

Upgrade Instructions

We are continually committed to improvement, with our users at the forefront of our priorities. Therefore, we release updates quarterly, incorporating new features and addressing reported bugs. Keeping your device up-to-date with these upgrades is essential for achieving maximum performance and ensuring the best possible user experience. We strongly recommend utilising Chemdash for the upgrade process due to its efficiency and ease of use.

To update your device via Chemdash, follow these steps:

1. Download the new firmware, either shared by your trusted Partner or directly from the official Serstech website located in the main menu under 'Support' and then 'Downloads.'
2. Open ChemDash and connect your instrument.
3. In the left column, navigate to 'Devices', select the connected instrument, and click the three dots to the right to expand the menu.
4. Choose the option 'Update Firmware'. A window will open; select the firmware from your desktop and click 'Upload Firmware'.
5. In ChemDash, a message will confirm 'Firmware uploaded successfully'.
6. This initiates the upgrade process, transferring the firmware and restarting the instrument.
7. Verify in the devices list that your firmware version has been updated. You can now safely disconnect the device from your desktop.