

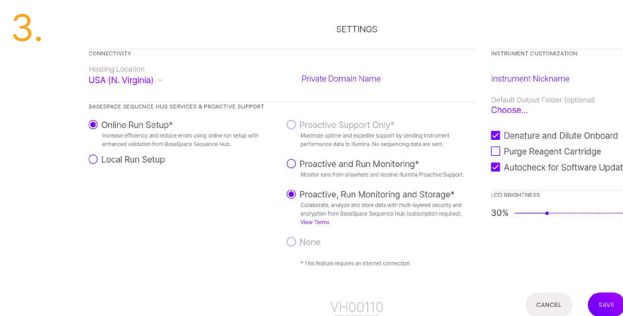
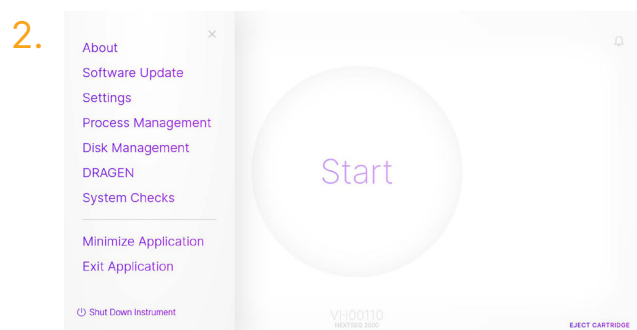
Illumina Proactive Service connectivity guide

Easily connect your NextSeq™ 1000 or NextSeq 2000 Sequencing System

Minimize unplanned downtime, run failures, and sample loss, and resolve issues faster if and when they arise

Follow these steps to get connected

- From the pulldown menu on the Home Screen, select **Settings**
- Under the **Proactive Support** menu, ensure you have selected one of the first three options 1) **Proactive Support Only** (available only in Local Run Setup) 2) **Proactive and Run Monitoring** or 3) **Proactive, Run Monitoring, and Storage**
- Click **Save**



For more information, contact your local field applications scientist or field service engineer

Illumina • 1.800.809.4566 toll-free (US) • +1.858.202.4566 tel • techsupport@illumina.com • www.illumina.com

© 2021 Illumina, Inc. All rights reserved. All trademarks are the property of Illumina, Inc. or their respective owners. For specific trademark information, see www.illumina.com/company/legal.html. M-GL-00017