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 v2.2.3.2 Software Release via Software Update Tool

Performing software updates can be accomplished simply by the user via the nCounter SPRINT™ Profiler instrument touchscreen provided that 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 v2.2.3.2 Software Update can be sent with instructions on how to update the instrument software via USB drive directly.

1. To access the nCounter SPRINT™ Profiler Software Update Tool from the Main Menu of the instrument touchscreen first select the icon labeled "Administration" as seen in the picture to the right

2. From the Administration Menu, select the "Support" icon

3. Once in the Support Menu you should now have the option to access the Software Update Tool. Select the "Software Update" icon to begin the update process.

4. Once the Software Update Tool has been selected, the instrument will first perform an automatic check for pending software updates available to be installed from the Nanostring server.

5. If a pending uninstalled updates are available for download, these will be identified along with the option to either "Install Updates" or "Cancel"

6. Verify that the Software Update 2.2.3.2 is displayed and select "Install Updates". If the software version 2.2.3.2 Update is not identified and has not previously been installed on your SPRINT, please contact Nanostring Support.

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