

VILINK® for BIOFIRE® Systems

Revision History

Revision	Summary of Changes
01	Initial release of the document, FILMARRAY Systems and initial features
02	Updated software references, removed TeamViewer references due to obsolescence, added section 4 to outline new functionality
03	Added SPOTFIRE Systems, created Feature Table in introduction, updated screenshots
04	Updated section 2 to align with new functionality of VILINK Agent v5.1

1. Introduction

VILINK is bioMérieux's remote service solution for in vitro diagnostic devices. VILINK® for BIOFIRE® Systems collects software configuration and instrument information. VILINK is compatible with the following systems: BIOFIRE® FILMARRAY® 2.0 System, BIOFIRE® FILMARRAY® TORCH, and BIOFIRE® SPOTFIRE® System.

VILINK Feature	FA 2.0 System	TORCH System	SPOTFIRE System
Remote desktop sessions through Axeda® Remote Desktop	X	X	X
An option to create and send Data Bundles to a support representative through the Internet	X	X	
System updates to be deployed remotely	X System Installer v2.0 or higher	X System Installer v3.0 or higher	

VILINK is supported on the following BIOFIRE System Configurations:

- BIOFIRE 2.0 Systems with Microsoft® Windows® 10 Operating System and BIOFIRE® FILMARRAY® Software version 2.2, or System Installer v2.0 (Software Full Version 2.3), or higher
- BIOFIRE Torch Systems with Microsoft® Windows® 10 Operating System and BIOFIRE® FILMARRAY® Software version 3.2, or System Installer v3.0 (Software Full Version 3.3), or higher
- All configurations of SPOTFIRE Systems are supported

Note: Both BIOFIRE 2.0 and BIOFIRE Torch Systems utilize an Ethernet connection to the network, Wi-Fi is not supported.

VILINK must be installed and activated prior to use. Please contact a bioMérieux customer support representative to activate VILINK for the BIOFIRE System.

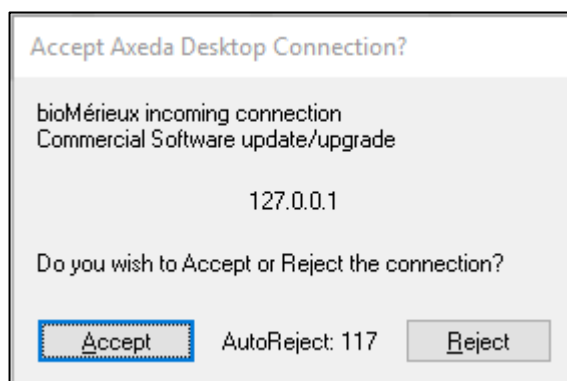
2. Remote Access Sessions

When receiving remote support for your BIOFIRE System, a remote access session may be requested by a bioMérieux representative. It is recommended to switch to a Windows® administrator account for the remote session, however we can remote into a non-admin account. See BIOFIRE® FILMARRAY® Torch Operator's Manual IVD (HTFA-PRT-0001), BIOFIRE® FILMARRAY® 2.0 Operator's Manual IVD (FLM2-PRT-0002), or BIOFIRE® SPOTFIRE® System Operator Manual IVD (BFR0001-1641) for instructions on how to switch to an administrator account for your respective system.

Note: It is recommended that the BIOFIRE System not be running any tests during a remote access session.

1. Remote access sessions are initiated by bioMérieux support personnel from the VILINK server and must be accepted at the BIOFIRE System by the operator.

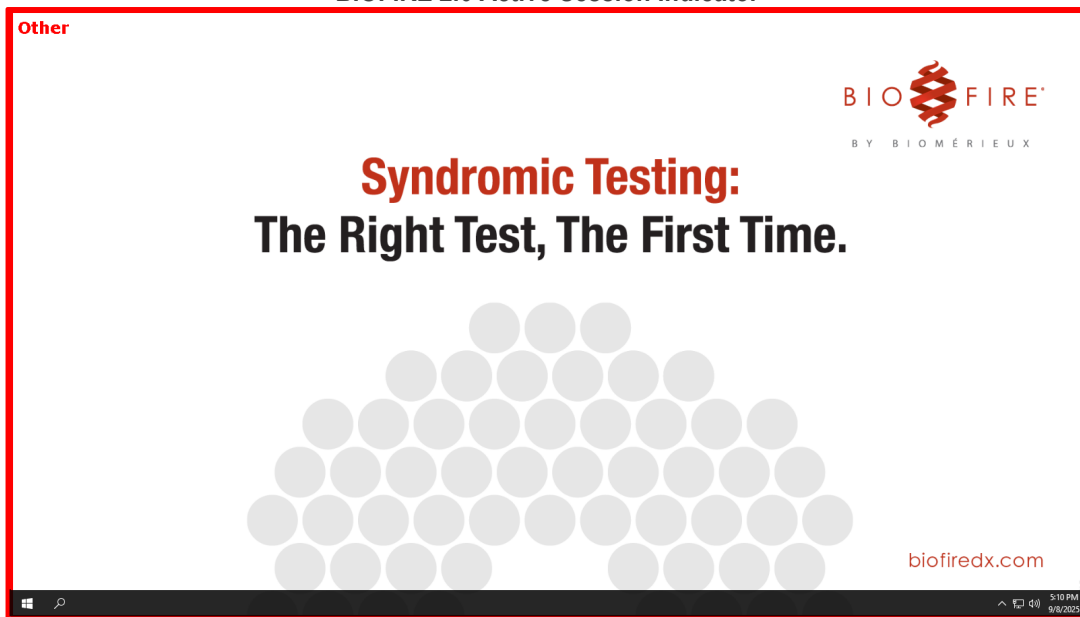
An Axeda® remote session request including the support category of the request (e.g. Commercial Software update/upgrade) will be displayed on the BIOFIRE System as follows:



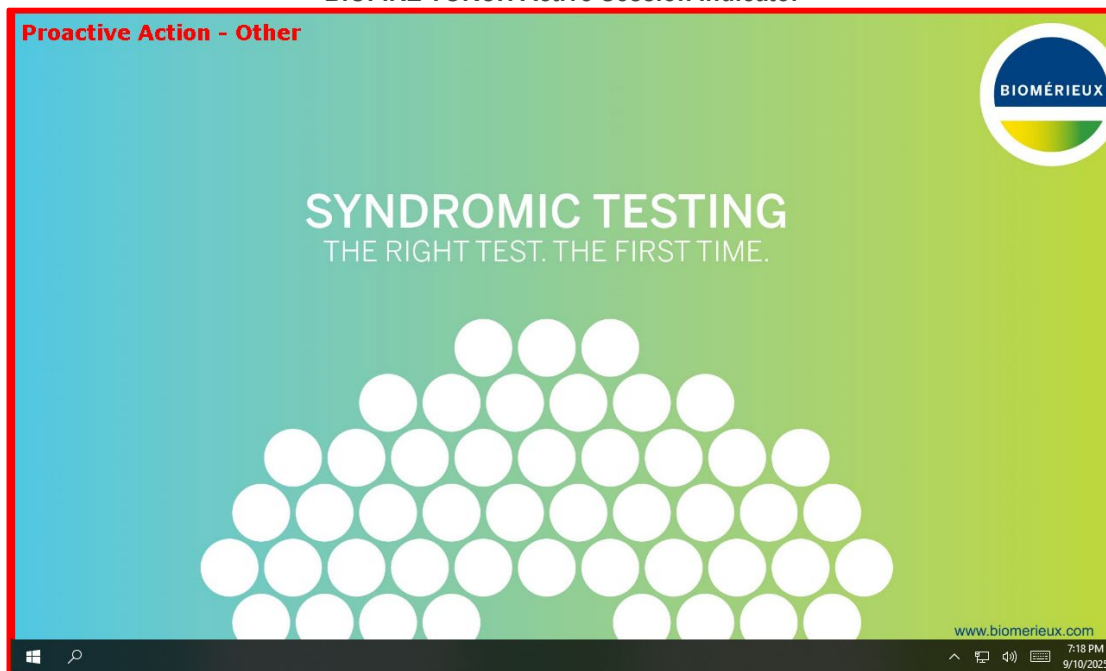
TECHNICAL ::: NOTE

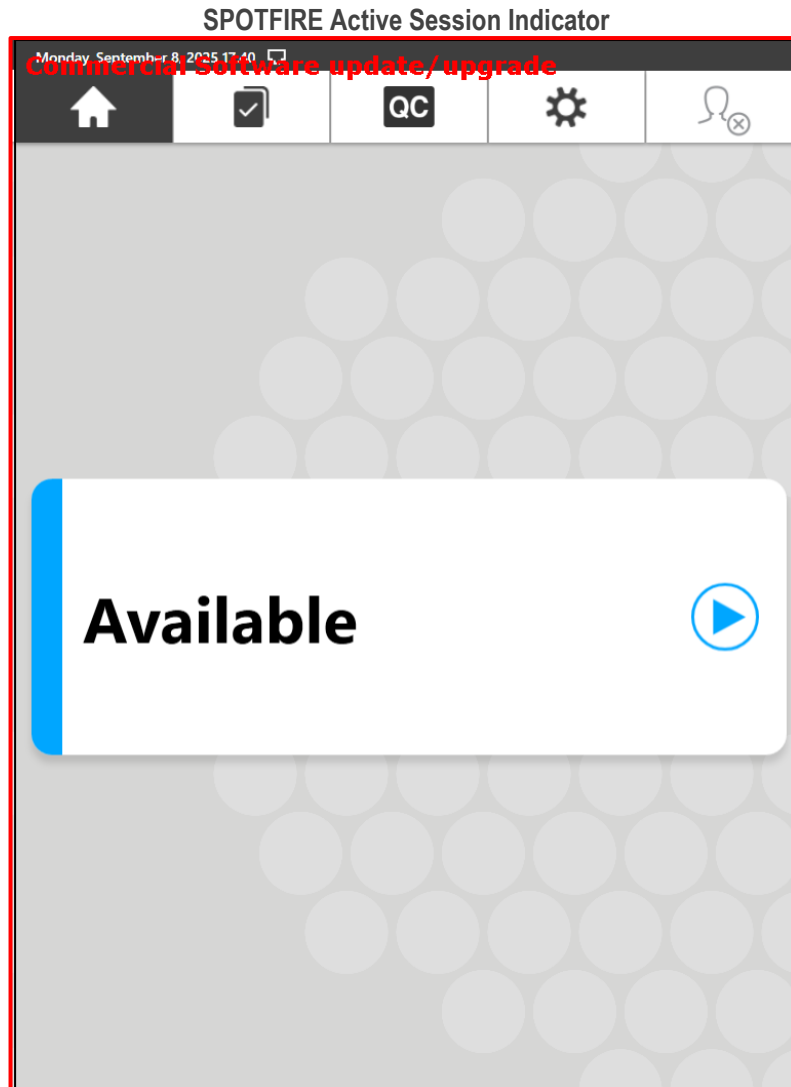
A red border including the support category of the request in the upper left will be shown on BIOFIRE system while a remote access session is active.

BIOFIRE 2.0 Active Session Indicator



BIOFIRE TORCH Active Session Indicator

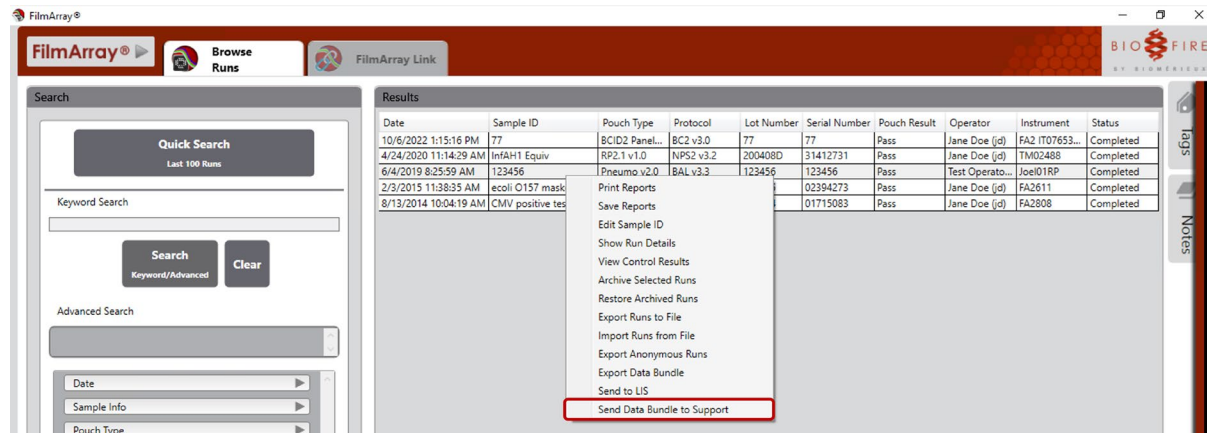




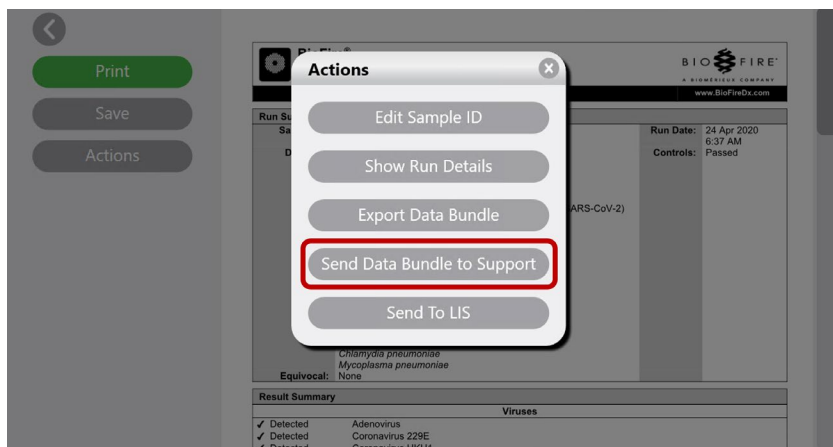
2. It is recommended that the operator reboot the system after a remote access session has ended.

3. BIOFIRE 2.0 and TORCH Systems: Sending Data Bundles to Support

On the BIOFIRE 2.0 System, select a run in the Browse Runs tab, right click and select the new Send Data Bundle to Support option.



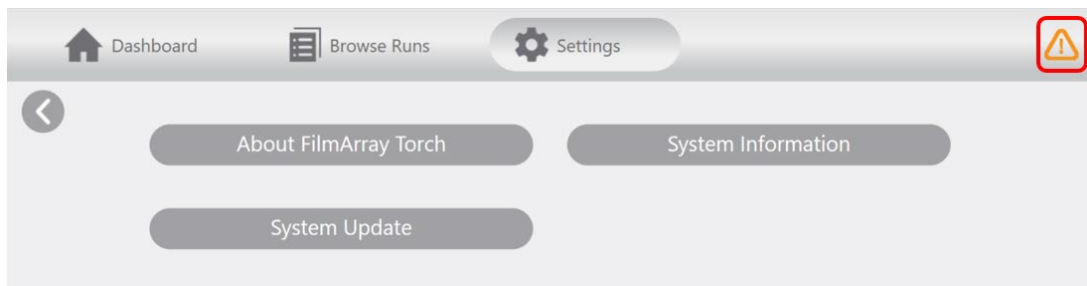
On the BIOFIRE TORCH System, select a run in Browse Runs, then select View Report and then select Actions. Look for and select the new Send Data Bundle to Support option.



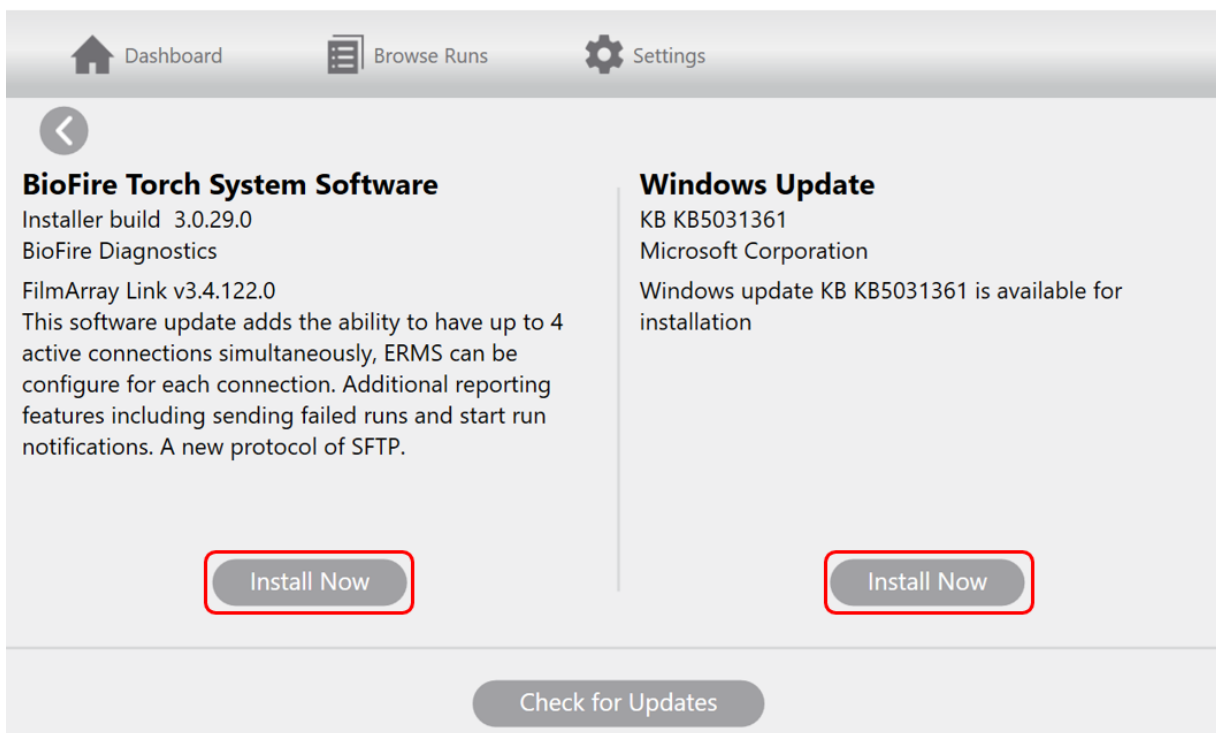
4. BIOFIRE 2.0 and TORCH Systems: Remote System Updates

Note: This section is only applicable for BIOFIRE 2.0 Systems with System Installer v2.0 (Software Full Version 2.3) and BIOFIRE® FILMARRAY® TORCH Systems with System Installer v3.0 (Software Full Version 3.3) or higher.

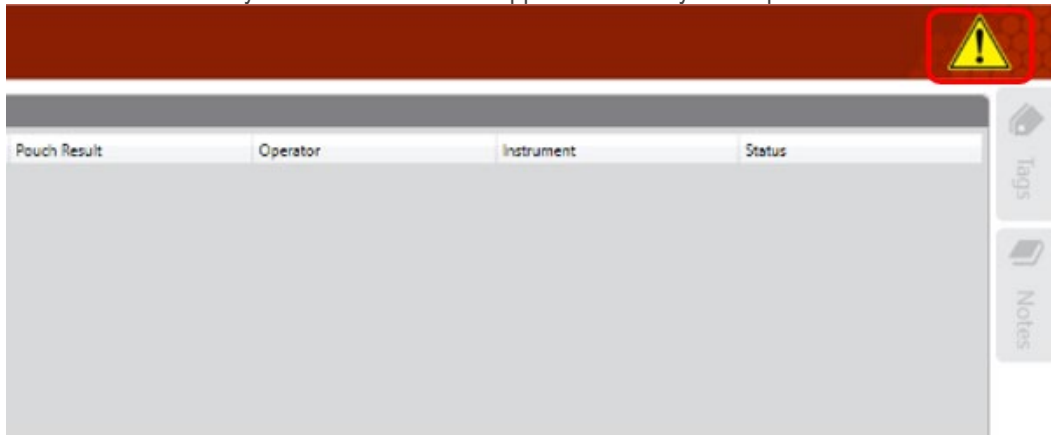
On the BIOFIRE TORCH System, a Notification will appear in the dashboard view when a System Update is available.



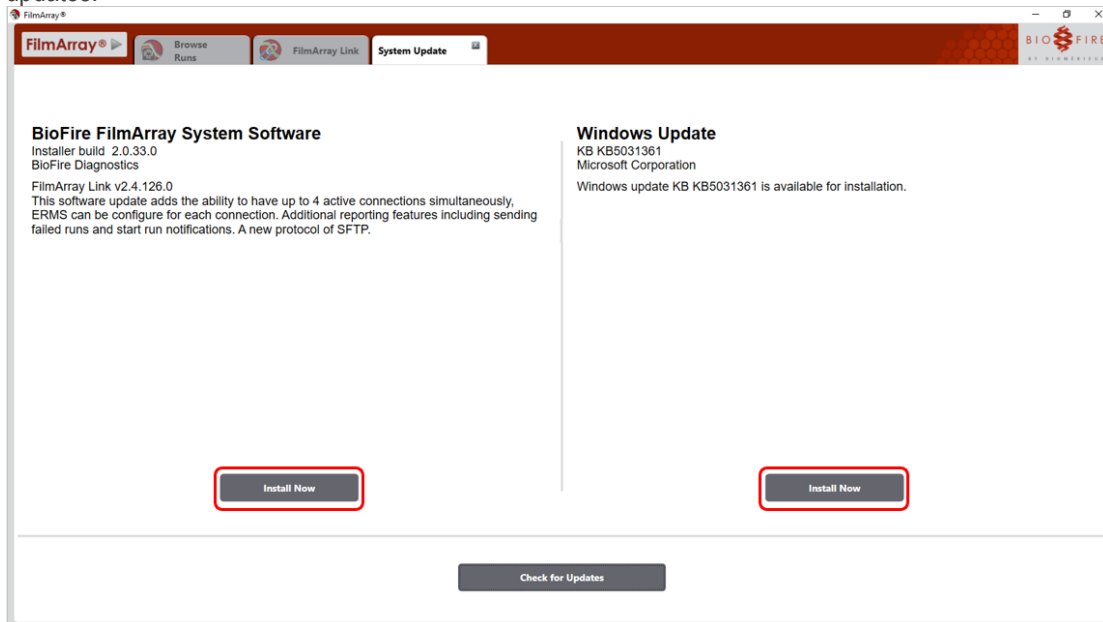
Navigate to Settings, click on System Update. Click Install Now to install any available updates.



On the BIOFIRE 2.0 System a notification will appear when a System Update is available.



From the FILMARRAY drop down menu click on System Update. Click on Install Now to install any available updates.



See BIOFIRE® FILMARRAY® TORCH Operator's Manual IVD (HTFA-PRT-0001), BIOFIRE® FILMARRAY® 2.0 Operator's Manual IVD (FLM2-PRT-0002) for more information.

Technical Support Contact Information

bioMérieux is dedicated to providing the best customer support available. If you have any questions or concerns about this process, please contact the Technical Support team for assistance.

Technical Support

Email: biofiresupport@biomerieux.com

Phone: +1-801-736-6354, select Option 5

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