



# VisioNize® Lab Suite Setup Guide

All you need to know to get you and your lab connected.

## Thank You for Your Interest in VisioNize!

To get the most of the VisioNize Lab Suite and its services, we recommend to get your lab devices connected. The lab devices need to be integrated into your local network to be able to send performance data to the platform. The following pages will explain you in detail what you need to do.

### What is the VisioNize Lab Suite?

A cloud-based platform with a modular setup of services e.g. monitoring.

The VisioNize Lab Suite can be accessed via the web browser from any personal computer or mobile end devices.

### Do I need any additional hardware for connecting lab devices?

The answer is yes and no. It depends on the lab devices you would like to connect.

### VisioNize touch enabled devices

Most devices equipped with the VisioNize touch interface can be connected via Ethernet cable to establish a connection to VisioNize Lab Suite.

#### Eppendorf ULT Freezers

CryoCube® F740i

CryoCube® F740hi

CryoCube® F740iw

CryoCube® F740hiw

#### Eppendorf CO<sub>2</sub> Incubators

CellXpert® CS220

CellXpert® C170i

#### Eppendorf Shakers

Innova® S44i\*

\*Only compatible after serial number S44 IJH302546

#### Eppendorf Cyclers

Mastercycler® X40

Mastercycler® X50a

Mastercycler® X50s

Mastercycler® X50p

Mastercycler® X50h

Mastercycler® X50i

Mastercycler® X50l

Mastercycler® X50r

Mastercycler® X50t

Check the latest software version as devices out in the field may require a software update and/or service upgrade from Eppendorf service technician or 3rd party provider.

## VisioNize box enabled devices

The VisioNize box, VisioNize box 2, and VisioNize box 2 cable act as a hardware hub and work as a translation system enabling data collection of the device data in VisioNize Lab Suite. 4 devices can be connected to one VisioNize box, VisioNize box 2, and VisioNize box 2 cable. Depending on the device, additional service upgrades may be required. Please reach out to your local service representative.

### Devices which are connectable via VisioNize box, VisioNize box 2, and VisioNize box 2 cable to VisioNize Lab Suite

Eppendorf ULT Freezers	Eppendorf CO <sub>2</sub> Incubators	Eppendorf Thermomixer
CryoCube®	Galaxy® 48R	Eppendorf ThermoMixer® C, F0.5, F1.5, F2.0, FP
CryoCube® F570	New Brunswick S41i	Eppendorf ThermoStat™ C
CryoCube® F570h	CellXpert® C170	
CryoCube® F570hw		
CryoCube® FC660	<b>Eppendorf Shakers</b>	<b>Eppendorf Cyclers</b>
CryoCube® FC660h	Innova® 40	Mastercycler® Nexus
CryoCube® F101h	Innova® 42	Mastercycler® Nexus gradient
CryoCube® F440n	Innova® 43	Mastercycler® Nexus flat
CryoCube® F440h	Innova® 44	Mastercycler® Nexus X2
Innova® U101		Mastercycler® Nexus GX2
Innova® U535	<b>Eppendorf Centrifuges</b>	Mastercycler® Nexus SX1
Innova® U570	Centrifuge 5910 R	Mastercycler® Nexus GSX1
Innova® U570-G	Centrifuge 5424 R	
Innova® U725	Centrifuge 5425	
Innova® U725-G	Centrifuge 5425 R	
Innova® C760	Centrifuge 5427 R	
Innova® C585		
Premium U410		
Premium U570		
HEF U410		

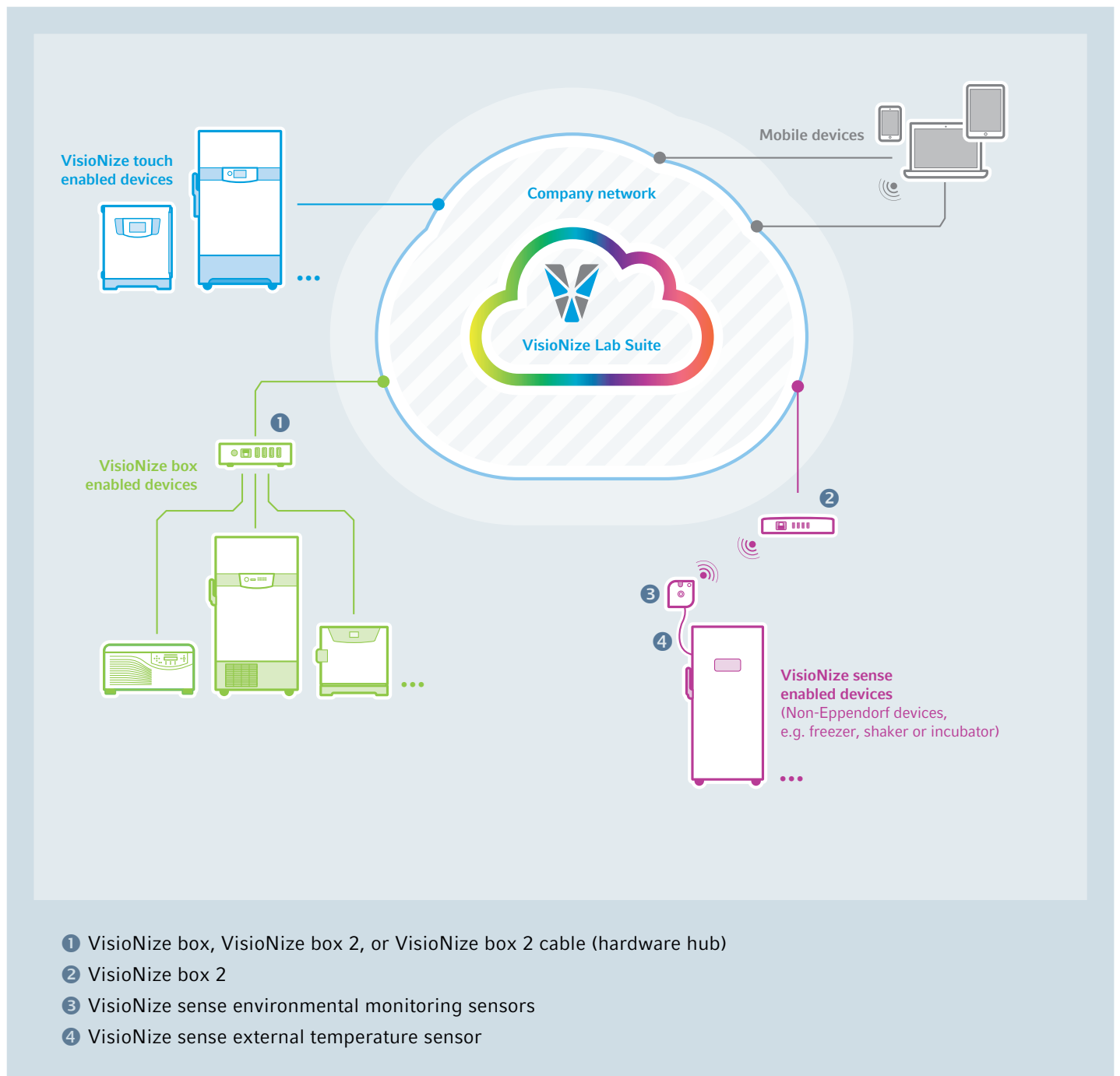
## VisioNize sense enabled devices

Non-Eppendorf devices are connectable via VisioNize sense, a temperature monitoring sensor system. The temperature sensor measures in a range of -90 °C to +50 °C.

### Suitable for:

- > Freezers
- > 4 °C, -20 °C refrigerators
- > Environmental chambers
- > Water baths
- > Lab rooms
- > Incubators
- > Shakers

## How Devices Can Be Connected



All devices need to be integrated into your local network and need to have the port open to the following URL: (please ask your IT department for assistance)

URL	Port	Protocol
*.eppendorf.com	443 TCP	MQTT via web sockets
*.visionize.com	443 TCP	MQTT, HTTP(S)

Important: Please make sure that date, time and time-zone is set correctly at the device. We recommend using an automatic date and time server. If your firewall includes deep packet inspection (DPI) or heuristic traffic blocking methods, please ensure to unblock the corresponding devices since IoT data is in rare occasions rated as unusual network traffic and therefore blocked.

### Connecting VisioNize touch enabled devices

Check the software version of your device and confirm if your device software version meets the requirements\* listed under [labsuite.visionize.com/compatibility-list.html](https://labsuite.visionize.com/compatibility-list.html):

Tab **Menu > Settings > About this: scroll down to „Software version“**.

\*To get the latest device software please contact your Eppendorf service representative.

- 1. Preparation:** Please ask your IT department for assistance! Your IT-department may ask for the “MAC address” of each individual device. This information can be found in the network setting of the device itself:

Tab **Menu > Settings > System Settings > Network**

- 2. Add your devices to IT network:** Only one cable is needed. Connect the Ethernet interface at the rear side of the device to a patched wall port on the network with a standard Ethernet cable. Did it work?

Tab **Menu > Settings > System Settings > Network** and check if your device gets an IP address assigned; If you are using DHCP as network protocol (recommended) switch on DHCP or switch off Enable DHCP and tab “Manual Setup” and enter the network settings manually (Please ask your IT department for assistance). To check if your device is correctly configured to connect to VisioNize Lab Suite, use the function “Check Cloud Connectivity Prerequisites” in **Menu > Contacts & Support > Diagnostics**.

- 3. Add the device to your device list,** navigate to the “Device management”, click +Add device, and enter the serial number in the next step. Just navigate to **Menu > Settings > About** this device at the device display to check the serial number.
- 4. Confirm the next step by clicking “Submit”**
- 5. Please navigate to the “Requests” tab** in the device management app, select the device you want to add and click “Accept devices” ones you have connected the device to your local network. If the “Accept device” button is greyed out, please check if your device is connected to the local network.

## Connecting VisioNize box enabled devices

- 1. Please connect the Eppendorf devices to the VisioNize box, VisioNize box 2, or VisioNize box 2 cable** with the appropriate adapter cable. One VisioNize box can manage up to 4 devices in close proximity. For additional information, please have a look into the VisioNize box manual.
- 2. Update the VisioNize box or VisioNize box 2:** The VisioNize box or VisioNize box 2 requires an update to the latest software version. Check the following website **[www.eppendorf.com](http://www.eppendorf.com)**, navigate to **Service & Support**, then **Downloadcenter / Software-Downloads**, and download the latest software version of the VisioNize box. Unpack the ZIP file on an empty USB stick and connect the USB stick to the VisioNize box. The update process is finished when the left LED lights up in blue again. You can consult the VisioNize box or VisioNize box 2 manual for more assistance regarding the update.
- 3. Prepare IT environment:** Please ask your IT department for assistance! Your IT department may ask for the “MAC address” of each VisioNize box or VisioNize box 2. This information can be found on the sticker at the bottom of the VisioNize box and VisioNize box 2.
- 4. Add VisioNize box or VisioNize box 2 to IT network:** Only one cable is needed. Connect the Ethernet interface at the rear site of the VisioNize box or VisioNize box 2 to a patched network socket with a standard Ethernet cable. Connect the VisioNize box or VisioNize box 2 to your local IT network with an Ethernet cable.
- 5. Add VisioNize box to your device list:** Navigate to the “Device Management”, click “+Add device”, and enter the serial number of the VisioNize box or VisioNize box 2 in the next step. You will find the serial number on the sticker at the bottom of the VisioNize box or VisioNize box 2. Click submit serial number.



### Connecting VisioNize sense equipment

VisioNize sense equipment, like the VisioNize sense environmental monitor and attached VisioNize sense temperature sensors, can also be connected by using the VisioNize box 2\*. Please follow the same setup steps as on the previous page to connect the VisioNize box 2 as a hub.

The VisioNize sense environmental monitor needs to be added in the “Device Management” by entering the serial number. VisioNize sense temperature sensors will be added automatically.

\*Please note: The VisioNize box 2 cable is not able to connect VisioNize sense equipment.



**To receive notifications** for VisioNize sense enabled devices, alarm ranges need to be set in the software. As soon as the sensors are connected, please navigate to the “Monitoring” view and select the sensor in the device list. Just click on the parameter, e.g., temperature, and define the alert range by clicking “Edit”. After setting up the alarm ranges please create a notification in the “Notification” settings and select the sensor. We recommend adding the notification categories “Errors”, “Warnings” and “Alerts”.

Customer Name	Company	Date and Signature

## More information

Learn more about VisioNize® from Eppendorf:  
[www.eppendorf.com/visionize](https://www.eppendorf.com/visionize)

**Your local distributor:** [www.eppendorf.com/contact](https://www.eppendorf.com/contact)  
 Eppendorf SE · Barkhausenweg 1 · 22339 Hamburg · Germany  
[eppendorf@eppendorf.com](mailto:eppendorf@eppendorf.com) · [www.eppendorf.com](https://www.eppendorf.com)

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