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Visionize[®] box

Operating manual

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1 Operating instructions



1.1 Using this manual

- ▶ Read this operating manual completely before using the device for the first time. Observe the instructions for use of the accessories where applicable.
- ▶ This operating manual is part of the product. Please keep it in a place that is easily accessible.
- ▶ Enclose this operating manual when transferring the device to third parties.
- ▶ The current version of the operating manual for all available languages can be found on our webpage www.eppendorf.com/manuals.

1.2 Danger symbols and danger levels

1.2.1 Danger symbols


The safety instructions in this manual have the following danger symbols and danger levels:

	Hazard point		Material damage
---	---------------------	---	------------------------

1.2.2 Danger levels

DANGER	<i>Will</i> lead to severe injuries or death.
WARNING	<i>May</i> lead to severe injuries or death.
CAUTION	May lead to light to moderate injuries.
NOTICE	May lead to material damage.

1.3 Symbols used

Depiction	Meaning
1. 2.	Actions in the specified order
▶	Actions without a specified order
•	List
<i>Text</i>	Display or software texts
	Additional information

2 **Safety**

2.1 **Intended use**

The device is intended to be used as an external accessory that acts as a connector between lab instruments and the VisioNize platform to convert data provided by the lab instrument in the VisioNize communication protocol and forward the data to the VisioNize platform for further processing.

The device is intended for research use only.

2.2 **User profile**

The device and accessories may only be operated by trained and skilled personnel.

Before using the device, read the operating manual and the instructions for use of the accessories carefully and familiarize yourself with the device's mode of operation.

2.3 **Warnings for intended use**



CAUTION! Risk of poor safety due to incorrect accessories and spare parts.

The use of accessories and spare parts other than those recommended by Eppendorf may impair the safety, functioning and precision of the device. Eppendorf cannot be held liable or accept any liability for damage resulting from the use of accessories and spare parts other than those recommended or from improper use.

- ▶ Only use accessories and original spare parts recommended by Eppendorf.



NOTICE! Damage from overheating.

- ▶ Do not install the device near heat sources (e.g. heating, drying cabinet).
- ▶ Do not expose the device to direct sunlight.
- ▶ Ensure unobstructed air circulation.



NOTICE! Damage to the device due to unauthorized modifications.

- ▶ Do not open the device.
- ▶ Do not carry out any work inside the device.



When connected to other devices, the sum of the noise emissions may exceed the defined thresholds of the corresponding standards.



To prevent unauthorized access, data loss, sample loss and data misuse, secure the VisioNize box against undesired access from the Internet.

- ▶ Contact your network administrator.



The safety notes and other notes in the operating manuals of the connected devices apply in addition to the warning notes and other notes in this manual.

- ▶ Read the operating manual of the connected lab devices before using the VisioNize box for the first time.

2.4 Information on product liability

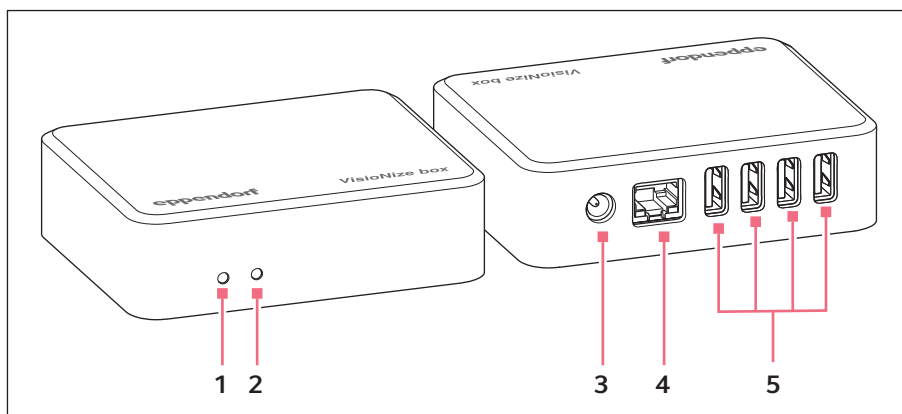
In the following cases, the designated protection of the device may be affected. The liability for any resulting damage or personal injury is then transferred to the owner:

- The device is not used in accordance with the operating manual.
- The device is used outside of its intended use.
- The device is used with accessories or consumables that are not recommended by Eppendorf.
- The device is maintained or repaired by persons not authorized by Eppendorf AG.
- The user makes unauthorized changes to the device.

3 Product description
3.1 Delivery package

Quantity	Description
1	VisioNize box
1	Mains/power adapter
1	Installation instructions

3.2 Product overview



- 1 Power LED
- 2 Status LED
- 3 Mains/power supply
- 4 Ethernet interface
- 5 USB interfaces

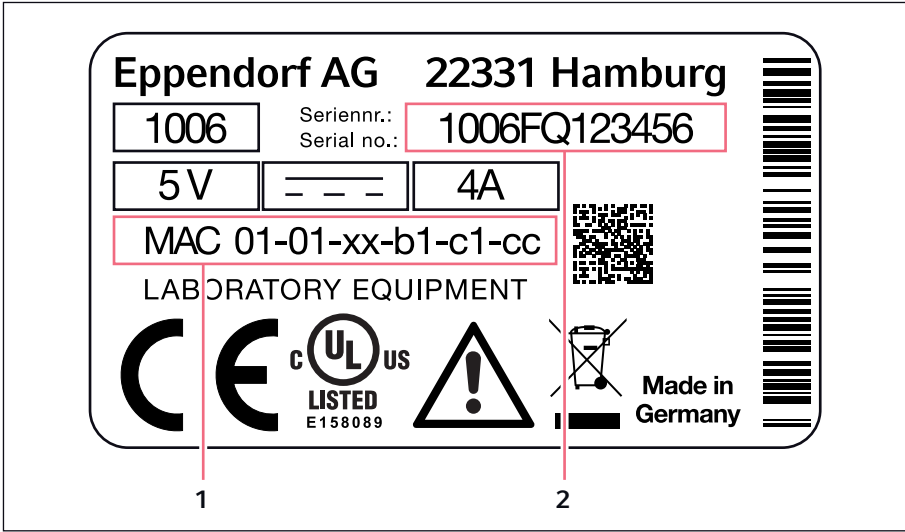
3.3 LED status display

LED left	Description	Note
switched off	The VisioNize box is switched off.	
white	The VisioNize box is starting up.	
flashing blue	The VisioNize box must be registered with VisioNize services.	
blue	The VisioNize box is registered with VisioNize services and ready for operation.	
yellow	The software is being updated.	Wait for the left LED to turn blue again.

LED left	Description	Note
green	The software update is complete.	
red	Error	
flashing red	Critical error	Restart the VisioNize box. Contact Eppendorf Service if the error persists.

LED right	Description	Note
white	The VisioNize box is starting up.	
white, flashes once	A new device has been detected or is no longer detected.	For example, connecting and removing a lab device.
green, flashes once	The device data is being updated.	Data is read from a connected device.
cyan, flashes once	A USB stick has been connected or removed.	
yellow, flashes once	A new software version was found.	
blue, flashes once	The data was successfully transferred to VisioNize services.	
red, flashes once	The data connection to VisioNize services has failed.	

3.4 Name plate



1 MAC address

2 Serial number

4 Installation prerequisites

- Access to the VisioNize Portal is available.
- There is a power supply connection available close to the device that corresponds to the specifications on the mains/power supply device.
- There is an enabled network socket for access to the local network available close to the device.
- A standard Ethernet cable is available.
- A suitable connecting cable to connect the VisioNize box and the lab device is available.
- The lab device has the required software version.

You can find more information on the connecting cable and the software version in the "Compatible devices" chapter.

You can find the information about the necessary firewall settings in the VisioNize operating manual in the "Firewall" chapter.

5 Installing the VisioNize box

The VisioNize box may only be connected to the local network and commissioned by a network administrator or a qualified person.



An incompatible communications structure will lead to malfunctions in the lab devices.

- ▶ Only connect approved lab devices.

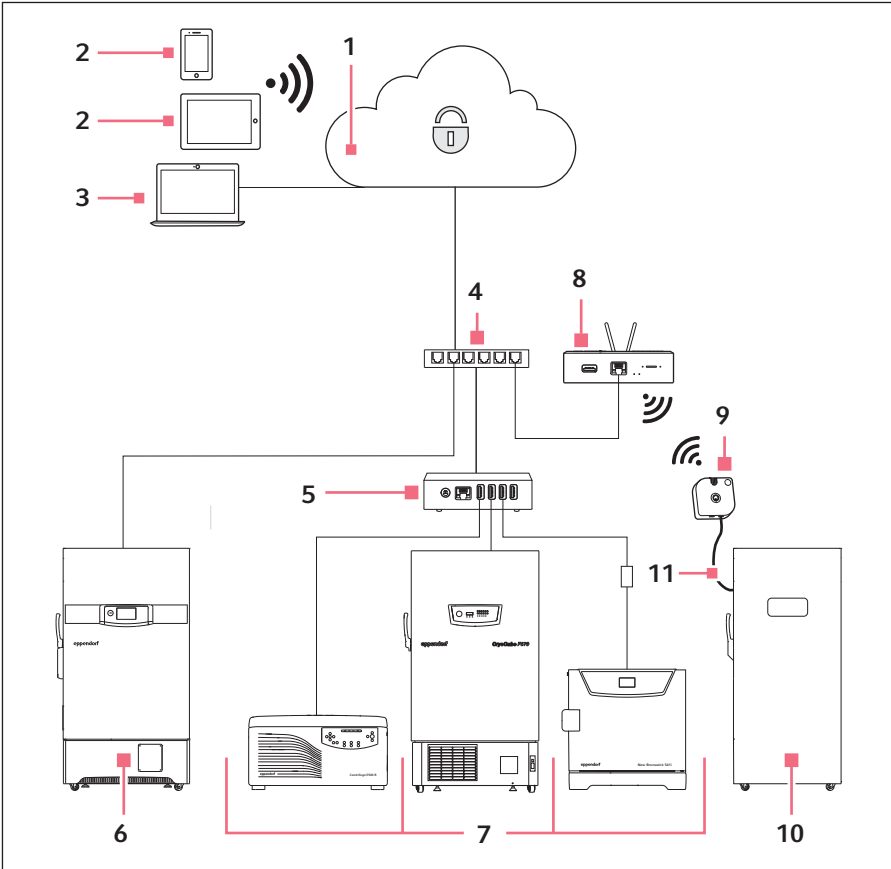


Data loss may occur if boxes are disconnected from devices and connected to other devices for the purpose of exchange.

1. Use the mains/power adapter to connect the VisioNize box to the mains/power line.
2. Connect the VisioNize box and the network socket using a standard Ethernet cable.
3. Use a suitable connecting cable to connect lab devices with no network connection to the VisioNize box.

Integration of the VisioNize box into VisioNize Services is described in the VisioNize operating manual in the **Connecting devices to VisioNize Lab Suite** chapter.

5.1 Connection diagram



- | | |
|---|--|
| <ul style="list-style-type: none"> 1 VisioNize Lab Suite 2 Mobile devices 3 Computer 4 Corporate network 5 VisioNize box 6 Example device | <ul style="list-style-type: none"> 7 VisioNize box enabled device 8 VisioNize sense gateway router 9 VisioNize sense environmental monitor 10 VisioNize sense enabled device 11 VisioNize sense temperature sensor |
|---|--|

5.2 Compatible devices

The devices listed exchange data via the VisioNize box if the devices have at least the specified software version and are connected to the VisioNize box with the appropriate cables.

The integration of older ULT freezers, shakers and incubators in VisioNize requires a service upgrade by the authorized Eppendorf service. To have the service upgrade performed, contact your local Eppendorf partner.

5.2.1 VisioNize Lab Suite

Device type	Device	Minimum software version	Required connection cables
Centrifuges	Centrifuge 5910 R	V1.4	5428 850.280
	Centrifuge 5424 R	V2.2	5428 850.280
	Centrifuge 5425	V1.1	1006 077.001
	Centrifuge 5425 R	V1.0	5428 850.280
	Centrifuge 5427 R	V1.8	5428 850.280
Mixers and temperature control systems	ThermoMixer C	V3.5.0	5382 000.201
	ThermoMixer F0.5	V3.5.0	5382 000.201
	ThermoMixer F1.5	V3.5.0	5382 000.201
	ThermoMixer F2.0	V3.5.0	5382 000.201
	ThermoMixer FP	V3.5.0	5382 000.201
	ThermoStat C	V3.5.0	5382 000.201
Shakers	Innova 40	B/F	1006 071.003
	Innova 42	B/F	1006 071.003
	Innova 43	B/F	1006 071.003
	Innova 44	B/F	1006 071.003

Device type	Device	Minimum software version	Required connection cables
ULT freezers	CryoCube F740 series	V3.10	1006 074.002
	CryoCube F101 series	V4.1	1006 075.009
	CryoCube F570 series	V4.1	F652 999.007
	CryoCube FC660 series	V4.1	
	Innova U101	V4.1	
	Innova U535	V4.1	
	Innova U725	V4.1	
	U570-G	V4.1	
	U725-G	V4.1	
	Premium U410	V4.1	
Premium U570	V4.1		
Thermal cyclers	Mastercycler nexus	V3.6.9.0	1006 073.006
	Mastercycler nexus gradient	V3.6.9.0	1006 073.006
	Mastercycler nexus flat	V3.6.9.0	1006 073.006
	Mastercycler nexus X2	V3.6.9.0	1006 073.006
	Mastercycler nexus GX2	V3.6.9.0	1006 073.006
	Mastercycler nexus X1	V3.6.9.0	1006 073.006
	Mastercycler nexus GSX1	V3.6.9.0	1006 073.006
Detection devices	BioSpectrometer basic	V4.3.6.0	1006 073.006
	BioSpectrometer kinetic	V4.3.6.0	1006 073.006
	BioSpectrometer fluorescence	V4.3.6.0	1006 073.006
	BioPhotometer D30	V4.3.6.0	1006 073.006

Installing the VisioNize box

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Device type	Device	Minimum software version	Required connection cables
Incubators	Galaxy 48R	BA2201181115	1006 071.003
	S41i	Display board: V2.03 IO board: V1.6.2	1006 073.006 with 1006 076.005
	CellXpert C170	V1.7.1	1006 073.006 with 1006 076.005

5.3 Connecting centrifuges

1. Remove the USB cable from the centrifuge.
2. Switch on the centrifuge.
3. Connect the USB cable to the centrifuge.

5.4 Connecting devices of the Innova 4X family

Before being connected to the VisioNize box, the devices require the service upgrade with order number 0082 080.240.

To operate devices of the Innova 4X family with the VisioNize box, set the following values for the RS232 interface.

- Port mode: Slave
- Baud rate: 9600

5.5 Connecting freezers




The F740 freezer family can be connected to the VisioNize network without any modifications.

Other freezers require the service upgrade with the article number 0082 070.096 as well as spare parts 1006 075.009 and F652 999.007 before they can be connected to the VisioNize box.

5.6 Connecting the Mastercycler nexus and the BioSpectrometer family

To operate the Mastercycler nexus or a BioSpectrometer with the VisioNize box, the following steps are required.

1. Update the software.
2. Activate remote access on the Mastercycler (refer to the Mastercycler nexus' operating manual).
3. Integrate the Mastercycler or BioSpectrometer into the local network.

-  If all the devices are assigned to the same subnet, the VisioNize box will automatically detect the Mastercycler or the BioSpectrometer. In the exceptional case that VisioNize cannot assign a device automatically, the user must manually assign the device afterwards.
-  Older BioSpectrometers do not have an Ethernet port.
-  After a software update, the Mastercycler nexus will only be detected by VisioNize after a restart.


5.7 Connecting incubators

Before connecting to the VisioNize box, the Galaxy 48 R and New Brunswick S41i incubators requires the service upgrade with the order number 0082 060.096.

5.7.1 Galaxy 48R

1. Connect the RS232 plug of the connecting cable with the Galaxy 48R.
2. Connect the USB plug of the connecting cable with the VisioNize box.

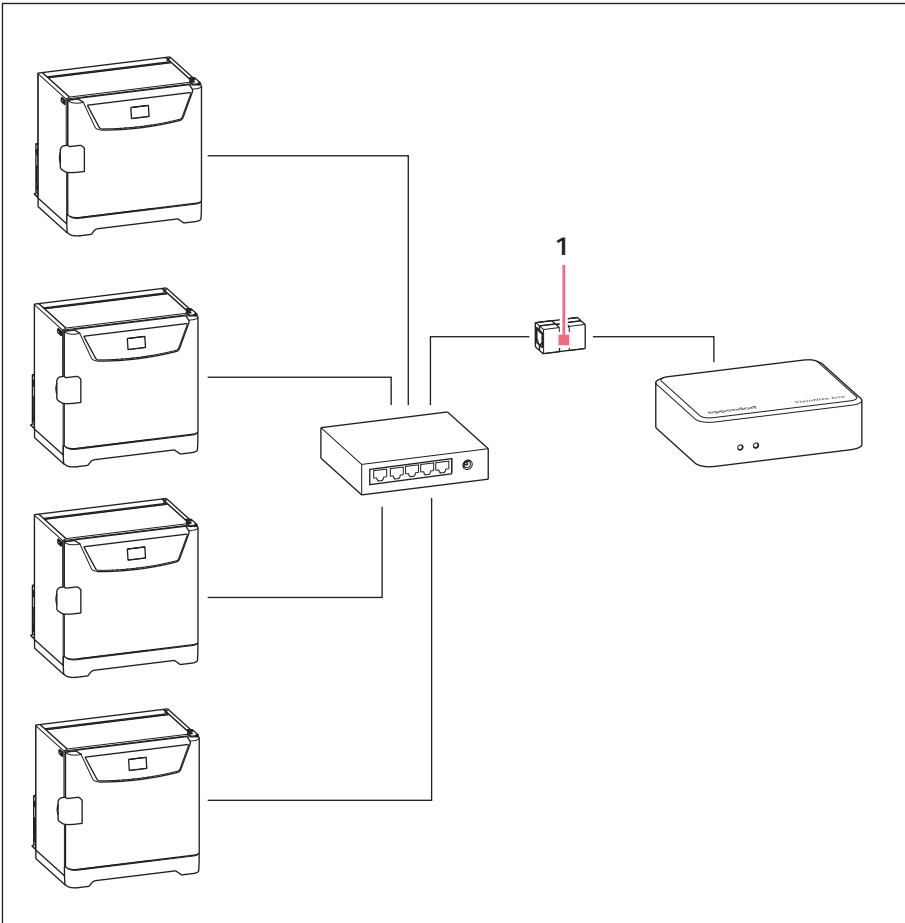
5.7.2 New Brunswick S41i

-  The VisioNize box only supports one Ethernet-to-USB adapter. Connecting multiple adapters is not supported.

1. Connect the S41i and the Ethernet-to-USB adapter with the Ethernet cable.
2. Connect the VisioNize box and the Ethernet-to-USB adapter with the USB cable.

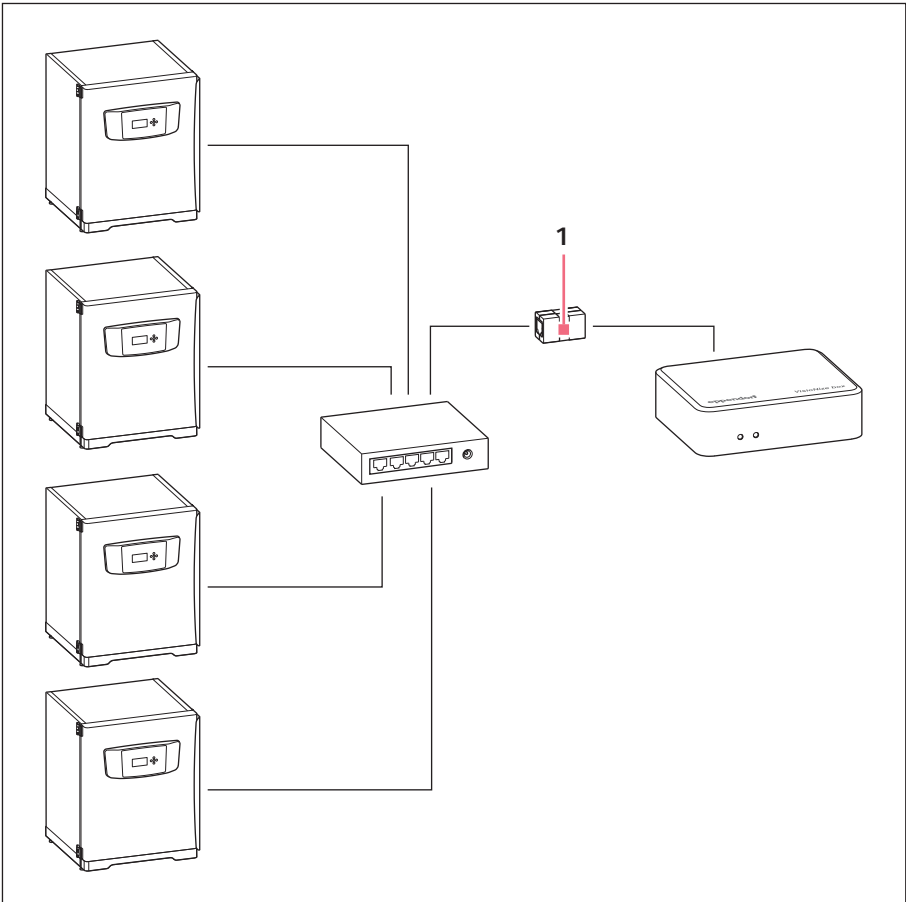
5.7.3 Connecting multiple New Brunswick S41i incubators

1. Connect the incubators with an Ethernet switch.
2. Connect the Ethernet switch with the Ethernet-to-USB adapter.
3. Connect the VisioNize box and the Ethernet-to-USB adapter with the USB cable.
4. Select the *ZeroConf* entry in the network settings of the incubators.

**1 Ethernet-to-USB adapter****5.7.4 Connecting multiple Cellexpert C170 incubators**

The VisioNize box supports a maximum of 4 devices.

1. Connect the incubators with an Ethernet switch.
2. Connect the Ethernet switch with the Ethernet-to-USB adapter.
3. Connect the VisioNize box and the Ethernet-to-USB adapter with the USB cable.



1 Ethernet-to-USB adapter

6 Configuration

General data, network parameters and connected lab devices are managed via a web interface.

If a PC is connected with the VisioNize box in the same network, a web browser is used to configure the VisioNize box.

If using the web interface, the latest versions of the Chrome or Firefox web browsers should be used.

6.1 Login

1. Enter the following address in the Internet browser: "epDevice" + serial number.
Example: `http://epDevice1006AB900001`
The login window will open.
2. If the login window does not open, enter the IP address of the VisioNize box in the address line.
The IP address is available from your network administrator.
3. Enter the password "Eppendorf".
The *Dashboard* with the *Selected devices* page will open.

6.2 Entering general data

1. Select the *Settings* menu.
The *General* tab opens and shows the areas
 - *General*
 - *Date & Time*
 - *Password*
 - *Factory settings*

General

2. Enter a device name to better identify the VisioNize box in the network.
3. To save the changes, click on the *Save General Settings* button.

Date & Time



The first two lines show the current time of the VisioNize box and the current time of the browser. The current time of the browser corresponds to the current time of the computer on which the browser is running.
If the time is not set correctly in the VisioNize box, the VisioNize services software cannot process the data of the connected lab devices correctly.
The time can be synchronized manually if the VisioNize box is not synchronized automatically via a time server (refer to Chapter 6.3).

4. Click on the *Save browser time to device* button.
The VisioNize box then uses the current time of the computer.

Password

5. Enter the current and the new password.
6. To save the changes, click on the *Change password* button.
 Always replace the default password of a new VisioNize box with an individual password.

Factory settings

7. To overwrite the settings of the VisioNize box with the factory settings, click on the *Reset factory settings* button.

6.3 Adding a new device

The VisioNize box only processes the data of lab devices that are included in the list of selected devices.

Newly-connected devices are detected automatically by the VisioNize box until the maximum number of 4 lab devices has been reached.

The web interface is used to manage the lab devices manually.

1. Select the *Dashboard* menu.
2. Select the *Available devices* tab.
 A list of available devices is displayed.
3. To add a device, click on the *+Select* button.

6.4 Deselecting the device

1. Select the *Dashboard* menu.
2. Select the *Selected devices* tab.
 All active devices are shown.
3. To deselect a device, click on the *-Deselect* button.

6.5 Event memory when changing devices

The VisioNize box manages 4 lab devices and saves their events.

If lab devices connected to the VisioNize box are often replaced by other lab devices, the VisioNize box saves the events of the first 8 devices.

The next lab device to be connected will overwrite the saved events of the first device. The saved data in the VisioNize box is replaced by the events of further lab devices in the same order.

To check if the laboratory device actually corresponds to the connected device, switch the device off and then on again.

7 Software

7.1 Updating the software via the Internet



NOTICE! Data loss due to software updates

Some software updates reset the VisioNize box to the factory settings. All manual settings are then lost.

- ▶ Set up the VisioNize box as described in the "Configuration" chapter.
-

You can find information about Over the Air (OTA) updates in the VisioNize operating manual in the "Device updates" chapter.

7.2 Updating the software via USB stick



NOTICE! Data loss due to software updates

Some software updates reset the VisioNize box to the factory settings. All manual settings are then lost.

- ▶ Set up the VisioNize box as described in the "Configuration" chapter.
-

The software is available as a ZIP archive.

1. Unpack the ZIP archive.
2. Copy the unpacked files and folder structure to an empty USB stick.
3. Connect the device to the mains/power line.
Both LEDs will light up in white.
4. When the left LED lights up in blue, connect the USB stick to the device.
 - After a short wait, the LED will light up in yellow.
 - The update will start automatically.
 - The device is restarted several times.
 - When the left LED lights up in blue again, the update is complete.
5. If the update does not start automatically, use the web interface.
6. Remove the USB stick from the device when the update is complete.

7.3 Using the web interface to start the software update manually

The update procedure is started in the *Settings* menu on the *Firmware update* tab. The software update is identical to the procedure described above.

Prerequisites

A USB stick with the firmware is connected to the VisioNize box or the VisioNize box is connected to the Internet.

1. Select the *Settings* menu.

The current firmware version in the VisioNize box and the firmware version on the USB stick or on the Internet are displayed on the *Firmware update* tab.

2. If a firmware version is available on the USB stick or on the Internet, the *Install Firmware* button can be selected to start the installation.

8 Troubleshooting

8.1 Error messages

Problem	Cause	Solution
Web interface not found.	• Various causes.	▶ Restart the VisioNize box.
	• Various causes.	▶ Contact the system administrator.
	• Various causes.	▶ Contact your local Eppendorf partner.
The lab device is not displayed in the web interface.	• Lab device is not in the same network as the VisioNize box.	▶ Link the lab device to the same network as the VisioNize box.
	• The lab device is not connected correctly.	▶ Check the cables and plugs between the devices.
	• The lab device is not switched on.	▶ Switch on the lab device.
	• The lab device is not compatible with the VisioNize box.	▶ Only link compatible Eppendorf lab devices (see “Compatible devices” chapter).
	• The software version of the lab device is not compatible with the VisioNize box.	▶ Carry out a software update of the lab device.
The lab device is not displayed in VisioNize.	• Various causes.	▶ Restart the VisioNize box.
	• Various causes.	▶ Contact the system administrator.
	• Various causes.	▶ Contact your local Eppendorf partner.
Software update does not work automatically.	• The software version on the VisioNize box is more current or identical to the software version on the USB stick.	▶ Download and install the more recent software update for the VisioNize box.
	• The software version on the VisioNize box is more current or identical to the software version on the USB stick.	▶ To load an older software version onto the VisioNize box, use the manual update function in the web interface of the VisioNize box.

Problem	Cause	Solution
During the update the left LED changes from yellow to red.	• The update process was not completed.	▶ Download and install the software update for the VisioNize box again.
	• The update process was not completed.	▶ Use a different USB stick.
The left LED lights up in red.	• Various causes.	▶ Restart the VisioNize box.
	• Various causes.	▶ Perform the software update with the latest version for the VisioNize box.
	• Various causes.	▶ Use the <i>Reset factory settings</i> function to restore the factory settings in the VisioNize box web interface.
	• Various causes.	▶ Contact your local Eppendorf partner.
Interrupted communication between the lab device and VisioNize via the VisioNize box.	• Various causes.	▶ Check the cables and plugs between the individual components.
	• Various causes.	▶ Restart the VisioNize box and restart the lab device.
	• Various causes.	▶ Perform the software update with the latest version for the VisioNize box.
	• Various causes.	▶ Use the <i>Reset factory settings</i> function to restore the factory settings in the VisioNize box web interface.
	• Various causes.	▶ Contact the system administrator.
	• Various causes.	▶ Contact your local Eppendorf partner.

9 Maintenance

9.1 Cleaning



NOTICE! Damage to the device due to penetration of liquids.

Penetrating liquids may damage the device.

- ▶ Switch off the device and disconnect the power plug before starting cleaning or disinfection work.
- ▶ Do not allow any liquid to penetrate the inside of the housing.
- ▶ Do not spray clean or spray disinfect the housing or the control device.
- ▶ Only plug the device back in if it is completely dry, both inside and outside.



NOTICE! Damage to device from unsuitable cleaning fluids or sharp or pointed objects.

Unsuitable cleaning agents can damage the device.

- ▶ Never use corrosive cleaning agents, aggressive solvents or abrasive polishes.
 - ▶ Do **not** clean the device using sharp objects.
-

1. Switch off the device.
2. Disconnect the device from the mains/power line.
3. Remove contamination on the outside using a mild cleaning agent or isopropanol (70 %).
4. Remove cleaning agent residues using a damp cloth.
5. Let the device dry.
6. Connect the dry device to the mains/power line and put it into operation.

10 Technical data

10.1 Power supply

10.1.1 Mains/power adapter

Input voltage	100 V – 240 V, ± 10 %
Frequency	50 Hz – 60 Hz, ± 5 %
Output voltage	DC 5 V, ± 6 %
Maximum output power	20 W
Power consumption	
<ul style="list-style-type: none"> • Maximum • Standby (at 230 VAC, without load) 	24 W <0.1 W
Overvoltage category	II
Degree of pollution	2 (IEC 664)
Protection class	II

10.1.2 VisioNize box

Input voltage	DC 5 V, ± 6 %
Maximum current consumption	DC 4 A
Power consumption	
<ul style="list-style-type: none"> • Normal operation without power load on the USB ports • Standby 	4 W 1.25 W
Degree of pollution	2 (IEC 664)
Protection class	III

10.1.3 USB port

Power load, maximum per port	225 mA ± 25 mA
------------------------------	--------------------

10.2 Weight/dimensions

Width	105 mm
Height	32 mm
Depth	84 mm
Weight	475 g

10.3 Ambient conditions

Environment:	For indoor use only.
Ambient temperature:	5 °C – 40 °C
Relative humidity:	10 % – 95 %, non-condensing humidity
Atmospheric pressure:	79.5 kPa – 106 kPa Use up to a height of 2000 m above sea level.

11 Ordering information

Order no. (International)	Description
1006 000.009	VisioNize box with mains/power adaptor
1005 854.004	Back-up battery for Advanced Interfacing module Type CR1225, 3 V, 48 mAh
1006 072.000	Mains/power adaptor VisioNize box
1006 071.003	Cable USB to RS232 adapter, 5 m
1006 073.006	Cable to connect devices with ethernet interface to VisioNize VisioNize box, Ethernet, length 5 m
1006 074.002	Cable for CryoCube F740 USB/RS485 adapter, 5 m
1006 076.005	VisioNize box adapter for S41i CO2-Incubator
5382 000.201	VisioNize box Adapter for ThemoMixer
5428 850.280	USB cable type A/B length 3 m
0082 070.096	Service Upgrade for ULT-Freezer
1006 075.009	Cable for U725 family, CryoCube F570 family USB/RS485 adapter, 5 m
F652999007	Interface RS-485 with PCB and cabel
0082 080.240 0082 060.096	Service application for device connection to the VisioNize box for Shaker for Incubator

12 Transport, storage and disposal
12.1 Decontamination before shipment

CAUTION! Use of a contaminated device may result in personal injury and damage to the device.

- ▶ Clean and decontaminate the device in accordance with the cleaning instructions before shipping or storage.

Hazardous substances are:

- solutions presenting a health hazard
 - potentially infectious agents
 - organic solvents and reagents
 - radioactive substances
 - proteins presenting a health hazard
1. Please note the information in the "Decontamination certificate for product returns" document.
It is available as PDF document on our [website](#)
 2. Enter the serial number of the device on the decontamination certificate.
 3. Enclose the completed decontamination certificate for returned goods with the device.
 4. Send the device to Eppendorf AG or an authorized service center.

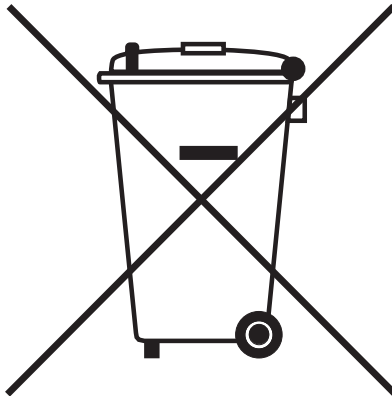
12.2 Disposal

Observe the relevant legal regulations when disposing of the product.

Information on the disposal of electrical and electronic devices in the European Community:

Within the European Community, the disposal of electrical devices is regulated by national regulations based on EU Directive 2012/19/EU pertaining to waste electrical and electronic equipment (WEEE).

According to these regulations, any devices supplied after August 13, 2005, in the business-to-business sphere, to which this product is assigned, may no longer be disposed of in municipal or domestic waste. They are marked with the following symbol to indicate this:



As the disposal regulations may differ from one country to another within the EU, please contact your supplier for more information.

Declaration of Conformity

The product named below fulfills the requirements of directives and standards listed. In the case of unauthorized modifications to the product or an unintended use this declaration becomes invalid.

Product name:

VisioNize® box
including accessories

Product type:

Network Hub

Relevant directives / standards:

2014/35/EU: EN 61010-1
UL 61010-1, CAN/CSA C22.2 No. 61010-1
2014/30/EU: EN 55011, EN 61326-1
2011/65/EU: EN 50581

Date: March 1, 2017



Management Board



Portfolio Management

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