Advice about user registration before use

Before using the instrument, it is necessary to perform the user registration. This registration is needed to carry out the careful and plentiful support and service for the customers. Carry out the user registration by the following procedure.

Step1 Register the user information.
Input the registration information on the Web site and get the activation code.

Access the TSshield Web site
https://tsshield.tierraservice.com/

A customer who uses the system for the first time
Select [New registration].
* When you use TSshield, you need to agree with “license agreement”.

A customer who has an account
Log in to the TSshield Web site.

Amount of registration
If the customer ID and the activation code are displayed on the screen, the user registration is completed. The registration completion e-mail will be sent to the registered e-mail address.
- Log in to the TSshield Web site with the registered e-mail address and the password.
- The Registration Complete e-mail contains the customer ID. Please save it.

Step2 Conduct the license activation
Conduct the license activation to release the demo mode.

Online activation
Turn ON the power supply of instrument and click [Check] on the user registration screen. Communications are performed with a server and the registration is automatically confirmed.
* It may take approximately 10 minutes at maximum to confirm the registration depending on the condition of signal.
* The illustration shows an example of total station.

Option activation
Input the activation code described on the registration completion e-mail in the instrument.

Note
- The e-mail will be sent from tsshield@tierraservice.com. If you restrict the reception, carry out the setting to enable the reception of e-mail.

4. Input your information
The information required for creating an account and click [Next].

1. Access the TSshield Web site
Access URL shown below:
https://tsshield.tierraservice.com/

2. Start the registration
Click [New Registration].

3. Input the e-mail address
Input the e-mail address and click [SEND].

The e-mail on which URL for actual registration is described will be sent to the e-mail address you input. Please access the described URL.

Note
- The e-mail address can be automatically input (cannot be changed).

Password
- Password should be at least 8 characters and can be up to 32 characters in length.
- Password should include both characters (alphabetic letters and symbols) and numbers.
- The same string of a whole e-mail address or former part of the address cannot be used for password.
- Keep the registered password by yourself.

5. Input the information of instrument
Input the information required for registration and click [NEXT].

1. Customer who signs up for the first time
When you use TSShield for the first time, register your information and instrument information.

If you have created an account, you can register the information by adding a newly purchased instrument to your account.
[Customer who has an account] on the rear page.

2. Access the TSshield Web site
Access URL shown below:
https://tsshield.tierraservice.com/

3. Start the registration
Click [New Registration].

4. Input your information
The information required for creating an account and click [Next].

1. Access the TSshield Web site
Access URL shown below:
https://tsshield.tierraservice.com/

2. Start the registration
Click [New Registration].

3. Input the e-mail address
Input the e-mail address and click [SEND].

The e-mail on which URL for actual registration is described will be sent to the e-mail address you input. Please access the described URL.

Note
- The e-mail will be sent from tsshield@tierraservice.com. If you restrict the reception, carry out the setting to enable the reception of e-mail.

4. Input your information
The information required for creating an account and click [Next].

1. Access the TSshield Web site
Access URL shown below:
https://tsshield.tierraservice.com/

2. Start the registration
Click [New Registration].

3. Input the e-mail address
Input the e-mail address and click [SEND].

The e-mail on which URL for actual registration is described will be sent to the e-mail address you input. Please access the described URL.

Note
- The e-mail will be sent from tsshield@tierraservice.com. If you restrict the reception, carry out the setting to enable the reception of e-mail.

4. Input your information
The information required for creating an account and click [Next].

1. Access the TSshield Web site
Access URL shown below:
https://tsshield.tierraservice.com/

2. Start the registration
Click [New Registration].

3. Input the e-mail address
Input the e-mail address and click [SEND].

The e-mail on which URL for actual registration is described will be sent to the e-mail address you input. Please access the described URL.

Note
- The e-mail will be sent from tsshield@tierraservice.com. If you restrict the reception, carry out the setting to enable the reception of e-mail.
6. Check the content you input
If there is no problem in the input content, click [CONFIRM].

7. Completion of registration
Customer ID and activation code will be released on the screen. At the same time, an e-mail on which activation code is described will be sent.

**Note**
- At the lower part of the screen, a sample of character (number/alphabet) will be displayed. Compare the mistakable characters with the sample.
- Continuously, release the demo mode.

2. Release the demo mode
The demo mode can be released in two methods; release by performing communications from instrument to server (online activation) and release by inputting the obtained activation code in the instrument (offline activation).

**Note**
- If the condition of signal is not good and you cannot conduct the online activation, conduct the offline activation.
- The operation procedure shown below is described with an example of a representative product with a display. The procedure for a instrument that has no display is different.
- For details on the method for releasing the demo mode, refer to TSshield instruction manual for each product.

### Online activation

1. Turn ON the instrument
2. Press [CHECK] on the user registration screen

![User registration screen](image)

### Offline activation

1. Turn ON the instrument
2. Input the activation code and press [Unlock] *

![User registration screen](image)

* [OK] may be displayed for some instruments.

### 3. Customer who has an account
If you have an account, you can log in to the system for a new instrument with the existing account.

1. Log in to the TSshield Web site
2. Click [New Registration]

![New registration screen](image)

### 3. Input the information of instrument
Input the information required for registration and click [OK].

**Note**
- Model name, serial number (S/N), and ID code will be displayed by turning ON the power supply.

### 4. Completion of registration
The activation code will be displayed on the screen. At the same time, an e-mail on which activation code is described will be sent.

1. Release the demo mode
2. Release the demo mode*

**Note**
- At the lower part of the screen, a sample of character (number/alphabet) will be displayed. Compare the mistakable characters with the sample.
- If the condition of signal is not good and you cannot conduct the online activation, conduct the offline activation.

### Examples of the questions asked by the customers
1. Why does the system operate in the demo mode only though the instrument is turned on?
   Before using the instrument, it is necessary to perform the user registration. This registration is needed to carry out the careful and plentiful support and service for the customers. As referring to this document, perform the user registration.

2. What procedure do we need?
   When purchasing the instrument, it is necessary for you to perform the easy user registration. The registered information is necessary for our company to send the update and maintenance information to you. Perform the registration on the Internet browser in the personal computer connected to Internet.

3. Is it possible to perform the user registration where signal are not good or in a place out of the proper sphere?
   You can perform the registration by using a personal computer connected to Internet. Entering the unlock code is necessary to cancel the demo mode of the instrument. You can perform this work even out of the proper sphere. If your place is out of the Internet environment, you can ask the engineer of the office or your dealer to perform the registration. When you receive the unlock code issued from our company by telephone, it is possible to execute the activation.

4. Can we perform the user registration where it is not possible to connect to Internet?
   When it is not possible to connect to Internet, you can ask the engineer of the office or your dealer to perform the registration. When you receive the unlock code issued from our company by telephone, it is possible to execute the activation.

5. Can we perform the user registration without a mail address?
   Mail address is a requirement. Please prepare your mail address because our company needs it to send the software update, maintenance and other information to you as quickly as possible. You can use a free mail address. If you already have a mail address and usually use it, please register the address.

6. We don’t know the serial number. How do we check it?
   You can check the serial number (S/N) and model on the screen when the instrument is turned on. As for the instrument without the display unit, information including serial number can be found in attached "Instrument Information".

The instruction manual for TSshield is stored in the USB memory or CD-ROM included with the product as a manual you can check on the screen of PC.