iQ Firmware Update From V1.6.11 Using ePort Software

The USB firmware update method will not work on instruments currently running iQ Series firmware version 1.6.11.33737. To upgrade any of the iQ instruments from version V1.6.11.33737, you must use ePort software to do a firmware update. A network cable connection is required to connect to the iQ instrument to successfully perform this update using ePort.

IMPORTANT: Before starting, make sure to use ePort V4.0.0 or higher.

- 1. Go to thermofisher.com in your web browser and copy the iQ instrument update_V1.6.12.XXXXX.zip file on the PC's desktop.
- 2. Start the ePort PC software, using the icon on the PC desktop or the Start menu of the PC.



3. The ePort Main screen with the Open screen will display. Select **Create New Configuration** and click **OK**. A blank ePort Main screen will display.



4. Go to **Instrument > New Instrument** from the menu bar at the top of the ePort Main screen.



5. The Add New Instrument screen will display. Enter any **Instrument Name**, the **IP Address** of the instrument to be upgraded, any **Group** name and **Password** assigned to the instrument (if assigned, otherwise leave empty and unchecked) and select the **OK** button.

Example only on a 42iQ with password

| eP | R Add New Instrument | | | | |
|----|----------------------|---------------|--|--|--|
| | | | | | |
| | Instrument Name | 42iQ_Themo | | | |
| | IP Address | 10.175.240.44 | | | |
| | Group | A | | | |
| | Password | 1313272337344 | | | |
| | | OK Cancel | | | |
| | | | | | |

NOTE: For more information regarding iQ password protection, please refer to "**iQ Security Technical Bulletin**".

6. The ePort Main screen will display with the selected instrument shown in the top window. Repeat the process to add additional instruments to the list.



7. Select **No** in the "Start Download Setup Wizard" window.

| 🔐 ePort | | _ | | × |
|----------------------|--|-------------|-------|-----------|
| File Instrument Help | p | | | |
| E A L → 42Q_Themo | 42iQ_Thermo - common Serial Number: 11223344 IP Address 10.175.240.44 Status Active | | | |
| | Commands Download Data Download Data Download Data C:\Themo\ePor\Data C.\Themo\ePor\Data Last Download: | Open | | |
| | 100 unoad se Start Download Setup Wizard × kiled Notes Do you want to setup download details now? Download or Selected Da data after: Yes No Edt | te and Time | | |
| | Edit Save | | | |
| Ready | | | New C | onfig .:: |

- 8. Go to the top left-hand side and select Instrument > Upgrade Instrument Firmware...
- 9. Select Next in the welcome screen.



10. In the Software File window, click on Browse.

| Choose the File t | o upload: | |
|-------------------|---|------|
| C:\Users\ | NoneDrive - Thermo Fisher Scientific\Desktoo\ | owse |
| | | |
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| | | |
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| | | |



11. Change the file type to ***.zip**, then find the correct **update_V1.6.12**.XXXXX**.zip** file and click **Open**.

| 🔐 Open | | | | | × | |
|--|---|--------------------------------|--------|-------------------|--|--|
| \leftrightarrow \rightarrow \checkmark \uparrow This PC \rightarrow Desktop \rightarrow 42iQSW | | | | ✓ Ö Search 42iQSW | | |
| Organize 🔻 New folder | | | | | ::: - 🔟 ? | |
| 📌 Quick access | ^ | Name | Status | Date modified | Туре | |
| 🕂 Downloads | * | 🔋 update42iQ_V1.6.12.34057.zip | 0 | 5/21/2021 3:42 PM | Compressed (zipped) Folder | |
| Documents | * | | | | | |
| Pictures | * | | | | | |
| Deskton | | < | | | > | |
| File name: update42iQ_V1.6.12.34057.zip | | | | ~ Firmw | are update File <mark>(*.zip)</mark> 🛛 🗸 🗸 | |
| | | | | 0 | pen Cancel | |

12. Click **Next** to start upgrade process.

| Einnunge Undator | - | _ | | ~ |
|-------------------------|--|--------|--------|----|
| Firmware Opdater | | _ | | ^ |
| Software File | | | | |
| Choose the proper | software file to upload to the instrument. | | | |
| Choose the File to | upload: | | | |
| C:\Users\. | OneDrive - Thermo Fisher Scientific\Des | ktop∖/ | Browse | |
| , | | | | |
| | | | | |
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| | | | | |
| | | | | |
| Adversed Online | . 1 | | | |
| Advanced Option | 5 | | | |
| rmo Fisher Scientific — | | | | |
| | < Back | Next > | Cano | el |
| | | | | _ |

13. At this point the firmware files will transfer and the upgrade process will begin.

<u>PLEASE NOTE:</u> During the upgrade process, the Firmware Updater window may appear to be nonresponsive and the progress bar will also appear to be stuck. Do not close any of the ePort window screens or power down the instrument at this point. The upgrade process is still in progress, <u>PLEASE WAIT</u>.

Example of screen displaying "Not Responding", Please Wait.

| Firmware Updater (Not Responding) | _ | | × |
|---|---------|-----|-----|
| Upload Software Upload the new software file to the instrument. | | | |
| Settings Filename: update42iQ_V1.6.1: Restarting Instrument If it does not restart in 60 seconds, manually restart the instrument by cycling the powe | r. | | |
| Upload Progress: | | | |
| Thermo Fisher Scientific < Back Net | <t></t> | Can | cel |



14. When the update is complete a "Software Upload Completed" message is displayed, click Finish.

| 🗬 Firmware Updater | | - | | × |
|--------------------------|---|----------------|------|-----|
| Firmware | Software Upload Completed | | | |
| Updater | Firmware Update is Finished Successfully Reboot of Instrument is in Progress Verify in few Minutes!!! | <mark>/</mark> | | |
| | | | | |
| | | | | |
| scientific | | | | |
| Thermo Fisher Solentific | < Back Finish | 1 | Cano | cel |

- 15. The instrument will now reboot with the new software installed.
- 16. The update is complete.

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