

Agilent CrossLab Start Up Services

Agilent G5571AA, G5572AA AssayMAP Bravo Platform Introduction Checklist



Thank you for purchasing an AssayMAP Bravo Platform from **Agilent Technologies**. CrossLab Start Up is focused on helping customers shorten the time it takes to start realizing the full value of their instrument investment. Installation and Introduction are service engagements to get your new instrument and lab productive. Success starts here.

The CrossLab Start Up Introduction is delivered after the installation and introduces the operation, ownership, maintenance and troubleshooting of the new system.

This Checklist guides you through the key aspects of owning and operating your instrument. A signed copy of this checklist is provided for your records.

Introduction

Customer Information

Introduction is intended to give operators a basic overview of the operation and maintenance of new instruments and software systems and is not designed to be a substitute for a full operator-training course.

Further training, advice, and consultation can be obtained upon request.

The following are **NOT** included in the Introduction service:

- Training on basic PC operation, peripherals, and/or operating systems
- Training of groups larger than five people
- Customized method/application development or method optimization
- Method transfers from other instrumentation
- Comprehensive applications training
- Troubleshooting and Maintenance training
- Macro programming, customized reports, databases, etc.
- Fundamentals/theory of instrument techniques
- First Run Assist – used to demonstrate the system workflow
- Customized configuration of software, for example, signature levels
- Integration with local compliance or quality systems

Customer Responsibilities

- Ensure that the appropriate users of the AssayMAP Bravo Platform are present for these services, including a system administrator for user management introduction.
- Ensure that the AssayMAP Bravo Platform and the supplied labware and supplies are available for the Introduction service.

User Documentation

The user documentation is installed with the software and will be used as a guide during Introduction.

- In particular, the following guides are referenced in this checklist.

Title	Part number	Where to find this guide
<i>Bravo Platform Safety and Installation Guide</i>	G5563-90002	Printed copy included with shipment PDF included in VWorks Knowledge Base
<i>AssayMAP Bravo Platform Getting Started Guide</i>	D0000352	Literature Library
<i>Bravo Platform User Guide</i>	D0004797	Literature Library
<i>AssayMAP Bravo Platform Installation Guide</i>	D0012627	Literature Library
<i>96 Channel Wash Station Maintenance Guide</i>	SD-V1000072	Literature Library
<i>AssayMAP Bravo Error Recovery Guide</i>	G5542-90006	Literature Library
<i>Using the Protein Sample Prep Workbench</i>	—	Literature Library
<i>Startup/Shutdown Utility Guide</i>	—	Utility Library
<i>Cartridge Transfer Utility Guide</i>	—	Utility Library
<i>VWorks Knowledge Base</i>	—	Literature Library
<i>VWorks Configuration and Administration Guide:</i> For VWorks Plus VWorks Standard	D0004030 D0004031	VWorks Knowledge Base

- To access the guides in the AssayMAP Protein Sample Prep Workbench:
 - In the **App Library**, locate the application, and then click **Quick Start Guide**.
 - In the **Utility Library**, locate the utility, and then click **Instructions**.
 - In the **Literature Library** page, locate the guide, and then click **Open**.
- You can also find PDFs of the guides installed at
C:\Program Files (x86)\Agilent Technologies\VWorks\UserGuides\

Important Customer Web Links

- For additional information about the AssayMAP platform, please visit the product pages at <https://www.agilent.com/en/product/automated-liquid-handling/automated-liquid-handling-applications/assaymap-bravo-protein-sample-prep-platform>
- The **Agilent Community** is an excellent place to get answers, collaborate with others about applications and Agilent products, and find in-depth documents and videos relevant to Agilent technologies. Visit <https://community.agilent.com/welcome>

The AssayMAP community pages are at <https://community.agilent.com/technical/assaymap>

- **Need to place a service call?** [Flexible Repair Options | Agilent](#)

Service Engineer Responsibilities

- Provide a printed copy of the checklist to the customer to look at during Introduction.
- Discuss Introduction topics and agree upon focus areas with customer.
- Only complete and print out sections that relate to the system that has been installed.
- Complete empty fields with the relevant information.
- Complete the relevant checkboxes in the checklist using a tick mark ✓.
- Check **“Section not applicable”** check boxes to indicate services/tasks not delivered, as appropriate.
- Complete the **Service Review** section together with the customer.
- Add relevant page numbers to selected pages and complete the total number of pages field in the Service Completion section
- Complete Signature Page and attach Signature Page to Service Order.

User Introduction

System Information

Instrument System Name and ID			
Instrument System Site and Location			
OpenLab Control Panel Authentication Type	Internal		Windows Domain

Instrument Overview

- Identify primary hardware components:
 - AssayMAP Head and gripper
 - Wash Station and Pump Module
 - Bravo deck and accessories
 - Light Curtain and emergency-stop pendant
- Identify associated instrument and PC hardware connections.
- Explain how to install and uninstall the Bravo 96AM Head.
Refer to [Bravo Platform Safety and Installation Guide](#).
- Explain various components of the AssayMAP Bravo technology including the syringe assembly, probe, probe tip and cartridge.
Refer to [AssayMAP Bravo Platform Getting Started Guide](#).
- Demonstrate how to properly connect the tubing from Pump Module 2.0 to the wash station.
Refer to [Installing the Wash Station and Pump Module in AssayMAP Bravo Platform Installation Guide](#).
 - Demonstrate tubing quick-release connectors.
 - Show how to install the tubing in the pump head to prevent tubing damage.
 - Explain that releasing the pump heads when not in use on an AssayMAP Bravo will cause liquid to drain out of wash station chimneys, resulting in potential contamination. In this case, the tubing lines must be primed before use.
- Explain where to find the Bravo status indicators and what they mean.
- Explain the potential hazards outlined in the [Bravo Platform Safety and Installation Guide](#).
- Demonstrate the emergency-stop pendant and Light Curtain.

- Explain how to restart the AssayMAP Bravo after an unscheduled emergency stop by following the [AssayMAP Bravo Platform Error Recovery Guide](#).

AssayMAP Bravo Platform Start-Up (guide customer to perform)

- Turn on the AssayMAP Bravo Platform.
 - Turn on the accessories: Pump Module, STC Controller, and Orbital Shaking Station control module.
 - Turn on the computer.
 - Turn on the Bravo instrument.

Note: Ensure that you establish the computer LAN connection to the AssayMAP Bravo device before connecting any other networks. Otherwise, the device may not initialize.

- Show how to launch the **Protein Sample Prep Workbench** and log in.
- Demonstrate how to navigate through the Protein Sample Prep Workbench.
 - Workflow Library**. Demonstrate how to navigate through the different workflows.
 - App Library**. Show how to access the apps, calculators, and quick start guides.
 - Utility Library**. Explain each of the utilities and how to access the utilities, method setup tools, and the instructions.
 - Literature Library**. Show how to access the user guides.

- Introduce the Reagent Volume Calculators.
- Explain method and experiment ID requirements for apps and utilities.
- Guide customer to create the experiment ID:
Introduction Service
- Guide the customer on how to use the **Startup** utility to start the platform.

- In the **Utility Library**, open the **System Startup/Shutdown** utility and instructions.
- Select the following **Experiment Settings**:

Experiment ID	Introduction Service
Method	Default Settings

- Follow the instructions to run the Startup protocol.
- Explain the steps to follow when the system is first initialized, e.g., the normal w-axis warnings.

Perform a Test Run of Affinity Purification (guide customer to perform)

Guide the customer on how to use the Cartridge Transfer utility:

- Open the **Cartridge Transfer** utility.
- Select the following **Experiment Settings**:

Experiment ID	Introduction Service
Method	12 Column Transfer

- Ensure the deck is clear, except for the wash station at location 1, empty seating station at location 2, and cartridge rack at location 6.
- Follow the instructions to run the protocol using AssayMAP Resin-Free cartridges.

Guide the customer on how to conduct a test run of Affinity Purification:

- Open the **Affinity Purification** app.
- Select the following **Experiment Settings**:

Experiment ID	Introduction Service
Method	Test Run Settings

- Ensure the deck is clear, except for the wash station at location 1 and seating station containing the Resin-Free cartridges at location 2.
- Run the Affinity Purification protocol.

Guide the customer on how to use the Shutdown utility.

- Open the **System Startup/Shutdown** utility.
- Select the following **Experiment Settings**:

Experiment ID	Introduction Service
Method	Default Settings

- Ensure the deck is clear, except for the wash station at location 1 and empty seating station at location 2.
- Run the Shutdown protocol.

- Guide customer to change the status of the experiment ID as follows:
 - Close Introduction Service and automatically generate the experiment ID report.
 - VWorks Plus*. Guide the customer on how to sign the closed experiment ID.
 - Explain where to go for details in the **Literature Library**:
Open **Using the Protein Sample Prep Workbench**, and in the browser that opens, click **Using Experiment IDs**.

AssayMAP Bravo Maintenance and Diagnostics

- Explain the importance of the following maintenance topics and where to find the procedures.



AssayMAP maintenance topics	Where to find this guide	Part number
How to correctly startup and shutdown the platform	System Startup/Shutdown Utility Guide	—
Preventive maintenance of the syringes	Syringe Wash Utility Guide	—
Checking the integrity of the AssayMAP syringes	Syringe Test Utility Guide	—
Replacing syringes if necessary	AssayMAP Bravo Syringe Replacement Guide	SD-V1000098
Inspecting the wash station chimneys, replacing damaged chimneys, and troubleshooting problems	96 Channel Wash Station Maintenance Guide	SD-V1000072
Troubleshooting common error messages, recovering from an emergency stop, and recovering from a head collision	AssayMAP Bravo Error Recovery Guide	G5542-90006
Setting the AssayMAP Bravo teachpoints. Explain when to set or reset the teachpoints.	AssayMAP Bravo Platform Installation Guide	D0012627
How to use Bravo Diagnostics in the VWorks software Bravo troubleshooting and maintenance	Bravo Platform User Guide	D0004797

OpenLab for VWorks (Administrators)

The following tasks are for the customer's system administrator.

Refer to the [VWorks Configuration and Administration Guide](#) for VWorks Plus or VWorks Standard, for the following tasks.

Licenses

- Section not applicable*
- Show how to start **Control Panel**  and log in.
- If customer has not already done so, show how to login to SubscribeNet and create and download a license.
- In **Control Panel**  navigation pane, click **Administration**.
- Open the **Licenses** page and show how to install and view a provided license.

User Management (Internal Authentication)

Complete this section if Authentication is set to Internal, default. To view customer-selected Authentication setting, open the System Configuration page in Control Panel.


- Section not applicable*
- In **Control Panel**, open the **Security Policy** page and show how to configure the security policy.
- Open the **Users** page and show how to create users.
 - Show how to assign the created users to the predefined **VWorks groups**: VWorks Administrator, VWorks Technician, VWorks Operator, or VWorks Guest
 - Explain that **VWorks groups** have the VWorks roles, plus the project and instrument privileges required to use the Protein Sample Prep Workbench and VWorks software.
 - Describe privileges associated with each VWorks group.
- Explain how to change user password.

User Management (Windows Domain Authentication)

Complete this section if Authentication is set to Windows Domain. To view the customer-selected Authentication setting, open the System Configuration page in Control Panel.


- Section not applicable*
- In **Control Panel**, open the **Security Policy** page and explain that only the inactivity time can be configured in Control Panel. All other parameters are defined by the Windows operating system.
- Open the **Users** page and show how to import users.
 - Show how to assign imported users to the predefined **VWorks groups**: VWorks Administrator, VWorks Technician, VWorks Operator, or VWorks Guest
 - Explain that **VWorks groups** have the VWorks roles, plus the project and instrument privileges required to use the Protein Sample Prep Workbench and VWorks software.
 - Describe privileges associated with each VWorks group.
- If applicable, show how to import Windows groups.
 - Show how to assign the imported groups to VWorks and Instrument **roles**.
 - Show how to assign project permissions to the groups on the Projects page.
 - Show how to assign instrument permissions to the groups on the Instruments page.
- Explain how to change user password.

Project, Instrument, Logs, and Reports -- VWorks Standard

- Section not applicable*
- Refer to the [VWorks Standard Configuration and Administration Guide](#).
- In **Control Panel** , open **Projects** page and explain that VWorks project is automatically configured during installation.
 - Explain that VWorks Standard stores the project data and files on the local drive at:
C:\OLSS Projects\VWorks Projects\VWorks\
- Explain that the **Instruments** page is automatically configured during installation. The *instrument* is the computer running VWorks.
- Explain that instrument and project privileges are required to log in to the VWorks software. The predefined VWorks groups already include these privileges.

- In **Control Panel**, show the **System Activity Log** page.
- On the **Administrative Reports** page, explain that not all reports are applicable for VWorks.

Project, Instrument, Logs, and Reports -- VWorks Plus

- Section not applicable*
- Refer to the [VWorks Plus Configuration and Administration Guide](#).
- In **Control Panel** , open **Projects** page and explain that VWorks project is automatically configured.
 - Explain that VWorks Plus stores the data and files in Content Management at /VWorks Projects/VWorks/ and can be viewed using Content Browser.
 - Show how to set up audit comments for the project.
 - Explain that the signature levels have been configured for the Protein Sample Prep Workbench to enable the VWorks administrator or technician to sign upon closing an experiment ID.
- Explain that the **Instruments** page is automatically configured during installation. The *instrument* is the computer running VWorks.
- Explain that instrument and project privileges are required to log in to the VWorks software. The predefined VWorks groups already include these privileges.
- In **Control Panel**, show the **System Activity Log** page.
- On the **Administrative Reports** page, explain that not all reports are applicable for VWorks.

Content Browser for VWorks Plus (System and VWorks administrators)

- Section not applicable*
- Refer to *Using Content Browser* in the [VWorks Plus Configuration and Administration Guide](#).
- Demonstrate how to open Content Browser (apps > Agilent Technologies > Content Browser).
 - Show how file versions work and how to access different versions of files.
 - Explain that some features in Content Browser are not applicable for VWorks (e.g., Sign File).
 - Show how to use Content Browser Help system.

General Maintenance and Diagnostics

- Describe the data back-up procedures and where to find the procedures in the *VWorks Standard or Plus Configuration and Administration Guide*.
 - VWorks Plus*. Show how to open the **Backup and Restore utilities**.
 - VWorks Standard*. Show how to open the **Shared Services Maintenance utility**.
- Discuss the safe storage of the software media provided with the system.
- Describe the importance of computer image backup.
- Discuss using Microsoft Backup and Restore as an option.
- Discuss the importance of disabling power management options and utilities that run automatically.
 - Power Options: Put the computer to sleep = **Never**
 - Determine any Windows Firewall requirements with the customer IT department. Ensure that Windows Firewall is **Turned on** and the "Notify me when Windows Firewall blocks a new program" = **Checked**
 - Windows Update: Check for updates but let me choose whether to download and install them. The software has been verified for a specific build of Windows.
- Explain steps required to capture problems/error messages to send to Agilent Technical Support.
- Show how to register on Agilent SubscribeNet to download and order the latest software revision.

Service Review

- Attach available reports/printouts to this documentation
- Complete the Service Engineer Comments section below, if applicable.
- Explain how to log an instrument service call and what support services are available.
- If not covered during the Installation, explain the Agilent Warranty policy.
- Perform a review of Agilent's website and web links listed in "Important Customer Web Links".
- Discuss with the customer their training needs and present additional application training options.
- Complete Signature Page and attach Signature Page to Service Order.

Signature Page

Service Engineer Comments (optional)

If there are any specific points you wish to note as part of performing this service or other items of interest for the customer, please write in this box.

Service Verification

Service Request Number:

Date Service Completed:

Service Engineer Name:

Customer Name:

Service Engineer Signature:

Total number of pages in this document: