

## 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 USB Drive:

Performing software updates can be accomplished simply by the user via the nCounter SPRINT™ Profiler instrument touchscreen provided that the instrument is network connected or by inserting a USB drive pre-loaded with installation files into the instrument's USB port. The latest version of the software can be downloaded from our website by clicking on the following link [The latest version of the software can be downloaded from our website by clicking here](#). While not required, it is strongly recommended that the nCounter SPRINT™ Profiler be network connected. See below for detailed instructions on how to update your instrument software by downloading the software on to a USB drive.

1. To perform a software update on an nCounter SPRINT™ Profiler that is not connected to the network, first obtain a USB drive that has no less than 50 MB of available memory. It is not required that the USB drive be blank and may have existing files saved to it, provided that no other SPRINT .zip file installers are present on the drive.
2. Save the SPRINT software update .zip file to the USB, do not extract its contents.
3. Insert the USB drive with the software installation .zip file into the USB port located to the right of the instrument's touchscreen. After inserting the USB drive, from the Main Menu of the instrument touchscreen locate and select "Administration".
4. From the Administration Menu, select the "Support" icon.
5. Once in the Support Menu you should now see the "Software Update" icon. Ensuring that the USB drive containing the update files is still firmly inserted as described above, select the "Software Update" to begin the update process.
6. Following completion of the software installation process the instrument will power cycle/reboot two consecutive times. Once this takes place the nCounter SPRINT™ Profiler is ready for operational use.

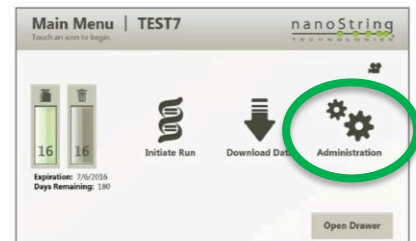
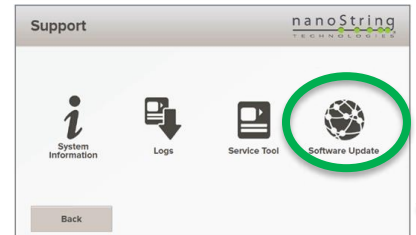


FIGURE 8.1 The Main Menu.



If you are unsure if the software update process was completed successfully or should have any other questions whatsoever, please contact the NanoString Support team at [support@nanostring.com](mailto:support@nanostring.com)