

April 15, 2024

Technical Bulletin 1005

iSED[®] LCD Issue and Software Update 1.4.0

Products Impacted:	Product	Part Number
	iSED with serial numbers >5000	112-00101

Attention

All users of iSED analyzers with serial numbers >5000

Introduction

It has come to our attention that the LCD screen on all iSED (serial numbers > 5000) analyzers has been powering off under certain circumstances. When this occurs, the analyzer will not successfully reboot without this software update. The iSED analyzers with serial numbers <5000 are not affected.

Measurement of erythrocyte sedimentation rate results are not affected.

There are no additional safety risks to the users or patients as a result of this situation.

Actions Required

- A software update (version 1.4.0) for iSED analyzers with serial numbers >5000 is required to fix the issue associated with the LCD powering off. A software update must be performed according to the steps below:

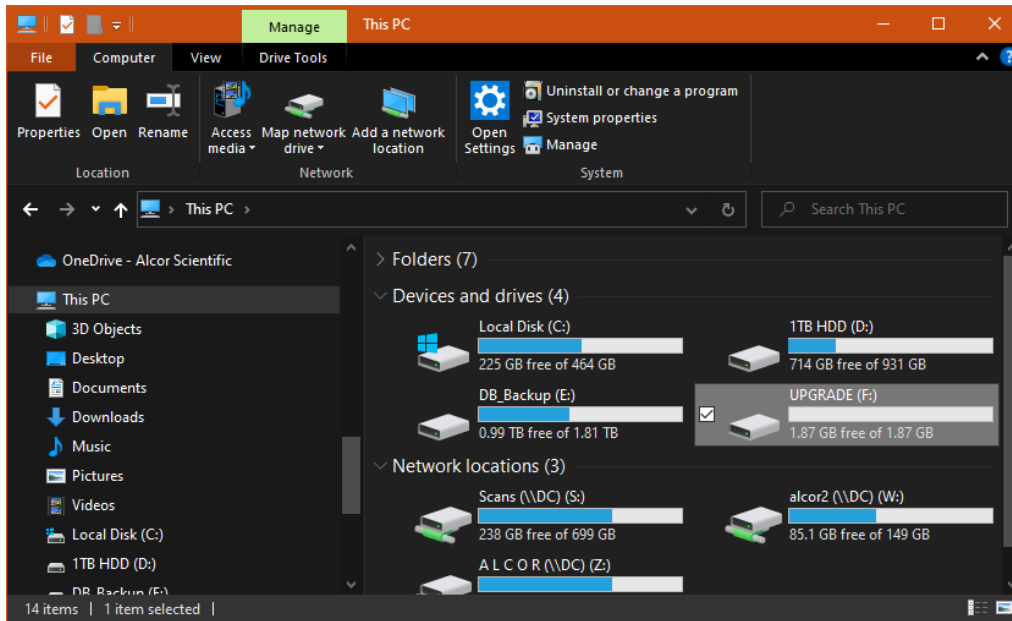
Format USB Flash Drive to Prepare for Software Download

1. Insert a USB Flash Drive into a USB 2.0 port on a Windows PC.
2. Navigate to “My PC” in File Explorer and locate the Flash Drive.



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WWW.ALCORSCIENTIFIC.COM

NOTE: The Flash Drive’s letter designation (e.g. (“F:”)) may be different on each computer. In the below image, the USB drive is (F:):



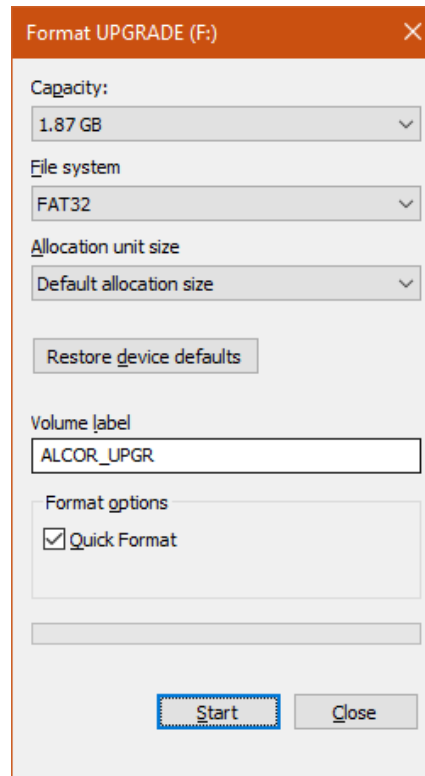
3. Right click the drive icon and press “Format”

WARNING: Formatting will delete all files contained on the Flash Drive. Be sure to backup any data contained on the Flash Drive prior to formatting as the data will not be recoverable.

4. In the dropdown menus, select the following settings:

- File system: FAT32
- Allocation unit size: “Default allocation size”
- Volume label: enter “ALCOR_UPGR”
- Quick format: checked





5. Click Start and Click “OK” to confirm erasure and reformatting of the Flash Drive. Wait for formatting to complete and click “OK” on the completion message. Click “Close” to exit the format window.

Download Software Update

6. Download the iSED software upgrade files from the ALCOR® Scientific Partner Portal. Once on the ALCOR Scientific Partner Portal site, select “iSED Library” → “Serial #'s >5000 → “Technical Support” → “Software Updates” → “iSED SW Version 1.4.0”

Alternatively, the following link can be accessed to get to the iSED Library:

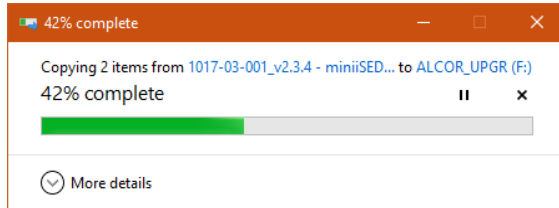
<https://alcorscientificinc.sharepoint.com/sites/ALCORScientificPartnerPortal/SitePages/iSED-Library.aspx>

7. Navigate to the download location of the iSED software upgrade package files.
NOTE: The upgrade package will contain 2 files: 1) “iSED_upgrade.json” file and 2) “iSED_vx.y.z.package.tgz”, where x.y.z is the version number.
8. Select both files, right click, and press “COPY”.

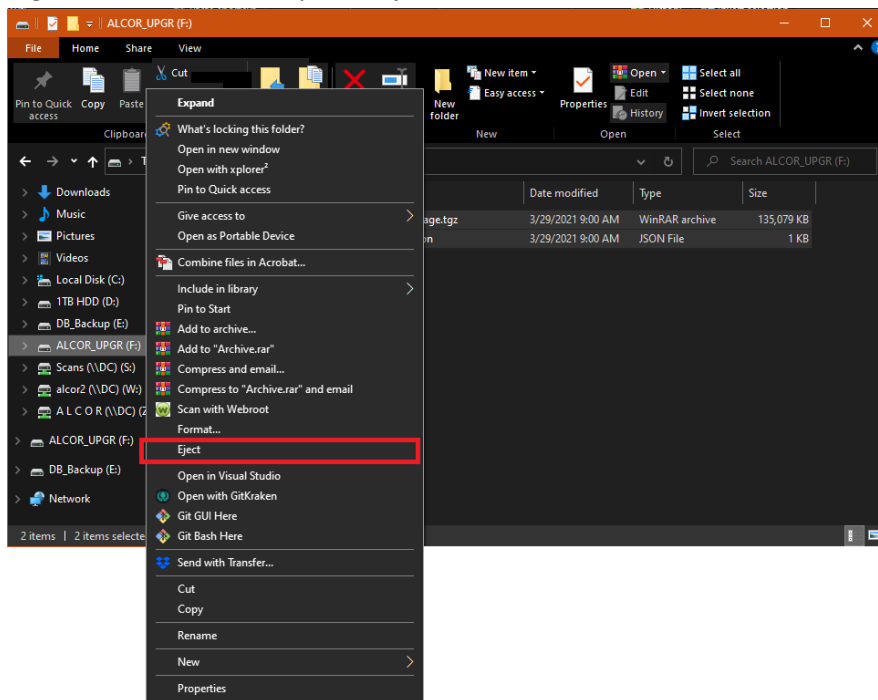


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- Navigate back to the USB flash drive and paste the 2 files to the “root directory” of the drive. DO NOT PLACE THE FILES INTO A FOLDER.
- Wait for the copy action to complete. When the copy window reaches 100% and disappears, wait 15-20 seconds for any hidden background activity to finish.



- Right click the drive and press “Eject.”



- Remove the Flash Drive from the Windows PC.

Update Software on All iSED (Serial # > 5000) Analyzers

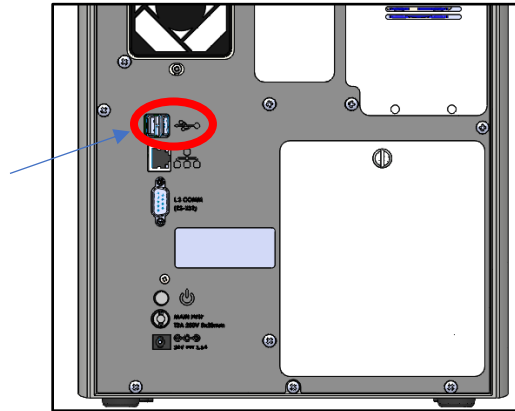
- Be sure your iSED device is connected to a power source.
- Perform a successful Quick Clean prior to starting procedure.



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15. Insert the USB Flash Drive with software version 1.4.0 into one of the two USB ports on the rear of the device (Figure 1).

Figure 1



16. Confirm both of the following messages appear: “USB device attached” and “USB Storage found”.
17. Navigate through Menu → Settings → General → Upgrade
18. Press “Validate Upgrade”(Figure 2). Device will check the USB for a valid upgrade package.
19. Once validated, device will display the software version to be installed. Confirm and start upgrading by pressing the “Upgrade” button.

Figure 2

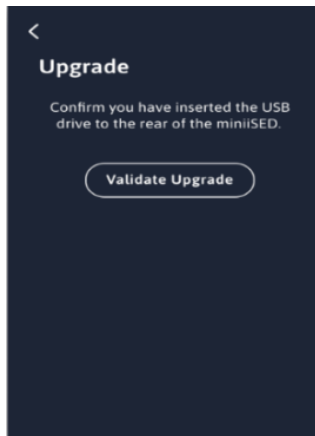


Figure 3



20. Depending on the current software already on the device, the device will either power off completely or will reboot itself. If it powers off completely, press the power button to power on the device again. Device will remain on the ALCOR Scientific “splash” screen (Figure 3) while installing the robotics firmware, then advance to the Graphical User Interface upon completion.

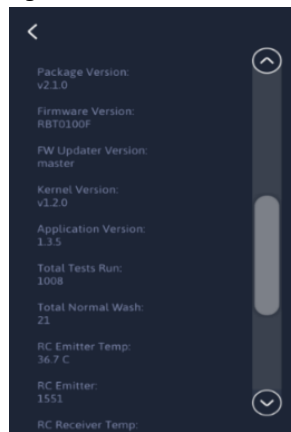
Note: This may take up to two minutes and the “splash” screen may appear more than once.

21. Confirm the update was installed properly by verifying that the cooling fan is powered on. In some instances, the cooling fan may not be powered on and the number of available credits might show zero. In these cases, wait 5 minutes and then power cycle the device.

Note: If the credits are still zero and the cooling fan is not powered on, contact ALCOR Scientific Technical Support.

22. Confirm the Package Version is now showing software version 1.4.0 by navigating to Menu → Settings → Advanced Settings and scrolling down (Figure 4).

Figure 4



- For additional information on this product notification or issues completing the software update, please contact ALCOR Scientific Technical Service at techservice@alcorscientific.com or 401-737-3774.
- If the LCD on your device has already unexpectedly powered off, you must contact ALCOR Scientific Technical Support at techservice@alcorscientific.com or 401-737-3774 for assistance.
- File this Technical Bulletin as part of your Quality System, as required.



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- Provide an update to ALCOR Scientific by completing the Software Update Completion Form at the end of the bulletin.



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**Technical Bulletin 1005:
Software Update Completion Form**

Please inform ALCOR Scientific Technical Support that you were able to successfully install software version 1.4.0 on your iSED analyzer by completing this form and faxing it to 401-737-4519 or emailing it to techservice@alcorscientific.com.

Facility Name: _____

Contact Person: _____

Analyzer Serial #: _____

Date Completed: _____



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