



## **i-STAT (CLEW and JAMS) SOFTWARE UPDATE: FREQUENTLY ASKED QUESTIONS**

### **1. Why Do i-STAT Handhelds Need Software Updates?**

Due to the continuous manufacturing process improvements to the i-STAT System, it is necessary to update standardization values from time to time to maintain long-term consistency of performance. These updates are equivalent to manually adjusting calibration on a traditional laboratory analyzer.

New CLEW software – delivered twice a year on a CD-ROM – re-establishes these standardization values and incorporates refinements to the internal quality monitoring system. New JAMS application software allows the i-STAT Handheld to recognize any newly launched cartridge types and to perform any newly launched features.

### **2. When Does CLEW A23 expire?**

June 20, 2012 at 8am, per your specific time zone

### **3. Where are the software update instructions located?**

If you received the i-STAT Software and Documentation CD-ROM, the software update instructions are located in the folder:

**(1.\_Instructions\_for\_Software\_Update)**

If you received the i-STAT Analyzer Software Upgrade CD-ROM, a hardcopy of the software update instructions is included in the Software Update packet.

### **4. What should be performed first, updating the CLEW/JAMS software on the Data Management System (Central Data Station, PWeb/DE, RALS/DE) or the handhelds?**

It is recommended that the software update be performed in accordance with the software update instructions which are located either on the i-STAT Software and Documentation CD-ROM **(1.\_Instructions\_for\_Software\_Update)** folder or as a hardcopy, accompanying the i-STAT Analyzer Software Upgrade CD-ROM.

### **5. What does Abbott Point of Care recommend to be performed after the software update is complete?**

Abbott Point of Care recommends that the external Electronic Simulator be run after performing the software update.

### **6. What computer operating systems are validated to perform the handheld software update?**

The software update may be performed on either Windows 2000, Windows XP, or Windows 7 (32Bit).

**7. For military personnel, who have no access to the software update packages, how can they update their handhelds?**

All military personnel have the opportunity to access the software update material on the Abbott Point of Care website after registering with a valid military email at the link below:

<https://www.abbottpointofcare.com/Account/Login.aspx?ReturnURL=%2fInternational-and-Distributor-Info%2fUS-Military.aspx>

**8. When using a serial downloader (models DS, DRS, or DRC), should TCP/IP be selected as a port within the Jammlite Utility?**

No, when using a serial downloader select only available COM ports (e.g. COM1, 2, etc) within the Jammlite Utility drop down menu.

**9. On the i-STAT 1, What does the message, “CLEW Expiring, Update Required” indicate?**

The message, “CLEW Expiring, Update Required” displays on the Test Menu screen 15 days before the CLEW version will expire.

Note: All handhelds will display the CLEW expiring message for CLEW A23 beginning on June 5, 2012.

**10. What does the message, “Invalid or Expired CLEW” “Code 12” indicate?**

The handheld’s CLEW software has expired and the software update must be performed before testing is enabled.

**11. Where can I verify the CLEW and JAMS version within the handheld?**

The “Analyzer Status” or “Status” page, depending on which handheld is being used, will list the CLEW and JAMS versions currently installed.

**12. Where can I locate the Update Packet for my System Manuals?**

If you received the i-STAT Software and Documentation CD-ROM, the Update Packet for the System Manuals is located in the folder:

**(5.\_Update\_Packets\_for\_System\_Manuals)**

If you received the i-STAT Analyzer Software Upgrade CD-ROM, a hardcopy of the Update Packet is included in the software package you received.

**13. Can I update handhelds to the latest CLEW if they are several CLEW versions behind?**

Yes, a handheld may be updated to the latest CLEW and JAMS regardless of what version is currently installed.

**14. What are the minimum required materials needed in order to perform the software update and is a Data Management System (Central Data Station, PWeb or RALS) required?**

The minimum required materials needed in order to perform the software update are:

1. Downloader (model DS, DRS or DRC) including the APOC supplied cables
2. The latest CLEW and JAMS software CD-ROM
3. Computer with:
  - a. Available ports corresponding to type of downloader being used
  - b. CD-ROM drive
  - c. Windows 2000, Windows XP, or Windows 7 (32Bit) operating system
4. i-STAT handheld with battery voltage of at least 7.5 volts
5. Electronic Simulator

A Data Management System (Central Data Station, PWeb, or RALS) is not required

**15. Where can I locate updated Value Assignment Sheets?**

Visit the following link for updated Value Assignment Sheets:

[www.abbottpointofcare.com/valsheets](http://www.abbottpointofcare.com/valsheets)

**16. Does Abbott Point of Care recommend that all my handhelds be updated within the same day?**

Because the CLEW re-establishes standardization values and incorporates refinements to the internal quality monitoring system, Abbott Point of Care recommends that once the update process begins at a facility, the process be completed for all handhelds as soon as possible.

**17. Does the software update (CLEW/JAMS) have to be performed on the handhelds before performing the version update (CDS 5.27 or DE 2.3) on my Data Management System**

Performing the software version update (CDS 5.27 or DE 2.3) on the data manager (Central Data Station or i-STAT/DE) before updating the handhelds to the latest CLEW and JAMS (A24/JAMS133) will cause customization updates (CLEW, Preferences, STATNotes, labels/units, operator list, patient list, etc.) to cease until the handhelds have been updated to the latest CLEW and JAMS. This will not affect the transmission of results to the Central Data Station or i-STAT/DE