



Customer Bulletin

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Monitoring Products

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Product Referenced: VSM 300 Series All Models

SW Version: All

Serial No. / Lot Code: All

Summary: An updated version of the VSM 300 Service Utility is now available for customers wishing to service their own VSM 300 monitors. This replaces all older versions of this tool. The new part number is **810-1784-02** and the description is: **CD, VSM300, SVC.UTIL, CU, 2.3.9, 05/08**

Description: The service utility tool has been updated to allow the monitor to accept NIBP modules with POEM S/W version 4.20.02 and Masimo SpO₂ modules with S/W version 4.6.0.2 11S. All previous configurations are supported in this version of the utility.

Action: The updated version of the service utility is required to allow the monitor to accept current versions of the NIBP module and/or Masimo SpO₂ PCBA. Customers that have already purchased an early version of the service utility (P/N 810-1784-00 or 810-1784-01) may receive the updated version P/N 810-1784-02 at no charge until December 31, 2008.

Reference: 810-2609-00 Service Utility Directions for Use
810-1784-02 CD, VSM300, SVC.UTIL, CU, 2.3.9, 05/08

Warranty Implications: The VSM300 Customer Utility 05/08 CD-ROM (810-1784-02) may be used to perform any service documented in the directions for use (DFU P/N 810-2609-00) which does not involve opening the VSM 300 case; without voiding the warranty.

Any service performed other than by a Welch Allyn Authorized service provider where the case seal must be broken will void the product warranty.

Required Tools:

- 810-1784-02 CD, VSM300, SVC.UTIL, CU, 2.3.9, 05/08
- 008-0842-xx Vital Signs Monitor 300 Series serial cable
- PC with the following:
 - Windows XP SP2 or Windows 2000 SP4 operating system
 - Intel Pentium IV CPU or equivalent
 - 256 MB RAM memory
 - CD-ROM drive
 - At least 20 MB available hard-disk space
 - Available RS-232 serial communications port, 9-pin, D-style
 - If no RS-232 port is available but a USB port is available, you must have a USB-to-serial (DB9) adaptor (not supplied). For Windows 2000 and XP operating systems, the supported adapter is KEYSpan USB serial adapter USA-19HS.

Product Overview:

This product allows the customer to update software (POEM I, Boot and Main) to current versions, characterize the NIBP system (required when servicing), replace NIBP, Temp, and SpO2 modules, and read log files to assist in diagnosing errors.

There are 144 supported configurations for the VSM300. This service utility will determine if the VSM300 has a valid configuration and if an update will result in a valid configuration preventing errors resulting from updating to an unsupported configuration.

The Directions for Use (DFU P/N 810-2609-00) are included in a PDF document on the CD.

The utility supports the following service functions:

- Characterize the VSM 300 NIBP module
- View, read, print VSM 300 Event log, Debug log, Calibration and User logs
- Update VSM 300 software (POEM I, Boot and Main)
- Enable the monitor to accept updated NIBP, SpO2 and temperature modules

This release of the VSM 300 service tool supports the following software (SW) and firmware (FW) versions:

Component	Software/Firmware Version			
Monitor Boot - SW	1.00.00	1.10.00		
Monitor Main - SW	1.00.00	1.01.00	1.10.00	1.20.00
NIBP Module (POEM1)- SW	3.00.01	3.00.10	3.10.00	3.20.00
NIBP Module (POEM2)- SW	4.20.00	4.20.02		
SpO2 Module (Nellcor) - FW	1.8.1.0	1.9.0.1	1.0.0.1	
SpO2 Module (Masimo) - FW	4.3.2.1 11S	4.5.0.3 11S	4.6.0.2 11S	
Temperature Module -FW	1.1	1.2		

Note: This table may not be used to determine compatibility between components.

Software Updates

The service utility software contains the following software updates:

- NIBP POEM1 software version 3.20.00
- Monitor Main software version 1.20.00
- Monitor Boot software version 1.10.00