



FREEZE DRYER UPDATE GUIDE

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INTRODUCTION

The update process is split into 2 parts. The Display, and the Logic Controller. Your HGS contact will provide you a software bundle that's compatible with your Freeze Dryer. The following sections will go through setting up the environment and conducting the update process.

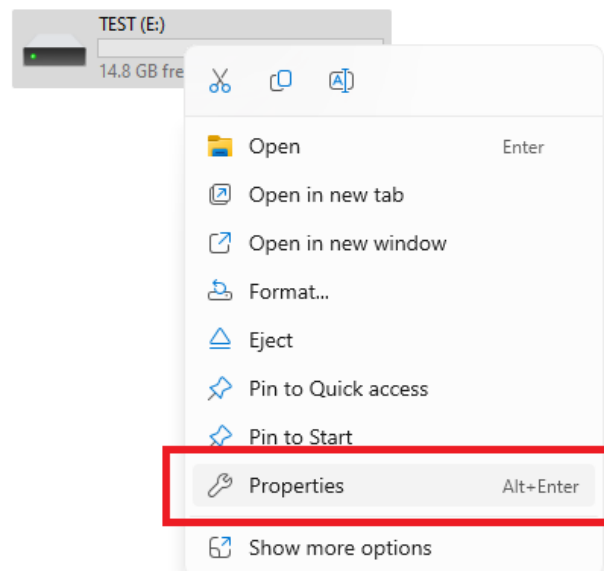
REQUIREMENTS

To update your freeze dryer, you will need the following:

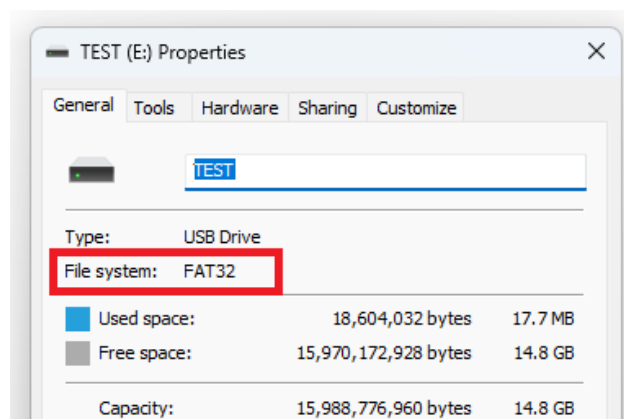
- A windows computer, running Windows 10 or newer.
- A USB flash drive. Formatted to FAT32
- USB to RS232 Cable

SETTING UP THE USB FLASH DRIVE

To verify that your USB flash drive is using the FAT32 file system, from File Explorer, go into "This PC", right click onto the Flash Drive in File explorer, then properties.



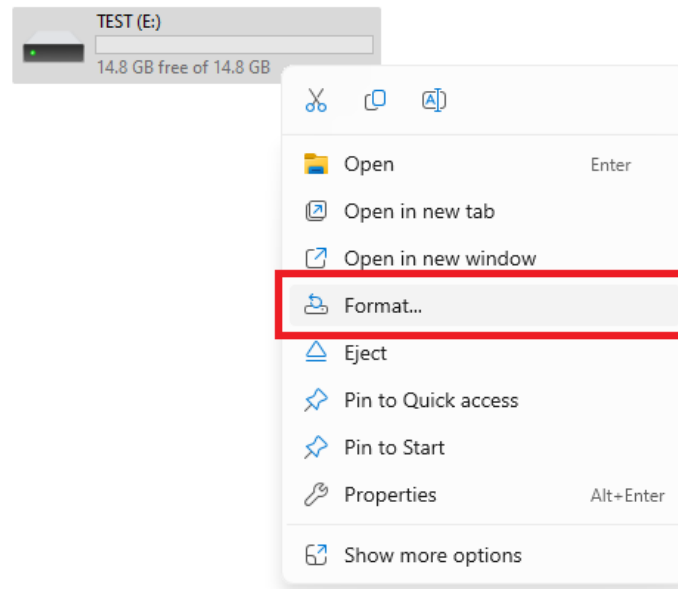
A properties window will appear, showing you the filesystem the USB flash drive is on.



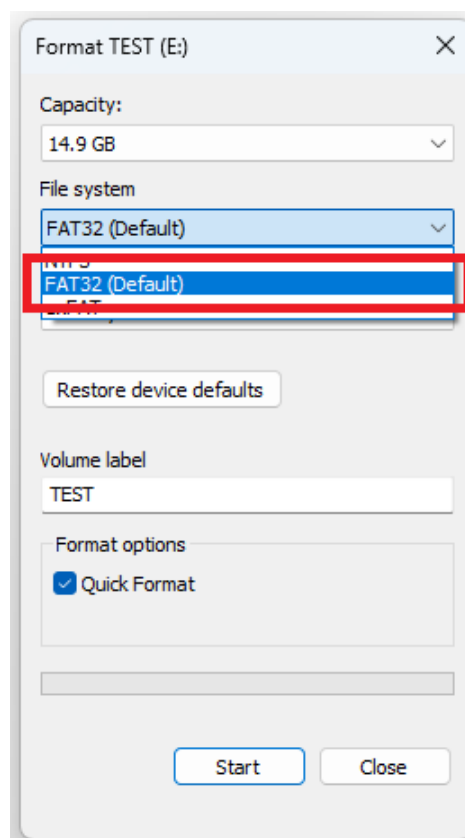
If it doesn't say FAT32, please continue this section.

Close the properties window. Right click on the USB and choose format.

WARNING this will remove all the data stored on the USB stick. Please ensure you have that data backed up at a separate location.



A format window will appear. Leave the other settings as it is, and only change the "File system" setting.

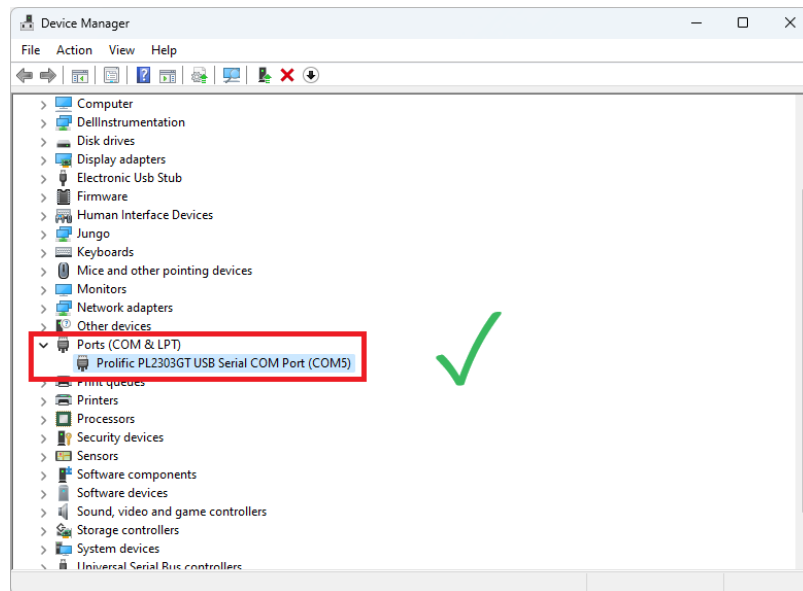


Click on "Start". This will erase all data on the USB thumb drive and allow it to work with the Freeze Dryer.

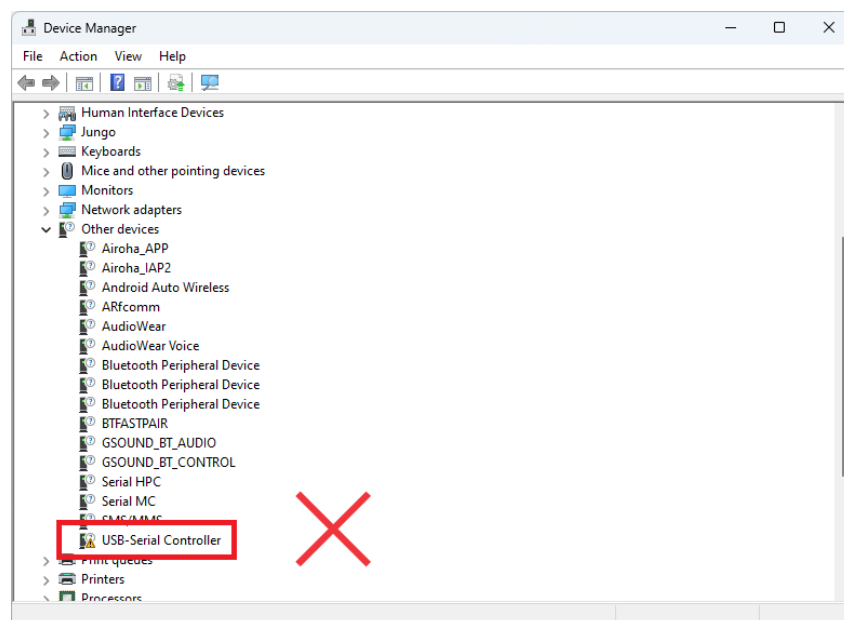
SETTING UP THE RS232 CABLE

This cable requires drivers for it to work correctly. These days, Windows update is a powerful utility to install the correct drivers.

First, connect the RS232 cable to the windows computer. Open Device Manager and check if the cable appears. Look for key terms like “USB Serial COM Port”, “Prolific”, and “(COMX)” with “X” being a number.



If you immediately see your device available, you may skip this section. However, if you don't see “Ports (COM & LPT)”, can't find it in Device Manager, or it appears as “USB-Serial Controller”, please continue.



There are 2 ways on how you can install the drivers for the RS232 USB cable. Firstly, while the RS232 cable is connected, running windows update will generally install the correct drivers. If that fails, attempt to look for drivers online by searching for key terms related to the RS232 cable. Like Prolific RS232 drivers, etc.

You can identify if the RS232 cable is working correctly by seeing it under “Ports (COM & LPT)” section with a COM number assigned (i.e. COM5), as shown in this section.

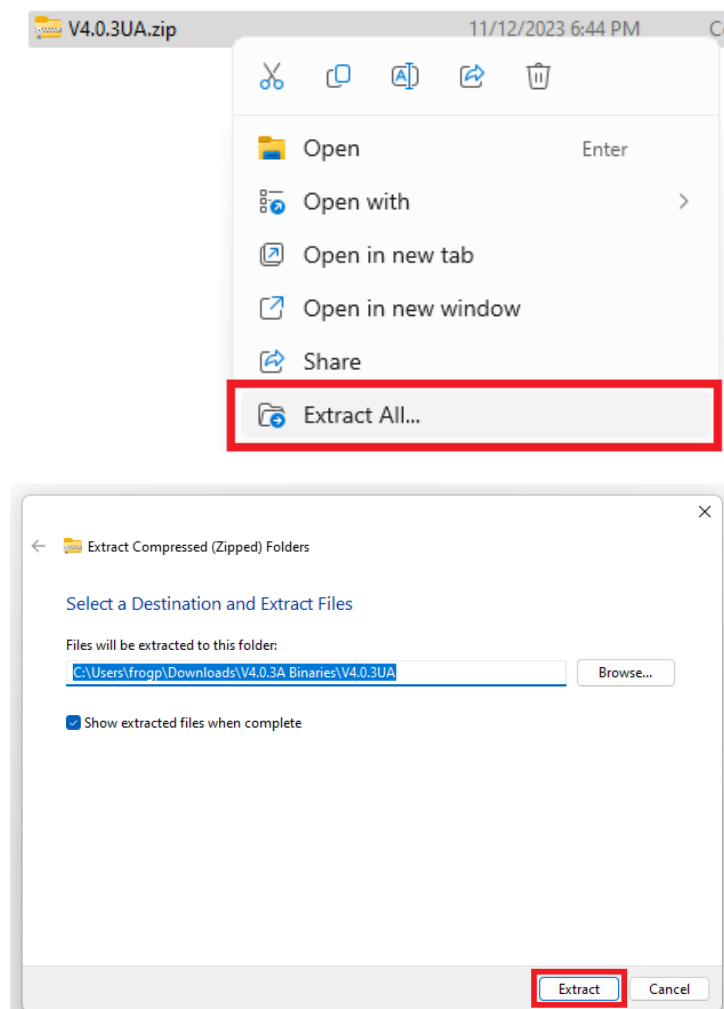
THE UPDATE PROCESS

For most updates, it is split into 2 parts. We will first start with updating the Logic Controller. Please update the Logic Controller first, before updating the Display. Updating the Display first runs the risk of getting locked out of the Freeze Dryer.

Before updating the Freeze Dryer, please take note of your current version. This is found either on the Home screen or Settings screen, depending on the software version.

PREPARING THE FILES

Extract the file that HGS provided you.



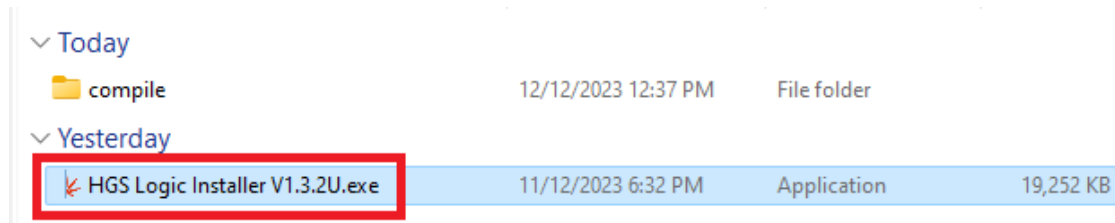
Inside the extracted folder, you may find 2 files. “compile” and “HGS Logic Installer”. If you are only updating the display, then you will only see the “compile” folder.

Name	Date modified	Type	Size
▼ Today			
📁 compile	12/12/2023 12:37 PM	File folder	
▼ Yesterday			
📄 HGS Logic Installer V1.3.2U.exe	11/12/2023 6:32 PM	Application	19,252 KB

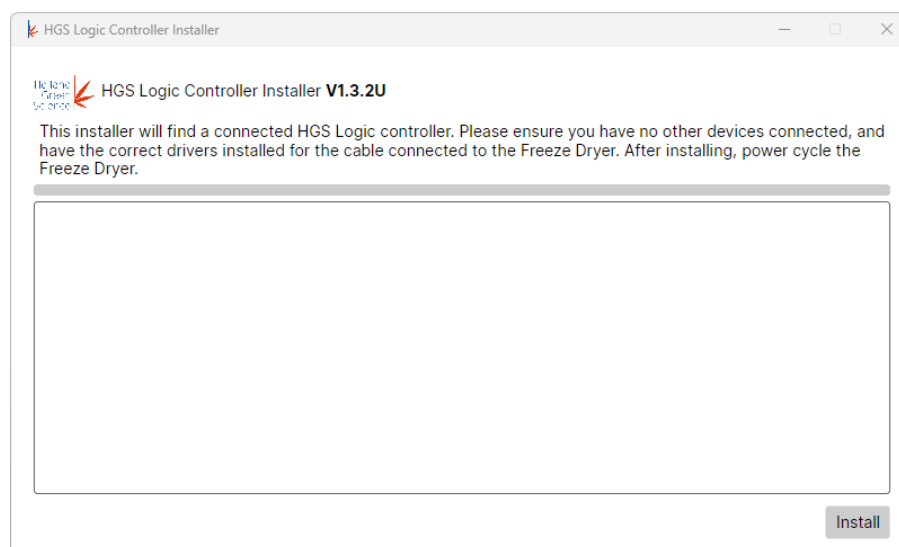
UPDATING THE LOGIC CONTROLLER

Connect the RS232 cable to the freeze dryer and computer. Ensure you have followed the “Requirements” section of this document to validate that the RS232 cable is working.

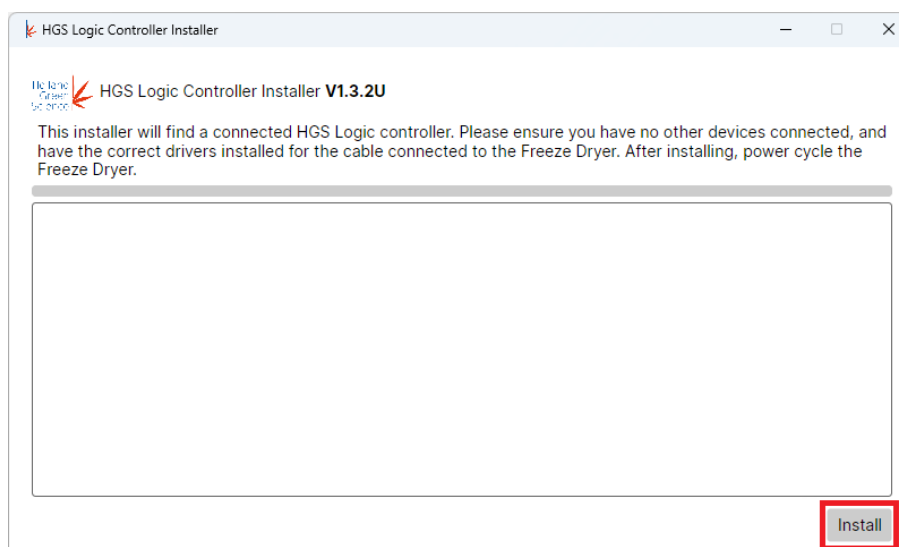
With the extracted folder from the file HGS provided you, start the “HGS Logic Installer.exe” file.



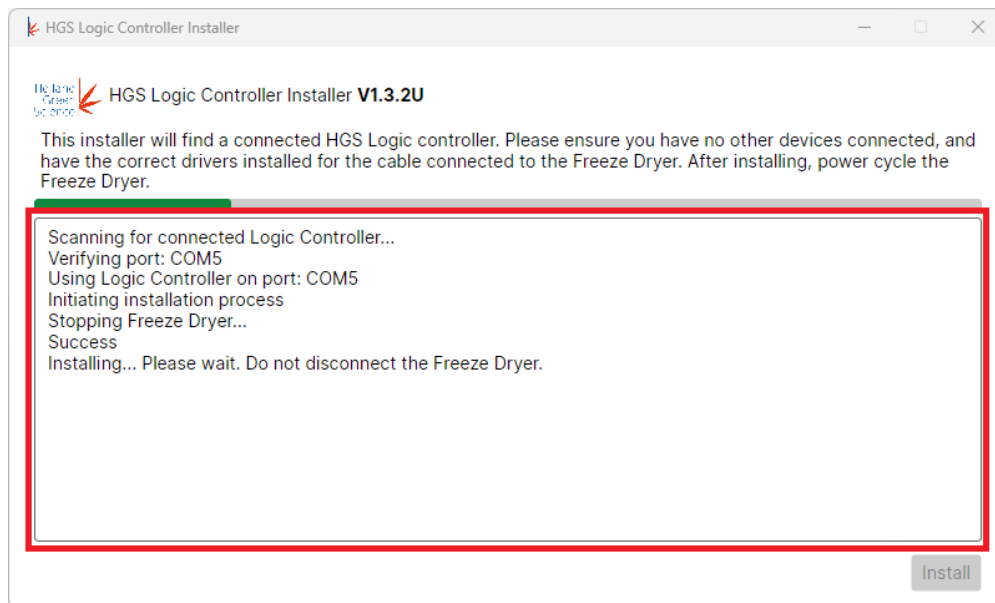
The following window should appear:



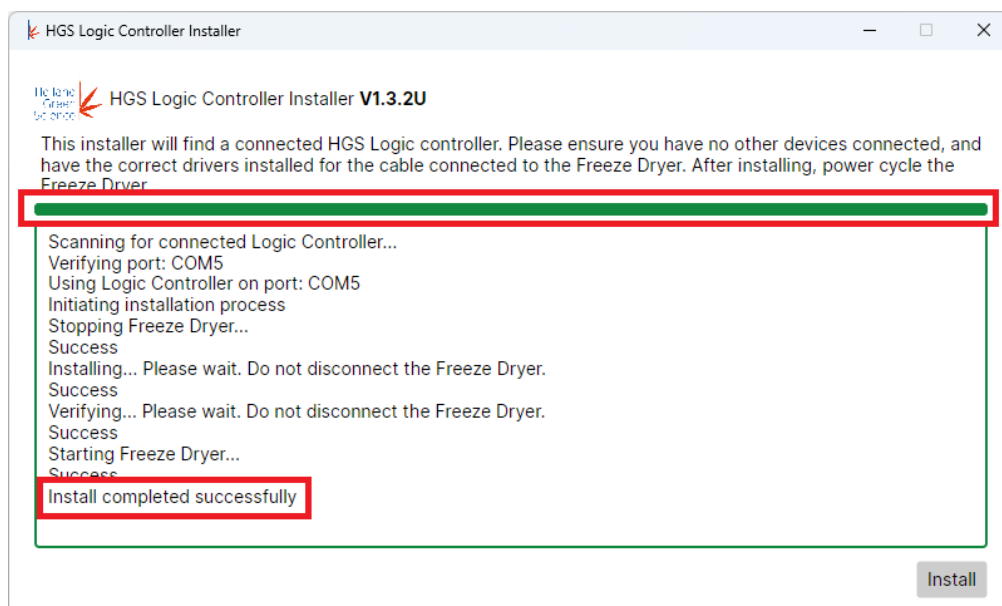
Click “Install” to begin the Logic updating process.



During the Installation process, please monitor the log output to review the status of the installation.



You then know when it's complete when the status bar is full / install completed message at the bottom of the log output.

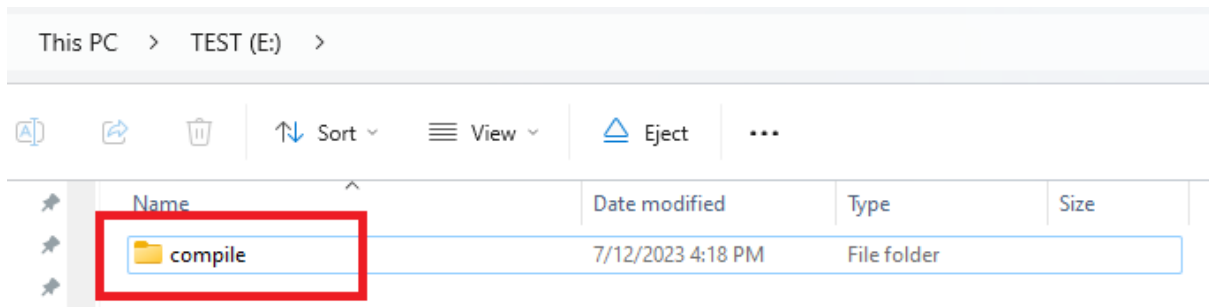


After that, power cycle the freeze dryer using the main switch located on the bottom-right of the Front of the Freeze Dryer.

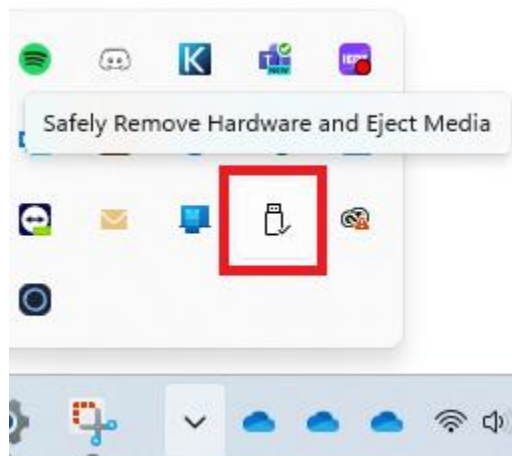
UPDATING THE DISPLAY

If there's an update available for your Logic Controller, make sure you have updated that first by following the Updating the Logic Controller section.

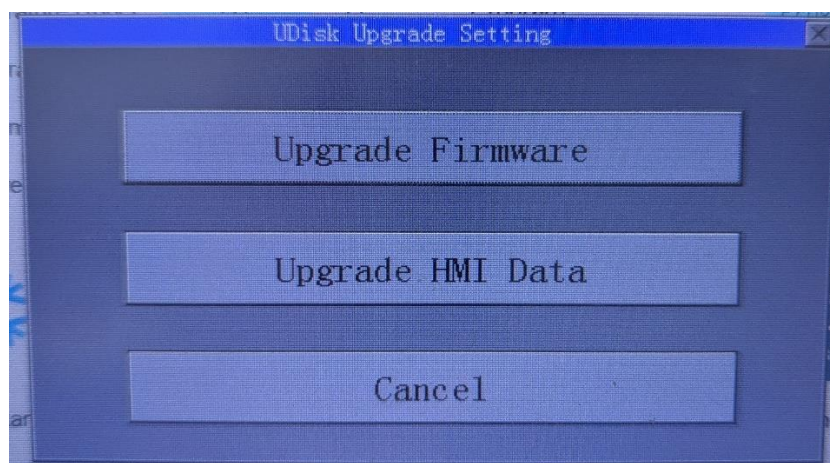
To begin the Display update, copy the "compile" folder into the root directory of the USB Flash drive that was setup in an earlier section:



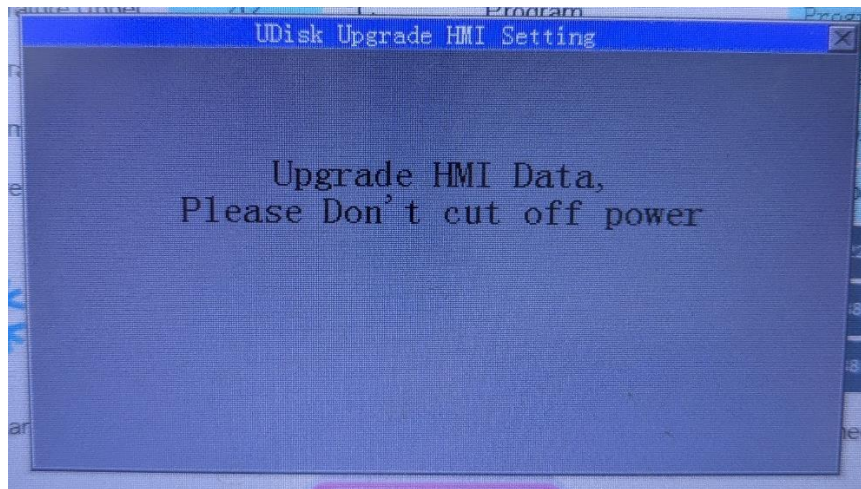
Safely remove the USB and insert it into the Freeze Dryer:



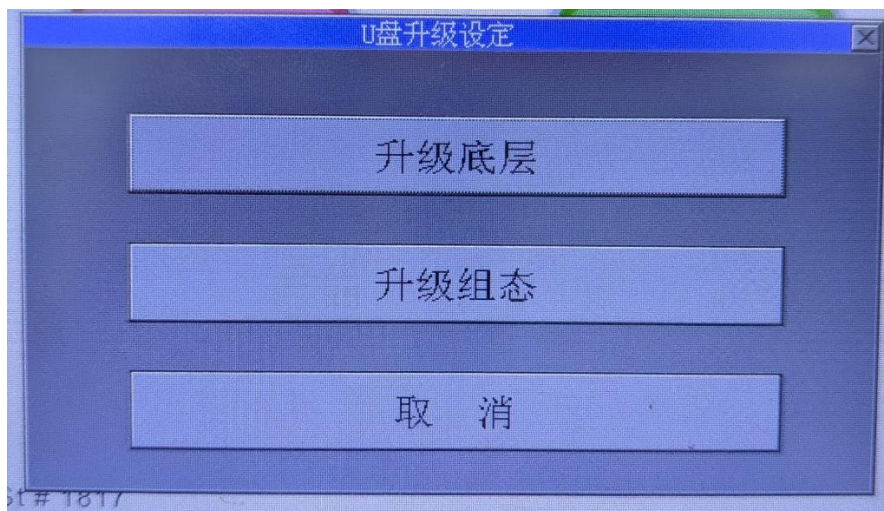
After inserting the USB into the Freeze Dryer, you will get this pop-up window:



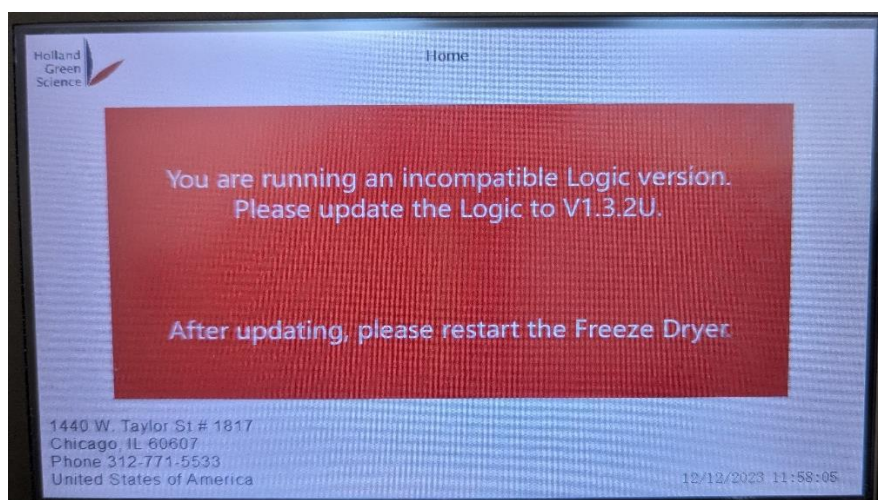
Tap on "Upgrade HMI Data". This will begin the Display upgrade process. You will see "Upgrade HMI Data" to indicate that the Display installation is in progress.



Once complete the display will flash off, and you'll get the same popup window again, but in Chinese:



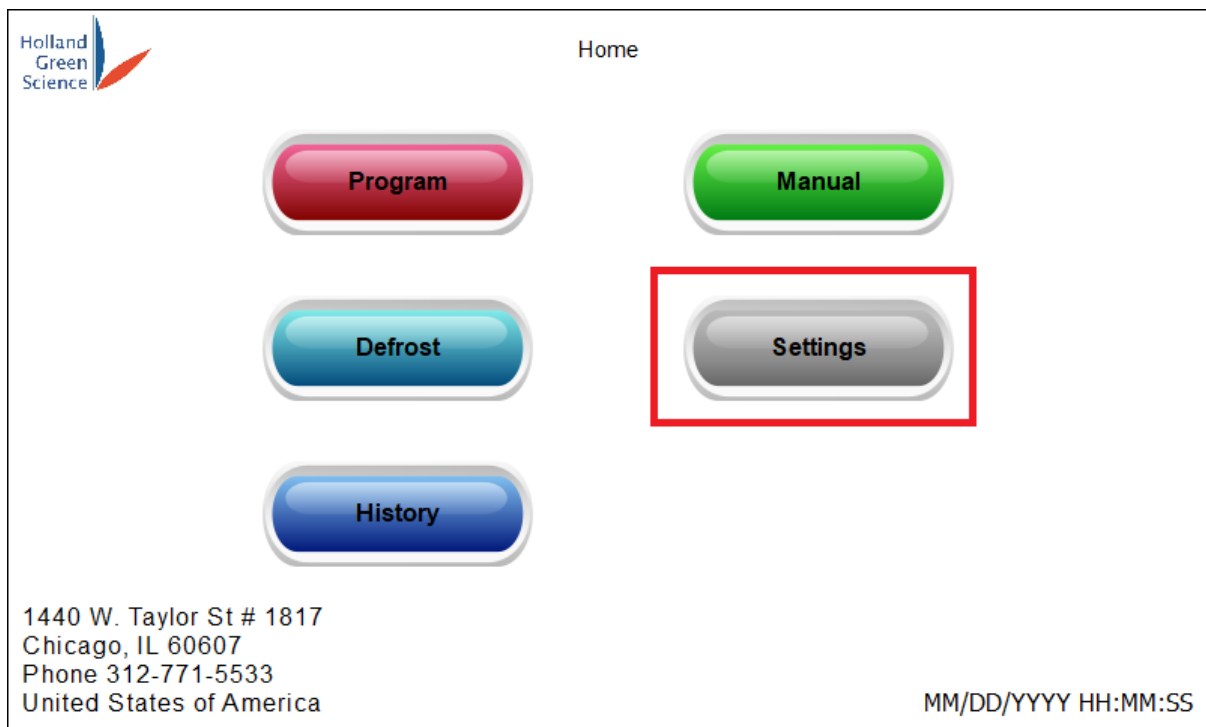
Disconnect the USB stick and that popup will disappear. If you get the following error:



This means you haven't correctly updated the logic controller. If you are unable to update the logic controller, please request an older version from HGS that was originally installed on your machine to recover. After successfully completing the above steps without error, the Display has been successfully updated.

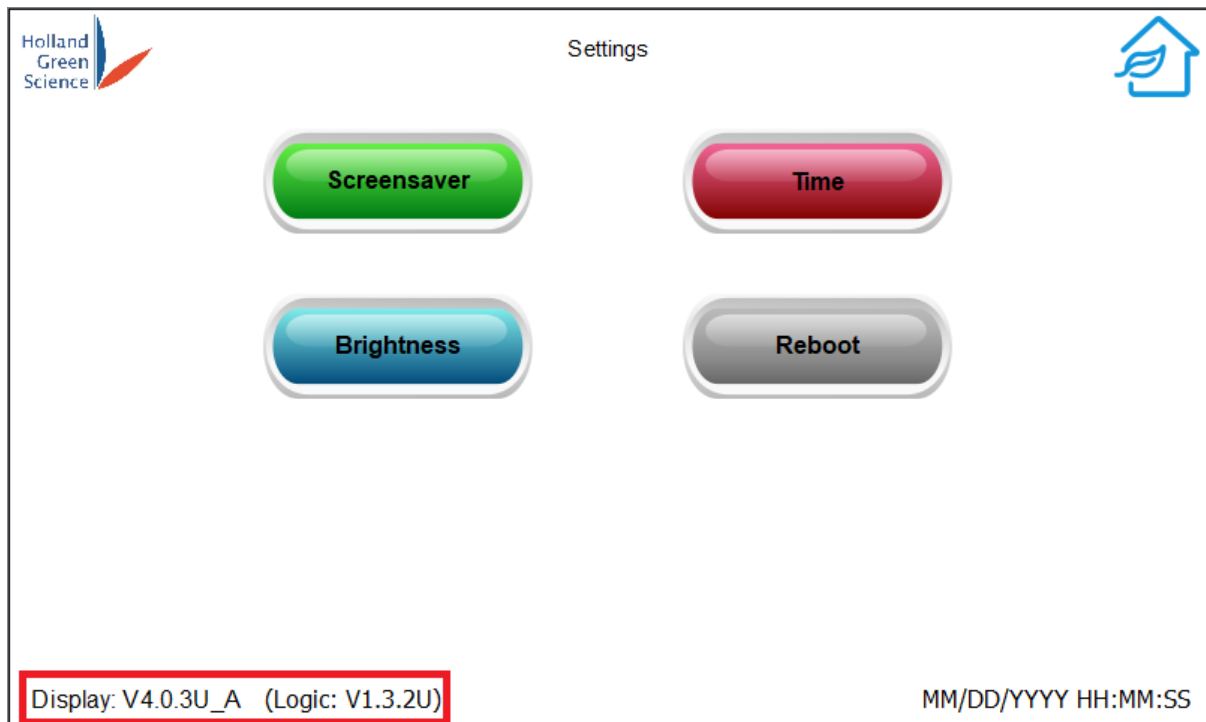
VERIFYING INSTALLATION

Finally, you can check if you have the correct version installed from the Settings page. Access the Settings page from the home page.



Then verify that the version details match with the versions that was provided to you.

For example, in this case, the Display is running V4.0.3U_A, and Logic is on V1.3.2U.



If the versions match with what you have been supplied from HGS, then your update process is complete.