Agilent CrossLab
From Insight to Outcome

Agilent CrossLab Start Up Services

Agilent 2D-LC Solution Software Introduction Checklist

Thank you for purchasing a software from **Agilent Technologies** and software distributed by Agilent Technologies. CrossLab Start Up is focused on helping customers shorten the time it takes to start realizing the full value of their instrument system investment. Installation, Introduction and First Run Assist are service engagements to get your new system 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 software. A signed copy of this checklist is provided for your records.

The CrossLab Start Up First Run Assist is an optional customer driven activity performed under the guidance of the Agilent engineer and reinforces operational understanding. After the first result is reviewed, the service engineer recommends next steps in the path to success and optimum results.

The Instrument Introduction Checklist includes the First Run Assist option and typically, the use of the software is included in the First Run Assist activity for the instrument. For those customers who do not have an instrument connection or would like to try out the software without running their instrument, there is an option for this activity provided in this checklist.

Revision: A.01, Issued: 23-Jun-2023
Document Number: D0014477
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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 software Introduction:

- Training on basic PC operation, peripherals, or operating systems.
- Training groups larger than five people.
- Customized method/application development, beyond customer "First Run Assist" if selected.
- Method transfer from other instrumentation.
- Macro programming, customized reports, databases, etc. unless explicitly stated and included in the purchase.
- Fundamentals/theory of instrument techniques.
- Introduction for OpenLab Servers or ECM 3.X.

Customer Responsibilities

e-Introduction, or other virtual introduction tutorial/eLearning, is recommended for all participating end users.

The manuals/media delivered with the system will be used as a guide during Introduction.

- Please make sure that they are available.
- Please follow along to confirm that applicable checklist tasks are executed during Introduction.

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Document Number: D0014477
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Important Customer Web Links

- To access Agilent training and education, visit **https://www.agilent.com/chem/training** to learn about training options, which include online, classroom and onsite delivery. A training specialist can work directly with you to help determine your best options.
- To access the **Agilent Resource Center** web page, visit **https://www.agilent.com/en-us/agilentresources**. The following information topics are available:
  - Sample Prep and Containment
  - Chemical Standards
  - Analysis
  - Service and Support
  - Application Workflows
- 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**
- Videos about specific preparation requirements for your instrument can be found by searching the **Agilent YouTube** channel at **https://www.youtube.com/user/agilent**
- **Need to place a service call?**
  https://www.agilent.com/en/promotions/flexible-repair-options

Revision: A.01, Issued: 23-Jun-2023
Document Number: D0014477
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Service Engineer's 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 "X" or 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.
- ☐ Complete the fields for page numbers at the foot of each selected page.
- ☐ Add relevant page numbers to selected pages and complete the total number of pages field in the Service Verification section.
- ☐ Complete Signature Page and attach Signature Page to Service Order.

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Document Number: D0014477
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Software Introduction

General Introduction — Preparation

- ☐ Ensure that all user manuals, documentation, tools, etc. provided by or relevant to the system were installed during installation and before starting Introduction. These are excellent reference tools for the customer – both during the Introduction, and after the Installation and Introduction has been completed.
- ☐ **Note:** Indicate what may be loaded onto other PCs not directly interfaced with the instrument.
- ☐ Provide the customer with an **overview of their system**, what software they have installed and indicate the parts of the system that Introduction will be provided on.
- ☐ Identify associated PC hardware and connections, including power connections, keyboard, mouse, and display connections, and printer and LAN interface connections.
- ☐ Describe where to find the resources available (e.g. software manuals, user guides, online help, software support, release notes) for the software/applications.
- ☐ Demonstrate how to use the online and offline help.

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System Information

☐ See the installation checklist and verify the signature date _____.

☐ Check this box if an instrument configuration report is attached instead of completing the table.

Software Product Numbers	Revision	License Number
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Software Start-Up

☐ Explain configuration, dependencies, and interactions of installed software components.

☐ Explain how to log on and how to change passwords (if applicable).

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Document Number: D0014477
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Introduction for MassHunter Workstation for TOF/Q-TOF and TQ and Data Analysis in Combination with the 2D-LC Solution

Explain the following details if not already explained during the CDS briefing.

Complete the following steps using the Online Help of MassHunter LC/MS Data Acquisition Help or MassHunter Help & Learning to obtain additional details, as needed.

Installation Location

- ☐ Show the location of MassHunter CDS applications on the desktop and in the Windows start menu.
- ☐ Show the location of the methods for system preparation and checkout runs on the 2D-LC Software data media for recommended Infinity II system configurations. If necessary, adjust these 2D-LC methods for other configuration and modules as needed.

Control Panel

- ☐ Launch the MassHunter **Control Panel** on the installed 2D-LC system.
- ☐ Open the **Instruments** tab and show how to create this 2D-LC instrument.
- ☐ Confirm the instrument type that the customer would like to use for introduction.
  _____
- ☐ Show how to create shortcuts to instruments and projects on the desktop and launch the instrument.
- ☐ Open the **System Configuration** and show how to configure the 2D-LC system, such as the **2D-LC Cluster**, the transfer volume, and the order of the devices.
- ☐ Show the **System Activity Log**.
- ☐ Demonstrate the export of **Diagnostics logs**.
- ☐ Show how to **Close Connection** to the instrument.
- ☐ Show the customer how to log in to SubscribeNet and create and download a license.
- ☐ Open the **Licenses** section and show how to install and view a provided license.

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Document Number: D0014477
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Acquisition Interface

- ☐ In MassHunter Workstation, open the **Status layout** and show the current instrument status.
- ☐ Drag and reposition windows in the interface to demonstrate how layouts can be modified.
- ☐ Demonstrate the saving, resetting, and deleting of UI layouts.
- ☐ Demonstrate the zoom, pan, and scale features in the **Online Signals** window.
- ☐ Explain the **2D-LC Online Monitor** and the valve switching mechanism.
- ☐ In the dashboard of the current 2D-LC instrument, show the provided features for instrument control and maintenance. Explicitly show the 2D-LC UI with the transfer volume and capillary-modifying options as well as the valve switching and flushing procedure.

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Document Number: D0014477
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Acquisition Methods

- ☐ In MassHunter Workstation, open the **method layout** and show how to create, save and open acquisition methods. Use one of the 2D-LC checkout methods as an example.
- ☐ Explain the **2D-LC File Splitting Automation**.
- ☐ Explain the different **2D-LC Operation Modes** (Heart-Cutting, Comprehensive and Off).
- ☐ Show how to edit the 2D-LC acquisition method. On customer request, focus either on the example of the heart-cutting workflow or the comprehensive workflow. Do not explain the other workflow in detail.

Heart Cutting workflow

- ☐ Demonstrate a 2D-LC Heart-Cutting workflow. Include the following topics: **Preview** window, **Sampling Table**, **2D Gradient**, **Flush Gradient**, **Peak Trigger**, and the different **Parking** principles (if selected by the customer).
- ☐ Explain the functional principle of the **ASM Solution**, and optimization of the ASM factor using different ASM capillaries and method parameters for flushing the sample loop (if applicable).
- ☐ Give an overview of the comprehensive 2D-LC workflow.

Comprehensive Workflow

- ☐ Demonstrate a Comprehensive 2D-LC workflow. Include the following topics: **Preview** window, **Sampling Table**, **2D Gradient**, and **Parking** principles (if selected by the customer).
- ☐ Give an overview of the Peak-based and Time-based Multiple Heart-Cutting workflow.

General Details

- ☐ Give an overview of the **Shift gradient**.
- ☐ Give an overview of the **Multi-Inject** feature.
- ☐ Give an overview of the **Dynamic Peak Parking** feature.
- ☐ Explain the indications of the warning symbol and the usually associated adjustment of the **Runtime**/**Stop time**. Point out the necessity of a sufficient **Runtime** especially for peak-based measurements.

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Single Sample and Worklist Layout

- ☐ Open the **Single Sample Run Layout** and demonstrate how to populate the **Single Sample Analysis** window for 2D-LC. Put special focus on the **Additional Information** window with both **Acquisition** and **DA** parameter setting, which are necessary for the **2D-LC File Splitting Automation**.
- ☐ Open the **Worklist** window, which is not visible by default in the **Method Layout** and explain the use (e.g how to submit, how to stop, pause, and resume runs).
- ☐ Open the **Worklist** and explain that for the **File Splitting Automation** both **Acquisition** and **DA** must be selected in the **Worklist Run Parameter** window.
- ☐ Explain the **DA Reprocessing** function if data files have to be split afterwards.
- ☐ Show how to use **Scripts** in the **Data Acquisition**, like the **SCP_InstrumentStandby**.

Data Analysis with MassHunter Qualitative Analysis Software

- ☐ In the MassHunter Qualitative Analysis **Data Selection** tab:
  - ☐ Demonstrate how the data structure looks like for 2D-LC measurements.
  - ☐ Review the 2D-LC Checkout data with the customer.
  - ☐ Show where the **2DLCReport.pdf** of the cuts is located if **Generate 2D-LC report** is used.
  - ☐ Import the 2D-LC example data from the USB media found in the **MassHunter\ExampleData** folder.
  - ☐ Load the example data that was imported.
  - ☐ Show how to load ^{1}D UV Data.
  - ☐ Show how to load the 2D-LC cut marker and which integration should be used.
  - ☐ Show how to use the **Adjust Delay Time** function to align the UV and MS signal.
  - ☐ Show how to compare ^{2}D UV and MS data using the **Use Highlighted Chromatograms** and **Extract All non-MS Chromatograms** features.
  - ☐ Explain the effect of **Keep Original Retention Time**.

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Document Number: D0014477
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Reporting

- ☐ Show how to create a report.
- ☐ Show how to generate the 2D-LC report and how the content of the 2D-LC reports looks like.

MassHunter Help and Learning

- ☐ Launch MassHunter Help and Learning.
- ☐ Click the arrow at the left to show the **Table of Contents**.
- ☐ Browse to the **Guides and Resources** page and show the installed documentation.
- ☐ Browse to the **Get Started** page and show the available options.
- ☐ Show additional training for Agilent 2D-LC instruments. Show and describe at least the following available courses:
    - **Agilent InfinityLab 2D-LC Easy Start Service (R3995B)**: A service for helping customers to get started with 2D-LC.
    - **Agilent InfinityLab 2D-LC ProtA-SEC Kit Service (R3995C)**: A service for an integrated workflow solution for titer and aggregation analysis of monoclonal antibodies with Agilent InfinityLab 2D-LC Solutions.

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Document Number: D0014477
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Introduction for OpenLab CDS and Data Analysis in Combination with the 2D-LC Solution

Explain the following details if not already explained during the CDS briefing.

Complete the following steps using the **Help >Get Started >Learning Modules >Administration** module to obtain additional details, as needed.

Installation Location

- ☐ Show the location of OpenLab CDS applications on the desktop and in the Windows start menu.
- ☐ Show the location of the methods for system preparation and checkout runs on the 2D-LC Software data media for recommended Infinity II system configurations. If necessary, adjust these 2D-LC methods for other configuration and modules as needed.

Control Panel

- ☐ Launch the OpenLab CDS Control Panel on the installed system.
- ☐ Open the **System Configuration** and show how to configure the 2D-LC system, such as the **2D-LC Cluster**, the transfer volume, and the order of the devices.
- ☐ Show the **System Activity Log**.
- ☐ Demonstrate the export of **Diagnostics logs**.
- ☐ Confirm the instrument type that the customer would like to use for introduction.
  _____
- ☐ Open the **Instruments** tab and show how to create and configure the instrument. It may also be a physical instrument or Data Player if an instrument is unavailable.
- ☐ Show how to create shortcuts to instruments and projects on the desktop and launch the instrument.
- ☐ Show how to **Close Connection** to the instrument.
- ☐ Show the customer how to log in to SubscribeNet and create and download a license.
- ☐ Open the **Licenses** section and show how to install and view a provided license.

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Document Number: D0014477
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Acquisition Interface

- ☐ In OpenLab Acquisition, open the **Status layout** and show the current instrument status.
- ☐ Drag and reposition windows in the interface to demonstrate how layouts can be modified.
- ☐ Demonstrate the saving, resetting, and deleting of UI layouts.
- ☐ Demonstrate the zoom, pan, and scale features in the **Online Signals** window.
- ☐ Explain the **2D-LC Online Monitor** and the valve switching mechanism.
- ☐ In the dashboard of the current 2D-LC instrument, show the provided features for instrument control and maintenance. Explicitly show the 2D-LC UI with the transfer volume and capillary-modifying options as well as the valve switching and flushing procedure.

Revision: A.01, Issued: 23-Jun-2023
Document Number: D0014477
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Acquisition Methods

- ☐ In OpenLab Acquisition, open the **method layout** and show how to create, save and open acquisition methods. Use one of the 2D-LC checkout methods as an example.
- ☐ Explain the different **2D-LC Operation Modes** (Heart-Cutting, Comprehensive and Off).
- ☐ Show how to edit the 2D-LC acquisition method. On customer request, focus either on the example of the heart-cutting workflow or the comprehensive workflow. Do not explain the other workflow in detail.

Heart Cutting Workflow

- ☐ Demonstrate a 2D-LC Heart-Cutting workflow. Include the following topics: **Preview** window, **Sampling Table**, **2D Gradient**, **Flush Gradient**, **Peak Trigger**, and the different **Parking** principles (if selected by the customer).
- ☐ Explain the functional principle of the **ASM Solution**, and optimization of the ASM factor using different ASM capillaries and method parameters for flushing the sample loop (if applicable).
- ☐ Give an overview of the comprehensive 2D-LC workflow.

Comprehensive Workflow

- ☐ Demonstrate a Comprehensive 2D-LC workflow. Include the following topics: **Preview** window, **Sampling Table**, **2D Gradient**, and **Parking** principles (if selected by the customer).
- ☐ Give an overview of the Peak-based and Time-based Multiple Heart-Cutting workflow.

General Details

- ☐ Give an overview of the **Shift gradient**.
- ☐ Give an overview of the **Multi-Inject** feature.
- ☐ Give an overview of the **Dynamic Peak Parking** feature.
- ☐ Explain the indications of the warning symbol and the usually associated adjustment of the **Runtime**/**Stop time**. Point out the necessity of a sufficient **Runtime** especially for peak-based measurements.

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Document Number: D0014477
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Data Analysis with the Add-On 2D-LC Software for OpenLab CDS

- ☐ In the OpenLab Data Analysis - **Data Selection** tab:
  - ☐ Load the generated 2D-LC checkout data file.
  - ☐ Import the 2D-LC example data from the USB media found in the **OpenLab\ExampleData** folder.
- ☐ In the OpenLab Data Analysis - **Data Processing** tab:
  - ☐ Select and review the generated checkout data.
  - ☐ Show the different layouts **2D-LC** and **LCxLC**.
  - ☐ Show and explain the 2D-LC processing method.
  - ☐ Review the data and show the different signal locations. For ^{1}D signals in the **Navigation pane** and for ^{2}D signals in **Sampling Table/ Signal Selection**.
  - ☐ For the loaded checkout data, show the linkage between the **Chromatograms**, the **Sampling Table**, the **Chromatograms 2D**, and the **Peak Detail** window.
  - ☐ Show and explain the **Contour Plot** with HiRes or comprehensive data.
- ☐ Select the HiRes calibration example data from the data media:
  - ☐ Give a brief overview of a HiRes calibration workflow. Include **Integration**, **2D Peak Assignment** (**Contour Plot**), **Compound Identification**, **Compound Calibration** and **Report**.
  - ☐ After **Reprocessing**, show the 2D-LC injection results, the calculated amounts in the table, and the **Calibration Curve**.
  - ☐ Show the **Signal Alignment** in the **Processing Method**.
  - ☐ Demonstrate the linking of a **Processing Method** to open data files, and explain the impact.
  - ☐ Demonstrate the **Reprocessing** of data with a linked method.
  - ☐ Explain the icons that indicate that current methods/results are modified and unsaved.
  - ☐ Show how to **Save All Results** and explain that the active button indicates unsaved results.

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Document Number: D0014477
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Reporting

- ☐ In the OpenLab Data Analysis **Data Selection** tab, show how to import the 2D-LC default templates into a project.
- ☐ Open the OpenLab Data Analysis **Data Processing** tab. Show how to modify the **Processing Method** settings for **Injection Reports** to print a PDF report.
- ☐ Reprocess a result to generate 2D-LC reports and show how to view PDFs.
- ☐ Open the OpenLab Data Analysis **Reporting** tab. Show how to open report templates from the **Navigation Pane**.
- ☐ Show how to **Preview** reports using selected data.
- ☐ Show how to print a report from **Preview**.

OpenLab CDS Help and Learning

- ☐ Launch OpenLab Help and Learning from the desktop.
- ☐ Click the arrow at the left to show the **Table of Contents**.
- ☐ Browse to the **Guides and Resources** page and show the installed documentation.
- ☐ Browse to the **How-To** page and show the available list of help topics in the **Table of Contents**.
- ☐ Browse to the **Get Started** page and show the available options. Select **Curricula**.
- ☐ Browse to the appropriate **Getting Started curriculum** for the selected instrument type (LC, LC/MS) and demonstrate how to access the on-demand content.
- ☐ Advise the customer to complete the self-paced **Getting Started curriculum** for a chosen instrument type.
- ☐ Browse to the **Get Started >Learning** page and show the customer the list of available self-paced topics.
- ☐ Show additional training for Agilent 2D-LC instruments. Show and describe at least the following available courses:
    - **Agilent InfinityLab 2D-LC Easy Start Service (R3995B)**: A service for helping customers to get started with 2D-LC.
    - **Agilent InfinityLab 2D-LC ProtA-SEC Kit Service (R3995C)**: A service for an integrated workflow solution for titer and aggregation analysis of monoclonal antibodies with Agilent InfinityLab 2D-LC Solutions.

Revision: A.01, Issued: 23-Jun-2023
Document Number: D0014477
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Introduction for OpenLab ChemStation and Data Analysis in Combination with the 2D-LC Solution

Explain the following details if not already explained during the CDS briefing.

Complete the following steps using the **Help >Get Started >Learning Modules >Administration** module to obtain additional details, as needed.

Installation Location

- ☐ Show the location of OpenLab ChemStation on the desktop and in the Windows start menu.
- ☐ Show the location of the OpenLab ChemStation software installation using Windows Explorer (**C:\Program files (x86)\Agilent Technologies** by default).

Control Panel

- ☐ Launch the OpenLab Control Panel on the installed system.
- ☐ Open the **Instruments** tab and show how to create and configure this instrument, such as the LAN IP´s, the order of the devices, and the device names.
- ☐ Show how to create shortcuts to instruments and projects on the desktop and launch the instrument.
- ☐ Show the customer how to log in to SubscribeNet and create and download a license.
- ☐ Open the **Licenses** section and show how to install and view a provided license.

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Document Number: D0014477
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Acquisition Interface

- ☐ In OpenLab Acquisition, open the **Status layout** and show the current instrument status.
- ☐ Drag and reposition windows in the interface to demonstrate how layouts can be modified.
- ☐ Demonstrate the saving, resetting, and deleting of UI layouts.
- ☐ Demonstrate the zoom, pan, and scale features in the **Online Signals** window.
- ☐ Open the **Control** tab for the current instrument and show the provided features for instrument control and maintenance.
- ☐ Open the context menu of the **Autosampler (ALS) status** window and show the link of the ^{1}D pump with the Autosampler (ALS).
- ☐ Open the menu **Instrument >2D-LC Configuration**. Explain the **Enable 2D-LC** check box. Explain the configuration of the different pumps, detectors, capillaries, columns and valves, such as the 2D-LC Valve and 2D-LC Valve topology. Explain the choice of the peak trigger, and the need of transfer volume.
- ☐ Open and explain the 2D-LC monitor and the valve switching mechanism.

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Document Number: D0014477
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Acquisition Methods

- ☐ Open the menu **Instrument >2D-LC Method**.
- ☐ Explain the different 2D-LC Operation Modes (Heart-Cutting and Comprehensive).
- ☐ Show how to edit the 2D-LC acquisition method. On customer request, focus either on the example of the heart-cutting workflow or the comprehensive workflow. Do not explain the other workflow in detail.

Heart Cutting workflow

- ☐ Demonstrate a 2D-LC Heart-Cutting workflow. Include the following topics: **Preview** window, **Sampling Table**, **2D Gradient**, **Flush Gradient**, **Peak Trigger**, and the different **Parking** principles (if selected by the customer).
- ☐ Explain the functional principle of the **ASM Solution**, and optimization of the ASM factor using different ASM capillaries and method parameters for flushing the sample loop (if applicable).
- ☐ Give an overview of the comprehensive 2D-LC workflow.

Comprehensive Workflow

- ☐ Demonstrate a Comprehensive 2D-LC workflow. Include the following topics: **Preview** window, **Sampling Table**, **2D Gradient**, and **Parking** principles (if selected by the customer).
- ☐ Give an overview of the Peak-based and Time-based Multiple Heart-Cutting workflow.

General Details

- ☐ Explain the 2D flow settings and the linkage to the **Advanced 2D pump settings**.
- ☐ Give an overview of the **Shift gradient**.
- ☐ Show the **Operating Values**.
- ☐ Give an overview of the **Smart Peak Parking** feature.

Revision: A.01, Issued: 23-Jun-2023
Document Number: D0014477
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Data Analysis with the 2D-LC Add-On Software

- ☐ Import the 2D-LC example data from the USB media found in the **Example Data** folder.
- ☐ Load and select the generated 2D-LC checkout data file.
- ☐ In the OpenLab CDS Data Analysis - **2D-LC Viewer** tab:
  - ☐ Review the 2D-LC Checkout data with the customer.
  - ☐ For the loaded checkout data, show the linkage between the **1D Chromatogram**, the **Sampling Table 1D**, The **2D Chromatogram**, The **Peak Table** window.
  - ☐ Show the **Signal Selection** and the **Display Mode** in the different **Chromatograms** windows.
  - ☐ Show the option to select different columns in the different **Table** windows.
- ☐ Select the HiRes calibration example data from the data media:
  - ☐ Give a brief overview of a HiRes calibration workflow. Include **Integration**, **Set the integration range**, **Compound Calibration** and **Report**.

Data Analysis with the 2D-Chromatogram Creator

- ☐ **Section NOT Applicable**
- ☐ Load the 2D-LC example data from the USB media to demonstrate the 2D Chromatogram Creator Software for MassHunter QQQ installation.
- ☐ Demonstrate the workflow for a single measurement.
- ☐ Demonstrate the workflow for a sequence worklist.
- ☐ Demonstrate extracting and displaying example result data in MassHunter Qualitative Analysis Software.

Revision: A.01, Issued: 23-Jun-2023
Document Number: D0014477
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Reporting

- ☐ Select the **Report** options in the OpenLab Chemstation **2D Viewer** tab.
- ☐ Show how to select the **Report** options like **Sampling Table**, **Full 2D Signals**, and **2D chromatograms** for all cuts or for selected cuts, and run the **Print Preview**.
- ☐ Show how to print a report from **Preview**.

ChemStation Help and Learning

- ☐ Launch OpenLab Help and Learning from the desktop.
- ☐ Click the arrow at the left to show the **Table of Contents**.
- ☐ Show ChemStation Tutorial Videos.
- ☐ Browse to the **Guides and Resources** page and show the installed documentation.
- ☐ Browse to the **How-To** page and show the available list of help topics in the **Table of Contents**.
- ☐ Browse to the **Get Started** page and show the available options. Select **Curricula**.
- ☐ Browse to the appropriate **Getting Started curriculum** for the selected instrument type (LC, LC/MS) and demonstrate how to access the on-demand content.
- ☐ Advise the customer to complete the self-paced **Getting Started curriculum** for a chosen instrument type.
- ☐ Browse to the **Get Started >Learning** page and show the customer the list of available self-paced topics.
- ☐ Show additional training for Agilent 2D-LC instruments. Show and describe at least the following available courses:
    - **Agilent InfinityLab 2D-LC Easy Start Service (R3995B)**: A service for helping customers to get started with 2D-LC.
    - **Agilent InfinityLab 2D-LC ProtA-SEC Kit Service (R3995C)**: A service for an integrated workflow solution for titer and aggregation analysis of monoclonal antibodies with Agilent InfinityLab 2D-LC Solutions.

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Document Number: D0014477
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Basic Introduction for Lab Advisor Software in Combination with the 2D-LC Solution

Agilent Lab Advisor helps to manage the lab for high-quality chromatographic results by providing a detailed system overview of all connected analytical instruments with instrument status, **Early Maintenance Feedback** counters (EMF), instrument configuration information, and diagnostic tests.

Explain the following details if not already explained during the installation briefing.

Perform the following using the Lab Advisor Help with the installed modules to provide additional details, as needed.

Installation Location

- ☐ Show the location of Lab Advisor applications on the desktop and in the Windows start menu.

Lab Advisor

- ☐ Demonstrate how to search and access instrument maintenance/diagnostic tools, documents, and guides.
- ☐ Demonstrate the verification of the active 2D-LC license in Lab Advisor.
- ☐ Explain how and where it is possible to remove the 2D-LC license in Lab Advisor.
- ☐ Discuss the safe storage of the USB hardware dongle provided with the system.
- ☐ Show the **System Report Information**.
- ☐ Give a brief overview of **System Overview**, **Firmware Update**, **Service and Diagnostic**, **Instrument control**, and **Early Maintenance Feedback** (EMF).
- ☐ Show how to create a diagnostic zip file via **Configuration >Tracing >Export Trace**.

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Instrument Maintenance and Diagnostics

- ☐ Demonstrate how to search and access instrument maintenance/diagnostic tools, documents, and guides.
- ☐ Review the following basic instrument maintenance and troubleshooting procedures for the installed modules.

Lab Advisor Help and Learning

- ☐ Show how to launch Lab Advisor Help from the Menu or with the use of the F1 button. Give a brief overview of the Help Content.
- ☐ Click the **Help** topic and give a brief overview of the Online Help.

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Basic Introduction for GC Image LCxLC Edition Software in combination with the 2D-LC solution

Only explains the basic features of the software, like **Baseline Correction**, **Color Correction**, **Phase Shift**, zooming, creating a **3D view** and basic **Blob Detection**. Advanced features are not included to this service.

Perform the following using the Help with *GC Image LCxLC Edition Users' Guide* to provide additional details, as needed.

Installation Location

- ☐ Show the **Installation and Startup.pdf**.
- ☐ Explain the activation of the GC Image License with the USB dongle or activation code.
- ☐ Show the location of LC Image applications on the desktop and in the Windows start menu.

Data Analysis

- ☐ Copy, select, and import the comprehensive 2D chromatogram example data from the data media found in the **Setup >Tools >Support >Demo_Data >Example_Data** folder.
- ☐ Show and explain the setting for the **Modulation Period (sec)** and **Sampling Rate (Hz)**.
- ☐ Show and explain the **Fit view** function for better scaling.
- ☐ Show the **Colorize** tool and the different build in color maps.
- ☐ Show and explain the **Baseline Correction**.
- ☐ Demonstrate and explain **Phase Shift**.
- ☐ Show how to save the image in .gci format.
- ☐ Show the navigation in the **Menu** bar, **Tool** bar, **Mode Palette**, **Image View**, **Axes**, and **Status** bar.
- ☐ Demonstrate how to detect peaks (**Blob Detection**).
- ☐ Generate a **Summary** report.

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GC Image Software Help and Learning

- ☐ Launch the GC Image Help from the application *GC Image LCxLC Edition Users' Guide*.
- ☐ Click the arrow at the left to show the **Table of Contents**.
- ☐ Browse to **http://www.gcimage.com/index.html**.
- ☐ Browse to **http://www.gcimage.com/lcxlc/documentation.html**.
- ☐ Browse to the GC Image Started page **http://www.gcimage.com/lcxlc/usersguide** and show the available options.
- ☐ Check further video material on the USB media **2D-LC >presentations >GC Image Video Tutorial.mp4**.
- ☐ Explain the support model for GC Image LCxLC Edition Software and where to find additional documentation.

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Agilent CrossLab
From Insight to Outcome

Software Maintenance and Diagnostics

- ☐ Discuss appropriate software maintenance procedures with the customer.
- ☐ Discuss the importance of regular backups for support situations.
- ☐ Discuss the safe storage of the software media, licenses etc provided with the system.
- ☐ Discuss software updates and compatibility initiated by local IT department.
- ☐ Discuss software updates for the PC or server and how it may, or may not, affect compliance.
- ☐ Discuss the importance of disk defragmentation.
- ☐ Discuss the importance of disabling power management options on workstations.

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First Run Assist (Customer driven, assisted by Service Engineer)

☐ **Section Not Applicable** (not on sales order, or not qualified or covered during the Instrument Introduction).

First Run Assist is a supervised first run of the instrument/software system performed by the customer.

- The purpose is to provide the customer the opportunity to perform and demonstrate understanding and competency in the critical steps when setting up a method and making a first run.
- It is not intended to create optimized end state results, like chromatograms or spectra, but to provide the first step for running an analysis.

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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 training options available through Agilent training and education and custom on-site consulting.
- ☐ Complete Signature Page and attach Signature Page to Service Order.

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Signature Page

Service Engineer Comments (optional)

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

Service Verification

Service Request Number:
……

Date of Service Completion:
……

Service Engineer Name:
……

Customer Name:
……

Service Engineer Signature:
……

Total number of pages in this document:
……

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