Release Note: QIAcuity® Instrument CSW (v.2.2)

Dear valued customer,

The following changes were made to the QIAcuity Instrument Control Software (CSW) version 2.2. The main reason for the release of the QIAcuity Instrument software 2.2 is an improvement for camera stability and the compatibility to QIAcuity Software Suite version 2.2.

Improvements

- Improved camera stability
    - The instrument camera stability was improved and an internal validation method was implemented.

Updating the instrument CSW

A direct update from CSW 2.0.0.144 and higher version to CSW 2.2 software version is possible. Update from CSW 0.5.2.18 and CSW 1.0.0.84 to CSW 2.2 requires updating to CSW 2.1.8.30 first, which may require an additional restart of the instrument to migrate users.

Note: The latest Software Suite version 2.2 is only compatible with the CSW version 2.2. 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.

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

Visit **www.qiagen.com** and go to the Latest Software Version section of the QIAcuity product page. On a computer running Microsoft® Windows®, download the software update from **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 given in the user manual.

Note: After clicking reboot during CSW upgrade or change of Suite connection, login screen may appear for short period. Please ignore it and wait for the QIAcuity instrument to shut down and restart itself.

Known issues of the instrument CSW version 2.2

- In rare cases of full screen errors, the error message indicates to manually clear the error in the Tools menu, even if this is not necessary.
- In some cases, if the instrument was switched off during a run, the instrument does not detect the plate after restart. Open the drawer/s to initiate an additional drawer scan to solve the problem.
- In some cases, the channels chosen in the QIAcuity CSW are not correctly displayed in the QIAcuity Software Suite. This, however, does not affect the analysis.

- In rare cases, the rollback to QIAcuity CSW version 2.0 does not work correctly. In such case, please contact technical service support.

- After the rollback to QIAcuity CSW version 2.0 has been completed, the instrument starts with an unexpected error. This error can be ignored.

- In rare cases, scanning the barcode of a plate is not successful. Re-opening and closing of drawer is required to trigger the scanning process.

- In rare cases, Error 956 is displayed when a user is logged as SetupUser and a direct connection between the instrument and the QIAcuity Software Suite is interrupted. A restart of the instrument is required.

- When a plate was created in QIAcuity Software Suite version 1.0 without linking the plate in the QIAcuity CSW version 1.0 before the CSW is upgraded to version 2.1, Error 205 is shown. Unloading and reloading of the plate are needed after the software update has been completed.

- The plate status on the QIAcuity Software Suite is not correctly reflected after manually aborting the priming and cycling process of the instrument and a wrong error message is shown. Please make sure to not abort the run manually to avoid this issue.

- When the QIAcuity CSW was updated first to version 2.1 before the QIAcuity Software Suite was updated to version 2.1, Error 711 is shown on the QIAcuity Software Suite. In such cases, perform an additional restart of instrument. If issue persists, contact technical service support.

- The wrong message (Error 722 "The plate is currently locked by QIAcuity Suite") is displayed on the plate tile after the plate run has been aborted by the user during imaging step. Re-opening and closing the drawer resolve the issue.

- In rare cases, the QIAcuity CSW states that the tray cannot be ejected after manually aborting a plate run. This message disappears after some seconds, and afterwards, the QIAcuity CSW can be used as usual.

- After disconnecting the instrument and reconnecting to the QIAcuity Software Suite, the plate status is not updated correctly. Re-opening and closing the drawer resolve the issue.

- In rare cases, after ejecting a tray using buttons on the QIAcuity CSW, an unknown error is shown, which can be ignored.

- When a plate run definition of loaded plate is done by using the **New plate** button instead of **Create plate** button from plate card, the **Run** button is not working. In case a plate should be created on the instrument QIAcuity CSW, insert the plate first and use the **Create plate** button on plate card after the scanning has been completed.

- In rare cases, the CSW shuts down after clearing of an error. The message "Control software is down" appears on the screen. Please restart the QIAcuity instrument in such cases.

- In case of a backup creation it is recommended to wait for a few seconds and to not remove directly the USB drive right after "backup in progress" information disappears.

Best regards,
Your QIAGEN Team