WelchAllyn

Customer Service Bulletin

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Bulletin Type: **AS NEEDED**

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Manufacturer: Welch Allyn

Date: 2013-03-26   **SAP DIR #:   20013430**

Subject:	1.71.03 Software Release
Distribution Scope:	Welch Allyn Global Technical Support, Product, Field & Customer Service. WA Customers
Product(s) Referenced:	CVSM (Connex Vital Signs Monitor) – Models 6300, 6400, 6500
	CIWS (Connex Integrated Wall System) - All Models
Summary:	A new version of software, 1.71.03, is available for the CVSM 6000 series vital signs monitors and the Connex Integrated Wall Systems (CIWS). Upgrading to the latest software will ensure that you have the latest new features and that your devices are performing optimally.

This release contains the following improvements and feature enhancements:

- Corrects a Cerner EMR compatibility issue regarding the Patient Query feature. See CSB 20013341 for more details.

- Prevents device errors associated with 300 or more patients stored in memory.

- Prevents conditions that are known to cause errors during power on, power down, and during the software upgrade process.

- Prevents a "NIBP Not Functional, Call for Service" error

- Ensures imported configuration files from USB are appropriate for the version of software on the device.

- Improves MAP calculation when heart rate is greater than 100 BPM on non-Neonate cycles

- Resolves issues where the device displayed the incorrect date and implements a time sync request every 15 minutes

- Adds ability to export device error and event logs to an external USB drive.

- Enhances feature set for the clinician password. When entering the password, characters are now displayed as asterisks. The following characters are now accepted:

  }] | \ ~ ` $ % ^ + = { [

- Improved protection of 802.11 wireless security parameters

- Adds support for additional barcode scanners:
  - Xenon 1900 – Part Number: 6000-916
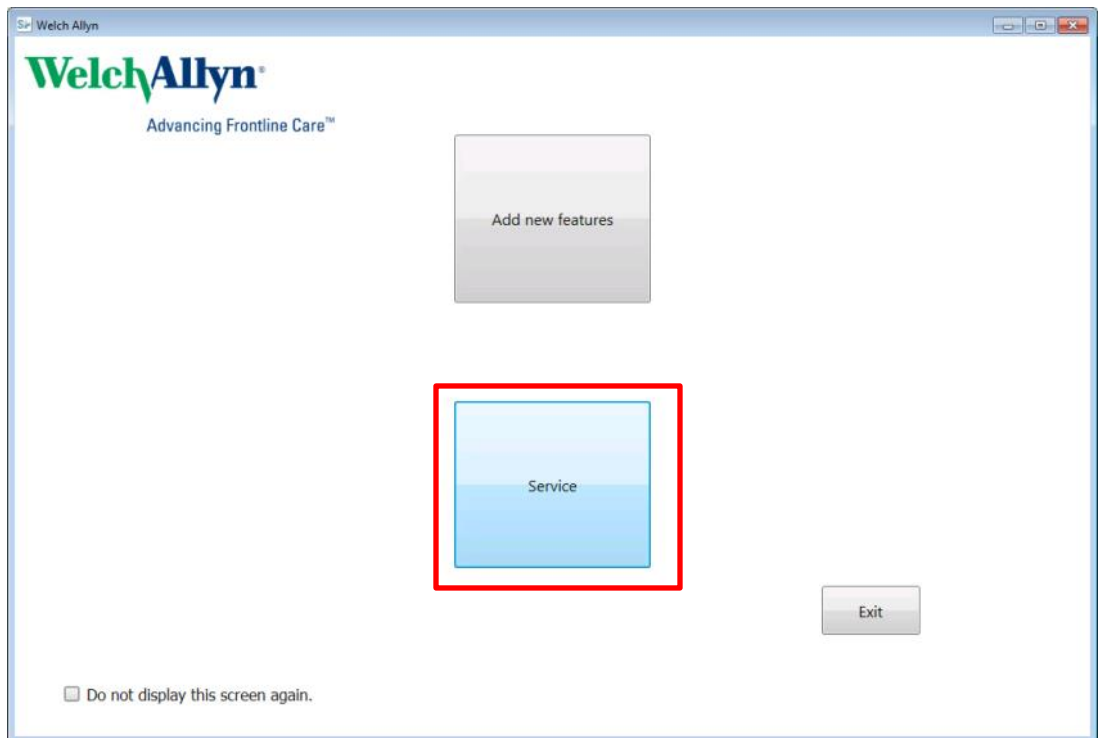 - JADAK HS1M – Part Number: 6000-916HS

Upgrade Process:

Software version 1.71.03 is available for download by connecting your device to the Welch Allyn Service Tool. If you do not currently have the service tool installed, it can be downloaded at:
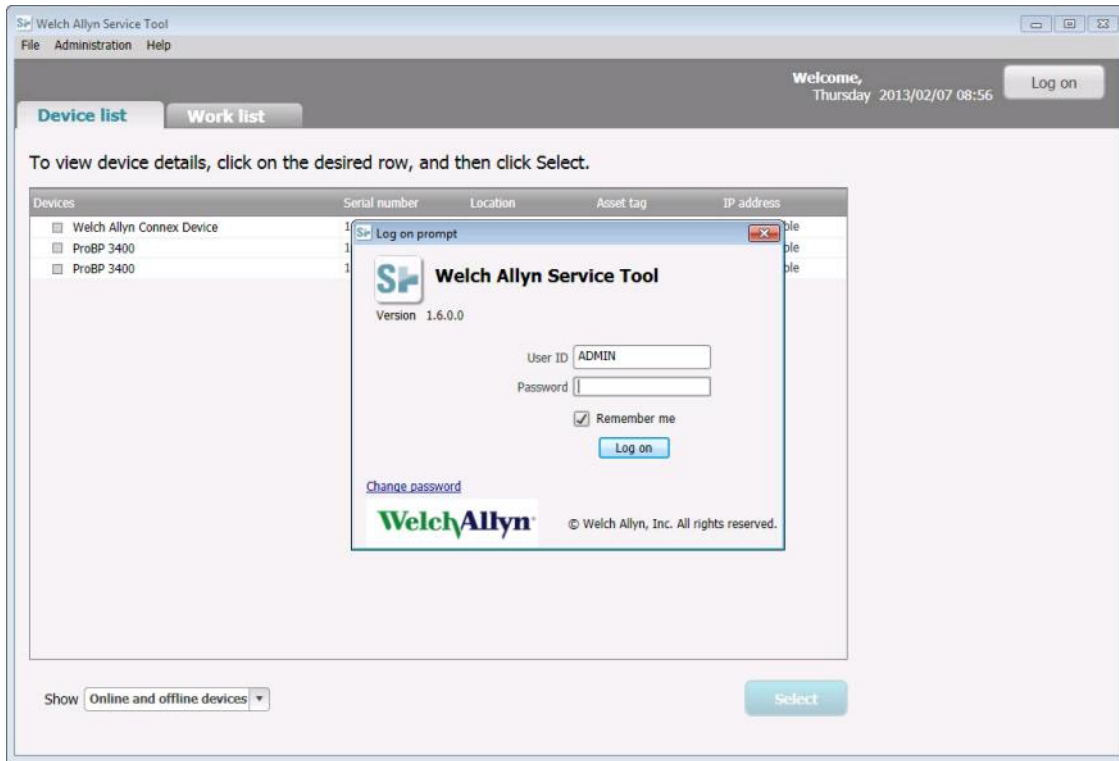
http://www.welchallyn.com/promotions/services/serviceTool.htm

The upgrade is expected to take approximately 15 minutes per device. For wireless devices, a total of 30 minutes is required per device.

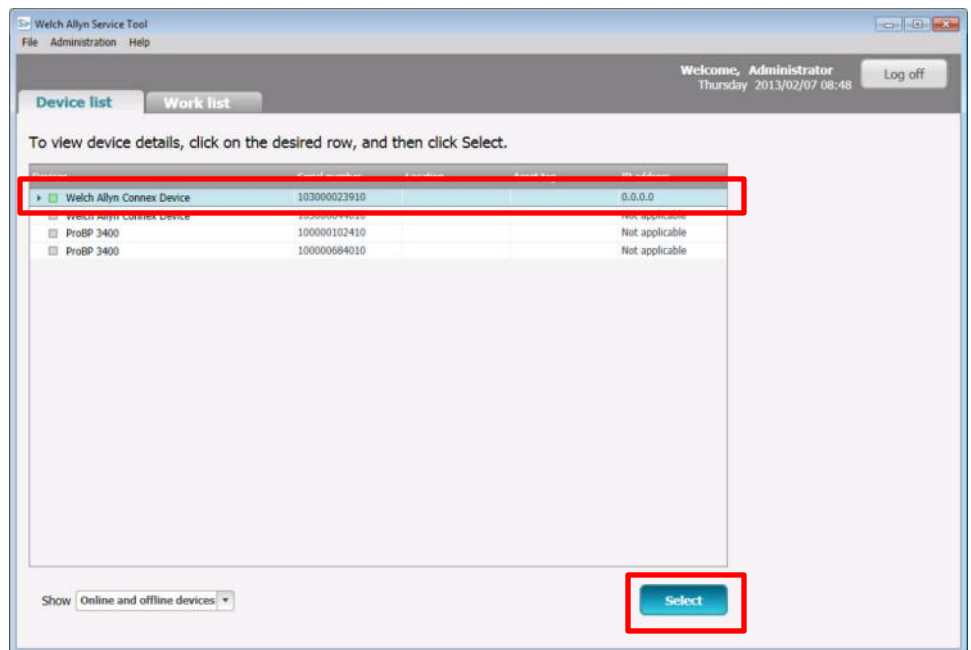*Note: The computer you are using to perform software upgrades must be capable of accessing the Internet.*

1. Open the Welch Allyn Service Tool software application and select the "Service" option.

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2. Log on to the Service Tool using your User ID and Password. Note: If you haven't set a password, the default User ID is "ADMIN" and the password field should be left blank. Press "Log on".
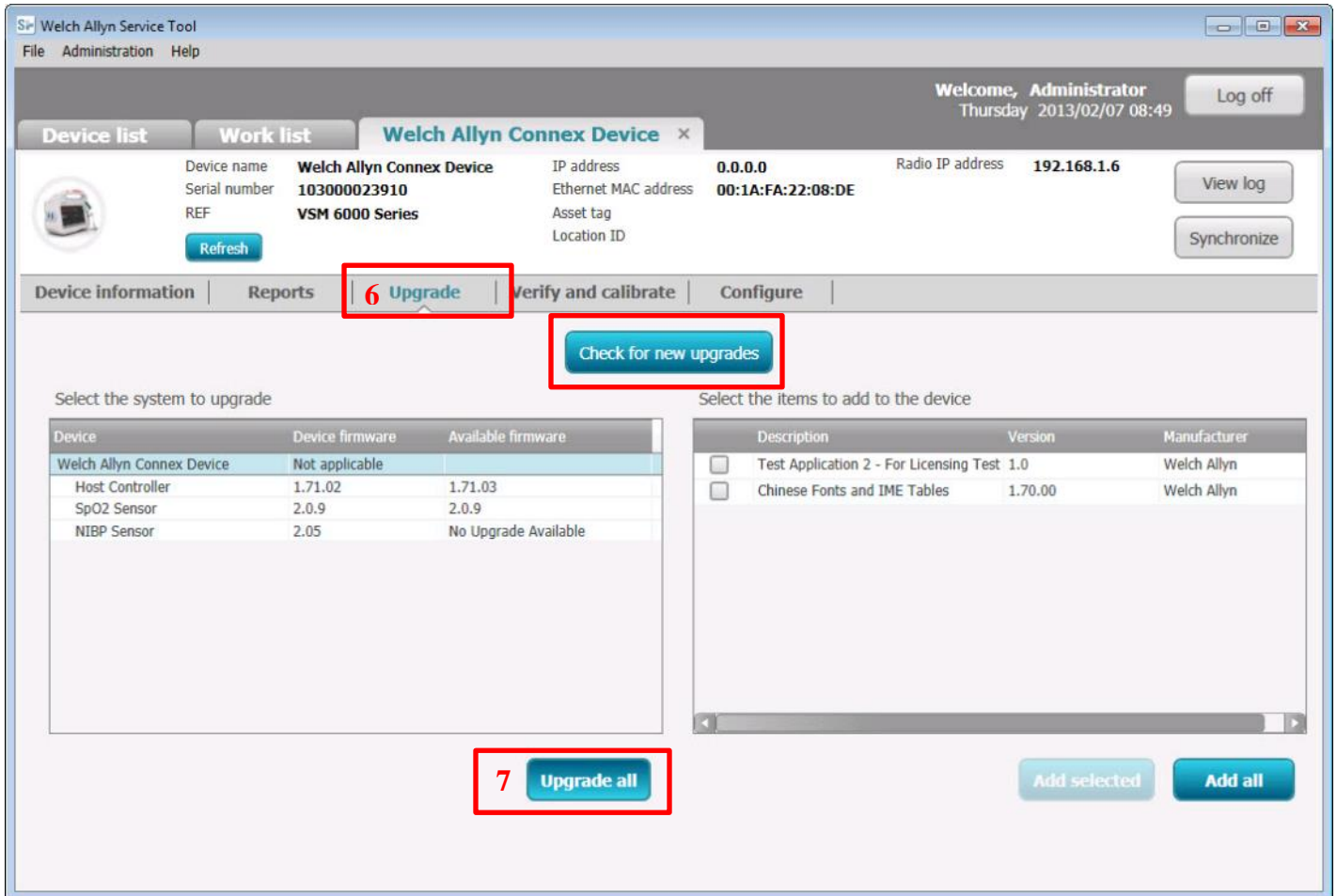

3. Connect the CVSM or CIWS device to the Service Tool using a standard USB cable. Use the mini-USB port located on the right side. The port is located near device's power button.

4. Power the device ON using the device's power button

5. Highlight the device in the list and then press "Select".
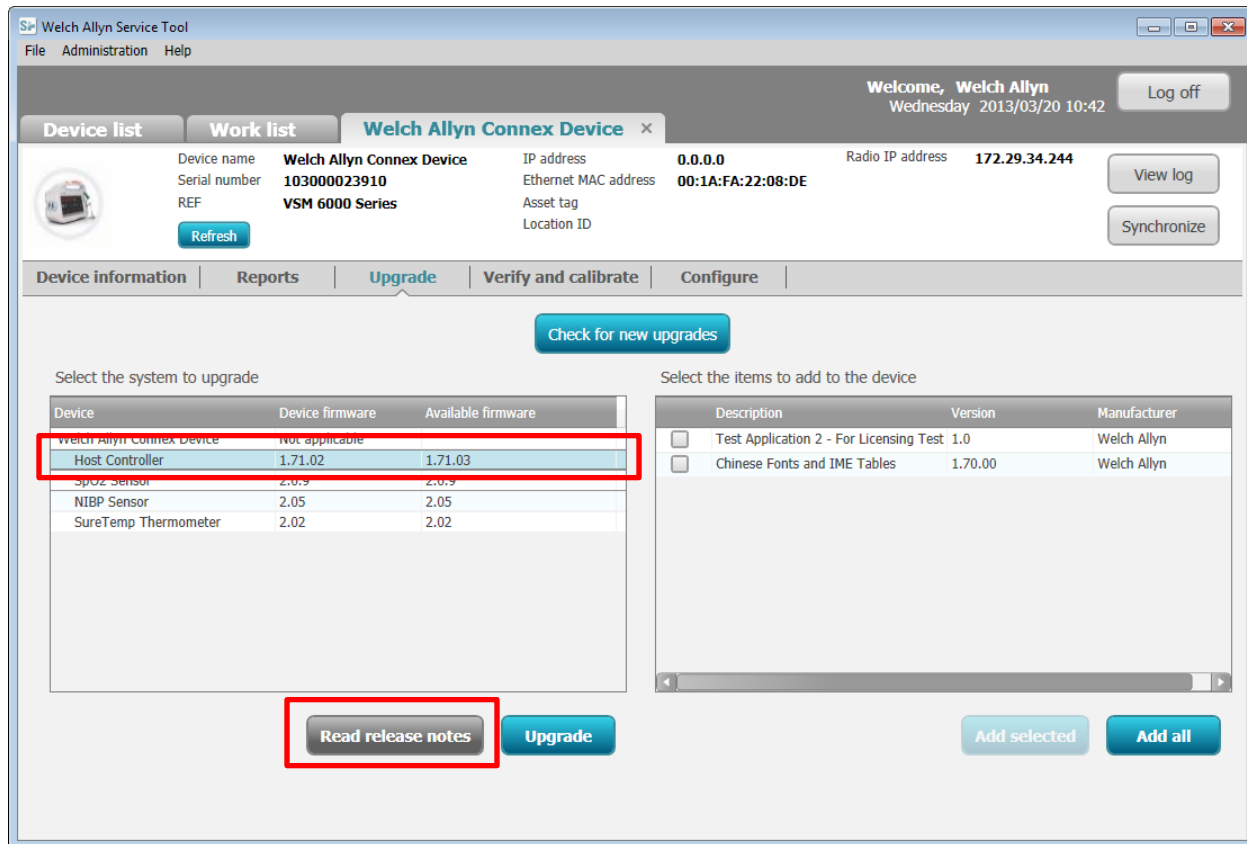
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6. Press "Upgrade"

7. Press the "Upgrade all" button and the upgrade process will begin.

   Note: If you do not see an upgrade listed, press the "Check for new upgrades" button and then repeat Step 6.

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Release Notes:

8. To view the release notes, highlight the "Host Controller" line and click "Read release notes." The release notes contain additional information about changes in software, software compatibility and the upgrade process.

Exporting Configurations:

During an upgrade, previous settings are retained as part of the device's configuration. However, newer versions of software may contain features and settings that were not in earlier versions. As a result, configuration files created and exported on older versions of software are not compatible and cannot be imported to a device running a newer software version.

To copy the device configuration, it is recommended to upgrade a device to the current version, then save a new configuration file on a USB drive for configuration of additional devices.

Technical Support:

Should you experience any issues or need assistance with the upgrade process, please call Welch Allyn Technical Support.

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