



Technical Service Bulletin

Monitoring Products

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Subject: TSB – CVSM/CIWS, DOWNGRADE HOST SOFTWARE

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)

SW Version: Applies to CVSM/CIWS with host software 2.20.xx or 1.71.xx installed.

Summary: This TSB describes how to downgrade the host software on the CVSM or CIWS from versions 2.20.xx to 1.71.03, 1.71.03 to 1.71.02 or 1.71.xx to 1.70.04

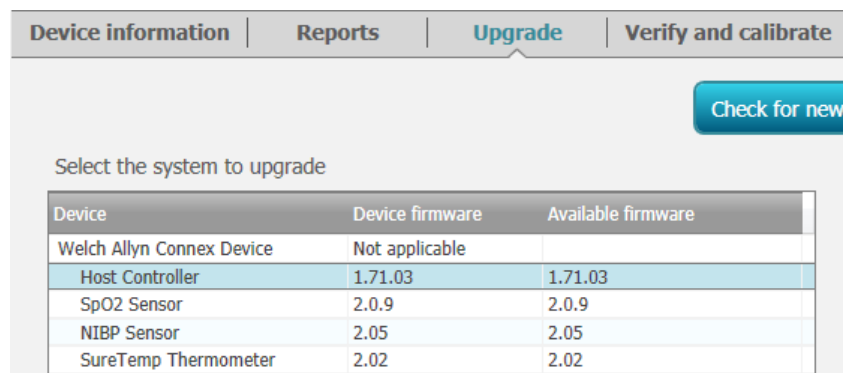
This process requires use of the WelchAllyn super-user login for the Welch Allyn Service Tool (WAST), and may only be executed by Welch Allyn personnel.

Issue: Some customers require an independent on-site validation of CVSM / CIWS host software with their network and EMR systems. In the case one such customer receives a device with newer host software installed, they may request a host software downgrade from Welch Allyn.

Action: At the customer's request, CVSM or CIWS devices with host software 2.20.xx or 1.71.03 may be downgraded to 1.71.03, 1.71.02 or 1.70.04 using the following steps:

Download the Applicable SW Package to the PC:

1. Using PartnerConnect, deploy the 1.71.03, 171.02 or 1.70.04 software package to the PC running the WAST per the applicable software release TSB.
2. If assisting a customer remotely, establish a remote desktop session with the customer's PC.
3. Open the WAST and log in using the WelchAllyn super-user account.
4. Select the device to be downgraded in the Device List, and open the device tab.
5. Navigate to the Upgrade tab. The WAST will display the highest version of available host software in the *Host Controller* line.

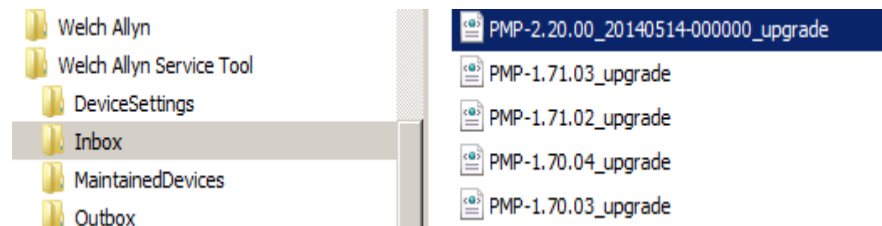


Device	Device firmware	Available firmware
Welch Allyn Connex Device	Not applicable	
Host Controller	1.71.03	1.71.03
SpO2 Sensor	2.0.9	2.0.9
NIBP Sensor	2.05	2.05
SureTemp Thermometer	2.02	2.02

6. If the displayed *Available Firmware* is higher than the desired version, the upgrade XML file must be removed from the WAST inbox prior to proceeding with the downgrade. Using Windows Explorer, navigate to the WAST inbox, and delete the file titled:

PMP-<version>_upgrade.xml

where <version> is the software version that is higher than the desired version. See the section titled “*Locating the WAST Inbox*” at the end of this document for paths to the inbox in Windows XP and Windows 7.



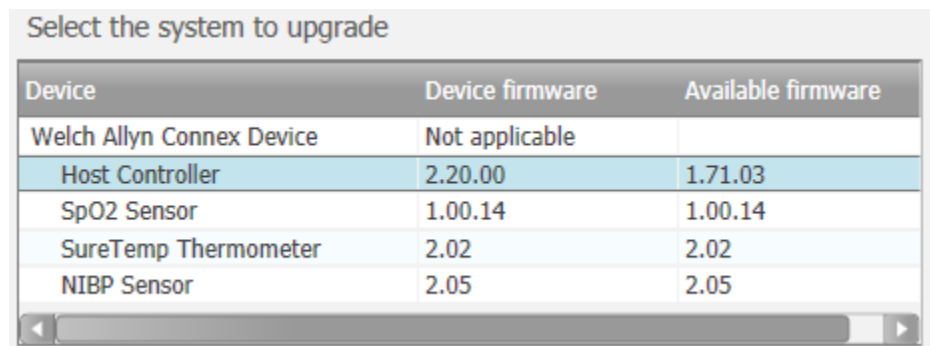
Click Refresh in the WAST to update the *Available Firmware* column.



Note: After performing this step, the user will be unable to upgrade devices to the higher version of software until the applicable package is redeployed via PartnerConnect..

Downgrade 2.20.xx to 1.71.03:

1. If version 1.71.03 is displayed in the *Available Firmware* column, highlight the *Host Controller* line and click Upgrade. Click Yes when prompted to continue.



2. When the upgrade process reaches 49%, the device will reboot and display the home screen.
3. The WAST will now complete the software downgrade.

Downgrade 1.71.xx to 1.71.02:

1. If version 1.71.02 is displayed in the *Available Firmware* column, highlight the *Host Controller* line and click Upgrade. Click Yes when prompted to continue.

Select the system to upgrade		
Device	Device firmware	Available firmware
Welch Allyn Connex Device	Not applicable	
Host Controller	1.71.03	1.71.02
SpO2 Sensor	2.0.9	2.0.9
NIBP Sensor	2.05	2.05
SureTemp Thermometer	2.02	2.02

2. When the upgrade process reaches 99%, the device will reboot and display the home screen with a “Functional error. Call for service” Technical Alert, and the WAST upgrade will remain at 99% indefinitely.
3. When this occurs, power down the device by navigating to *Settings > Device* and touching “Power down”.
4. Reboot the device.
5. The WAST will now complete the software downgrade.

Downgrade 1.71.xx to 1.70.04:

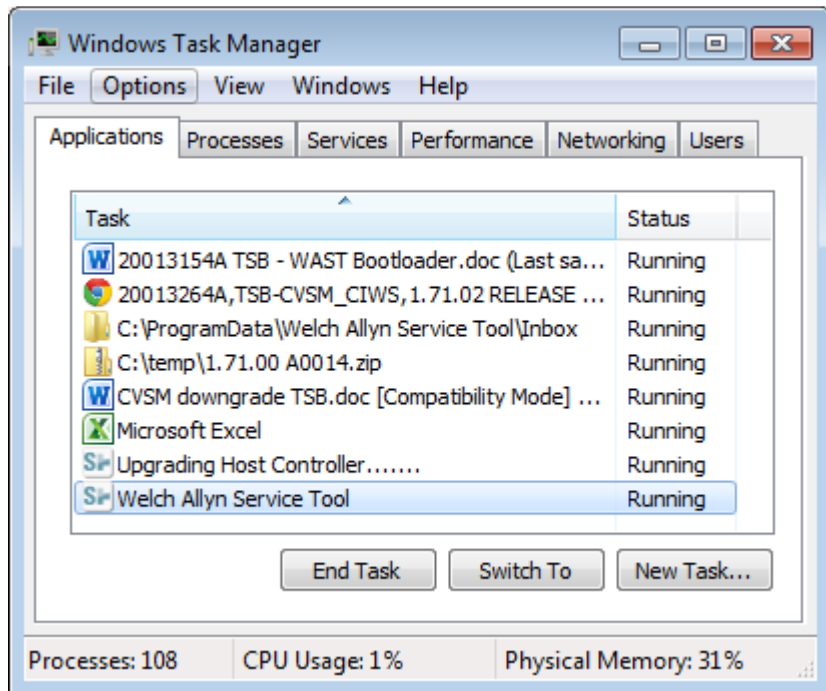
1. If version 1.70.04 is displayed in the *Available Firmware* column, highlight the *Host Controller* line and click Upgrade. Click Yes when prompted to continue.

Select the system to upgrade

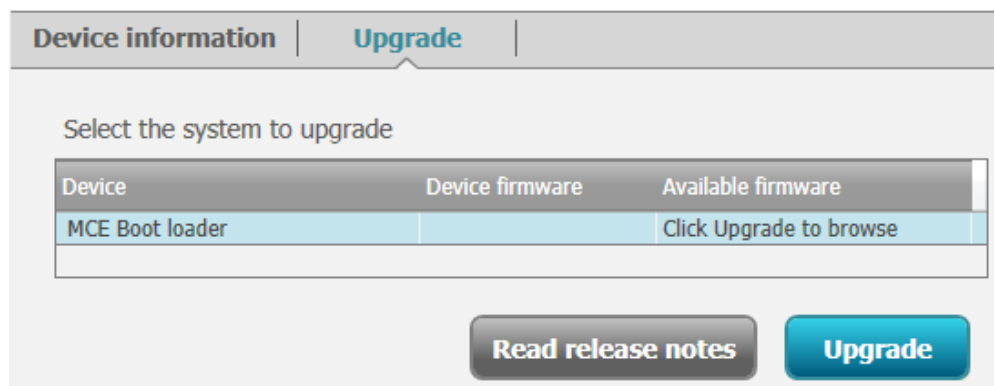
Device	Device firmware	Available firmware
Welch Allyn Connex Device	Not applicable	
Host Controller	1.71.02	1.70.04
NIBP Sensor	2.03	2.03
SureTemp Thermometer	2.00	No Upgrade Available
SpO2 Sensor	2.0.7	2.0.7

[Read release notes](#) [Upgrade](#)

2. When the upgrade process reaches 49%, the device will reboot and display the Welch Allyn splash screen, and the WAST upgrade will remain at 49% indefinitely. When this occurs, press Ctrl+Alt+Delete and open the Windows Task Manager.
3. Select Welch Allyn Service Tool and click End Task. If prompted, select End Now. Clear any pop-up messages that occur.

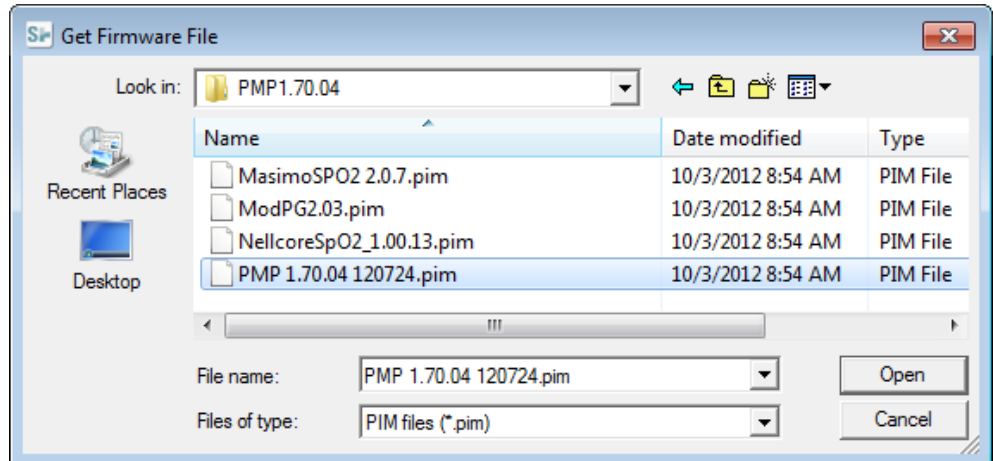


4. Open the WAST and log in using the WelchAllyn super-user account.
5. Select the MCE Boot loader device from the Device List and open the device tab.
6. Navigate to the Upgrade tab, select the MCE Boot loader, and click Upgrade. Click Yes when prompted to continue.

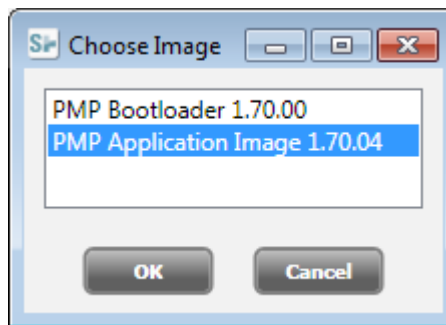


7. In the file browser, select the 1.70.04 firmware image file:
PMP 1.70.04 120724.PIM
and click Open. See the section titled “*Locating the 1.70.04 firmware image*” at the end of this document for paths to the firmware image file in

Windows XP and Windows 7.



8. Select the Application Image and click OK. The WAST will now complete the software downgrade.



Locating the WAST inbox:

The WAST inbox can be located at the following paths:

Win XP: **C:\Documents and Settings\All Users\Application Data\Welch Allyn Service Tool\Inbox**

Win 7: **C:\ProgramData\Welch Allyn Service Tool\Inbox**

Locating the 1.70.04 firmware image:

When the 1.70.04 package is deployed to the service tool dashboard, the firmware image file (PMP 1.70.04 120724.PIM) can be located in the following directories:

Win XP: **C:\Program Files\Welch Allyn\RSDS\DefaultProject\WA**

ServiceTool\Downloads\PMP1.70.04

Win 7: **C:\Program Files (x86)\Welch Allyn\RSDS\DefaultProject\WA ServiceTool\Downloads\PMP1.70.04**

Reference to Standards:

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

Required Training:

Employees engaged in the service and repair of the products referenced in this bulletin should complete a read & sign training on this document.

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 Welch Allyn regarding any questions or concerns 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 - Per MPD SOP-20155 Rev. 5, D* statement below has been modified to meet compliance requirements until this template is updated	D*	CB	D*	D*
B	Added instructions to downgrade to 1.71.02. Updated screenshots	D*	CB	D*	D*
C	This TSB supersedes all previous versions. Added instructions to downgrade from 2.20.xx Changed rev level from B to C. Removed 1.71xx from footer. Updated Phone number Updated Notes Section	D*	DMS	D*	D*
D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					