

# User Bulletin

## Applied Biosystems 7500/7500 Fast Real-Time PCR Systems

February 2008

### SUBJECT: Memory Upgrade Requirements for 7500 Software v2.0

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**Summary** Tower and laptop computers of Applied Biosystems 7500/7500 Fast Real-Time PCR Systems purchased before February 2008 require a memory upgrade before the computers can install Applied Biosystems 7500 Software v2.0. Version 2.0 of the 7500 software is an update that replaces the existing SDS Software v1.4. Computers shipped prior to 2008 contain less than 1 GB of random access memory (RAM), the minimum amount required to install the 7500 software.

This user bulletin describes:

- How to check the available memory of a computer to determine its eligibility for the 7500 software update.
- Options for installing additional memory to a computer that does not meet the minimum memory requirement.

**About the Upgrade** The following table lists the recommended and minimum requirements for installing version 2.0 of the 7500 software.

Component	Recommended Requirements	Minimum Requirements <sup>‡</sup>
Computer	<ul style="list-style-type: none"><li>• Pentium 4 or compatible processor, 2.0 GHz</li><li>• More than 1 GB RAM<sup>§</sup></li><li>• One hard drive with 10 GB available space</li><li>• 20/48X IDE CD-ROM drive</li><li>• USB v2.0</li><li>• Ethernet network adapter (10BASE-T)<sup>‡‡</sup></li><li>• UL listed, CE marked, and FCC labeled</li></ul>	<ul style="list-style-type: none"><li>• Pentium 4 or compatible processor, 1.2 GHz</li><li>• 1 GB RAM</li><li>• One hard drive with 10 GB available space</li><li>• 20/48X IDE CD-ROM drive</li><li>• USB v1.1</li><li>• Ethernet network adapter (10BASE-T)<sup>‡‡</sup></li><li>• UL listed, CE marked, and FCC labeled</li></ul>
Operating System	<ul style="list-style-type: none"><li>• Microsoft Windows<sup>®</sup> XP OS, SP 1 or later</li><li>• Microsoft Windows<sup>®</sup> Vista<sup>®</sup> OS</li></ul>	<ul style="list-style-type: none"><li>• Microsoft Windows<sup>®</sup> XP OS, SP 1 or later</li></ul>

<sup>‡</sup> Expect reduced performance if your computer does not meet the recommended requirements.

<sup>§</sup> The 7500 software will abort the installation if the software is installed to a computer with less than 1 GB RAM.

<sup>‡‡</sup> Required only if you plan to connect the computer to a local area network (LAN).

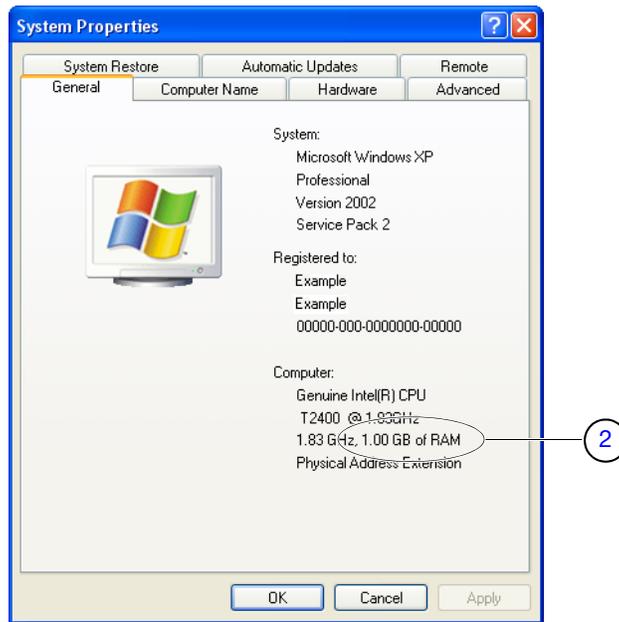
## Confirm the Available Memory

To determine the eligibility of a tower or laptop computer for the 7500 software v2.0 update, confirm the amount of RAM installed to the computer:

1. In the desktop, right-click **My Computer** (  ), then select **Properties**.
2. In the System Properties window, confirm the amount of available memory displayed in the bottom of the General tab.

If the available memory is:

- More than or equal to 1.0 GB, then the computer is eligible for the 7500 software update without the installation of additional memory.
- Less than 1.0 GB, install additional memory to the computer as explained in [“Options for Upgrading a Computer”](#) on page 3.



3. Click **OK** to close the System Properties dialog box.

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## Options for Upgrading a Computer

If your computer requires additional memory to install 7500 software v2.0, choose an option below to perform the memory upgrade:

- **Purchase an Applied Biosystems memory upgrade service.**

If you would like an Applied Biosystems service engineer to upgrade the memory of your computer, you can purchase a memory upgrade service from the Applied Biosystems Customer Care Center. An engineer can perform the upgrade service during a planned maintenance visit at an additional cost. For more information, contact the Applied Biosystems Customer Care Center (see [page 5](#)) or your Applied Biosystems sales representative.

- **Purchase and install a memory upgrade kit from Applied Biosystems.**

Applied Biosystems offers a memory upgrade kit that you can use to upgrade the memory of any computer purchased with a 7500/7500 Fast system. You can order the kit from the Applied Biosystems secure website (see below), or from the Applied Biosystems Customer Care Center (see [page 5](#)).

- **Purchase and install additional memory from a third-party vendor.**

You can purchase and install memory from a third-party vendor without violating the terms of your 7500/7500 Fast system warranty.

**IMPORTANT!** If you choose to upgrade your computer using memory from a third-party vendor:

- Confirm that the memory you purchase is compatible with the make and model of your computer before the installation.
- Follow the computer manufacturer's installation and safety guidelines to prevent damage to your computer when installing the memory.

### How to Order a Memory Upgrade Kit from the Applied Biosystems Website

Memory upgrade kits for computers sold with 7500/7500 Fast systems can be purchased from the Applied Biosystems secure website.

The memory upgrade kit contains:

- A memory module capable of increasing the total available memory for a 7500/7500 Fast system computer to 1 GB or more.
- A CD-ROM that contains instructions for installing the memory module.

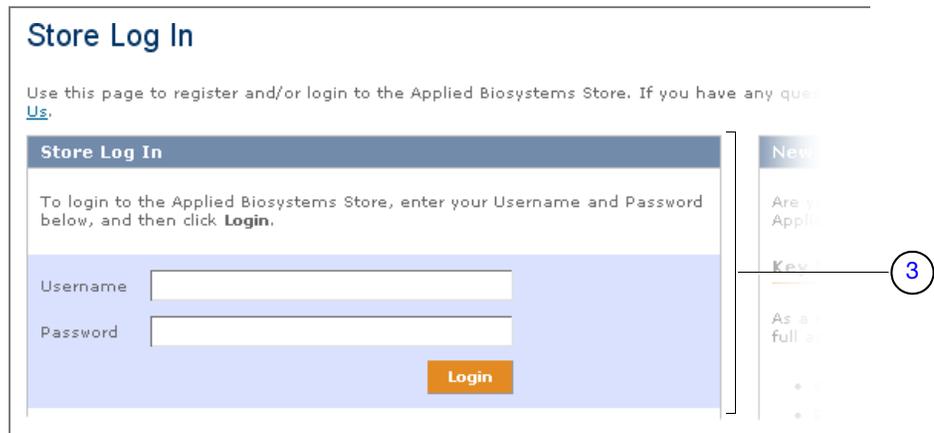
To order a memory upgrade kit from the Applied Biosystems website:

1. On a computer connected to the internet, start an internet browser, such as the Microsoft® Internet Explorer or Mozilla Firefox® software.
2. Using the internet browser software, open:

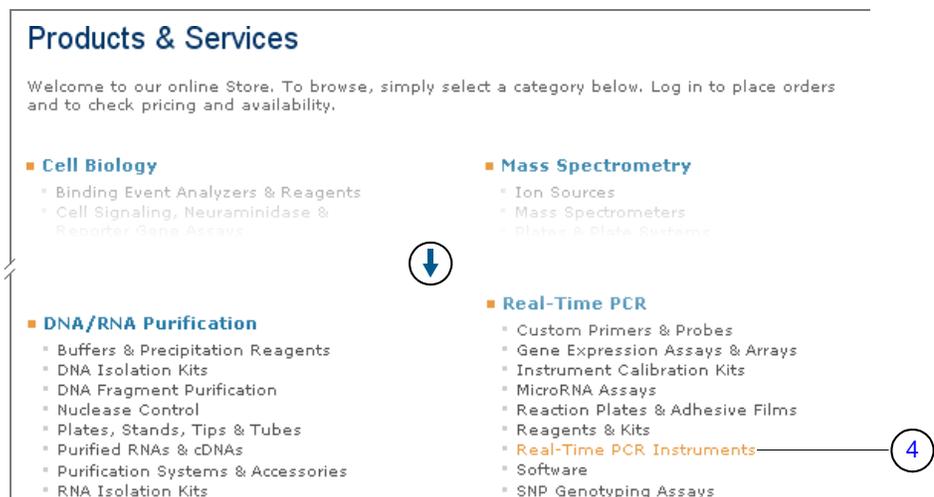
<https://products.appliedbiosystems.com>

**Note:** Once in the Applied Biosystems website, you can click the shopping cart icon (🛒) from any page to open the Applied Biosystems store.

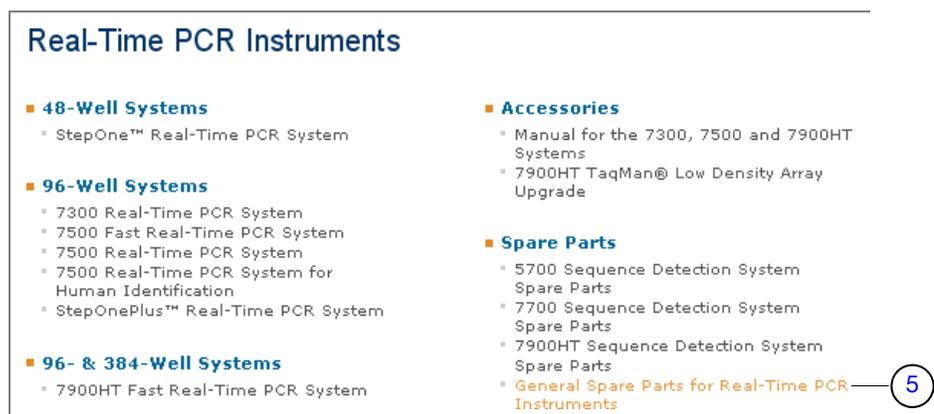
- In the Store Log In screen, log into the Applied Biosystems store as instructed. If you do not have a customer account for the Applied Biosystems store, click **Register**, then create an account as instructed.



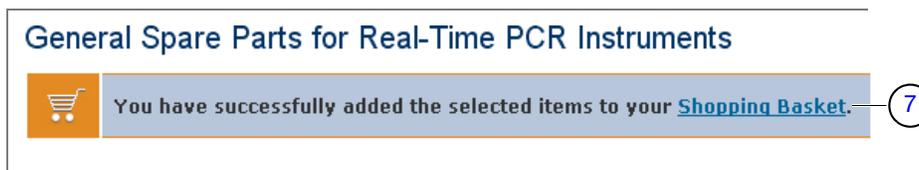
- In the Products & Services screen, scroll to and click **Real-Time PCR Instruments**.



- In the Real-Time PCR Instruments screen, click **General Spare Parts for Real-Time PCR Instruments**.



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6. In the General Spare Parts for Real-Time PCR Instruments screen:
    - a. Select the check box of the memory upgrade kit appropriate for your computer.
    - b. Click **Add to Basket**.
  7. When the shopping basket appears, click **Shopping Basket**.



8. Complete the transaction as directed by the Applied Biosystems store.

## How to Obtain Support

For the latest services and support information for all locations, go to <http://www.appliedbiosystems.com>, then click the link for **Support**.

At the Support page, you can:

- Search through frequently asked questions (FAQs)
- Submit a question directly to Technical Support
- Order Applied Biosystems user documents, MSDSs, certificates of analysis, and other related documents
- Download PDF documents
- Obtain information about customer training
- Download software updates and patches

In addition, the Support page provides access to worldwide telephone and fax numbers to contact Applied Biosystems Technical Support and Sales facilities.

### Contacting the Applied Biosystems Care Center

To contact the Applied Biosystems Care Center to order a memory upgrade kit or to request a memory upgrade visit by an Applied Biosystems service engineer, go to <http://www.appliedbiosystems.com/support/contact>.

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