**Technical Service Bulletin**

**Monitoring Products**

**Bulletin Type: As Needed**

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Date: 2012-03-03       SAP DIR #: 20012861

**Subject:** TSB-CVSM/CIWS PROVISIONING MODEL NO.

**CAR Number:** NA

**Distribution Scope:** WA Internal
WA Technical Support, Product Service, & International Service Centers

**Product(s) Referenced:**
- CVSM – Connex Vital Signs Monitor
- CIWS – Connex Integrated Wall System
- WAST - Welch Allyn Service Tool

**SW Version:**
- CVSM- All
- CIWS –All
- WAST – 1.5.0

**Serial No. / Lot Code:** All

**Summary:** The CVSM and CIWS must be provisioned with the device Model number to send data to Connex VM. A new version of the PMP.dll file is available for the Welch Allyn Service Tool to provision the device with the Model number.

**Issue:** Connex VM will not accept patient data from devices which do not provide a Model number to the Connex server. The Model number will not be present if the device’s MCE PCBA was replaced and the device was not provisioned with the Model number. Earlier versions of the service tool lacked the capability to provision the device with the Model number.

**Action:** When replacing the MCE PCBA in CVSM or CIWS use the Welch Allyn Service Tool to provision the device serial number and Model number.

Follow procedure 1 below to update the Welch Allyn Service Tool with PMP plugin version 1.2.1.2.
For devices failing to send patient data to Connex VM, check the device Advanced tab for the Model number, if no Model number is present use the Welch Allyn Service Tool to provision the device Model number. Follow procedure 2 below to provision the device with the Model number.

Reference to Standards:
- 21 CFR Part 820, ISO 13485, MPD SOP-0002

References:
20012861 TSB-CVSM/CIWS PROVISIONING MODEL NO.

Updates:
- Technical Manual
- Service Plan
- Procedures
- Training Material
- Repair Tool
- Internet/Intranet
- Price List
- PTSS Help

Service Strategy:
The software package “WAST PMP Plugin v 1.2.1.2” will be deployed from PartnerConnect to all service tool installations. The software package downloads the following files to the WelchAllyn service tool Plugins directory:
- PMP.dll version 1.2.1.2
- PMP_Config.xml
- passwd2.dll
- O2SComponents.PDF4NET.dll version 4.3.3.0

These files will be included with the next release of the service tool.

Note: The service tool cannot be running when the files are downloaded or the OS will not be able to replace the previous versions. If the service tool is running a processing error will be returned in PartnerConnect for the action.

The updated Welch Allyn Service Tool will be used to provision the device with the Model number and device serial number when replacing the MCE PCBA or simply provision the model on previously serviced devices where the Model number was not provisioned.

Customers that have completed CVSM or CIWS training will be provided with DIR 20012927, “CSB-CVSM/CIWS Provisioning model no.”, containing the procedure to provision the Model number.

Required Training:
All Welch Allyn employees and contractors engaged in service and repair of CVSM shall complete a Read & Sign training record indicating they have read and understand this document. This Read & Sign is to be filed locally.

Required Tools:
Welch Allyn Service Tool version 1.5.0.0:
- Order the CD, material number 103521
- Download from Welch Allyn:
  http://www.welchallyn.com/promotions/services/serviceTool.htm
**Required Materials:**  WAST PMP Plugin v 1.2.1.2 software package available from PartnerConnect

**Quality Process for failed units or components:**  NA

### Procedure 1: Downloading the WAST PMP Plugin v 1.2.1.2 software package

*Note: Use this procedure only if the service tool does not have the feature to add a model number*

1. Verify the service tool is not running.
2. Go to https://welchallynsolutions.com. You must have a PartnerConnect account to access this site.
3. PartnerConnect opens to the Service Tab Browse for devices page. Enter the name of your computer or PartnerConnect registration in the device field. Use an asterisk (*) as wild card if you don't have the full name.
4. Click search. A list of devices matching the device string is returned.
5. Click on the matching computer name in the search results. The dashboard page opens for the computer.
6. In the Tasks pane on the right side click, "Upgrade this device".
7. Select the **WAST PMP Plugin v 1.2.1.2** software package to deploy by clicking on it. You will be returned to the dashboard page.
8. Observe the package is deployed successfully in the recent actions pane.

### Procedure 2: Using the Service Tool to provision the model number

*Note: You must have the PMP gold license or use the WelchAllyn account to use this feature.*

1. Launch the service tool and log on.
2. Select the device to be provisioned from the device list.
3. Select the **configure tab**.
4. In the Current settings box select **Change...**, to open the device configuration window.
5. In the Device configuration window:
   a) Confirm the PMP serial number matches the device labeling (top box). If the serial number field is blank or does not match, enter the serial number labeled on the device.
   b) Verify the Host Controller box has the serial of the MCE PCBA. If the serial number is missing the board may have failed the vendors ICT and should not have been installed.
   c) In the Device model number box click the down arrow and select the device...
6. Click the save button to provision the device.
7. Complete any other service to be performed and close the device tab before disconnecting the device from the computer. Wait for tab to close before disconnecting device, this allows upgrade information to be sent to PartnerConnect.
8. End of procedure

**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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D* - Refer to SAP DIR digital signature log for approval details.