Subject: TSB-CONNEX VM 2.0 FILTER TIME DRIFTS

CAR Number: N/A

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

Product(s) Referenced: Connex HL7

Summary: The timestamp on vitals transmitted from CVSM devices to Connex can sometimes drift ahead of the actual time. This may cause results messages to be transmitted to the customer EMR with a future timestamp. Some customer EMRs refuse to accept vitals results with a future timestamp. This TSB is a set of instructions to configure the Corepoint Action List to hold onto tests with a future timestamp and transmit once the timestamp is no longer in the future. The time drift is a matter of seconds and this Action List change will delay messages for up to 1 minute to ensure acceptance by the customer EMR.

Issue: The CVSM time may drift slightly into the future, causing results messages to be rejected by some customer EMRs due to the future timestamp.

Action: Complete the steps listed in the TSB Procedure section (below) as needed for any Connex VM 2.0 installations to ensure vitals results are not rejected by the EMR due to future timestamp.
Reference to Standards:  
- 21 CFR Part 820, ISO 13485, MPD SOP-0002

Updates: N/A

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Service Strategy:  
Apply as needed to customers with an EMR configuration that does not allow processing of vitals results with future timestamps.

Required Training:  
N/A

Required Tools:  
Corepoint Integration Engine

Required Materials:  
EIE_OB_Multi_Child_iGATE.nix located in DIR #20013231

Quality Process for failed units or components:  
N/A

Procedure:  
Modifying a customized “EIE_OB_Multi_Child” action list

1. Import EIE_OB_Multi_Child_iGATE.nix action list with clock drift solution
2. Open EIE_OB_Multi_Child and EIE_OB_Multi_Child-IGATE action lists
3. Copy the “Clock Drift Solution” block from EIE_OB_Multi_Child-IGATE into EIE_OB_Multi_Child after the last line of Action List
4. Resolve the action list compilation errors if any
5. Save EIE_OB_Multi_Child action list
6. Delete the EIE_OB_Multi_Child-IGATE action list
7. Commit and activate all changes in Corepoint Configuration
8. Verify all the above scenarios are working as expected
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.

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D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL