MyGlo® Reagent Reader Operating Manual

Instructions for Use of Product MG1000

TM732 | REVISED 7/26

Table of Contents

All technical literature is available at: **www.promega.com/protocols/**

Visit the website to verify that you are using the most current version of this Operating Manual.

Email Promega Technical Services if you have questions on use of this system: **techserv@promega.com**

1 Introduction

The MyGlo® Reagent Reader is a compact, internet-connected light-measuring device that reads luminescence from standard 96-well microplates. MyGlo operates as part of the Promega ProNect® Data Platform, a cloud-based software environment that manages instrument activation, experiment configuration, and data handling across connected devices.

One Device, Two Workflows

MyGlo supports two operational workflows:

- **Read Plate Tool (download workflow).** MyGlo reads the plate and generates a raw data file available for download. The file can be analyzed in the software of your choice. Use this workflow when working with established analysis methods, custom data pipelines or luminescent assays not covered by a compatible ProNect® application.
- **MyGlo® Reagent Reader-compatible applications (analyze workflow)**. MyGlo operates as part of a guided, app-driven experience through the ProNect® platform. Compatible ProNect® applications direct each step (i.e., instrument activation, experiment setup, plate map configuration, plate reading and automated analysis) with logic and parameters specific to the assay being run. Results are processed in the cloud and accessible from any internet-connected device.

Assay Compatibility

MyGlo is compatible with a broad range of luminescent assays in the download workflow. The analyze workflow requires a compatible ProNect® application; these applications are developed for Promega Cell Health assays and other compatible Promega luminescent assays, and provide assay-specific guidance, sensitivity data and analysis logic.

Account and Activation

A ProNect® Data Platform user account is required to activate, manage and operate your MyGlo® Reagent Reader. See Sections 4 and 5 for setup and operational guidance.

Intended Use

The MyGlo® Reagent Reader is For Research Use Only.

Additional Information

For more information on MyGlo® Reagent Reader-compatible ProNect® applications, visit: **www.promega.com/global/pronect-data-platform/#apps**. Also available are data analysis calculations and other information available for each ProNect® application.

1.1 Safety Symbols and Markings

1.1.1 Symbols Key

Symbols	Explanation	Symbols	Explanation
REF	Part Number		Manufacturer
SN	Serial Number		Date of Manufacture (Year-Month-Day)
	Consult your local Promega Representative regarding instrument disposal WEEE Directive (European Community Directive 2012/19/EU on Waste Electrical and Electronic Equipment)	CE	CE Compliance Mark (European Union Radio Equipment Directive 2014/53/EU).
FC	FCC Compliance Mark		Regulatory Compliance Mark
TÜVRheinland c us	Safety Compliance Mark	R 201-220052	Japan Compliance Mark
R-R-pMG-MG1000	Korean Certification Mark	R-NZ	New Zealand Radio Spectrum Management Compliance Mark

1.1.2 China SRRC Compliance

本设备包含型号核准代码为：CMIIT ID：2022DP2892的无线电发射模块。

This device contains a radio transmission module with type approval code:
CMIIT ID: 2022DP2892

1.2 Physical Components

Your MyGlo® Reagent Reader device has two major components: the Detection System and the light shield plate. The Detection System contains all electronic components, including the detectors. The light shield plate has been designed to hold a standard 96-well microplate. When the Detection System and light shield plate are closed, the device prevents ambient light from affecting read accuracy.

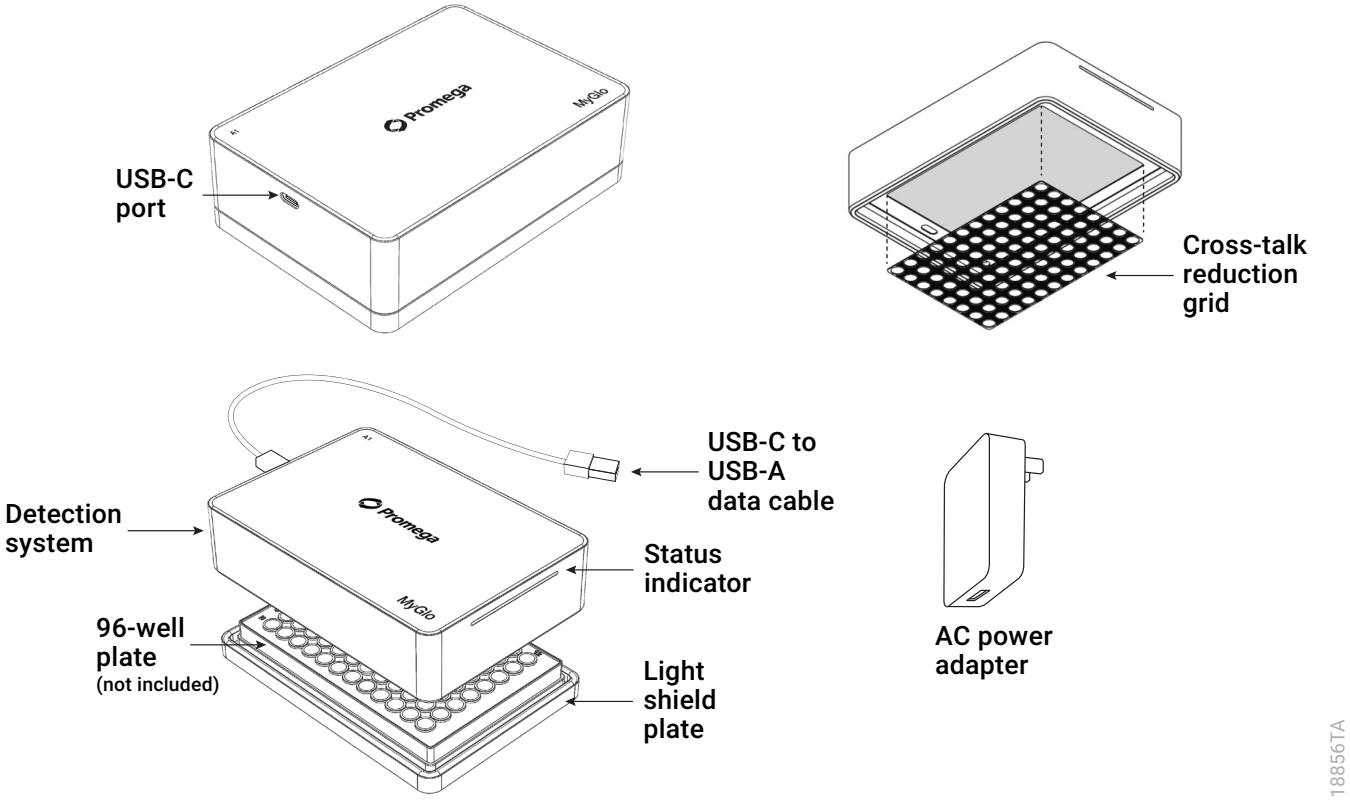

Figure 1. Parts of the MyGlo® Reagent Reader.

1.3 Computer and Power Connection

A USB-C port is located on the side of your MyGlo® Reagent Reader and can be used to connect to a computer for instrument administration functions (e.g., activation) and to the provided AC Power Adapter for operation.

1.4 Shutter Mechanism

The MyGlo® Reagent Reader Detection System uses a Silicon Photomultiplier (SiPM) sensor paired with a mechanical shutter that opens and closes multiple times during a normal measurement to monitor and measure background signal for each well.

To ensure measurement accuracy, particularly for low-light luminescent assays, the shutter closes between well reads to capture the current background signal under the same temperature and drift conditions as the well measurement itself. This background value is then subtracted from the well signal, providing the corrected luminescence reading.

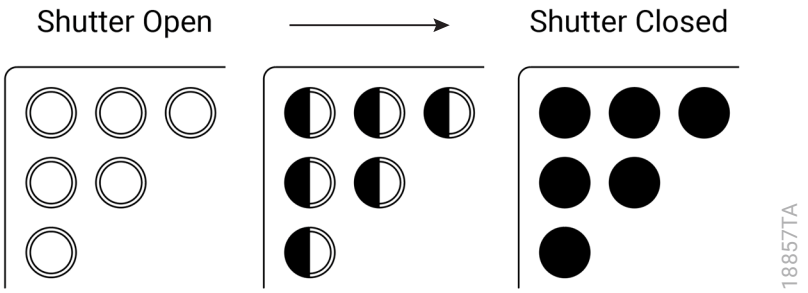

Figure 2. Diagram of shutter mechanism.

1.5 Cross-Talk Reduction Grid

Your MyGlo® Reagent Reader comes equipped with a cross-talk reduction grid to prevent light carryover from neighboring wells. The grid magnetically attaches to the interior optical surface of the MyGlo® Reagent Reader device, forming a seal around each well of the microplate. The grid can be removed for cleaning (see cleaning instructions in Section 6).

1.6 Status Indicator

Your MyGlo® Reagent Reader is equipped with a status indicator that is easily visible to users. The status indicator depicts various states as shown in Figure 3.

Color	Appearance	Status Name	Status Description
	Scanning	Self Test	Self test in progress.
	Solid	Available	Instrument is idle and not reading a plate.
	Solid Center	Power-Saving Mode	Instrument is idle and in power-saving mode.
	Pulsing	Ready for Plate	Read request received; waiting for plate to be loaded.
	Scanning	Detecting Plate	Looking for a plate before reading.
	Progress	Reading	Reading plate.
	Solid	Ready to Set Up	Instrument has not been activated on ProNect.
	Pulsing	Plate Inside	Appears after a read is completed, reminding you to remove your plate.
	Blinking	Offline-ProNect	Connected to WiFi but not connected to ProNect.
	Scanning	Offline-WiFi	Not connected to WiFi network.
	Progress	Updating Firmware	Firmware update in progress.
	Blinking	Error	Error detected. Contact Promega Technical Services.

18858TA

Figure 3. MyGlo® Reagent Reader indicator states.

1.7 Readout Orientation

To learn more about the read orientation specific to your MyGlo® Reagent Reader-compatible Promega assay, visit **www.promega.com/global/pronect-data-platform/#apps** and see App Specifications and Performance. For additional information, refer to the Technical Manual for the assay available at **www.promega.com**

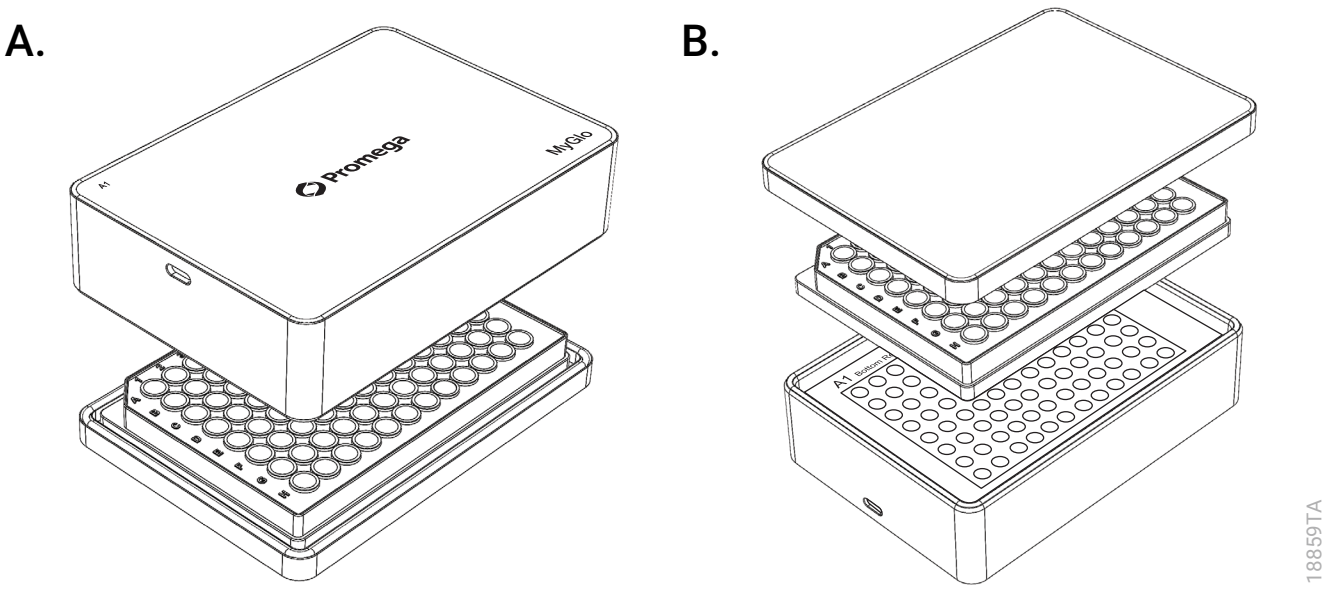

Figure 4. Panel A. Top readout orientation. **Panel B.** Bottom readout orientation.

2 Technical Specifications

System	
Regulatory Compliance	For Research Use Only. Not for use in Diagnostic Procedures.
CE Compliance	Pollution Degree 2 Installation Category II / 230VAC Indoor Use only Mains Supply Voltage not to exceed +/- 10% of nominal supply voltage. This instrument complies with the requirements of the EU Directives for Electromagnetic compatibility (EMC Directive) and electrical safety (the LVD). Compliance with the relevant Directives was demonstrated by third party compliance Testing to the appropriate EN and IEC standards. The product bears the CE mark on its label as evidence of compliance, and an EU Declaration of Conformity for the product is available from Promega upon request.
Weight	570g/1.25lbs
Dimensions	98 × 140 × 42mm (W × L × H)
Power Supply	5V
Power input	2.5W
Control Software and User Interface	ProNect® Data Platform and MyGlo® Reagent Reader-compatible applications, accessed through common internet browsers including Microsoft Edge, Google Chrome or Apple Safari.

System (continued)

Connection Methods

The MyGlo® Reagent Reader connects to the ProNect® Data Platform via 2.4GHz Wi-Fi. Additional connection methods, including 5GHz Wi-Fi, Ethernet, and cellular, are supported through the GloFi™ Network Connectivity Adapter.

Seven connection methods are available to accommodate different lab network environments. Supported security protocols, connectivity requirements, and the number of MyGlo® readers supported per connection vary by method:

Connection Method	Security Protocol/ Requirement	Number of MyGlos Supported
Connect to Wi-Fi: 2.4GHz Wi-Fi	WPA2-PSK, WPA2-Personal, or WPA3-Personal	Multiple
Shared Connection	WPA3-Enterprise	One
Connect to Wi-Fi: 5GHz Wi-Fi	GloFi™ Network Connectivity Adapter required	One
Connect with Ethernet Cable	GloFi™ Network Connectivity Adapter required	One
Connect to Wi-Fi: Wi-Fi Hotspot	GloFi™ Network Connectivity Adapter required	Multiple
Use Cellular Data: Cellular	GloFi™ Network Connectivity Adapter required	One
Use Cellular Data: Cellular Hotspot	GloFi™ Network Connectivity Adapter required	Multiple

Not Supported: The following network types are not supported by the MyGlo® Reagent Reader, with or without the GloFi™ Network Connectivity Adapter:

- 6GHz Wi-Fi networks
- Public or guest Wi-Fi networks that require accepting the Terms and Conditions

For setup instructions, connection method descriptions, and the MyGlo® Connection Selector tool to help identify the best option for your lab, visit **www.promega.com/myglosetup**.

System (continued)	
Connect2ProNect	A Windows® desktop application that supports getting your MyGlo activated and connected to your ProNect® account. Only uses Windows® 10 or 11. Requires .NET 6 (included with Windows® 11 by default; may require installation on Windows® 10). Internet connection required. Virtual machines (e.g., Windows® OS running on a Mac) are not supported. macOS is not supported.
Environmental	
Shipping Temperature	+4°C to +50°C
Operating Temperature	+15°C to +40°C
Operating Relative Humidity	≤85% noncondensing
Operating Altitude	<2,000m
Performance	
Linear Dynamic Range	6 logs
Cross-Talk	Average <0.02%
Sensitivity	≥100fmol ATP/well. When using a ProNect® Data Platform and MyGlo® Reagent Reader-compatible application, see App Specifications and Performance (**www.promega.com/global/pronect-data-platform/#apps**).
Microplate Types	Standard SBS-format 96-well microplates conforming to ANSI/SLAS 4-2004 (plate height 14.4mm ± 0.76mm). White opaque, flat-bottom plates recommended for luminescent assays; white plates with clear bottoms supported for cell-based luminescence with imaging. Deep-well plates and formats exceeding the SBS height envelope are not compatible. For assay-specific recommendations, see App Specifications and Performance in your ProNect® Data Platform and MyGlo® Reagent Reader-compatible application.
Readout Orientation	See App Specifications and Performance in your ProNect® Data Platform (**www.promega.com/global/pronect-data-platform/#apps**) and MyGlo® Reagent Reader-compatible application. For additional information, refer to the Technical Manual for the assay available at **www.promega.com**

3 Product Components

PRODUCT	SIZE	CAT.#
MyGlo® Reagent Reader	1 each	MG1000

For Research Use Only. Includes:

- MyGlo® Reagent Reader
- USB-C to USB-A cable
- AC Power Adapter and Power Supply
- Product Activation Card

4 MyGlo® Reagent Reader Inspection and Setup

Upon receiving your MyGlo® Reagent Reader, perform a complete inspection, ensuring all listed items are present and not damaged (Section 3). To set up your MyGlo® Reagent Reader, connect the MyGlo® Reagent Reader device to your computer using the provided USB-C to USB-A cable.

Note: A printable version of the setup instructions can be referenced at: **www.promega.com/myglosetup**

1. Create your ProNect® account: **https://pronect.promega.com**. Skip this step if you already have a ProNect® account.
2. Connect the MyGlo® Reagent Reader to your computer using the included USB cable. A USB-A to USB-C adapter may be required depending on your computer.
3. Download and install the Connect2ProNect desktop application for Windows® 10/11 from **www.promega.com/c2pmyglo**. The Connect2ProNect icon will appear on your desktop once the application is installed.

   Notes:

   a. Your organization may require administrator permissions to install this software on your computer.

   b. Connect2ProNect application is for Windows® OS only; macOS® is not supported at this time.
4. Connect the MyGlo to your computer using the included USB cable.

   Note: USB-A to USB-C adapter may be required depending on your computer.
5. Open the Connect2ProNect application and log in using your ProNect® account credentials.
6. The Connect2ProNect wizard will walk you through setting up your MyGlo® Reagent Reader.

   Note: Use the activation code printed on the Product Activation Card provided with your MyGlo® Reagent Reader. If the activation code was misplaced, request a new activation code within the setup workflow in the Connect2ProNect application.

7. Select a connection method. For more details on the MyGlo® Reagent Reader connectivity requirements, visit: **www.promega.com/myglosetup**
8. When your MyGlo® Reagent Reader has been successfully set up, the MyGlo® Reagent Reader is ready to use. Disconnect the USB cable from your computer and connect it to the AC power adapter to operate your MyGlo® Reagent Reader.
9. On your ProNect® dashboard, your MyGlo® Reagent Reader device will be displayed in the instrument section.

5 Operating the MyGlo® Reagent Reader

The MyGlo® Reagent Reader supports two operational workflows through the ProNect® Data Platform:

- **Read Plate Tool (download workflow)**
  Read a plate and download the raw data file for analysis in the software of your choice. Use this workflow for assays not covered by a compatible application, custom analysis pipelines or established analysis methods. See Section 5.3.
- **MyGlo® Reagent Reader-compatible applications (analyze workflow)**
  Operate the reader through a guided, app-driven experience purpose-built for specific Promega assays. Each application directs experiment setup, plate reading and automated analysis end-to-end. See Section 5.2.

Both workflows are accessible from your ProNect® Data Platform dashboard at:
https://pronect.promega.com

5.1 Guidelines for Using MyGlo® Reagent Reader

- Operate the MyGlo® Reagent Reader on a level surface. Avoid unnecessary exposure to vibration during operation.
- Minimize exposing the MyGlo® Reagent Reader interior to dust by keeping the device closed when not in use.
- Avoid using the MyGlo® Reagent Reader near sources of heat such as ovens, hot plates, autoclaves or HVAC vents, or in direct sunlight. The MyGlo® Reagent Reader is designed for use inside laboratory incubators and biosafety cabinets; these environments are not considered heat sources.
- For optimal performance, the MyGlo® Reagent Reader should be used in environmental conditions described in Section 2, Technical Specifications.
- For optimal performance, avoid exposing the Detection System to oils, liquids and dust.
- Avoid spilling liquid inside the MyGlo® Reagent Reader. If a spill occurs, immediately clean the device, following the instructions provided in Section 6, Cleaning and Maintenance. Failure to do so can damage the device and void the warranty.
- Once a read protocol has been initiated (for example, an endpoint or time course measurement), avoid moving the MyGlo® Reagent Reader until the protocol is complete. Movement during a read can introduce vibration and affect measurement accuracy.

5.2 Standard MyGlo® Reagent Reader Application Workflow

For details on using MyGlo® Reagent Reader-compatible applications, visit **www.promega.com/global/pronect-data-platform/#apps**. There are plate map guidelines, data analysis calculations and other information available for each ProNect® application.

5.2.1 Read Sequences

The MyGlo® Reagent Reader-compatible application supports two read sequences. Select the sequence that fits your workflow:

- **Read-first sequence**
  Open the device, insert your plate, and close the device. Initiate the plate read, then create a new plate map or apply an existing plate map to the read data, and proceed to analysis.
- **Plate-map-first sequence**
  Create or select your plate map in the application first. Open the device, insert your plate, and close the device. Initiate the read, then proceed to analysis.

For either sequence, select **Start** to initiate the read. The white indicator light on the MyGlo® Reagent Reader will show the progress of your plate read.

Note: When inserting the plate, make sure well A1 is in the indicated position on the device for top- or bottom-read orientations, respectively (see Figure 4).

5.2.2 Designing a Plate Map

When using MyGlo® Reagent Reader-compatible applications, you can design a plate map with well-specific parameters that are customized based on the Promega assay. Plate maps can be saved to ProNect for future use and modified as needed.

Note: A plate map design instructs your MyGlo® Reagent Reader to read only the well(s) with user-input information. Wells that do not have any user-input information will not be read.

1. Start with either a blank plate map or open a plate map previously created in ProNect.
2. Select your analysis type.
3. Select the well(s) you want to read and input assay- and well-specific information to be used for downstream analysis.
4. Use this plate map to immediately read a plate, or save it for future use.

5.2.3 Analyzing Your Data

- Data visualizations have been customized for your MyGlo® Reagent Reader-compatible Promega assay.
- Data visualizations are generated and viewable once the measurement is complete.
- Data visualizations can be downloaded from ProNect within the My Data section.

  Note: Data visualization reports will use default settings.

5.2.4 Instrument and ProNect® Application Data Files

To view and download your MyGlo® Reagent Reader Data Files, see the Instruments section on your ProNect® dashboard. Select your MyGlo® Reagent Reader. The data files will be listed in the 'Files' tab. Your MyGlo® Reagent Reader data files will also be visible in the My Data section on your ProNect® dashboard.

To view and download your ProNect® Application Files, see the My Data section from your ProNect® dashboard. You can see:

1. Custom- or default-named Plate Map (Excel file).
2. Custom- or default-named Instrument Data with RLUs and heat map (Excel file).
3. Visualizations with graphs from data analysis (PDF).
4. Plate Analysis (Excel file):
   - Has tabs with raw RLUs and metrics.
   - Dose Response and Single Concentration Analyses contain tabs for RLU, app-specific output and %CV.
   - Linearity Analysis contains tabs for RLU and %CV.
5. Sample Analysis (Excel file):
   - Has tabs with metrics for analyzed samples and curve/line fitting data.
   - Dose Response Analysis contains tabs for Sample Analysis, 4PL Coefficients and 5PL Coefficients.
   - Single Concentration Analysis contains a Sample Analysis tab.
   - Linearity Analysis contains tabs for Sample Analysis, Linear Regression and Power Regression.

5.3 Read Plate Tool

The Read Plate Tool is a MyGlo® Reagent Reader-compatible application available from your ProNect® dashboard that allows you to read plates and download raw data files for analysis in the software of your choice. Use the Plate Read Tool for assays not covered by a compatible Promega assay application, custom analysis pipelines, or established analysis methods.

The Plate Read Tool supports two protocol types:

- **Endpoint protocol:** A single read of the selected wells.
- **Automated time course protocol:** Repeated reads of the selected wells at defined intervals, with real-time heatmaps generated as the protocol runs and raw luminscence (RLU) data available for download.

5.3.1 Reading a Plate

1. Access the Plate Read Tool from your ProNect® dashboard.
2. Select the protocol type: **Endpoint** or **Time Course**.
3. Select the device you will use to read the plate, set the integration time and select which wells to read. You can select all wells or specify individual wells. Select **Read**. This will send instructions to your MyGlo® Reagent Reader to prepare to read your plate.

   Note: The default integration time is 1 second. You can modify the integration time between 0.1–30 seconds for your read.
4. Open the device, insert your plate, and close the device. Select **Start** to initiate the read. The white indicator light on the MyGlo® Reagent Reader will show the progress of your plate read.

   Note: When inserting the plate, make sure well A1 is in the indicated position on the device for top- or bottom-read orientations, respectively (see Figure 4).
5. When the read is complete, the MyGlo® Reagent Reader LED will blink yellow to indicate that you can remove your plate. Your read data file will be saved to ProNect and available in your 'My Data' section.
6. After the read completes, your options depend on the protocol type:
   - **Endpoint protocol:** You have the option to download your results, read another plate, or analyze with plate map.
   - **Automated time course protocol:** Heatmaps generated in real-time during the read are available for review, and raw RLU data is available for download.

   Note: Data analysis and visualizations within ProNect are only supported when using compatible Promega assay applications. Plate Read Tool data must be analyzed using third-party analytical software or by applying a plate map in ProNect.

5.3.2 Data Files

The data files described in this section are generated by the Read Plate Tool for read-only workflows (endpoint or automated time course protocols). For data files generated by MyGlo® Reagent Reader-compatible Promega assay applications, see Section 5.2.

The Read Plate Tool generates a custom- or default-named Instrument Data file containing RLUs and heatmap (Excel® file) for both endpoint and automated time course protocols.

All Read Plate Tool data files are saved to your ProNect® account and accessible from the 'My Data' section. Files can be downloaded for analysis in the software of your choice or for archival purposes.

Note: For endpoint reads, if you choose to analyze the data using a compatible Promega assay application, additional data files will be generated. See Section 5.2 for details on those data files.

6 Cleaning and Maintenance

Your MyGlo® Reagent Reader device has no user-serviceable parts. Opening the Detection System will void the warranty (Section 8).

IMPORTANT:

- Remove the USB cable and any plate before cleaning.
- Always wear gloves during cleaning operations that may involve contact with biological or generally hazardous materials or liquid.
- When cleaning the optical surface, avoid scratching or damaging the surface. This includes avoiding the use of scouring agents.
- Do not use aggressive or corrosive solvents. These chemicals are not compatible with your MyGlo® Reagent Reader and will damage the surface.
- Do not spray cleaning solutions directly onto the interior or exterior surfaces of your MyGlo® Reagent Reader. Only spray cleaner onto a lint-free cloth or tissue then use the moistened cloth or tissue on MyGlo® Reagent Reader surfaces.
- Failure to observe these warnings may result in damage to the MyGlo® Reagent Reader. This can reduce the lifetime and performance of the device.

6.1 Cleaning the Exterior

The exterior surface of your MyGlo® Reagent Reader device can be cleaned using a lint-free cloth or tissue. For heavier soiling, the surface of the housing can be cleaned using a diluted detergent solution with any residual residue removed with a cloth or tissue lightly moistened with water.

6.2 Cleaning the Interior

The internal surfaces of your MyGlo® Reagent Reader device can be cleaned using a lint-free cloth or tissue. Remove the cross-talk reduction grid and wipe both sides down with a clean, damp cloth. The optical surface may be cleaned with a lint-free cloth or tissue and a 70% ethanol solution.

7 Troubleshooting

If you are unable to resolve any issues related to your MyGlo® Reagent Reader or any additional questions not addressed here, please contact Promega Technical Services or your local Promega Branch Office or Distributor. Contact information is available at: **www.promega.com**. Email: **techserv@promega.com**

Note: Promega Technical Services may request log files to help diagnose the problem. Follow the instructions for malfunctioning device below.

Issue	Description	Comments
Setting up your MyGlo® Reagent Reader	Your MyGlo® Reagent Reader arrives ready to be connected to a ProNect® account and a network. The MyGlo® Reagent Reader Indicator status bar will be solid yellow to indicate it is ready to activate. See Figure 3.	See Section 4, MyGlo® Reagent Reader Inspection and Setup. For setting up connectivity, see: **www.promega.com/myglosetup**
Updating firmware	When activating your MyGlo® Reagent Reader for the first time, your MyGlo® Reagent Reader firmware may need to be updated to the latest version. Once your MyGlo has been activated, the ProNect® Data Platform will notify you when new firmware versions are available. We recommend updating the MyGlo® Reagent Reader to the latest firmware version.	To update the firmware, connect your MyGlo® Reagent Reader device to your computer using the provided USB cable. • Open the Connect2ProNect application and log in using your ProNect® account credentials. • Connect2ProNect will automatically update your firmware, if needed. • When your MyGlo® Reagent Reader firmware has been updated, exit Connect2ProNect, disconnect the USB cable from your computer and connect it to the AC adapter to power and operate the MyGlo® Reagent Reader.

Issue	Description	Comments
MyGlo® Reagent Reader offline	Your MyGlo® Reagent Reader is operated by a connected ProNect® account. When the MyGlo® Reagent Reader is disconnected from the network, the device cannot be operated. The MyGlo® Reagent Reader Indicator status bar will be yellow and pulsing to indicate a network disconnection. See Figure 3.	From a connected ProNect® account, confirm that the instrument is offline by looking at the instrument indicator status. • Ensure your MyGlo® Reagent Reader is connected to the power adapter. • Ensure that your network connection is available and the MyGlo® Reagent Reader is connected. Regardless of connection method (Wi-Fi, Shared Connection, Ethernet or Cellular via GloFi™), re-establishing the connection is performed through the Connect2ProNect application: • Connect your MyGlo® Reagent Reader to your computer using the provided USB cable. • Open the Connect2ProNect application and log in using your ProNect® account credentials. • Select **Change Connection** to update your connection method or settings. • Connect2ProNect will automatically update your firmware, if needed. • When your MyGlo® Reagent Reader firmware has been updated and the connection is re-established, exit Connect2ProNect, disconnect the USB cable from your computer, and connect it to the AC power adapter to power and operate your MyGlo® Reagent Reader. For step-by-step troubleshooting across all connection methods, see the MyGlo® Network Connection Troubleshooting Guide at: **www.promega.com/myglosetup**

Issue	Description	Comments
Moving your MyGlo® Reagent Reader to a new connection	You need to change the connection method for your MyGlo® Reagent Reader.	Regardless of connection method (Wi-Fi, Shared Connection, Ethernet, or Cellular via GloFi™), updating your connection is performed through the Connect2ProNect application: • Connect your MyGlo® Reagent Reader to your computer using the provided USB cable. • Open the Connect2ProNect application and log in using your ProNect® account credentials. • Select **Change Connection** to update your connection method or settings. • When the connection is moved successfully, exit Connect2ProNect, disconnect the USB cable from your computer, and connect it to the AC power adapter to power and operate the MyGlo® Reagent Reader. For step-by-step troubleshooting across all connection methods, see the MyGlo® Network Connection Troubleshooting Guide at: **www.promega.com/myglosetup**

Issue	Description	Comments
Self-test failure	When your MyGlo® Reagent Reader is powered on, a self-test is performed to ensure the MyGlo® Reagent Reader is functioning properly. The MyGlo® Reagent Reader indicator status bar will flash a rainbow light to indicate that it is performing a self-test. If Self Test fails, the indicator will blink red.	If the self-test fails, unplug the power and then plug in the MyGlo® Reagent Reader to reinitiate the self-test. If the self-test fails twice, connect MyGlo® Reagent Reader to your computer using the USB cable. • Open the Connect2ProNect application and log in using your ProNect account credentials. • Connect2ProNect will automatically update your firmware, if needed. • When your MyGlo® Reagent Reader firmware has been updated, exit Connect2ProNect, disconnect the USB cable from your computer and connect it to the AC power adapter to power and operate the MyGlo® Reagent Reader.
Performance issue	If your MyGlo® Reagent Reader experiences performance issues not related to network connection or self-test failure, contact Promega Technical Services. They may request log files to help diagnose the problem.	To generate log files, connect your MyGlo® Reagent Reader to a computer with the provided USB cable. • Open the Connect2ProNect application and log in using your ProNect® account credentials. • Select **Export MyGlo Logs** to extract and save the instrument log files onto your computer. • Once the log files have been saved, exit Connect2ProNect, disconnect the USB cable from your computer, and connect it to the AC power adapter to power and operate your MyGlo® Reagent Reader device. **Note:** You can share requested log files with Technical Services by sending the files via email.

Issue	Description	Comments
Suspected aborted read	The read completes without displaying a visualization (e.g., heat map, data visualization).	• Check the 'My Data' section, Instrument Data files, to confirm whether the output file was generated. • To view incident files, navigate to the specific instrument's dashboard. • If the data file was not generated, contact Promega Technical Services.
Reassigning a user to another ProNect® account	The MyGlo® Reagent Reader device needs to be reassigned to a new user.	Connect your MyGlo® Reagent Reader to a computer with the provided USB cable. • Open the Connect2ProNect application and log in using your ProNect® account credentials. • Select **Disconnect MyGlo**. • Once you have disconnected the MyGlo® Reagent Reader, exit Connect2ProNect. • When you are ready to reactivate your MyGlo® Reagent Reader, see Section 4 for instructions. **Note:** In Connect2ProNect, select **Request code** to be provided with a new, single-use only activation code.

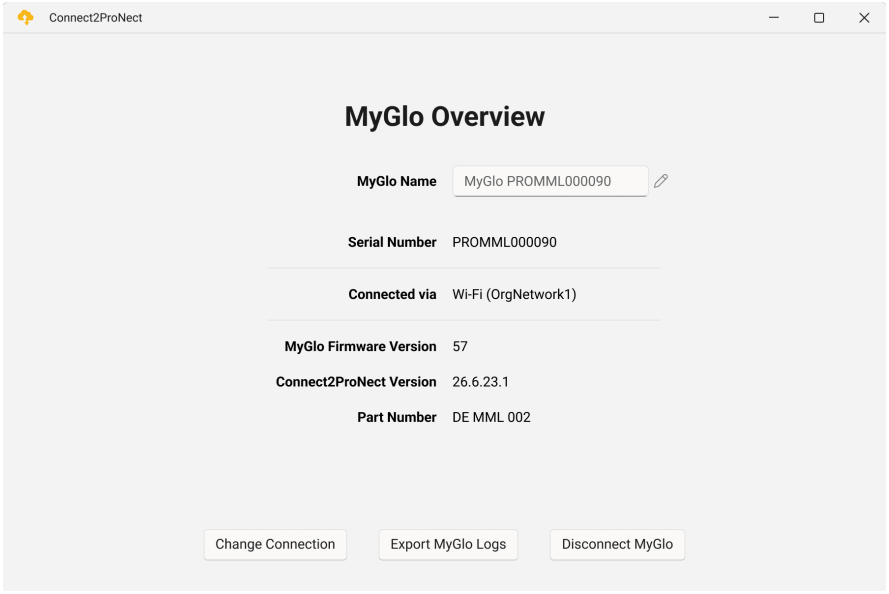

Figure 5. MyGlo® Reagent Reader Connect2ProNect Home screen.

8 Warranty and Service

Your MyGlo® Reagent Reader instrument comes with a 12-month* warranty. Warranty coverage includes all parts, labor and shipping to and from our authorized service locations. The warranty does not include repair or replacement necessitated by accident, neglect, misuse, unauthorized repair or modification of the instrument.

If a problem arises with the instrument, contact Promega Technical Services for support. Promega Technical Services can be contacted directly from the ProNect® dashboad or via email: **techserv@promega.com**. If further action is required, you will be given repair options and assigned a return authorization number. Promega is not responsible for instrumentation returned without an authorization number.

The detection system is not fully sealed. Excessive liquid can enter the unit and damage internal electronic components. Ensure proper care when handling liquids near the system to prevent potential damage.

- **WARNING:** Avoid Excessive Liquid Spillage.

To obtain service during the warranty period, please take the following steps:

- Contact Promega Technical Services.
- Carry out troubleshooting procedures as suggested by your Technical Services Scientist.
- If further action is required, you will be provided options and assigned a return authorization number. Promega is not responsible for instrumentation returned without an authorization number.
- Before returning the instrument, you will be responsible for cleaning it. If the instrument has been exposed to any chemical, biological or radioactive hazards, contact Promega Technical Services for decontamination instructions before shipping.

*May vary based on location. Contact your local Promega representative for more information.

9 Summary of Changes

The following changes were made to the 7/26 revision of this document:

1. Updated Section 1, including Sections 1.1 and 1.7, and added Section 1.1.2.
2. Updated Sections 2, 4, 5 and 7.
3. Added new Section 5.3.
4. Updated Figure 5.