

Instructions for use

Eppendorf Pipette Software Update Tool

English (EN)

This document complements the operating manuals and does not replace them. To operate the pipette or dispenser, read the operating manual for the device. The current version can be found on the Internet at www.eppendorf.com/manuals.

1 Operating instructions

1.1 Other applicable documents

The following documents also apply:

- "Eppendorf Xplorer and Eppendorf Xplorer plus" operating manual
- "Multipette/Repeater E3 and Multipette/Repeater E3x" operating manual

2 Product description

2.1 Features

The program compares the installed dispenser system software with the version available on Eppendorf's update server.

2.1.1 Prerequisites

- Computer with USB interface
- Windows 7 or Windows 10 operating system
- Internet connection during the entire update process
- Micro-USB cable

2.1.2 Supported dispensers

- Eppendorf Xplorer/Xplorer plus
- Multipette/Repeater E3 and Multipette/Repeater E3x

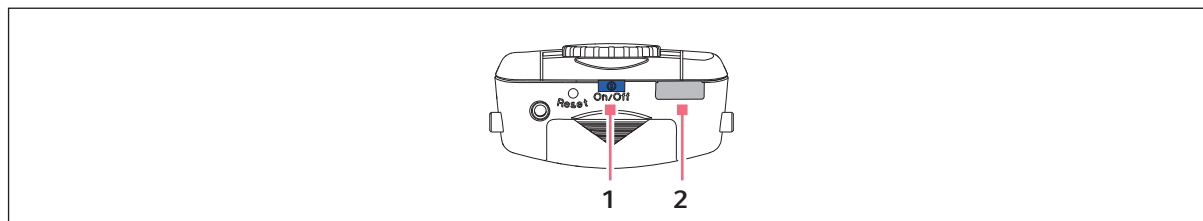


Fig. 1: Eppendorf Xplorer/Xplorer plus

1 On/Off key

2 Micro-USB interface

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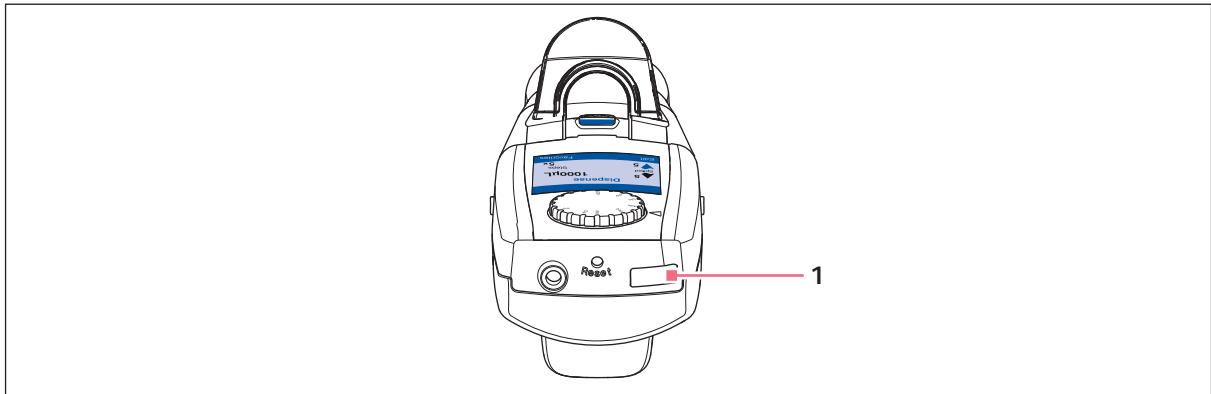


Fig. 2: Multipette E3/E3x and Repeater E3/E3x

1 Micro-USB interface

Dispenser	On/Off switch	Interface
Eppendorf Xplorer	On/Off key	Micro USB
Eppendorf Xplorer plus	On/Off key	Micro USB
Multipette/Repeater E3	–	Micro USB
Multipette/Repeater E3x	–	Micro USB

3 Installation

3.1 Downloading and installing the software update tool

3.1.1 Downloading the software update tool

1. Open <https://www.eppendorf.com/software-downloads/>.
2. Select the **ep_download.zip** package and save it to your computer.
3. Create a folder for the software update tool.
4. Unpack the zip package to this folder.

The folder contains the following files:

ep_download.exe

libeay32.dll

ssleay32.dll

IFU_SoftwareUpdateTool_4861_900_704-00_062021_de_online.pdf

IFU_SoftwareUpdateTool_4861_900_704-00_062021_en_online.pdf

3.1.2 Connecting the dispenser to the computer

Prerequisites

- A micro-USB cable is available
- An electronic dispenser is available
- The rechargeable battery of the dispenser is fully charged

1. Switch on the dispenser.
2. Connect the dispenser to the computer using the micro-USB cable.

3.1.3 Starting a software update

Prerequisites

- The zip package has been downloaded and unpacked
- A dispenser is connected
- An active Internet connection exists



Updating the software deletes all settings stored on your dispenser.

1. To start the program, double-click the EXE file.
The software starts and connects to the update server.
The available software versions are displayed.
2. To start the software update, click the *Start Update* button.
3. Follow the program instructions.
The software update only takes a few minutes.
The update result is displayed.
You can connect another dispenser or exit the program.

4 Troubleshooting

4.1 General errors

Problem	Cause	Solution
Update not possible.	<ul style="list-style-type: none"> • There is no Internet connection to the update server. 	<ul style="list-style-type: none"> ▶ Establish an Internet connection.
Update not possible.	<ul style="list-style-type: none"> • The dispenser is switched off. 	<ul style="list-style-type: none"> ▶ Switch on the dispenser.
No dispenser found.	<ul style="list-style-type: none"> • The dispenser is switched off. 	<ul style="list-style-type: none"> ▶ Switch on the dispenser.
	<ul style="list-style-type: none"> • The dispenser is not connected to the computer. 	<ul style="list-style-type: none"> ▶ Connect the dispenser to the computer using a micro-USB cable.

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4.2 Error messages

Problem	Cause	Solution
<i>No data found for update</i>	<ul style="list-style-type: none">• There is no Internet connection to the update server.	<ul style="list-style-type: none">▶ Establish an Internet connection.
<i>The update was terminated prematurely due to an error</i>	<ul style="list-style-type: none">• Unknown error.	<ul style="list-style-type: none">▶ Restart the update.
<i>The update was terminated prematurely due to an error</i>	<ul style="list-style-type: none">• Unknown error.	<ul style="list-style-type: none">▶ Disconnect the micro-USB cable.▶ Exit the program.
	<ul style="list-style-type: none">• The battery charge is too low.	<ul style="list-style-type: none">▶ Connect the mains/power supply device and charge the rechargeable battery.▶ Restart the update.
	<ul style="list-style-type: none">• An unsupported device is connected.	<ul style="list-style-type: none">▶ Disconnect the connection.▶ Connect a supported dispenser.
<i>The newest update version corresponds to the version on the device.</i>	<ul style="list-style-type: none">• The latest software version is installed on the dispenser.	<ul style="list-style-type: none">▶ Start the update or exit the program.
<i>The available update version is older than the version on the device.</i>	<ul style="list-style-type: none">• The latest software version is installed on the dispenser.	<ul style="list-style-type: none">▶ Start the update or exit the program.
<i>The update was ended by the user</i>	<ul style="list-style-type: none">• The update was canceled.	<ul style="list-style-type: none">▶ Restart the update or exit the program.

Your local distributor: www.eppendorf.com/contact

Eppendorf AG · Barkhausenweg 1 · 22339 Hamburg · Germany
eppendorf@eppendorf.com · www.eppendorf.com