

R.A.P.I.D.® Report

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Secondary BioReagent Targets

Idaho Technology has nine commercially available Target 1 freeze-dried BioReagents: *B. anthracis*, *F. tularensis*, *Y. pestis*, *Brucella* species, *Listeria monocytogenes*, *E. coli* 0157, *Salmonella* species, *Campylobacter* species, *C. botulinum* Type A.

In addition to these nine assays, we have Target 2 BioReagents for the following: *B. anthracis*, *F. tularensis*, *Y. pestis*. We recommend that customers use Target 1 BioReagents routinely until they obtain a positive hit on an unknown sample. Users can further confirm a positive hit using the specific secondary target and also rule out DNA product contamination.

Currently, Target 2 BioReagents are not packaged in a screen kit format. You can order them in small or large-scale reactions through our sales department. We are putting together a BioThreat Target 2 kit, but need your input. Please see the R.A.P.I.D. System Improvements section to find out where to complete the information survey.

Additionally, we have a Target 3 for *B. anthracis* that can be used as a confirmatory assay to complement Target 1 or Target 2. We are always working to improve and add new target reagents to our list. Please don't hesitate to let us know what targets you would be interested in having available.



R.A.P.I.D. System Improvements

New BioReagent Survey

We are completing work on some new BioReagent products and would like your input. See the following link to complete this survey:

<http://www.idahotech.com/reagents/survey-newassay.html>

We greatly appreciate your feedback on our freeze-dried reagents.

SP1 Survey and Free T-shirt

R.A.P.I.D. SP1 is a rugged, portable, automated DNA sample preparation instrument. Our sales and marketing department is currently conducting an SP1 Survey to effectively launch this instrument. Please take a minute to complete the survey found at: www.idahotech.com/sp1/survey.html. For your time and effort, you will receive a **FREE** R.A.P.I.D. System T-shirt when you have completed the survey. Thank you for your input.

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Technical Support Corner

Video Drivers

Occasionally, the R.A.P.I.D. laptop Control Panel's Add Hardware feature does not automatically detect the video driver. The problem occurs only when a recovery CD is installed on laptops running Windows 2000 software. You can manually select the proper display and monitor drivers in the same hardware utility, or you can use the Device Manager under Control Panel>>System icon>>Hardware tab>>Device Manager button.

The name of the display driver on the T21 is **S3 Inc. Savage/IX Display Driver**.

The name of the monitor driver on the T21 is **IBM ThinkPad 1024x768 LCD panel**.

To ensure you have the updated driver for the S3 Savage IX on the IBM T21 laptop, please contact customer support: ITsupport@idahotech.com.

Button Tips

Here are some tips for entering Batch and Screen test Autorun buttons:

- Limit the name of the assay to 22 characters maximum.
- The path to the **.EXP** files must not exceed 50 characters.
- The **Tool Tip Hint** note must be no more than two lines (about 100 characters maximum).

When any of these rules are ignored, the data will overflow and cause random errors.

Instrument Not Recognized

The serial port configuration is the most common cause of the laptop not recognizing the R.A.P.I.D instrument.

Follow these general steps to be sure the serial port is enabled.

- 1) Close all R.A.P.I.D. software.
- 2) Click the Windows **Start** button at the bottom left of the screen.
- 3) Choose **Programs**.
- 4) Choose **ThinkPad**.
- 5) (T Series only) Choose the **ThinkPad Utility** folder.
- 6) Click the **ThinkPad Configuration** icon.
- 7) Click the **Serial Port** button.
- 8) Click **Enable**.
- 9) Click **Close**.
- 10) Open the RAPID run software (`c:\lightcycle\afurun32.exe`) to test the serial port.

The serial port may also be disabled in the CMOS BIOS setup program. To check the BIOS setup, shut down the power to the laptop, then turn the power back on. Press F1 to enter the setup program. The serial port is under the config menu in the setup program. If the setup is unstable, the CMOS battery will need to be replaced.

Reinstalling the R.A.P.I.D. software does not reset Windows Plug-and-Play or the serial port hardware configuration. It also does not overwrite some R.A.P.I.D. software setup files created when the program is run the first time. When testing the R.A.P.I.D. software, it is best to reinstall it in a new directory.

We recommend using only the software that came installed from the factory. Adding third-party software can cause conflicts with the serial port. Even small programs, such as screen savers or schedule reminders, can cause these conflicts. If uninstalling added programs does not clear the conflict, the next step is restoring a backup image from a CD.

There are a few differences between the IBM recovery configuration and the Idaho Technology factory configuration. After the R.A.P.I.D. software is installed, add the RapidUsers group to the Windows configuration. This RapidUsers group is described at the beginning of chapter 5 of the Technical Manual, starting on page 31 titled "User Access." The desktop background will be the Windows default and the DVD player will not be installed using the IBM recovery CD.

R.A.P.I.D. System Training

We offer training courses for the R.A.P.I.D. System (training for two people is included with the purchase of the R.A.P.I.D. System and more may attend for additional cost). The training course is three days long and focuses on concepts of operation, sample preparation, reagent set-up and software. Upcoming training dates are:

September 23-25, 2003

October 21-23, 2003

November 18-20, 2003

December 16-18, 2003

Please call 1-800-735-6544 ext. 342 for further details.

NOTE: Effective October 2003, there will be a price increase for training

Calendar of Events

CBMTS III World Congress

Place: Dubrovnik, Croatia

Date: September 7-12, 2003

<http://www.asanltr.com>

5th Annual Technologies for Public Safety in Critical Incident Response Conference & Exposition

Place: St. Louis, Missouri

Date: September 23-25, 2003

<http://www.ctc.org>

PLEASE SEND YOUR USER EXPERIENCE AND QUESTIONS TO NICOLE_MORENO@IDAHOTECH.COM. WE WILL SHARE YOUR STORIES AND ANSWERS TO YOUR QUESTIONS IN THE NEXT NEWSLETTER.

F.Y.I.

Off-the-Shelf BioReagents

We have a list of BioReagents that are available for immediate delivery. These products will not have the full six-month shelf life, but work well in a pinch. These reagents include BioThreat Kit, Pathogen Threat Kit, Anthrax Target 1 and Target 2, and the Training Kit. There may be other BioReagents on the list as well. Contact our sales department (1-800-735-6544 ext. 349) for further information

GSA Contract

We currently have items listed on the GSA Federal Supply Schedule (FSS). Our General Supply Service number is: GS-24F-0015N. Currently on the GSA list is the R.A.P.I.D. System, commercial reagents, and custom freeze-dried BioReagents. Please visit <http://www.gsaelibRARY.gsa.gov/elib/eLibrary.jsp> to obtain more information on products and pricing. If you are unsure whether you qualify for GSA pricing please visit <http://www.gsa.gov/Portal/buying.jsp>

R.A.P.I.D. Manual and Software

Due to US State Department and Office of Defense Control regulations, we can no longer provide the R.A.P.I.D. manuals (Technical and Operator) and software download on our web site (<http://www.idahotech.com>). If you need to obtain a copy of these items, please contact customer service at 1-800-735-6544 ext. 406.

Custom Freeze-dried Reagents

We offer a custom freeze-drying reagent service. All custom reagents provided through the "freeze-dried service" must be ordered in minimum quantities of 480 reactions and in increments of 200 and/or 40 reactions. Custom freeze-dried services include: Hybridization probes, RT-PCR, RT-PCR Hybridization probe. Please contact sales department (1-800-735-6544 ext. 349) for more information.



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RETURN SERVICE REQUESTED

Mailing Address

