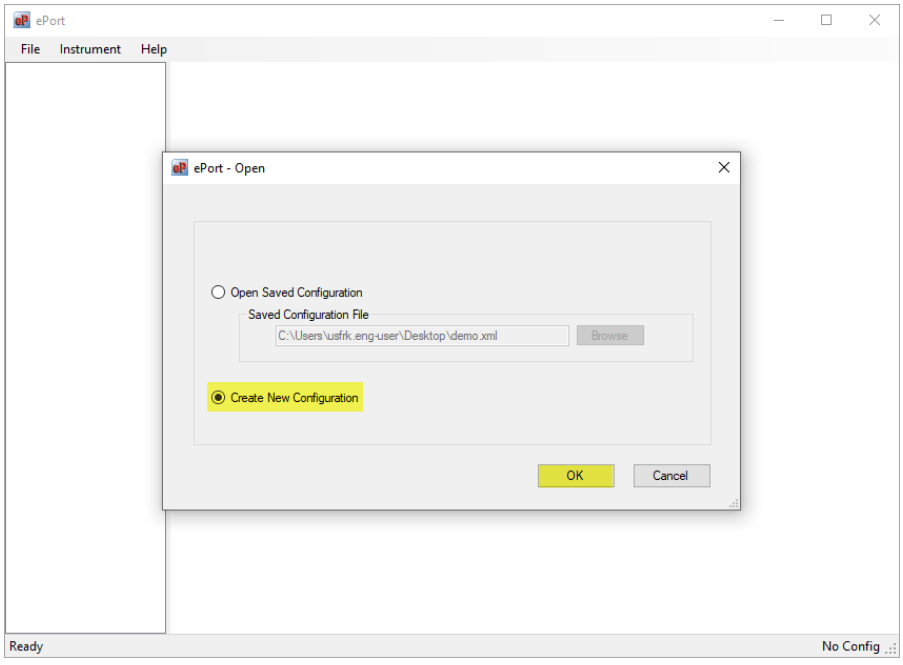
iQ Instrument V1.6.11 Firmware Update Using ePort Software

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.



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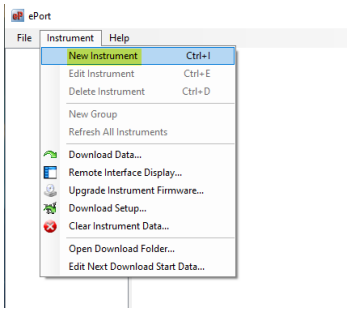
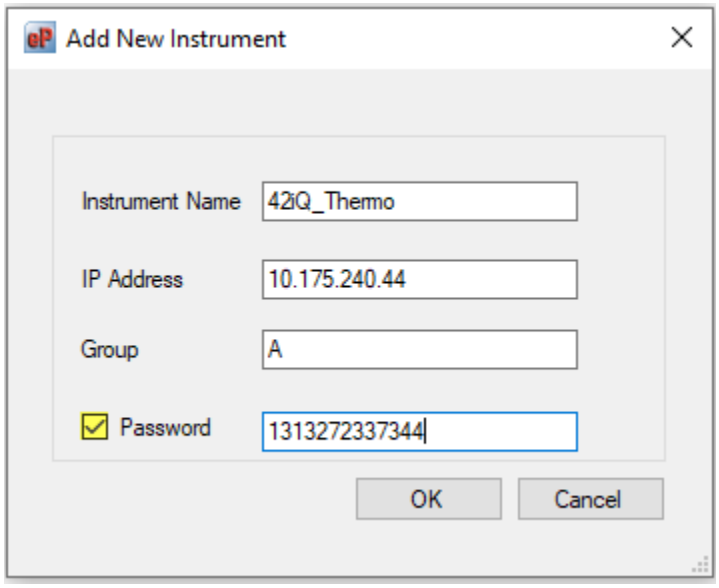
4. Go to **Instrument** > **New Instrument** from the menu bar at the top of the ePort Main screen.

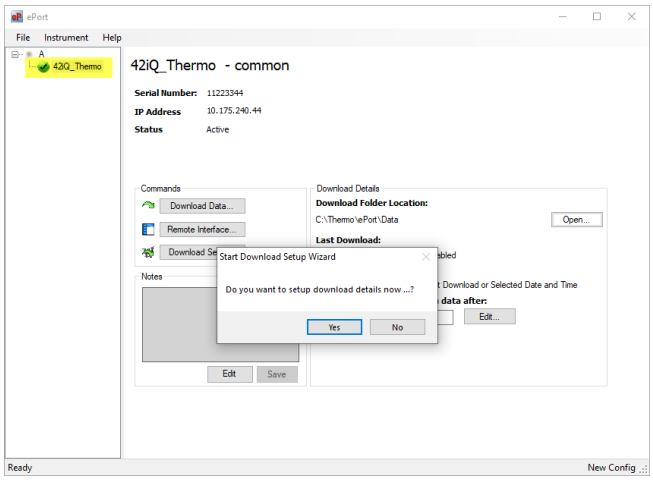


5. The Add New Instrument screen will display. Enter any **Instrument Name**, the **IP Address** of the instrument to be upgraded, any **Group** name and **Password** assigned to the instrument (if assigned, otherwise leave empty and unchecked) and select the **OK** button.

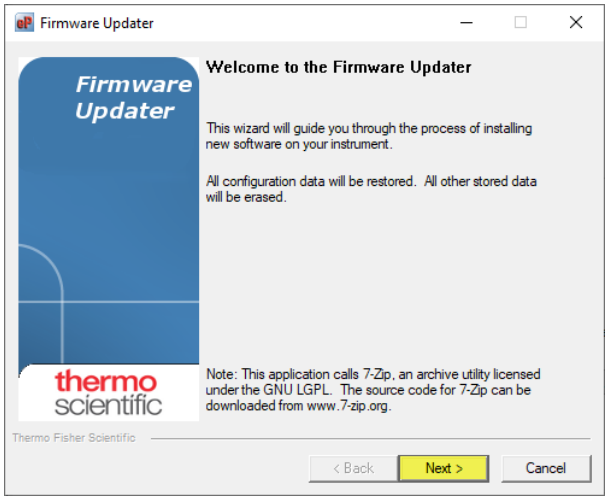
   Example only on a 42iQ with password



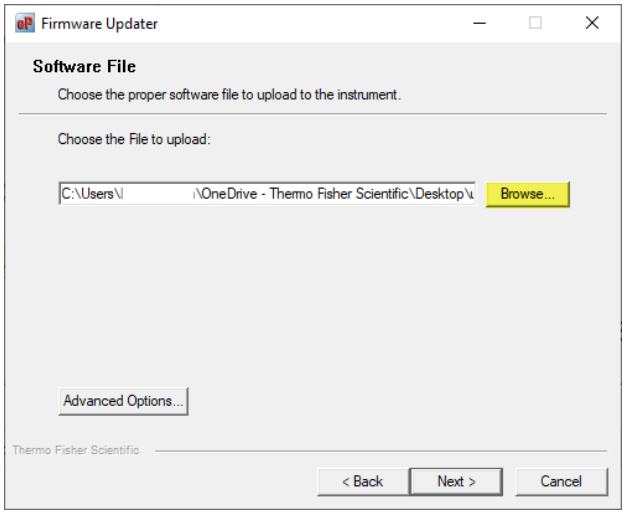
6. The ePort Main screen will display with the selected instrument shown in the top window. Repeat the process to add additional instruments to the list.
7. Select **No** in the "Start Download Setup Wizard" window



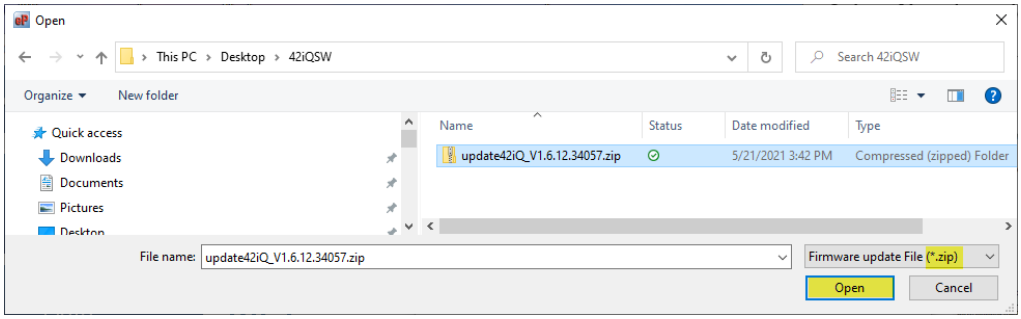
8. Go to the top left-hand side and select **Instrument** > **Upgrade Instrument Firmware…**
9. Select **Next** in the welcome screen



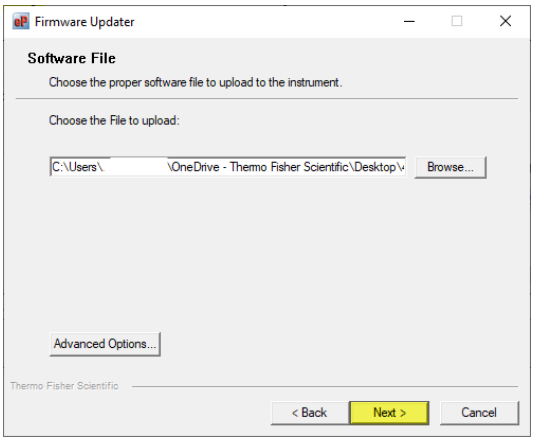
10. In the Software File window, click on **Browse**



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

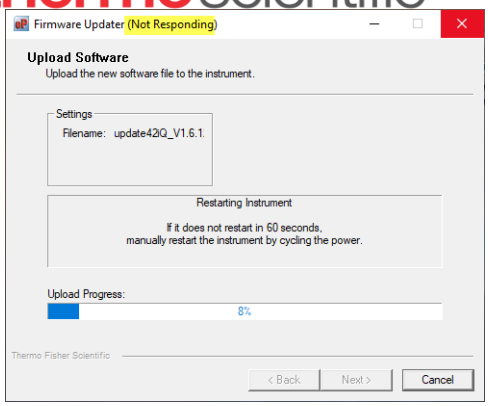


12. Click **Next** to start upgrade process



13. At this point the firmware files will transfer and the upgrade process will begin.
14. **PLEASE NOTE: During the upgrade process, the Firmware Updater window may appear to be non-responsive 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, PLEASE WAIT.**

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



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

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

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