



Technical Service Bulletin

PATIENT MONITORS

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Bulletin Type: As Needed

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SAP DIR #: 20013393

Subject: TSB- WAST CHANGING BETWEEN CVSM VERSIONS

Distribution Scope: Welch Allyn Global Technical Support, Product, Field & Customer Service.

Product(s) Referenced: Connex Vital Signs Monitor (CVSM) & Welch Allyn Service Tool (WAST)

SW Version: CVSM versions 2.x, WAST 1.6.0 and earlier
NOTE: The issue was corrected in WAST version 1.7.0

Summary: When using the Welch Allyn Service Tool (WAST) to service CVSM or CIWS devices with host software 1.x and 2.x it is necessary to restart the service tool when connecting a 2.x device if a 1.x device was connected initially.
Note: This issue was resolved in WAST version 1.7.0. See 20013621 TSB- WELCH ALLYN SERVICE TOOL - WAST v1.7 Issue: CR ID 29136

Issue: When WAST initially connects to a CVSM it loads the device definition file from that device. The initial device definition is saved in memory for use until the tool is restarted. If a second device with a newer device definition file is connected WAST will not be able to communicate with those objects with newer definitions resulting in some functions not being available, including:

- Ability to recognize host or subsystem software versions
- Ability to perform post test
- Ability to perform nurse call relay test
- Ability to test all host USB ports
- Ability to perform Ethernet communication test
- Ability to read radio's MAC address
- Ability to determine acceptable upgrade package(s)
- When WAST is configured as a provisioning station an error message will appear and the device will not be provisioned
- When upgrading a device from 1.x to 2.x the service tool cannot determine the new firmware version for the host or some subsystems until the service tool is restarted.

When upgrading a CVSM form 1.x to 2.x with WAST 1.6.0.0 or earlier

the service will not recognize the new configuration until the service tool is restarted.

- Action:** **Service centers:** Upgrade WAST to version 1.7.0.0 or later.
Customer Care: Before responding to customer request to for a 2.x software package, advise the customer they must be using WAST version 1.7.0.0 or later.
- Reference to Standards:**
- 21 CFR Part 820, ISO 13485, MPD SOP-0002
- Service Strategy:** Service Engineering will distribute this document to Service Center and Customer Care managers
 Customer Care will advise customers to upgrade to WAST version 1.7.0.0 or later
 This issue has been addressed in version 1.7.0.0 of the service tool.
- Required Tools:** Welch Allyn Service Tool version 1.7.0.0 available for download from Welchallyn.com or by ordering CD 103521
- Procedure:** See 20013621 TSB-WELCH ALLYN SERVICE TOOL - WAST v1.7 for instructions to update the WAST,

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	D*	GS	2013/02/07	D*
B	Supersedes previous versions of this TSB Replaced Patient monitors and systems with Patient Monitors Update telephone numbers Update date SW version: Replaced WAST all versions with WAST 1.6.0 and earlier. Added note Deleted Serial no./Lot code section as NA Summary: Added note, "This issue resolved..." Issue: added last paragraph to explain upgrade behavior with WAST 1.6 Action: Revised action replacing Product Service with Service Centers and Technical Support with Customer Care. Action updated to use WAST version 1.7.	D*	GS	D*	D*

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	Distribution Scope: Deleted CVSM 2.0 LMR customers Deleted Updates section as NA Service Strategy updated to match actions Procedure: replaced with reference to 20013621 Deleted quality documents section as is now NA				
D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					