

Perspective

World-Class Technical Support is Just a Click or a Call Away

Illumina provides a number of ways for customers to tap into the knowledge of our Technical Support team and obtain answers to system and assay questions.

INTRODUCTION

Developing the world's leading genetic analysis systems and assays involves groundbreaking science, the integration of state-of-the-art technologies, and an intense focus on you, our customers. Our focus on meeting your needs continues well after the purchase of an Illumina product and is at the heart of our world-class support. You've most likely experienced it first hand thanks to the efforts of our Field Application Specialists, Field Service Engineers, IT/IS/LIMS support specialists, and sales representatives. But what if you've got a simple question or even a complex one as you're conducting research? No problem, we're here to help. We've created a number of ways to provide you with the answers you need.

INFORMATIVE NEWSLETTERS

You're reading one of two Illumina newsletters that will keep you up to date with news and information about our products. Emailed quarterly, iCommunity provides information about new products and webinars that you might find helpful. As you've already discovered, it also gives you a glimpse into some amazing research being conducted with Illumina products around the world. If someone has passed along this issue to you, obtain a subscription at www.illumina.com/subscribe.

iCommunity's monthly companion is Illuminotes—a customers-only newsletter that provides in-depth and timely product information. Here you'll find news on new

Illumina systems, assays and software, product updates, technical document updates, conference workshops, and webinars. Contact your Illumina representative if you haven't yet received a copy of this informative e-newsletter.

SOLUTIONS ON ILLUMINA.COM

What if you've got a question when you're in the middle of a run? Your first stop should be the Support section of the Illumina website (www.illumina.com/support) where you'll find answers to many of your questions, as well as information on all of our systems and products. You'll be able to access a range of literature (data sheets, technical notes, and application notes), along with downloadable tools and technical documentation (user guides, experienced user cards, material safety data sheets, etc.).

If you're looking for something specific, click on FAQs (www.illumina.com/support/faqs.ilmn) where you'll find answers to the questions asked the most. Queries are organized by categories (applications, assays, systems, etc.) and subcategories to help you easily locate the ones that will assist you.

The Support section (www.illumina.com/support) also offers a variety of tools for easy downloading, from array annotation files to customized algorithms and plugins for GenomeStudio® software. The most frequently accessed of these are our assay design tools (ADT), which can be used to create probes for GoldenGate® Genotyping



**ILLUMINA WORLDWIDE
EMAIL SUPPORT**
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ILLUMINA TECHNICAL SUPPORT PHONE NUMBERS:
North America: 800-809-4566
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Netherlands: 0800 0223859
France: 0800 911850
Other European Time Zones:
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Other Regions/Locations:
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and Infinium® studies. ADT 9.0 supports CNV (human only) for Infinium iSelect® scoring and insertions/deletions (all species) for both GoldenGate and Infinium iSelect custom designs, including final orders.

Technical documentation for all product lines is available from www.illumina.com/support/documentation.ilmn. Each document provides insight and guidance on how to leverage Illumina products to enhance and speed your research.

When you download a tool or document, you'll be asked to log into your iCom account. If you don't already have one, simply fill out the registration form in the iCom section of the website (icom.illumina.com/Account/Register). If you have problems locating your customer number, contact your Illumina representative. Registered iCom customers can order Illumina products online, check order status, and access warranty information, in addition to downloading materials.

WORLDWIDE TECHNICAL SUPPORT

Sometimes you may want to discuss your issue one-on-one with an Illumina Technical Applications Specialist. Thirty members strong and growing, our Technical Support team is ready to help you with any issue, particularly if you need a rapid response. These graduate-degreed scientists not only have a deep understanding of Illumina's systems and assays, they also have a working knowledge of the types of studies you are conducting. Technical Support is a truly multi-talented group that includes musicians, marathon runners, surfers, and artists. All together they speak more than 10 different languages.

Illumina Tech Support has members in California, Singapore, and the United Kingdom, following the sun and thus providing Illumina customers worldwide with 24-hour email support (techsupport@illumina.com). For customers in North America and Europe, you'll find friendly and knowledgeable voices on the other end of the Tech Support phone line, five days a

week, from 7:00am to 5:00pm PT in North America and from 8:00am to 5:00pm GMT in the European Union (EU). Calls placed after 5:00pm GMT in Europe will automatically be transferred to Illumina's Technical Support team in California, providing EU customers with 18 hours of telephone support.

When you call in, please be ready to provide your name, the institution you are calling from, your phone number, and the Illumina instrument you are using. This information will help the support scientist locate any previous or current case documents to understand the full history of your account and instrument performance.

If needed, you can authorize a member of the Tech Support team to access your computer through an online assistance tool called Share My Desktop (www.illumina.com/support/share_desktop.ilmn). This tool sets up a secure connection through which the support scientist can view your desktop and share control of your mouse and keyboard to guide you step-by-step through any process.

No matter what method you use to reach them, our Tech Support team will work collaboratively with you to answer your questions. If necessary, they'll enlist the assistance of specialists within our field support teams to come to your lab and work directly with you to resolve an issue.

WE'RE HERE TO HELP

We understand how important your research is and the critical role our products play in it. That's why we've provided you with a number of ways to get the information and customer support you need to ensure that your research using Illumina products is successful. Thank you for choosing Illumina and don't hesitate to contact us if you have a question or need assistance.

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ADDITIONAL INFORMATION

To learn more about Illumina's genetic analysis systems and sequencing applications, please visit www.illumina.com.

We are committed to providing you with the content you want as a member of the Illumina community. Please email us with comments and suggestions for topics at icomunity@illumina.com.

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