Technical Note:

Using “Customer Updates & Training” Web Portal

Website Access:
1. Go to www.transonic.com
2. Click on the “Customer Login” link in the header
   a. Alternatively, go under “Contact Us > Partner Portal”
3. If you do not have an account and password, fill out the “Get Registered” Form. Be sure to select “I am a Customer – HD03.” You will receive an email with a link to create your password.
4. Once you have a password, click on “HD03 Customers.” Then enter your email for the username and password when prompted.
5. Once you have logged in you have access to software, manuals, and support materials. Links to support materials are at the top of the page. Scroll down for installation instructions, Tubing Lists, Software by country, then manuals:
Using “Customer Updates & Training” Web Portal cont.

**Partner Portal**

**HD03 Customers**

For Instructional Videos on the features and functions of the HD03 [click here]. For a complete Training Toolkit [click here].

**Recommendations:**
For best results, please make sure all of your HD03 Software is updated to the latest revision allowed for your region. This includes the Monitor software, and the Administrator Software if you are using a DTM. Also, routinely update the Tubing List if you are not using a Japanese Version or an E version of.

**Tubing Lists**
Download the tubing list [here].
Download the tubing list for Japan only [here].
List of changes to the tubing list can be found [here].

**Software**

- **HD03 Monitor Software 2.3.1 for Korea** - 11 Jun, 2021
- **HD03 Administrator Software 2.3.1 for Korea** - 11 Jun, 2021
- **HD03 Monitor Software 2.3.2 for US, Canada & Rest of World** - 3 Mar, 2021
- **HD03 Administrator Software 2.3.2 for US, Canada & Rest of World** - 3 Mar, 2021
- **HD03 Administrator Software 2.2.1 for Japan** - 27 Mar, 2018

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