

NEW

CUSTOMER LOGIN TO OUR CALIBRATION LABORATORY

A special service from Gigahertz Optik GmbH

Dear Customer,

In order to simplify your internal processes and to offer greater product support, especially relating to the calibration of your devices, we have created a communication portal and expanded the login area to include helpful functions. In the login area you now have the opportunity to register the devices you have purchased from us, view and download calibration certificates online and make requests for the recalibration of your devices.

Here we give you a brief overview of how it works so that you can quickly find your way around the calibration laboratory's new customer portal.



1. **Register a user with your products**

<https://www.gigahertz-optik.com/en-us/customer-area/register>

For registration, an order number with the corresponding serial number of a device are required.

This is to check the entry and authenticity of the data. Registering a user also registers a product if it is not already registered. Multiple orders and/or products can also be added here at the same time. Depending on the number of products, this may take some time.

If several users from an organisation need to be registered, products that have already been registered can be used for this authenticity check.

All entries marked in bold need to be completed.

SALUTATION	TITLE
Please select	Please select
POSITION	DEPARTMENT
FIRST NAME	LAST NAME
E-MAIL	PHONE
username or e-mail	
PASSWORD	REPEAT PASSWORD
password	password
Order Number	Serial Number
12345678	123456

Register all products from this order

+ Add new Product row

I have read the [data privacy declaration](#). I consent to my details and data being collected and stored electronically for the purpose of responding. Note: You can revoke your consent at any time for the future.

Order Number	Serial Number

Register all products from this order

+ Add new Product row

Remove this added row

Send




2. Customer area selection

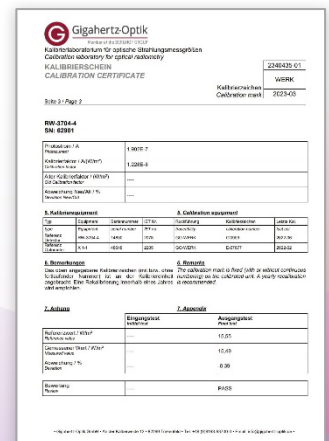
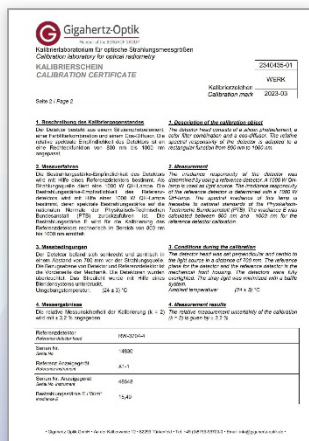
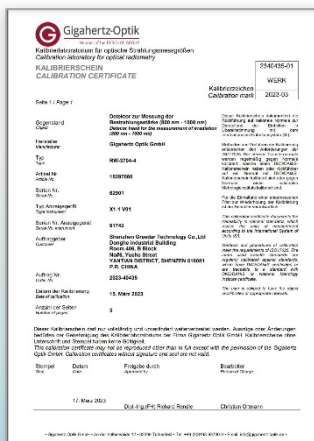
Here you can register your Gigahertz-Optik products and receive benefits such as firmware updates, new application software and access to digital calibration certificates. In addition, recalibrations can be requested or additional individual after-sales support downloads can be accessed.

Registered Products



1. Register Gigahertz-Optik products
2. Download
 - Calibration certificates
 - Firmware updates
 - Software updates

Model	Photo	Serial Number	Order	Calibration
RW-3704		62901	202340435	<p>Calibration Certificate</p> <p>17.03.2023 Calib ArtNo: K-RW3704-I valid</p>
RW-3704		62902	202340435	<p>Calibration Certificate</p> <p>17.03.2023 Calib ArtNo: K-RW3704-I valid</p>
VL-3701		62922	202340435	<p>Calibration Certificate</p> <p>17.03.2023 Calib ArtNo: K-INFO-SR valid</p>



Download Calibration Certificates

2



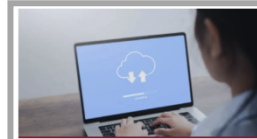
Calibration Certificates

Access to all calibration certificates of your registered products in a list view.



Recalibration Request

If you want to recalibrate a product you can ask for an order here. With the help of your latest calibration mark a quicker process is guaranteed.



Individual Download Center

Additional provided individual downloads provided by our Support Team. Please look for product related downloads in the "registered product" section

- All calibration certificates of your registered products
- .zip file of all calibration certificates in an order can be downloaded when multiple devices have been recalibrated.

Individual Download

Product	Serial Number	Valid From	Calib ArtNo	Valid	Certificate
RW-3704	62901	2023-03-17	K-INFO-SR	valid	Download Certificate
		2023-03-17	K-RW3704-I	valid	Download Certificate

Or Bulk-Download

Product	Serial Number	Valid From	Calib ArtNo	Valid	Certificate
RW-3704	62901	2023-03-17	K-INFO-SR	valid	Download Certificate
					Download Certificate
RW-3704	62902				Download Certificate
					Download Certificate
VL-3701	62922	2023-03-17	K-INFO-SR	valid	Download Certificate
					2023-03-17

Download archive

Select the order from the dropdown below and you'll get an archive with all serial numbers assigned to this order

Select an order

Hier tippen um Liste zu filtern

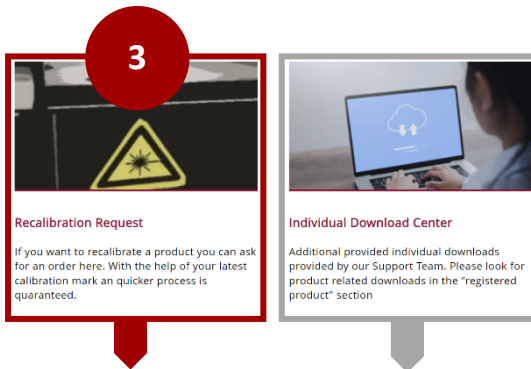
Select order

202340435



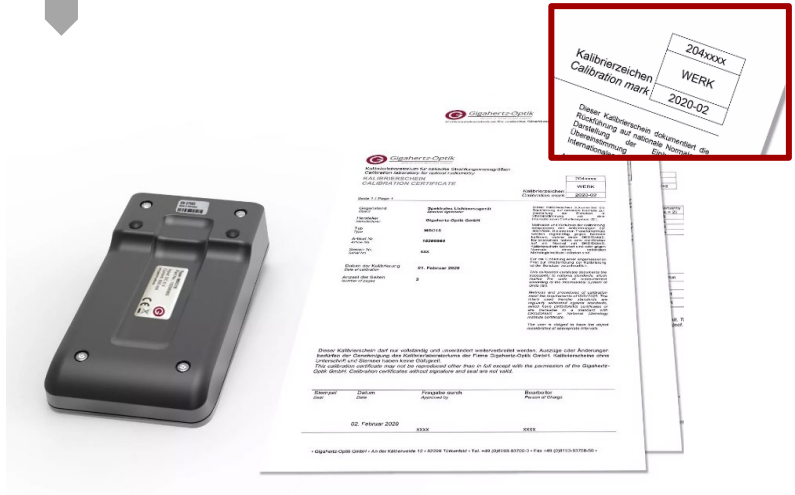
Request Recalibration

Here you can easily and specifically request a recalibration of your device. For a convenient process, you only need the product name and a calibration mark. You can find the calibration mark either on your device (calibration label on the back of the device) or on the last calibration certificate.



Request recalibration of your device:


- Product name
- Calibration mark



Individual Download Center

Additional custom downloads provided by our support team. Please search the Registered Products section for product-related downloads

4



Individual Download Center

Additional provided individual downloads provided by our Support Team. Please look for product related downloads in the "registered product" section

Top table:

Downloads associated with your registered products (software updates, firmware updates, etc.), if any.

Bottom table:

Downloads to which you have individual access. Be it through specifically purchased tools or tools made available through support cases.

Registered Products Downloads:

Title	Version	Size	Download
-------	---------	------	----------

Individual Downloads:

Title	Valid from	Size	Download
S-BTS2048-V2020.3.5.zip	2020-07-29 11:37:43	224 MB	Download

Have fun in the new LOGIN AREA TO OUR CALIBRATION LABORATORY



Other interesting links for you

