



# Thermo Scientific Orion

## Versa Star Meter Software Update

### General Information

Thermo Scientific™ Orion™ Versa Star™ meters have been designed to allow operators to update the meter software as needed by connected the meter to a computer using the USB computer cable included with Orion Versa Star meters.

The operator must have full administrative computer access to perform the software update. The software update has been designed to work with Microsoft® Windows® XP, Windows Vista® and Windows 7 operating systems. The computer must have the latest Windows updates installed and .NET framework version 4.0 or higher. Although we are continuously striving to ensure the compatibility of our software with most operating systems, we cannot ensure compatibility.

Back up all stored data in the meter and record meter settings before updating the meter software. The meter will be restored to the factory default settings once the software update is completed and the data log and calibration log will be reset.

For comprehensive information on meter and module system setup, operation and advanced features, refer to the Orion Versa Star meter user manual on [www.thermoscientific.com/water](http://www.thermoscientific.com/water).

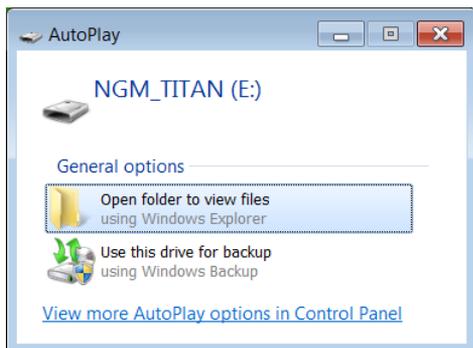
# Orion Versa Star Meter Software Update Procedure

*Note: Back up all stored data in the meter before updating the meter software.*

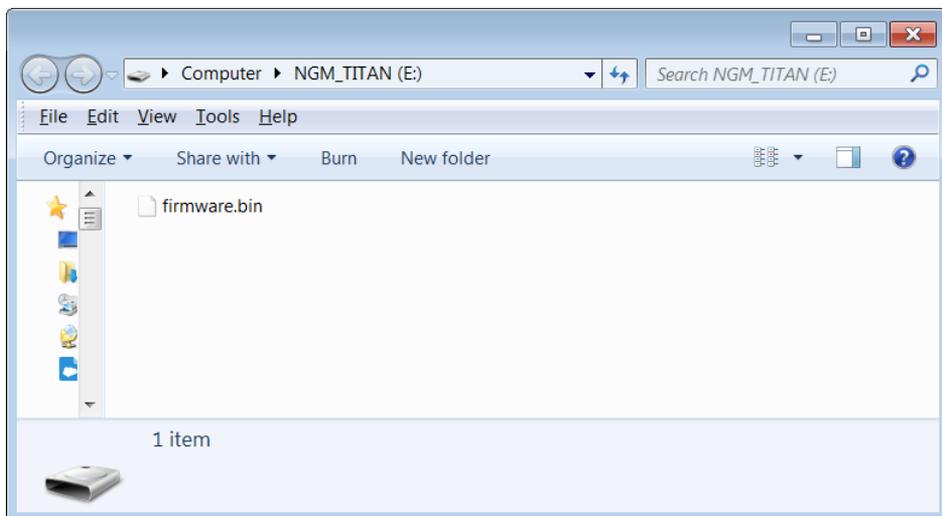
1. Download the latest software file for your Orion Versa Star meter. The file will be in a compressed ZIP format.
2. Unzip or extract the file to the computer's desktop. Note that the file must be extracted before it can be used.
3. Disconnect the power adapter from the meter.
4. Connect the USB cable (included with meter) to the MINI B USB input on the back of the meter and USB input on the computer.



5. Press and hold down the f1 key on the meter keypad and then connect the power adapter to the meter.
  - a. Note that the meter display will not turn on.
6. After about five seconds, a new NGM\_TITAN folder will appear on the computer (for example, an E: drive folder).

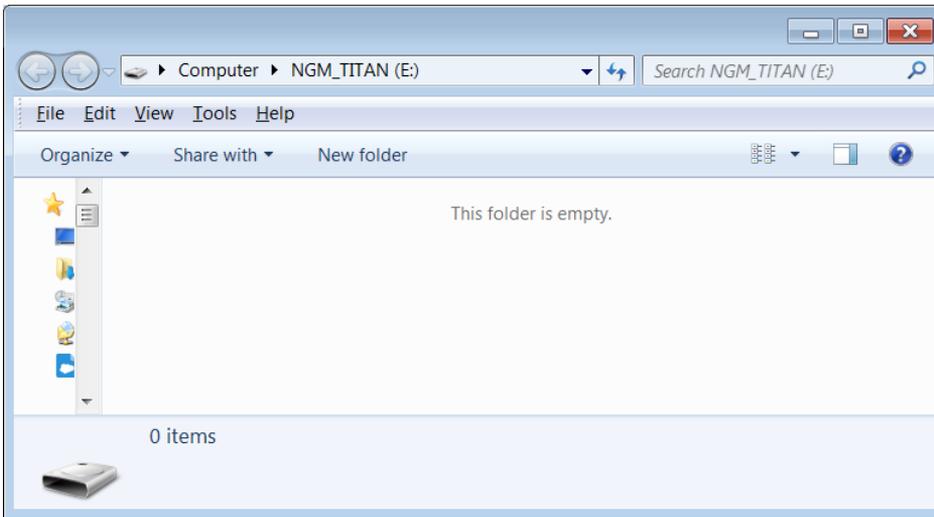


7. Open the folder and then release the f1 key on the meter keypad.

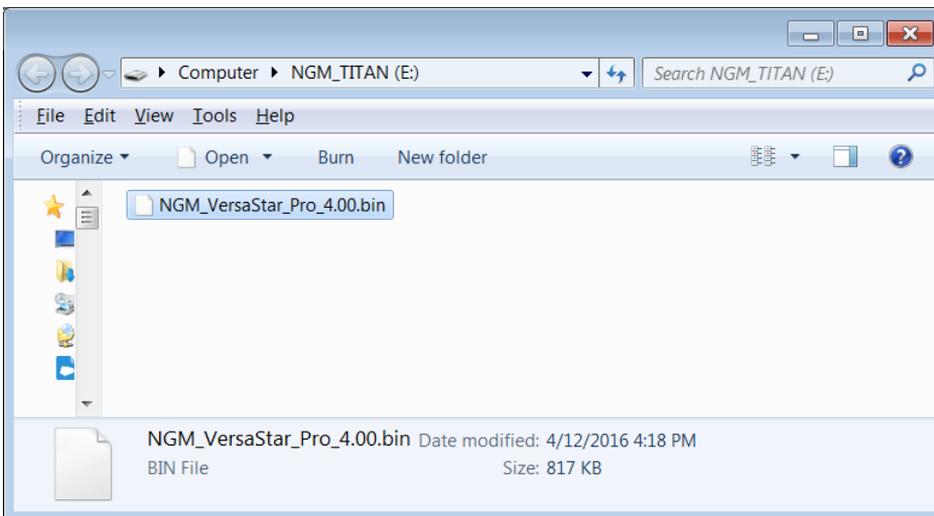


- a. If a folder does not appear on the computer, go to the computer's Start menu, select Computer or My Computer, look for an option similar to the example above and open the folder.

8. Delete the firmware.bin file from the NGM\_TITAN folder.



9. Copy and paste the new file from the computer's desktop to the NGM\_TITAN folder and wait for the file to transfer completely (about one minute).



10. Disconnect the power adapter and USB cable from the meter.
11. Reconnect the power adapter to the meter and ensure uninterrupted power to the meter throughout the update process.
12. Wait for the meter to load the software update. As needed, the software of the modules connected with the meter will be automatically updated immediately after the meter software is complete.

# Technical Support

For any questions or if you require assistance, contact our Technical Support Specialists:

- Email [WLP.techsupport@thermofisher.com](mailto:WLP.techsupport@thermofisher.com)
- Within the United States, call 1-800-225-1480
- Outside the United States, call +1-978-232-6000 or fax +1-978-232-6031

For additional product information, contact your local authorized dealer, local Thermo Scientific Orion technical sales representative or contact us using the Water and Laboratory Products (WLP) information below.

Visit [www.thermoscientific.com/water](http://www.thermoscientific.com/water) to view Thermo Scientific Orion products and download product literature, user guides and manuals, software updates, and additional application and technical resources.

[thermoscientific.com/water](http://thermoscientific.com/water)

© 2016 Thermo Fisher Scientific Inc. All rights reserved. All trademarks are the property of Thermo Fisher Scientific and its subsidiaries.

---

## Water and Lab Products

**North America**  
Toll Free: 1-800-225-1480  
Tel: 1-978-232-6000  
[info.water@thermofisher.com](mailto:info.water@thermofisher.com)

**Germany**  
Tel: (49) 6184-90-6000  
[info.water.uk@thermofisher.com](mailto:info.water.uk@thermofisher.com)

**India**  
Tel: (91) 22-4157-8800  
[wai.asia@thermofisher.com](mailto:wai.asia@thermofisher.com)

**Japan**  
Tel: (81) 045-453-9175  
[wai.asia@thermofisher.com](mailto:wai.asia@thermofisher.com)

**China**  
Tel: (86) 21-68654588  
[wai.asia@thermofisher.com](mailto:wai.asia@thermofisher.com)

**Singapore**  
Tel: (65) 6778-6876  
[wai.asia@thermofisher.com](mailto:wai.asia@thermofisher.com)

**Australia**  
Tel: (613) 9757-4300  
in Australia (1300) 735-295  
[InfoWaterAU@thermofisher.com](mailto:InfoWaterAU@thermofisher.com)

IS-VSSOFTWARE-E RevA 0416

**Thermo**  
SCIENTIFIC  
A Thermo Fisher Scientific Brand