# Customer Service Bulletin

**Product:** CVSM, and Welch Allyn® Service Hub  
**Date:** 2020-12-23

**Subject:** CVSM Spot Lxi Setting with the Welch Allyn Service Hub

<table>
<thead>
<tr>
<th>HW Version(s) Affected:</th>
<th>All</th>
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<tbody>
<tr>
<td>SW Version(s) Affected:</td>
<td>All</td>
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<table>
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<tr>
<th>Serial Numbers Affected:</th>
<th>All</th>
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<tr>
<td>Lot or Date Code Affected:</td>
<td>All</td>
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</tbody>
</table>

**Classification:** As Needed

**Distribution:**  
- ☒ Customer Care  
- ☒ Product Service  
- ☒ Field Service  
- ☒ ASPs  
- ☒ Distributors  
- ☒ Customers  
- ☐ Company

**Training Required:** ☒ Yes  ☐ No

**Summary:**

When Connex® Vital Signs Monitor (CVSM) is connecting to the Welch Allyn® Service Hub, the Emulate Spot Vital Sign Lxi setting in the Advanced Menu needs to be disabled for the device to work with a component piece of software to the Welch Allyn® Service Hub, Service Monitor.

**Emulate Spot Vital Sign Lxi settings feature:** This option specifies that data sent to the network appears as Spot Vital Signs Lxi data. When this setting is enabled on CVSM, the device communicates in the same language as Spot Lxi, which creates an incompatibility to the Welch Allyn® Service Hub. When the Emulate Spot Vital Sign Lxi setting is disabled, the CVSM is able to communicate its service data to the Welch Allyn Service Hub in the correct communication protocol language.

If the setting is not disabled, the CVSM device data file will not be created nor readable by Service Monitor with the outcome that the CVSM device will not appear on Service Hub.
To Disable Emulate Spot Vital Sign LXI settings on CVSM:

1. Access the Advanced settings.
   a. Touch the Settings tab.
   b. Touch the Advanced tab.
   c. Touch Enter password.
   d. Enter your password and touch OK. The General tab appears.
2. Touch the Data Management tab.
3. Touch the Clinical Data tab. Directions for use Advanced settings
4. Specify settings
5. Uncheck Emulate Spot Vital Sign LXI