

Frequently Asked Questions for the Windows NT® Platform Program

Q: What is the Windows NT® Platform Program?

A: We designed the Windows NT® Platform Program to let existing ABI PRISM® 310 Genetic Analyzer and 377 DNA Sequencer customers take advantage of the flexibility and computing power offered by the Windows NT® platform.

Q: What does the new Windows NT® Platform offer?

A: The Windows NT® platform offers the necessary performance and connectivity for fast data acquisition and analysis. Compared with the existing Macintosh® OS-based system platform, the Windows NT® platform allows easier connectivity to various bioinformatics products, Applied Biosystems applications software, and customers' internal information technology platforms.

Q: What are the benefits of the new Windows NT® OS-based application software?

A: The Windows NT® OS-based software provides the following capabilities:

- Complete cross-instrumentation platform compatibility in the Windows NT® domain. Customers can use the basecallers and sizecallers in the Windows NT® OS-based applications software to open, view, analyze, and edit sample files across all ABI PRISM® DNA sequencer and analyzer platforms.
- Complete cross-computer platform compatibility between Macintosh® and Windows NT®. Customers can use the conversion utilities included with the Windows NT® OS-based applications software to convert sample files from Macintosh® to Windows NT® platforms and vice versa. (These conversion utilities also allow conversions of gel files from Macintosh® to the Windows NT® system). Basecallers and sizecallers in the Windows NT® and Macintosh® OS-based applications software can open, view, analyze, and edit these 310 and 377 system sample files.
- All Windows NT® OS-based data collection and applications software are five-dye enabled. Customers will benefit from more automated and accurate lane assignment for DNA sequencing and higher throughput for genotyping applications compared with the current four-dye operations.

Q: Will it be difficult to learn to use the new Windows NT® operating system software?

A: Applied Biosystems created the new Windows NT® OS-based software with the look and feel of current Macintosh® operating system applications. The Windows NT® OS-based software operates similarly.

Q: What if I need more than one computer or multiple licenses for software?

A: Customers should contact their local sales representative, or in North America call toll-free 1.800.831.6844.

Q: What if I need assistance to install software or set up the Dell computer?

A: The Windows NT OS-based software is user-installed and is accompanied by user documentation. Please refer to the Installation Guide prior to attempting installation.

For customers who order the Basic Bundle and prefer to have on-site assistance, two types of service contracts are available:

- The basic contract will cover up to four hours of on-site service to help customers install all Windows NT® software and setup the computer properly.
- The premium package covers up to two days (16 hours) of on-site support for installation and training, as well as chemistry support.

These contracts do not cover software training. If you have additional questions on Data Collection, Analysis software, or applications, please call the Applied Biosystems Technical Support department at 1.800.831.6844. Customers outside the US should contact their local sales and service offices for technical support.

Q: Can I use the Sequencing Analysis Software™ system or GeneScan® software to analyze sample files from all existing ABI PRISM® DNA Sequencers or Analyzers?

A: Yes, by adopting the Windows NT® platform, you will have cross-instrument platform compatibility. Within the Windows NT® environment, Windows NT® OS-compatible system Sequencing Analysis Software™ and GeneScan® software users can analyze sample files generated from the 310, 377, 3100, and 3700 systems.

Q: What about the 373 and 377-18 DNA Sequencer users?

A: Customers who use the 377-18 system must upgrade to 377-01, 377-XL, or 377-96 systems before they can benefit from the Windows NT® software programs. Customers owning 373 DNA Sequencers are not eligible for this program.

Q: Can I use the new Windows NT® OS-based software to analyze existing Macintosh® OS-based files and vice versa?

A: We ensure complete cross-computer platform compatibility whether customers use the Windows NT® or Macintosh® platform. With the conversion utilities that accompany the Windows NT® OS-based Sequencing Analysis Software™ product and GeneScan® software, you can analyze Macintosh® OS-based sample files on the Windows NT® platform and vice versa.

Q: Will Applied Biosystems stop developing and supporting Macintosh® operating system applications?

A: The Applied Biosystems Technical Support Organization will continue to provide customer service and technical support to existing customers who use Macintosh® operating system products. Applied Biosystems will support the existing Macintosh® operating system software products well into the foreseeable future.

Applied Biosystems will also ensure that GeneScan®, Genotyper®, and Sequencing Analysis Software™ are compatible with Macintosh® OS 9.2 and Macintosh® G4 computers.

Q: Is Mac® OS-based GenBase™, GenoPedigree®, AutoAssembler™, and Sequence Navigator® software still available?

A: No, GenBase™, GenoPedigree®, AutoAssembler™, and Sequence Navigator® software products have been discontinued as of January 31, 2001.

Q: Are the Windows NT® OS-based applications compatible with Sequence Collector software products?

A: Yes, existing Sequence Collector and SQL*GT™ software versions are already compatible with the Windows NT® Operating System. Sequencing Analysis Software™, GeneScan®, and Genotyper® software products are also Sequence Collector-system compatible.

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The Applied Biosystems vast distribution and service network, composed of highly trained support and applications personnel, reaches 150 countries on six continents. For international office locations, please call the division headquarters or refer to our Web site at www.appliedbiosystems.com.

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