OPERATING SYSTEM SUPPORT

With Microsoft's release of the Windows 11 Operating System (OS) to the market, The Crowley Company is evolving its supported applications and operating systems as noted below for Crowley, Mekel Technology and Wicks and Wilson manufactured products (referred to as "Crowley hardware"). For products that are not manufactured by Crowley, please refer to that manufacturer's website for information on their products.

1. WINDOWS 10

All current Crowley hardware, shipped after January 2023, operates on Windows 10 Professional, and will be supported through the operating system's end-of-life (estimated October 2025).

2. WINDOWS 11

All current Crowley hardware shipped after January 2024 support Windows 11 Professional. Future editions of Windows 11 will be evaluated and updated on the Support Matrix. As Windows 11 is continually evolving, future scanner software updates may be required to address updates.

3. APPLICATION AND SUPPORT MATRIX

Manufacturer	Products	Current Software Application Version	Windows 7	Windows 10*	Windows 11*
The Crowley Company / Mekel Technology	MACH10 Pro	QuantumScan Version 2.40.05	Not supported	Not supported	Supported
	MACH10	QuantumScan Version 2.40.0	Not supported	Supported	Supported
	MACH Mini Film	QuantumScan Version 2.40.0	Not supported	Supported	Supported
	MACH7	FastFiche Version 2.40.0	Not supported	Supported	Supported
	MACH Mini Fiche	FastFiche Version 2.40.0	Not supported	Supported	Supported
The Crowley Company / Wicks and Wilson	UScan+ HD	4.0.7	Not supported	Supported	Not supported
	UScan+ Advanced	5.0.8	Not supported	Supported	Supported
	C400	4.2.15	Not supported	Supported	Not supported
	C400 Advanced	1.0.10	Not supported	Supported	Supported

*Other drivers, BIOS and firmware updates may be required depending on the age of the device.

As Microsoft operating systems continue to evolve, Crowley will evaluate further support and validate the applications for the above products for compatibility.

Please contact support@thecrowleycompany.com (US and Canada) or EUSupport@thecrowleycompany.com (International) if you need any further information.