

July 24, 2025

Technical Bulletin 1011

iSED® PRO Software Upgrade

Products Impacted:	Product	Part Number
	iSED PRO Series S	112-00120-SYS

Attention

All users of iSED PRO Series S

Introduction

Required software upgrade includes bug fixes for the following:

- *RotorHomeOff* error
- Tube detection error handling reliability, and preventing dropping of tubes inside the analyzer.
- Preventing deepCLEAN process from locking the system.
- White/blank touchscreen User Interface.

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 must be performed according to the steps below.

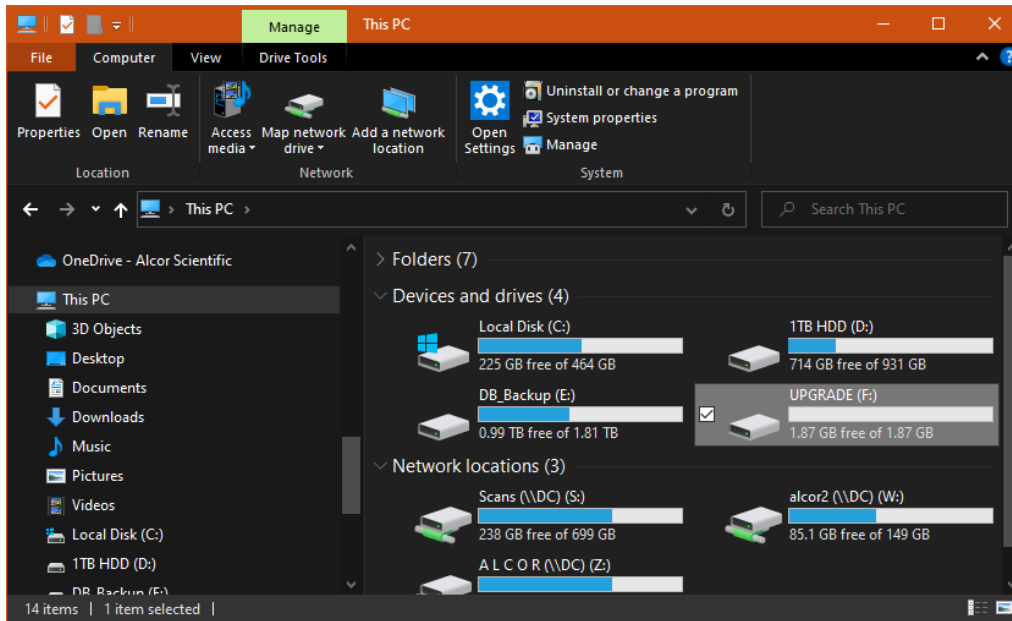
Format USB Flash Drive to Prepare for Software Download

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.



ALCOR Scientific LLC
20 Thurber Boulevard
Smithfield, Rhode Island 02917, USA
(Phone) 800.495.5270 • 401.737.3774
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:):



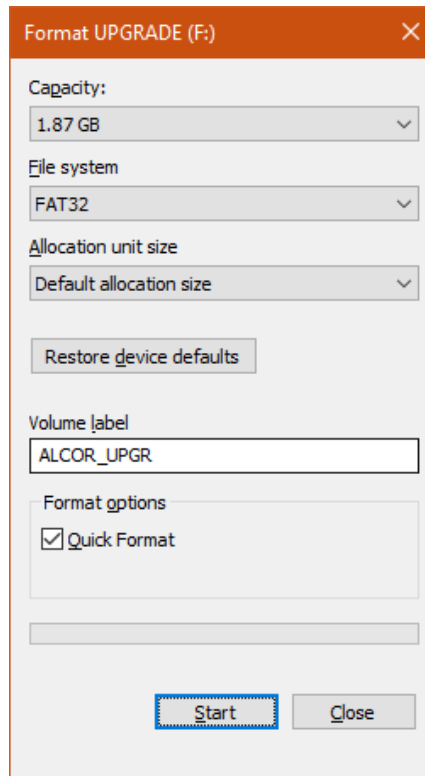
3. Right click the drive icon and select "Format"

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



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



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

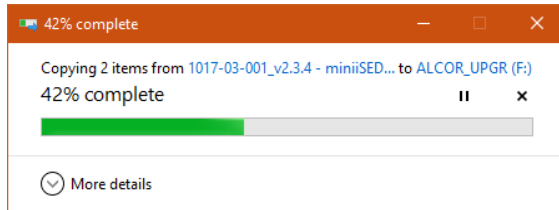
6. Navigate to the iSED PRO software upgrade files in the ALCOR® Scientific Partner Portal. Once on the ALCOR Scientific Partner Portal site, select “iSED PRO Library” → ”Technical Support” → “Software Updates” → “iSED_Pro_upgrade_v1.1.5”

***NOTE:** Software upgrade packages will contain 2 files: .json and .tgz files.*

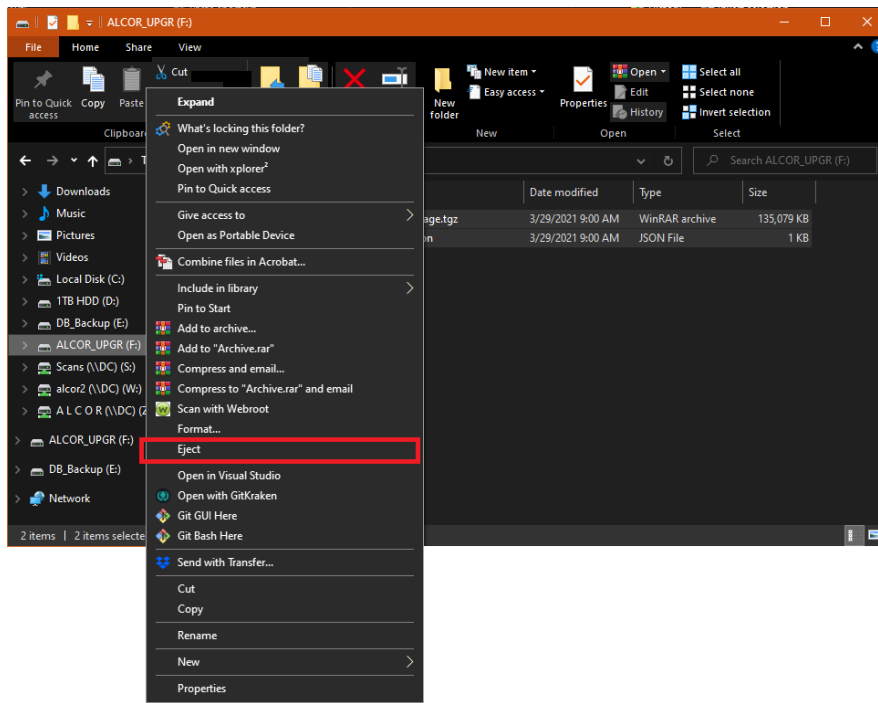
7. Select both files, right click, and select “COPY.”
8. Navigate back to the USB flash drive and paste the 2 files to the “root directory” of the drive. DO NOT PLACE THE FILES INTO A FOLDER.
9. Wait for the copy action to complete. When the copy window reaches 100% and disappears, wait 15-20 seconds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



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



10. Right click the drive and select “Eject.”



11. Remove the Flash Drive from the Windows PC.

Update Software on All iSED PRO Analyzers

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

13. Insert the USB Flash Drive with software version v1.1.5 into the USB port on the front of the iSED PRO.

14. Confirm both of the following messages appear: “USB device attached” and “USB Storage found.”



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

15. Navigate through the iSED PRO User Interface: Main Menu → Settings → General → Upgrade
16. Select “Validate Upgrade” (Figure 2). Device will check the USB for a valid upgrade package.
17. Once validated, device will display the software version to be installed. Confirm and start upgrading by selecting “Upgrade.”

Figure 2

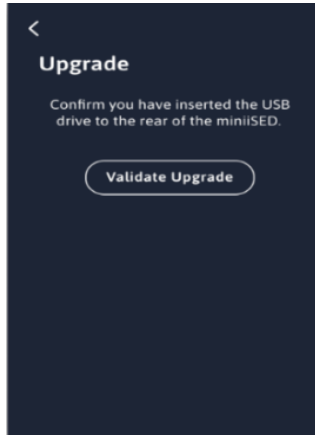


Figure 3



18. Depending on the current software already on the device, iSED PRO 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 software, then advance to the Home Screen upon completion.

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

19. Confirm the Package Version is now showing software version v1.1.5 by navigating to Main Menu → Settings → Advanced Settings and scrolling down
20. File this Technical Bulletin as part of your Quality System, as required.
21. Provide an update to ALCOR Scientific by completing the Software Update Completion Form at the end of this bulletin.

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.



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

**Technical Bulletin 1011:
Software Update Completion Form**

Please inform ALCOR Scientific Technical Support that you were able to successfully install software version v1.1.5 on your iSED PRO 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: _____



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

TB 1011 (DOC-10098) Ver. 0

Approved By:

[\(CO-4062\) iSED Pro Bug Hotfixes v1.1.5](#)

Description

iSED Pro 1.1.5 software update, including software validation and required software documentation

Justification

Software release is scoped specifically to resolve and/or provide debug capability in addressing issues observed in the field - specifically related to (1) UI crashes (white screen), (2) dropping tubes, (3) deepCLEAN errors, and (4) rotorHomeOff errors

Assigned To:	Initiated By:	Priority:	Impact:
Telmo DaCosta	Adam Muratori	Urgent	Major

Version History:

Author	Effective Date	CO#	Ver.	Status
Telmo DaCosta	July 25, 2025 8:59 AM EDT	CO-4062	0	Published