

# Sofia<sup>®</sup> 2 FAQs

## Analyzer



### 1. How should Test Cassettes be inserted into Sofia 2?

Test Cassettes should be inserted with the 2-D barcode closest to the user. The 2-D barcode should also be facing up.

### 2. How often do I need to calibrate Sofia 2?

Calibration Check must be performed every 30 days. A supervisor may set the calibration reminder interval to be any period between 2 to 30 days. Previous calibration results may be viewed by going to Main Menu → Review Data → Calibration Results.

### 3. Can a single Calibration Cassette be used with multiple Sofia 2s?

Yes. Please note that the Calibration Cassette must be stored in the provided foil pouch at room temperature (15°C to 30°C).

### 4. What is the proper operating temperature for Sofia 2?

Sofia 2 should be operated at room temperature (15°C to 30°C).

### 5. What is the difference between WALK AWAY and READ NOW Mode?

Sofia 2 has two development modes: WALK AWAY and READ NOW

- WALK AWAY Mode provides a convenient way for the lab to multi-task. In this mode, the user adds the sample to the Test Cassette and inserts the Test Cassette into Sofia 2. Sofia 2 will automatically time the test development, scan, and display the results at the appropriate time.
- READ NOW Mode provides a convenient way for busy laboratories to conduct batch testing. In this mode, the user will manually perform the timing on the bench top, outside of Sofia 2. When the time is nearing completion, the user will enter the User ID, Patient ID, and/or Order Number. When the development time is complete, the user will insert the Test Cassette into Sofia 2. Sofia 2 will scan and display the test results within one minute.

### 6. Where is the QC Card located?

The QC Card is a barcode that is located on the side cardboard flap of the test kit boxes. This barcode provides Sofia 2 with specific information including kit lot and expiration date. If a replacement QC Card is needed, please contact Quidel Technical Support at 800.874.1517, option 2 (in the U.S.), 858.552.1100 (outside the U.S.), or [quidel\\_technicalsupport@quidelortho.com](mailto:quidel_technicalsupport@quidelortho.com).

### 7. How can I review past results on Sofia 2?

To recover past results on Sofia 2, navigate to Main Menu → Review Data. This will allow you to review patient results, QC results, calibration results, lot status, and test types.

### 8. What are the part numbers for the DYMO<sup>®</sup> label printer and accessories?

The DYMO printer and accessories can be purchased from Quidel, or from an office supply retailer. The Quidel part numbers are as follows:

- DYMO LabelWriter 450 Printer with correct label, DYMO part number 1752264 - #1333000
- DYMO LabelWriter 4XL Printer with correct label (available only on Sofia 2 FW 1.13.4 or higher), DYMO part number 1755120 - #1523700
- DYMO LabelWriter 550 Printer with correct label (available only on Sofia 2 FW 1.14 or higher), DYMO part number 2112552
- DYMO Vinyl Label Roll, 2 5/16" x 4", Model 30256 - #1290800

Do not purchase the DYMO LabelWriter 450 and 550 Turbo or Pro versions as they are not compatible with Sofia 2.

## 9. How many test results can be saved on Sofia 2?

Sofia 2's internal memory can save up to 1,000 patient test results, 200 QC results, and 200 calibration results. Results can also be exported to a USB flash drive using the port on the back of Sofia 2. Each 1 GB of USB memory can hold approximately 4,000 test results.

## 10. How do I save data to a USB flash drive?

If you elect to use the USB to save results, the Sofia 2 must be set to save data to the USB prior to testing. To turn on this feature, follow these steps:

1. Go to: Main Menu → Supervisor Menu → Settings → Data Security
2. Set the 'Save patient data to USB' option to 'On'
3. Select ✓ to save the selection

In order to save the test results, the USB flash drive must always remain in the USB port while tests are being run. You should see a USB icon on the top left of the screen once the USB has been inserted.

You can also export past results onto USB by doing the following with a USB inserted into Sofia 2.

1. Go to: Main Menu → Supervisor Menu → Export, Import, Delete
2. Set the top field to 'Export'
3. Set the bottom field to 'Patient Data'
4. Select ✓ to export to USB

To view the patient test results, the saved .csv files from the USB can be viewed on a computer using Excel to view and/or print.

## 11. How do I upgrade the firmware on Sofia 2?

1. Insert USB flash drive with the firmware to install
2. Go to: Main Menu → Supervisor Menu → Export, Import & Delete
3. Use the arrows < or > in the first field to select Import
4. In the next field, use the arrows < or > to select Firmware
5. Select ✓ to load Sofia 2 firmware
6. Sofia 2 will complete a self-installation and then power up in the normal startup screen. When complete, the USB flash drive may be removed

Note: Depending on which firmware version is currently installed on Sofia 2, you may need to install intermediate firmware versions prior to loading the latest firmware. Check [www.myquidel.com](http://www.myquidel.com) for more information.

## 12. How do I verify which firmware is currently installed on Sofia 2?

1. From the Supervisor Menu, go to Statistics
2. Select View Analyzer Info

The current firmware version installed is listed in X.X.XX format.

## 13. How do I load additional languages on to Sofia 2?

1. Insert a USB flash drive with the language file loaded on it
2. Go to: Main Menu → Supervisor Menu → Export, Import & Delete
3. Use the arrows < or > in the first field to select **Import**
4. In the next field, use the arrows < or > to select **Language File**
5. Select to load Sofia 2 language file. When loading is complete, the USB flash drive may be removed
6. Select ↶ to return to the Run Test screen. The interface will now be in the newly installed language

## 14. How do I load new test types on to Sofia 2?

1. Insert a USB flash drive with the test type file loaded on it
2. Go to: Main Menu → Supervisor Menu → Export, Import & Delete
3. Use the arrows < or > in the first field to select **Import**
4. In the next field, use the arrows or to select **Test Types**
5. Select ✓ to load Sofia 2 Test Type file. When loading is complete, the USB flash drive may be removed

**15. Does Sofia 2 use batteries?**

Sofia 2 uses a rechargeable, internal LiPo battery. The battery automatically charges while Sofia 2 is plugged into AC power. If Sofia 2 is unplugged from AC power, it will automatically switch over to battery power. Please see the Sofia 2 User Manual for further information regarding replacement and disposal of the battery.

**16. How do I set up the integrated Virena®?**

For detailed instructions, please see the “Network Settings” section of the Sofia 2 User Manual.

**17. How do I clean Sofia 2?**

The external housing and cassette drawer may be cleaned with a soft cloth and either 70% alcohol, or a 0.6% bleach solution.