



Thermo Scientific

Multiskan™ SkyHigh v1.0 Microplate Spectrophotometer Instrument

Multiskan™ SkyHigh v1.0 Operation Software

Release Notes

Software Version 1.0.74.0

2022

thermo
scientific

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Multiskan™ SkyHigh Instrument Operation Software 1.0.74.0 Release Notes

Overview

Software package v1.0.74.0 (including firmware v2.0.45) is only for the Multiskan™ SkyHigh instrument.

SkanIt Software is a PC control software for the Multiskan™ SkyHigh instrument. Multiskan™ SkyHigh v1.0.74.0 is compatible with SkanIt Software v6.1.0.51 (and higher versions).

New features

Based on Multiskan™ SkyHigh v1.0.70.0, the following new features have been implemented in v1.0.74.0:

- Latest built-in Operation System (Windows) security updates
- Yearly cumulative updates to Real-Time Operating system
- New USB drivers
- Concentration unit moved to header in colorimetric graph data excel export
- Software timers Pause/Continue fix
- Mutex release fix in software timers task stop function

Anomalies Fixed

Based on Multiskan™ SkyHigh v1.0.70.0, the following defects have been fixed in v1.0.74.0:

- Instrument timer tics fixed
- Exiting remote mode from UI causes error 2
- Instrument becomes unresponsive when shaking between measurements
- Instrument becomes unresponsive if a measurement is started on UI after exiting remote mode
- SkyHigh is stuck after SkanIt Automation Interface usage
- Plate carrier position error appears in remote mode when power save is active

Residual Anomalies

All known issues have been reviewed by the change control board. None of the known issues are considered as critical. The known anomalies which have not been fixed are:

- Bug 39934: The shake time is calculated incorrectly from the start of the run (plate is out), not from the beginning of the shake step
- Bug 40023: Run log: empty temperature values instead of NaN for a run with unplugged incubator
- Bug 40131: Measurement times missing from the Spectrum export file
- Bug 40175: Well selection scroll list on kinetic graph view is eternal instead of listing each well only once
- Bug 40200: Uninformative run log: Run log for aborted run does not show the session was aborted and is missing column titles
- Bug 40402: μ Drop plate path length information missing when creating nucleic acid sessions
- Bug 41405: Key measurement values not available when blanks are not included
- Bug 42544: OneDrive users cannot be unlinked when no one is signed in
- Bug 44860: Excel export shows results with 3 significant digits instead of 3 decimals as the UI
- Bug 44994: Senseless error message when microplate blanking fails

Software Upgrade

The software upgrade to Multiskan™ SkyHigh Microplate Spectrophotometer Instrument can be executed either automatically or manually. Both methods are described below.

Note The upgrade process will take approximately 60 minutes to complete.

Note All user defined settings and protocols will stay the same and will not be modified by the upgrade.

In case there is an issue encountered during the upgrade process, try again. If the issue persists, contact service. For service information, refer to the contact information found in the Multiskan™ SkyHigh User Manual (Cat. No. N21873).

Automatic Software Upgrade

Automatic software upgrade is available if the instrument is connected to the Thermo Fisher™ Connect Platform. Refer to the Multiskan™ SkyHigh User Manual (Cat. No. N21873) for instructions about creating a connection to the Thermo Fisher™ Connect Platform.

When Multiskan™ SkyHigh has been connected to the Connect software, upgrade from v1.0.70.0 to v1.0.74.0 can be carried out with the following steps.

IMPORTANT Disconnect the instrument from SkanIt™ Software and remove all external equipment from the USB ports before you install the software update.

IMPORTANT Do not switch the instrument off during the software installation. The installation time depends on the software update. During the installation, the instrument may re-boot several times. The installation is complete when the **Home** screen re-opens.

1. Connect your instrument to the Internet. There are two connection options:
 - Connect through the instrument Ethernet port using a cable.
 - Connect via wireless connection with a USB-enabled Wi-Fi dongle.
2. Swipe down on the touchscreen to confirm that the instrument has an active network connection. A prompt with the available software updates appears when the connection has been established.
3. Select **Update** to install the new software version.
 - a. A prompt opens asking if you want to start the upgrade. Select **Yes**.
The upgrade starts automatically.

- b. Wait for the upgrade to complete.

The upgrade takes approximately 40 minutes in addition to the time needed to download the software upgrade file. The download time depends on the connection speed.

Note Do not interrupt the process.

- c. The system restarts when the upgrade is ready.

4. Check that the SW version displayed on the **Settings** screen is 1.0.74.0 after the upgrade.

Manual Software Upgrade

If there is no connection to Connect available, Multiskan™ SkyHigh v1.0.70.0 can be upgraded to v1.0.74.0 manually with the following steps.

IMPORTANT Disconnect the instrument from SkanIt™ Software and remove all external equipment from the USB ports before you install the software update.

IMPORTANT Do not switch the instrument off during the software installation. The installation time depends on the software update. During the installation, the instrument may re-boot several times. The installation is complete when the **Home** screen re-opens.

1. Download the 0AB6_060E_1.0.74.0.update file to the USB drive from:
<https://www.thermofisher.com/fi/en/home/technical-resources/software-downloads.html>
 - a. Insert a fresh USB drive with at least 700 MB available space.
 - b. Navigate to the Multiskan™ SkyHigh section on the website.
 - c. Right-click the **Download** link for the Software Update.
 - d. Select **Save Link as**.
 - e. Select the USB Drive and select **Save**.
 - f. Wait for the download to finish.
2. Insert the USB drive into the Multiskan™ SkyHigh USB port.
 - a. A prompt opens asking if you want to start the upgrade. Select **Yes**.
The upgrade starts automatically.
 - b. Wait for the upgrade to complete.
The upgrade takes approximately 40 minutes.

Note Do not interrupt the process.

- c. The system restarts when the upgrade is ready.

3. Check that the SW version is 1.0.74.0 after the upgrade.

Firmware Upgrade for instruments without a touch screen

The firmware for Multiskan SkyHigh instruments without a touch screen can be upgraded to version v2.0.45 (included in the SW version 1.0.74.0) using SkanIt™ Software for Microplate Readers version 7.0 (and later). Refer to the SkanIt™ Software for Microplate Readers Technical Manual, Software Version 7.0 (Cat. No. N16046) for instructions.

If you do not have access to SkanIt™ Software version 7.0, contact service. Refer to the contact information found in the Multiskan™ SkyHigh User Manual (Cat. No. N21873).

2 Software Upgrade

Firmware Upgrade for instruments without a touch screen