Chromium Connect Software Update Procedure

FOR USE WITH

Chromium Connect, PN–1000171

Chromium Connect, PN–1000180

Notices

Document Number

CG000341 • Rev D

Legal Notices

Instrument & Licensed Software Updates Warranties

Updates to existing Instruments and Licensed Software may be required to enable customers to use new or existing products. In the event of an Instrument failure resulting from an update, such failed Instrument will be replaced or repaired in accordance with the 10x Genomics Limited Warranty, Assurance Plan or service agreement, only if such Instrument is covered by any of the foregoing at the time of such failure. Instruments not covered under a current 10x Genomics Limited Warranty, Assurance Plan or service agreement will not be replaced or repaired.

Support

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Tips & Best Practices

TIPS

- Power Cycle the instrument before starting the upgrade process.

- USB flash drive must be formatted for a Windows 10 operating system. DO NOT download using a MAC OS PC or to a MAC formatted flash drive.

- Remove any previous Software Upgrade Packages from the ROOT folder, or create a sub-folder and place the previous versions in the new folder.

- Download the latest Software Upgrade Package from the 10x Genomics Support website.

- The Software Upgrade Package must be located on the ROOT folder of the USB drive.

- DO NOT modify the Software Upgrade filename from its downloaded name. It should remain as downloaded from server. It should not duplicate an existing file on the downloaded drive (i.e 20201007-CONNECTSoftware (1).exe). Additionally, DO NOT include any spaces or special characters, such as '(', ')', etc., in the file name.

- DO NOT modify the Software Upgrade file attributes (read-only, hidden, etc.).

- DO NOT unzip the contents of the Software Upgrade Package.

## 1.0
Download Chromium Connect Software Update

a. Power cycle the instrument before starting the update.

b. For Chromium Connect instruments not connected to a network, download the Chromium Connect Software Update from the 10x Genomics website to a computer and copy to the ROOT folder of a USB stick. DO NOT unzip to extract the file from the zipped folder

c. Insert the USB stick in the corresponding USB port (see image) on Chromium Connect.

d. Login using the Chromium Connect touchscreen.

e. Select the Menu Options (hamburger stack) on the upper right-hand corner of the touchscreen and click Transfer Upgrade under the Support tab.

f. Select the Connect Software .zip file from the USB drive.

> Failure to download the ZIP file may indicate that the selected software package was previously installed. Check to ensure that the most recent Connect software package was selected and try again.

g. Wait for Chromium Connect to complete downloading the software update. This can take up to **5 min**.

h. After download is complete:
Click the APPLY button for immediate upgrade. After upgrade is complete, proceed to step 2c

OR

Click SKIP button to apply later. Proceed to step 2b.
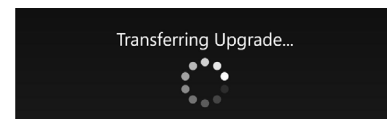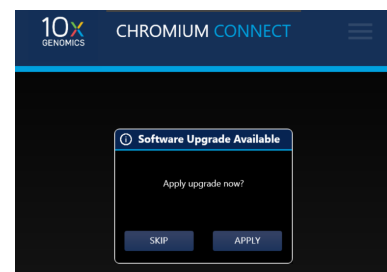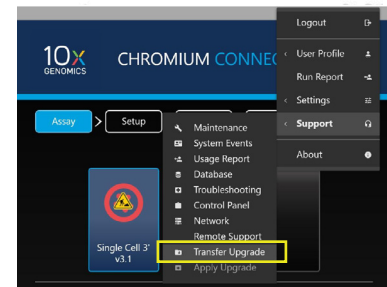
2.0
Install Chromium Connect Software Update

a. <u>For networked instruments only</u>: Login using the Chromium Connect touchscreen.

b. Select the Menu Options (hamburger stack) on the upper right-hand corner of the touchscreen and click Apply Upgrade under the Support tab.

c. The software will shut down. The update will take **~5-15 min**.

d. After update is complete, Chromium Connect will restart automatically. Login using the touchscreen.

Contact
support@10xgenomics.com
if any errors are encountered during the procedure.