


Quick Reference

GeoMx® Support Guide

Problem	Recommendation
Instrument is non-responsive	 → Refresh, or F5 key
Instrument is non-responsive for >30 minutes	Contact GeoMxSupport
Other issues	Contact GeoMxSupport

Contacting GeoMxSupport@nanosttring.com

For the fastest resolution, please follow these guidelines:

Subject: [Your institution] [5-10-word summary of problem]

Body:

- Where were you in the workflow?
- Current screen or error message (picture or description)
- What troubleshooting steps have you taken?
- Are you able to retrieve your samples?
- Software version

In addition, please download log files from the Administration tab at the instrument to a USB, in preparation for uploading them to your assigned Box folder. Choose an appropriate date range (recommended: from one day before the issue occurred to one day after). **Please do not email log files.**

Shortcut to an “idle state” to Change Reagents or Update Software

There are two idle states: **Collection Complete & Replace Plate.**


1. Click **Data Collection → New/Continue Run.**
2. Follow on-screen instructions to load the instrument with a plate and empty slide holder.
3. Wait for pop-up message “No Slides Detected”.
4. Click **OK.** Now, the instrument is at the Collection Complete idle state (Fig 1).
5. Click on reagent icons to Change Reagents, or Click **Administration → Software Update** to perform software update.
6. If you have followed these steps and the instrument still is not in an idle state, click  **Assist → Restart Workflow.** Pause at “Replace Plate?” screen (Fig 2). This is an idle state.
7. If the instrument still does not allow these actions, power cycle by shutting down through the software, reboot, start a new run, and pause at “Replace Plate?” screen (Fig 2). This is an idle state.

Fig 1

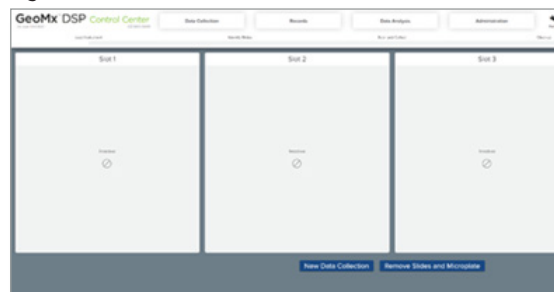
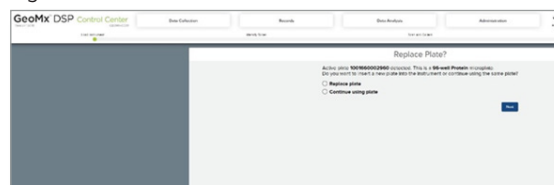


Fig 2



For more information, please visit nanosttring.com

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Additional Customer Resources

For more comprehensive information, visit us at nanosttring.com and go to **Support > Product Support** to view manuals and other technical product literature.

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MAY 2020 MK2430

