Bio-Rad
Laboratories, Inc.

Release Notes for the QX ONE Droplet Digital PCR System and QX ONE Software

Version 1.3

January 2023

Contents

Introduction

The QX ONE Droplet Digital PCR System and QX ONE Software provide users with the capability to set up and run up to five plates concurrently through three ddPCR phases (droplet generation, thermal cycling, and droplet reading), and then analyze the results.

Supported Operating System

QX ONE Software is supported on the 64-bit Windows 10 operating system.

Upgrading to New Versions

Using the instructions below, you can download and install Standard Edition. If you are using Regulatory Edition, contact Bio-Rad Technical Support.

To upgrade the software to v1.3

1. Enter the following URL in your browser: http://www.bio-rad.com

2. Log into the website with your Bio-Rad user name and password.

3. Enter QX ONE Software into the Search field and click the Search icon.

4. Locate QX ONE Software, Standard Edition, v1.3 and click Download Software.

5. In the Software Download window, select the *I agree with the compliance requirements* checkbox, and then click Download.

6. A zip file is downloaded and appears in your Downloads folder. This process can take a few minutes.

7. Open the Downloads folder and select the QXOneStandard_1.3 zip file.

8. Right-click and select Extract All.

9. Select a destination folder and select the Show extracted files when complete checkbox, and then click Extract.

10. Open the folder containing the extracted files and locate the .exe file.

11. Double-click the file to begin the installation.

12. Follow the prompts to install QX ONE Software, Standard Edition, v1.3.

Important: During the installation of Standard Edition, you are prompted to either enable the User Management module, or keep the checkbox cleared and use the software with a single generic user. See Enabling User Management in QX ONE Software User Guide, Standard Edition, v1.3.

Fixed Issues and Improvements

Fixed Issues

The bullet points below specify defect fixes in v1.3:

- To prevent damage to the instrument, the foil covering the plate is now pierced for all wells in partial plates during the droplet generation step. However, droplets are generated and read for active wells only.

- A 5-minute 4° C hold step was deemed unnecessary and removed from the default thermal cycling template.

- When starting a run with multiple plates, the Start Run button is not enabled until all RFID tags are scanned.

- If you remove a plate from the Inbox, but then return it to the same slot, the Start Run button is no longer disabled and you can start the run.

- You can now select all or multiple columns in the Data Analysis tab.

- The Number of Wells Read field in the Run Information tab now reflects the actual number of wells that were read before the run was cancelled instead of the total number of wells in the plate.

- If there is a signal processing failure that results in an instrument error, the application no longer crashes, but adds the following entry to the log:

  Well was not able to process because X…

  where X is the reason for the failure. If you find this entry in your log file, contact Bio-Rad Technical Support for assistance.

- The instrument no longer initializes plates that remain in the Inbox but were removed from the run in QX ONE Software.

- You can now open data files in the Gene Study module.

Improvements

- If a plate is deleted in the software, the instrument no longer throws an "unexpected plate" error if a plate is still present in the inbox. Instead, the software now prompts the user to remove the plate from the highlighted slot.

Known Issues

You might encounter any of the following issues when using the instrument and software. Unless otherwise noted, issues can be resolved by power cycling the instrument and recovering the run.

- The software sometimes hangs on computers equipped with an IrisXe graphics card. If you encounter this issue, contact Technical Support.

- When you remove a plate from the inbox while the QX ONE Droplet Digital PCR System is running another plate, QX ONE does not recognize the missing plate, nor is an advisory message displayed.

- When you configure multiple plates, the Next Plate button is disabled on the Well Selection and Well Information tabs.

- After you correct a misaligned plate in the Inbox, the software does not recognize that the plate has been realigned correctly and displays a message asking the user to load the plate into the correct slot. You cannot delete the plate from the software.

- If you manually open and then close the Inbox door, the automatic open/close mechanism might subsequently fail. Bio-Rad recommends using the software to open and close the instrument doors.

- Intermittent communication errors can occur during a run and might cause the instrument to automatically cancel the run.

- If you remove a waste bottle during a run, an error state in the system might occur. For best performance, do not remove bottles while the system is processing runs.

- If you close the Analysis module while the PDF report is generating, the application closes; however, in most cases the report is still generated.

- If you install QX ONE Software, v1.2 on a computer with the default language set to a language other than English, the installation might fail.

    Workaround: Complete the following steps:

    1. In the Search field by the Start icon, enter Computer Management.

    2. Select Local Users and Groups, and then double-click Groups.

    3. Verify the Users profile is present in the list.

    4. If not, right-click Groups in the left panel and select New Group.

    5. For Group name, enter Users and click Create.

    6. Restart the computer and reinstall the software.

Documentation

For information on the QX ONE Droplet Digital PCR System and QX ONE Software, refer to the following documents:

- QX ONE Droplet Digital PCR System and QX ONE Software User Guide

- QX ONE Software User Guide, Standard Edition

- QX ONE Software User Guide, Regulatory Edition

Contacting Technical Support

The Bio-Rad Technical Support department in the U.S. is open Monday through Friday, 5:00 AM to 5:00 PM, Pacific Time.

Phone: 1-800-424-6723, option 2
Email: Support@bio-rad.com (U.S./Canada Only)

For technical assistance outside the U.S. and Canada, contact your local technical support office or click the Contact Us link at www.bio-rad.com.

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