Agilent CrossLab Start Up Services

Agilent BioTek Take3 MicroVolume App Software Site Preparation Checklist

Thank you for purchasing software 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 system investment.

Correct site preparation is the key first step in ensuring that your instruments and software systems operate reliably over an extended lifetime. This document is an **information guide and checklist** prepared for you that outlines the software requirements for the system setup in your lab.

Introduction

Customer Information

- If you have questions or problems in providing anything described as part of Customer Responsibilities below, please contact your local Agilent or partner support/service organization for assistance prior to delivery. In addition, Agilent and/or its partners reserve the right to reschedule the installation dependent upon the readiness of your laboratory.

- Should your site not be ready for whatever reasons, please contact Agilent as soon as possible to re-schedule any services that have been purchased.

- Other optional services such as additional training, operational qualification (OQ), and consultation for user-specific applications may also be provided at the time of installation when ordered with the system but should be contracted separately.

- It is the customer's responsibility to ensure the computer system meets or exceeds Agilent's minimum system requirements.

Customer Responsibilities

Ensure that your site meets the following guidelines before the installation date:
- The **computing environment** and the necessary space is made available.

- The number and location of **electrical outlets** for your computer systems and peripherals are planned.

- Your site meets the **software, hardware, and networking specifications** described later in this document.

- Locate your **sales order information**, software authorization codes, and/or software licenses/certificates.

- Check for Hotfix, Microsoft updates, and patch compatibility appropriate for the customer's system. **Critical Note: Current Microsoft updates and Windows version must be installed in the customer provided PC before installation can begin**.

- The necessary **software media,** disks, etc., are available including upgrade/update disks.

- That a suitable **backup solution** is identified for your software.

- If Agilent is delivering **Installation and Introduction services,** users of the instrument system should be present throughout these services. Otherwise, they will miss important operational, maintenance, and safety information.

- Availability of a **system/network administrator** as needed to connect to your intranet.

Important Customer Information

- You can contact Agilent Headquarters US between 8:30 AM and 5:30 PM Eastern Standard Time (EST), Monday through Friday, excluding holidays.

- Please be prepared to provide the following information:

  - The software version and revision numbers displayed at Help > About Take3.

  - The specific steps that produce your problem.

  - Any error codes displayed.

  - A daytime phone number.

  - Your name and company information.

  - An email address, if available

- Customer Care Email: bio.CustomerCare@agilent.com

- Service Email: bio.TAC@agilent.com

- Obtain a Software Password: bio.password@agilent.com

Important Customer Web Links

- To access Agilent training and education, visit http://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?** Flexible Repair Options | Agilent

Site Preparation

Computer Hardware Minimum Requirements for the Take3 App

To achieve the best Take3 App performance, Agilent offers the following recommendations:

Hardware Specification Description	Comments
Processor type and speed	Pentium III-Class PC (or compatible) processor (500 MHz or higher)
Accessories	Keyboard and mouse
Memory	1 GB RAM or greater
Hard Drive	2 GB Hard Drive space or greater
Monitor	Designed for XGA Resolution at 1024 x 768 or higher
Operating System	64-bit version of Windows 10 Professional Editions
Connectivity	USB port for instrument
Data export	Microsoft Excel 2010 or higher for exporting results (64-bit)

Service Engineer Review (Optional)

If the Service Engineer completed a review of the Site Preparation requirements with the customer, the Service Engineer should complete the following Comments section.

Service Engineer Comments

If there are any specific points that should be noted as part of performing the service review or other items of interest for the customer, please write in this box.

Site Preparation Verification

Service Request Number:

Date of Review:

Service Engineer Name:

Customer Name:

Service Engineer Signature:

Total number of pages in this document: