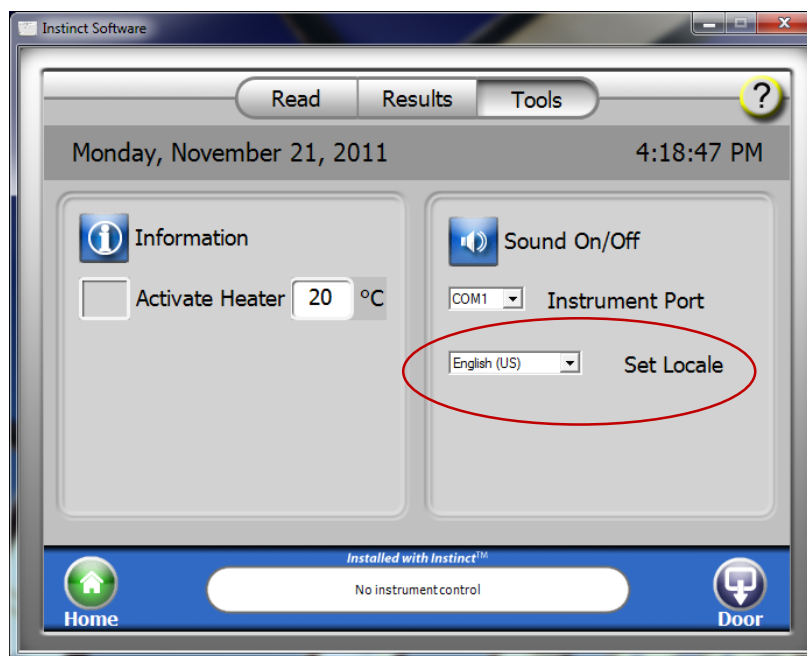# GloMax® Multi+ Service Pack
Frequently Asked Questions

What changes were made to the software?

- Easier data export directly into Microsoft® Excel which eliminates the need to have Instinct™ Software loaded on your PC computer for data analysis.
- Ability to export graphs generated within Instinct™ Software
- Compatibility with Macintosh computers for data analysis.
- Ability to apply the plate map to each step in multi-step protocols.
- European data formatting/Localization to display commas instead of decimals. Users can select from a number of Locales.
- Drivers 64-bit computer compatibility when connecting the GloMax® Multi+ instrument to a PC computer.
- New pre-programmed protocols, including Nano-Glo™ Luciferase System and Quantifluor™ Dye protocols.
- Increased software robustness for easier navigation.

How do you select the Locale settings on the instrument?

- From the Instrument Control, Tools menu select the appropriate Locale from the pull-down list. The image below shows the GloMax® Multi+ with Instinct software. The non-Instinct version will appear similar.
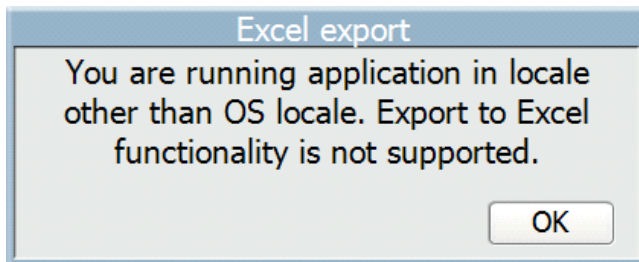
How do you select the Locale settings on the computer?
The Local settings from the computer and instrument must match for any exported data to be correctly formatted. If they do not match the instrument will export the data using the English Locale settings by default.

- The Windows® settings can be changed through the Control Panel, Change Display Language.
- The instrument software settings can be changed through the Tools Tab within the software.
- If using Instinct software, the language pack should be available on the user's computer if you are working with any locale other than English and want to export the results into Microsoft® Excel.

What happens if the computer language pack and instrument Locale settings do not match?
A user message will appear on the screen indicating the Locale settings do not match.

> **Excel export**
>
> You are running application in locale other than OS locale. Export to Excel functionality is not supported.
>
> OK

Why is the language pack necessary on the PC if using Instinct?
The language pack is required when exporting the data into Microsoft® Excel. Since non-Instinct software does not export directly to Microsoft® Excel the language pack is not necessary.

If data generated from a previous run used the English Locale settings can I convert the data to a different Locale?

- No. Any previous data generated using the English Locale settings can only be opened and exported with the English Locale settings.
- If you intend to use a different Locale other than English and you have existing results generated you should export all of the results and then remove them from the software prior to installing this software update. Then you can set the Locale to your preference. Any new data generated will then be generated using the new Locale settings and export properly.

What will happen to any saved results that I have on the instrument if I update the software?
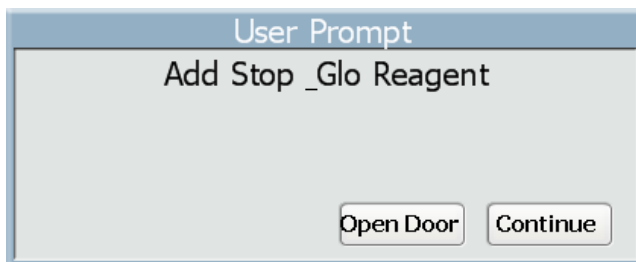- The software update will not remove any result files that may have been saved on your instrument.
- If you intend to use a different Locale other than English and you have existing results saved on the instrument you should export all of the results and then remove them from the instrument prior to installing the software. Then you can set the Locale. Any new data generated will then be generated using the new Locale settings.

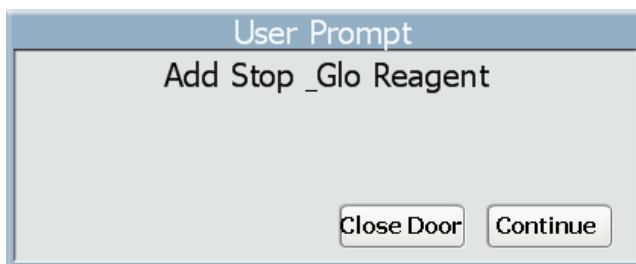**Is it possible to re-install the previous software version? How is this performed?**
- Yes, it is possible to return to the previous software version. Click on "Instrument Control", then click "Tools", then click the "Software Update" button.

When using a multi-step protocol what happens if you accidentally click "Continue" instead of Open/Close Door?
- Some multi-step protocols require addition of reagent to the plate during the protocol. During the protocol a user prompt will appear with instructions. Click "Open Door", remove the plate for the reagent addition.

- If the reagent addition is for a luminescent read the door will need to be closed within 5 minutes to prevent damage to the PMT. If your reagent addition will require longer than 5 minutes click "Close Door".

- Then, when returning to the instrument click "Open Door", insert the plate into the instrument, click "Close Door", then click "Continue" to complete the remainder of the protocol.
- If you accidentally click "Continue" when returning to the instrument before adding your plate the instrument will proceed to the next step of the protocol. Let the instrument finish in order to save the data. Once completed you will need to re-run the protocol to obtain the remaining measurement you previously missed.
- It is also possible to customize the text in the user prompt step. Create a new protocol in this case and customize the text as desired.