



# Update Instructions for Bluehill V3.71 And 3300 Boot Updater

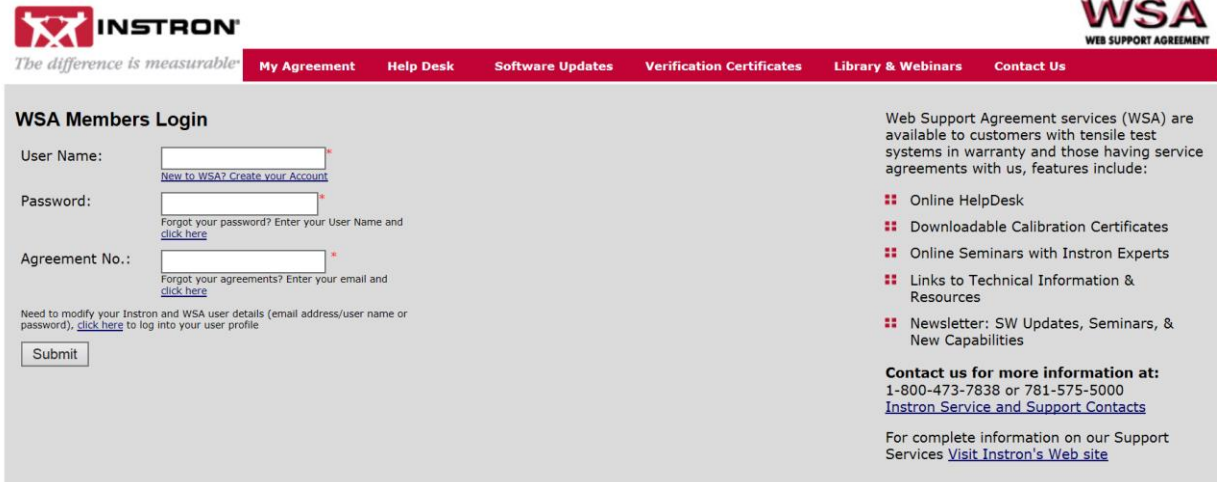
## Log into WSA and Download Bluehill V3.71

Before beginning you will need the following pieces of information for the WSA site.

- User Name
- Password
- Agreement Number
- System ID that is being updated
- Version of Bluehill system is running

1. Type into your browser: <http://www.instron.biz/wsa/Login.aspx>

The following screen will appear.



**WSA**  
WEB SUPPORT AGREEMENT

**WSA Members Login**

User Name:  [New to WSA? Create your Account](#)

Password:  [Forgot your password? Enter your User Name and click here](#)

Agreement No.:  [Forgot your agreements? Enter your email and click here](#)

Need to modify your Instron and WSA user details (email address/user name or password), [click here](#) to log into your user profile.

Web Support Agreement services (WSA) are available to customers with tensile test systems in warranty and those having service agreements with us, features include:

- Online HelpDesk
- Downloadable Calibration Certificates
- Online Seminars with Instron Experts
- Links to Technical Information & Resources
- Newsletter: SW Updates, Seminars, & New Capabilities

**Contact us for more information at:**  
1-800-473-7838 or 781-575-5000  
[Instron Service and Support Contacts](#)

For complete information on our Support Services [Visit Instron's Web site](#)

Instron, 825 University Ave., Norwood, MA 02062-2643, U.S.A. • [Service\\_Support@Instron.com](mailto:Service_Support@Instron.com)  
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2. Type in your User Name, Password and Agreement No. (if you do not know then, contact Tech Support)

Click the Submit button

The following screen will appear

*The difference is measurable* **My Agreement** **Help Desk** **Software Updates** **Verification Certificates** **Library & Webinars** **Contact Us** **Logout**

**Welcome Joe**  
**Agreement Information:**

<b>Agreement No.:</b>	123
<b>Start Date</b>	10/16/2007 12:00:00 AM
<b>Expiration Date:</b>	10/16/2016 12:00:00 AM

**Equipment covered under this agreement:**  
 Click a link below to see service history for a specific system

**System ID:**

120HVLC1290
3116C6563
5500RP1290
5543P6600
8872C4656

[View systems not under this agreement](#)

**Contact Information:**


<b>Company Name:</b>	ITW Instron
<b>First Name:</b>	Joe
<b>Last Name:</b>	Caruso
<b>Address1:</b>	825 University Ave
<b>City:</b>	Norwood
<b>Country:</b>	United States
<b>Zip/Postal Code:</b>	02062
<b>State/Province:</b>	MA
<b>Email Address:</b>	service_support@instron.com
<b>Telephone:</b>	1-800-473-7838


**Resources**

- ¶ [Online Webinars](#)
- ¶ [FAQs](#)
- ¶ [Technical Library](#)
- ¶ [Software Updates](#)
- ¶ [Helpful Links](#)

3. At the top of the webpage click Software Updates

The following screen will appear



 **INSTRON** **WSA**  
WEB SUPPORT AGREEMENT

*The difference is measurable* **My Agreement** **Help Desk** **Software Updates** **Verification Certificates** **Library & Webinars** **Contact Us** **Logout**

**Software Updates**

Before searching for software updates, start your software and verify the version number of the software that is installed.

- For Bluehill software, Go to the Admin Tab and the View System Information menu.
- For Merlin and Series IX software, go to the Help|About menu.
- For TouchPanel, go to the frame icon.
- For Partner: Partner software currently does not have updates available for download through WSA. Information regarding Partner upgrades can be found by [clicking this link](#). If your Partner software is in warranty, you can receive upgrades at no charge by contacting [partnerhelp@instron.com](mailto:partnerhelp@instron.com). To purchase partner upgrades, please contact Instron sales at 1 800-564-8378.

If your software version number contains the letter "S", you have a custom software application and you cannot download updates from this site. Please contact us if necessary. We are always happy to assist you.

**⚠ Caution:** Please only download updates for your EXACT version of software. If you install an update for any other version, your system will no longer work and you will be charged for the extra technical service required to fix your system.

To view software updates, please select your system, software, version and language:

System ID:

Software:

Version:

Language:



4. Select the following:

- System ID: System ID being updated
- Software: Bluehill
- Version: Select the software version currently on the system. Click Submit

The following screen will appear.

The screenshot shows the Instron website's 'Software Updates' page. At the top, there is a navigation bar with the Instron logo and the tagline 'The difference is measurable'. The navigation menu includes 'My Agreement', 'Help Desk', 'Software Updates' (which is highlighted), 'Verification Certificates', 'Library & Webinars', 'Contact Us', and 'Logout'. The main content area is titled 'Software Updates' and contains the following sections:

- END-USER LICENSE AGREEMENT FOR INSTRON® SOFTWARE**

IMPORTANT - READ CAREFULLY: This End-User License Agreement is a legal agreement between you (either an individual or a single entity) and Instron for the Instron SOFTWARE PRODUCT accompanying this agreement, which includes computer software and may include associated printed materials, and "online" or electronic documentation. By exercising your rights to make and use copies of the SOFTWARE PRODUCT, you agree to be bound by the terms of this agreement. If you do not agree to the terms, you may not use the SOFTWARE PRODUCT.
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  - Limitations on Reverse Engineering, Decompilation, and Disassembly. You may not reverse engineer, decompile, or disassemble the SOFTWARE PRODUCT, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.
  - Termination. Without prejudice to any other rights, Instron may terminate this agreement if you fail to comply with its terms and conditions. In such event, you must destroy all copies of the SOFTWARE PRODUCT and all of its component parts.
- COPYRIGHT**

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- INSTALLATION INFORMATION**

The software updates available on this Web site are beta versions. They should be used with caution. Check the version number of the software that you are currently running and only install updates for that version. updates for other versions will most likely cause your system to malfunction. To install, open or download the .zip file for the update that you want. Then follow the instructions in the corresponding .TXT file.
- QUESTIONS AND CONTACT INFORMATION**

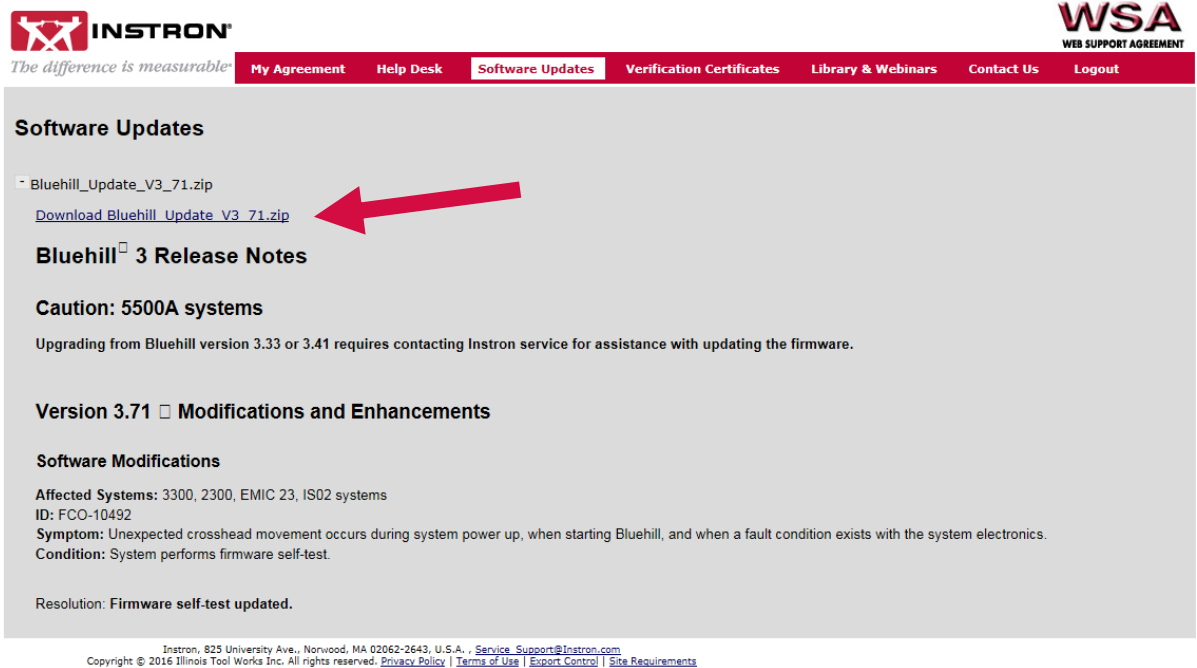
Should you have any questions concerning this software, its installation, or this agreement, or if you desire to contact Instron for any reason, please contact the Instron Field Service office serving your area or the Customer Service Department, in the United States at 1-800-473-7838 x3410 and press 3, in the United Kingdom at 44-1494-456815.

By clicking the "I Accept" button below, you are acknowledging that you have read this license agreement and accept the terms and conditions herein.

I Accept   Decline

5. After reading the agreement click I Accept

The following screen will appear



**INSTRON**  
The difference is measurable.

My Agreement Help Desk **Software Updates** Verification Certificates Library & Webinars Contact Us Logout

### Software Updates

Bluehill\_Update\_V3\_71.zip  
[Download Bluehill\\_Update\\_V3\\_71.zip](#)

#### Bluehill 3 Release Notes

**Caution: 5500A systems**

Upgrading from Bluehill version 3.33 or 3.41 requires contacting Instron service for assistance with updating the firmware.

#### Version 3.71 Modifications and Enhancements

##### Software Modifications

**Affected Systems:** 3300, 2300, EMIC 23, IS02 systems  
**ID:** FCO-10492  
**Symptom:** Unexpected crosshead movement occurs during system power up, when starting Bluehill, and when a fault condition exists with the system electronics.  
**Condition:** System performs firmware self-test.

**Resolution:** Firmware self-test updated.

Instron, 825 University Ave., Norwood, MA 02062-2643, U.S.A., [Service\\_Support@Instron.com](mailto:Service_Support@Instron.com)  
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6. Click on the link Download Bluehill Update V3.71.zip

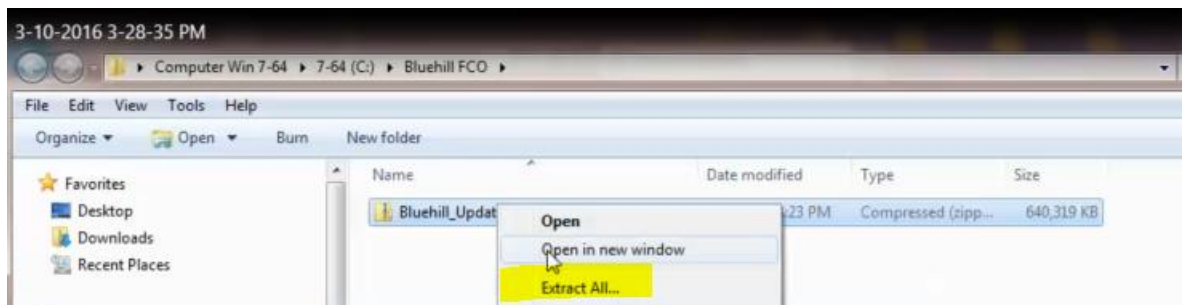
The download time may vary depending on the speed of your internet connection.

## Installing Bluehill V3.69

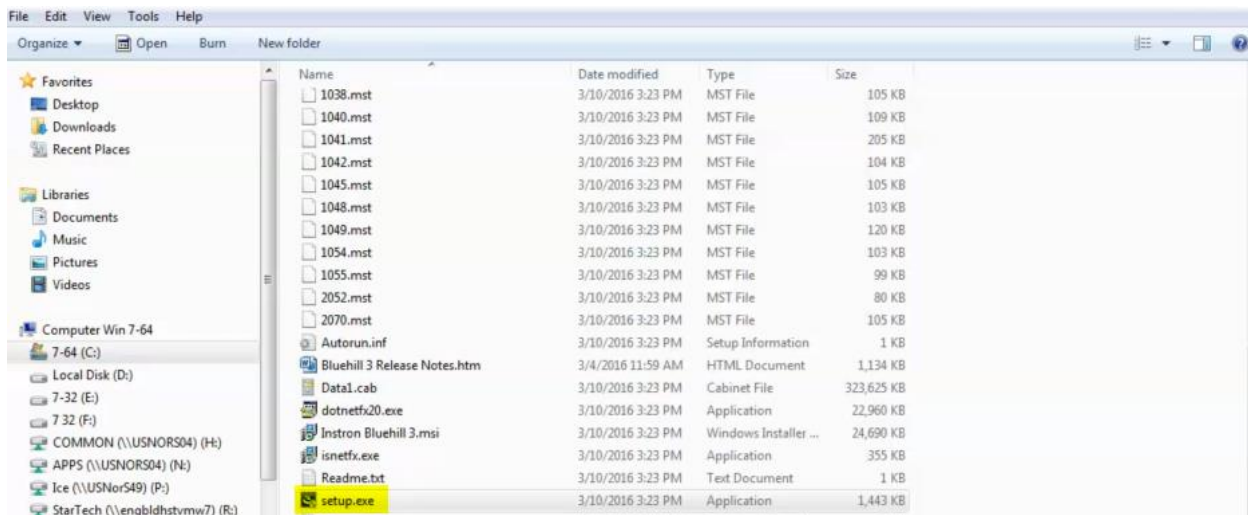
1. Once the download is complete, click Open Folder.



2. Once the folder opens, the file will need to be unzipped. Right click on the folder and choose Extract All. Follow the on-screen instructions to unzip the file.



3. Once the Extraction is complete. The folder will open. Locate the file Setup.exe and double click on it to run the installation of Bluehill V3.71.





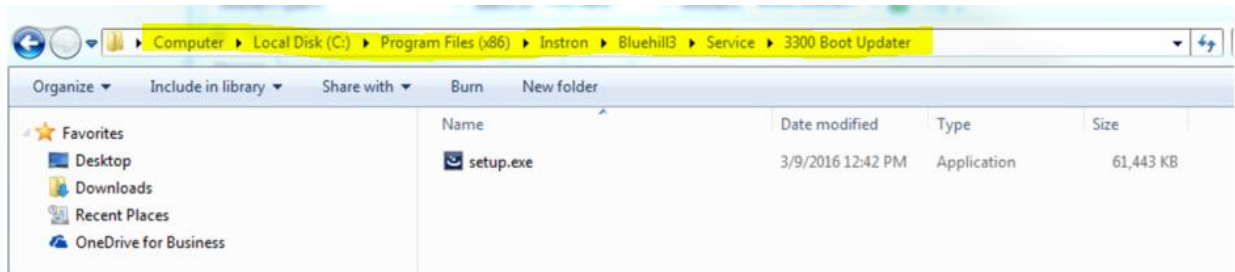
4. Follow the on-screen instructions to install Bluehill V3.71. Once the installation is complete, proceed to the steps below to update the firmware on the frame.

## Installing the 3300 Boot Updater

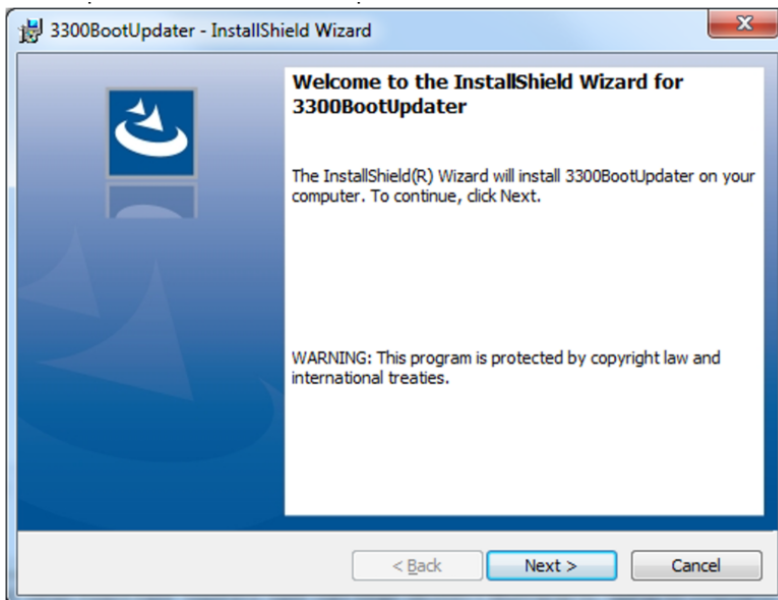
1. Locate the setup.exe for the Boot Updater.

For 64-bit Systems: The Boot Updater setup file will typically be in the C:\Program Files (x86)\Instron\Bluehill3\Service\3300 Boot Updater

For 32-Bit Systems: he Boot Updater setup file will typically be in the C:\Program Files\Instron\Bluehill3\Service\3300 Boot Updater for 32-bit systems.



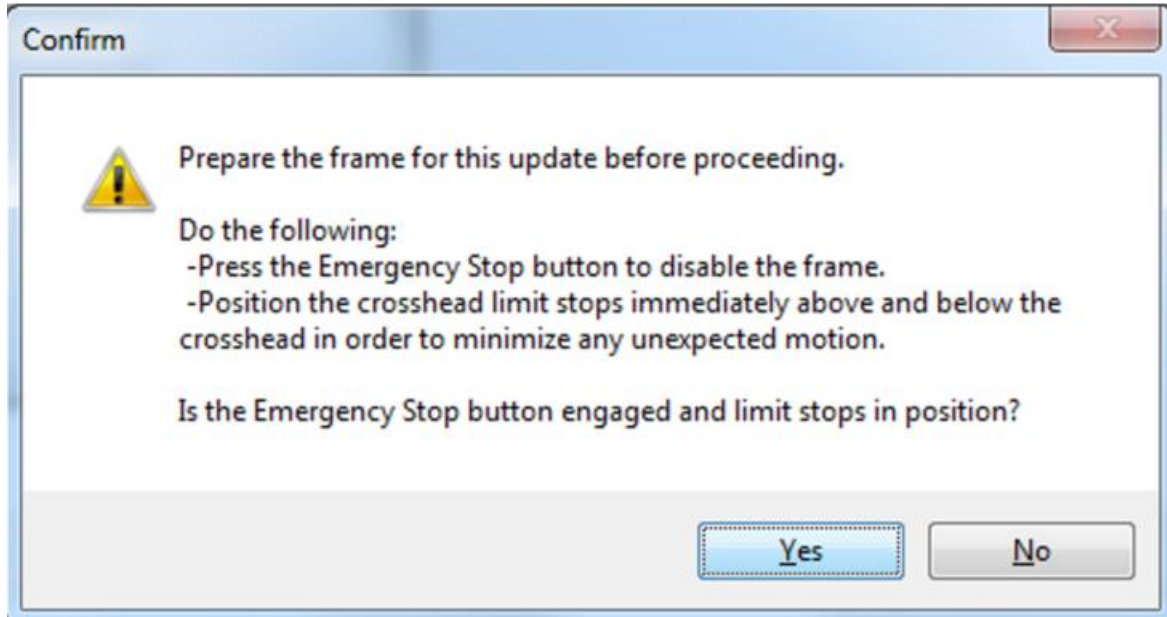
2. Run Setup.exe and select the default options for each screen:



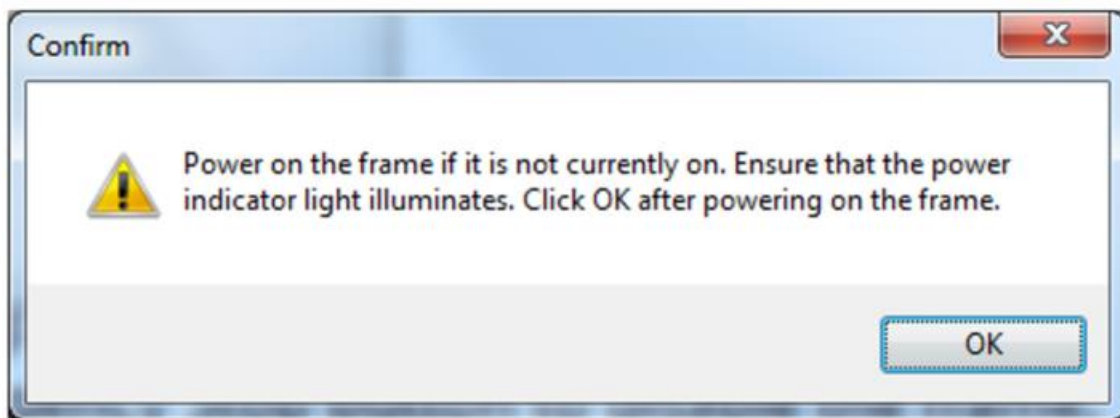
3. After installation is complete, locate the 3300 Boot Updater by navigating to:

Start Menu->All Programs->Instron-> Double click on 3300 Boot Updater.

The following screen will appear

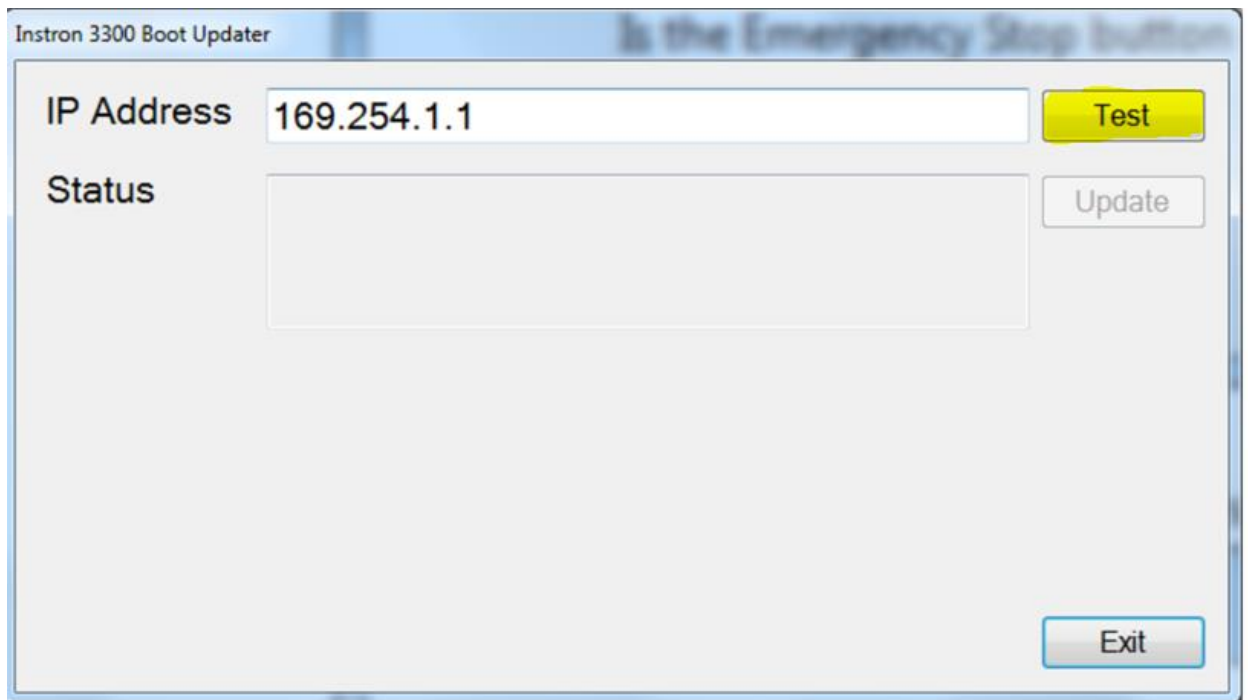


4. Follow the instructions for each of the dialogs. Click OK to continue.

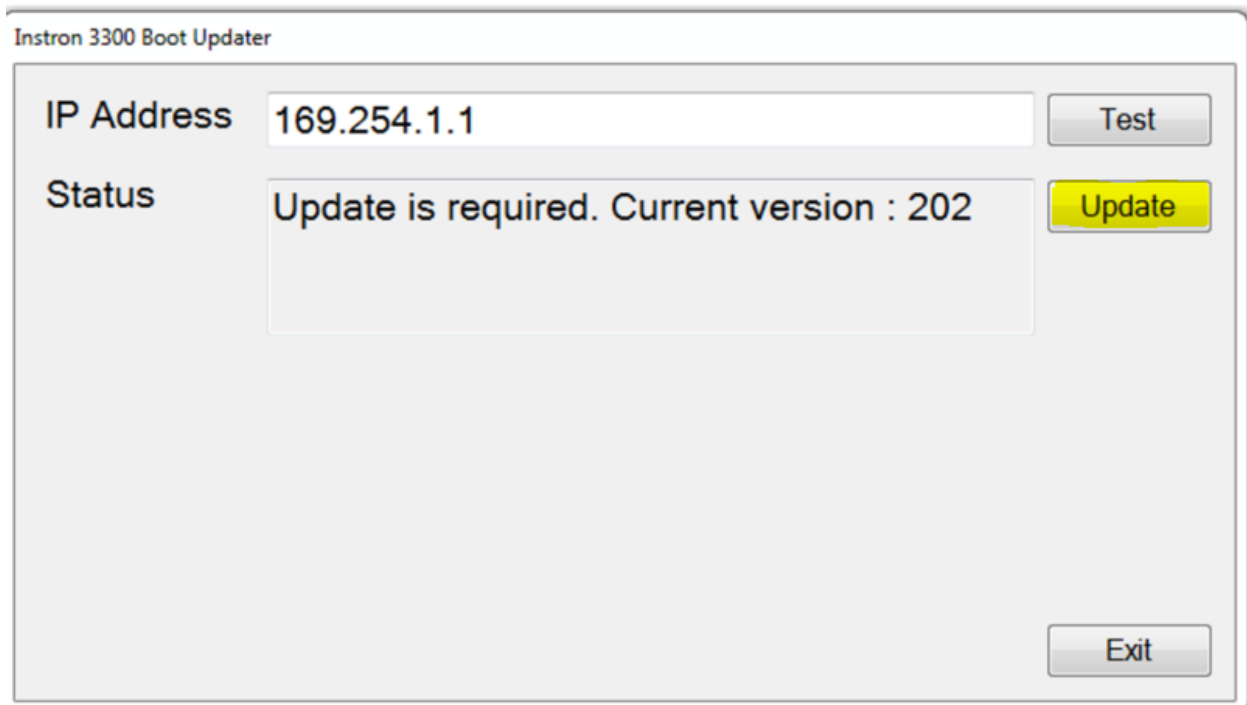




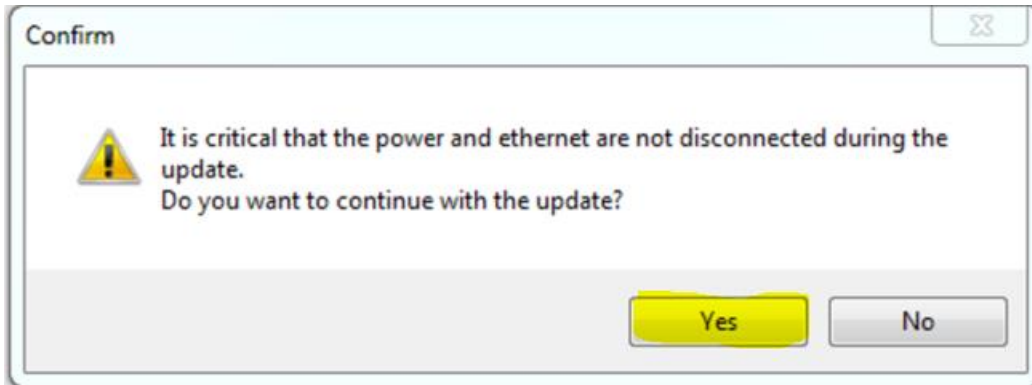
5. Click Test.



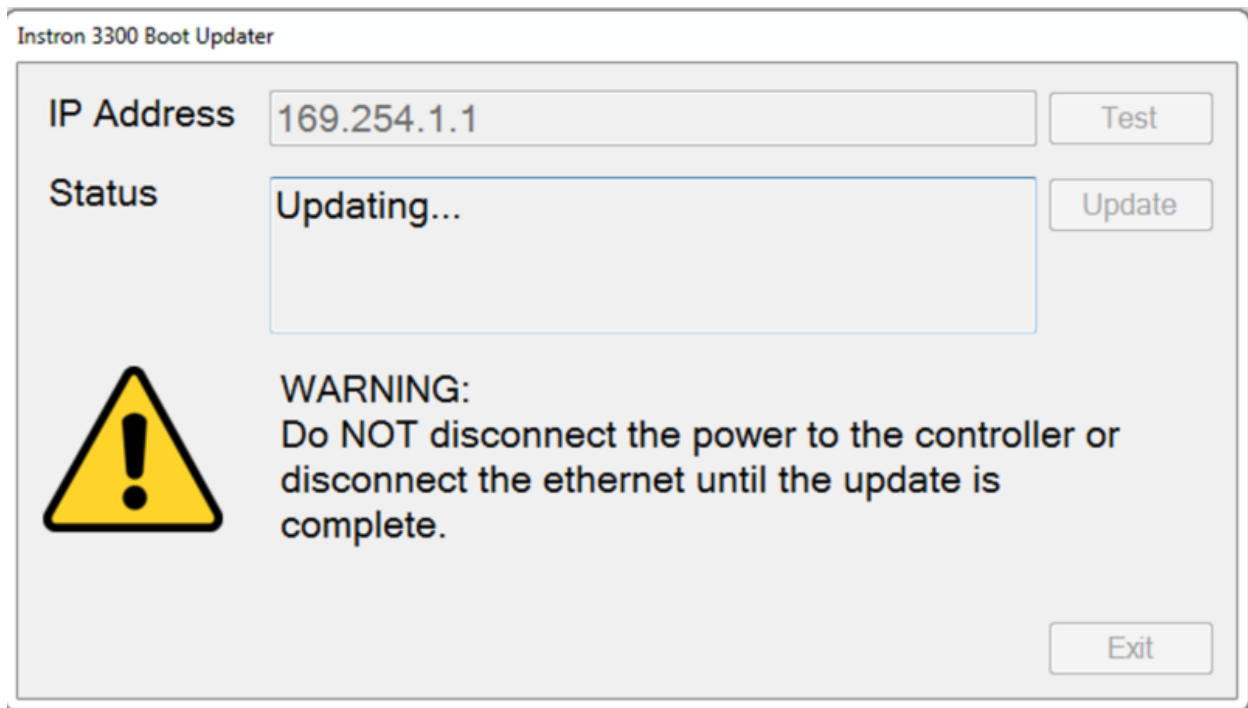
6. Once communication is established, click Update.



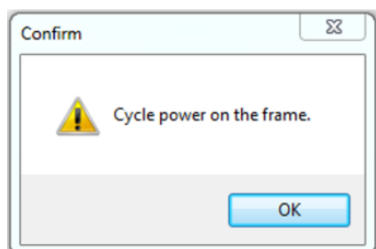
7. Follow instructions and click Yes to continue.



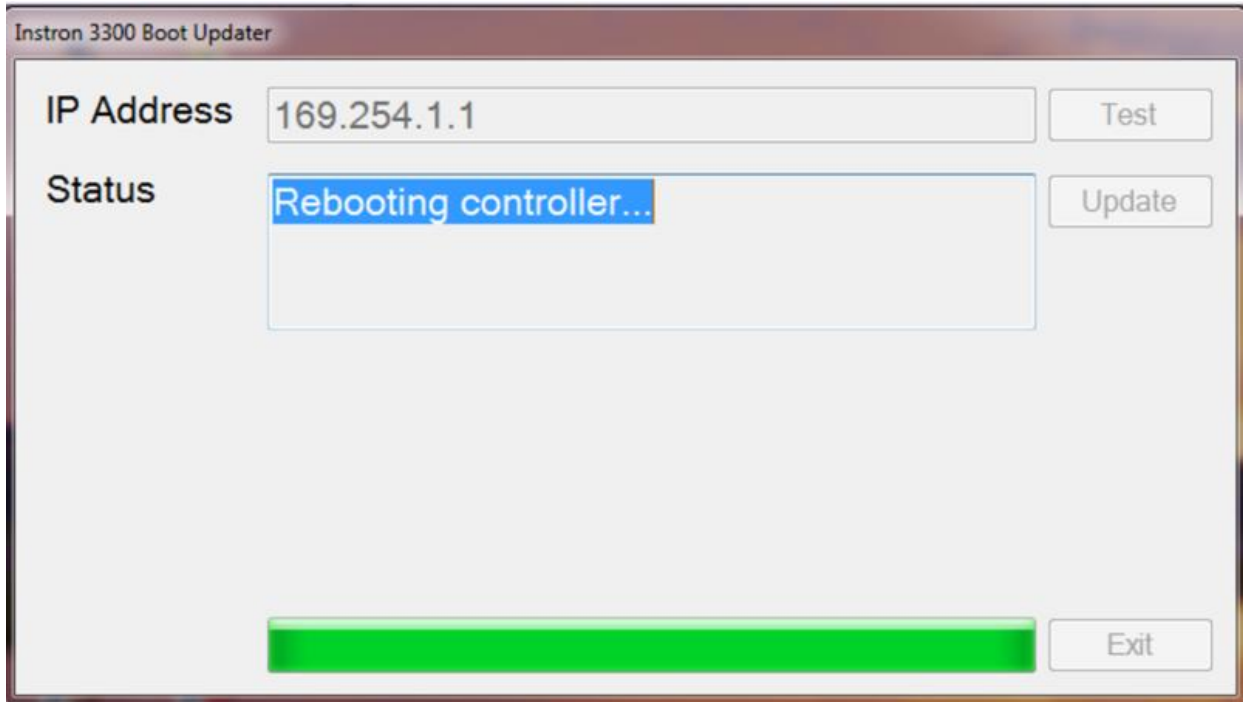
8. The Update will begin. **Do Not Disconnect Power. A status bar will appear shortly to indicate progress. This update can take up to 15 minutes.**



9. When prompted to do so, Cycle power on the frame and click OK to continue.



10. The controller will reboot.



11. Once reboot is complete, a success message will appear. The update is now complete. Click Exit to close the window.

