

September 2024

## Release Note: QIAcuity<sup>®</sup> Instrument CSW (v.3.0)

Dear valued customer,

The QIAcuity instrument Control Software (CSW) version 3.0 is now available for download and installation.

Updating to QIAcuity Software version 3.0 requires the update of both QIAcuity Software Suite version 3.0 and QIAcuity CSW version 3.0.

### New features

- Supports dPCR assays up to a 8-plex by using six optical channels for six standard dyes and the additional use of two channel combinations for LSS (Long Stoke Shift) dyes, which can be selected from five different channel combinations.  
**Note:** This feature requires usage of a new master mix (QIAcuity High Multiplex Kit) that is planned to be launched in November 2024. dPCR assays up to 5-plex are still supported using all other available QIAcuity master mixes.

### Improvements

- Optimized run time for all instrument types (QIAcuity One, Four, and Eight) with introduction of a new autofocus algorithm.
- Improved error handling for error clearing. Only users with appropriate permissions can clear errors on the instrument.
- The NTP server is now used for time synchronization between the instrument and the Software Suite.
- An improved error message displays for test connection issues. This message now exhibits information about the ports that need to be opened.

### Bug fixes

- If a plate is created via CSW, the saving mechanism worked only for the initial saving steps with previous instrument Control Software versions. Additional edits are now saved.
- If a plate was loaded to the instrument without having been sealed, error 122 appeared, and without removing the affected plate, closing the drawer, and opening it again, error 711 would appear. This is now corrected and the additional closing and re-opening of the drawer is no longer required.

## Updating the instrument CSW

A direct update from CSW 2.2 and CSW 2.5.0.24 to CSW 3.0 is possible. All CSW versions older than CSW 2.2 are not supported for a direct upgrade to CSW 3.0. For upgrade instructions, refer to the corresponding sections in the user manual.

**Note:** The latest Software Suite version 3.0 is only compatible with CSW version 3.0. If only one software component is updated, no connection between the Software Suite and the CSW can be established.

**Important:** It is strongly recommended to update the Software Suite first before proceeding with the Control Software update.

**Note:** Only users with an Administrator or Lab leader role can perform software updates.

Visit [www.qiagen.com](http://www.qiagen.com) and go to the **Latest Software Version** section under the **Resources** tab of the QIAcuity product page to check for the latest CSW version and the latest user manual. On a computer running Microsoft® Windows®, download the software update from [www.qiagen.com](http://www.qiagen.com). Insert the USB drive provided with the QIAcuity, create a new folder named "update", and extract the update software into this folder. Insert the USB drive into the QIAcuity instrument and follow the instructions in the user manual to perform the update.

## Known issues of the instrument CSW version 3.0

- For the **Run/Run all**, **Test connection**, and **Save** buttons on the Software Suite **Configuration** tab, the information spinner is missing while the corresponding action is in progress.
- If there is not enough disk space for the CSW update, a misleading error message is displayed. Ensure that enough disk space is available before starting the CSW update.
- In case of insufficient disk capacity on the Software Suite instance, no images of the QIAcuity instrument can be sent to the Software Suite. The images are not automatically sent to the Software Suite instance after the disk capacity has been restored. However, the affected plate can be reimaged after the storage space on the Software Suite laptop has been made available.

Best regards,  
Your QIAGEN Team