

## 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.

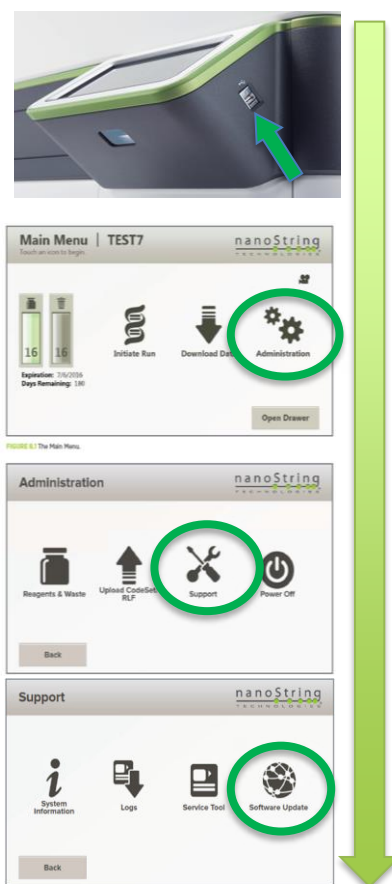
### Instructions for Upgrading to nCounter SPRINT™ Profiler v2.3.0.44 Software Release via USB Drive:

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.

The Sprint Software Update v2.3.0.44 installs both Operating System (OS) and Software Updates. Consequently, it requires the User to access the Software Update Tool twice to complete the Update.

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. To access the nCounter SPRINT™ Profiler Software Update Tool, from the touchscreen **Main Menu** press the **Administration** icon as seen in the picture to the right.
4. From the **Administration** menu, select the **Support** icon.
5. When the **Support** menu displays press the **Software Update** icon to begin the update process.

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 USB drive.



6. When the **Update Software** menu displays, verify that Update Version 2.3.0.44 is ready to be applied. When the version is verified press the **Install Updates** button at the lower right corner of the screen.

If pending uninstalled updates are available for download, these will be identified along with the option to either **Install Updates** or **Cancel**. If the software update version 2.3.0.44 is not identified and has not previously been installed on your SPRINT, please contact Nanostring Support.

7. The **Update Software** menu will display a message indicating to close all web sessions before continuing. When ready press the **Continue** button.
8. The update process will now download OS Updates to the Sprint System. When the download is complete the **Update Software** menu will ask the User to reboot the System. Press the **Reboot** button when ready.
9. The System will reboot and will automatically start installing the OS Update. When the OS Update has installed the **Update Software** menu will display the Update was successfully applied and a reboot is required to complete installation. When ready press the **Reboot** button at the lower right of the screen.
10. When the System has rebooted it will proceed to configure the OS Patches. When the System configuration is complete the Sprint **Main Menu** will display.
11. The second part of the Update procedure will now be done to complete the SPRINT Software Update. Navigate to the **Software Update** menu by again pressing **Administration** and **Support** icons. When the **Support** menu displays press the **Software Update** icon.
12. When the **Update Software** menu displays it will show that Update 2.3.0.44 is ready to be applied. When ready press the **Install Updates** button. The screen will then display a message to close all web sessions before continuing. When ready press the **Continue** button.
13. The System will proceed to install the Software Updates. When done the screen will display the Update was successfully applied and a reboot is required. When ready press the **Reboot** button.
14. When the System has finished rebooting the SPRINT **Main Menu** will display and show that SPRINT Update 2.3.0.44 is complete. To verify the software version, press the **Administration**, **Support**, and **System Information** icons and verify the Software Version entry is 2.3.0.44.

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)