



Printed or electronic versions of this document not accessed directly from the designated Hillrom Controlled Quality Information System are For Reference Only.

# Customer Service Bulletin

<b>Product:</b>	Welch Allyn Connex® Vital Signs Monitor 6000 Series™ Welch Allyn Connex® Integrated Wall System		
<b>Subject:</b>	CVSM/CIWS 2.44.01 SWF Release Notes		
<b>HW Version(s) Affected:</b>	P3, P5, P6	<b>SW Version(s) Affected:</b>	N/A
<b>Serial Numbers Affected:</b>	N/A	<b>Lot or Date Code Affected:</b>	N/A

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

### Summary:

#### Release Details

CVSM software 2.44.01 includes support for SFM mode suppression available in version 1.16.00 of the software for the Medtronic MicroMediCO2 End-tidal CO2 module (Material # 420502). This CO2 module along with the CVSM is IEC 80601-2-55 2<sup>nd</sup> edition compliant. In addition, there were continuous profile table corrections.

This Software release will be deployed via Partner Connect.

Devices can be updated in the field using the Welch Allyn Service Tool (WAST). The latest Service Manual can be downloaded from our website (link below).

<https://www.hillrom.com/en/services/welch-allyn-service-tool/>

If you are upgrading from version 2.41.xx or earlier, please read the applicable directions for use: *Welch Allyn Connex® Vital Signs Monitor 6000 Series™ information for use Software version 2.4x (DIR 80026006)* available from: <http://www.hillrom.com>

The Welch Allyn Connex® Vital Signs Monitor 6000 Series™ service manual 2.0X-2.4X (*DIR 80024005*) is available from: <https://www.hillrom.com/en/products-category/patient-monitoring/>



Welch Allyn Connex® Integrated Wall System service manual 2.3X-2.4x (*DIR 80023125*) is available from:  
<https://www.hillrom.com/en/products-category/patient-monitoring/>

For additional information on the Welch Allyn Connex Vital Signs Monitor 6000 Series visit:  
<http://www.hillrom.com>

**Hardware/Software Compatibility**

It is expected that the CVSM 2.44.01 software is compatible with the below listed or newer versions until superseded by a future CVSM software update. See Table 1 below along with CVSM MIN HW/SW Requirements (*DIR 20012631*) Revision AL or higher.

For 1.71.03 or 2.10.01 devices to qualify for a 2.44.01 upgrade, the CVSM/CIWS must meet the minimum hardware.



<b>Table 1</b>			
<b>Compatible Versions</b>			
<b>Subsystem Description</b>	<b>Software Version</b>	<b>Hardware Version</b>	<b>Welch Allyn Part Number</b>
Main Board		P3, P5, P6	407574-06, 407574-08
Braun 6000 Software	5.25	N/A	
Braun 4000 Software	1.00.03	N/A	
Lammar Comm's module	1.00.00 A0003	P2,P3	407524
Newmar Comm's module	V2	P2,P3	410389-04
Lammar Radio Software	3.00.04	MAC address starting with:00:1A:FA	406187
Newmar Radio Software	2.00.01	MAC address starting with:00:17:23	413023
Masimo SPO2	7.10.1.2	0x501	713654
Nellcor SPO2	1.00.13, 1.00.15	P3,P4	405712, 412896, 107020, 406273-01
EARLY Sense	01.06.007	P3	725692
SureTemp	2.02	P3	405701
NIBP	2.05	Rev A.	405672
ECG	1.00.05	P3	412726
CO2 Oridion	1.10.02	P3	408259
CO2 Medtronic	1.14	P3	412897
CO2 Medtronic	1.16	P3	420502
Scale Software	1.0.26	N/A	N/A
WA Connectivity SDK	2.4	N/A	N/A
NCE	5.0.0.3	N/A	N/A
Connex CS	1.5	N/A	N/A
Configuration Tool	1.8.4	N/A	N/A
DCP Server	3.0.0.3	N/A	N/A
Data Catcher	4.0.0.20	N/A	N/A
Connex VM	2.0.1	N/A	N/A
Welch Allyn Service Tool	1.10.x.x	N/A	N/A
Welch Allyn Service Hub	5.0.x	N/A	N/A
Welch Allyn Service Monitor	1.3	N/A	N/A

**Upgrade instructions**

Use the Welch Allyn Service Tool version 1.10.0.0 or later to update your CVSM or CIWS

1. Launch the service tool.

THIS INFORMATION IS THE PROPERTY OF HILLROM HOLDINGS AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT, DEVICES, OR SOFTWARE WITHOUT THE EXPRESS WRITTEN PERMISSION OF HILLROM.



2. If the simple user interface screen appears, click Service.
3. Log on as ADMIN with no Password if no biomed account has been created, otherwise the biomed account may be used. The User ID is case sensitive; ADMIN must be all upper case.
4. Connect the device to the PC running the service tool with a USB cable.
5. Power on the device.
6. Highlight device on the device list tab and click select to open the device tab. If the device name is replaced with question marks it will be necessary to return the device to factory defaults before upgrading. Remember to save your device configuration and any custom data before restoring factory defaults. See the service manual for additional information.
7. Click the Upgrade Tab.
8. Select Welch Allyn Device from top row table and click the Upgrade all<sup>1</sup> button.
9. When Upgrade is complete<sup>2</sup>, the upgrade table shows “No upgrade available”.
10. If Chinese fonts or CA Root Certificates appear in the right-hand pane they may be added if desired.
 

**Note:** Chinese fonts are required to enable trend printing. Add CA Root Certificates if server certificates are to be used.
11. To review the service record, select View log file from the File menu. In the popup dialog select Active log file. Service logs are archived in the servicelogs folder as follows  
 Windows XP: C:\Documents and Settings\All Users\Application Data\Welch Allyn Service Tool\ServiceLogs  
 Windows 7: C:\ProgramData\Welch Allyn Service Tool\ServiceLogs
12. Close the device tab to complete the service. Wait for tab to close before disconnecting device.
13. Disconnect the USB cable from the device, and power down the device, the upgrade is complete.

Footnotes

1. Upgrades are shown under available firmware. If no upgrade is available verify the PC is connected to the internet and the Partner Connect service is running.
2. If an upgrade fails and the device is still available in the service tool, retry the upgrade process. If the upgrade cannot be completed successfully, contact WelchAllyn Technical Support.

Note: If there is a failure of the upgrade process, it is acceptable to attempt the upgrade process again, because a failure of the upgrade process is not a failure of the module itself.

**Summary of Prior Releases**

**2.44.00 Version Released 06/15/2021**

CVSM software 2.44.00 new features include A Hillrom branded splash screen on the startup of the device. Allowing a connection to Connex CS with ECG present to send snapshot of pulse rate and respiratory rate numerics and ECG waveforms captured, and ECG alarms to that host. NOTE: Connex CS support for this feature starts with Version 1.8.6. Automatic setting of patient type based on the date of birth received from a host. Office profile printing of averaged NIBP values for SYS, DIA, and MAP.

**2.43.02 Version Released 03/10/2021**

CVSM software 2.43.01 includes enhancements for "Continue without login" making it available both when the device is locked with and without a clinician logged in, and corrective maintenance.

THIS INFORMATION IS THE PROPERTY OF HILLROM HOLDINGS AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT, DEVICES, OR SOFTWARE WITHOUT THE EXPRESS WRITTEN PERMISSION OF HILLROM.



**2.43.00 Version released 05/18/2020**

CVSM software 2.43.00 includes new features including Active Directory Service (AD) compatibility. In order to use Active Directory, Single Sign On (SSO) cannot be used. Health Level Seven standards (HL7) with Episodic Vitals Transmission and Network Time Protocol (NTP)

**2.42.01 Version released 11/14/2019**

The software update enhances the network stack which prevents a rare instance of network communication failures in very specific environments including high traffic and/or low WiFi strength presented in version 2.42.00.

**2.42.00 Version released 5/17/2019**

The software adds single sign on, support for Jadaq high frequency RFID scanner, improved motion tolerance in pediatric blood pressure, and most licenses are enabled by default.

**2.41.00 version released 10/16/2018**

Release 2.41.01 added new features and functionality for; security, Early Warning Scoring (EWS), Newmar, Braun, Spot profile and service monitor. Improves string translations, supports use of CSM configuration tool and resolves some anomalies. Legacy devices meeting the upgrade requirements detailed in 20012631 CVSM/CIWS Minimum HW/SW Levels may be upgraded as needed.

**2.40.01 version released 06/26/2018**

Release 2.40.01 added security features, Newmar radio, New communications PCBA to support Newmar radio, support for Nellcor PMB05N module, updated device string translations, and software enhancements. New plugins were released for WAST to support Newmar radio, and Nellcor PMB05N module.

**2.30.01 version released 11/29/2017**

Release 2.30.01 added ECG alarm delay configuration zero delay to meet minimal delay requirement.

**2.30.00 version released 08/01/2017**

Release 2.30.00 adds Office profile, support for Braun 6000, clear button on home screen, graphical trending, clinician login caching, 3rd edition alarm compliance, single parameter trigger and address anomalies from prior releases.

**2.20.03 version released 07/28/2016**

Release 2.20.03 increased WPA-PSK passphrase character length to 63 characters.

**2.20.01 version released 06/30/2015**

Release 2.30.01 turns off backlight before initializing the graphics hardware to mask a display artifact associated with display P/N 411161.

**2.20.00 version released 05/28/2014**

Release 2.20.00 was a scheduled maintenance release, to address anomalies from prior releases and add feature enhancements including; new bed exit alarm melody, customer-defined custom scores and information messages, remote configuration upgrade, EarlySense\* modular solution, and patient rest mode. CVSM 2.20.00 is being released concurrently with Connex CS 1.6, service monitor 1.2, and Service Dashboard 2.0 as some of the new functionality is interdependent.

END OF BULLETIN

THIS INFORMATION IS THE PROPERTY OF HILLROM HOLDINGS AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT, DEVICES, OR SOFTWARE WITHOUT THE EXPRESS WRITTEN PERMISSION OF HILLROM.



<b>Version</b>	<b>Sec, Pg, Para Changed</b>	<b>Change Made</b>	<b>Date Version Created</b>	<b>Version Created By (initials)</b>
A	N/A	Initial Release	2021-06-14	MDB

THIS INFORMATION IS THE PROPERTY OF HILLROM HOLDINGS AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT, DEVICES, OR SOFTWARE WITHOUT THE EXPRESS WRITTEN PERMISSION OF HILLROM.