

Release of QIAcube® Connect MDx Software Version 2.0

Dear valued customer,

At QIAGEN®, we are continuously making improvements to provide the highest level of performance with our instruments. Consequently, we are pleased to inform you about the opportunity to upgrade your QIAcube Connect MDx instrument operating software to version 2.0. This software release includes improvements and changes as listed below.

Improvements/Changes

- Individual protocols can now be deleted.
- Run report improvements:
 - Reports now include additional maintenance information (status, last execution date, due date).
 - Reports now show the user ID instead of a clear user name.
 - Option to add user comments to the report.
 - Custom logo can be added to the run reports (uploaded using the **System** tab).
 - Removed the non-relevant footer information.
- Internal LED light can now be adjusted to an individual RGB color value.
- Better support for barcode scanning when using barcodes from accessory kits.
- Improved usability with updated on-screen instructions, scrolling behavior, error handling, and hints.
- Improved handling of protocol updates via USB.
- Improved robustness of the load check algorithm.
- Improved centrifuge behavior to mitigate occurrence of error 620 and error 627.
- Locked primary admin user accounts can now be unlocked with respective user ID and a one-time password (OTP) obtained from QIAGEN Technical Services (see Section 5.11.4 Resetting a user password of the *QIAcube Connect MDx User Manual*).
- QIASphere® improvements:
 - Protocols can now be installed, overwritten, and removed (with Q-Base version 3.03 or higher).
 - Users will be notified if new protocol updates are available.
 - New QIASphere notification center.
 - QIASphere Base icon is added for better display of connection error handling.
- Improved user guidance to free up disk space in case a critical low level of disk space is reached.
- Additional audit trail entries (e.g., protocol removals, user changes, and customer logo updates).
- Improved safety (e.g., instrument run stops immediately if the system detects that the hood is opened).
- Various cybersecurity enhancements.
- Minor bug fixes.
- Fixed heater shaker bug: In SW 1.0.1, the heater did not turn on if the requested temperature was below 40°C and the actual temperature was lower. This affected enzymatic lysis protocols for QIAamp® DSP DNA Mini Kit (cat. no. 61304), QIAamp DNA Mini Kit (cat. nos. 51304, 51306, and 51326), DNeasy® Blood & Tissue Kit (cat. nos. 69504 and 69516), and custom protocols. In SW 2.0, the heater now turns on in all cases if the requested temperature is higher than the actual temperature.
- Bugfix of the protocol "DNA_DNeasyPowerBiofilm_Biofilms_Standard_V1" in the Research mode of the software.
- Standard protocols are added to the software package.
- Language packages can now be installed with software update (please see the notes below).



Note: Installation of software version 2.0 will also install the current QIAcube Connect Protocol package (version 4.0), which includes the updated protocol “DNA_DNeasyPowerBiofilm_Biofilms_Standard_V2”. DSP/IVD protocols remain unchanged.

The software can be updated by following the instructions of the *QIAcube Connect MDx User Manual*. The instrument software version 2.0 and instrument user manual can be downloaded from the QIAcube Connect MDx product page at www.qiagen.com/QIAcube-Connect-MDx

Please download a backup of all protocol files and save a support package before updating the software. Please make sure to back up your customized protocols (if applicable) before installing the new software. Customized protocols require reinstallation by the user after the software update. The backup procedure is explained in the *QIAcube Connect MDx User Manual*, Section 5.10.4 Saving protocols, Section 5.7 Saving run reports to the USB flash drive, and Section 7.1 Creating a support package. Reinstall the desired backups according to the instructions in Section 5.11.1.

If you would like to install language packages simultaneously with the software update, please follow the instructions in Section 4.3.6 Software upgrade.

If you have further questions, please contact your local QIAGEN representative or contact our Technical Support Center at www.qiagen.com/support/technical-support

Best regards,

Your QIAcube Connect Team