



Druck DPI610E

End User Software Release Note

This is an end user software release note intended to assist in firmware update on DPI610E.



Software Release

Product Details

DPI610E All variants

Software Package Details

DPI610E_RELEASE_V01.00.10-meta.zip
169M2231_EUSR_DPI610E_REV-.pdf

Affected Components

Main Application
SR Document

Version

DK0492 V01.00.10
REV -

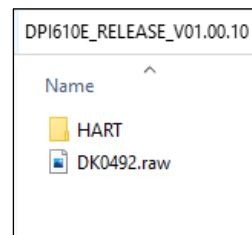
Previous Software Package Details

No previous releases.



Software Upgrade Process

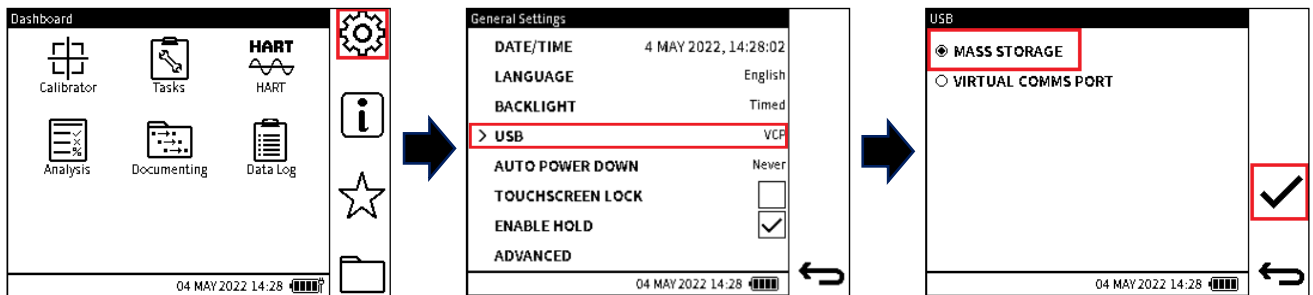
1 Download Software / Firmware package (if not already done)

- Download the "DPI610E_RELEASE_V01.00.10-meta.zip" application image from below link on to the PC that would be used for updating firmware.
<http://Druck.com/DPI610E>
- Extract (Unzip) the package.
- The filename and its contents must not be altered.



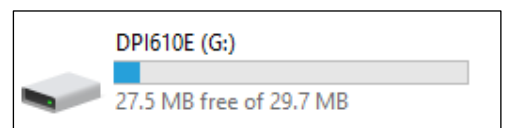
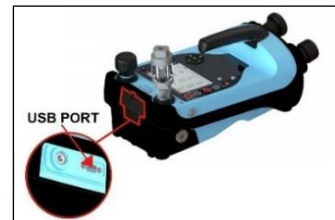
2 Set the USB mode on DPI610E to Mass Storage

Click Settings  softkey >> USB >> Mass storage >>  softkey.

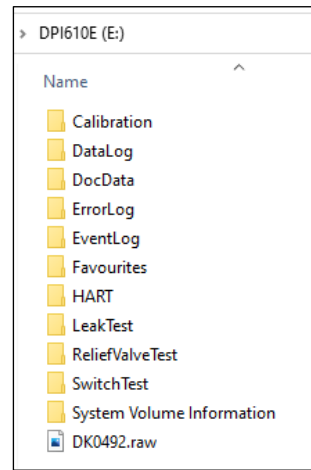


3 Transfer the files from the PC to the DPI610E

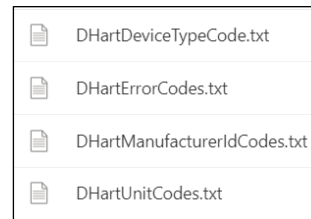
- Connect the DPI610E to a PC using a standard USB A to micro-USB data cable.
- The PC should automatically detect the DPI610E and show a new drive named DPI610E (or DPI610E-IS) as shown on the right. Note: If the USB ports are blocked on the PC or Laptop, contact your IT department to get the USB ports unblocked.





- c. Copy the DK0492.raw file from the PC file system location and paste it into the root directory of the mass storage drive as shown on the right. Overwrite or delete any previously copied DK0492.raw file.

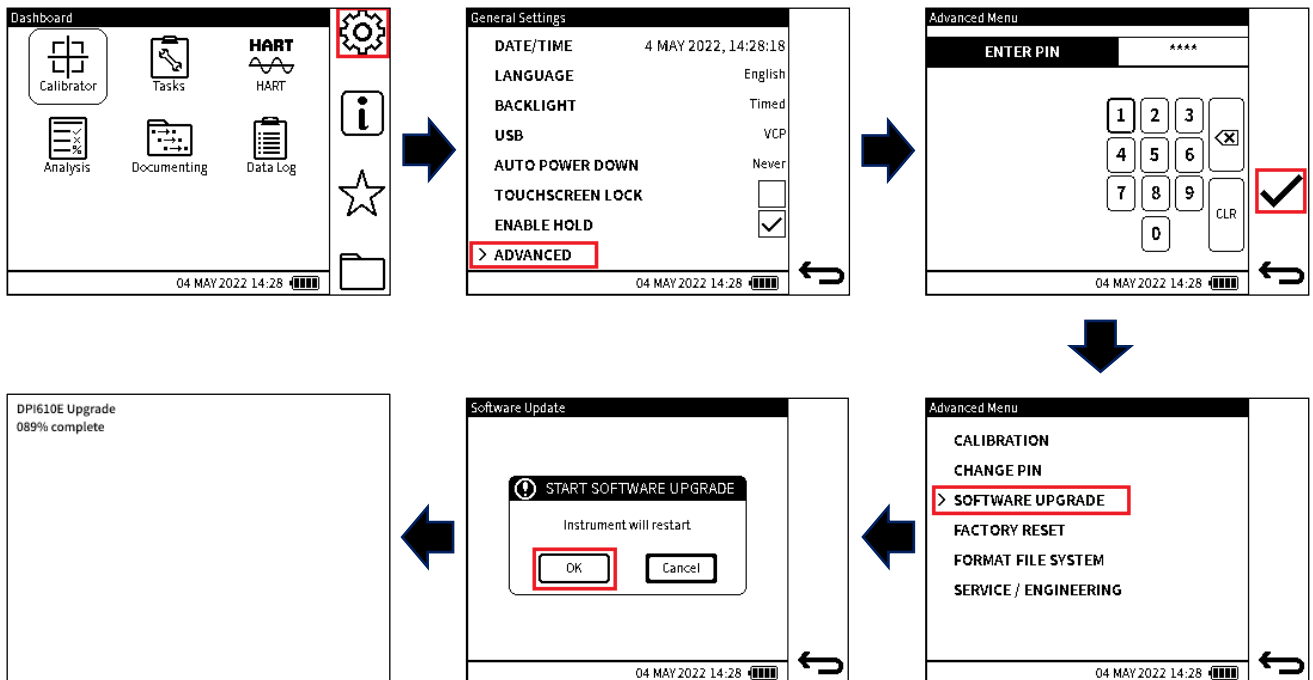


- d. If using HART, copy the HART Library files shown in the image from the PC file system location and paste it into the HART folder in the mass storage drive. Overwrite or delete any previously copied files inside the HART folder.




4 Upgrade firmware

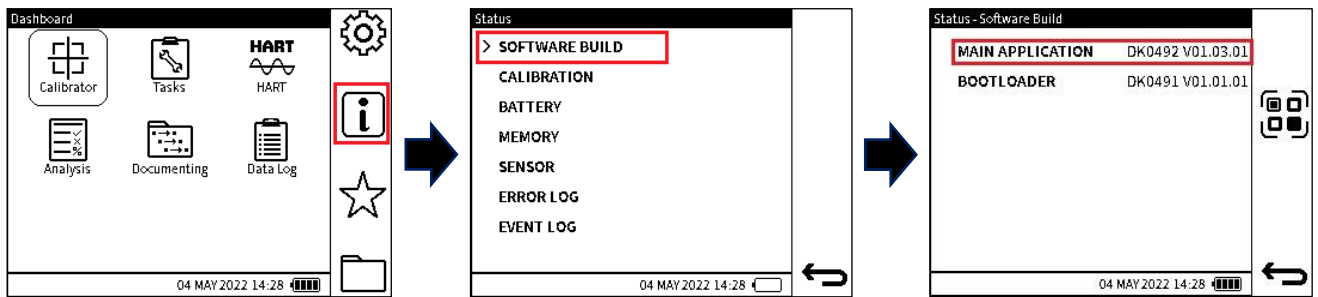
Select Settings  softkey >> Advanced >> Enter PIN 4321 or your PIN if you have changed it >> select  softkey>> Software Upgrade >> Click OK.



It may take several minutes to complete the upgrade process. The DPI610E will display upgrade status (as % progress) and will automatically restart once upgrade is complete.

5 Confirm Upgrade is successful

Click information  softkey >> Software Build. Check and confirm the version number shown here match with the details specified in the [software package details](#) section above.




Trouble shooting

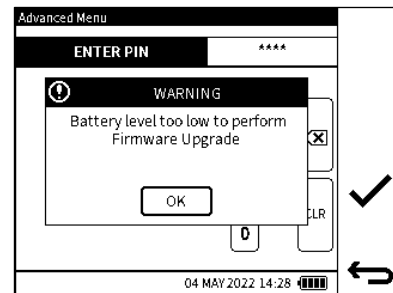
1 Cannot detect DPI610E on the PC

Below are commonly observed problems associated with USB communication:

- Physical cable connection between the PC and the DPI610E is loose
- USB Ports are blocked on the PC. Contact your IT department to unblock USB ports
- USB cable might be damaged or worn out
- Poor quality USB hub
- Overloaded USB adaptors / ports
- DPI610E kept running for long time thereby causing it to go in hibernate or sleep mode
- DPI610E not in USB mass storage mode. See [Software Upgrade Process, Step 2](#).

2 Battery Level too low

A warning will be displayed if the battery is very low. Connect the DPI610E to the supplied external power supply and ensure the battery is at least 5% charged. Check the Battery Status (Click information  softkey >> Battery, and check Battery level) or ensure either the on-screen battery status (or battery indicator strip on the side of the instrument) shows at least 1 bar.



3 Unable to Start Error

If the error ERR 1 is displayed, ensure the DK0492.raw file is present in the root directory of the DPI610E drive.

If the issue persists, contact [service department or customer care](#) for further assistance.

For specific error codes, refer to user manual.



4 Software version details don't match after upgrade

[Download the correct firmware package](#) from the Druck Portal and try to upgrade the firmware again.

If the issue persists, [contact service department or customer care](#) for further assistance.

Known Issues V01.00.10

ID	Description	Workaround
DE123746	Exporting the calibration files for servicing use when USB mode is set to Mass Storage Mode may cause the "Please Wait" screen to be displayed forever and the user interface to be unresponsive.	Set USB mode to VCP before selecting softkey 1 to export Calibration files in the File Explorer
DE121071	The fields LogTrigger, Unit, Flow, MaxMinAvg, Filter, Tare, UserAlrm, Scaling in the data log CSV file are unintuitive to the user.	Make a note of these parameter values and manually add them to CSV file.
DE122859	It is not possible to stop data logging or continue using the DPI610E if the Home key is pressed during Data Logging from Analysis.	Always stop data logging before selecting the Back or Home buttons.
DE122242	Pressure unit autoranging may prevent units that cannot autorange (e.g. Torr) from being selected without first changing display resolution.	Select 7-digit resolution option prior to changing the units. Note: Resolution requires enough digits to display up to the FS scale value
DE123928	The unit autoranging popup is displayed if custom units are selected for external pressure, causing the previous units to be used instead.	
DE121672	UI does not indicate when in HART measure or secondary master mode and incorrectly displays the HART resistor status when in secondary master mode.	
DE121747	High gain mode for HART is incorrectly selected when 24V loop is on and/or DPI610E is intrinsically safe model.	
DE78007	HART Sensor TRIM is not supported.	
DE122952	24V Loop supply setting is not remembered after power cycling.	Enable loop supply if "24V ON" is not displayed
DE121417	Calibration due notification is not displayed for internal pseudo function. This issue occurs when calibration is due between within next 30 days	Power cycle the instrument on regular occasions.
DE121593	Documenting - Pressing Back button returns to first page of assets instead of last page.	
DE123123	The calibration certificate does not contain the primary units and scaling factors used for custom units, which are in the as-found and as-left CSV files.	Copy the custom unit (scaling) parameters manually from the as-found and as-left csv files into the calibration certificate csv.
DE122676	Documenting - The popup text "Error retrieving sensor data" when the spanner icon is clicked is unclear that it means it is not possible to have pseudo functions for both internal and external sensors simultaneously.	

DEI23976	Attempting use internal test procedures with the HART function will display error "Failed to configure test function. Check resolution setting".	Select different function before starting local documenting
DEI23775	Garbage text may be displayed on-screen if the calibration and as left/as found comments exceed 50 characters	
DEI23676	The test point number is missing from the edit screen.	
DEI23237	The Internal Pressure Sensor Status screen displays the sensor range in custom units if these are the current units and should always display sensor range in mbar.	
DEI22522	German, Polish, Turkish, simplified Chinese and Korean language names are spelt incorrectly on language screen.	
DEI22826	A "Sensor Fault" popup is displayed immediately after a factory reset if the RTD function is then selected.	Select OK on the popup to dismiss
DEI20817	Critically low battery voltage may cause the date/time screen to be displayed with default values at start-up.	Connect charger when one bar of battery is flashing in the status bar (< 5%). Re-enter current date and time if settings are lost.
DEI13489	The Real-time clock is inaccurate, losing time on every power cycle and gaining time when left running.	Verify the time as/when required, e.g. prior to each calibration.
DEI18916	Touch detection inaccuracy mainly affecting on-screen keyboard Q/W and O/P keys.	It is recommended to use stylus to improve the keyboard entry or alternatively use the navigation keys.

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