

**Welch Allyn, Inc.®**

Medical Products

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**DATE: 2008-11-14****SAP DIR #: 20011267**

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**Subject: TSB - CP100-CP200 Service Reset****Bulletin Type: Process Change****Product Family: CP100 - CP200****Originator: SS / JR Service Engineering Department****Author: Dave Savarese**

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**Issue:** An investigation into CPX00 boot up failures has resulted in added steps to the Service and Repair process to increase the screening for all main PCBAs. Following this process ensures that the unit being repaired and/or tested will be reset or "fully re-booted" a minimum of 3 times as part of the functional testing before the product is shipped. This increases screening for the failure to boot up issue. The 3 boot process must be reflected at all Welch Allyn authorized repair facilities.

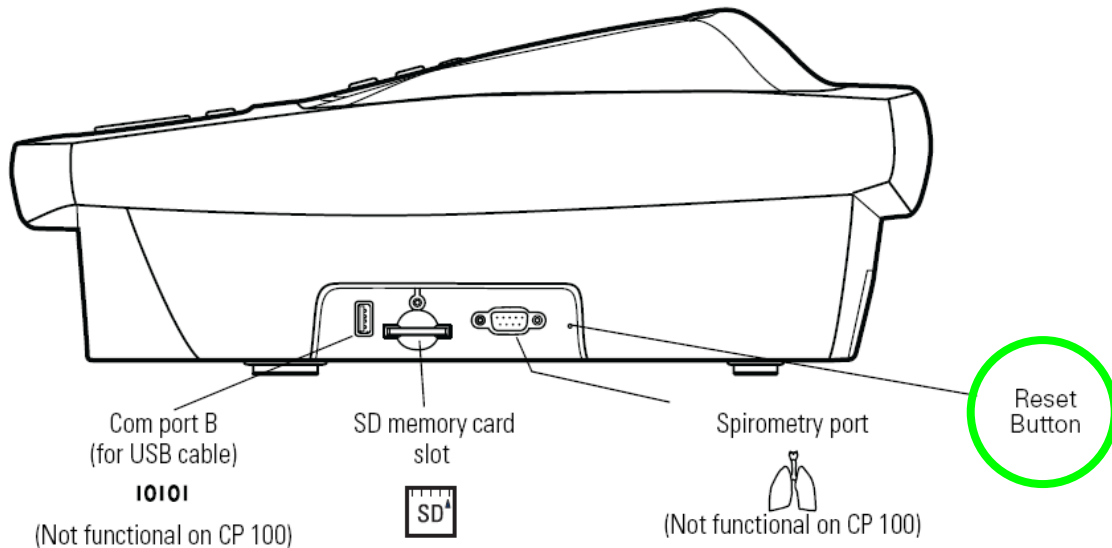
**Distribution Key:**

- Internal Welch Allyn distribution only  
 External Welch Allyn distribution

**Reference:** Change Number: 5003496CAR: **N/A**

**Solution Statement:** The above process must be reflected at all Welch Allyn authorized repair facilities as part of the CP100/CP200 functionality check before the unit is returned to the customer. These facilities shall ensure that the unit in for service will be successfully "reset" and/or "fully re-booted" no less than 3 times prior to being to shipping back to the customer. Each reset and/or full re-boot can be considered successful once the operator observes the onscreen prompt to set the date and time. If at any point there is a boot failure indicated by horizontal colored bars displayed and 3 beeps (CP200) or a blank screen and 3 beeps (CP100) the main PCBA shall be replaced.

- A full re-boot is achieved by connecting AC power to a unit that has a disconnected battery.
- A reset is achieved by pressing the reset button via the unmarked pinhole on the right side of the unit near the lung graphic. See the illustration below.



**PRODUCT IDENTIFIERS:** Refer to table below to identify affected product, if applicable) and serial number range if the product is serialized, and or date code range.

Product Number	Serial Numbers /Date Codes
CP100	ALL
CP200	ALL

**Classification of Action:**

- Mandatory
- Optional
- Does Not Apply

**When:**

- Immediate
- On Next Service
- At Agreed Upon Time

**Service Information and/or Requirements:**

- **Documentation required:**  
N/A
- **Components Required:**  
N/A
- **Materials Required:**

N/A

- **Technician Qualifications:**

N/A

- **Tools and Test Equipment Required:**

N/A

- **Reporting / Recording of Findings:**

Each Service center affected by this TSB shall document that they have performed the minimum 3 re-boots and/or resets for tracking purposes.

- **Contact(s):**

N/A

- **Parts Disposition:**

- **In-Stock:** N/A

- **Failed parts:** N/A

- **Date or Lot Code and Location:**

N/A

- **TechView CD:** N/A

**COMPLAINTS:** Welch Allyn, Inc. Medical Customer Complaint process must be followed for any complaint activity resulting from this or other issues.

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**Note:**

Drawings and/or illustrations and/or part numbers in this document are for reference purposes only and current to the date of this bulletin. Contact the Welch Allyn Service Engineering Department at Skaneateles Falls NY, USA if you have any questions about this bulletin, or to verify that you have the most current service information.

***Revision History***

VERSION	DESCRIPTION	CHANGE #	INIT	DATE	APPR
A	TSB - CP100-CP200 service reset	5003496	DCS	D*	D*

D\* SEE SAP DIR DIGITAL SIGNATURE LOG FOR APPROVAL DETAILS

**End of Bulletin**