



## Technical Service Bulletin

### Blood Pressure Products

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**Bulletin Type: Information Only**

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**Date: 2012-02-28**

**SAP DIR #: 20012919**

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**Subject:** TSB – ProBP 3400 Software Version 1.03.05

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

**Product(s) Referenced:** ProBP 3400

**SW Version:** 1.03.05

**Summary:** Software version 1.03.05 has been released for the ProBP 3400 device.

**Action:** Software version 1.03.05 includes the following changes:

- Implemented a new display driver to support new LCD hardware, to be implemented on NCE board 408807
- Changed Service mode to display the pressure reading on the device display when the device is connected to the Welch Allyn Service Tool
- Added temporary SureBP licensing to Service mode. This corrects an issue where devices without SureBP enabled would fail the Inflation Linearity Test available via the Welch Allyn Service Tool, due to the inability to initiate a SureBP cycle

**Reference to Standards:**

- 21 CFR Part 820, ISO 13485, MPD SOP-0002

**Service Strategy:** The 1.03.05 software has been loaded on PartnerConnect for distribution via the Welch Allyn Service Tool.

Customers experiencing a failure of the Inflation Linearity Test available via the Gold-licensed Welch Allyn Service Tool on devices without SureBP enabled should be instructed to update their device software to version 1.03.05 in order to complete the test successfully.

This Service Bulletin shall supersede TSB 20012826 – ProBP 3400 Inflation Linearity Test Failures. The SureBP licensing issue, as described by that TSB, has been corrected as part of the 1.03.05 software release.

**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.

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**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					
Version	Description	Change #	Init	Release Date	Appr
A	Initial Release	D*	CB	D*	D*
D* - Refer to SAP DIR digital signature log for approval details.					