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# **Customer Service Bulletin**

Monitoring Products

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**Bulletin Type: As Needed** 

Tel: 1-315-685-4100 Fax www.WelchAllyn.com	: 1-315-685-4653
Date: 2012-01-19	SAP DIR #: 20012832
Subject	CSB –Clearing CVSM/CIWS NIBP EEPROM Error
CAR Number	NA
Distribution Scope	WA Customers WA Technical Support, Product Service, & International Service Centers
Product(s) Referenced	CVSM (Connex Vital Sign Monitor) - All Models CIWS (Connex Integrated Wall System) - All Models
SW Version	CVSM Host SW version 1.70.00 and earlier, NIBP module SW version 2.00, Boot loader version 1.00
Serial No. / Lot Code	All
Summary	This procedure clears an NIBP EEPROM error that may occur on power up and returns the NIBP module to a fully operational state.
	The NIBP EEPROM error does not constitute a risk to the patient.
	An upcoming free firmware release, available early 2012, will eliminate the need for this procedure.
Issue	When the NIBP EEPROM Error is present, it will present itself visually and audibly each time the device is turned on as follows:
	<ul> <li>The message "NIBP Not Functional. Call for service." Appears on the device home tab.</li> <li>The NIBP pane in the home tab appears grey to indicate that NIBP is not available.</li> </ul>
Action	Use the Welch Allyn Service Tool, silver or gold license, to clear the EEPROM error.
	<ul> <li>If you have the Welch Allyn Service Tool installed, connect to Partner Connect to receive the new plug-in before you run this procedure.</li> </ul>

- If you have the Welch Allyn Service Tool installed proceed to the section titled, "Clear the EEPROM error."
- If you have not installed the service tool proceed to the section titled, "Installing the Welch Allyn Service Tool."
- If you want to verify the version of the Service tool and the NIBP Plugin, proceed to the section titled, "Verify version of the Service Tool and the NIBP Plug-in."

Reference to21 CFR Part 820, ISO 13485, MPD SOP-0002Standards

### **Required Training** Read and understand the procedure contained in this service bulletin.

- **Required Tools** The following part-numbered items are available from Welch Allyn:
  - PC with Windows XP SP3 or Windows 7 (see the Welch Allyn Service Tool Installation and configuration guide for complete requirements)
  - 103521, Welch Allyn Service Tool 1.5.0.0 (included with CVSM or CIWS also available at: <u>http://www.welchallyn.com/promotions/services/serviceTool.htm</u>)
- Welch Allyn Service Tool Installation and configuration guide, available from <u>http://www.welchallyn.com/promotions/serviceS/serviceTool.htm</u>

#### Procedure Clear the EEPROM error

- 1.) Set up a PC running the service tool.
- 2.) Connect the device to AC power.
- 3.) Connect the USB type A-to-mini-B cable, connecting the A end to the PC and the mini-B end to the client USB port on the device.



4.) Start the PC and launch the service tool, click **Service**.

Welch Allyn		
Advancing Frontline Care™		
	Add new features	
	Service	
	Exit	
Do not display this screen again.		

5.) Log on using the default user ID **ADMIN** and no password, click **Log on**; or using your facility account ID and password.

SP Log on prompt	
Version 1.5.0.0	ervice Tool
User ID	
Password	
	Remember me
	Log on
Change password	
Welch/Allyn <sup>-</sup>	© Welch Allyn, Inc. All rights reserved.

6.) Turn the device on. The device appears on the service-tool Device list tab.

**DO NOT clear the NIBP error code**. If the error code is cleared you will need to re-start the device.

7.) In the Welch Allyn Service Tool, highlight the device on the Device list tab and click **Select**.

File Administration Help       Welcome, Joe Tuesday 2011/12/20 12:41       Log off         Device list       Work list         To view device details, click on the desired row, and then click Select.         Devices       Serial number       Location       Asset tag       IP address         • Image: Welch Allyn Connex Device       103000023910       Service Engeering       CC#4752       0.0.0.0	Welch Allyn Service Tool						
Welcome, Joe Tuesday 2011/12/20 12:41       Log off         Device list       Work list         To view device details, click on the desired row, and then click Select.         Devices       Serial number       Location       Asset tag       IP address         • In Welch Allyn Connex Device       103000023910       Service Engeering       CC#4752       0.0.0.0	File Administration Help						
To view device details, click on the desired row, and then click Select.          Devices       Serial number       Locaton       Asset tag       IP address <ul> <li>Welch Allyn Connex Device</li> <li>103000023910</li> <li>Service Engeering</li> <li>CC#4752</li> <li>0.0.0.0</li> </ul>	Device list Work list				Welcom Tueso	i <b>e, Joe</b> lay 2011/12/20 12:41	Log off
Devices     Serial number     Location     Asset tag     IP address       Image: Market	To view device details, click on th	ne desired row,	and then click Se	elect.			
▶ ■ Welch Allyn Connex Device     103000023910     Service Engeering     CC#4752     0.0.0.0	Devices	Serial number		Asset tag	IP address		
	Welch Allyn Connex Device	103000023910	Service Engeering	CC#4752	0.0.0		
Show Online and offline devices	Chow Online and offline devices				Coloct		
	Show Unline and Unline devices				Select	)	

8.) From the device tab, click **NIBP Sensor**.

weich Allyn bervice root							
Administration Help							
					Welcom Tuesc	<b>e, Administrator</b> ay 2012/01/17 14:3	S Log off
Device list Worl	k list Welch	Allyn Connex I	Device ×				
Device name Serial numbe REF Refresh	Welch Allyn Connex D 103000273910 VSM 6000 Series	evice IP addr Etherne Asset ta Locatio	ess 0.0. et MAC address 00:1 ag 402 n ID 4 W	0.0 A:FA:21:16:DD 302523 est	Radio IP address	172.29.34.203	View log Synchronize
Device information Re	eports Upgrade	e Verify and	calibrate Cor	nfigure			
levice name	Firmware version	Hardware version	Manufactured date	Serial number			
Velch Allyn Connex Device	Not applicable	Not applicable	2010/09/	103000273910			
Host Controller	1.70.00	P2	2010/09/	06413610NK			
Deluxe Comms. Module	1.00.00 A0003	Not applicable	Not applicable	Not applicable			
Printer	NA	Not applicable	Not applicable	Not applicable			
Battery-Nexergy	Not applicable	Not applicable	2010/03/	665			
Radio-Lamarr Kernel Version	4.1.30	Not applicable	Not applicable	Not applicable			
SpO2 Sensor	1.00.12 1815		2010/08/	01493310TJ			
Nellcor	1.0.0.0	Not Applicable	Not Applicable				
SureTemp Thermometer	2.00	NOT SET	2010/09/	02663610TJ			
Transporture Probe	Not Applicable	Not Applicable	Not Applicable	0			
NIBP Sensor	2.00	Rev A	2010/09/	00233710TJ			
Warranty Approximate original factory wa	rranty expiration 2012/0	Repair info 9/- Last calibrat Performed b Calibration c	ion date 2010/09 y WAATEP Jue date 2011/09	/29 MP3 /29			

## 9.) Click, EEPROM check. Note: EEPROM check appears only if error exists.

Welch Allyn Service Tool					
le Administration Help					
					Welcome, Administrator Tuesday 2012/01/17 13:05
Device list W	ork list	Welch Allyn C	onnex Device >		
Device na Serial nur REF Refrest	ame Welch Ally mber 10300061 VSM 6000	m Connex Device 4010 Series	IP address Ethernet MAC addres Asset tag Location ID	0.0.0.0 5 00:1A:FA:21:16:56 42343 test	Radio IP address 0.0.0.0 View log Synchronize
Device information	Reports	Upgrade V	erify and calibrate	Configure	
Device name	Firmware version	Hardware version	Manufactured date	Serial number	NIBP Sensor
Welch Allyn Connex Device	Not applicable	Not applicable	2010/10/	103000614010	
Host Controller	1.70.00	P2	2010/09/	05943610NK	Ovele count 0
Deluxe Comms, Module	1.00.00 A0003	Not applicable	Not applicable	Not applicable	
Printer	FTP-628DSL601	Not applicable	Not applicable	Not applicable	
Battery-Nexergy	Not applicable	Not applicable	2010/03/	356	
Radio-Lamarr Kernel Vers	ic 4.1.22	Not applicable	Not applicable	Not applicable	
SpO2 Sensor	1.7.3		//	W000444	Leak test Over pressure test
Masimo	7.5.1.3	0x0301	Not Applicable		
SureTemp Thermometer	2.00	NOT SET	2010/09/	02743610TJ	Accuracy check
Temperature Probe	Not Applicable	Not Applicable	Not Applicable	492010	
NIBP Sensor	2.00	Rev A	2010/09/	01013710TJ	
Warranty Approximate original factory	warranty expiratio	n 2012/10/- L	epair information ast calibration date lerformed by	2010/10/06 WAATEPMP3	EEPROM check

# The EEPROM check begins.

Administration Help							
					Welcome, Ad Tuesday 20	dministrator 012/01/17 13:05	Log off
Device list 🛛 🛛 🛛	ork list	Welch Allyn Co	onnex Device 🛛 🗙				
Device n. Serial nu REF Refres	ame Welch Al mber 1030006 VSM 600	lyn Connex Device 14010 0 Series	IP address Ethernet MAC address Asset tag Location ID	0.0.0.0 00:1A:FA:21:16:56 42343 test	Radio IP ad	dress 0.0.0.0	View log ynchronize
evice information	Reports	Upgrade Ve	erify and calibrate	Configure			
evice name	Firmware versio		Manufactured date	Serial number	NIBP Sens	or	
Valch Allum Conney Device	Not applicable	Net applicable	2010/10/	102000614010			
Host Controller	Sie Eurotiona	Lobook NIBD Soper-	2010/10/	10.3830014010	_		
Deluxe Comms Module	00.00 A0003	Not applicable	Not applicable	Not applicable			_
Radio-Lamarr Kernel Vers Sp02 Sensor Masimo SureTemp Thermometer Temperature Probe NIBP Sensor	Na aic 4.1 1.7 7.5 2.( Na 2.(	ing EEPROM				wer pressure	test

10.) If successful, get confirmation, click **Close**, and restart the device.

Se Welch Allyn Service Tool					
File Administration Help					
Device list Wor	rk list Welch Allyn	Connex Device ×		Welcome, Administrato Tuesday 2012/01/17 13	Log off
Device nam Serial numb REF Refresh	e Welch Allyn Connex Device per 103000614010 VSM 6000 Series	IP address Ethernet MAC address Asset tag Location ID	0.0.0.0 00:1A:FA:21:16:56 42343 test	Radio IP address 0.0.1	0.0 View log Synchronize
Device information R	eports Upgrade	Verify and calibrate	Configure		
Velch Allyn Connex Device Host Controller Deluxe Comms. Module Printer Battery-Nexergy Radio-Lamarr Kernel Versi SpO2 Sensor Masimo SureTemp Thermometer Temperature Probe NIBP Sensor	You have successfuly perf	ormed the EEPROM chec	ck. Please restart	your	ressure test
Warranty Approximate original facto y		Calibration due date 20	11/01/06	Close P tOM ch	eck

- 11.) If the procedure fails, do one of the following:
  - a. Click Close, restart the device, and repeat the procedure, or

Service Tool					
File Administration Help					
Device list Work	list Welch Allyn (	Connex Device ×		Welcome, Adminis Tuesday 2012/01/	trator 17 13:05 Log off
Device name Serial number REF Refresh	Welch Allyn Connex Device 103000614010 VSM 6000 Series	IP address Ethernet MAC address Asset tag Location ID	0.0.0.0 00:1A:FA:21:16:56 42343 test	Radio IP address	0.0.0.0 View log Synchronize
Device information Rep	orts Upgrade \	/erify and calibrate	Configure		
Controller     C	Intrional check NIBP Sensor Hordwaren Construction The EEPROM check has faile Otherwise, contact Welch Al	Novfechand data C	atal ambor	pain.	wer pressure test
Warranty Approximate original factory		Calibration due date 20:	11/01/06	Close Abort	M check

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#### b. Click **Abort**, and

SF Welch Allyn Service Tool				
File Administration Help				
Device list Wo	rk list Welc	h Allyn Connex Device	×	Welcome, Administrator Tuesday 2012/01/17 13:05
Device nam Serial numb REF Refresh	Ne Welch Allyn Conney ber 103000614010 VSM 6000 Series	C Device IP address Ethernet MAC address Asset tag Location ID	0.0.0.0 00:1A:FA:21:16 42343 test	Radio IP address 0.0.0.0 View log Synchronize
Device information R	Reports Upgra	de Verify and calibrat	te Configure	
Device name     Welch Allyn Connex Device     Host Controller     Deluxe Comms. Modul     Printer     Battery-Nexergy     Radio-Lamarr Kernel VVrs     Sp02 Sensor     Maimo     SureTemp Thermometer     Temperature Probe     NIBP Sensor      Warranty	Functional check NIBP S	ensor Man factured dat k has failed. If this is the f Welch Allyn technical supj	o Sodal numbor Îrst failure, please tr port.	ny again.
	[	Calibration due date	2011/01/06	Abort

c. Confirm that you would like to abort the test, click **Abort test**. Contact Welch Allyn Technical Support.

Se Abort test sequence dialog	
Do you wish to abort the test?	
	Abort test

Installing the Welch Allyn Service Tool

## Follow the instructions in the Welch Allyn Service Tool Installation and Configuration Guide to install the service tool. <u>http://www.welchallyn.com/promotions/services/serviceTool.htm</u>

- Verify version of the Service Tool and the NIBP plug-in
- 1. Launch the service tool.
- 2. Click Service.
- 3. Login.
- 4. Click Help, About Service Tool.

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💵 Welch Allyn Serv	rice Tool						
File Administration	Help						
	service Tool help				Welcor	ne. Administrator	Log off
	Welch Allyn Connex Device				Tues	day 2012/01/17 14:02	LOG OII
Device list	SpO2 Sensor SureTemp Thermometer	Welch	n Allyn Cor	nex Device ×			
To view devi	NIBP Sensor Browse	lesired	row, and t	hen click Select.			
Devices	WACP device help Bootloader help	er	Location	Asset tag	IP address		
🕨 🔲 Welch Allyn	And Welch Allyn	10	4 West	402302523	0.0.00		
Show Online a	About Service Tool	)			Select		

5. Verify the version of service tool is 1.5.0.0 and the NIBP Module.dll is 1.2.1.0

SF About Service Tool	
Service Tool version: 1.5.0.0 Core version: 1.2.0.6	
Plug-in version	
Bootloader_Device.dll - Version: 1.2.0.2 Braue Pre 4990 Deth.dll - Version: 1.2.0.2 NIBP Module.dll - Version: 1.2.0.2 PMP.dll - Version: 1.2.0.2 ProBP 3400.dll - Version: 1.2.0.3 PTSS_Plugin.DLL - Version: 1.2.0.2 RIFF.DLL - Version: 1.0.0.31733 Scale.dll - Version: 1.0.0.1 SpO2 Module.dll - Version: 1.2.0.2 SureTemp Plus Module.dll - Version: 1.2.0.2 Upgrade.DLL - Version: 2.3.1.31735 WACP_Device_Plugin.dll - Version: 1.2.0.0	
Ok	

**Trouble shooting** 

### Welch Allyn Service Tool issues

- Verify the Welch Allyn Service Tool is version 1.5.0.0. If your version of the service tool is earlier than 1.5.0.0 go to <a href="http://www.welchallyn.com/promotions/services/serviceTool.htm">http://www.welchallyn.com/promotions/services/serviceTool.htm</a> and download the latest version. Follow the instructions in the Welch Allyn Service Tool Installation and configuration guide available from the above URL to uninstall the older version before installing the current version.
- If you do not have version 1.2.1.0 of the NIBP Module.dll verify the PC has an internet connection. The file will be updated automatically

#### Notes

- 1. Contact the Welch Allyn Complaints Department to initiate or process a medical-device complaint resulting from this or other issues.
- 2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

# **End of Bulletin**

#### **Revision History**

Version	Description	Change #	Init	<b>Release Date</b>	Appr
А	Initial release	D*	DD	2012-01-19	D*

D\* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL