

HiSeq Support Tools

- ▶ New Website design with many support resources including
 - Online Training
 - Product Documentation, Literature, and Tech Notes
 - Questions & Answers
- ▶ Myllumina
 - Support Webinars
 - Support Bulletins

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Support / Sequencing / Sequencing Instruments / HiSeq 2000 / Downloads

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Illumina product support pages provide fast, convenient access to product information, requirements and compatibility, training, downloadable resources, and tips and techniques identified by other researchers and Illumina scientists. We are constantly building out these pages to add more resources, so if you don't see what you need right now, come back soon.

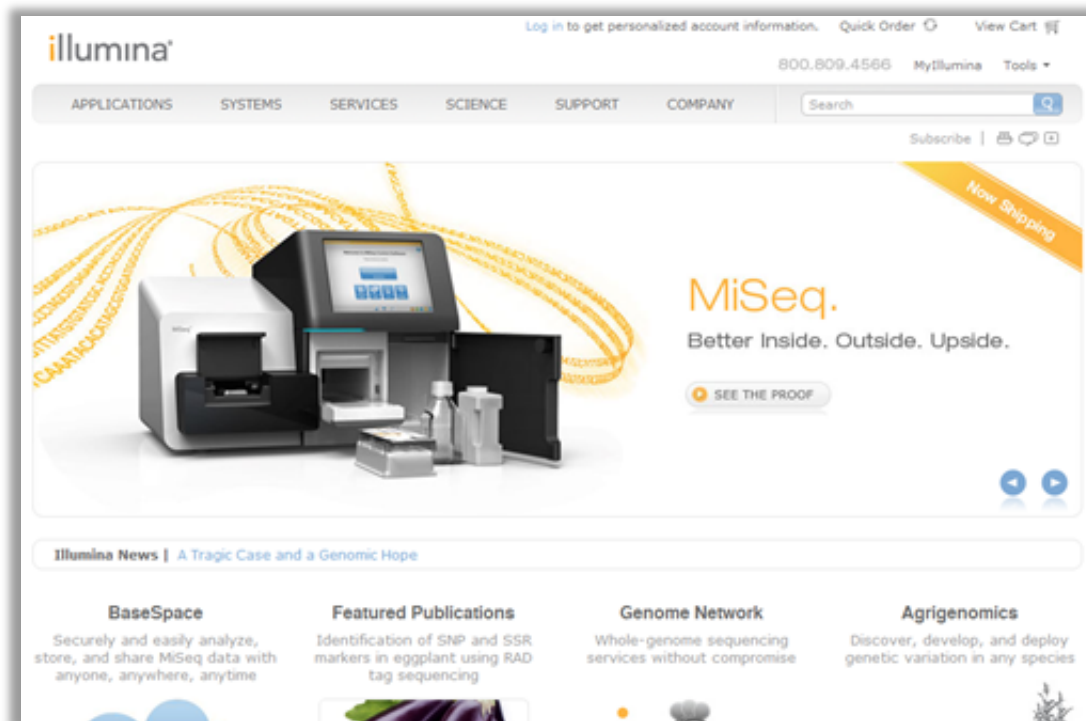
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What's New

- HiSeq 2000 User Guide
03/15/2012
- HiSeq 2000 Quick Reference Guide
03/15/2012
- HiSeq Site Preparation Guide
03/08/2012

Support	Downloads	Document Type	File Info
Site Prep / Lab Environment	Description	Software	ZIP (102 MB)
Technical Workflow	HCS v1.4/RTA v1.12/SAV v1.7	Software	ZIP (102 MB)
Requirements & Compatibility	HCS v1.5/RTA v1.13/SAV v1.8	Software	ZIP (0.64 MB)
Downloads	Illumina Experiment Manager		
Documentation & Literature			
Training			

- ▶ The new website design includes
 - New global header and login experience that allows for more seamless navigation between illumina.com content and My Illumina content
 - New global support menu that provides easy access to the wealth of available support content
 - eSearch offers a convenient way to quickly find information



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BaseSpace

Securely and easily analyze, store, and share MiSeq data with anyone, anywhere, anytime



Featured Publications

Selective analysis of cell-free DNA in maternal blood for evaluation of fetal trisomy



Genome Network

Whole-genome sequencing services without compromise




Agrigenomics



Discover, develop, and deploy genetic variation in any species




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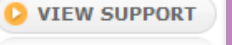
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HiSeq 2000
600 Gb per run, breakthrough user experience, unmatched cost-effectiveness.

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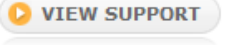



HiSeq 1000
300 Gb per run, HiSeq user experience, and ability to upgrade to HiSeq 2000.

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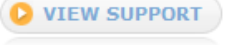


Genome Analyzer IIX
Most widely published and adopted next-gen system.

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MiSeq
Prep, run, analyze in as little as eight hours.

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Support

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- Technical Workflow
- Requirements & Compatibility
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- Training
- Questions & Answers
- Troubleshooting
- Services & Warranties

Software and Consumables

The combination of current HiSeq software and consumables improves accuracy and performance, enables a higher cluster density of 750-850 K/mm² (raw), reduces signal decay, improves incorporation efficiency at high density, and increases your yield up to 600 Gb from a dual flow cell paired-end run.

- [HiSeq Control Software \(HCS\) v1.5 with RTA v1.13](#)
- [TruSeq PE Cluster Kit v3](#) or [TruSeq SR Cluster Kit v3](#)
- [Flow Cell v3](#) (included with TruSeq Cluster Kits v3)
- [TruSeq SBS Kit v3](#)

For best results, always use compatible versions of software, reagents, and flow cell for both cluster generation on the cBot and sequencing runs on the HiSeq. For information about version compatibility, see the [Version Compatibility Reference](#).



Online Training



Training

Watch short instructional videos.

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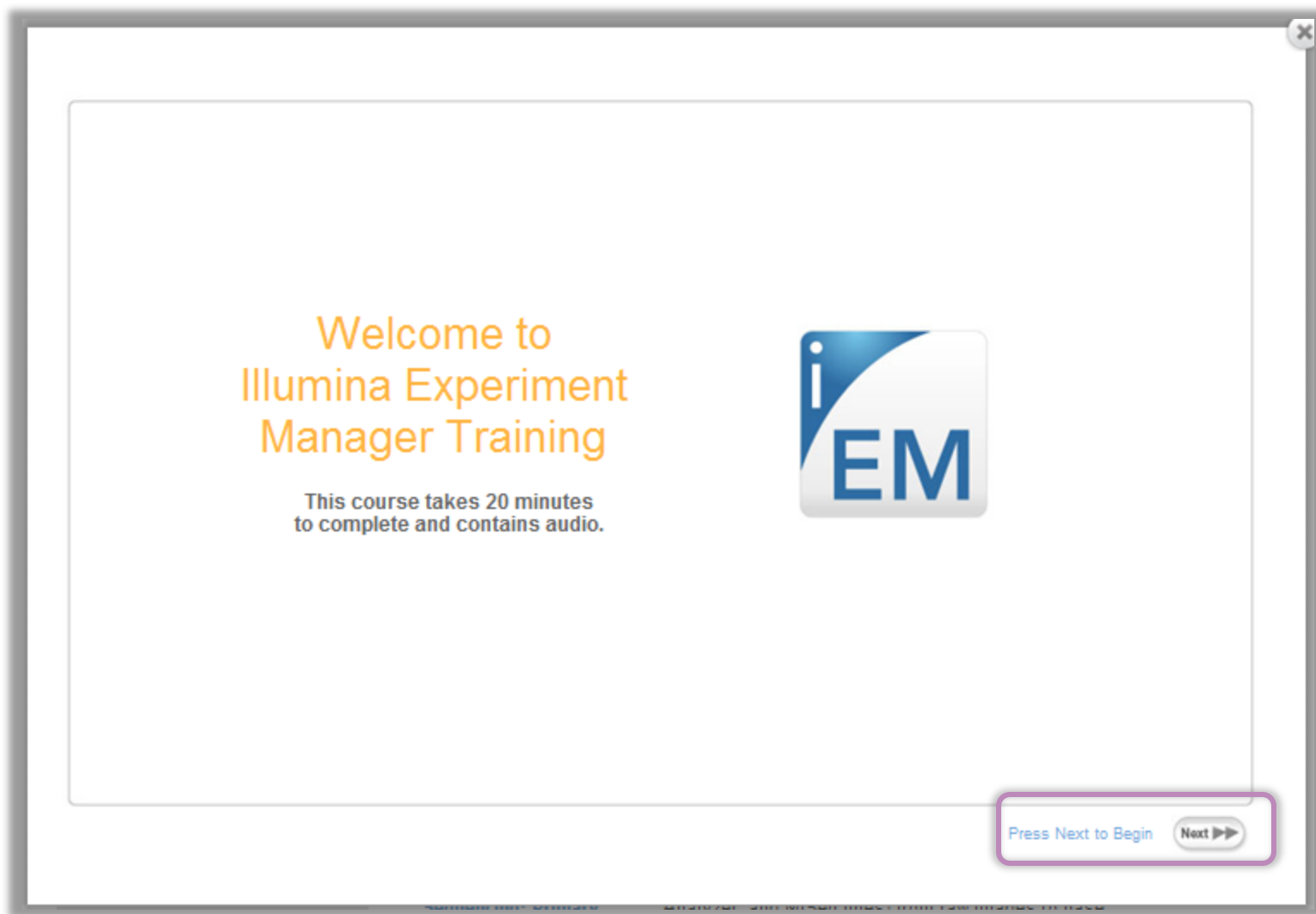
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Technical Workflow													
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Training	<table border="1"> <thead> <tr> <th>Title</th> <th>Description</th> <th>Length</th> </tr> </thead> <tbody> <tr> <td>Sequencing: Illumina Experiment Manager</td> <td>After completing this course you will be able to identify the purpose of Illumina Experiment Manager, identify terms in the Illumina Experiment Manager wizard, view or change the file repositories and locate contact information, and create or edit a sample plate or sample sheet.</td> <td>20 min</td> </tr> <tr> <td>Sequencing: Illumina Technology</td> <td>This course provides a general overview of the Illumina sequencing workflow from extraction of nucleic acids to the completion of a sequencing run.</td> <td>20 min</td> </tr> <tr> <td>Sequencing: Primary Analysis V1.9</td> <td>This course covers the processing of data from Illumina sequencers (including the HiSeq, Genome Analyzer, and MiSeq lines) from raw images to base calls. This data processing is commonly performed automatically on the instrument. Generation of quality scores is also discussed.</td> <td>45 min</td> </tr> </tbody> </table>	Title	Description	Length	Sequencing: Illumina Experiment Manager	After completing this course you will be able to identify the purpose of Illumina Experiment Manager, identify terms in the Illumina Experiment Manager wizard, view or change the file repositories and locate contact information, and create or edit a sample plate or sample sheet.	20 min	Sequencing: Illumina Technology	This course provides a general overview of the Illumina sequencing workflow from extraction of nucleic acids to the completion of a sequencing run.	20 min	Sequencing: Primary Analysis V1.9	This course covers the processing of data from Illumina sequencers (including the HiSeq, Genome Analyzer, and MiSeq lines) from raw images to base calls. This data processing is commonly performed automatically on the instrument. Generation of quality scores is also discussed.	45 min
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Questions & Answers													
Troubleshooting													
Services & Warranties													

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Online Training Screen



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Manager Training

This course takes 20 minutes
to complete and contains audio.

Press Next to Begin **Next** ▶▶

Online Training New to Sequencing

If you're new to sequencing, Illumina recommends taking these courses:

- ▶ **Sequencing:** *Illumina Technology* (20 min)
- ▶ **Sequencing:** *Illumina's Dual Indexing Strategy* (10 min)

Online Training

Sample Preparation Courses

Illumina recommends completing the applicable sample prep courses:

- ▶ **TruSeq:** *Custom Amplicon Sample Preparation (TSCA)* (15 min)
- ▶ *Illumina Nextera Sample Preparation* (15 min)
- ▶ **TruSeq:** *DNA Sample Preparation* (15 min)
- ▶ **TruSeq:** *Small RNA Sample Preparation* (10 min)
- ▶ **TruSeq:** *Controls* (10 min)
- ▶ **TruSeq:** *Best Practices* (10 min)



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Support webinars and open discussions are offered frequently on the latest hot topics and technologies.

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We offer the following sample prep courses:

- ▶ TruSeq: *Custom Amplicon (TSCA) Sample Preparation (2 days)*
- ▶ TruSeq: *DNA Sample Preparation (3 days)*
- ▶ TruSeq: *RNA Sample Preparation (3 days)*
- ▶ TruSeq: *Small RNA Sample Preparation (2 days)*
- ▶ *Library Validation and Quality Control (1 day)*



HiSeq Sequencing System Product Guides, Literature, and Tech Notes



Documentation

Learn how to set up,
use, and troubleshoot
your Illumina products.

Documentation & Literature

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- [HiSeq Safety and Compliance Guide](#)
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Support	Documentation	Document Type	File Info
Support	Description		
Site Prep / Lab Environment	Experiment Manager User Guide	User Guide	PDF (< 1 MB)
Technical Workflow	HiSeq 2000 Quick Reference Guide	Quick Reference Guide	PDF (1.2 MB)
Requirements & Compatibility	HiSeq 2000 User Guide	User Guide	PDF (6.3 MB)
Downloads	HiSeq Lab Tracking Form	Lab Tracking Form	PDF (< 1 MB)
Documentation & Literature	HiSeq Safety and Compliance Guide	Safety and Compliance Booklet	PDF (< 1 MB)
Training	HiSeq Site Preparation Guide	Site Prep Guide	PDF (< 1 MB)
Questions & Answers	Illumina Adapter Sequences	Letter	PDF (< 1 MB)
Troubleshooting	Multiplexed Sequencing Primers and PhiX Control Kit v2 Reagent Preparation Guide	Reagent Preparation Guide	PDF (< 1 MB)
Services & Warranties	Sequencing Nextera Libraries on the HiSeq	User Guide	PDF (< 1 MB)
	TruSeq SBS Kit v3 - HS (50 Cycles) Reagent Preparation Guide	Reagent Prep Guide	PDF (< 1 MB)
	TruSeq SBS Kit v3 (HS) What's New in SBS Kit v3	Product Insert	PDF (< 1 MB)
	TruSeq SBS Kit v3, 200 Cycles (HS) Reagent Preparation Guide	Reagent Prep Guide	PDF (< 1 MB)
	WebHelp	WebHelp	WebHelp.html

Product Guides

HiSeq System

Guide Title	Description
HiSeq System Site Preparation Guide	Information on what you need to do to prepare your lab for a HiSeq System, including: <ul style="list-style-type: none">• Lab space• Electrical• Bench location• UPS guidelines• User-supplied consumables
HiSeq System Safety and Compliance Guide	Safety label descriptions and compliance information
HiSeq System User Guide	Comprehensive information on: <ul style="list-style-type: none">• Components• Software• Consumables• Sequencing run protocol
HiSeq System Quick Reference Guide	Quick reference information about HiSeq consumables, preparing run consumables, and setting up a sequencing run
TruSeq SBS Kit v3 - HS Reagent Preparation Guide	Introduction to kit components and instructions for preparing the reagent cartridge

Register online to gain access to these guides on illumina.com

Product Guides

Sample Preparation

- ▶ TruSeq DNA Sample Preparation Kit
- ▶ TruSeq Small RNA Sample Preparation Kit
- ▶ TruSeq Custom Amplicon Library Preparation Kit
- ▶ Nextera DNA Sample Preparation Kit

Questions & Answers

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- Technical Workflow
- Requirements & Compatibility
- Downloads
- Documentation & Literature
- Training
- Questions & Answers**
- Troubleshooting
- Services & Warranties

Questions & Answers

- What type of information should I provide when contacting Technical Support?
- What are the adapter sequences used?
- What versions of instruments, reagents, and software are compatible?
- Do I need to re-titrate my samples for use with flow cell v3?
- Can I customize a HiSeq recipe?
- What are the storage requirements using HCS v1.4 and Flow Cell v3?
- What is the alternative SBS workflow?
- Has the tile layout or numbering changed due the wider lanes on Flow Cell v3?
- What is that "clicking" sound coming from the HiSeq or HiScanSQ?
- Can I expect to see any changes in intensity with HCS v1.4 or HCS v1.5?
- Why is my SBS v3 reagent waste brown?
- Can I save intensities from a run on the HiSeq or HiScanSQ?
- Can I split my 200-cycle kit for shorter runs?
- Will I have enough reagents in my 200-Cycle SBS Kit to perform a 2x100 cycle run with indexing?
- What types of SBS kits are available for the HiSeq?
- Are my existing Illumina sequencing libraries compatible with the HiSeq?



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Oct 3 2011	Sequencing	Kits & Reagents	V3 Kit Update	1
Oct 3 2011	Array	Kits & Reagents	MCS3 Expiration Date Change	
Oct 3 2011	General Information	General Information	North America Technical Support Updates Phone Menu Selections & Extends Operating Hours	
Sep 29 2011	General Information	General Information	Welcome to Illumina's Support Bulletins!	
Sep 20 2011	Sequencing	Instruments	HiSeq Fluidics Update	

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Upcoming Webinars

There are no webinars at this time. Visit the Illumina webinar archive and view or download past presentations.

Self-register for Webinars on the Customer Portal

- Webinars listed by date
- One Webinar per week
- Maximum registration: 40-50 students
- Duration: 20-30 minutes presentation, 30 min Q&A
- Recorded Webinars will be available

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Questions?