Summary: When a CVSM or CIWS is connected to a wired network it may not be able to obtain an IP address from the router serving IP addresses if the router has not completed its startup routine. This may be the case if the CVSM is turned on at the same time as the router, or if the CVSM is connected at the same time the router is powered on.

Issue: When the CVSM is connected to a wired network it broadcast a request for an IP address. If the router providing the IP address is not fully booted when the CVSM is connected the CVSM request for an IP address may time out before the router is ready to respond to the request. The thread which waits for an IP address from the router times out in about 30 seconds. Some routers will power up faster than others and be prepared to serve an IP address within the 30 second window the CVSM requires, while others may take longer.

Action: To avoid this issue, allow the router to fully boot before connecting the CVSM to the network. If the CVSM fails to obtain an IP address on the first attempt either disconnect and reconnect the Ethernet cable or power cycle the CVSM. If the router takes too long to boot and prepare to serve an IP address, a faster booting router may resolve this issue.
Reference to Standards:  
- 21 CFR Part 820, ISO 13485, MPD SOP-0002

Updates:  
- Technical Manual ☒  
- Repair Tool ☐  
- Service Plan ☐  
- Internet/Intranet ☐  
- Procedures ☐  
- Price List ☐  
- Training Material ☒  
- Other ☐

Service Strategy:  
This information is provided to Technical Support and Product service to raise awareness of the issue, and provide the proper response to customer inquiries. If additional information is required contact service engineering.

Required Training:  
Read and understand this service bulletin

Required Tools:  
NA

Required Materials:  
NA

Quality Process for failed units or components:  
NA

Procedure:  
See Action above

Quality Documents:  
All service centers using SAP to record service transactions: For each monitor serviced, record the service activity in SAP.

All other service centers and Field Service: For each monitor serviced, complete and file a service report and attach to the service DHR.

Notes:
1. Contact the Welch Allyn Complaints Department to initiate or process a medical device complaint resulting from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

End of Bulletin

Revision History

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<tr>
<th>Version</th>
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<td>GCS</td>
<td>2011-05-05</td>
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D* - Refer to SAP DIR digital signature log for approval details.