July 31, 2021

Dear ImageXpress Pico Customer,

Thank you for being a valued customer of Molecular Devices. Molecular Devices is focused on continuously delivering new, innovative products with improved security, design, and functionality in support of your scientific research. After extensive development and testing, we have released an updated version of the CellReporterXpress (CRX) software for the ImageXpress Pico and associated firmware that improves reliability and robustness for many of your imaging workflows.

We highly recommend you update to this new software (CRX 2.8.2) at your earliest convenience to improve your acquisition and analysis capabilities. The information below will provide you with additional details and guidance to support your upgrade installation.

This release is provided to you at no charge and includes the following updates to improve your imaging assays:
- The addition of a fixed focus mode option designed for low magnification objectives which decreases the amount of time to acquire an entire plate
- A new 'best focus' option suitable for challenging samples like tissue sections and organoids
- An improved 'hardware auto-focus' algorithm for more robust implementation of the various focus modes
- An improved 'plate measurement tool' for convenient means to determine the correct dimensions of new microplate types
- Improvement in the transmitted light (TL) shading correction option for tiled or stitched TL images
- Enhanced stage movement designed to ensure long term reliability
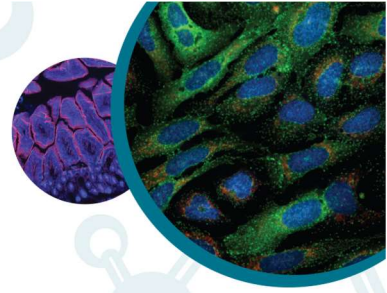- Improved connectivity between the ImageXpress Pico and the host computer

The software is available for download via SpectraNet, our customer care portal: https://support.moleculardevices.com/s/article/CellReporterXpress-2-x-Software-Download-Page.

To support the installation of CRX 2.8.2 and ensure minimal disruption to your workflow and research, note the following options:
- Self-installation of CRX 2.8.2 on the ImageXpress Pico host PC
  - Note that your computer must meet specifications for the Pico control computer. Customers that do not have a PC that meets these specifications may encounter performance issues. Please see the ImageXpress Pico Pre-Installation Guide for the detailed specifications: https://www.moleculardevices.com/sites/default/files/en/assets/user-guide/dd/img/cellreporterxpress-installation-IT-guide-5058771j.pdf.
  - For those interested in a CRX 2.8.2 server deployment (CRX services on different computers) in place of the standalone deployment (all CRX services on one computer), please contact technical support for assistance with your installation
- Remote support installation of CRX 2.8.2, with the same requirements as above
  - A collaborative Zoom session will be scheduled, in which our technical support staff will assist with the software installation tasks
- On-site installation of CRX 2.8.2, provided by either our field service engineer or our field applications scientist staff
  - There may be some delay in providing this option due to staff and travel limitations

Our development and innovation are fueled by our customers. As always, we remain committed to providing you with the highest quality of products and services.

We appreciate your feedback. Please contact our Technical Support team with any questions using the contact information below:

North America	1-800-635-5577	support@moldev.com
China	+86 400 821 3787	support.china@moldev.com
Europe	+44 118 44 8000	techsupport.eu@moldev.com

Rest of World, please visit: https://www.moleculardevices.com/contact.

We value your trust in our continued support of your research. Molecular Devices is fully committed to your success and to our partnership in advancing your discoveries.

Sincerely,

Susan Murphy
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