

ClonePix[™] 2

Clone Picking Software Version 1.6

Software Installation Guide



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CE



Chapter 1: Installing ClonePix 2 Software

The ClonePix[™] 2 Clone Picking Software controls the ClonePix[™] 2 Mammalian Colony Picker. This document describes how to install the software for the first time.

The following topics are included in this document:

- Computer System Requirements on page 3
- For 32-Bit Systems on page 4
- For 64-Bit Systems on page 10
- Installing Microsoft DirectX (Nov 2007) on page 21
- Installing the ClonePix 2 Software on page 22
- Updating the System Firmware on page 22
- Obtaining a License for the Software on page 23
- Loading the ClonePix 2 Standard Configuration on page 27
- Obtaining Support on page 29

Computer System Requirements

The ClonePix 2 Software requires the following computer specifications:

Table 1-1: Computer System Requirements

Item	Description
Operating system	Windows 10, 64-bit Windows 7, 32-bit
Memory	4 GB RAM or more
Data Connection	10/100 Ethernet port
Camera Connection	SBIG: USB 2.0 port Basler Pylon: USB 3.0 port



CAUTION! Do Not replace the computer operating system with one of your own computers. The computer supplied with your system includes hardware components specifically configured to control your instrument.

For 32-Bit Systems

Installing the Digi PortServer TS

Note: The following procedures are for 32-bit systems only.

- 1. Plug in the Ethernet cable.
- 2. In the installation files folder that you downloaded to the system computer, navigate to the **Drivers > Digi** folder.
- 3. Right-click on setup.exe, and then select Properties.
- 4. Click the **Compatibility** tab, then select **Run this program in compatibility mode for**, then select **Windows XP (Service Pack 3)**, and then click **OK**.

💀 setup.exe Properties 📃 🔀
General Compatibility Details
If you have problems with this program and it worked correctly on an earlier version of Windows, select the compatibility mode that matches that earlier version. <u>Help me choose the settings</u>
Compatibility mode
Run this program in compatibility mode for:
Windows XP (Service Pack 3)
Settings
Run in 256 colors
Run in 640 x 480 screen resolution
Disable visual themes
Disable desktop composition
Disable display scaling on high DPI settings
Privilege Level
Run this program as an administrator
Change settings for all users
OK Cancel Apply

5. Double-click the **setup.exe** file to install the driver.

- 6. On the first installer dialog, select the following:
 - Operating System—Microsoft Windows
 - Hardware—PortServer TS
 - Software—RealPort

And then click Install Software.

🔹 Access Resource CD Digi Software	and Drivers	- - ×
Eile OS Hardware Software Activ	on Links	
www.digi.com		
	SUICE Diai Cath	rano and Drivers
UICT ICSC		vare and Drivers
Produ	cts Supported	State of the second second second second
"h filent	AccelePort Family	ClassicBoard
	DataFire SYNC	• Digi Neo
Links	• EtherLite	• Digi One IA RealPort
Documentation	SCSI Terminal Server	• Digi One IA Modem
Register Your Product On-Line	PortServer II	Digi One RealPort
About Amore	PortServer TS Family	이는 이는 것을 물려졌다. 이는 것이 좋아 있는 것이 같아요.
Resource CD	State States States	
	Operating System 🔤	crosoft Windows XP
	naraware Po	itserver i s
	Software Re	alPort 💌
	Install Software	Release Notes

7. Select Add a New Device, and then click Next.



8. The **PortServer TS 4** should be listed, select it and click **Next**, otherwise contact Technical Support.

Devices found on your r	network:	
IP Address /	MAC Address	Model
20169.254.1.50	00:40:9D:36:8E:1D	PortServer TS 4

9. For the Start COM port number, select COM9, and then click Next.

<u>S</u> tart:	СОМ	9 🔽			
Port 1 Port 2 Port 3	mes:	COM9 COM10 COM11			
Port 4		COM12			

10. When installation ends, click Finish.

Digi RealPort Setup Wizard	Congratulations! You have successfully completed the Digi RealPort Setup Wizard. Your device is installed and ready to use.
	To close this wizard, click Finish.
	< <u>B</u> ack Finish Cancel

Installing the SBIG ST-3200 Camera

- **Note:** The following procedures are for 32-bit systems only.
- 1. In the installation files folder that you downloaded to the system computer, navigate to the **Drivers > SBIG ST-3200 > SetupDriverChecker1r50B7** folder.
- 2. Double-click the **SetupDriverChecker.exe**file to install the driver checker.
- 3. When the **SBIG Driver Checker** dialog appears, click **Next** for all of the checker dialog steps that have a **Next** button.



4. On the last checker installation screen, select Launch SBIG Driver Checker, and then click Finish.



5. When the **DriverChecker wants to know** message appears, click, **No** to continue.



6. Verify at the end of the installation that all of the drivers are listed as current, otherwise contact Technical Support.

	SBIG Driver (Hit the About/He	Checker Utili lp button fo:	ty r Help	Done
Currently In Driver Name	stalled Drivers Version	Date	Current	About/Help
sbigudrv.dll	4.43 Build 5	02-15-05	Yes	Download
sbigudrv.sys	4.06	08-23-02	Yes	
sbiguldr.sys	1.41	11-04-04	Yes	Update
sbiglldr.sys	1.08	02-03-05	Yes	
sbigfldr.sys	1.09	02-15-05	Yes	
sbigusbe.sys	1.1	09-05-03	Yes	Sel IISB Dru
Note: Just bec drivers To be su with our	ause the "Curren are all current re you need to c server.	nt" column sa doesn't mean lick Downloa	ys your they are. d to check	
Status				-

- 7. Click **Done** to finish.
- 8. In the installation files folder that you downloaded to the system computer, navigate to the **Divers > SBIG ST-3200 > InstOps5R37** folder.
- 9. Double-click the InstOps.exe file.

- 10. When the **Setup CCDOps** dialog appears, click **Next** for all of the dialogs that have a **Next** button.
 - **Note:** Do not change any options or directories.



11. On the last installation screen, click **Finish**.

.....



12. On the camera, plug in the USB cable, then test the camera by taking a test image with CCD Ops software.

For 64-Bit Systems

CAUTION! Two camera drivers are provided with the software installer. Only install the correct camera driver for your system. To determine which camera you have installed in your instrument, contact Molecular Devices Technical Support. See Obtaining Support on page 29.

Installing the Digi PortServer TS

- 1. Plug in the Ethernet cable.
- 2. In the installation files folder that you downloaded to the system computer, navigate to the **Drivers > Digi** folder.
- 3. Right-click on Setup64.exe, and then select Properties.
- 4. Click the **Compatibility** tab, then select **Run this program in compatibility mode for**, then select **Windows 7**, and then click **OK**.

🦈 Setup64 Properties	×
General Compatibility Digital Signatures Details	
If this program isn't working correctly on this version of Windows, try running the compatibility troubleshooter.	
Run compatibility troubleshooter	
How do I choose compatibility settings manually?	
Compatibility mode Run this program in compatibility mode for:	
Windows 7 \checkmark	
Settings Reduced color mode	
8-bit (256) color 🗸	
Run in 640 x 480 screen resolution	
Disable display scaling on high DPI settings	
Run this program as an administrator	
Change settings for all users	
OK Cancel Ap;	ly

5. Double-click the **setup64.exe** file to install the driver.

6. The **Digi RealPort Setup Wizard** lists the PortServer TS. Click **Next**, otherwise contact Molecular Devices Technical Support. See Obtaining Support on page 29.

🐲 Digi RealPort Setup Wiza	rd		×
Select Device From the list below, sele the list, select <device< td=""><td>ct the device you would like to n not listed> and click Next.</td><td>use. If your device is not in</td><td>I)</td></device<>	ct the device you would like to n not listed> and click Next.	use. If your device is not in	I)
Devices found on your netw	ork:		
IP Address	MAC Address	Model	
169.254.100.99	00:40:9D:3F:28:8E	PortServer TS 4	
Solution of listed>			
Don't see your device? Click	t here for help.	<u>R</u> e	fresh
	< <u>B</u> ack	: <u>N</u> ext >	Cancel

7. In **Starting COM**, select **COM9** from the pull-down menu and click **Finish**.

🦈 Digi RealPort Setup Wizard		×
Describe the Device Enter information for the device you w	vould like to use.	Ì
Device <u>M</u> odel Name: PortServer TS 4		
Network Settings	COM Port Settings	Device Features
● <u>I</u> P ○ MA <u>C</u> ○ <u>D</u> NS ○ <u>I</u> CP-L 169.254.100.99	4 +	 Encryption Authentication
Default Network Profile: TCP: Typical Settings	Starting COM: COM2 ~	
RealPort TCP: Serial UDP: 771 2101 Wait for COM open request	COM2 COM3 COM4 COM5 COM6 COM7 COM8	Install Options
	COM10 COM11 COM12 COM13	Finish Cancel

Installing the Basler Pylon Camera Driver



CAUTION! Before following these procedures, verify that this is the camera installed in your instrument. Contact Molecular Devices Technical Support. See Obtaining Support on page 29.

- In the installation files folder that you downloaded to the system computer, navigate to the Drivers > Basler_pylon folder.
- 2. Double-click on the provided **Basler_pylon_5.1.0.12681.exe**file to start the installation.
- 3. When the **pylon 5** installation dialog appears, select **I agree to they pylon Terms & Conditions**, and then click **Next**.

5 BASLER
Welcome
The pylon Setup Wizard will install the pylon Camera Software Suite on your computer.
✓ I agree to the pylon Terms & Conditions
Next Cancel
Copyright © 2007-2018 Basler All Rights Reserved www.baslerweb.com

- Corright © 2007-2018 Basker | Al Rights Reserved | www.baskerweb.com
- 4. Select **Developer**, and then click **Next**.

5. Select **USB**, and then click **Next**.

pylon 5	× Basler ⁹
	Interfaces
	Select how your camera(s) is/are connected to the computer.
	USB GigE FireWire Camera Link
	You can change the interfaces any time by running the setup again.
	Back Next Cancel
Copyrigh	t © 2007-2018 Basler All Rights Reserved www.baslerweb.com





7. When the **Ready to Install** screen appears, click **Install**.

pylon 5			$ imes$ Basler $^{?}$
	Ready to Install		
	Profile selected: Interface(s) selected: Back Install	✓ Developer ✓ USB	Cancel
Convictet	© 2007 2018 Backer All Pickter Po	served I wave backgroup	
Copyright	© 2007-2018 Basler All Rights Re	served www.baslerweb.	com

- EASE Installation The setup wizard is now installing the pylon Camera Software Suite. Installing pylon Core Runtime Environment. Cancel Ecopright © 207-2018 Baster | Al Rights Reserved | www.basterweb.com
- 8. On the next screen, click **Yes** to start the installation.

9. When the installation finishes successfully, click **Close**.

pylon 5		×
	Enjoy pylon	
_	Your pylon Camera Software Suite has been installed successfully!	
Λ	For feedback about pylon, go to: http://www.baslerweb.com/feedback	
	To subscribe to the Basler newsletter, go to: http://www.baslerweb.com/newsletter	
	Open the pylon Viewer	
	Open the Release Notes	
	Close	
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Installing the SBIG ST-3200 Camera Driver



CAUTION! Before following these procedures, verify that this is the camera installed in your instrument. Contact Molecular Devices Technical Support. See Obtaining Support on page 29.

- In the installation files folder that you downloaded to the system computer, navigate to the Drivers > SBIG ST-3200 > SetupDriverChecker1r50B7 folder.
- 2. Double-click the **SetupDriverChecker64.exe**file to install the driver checker.

< Back Next > Cancel

3. When the **SBIG Driver Checker** dialog appears, click **Next** for all of the checker dialog steps that have a **Next** button.

Note: Do not change any options or directories.

🔂 Setup - SBIG 64 Bit Driver Checker 🛛 🗌	×
Information	
Please read the following important information before continuing.	
When you are ready to continue with Setup, click Next.	
SBIG 64-Bit Driver Checker Archive Version 4.03 Build 4	^
January 18 th , 2017	
This document describes the changes made to the SBIGDriverChecker64 utility program and the SBIG Drivers since they were created.	
EXTREMELY IMPORTANT: If you're about to use an SBIG USB camera for the first time on any computer please follow the directions in the "Installing USB" App Note on our web site: < <u>Shttp://archive.sbig.com/pdffiles/Installing64BitUSB.pdp></u> >	~
Next >	Cancel
🔂 Setup - SBIG 64 Bit Driver Checker 🛛 🗌	×
Select Start Menu Folder Where should Setup place the program's shortcuts?	
Setup will create the program's shortcuts in the following Start Menu folde	er.
To continue, dick Next. If you would like to select a different folder, dick Browse.	
SBIG Browse.	

4. Deselect Create a desktop shortcut, and then click Next.



5. On the last checker installation screen, select Launch SBIG Driver Checker, and then click Finish.



- D? SBIGDriverChecker64 \times D?SBIG 64 Bit Driver Checker Utility Hit the About / Help button for Help Drivers Firmware Currently Installed Drivers Driver Name Version Date Update -----.... ____ _____ sbigudrv.dll Not Found sbigu64.sys Not Found sbigpcam.hex Not Found sbiglcam.hex Not Found Remove sbigfcam.hex Not Found sbigfga.bin Not Found -----Note: Be sure to hit the "Update" button regularly to make sure your drivers are all current with our latest releases. Status Idle. About/Help ReadMe Config Drv Done Debug Log
- 6. In the SBIGDriverChecker64 dialog, click Update.

7. Verify that the download is complete, and then click **Done**.



8. Click on **Update Me** button.

eadMe Info	
SBIG 64-Bit Driver Checker Archive	^
May 25 th , 2017	I
This document describes the changes made to the SBIGDriverChecker64 utility program and the SBIG Drivers since they were created.	
EXTREMELY IMPORTANT: If you're about to use an SBIG USB camera for the first time on any computer please follow the directions in the "Installing USB" App Note on our web site:	
< <u>http://archive.sbig.com/pdffiles/Installing64BitUSB.pdf></u> >	
<u>Removing older. Classic Drivers</u> If the 64-bit DriverChecker detects older, non-64 bit compatible drivers on your system it will offer to remove them for you. Unfortunately upgrading from these older drivers to the 64-bit compatible drivers is a bit more complicated than just that and once they've been removed you'll have to use the following procedure to bind these new drivers to your camera(s):	
 Use the 64-bit DriverChecker's Download and Update buttons to make sure the latest version of these 64-bit drivers are installed on your computer. For each type of SPIG agrees you gave compare the following stage 	~
Update Me Don't Update Read this Important Information and decide whether you want to Update your Drivers or Not. If you decide you don't then make sure you click the Don't Update button.	

9. If the Windows Security message appears, click the Install button.



- 10. Click **Done** to continue.
- 11. In the installation files folder that you downloaded to the system computer, navigate to the **Drivers > SBIG ST-3200 > InstOps5R37** folder.
- 12. Double-click the InstOps.exe file.
- 13. When the **Setup CCDOps** dialog appears, click **Next** for all of the dialogs that have a **Next** button.



Note: Do not change any options or directories.



14. On the last installation screen, click **Finish**.



Go to the Windows Device Manager

If you see Other Devices > Unknown Device:

1. Right-click on the item and select **Update Software Driver**.



2. Select Search Automatically for updated driver software.



Windows should find the SBIG ST-402 Camera driver.

		\times	
~	Update Driver Software - SBIG ST-402 Camera Without Firmware		
	Windows has successfully updated your driver software		
	Windows has finished installing the driver software for this device:		
	SBIG ST-402 Camera Without Firmware		

3. Click **Close** to continue.

If you have problems, contact Molecular Devices Technical Support. See Obtaining Support on page 29.

Installing Microsoft DirectX (Nov 2007)

- 1. In the installation files folder that you downloaded to the system computer, navigate to the **Prerequisites > DirectX 9.0c (November 2007)** folder.
- 2. Double-click the **DXSETUP.exe** file.

- 3. When the **Installing Microsoft DirectX** dialog appears, select **I accept the agreement**, and then click **Next**.
- 4. Click Next.
- 5. When the installation ends, click **Finish**.

Installing the ClonePix 2 Software

- 1. Download the upgrade installation file to the system computer.
- 2. Double click the ClonePix 2 v.1.6.msi file to start the installation program.
- 3. Follow the on-screen instructions to finish installing the software.
- 4. Start the software and continue with Obtaining a License for the Software on page 23.

Updating the System Firmware

To view the current firmware version:

- 1. In the ClonePix 2 Software window, click **Tools > Configuration**.
- 2. In the Edit Configuration window, double-click Cold Fire Devices.
- 3. Under **ClonePix FL Main Board**, view the firmware version for the listing next to the green dot.
 - 🖃 💼 ClonePix FL Main Board SN:03151
 - Control Con
 - Location 1 {Blank Image}

The firmware should be version 1.301 or higher. If you have an older version of the firmware, contact technical support to obtain a file containing the latest version of the firmware. See Obtaining Support on page 29.

To update the firmware:

- 1. Power on the ClonePix 2 system computer and instrument.
- 2. Save the firmware-update file on the system computer.
- 3. In the ClonePix 2 Software window, click **Tools > Configuration**.
- 4. In the Edit Configuration window, double-click Cold Fire Devices.

- 5. Under **Main Board**, right-click the listing next to the red dot and then click **Update Firmware**.
 - ClonePix FL Main Board SN:00069
 - Continue ClonePix FL Main Board 1.289
 - Location 1 ClonePix FL Main Board 1.228

If there is no red dot, then right-click the listing next to the gray dot.

ClonePix FL Main Board SN:00069

Location 0 - ClonePix FL Main Board 1.228

Location 1 - {Blank Image}



CAUTION! Do not update the firmware for the listing next to the green dot, since this is the version that is currently running on the system.

- 6. In the **Open** dialog, navigate to and select the firmware-update file you saved in step 1.
- 7. Click **Open** to start the firmware update.

An hourglass replaces the icon next to Main Board.

- 8. After the icon is restored next to Main Board, click Close.
- 9. Exit the software.
- 10. Turn off and restart the instrument.
- 11. Restart the software.

To confirm the updated firmware version:

- 1. In the ClonePix 2 Software window, click **Tools > Configuration**.
- 2. In the Edit Configuration window, double-click Cold Fire Devices.
- 3. Under Main Board, view the firmware version for the listing next to the green dot.
 - ClonePix FL Main Board SN:03151
 Location 0 ClonePix FL Main Board 1.301
 Location 1 {Blank Image}

The firmware should be version 1.301 or later.

Obtaining a License for the Software

The first time that you start the ClonePix 2 software after completing the installation, the software prompts you for a license.

Licensing is a two step process:

- 1. Requesting a Software License on page 24
- 2. Installing a Software License on page 26

Requesting a Software License

To request a new software license:

- 1. In the license message dialog, click **Yes**.
- 2. In the license request wizard, select **Request a new license**, and then click **Next**.

Licensing			
Molecular Devices			
	A license has not yet been installed		
	This software requires a license to run. You must first generate a license request file and send this to a support engineer who can then issue a new license to you.		
	Request a new license		
	Generate a license request file that a support engineer can use to issue a new license.		
	Install a license file		
	Install a new license file issued to you by a support engineer.		
	< Previous Next > Cancel		

3. Enter the requested information, and then click **Next**.

Licensing	
Molecular Devices	5
,	Please provide the following details. This will help our support engineer to create a license for you. Registered User Name*: User Company/Institute Name*: Company Instrument Serial Number (optional): Notes/Comments:
	*These fields are required
	< Previous Next > Cancel

4. To save the request file to a location on your computer for attaching it to an email, click **Save**.

Licensing	
Molecula Devices	r S
	Click the 'save' button to store the license request into a file. Take note of where you save the file to so that you can locate it later.
	Save
	< <u>Previous</u> <u>N</u> ext > <u>C</u> ancel

- 5. In the **Save the request to a file** dialog, save the file in a location where you can easily find it.
- 6. To close the wizard, click **Finish**.
- Change the LicenseRequest.req file name to a LicenseRequest.txt file, and then email it to Molecular Devices Technical Support. See www.moleculardevices.com/servicesupport.
- 8. After you receive the license file, save it on the system computer where it is easily accessible, and then install the license.

Installing a Software License

After you receive your license from Molecular Devices Technical Support, do the following: To install a software license:

- 1. From the computer desktop, double-click the ClonePix 2 icon to start the software.
- 2. In the Licensing dialog, select Install a license file and then click Next.

Licensing	
Molecula Device	r s
	A license has not yet been installed This software requires a license to run. You must first generate a license request file and send this to a support engineer who can then issue a new license to you.
	Request a new license Generate a license request file that a support engineer can use to issue a new license.
	Install a license file Install a new license file issued to you by a support engineer.
	< <u>Previous</u> <u>N</u> ext > <u>Cancel</u>

3. Click Open.

Licensing		x
Molecula Device	r s	
	Click the 'Open' button and locate the license file sent to you by a support engineer. <u>Open</u>	
	< Previous Next > Cance	

- 4. In the **Select the License File to install** dialog, locate and select the license file you previously saved, and then click **Open**.
- 5. After the license file automatically installs, click **Finish**.

Loading the ClonePix 2 Standard Configuration

- 1. In the installation files folder that you downloaded to the system computer, navigate to the **Configuration Template** folder.
- From the Windows Start menu, double-click All Programs > Molecular Devices
 > ClonePix 2 > Configuration Backup.
- 3. In the **Fusion Configuration Manager**, click **Restore From File**, select the .fcb file from the **Configuration Template** folder, and then click **Open**.
- 4. When the **Continue with restore** message appears, click **OK**.
- 5. When the **Restore Complete** message appears, click **OK**.
- 6. Close the Fusion Configuration Manager.
- 7. To start using the system, continue to Powering On the System on page 29.

Before You Start

Before you power on the ClonePix2 instrument and start the software, do the following:

- Verify that the instrument and compressor are plugged in.
- Verify that the correct picking pins are installed in the picking head for the type of cells to be picked.
 - **Tip:** The picking pin type is engraved at the base of each pin. You might need to remove the pin from the head to confirm the pin type.
 - **F1 Picking Pins** (400µm internal diameter; X4961) for suspension cell picking from semi-solid medium.
 - **F2 Picking Pins** (700μm internal diameter; X4962) for adherent cell picking from liquid medium.

Before a Pick Run, picking pins should be cleaned by sonication in a 2% solution of QuClean (K2505) and autoclaved. It is advisable to autoclave the Picking Pin Removal Key (X4948) at the same time.

If the picking pins need to be changed, remove the Picking Head and swap the pins. To do this, click on the Picking Head Management icon, then the Replace Head icon and follow the on-screen instructions.

- Verify that instrument bed is clear of obstructions and loose items.
- Verify that all motor tracks are free of obstruction.
- Verify that there are no obstructions to movement of the picking head.
- Verify that the main instrument axes, XY, are roughly in the center of their respective travel positions. The axes need to be away from their respective end-stops on start up so that they can reference themselves correctly to their home positions.
- Wipe the instrument bed with 70% ethanol using a lint-free cloth.
- Verify that no plates or cassettes are in the stackers.
- Verify that the **Emergency Stop** button on the front panel of the instrument is pulled out.
- Fill the ethanol feed bottle with 70% ethanol and empty the ethanol waste bottle, as needed.
- Separately autoclave the picking feed bottle and cap assembly, then fill the Picking Feed bottle with sterile deionized water and cap the bottle in a sterile tissue culture hood.
- Ensure that your picking waste bottle is empty before continuing.
- Verify that the enclosure front door is closed.
- Wait for approximately 2 minutes after the instrument is powered on before opening the software to ensure that all drives 'home' correctly. See .



WARNING! For safety reasons the front door interlock should never be interfered with or overridden. If the door is opened at any stage, this triggers the actuator head or germicidal lamp to stop until the door is closed.

Powering On the System

Before continuing, do as instructed in Before You Start on page 28.

Every time the instrument is used, the three axes sequentially run through their "Initialize drives" routine. This enables the drives to find their respective home positions. The system must complete this routine without interference to ensure that there is no damage to the instrument or its auxiliary equipment.

To power on the system:

- 1. Power on the compressor and ensure compressed air gauge is set to 80 psi (5.5 bar).
- 2. On the front panel of the instrument, push the **Start** button. The **Power On** light illuminates.

Tip: If the power to the system does not turn on, make sure that the door is closed and the **Emergency Stop** button is pulled out.

The instrument cycles through various start-up processes indicated on the front indicator panel.

- 3. Power on the computer and wait for it to finish initializing.
- 4. From the computer desktop, double-click on the ClonePix 2 icon.

Obtaining Support

Molecular Devices is a leading worldwide manufacturer and distributor of analytical instrumentation, software, and reagents. We are committed to the quality of our products and to fully supporting our customers with the highest level of technical service.

Our Support website, www.moleculardevices.com/service-support, has a link to the Knowledge Base, which contains technical notes, software upgrades, safety data sheets, and other resources. If you still need assistance after consulting the Knowledge Base, you can submit a request to Molecular Devices Technical Support.

You can contact your local representative or Molecular Devices Technical Support at 800-635-5577 (North America only) or +1 408-747-1700. In Europe, call +44 (0) 118 944 8000.

Please have your instrument serial number or Work Order number, and your software version number available when you call.



WARNING! BIOHAZARD. It is your responsibility to decontaminate components of the instrument before you return parts to Molecular Devices for repair. Molecular Devices does not accept items that have not been decontaminated where it is applicable to do so. If parts are returned, they must be enclosed in a sealed plastic bag stating that the contents are safe to handle and are not contaminated.

Contact Us

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