

How to request your MassLynx™ 4.1 Software upgrade**Step 1**

Review the following important information about supported MS systems, operating systems and computer hardware.
Pages 2–7.

Step 2

Complete the MassLynx 4.1 Software Upgrade Request Form in its entirety.
The request form can be found on pages 8–10.

Information you'll need:

- Your contact information
- Your Support ID number (Provided with your original MassLynx Software purchase)
- A list of the MassLynx Application Managers you currently have installed, and serial numbers for the key disks or a screen capture of your current MassLynx Software Main Screen with the Application Managers tabs showing on the left-hand-side of the screen
- The type, model and serial number of your mass spectrometer
- Indicate if you require a firmware upgrade for your other Waters system components
- Indicate if you would like to receive a quote for a computer hardware system, accessory or installation services

Step 3

Send your upgrade request to Waters by fax or by email.

- Fax the MassLynx 4.1 Software Upgrade Form to your local Waters office. Local office list, page 11.
- Email the Upgrade Form to:
U.S.A. and Canada: serviceplansupport@waters.com
Europe: masslynxupgrade@waters.com

MASS SPECTROMETER	SUPPORTED	NOT SUPPORTED	SUPPORTED WITH FULL SECURITY INSTALLATION
ZQ™	•		•
ZMD (PCI TDAT)	•		
Quattro micro™ API	•		•
Quattro micro GC™	•		•
Quattro Premier™	•		•
Quattro Premier XE	•		•
Quattro Ultima™ (PCI TDAT)	•		
Quattro Ultima (EPCAS™)	•		•
Quattro Ultima Pt™	•		•
Quattro LC™ (PCI TDAT)	•		
Quattro LC (EPCAS)	•		•
AutoSpec™ family	•		
AutoSpec Premier™	•		
LCT Premier™	•		•
LCT™	•		•
Q-ToF Premier™	•		•
Q-ToF micro™	•		•
Q-ToF Ultima API	•		•
Q-ToF Ultima API-US	•		•
Q-ToF Ultima Global	•		
Q-ToF 2 EPCAS (only)	•		•
MALDI micro MX™	•		
M@LDI™ family	•		
Platform Series (I, II, LC, LCZ)		•	
BioQ		•	
Quattro I		•	
Quattro II		•	
Q-ToF™		•	
Q-ToF EPCAS Upgrade		•	
Q-ToF 2 TDAT		•	
Q-ToF Ultima MALDI		•	
TofSpec family		•	
GCT™	•		
ISA TDAT Communication Card		•	

Supported operating systems

- Microsoft Windows 2000 with Service Pack 4
- Microsoft Windows XP Professional with Service Pack 2

Notes:

- Only the English (United States) version of the operating system is supported
- For a complete list of Microsoft Security hot fixes tested with MassLynx 4.1 Software, please refer to the MassLynx 4.1 Release Notes, available in the Service and Support area of www.waters.com.

Supported computer hardware configurations

If a computer upgrade is needed, Waters strongly recommends the following computers:

Description	Part Number
M51 WXP acquisition system for Waters LC/MS users	186003212
M51 WXP data processing or other non-Waters LC/MS acquisition system	186003213
M51 W2000 acquisition system for Waters LC/MS users	186003214
M51 W2000 data processing or other non-Waters LC/MS acquisition system	186003215
MPro 3.0 GHz WXP acquisition for Waters LC/MS in MUX applications (twin hard drive)	186002818
M51 with PCI TDAT (WXP and W2000)	700002751

These computers (the specifications are detailed in the table on page 5) are configured to the requirements of your MS instruments and have been validated for use with MassLynx 4.1 Software.

All acquisition computers for Waters LC/MS systems, except 700020751, include a GPIB LC interface card. Agilent LC systems will require the current 82350B version of the HPIB interface card for compatibility with the new computer operating systems.

Note: Computer hardware purchased from other vendors that is not validated for use with MassLynx 4.1 Software is not supported.

Supported computer hardware with minimum specifications

COMPUTER CONFIGURATION	SYSTEMS SUPPORTED
Compaq EVO 510 512 MB RAM 20 GB ATA hard drive, 80 GB recommended 1.44 MB floppy drive, 3-1/2 inch	ZQ and Quattro micro
IBM IntelliStation MPro 2.2 GHz 512 MB RAM 73.4 GB Ultra160 SCSI hard drive 1.44 MB floppy drive, 3 1/2 inch	Single Quads, Quattro series, Q-ToF series, LCT, GCT
IBM ThinkCentre M50 Pentium 4, 3.0 GHz/800 MHz FSB, 512 KB cache IBM 1024 MB SDRAM 160 GB 7200 RPM (Serial ATA-150 hard drive)	All non-MUX systems
IBM ThinkCentre M51 Pentium 4, 3.2 GHz/800 MHz FSB, 1 MB cache IBM 1024 MB SDRAM 160 GB 7200 RPM (Serial ATA-150 hard drive)	All non-MUX systems
IBM IntelliStation Z Pro with Intel Xeon processor Dual Xeon processors, 2.4 GHz 512 MB RAM 36.4 GB SCSI hard drive 120 GB 7200 RPM ATA/100 EIDE hard drive	MUX systems and Purification Factory™ systems
IBM IntelliStation M Pro with Intel Pentium 4 processor 3.0 GHz processor 800 MHz front side bus 512 KB internal L2 cache IBM 2 x 512 MB DDR-PC2700 (4 GB maximum memory capacity, dual channel memory) 80 GB and 160GB 7200 RPM (Serial ATA-150 hard drive)	MUX systems
IBM ThinkCentre M50 & M51 With PCI TDAT and Windows XP/2000	ZMD, Quattro LC (TDAT), Quattro Ultima (TDAT)

Unsupported Waters inlet instruments

MassLynx 4.1 Software **does not control** the following instruments:

- Waters 1515 Isocratic HPLC Pump
- Waters 717 Autoinjector
- Waters 2410 Refractive Index Detector
- Waters 2414 Refractive Index Detector
- Waters 474 Scanning Fluorescence Detector
- Waters 2465 Electrochemical Detector
- Waters 2475 Multi Wavelength Fluorescence Detector
- Waters 484 Tunable UV Detector
- Waters 486 Tunable UV Detector
- Waters 470 Detector
- Waters 460 Detector
- Waters 464 Detector
- Waters 430, 431 and 432 Detectors

Note: *These products may be used as devices in LC systems with no control from MassLynx™ Software.*

Supported Application Managers in “Full Security” installations

- QuanLynx™ Application Manager
- TargetLynx™ Application Manager

The Masslynx 4.1 Software product structure model has changed. The scope of its basic functionality has expanded to include OpenLynx™ and QuanLynx™ Application Manager processing, data review and reporting in the basic Masslynx 4.1 installation.

In addition, the licensing model changes from two base Masslynx 4.1 licenses (installation on two workstations) to one license.

Entitled Waters Software Plan customers will receive the base Masslynx 4.1 Software license for one workstation and one supplemental license to be installed on a second workstation.

Supplemental Masslynx 4.1 licenses may be purchased for customers who require additional installations. Supplemental licenses permit the installation of Masslynx and licensed Application Managers on additional workstations in units of one.

The OpenLynx Application Manager provides processing of summary reports for groups of samples. OpenLynx reports are portable and may be viewed (as read-only) with an optional browser utility without having a local installation of Masslynx Software. OpenLynx methods may be configured to include:

1. Analytes found/not found
2. Purity
3. Probable elemental composition (with exact mass measurement instrumentation)
4. Chromatograms
5. Spectra

The QuanLynx Application Manager provides quantification of Masslynx data. QuanLynx quickly processes groups of samples, providing automated peak detection, calibration and quantification. The QuanLynx Report provides users with easy online data review and report printing. QuanLynx operates within the Masslynx security system; it includes tools to enable compliance with the FDA's guidelines on electronic records and electronic signatures (21 CFR Part 11). QuanLynx reports are portable and may be reviewed with an optional browser utility without having a local installation of Masslynx Software.

Masslynx 4.1 Software is customer installable for all Mass Spectrometers. However, if the "Full Security" option is required, it is a prerequisite that the software be installed by a trained Waters Field Service Engineer.

If you require assistance, please contact your local Waters office to schedule installation services. This is considered a billable service call.

Customers who have an active Waters Software Plan with the Qualification Option are entitled to re-qualification at no additional charge. Please contact your local Waters representative to schedule an appointment.

Contacts

For customers in the USA and Canada, please contact Waters MS Technical Services (using your instrument serial number) by visiting www.waters.com/techassist or contact Waters MS Technical Services at 1-800-252-4752.

For customers in other parts of the world, please contact your local Waters office for assistance in ordering the upgrade and/or requesting a quote.

If you require a firmware for other system components or installation services, a Waters Field Service Engineer will contact you separately and provide you with an estimate for the work required.

ATTN: MassLynx 4.1 Software Upgrade — Waters Service Support Group
Fax to: *(find the fax # for your local Waters office — refer to last page of this document)*
Email to: Serviceplansupport@waters.com (USA, Canada)
 Masslynxupgrade@waters.com (Europe)

Please complete all information and return to Waters Service Support Group via fax, or click here for form to email.

User Name _____
 Company Name _____
 Address 1 _____
 Address 2 _____
 City/State/Zip Code/Country _____
 Phone _____
 Email _____
 Type/Model/Serial# of mass spectrometer _____
 Current version of MassLynx Software _____
 Software support ID # (Contract Number) _____

Please send me an Upgrade Kit for MassLynx 4.1 Software
(includes OpenLynx and QuanLynx Application Managers)

Please indicate the MassLynx Application Managers you have installed:

- | | | |
|--|--|--|
| <input type="checkbox"/> FractionLynx™ | <input type="checkbox"/> OpenLynx™ Open Access | <input type="checkbox"/> QuanOptimize™ |
| <input type="checkbox"/> BioLynx™ | <input type="checkbox"/> MetaboLynx™ | <input type="checkbox"/> MaxEnt 1 |
| <input type="checkbox"/> MaxEnt™ 2 | <input type="checkbox"/> MaxEnt 3 | <input type="checkbox"/> Transform™ |
| <input type="checkbox"/> NeoLynx™ | <input type="checkbox"/> Microbelynx™ | <input type="checkbox"/> ProfileLynx™ |
| <input type="checkbox"/> ChromaLynx™ | <input type="checkbox"/> MarkerLynx™ | <input type="checkbox"/> TargetLynx |
| <input type="checkbox"/> Other _____ | | |

Please provide the serial number(s) for the key disks or a screen capture of your current MassLynx Software Main Screen with the Application tabs showing on the left-hand-side of the screen to support your request.

Serial Number(s) _____

Please indicate if you need installation services for your software upgrade and options. *(This is a billable event)*

Please indicate the computer system that you are currently using:

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Compaq EN800 | <input type="checkbox"/> Compaq EVO 510 |
| <input type="checkbox"/> Compaq AP200 | <input type="checkbox"/> IBM IntelliStation Z Pro Dual Xeon Processor |
| <input type="checkbox"/> Compaq AP250 | <input type="checkbox"/> IBM ThinkCenter M50 or M51 |
| <input type="checkbox"/> IBM NetVista | <input type="checkbox"/> IBM IntelliStation M Pro: Model 6219/6229/6849 |

- Please indicate if you need a quotation for computer hardware system and select computer below:
- 186003212 M51 WXP acquisition system for Waters LC/MS users
- 186003213 M51 WXP data processing or other non-Waters LC/MS acquisition system
- 186003214 M51 W2000 acquisition system for Waters LC/MS users
- 186003215 M51 W2000 data processing or other non-Waters LC/MS acquisition system
- 186002818 MPro WXP acquisition for Waters LC/MS in MUX applications (twin hard drive)
- 700002751 M51 with PCI-TDAT

- 289000764 Please indicate if you require a PCI HPIB card
(Applies to Agilent LC users without a PCI type HPIB card [82350B] in their existing PC)

- Please indicate if you need a firmware upgrade *(include Firmware revisions page below with your request form)*

Waters Inlet Instrument Support Information

Only the Waters components listed below are supported, at the defined minimum firmware revisions.

MINIMUM FIRMWARE REQUIREMENTS				
PRODUCT	MINIMUM VERSION	VERSION VERIFICATION	PROVIDE CURRENT REVISION	SERIAL NUMBER OF COMPONENT
996 PDA Detector	1.8	Revision displayed on the CPU board (1.8 EPROM)		
2996 PDA Detector	3.5			
W2487 UV Detector	1.02	Revision displayed in the detector's diagnostics		
W2488 MUX UV Detector	2.01	Revision displayed in the detector's diagnostics		
Waters 2420 ELSD	1.0	Revision displayed in the detector's diagnostics		
busSAT/IN	20.0	Label on the PCB		
2690/2695	2.03	Displayed at power-on		
2790/2795	2.03	Displayed at power-on		
2796	2.1	Displayed at power-on		
515 Pump	1.0	Displayed at power-on		
Pump control Module	2.2	N/A		
Pump Control Module II	3.0	N/A		
1525 Pump	1.3	N/A (no other version available)		

MINIMUM FIRMWARE REQUIREMENTS				
PRODUCT	MINIMUM VERSION	VERSION VERIFICATION	PROVIDE CURRENT REVISION	SERIAL NUMBER OF COMPONENT
1525 μ Pump, 1525EF Pump	2.01 or 2.02	N/A (no other version available)		
600	4.2	Displayed at power-on		
2700	All			
CapLC	All			
Delta Prep 4000	3.1			
Delta Prep 2000	3.1			
2525	1.06			
C/FO	1.05			
2767 Sample Manager	All			
2747 Sample Manager	All			
2777 Sample Manager	2.4.0			
WFC II/WFC III	All			
ACQUITY UPLC™ Binary Solvent Manager	1.2	Displayed in ACQUITY UPLC Console Select "View Module Info"		
ACQUITY UPLC Sample Manager (Autosampler)	1.2	Displayed in ACQUITY UPLC Console Select "View Module Info"		
ACQUITY UPLC TUV Detector	1.1	Displayed in ACQUITY UPLC Console Select "View Module Info"		
ACQUITY UPLC 2996 PDA Detector	4.1	Displayed in ACQUITY UPLC Console Select "View Module Info"		
ACQUITY UPLC PDA Detector	1.2	Displayed in ACQUITY UPLC Console Select "View Module Info"		
ACQUITY UPLC ELSD Detector	1.2	Displayed in ACQUITY UPLC Console Select "View Module Info"		

If you indicated that you require a firmware upgrade for other system components, computer hardware system or installation services, a Waters Field Service Engineer will contact you separately and provide you with an estimate for the work required.

Sales Offices:

AUSTRIA

Phone: 43 1 877 18 07
Fax: 43 1 877 18 08

AUSTRALIA

Phone: 61 2 9933 1777
or 1800 222 133
Fax: 61 2 9898 1455

BELGIUM & LUXEMBOURG

Phone: 32 2 726 10 00
Fax: 32 2 726 11 00

BRAZIL

Phone: 55 11 5543 7788
Fax: 55 11 5543 8951

CANADA

Phone: 1 800 252 4752
Fax: 1 508 482 8449

CHINA

Phone: 86 10 8451 8918
Fax: 86 10 8451 8928

CZECH REPUBLIC

Phone: 420 261 711 384
Fax: 420 261 711 386

DENMARK

Phone: 45 46 59 80 80
Fax: 45 46 59 85 85

FINLAND

Phone: 358 9 506 4140
Fax: 46 8 555 115 50

FRANCE

Phone: 33 1 3048 7200
Fax: 33 1 30 48 72 01

GERMANY

Phone: 49 6196 400 600
Fax: 49 6196 400 6010

HONG KONG

Phone: 852 29 64 1800
Fax: 852 2549 6802

HUNGARY

Phone: 36 1 350 5086
Fax: 36 1 350 5087

INDIA

Phone: 91 80 2837 1900
Fax: 91 11 2371 8431

IRELAND

Phone: 353 1 448 1500
Fax: 353 1 448 1510

ITALY

Phone: 39 02 274 2 11
Fax: 39 02 250 1827

JAPAN

Phone: 81 3 3471 7191
Fax: 81 03 3471 7118

KOREA

Phone: 82 2 820 2700
Fax: 82 2 820 2730

MEXICO

Phone: 52 55 5524 7636
Fax: 52 55 5524 9375
or 52 55 5524 9376

THE NETHERLANDS

Phone: 31 76 50 87 200
Fax: 31 76 50 87 280

NORWAY

Phone: 47 6 384 60 50
Fax: 47 6 384 60 51

POLAND

Phone: 48 22 833 4400
Fax: 48 22 639 3009

PUERTO RICO

Phone: 787 747 8445
Fax: 787 747 8448

RUSSIA/CIS

Phone: 7 095 931 9193
Fax: 7 095 931 9193

SINGAPORE

Phone: 65 6273 1221
Fax: 65 6273 6116

SPAIN

Phone: 34 93 600 93 00
Fax: 34 93 336 70 00

SWEDEN

Phone: 46 8 555 115 00
Fax: 46 8 555 115 50

SWITZERLAND

Phone: 41 62 889 2030
Fax: 41 62 889 2059

TAIWAN

Phone: 886 2 2543 1898
Fax: 886 2 2543 1918

U.K.

Phone: 44 208 238 6100
Fax: 44 208 238 6180

U.S.A.

Phone: 1 800 252 4752
Fax: 1 508 482 8449

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For Complete Confidence