

MyTRUMPF

TRUMPF Service App

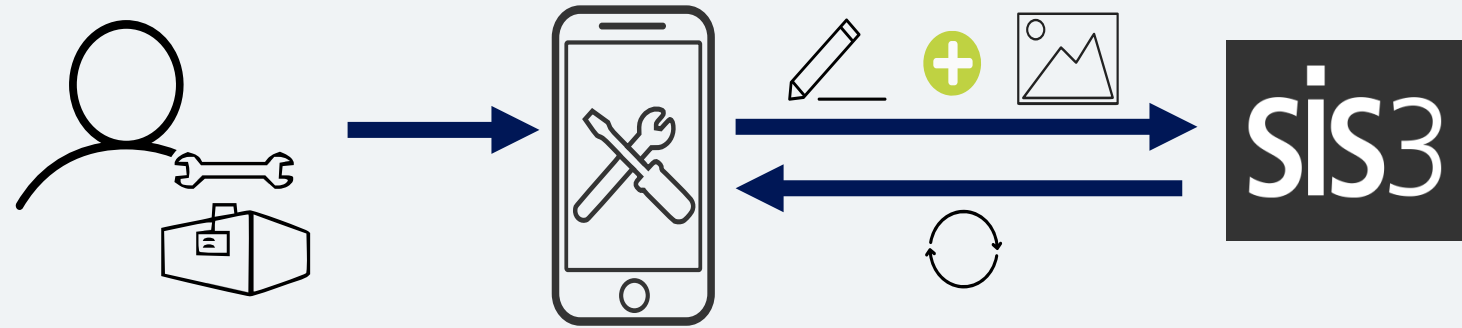
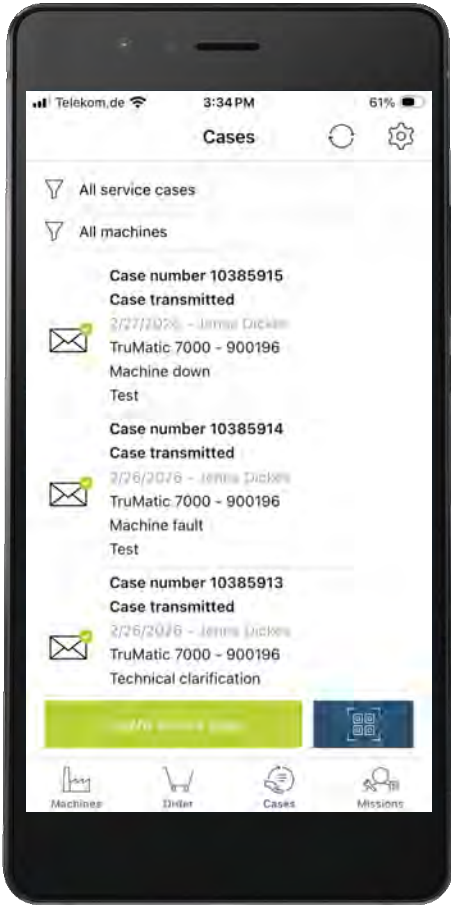
Registration Process and Features

Global Service Center



TRUMPF Service App

Digital service touch point: anytime and anywhere

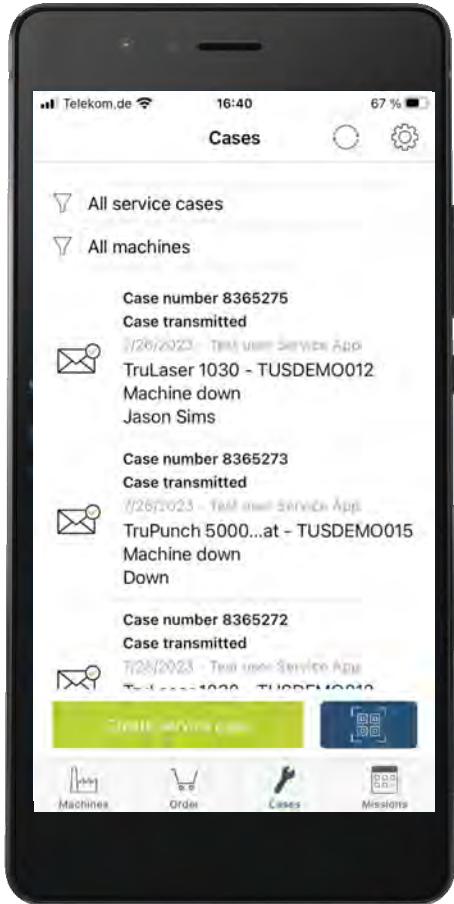


**Submitting service messages quickly and easily any time.
Service App, the basis for the next generation of service (Technical
Guides, Object Recognition and more).**

MyTRUMPF – Service App Benefits

Convenient, transparent, efficient

45% of all technical cases
are created with the
Service App (CY 2025)



Customer benefits

Fast

Save time traditionally spent on the phone or email to register a case.

Simple

The intuitive navigation makes the operation of the app easy.

Transparent

Information about the service cases are available to all app users within a company.

Flexible

Place service requests 24/7. Overnight calls are processed the following morning.

Technical customer service benefits

Relieving

Save time for customer service to handle topics with higher counseling need

Efficient

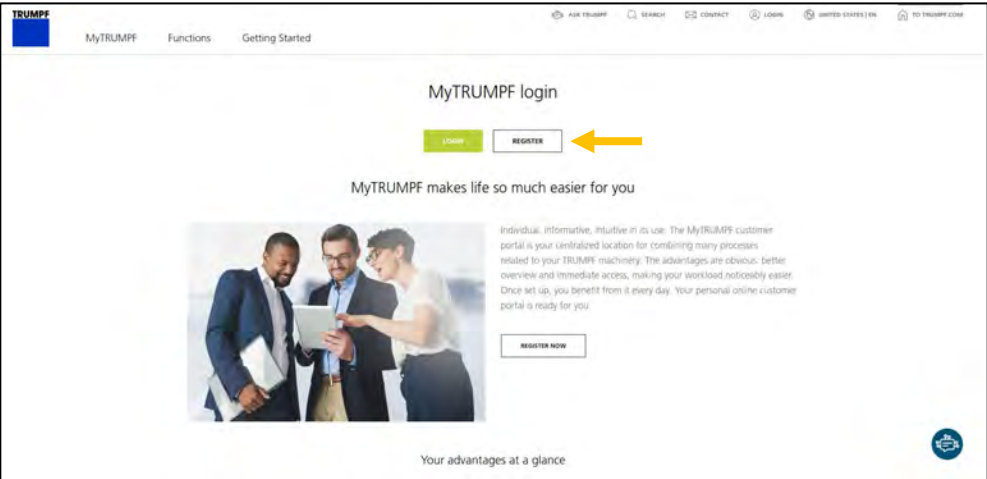
65-70% of all cases have at least one image appended.

Find MyTRUMPF Registration Page

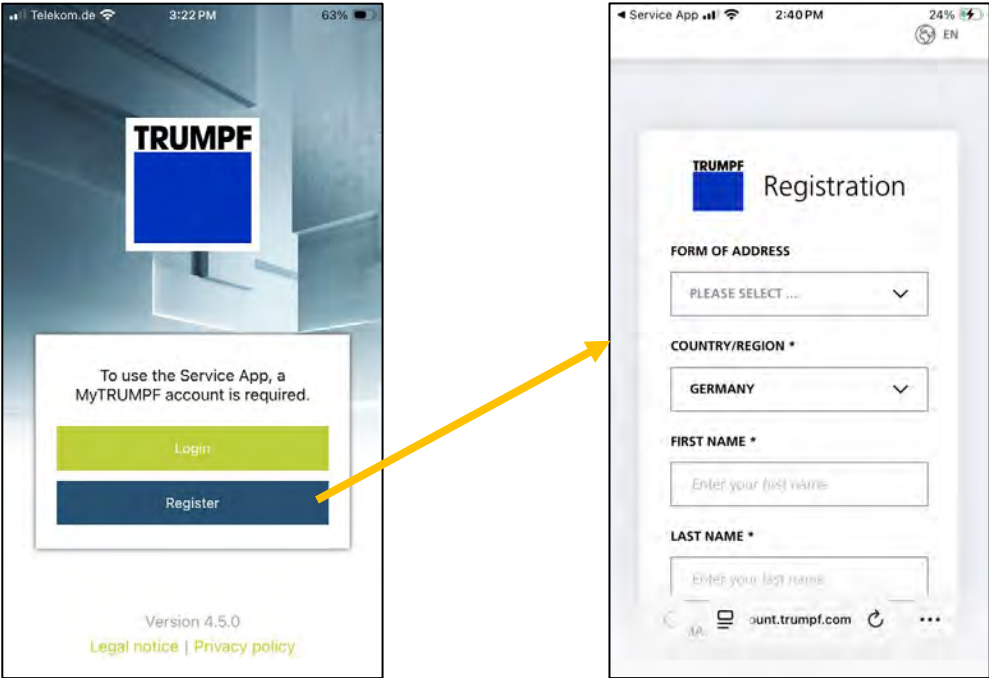
Website or mobile app



trumpf.com



TRUMPF Service App



Register for MyTRUMPF (1/2)

Create a user account and set your password





Registration

FORM OF ADDRESS

PLEASE SELECT ...

FIRST NAME *

Enter your first name

E-MAIL *

Enter your email address

REASON OF REGISTRATION *

PLEASE SELECT ...

COUNTRY/REGION *

GERMANY

LAST NAME *

Enter your last name

TELEPHONE NUMBER (REGION) *

 +49

DEPARTMENT

PLEASE SELECT ...

☐ I HEREBY ACCEPT THE [CONDITIONS OF USE](#). *

☐ I HEREBY ACCEPT THE [DATA PROTECTION DECLARATION](#). *

Anti-Robot verification expired

Restart

CANCEL

REGISTER



Registration successful

We have sent an e-mail to **tussmartservices@gmail.com**.
Please check your inbox and follow the steps to finalize your registration.
Don't forget to check the spam folder as well.

CLOSE WINDOW



TRUMPF Account <noreply@account.trumpf.com>
to me

[Visit TRUMPF.com](#)

Dear [Name],

Thank you for registering for the MyTRUMPF customer portal!
Please confirm your registration by clicking on this link.
In case the link has expired you can request a new link anytime.
Your registration will be deleted after 7 days:

Set Your Password

If the button does not work, copy this link into your browser:

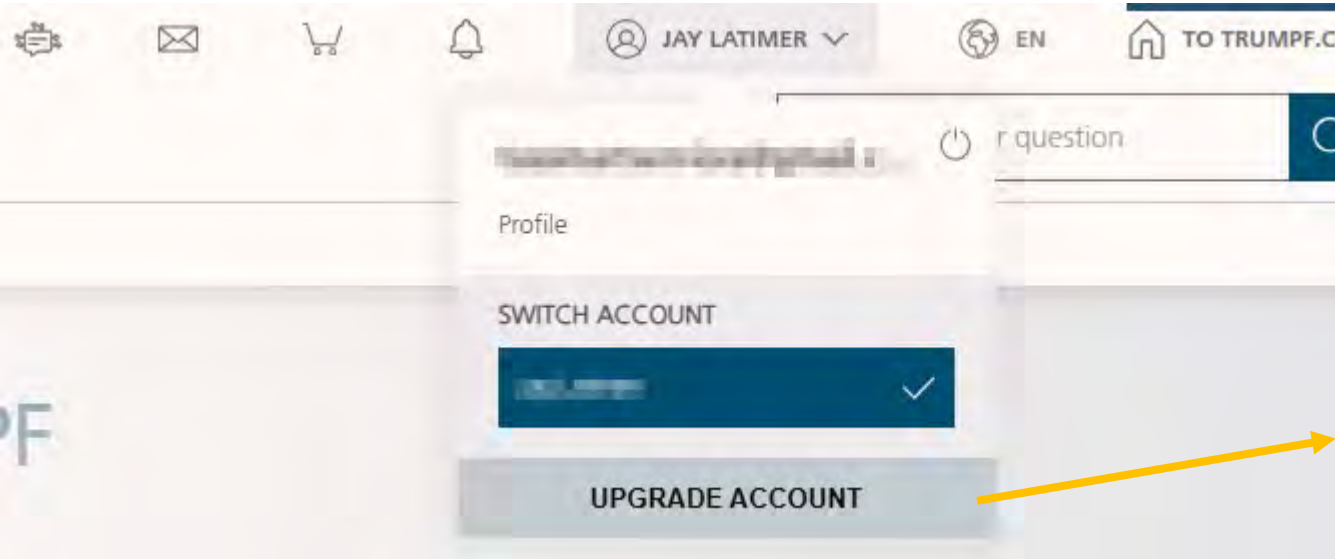
<https://account.trumpf.com/ForgotPassword?data=eyJyZXNidERhdGUiOiIyMDI2LTA4LTl3KzEyJTlBNmJQIM0EzMCIslm90cCI6bnVsbCwiZW1haWwiOiJ0dXNzbWYdHnIcnZpY2VzQGdtYWlsLmNvbSJ9&otp=tn1azS>

After successful registration, you can gain access to your company's product and machine data that is linked to your company's customer account at TRUMPF. To do this, you can request the account assignment after defining the password.

Best regards,

Register for MyTRUMPF (2/2)

Requesting a customer assignment



After submitting the account assignment form, your request will be processed by a TRUMPF employee.

Account assignment

×

To link your account with your company and ensure access to all relevant TRUMPF services, please complete the form below. If you're already a TRUMPF customer, enter your customer details. If not, provide your company information to get started.

Are you already a TRUMPF customer?

☒ YES ☐ NO

COMPANY NAME *

Landry Industries

COUNTRY *

UNITED STATES

IDENTIFY YOUR COMPANY BY AT LEAST ONE OF THE FOLLOWING...*

CUSTOMER NUMBER

111111

MACHINE NUMBER

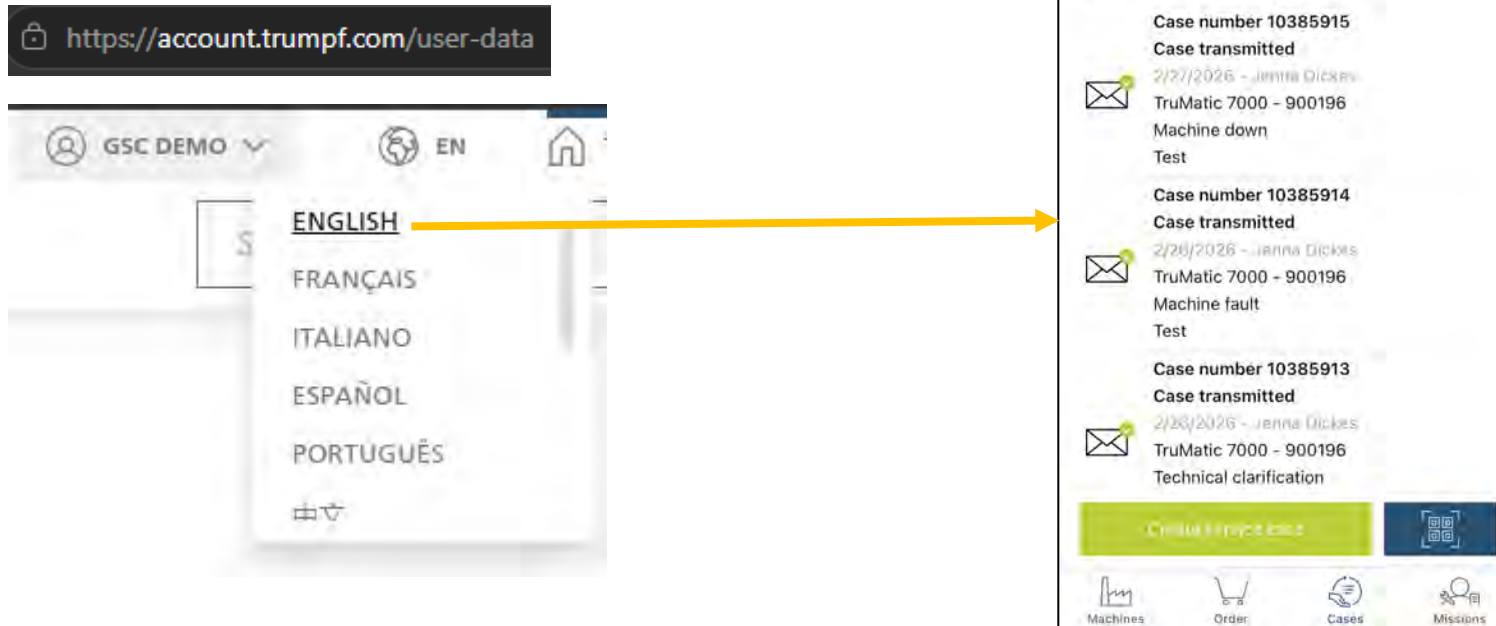
COMMENT

SAVE

Language Configuration (1/2)

Default behavior: identity management

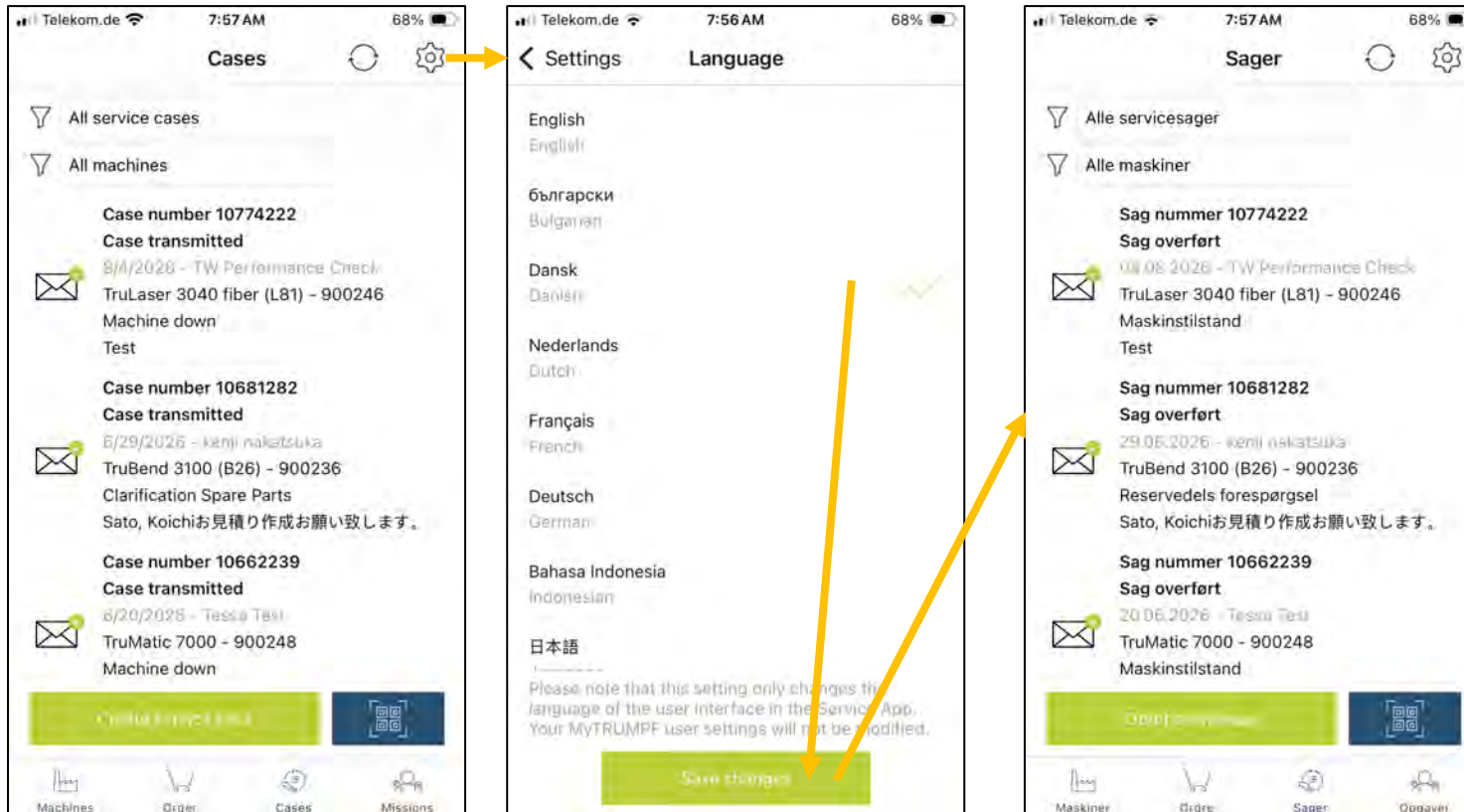
The Service App interface language is the same language you select in the identity management platform: account.trumpf.com



Language Configuration (2/2)

Overriding behavior: Service App language selection

If you select a language* in the Service App, the language selection in identity management is overridden.

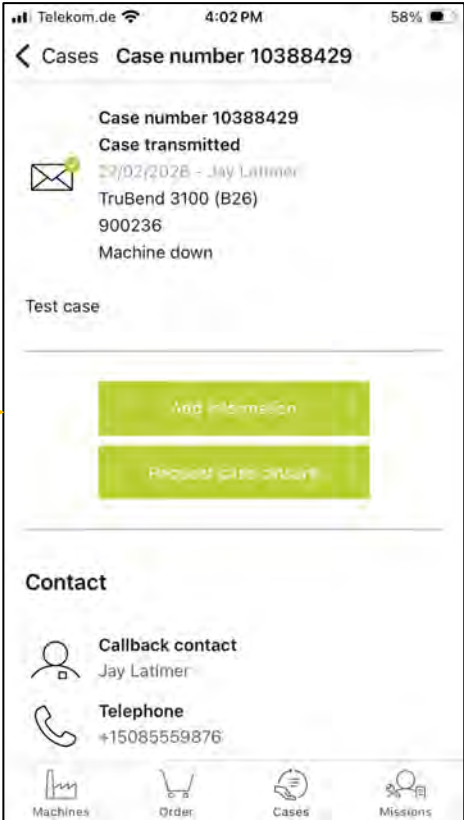
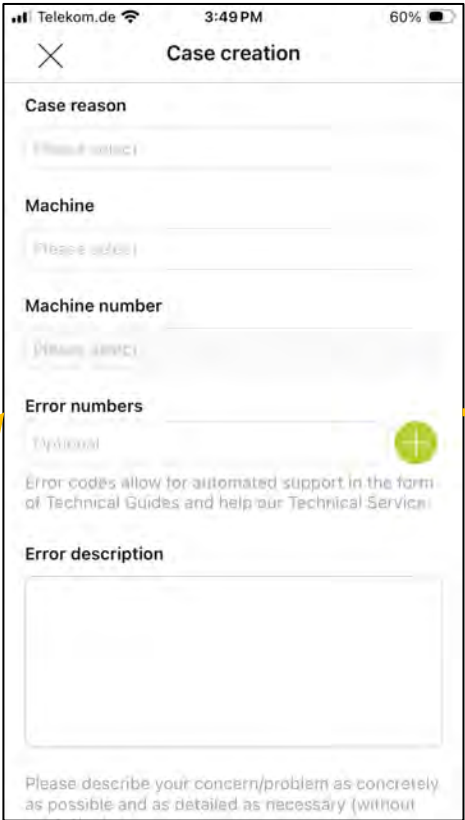
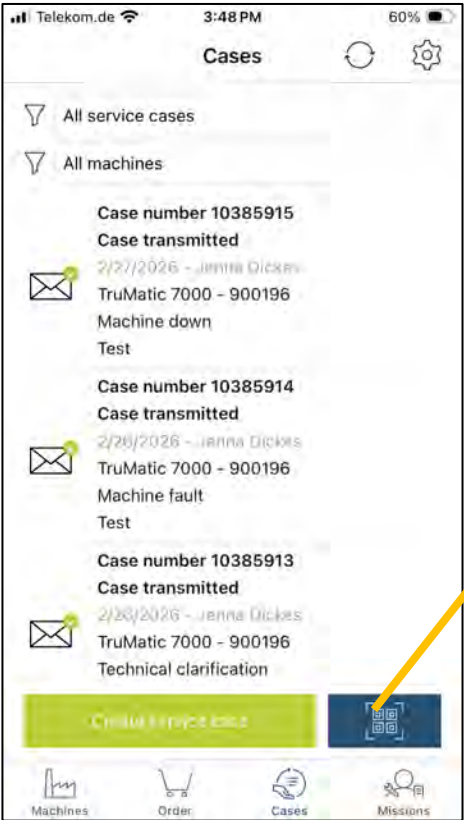


*Current availability and languages (as of :

- Canada:
English, French
- Switzerland:
German, English, French, Italian
- Mexico:
English, Spanish
- INT:
English, Bulgarian, Danish, Dutch, French, German, Indonesian, Japanese, Portuguese (Brazil), Portuguese, Romanian, Slovakian, Spanish, Taiwanese, Thai, Turkish, Vietnamese

In the future, all languages will be available for all markets.

Case Creation



Now the in-house technician can take the case and contact you

Technical Guides

Self-help on case creation



✕

Case creation

Case reason

Machine down

Machine

TruLaser 3040 fiber (L81)

Machine number

900246

Error numbers

80102510

+

⚠

80102510

Error codes allow for automated support in the form of Technical Guides and help our Technical Service.

Error description

Test case

Create case

← Back

Technical Guide

Based on the entered error number(s), one or more Technical Guide(s) could be identified. In ca. 50% of cases you will now be able to solve your problem independently. This function is only available with a corresponding Service Contract.

💡

Error description:

TG 80102510 AS-i (0) A slaves affected. Slave address is (1) A
TG 80102511 AS-i (0) B slaves affected. Slave address is (1) B

⏪

Machines

Order

Cases

Missions

Click Show

← Disclaimer

Finish

Your case number: 10392402

Affected machine: 900246, TruLaser 3040 fiber (L81)

Table with 2 columns: Name, Description

Warning

⚠

The error message leads to an emergency stop and no further movement can be carried out on the system.

Visual inspection and procurement of information from the control cabinet necessary!

⚡

Workaround

Machines

Order

Cases

Missions

A Technical Guide is a step-by-step solution for an error number which you can safely solve by yourself*

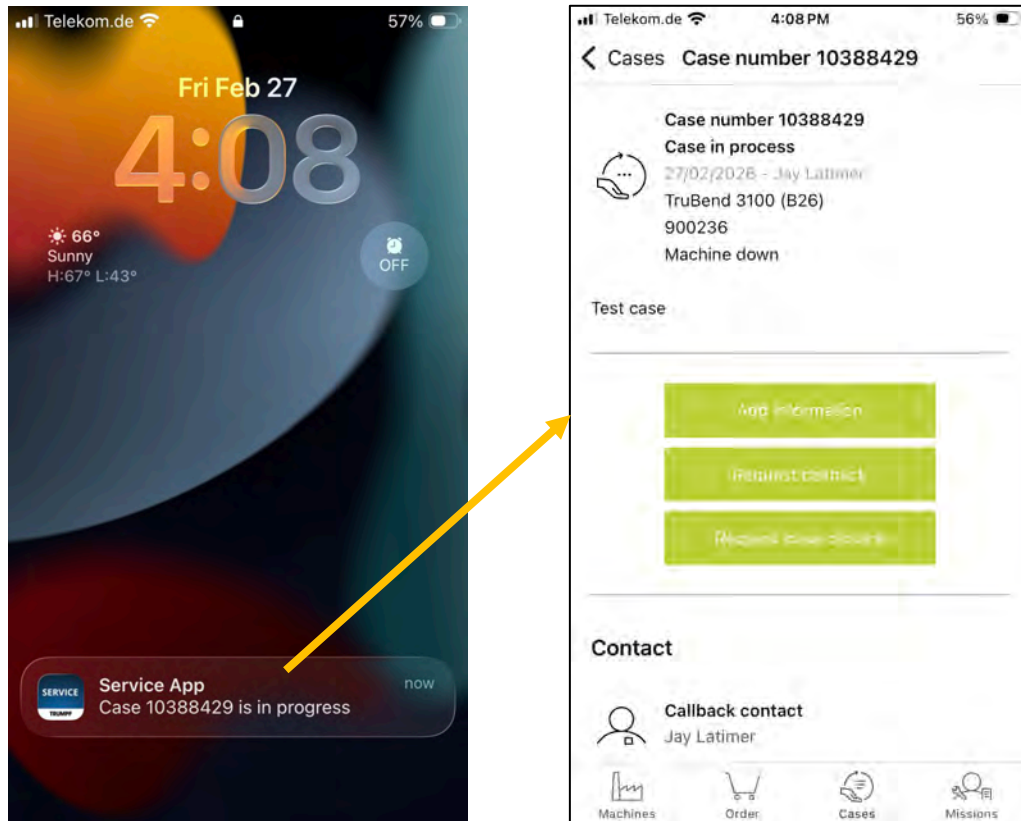
*Depending on your market, a service agreement may be required to receive on case creation

Case processing

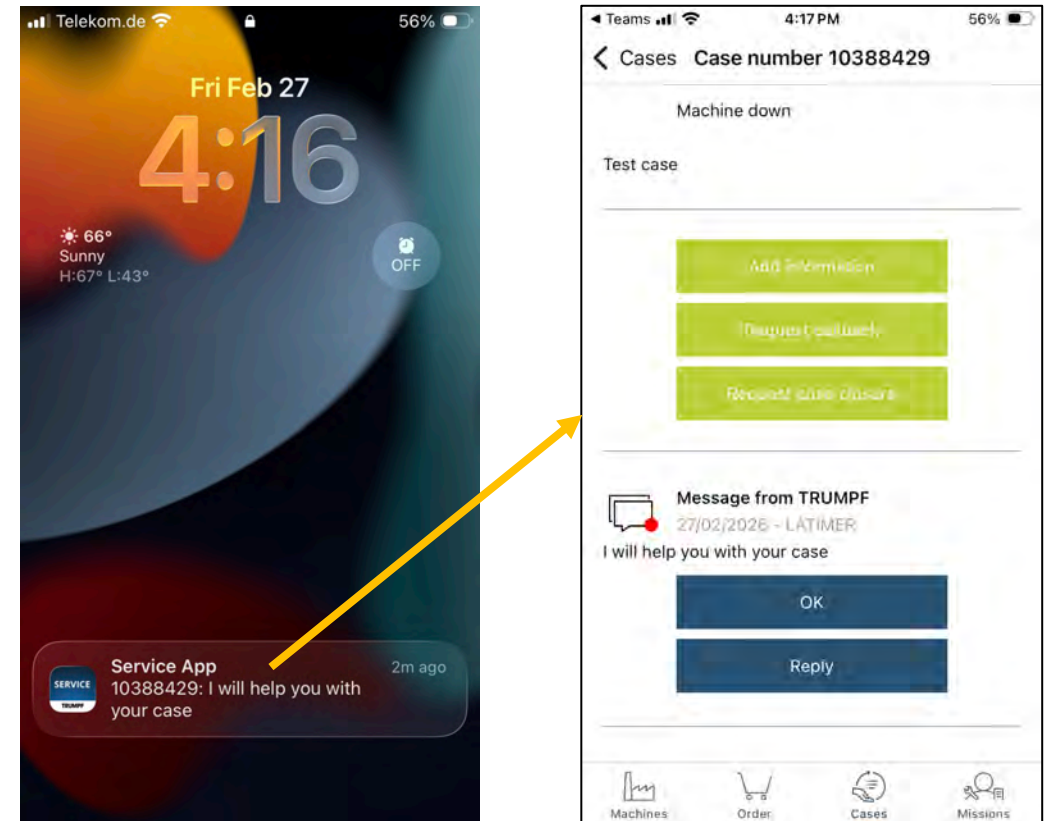
Notification examples: Case taken, Message from TRUMPF



Case taken (at TRUMPF)



Message from TRUMPF (in-house technician)



Object Recognition

Finding the spare part material number

Over 25,000 spare parts are compatible with object recognition



Case creation

Case reason
Clarification Spare Parts

Machine
TruLaser Cell 3010

Machine number
900247

Object Recognition
Identify your spare part using artificial intelligence. Simply take a picture of the spare part with your smartphone camera.

Start Object Recognition

Error description

Please describe your concern/problem as concretely as possible and as detailed as necessary (without salutation). Thank you very much.



Case creation Results



Recognized articles

	Mouse optical USB 2 keys 1 wheel 1907220 Select article
	Mouse logitech PS/2

Add photo as attachment

Take new photo

Case creation

Object Recognition
Identify your spare part using artificial intelligence. Simply take a picture of the spare part with your smartphone camera.

Start Object Recognition

Error description

Spare part 'Mouse optical USB 2 keys 1 wheel' with material number 1907220 found with object recognition.

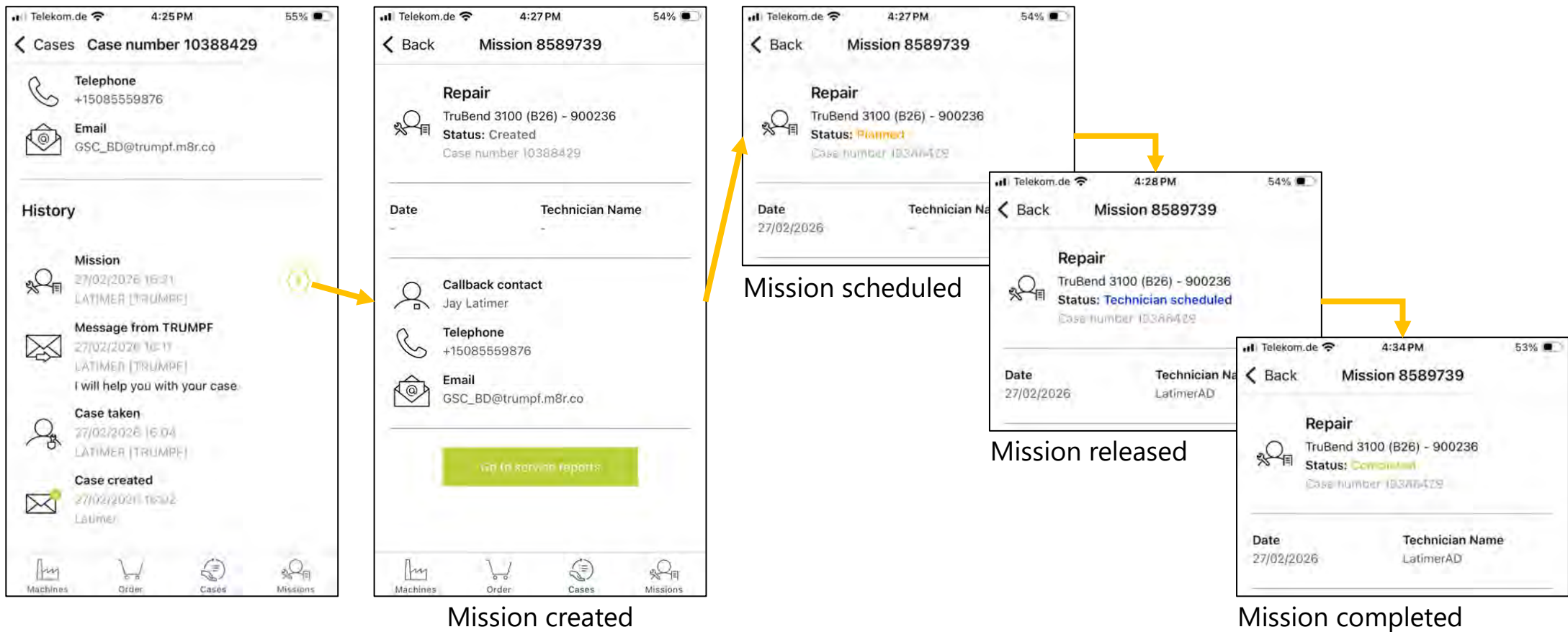
Please describe your concern/problem as concretely as possible and as detailed as necessary (without salutation). Thank you very much.

Attachments

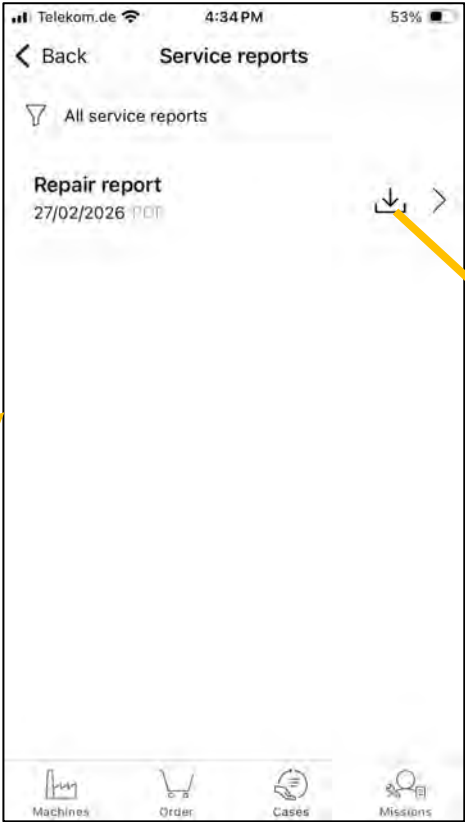
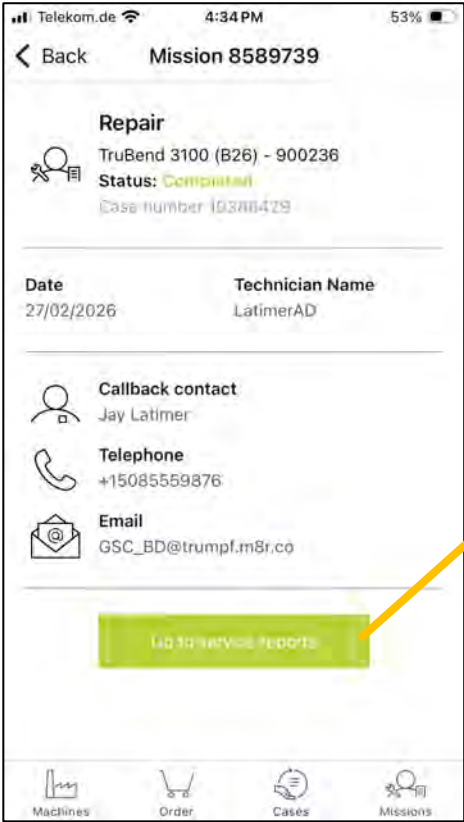


You can add up to 3 attachments to this case.

Mission Tracking



View Mission Report



You can see the signed activity report generated from the service technician

Request to Reopen Case

