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Technical Service Bulletin

Product:	Braun 6000 Pro Thermoscan Thermometer	Date:	2015-11-10
Subject:	TSB-Braun 6000 SW v.3.98 Release		
HW Version(s) Affected:	2.2	SW Version(s) Affected:	3.85, 3.75
Serial Numbers Affected:	NA	Lot or Date Code Affected:	NA
Classification:	As Needed		
Distribution:	<input checked="" type="checkbox"/> Customer Care <input checked="" type="checkbox"/> Product Service <input type="checkbox"/> Field Service <input type="checkbox"/> ASPs <input type="checkbox"/> Distributors <input type="checkbox"/> Customers <input checked="" type="checkbox"/> Company Confidential		
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It can be distributed or made available to only those individuals, companies, and organizations which have current Welch Allyn Confidentiality Agreements, and have a need to know.			
Training Required:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Summary:	Software version 3.98 is released for Braun 6000 thermometers to address issues found in released software versions 3.85 and 3.75.		
Issues:	<p>The following issues were addressed in version 3.98 (all issues were present in version 3.85, * indicates issue found in 3.75)</p> <ul style="list-style-type: none"> • Dock cycle count not incrementing properly • Unadjusted operating mode not being reported properly to WAST* • Ready light left on in cradle • Exact temp light left on in cradle • Calibration communication timeouts* • Antitheft timer not counting down while cradled • C/F button not responding while cradled • Activating timer mode after memory display while cradled would not return to cradle mode when timer complete/cancelled. • Cradling the device while taking a temperature does not respond correctly* • IRT (infrared thermometer) not booting fast enough to provide reliable calibration communication • Bootloader using incorrect GUID 		

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	<ul style="list-style-type: none"> • Pressing Mem and C/F button while sleep can leave LCD or Backlight on in some situations • Quickly un-cradling and re-cradling the IRT can leave the LCD backlight on • Dock count on CSM using A/C power does not increment* • Anti-theft countdown timer is running while thermometer is docked in CSM • Exact-temp and Ready-light left on in CSM • In calibration mode measurement was possible before IRT stabilized as indicated by only two dashes being displayed*
Service Strategy:	The Braun 6000 Firmware version 3.98 upgrade package will be auto deployed via PartnerConnect to all instances of WAST 1.8.1.1 Users that don't have WAST 1.8.1.1 will not receive this update until they upgrade WAST to 1.8.0.0 version and receive the Braun plugin and updated Braun 6000 config.xml file from PartnerConnect. The Braun plugin and script to reconfigure the Braun configuration file are auto deployed but may be manually deployed to expedite the upgrade of WAST from version 1.8.0.0 to 1.8.1.1.
Reference:	<ul style="list-style-type: none"> • DIR 80020867 Software release notes • DIR 20014099 TSB-WAST/Braun 6000 Plugin Configuration
Required Tools:	<ul style="list-style-type: none"> • Welch Allyn Service Tool 1.8.1.1 or later. Note WAST 1.8.0.0 (DIR 50011612) will auto update to 1.8.1.1 when connected to PartnerConnect. <ul style="list-style-type: none"> ○ Customers may download the WAST from http://www.welchallyn.com/en/service-support/service-center/service-tool.html. ○ Tech Support may expedite the upgrade from version 1.8.0.0 to 1.8.1.1 by manually pushing packages: <ul style="list-style-type: none"> ▪ Braun6KPlugin1.1.0.0 1.0.0.0 ▪ EnableTCOnControl 1.0.0.0 • P/N: 06000-100 (NA), 06000-125 (EU), 06000-150 (AU) Braun Thermoscan Pro 6000 Ear Thermometer Charging Station (Use the correct part number for the region) • P/N 4500-925 USB Cable 2.0/5-Pin Mini-B,Gold,10' or equivalent (the charging station USB cable may be used by disconnecting it from the power supply)

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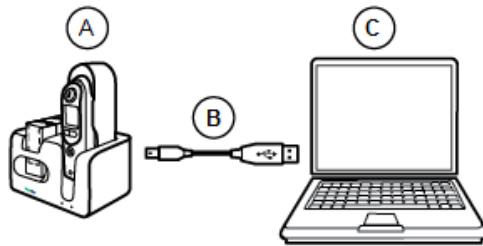
Required Materials:

Braun 6000 Firmware v3.98 upgrade package from PartnerConnect
Contents include:

- Boot loader version: 1.23
- PRO Application version: 3.98
- Technique Compensation version 1.06
- DIR 80020867 Software release notes

Procedure:

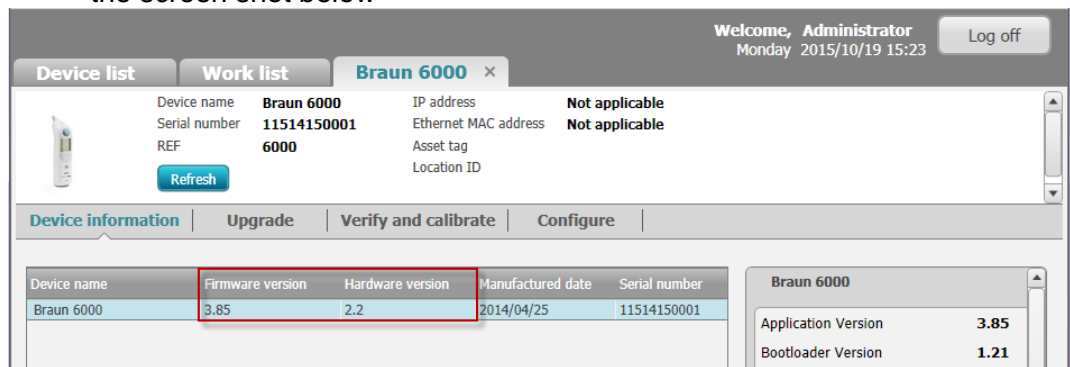
Use the WAST to view the firmware and hardware versions of the thermometer.



Connect the thermometer to WAST

- A. Braun PRO 6000 thermometer in cradle and charging station
- B. USB 2.0 5-pin mini-B cable
- C. PC running the Welch Allyn Service Tool v 1.8.1.0 or later


1. Launch the service tool
2. Log in as ADMIN no password or use preconfigured account
3. Select the Braun 6000 from the Device list
4. The device information tab opens
5. Read the firmware and hardware versions in the Braun 6000 row as shown in the screen shot below



To manually deploy software from PartnerConnect:

The software package is auto deployed, however if the customer has not received the package it may be manually deployed.

1. Logon to PartnerConnect: www.welchallynsolutions.com

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2. In PartnerConnect open the Assets page to search for the customers PC
3. Enter the customers computer name between asterisks (*) followed by WAST and click search. Example **<computer_Name>**WAST
4. Select the customers PC from the list by clicking the name to open the WAST dashboard
5. From the WAST dashboard click the Upgrade this asset function (top right side bar)
6. From the list of packages to deploy select:
Braun 6000 Firmware v3.98 upgrade package
7. Once returned to the dashboard observe the Recent Actions section (center screen) and confirm the package was delivered to the agent. At this point the customer should see the upgrade is available in the service tool.


Upgrade instructions:

Use the Welch Allyn Service Tool to update the Braun PRO 6000 software

1. Launch the service tool.
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.
4. Connect the charging station with the cradled thermometer to the PC running the service tool using the USB cable.
5. Verify the power LED on the charging station is on.
6. Highlight the Braun 6000 on the device list tab and click select to open the device tab.
7. Click the Upgrade Tab.
8. Select the Braun 6000 row in the table and click the Upgrade all¹ button.
9. Respond to the upgrade dialog clicking Yes to continue, or No to return to the upgrade tab.
10. When Upgrade is complete², the upgrade table shows "No upgrade available".
11. To review the service record select View log file from the File menu. In the popup dialog select Active log file.
You may also at any time access archived logs. Service logs are archived in the service logs folder as follows
Windows XP: C:\Documents and Settings\All Users\Application Data\Welch Allyn Service Tool\ServiceLogs

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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. If you have multiple thermometers to upgrade replace the thermometer in the charging station with the next thermometer to upgrade and repeat steps 6 thru 13.
14. When you have completed upgrading all of your Braun PRO 6000 thermometers, disconnect the USB cable from the charging station and reconnect the USB charging cable and charger. You have completed the upgrade.

¹ Upgrades are shown under available firmware. If no upgrade is available verify the PC is connected to the internet and the WelchAllynRSDSGateway service is running. Call tech support to request the upgrade. Click the Check for new upgrades button.

²If 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.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2015-10-19	GCS

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