

MyGo Customer FAQs

Here are some of the most frequently asked questions by customers.

FAQ	Answer
Can I have hold times < 10s?	The instrument software does not allow programming mount temperature hold times of less than 10s. Hold times of less than 10s are not long enough for reaction volumes to equilibrate at the set temperatures. This limit is set to improve customer results.
Can I use disposables from other vendors?	Yes. Please refer to the document describing alternative 0.1ml low profile disposables.
How do I create a template?	All experiments can be used as a template. Click "Open" and then using the "file type" selection in the file dialog to select the "Template" option, then select the file to open as a template.
Can I use dye files across multiple instruments?	Yes. Dye files are compatible across instruments of the same model (i.e. MyGo Pro or MyGo Mini).
How does the MyGo Pro deal with different Quenchers?	The MyGo Pro is compatible with all non-fluorescent quenchers, including BHQ.
Can I clean the wells to remove potential contaminants?	Please refer to the decontamination guide on how to clean the wells of your instrument
Why does the MyGo Mini have 3 optical channels, but only supports duplex qPCR reactions?	The MyGo Mini has 3 physical channels on its sensor. The extra channel is used to enable robust deconvolution of 2 colours.
We would like to run a dye calibration before running the instrument. How is this done?	The MyGo Pro comes pre-calibrated for 22 dyes. The MyGo Mini comes pre-calibrated for 7 dyes. If the dyes you want to install are pre-calibrated then you do not have to run a dye calibration.
When should I generate a dye file?	We would recommend generating dye files if you are using a dye that is not present on the list of pre-calibrated dyes. In addition, generating dye files can help with multiplexing or other challenging applications.

<p>Can I use dye files across multiple instruments?</p>	<p>Yes, dye files can be used on different instruments of the same model (i.e. MyGo Pro or MyGo Mini).</p>
<p>Can my dye files be used on historical runs?</p>	<p>Yes. To add new dye files to existing experiments, go to the “Run Settings” tab, and select the “Display Dye Calibrations” checkbox, then click the “Open” button to import a dye calibration file.</p>
<p>How will I know if there is a new software version?</p>	<p>We will let you know when we are releasing a new software version. The latest version of software is available at www.mygopcr.com</p>
<p>Why have you not made a 96 well plate MyGo Pro?</p>	<p>We have prioritised data quality over the number of wells. The optical architecture which enables this in the MyGo Pro can not be used for 96 wells, because it involves fibre optics interfaced to the sides of all wells. In a 96 well block we cannot physically access the sides of all wells with fibre optics.</p>
<p>Do the MyGo instruments conform to the electrical safety requirements of IEC 61010 or equivalent and the electromagnetic compatibility requirements of IEC 61326 or equivalent?</p>	<p>Yes.</p>
<p>Will my MyGo instrument run with empty tubes?</p>	<p>Yes. The MyGo instrument does not need PCR reagents to be present before performing a run. However, the MyGo Pro will not run if disposables are not loaded.</p>
<p>Will the MyGo Pro lid lock without any tubes in?</p>	<p>No. The MyGo Pro senses the presence of tubes before it locks the lid. If there are no tubes present, the lid will not lock.</p>
<p>I only want to run a few tubes in my MyGo Pro. Is this possible?</p>	<p>Yes. However tubes should be present in wells A1, A8, D1 and D8 to balance the heated lid. Please refer to the hardware manual for more information.</p>
<p>I only want to run a few tubes in my MyGo Mini. Is this possible?</p>	<p>Yes, However tubes should be present in wells 1, 5, 9 and 13 to balance the heated lid.</p>
<p>What does integration time and acquisitions per cycle mean?</p>	<p>“Integration time” is the time taken by the camera in your MyGo instrument to acquire an image containing fluorescence data. “Acquisitions per cycle” is the number of images collected by your MyGo instrument per PCR cycle. For example 1s x 20</p>

	<p>acquisitions means that the camera will collect 20 images per PCR cycle with each image taking one second to acquire.</p>
<p>Can I change the run settings once a run has started?</p>	<p>No. Once the run has been started, optical and thermal settings can not be changed.</p>
<p>Can I start a run before setting up my samples and targets information?</p>	<p>Yes. You can start an experiment without setting up samples and targets.</p>
<p>Can I change how my samples and targets are set up while my experiment is running?</p>	<p>Yes, the MyGo Pro will acquire data from all 120 optical channels and the MyGo Mini from all 3 channels in every well at every acquisition. This means the user can view raw data from all channels and wells and is not restricted to data from a channel chosen at the start of a run.</p>
<p>Can I run my MyGo Mini on a battery pack?</p>	<p>Yes, however if you are thinking of doing this then please contact us as we will recommend a battery pack for you.</p>
<p>Do the instruments have built in memory?</p>	<p>Yes. This memory provides for a data buffer during runs to reduce the risk that data is lost due to a poor connection between your PC and the instrument. Data should be saved on your PC. If you can not connect your PC to the instrument then data can be saved from the instrument to a USB stick.</p>
<p>Can I open the MyGo Pro lid without switching off the power to the instrument?</p>	<p>Yes, in the software go to <i>Configuration > MyGo Pro > select your instrument > Open instrument lid.</i></p>
<p>Why don't the MyGo instruments have power switches?</p>	<p>All moving parts, including power switches, represent potential points of failure for instruments. For this reason MyGo instruments do not have power switches. MyGo instruments are designed to be left connected to a power supply at all times. When not in use MyGo instruments enter a low power standby mode. If you need a power switch for your MyGo instrument, then they are available for purchase from us.</p>