

January 2019

Q-Base User Manual



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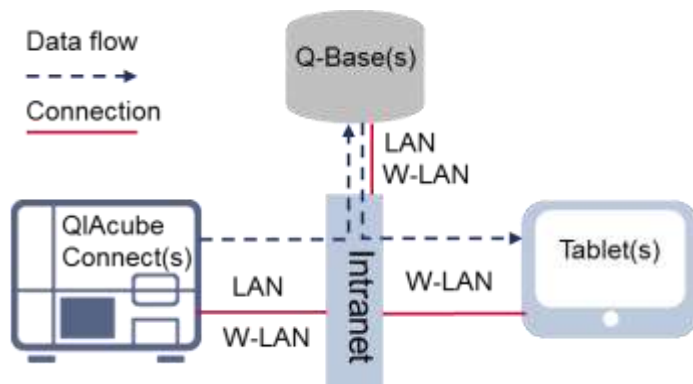
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1 Introduction

Before using the Q-Base, it is essential that you read this user manual carefully and pay attention to the safety information. The instructions and safety information must be followed to ensure safe operation of the instrument and to maintain the instrument in a safe condition.

QIAGEN brings the QIAcube Connect customer experience to the next level with remote instrument monitoring through Q-Base (an IoT gateway) and the QIAcube Connect tablet application. The gateway can be connected to one or more QIAcube Connect instruments and serves as an interface between the instrument and the QIAcube Connect tablet application.



Schematic view of connection and data flow between Q-Base, QIAcube Connect and a tablet device

1.1 About this user manual

This user manual provides information about the QIAcube Connect in the following sections:

1. Introduction
2. Safety Information
3. General Description
4. Installation Procedures
5. QIAcube Connect App Features
6. Troubleshooting
7. Glossary
8. Appendix A – Technical Details
9. Appendix B – Ordering Information
10. Version History

1.1.1 Technical assistance

At QIAGEN®, we pride ourselves on the quality and availability of our technical support. Our Technical Services Departments are staffed by experienced scientists with extensive practical and theoretical expertise in molecular biology and the use of QIAGEN products. If you have any questions or experience any difficulties regarding the QIAcube Connect or QIAGEN products in general, do not hesitate to contact us.

QIAGEN customers are a major source of information regarding advanced or specialized uses of our products. This information is helpful to other scientists as well as to the researchers at QIAGEN. We therefore encourage you to contact us if you have any suggestions about product performance or new applications and techniques.

For technical assistance and more information, please see our Technical Support Center at www.qiagen.com/support/technical-support or call one of the QIAGEN Technical Service Departments or local distributors (see back cover or visit www.qiagen.com).

1.1.2 Policy statement

It is the policy of QIAGEN to improve products as new techniques and components become available. QIAGEN reserves the right to change specifications at any time.

To produce useful and appropriate documentation, we appreciate your comments on this user manual. Please contact QIAGEN Technical Services.

1.2 Intended use of the QIAcube Connect

Q-Base enables users to connect the QIAcube Connect app running on a tablet to their QIAcube Connect instrument(s) via local intranet. The Q-Base interface manages the instrument data transfer from QIAcube Connect to the QIAcube Connect app. Q-Base is connected to **the user's** intranet, for example via Wi-Fi. Once installed, Q-Base does not require regular operation or maintenance activities.

The QIAcube Connect App and Q-Base are only sold together with QIAcube Connect instruments and are to be used in a laboratory setting by trained personnel. The QIAcube Connect App and Q-Base are intended for molecular biology applications. These products are not intended for the diagnosis, prevention or treatment of a disease.

1.3 Requirements for QIAcube Connect users

The table below covers the general level of competence and training necessary for transportation, installation, use, maintenance, and servicing of the QIAcube Connect.

Task	Personnel	Training and experience
Delivery	No special requirements	No special requirements
Installation, routine use and maintenance	Laboratory technicians or equivalent	Appropriately trained and experienced personnel familiar with use of computers and automation in general
Servicing	QIAGEN Field Service Specialists only	Trained and authorized by QIAGEN

2 Safety Information

Before installing or using Q-Base, it is essential that you carefully read the user manual provided by the hardware supplier Eurotech and pay attention to their safety information. The instructions and safety information in this user manual must be followed to ensure safe operation of the instrument and to maintain the instrument in a safe condition.

The safety information for Q-Base (Eurotech – Reliagate 10-12) can be found at this site:

<https://www.eurotech.com/en/products/lot/multi-service-lot-edge-gateways/reliagate-10-12>

3 General Description

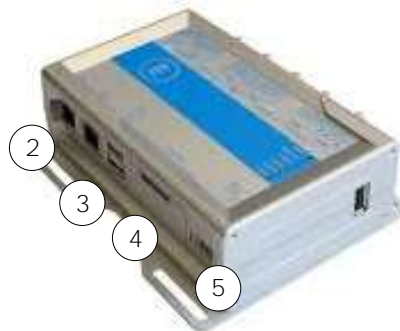
The Q-Base hardware enables connection of the QIAcube Connect app running on a tablet to QIAcube Connect instruments via a local intranet connection. The Q-Base interface manages the instrument data transfer from the QIAcube Connect instrument(s) and provides this data to the QIAcube Connect app. Q-Base can be connected to the intranet via Wi-Fi or LAN. The initial network settings of Q-Base are configured via the QIAcube Connect app using a Bluetooth® connection between Q-Base and the tablet.

The QIAcube Connect app provides real-time status monitoring of QIAcube Connect instrument(s). The app also displays the QIAcube Connect run setup according to the selected application protocol and sample number.

3.1 External features of Q-Base



Front view of Q-Base



Rear view of Q-Base



Top view of Q-Base



Q-Base Wi-Fi antenna

- | | |
|--|--|
| <ul style="list-style-type: none">1 2.4 GHz Wi-Fi/Bluetooth antenna connector2 RJ-45 Ethernet port (ETH 1)
Note: Do not remove the plug of Ethernet port ETH 0.
Do not use Ethernet port ETH 03 USB port (connector 0)4 Service panel (includes micro SD card slot, factory reset button and backup battery) | <ul style="list-style-type: none">5 Power cord socket6 Green LED indicator for Bluetooth on/off (first LED)7 Blue LED indicator for power on/off (last LED)8 Wi-Fi/Bluetooth antenna (to be installed before first use) |
|--|--|

For more details regarding hardware features, refer to the user manual provided by Eurotech:
<https://www.eurotech.com/en/products/lot/multi-service-lot-edge-gateways/rellagate-10-12>

4 Installation Procedures

This section provides instructions on installing Q-Base on your local network.

4.1 Site requirements

Q-Base must be connected to the same network as the QIAcube Connect instrument and the tablet. Q-Base does not need to be located in close proximity to the QIAcube Connect for the connection to work properly.

4.2 Power requirements

Q-Base requires the following power supply: 100–240 V AC, 50/60 Hz

The included power supply transforms the voltage to the operational voltage of 6-36 V DC. Ensure that the voltage rating of the Q-Base is compatible with the AC voltage available at the installation site. Mains supply voltage fluctuations are not to exceed 10% of nominal supply voltages.

Important: The power connector is NOT protected against short circuit. Always include an external fuse to protect the product.

Details about power supply specifications and how to supply power can be found in user manual from Eurotech:

<https://www.eurotech.com/en/products/lot/multi-service-lot-edge-gateways/rellagate-10-12>

4.3 Connecting Q-Base to your network

This section describes how to initially set up Q-Base within your network and ensure the connection to your QIAcube Connect instrument.

Note: If you would like to connect Q-Base to your LAN, and your LAN does not support automatic assignment of IP addresses (not supporting DHCP), you might need support from your IT department or an IT professional.

1. Install the Wi-Fi/Bluetooth antenna to the leftmost antenna connector as shown in section 3.1, External features of Q-Base.

Note: Do not use any other port to install the Wi-Fi/Bluetooth antenna.

2. Power up the Q-Base by plugging the power cord into an appropriate power socket. If you use a LAN cable to connect to your network, plug the LAN cable into ethernet port ETH1 before you switch on the Q-Base

Important: Do not use Ethernet port ETH0 for the LAN connection.

Note: Bluetooth is automatically turned off after 10 minutes.

3. Turn on the tablet and launch the QIACube Connect app.
4. Read and accept the app terms and agreement to proceed. The terms and agreement only appear during the first launch of the application.
5. Turn on Bluetooth on the tablet.
6. On the tablet, press the **Configuration** icon (⚙️) to start Bluetooth pairing between Q-Base and the tablet.



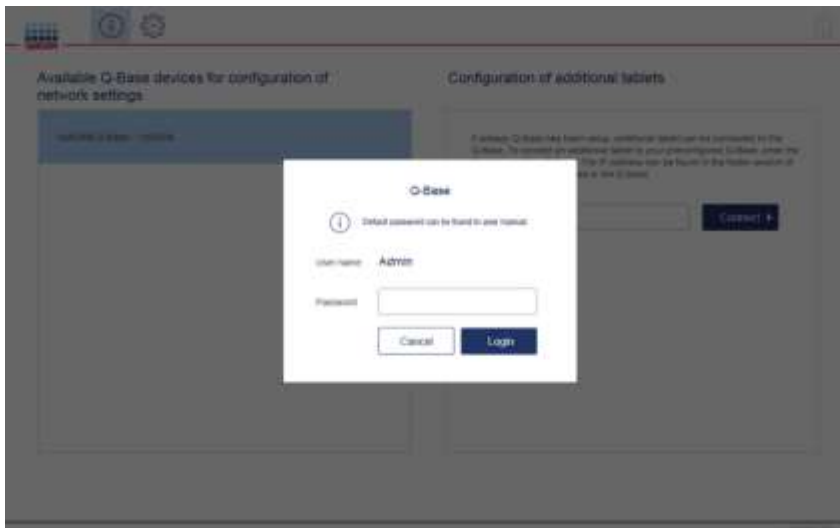
Note: For successful Bluetooth pairing between Q-Base and the tablet, the devices must be within a maximum range of 10 meters.

7. After a few seconds, the Q-Base name will be listed under **Available Q-Base devices for the first time configuration**.

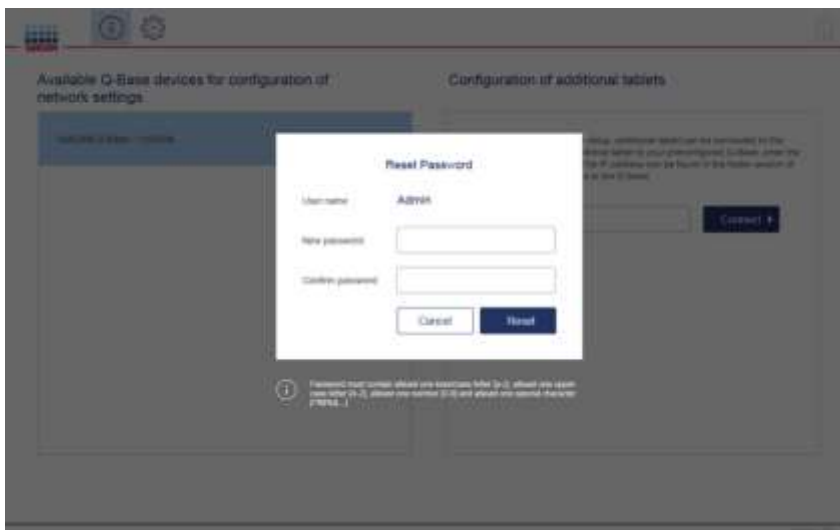
Note: If the Q-Base cannot be found, refresh the Bluetooth search by pressing the **Configuration** icon again.

8. Select the Q-Base name from the list to pair Q-Base with the tablet via Bluetooth.

9. Enter the default login details. The **User Name** is Admin and the **Password** is Qiagen123.



10. The QIAcube Connect app will prompt you to change the password. Enter a password of your choice according to the password rules provided by the app, and then press **Reset**.



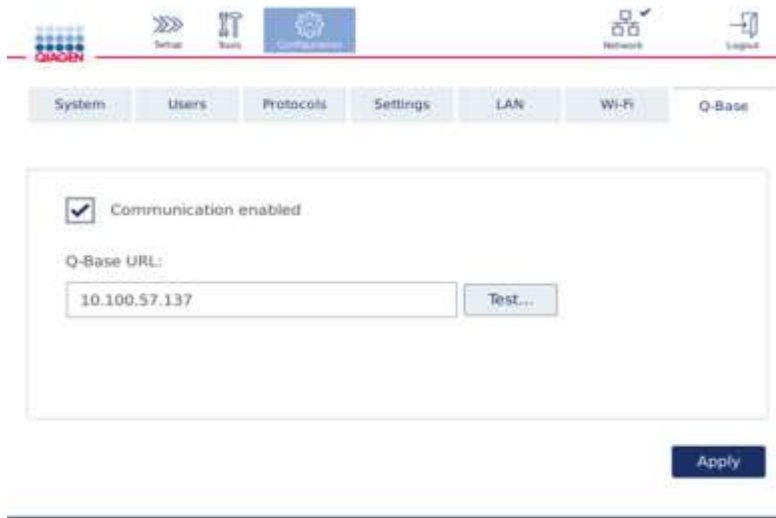
11. Enter the LAN or Wi-Fi settings as described in sections 4.3.1 or 4.3.2 before proceeding with step 11.

Note: Do not press **Finish Configuration** before you have entered the IP address of Q-Base into the QIAcube Connect instrument. The Q-Base IP address can be found in the right information panel in the app.



12. Turn on the QIAcube Connect instrument and log in as an admin user.

13. On the QIAcube Connect touchscreen, select the **Configuration** tab, and then select the Q-Base tab as shown below.



14. Make sure that the box next to **Communication Enabled** is checked

15. Enter the Q-Base IP address in the **Q-Base URL** field on the QIAcube Connect touchscreen. The IP address is shown in the QIAcube Connect app. Type the IP address into the field or scan the barcode (see screenshot below).



Note: Do not press **Test** on the QIAcube Connect touchscreen before pressing **Finish Configuration** on the tablet. Otherwise the test will be unsuccessful.

Note: The IP address shown above is just an example.

16. Once you have entered the Q-Base IP address, press **Apply** to continue.

17. Press **Finish Configuration** on the tablet.

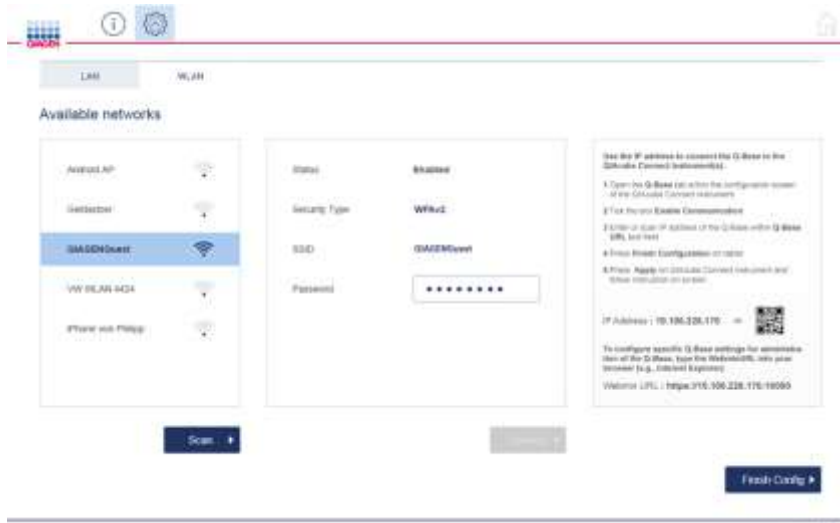
Important: If you don't press **Finish Configuration**, the connection will only be established after 10 minutes, automatically.

18. **Optional:** Wait for 10 seconds and press **Test** on the QIAcube Connect touchscreen to test for a functional connection.

19. Reboot the QIAcube Connect instrument to start the connection and receive the instrument status.

4.3.1 Connecting to WLAN/Wi-Fi

Note: Q-Base only supports connection to Wi-Fi networks with visible SSIDs and WPA2.



1. Press the **WLAN** tab to configure the Wi-Fi connection.
2. Press **Scan** to search for available Wi-Fi networks.
3. Select the desired Wi-Fi network from the list of **Available networks**.
4. Once selected, enter the Wi-Fi password in the **Password** field.
Note: The server, SSID and security type details will be automatically filled.
5. Press **Connect**.
6. Proceed with step 12 in section 4.3 (page 12).

4.3.2 Connecting to LAN (static IP or DHCP)

LAN connection with a static IP

Note: If you would like to connect Q-Base to a LAN that does not support automatic assignment of IP addresses (i.e., does not support DHCP), you might require additional support from an IT professional.

The screenshot shows the Q-Base LAN configuration screen. At the top, there are icons for LAN and WLAN. The 'LAN' tab is selected. Below the tab, the 'Device network settings' section is visible. It has two radio buttons: 'DHCP' and 'Static IP Manual'. The 'Static IP Manual' option is selected. There are four input fields: 'IP Address' with the value '10.100.228.170', 'Subnet mask' with '255.255.255.0', 'DNS Server' with 'Optional', and 'Gateway' with '10.100.228.15'. A blue 'Connect' button is at the bottom of this section. To the right, there is a 'Help' box with instructions for connecting to the Q-Base via LAN. It includes a QR code and a 'Finish Config' button at the bottom.

Note: When entering details into the screen above, **Static IP Manual** is selected by default

1. In the **IP address** field, enter the IP address that should be used for the Q-Base.
2. In the **Subnet mask** field, enter the subnet mask that should be used for the Q-Base.
3. **Optional:** Enter the DNS server in the **DNS server** field.
4. In the **Gateway** field, enter the IP address of the gateway.
5. Press **Connect**.

Note: The first time Q-Base is configured for LAN, there may be a delay of approximately 2–4 minutes to reach the provided Q-Base URL through the tablet app.

6. Proceed with step 12 in section 4.3 (page 12).

LAN connection using DHCP

The screenshot shows the 'Device network settings' section of the Q-Base configuration interface. At the top, there are icons for LAN and Wi-Fi. Below the 'Device network settings' title, there are two radio button options: 'DHCP' (which is selected) and 'Static IP Manual'. To the right of these options is a list of instructions for using IP addresses to connect the Q-Base to the Q-Base Element Assembly. Below the instructions, there are four input fields: 'IP Address', 'Subnet mask', 'DNS Server', and 'Gateway'. At the bottom right of the configuration area, there is a 'Finish Config' button.

1. To use DHCP-configured LAN, select **DHCP** in the **Device network settings** area.
Note: When using DHCP-configured LAN, the network settings for Q-Base will be obtained automatically from the DHCP server. No further input is required.
2. Proceed with step 12 in section 4.3 (page 12).
Note: The first time Q-Base is configured for LAN, there may be a delay of approximately 2–4 minutes to reach the provided Q-Base URL through the tablet app.

4.4 Connecting additional tablets to an existing Q-Base

Multiple tablets can be connected to one Q-Base.



1. In the QIACube Connect app, press the **Configuration** icon (⚙️).
2. Enter the IP address of the existing Q-Base.
Note: The Q-Base IP address can be found in the QIACube Connect app of the first configured tablet in the bottom left corner of the screen.
3. Press the **Connect** icon.
4. Press the **tablet's Home** button to receive the first data.

4.5 Administration of Q-Base via Webmin

Q-Base administration can be performed via Webmin, using an internet browser on a personal computer that is connected to the network via a secure https connection. To connect to Webmin, enter the IP address of the Q-Base and port 10000 within the internet browser.

Proceed as follows:

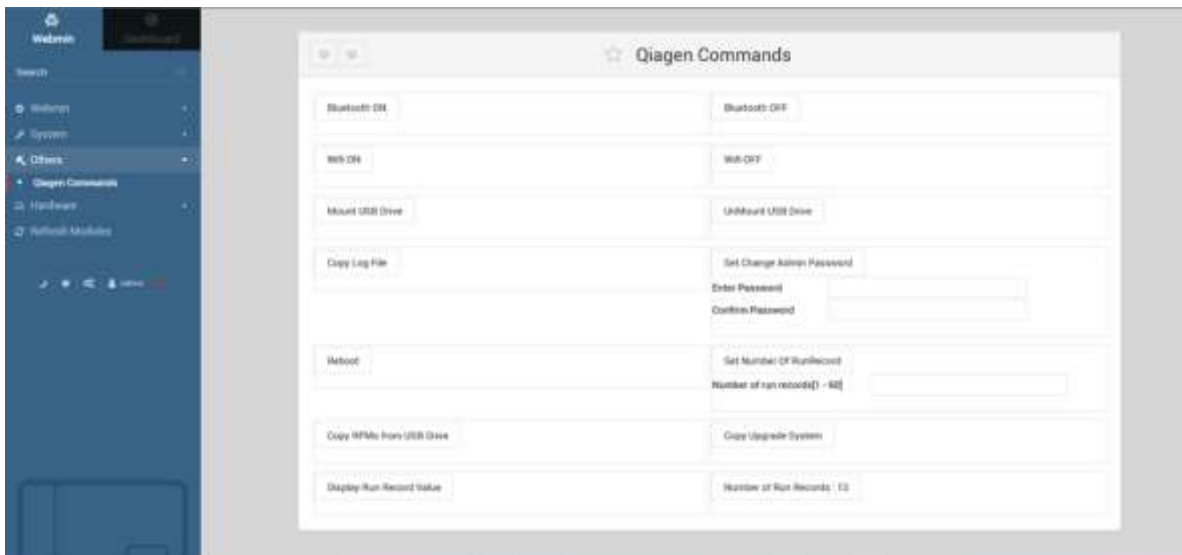
1. Open a web browser on the personal computer (e.g., Internet Explorer®).
2. Type the connection details into the address field and press Enter. Use this format: https:\\ followed by the Q-Base IP address followed by port 10000.
Example: https:\\10.100.226.170:10000

Note: The Q-Base IP address can be found in the QIAcube Connect app of the first configured tablet in the bottom left corner of the screen.

Note: Q-Base uses a self-signed certificate for the https connection. Therefore, the browser may issue a security warning. Ignore the warning or add an exception to access the Q-Base configuration.



3. Log in using “admin” as both the user name and the password.
4. Perform the desired Q-Base action(s) as described in sections 4.5.1–4.5.7.



4.5.1 Bluetooth on/off

Click the **Bluetooth On/Off** buttons to turn Bluetooth on or off. If Bluetooth is turned on, the LED User 1 will illuminate green on the Q-Base.

4.5.2 Wi-Fi on/off

Click the **Wi-Fi On/Off** buttons to turn Wi-Fi on or off.

4.5.3 Save log files

To save the log file from Q-Base, follow these steps below.

1. Insert the USB stick into the Q-Base USB port (connector 0).
2. Click **Mount USB Drive** and then click **Copy Log File**.
3. The log files will be copied onto the USB stick.
4. Click **Unmount USB Drive** before removing the USB drive.

4.5.4 Change admin password

To change the Q-Base login password, enter the password into the **Enter Password** field. Re-type the password in the **Confirm Password** field, and click the **Set Change Admin Password** button.

4.5.5 Reboot of Q-Base

Click the **Reboot** button to reboot the Q-Base.

4.5.6 Set the number of run records (report files)

The number of run records (report files) can be configured from 1–60 per the QIAcube Connect instrument.

1. Enter the value from 1–60 in the **Number of run records** field.
2. Click the **Set number of run records** button.

4.5.7 Update Q-Base software

New versions of software for Q-Base can be downloaded from the following site:
www.qiagen.com/MyQIAcubeConnect.

Follow the steps below to update the software.

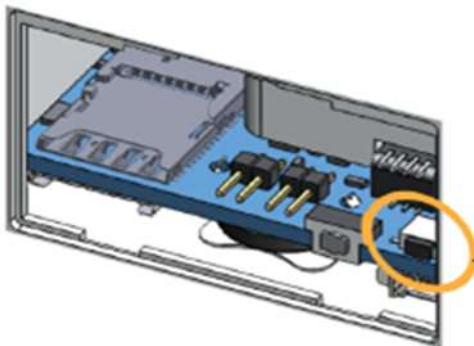
1. Prepare the USB stick by copying the newest rpm file from our webpage into the main folder.
2. Insert the USB stick into the Q-Base USB port (connector 0).
3. Click **Mount USB Drive** and then click **Copy Log File**.
4. Click **Copy RMP from USB** to copy the rpm file onto the Q-Base.
5. Click **Upgrade system**.
6. Wait until the **Upgrade system** button is disabled. This indicates that the update process is complete.
7. Click **Unmount USB Drive** before disconnecting the drive from Q-Base.

4.6 Factory reset of Q-Base

If required, Q-Base can be reset to the original factory settings.

Note: When performing a factory reset, all existing data including log files and settings will be deleted. The Q-Base password will be reset to the default password Qiagen123. The Q-Base will be rebooted and will start with the first time configuration (section 4.3). The USER1 LED will blink during the factory reset, and will turn off when the factory reset is complete.

Press the reset button on the service panel for at least 10 seconds to perform the factory reset.

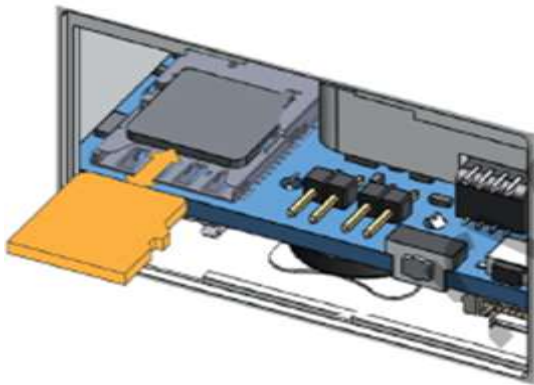


4.7 Insert/remove the microSD card

To insert the microSD card, push it into the holder with the contacts facing down.

Note: The 32 GB microSD card has already been inserted during production.

To remove the microSD card, pull it out from the holder. Use your small finger or a pair of tweezers to simplify the process.



5 QIAcube Connect App Features

5.1 Instrument status

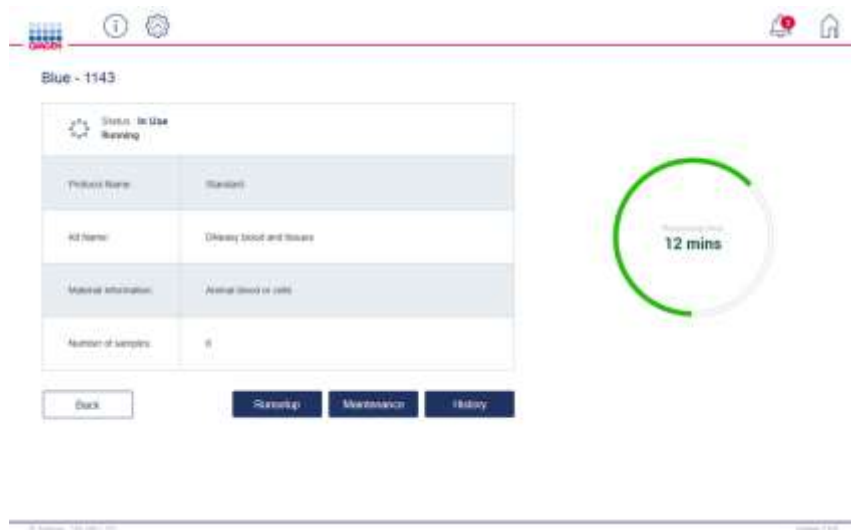
The QIAcube Connect app allows you to view the current status of the QIAcube Connect instrument. If multiple instruments are configured, the app home screen will show an overview of instrument status for each instrument.



There are three possibilities for instrument status:

- Offline: the QIAcube Connect instrument is not connected to Q-Base (e.g., instrument is turned off).
- Available: the QIAcube Connect instrument is connected to Q-Base but no operation is in progress.
- In Use: the QIAcube Connect instrument is connected to Q-Base, and a run or operation is in progress.

Press on a particular instrument icon to open the detailed instrument screen.



The status information is automatically updated every 20 seconds.

5.2 Run setup

Run setup lets you prepare your samples and material for the run from anywhere, using the app. Based on the kit, material and protocol you select, all run setup information will be displayed in the app, similar to how it is displayed on the instrument. Run setup lets you select all protocols available on all instruments, either manually, by scanning the kit bar code or by selecting a favorite.



During run setup, the **Instrument status** button indicates on which instrument the selected protocol can be used along with the status of that instrument.

After entering the details during run setup, the app will generate a summary bar code, which contains all information about the run setup. Scanning this 2-D bar code using 2-D bar code reader from the instrument home screen will transfer all of the run setup information to QIACube Connect instrument.

5.3 Maintenance

The **Maintenance** screen shows the current maintenance status information of the selected instrument.

5.4 History

The **History** screen shows the current run history of the selected instrument. It also allows you to view and print report files from previous runs performed on the selected instrument.

5.5 In-app notification

In-app notification informs you about certain instrument events, such as Run finalized or Run stopped. Pressing the bell icon will provide more information about the message and event.

6 Troubleshooting

6.1 General information

This section provides information about what to do if an error occurs when using Q-Base.

6.2 Contacting QIAGEN Technical Services

Whenever encountering a Q-Base error, be sure to have the following information at hand:

- Detailed description of the error situation
- Q-Base log files (refer to section 4.5.3)

This information will help you and your QIAGEN Technical Service Specialist to deal most efficiently with your issue.

Note: Information about the latest software versions can be found at:

www.qiagen.com/MyQIACubeConnect.

6.3 FAQs

Why can't I find the Q-Base device in the device list during the first installation?

The tablet and Q-Base try to connect via Bluetooth. When you turn on Q-Base, the Bluetooth module is automatically switched on for 10 minutes. Make sure that Bluetooth is enabled on the tablet and that the installation procedure is started from the QIACube Connect app within 10 min, by pressing the **Configuration** icon. If Q-Base still cannot be found, refresh the Bluetooth search by pressing the **Configuration** icon again.

Make sure that the Wi-Fi/Bluetooth antenna has been installed as described in section 4.3.

Which network settings are supported by the QIACube Connect and Q-Base?

You can use either LAN (Local Area Network) or WLAN (Wireless Local Area Network), which is Wi-Fi Protected Access 2 (WPA2) protected and has a visible SSID. For data exchange, make sure that QIACube Connect and the Q-Base tablet are connected to same network.

Why can't I see my QIAcube Connect instrument in the QIAcube Connect app?

For data exchange, make sure that the QIAcube Connect and the Q-Base tablet are connected to the same network. Make sure that the Q-Base IP address has been entered in the configuration dialog of the QIAcube Connect and that communication has been enabled.

For details refer to section 4.3.

Why is the tablet application reacting very slowly?

Each time a QIAcube Connect instrument is turned on, all data (e.g., protocol files) will be uploaded to Q-Base. During this upload phase, the app reaction time is impacted. Wait for 10 minutes and retry.

If you have multiple QIAcube Connect instruments connected, we recommend removing protocols that are not used from the instruments. This reduces the time required to upload and parse the protocols on the Q-Base and will significantly increase the speed of the app.

Why are not all applications/kits/protocol files visible in the run setup?

Each time a QIAcube Connect instrument is turned on, all data (e.g., protocol files) will be uploaded to Q-Base. During this upload phase, the app is not able to show the files that have not yet been uploaded for run setup. Wait for 10 minutes and retry.

Why does the connection test fail?

After entering the Q-Base IP address in the Q-Base configuration dialog of the QIAcube Connect instrument, first press the **Apply** button. Then press the **Finish configuration** button in the app. Wait for 10 seconds before testing the connection again.

How can I retrieve a forgotten password?

If a password is forgotten or lost, it can be reset using Webmin if the Q-Base IP address known (see section 4.5.4 Change admin password)

If a password is forgotten or lost, and the Q-Base IP address is not known, the password can be reset by performing a factory reset of Q-Base (see section 4.6 Factory reset of Q-Base).

Can the number of run records be changed?

Yes, the number of run records can be set using Webmin. Refer to section 4.5.6 Set the number of run records (report files) for details. The default value is 60.

What should I do if the app freezes?

Force stop the app. Press the button next to the Home button to launch the app list, select the QIAcube Connect App and swipe to the right. Restart the app.

Why can't I reach Webmin?

Make sure that you enter `https://IP-address:10000` in your internet browser window ("IP-address" is the actual IP address of your Q-Base). Do not enter just the IP address. Q-Base uses a self-signed certificate for the https connection. Therefore, the browser may issue a security warning. Ignore the warning or add an exception to access the Q-Base configuration.

7 Glossary

Term	Description
DNS	Domain Name Server, which converts a URL name to an IP address. This information is an optional field during the first configuration.
Gateway	IP address of the gateway device/router. The user must enter the Gateway address during the first configuration if selecting static IP.
IP address	Internet protocol address; this is a unique address assigned to a device to identify the device over a network. The user must enter the IP address during the first configuration if selecting static IP, and this IP address will be assigned to Q-Base.
LAN	Local area network; a wired connection between one or more devices to a particular network.
SSID	Service set identifier; this is the Wi-Fi network's unique name, which devices use to connect to the network.
Subnet mask	Subnet mask is a number that defines a range of IP addresses that can be assigned to a network. The user must enter the subnet mask during the first configuration if selecting static IP.
URL	An alphanumeric name given to a particular device or resource in a connected network; address of the resource in the internet (webserver address).
Wi-Fi/WLAN	A wireless network connecting two or more devices using wireless communication to form a local area network (LAN) within a limited area.
WPA2	Wi-Fi Protected Access 2

8 Appendix A – Technical Details

8.1 Technical data

For technical data, refer to the Reliagate 10-12 user manual from Eurotech.

<https://www.eurotech.com/en/products/lot/multi-service-iot-edge-gateways/reliagate-10-12>

8.2 Declaration of Conformity

Name and address of the legal manufacturer:

QIAGEN GmbH
QIAGEN Strasse 1
40724 Hilden
Germany

An up-to-date declaration of conformity can be requested from QIAGEN Technical Services.

8.3 Certificates

For certificates, refer to the Reliagate 10-12 user manual from Eurotech.

<https://www.eurotech.com/en/products/lot/multi-service-iot-edge-gateways/reliagate-10-12>

8.4 Waste Electrical and Electronic Equipment (WEEE)

For WEEE details, refer to the Reliagate 10-12 user manual from Eurotech.

<https://www.eurotech.com/en/products/lot/multi-service-iot-edge-gateways/reliagate-10-12>

8.5 FCC Declaration

For the FCC declaration, refer to the Reliagate 10-12 user manual from Eurotech.

<https://www.eurotech.com/en/products/lot/multi-service-iot-edge-gateways/reliagate-10-12>

9 Appendix B – Ordering Information

For more information and an up-to-date list of available protocols, visit www.qiagen.com/MyQIAcubeConnect.

Ordering Information

Product	Contents	Cat. no.
Q-Base	Reliagate 10-12 from Eurotech, including travel adapter from SKROSS (MUV Micro) and SanDisk 32GB Class 4 Micro SD SDHC	9026169

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10 Version History

Document	Date	Description of changes
HB-2620-001	January 2019	First release

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