Technical Bulletin

Sofia 2 Firmware 1.14 Update

The firmware update 1.14 on Sofia 2 brings new features and enhancements that continue to improve the platform.

Firmware 1.14 – Sofia 2 Updates
- New optional printer model added – DYMO® LabelWriter® 550 (DYMO Item #2112552)
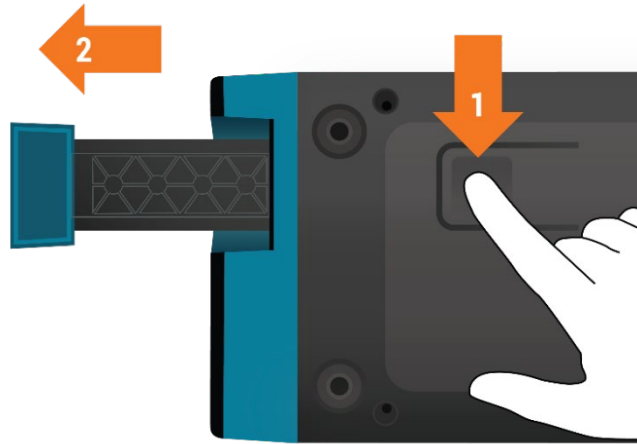- Multiple background enhancements

Materials needed for upgrade
To upgrade your firmware, you will need a blank USB flash drive with at least 1 GB of storage capability and formatted as FAT32 or FAT. Download the Sofia 2 Firmware 1.14 from the MyQuidel.com Customer Portal.

Note: To upgrade Sofia 2 to 1.14, you may need to install intermediate firmware versions based on the version currently installed on your Sofia 2. For FW 1.14, Sofia 2 must first be updated to a minimum of FW 1.7. To check your firmware version, log in to Sofia and, using the Supervisor ID or the Default ID 1234, log in to the Supervisor Menu. From the Supervisor Menu go to Statistics → View Analyzer info. The current firmware version should be listed. The MyQuidel.com Customer Portal will recommend the appropriate firmware to download based on your current firmware version.

Prior to upgrading – cleaning cassette drawer: Please refer to the notes below BEFORE proceeding
Prior to beginning the firmware update process, a cleaning of the cassette drawer should be performed while the instrument is powered off.
1. Turn off Sofia 2 by holding down the black power button on the back of the instrument until the screen goes dark. Unplug the power cord.
2. Gently pull the cassette drawer out until it stops, then turn your Sofia 2 over and press the button on the bottom as shown below. The drawer can then be removed.

3. Use a soft cloth with 70% alcohol to clean the entire drawer, including the orange tabs on either side of the drawer. Do NOT clean the interior of Sofia 2 or submerge drawer in cleaning solution.
4. After cleaning the drawer, reinsert it carefully, aligning the rails of the drawer into the tracks of Sofia 2. Reconnect the power cord. The instrument should restart automatically.

To Update Sofia 2 Firmware 1.14
1. From the Home Screen, navigate to the Supervisor Menu
2. Log in to Sofia 2 using your Supervisor ID. The Default ID of 1234 may also be used.
3. Select Export, Import, Delete.
4. Completely insert the USB Flash drive containing the updated firmware version file. The USB is properly seated when you see the USB icon 🔌 on the top left of the Sofia 2 screen.
5. Use the left < or right > arrows in the first field to select Import.
6. In the next field, use the left < or right > arrows to select Firmware.
7. Ensure that the default USB icon is selected, then select ✓ to import Sofia 2 Firmware.
8. Prior to installation, a pop-up window will appear asking the user if they wish to proceed with the upgrade. Select ✓ to confirm.
9. Sofia 2 will complete a self-installation. This process will take several minutes. Upon completion, the user will be directed to verify date and time settings of the instrument.

To enable Automatic Updates for Software Updates in the Future
1. From the Home Screen, navigate to the Supervisor Menu
2. Log in to Sofia 2 using your Supervisor ID. The Default ID of 1234 may also be used.
3. Select Network Settings followed by Connect to Quidel and follow the onscreen instructions to connect Sofia 2 either to ethernet or Wi-Fi. Reference the QuickStart Guide for further instructions.

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

If you have any questions regarding the use of this product or to report a problem, please contact Quidel Technical Support at 1.800.874.1517 (in the U.S.) or technicalsupport@quidel.com. If outside the U.S., further information can be obtained from your distributor, or directly from Quidel at one of the numbers listed below. Reference **quidel.com** to see more options for Support.

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