

XIP instrument operating system update procedure

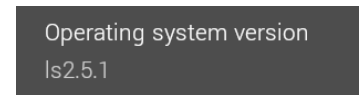
Firmware updates for the XIP instruments are fast and easy, particularly when using a network connection to automatically download and apply the update. Operating system (OS) updates are more involved and require direct loading through a USB flash drive. This document explains the process of accessing the OS update files and loading them onto an instrument.

Please note that performing an operating system update should not be a common activity for users. Manually confirm that an update is required for your instrument before proceeding as there is no automated way for your instrument to know whether the OS requires the update.

View the XIP instrument OS version

To view your firmware version:

1. Open the System settings menu.
2. Click the About tab.
3. Click Firmware version.
4. Scroll to the bottom of the screen to see Operating system version (for example, the OS version shown here is 2.5.1).

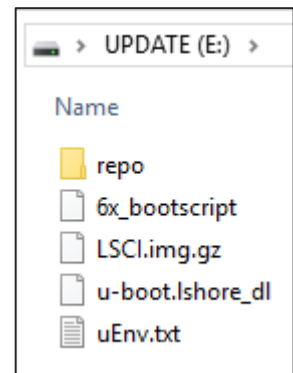


NOTE: If upgrading from version 2.4.3 or older to version 2.5.1 or newer, you will need to use Handshaking to connect to the instrument's USB serial port (virtual COM port). Flow control was added to enable stable high-speed data transfer. RTS/CTS flow control must be selected when communicating with the device after the update. **Connection setups that previously worked with the instrument will no longer connect.**

Download the OS Update

Find the latest OS download link in the instrument changelog. This can be found under the instrument's download tab on the Lake Shore website. The file may be several hundred megabytes in size. This zip file will need to be extracted (unzipped) to the root directory of an empty USB flash drive. Once complete, you should see files in the highest-level directory of the USB flash drive (as an example, see the figure to the right).

NOTE: Do not copy the downloaded zip file directly to the USB flash drive. The instrument is not capable of accessing files inside the zip file.



Install the OS update

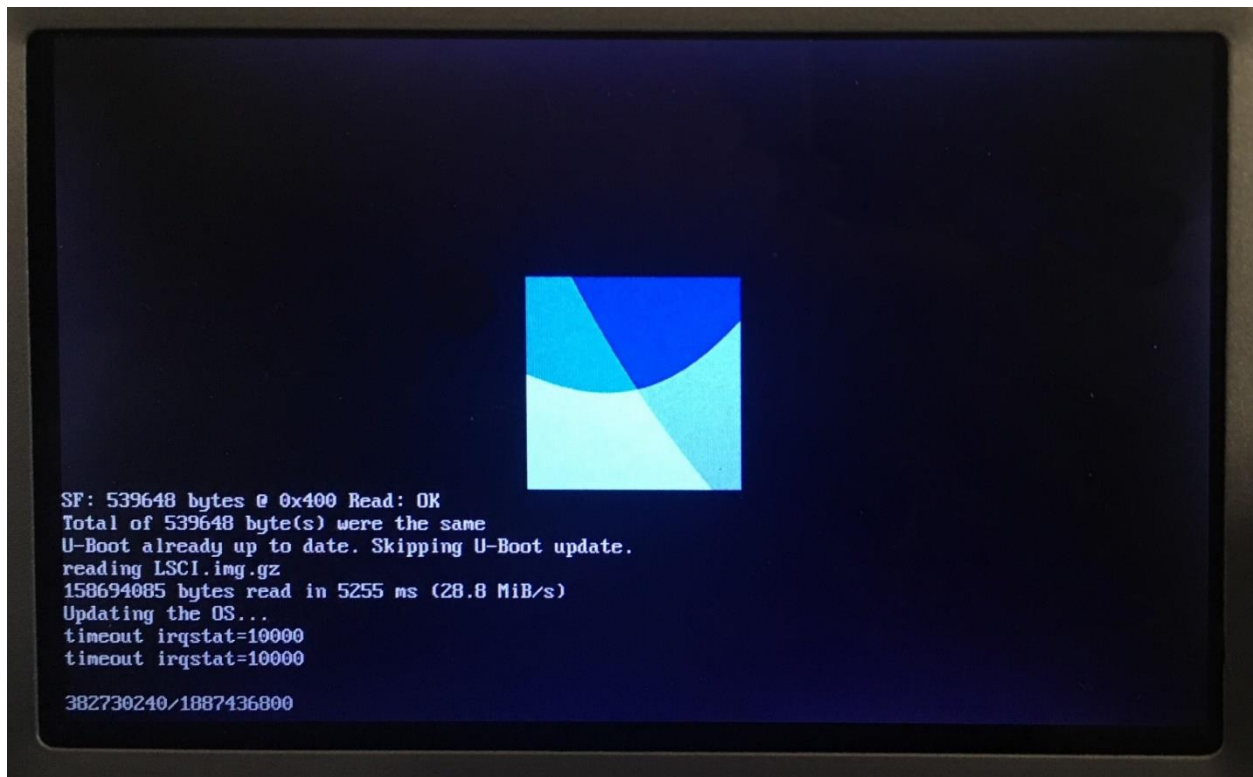
1. Plug the flash drive into the USB-C port in the back of the instrument. Use the provided adapter if you do not have a USB-C flash drive.
2. Reboot the instrument by firmly holding down the power button for 5 seconds until it turns off. Press the power button again until it turns on; the update process will begin automatically.



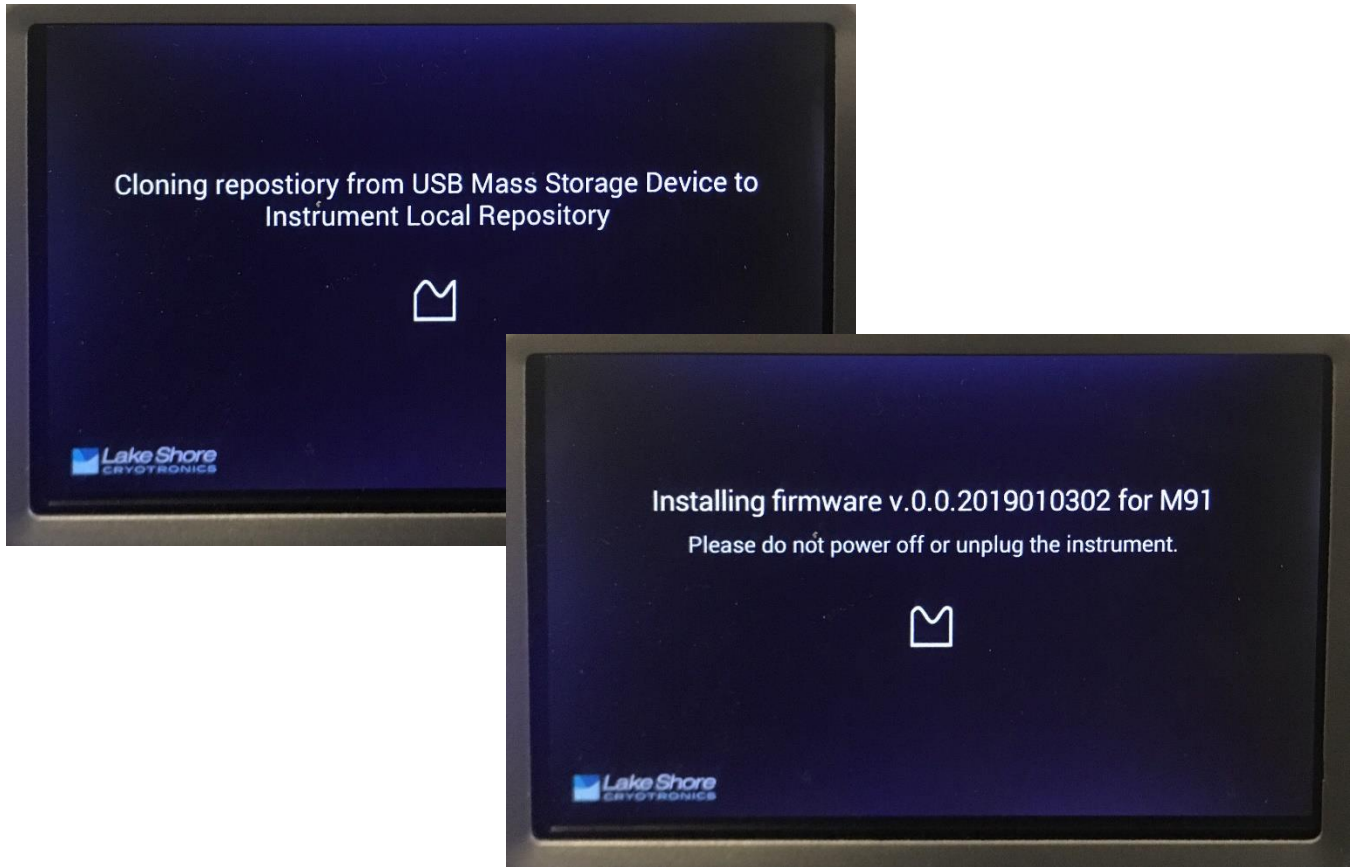
The update process should take 5 to 10 minutes. None of the standard instrument functionality is available during the update.

NOTE: Do not turn the instrument off or remove the USB flash drive at any point in this process.

3. If the instrument reboots normally or skips the steps shown in the images below, your USB flash drive might not be compatible with this process. Try a newer flash drive to see if the problem is resolved. Also, make sure that the files are in the root directory of the flash drive. The top level folder when opening the flash drive is the “repo” folder.



4. Once the OS is updated, the instrument will automatically install the firmware that is specific to that instrument.



5. When complete, the instrument will return to its home screen and be fully functional again. Remove the USB flash drive, otherwise the operating system will be reinstalled every time the instrument boots up.

NOTE: The instrument firmware installed during the update may not be the most recent version available. It is simply the firmware that was available when that operating system version was released. Consult the instrument user's manual for details about performing a firmware update. Compared to an operating system update, firmware is much simpler to update.

NOTE: Firmware version information can also be found on the **Downloads** page of the instrument at www.lakeshore.com.