


Document Description: CSM USB Connectivity Win OS 8.1 and 10	Document Number: 80021445 Version: A
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Customer Service Bulletin

Product: Connex Spot Monitor **Date:** 2016-04-08

Subject: CSM USB Connectivity Win OS 8.1 and 10

HW Version(s) Affected: N/A	SW Version(s) Affected: CSM 1.20.A0003
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Serial Numbers Affected: N/A	Lot or Date Code Affected: N/A
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Classification: Informational Only

Distribution:

<input checked="" type="checkbox"/> Customer Care	<input checked="" type="checkbox"/> Product Service	<input checked="" type="checkbox"/> Field Service
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Summary: The Connex Spot Monitor (CSM) will not connect to USB enabled applications after upgrading the device to 1.20.00-A0003. Customers running Windows 8.1 and 10 operating systems may experience connection issues with SDK to the EMR or with WAST. However, the USB connection will show up in the device manager on the computer.

Issue: Starting with Windows 8.1 and continuing to Windows 10 operating systems, the USB connection interaction between a Windows host port and a device client port changed. Both connection interactions followed the USB standard, but some of the steps in the earlier interaction weren't required by the USB standard. CSM had a dependency on these removed steps in order to complete an application level connection. To support our customers who use Win 8.1 and 10 operating systems, Welch Allyn has addressed this issue in CSM software version 1.22.A0003.

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Resolution: The workaround for EMR customers is to

1. Enter vitals into EMR manually,
2. use Windows 7 operating system, or
3. Upgrade CSM devices to 1.22.A0003 which became available 4/1/2016 and is auto deployed from PartnerConnect.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2016-04-08	KMG