



**Technical Service Bulletin**

**CARDIOPULMONARY**

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**Bulletin Type: AS NEEDED**

**Manufacturer: Welch Allyn**

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**SAP DIR #: 20013514**

**THIS DOCUMENT CONTAINS CONFIDENTIAL INFORMATION**

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**Subject:** TSB-CP50 AND CP150 USB CONNECTIVITY FAILURE

**Distribution Scope:** Welch Allyn Global Technical Support, Product, Field & Customer Service. WA ASP's

**Product(s) Referenced:** CP50 and CP150 Series Electrocardiographs

**SW Version:** CP50 Series software - V1.20.03  
CP150 Series software - V1.00.01

**Serial No. / Lot Code:** All

**Summary:** A bug was found in CP50, CP50 Plus software V1.20.03 and CP150/A software V1.00.01 which might cause Client USB Connectivity Failure.

**Issue:** Potential device connectivity to WAST and CPWS will not be available when a CP50 or CP150 is powered up from a cold boot without USB connection between the device and the PC.

Upon subsequent power up and USB connection to the PC, the PC may fail to identify the device and display an "Unrecognized device" notification.

A similar situation may occur if the CP50 or CP150 USB cable is unplugged and then plugged back in

Ref:60055536, FI CP150 CP50 USB Failure

**Action:**

Connecting a USB cable between the device and the PC before powering unit from cold boot will prevent Client USB Connectivity failure.

The S/W for the Client USB driver module shall be modified to perform the initialization during both power up and waking from standby in the next planned Software release.

**Reference to Standards:**

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

**Updates**

Repair Tool

Internet/Intranet

**Procedure:**

If the CP50 or CP150 device is powered up before connecting the USB cable to a PC, the PC may fail to identify the connected device and display “Unrecognized device” notification. Should this situation occur perform the following:

- a. Disconnect USB cable.
- b. Place the CP50 or CP150 device in to Power Save Mode by pressing the Power button once.
- c. Take the CP50 or CP150 device out of Power Save Mode by pressing the Power button again.
- d. Reconnect the USB cable. This will set the PC to detect and recognize the connected device.
- e. The PC should now recognize the CP50 or CP150 device.

**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 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*	AO	D*	D*
B	Corrected formatting errors, updated Serial number field	D*	AO	D*	D*
D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					