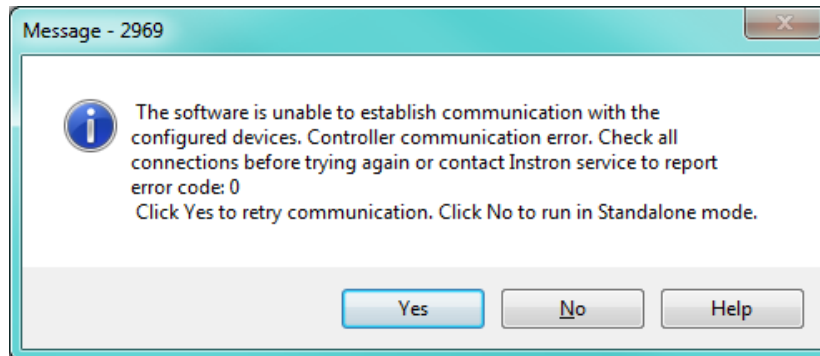
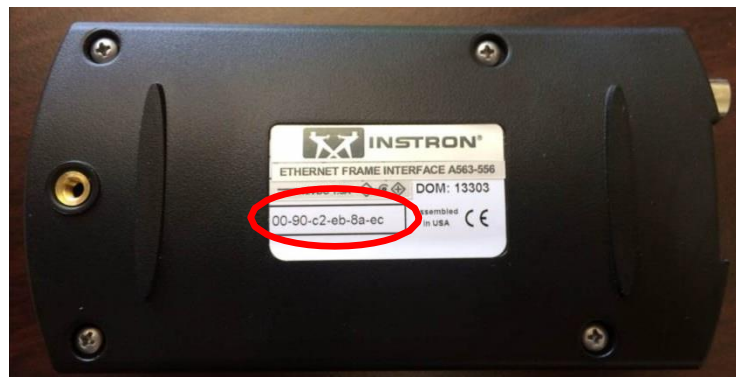


## Communication Errors with Bluehill in 3300, 5500, 5500A, 5900, 3400, or 6800 Systems

If an error message like the one below displays when opening Bluehill 3 or Universal, follow the instructions in this document to try to resolve the error. If you are not able to successfully connect to Bluehill after checking the settings in this document, please contact Instron Technical Support for additional assistance.



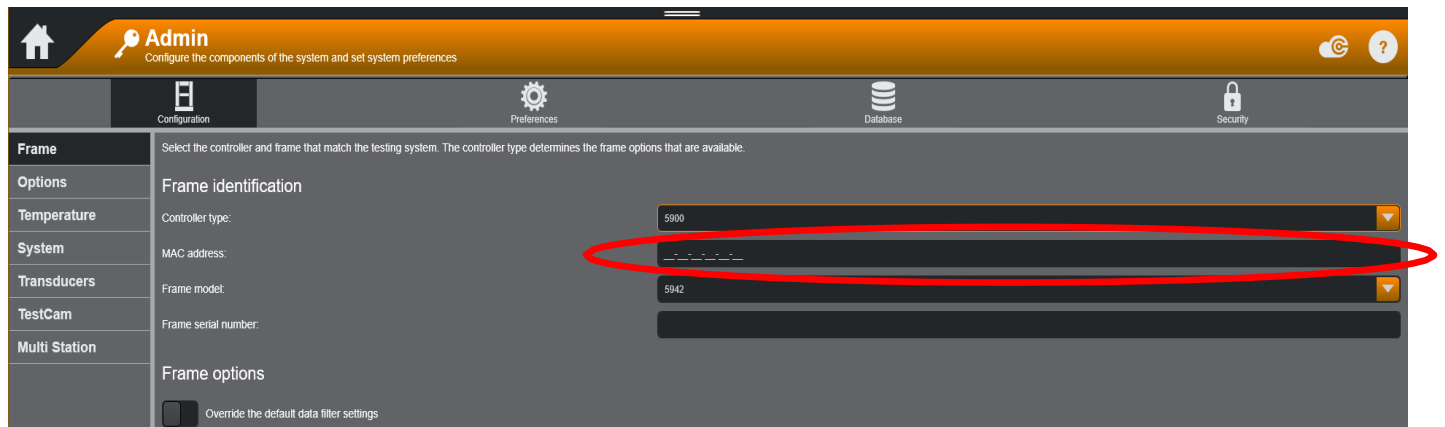
1. Select No
2. From the home screen of Bluehill, choose Admin → Configuration → Frame
3. Identify the model of your Instron system as indicated on the base or crosshead of the system
4. Select the proper controller type and frame model (see examples below)
  - ★ NOTE: If your frame model does not show in the list, contact Instron Tech Support.
  - A. 3343 = 3300 controller type, 3343 frame model
  - B. 5565 = 5500 controller type, 5565 frame model
  - C. 5567A = 5500A controller type, 5567A frame model
  - D. 5944 = 5900 controller type, 5944 frame model
  - E. 59R5565 = 5900 controller type, 59R5565 frame model
5. Locate the MAC address
  - 3300, 5500: on the back of the EFI adaptor



- 5500A and 5900: near ethernet and load cell connections



## 2. Enter the MAC address into Bluehill

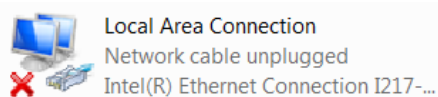


## 3. Set the IP Address

The ethernet port that is connected to the Instron frame uses a specific static IP address. Please follow the instructions below to ensure that the IP address is set properly. If you do not have access to change these settings on your computer, contact your IT department.

### a) Windows 7

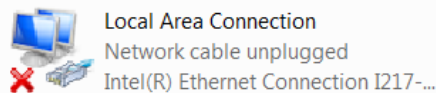
- Open Control panel → Network and Internet → Network and Sharing Center → Change Adapter Settings
- Select the adapter (Ethernet connection) connected to the Instron, right click and select Properties
  - If you are unsure which network connection is for the Instron system, unplug the Ethernet cable from the EFI adaptor (3300/5500) or from the Instron itself (5500A/5900) and you should see a red "X" over the connection that the Instron is plugged into.



- Select *Internet Protocol Version 4* and click *Properties*
- Set the IP address to *169.254.1.2* and the Subnet mask to *255.255.255.0*

### b) Windows 10

- i. Click windows home button and search for control panel → Network and Internet → Network and Sharing Center → Change Adapter Settings
- ii. Select the adapter (Ethernet connection) connected to the Instron, right click and select Properties
  - If you are unsure which network connection is for the Instron system, unplug the Ethernet cable from the EFI adaptor (3300/5500) or from the Instron itself (5500A/5900) and you should see a red “X” over the connection that the Instron is plugged into.



- iii. Select *Internet Protocol Version 4* and click *Properties*
- iv. Set the IP address to *169.254.1.2* and the Subnet mask to *255.255.255.0*

4. Restart Bluehill to implement changes
5. If the above prove unsuccessful, check power saving settings.
6. Disable the sleep feature within the Power Options menu.
7. a. Open Control Panel → System and Security → Power Options.
8. Click *Change plan settings*.
9. Click *Change advanced power settings*.
10. Expand **Hard disk** and set **Turn off Hard disk** to *Never* by setting the time to 0.
11. Expand **Sleep** and set **Sleep after** to *Never* by setting the time to 0.
12. Set Allow hybrid sleep to Off.
13. Set **Hibernate after** to *Never* by setting the time to 0

Plans shown on the battery meter

**Balanced (recommended)**

Automatically balances performance with energy consumption on capable hardware.

[Change plan settings](#)

 On battery  Plugged in

 Dim the display: 15 minutes  Never 

 Turn off the display: 30 minutes  30 minutes 

 Put the computer to sleep: Never  Never 

 Adjust plan brightness:  

[Change advanced power settings](#)

- Hard disk
  - Turn off hard disk after
    - Setting: Never
- Desktop background settings
- Sleep
  - Sleep after
    - Setting: Never
  - Allow hybrid sleep
    - Setting: Off
  - Hibernate after
    - Setting: Never
  - Allow wake timers