



**Technical Service Bulletin**

**Cardio Products**

Welch Allyn, Inc.<sup>®</sup>  
4341 State Street Road  
Skaneateles Falls, New York 13153-0220 USA

**Bulletin Type: As Needed**

Tel: 1-315-685-4100 Fax: 1-315-685-4653  
[www.WelchAllyn.com](http://www.WelchAllyn.com)

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**Date: 2012-01-31** **SAP DIR #: 20012944**

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**Subject:** TSB – CP50 & CP50 Plus V01.20.02 SOFTWARE RELEASE

**CAR Number:** N/A

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

**Product(s) Referenced:** CP50 and CP50 Plus Electrocardiographs

**SW Version:** ALL

**Serial No. / Lot Code:** N/A

**Summary:** The Welch Allyn Diagnostic Cardiology Team is pleased to announce a new version of software for the CP50 and CP50 Plus electrocardiographs. This version 01.20.02 software is a general maintenance release that incorporates the software fix outlined below. This update incorporates all prior updates.

**Issue:** Release of new Software addressing the following:

Bug: Unable to save test to local memory

Symptom: When performing ECG Tests, after the report is printed, the device reports that the test was successfully saved. However, the ECG test record cannot be located in the ECG Test Folder. The test is not recoverable. This will occur once the CP50 local memory is filled to capacity.

For a device currently experiencing this issue, the software update procedure will dump the existing tests to the USB mass storage, correct the software bug, then write the tests back to the device.

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The update may be applied to any CP50 device to prevent or correct this issue and to apply all previous updates.

**Reference to Standards:**

- 21 CFR Part 820 & ISO 13485

**Updates:**

DFU	<input checked="" type="checkbox"/>	Repair Tool	<input type="checkbox"/>
Service Plan	<input type="checkbox"/>	Internet/Intranet	<input type="checkbox"/>
Procedures	<input type="checkbox"/>	Price List	<input type="checkbox"/>
Training Material	<input type="checkbox"/>	Other	

**Service Strategy:**

Standard TSB distribution

**Required Training:**

N/A

**Required Tools:**

N/A

**Required Materials:**

Software Update kit (P/N CP50-016)

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

N/A

**Update Procedure:**

The Software will be updated via supplied USB thumb drive.  
Refer to Customer letter 718341 (Also shipped with Software Update kit (P/N CP50-016) for detailed software update instructions.

**Important note:** This software update will not require the user to manually enter into Maintenance mode as required prior to the V01.20.01 software updates.

**Quality Documents:**

**All service centers using SAP to record service transactions:** For each device serviced, record the service activity in SAP.  
**All other service centers and Field Service:** For each device 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**

<b>Revision History</b>					
<b>Version</b>	<b>Description</b>	<b>Change #</b>	<b>Init</b>	<b>Release Date</b>	<b>Appr</b>
A	Initial Release	D*	DCS	D*	D*
D* - See SAP DIR for Change number, Approver Name and Date of Approval					