

High-Capacity cDNA Archive Kit

Protocol

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About the High-Capacity cDNA Archive Kit

Purpose of the Kit The High-Capacity cDNA Archive Kit contains reagents for reverse transcription (RT) of total RNA to single-stranded cDNA.

Kit Features Use the kit for the following:

- ◆ Quantitative conversion of 0.1 to 10 µg of total RNA to cDNA
- ◆ Single-stranded cDNA suitable for quantitative PCR applications
- ◆ Single-stranded cDNA suitable for short- or long-term storage

Kit Methods Use the kit by following one of the following methods:

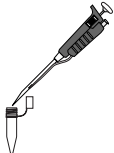

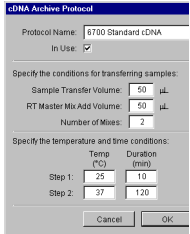
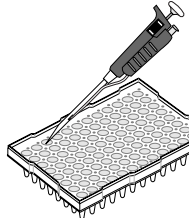
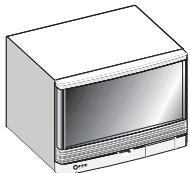


Method	Description
Automated	The ABI PRISM™ 6700 Automated Nucleic Acid Workstation automates transfer of sample and RT master mix to a cDNA archive plate, places an archive cover on the plate, and heats the plate to perform reverse transcription.
Manual	You manually transfer sample and RT master mix to a cDNA archive plate and place the plate in the GeneAmp® PCR System 9700 or 9600 thermal cycler for reverse transcription.

About This Protocol This protocol describes the following:

- ◆ Procedures for using the kit
- ◆ How to use the kit following the automated method
- ◆ How to use the kit following the manual method
- ◆ Recommendations for using cDNA archives created using the kit
- ◆ Examples of cDNA conversion performance obtained using the kit

Procedure Overview

Procedure Flow The chart below shows the flow of procedures for the automated and manual methods.

Stage	Automated Method	Manual Method
1	 <p>You prepare RT master mix.</p>	 <p>You prepare RT master mix.</p>
2	 <p>You set up the 6700 workstation and 6700 system software to run a cDNA archive protocol.</p>	 <p>You prepare the cDNA archive reaction plate.</p>
3	 <p>The 6700 workstation:</p> <ul style="list-style-type: none"> ◆ Prepares the cDNA archive reaction plate. ◆ Places an archive cover on the plate. ◆ Heats the plate to perform reverse transcription. 	  <p>You set reverse transcription conditions, load the 9700 or 9600 thermal cycler, and start the run.</p>

Materials and Equipment

Kit Contents The High-Capacity cDNA Archive Kit (P/N 4322171) contains sufficient quantities to perform 200 reverse transcription reactions with a reaction size of 100 μ L.

Component	Quantity
10X RT Buffer, 1.0 mL	2 tubes
10X RT Random Primers, 1.0 mL	2 tubes
25X dNTPs, 1.0 mL	1 tube
MultiScribe™ Reverse Transcriptase, 50 U/ μ L, 1.0 mL	1 tube

Kit Storage and Stability Store all components of the kit at -15 to -25 °C.

Equipment Required but Not Supplied The following table lists the equipment required in addition to the reagents supplied with the High-Capacity cDNA Archive Kit.

Equipment	Source
Equipment for the Automated Method	
ABI PRISM™ 6700 Automated Nucleic Acid Workstation	See your Applied Biosystems sales representative
Equipment for the Manual Method	
GeneAmp® PCR System 9700 thermal cycler	See your Applied Biosystems sales representative
GeneAmp® PCR System 9600 thermal cycler	
Equipment for Both Methods	
Centrifuge with 96-well adapter	Major laboratory supplier (MLS)
Microcentrifuge	MLS
Vortexer	MLS

**Materials
Required but Not
Supplied**

The following table lists the materials required in addition to the reagents supplied with the High-Capacity cDNA Archive Kit.

Materials	Source
Materials for the Automated Method	
96-Well Optical Reaction Plate with Barcode	Applied Biosystems (P/N 4306737)
<i>ABI PRISM 6700 Automated Nucleic Acid Workstation User's Manual</i>	Applied Biosystems (P/N 4304309)
Archive Covers	Applied Biosystems (P/N 4306286)
Conductive Pipette Tips, 1000- μ L	Applied Biosystems (P/N 4306377)
Conductive Pipette Tips, 200- μ L	Applied Biosystems (P/N 4306375)
Reagent Tubes with Caps, 10-mL	Applied Biosystems (P/N 4305932)
Materials for the Manual Method	
Bulkpack MicroAmp [®] Caps, 12 Caps/Strip	Applied Biosystems (P/N N8011534)
Bulkpack MicroAmp [®] Caps, 8 Caps/Strip	Applied Biosystems (P/N N8011535)
MicroAmp [®] Optical 96-Well Reaction Plate	Applied Biosystems (P/N N8010560)
MicroAmp [®] Optical 96-Well Reaction Plates and Optical Caps	Applied Biosystems (P/N 403012)
MicroAmp [®] Optical Caps, 8 Caps/Strip	Applied Biosystems (P/N N8010935)
Reagent Tubes with Caps, 10-mL	Applied Biosystems (P/N 4305932)
Materials for Both Methods	
RNase Inhibitor	Applied Biosystems (P/N 8080119)
Nuclease-free H ₂ O	MLS
Pipette tips, aerosol-resistant	MLS
Pipettors, positive-displacement	MLS

Safety

Documentation User Attention Words Five user attention words appear in the text of all Applied Biosystems user documentation. Each word implies a particular level of observation or action as described below.

Note Calls attention to useful information.

IMPORTANT Indicates information that is necessary for proper instrument operation.

⚠ CAUTION Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices.

⚠ WARNING Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

⚠ DANGER Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury. This signal word is to be limited to the most extreme situations.

Chemical Hazard Warning **⚠ WARNING CHEMICAL HAZARD.** Some of the chemicals used with Applied Biosystems instruments and protocols are potentially hazardous and can cause injury, illness, or death.

- ◆ Read and understand the material safety data sheets (MSDSs) provided by the chemical manufacturer before you store, handle, or work with any chemicals or hazardous materials.
 - ◆ Minimize contact with and inhalation of chemicals. Wear appropriate personal protective equipment when handling chemicals (*e.g.*, safety glasses, gloves, or protective clothing). For additional safety guidelines, consult the MSDS.
 - ◆ Do not leave chemical containers open. Use only with adequate ventilation.
 - ◆ Check regularly for chemical leaks or spills. If a leak or spill occurs, follow the manufacturer's cleanup procedures as recommended on the MSDS.
 - ◆ Comply with all local, state/provincial, or national laws and regulations related to chemical storage, handling, and disposal.
-

Site Preparation and Safety Guide


A site preparation and safety guide is a separate document sent to all customers who have purchased an Applied Biosystems instrument. Refer to the guide written for your instrument for information on site preparation, instrument safety, chemical safety, and waste profiles.

About MSDSs

Some of the chemicals used with this instrument may be listed as hazardous by their manufacturer. When hazards exist, warnings are prominently displayed on the labels of all chemicals.

Chemical manufacturers supply a current material safety data sheet (MSDS) before or with shipments of hazardous chemicals to new customers and with the first shipment of a hazardous chemical after an MSDS update. MSDSs provide you with the safety information you need to store, handle, transport and dispose of the chemicals safely.

We strongly recommend that you replace the appropriate MSDS in your files each time you receive a new MSDS packaged with a hazardous chemical.

 WARNING CHEMICAL HAZARD. Be sure to familiarize yourself with the MSDSs before using reagents or solvents.

Ordering MSDSs You can order free additional copies of MSDSs for chemicals manufactured or distributed by Applied Biosystems using the contact information below.

To order MSDSs...	Then...							
Over the Internet	<p>a. Go to our Web site at www.appliedbiosystems.com/techsupp</p> <p>b. Click MSDSs</p> <table border="1" data-bbox="595 407 1229 673"> <thead> <tr> <th data-bbox="595 407 911 443">If you have...</th> <th data-bbox="915 407 1229 443">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="595 448 911 545">The MSDS document number or the Document on Demand index number</td> <td data-bbox="915 448 1229 545">Enter one of these numbers in the appropriate field on this page.</td> </tr> <tr> <td data-bbox="595 550 911 586">The product part number</td> <td data-bbox="915 550 1229 673" rowspan="2">Select Click Here, then enter the part number or keyword(s) in the field on this page.</td> </tr> <tr> <td data-bbox="595 591 911 673">Keyword(s)</td> </tr> </tbody> </table> <p>c. You can open and download a PDF (using Adobe® Acrobat® Reader™) of the document by selecting it, or you can choose to have the document sent to you by fax or e-mail.</p>	If you have...	Then...	The MSDS document number or the Document on Demand index number	Enter one of these numbers in the appropriate field on this page.	The product part number	Select Click Here , then enter the part number or keyword(s) in the field on this page.	Keyword(s)
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Keyword(s)								
By automated telephone service	Use "To Obtain Documents on Demand" under "Technical Support."							
By telephone in the United States	Dial 1-800-327-3002 , then press 1 .							
By telephone from Canada	<table border="1" data-bbox="595 971 1229 1094"> <thead> <tr> <th data-bbox="595 971 841 1006">To order in...</th> <th data-bbox="845 971 1229 1006">Dial 1-800-668-6913 and...</th> </tr> </thead> <tbody> <tr> <td data-bbox="595 1011 841 1047">English</td> <td data-bbox="845 1011 1229 1047">Press 1, then 2, then 1 again</td> </tr> <tr> <td data-bbox="595 1052 841 1088">French</td> <td data-bbox="845 1052 1229 1088">Press 2, then 2, then 1</td> </tr> </tbody> </table>	To order in...	Dial 1-800-668-6913 and...	English	Press 1 , then 2 , then 1 again	French	Press 2 , then 2 , then 1	
To order in...	Dial 1-800-668-6913 and...							
English	Press 1 , then 2 , then 1 again							
French	Press 2 , then 2 , then 1							
By telephone from any other country	See the specific region under "To Contact Technical Support by Telephone or Fax" under "Technical Support."							

For chemicals not manufactured or distributed by Applied Biosystems, call the chemical manufacturer.

Guidelines for Using the Kit

Recommendations for RNA For optimal performance of the High-Capacity cDNA Archive Kit, Applied Biosystems recommends using RNA with the following characteristics:

- ◆ Greater than 60 μL of sample
- ◆ Between 0.002 and 0.2 $\mu\text{g}/\mu\text{L}$ in concentration of RNA
- ◆ Less than 0.5% of genomic DNA by weight
- ◆ Free of inhibitors of reverse transcription and PCR
- ◆ Dissolved in PCR-compatible buffer
- ◆ Free of RNase activity

Note If you suspect that the RNA contains RNase activity, add RNase Inhibitor to the reverse transcription reaction at a final concentration of 1.0 U/ μL . It is not necessary to add RNase Inhibitor to the reverse transcription reaction if the RNA was purified using the 6700 workstation and Applied Biosystems nucleic acid purification reagents.

- ◆ Nondenatured

IMPORTANT It is not necessary to denature the RNA. Denaturation of the RNA may reduce the yield of cDNA for some gene targets.

Reagent and Sample Preparation Guidelines Follow the guidelines below to ensure optimal performance of the High-Capacity cDNA Archive Kit.

- ◆ Use nuclease-free pipette tips and reagents to minimize degradation of the RNA.
 - ◆ Observe standard laboratory practices when handling RNA.
-

Automated Method

Procedure With the automated method, the following events occur:

Overview

- ◆ You prepare 2X RT master mix
- ◆ You set up the 6700 workstation
- ◆ The 6700 workstation performs the following:
 - Transfers 50 μ L of sample and 50 μ L of RT master mix to a cDNA archive plate
 - Places an archive cover on the plate
 - Heats the plate to perform reverse transcription

**Preparing
Reaction Master
Mix**

Prepare 2X RT master mix using the kit components.

To prepare 2X RT master mix:

Step	Action														
1	Allow the kit components to thaw on ice.														
2	<p>Calculate the volume of components needed for the cDNA archive protocol, using the table below.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Component</th> <th style="text-align: center;">Volume (μL) / Reaction</th> </tr> </thead> <tbody> <tr> <td>10X Reverse Transcription Buffer</td> <td style="text-align: center;">10</td> </tr> <tr> <td>25X dNTPs</td> <td style="text-align: center;">4</td> </tr> <tr> <td>10X random primers</td> <td style="text-align: center;">10</td> </tr> <tr> <td>MultiScribe™ Reverse Transcriptase, 50 U/μL</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Nuclease-free H₂O</td> <td style="text-align: center;">21</td> </tr> <tr> <td>Total per Reaction</td> <td style="text-align: center;">50</td> </tr> </tbody> </table> <p>IMPORTANT Include at least two additional reactions in the calculations to provide excess volume for liquid level sensing by the robotic arm.</p>	Component	Volume (μ L) / Reaction	10X Reverse Transcription Buffer	10	25X dNTPs	4	10X random primers	10	MultiScribe™ Reverse Transcriptase, 50 U/ μ L	5	Nuclease-free H ₂ O	21	Total per Reaction	50
Component	Volume (μ L) / Reaction														
10X Reverse Transcription Buffer	10														
25X dNTPs	4														
10X random primers	10														
MultiScribe™ Reverse Transcriptase, 50 U/ μ L	5														
Nuclease-free H ₂ O	21														
Total per Reaction	50														
3	<p>Pipette the required volumes of components into a 10-mL reagent tube.</p> <p>⚠ WARNING CHEMICAL HAZARD. 10X RT Buffer may cause eye, skin, and respiratory tract irritation. Please read the MSDS, and follow the handling instructions. Wear appropriate eyewear, clothing, and gloves.</p>														

To prepare 2X RT master mix: *(continued)*

Step	Action
4	Place the 2X RT master mix on ice until you load the deckspace.

Setting Up the Instrument

Set up the 6700 workstation to prepare the cDNA archive plate.

Note See the *ABI PRISM 6700 Automated Nucleic Acid Workstation User's Manual* for help with setting up the instrument.

To set up the instrument:

Step	Action
1	Launch the 6700 system software, and log in.
2	<p>Set up the Protocol tab.</p> <p>a. Select the cDNA archive protocol with the following conditions:</p> <div data-bbox="467 623 873 1097" data-label="Image"> </div> <p>IMPORTANT For most applications and when large amounts of cDNA are required, Applied Biosystems recommends 120 minutes at 37 °C for reverse transcription to achieve optimal conversion. See “Yield vs. Reaction Time” on page 17 for more information.</p> <p>Note If your database does not contain a cDNA archive protocol with the conditions above, create the protocol. Use the <i>ABI PRISM 6700 Automated Nucleic Acid Workstation User's Manual</i> for instructions on how to create a cDNA archive protocol.</p> <p>b. Enter archive sample names by manual entry, by scanning the Consumable ID, or by importing sample names from a file.</p>

To set up the instrument: *(continued)*

Step	Action
3	Begin cooling the deckspace by clicking the Cool Peltiers button on the Instrument tab.
4	<p>Using the Deckspace tab of the system software and the barcode reader, load the deckspace with the following items:</p> <p>IMPORTANT Applied Biosystems recommends using only Applied Biosystems plastic consumables. Failure to do so may result in the robotic arm failing to sense liquid in the plate wells or in inaccurate pipetting.</p> <ul style="list-style-type: none"> ◆ RNA archive plate containing at least 60 μL of RNA in each well designated to contain sample. <p>IMPORTANT If any sample well contains less than 60 μL, the 6700 workstation will pause the run.</p> <ul style="list-style-type: none"> ◆ 96-well reaction plate in the Dilution 1 position ◆ 2X RT master mix in the Master Mixes station ◆ Archive cover on the archive cover shelf ◆ Racks of disposable tips <p>Note The amount of RT master mix and the number of racks of disposable tips required will vary, depending on how many RNA samples you are converting to cDNA.</p>
5	<p>Start the instrument run.</p> <ol style="list-style-type: none"> a. Close the instrument door. b. Go to the Instrument tab of the software. c. Click the Start button. d. Make sure the instrument door is completely closed before proceeding. e. Click OK. f. Enter a name for the run. g. Click OK.

Manual Method

Procedure With the manual method, you perform the following:

Overview

- ◆ Prepare 2X RT master mix
- ◆ Manually prepare the cDNA archive reaction plate
- ◆ Place the plate in the GeneAmp® PCR System 9700 or 9600 thermal cycler for reverse transcription.

**Preparing
Reaction Master
Mix**

Prepare 2X RT master mix using the kit components before preparing the reaction plate.

To prepare 2X RT master mix:

Step	Action														
1	Allow the kit components to thaw on ice.														
2	Calculate the volume of components needed to prepare the cDNA archive reaction plate, using the table below. <table border="1" data-bbox="471 727 1185 1037"><thead><tr><th>Component</th><th>Volume (μL) / Reaction</th></tr></thead><tbody><tr><td>10X Reverse Transcription Buffer</td><td>10</td></tr><tr><td>25X dNTPs</td><td>4</td></tr><tr><td>10X random primers</td><td>10</td></tr><tr><td>MultiScribe™ Reverse Transcriptase, 50 U/μL</td><td>5</td></tr><tr><td>Nuclease-free H₂O</td><td>21</td></tr><tr><td>Total per Reaction</td><td>50</td></tr></tbody></table> <p>Note Include additional reactions in the calculations to provide excess volume for the loss that occurs during reagent transfers.</p>	Component	Volume (μL) / Reaction	10X Reverse Transcription Buffer	10	25X dNTPs	4	10X random primers	10	MultiScribe™ Reverse Transcriptase, 50 U/μL	5	Nuclease-free H ₂ O	21	Total per Reaction	50
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10X Reverse Transcription Buffer	10														
25X dNTPs	4														
10X random primers	10														
MultiScribe™ Reverse Transcriptase, 50 U/μL	5														
Nuclease-free H ₂ O	21														
Total per Reaction	50														
3	Pipette the required volumes of components into a 10-mL polypropylene tube. ⚠ WARNING CHEMICAL HAZARD. 10X RT Buffer may cause eye, skin, and respiratory tract irritation. Please read the MSDS, and follow the handling instructions. Wear appropriate eyewear, clothing, and gloves.														
4	Place the 2X RT master mix on ice until you prepare the cDNA archive reaction plate.														

Preparing the cDNA Archive Reaction Plate

To prepare the cDNA archive reaction plate:

Step	Action
1	Pipette 50 μ L of 2X RT master mix into each well of a 96-well reaction plate.
2	Pipette 50 μ L of RNA sample into wells, pipetting up and down two times to mix.
3	Cover the plate with caps.
4	Briefly centrifuge the plate to spin down the contents and to eliminate any air bubbles.
5	Place the plate on ice until you are ready to load the thermal cycler.

Selecting a Thermal Cycler

Use one of the following instruments for PCR amplification:

- ◆ GeneAmp® PCR System 9700 thermal cycler
- ◆ GeneAmp® PCR System 9600 thermal cycler

IMPORTANT Because of the differences in ramp rates and thermal accuracy, you may need to adjust the settings if you choose to use other thermal cyclers.

Performing Reverse Transcription

To perform reverse transcription:

Step	Action									
1	<p>Program the thermal cycler conditions.</p> <p>IMPORTANT These conditions are optimized for use with the High-Capacity cDNA Archive Kit.</p> <table border="1"><thead><tr><th></th><th>Step 1</th><th>Step 2</th></tr></thead><tbody><tr><td>Temperature</td><td>25 °C</td><td>37 °C</td></tr><tr><td>Time</td><td>10 min</td><td>120 min</td></tr></tbody></table> <p>IMPORTANT For most applications and when large amounts of cDNA are required, Applied Biosystems recommends 120 minutes at 37 °C for reverse transcription to achieve optimal conversion. See “Yield vs. Reaction Time” on page 17 for more information.</p>		Step 1	Step 2	Temperature	25 °C	37 °C	Time	10 min	120 min
	Step 1	Step 2								
Temperature	25 °C	37 °C								
Time	10 min	120 min								
2	Set the reaction volume to 100 μL .									
3	Load the reaction plate into the thermal cycler.									
4	Start the reverse transcription run.									

cDNA Archive Plate Usage Recommendations

Output Applications The cDNA archive plates prepared using the High-Capacity cDNA Archive Kit can be used in a variety of applications, including

- ◆ Short-term and long-term archival storage
- ◆ Quantitative PCR
- ◆ Conversion to cRNA

Storing cDNA Archive Plates You can store cDNA archive plates prepared using the High-Capacity cDNA Archive Kit for short-term or long-term storage.

Term	Temperature
Short-term (up to 24 hours before use) ^a	2 to 6 °C
Long-term	-15 to -25 °C

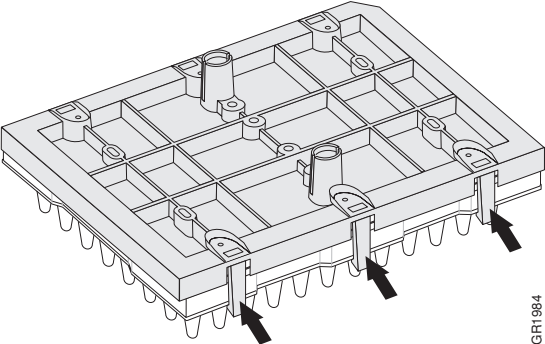
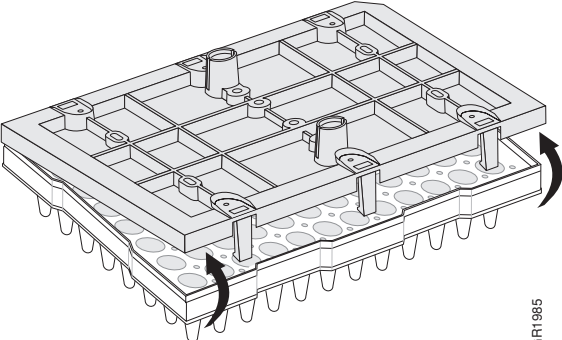
a. For prolonged storage at 2 to 6 °C, add EDTA to a final concentration of 1 mM to chelate cations and to prevent nucleic acid degradation.

Note If required, briefly centrifuge the archive plates before storing to spin down the contents and to eliminate any air bubbles.

**Removing cDNA
Archive Plates
from Storage**

If the cDNA archive plate is covered with an archive cover, follow the procedure below to remove the archive cover.

To remove the archive cover:

Step	Action
1	Unclip the front three clips.  GR1984
2	Carefully tilt back the cover, and lift it off.  GR1985

Appendix A. Examples of cDNA Conversion Performance

Methods for Analysis To evaluate the yield of the conversion of total RNA to cDNA, use one of the following methods:

- ◆ Quantitative PCR
- ◆ PicoGreen® Quantitation Reagent (Molecular Probes, Eugene, Oregon)¹

Quantitative PCR To determine the yield of the cDNA conversion, use quantitative PCR methods to test various input amounts of RNA for cDNA yield of different gene targets. The table below lists some targets and Applied Biosystems kits that you can use to evaluate the yield of cDNA conversion.

Gene Target	Kit	P/N
18S	TaqMan® Ribosomal RNA Control Reagents	4308329
GAPDH	TaqMan® GAPDH Control Reagents [Human]	402869
GAPDH	TaqMan® Rodent GAPDH Control Reagents	4308313
β-actin	TaqMan® β-actin Detection Reagents	401846

You can use other Pre-Developed TaqMan® Assay Reagents for Gene Expression to evaluate the yield of cDNA conversion. Visit our Web site (www.appliedbiosystems.com/pdarlist) for a list of available assays.

1. Seville, M., West, A.B., Cull, M.G., and McHenry, C.S. 1996. Fluorometric assay for DNA polymerases and reverse transcriptase. *Biotechniques* 21:664–672.

Yields for Different Targets

For the example in this section, the input total RNA was obtained from human Raji cells, and the RNA was converted to cDNA using the High-Capacity cDNA Archive Kit.

Figure 1 shows an example of results of quantitative PCR of the cDNA for 11 different gene targets, which vary in expression levels.

Note The amplicon for β_2 -microglobulin in this study was specifically designed to be extremely A/U rich.

The threshold cycle (C_T) values are plotted against RNA input of 0.1, 1.0, and 10.0 μg .

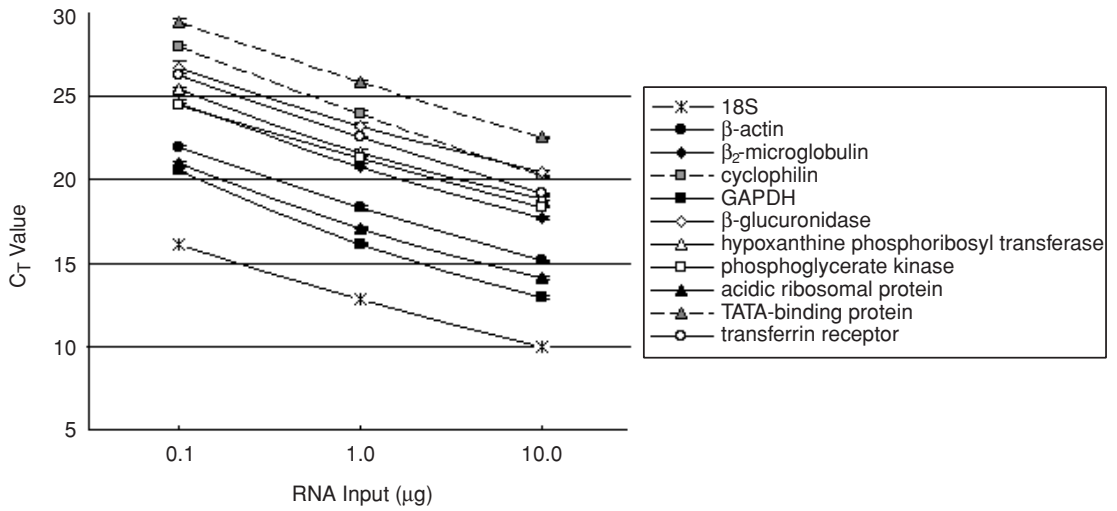


Figure 1 The expected ΔC_T value of 3.3 for each tenfold increase in input quantity is obtained for 11 different RNA transcripts converted to cDNA from different input quantities of total RNA.

Yield vs. Reaction Time

To achieve optimal conversion, Applied Biosystems recommends allowing reverse transcription to occur for 120 minutes at 37 $^{\circ}\text{C}$.

Figures 2, 3, and 4 show C_T values plotted against reaction time (minutes) for three different targets (18S, GAPDH, and β_2 -microglobulin) and three input amounts of RNA (0.1, 1.0, and 10.0 μg).

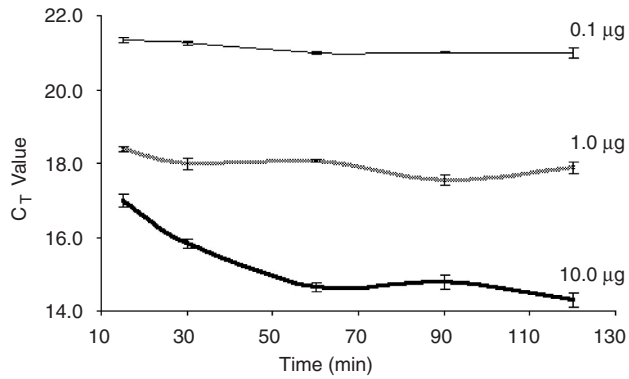


Figure 2 The conversion of 18S RNA to cDNA reaches a maximum at 120 minutes with 10 µg of input RNA and at 30 minutes or less with 0.1–1.0 µg of input RNA.

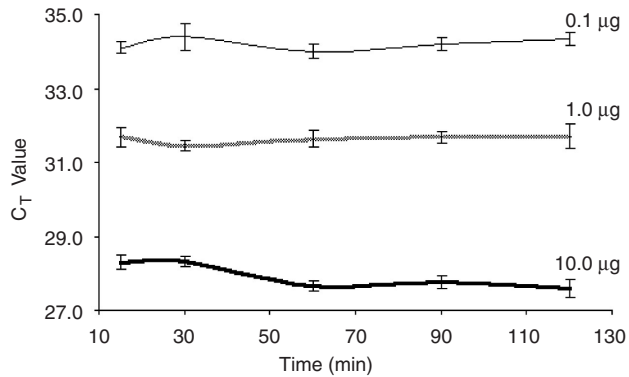


Figure 3 The conversion of GAPDH RNA to cDNA reaches a maximum at 60 minutes or less at all RNA input levels.

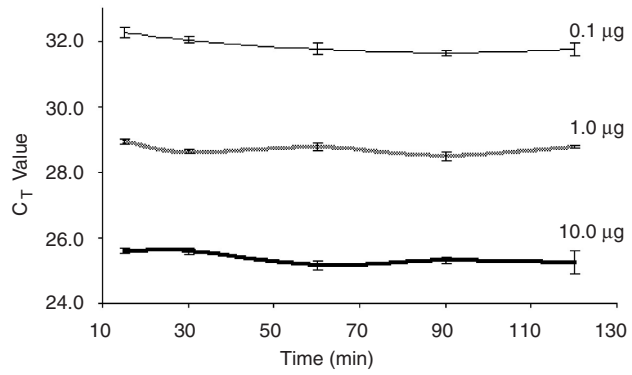


Figure 4 The conversion of β_2 -microglobulin RNA to cDNA reaches a maximum at 60 minutes or less at all RNA input levels.

Appendix B. Technical Support

Contacting Technical Support

You can contact Applied Biosystems for technical support by telephone or fax, by e-mail, or through the Internet. You can order Applied Biosystems user documents, MSDSs, certificates of analysis, and other related documents 24 hours a day. In addition, you can download documents in PDF format from the Applied Biosystems Web site (please see the section "To Obtain Documents on Demand" following the telephone information below).

To Contact Technical Support by E-Mail

Contact technical support by e-mail for help in the following product areas:

Product Area	E-mail address
Genetic Analysis (DNA Sequencing)	galab@appliedbiosystems.com
Sequence Detection Systems and PCR	pcrlab@appliedbiosystems.com
Protein Sequencing, Peptide and DNA Synthesis	corelab@appliedbiosystems.com
Biochromatography, PerSeptive DNA, PNA and Peptide Synthesis systems, CytoFluor [®] , FMAT [™] , Voyager [™] , and Mariner [™] Mass Spectrometers	tsupport@appliedbiosystems.com
Applied Biosystems/MDS Sciex	api3-support@sciex.com
Chemiluminescence (Tropix)	tropix@appliedbiosystems.com

Hours for Telephone Technical Support

In the United States and Canada, technical support is available at the following times:

Product	Hours
Chemiluminescence	8:30 a.m. to 5:30 p.m. Eastern Time
Framingham support	8:00 a.m. to 6:00 p.m. Eastern Time
All Other Products	5:30 a.m. to 5:00 p.m. Pacific Time

**To Contact
Technical Support
by Telephone or
Fax**

In North America

To contact Applied Biosystems Technical Support, use the telephone or fax numbers given below. (To open a service call for other support needs, or in case of an emergency, dial **1-800-831-6844** and press **1**.)

Product or Product Area	Telephone Dial...	Fax Dial...
ABI PRISM® 3700 DNA Analyzer	1-800-831-6844 , then press 8	1-650-638-5981
DNA Synthesis	1-800-831-6844 , then press 21	1-650-638-5981
Fluorescent DNA Sequencing	1-800-831-6844 , then press 22	1-650-638-5981
Fluorescent Fragment Analysis (includes GeneScan® applications)	1-800-831-6844 , then press 23	1-650-638-5981
Integrated Thermal Cyclers (ABI PRISM®877 and Catalyst 800 instruments)	1-800-831-6844 , then press 24	1-650-638-5981
ABI PRISM® 3100 Genetic Analyzer	1-800-831-6844 , then press 26	1-650-638-5981
Bioinformatics (includes BioLIMS™, BioMerge™, and SQL GT™ applications)	1-800-831-6844 , then press 25	1-505-982-7690
Peptide Synthesis (433 and 43X Systems)	1-800-831-6844 , then press 31	1-650-638-5981
Protein Sequencing (Procise® Protein Sequencing Systems)	1-800-831-6844 , then press 32	1-650-638-5981
PCR and Sequence Detection	1-800-762-4001 , then press 1 for PCR, 2 for the 7700 or 5700, 6 for the 6700 or dial 1-800-831-6844 , then press 5	1-240-453-4613

Product or Product Area	Telephone Dial...	Fax Dial...
Voyager™ MALDI-TOF Biospectrometry and Mariner™ ESI-TOF Mass Spectrometry Workstations	1-800-899-5858 , then press 13	1-508-383-7855
Biochromatography (BioCAD® Workstations and Poros® Perfusion Chromatography Products)	1-800-899-5858 , then press 14	1-508-383-7855
Expedite™ Nucleic acid Synthesis Systems	1-800-899-5858 , then press 15	1-508-383-7855
Peptide Synthesis (Pioneer™ and 9050 Plus Peptide Synthesizers)	1-800-899-5858 , then press 15	1-508-383-7855
PNA Custom and Synthesis	1-800-899-5858 , then press 15	1-508-383-7855
FMAT™ 8100 HTS System and Cytofluor® 4000 Fluorescence Plate Reader	1-800-899-5858 , then press 16	1-508-383-7855
Chemiluminescence (Tropix)	1-800-542-2369 (U.S. only), or 1-781-271-0045	1-781-275-8581
Applied Biosystems/MDS Sciox	1-800-952-4716	1-650-638-6223

Outside North America

Region	Telephone Dial...	Fax Dial...
Africa and the Middle East		
Africa (English Speaking) and West Asia (Fairlands, South Africa)	27 11 478 0411	27 11 478 0349
South Africa (Johannesburg)	27 11 478 0411	27 11 478 0349
Middle Eastern Countries and North Africa (Monza, Italia)	39 (0)39 8389 481	39 (0)39 8389 493

Region	Telephone Dial...	Fax Dial...
Eastern Asia, China, Oceania		
Australia (Scoresby, Victoria)	61 3 9730 8600	61 3 9730 8799
China (Beijing)	86 10 64106608	86 10 64106617
Hong Kong	852 2756 6928	852 2756 6968
Korea (Seoul)	82 2 593 6470/6471	82 2 593 6472
Malaysia (Petaling Jaya)	60 3 758 8268	60 3 754 9043
Singapore	65 896 2168	65 896 2147
Taiwan (Taipei Hsien)	886 2 2358 2838	886 2 2358 2839
Thailand (Bangkok)	66 2 719 6405	66 2 319 9788
Europe		
Austria (Wien)	43 (0)1 867 35 75 0	43 (0)1 867 35 75 11
Belgium	32 (0)2 712 5555	32 (0)2 712 5516
Czech Republic and Slovakia (Praha)	420 2 61 222 164	420 2 61 222 168
Denmark (Naerum)	45 45 58 60 00	45 45 58 60 01
Finland (Espoo)	358 (0)9 251 24 250	358 (0)9 251 24 243
France (Paris)	33 (0)1 69 59 85 85	33 (0)1 69 59 85 00
Germany (Weiterstadt)	49 (0) 6150 101 0	49 (0) 6150 101 101
Hungary (Budapest)	36 (0)1 270 8398	36 (0)1 270 8288
Italy (Milano)	39 (0)39 83891	39 (0)39 838 9492
Norway (Oslo)	47 23 12 06 05	47 23 12 05 75
Poland, Lithuania, Latvia, and Estonia (Warszawa)	48 (22) 866 40 10	48 (22) 866 40 20
Portugal (Lisboa)	351 (0)22 605 33 14	351 (0)22 605 33 15
Russia (Moskva)	7 095 935 8888	7 095 564 8787
South East Europe (Zagreb, Croatia)	385 1 34 91 927	385 1 34 91 840
Spain (Tres Cantos)	34 (0)91 806 1210	34 (0)91 806 1206
Sweden (Stockholm)	46 (0)8 619 4400	46 (0)8 619 4401
Switzerland (Rotkreuz)	41 (0)41 799 7777	41 (0)41 790 0676
The Netherlands (Nieuwerkerk a/d IJssel)	31 (0)180 331400	31 (0)180 331409

Region	Telephone Dial...	Fax Dial...
United Kingdom (Warrington, Cheshire)	44 (0)1925 825650	44 (0)1925 282502
All other countries not listed (Warrington, UK)	44 (0)1925 282481	44 (0)1925 282509
Japan		
Japan (Hacchobori, Chuo-Ku, Tokyo)	81 3 5566 6006	81 3 5566 6505
Latin America		
Del.A. Obregon, Mexico	305-670-4350	305-670-4349

**To Reach
Technical Support
Through the
Internet**

We strongly encourage you to visit our Web site for answers to frequently asked questions and for more information about our products. You can also order technical documents or an index of available documents and have them faxed or e-mailed to you through our site. The Applied Biosystems Web site address is

<http://www.appliedbiosystems.com/techsupp>

To submit technical questions from North America or Europe:

Step	Action
1	Access the Applied Biosystems Technical Support Web site.
2	Under the Troubleshooting heading, click Support Request Forms , then select the relevant support region for the product area of interest.
3	Enter the requested information and your question in the displayed form, then click Ask Us RIGHT NOW (blue button with yellow text).
4	Enter the required information in the next form (if you have not already done so), then click Ask Us RIGHT NOW . You will receive an e-mail reply to your question from one of our technical experts within 24 to 48 hours.

To Obtain Documents on Demand

Free, 24-hour access to Applied Biosystems technical documents, including MSDSs, is available by fax or e-mail or by download from our Web site.

To order documents...	Then...
by index number	a. Access the Applied Biosystems Technical Support Web site at http://www.appliedbiosystems.com/techsupp b. Click the Index link for the document type you want, then find the document you want and record the index number. c. Use the index number when requesting documents following the procedures below.
by phone for fax delivery	a. From the U.S. or Canada, call 1-800-487-6809 , or from outside the U.S. and Canada, call 1-858-712-0317 . b. Follow the voice instructions to order the documents you want. Note There is a limit of five documents per request.
through the Internet for fax or e-mail delivery	a. Access the Applied Biosystems Technical Support Web site at http://www.appliedbiosystems.com/techsupp b. Under Resource Libraries , click the type of document you want. c. Enter or select the requested information in the displayed form, then click Search . d. In the displayed search results, select a check box for the method of delivery for each document that matches your criteria, then click Deliver Selected Documents Now (or click the PDF icon for the document to download it immediately). e. Fill in the information form (if you have not previously done so), then click Deliver Selected Documents Now to submit your order. Note There is a limit of five documents per request for fax deliver but no limit on the number of documents you can order for e-mail delivery.



850 Lincoln Centre Drive
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