

September 11, 2025

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Technical Bulletin 1012

iSED®/iSED ELITE Software Upgrade to v2.1.0

Products Impacted:	Product	Part Number
	iSED (SN >05000)	112-00101
	iSED ELITE	112-00222

Attention

All users of iSED (SN greater than 05000) and iSED ELITE with software versions v1.4.0 and earlier.

Introduction

Required software upgrade includes the following changes and bug fixes for the following:

- Operating System has been updated from Debian 10 to Debian 12 to maintain currently supported OS.
- Fixed a bug in which the device’s software would freeze while attempting to pierce a tube, resulting in the need to power cycle the device.
- Fixed an issue related to ALCOR’s updated security-related Test Card formatting.

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 update.

In order for devices with software version v1.4.0 to be upgraded to future versions beyond v2.1.0, this “Intermediate” upgrade must be performed.

Actions Required

A software update must be performed according to the steps below.

NOTE: Unlike previous software updates, ALCOR must supply a USB flash drive that is formatted specifically to handle this major upgrade. This flash drive is included in the “iSED ELITE Intermediate Software Upgrade Kit” (222-13-021).

Update Software on All iSED/iSED ELITE Analyzers

1. Be sure your iSED device is connected to a power source.



ALCOR Scientific LLC
 20 Thurber Boulevard
 Smithfield, Rhode Island 02917, USA
 (Phone) 800.495.5270 □ 401.737.3774
WWW.ALCORSCIENTIFIC.COM

2. Insert the USB Flash Drive with software version v2.1.0 into the USB port on the front of the iSED.
3. Confirm both of the following messages appear: “USB device attached” and “USB Storage found.”
4. Navigate through the iSED User Interface: Main Menu → Settings → General → Upgrade
5. Select “Validate Upgrade” (Figure 2). Device will check the USB for a valid upgrade package.
6. Once validated, device will display the software version to be installed, in this case it will display v1.5.0 (Note v1.5.0 is temporary version to allow upgrade to v2.1.0). Confirm and start upgrading by selecting “Upgrade.”

Figure 2

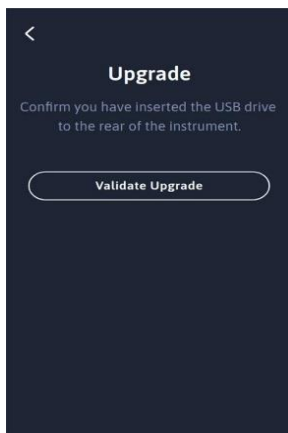


Figure 3



7. Depending on the current software already on the device, iSED will reboot itself one or more times. The device will remain on the ALCOR Scientific “splash” screen (Figure 3) while installing the software, then advance to the Home Screen upon completion.

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

8. Confirm the Package Version is now showing software version v2.1.0 by navigating to Main Menu → Settings → Advanced Settings and scrolling down
9. File this Technical Bulletin as part of your Quality System, as required.
10. Provide an update to ALCOR Scientific by completing the Software Update Completion Form at the end of this bulletin.



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For additional information on this Technical Bulletin or issues completing the software update, please contact ALCOR Scientific Technical Service at techservice@alcorscientific.com or 401-737-3774.



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**Technical Bulletin 1012:
Software Update Completion Form**

Please inform ALCOR Scientific Technical Support that you were able to successfully install this software update 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: _____

Software Version: _____



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