

# **Cellometer® K2** Matrix Quick Start Guide

8003424 Rev F

# **Contents of Shipping Container**

Cellometer K2 Instrument
Instrument Power Supply and Power Cord
USB 2.0 Connector Cable
<b>USB Drive</b> – Contains <b>Matrix</b> software and PDF files listed below
Cellometer K2 Matrix User Manual (PDF file on USB Drive/Laptop)
Matrix Software User Manual (PDF file on USB Drive/Laptop)
<b>Cellometer K2 Matrix Quick Start Guide</b> (PDF file on USB Drive/Laptop – <i>this document</i> )
<b>Cellometer K2 Focus Guide</b> – Graphic sheet to help with adjusting instrument focus
<b>Revvity Counting Chamber Slides</b> – One box of 75 disposable slides
AO/PI Viability Reagent and Starter Kit (FL Beads and two SD100 slides)
Revvity-provided Laptop with Power Supply and Power Cord (if purchased with instrument; shipped separately)

# **Unboxing the Instrument**

Unpack and visually inspect the K2 to ensure no physical damage has occurred during shipping. For assistance in setting up the instrument, visit the Cellometer K2 page on our website for training videos on unboxing and getting started.

As the K2 instrument can be run using either the Cellometer Image Cytometer software or the Matrix software, the logo distinguishes

the K2 Matrix System from earlier versions.



### **Site Preparation**

Instrument must be placed on a level surface and plugged directly into an electrical outlet. *Use of a surge protector is recommended*. Ensure all cables are free from tangles *prior* to starting the Cellometer K2.

Follow all equipment safety protocols and keep the area around instrument clean both during and post operation. Do *not* position the device so that it is difficult to disconnect from power main.

# **Setting Up the System**

The K2 Matrix System is comprised of the instrument connected via USB cable to an Operating Computer that is used to run the Matrix software. The Operating Computer can be linked to a network for accessing external files, printers and for storing scan results.

### If you purchased a Revvity-provided Laptop...

If you purchased a Revvity-provided Laptop with the K2 instrument, Matrix software is pre-installed and you can skip installation as described in this guide. Continue to *Using Instrument for the First Time* on page 3.

### If you supplied your own Operating Computer...

A customer-supplied Operating Computer set up to to run the K2 powered by Matrix software must meet the following *minimum* requirements:

- Windows 10 PC, 64-bit
- Intel® Core i7, 2.0 GHz Processor
- 16 GB RAM
- USB 2.0
- GPU NVIDIA P1000 (or equivalent)
- Full HD Display Resolution: 1920 x 1080 pixels

### **Installing K2 Matrix System Software**

If you purchased a Revvity-provided Laptop with the K2 instrument, Matrix software is pre-installed and you can skip this section. Continue to *Using Instrument for the First Time* on page 3.

K2 Matrix System software installation consists of multiple steps including Preparing for Installation, Installing the Matrix Software, Restoring the Matrix Database and Entering Instrument Details. Once installation is complete, additional steps are required when using instrument for the first time such as Connecting Instrument to Operating Computer, Launching the Matrix Software, Verifying Instrument and Camera Connections and Calibrating Instrument via the Software.

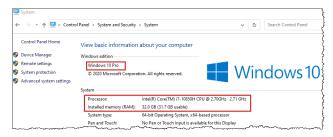
**Note:** Ensure that instrument is *not* connected to the Operating Computer during installation until specified in this procedure.

### **Preparing for Installation**

Preparing for installation includes verifying that a customer-supplied Operating Computer meets Matrix software *minimum* requirements.

#### **Verifying Minimum Operating Computer Requirements**

- 1. Navigate to the *Control Panel*.
- 2. Click *System and Security*, then *System* to view basic information about the computer.



- 3. Confirm Operating Computer meets or exceeds Matrix software minimum requirements as specified on page 1.
- 4. Close the window by clicking **X** in the upper right corner of screen.

#### **Confirming Installation Permissions**

- 1. Navigate to the Control Panel.
- 2. Click *User Accounts* and then *User Accounts* again.
- 3. Click Make Changes to my account in PC settings.
- 4. Ensure that the *Administrator* privilege is displayed below your account information.



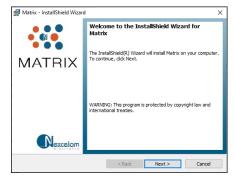
#### **Installing the Matrix Software**

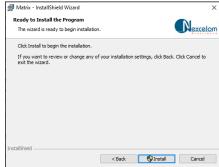
If the Matrix 21 CFR Part 11 module is to be enabled, you must contact Support after software installation is complete for assistance.

- 1. Insert USB Drive containing Matrix software into USB port.
- 2. Navigate to USB drive and copy folders/files to indicated locations:
  - Copy K2 Settings folder and Matrix\_vN.N\_N.N.NNNNN.N folder (where N.N is version and NNNNN.N is build number) to desktop.
  - Copy Matrix\_vN.N\_N.N.NNNNN.N.bak file to root folder (e.g., C:).
- 3. Open *Matrix\_vN.N\_N.N.NNNNN.N* folder on desktop and in *DISK1* subfolder, double-click the *MatrixSetup.exe* installer file.

**Note:** The installer checks for prerequisites such as C++ and MS SQL Server on your system. If prerequisites need to be installed, you may need to restart your computer and run the *MatrixSetup.exe* file again.

4. When the Welcome screen for the installer is displayed, click Next.



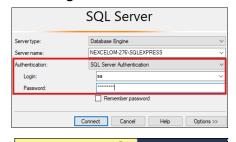


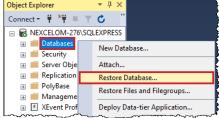
- 5. Click Install.
- Click Finish.

- 7. Confirm that the **Matrix** icon appears on desktop.
- Open the K2 Settings folder on desktop and then copy the Configurations folder contained within to the following path:
   <root\_folder>:/ProgramData/Revvity/Matrix/vNNN
   where NNN represents version number (e.g., 510 is version 5.1.0).
- When prompted with a confirmation message, click the Replace files in destination button and close the window.

#### **Restoring the Matrix Database**

- From the Windows Start Menu, expand the Microsoft SQL Server Tools
   18 folder to launch Microsoft SQL Server Management Studio 18.
- 2. In the *Authentication* drop-down, select **SQL Server Authentication**.
- Log in using the following credentials – Login: sa Password: Cellaca01
- 4. Click Connect.
- On the left side of the screen, right click on **Databases** and select **Restore Database** from the menu.
- 6. In the *Source* area, select **Device** and click the ... button.

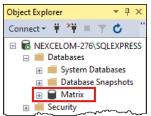






- 7. Click the Add button.
- 8. Navigate to the location in your root folder (e.g., **C**:) where you copied the *Matrix\_vN.N\_N.N.NNNNN.N.bak* file. Select the file and click **OK**.

- 9. When prompted with a confirmation message, click **OK** to confirm the file and then click **OK** to restore the database.
- 10. Expand the database tree and verify that the **Matrix** database appears in the list.
- 11. Close the window by clicking **X** in the upper right corner of the screen.



K2 Matrix System software installation is now complete.

### **Enabling the 21 CFR Part 11 Module**

If the Matrix 21 CFR Part 11 module is to be enabled for your system (i.e., requires purchase of a module license), you must contact Support at this point for assistance.

### **Using Instrument for the First Time**

If you are accessing the Matrix software from a touchscreen device, you can interact directly with the software GUI by tapping gently on-screen elements (e.g., tabs, drop-downs or buttons) using a finger or stylus. If you choose to use touchscreen functionality, the term "click" as it appears in this guide may be replaced with "tap" interchangeably. As an alternative, a USB mouse may also be connected.

Set up Operating Computer (Laptop) within reach of the K2 by connecting its Power Supply/Power Cord, plugging it into an electrical outlet, powering it on and waiting for the software to initialize. *The USB 2.0 Connector Cable must reach the computer while it is connected to the instrument.* 

### **Connecting Instrument to Operating Computer**

- 1. Connect instrument Power Supply to Power Cord.
- 2. Connect instrument Power Supply/Power Cord to the K2.
- 3. Plug instrument Power Cord into a surge protector (*recommended*) or an electrical outlet.
- 4. Turn instrument Power Switch (located on back left) to *ON* position. *Light* on front of unit will be lit.
- 5. Connect USB Cable to the K2.

6. Connect USB Cable to USB 2.0 port on Operating Computer. *Be sure that software installation is complete before connecting USB Cable. USB driver will be downloaded automatically by the Operating Computer.* 

### **Launching the Matrix Software**

From desktop of Operating Computer, double-click the **Matrix** icon.

**Note:** Upon launch of the software the instrument runs through a startup sequence that includes connecting to the database and initializing the calibrations.

If using a customer-supplied Operating Computer, you will also be prompted to enter instrument details.

#### **Entering Instrument Details**

- 1. Enter Serial Number (located on back of unit).
- 2. Enter Optics Number.
- 3. Enter Filter 1 (i.e., Optics Module A #).
- 4. Enter Filter 2 (i.e., Optics Module B #).
- 5. Click **OK**.



### **Verifying Instrument and Camera Connections**

1. Click the icon located in upper right corner of the screen.



Matrix

- 2. Confirm that text in the dialog box displayed indicates instrument and camera are connected to the Matrix software.
- 3. Click the icon again to close the dialog box.

#### **Calibrating Instrument Prior to First Use**

After initial setup of an instrument, you must calibrate it using the Matrix software prior to first-time use. The calibration process takes a background image that will be used to normalize the cell counter for each installed filter pair *without* a consumable counting chamber slide loaded in the instrument. Contact Support for assistance.

### **Matrix Screen Elements**

Upon launching the Matrix software, you are presented with the **Acquire** tab > *Setup* screen by default. Basic screen elements are described below.

**Note:** If the Matrix 21 CFR Part 11 module has been enabled for your system, users must log in *before* they can begin using the software.

The *Header Bar* visible across the top of the screen contains instrument status icons. It also displays current assay and plate name as you move through the data acquisition and analysis workflows.



The *Navigation Bar* visible on the left side of the screen is always accessible. Functionality associated with each tab is described below. See the *Matrix Software User Manual* for full details on using tab functions.

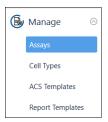




**Acquire Tab:** Contains the two sequential screens in the *Data Acquisition* workflow. For example, you must first enter *Setup* details before advancing on to *Preview* the sample and confirm focus/fluorescent exposure.



**Data Tab:** Contains the three sequential screens in the *Data Analysis* workflow. For example, you must first *Select* a scan result before you can view its count *Results*. You can also perform a *Recount* by fine-tuning assay parameter settings to be used in the analysis to create a new scan result.



Manage Tab: Contains the various system lists of Assays, Cell Types, ACS Templates and Report Templates that can be used during Data Acquisition and Data Analysis workflows. You can manage system lists by importing/exporting, renaming, deleting or showing/hiding individual entities. In addition, you can create new or modify existing assays, cell types and report templates.

# **Viability Staining Solution Guidelines**

Use the following staining solution guidelines to prepare cell samples.

Stain Type	Use with Cell Sample	Dilution Factor
Trypan Blue (0.2%)	1:1	2
AO (CS1-0108-5mL)	1:1	2
PI (CS1-0109-5mL)	1:1	2
AO/PI (CS2-0106-5mL)	1:1	2
AO/PI (CS2-0106-25mL)	1:1	2

See *Evaluating Viability Methods* on page *9* for details on how to choose a staining method based on the cell sample and selected assay type.

# **Preparing Slides with Samples**

Although the K2 does not require routine testing or calibration, counting beads are available to verify instrument functionality. *Revvity counting beads CCBM-011-2ML are recommended for use with K2*.

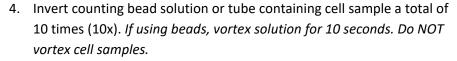
Top of Slide

**Bottom of Slide** 

To prepare sample slides with counting beads or cell samples:

- For SD100 slides, remove protective film from both sides of the slide. PD100 slides do not have this film.
   Note that it may be difficult to peel film from the slide.
- 2. Place the slide on a fresh Kimwipe.
- 3. To prepare two samples at once, label individual chambers (e.g., # 1 and # 2) in the white area.

  Take care to ensure that the clear optical windows of the counting chamber are not touched.



- 5. Set pipette to 20  $\mu$ L and then pipette bead solution/ cell sample up and down ten times (10x) to break up potential clumps.
- Load 20 μL of bead solution/cell sample into induction port of a slide counting chamber (or "well"). If needed, repeat process to load second chamber of slide. Liquid will move into imaging area for each filled well.



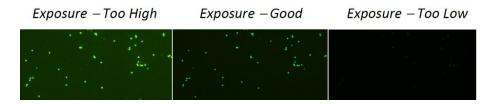
7. Hold the loaded chamber in white area and insert counting chamber containing sample into Sample Slot until touching the internal stop.

# **Understanding Instrument Focus**

Live cells should have a bright center and dark, crisp clearly defined edges.

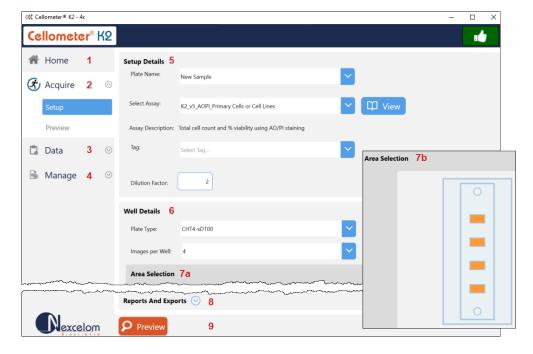
Focus – Too Dark			Focus – Good		Focus – Too Fuzzy						
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Fluorescent signals should be strong with a low, dark background.



# **Counting and Analysis Workflow**

Performing a cell count consists of entering *Setup Details* and previewing the live image before viewing scan results. Upon launch of the Matrix software, the **Acquire** tab > *Setup* screen is displayed by default.



- **1** Home Tab Displays Home screen with instrument/software details.
- **2** Acquire Tab Use to enter *Setup* details and *Preview* the sample image.
- 3 Data Tab Use to view current scans/select saved scans for re-analysis.
- 4 Manage Tab Displays assay, cell type and ACS/report template lists.
- 5 **Setup Details Area** Use to enter plate name, select an assay, add a tag (to group scan results for custom reporting) and dilution factor.
- 6 Well Details Area Use to enter slide type and number of *Images Per Well*.
- **7 Area Selection** Displays slide visualization of *Images Per Well* selected. *Users can select areas in this visualization when previewing live images.*
- **8** Reports and Exports Area Use to specify auto export location.
- **9 Preview Button** If slide is loaded and *Setup* details have been entered, displays live images to adjust focus/fluorescence exposure.

#### **Entering Setup Details**

- 1. In the **Acquire** tab, *Setup* screen, enter a **Plate Name**. If you do not enter a plate name, a date/time stamp is appended to the "New Sample" default (e.g., New Sample 2023/08/25-10:58:09).
- 2. Select an assay from the drop-down. The **View** button is available if you find it necessary to edit assay details prior to previewing the live image.
- 3. Select **Plate Type** and **Images Per Well** to be captured during the scan. The slide visualization depicts selected number of images (i.e., 1, 4 or 8). Each image represents a cross-section of the area in the counting chamber or "well".
- 4. If desired, expand the *Reports and Exports* area to modify the default auto export location.
- 5. Click the Preview button.

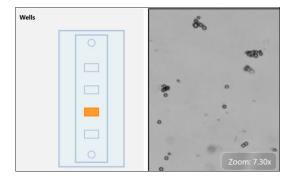
### **Previewing Live Images**

The Preview screen displays live images for areas selected in the well.

1. In the *Wells* area, click on individual areas (i.e., cross-sections of the counting chamber or well). As you move from area to area, the live image displayed will change per the selected image.

To zoom in and out of an image, move the mouse to hover cursor over

the viewing pane and turn the scroll wheel or, if using the touchscreen, apply universal gestures (e.g., touch the center of the image with two fingers and then slowly spread them apart to zoom in and reverse this action to zoom



out.) *Zoom* magnification is displayed in the bottom right corner of the viewing pane.

To move a zoomed image around, click and drag to a new location.

- 2. Adjust focus for BR image by slowing turning the instrument Focus Knob.
- 3. In the *Preview* area, click the drop-down to view available channels. *Channels displayed will depend on assay Imaging Mode.* Select a channel to change image display.



4. For BR/FL imaging modes, click **BR** or **FL** buttons to change image display. *BR image will always be displayed by default*. Adjust **FL Exposure** value for FL images associated with each channel, if needed.

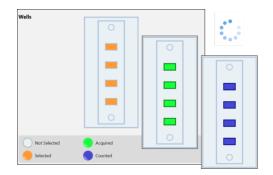


**Note:** For BR/FL imaging modes, each channel will be associated with two images — *Brightfield (BR)* and *Fluorescent (FL)*. When working with assays that have two channels, use the *Channel 1/BR* image to adjust focus and then select the *FL* image to confirm exposure. For *Channel 2*, you only need to select the *FL* image to confirm exposure since focus of its paired *BR* image is adjusted automatically. In addition, a slight offset may exist between *BR1* and *BR2* images due to the distance the camera must travel.

5. Click the **Count** button.

### **Analyzing Scan Results**

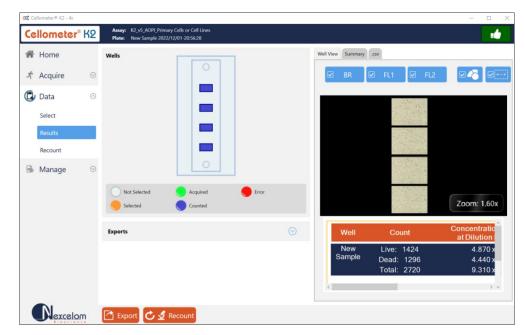
As the system acquires sample images, the colors used to mark well areas (where the number of highlighted areas is based on *Images Per Well* value) change to indicate image status (i.e., from *Selected* to *Acquired* to *Counted*) as shown in the legend displayed below the slide visualization.



Area images are displayed in the **Well View** tab along with acquired data for the sample well. Additional tabs may be enabled for the scan result (e.g., **Summary** and **.csv**).

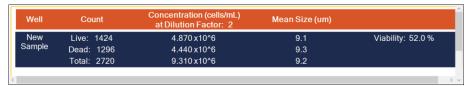
Scan results are displayed (using assigned report tabs/templates), printed and exported based on *Reports and Exports* options defined for the assay.

When analyzing scan results, a single image is displayed in the viewing pane for the sample well. If an **Images Per Well** value of 4 or 8 was selected, click on the composite image (containing either 4 or 8 stacked images of areas in the well as presented in the slide visualization) and drag to view all areas.



- 1. At the top of the **Well View** tab, click the *Brightfield* (**BR**) or *Fluorescence* (e.g., *FL1* and *FL2*) buttons to select/de-select channels used in display of the image. *Channel views are overlaid on top of each other*.
- 2. Click the button to show/hide the graphic overlay that identifies Counted cells by surrounding them with color-coded outlines. For 2-channel Viability assays, Green is used for counted/live cells, Red for dead cells and Yellow for cells not counted (e.g., if larger than specified cell diameter).
- 3. Click the button to enable/disable display of *Zoom* magnification in bottom right corner of viewing pane. *Zoom feature will still be functional even if not displayed.*

4. At the bottom of the **Well View** tab is a report containing well-level details for the sample image. If an **Images Per Well** value of 4 or 8 was selected, the report represents consolidated data from all images.



5. Click the **Summary** tab to view a full-page containing count results.

### **Verifying Auto Exports**

Expand the *Exports* area in the Results screen to verify that automatic exports were completed and click the location link to view exported scan result files. If any output file types (e.g., *CSV*, *Excel*, *PDF* and *Word*) were selected to be generated for assay reports, verify that file type exports were also completed.

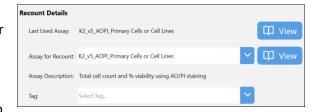
To modify default *Reports and Exports* options defined for an assay during a count/recount, click the **View** button associated with the selected assay and expand the *Reports and Exports* area for the assay. You can either save your changes to the assay (i.e., any changes will be applied to other scan results that use the assay) or save the changed assay as a copy with a new name and then select it to be used for data acquisition.

An alternative to modifying default *Reports and Exports* options for an assay is to perform a manual export *after* image acquisition by clicking the **Export** button at the bottom of the Results screen and selecting additional options.

# **Performing a Recount**

If you find it necessary to fine-tune assay parameters after analyzing scan results, click the **Recount** button located at bottom of the Results screen.

View parameter settings for the *Last Used Assay* or select a new *Assay for Recount* and view/edit its parameters.



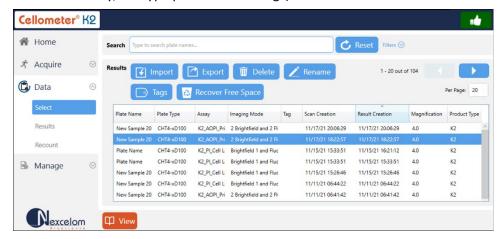
You can de-select wells to

exclude them from the recount, but you cannot add wells for the recount that were not included in the initial count.

To manage channel mappings in a recount, expand the *Channel Mappings* area. Click on individual mapping indicators and drag them to a new channel. The mapping indicator in that channel will swap positions with the one you are dragging automatically.

### **Viewing the Data Tab**

The **Data** tab contains the *Select, Results* and *Recount* screens which must be completed in sequence when analyzing scan results (i.e., you must select a scan result to view its data before performing a recount where you can fine-tune assay/cell type parameter settings).



To open a scan result contained in the *Results List* of the Select screen you can either double-click the result or click it once (to highlight it in the list) and then click the **View** button.

Once a scan result is displayed, analyze data by clicking channels and varying the presentation of images. To fine-tune assay parameter settings, click the **Recount** button. If it becomes necessary to select another scan result while you are in the Results screen, click the Select option in the Navigation Bar to choose another scan result.

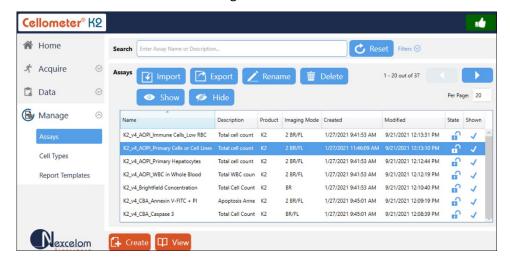
To fine-tune assay parameters for the scan result, you can click the **View** button for either the *Last Used* assay or a selected new assay and edit its parameters as necessary. To perform a recount, click the **Recount** button.

As you navigate through each screen, the *Navigation Bar* is automatically updated a to reflect your progression. After a recount is performed, the Navigation Bar returns to the **Data** tab > *Results* screen.

### **Viewing the Manage Tab**

The **Manage** tab lists *Assays*, *Cell Types*, *ACS Templates* and *Report Templates* loaded on your instrument system. From this screen you can import/export, rename, delete or show/hide any of these entities in their respective lists.

The *State* column displays icons indicating whether an entity is *Locked* or *Unlocked*. Although a locked assay, cell type or report template cannot be edited, you can select it to use as a source for creating a new entity and click the **Save As** button to save it using a new name.



ACS Templates can be imported on to your system via the Matrix software. You can assign an ACS template to an assay if the *Object Level ACS* export and *Use Template* options are selected. On export, data will auto populate into the specified template and be saved as a file. *If the Auto Open option is also selected and the De Novo Software FCS Express application is installed on your system, FCS Express will be launched for viewing export data.* 

Revvity provides extensive assay, cell type and report template libraries as defaults in the Matrix software. Contact Support for current listings of these libraries or for help with creating new assays, customizing cell type parameter settings and defining new cell types. For assistance with report templates, share with us the goal you are trying to accomplish and we will create a new template to accommodate your needs.

### **Evaluating Viability Methods**

When evaluating viability methods, it is critically important to use a single aliquot from the stock cell culture to perform *all* testing. The cell sample should be evaluated for concentration prior to staining.

**Note:** Cell concentrations of  $1.0 \times 10^5 - 1.0 \times 10^7$  cells/mL can be analyzed on the K2, with a concentration of  $1.0 \times 10^6$  cells/mL being optimal.

If comparing the *Trypan Blue* and *AO/PI* methods, a portion of the sample should be stained with trypan blue and another portion stained with AO/PI.

Dilution or concentration of a cell sample may be required based on initial concentration. *It is recommended to use cell culture media for dilution.* 

#### **Using Trypan Blue Viability Method**

Brightfield imaging and the *Trypan Blue Viability Method* can be used to determine the number, concentration and percentage of live cells for cell lines and cultured primary cells. Brightfield imaging with trypan blue staining is *not* recommended for samples containing debris, platelets or red blood cells. For accurately differentiating nucleated cells, fluorescence is required.

### Preparing a Cell Sample for Trypan Blue Viability Determination

Invert the tube containing cells ten times (10x) and pipette up and down 10x to generate a homogeneous cell sample and reduce cell clumps. Do *not* shake or vortex the sample as this may damage cell membranes.

For viability measurement, stain cells by combining 20  $\mu$ L of cell sample with 20  $\mu$ L of a 0.2% trypan blue staining solution (for a final concentration of 0.1% trypan blue). Gently mix by pipetting up and down 10x

### **Using AO/PI Viability Method**

Dual-fluorescence methods have been developed to accurately determine nucleated cell concentration and viability in primary cell samples containing debris and non-nucleated cells, including platelets and red blood cells.

In the AO/PI Viability Method, acridine orange (AO) enters all cells and stains their DNA causing nucleated cells to fluoresce Green (in the 470/534 Channel), while propidium iodide (PI) only enters dead cells with compromised membranes and stains their DNA causing them to fluoresce Red (in the 531/655 Channel).

- Cells stained with both AO and PI fluoresce Red due to quenching.
- Live nucleated cells are easily identified in the Green FL channel.
- Dead nucleated cells are easily identified in the *Red* FL channel.

As a result, debris and non-nucleated cells do not interfere with nucleated cell counts when using the AO/PI viability method.

#### Preparing a Cell Sample for AO/PI Viability Determination

Invert the tube containing cells ten times (10x) and pipette up and down 10x to generate a homogeneous cell sample and reduce cell clumps. Do *not* shake or vortex the sample as this may damage cell membranes.

For viability measurement, stain cells by combining 20  $\mu$ L of cell sample with 20  $\mu$ L of AO/PI staining solution. For whole blood and other viscous samples, draw sample in and out of the pipette tip at least once prior to transferring for staining. Gently mix stained solution by pipetting up and down 10x before adding sample to counting plate loading wells.

The table below shows recommended dilutions when prepping cell samples for AO/PI viability and final *Dilution Factor* to enter for a few sample types.

Sample Type	Preliminary Dilution	Volume of Sample	Volume of AO/PI	Final Dilution Factor
Whole peripheral blood or cord blood	1:10	20 μL	20 μL	20
PBMCs following Ficoll separation	Not Required	20 μL	20 μL	2
Mononuclear cells from processed bone marrow	Not Required	20 μL	20 μL	2
Tumor digest/ Tissue digest	Not Required	20 μL	20 μL	2
Stem cells from CD34+ separation	Not Required	20 μL	20 μL	2

#### **Available Product Documentation**

See the following documentation for additional instrument information:

- 8003393 Cellometer K2 Matrix User Manual for instrument operation, care and maintenance details (available as a PDF on either the USB Drive or desktop of Revvity-provided Laptop shipped with instrument).
- 8003394 Matrix Software User Manual for complete details on using software functionality (available as a PDF on either the USB Drive or desktop of Revvity-provided Laptop shipped with instrument).
- 8001583 Cellometer K2 Focus Guide for assistance with optimal focus.

# **Contacting Support**

If there is a technical issue with your instrument, contact Support by visiting <a href="https://www.revvity.com/contact-us/instrument-support-and-service">https://www.revvity.com/contact-us/instrument-support-and-service</a> or by sending email to: <a href="mailto:CellC-support@revvity.com">CellC-support@revvity.com</a>

Trained specialists are available to assist your team with sample analysis and optimization of assay/cell type imaging parameters.

When reporting a technical issue, it is recommended that you record any error messages generated, the sequence of steps leading up to the error, and the Serial Number of the instrument *prior* to contacting Support.