

**Welch Allyn, Inc.®**

Medical Products  
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**DATE: 2009-03-26**

**SAP DIR #: 20011418**

**Subject: TSB - Digital Macro View Otoscope**

**Bulletin Type: Software update**

**Product Family: Macroview**

**Originator: SS / JR Service Engineering Department**

**Author: Kirk Stevenson**

**Issue:** Windows Vista attaches an additional video codec to the video capture when using the Welch Allyn Viewer software in conjunction with the DMV. This creates an unreliable video format for users. The user may see blurred video, up to a minute wait before the video starts, and very choppy video once it is up and running.

**Distribution Key:**

- Internal Welch Allyn distribution only
- External Welch Allyn distribution

**Reference:** Change Number: 5004891 CAR: N/A

**Solution Statement:** The design team is happy to announce a new version of the DMV viewer software. The Welch Allyn Viewer v1.1.2 fixes the above issue. All new DMV shipments will be packaged with the new viewer. Any user that has Vista may upgrade without charge.

**PRODUCT IDENTIFIERS:**

Product Number	Part Description	Serial Numbers /Date Codes
50010246	SWF Welch Allyn Viewer v1.1.2	NA
23960	DIGITAL MACROVIEW VETERINARY OTOSCOPE	NA
23920	DIGITAL MACROVIEW OTOSCOPE	NA

**Classification of Action:**

- Mandatory
- Optional
- Does Not Apply

**When:**

- Immediate
- On Next Service
- At Agreed Upon Time

**Service Information and/or Requirements:**

- **Documentation required:**

Directions for use: available in CD and paperback format:

Part Number	Description
711222	WELCH ALLYN VIEWER INSTALLATION GUIDE
23920MAN	USER MANUAL, DIGITAL MACROVIEW
23960MAN	USER MANUAL, DIGITAL MACROVIEW VET

- **Components Required:**  
N/A
- **Materials Required:**  
N/A
- **Technician Qualifications:**  
N/A
- **Tools and Test Equipment Required:**  
N/A
- **Reporting / Recording of Findings:**  
N/A (Attach inspection and service report, if applicable)
- **Contact(s):**  
Welch Allyn Customer Service
- **Parts Disposition:**
  - **In-Stock:** Scrap
  - **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	Initial release for review		KJS	2009-03-26	KJS

**End of Bulletin**