



Dear Valued Customer,

We have a new software update available for your **ZipChip separations platform!** Version **1.5.0.0** provides the following new features and enhancements:

- *Empty Sample Well* button added to the Single page to ease manual sample loading
- New backend service and support features to assist w/ installation and diagnostics
- Critical bug fixes and improvements

#### Prior Releases:

##### Version 1.4.1.0

- New hardware support
- Critical bug fixes

##### Version 1.4.0.0

- Improved sequence setup
  - *Export ZC Sequence to Xcalibur* allows user to build sequence once and includes common MS sequence fields
  - *Sequence Fill Down From Here* makes updating multiple lines easier
  - Automated BGE Refresh settings simplify sequence setup
- Improved maintenance and system health diagnostics
  - System diagnostics are run at startup each time the autosampler is primed
  - Electrospray test is run automatically after chip priming
- New hardware support
- Critical bug fixes

Please review the Instructions below in detail before performing the update. If you have questions or need assistance with the software installation, please call our 24/7 customer helpline at **+1.844.908.4357** or email **[help@908devices.com](mailto:help@908devices.com)**.

Cheers!

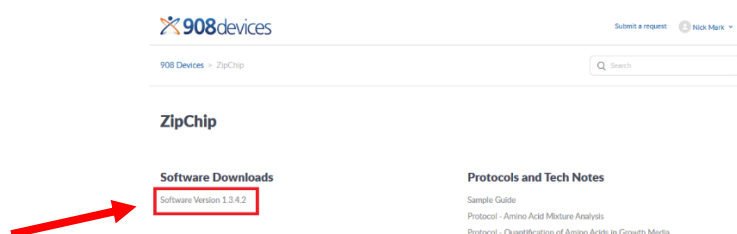
The 908 Devices Technical Service Team

## Obtaining and Installing the ZipChip Software 1.5.0.0 Update

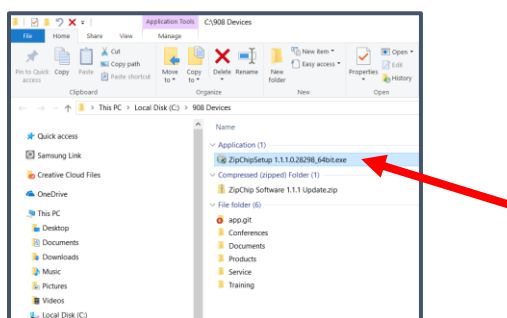
To perform this update, you will need:

- Access to the [www.908devices.com/support](http://www.908devices.com/support) customer support portal
- A USB drive, writeable CD, or other storage media with at least 140 MB of free space (if you are **NOT** downloading the update file to the computer onto which you will install the update)

1. Visit [www.908devices.com/support](http://www.908devices.com/support) and login using your credentials or create a new account for your company.
2. At the main page select ZipChip, click the article under the Software Downloads section. There will be a link to download the latest software release. Save the file **ZipChipSetup ZC 1.5.0.0.41819** to your computer.



3. **IF** you need to transfer the update file to another computer, copy the file to a writeable medium with at least 140 MB of free space.
4. **Shutdown** any currently open copy of the ZipChip software and **restart** your PC prior to installing the new version.
5. On the computer locate the downloaded software setup. Double-click on the file **ZipChipSetup ZC 1.5.0.0.41819\_64bit.EXE** and follow the on-screen prompts.



6. **Power cycle** the ZipChip interface by removing the power **and** USB cables at the same time for 30 seconds and Autosampler (if applicable). The updated ZipChip application can now be started. NOTE: If upgrading software from a version prior to 1.3.2.0 a firmware update will be applied during the first time the ZipChip software is started after successful installation. This one-time process may take approximately 10 to 15 minutes and will require a restart of the app to complete.

That's all it takes! If you have any questions or encounter any problems, please call us at **+1.844.908.4357** or email **help@908devices.com**.