

qLabs® ElectroMeter Update

Please check the software version before you start.

Switch on the qLabs® ElectroMeter by pushing the -button.

- If **version V4.x.xx** is installed, a update via your PC will not be possible. The device must be sent in to us.

Please contact us for further details:

- 0941 29010 - 54 (qLabs patients service)
- 0941 29010 - 55 (qLabs service department telephone for doctors and health insurance)

or contact our service e-mail: gerinnungsmanagement@nal-vonminden.com

With software **version V2.x.x.xx** please follow this instructions:

Visit [http://www.qlabs-gerinnung.com/downloads/allgem-downloads/](http://www qlabs-gerinnung.com/downloads/allgem-downloads/) and klick **Download qLabs Upgrader**.

The download will start immediately.

Unzip the downloaded folder to your desktop:

- Open File Explorer and find the zipped folder.
- To unzip the entire folder, right-click and select “**Extract All**”, and then follow the instructions.

! Important Note: All saved data will be erased from the device during this process and can't be restored again! Save your data before beginning.

Note: Before starting the process make sure all the required equipment is available:

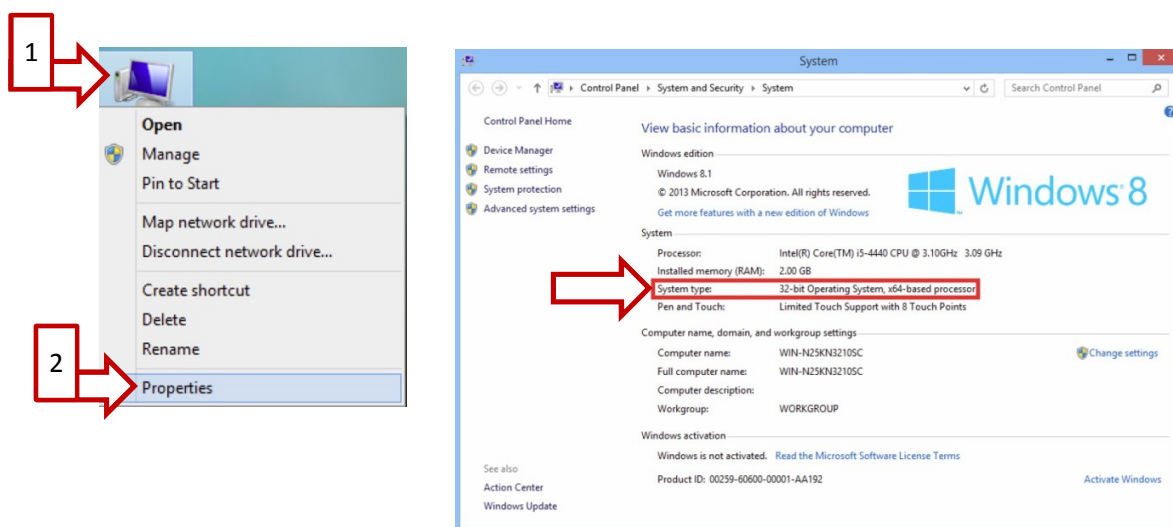
- Computer with XP, Win7, Win8, Win10 (32 bit or 64 bit)
- qLabs® ElectroMeter
- qLabs® USB cable
- qLabs® power cable
- qLabs Upgrader V1.1 (in downloaded unzipped folder)
- Software image (file qLabsV2_4.6.18.bin) (in downloaded unzipped folder)

Before beginning the process, please make sure the qLabs® meter is not performing an upload, download, print or test.

Please remove any test strips from the device.

1. Driver installation

Choose *my PC* [1] on the desk – click right button – choose *Properties* [2] and Check the PC operating system (**32-bit** or **64-bit**).

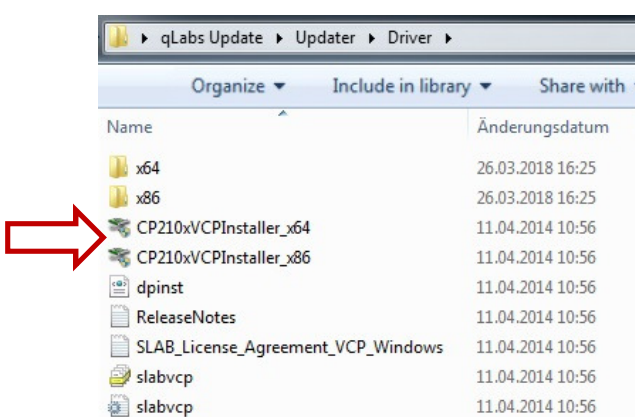


Open the folder **qLabs-SoftwareUpgrader 1.1\qLabs SoftwareUpgrader 1.1\Treiber**

For 32-bit, choose **CP210xVCPInstaller_x86**

or

For 64-bit, choose **CP210xVCPInstaller_x64**



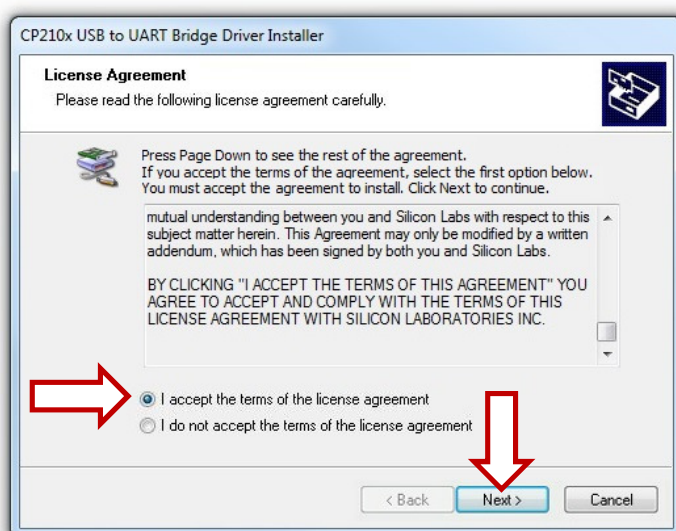
A Installation wizard will appear:



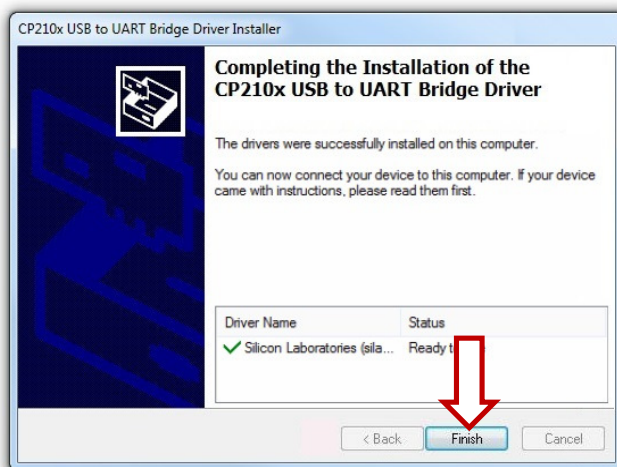
Please click **Next >**

Read the License Agreement carefully.

If you agree with terms and conditions, please choose **I accept** and click **Next >**



When the installation is completed please confirm by clicking **Finish**.



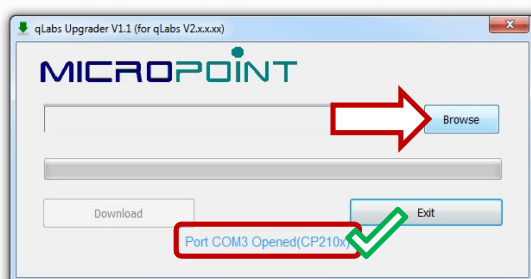
2. Performing Software update

! WARNING: Do not pick up, shake or move the device at all. The download could be easily interrupted.

If the download was interrupted, please start the download procedure again.

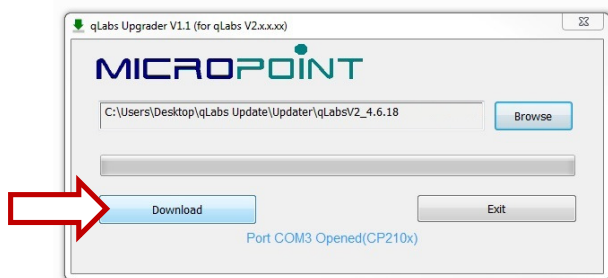
! Connect power adapter. Connect your PC via USB cable to qLabs®.

1. Open the file „qLabs Upgrader V1.1“ and make sure, that the **Port COM(X)** is shown as **Opened**. If not, make sure, that you installed the correct driver and may repeat step 1.



2. Then click **Browse** and open file **qLabsV2_4.6.18.bin** from the downloaded folder Desktop\qLabs-SoftwareUpgrader 1.1\qLabs SoftwareUpgrader 1.1\V2_4.6.18 for Q-1 and Q-Pro

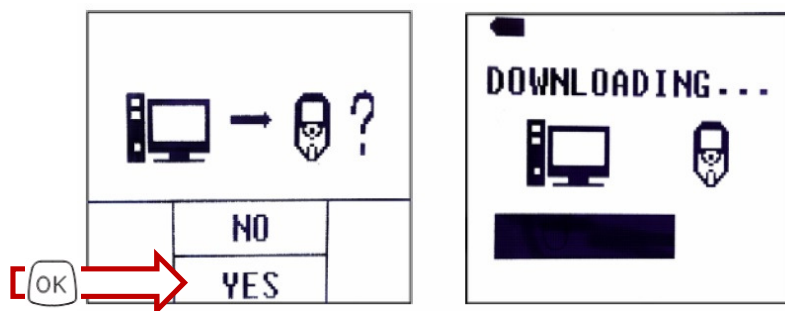
3. Now click the **Download** button.



4. The following window will appear on the qLabs® device.

! If not, please switch the qLabs® off and on again.

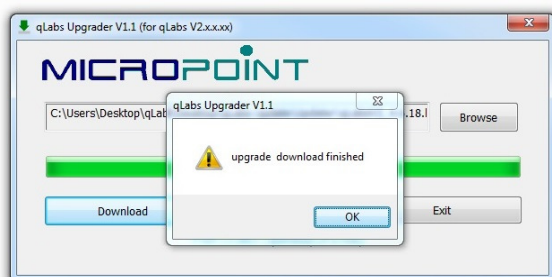
Choose „YES“ with  to start the download, to choose “NO” with  to exit.



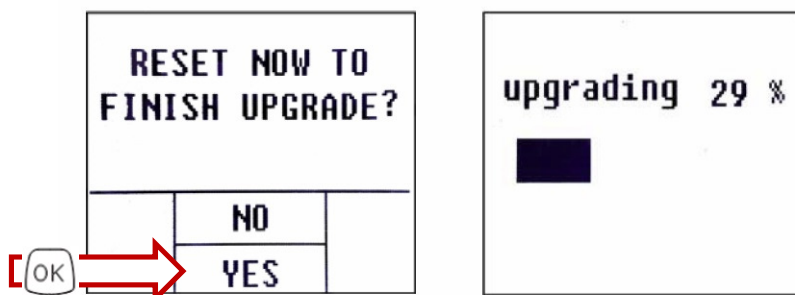
The download begins. This could take a couple of minutes.

! Make sure, that the device stands still during this process.

When the download is finished, qLabs® Upgrader V1.1 shows this message - click **OK**



5. After the completion of the download, a prompt in the qLabs® device will appear:




If you choose '**YES**', the meter will restart immediately and display the upgrading screen (as shown in the image to the right).

If you choose '**NO**', the meter will return to the main screen and start the upgrade automatically next time the power is turned on.

Please wait for 3 to 4 minutes to finish the upgrading process.

6. After installation the device will be reset to default settings. You can set language, date/time and other settings. Please see the user manual for further details.
7. Please set **LOT NUMBER** in the setup to **OFF**.

Additional Notes:

- When finishing the upgrade, the meter will show the start screen. The user can check the version of the current software by pressing 

NOTICE: DO NOT shut down the software if several qLabs® devices need to be upgraded, instead repeat the steps 3 to 7.

- If YES or NO is not selected within 10 seconds after clicking on **Download**, the meter will exit the start screen.
- The download process will be interrupted if 'Upgrade failed: Download Timed out' screen appears during downloading. Please check if the meter is connected correctly. you can start the download again.
- The upgrade package check will fail if 'Upgrade failed: CRC Check fail' screen pops appears finishing the downloading. The meter will dispose of the upgrade package and you can start the download again.