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TLC EXPLORER · Software Update Guide

How to update the TLC Explorer software

A clear, step-by-step guide for downloading and installing the latest software version.

CURRENT RELEASE IN THIS GUIDE	tlc-explorer-01.03.01-B341 • August 2026

Before you start

Make sure you have access to the TLC Explorer device, a stable internet connection for the download, and either the computer where the file was downloaded or a USB drive. The upload and installation can each take 5–30 minutes.

At a glance

- Download the latest release from Sigma-Aldrich.com/TLCservice.
- Keep the downloaded TAR file unchanged. Do not rename it or open the TAR folder.
- Upload the file to the TLC Explorer from the device Settings page.
- Allow the device to install the update and restart automatically.
- Sign in again and verify the software version in Settings > Software.

Important

The screenshots are examples. Screen labels or version numbers may look slightly different in a newer release. Always use the latest software package shown on the TLC service website.

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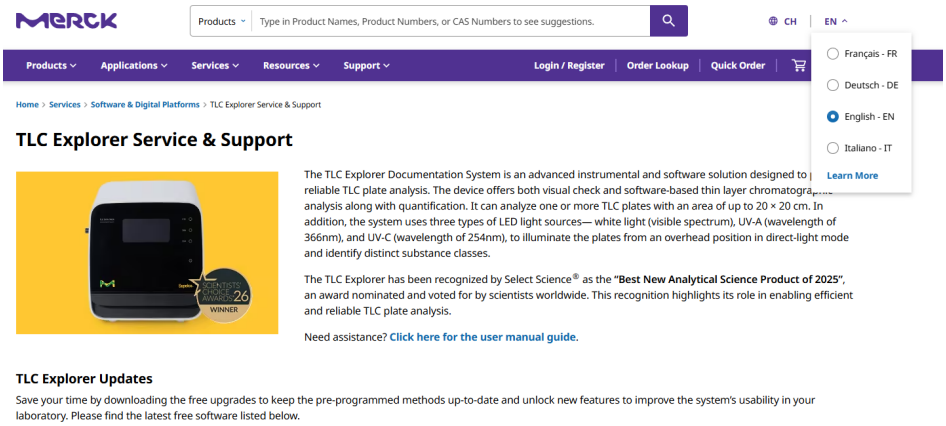
1 Download the latest software release

Download the update package to your computer or to a USB drive. The download is free of charge.

1.1 Open the TLC Explorer service page

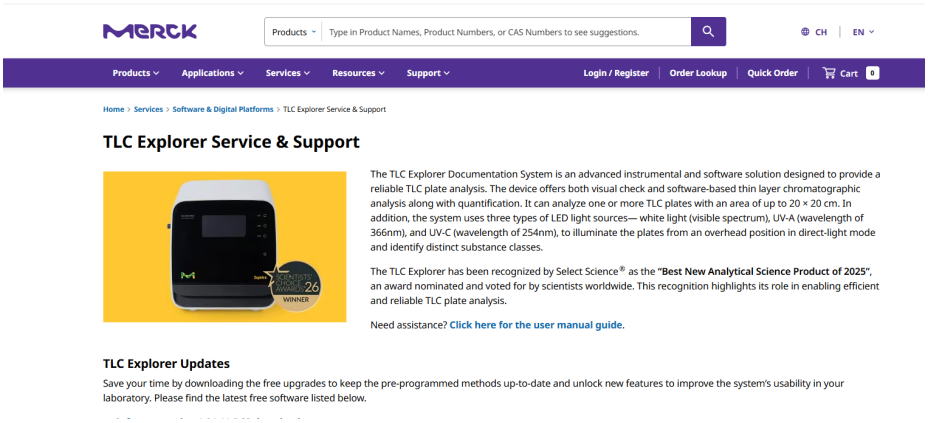
In a web browser, go to SigmaAldrich.com/TLCservice.



Screenshot 1: Open the TLC Explorer Service & Support page.

1.2 Select English

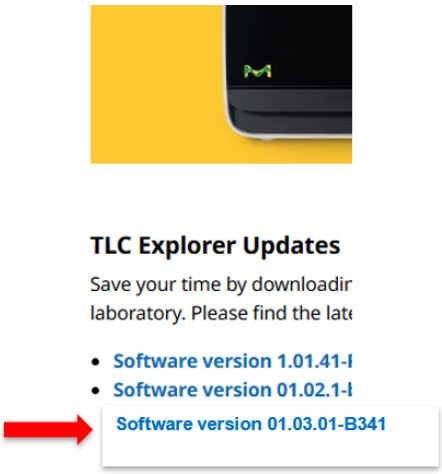
If necessary, change the website language to English using the language selector.



Screenshot 2: The TLC Explorer software download area on the service page.

1.3 Download the latest release

Select the latest software release and choose Download. Save the file to your desktop or to a USB drive.



Screenshot 3: Example of the TLC Explorer Updates section and available software versions.

Keep the file unchanged
The download may take 5–30 minutes. Do not change the file name, modify the file, or open the TAR folder. You will upload the TAR file exactly as downloaded.

2 Upload and install the update on the TLC Explorer

Keep the device switched on throughout the process. Do not remove the USB drive or interrupt the device while the update is uploading or installing.

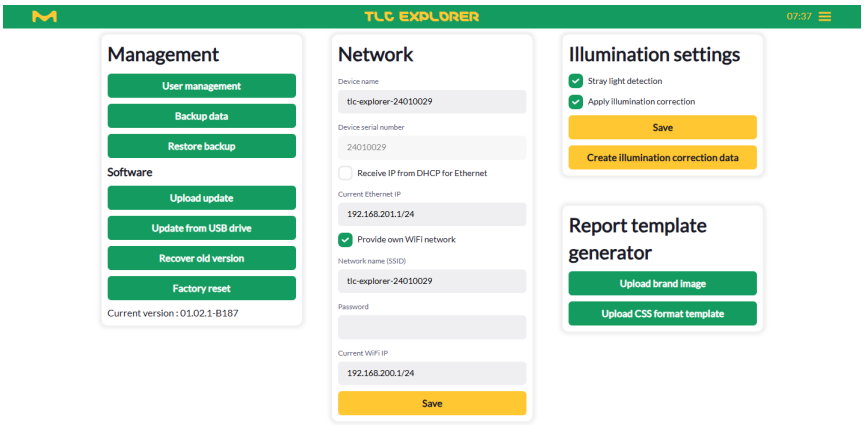
Choose your upload route

FROM YOUR COMPUTER	FROM A USB DRIVE
Use Upload update when the TAR file is saved on your computer.	Use Update from USB drive when the TAR file is saved on a USB drive.

2.1 Open the Software settings

Start the TLC Explorer and open the Settings page. Select the Software section.

Screenshot 4: Open Settings from the TLC Explorer interface.

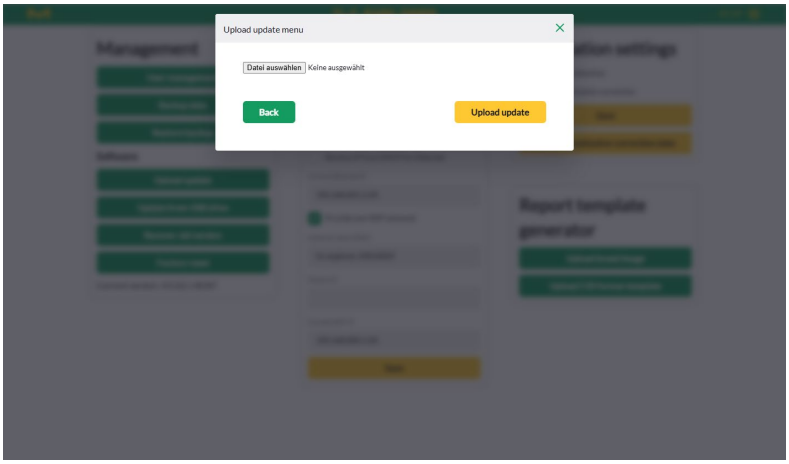


Screenshot 5: The Software section with the update controls.

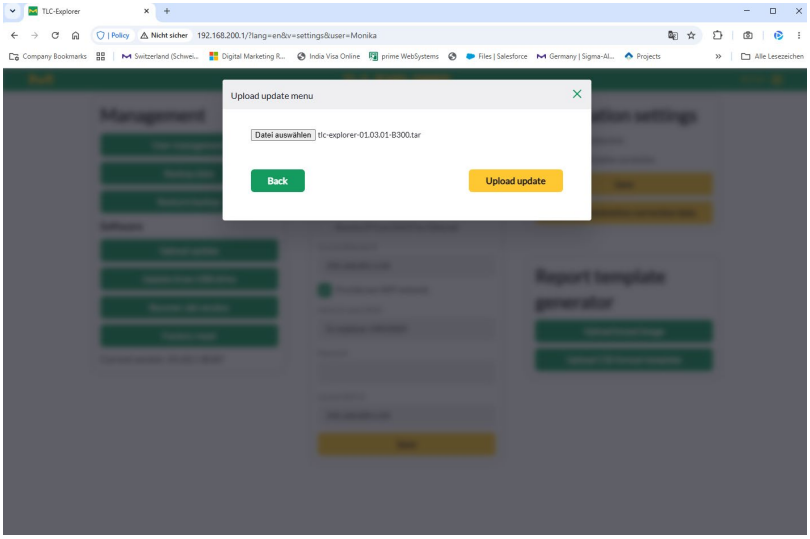
2.2 Choose the upload method

Choose the option that matches where you saved the update file:

- Upload update — for a file saved on your computer.
- Update from USB drive — for a file saved on a USB drive.



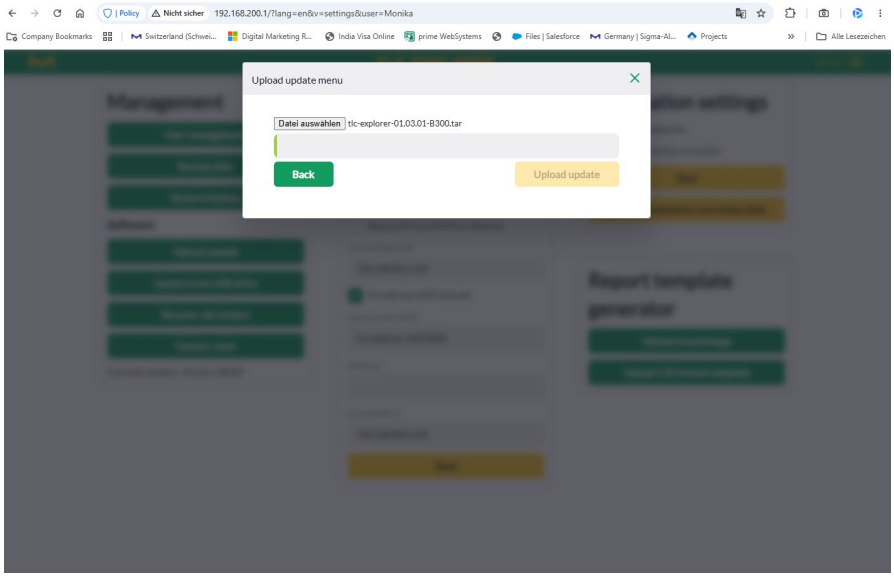
Screenshot 6: The update dialog after selecting Upload update.



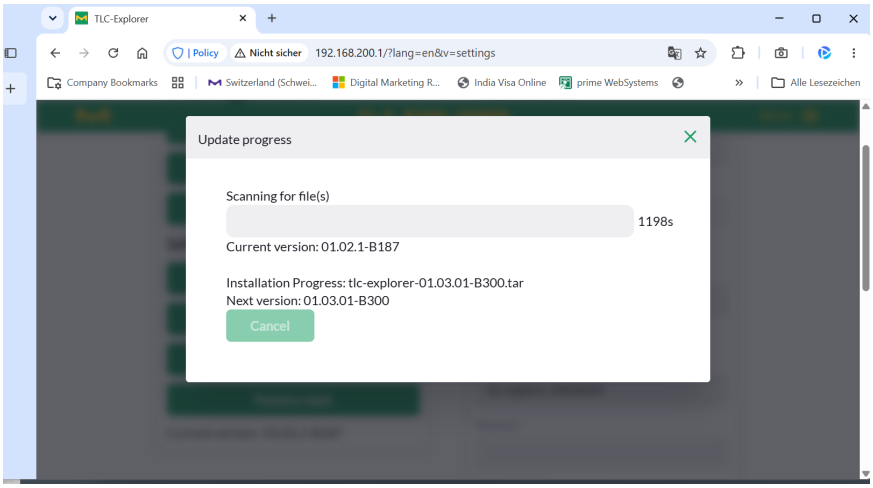
Screenshot 7: The file-selection dialog for the software update.

2.3 Select the downloaded TAR file

Browse to the location of the downloaded file, select it, and confirm the upload. The button may be labelled Datei auswählen in some interfaces.



Screenshot 8: Select the software package and confirm the upload.



Screenshot 9: The device scans the selected file before installation.

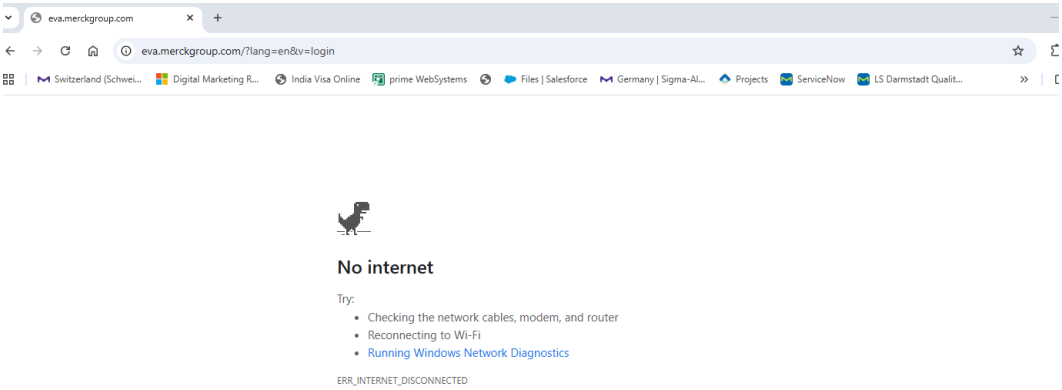
2.4 Wait for installation to finish

When the upload is complete, the installation starts. Installation may take another 5–30 minutes.

Allow time for the upload
Uploading may take 5–30 minutes. Please wait until the upload has finished before continuing.

2.5 Wait for the automatic restart

After installation, the TLC Explorer restarts automatically. The screen may be blank or temporarily unavailable for a few seconds while the device restarts.

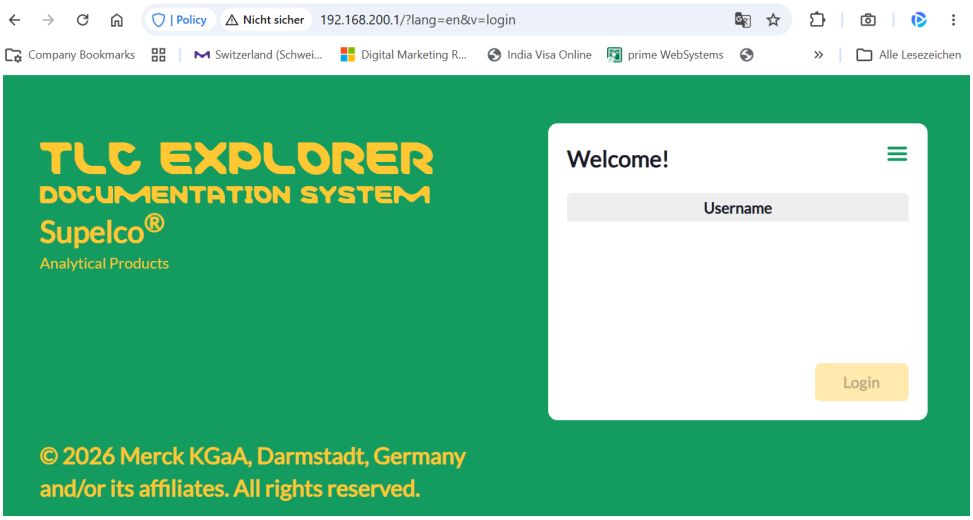


Screenshot 10: The interface may be temporarily unavailable during the restart.

Do not interrupt the restart
Do not switch off the device during installation or restart. Wait until the login screen appears.

2.6 Sign in again

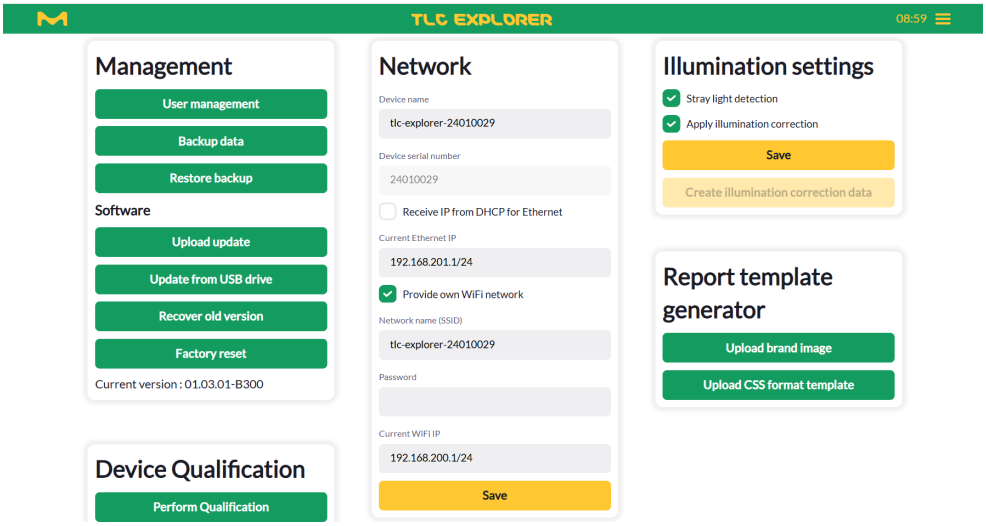
After the restart, the TLC Explorer login screen appears. Sign in as usual.



Screenshot 11: The TLC Explorer login screen after a successful restart.

2.7 Verify the installed software version

Open Settings and return to the Software section. Check the version shown as the current software version.



Screenshot 12: The Software section showing the current version after the update.

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Update complete
The software update is complete when the new version is displayed in Settings > Software.

If you need help

For additional information, refer to Chapter 7 of the TLC Explorer User Manual or contact TechService.

Please have this information ready
When contacting TechService, include the TLC Explorer software version shown in Settings > Software and describe the step where the issue occurred.

To Place an Order or Receive Technical Assistance

In the U.S. and Canada, call toll-free
1(800)-645-5476

For other countries across Europe, call
+44 (0) 115 943 0840

For other countries across Europe and the world, please visit
merckmillipore.com/offices

For Technical Service, please visit merckmillipore.com/techservice

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