



**Technical Service Bulletin**

*Cardio Products*

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**Bulletin Type: As Needed**

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**Subject:** TSB - CPWS / WYSE / WINDOWS 7 EMBEDDED

**Distribution Scope:** WA Internal / Technical Support / Field Engineering

**Product(s) Referenced:**

SE-PRO-600	CARDIOPERFECT PRO RECORDER
PRO-60023, PRO-60024, PRO-60025	PROLINK USB CBL ASSY

CardioPerfect Resting ECG hardware and Resting ECG software modules used in conjunction with the following CPWS versions.

**SW Version:** CPWS Versions 1.6.3 & 1.6.4.

**Summary:** CPWS, running in conjunction with the PerfectLink driver on WYSE terminals running Windows 7 Embedded operating systems, might not record a Resting ECG properly.

**Issue:** Internal sales and service training was provided that indicated that the CPWS, when used with the PerfectLink driver on a thin-client, will operate properly on the Windows 7 Embedded operating system. We have discovered an issue specific to WYSE thin-client terminals running Windows 7 Embedded. Even with a properly installed PerfectLink driver on the WYSE terminal, users may experience issues performing an ECG recording through the WYSE terminal. Users may see "Fatal Error 1" and the recording will then be aborted.

**Action:** In certain situations, updating the WYSE terminal video driver may resolve this issue; otherwise there is no known resolution at this time.

**Reference to Standards:**

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

**Service Strategy:** Standard TSB Distribution

**Procedure:** Updating the client video driver may resolve this issue. This is the responsibility of the site’s IT to perform.

**Quality Documents:** **All service centers using SAP to record service transactions:** For each product serviced, record the service activity in SAP.  
**All other service centers and Field Service:** For each product 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					
Version	Description	Change #	Init	Release Date	Appr
A	Initial Release	D*	SMB	D*	D*
D* - See SAP DIR for Change number, Approver Name and Date of Approval					