Sofia 2 Automatic Updates FW 1.12 or higher

Frequently Asked Questions

1. **Why is Quidel releasing a Sofia 2 Firmware update and is it required?**
   Quidel periodically releases updates to the Sofia 2 operating system to add new features and improve efficiency. It is recommended the most current firmware version is installed on your Sofia 2 instrument.

2. **What do I need to update my Firmware?**
   A USB is required to update to firmware. Please visit MyQuidel.com to download the latest firmware file onto a USB and for instructions on how to update the Sofia 2 Firmware.

3. **What are Automatic Updates?**
   Automatic updates allow for seamless updates of Sofia 2 Firmware and Assay Method Files. Updates are securely downloaded from Quidel and updated directly to the instrument. Manual updates via USB are no longer required.

4. **When will the automatic Firmware updates occur?**
   Based on the applied Sofia 2 settings, automatic updates can occur after log out, or once up an update has been securely downloaded you can access the update on the instrument and choose when the update is performed. If you do not wish to enable automatic updates, the Sofia 2 can be manually updated via USB.

5. **I do not have access to Wi-Fi, can I still participate in automatic updates?**
   Firmware 1.12 and higher allows connection to your network through Wi-Fi or wired ethernet (LAN). For more information on how to configure the Sofia 2 to connect to your network please visit connectme.quidel.com

6. **How can I prepare my network to allow the Sofia 2 to receive automatic updates?**
   To ensure Sofia 2 can connect to Quidel IoT services, please ensure the following Ports, Protocols and Domain Names are permitted within your IT network.

Port	Transport Protocol	Protocol	Description	Domain Name
53	TCP	DNS	Domain Name System	N/A
53	UDP	DNS	Domain Name System	N/A
68	TCP	DHCP	Local area network / WiFi connection	N/A
123	UDP	NTP	Time Service	0.pool.ntp.org, 1.pool.ntp.org
443	TCP	HTTPS	Device Registration	global.azure-devices-provisioning.net
			IoT Endpoint	connectedcustomer-hub-prod.azure-devices.net
			Registration failure Service	cc-failed-registration.quidel-apps.com
			Internet connection check, File Download Service	data-cc.quidel-apps.com
			Log File Uploads	ccprodinternal.blob.core.windows.net

Visit **connectme.quidel.com** to view instructional videos and Frequently Asked Questions about the Sofia 2 upgrade process.

FQ20299301EN00 (03/22)