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VisioNize[®] pipette manager

Operating Manual

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1 Operating instructions



1.1 Using this manual

- ▶ Read this operating manual completely before using the device for the first time. Observe the instructions for use of the accessories where applicable.
- ▶ This operating manual is part of the product. Please keep it in a place that is easily accessible.
- ▶ Enclose this operating manual when transferring the device to third parties.
- ▶ The current version of the operating manual for all available languages can be found on our webpage www.eppendorf.com/manuals.

1.2 Danger symbols and danger levels

1.2.1 Danger symbols


The safety instructions in this manual have the following danger symbols and danger levels:

	Hazard point		Material damage
---	---------------------	---	------------------------

1.2.2 Danger levels

DANGER	Will lead to severe injuries or death.
WARNING	May lead to severe injuries or death.
CAUTION	May lead to light to moderate injuries.
NOTICE	May lead to material damage.

1.3 Symbols used

Depiction	Meaning
1. 2.	Actions in the specified order
▶	Actions without a specified order
•	List
<i>Text</i>	Display or software texts
	Additional information

1.4 Other applicable documents

The following documents also apply:

- "VisioNize pipette manager" installation guide
- Quick Setup Guide "VisioNize pipette manager"
- Regulatory Information "VisioNize pipette manager"

2 Safety

2.1 Intended use

The control panel is designed for wireless communication with Eppendorf electronic dispensers. The control panel and the registered electronic dispensers transmit the data in a separate closed radio network.

The control panel is intended exclusively for use in the field of research and for operation by trained and skilled personnel.

The device is intended for indoor use only. Do not use it on a wet work surface.

2.2 Warnings for intended use



- ▶ Check whether the delivery is complete.
- ▶ Check all parts for transport damage.
- ▶ Keep the transport box and packing material for safe transport and storage of the device.



WARNING! Danger due to incorrect voltage supply.

- ▶ Only connect the device to voltage sources which correspond with the electrical requirements on the name plate.



CAUTION! Poor safety due to incorrect accessories and spare parts.

The use of accessories and spare parts other than those recommended by Eppendorf may impair the safety, functioning and precision of the device. Eppendorf cannot be held liable or accept any liability for damage resulting from the use of accessories and spare parts other than those recommended or from improper use.

- ▶ Only use accessories and original spare parts recommended by Eppendorf.



NOTICE! Material damage due to improper use.

- ▶ Only use the product for its intended purpose as described in the operating manual.
- ▶ Ensure adequate material resistance when using chemical substances.
- ▶ If in doubt, contact the manufacturer of the product.



NOTICE! Damage to device from unsuitable cleaning agents or sharp or pointed objects.

Use of unsuitable cleaning agents may damage the device.


- ▶ Do not use corrosive cleaning agents, strong solvents or abrasive polishes.
- ▶ Check the compatibility with the materials used.
- ▶ Do **not** clean the device with acetone or organic solvents with a similar effect.
- ▶ Do **not** use sharp objects to clean the device.



NOTICE! Damage to device or malfunctions due to a damaged touch screen.

- ▶ Do not operate the device.
- ▶ Switch off the device, disconnect the mains/power plug and have the touch screen replaced by a service technician who has been authorized by Eppendorf.

2.3 Warning symbols on the device

Warning symbol	Meaning
	Read the operating manual.

3 Product description

3.1 Product overview

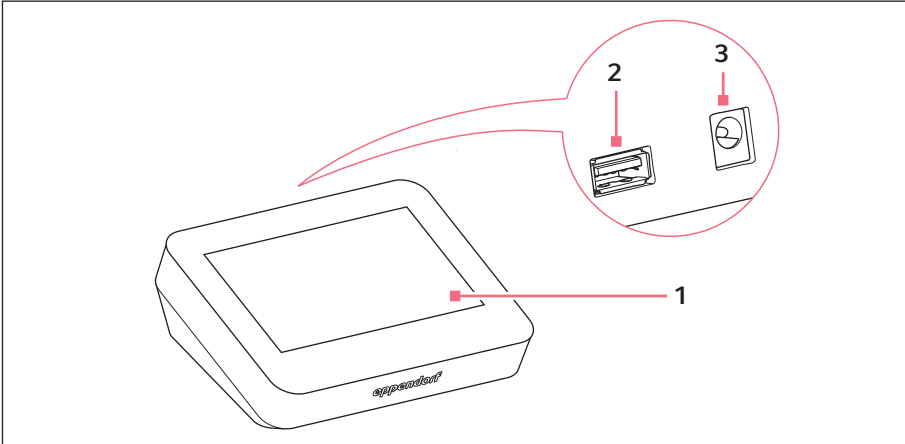


Fig. 3-1: "VisioNize pipette manager" control panel

1 Touch screen

2 USB port
FAT32 format

3 Power connection for mains/power
supply device

3.2 Features

The "VisioNize pipette manager" control panel is designed for wireless communication with Eppendorf electronic dispensers. The dispensers must be equipped with a radio module for this purpose. Communication between the control panel and the dispensers takes place in an independent radio network.

Using the "VisioNize pipette manager" software it is possible to set up and manage up to 30 dispensers, transfer parameters, combine pipettes into sets, and reserve pipettes. The *Liquid Manager* menu contains a selection of predefined liquid types that are optimized for volatile, foaming and viscous liquids.

3.2.1 Supported dispensers

i The pipette must be equipped with a suitable radio module.

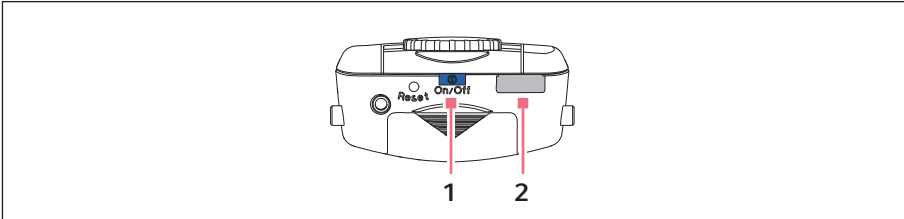


Fig. 3-2: Eppendorf Xplorer/Xplorer plus

1 On/Off key

2 USB interface

Dispenser	On/off switch	Interface
Eppendorf Xplorer	On/Off key	USB
Eppendorf Xplorer plus	On/Off key	USB

3.3 The "VisioNize pipette manager" software

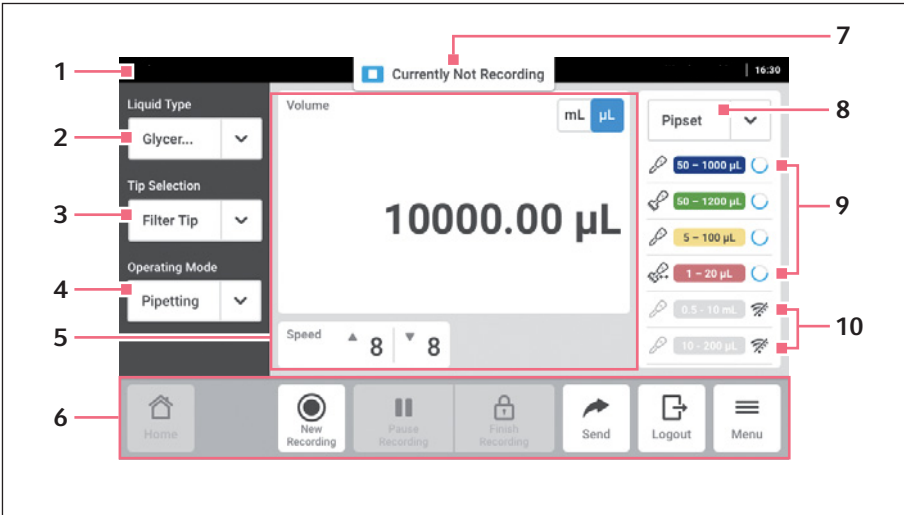


Fig. 3-3: Home screen

- | | |
|--|--|
| <ul style="list-style-type: none"> 1 Status bar 2 Display of the selected liquid type
Opening the <i>Liquid Manager</i> 3 Pipette tip selection 4 Operating mode selection 5 Display area | <ul style="list-style-type: none"> 6 Toolbar 7 Status display for <i>Pipetting Records</i> 8 Selected pipette set 9 Active pipette in the pipette set
With radio link 10 Inactive pipettes in the pipette set
No radio link |
|--|--|

Product description

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3.3.1 Status bar

The status bar contains information about the user, time, device status and messages. The user information is only displayed if user administration is activated and the user is logged in.

3.3.2 Pipette tips

- *epT.I.P.S. (Default)*
- *ep Dualfilter T.I.P.S.*
- *epT.I.P.S. LoRetention*
- *ep Dualfilter T.I.P.S. LoRetention*







3.3.3 Display area

The display area shows different function areas: selected unit, set volume, aspiration speed, dispensing speed, dispensing steps etc.

3.3.4 Toolbar

The toolbar contains the buttons for navigating in the software.

3.3.5 Operating controls

Operating control	Description
	Inactive filter
	Active filter
	Function active
	Function inactive
	Data export
	Parameter input

Product description

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3.3.6 Structure of the software menu

Menu	Submenu	Description
<i>Settings</i>	<i>About this</i> control panel	Information on the control panel.
	<i>System Settings</i>	Software system data (date and time, network, update software).
	<i>Device Settings</i>	Touch screen settings.
	<i>User Management</i>	Activate and deactivate user administration; set up and manage user accounts.
<i>Contacts & Support</i>	<i>Contacts & Support</i>	Enter contact details.
	<i>Diagnostics</i>	Open service functions.
	<i>Service</i>	Open service functions.
<i>Clean Screen</i>	–	Lock the touch screen.
<i>Events</i>	–	Display software events.
<i>Liquid Manager</i>	<i>Favorite Liquid Types</i>	Selected liquid types as favorites.
	<i>Eppendorf Liquid Types</i>	Factory-defined liquid types.
	<i>Liquid Types</i>	User-defined liquid types.
	<i>My Liquid Types</i>	User-defined liquid types when user administration is activated.
	<i>Archive</i>	Collection of personalized liquid types when user administration is deactivated again.
<i>Export</i>	<i>Events</i>	Export software events.
	<i>System Information for Service</i>	Export system information.
<i>Pipette Manager</i>	<i>New Set</i>	Create a new pipette set.
	<i>Edit Set</i>	Edit an existing pipette set.
	<i>Add Pipettes</i>	Add pipettes to the selected pipette set.
	<i>Rename</i>	Rename a pipette.
	<i>Remove</i>	Remove a pipette from the pipette set.
	<i>Pair New Pipette</i>	Log a pipette in to the radio network.
	<i>Unpair Pipette</i>	Log a pipette off of the radio network.
<i>Login</i>	–	Log in to user administration.

3.4 Software symbols






3.4.1 Symbols used in the "VisioNize pipette manager" software

Symbol	Description	Meaning
	Single-channel pipette	–
	Multi-channel pipette	With fixed cone spacing
	Multi-channel pipette	With adjustable cone spacing
	Selected pipette	–
	Pipette status	The value that was entered is outside the valid value range. The value will be rounded to the closest possible value.
	Pipette status	The parameters were transmitted successfully.
	Pipette status	The parameters cannot be transmitted (e.g., no suitable pipette available or value is outside the valid value range).
	Pipette status	The pipette is reserved by another user.
	The rechargeable battery charge level is low	No actions are possible. The rechargeable battery must be charged.
	Predefined liquid type by Eppendorf	–

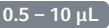




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Symbol	Description	Meaning
	Freely definable liquid type	–
	Create a liquid type	–
	Import data	–
	Export data	–
	Radio link is not active	–

3.4.2 Pipette labeling

Labeling	Color name	Model
	medium gray	Single-channel 8/12-multi-channel, fixed cone spacing
	antique pink	16/24-multi-channel, fixed cone spacing 8/12-multi-channel, adjustable cone spacing
	light yellow	16/24-multi-channel, fixed cone spacing 8/12-multi-channel, adjustable cone spacing
	yellow	Single-channel 8/12-multi-channel, fixed cone spacing
	yellow	Single-channel

Labeling	Color name	Model
15 – 300 µL	orange	Single-channel 8/12-multi-channel, fixed cone spacing 4/6/8-multi-channel, adjustable cone spacing
50 – 1000 µL	blue	Single-channel
50 – 1200 µL	green	8/12-multi-channel, fixed cone spacing 4/6/8-multi-channel, adjustable cone spacing
0.1 – 2.5 mL	red	Single-channel
0.2 – 5 mL	violet	Single-channel
0.5 – 10 mL	turquoise	Single-channel

3.4.3 Symbols for alarms, warnings and information


Symbol	Description
	Alarm
	Warning
	Information


Product description

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3.5 Liquid types

-  The stored liquid types contain optimized parameters for the dispenser (e.g., aspiration and dispensing speed, number of pre-wetting cycles, adjusted volume etc.). If no liquid type is selected, the parameters will be reset to the default values.

-  Foam formation is avoided with all liquids.

3.5.1 Volatile liquids

-  The pipette tips are automatically pre-wetted for all volatile liquid types. The pipette tips must remain in the liquid until the process is completed!

Examples of volatile liquids:

- Ethanol
- Methanol
- Acetone

Parameters:

- Pre-wetting

3.5.2 Foaming liquids

Examples of foaming liquids:

- Protein solution

3.5.3 Viscous liquids

Examples of viscous liquids:

- Antibody solution
- Paraffin oil
- Tween 20

Parameters:

- Aspiration speed
- Dispensing speed
- Operating mode

Adjusted parameters	< 30 mPa·s	< 300 mPa·s	< 1000 mPa·s
Aspiration speed	reduced	reduced	reduced
Dispensing speed	reduced	reduced	reduced
Scope of operating modes (epT.I.P.S. Standard)	unchanged	reduced	reduced
Scope of operating modes (epT.I.P.S. LoRetention)	unchanged	unchanged	reduced

3.6 Materials

The components which can be accessed by the user are made of the following materials:

Component	Material
Cover plate	Glass
Housing	PC + ABS blend (polycarbonate + acrylonitrile butadiene styrene)

4 Installation

4.1 Registering the pipette on the control panel

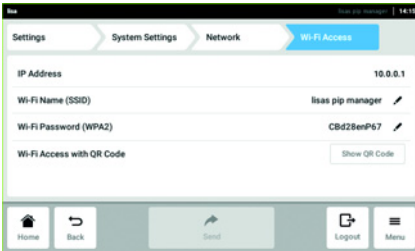
Prerequisites

- The pipette software is up to date.
1. Open the *Menu* screen.
 2. Start the *Pipette Manager*.
 3. Tap the *Pair New Pipette* button.
 4. Turn the pipette selection dial to the **Opt** mode.
 5. Select the pipette.
 6. Select the *Wi-Fi* menu.
 7. Select the *Connect AUTO* menu item.
 The pipette is registered on the control panel.
 The pipette can be used individually or it can be assigned to a pipette set.

4.2 Connecting a mobile end device

It is possible to connect a mobile end device (tablet) to the control panel. This requires the establishment of a radio connection between the control panel and the tablet. A web application is then used to enter the parameters and control the pipettes.

4.2.1 Establishing a radio connection



1. Call the *Settings > System Settings > Network > Wi-Fi Access* menu.
2. Tap the *Wi-Fi Access with QR Code* button.
3. Scan the QR code with the mobile end device.

A radio connection is established between the "VisioNize pipette manager" control panel and the tablet. The "VisioNize pipette manager" web application can be called.

4.2.2 Calling the web application for the "VisioNize pipette manager"



If you copy the address and create it as a link on your home screen, the "Eppendorf pipette manager" icon will be created.

1. Open a browser on your tablet.
2. Enter the IP address (in the screenshot 10.0.0.1, factory setting 192.168.0.1) into the address bar of the browser.
The "VisioNize pipette manager" web application starts.
The functions available in the web application correspond to the functions on the control panel.

5 Operation

5.1 Switching the control panel on or off

The control panel can only be switched on or off at the mains/power plug.

5.2 Operating the user interface



The touch screen is designed to be operated with your fingers only without the need for tools. You can wear laboratory gloves made of nitrile or latex. Alternatively, you can also use a stylus, for example, when thick gloves need to be worn in the laboratory.



If liquid comes into contact with the touch screen, the functions displayed on the touch screen may be triggered.

- ▶ Do not drop any liquids onto the touch screen.
- ▶ Do not spill any liquids onto the touch screen.

5.3 Creating a liquid type

5.3.1 With preset parameters

The appropriate parameters for the selected liquid type have been preset.

1. Open the *Liquid Manager*.
2. Tap the *New* button.
3. Select the liquid type *Volatile*, *Viscous* or *Foam*.
4. Follow the instructions on the screen.

5.3.2 With freely selectable parameters

All the parameters have to be set manually.

Parameters to set:

- Pre-wetting steps
- Aspiration speed
- Dispensing speed
- Name, description and short symbol (appears on the pipette display)

1. Select the *Menu > Liquid Manager* menu.
2. Tap the *New* button.
3. Select liquid type *Custom*.
4. Follow the instructions on the screen.

5.3.3 Importing the liquid type

Prerequisites

- A USB stick (file system FAT32) is available.
- An import file is available on the USB stick.

1. Insert the USB stick.
2. Select the *Menu > Liquid Manager* menu.
3. Tap the *Import* button.
4. Follow the instructions on the screen.

5.3.4 Exporting a liquid type

Prerequisites

- A USB stick (FAT32 file system) is available.
- A custom liquid type has been created.

1. Insert the USB stick.
2. Select the *Menu > Liquid Manager* menu.
3. Select the *Liquid Type* folder.
4. Access the option for the selected liquid type.
5. Tap the *Button to start an export of data to an excel file.* button.
6. Follow the instructions on the screen.

5.4 Using a single pipette

To be able to work with a pipette, it does not have to be assigned to a pipette set.

Prerequisites

- A pipette with a radio module is available.

1. Call the home screen.
2. Open the Pipette Set drop-down list.
3. Select *Select Single Pipette*.
4. Select the desired pipette.

5.5 Combining pipettes to form a set

Pipettes can be assigned to a set in the *Pipette Manager* menu. A set can be selected on the home screen and several pipettes are available at the same time.

Prerequisites

- Pipettes are available for selection in the *Manage Pipettes* menu.

1. Call the *Pipette Manager*.
2. Tap on the *New Set* button.
3. Enter a name for the set and a description.

5.6 Opening the *Pipetting Records* logging function

All pipetting settings, pipetting processes and the pipettes used are recorded and saved in a file with the *Pipetting Records* function. This file can be exported for documentation.

5.6.1 Starting a recording

1. Go to the home screen.
 2. Tap the *New Recording* button.
 3. Follow the instructions on the screen.
- The recording is created in the *Open Recordings* list.

5.6.2 Pausing a recording

1. Go to the home screen.
 2. Tap the *Pause Recording* button.
- The pause is documented in the current recording.
- The running recording is paused.
- Pipetting processes that are not documented can be carried out.
- Another recording can be started.

5.6.3 Continuing with the last recording

Prerequisites

- A recording has been paused
1. Go to the home screen.
 2. Tap the *Continue Recording* button.
- The last paused recording is continued.

5.6.4 Selecting and continuing a paused recording

1. Go to the home screen.
 2. Tap the *Pipetting Records* status display.
 3. Open the *Open Recordings* menu.
 4. Select a recording from the list.
 5. Tap the *Switch Recording* button.
- The selected recording is then active and is continued.

5.6.5 Ending a recording

1. Go to the home screen.
2. Tap the *Finish Recording* button.
The recording is ended and saved.

The recording is locked against changes.

5.6.6 Exporting a recording

A saved recording can be exported to a USB stick as a file.

1. Go to the home screen.
2. Open the *Menu > Pipetting Records* menu item.
3. Select the desired recording from the list.
4. Tap the *Export* button.
5. Follow the instructions on the screen.

6 User administration**6.1 The user administration concept**

User administration can be used to organize access to the control panel. There are three user roles:

- Administrator
- User with standard rights
- User with restricted rights

6.1.1 Administrator

The administrator has additional rights:

- Configuring the control panel
- Access to user administration

6.1.2 User with standard rights

A normal user can operate the control panel without restrictions.

6.1.3 User with restricted rights

A user with restricted rights can operate the control panel with restrictions.

6.1.4 User rights without user administration

Without user administration all users have the same rights as an administrator.

6.2 User rights**6.2.1 Home screen**

Action	User with restricted rights	User with standard rights	Administrator/ user (without user administration)
Selecting the liquid type	x	x	x
Selecting the pipette tip	x	x	x
Selecting the operating mode	x	x	x
Inputting parameters	x	x	x
Selecting the pipette set	x	x	x
Login/logout	x	x	x

6.2.2 Settings menu

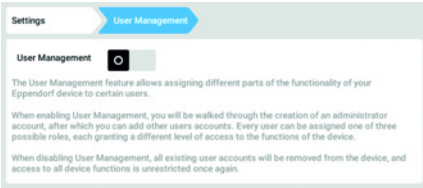
Action	User with restricted rights	User with standard rights	Administrator/ user (without user administration)
Viewing device information	x	x	x
Editing device information	–	x	x
Viewing system settings	x	x	x
Setting an acoustic alarm	–	–	x
Editing system settings	–	x	x
Updating the software	x	x	x
Calling user administration	–	–	x
Viewing network settings	x	x	x
Configuring network settings	–	–	x

6.2.3 Users menu

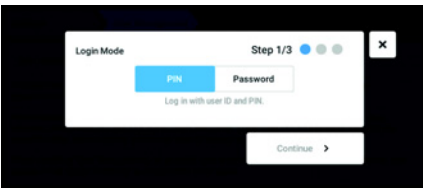
Action	User with restricted rights	User with standard rights	Administrator/ user (without user administration)
Changing one's own password	x	x	x
Viewing administrator settings (does not apply to user administration)	x	x	x
Viewing user settings	x	x	x
Creating a user account	-	-	x (administrator)
Changing the user name	-	-	x
Changing user rights	-	-	x
Resetting a user password	-	-	x
Deleting a user account	-	-	x

6.3 Defining settings in the user administration

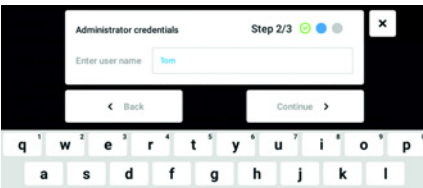
6.3.1 Creating an administrator



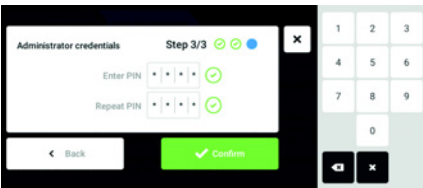
1. Tap the *Menu* button and navigate to the *Settings > User Management* menu item.
2. To activate the user administration, slide the *User Management* switch to the *I* position. The *Login mode* window appears.



3. Define the login mode for all users.
4. Continue the process with *Continue*. The *Administrator credentials* window appears.



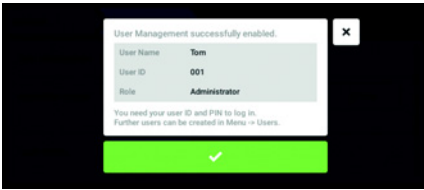
5. Enter the user name for the first administrator in the *Enter User Name* field.
6. Continue the process with *Continue*. The *Administrator credentials* window appears.



7. Enter PIN or password in the *Enter PIN/Password* field. Confirm the entry in the *Repeat PIN/Password* field.
8. Continue the process with *Continue*. The *User Management successfully enabled* window appears. The user administration is activated. The user account for the first administrator is created.

User administration

VisioNize® pipette manager
English (EN)



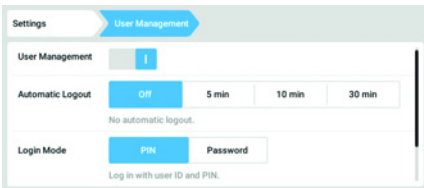
9. Confirm the message.

The *User Management* window appears. It is now possible to edit the user administration.

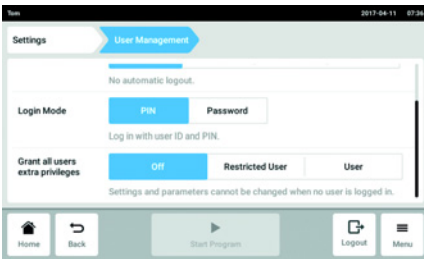
6.3.2 Editing the user administration

Prerequisites

- The administrator is logged in.



1. Tap the *Menu* button and navigate to the *Settings > User Management* menu item.



2. Define the settings for the user administration.

- *User Management*: Switch the user administration on and off.
- *Automatic Logout*: Define the time after which a user is automatically logged out if the touch screen is not used.
- *Login Mode*: Define the login mode for all users.
- *Grant all users extra privileges*: Restricted rights (*Restricted User*) or standard rights (*User*) are active for all users.



When the *Grant all users extra privileges* option is activated, a login is not necessary. Also, users who are not recorded in the user administration can operate the device with these rights (*Restricted User / User*).

6.3.3 Deactivating the user administration



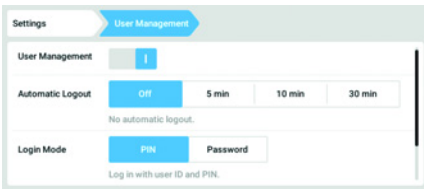
NOTICE! Data loss in case of deactivation of the user administration

Deactivating the user administration deletes all user accounts.

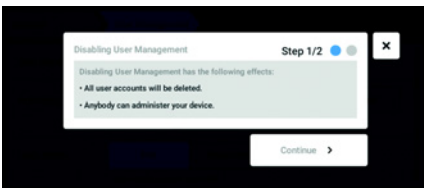
- ▶ Check whether deactivation of the user administration is required.
- ▶ Inform all users that the user accounts have been deleted.

Prerequisites

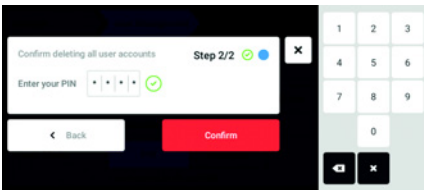
- The administrator is logged in.



1. Tap the *Menu* button and navigate to the *Settings > User Management* menu item.
2. To deactivate the user administration, slide the *User Management* switch to the *0* position.
 The *Disabling User Management* window appears.



3. Continue the process with *Continue*.
 The *Confirm deleting all user accounts* window appears.



4. Enter the PIN/password.
5. Complete the process with *Continue*.
 The user administration is deactivated.
 All user accounts are deleted.

6.4 Editing user accounts as administrator



NOTICE! Data loss due to loss of the administrator password

The administrator is only able to change his/her password or PIN using his/her access data. No changes will be possible in the user administration or the system settings if the administrator's access data is lost.

In this case, the device will have to be reset to the factory settings by an authorized service technician. All user accounts and data and settings stored on the device will be deleted.

- ▶ Create a second user account with administrator rights.
- ▶ Keep the administrator password secure.

6.4.1 Creating a user account



999 user accounts can be created.

Prerequisites

- The administrator is logged in.

1. Tap the *Menu* button and navigate to the *User* menu item.

The list with the user accounts is displayed.

2. Tap the *Add User* button.

The *Enter user name for the new user* field appears.

3. Enter the user name.

4. Confirm the entry.

The *User credentials* window appears.

The user account has been created. The

user data appears in the window.

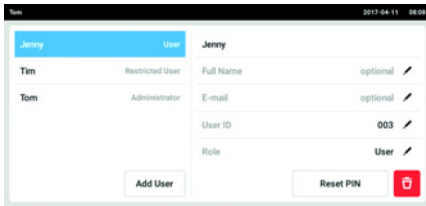
The user has been assigned to the *Restricted User* user group.

6.4.2 Editing user accounts

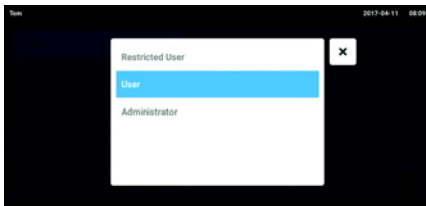
i Users with restricted rights or standard rights can only edit their own entries for *Full Name* and *E-mail*. Users can always change their own password or the PIN. Administrators can assign a new user ID to a user account and change the user rights.

Prerequisites

- The administrator is logged in.



1. Tap the *Menu* button and navigate to the *User* menu item.
 The list with the user accounts is displayed. Editable entries are indicated by a black pen symbol.
2. Select the user account.
3. Option: Enter the full name.
4. Option: Enter the e-mail address.
5. Tap *User-ID* to change the user ID.
6. Select a new user ID.



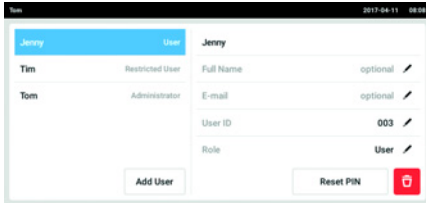
7. Tap *Role* to change the user group and the associated rights.
 The list with the available user groups is displayed.
8. Assign a user group to the user.
 - Restricted User
 - User
 - Administrator

The selected parameters are stored and will appear in the user account.

6.4.3 Deleting a user account

Prerequisites

- The administrator is logged in.



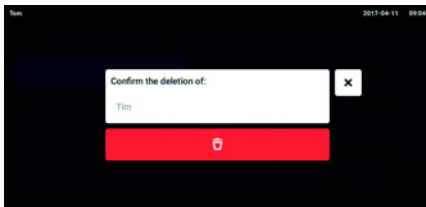
1. Tap the *Menu* button and navigate to the *User* menu item.

The list with the user accounts is displayed.

2. Select the user account that is to be deleted.

3. Tap the *Recycle bin* symbol.

The *Confirm the deletion of:* window appears.



4. Confirm that you want to delete the user account.

The user account is deleted.

6.4.4 Resetting the password/PIN for a user account

If a user has forgotten his password/PIN, the administrator can generate a new password/PIN.



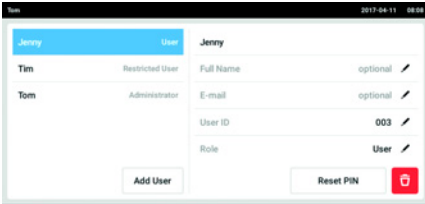
The administrator can only change his password or PIN with his current access data. If the administrator's access data is lost, it will no longer be possible to make any changes in the user administration.

In this case, the device will have to be reset to the factory settings by an authorized service technician. This means that all user accounts and programs, log files and logs which are stored on the device will be deleted.

- ▶ Create a second user account with administrator rights.

Prerequisites

- The administrator is logged in.



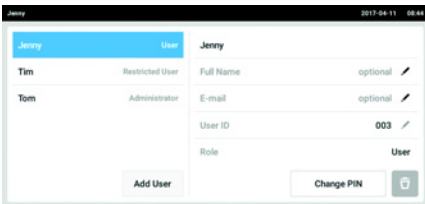
1. Tap the *Menu* button and navigate to the *User* menu item.
 The list with the user accounts is displayed.
2. Select the user account.
3. Tap the *Reset Password/PIN* button.
 The *Do you want to reset the Password/PIN for:* window appears.
4. Tap *Reset* to confirm the action.
 The *New Credentials* window appears.
 The new password/PIN is created automatically.

6.5 Administrating your own user account

Users can only edit their own *Full Name* and *E-mail* entries. Users can always change their own PIN or password.

Prerequisites

- The user is logged in.



1. Tap the *Menu* button and navigate to the *User* menu item.
 The list with the user accounts appears.
 Entries indicated by a black pen can be edited.
2. Select the user account.
3. Optional: Enter the full name.
4. Optional: Enter the e-mail address.
5. To change the password/PIN, tap the *Change Password/PIN* button.
6. Enter the current password/PIN in the *Enter current Password/PIN* field.
7. Enter the new password/PIN in the *Enter new Password/PIN* and *Repeat new Password/PIN* fields.
8. Confirm your entry.
 The message *Password/PIN successfully changed* appears.
 The new password or the new PIN is active.

7 Troubleshooting

7.1 General errors

7.1.1 Radio contact

Problem	Cause	Solution
Parameters are not transmitted.	<ul style="list-style-type: none"> The software is outdated. 	<ul style="list-style-type: none"> Update the pipette software.

Problem	Cause	Solution
No radio contact.	<ul style="list-style-type: none"> The "Opt" operation mode is not set. 	<ul style="list-style-type: none"> Set the "Opt" operation mode on the pipette.
	<ul style="list-style-type: none"> The radio module is deactivated. 	<ul style="list-style-type: none"> Set the pipette radio module to ON in the <i>Wi-Fi on/off</i> menu.
	<ul style="list-style-type: none"> The driver for the radio module was not loaded. 	<ul style="list-style-type: none"> Restart the control panel.
	<ul style="list-style-type: none"> The pipette is always offline. 	<ul style="list-style-type: none"> Restart the control panel. Restart the pipette.

7.1.2 USB stick

Problem	Cause	Solution
USB stick is not detected.	<ul style="list-style-type: none"> The USB stick is incorrectly formatted. 	<ul style="list-style-type: none"> Format the USB stick in FAT32 format.
	<ul style="list-style-type: none"> The USB stick is not supported. 	<ul style="list-style-type: none"> Use a different USB stick.

7.1.3 Software update

Problem	Cause	Solution
Software update is not running.	<ul style="list-style-type: none"> The USB stick is not detected. 	<ul style="list-style-type: none"> Use a different USB stick.

Problem	Cause	Solution
Software update is not running.	<ul style="list-style-type: none"> The necessary files are missing. 	<ul style="list-style-type: none"> Make sure that all files are available.

Problem	Cause	Solution
Software update is not running.	<ul style="list-style-type: none"> The software package has been unpacked twice. 	<ul style="list-style-type: none"> Unpack the software package once only.

8 Maintenance

8.1 Cleaning



NOTICE! Damage due to aggressive chemicals.

- ▶ Do not use any aggressive chemicals on the device or its accessories, such as strong and weak bases, strong acids, acetone, formaldehyde, sodium hypochlorite, halogenated hydrocarbons or phenol.
 - ▶ If the device has been contaminated by aggressive chemicals, clean it immediately using a mild cleaning agent.
-

8.1.1 Cleaning the housing

1. Moisten a cloth with cleaning agent.
2. Remove external contamination.
3. Moisten a new cloth with water.
4. Wipe down the housing.

8.1.2 Locking and cleaning the touch screen

1. Select Menu -> Clean Screen.
The touch screen is locked.
2. Wipe the glass plate of the touch screen with a cloth and a mild cleaning agent.

8.1.3 Unlocking the touch screen

1. Touch the corners in the numbered sequence.

Technical data

VisioNize® pipette manager
English (EN)

9 Technical data**9.1 Weight/dimensions**

Height	75 mm
Width	196 mm
Depth	153.7 mm
Weight	1112 g

9.2 Impact strength

Tested in accordance with IEC 62262 and IEC 60068-2-75.

Impact energy	max. 1 J
IK code	IK06

9.3 Power supply**9.3.1 Electrical connection data – device**

Input voltage	DC 5 V, $\pm 6\%$
Maximum current consumption	DC 4 A
Power consumption (normal operation)	5 W
Degree of pollution	2
Protection class	III

9.3.2 Electrical connection data – USB port

Maximum power load	500 mA
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9.3.3 Electrical connection data – mains/power supply device

Type	Mains/power adapter with exchangeable power plug adapters
Input voltage	100 V – 240 V, $\pm 10\%$
Frequency	50 – 60 Hz, $\pm 5\%$
Output voltage	DC 5 V, $\pm 6\%$
Maximum output power	20 W
Power consumption maximum	24 W
Power consumption (without load)	< 0.1 W (230 V AC)
Overvoltage category	II
Degree of pollution	2
Protection class	II

9.4 Radio module

Transmitting power	0.063 W
Power level	≤ 20 dBm
Frequency band	2400 MHz – 2483.5 MHz
Radio channel	1
Operating mode	Access point
Access points	1
Approval	FCC, IC
Standard	802.11 n

9.5 Ambient conditions

	Temperature range	Relative humidity	Atmospheric pressure
Operating conditions	5 °C – 40 °C	10 % – 95 %, no condensing humidity	79.5 kPa – 106 kPa Up to a height of 2000 m above sea level

10 Transport, storage and disposal

10.1 Storage

	Air temperature	Relative humidity	Atmospheric pressure
In transport packing	-25 °C – 55 °C	10 % – 95 %	70 kPa – 106 kPa
Without transport packing	-5 °C – 45 °C	10 % – 95 %	70 kPa – 106 kPa

10.2 Decontamination before shipment



CAUTION! Use of a contaminated device may result in personal injury and damage to the device.

- ▶ Clean and decontaminate the device in accordance with the cleaning instructions before shipping or storage.

Hazardous substances are:

- solutions presenting a health hazard
 - potentially infectious agents
 - organic solvents and reagents
 - radioactive substances
 - proteins presenting a health hazard
 - DNA
1. Please note the information in the "Decontamination certificate for product returns" document.
It is available as a PDF document on our website www.eppendorf.com/decontamination.
 2. Enter the serial number of the device on the decontamination certificate.
 3. Enclose the completed decontamination certificate for returned goods with the device.
 4. Send the device to Eppendorf SE or to an authorized service center.

10.3 Disposal

Observe the relevant legal regulations when disposing of the product.

Information on the disposal of electrical and electronic devices in the European Community:

Within the European Community, the disposal of electrical devices is regulated by national regulations based on EU Directive 2012/19/EU pertaining to waste electrical and electronic equipment (WEEE).

According to these regulations, any devices supplied after August 13, 2005, in the business-to-business sphere, to which this product is assigned, may no longer be disposed of in municipal or domestic waste. They are marked with the following symbol to indicate this:



As the disposal regulations may differ from one country to another within the EU, please contact your supplier for more information.

10.4 Shipping the device

**WARNING! Risk of personal injury due to contamination.**

People may get contaminated if you store or ship a contaminated device.

- ▶ Clean and decontaminate the device before shipping or storage.
-

**NOTICE! Damage due to incorrect packing.**

Eppendorf SE is not liable for any damage caused by improper packing.

- ▶ Only store and transport the device in its original packing.
 - ▶ If you do not have the original packing, request the original packing from Eppendorf SE.
-

Prerequisites

- The device has been cleaned and decontaminated.
 - The original packing is available.
1. Download the "Decontamination certificate for product returns" from the www.eppendorf.com webpage.
 2. Complete the decontamination certificate.
 3. Pack the device.
 4. Put the decontamination certificate into the packing.
Deliveries shipped without a decontamination certificate will not be processed.
 5. Send the device to Eppendorf SE or an authorized service center.



Evaluate Your Manual

Give us your feedback.
www.eppendorf.com/manualfeedback

Your local distributor: www.eppendorf.com/contact
Eppendorf SE · Barkhausenweg 1 · 22339 Hamburg · Germany
eppendorf@eppendorf.com · www.eppendorf.com