eppendorf

Installation Guide
Software update for VisioNize® pipette manager
English (EN)

This document is a supplement to the operating manual and does not replace it. To operate the VisioNize pipette manager, read the operating manual. 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:
- "VisioNize pipette manager" installation guide
- Quick Setup Guide "VisioNize pipette manager"
- "VisioNize pipette manager" operating manual
- "Eppendorf Xplorer/Xplorer plus" operating manual

2 Product description
2.1 Features

With these instructions, the system software of the VisioNize pipette manager can be updated. For this purpose, a software package is downloaded and unpacked on a USB stick.

ⓘ The software of the pipette may also have to be updated afterwards. Observe the notes on the VisioNize pipette manager.

2.1.1 Prerequisites

- Computer with USB interface
- USB stick (FAT32 format)
- Internet connection

2.1.2 Supported device
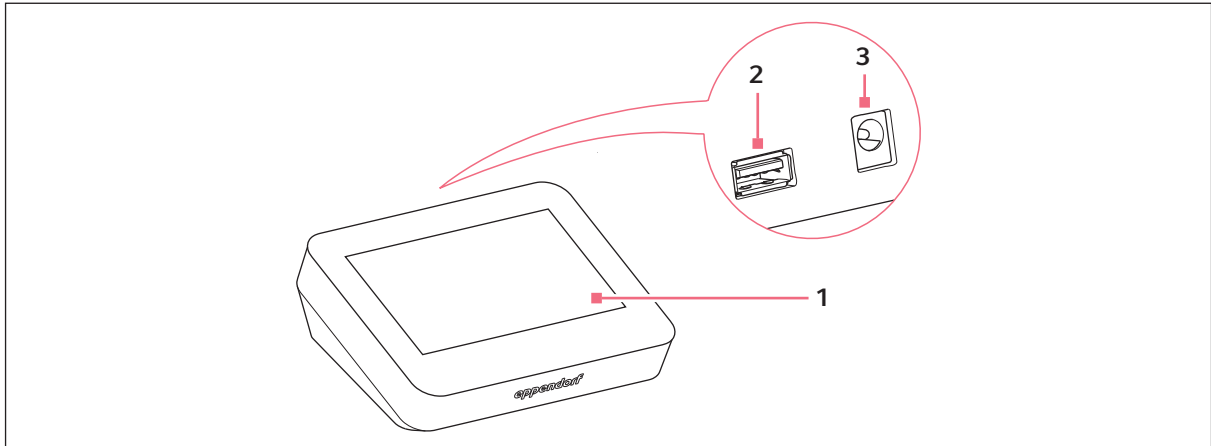
• VisioNize pipette manager

Fig. 1:   VisioNize pipette manager

1 Touch screen

2 USB interface

3 Power connection for mains/power supply device

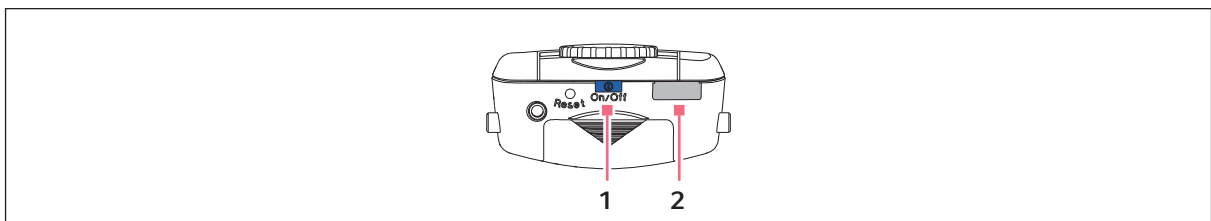### 2.1.3 Supported dispensers

• Eppendorf Xplorer/Xplorer plus

Fig. 2:   Eppendorf Xplorer/Xplorer plus

1 On/Off key

2 Micro-USB interface

Dispenser	On/Off switch	Interface
Eppendorf Xplorer	**On/Off** key	Micro USB
Eppendorf Xplorer plus	**On/Off** key	Micro USB

3 Installation
3.1 Downloading and installing the software package
3.1.1 Downloading the software package

1. Open https://www.eppendorf.com/software-downloads/.
2. Select the **VisioNize_pipettemanager_software_update.zip** ZIP package and save it on the USB stick.
3. Unpack the ZIP package in the main directory of the USB stick.

   The following 6 files are contained in the folder:
   *.zip
   *.dtb
   *.scr
   *.img
   2 files without extension

3.1.2 Starting a software update

Prerequisites

- The ZIP package has been downloaded and unpacked.
- The VisioNize pipette manager is switched on.

1. Open *Menu > Settings > System Settings > Update Software*.
2. Insert the USB stick into the VisioNize pipette manager.
3. Press the *Start Update* button.
4. Follow the program instructions.

   You are guided through the installation process step by step.
   The software update only takes a few minutes.
   The update result is displayed.
   The VisioNize pipette manager restarts after the update.

3.1.3 Updating the pipette software

Prerequisites

- A Micro USB cable is available (included with the VisioNize pipette manager).

1. Connect the pipette to the VisioNize pipette manager.
2. Follow the program instructions.

   You are guided through the installation process step by step.
   The update result is displayed.

4 Troubleshooting

4.1 General errors

Problem	Cause	Solution
The USB stick is not detected.	• The USB stick is not formatted in the FAT32 format.	▶ Format the USB stick in the FAT32 format. ▶ Copy the data to the USB stick. ▶ Restart the update.
The software update cannot be performed | does not start.	• The ZIP file has not been unpacked correctly or not all files are available.	▶ Unpack the ZIP file in the main directory. ▶ Copy the data to the USB stick. ▶ Restart the update.

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