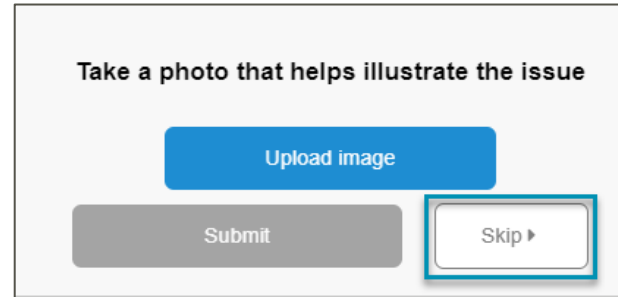


You can either *Drag and Drop* the image into the box or select *Browse* to select an image from your desktop.

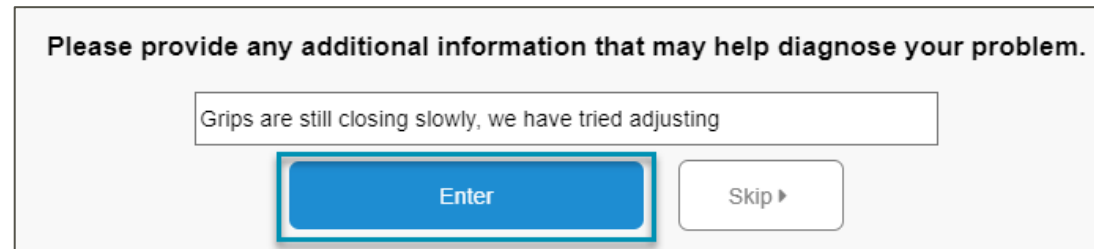
Then select *Submit*.



If you don't have an image to upload, select *Skip*.




12. Provide any additional information that you may have about the issue and select *Enter*.






13. Your support request will then be sent to your local Technical Support team. If you would like to contact them directly, click on *Find your local office on our locations page to call for tech support.*



Your support case has been sent

Your request has been forwarded and a representative will respond to you as soon as possible.
If you have any further questions, you can reach us at 800-473-7838, press 3 for service support.

1 

[Find your local office on our locations page to call for tech support.](#)

Instron Connect Software



The Instron Connect Software is an integrated support tool which is available on your Instron operator dashboard or PC. This section contains guides for using the Instron Connect Software features.*

- [Submitting a Support Request](#)
- [Screen Sharing Through the Instron Connect Software](#)
- [Calibration & Service Agreement Reminders](#)
- [Software Updates Through the Instron Connect Software](#)
- [Generating QR Codes for InSkill AI Mobile App](#)

*Note: Your Instron system's PC or Dashboard must be connected to the internet to access these features, except for generating QR codes.

Submitting Support Requests (1/2)

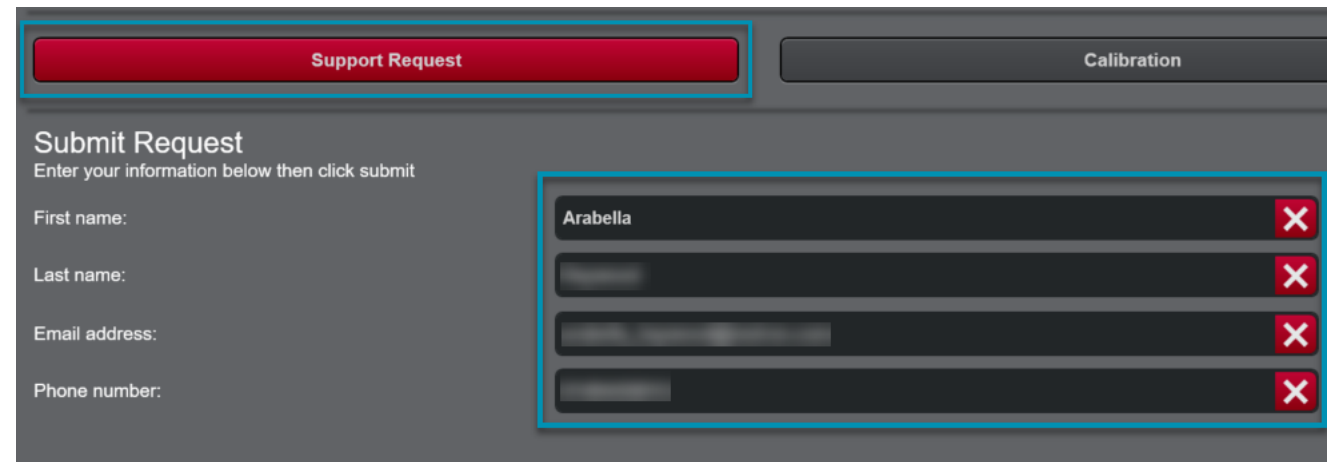


Users can submit requests for technical support directly through the Instron Connect Software on their Instron system's operator dashboard or PC.

1. Open the Instron Connect Software from your system's dashboard or PC desktop.



2. To raise a technical support request, click *Support Request* and fill in your contact details.

A screenshot of the 'Support Request' form interface. At the top, there are two tabs: 'Support Request' (highlighted in red) and 'Calibration'. Below the tabs, the heading 'Submit Request' is followed by the instruction 'Enter your information below then click submit'. The form contains four input fields: 'First name:' with the value 'Arabella', 'Last name:', 'Email address:', and 'Phone number:'. Each input field has a red 'X' icon on the right side, indicating a validation error. A blue rectangular box highlights the entire form area.

Submitting Support Requests (2/2)



Next
Section

3. To add additional files, click *Additional Files*.

To choose the file, click on the file icon and select the file from your desktop.

Additional files:

Additional files:

Choose Files:

Message:

4. Add any relevant information to the *Message* field and press *Submit*.

Additional files:

Message:

Submit

Screen Sharing Through the Instron Connect Software (1/3)



Users can share their screen with Technical Support securely through the Instron Connect Software.

1. Firstly, submit a support request to Instron Technical Support.

[View Submitting a Support Request](#)

Submit Request
Enter your information below then click submit

First name: Arabella

Last name:

Email address:

Phone number:

Additional files:

Message:

2. Technical Support will propose a remote screen share session if this is the best option. At the agreed time, they will ask you to press the *Enable* button to gain remote access. Once enabled, a message will appear in *Message Center* and there will be a green tick next to *Remote Access*.

System Status

Cloud Connection

Calibration

Enable Remote Access

| ID | Time | Message |
|-----|---------------------|---|
| 600 | 30/06/2022 12:21:10 | Remote access is now enabled. |
| 105 | 30/06/2022 12:19:15 | Successfully connected to Instron® Connect. |

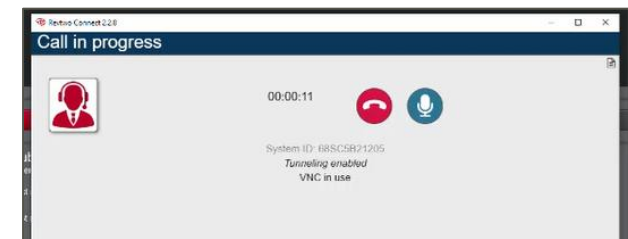
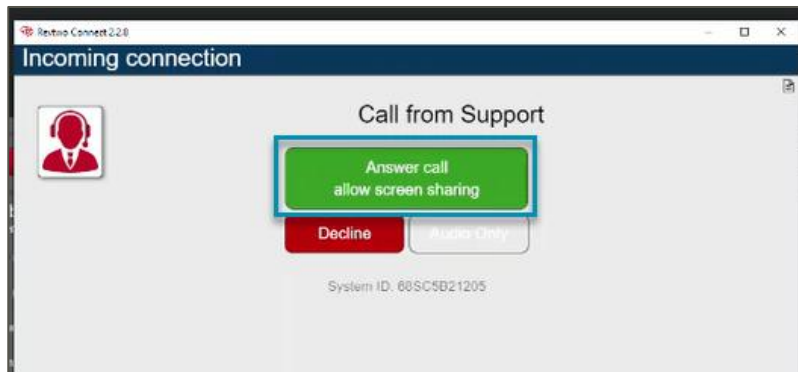
Disable Remote Access

Screen Sharing Through the Instron Connect Software (2/3)



3. Once you have enabled remote access, the Technical Support Engineer will call you. Press *Answer call allow screen sharing* to accept the call.

4. Once connected you will be able to talk to Instron Technical Support and they will be able to see your screen.

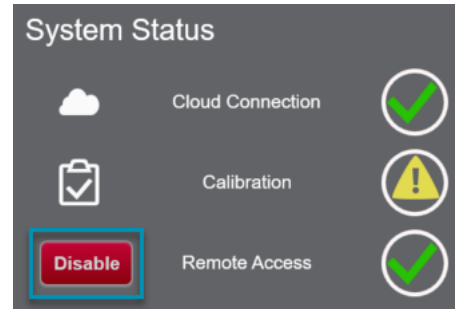


Screen Sharing Through the Instron Connect Software (3/3)



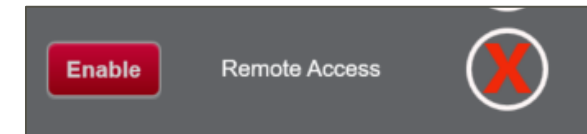
Next
Section

5. After the call has finished, press *Disable*.



A message will appear in *Message Center* and a red tick will appear next to *Remote Access*.

| ID | Time | Message |
|-----|---------------------|---|
| 605 | 30/06/2022 12:24:48 | Remote access is now disabled. |
| 600 | 30/06/2022 12:21:10 | Remote access is now enabled. |
| 105 | 30/06/2022 12:19:15 | Successfully connected to Instron® Connect. |

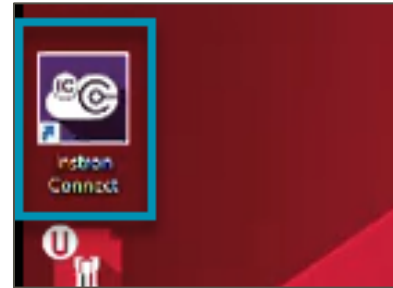


Calibration & Service Agreement Reminders (1/2)



Users will receive notifications in the Instron Connect Software when their calibrations or service agreements are due to expire. Users can also send a request for a calibration visit through the software.

1. Open the Instron Connect Software from your system's dashboard or PC desktop.



2. If your calibrations or service agreement is due to expire you will receive a notification in *Message Center*. There will also be a warning sign under *System Status*.

| Message Center | | |
|----------------|---------------------|---|
| ID | Time | Message |
| 105 | 30/06/2022 14:36:32 | Successfully connected to Instron® Connect. |
| 315 | 30/06/2022 14:36:32 | Calibration was performed over 12 months ago. If you wish to recalibrate your system, please contact Instron Service under the 'Calibration' tab to schedule a visit. |

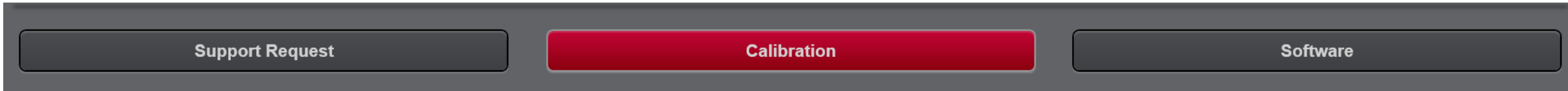
| System Status | | |
|---------------------------------------|------------------|--|
| | Cloud Connection | |
| | Calibration | |
| <input type="button" value="Enable"/> | Remote Access | |

Calibration & Service Agreement Reminders (2/2)



Next
Section

3. To request a calibration, click on the *Calibration* tab.



Support Request Calibration

First Name: Arabella

Last Name: [Redacted]

Email Address: [Redacted]

Phone Number: [Redacted]

Message: [Redacted]

Calibration Due:

Service Agreement:

QR Code:

System Status

Request Enable

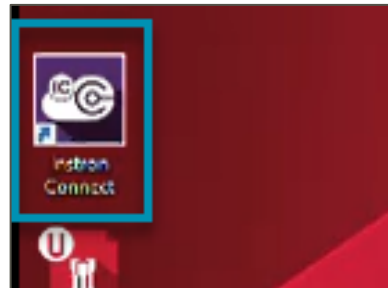
Software Updates (1/3)



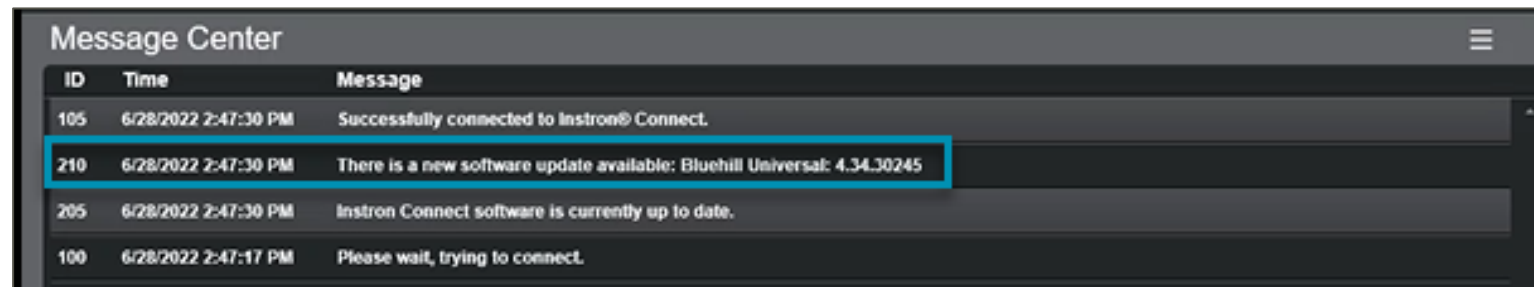
Users can download software updates for Bluehill Universal through the Instron Connect Software.

IMPORTANT NOTE: If your system is IQ/OQ validated for compliance with FDA (or equivalent) standards, do not install or update Instron software on your PC without prior approval from your internal Quality Team. Updating your Bluehill software will invalidate any existing IQ/OQ software validations on the system, requiring the system to be re-validated for compliance to continue. Installing the Instron Connect software, however, does not affect the IQ/OQ and can be installed and updated as needed.

1. Open the Instron Connect Software from your system's dashboard or PC desktop.



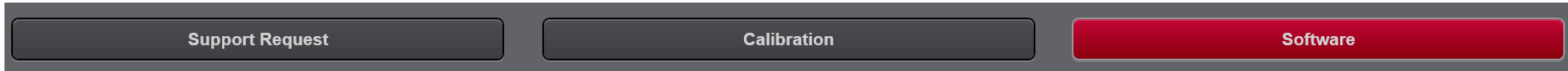
2. If a software update is available, you will receive a notification in *Message Center*.



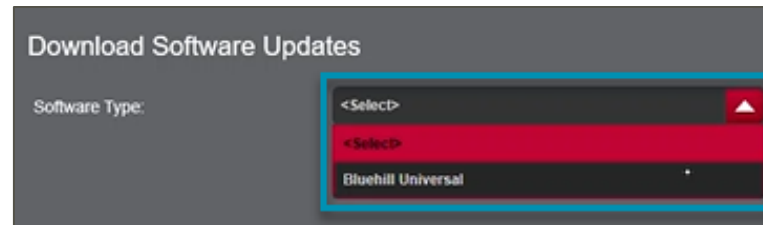
Software Updates (2/3)



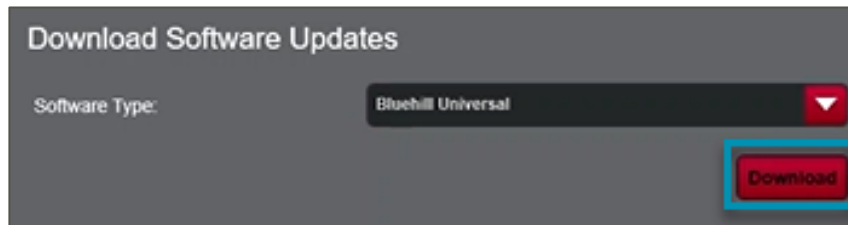
3. To update the software, press the *Software* tab.



4. Pull down the *Software Type* drop-down menu and select *Bluehill Universal*.



5. Press *Download*.

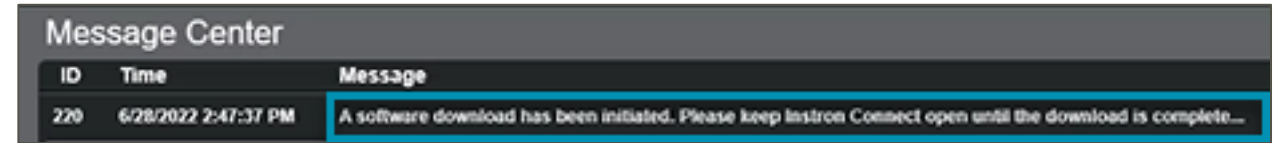


Software Updates (3/3)

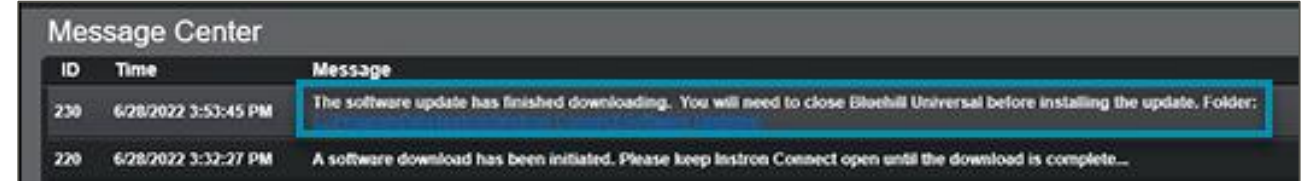


Next
Section

6. You will receive a notification in *Message Center* saying that the software download has been initiated.

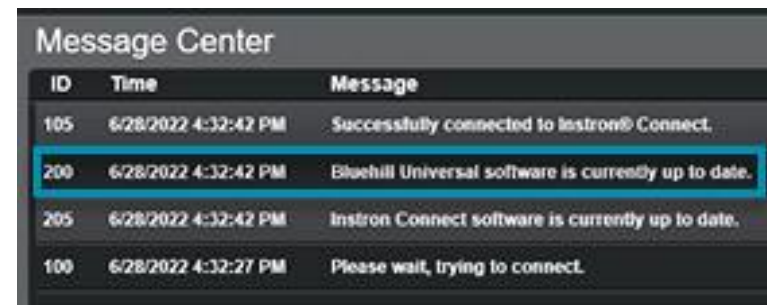
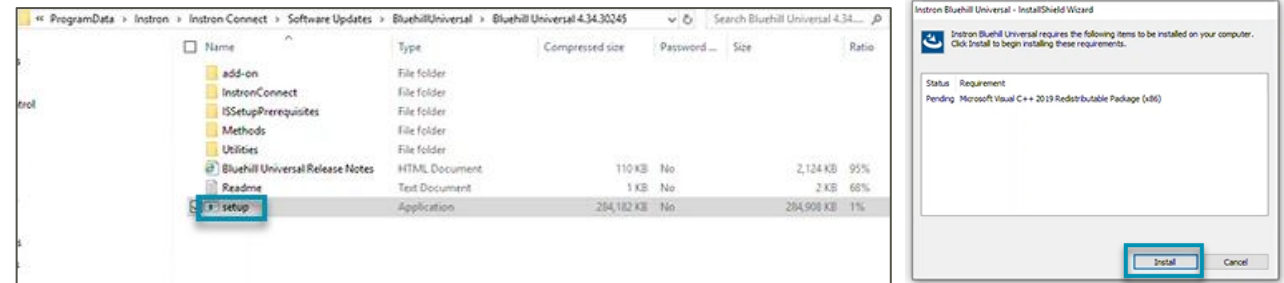


7. Another notification will appear in *Message Center* when the download has finished. Click on the link in the notification to download the software update.



8. Click on *setup*, then press *Install*.

Once the software has been updated you will receive another notification in *Message Center*.



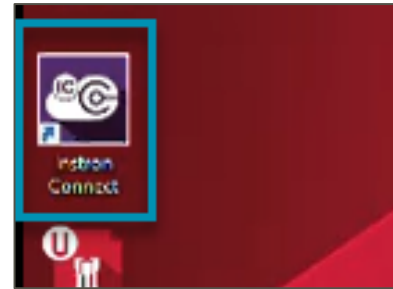
Generating QR Codes for InSkill AI Mobile App (1/2)



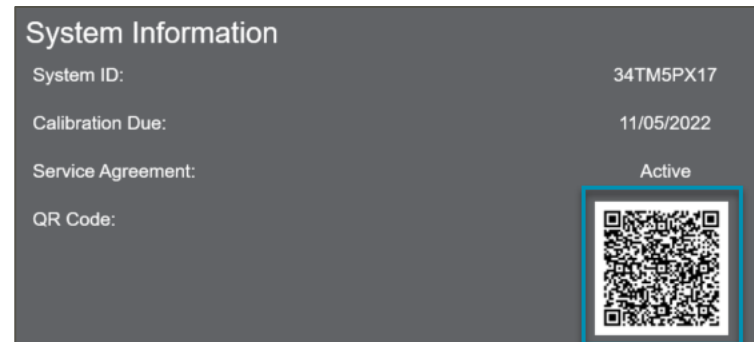
Users can scan the QR code within their Instron Connect Software to access the InSkill AI Mobile App.

[Find out more information about InSkill.](#)

1. Open the Instron Connect Software from your system's dashboard or PC desktop.



2. Scan the QR code with your mobile device camera.



Generating QR Codes for InSkill AI Mobile App (2/2)

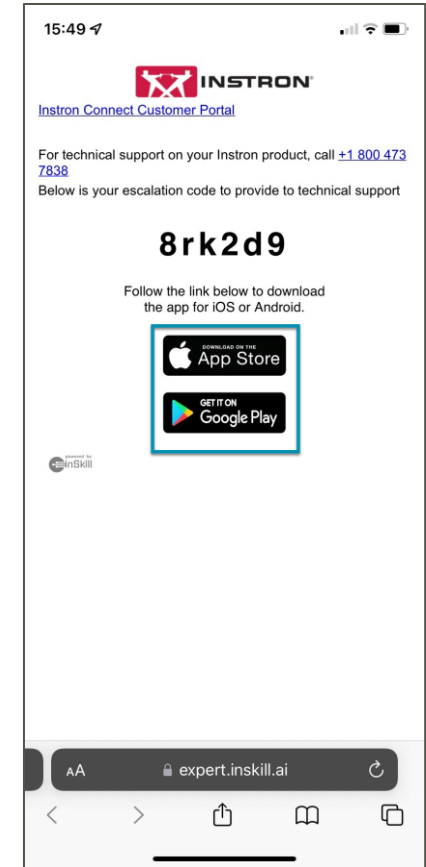


Next
Guide

3. The QR code will give you an escalation code to provide to Instron Technical Support if needed, a link to the Instron Connect Portal and the option to download the InSkill AI mobile app.

To download the InSkill app, press *App Store* or *Google Play*.

4. Once downloaded, you can open the InSkill app and scan the QR code again to access your calibration certificates, service history and the AI-driven troubleshooting tool. Click here to find out more information about [the InSkill AI mobile app](#).





This section contains guides for setting up your account in the **InSkill App** and using the different features available in the app once you are logged in. [Click here to view the instructions on the InSkill Web Portal.](#)


- [Creating an Account](#)
- [Troubleshooting Tool - Using the Ask Feature](#)
- [Troubleshooting Tool – Using Workflows](#)
- [Escalating Workflows](#)

Creating an Account (1/3)



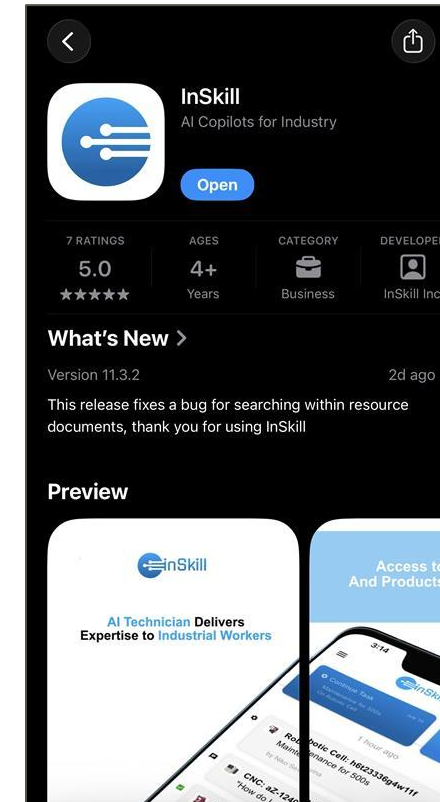
You will have received an email inviting you to download the InSkill app. To download the app, you can either open the email on your mobile device and click the link from the email, or you can search for InSkill in the Apple app store or Google Play store:

Link from email:



Once you have downloaded the app, you can join the account. If you are reading this email on your computer, use the app's QR code scanner and scan this code to join. If you are reading this email on your phone or tablet, click on the button below to register InSkill. You can also enter the code manually to authenticate in the app.

Search in app store:



Creating an Account (2/3)




Once you have downloaded the app from either the link in the email or by searching through the App store, please follow the steps below to activate your account:

1. If you are reading the email on your phone, click on the link. Otherwise, if you are reading the email on your computer, use the app's QR code scanner to join.

2. If opening on your phone, Paste the authorization code into the text box and click "Activate".

Once you have downloaded the app, you can join the account. If you are reading this email on your computer, use the app's QR code scanner and scan this code to join. If you are reading this email on your phone or tablet, click on the button below to register InSkill. You can also enter the code manually to authenticate in the app.



If viewing on **Computer**:
Use the app's QR Code Scanner to scan this code

If viewing on **Mobile**: click on this link.

Register InSkill

[Click here to register the app](#)

Code:

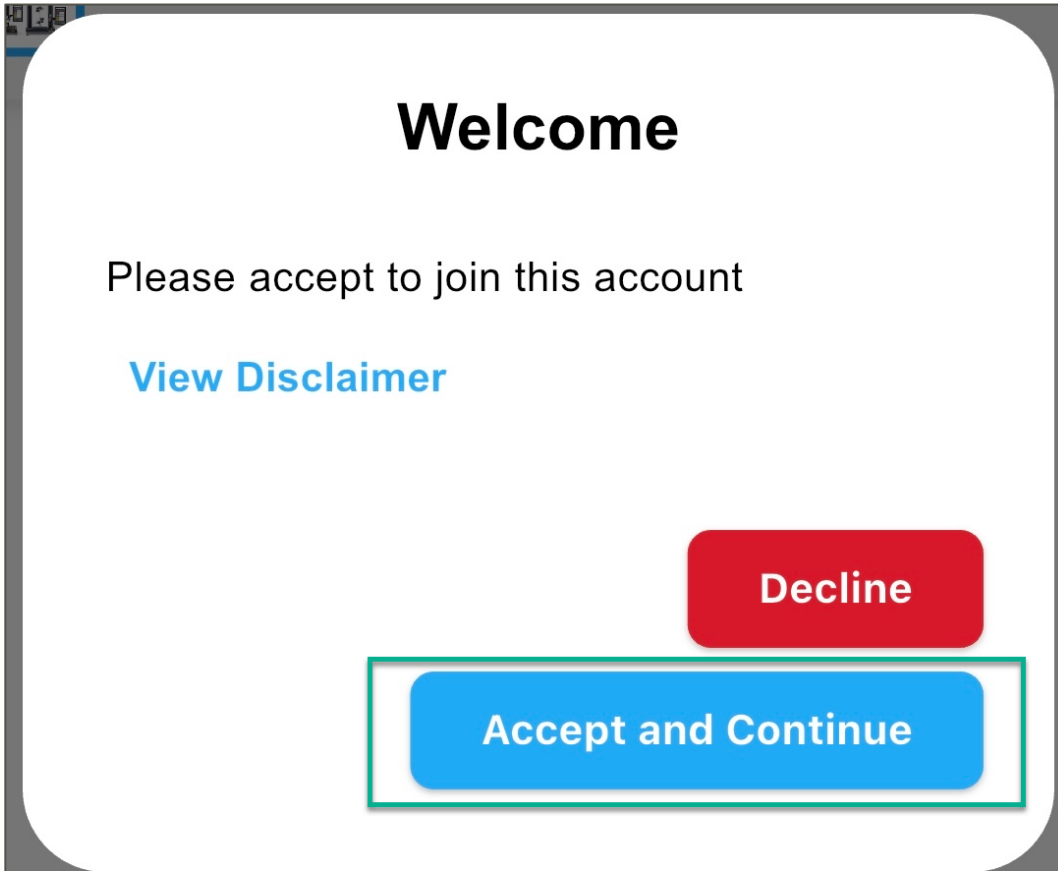
In case register link above doesn't work, please [click here](#).

Creating an Account (3/3)



Next
Section

Once you have either scanned the code or have entered the code, “*accept and continue*” to finish setup.



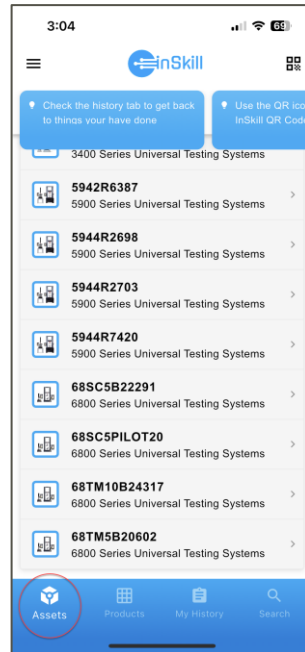
Troubleshooting Tool - Using the Ask Feature (1/5)



The InSkill AI app includes an AI troubleshooting tool to help users self-diagnose and solve system issues. There are two ways to access the troubleshooting tool through the InSkill app:

Option 1:

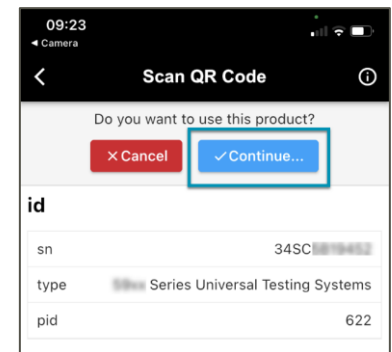
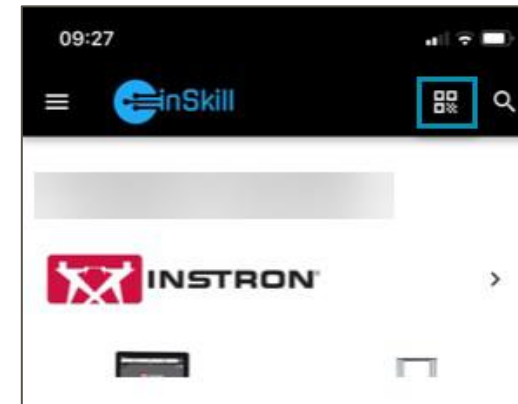
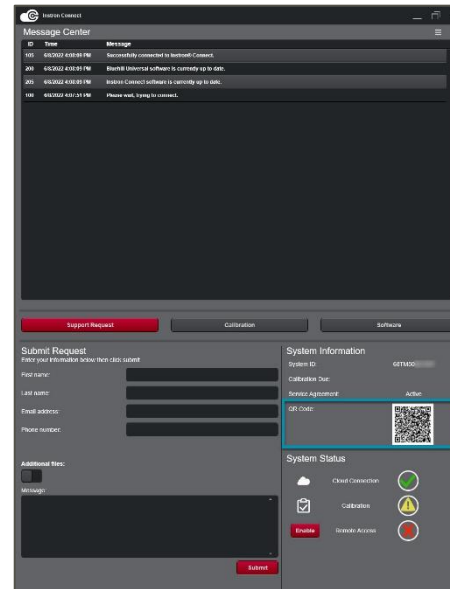
1.1 Open the InSkill app on your smart device and press the Assets tab. Press the *System ID* that you are having an issue with.



Option 2:

1.2 Open the Instron Connect Software on your operator dashboard or PC. Open the InSkill AI app and scan the QR code with your mobile device.

[Click here to find out more about the Instron Connect Software](#)

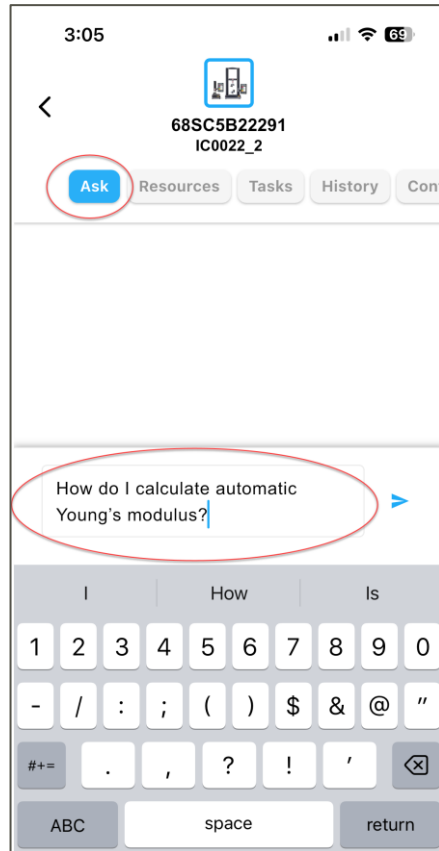


Troubleshooting Tool - Using the Ask Feature (2/5)

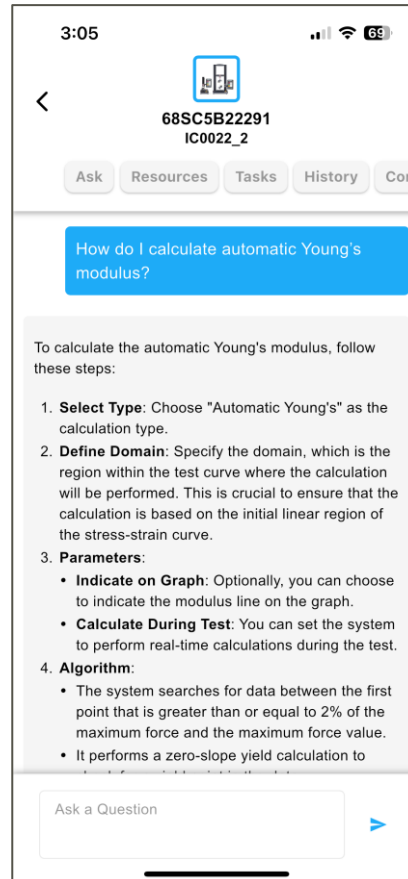


2. The “Ask” tab will open by default. You are now in a chat session with InSkill’s AI-powered Ask Feature. At this point you can engage with the copilot by asking a question or describing the issue you’re experiencing.

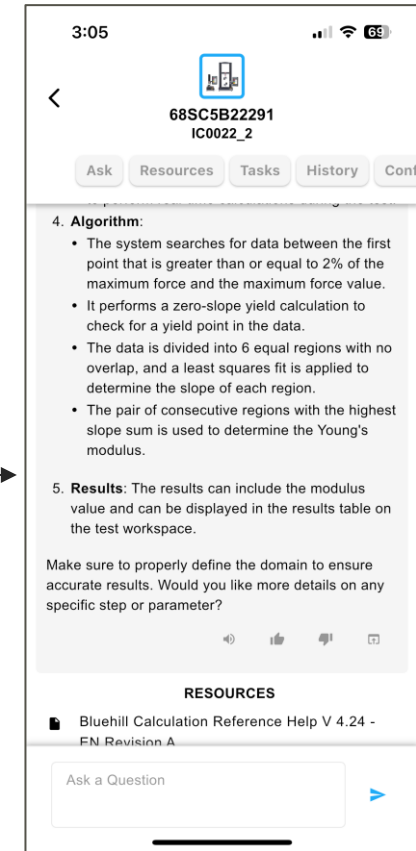
Question from User



Response from InSkill Ask



The screenshot on the right shows the continued response after scrolling.



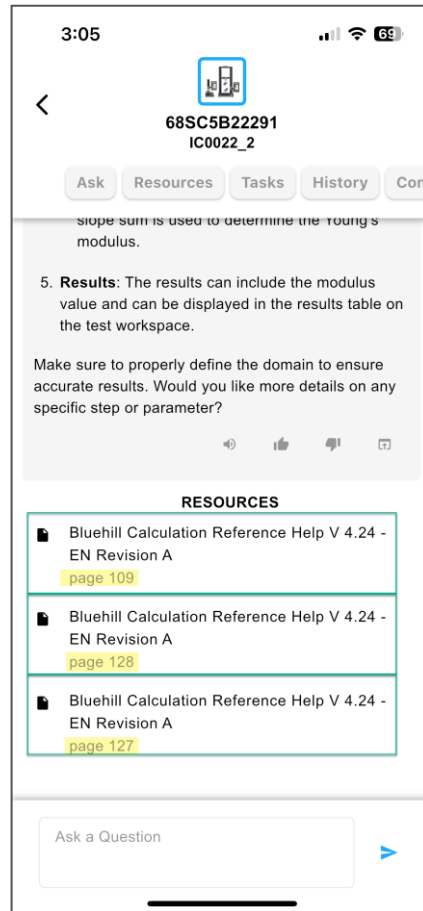
Troubleshooting Tool - Using the Ask Feature (3/5)



The **Ask** feature's answer comes from an **official Instron resource**, typically, a **product manual or guide**. This resource is uploaded so the AI can quickly reference it and provide you with the correct information. If you want to view the resource directly, you can follow the below instructions.

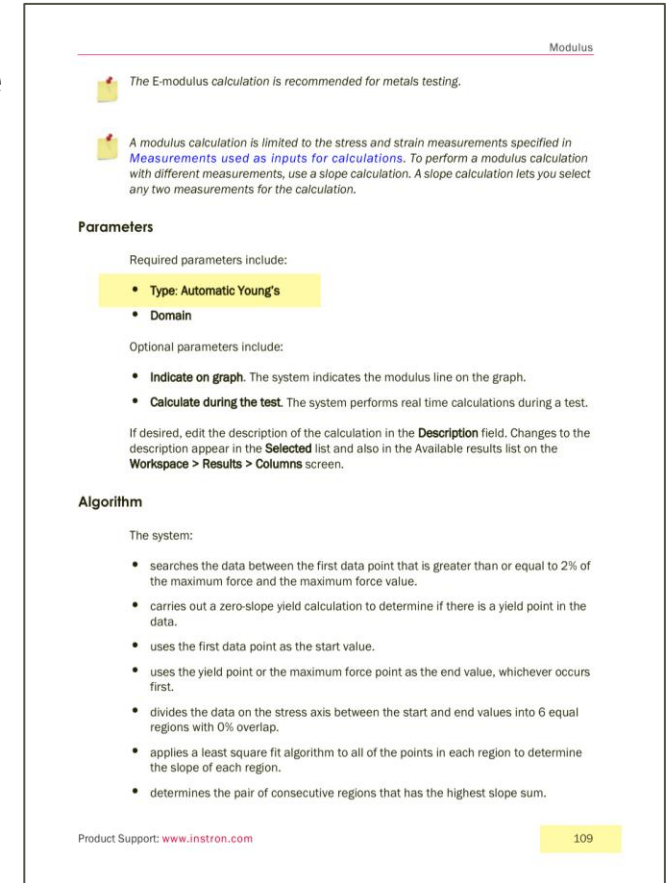
3.1 Scroll to the bottom of the answer until you see the *Resources* section.

Note: Here you will see the titles of the manuals as well as the page number and revision in which this answer was referenced.



3.2 Select the resource you would like to see.

Example: We selected the first one. The page number of 109 matches what is listed below the title in the Ask section and mentions the Automatic Young's Modulus calculation we asked about earlier in Step 3.





4. Tips for engaging with InSkill GPT to get successful results

InSkill "Ask" Crash Course

Think:

- “What would I ask Tech Support?”

Ask questions:

- “How do I calculate automatic young’s modulus?” vs. “automatic young’s modulus”

Give Context:

- Mention the specific frame type and accessory

Use Follow-Ups:

- Ask multiple questions in a chat session to clarify

Give Feedback:

- Use the thumbs-up or thumbs-down to help improve future answers

 The more specific you are, the better the answer

Troubleshooting Tool - Using the Ask Feature (5/5)



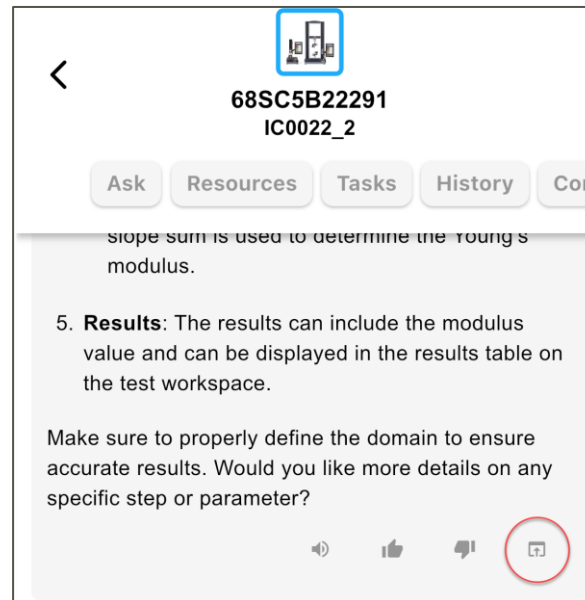
Next
Section

5. If you need further help, you can **escalate** your question to Instron Technical Support through the ask feature.

5.1

Press on the **escalate button** located in the bottom-right corner of the answer.

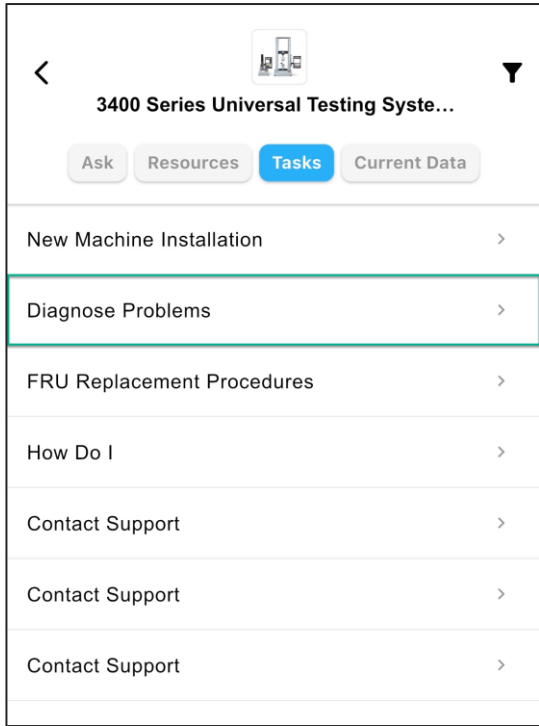
- For the remaining escalation steps, refer to [Slide 52](#).
- [InSkill App: Escalating Workflows](#)



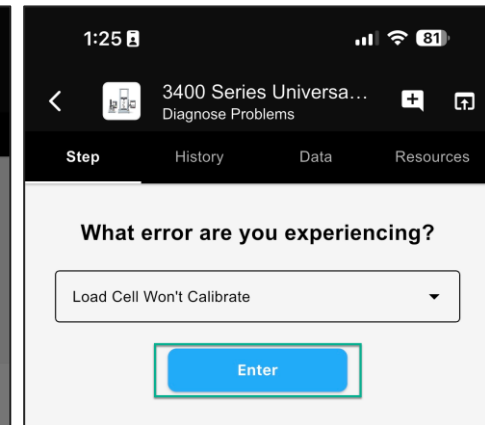
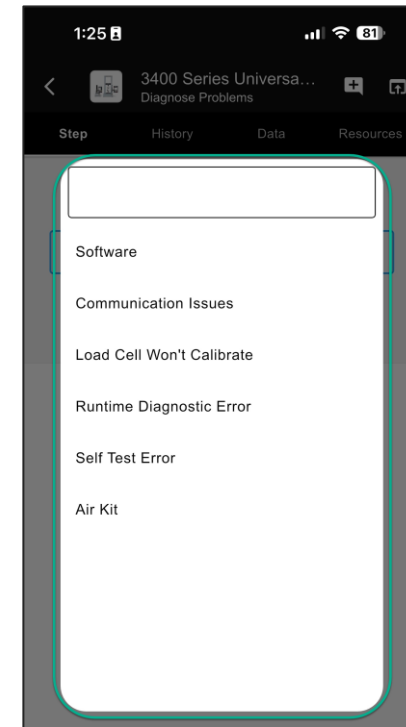
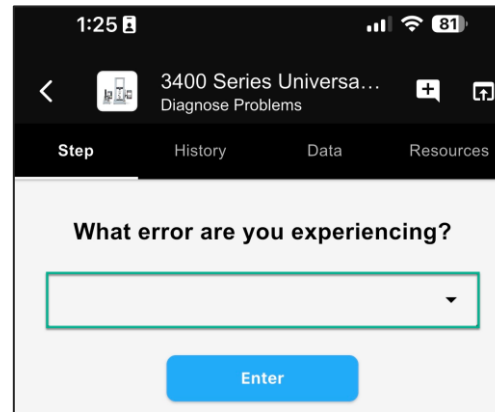
Troubleshooting Tool – Using Workflows (1/3)



1. If desired, you can also view **pre-populated troubleshooting workflows**. Select **Tasks**, and then either “*Diagnose Problems*” or “*How Do I*” to view.



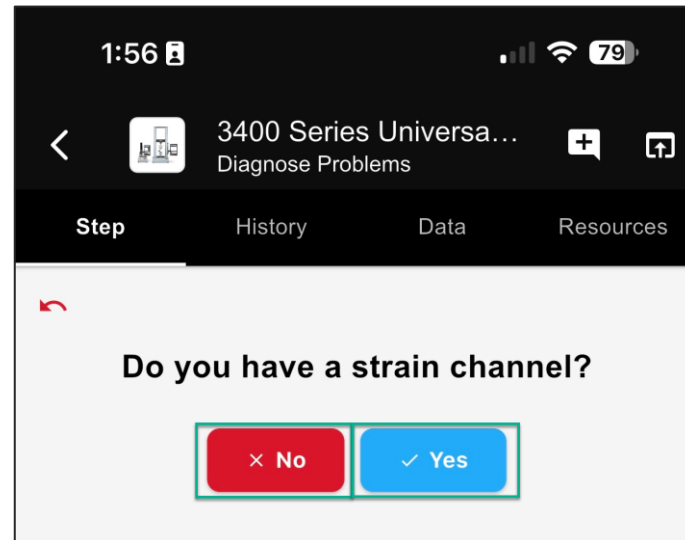
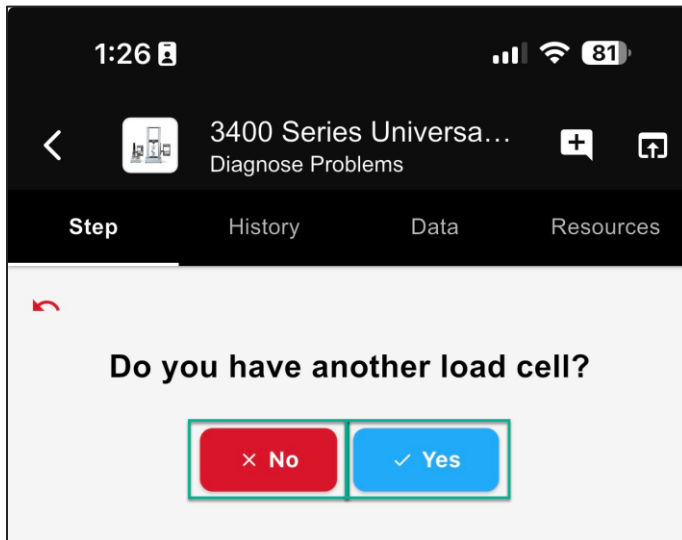
2. Pull down either menu, this example uses *What error are you experiencing?*, select the error you are experiencing from the drop-down menu, and press *Enter*.



Troubleshooting Tool – Using Workflows (2/3)



3. Go through the diagnostic questions, selecting Yes or No.



Troubleshooting Tool – Using Workflows (3/3)

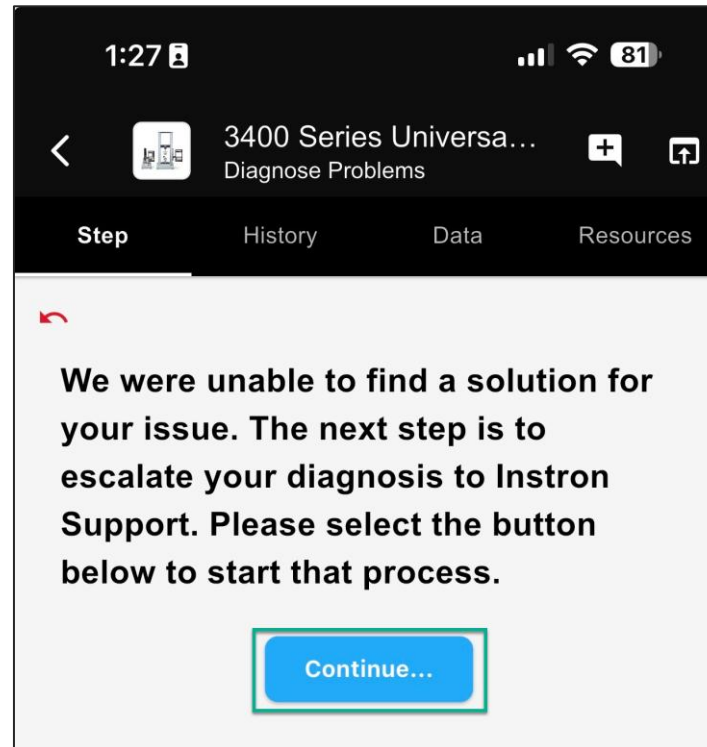


Next
Section

4. If you get to the end of the questions, but the issue hasn't been resolved, press *Continue* to escalate the issue to Instron Technical Support.

For the remaining escalation steps, refer to:

- [InSkill App: Escalating Workflows](#)



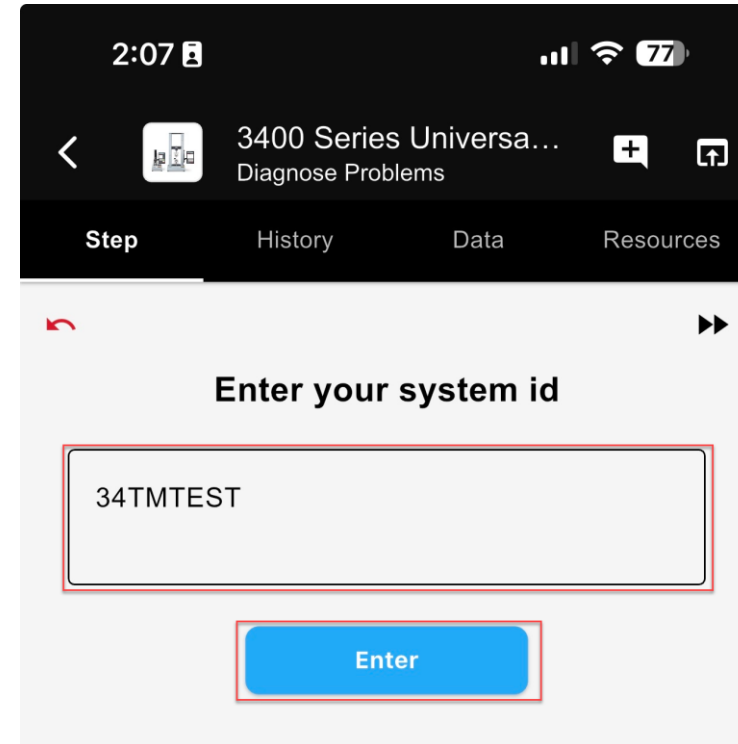
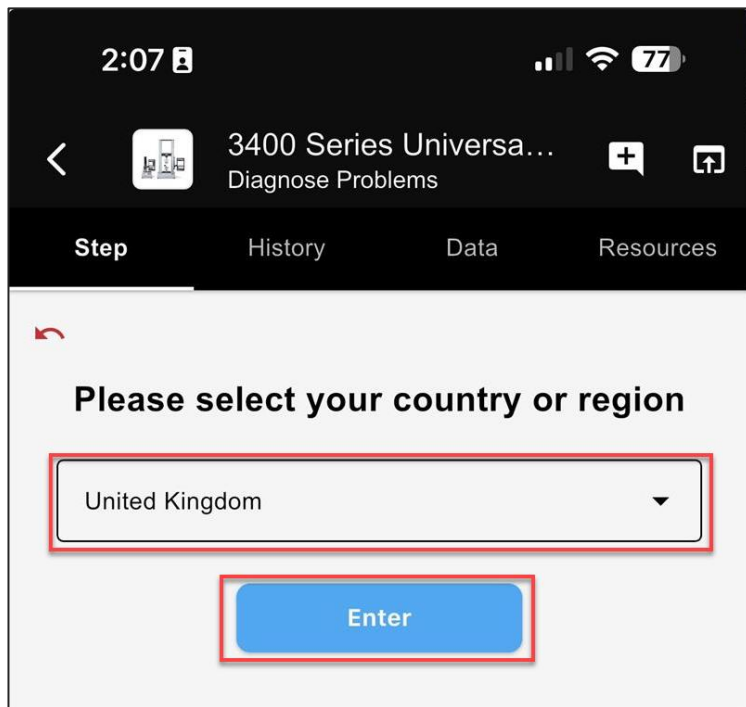
Escalating Workflows (1/3)



Follow these steps to escalate workflows to Instron Technical Support:

1. Select your country or region from the pull-down menu, and press *Enter*.

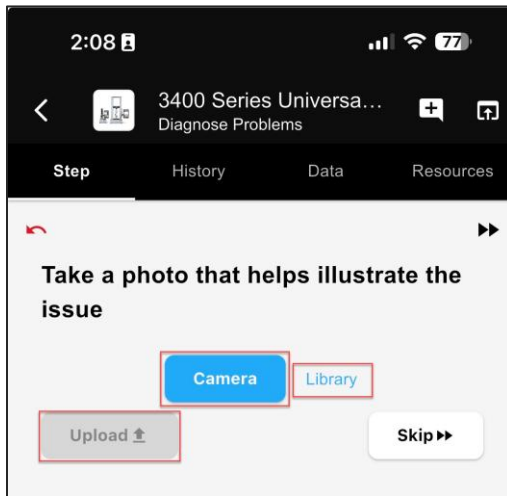
2. Type your system ID, and press *Enter*.



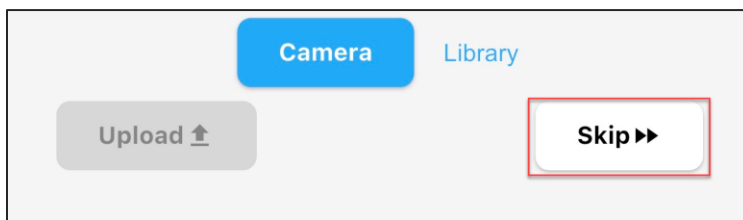
Escalating Workflows (2/3)



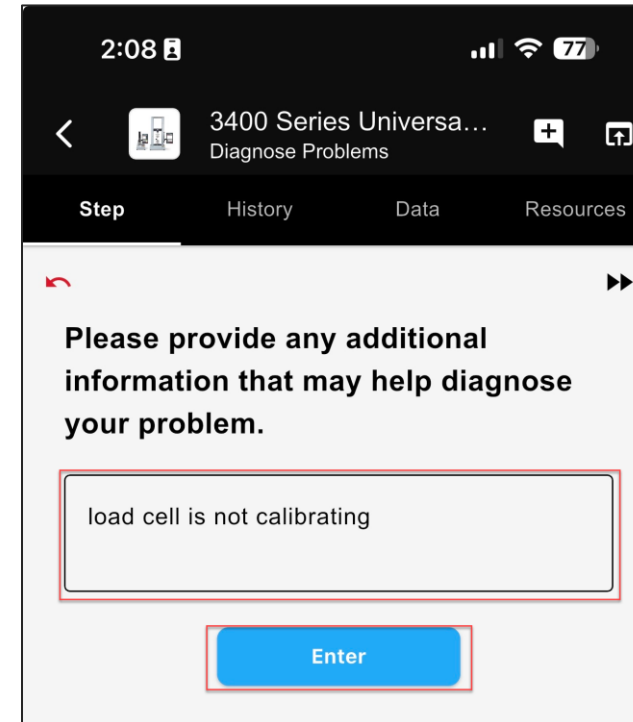
3. If you would like to add any photos, press *Camera* to take the photo or *Library* to pick a photo from your camera roll. Then press *Upload*.



If you do not have any photos to upload, press *Skip*.



4. Enter a description of your issue and press *Enter*.



Note: Your taskflow summary and Ask chat transcript will automatically be sent to Tech Support when you escalate.

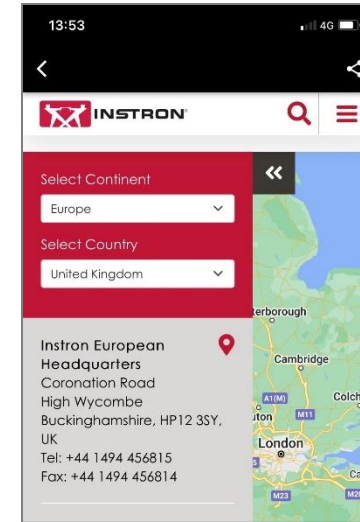
Escalating Workflows (3/3)



Next
Guide

4. If you would like to contact Technical Support directly, there are several different options.

Phone: you can find your local office's phone number by pressing *Find your local office* on our locations page. Scroll to the bottom of the page and use the pull-down menu to select the correct region and country. Here you can get the details to contact the local office.



Instron Connect Portal: You can contact your local office through the Instron Connect Portal *Support* feature, [click here to see instructions](#).

Instron Connect Software: You can contact your local office directly from your operator dashboard or PC through the Instron Connect Software, [click here to see instructions](#).

Note: when raising a support request, make sure that you reference your escalation number so that Instron Technical Support can view your system diagnostics.

| InSkill Web Portal



This section contains guides for setting up your account in the **InSkill Web Portal** and using the different features available in the portal once you are logged in. [Click here for instruction on the InSkill App.](#)

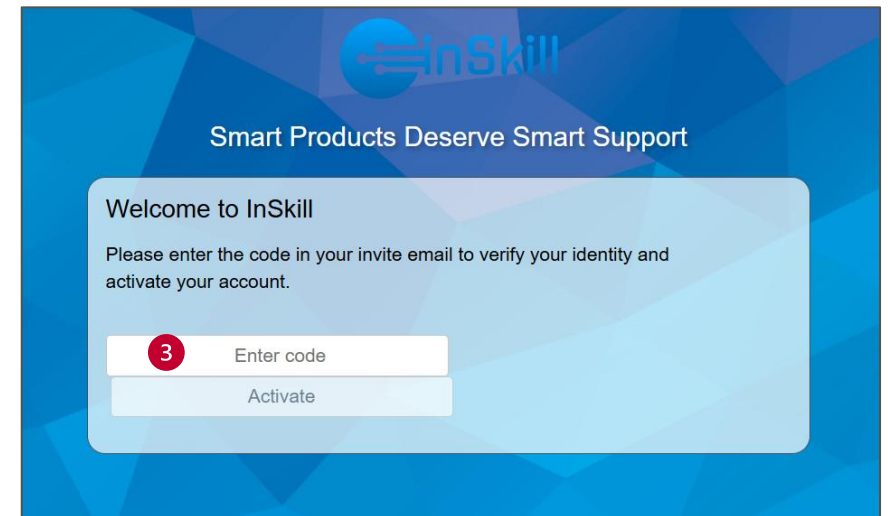
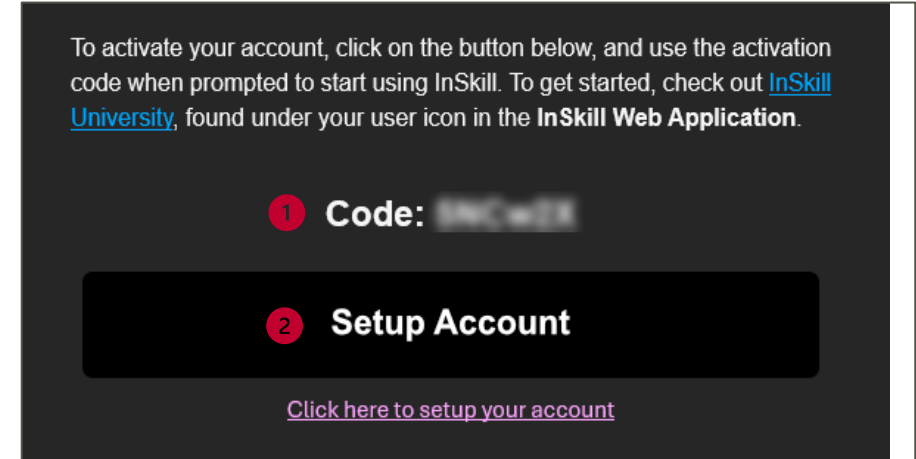
- [Creating an Account](#)
- [Additional Users & Access](#)
- [Troubleshooting Tool - InSkill GPT](#)
- [Troubleshooting Tool - Tasks](#)
- [Escalating & Contacting Technical Support](#)

Creating an Account (1/1)



You will have received an email inviting you to download the **InSkill app** and activate your account. If you have not already done so, please locate this email and follow the link to activate your account:

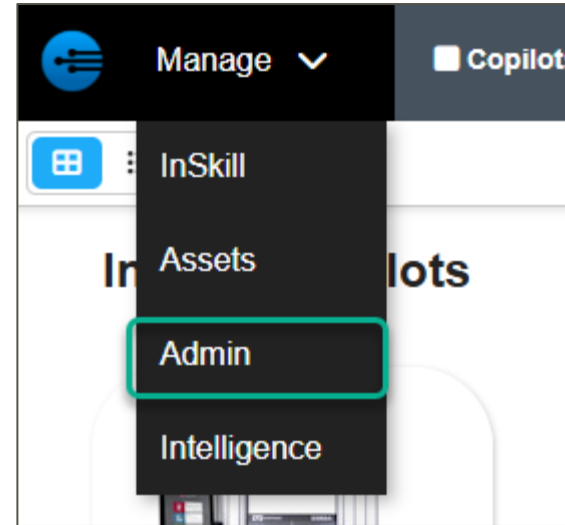
1. Copy the “Code” text from the email.
2. Click on the “Setup Account” button in the email.
3. A new page will open. Paste the authorization code into the text box and click ‘Activate’.
4. Enter user details and create a password in the “Complete Your Profile” section to complete the registering process.



Viewing Existing Users (1/3)



1. Login to the portal with an Administrator account (primary contact on the Instron account)
2. Select *Manage > Admin*
3. Select *Team* to view all existing users (displayed by email address)



A screenshot of the 'Team' page in the Instron portal. The 'Team' tab is highlighted with a red rectangular box. Below the navigation bar, there is an 'Export' button and a dropdown menu set to 'Active'. The main content area displays a table with the following data:

| Name | Role | Copilots |
|-----------------|-----------------------|----------|
| bob_jones | Helpdesk Agent | All |
| christine_smith | User 1 - InSkill Apps | All |

Common Default Roles (2/3)



Administrator

- Access to InSkill app and InSkill web portal
- Access to user creation/modification rights
- Primary contact on the Instron contract is automatically created in this role

User 1 - InSkill Apps

- Access to InSkill app only
- Secondary contact(s) on the Instron contract are automatically created in this role (prior to February 2026)

Helpdesk Expert

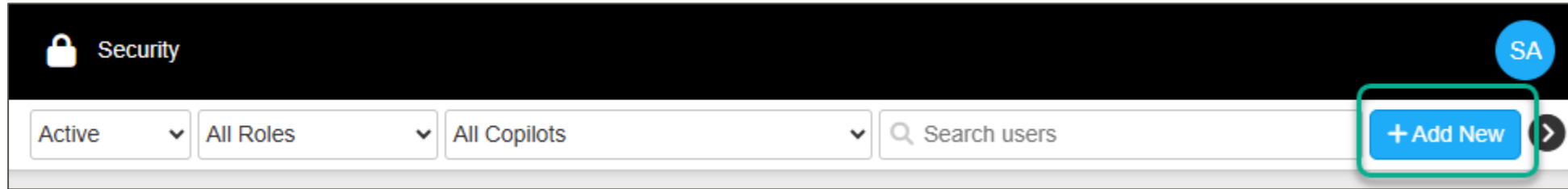
- Access to InSkill app and InSkill web portal
- Secondary contact(s) on the Instron contract are automatically created in this role (beginning February 2026)

Adding Additional Users (3/3)



Next
Guide

1. In the Teams tab, select + *Add new*



2. Enter the parameters for the new user

- Role
- Email
- First name
- Last name

3. Press *Add user*

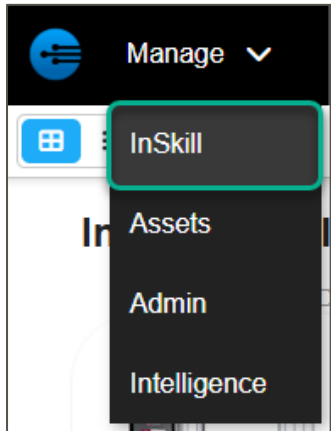
4. The user will now display in the list and receive emails automatically to create accounts in the InSkill app and/or web portal depending on user permissions

Troubleshooting Tool - InSkill GPT (1/1)

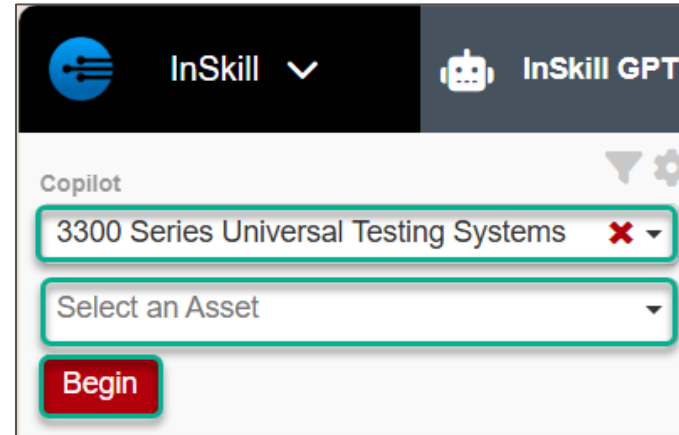


Next
Section

1. Select *Manage* > *InSkill*



2. Select a *Copilot*, then Select an *Asset* if desired. Then, Select *Begin*.



3. The InSkill GPT chat will open.

Here you can ask a question by [following the tips for engaging with InSkill GPT for getting successful results](#). Then Select the blue button on the right to send the question.

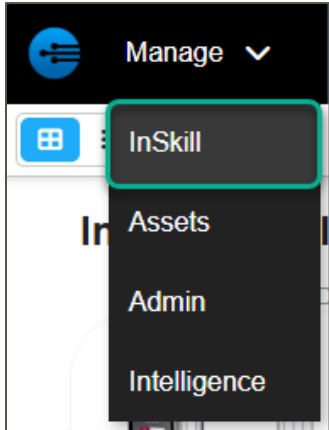
ASK

Troubleshooting Tool - Tasks (1/1)

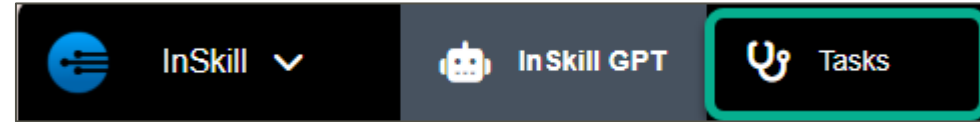


Next
Section

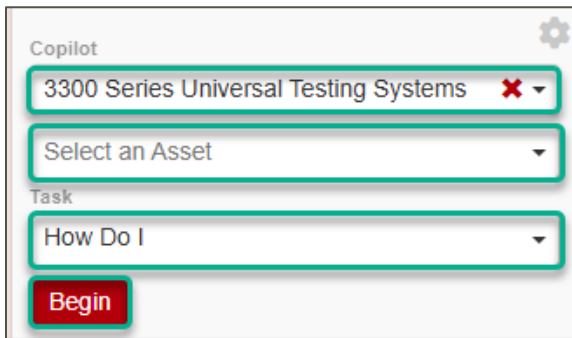
1. Select *Manage* > *InSkill*



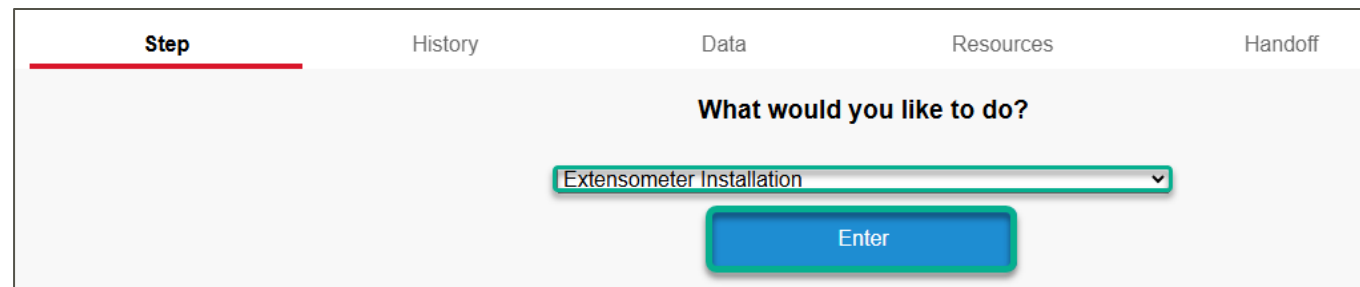
2. From the toolbar, Select *Tasks*



3. Select a *Copilot* and an *Asset* (if desired).
Then, Select a *Task*, then Select *Begin*.



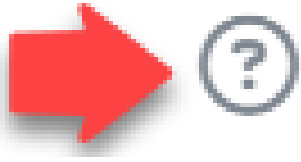
4. Select from the field and then Select *Enter*.



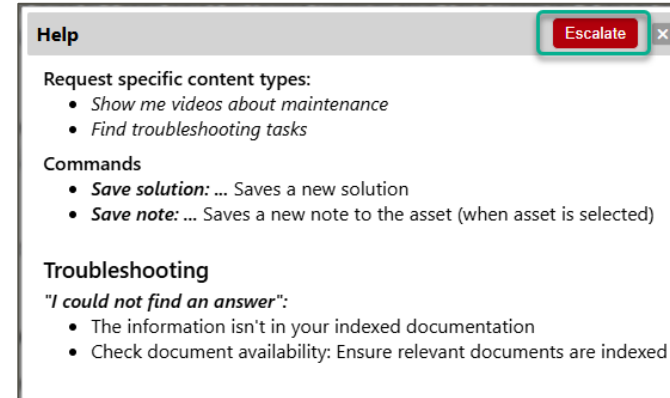
Escalating in InSkill GPT (1/1)



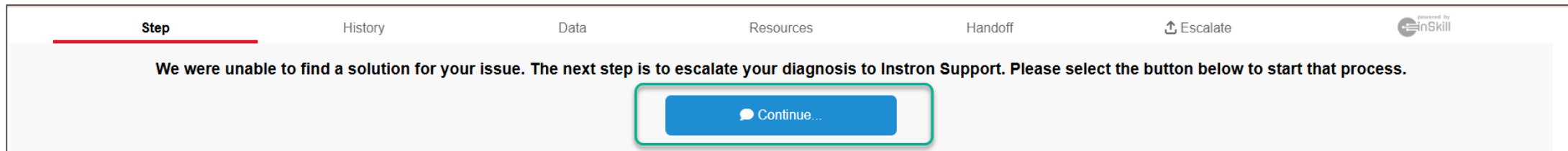
1. In the top right corner of the *InSkill GPT* chat, Select the *Question Mark “?”* icon.



2. Review the help message. To request additional help, Select *Escalate*.



3. Select *Continue* and refer to [InSkill Mobile App: Using the InSkill AI Troubleshooting Tool](#) section to complete the escalation.

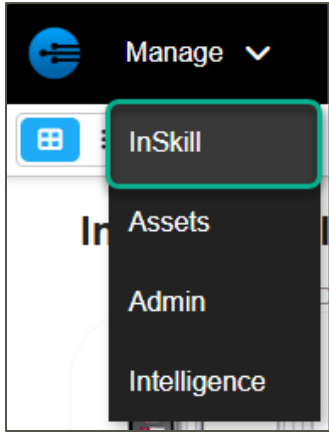


Contacting Technical Support (1/1)

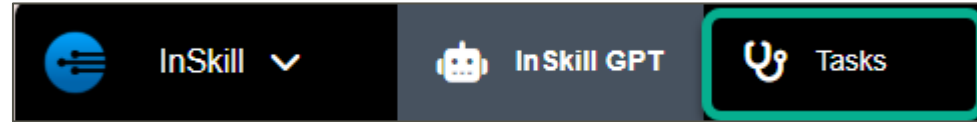


Next
Section

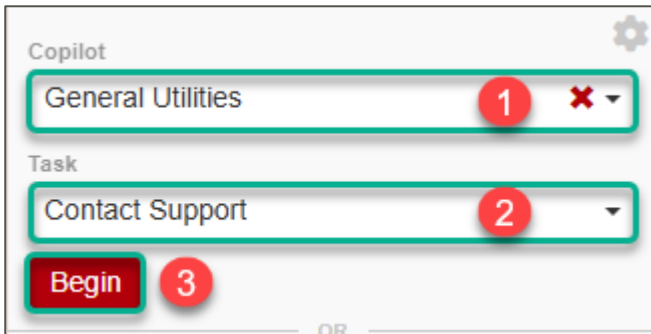
1. Select *Manage* > *InSkill*



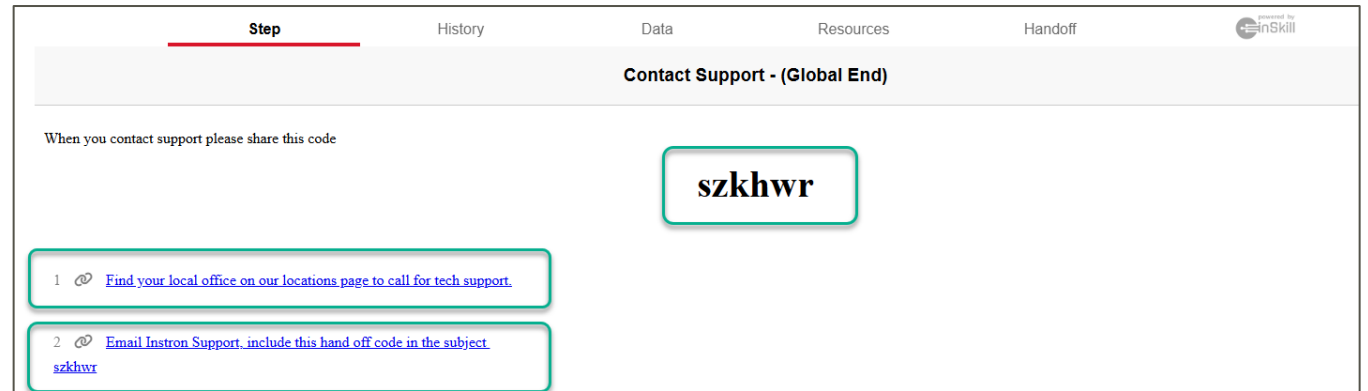
2. Select *Tasks*.



3. Select *General Utilities* as a Copilot. Then, Select *Contact Support* as a Task.



4. Follow the instructions and take note of the code.





If you are encountering issues or require support with any of the Instron Connect tools, there are two options for contacting us:

1. Instron Connect Portal: If you are able to log in to the Instron Connect Portal, navigate to “Support” and raise a new Support Request under the “Instron Connect” Request Type:

Support Request

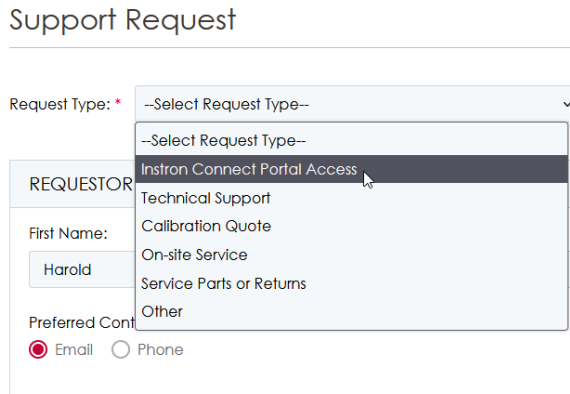
Request Type: * --Select Request Type--

REQUESTOR

First Name: Harold

Preferred Contact: Email Phone

- Select Request Type--
- Instron Connect Portal Access
- Technical Support
- Calibration Quote
- On-site Service
- Service Parts or Returns
- Other

A screenshot of a web form titled "Support Request". The form includes a "Request Type" dropdown menu with a list of options: "--Select Request Type--", "Instron Connect Portal Access", "Technical Support", "Calibration Quote", "On-site Service", "Service Parts or Returns", and "Other". The "Instron Connect Portal Access" option is highlighted. Below the dropdown is a "REQUESTOR" section with a "First Name" field containing the name "Harold". At the bottom, there are radio buttons for "Preferred Contact" with "Email" selected and "Phone" unselected.

2. Email: Alternatively, you may email us at connect_support@instron.com