

Software Update Instructions

HX, HS, HC Moisture Analyzers

Software update instructions

These procedures apply to HX, HS, and HC moisture analyzers.

Note: For updating the software on approved instruments, contact your METTLER TOLEDO service representative.

Downloading the software

Download the available versions of the instrument software from:

► www.mt.com/moisture-software-download

USB storage device requirements

For software updates, a USB storage device is required, for example, a USB-stick. The following requirements apply:

Note: It is recommended to format the USB storage device to prevent viruses, malware, etc.

- The USB storage device must be empty when saving the software update data.
- Minimum storage capacity: 1 GB
- Formatting: FAT, FAT32, exFAT (only exFAT supports special characters in file names)
- If applicable, the writing protection of the USB storage device is not active.

Software update options

It is not recommended to downgrade the software. However, if a software downgrade is needed, observe the following safety instructions.



NOTICE

Data loss during software downgrade

During a downgrade of the software all device data such as drying methods, results, SmartCal history, and settings will be removed.

- Only let a service technician perform a software downgrade.

Software update options for HS/HX

Select the desired option from the table and act accordingly. Find the installed software version in the instrument info menu.

Installed SW version	Update to latest available SW version	Update to 4.xx
1.xx 2.xx 3.xx (Windows based)	See "Software update procedure A"	Update not possible because of outdated hardware components. Contact your METTLER TOLEDO service representative.
4.xx (Linux based)	See "Software update procedure B"	

Software update options for HC

Select the desired option from the table and act accordingly. Find the installed software version in the instrument info menu.

Installed SW version	Update to latest available SW version	Update to 3.xx
1.xx 2.xx (Windows based)	See "Software update procedure A"	Update not possible because of outdated operating system. Contact your METTLER TOLEDO service representative.
3.xx (Linux based)	See "Software update procedure B"	

Software update procedure A



NOTICE

Data loss during software update

During the software update, user data such as settings, methods, and results are migrated. However, there is a possibility that data may be lost or the update may fail.

- Before starting a software update, create a data backup. See the Reference Manual.

Note: During the update with the “installation helper”, the instrument type and hardware are automatically detected. The latest suitable software version is provided. If you need an older software version contact your METTLER TOLEDO service representative.

- For HX and HS models: administrator rights are active.
- 1 Download and save the ZIP folder with the software to the USB storage device.
- 2 Double-click the ZIP folder.
 - ➡ The folders **AutoRun**, **BinaryFiles**, and **Installers** are saved on the storage device.
- 3 Insert the USB storage device to the USB-A port on the terminal. Do not remove it until the update is complete.
- 4 Navigate to **Home > Settings > System and data management > Update**
- 5 Select **Update from file...** and then **Browse and select**.
- 6 Browse to the USB storage device and select the file named **SN30.....sn**.
- 7 Confirm with **Update**.
 - ➡ The instrument reboots and a message appears: **Operating system is up to date. Update instrument software?**
- 8 Confirm with **Update** and wait until the process finishes and the system returns to the home screen.
- 9 Remove the storage device.
 - ➡ The software is updated.
 - ➡ If available, restore the system data. See the Reference Manual.

Software update procedure B



NOTICE

Data loss during software update

During the software update, user data such as settings, methods, and results are migrated. However, there is a possibility that data may be lost or the update may fail.

- Before starting a software update, create a data backup. See the Reference Manual.

- For HX and HS models: administrator rights are active.
- 1 Download and save the software installation file (RAUCB-format) to the USB storage device.
- 2 Insert the USB storage device to the USB-A port on the terminal. Do not remove it until the update is complete.
- 3 Navigate to **Home > Settings > System and data management > Update**
- 4 Select **Update from file...** and then **Browse and select**.
- 5 Browse to the USB storage device and select the file in the RAUCB format.
- 6 Confirm with **Update**.
 - ⇒ The instrument reboots and a message appears: **Operating system is up to date. Update instrument software?**
- 7 Confirm with **Update** and wait until the process finishes and the system returns to the home screen.
- 8 Remove the storage device.
 - ⇒ The software is installed.
 - ⇒ If available, restore the system data. See the Reference Manual.

Mettler-Toledo GmbH

Im Langacher 44
8606 Greifensee, Switzerland
www.mt.com/contact

Subject to technical changes.

© 03/2025 METTLER TOLEDO. All rights reserved.
30120454F en



30120454