
January 2021

Important Note

Alternative options for the optical drive (DVD-ROM drive) on the Rotor-Gene® Q Notebook, Part Number 9026760

For customers using Rotor-Gene Q and Rotor-Gene Q MDx instruments

Dear valued customer,

Due to the impact of the global pandemic on the availability of IT equipment, we are currently unable to provide notebook laptops equipped with DVD-ROM drives, which are required to run the CDs that come with the instrument. You will therefore not be able to load and install the RG-Q software (version 2.3.5) on this laptop unless you have an external optical/DVD-ROM drive.

As an alternative, we suggest that you download the latest RG-Q software (Rotor-Gene Q 2.3.5) at www.qiagen.com. This software is available on the Rotor-Gene Q and on the Rotor-Gene Q MDx product page in the Product Resources section under the category Operating Software: <https://www.qiagen.com/rotorgene-q-software>. If the software is downloaded from our webpage, please ensure that the antivirus software is up to date and that cybersecure practices are followed in accordance with the current Rotor-Gene Q User Manuals. Alternatively, you can find the Rotor-Gene Q and Rotor-Gene Q MDx pages by typing in "RGQ Software" in the search bar.

Note: The instrument user manual is also delivered on CD. You can either open the user manual CD on any computer in your lab equipped with an optical drive or you can download the user manual on the product page (Rotor-Gene Q or Rotor-Gene Q MDx) in the Product Resources section under the category Instrument User Manuals.

If you have any further questions, or require any further support, please feel free to contact QIAGEN Technical Service.

Kind Regards,

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