


Element i+ Immunodiagnostic Analyzer Update Installation Instructions v 2.22.0

Element i+™ Immunodiagnostic Analyzer update version 2.22.0 provides critical updates and performance improvements. It is recommended to update the analyzer at your earliest convenience. Two important changes to analyzer function will result from this software update:





- The analyzer will support species-specific calculations when determining results for a given assay.
- The service menu option used for downloading support content will no longer require a one-time password from Technical Support Services. Instead, the file will be encrypted and password protected.

To perform the update, the current software version on the Element i+ Analyzer must be at least 2.0.4

To Check Software Version

1. Power on the Element i+ Analyzer.
2. Touch  in upper right to enter Settings menu.
3. Touch SOFTWARE VERSION.
4. Confirm software version is at least 2.0.4 before proceeding to next steps.

Update Instructions

1. Obtain a USB drive and confirm the drive has no existing files that begin with "Element i+". If Element i+ files exist on the USB drive, please delete them or obtain a different USB drive.
2. On a PC with an available USB drive, navigate to customerportal.heska.com/ResourceLibrary, click the link Version 2.22.0, then click the link UPDATE FILE, and SAVE the file **ElementI+-update-2.22.0.tar.xz** to the USB drive. Safely eject the USB drive from the PC.
Note: Please remove any USB drives currently inserted in the analyzer before proceeding to the next step.
3. Insert the USB drive into a USB port in the back of the analyzer.
4. Touch  in upper right to enter the Settings menu.
5. Touch ADMINISTRATOR and enter Admin for the Username and Password.
6. Touch  in upper right.
7. Touch SYSTEM UPDATES.
8. The analyzer will display, "System update available on the USB drive" once it detects the update on the USB. If the USB drive is not recognized, see Troubleshooting section below.
9. Touch UPDATE NOW to start the update.
Note: v 2.22.0 will take ~10 minutes. **Do not interrupt the update once started.**
10. Touch SHUTDOWN after the update has been completed successfully. The analyzer will automatically power down.
11. Power ON the analyzer by pressing the power button on the bottom left, back of the analyzer.
12. Touch  in upper right to enter the Settings menu.
13. Touch SOFTWARE VERSIONS to confirm App Version has been updated to v 2.22.0.
14. Touch  to return to the Home screen.
15. Congratulations, the analyzer has successfully been updated to v 2.22.0!

Troubleshooting

1. Ensure no other USB drives are plugged into the analyzer.
2. Touch CHECK USB DRIVE to force the analyzer to rescan the drive for updates.
3. Remove the USB drive and insert it into a different USB port on the back of the analyzer, then touch CHECK USB DRIVE.
4. Try copying the update file to a different USB drive with no other files loaded on that drive. Smaller capacity USB drives are preferred over large capacity USB drives for Element i+ software update files.