



NAVIGATING TO i-STAT SYSTEM CONTENT ON WWW.GLOBALPOINTOF CARE.ABBOTT

GENERAL WEBSITE INFORMATION

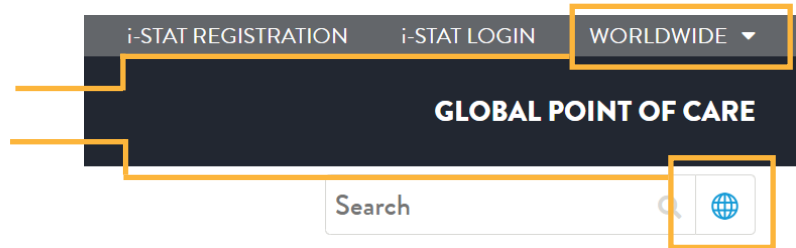
The globalpointofcare.abbott website offers a single, convenient destination for Abbott product and support information for its point-of-care and rapid diagnostics products, including *i-STAT System*, *BinaxNOW*, *ID NOW*, *Afinion*, and others. Abbott's point-of-care diagnostics division supports *i-STAT 1* and *i-STAT Alinity*, *InfoHQ*, as well as *Piccolo Xpress* (marketed in the U.S.).

WEBSITE GEOGRAPHY

There are multiple country sites in various languages that feature the *i-STAT* family of products.

To view the available websites, use either:

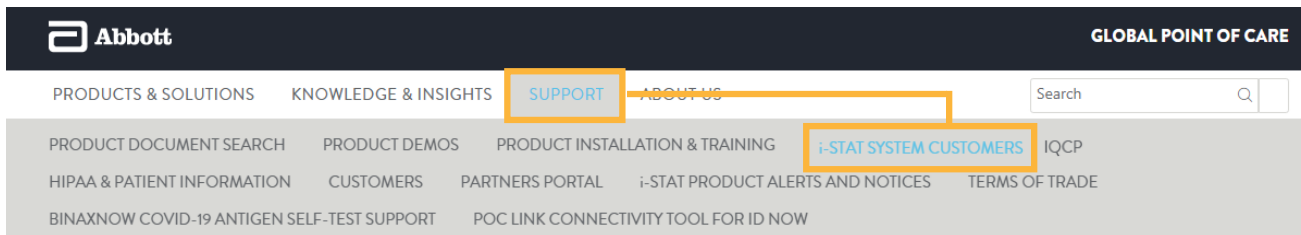
- the country selector on the top navigation -or-
- the country flag selector located to the right of the search box.



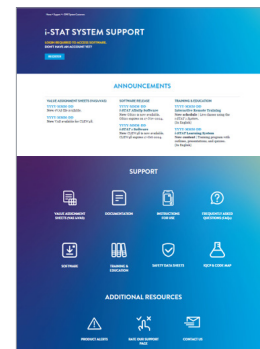
If your country isn't listed, or *i-STAT* support content isn't hosted on your country website, visit our [worldwide site](#), which offers support resources in multiple languages.

NAVIGATING TO i-STAT SYSTEM SUPPORT

To access support content from the top navigation menu, select **Support** > *i-STAT System Customers*



This will bring you to the *i-STAT System Support* landing page featuring links to available support content. Note that no login is required to access support content *except for instrument software*. Refer to page 4 for more on site registration/passwords/login.



i-STAT SYSTEM SUPPORT LANDING PAGE



REGISTER

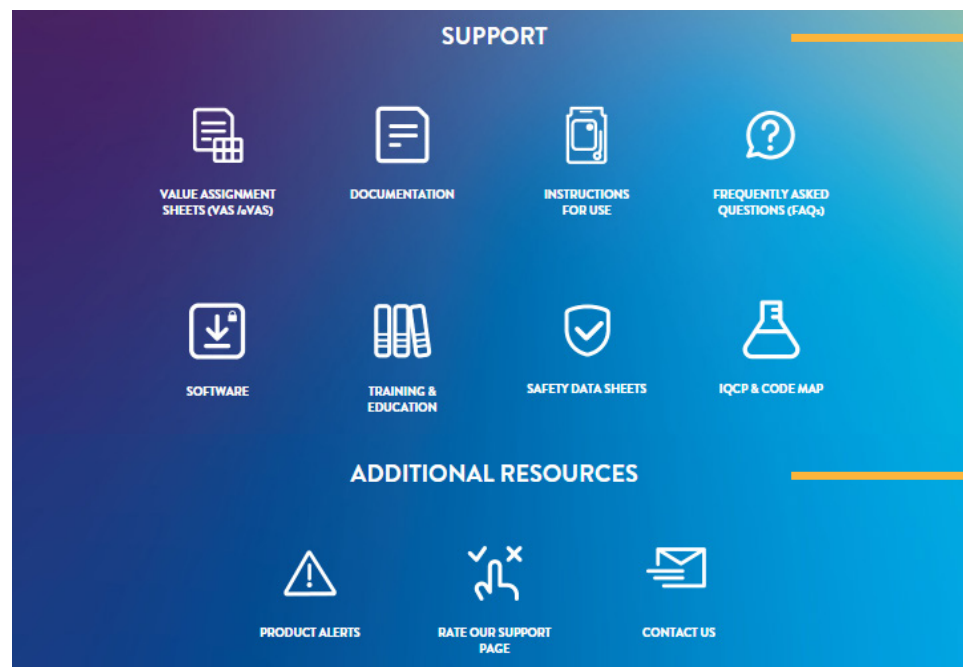
If you aren't currently registered on the website, you can use the register button in the page banner or register [here](#).

ANNOUNCEMENTS

VALUE ASSIGNMENT SHEETS (VAS/eVAS)	SOFTWARE RELEASE	TRAINING & EDUCATION
YYYY-MM-DD New eVAS file available. YYYY-MM-DD New VAS available for CLEW48.	YYYY-MM-DD i-STAT ^{Alinity} Software New OS120 is now available. OS120 expires on 17-Nov-2024. YYYY-MM-DD i-STAT 1 Software New CLEW48 is now available. CLEW48 expires 17-Oct-2024.	YYYY-MM-DD Interactive Remote Training New schedule Live classes using the i-STAT 1 System & Piccolo Xpress. (in english)

ANNOUNCEMENTS

Keep up-to-date on the availability of new VAS/eVAS, system software and learning resources.



LINKS TO SUPPORT RESOURCES

The simple support navigation menu allows one-click access to content grouped by topic (see descriptions below).

Note: Login is required only to access instrument software. If you don't have a user account and need to access software, [register](#).

LINKS TO ADDITIONAL RESOURCES

See descriptions below.

VALUE ASSIGNMENT SHEETS

Access instrument VAS and eVAS information

DOCUMENTATION

System Manuals, User Guides, Quick Reference Guides and Technical Bulletins

INSTRUCTIONS FOR USE

IFUs and Cartridge & Test information sheets (CTIs)

FREQUENTLY ASKED QUESTIONS

Find answers to questions relating to i-STAT support and website access and navigation

SOFTWARE

Access instrument and connectivity software for your i-STAT System products (login required)

TRAINING & EDUCATION

Learning resources, Remote Training schedules & more

SAFETY DATA SHEETS

Information about the materials used in the manufacture of i-STAT products

IQCP (& CODEMAP)

Individualized Quality Control Plans (IQCP) resources for the i-STAT 1 system (U.S. customers will also find billing and coding information under Codemap)

PRODUCT ALERTS

Important, product-related notices from Abbott

CUSTOMER SURVEY

Your opportunity to provide feedback about the i-STAT support area of the website

CONTACT US

Get technical support, contact customer service or make a sales inquiry - select your product of interest from the drop-down menu to display the form

SUPPORT PAGE DROP-DOWN MENUS

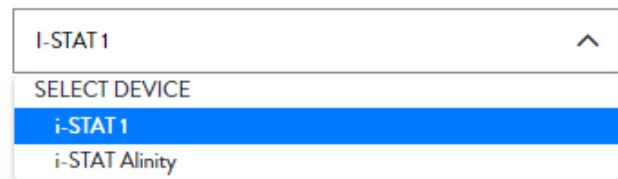
When navigating to a support sub-page from the main *i-STAT System Support* landing page, you'll see several drop-down menus. Page content will populate based on your menu selections, which may vary slightly depending on the website and page visited.

LANGUAGE MENU

- On the **Wordwide web site only**, you must select a **language** since support documents on this site are available in multiple languages.
- **Country-specific web sites automatically display the language associated with the site**, so you will not see the language menu on country-specific web sites.

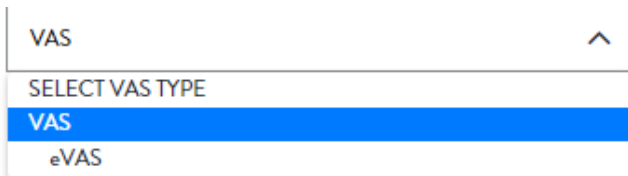
OTHER MENUS

- **Select the DEVICE** from the drop-down menu to display support content for the model of instrument you are using.



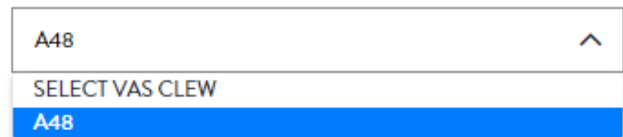
A screenshot of a dropdown menu for selecting a device. The menu is open, showing the current selection 'I-STAT 1' at the top with an upward arrow. Below it is the text 'SELECT DEVICE'. The menu is currently displaying 'i-STAT 1' as the selected option, which is highlighted in blue. Below that is the option 'i-STAT Alinity'.

- On the VAS and eVAS page, you must **select which VAS TYPE** you need in addition to selecting a device:



A screenshot of a dropdown menu for selecting a VAS type. The menu is open, showing the current selection 'VAS' at the top with an upward arrow. Below it is the text 'SELECT VAS TYPE'. The menu is currently displaying 'VAS' as the selected option, which is highlighted in blue. Below that is the option 'eVAS'.

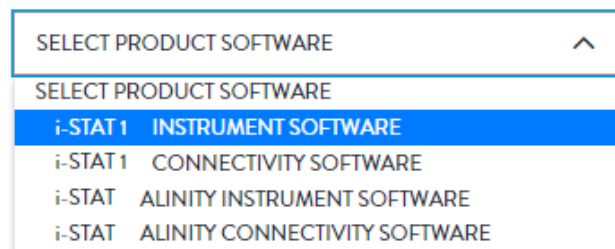
Once you select the VAS TYPE, another drop down will appear for you to select the desired **VAS CLEW**:



A screenshot of a dropdown menu for selecting a VAS clew. The menu is open, showing the current selection 'A48' at the top with an upward arrow. Below it is the text 'SELECT VAS CLEW'. The menu is currently displaying 'A48' as the selected option, which is highlighted in blue.

SOFTWARE MENUS

- On the *i-STAT Software* page menu, you will be prompted to select a **PRODUCT SOFTWARE** (select device + software type: **instrument software** or **connectivity software**).
- Access to software requires registration and establishing a login & password (refer to the next page for more information).



A screenshot of a dropdown menu for selecting product software. The menu is open, showing the current selection 'SELECT PRODUCT SOFTWARE' at the top with an upward arrow. Below it is the text 'SELECT PRODUCT SOFTWARE'. The menu is currently displaying 'i-STAT 1 INSTRUMENT SOFTWARE' as the selected option, which is highlighted in blue. Below that are the options 'i-STAT 1 CONNECTIVITY SOFTWARE', 'i-STAT ALINITY INSTRUMENT SOFTWARE', and 'i-STAT ALINITY CONNECTIVITY SOFTWARE'.

WEBSITE REGISTRATION, LOGIN AND PASSWORDS

REGISTRATION & ACCESS

Access to *i-STAT System* support does not require users to login unless they are accessing software.

- If you will need to access software and don't currently have a user account, take a moment to [register](#).

COMMUNICATION PREFERENCES

- Update your communication preferences and account details by logging in and selecting **MY ACCOUNT** from the top navigation menu.

PASSWORDS

When registering on the site and creating your password, ensure that it meets ALL of the required criteria:

- Minimum of 8 characters
- Minimum of 1 letter
- Minimum of 1 number
- Minimum of 1 of these special characters: !, #, \$, %, ?, +, /, &, \, *, = (note that @ is not one of the acceptable characters)

Your account will be rejected if password criteria is not met.

You should receive an email with a link to reset your password. If you don't receive it within 10 minutes, check your junk/spam folder.

If you forgot your password or want to reset your password, select **i-STAT LOGIN** from the website's top navigation menu, then select "forgot password" on the login page.

HOW TO CONTACT US

Whether you prefer to click or call, our friendly team is ready to assist you. We're dedicated to providing the support you need.

TECHNICAL SUPPORT VIA EMAIL OR PHONE

i-STAT PRODUCTS | U.S. & CANADA ONLY

Phone: 1-800-366-8020 | Option 1

email: techsvc@apoc.abbott.com

i-STAT PRODUCTS - OUTSIDE U.S. & CANADA

ENGLISH email: oustechsvc@apoc.abbott.com

Or use the website CONTACT form.

PICCOLO XPRESS PRODUCTS* | Zoetis support:

Phone: 1-800-822-2947

email: AB-PiccoloTechSupport@zoetis.com

i-STAT VETERINARY PRODUCTS* | Zoetis support:

For assistance with your *i-STAT Alinity-V*, contact Zoetis.

Phone: 1-800-822-2947

* Abbott does not sell/support these products outside of the U.S.

All support for these products is provided by Zoetis.

INQUIRIES VIA THE WEBSITE

SALES, TECHNICAL SUPPORT OR CUSTOMER SERVICE

Select CONTACT from the website's top navigation menu. Select your product of interest from the drop-down menu to serve up the fillable contact form.

ORDERS | U.S. CUSTOMERS

(i-STAT & PICCOLO XPRESS)

ecommerce: e-abbott.com

email: add.ecommerce@abbott.com

Phone: 1-800-323-9100 option 2

Hours: Mon-Fri 7 am to 5:30 pm CT

ORDERS - CUSTOMERS OUTSIDE THE U.S.

i-STAT PRODUCTS:

Ordering, returning products and help with credits

email: intlsvc@apoc.abbott.com

Or contact your local distributor/affiliate to order.

NAVIGATING TO OTHER CONTENT VIA THE TOP-LEVEL NAVIGATION MENU*

PRODUCTS & SOLUTIONS MENU

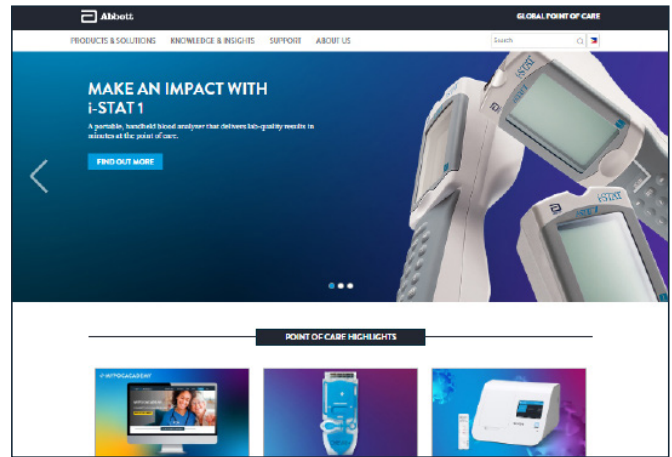
- **SOLUTIONS** Information that offers solutions to common healthcare challenges.
- **PRODUCT CATALOG** Explore products available on the site -- filter by brand, diagnostic area and more.

KNOWLEDGE & INSIGHTS MENU

- **VIEWPOINTS** Articles related to point-of-care testing.
- **CUSTOMER STORIES** Real stories about point-of-care products in use.
- **WEBINARS** On-demand webinars on topics related to point-of-care testing, clinical applications and medical science.

ABOUT US MENU

- **EVENTS** Explore upcoming Abbott events and point-of-care diagnostics showcases.



*Content varies by country website.

THANK YOU FOR CHOOSING ABBOTT FOR YOUR POINT-OF-CARE TESTING NEEDS

Products for *in vitro* diagnostic use only. Not all products are available in all regions. Support content may differ from site to site or may not be available on some sites; visit the worldwide site to view available support content for non-U.S. markets. Images are for illustrative purposes; some content may have changed since this material was issued.
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