

Important Note

July 2025

QIAxcel® Advanced and ScreenGel® Version 1.6 Compatibility with Windows® 11

Dear valued customer,

We are committed to helping you get the best performance from your instruments through continuous improvements. We are pleased to inform you that the ScreenGel Version 1.6 Software for use with the QIAxcel and QIAxcel Advanced has been tested and is compatible with Windows 11 (version 24H2). This ensures you continue accessing all the features and benefits of our software on the latest operating system.

Please follow the recommendations below for setting up Windows 11 to ensure smooth operation.

To move your data from an old system to Windows 11, follow the backup steps below to protect your data.

Recommended computer specifications for ScreenGel version 1.6

- At least 2.3 GHz CPU
- Minimum 80 GB free hard drive capacity, NTFS formatted
- At least 4 GB RAM
- 1920 x 1080 screen resolution or higher
- USB port
- Pointer device (mouse or similar)
- **Important:** The computer has to be compliant with IEC/CAN/UL 60950-1 or IEC/CAN/UL 62368-1, and must have a double isolation integrated.
- Ensure that the energy saving options and hibernation are deactivated during the operation of the QIAxcel instrument.
- Turn off all automatic processes or services, such as indexing or similar, which could produce a high workload, especially when connecting to the QIAxcel Advanced instrument.
- Additional information can be found in the respective user manual.

Note: For Notebooks HP ProBook 650 G5 and older, that were provided with your QIAxcel instrument, we do not recommend upgrading to Windows 11 as the performance of the ScreenGel software can be negatively affected.

Backup of data

Before upgrading your system to Windows 11, follow the backup steps below to safeguard your data.

- Save the following folder to a network folder or external drive:
C:\ProgramData\QIAGEN \QIAxcel\ScreenGel 1.6.0\Data
- Upgrade the system to Windows 11 with the option to keep your data.
- Check if the ScreenGel software is still installed.
- If the ScreenGel software needs to be re installed, install from the delivered USB drive or contact QIAGEN Technical Services.
- Check if the data are still available.
- If the data are not available, replace the saved data folder.
- If applicable, install the driver for USB to Serial Adapter.

Note: Keep the laptop plugged into a power socket during the upgrade to Windows 11.

Driver for USB to Serial Adapter

If you are using one of the below listed USB to Serial Adapter sourced through QIAGEN®, a Windows 11 specific driver can be downloaded from the Resources tab of this page:

<https://prolificusa.com/product/pl2303gt-usb-rs232-serial-bridge-controller-built-rs232-xcvr/>

- Roline® USB to Serial Converter no. 12.02.1160X with the Prolific® chipset PL2303 RA
- Roline USB to Serial Converter no. 12.02.1163 with the Prolific chipset PL2303 GT

We understand that updating your system requires guidance, and we're here to help make the process as smooth as possible.

Thank you for your continued support and trust in our products. If you have further questions, please contact your local QIAGEN representative or contact our Technical Support Center at www.qiagen.com/support/technical-support

Best regards,

QIAGEN

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