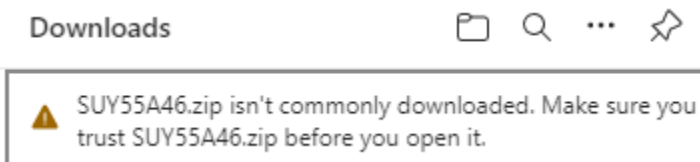# PRODUCT NOTICE

i-STAT 1 System Software Update

For customers outside of the United States

Dear Abbott Customer,

Abbott is committed to maintaining the highest standards for the products we design, develop, and maintain. As part of this commitment, we are providing you with additional guidance regarding the downloading of the *i-STAT 1* software update file, **SUY55A46.ZIP**, with Microsoft Edge browser on Microsoft Windows operating systems.

The SUY55A46.ZIP file has an unknown publisher, the SUY55A46.exe contained within the zipped file has a digital signature of Abbott Laboratories Inc.

Customers using Microsoft Edge browser to access the software update support page, may experience a pop-up message when downloading the zipped file, SUY55A46.ZIP. Microsoft's Defender SmartScreen displays this pop-up message when it detects a file with an unknown publisher.
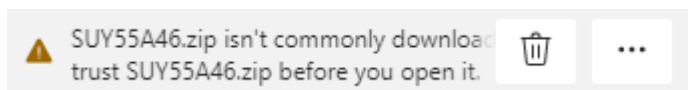

To download the software update file, you may need to follow the steps below:
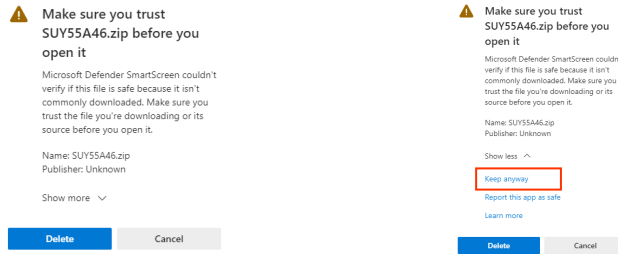
1. Go to www.globalpointofcare.abbott

2. Navigate to the *i-STAT System* Software Update webpage.

   Home> Support> *i-STAT 1* and *i-STAT Alinity* Support> *i-STAT 1* Resources Login> Enter your login credentials> Product Software> *i-STAT System* Software Update
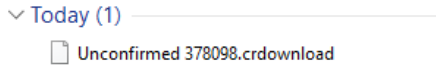
3. Hover over the file message, select ⋯ ("More actions" button), then select "Keep" from the drop-down options.

4. Another message may pop-up, select "Show More" and from the drop down select "Keep Anyway".
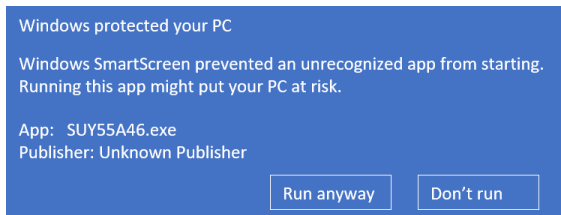

If you do not select "Keep Anyway", the file will not successfully download and may appear as an unconfirmed file.

5. Go to the folder where the downloaded file was saved. Extract the zipped file.

If you receive the following message, select "Run anyway".

6. Once the file has been extracted, you may proceed with performing the software update. Instructions to perform the software update are available on the *i-STAT System* Software Update webpage , where the software file is downloaded from.

If your facility has security policies or operating system features enabled that restrict the automatic download of files from a website or executing files, please work with your IT contact to ensure that you can download and execute the *i-STAT 1* Software update.

Abbott is committed to providing you with the highest quality diagnostic products and support services to meet the needs of your laboratory and the providers and patients you serve.

If you have questions regarding this information, please contact your local support representative via email at oustechsvc@apoc.abbott.com

Sincerely,

Abbott Point of Care