

Dear Nanostring Customer,

As part of our dedication to continuous product improvement and to provide the best customer experience possible, Nanostring periodically releases new software updates for the nCounter SPRINT™ Profiler.

Instructions for Upgrading to nCounter SPRINT™ Profiler v2.3.0.44 Software Release via Software Update Tool

Performing software updates can be accomplished simply by a User via the nCounter SPRINT™ Profiler instrument touchscreen, provided the instrument is networked and has access to the internet. If your nCounter SPRINT™ Profiler is not network connected, please contact us at support@nanostring.com and a web link can be provided containing the v2.3.0.44 Software Update. Instructions will be included on how to update the instrument software via USB drive.

The Sprint Software Update v2.3.0.44 installs both Operating System (OS) and Software Updates. Consequently, it requires the User to access the Software Update Tool twice to complete the Update.

1. To access the nCounter SPRINT™ Profiler Software Update Tool, from the touchscreen **Main Menu** press the **Administration** icon as seen in the picture to the right.

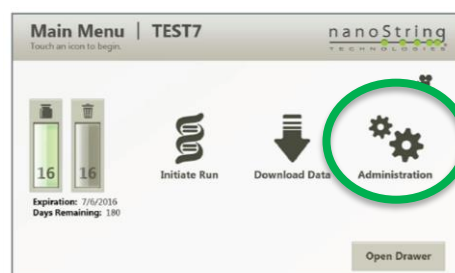
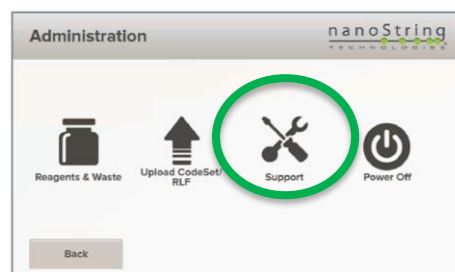
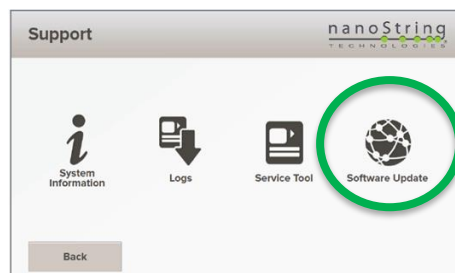


FIGURE 8.1 The Main Menu.

2. From the **Administration** menu, select the **Support** icon.
3. When the **Support** menu displays press the **Software Update** icon to begin the update process.



4. When the **Update Software** menu displays, verify that Update Version 2.3.0.44 is ready to be applied. When the version is verified press the **Install Updates** button at the lower right corner of the screen.



If pending uninstalled updates are available for download, these will be identified along with the option to either **Install Updates** or **Cancel**. If the software update 2.3.0.44 is not identified and has not previously been installed on your SPRINT, please contact Nanostring Support.

5. The Update Software menu will display a message indicating to close all web sessions before continuing. When ready press the Continue button.
6. The update process will now download OS Updates to the SPRINT System. When the download is complete the **Update Software** menu will ask the User to reboot the System. Press the **Reboot** button when ready.
7. The System will reboot and will automatically start installing the OS Update. When the OS Update has installed the **Update Software** menu will display the Update was successfully applied and a reboot is required to complete installation. When ready press the **Reboot** button at the lower right of the screen.
8. When the System has rebooted it will proceed to configure the OS Update. When the System configuration is complete the Sprint **Main Menu** will display.
9. The second part of the Update procedure will now be done to complete the SPRINT Software Update. Navigate to the **Software Update** menu by again pressing **Administration** and **Support** icons. When the **Support** menu displays press the **Software Update** icon.
10. When the **Update Software** menu displays it will show that Update 2.3.0.44 is ready to be applied. When ready press the **Install Updates** button. The screen will then display a message to close all web sessions before continuing. When ready press the **Continue** button.
11. The System will proceed to install the Software Updates. When done the screen will display the Update was successfully applied and a reboot is required. When ready press the **Reboot** button.
12. When the System has finished rebooting the SPRINT **Main Menu** will display and the SPRINT Update 2.3.0.44 is complete. To verify the software version, press the **Administration**, **Support**, and **System Information** icons and verify the Software Version entry is 2.3.0.44.

Should you have any questions, please contact the Nanostring Support team at support@nanostring.com