

# *User Bulletin #3*

## *ABI PRISM 7700 Sequence Detection System*

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15 April 1998 (updated 05/2001)

### **SUBJECT: Sequence Detection System Software Version 1.6.3 Update**

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**Overview** The ABI PRISM® 7700 Sequence Detection System (SDS) software version 1.6.3 update is now available for use with Applied Biosystems Sequence Detection Systems. This update improves the operational robustness of the ABI PRISM® 7700 Sequence Detection System. The update includes software, firmware and new ROM chips for the instrument. No new features were incorporated into this revision.

**Note** Version 1.6.3 software cannot be used with previous versions of firmware. Using version 1.6.3 with incompatible firmware will result in instrument failure.

This document is a supplement to your instrument's user manual and contains the following:

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## How to Get the Update

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**Call Your Service Representative** The update can only be performed by a trained Applied Biosystems Service Representative. The service representative supplies all parts for the update. Please call Applied Biosystems Service to arrange a service call. The numbers to call for service are provided on page 5 and the rear cover of this bulletin. This update is provided at no charge to customers.

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**Other Services or Repairs** If additional instrument service or repairs are required, the additional work is provided at no charge if either the original factory warranty or a service contract is valid. Additional service or repairs performed on instruments out of warranty or not under a valid service contract are charged on a time-and-material basis. Contact your local Applied Biosystems office for details.

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## What Occurs During the Update

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**Instrument Inspection** The version 1.6.3 update includes an instrument inspection by a Applied Biosystems trained service representative. Because of safety requirements, this inspection cannot be done by any other person.

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**Macintosh Operating System Update** The Power Macintosh® computer should be running Mac OS 7.6.1. If the computer is running an earlier Mac OS, then an update will be performed. If possible, back up any data on the hard drive before the update is performed. If your data cannot be backed up before the computer update, the service representative will perform the OS upgrade without formatting the hard drive.

**Note** At this time there is no plan to update to Mac OS 8.x to run with SDS version 1.6.3.

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**SDS Version 1.6.3 Update** The service representative installs the new ROM chips, installs the new software and firmware, checks the spectral calibration as needed, and ensures that the system is operating properly.

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## User Computer Set-Up and Operation

### Observe Appropriate Macintosh Computer Settings

Please operate the Macintosh® computer with the following settings after the SDS version 1.6.3 software has been installed.

Function	Setting
RAM	Minimum of 24 MB.
Virtual Memory	Off.
Disk Cache	128K.
Energy Saver	Do not use (select Never in the Control Panel).
Screen savers (After Dark, etc.)	Do not use.
Anti-virus programs (SAM, etc.)	Do not use while collecting data. Do not use Norton Utilities from the hard drive. Use Norton only from a CD.
Automatic disk back-up utilities	Do not use.
Other extensions not mentioned here	If conflicts arise, remove the application or extension from the hard drive that is causing the problem.

### General Computer Maintenance Recommendations

Observe the following recommendations for maintaining your Macintosh.

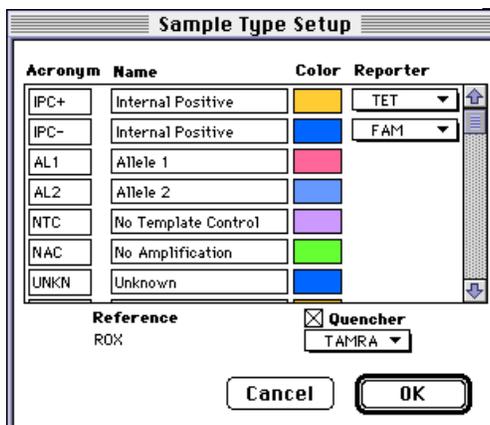
- ◆ Do not install non-essential programs on the computer.
- ◆ At least monthly, perform the following on the computer:
  - Rebuild the desktop (see below).
  - Defragment the hard drive.
  - Transfer data files to another storage medium.
- ◆ If you experience problems with the computer such as locking up, rebuild the Macintosh Desktop File more frequently:
  - Use an application such as TechTool (included in the version 1.6.3 software Utilities folder) to rebuild the desktop, or
  - Hold down the option and apple keys while restarting the computer, and continue to hold them down until prompted to rebuild the desktop.

## Avoiding Software Problems

### Tips for Avoiding Known Problems

The following table provides valuable tips for avoiding problems with software version 1.6.3. We encourage you to continue forwarding usability comments and suggestions to our attention.

Recommendation	Explanation
Quit Before Generating Pure Dyes File	After generating the Background Component, you must quit the SDS application before generating the Pure Dyes file or the background will not be recognized
“Could Not Start the Application” Message	If a dialog box appears at launch stating, “Could not start application because a file has been left in use,” or a similar message, drag the SDS Preferences folder (System Folder: Preferences: SDS) to the trash, and relaunch the application
Do not Stop the Instrument in Wait Mode	If the instrument Status is “Waiting...,” do not attempt to stop the instrument until “Ramping” or “Holding” messages appear in the Status display. If you stop the instrument, it makes a beep sound, and you will have to reset the system.
When editing Advanced Options	After you have edited the “Advanced Options” dialog box and clicked “OK” to exit, another dialog box appears stating “You must restart for changes to take effect.”  This is only true if you change the checkboxes for “Analysis: Spectra Components.” If you change other options, those changes will take effect immediately.
How to Open Documents in Earlier Software Versions	SDS documents created with earlier versions of software must be opened by first launching version 1.6.3 software, closing the new window, and clicking “Open...” from the Edit menu. Earlier versions of SDS Documents are saved as SDS version 1.6.3 documents when you select “Save”.
How to set up the Sample Type Setup Viewer	When setting up an AD plate (customer experiments; this is not used by service), the Sample Type Setup viewer has TET and FAM misaligned with the proper names (figure below). TET should be aligned with Allele 1 and FAM should be aligned with Allele 2. If changes to the TET or FAM are made, they affect the alleles and not the IPC+ and IPC- as shown in the viewer.



## Technical Support

**Contacting Technical Support** You can contact Applied Biosystems for technical support by telephone or fax, by e-mail, or through the Internet. You can order Applied Biosystems user documents, MSDSs, certificates of analysis, and other related documents 24 hours a day. In addition, you can download documents in PDF format from the Applied Biosystems Web site (please see the section "To Obtain Documents on Demand" following the telephone information below).

**To Contact Technical Support by E-Mail** Contact technical support by e-mail for help in the following product areas:

Product Area	E-mail address
Genetic Analysis (DNA Sequencing)	galab@appliedbiosystems.com
Sequence Detection Systems and PCR	pcrlab@appliedbiosystems.com
Protein Sequencing, Peptide and DNA Synthesis	corelab@appliedbiosystems.com
Biochromatography, PerSeptive DNA, PNA and Peptide Synthesis systems, CytoFluor®, FMAT™, Voyager™, and Mariner™ Mass Spectrometers	tsupport@appliedbiosystems.com
Applied Biosystems/MDS Sciex	api3-support@sciex.com
Chemiluminescence (Tropix)	tropix@appliedbiosystems.com

**Hours for Telephone Technical Support** In the United States and Canada, technical support is available at the following times:

Product	Hours
Chemiluminescence	8:30 a.m. to 5:30 p.m. Eastern Time
Framingham support	8:00 a.m. to 6:00 p.m. Eastern Time
All Other Products	5:30 a.m. to 5:00 p.m. Pacific Time

**To Contact Technical Support by Telephone or Fax In North America** To contact Applied Biosystems Technical Support, use the telephone or fax numbers given below. (To open a service call for other support needs, or in case of an emergency, dial **1-800-831-6844** and press 1.)

Product or Product Area	Telephone Dial...	Fax Dial...
ABI PRISM® 3700 DNA Analyzer	1-800-831-6844, then press 8	1-650-638-5981
DNA Synthesis	1-800-831-6844, then press 21	1-650-638-5981
Fluorescent DNA Sequencing	1-800-831-6844, then press 22	1-650-638-5981
Fluorescent Fragment Analysis (includes GeneScan® applications)	1-800-831-6844, then press 23	1-650-638-5981
Integrated Thermal Cyclers (ABI PRISM® 877 and Catalyst 800 instruments)	1-800-831-6844, then press 24	1-650-638-5981

Product or Product Area	Telephone Dial...	Fax Dial...
ABI PRISM® 3100 Genetic Analyzer	1-800-831-6844, then press 26	1-650-638-5981
BioInformatics (includes BioLIMS™, BioMerge™, and SQL GT™ applications)	1-800-831-6844, then press 25	1-505-982-7690
Peptide Synthesis (433 and 43X Systems)	1-800-831-6844, then press 31	1-650-638-5981
Protein Sequencing (Procise® Protein Sequencing Systems)	1-800-831-6844, then press 32	1-650-638-5981
PCR and Sequence Detection	1-800-762-4001, then press 1 for PCR, 2 for the 7700 or 5700, 6 for the 6700 or dial 1-800-831-6844, then press 5	1-240-453-4613
Voyager™ MALDI-TOF Biospectrometry and Mariner™ ESI-TOF Mass Spectrometry Workstations	1-800-899-5858, then press 13	1-508-383-7855
Biochromatography (BioCAD® Workstations and Poros® Perfusion Chromatography Products)	1-800-899-5858, then press 14	1-508-383-7855
Expedite™ Nucleic acid Synthesis Systems	1-800-899-5858, then press 15	1-508-383-7855
Peptide Synthesis (Pioneer™ and 9050 Plus Peptide Synthesizers)	1-800-899-5858, then press 15	1-508-383-7855
PNA Custom and Synthesis	1-800-899-5858, then press 15	1-508-383-7855
FMAT™ 8100 HTS System and Cytofluor® 4000 Fluorescence Plate Reader	1-800-899-5858, then press 16	1-508-383-7855
Chemiluminescence (Tropix)	1-800-542-2369 (U.S. only), or 1-781-271-0045	1-781-275-8581
Applied Biosystems/MDS Sciex	1-800-952-4716	1-650-638-6223

### Outside North America

Region	Telephone Dial...	Fax Dial...
Africa and the Middle East		
Africa (English Speaking) and West Asia (Fairlands, South Africa)	27 11 478 0411	27 11 478 0349
South Africa (Johannesburg)	27 11 478 0411	27 11 478 0349
Middle Eastern Countries and North Africa (Monza, Italia)	39 (0)39 8389 481	39 (0)39 8389 493
Eastern Asia, China, Oceania		
Australia (Scoresby, Victoria)	61 3 9730 8600	61 3 9730 8799
China (Beijing)	86 10 64106608	86 10 64106617

Region	Telephone Dial...	Fax Dial...
Hong Kong	852 2756 6928	852 2756 6968
Korea (Seoul)	82 2 593 6470/6471	82 2 593 6472
Malaysia (Petaling Jaya)	60 3 758 8268	60 3 754 9043
Singapore	65 896 2168	65 896 2147
Taiwan (Taipei Hsien)	886 2 22358 2838	886 2 2358 2839
Thailand (Bangkok)	66 2 719 6405	66 2 319 9788
<b>Europe</b>		
Austria (Wien)	43 (0)1 867 35 75 0	43 (0)1 867 35 75 11
Belgium	32 (0)2 712 5555	32 (0)2 712 5516
Czech Republic and Slovakia (Praha)	420 2 61 222 164	420 2 61 222 168
Denmark (Naerum)	45 45 58 60 00	45 45 58 60 01
Finland (Espoo)	358 (0)9 251 24 250	358 (0)9 251 24 243
France (Paris)	33 (0)1 69 59 85 85	33 (0)1 69 59 85 00
Germany (Weiterstadt)	49 (0) 6150 101 0	49 (0) 6150 101 101
Hungary (Budapest)	36 (0)1 270 8398	36 (0)1 270 8288
Italy (Milano)	39 (0)39 83891	39 (0)39 838 9492
Norway (Oslo)	47 23 12 06 05	47 23 12 05 75
Poland, Lithuania, Latvia, and Estonia (Warszawa)	48 (22) 866 40 10	48 (22) 866 40 20
Portugal (Lisboa)	351 (0)22 605 33 14	351 (0)22 605 33 15
Russia (Moskva)	7 095 935 8888	7 095 564 8787
South East Europe (Zagreb, Croatia)	385 1 34 91 927	385 1 34 91 840
Spain (Tres Cantos)	34 (0)91 806 1210	34 (0)91 806 1206
Sweden (Stockholm)	46 (0)8 619 4400	46 (0)8 619 4401
Switzerland (Rotkreuz)	41 (0)41 799 7777	41 (0)41 790 0676
The Netherlands (Nieuwerkerk a/d IJssel)	31 (0)180 331400	31 (0)180 331409
United Kingdom (Warrington, Cheshire)	44 (0)1925 825650	44 (0)1925 282502
All other countries not listed (Warrington, UK)	44 (0)1925 282481	44 (0)1925 282509
<b>Japan</b>		
Japan (Hacchobori, Chuo-Ku, Tokyo)	81 3 5566 6230	81 3 5566 6507
<b>Latin America</b>		
Del.A. Obregon, Mexico	305-670-4350	305-670-4349

**To Reach Technical Support Through the Internet**

We strongly encourage you to visit our Web site for answers to frequently asked questions and for more information about our products. You can also order technical documents or an index of available documents and have them faxed or e-mailed to you through our site. The Applied Biosystems Web site address is

**<http://www.appliedbiosystems.com/techsupp>**

To submit technical questions from North America or Europe:

Step	Action
1	Access the Applied Biosystems Technical Support Web site.
2	Under the Troubleshooting heading, click Support Request Forms, then select the relevant support region for the product area of interest.
3	Enter the requested information and your question in the displayed form, then click Ask Us RIGHT NOW (blue button with yellow text).
4	Enter the required information in the next form (if you have not already done so), then click Ask Us RIGHT NOW.  You will receive an e-mail reply to your question from one of our technical experts within 24 to 48 hours.

**To Obtain Documents on Demand**

Free, 24-hour access to Applied Biosystems technical documents, including MSDSs, is available by fax or e-mail or by download from our Web site.

To order documents...	Then...
by index number	<ol style="list-style-type: none"> <li>Access the Applied Biosystems Technical Support Web site at <a href="http://www.appliedbiosystems.com/techsupp">http://www.appliedbiosystems.com/techsupp</a></li> <li>Click the Index link for the document type you want, then find the document you want and record the index number.</li> <li>Use the index number when requesting documents following the procedures below.</li> </ol>
by phone for fax delivery	<ol style="list-style-type: none"> <li>From the U.S. or Canada, call 1-800-487-6809, or from outside the U.S. and Canada, call 1-858-712-0317.</li> <li>Follow the voice instructions to order the documents you want.</li> </ol> <p><b>Note</b> There is a limit of five documents per request.</p>
through the Internet for fax or e-mail delivery	<ol style="list-style-type: none"> <li>Access the Applied Biosystems Technical Support Web site at <a href="http://www.appliedbiosystems.com/techsupp">http://www.appliedbiosystems.com/techsupp</a></li> <li>Under Resource Libraries, click the type of document you want.</li> <li>Enter or select the requested information in the displayed form, then click Search.</li> <li>In the displayed search results, select a check box for the method of delivery for each document that matches your criteria, then click Deliver Selected Documents Now (or click the PDF icon for the document to download it immediately).</li> <li>Fill in the information form (if you have not previously done so), then click Deliver Selected Documents Now to submit your order.</li> </ol> <p><b>Note</b> There is a limit of five documents per request for fax delivery but no limit on the number of documents you can order for e-mail delivery.</p>







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