


Document Description: Pro 6000 Post Failure	Document Number: 80025133 Version: A
	
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Customer Service Bulletin

Product: CVSM, CIWS, CSM, Standalone Pro 6000 with cradles	Date: 2019-05-24
Subject: Pro 6000 Post Failure	
HW Version(s) Affected: All	SW Version(s) Affected: 5.25
Serial Numbers Affected: All	Lot or Date Code Affected: N/A

Classification: As Needed
Distribution: <input checked="" type="checkbox"/> Customer Care <input checked="" type="checkbox"/> Product Service <input checked="" type="checkbox"/> Field Service <input checked="" type="checkbox"/> ASPs <input checked="" type="checkbox"/> Distributors <input checked="" type="checkbox"/> Customers <input type="checkbox"/> Company Confidential

Training Required: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Summary: When removing the Pro 6000 with v5.25 software from the cradle, the handle may not complete a POST. Rather, goes to the “Ready” state. This is normal behavior for this version of software. If this situation occurs and you are attempting to enter the “CAL” mode: <ol style="list-style-type: none"> 1) Do not redock the device 2) Allow the device to go to sleep 3) Press the “Start” or “C/F” button 4) Then immediately press both “C/F” and MEM” button simultaneously until you hear a tone. (approximately 8 seconds) Release buttons and you are in “CAL” mode.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2019-05-24	MDB