



Customer Service Bulletin

Monitoring Products

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Bulletin Type: As Needed

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SAP DIR #: 20012832

Subject	CSB –Clearing CVSM/CIWS NIBP EEPROM Error
CAR Number	NA
Distribution Scope	WA Customers WA Technical Support, Product Service, & International Service Centers
Product(s) Referenced	CVSM (Connex Vital Sign Monitor) - All Models CIWS (Connex Integrated Wall System) - All Models
SW Version	CVSM Host SW version 1.70.00 and earlier, NIBP module SW version 2.00, Boot loader version 1.00
Serial No. / Lot Code	All
Summary	<p>This procedure clears an NIBP EEPROM error that may occur on power up and returns the NIBP module to a fully operational state.</p> <p>The NIBP EEPROM error does not constitute a risk to the patient.</p> <p>An upcoming free firmware release, available early 2012, will eliminate the need for this procedure.</p>
Issue	<p>When the NIBP EEPROM Error is present, it will present itself visually and audibly each time the device is turned on as follows:</p> <ul style="list-style-type: none">• The message “NIBP Not Functional. Call for service.” Appears on the device home tab.• The NIBP pane in the home tab appears grey to indicate that NIBP is not available.
Action	<p>Use the Welch Allyn Service Tool, silver or gold license, to clear the EEPROM error.</p> <ul style="list-style-type: none">• If you have the Welch Allyn Service Tool installed, connect to Partner Connect to receive the new plug-in before you run this procedure.

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- If you have the Welch Allyn Service Tool installed proceed to the section titled, “Clear the EEPROM error.”
- If you have not installed the service tool proceed to the section titled, “Installing the Welch Allyn Service Tool.”
- If you want to verify the version of the Service tool and the NIBP Plug-in, proceed to the section titled, “Verify version of the Service Tool and the NIBP Plug-in.”

Reference to Standards

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

Required Training

Read and understand the procedure contained in this service bulletin.

Required Tools

The following part-numbered items are available from Welch Allyn:

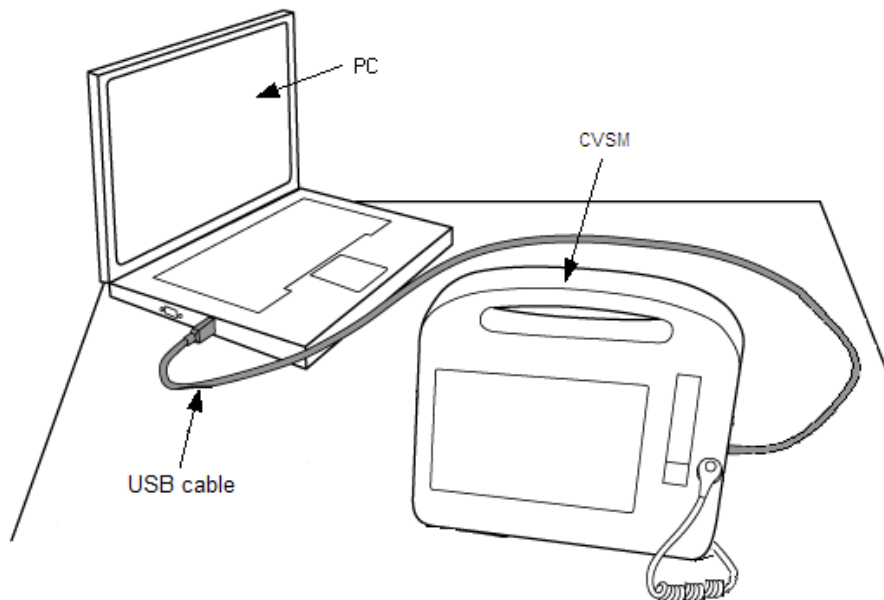
- PC with Windows XP SP3 or Windows 7 (see the Welch Allyn Service Tool Installation and configuration guide for complete requirements)
- 103521, Welch Allyn Service Tool 1.5.0.0 (included with CVSM or CIWS also available at:
<http://www.welchallyn.com/promotions/services/serviceTool.htm>)

Required Materials

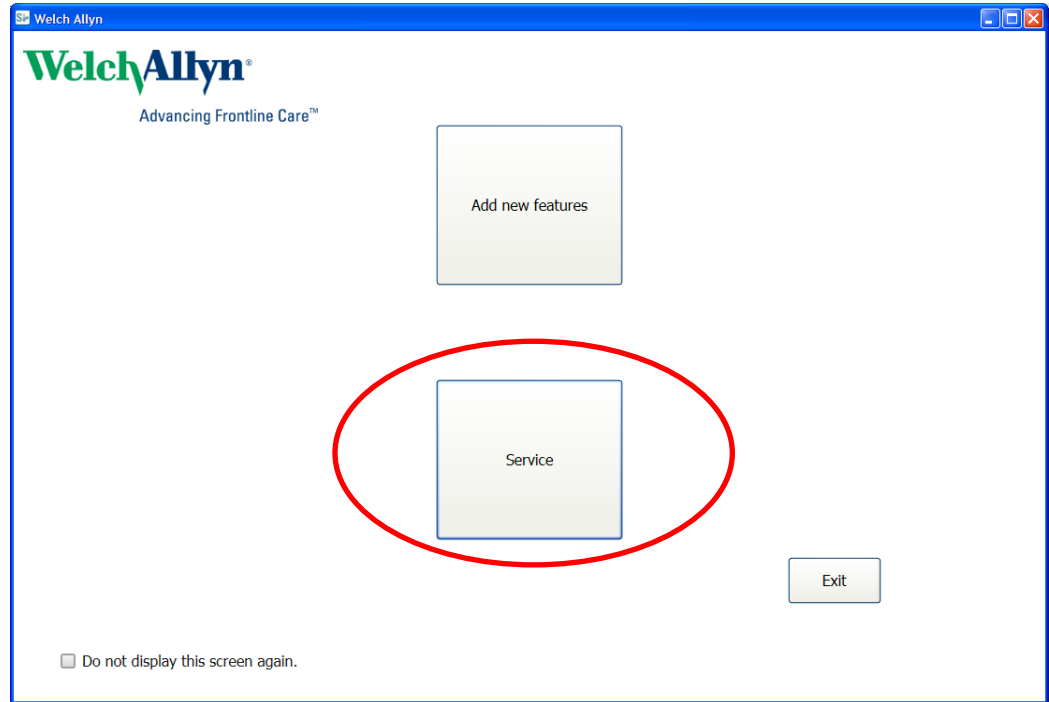
- Welch Allyn Service Tool Installation and configuration guide, available from <http://www.welchallyn.com/promotions/services/serviceTool.htm>

Procedure **Clear the EEPROM error**

- 1.) Set up a PC running the service tool.
- 2.) Connect the device to AC power.
- 3.) Connect the USB type A-to-mini-B cable, connecting the A end to the PC and the mini-B end to the client USB port on the device.



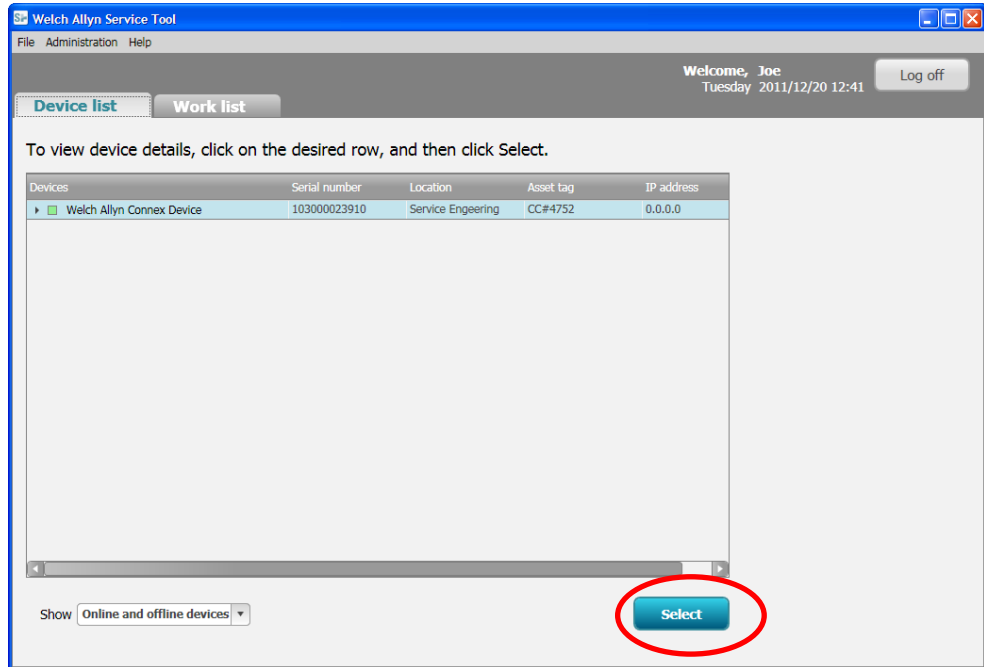
- 4.) Start the PC and launch the service tool, click **Service**.



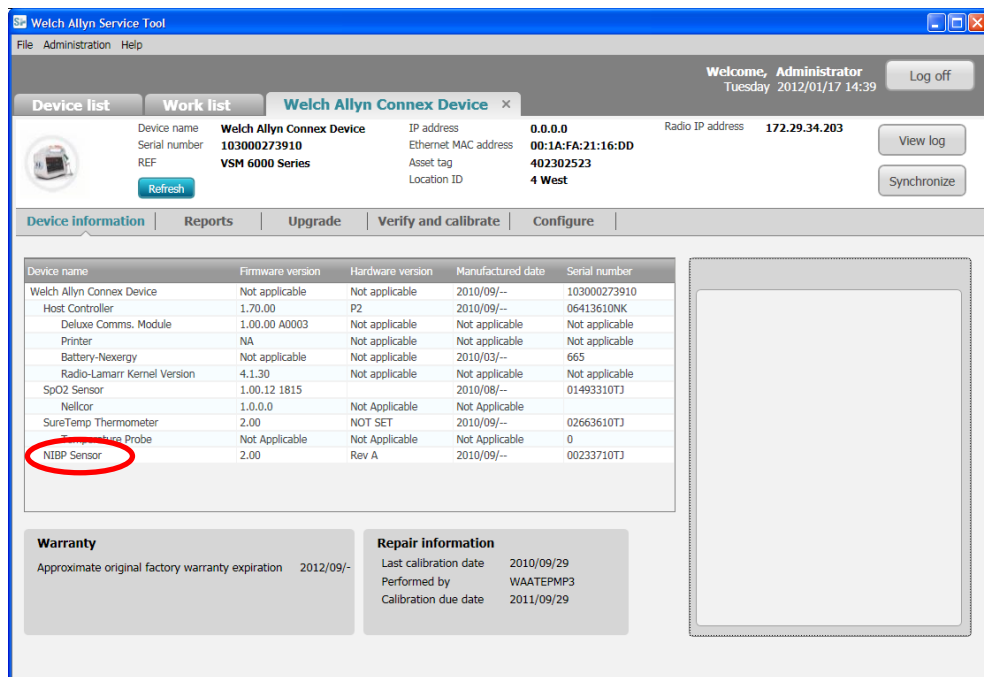
- 5.) Log on using the default user ID **ADMIN** and no password, click **Log on**; or using your facility account ID and password.



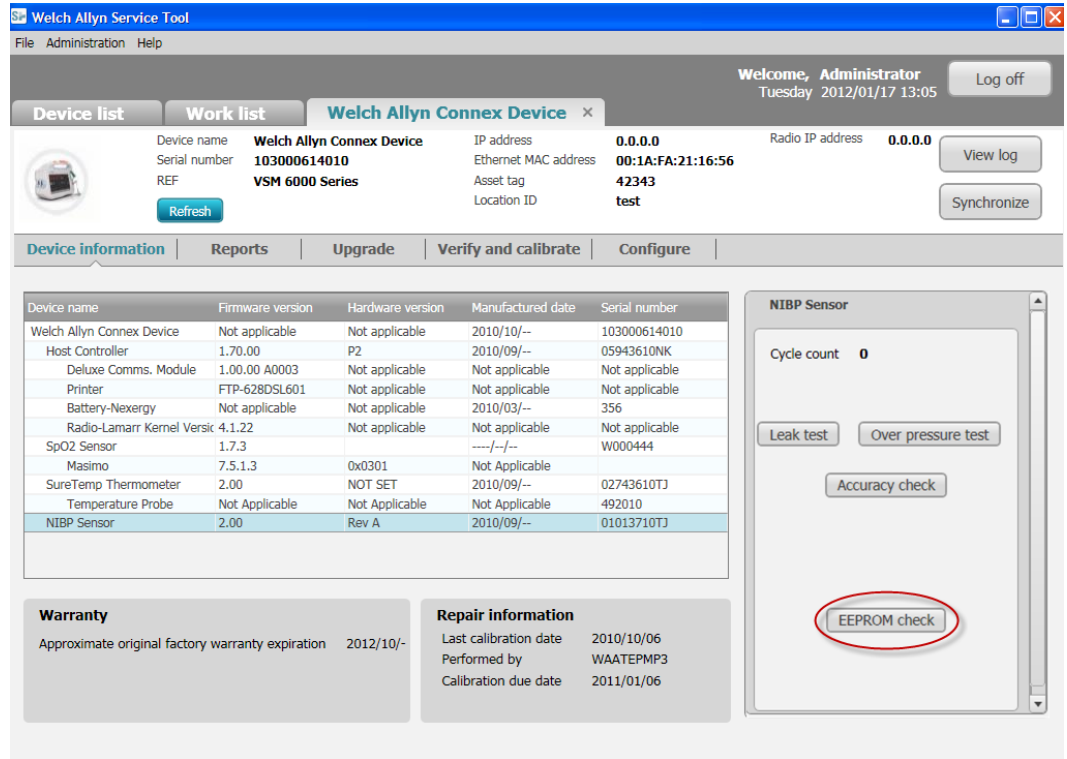
- 6.) Turn the device on. The device appears on the service-tool Device list tab.
DO NOT clear the NIBP error code. If the error code is cleared you will need to re-start the device.
- 7.) In the Welch Allyn Service Tool, highlight the device on the Device list tab and click **Select**.



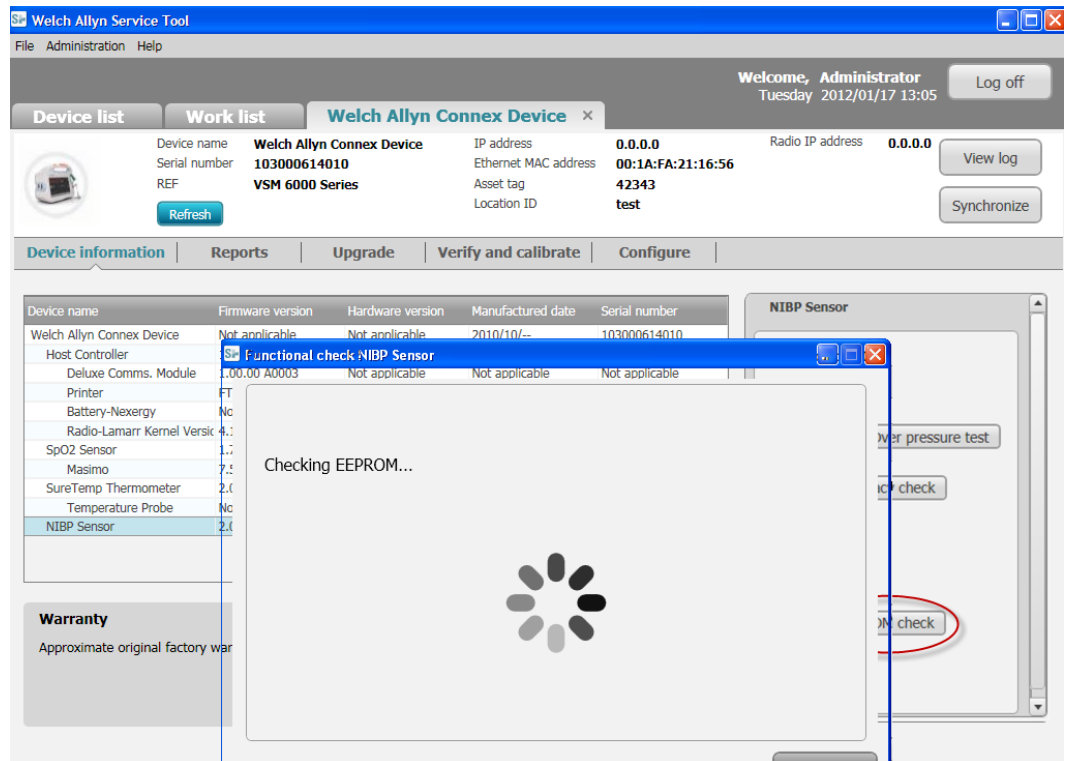
- 8.) From the device tab, click **NIBP Sensor**.



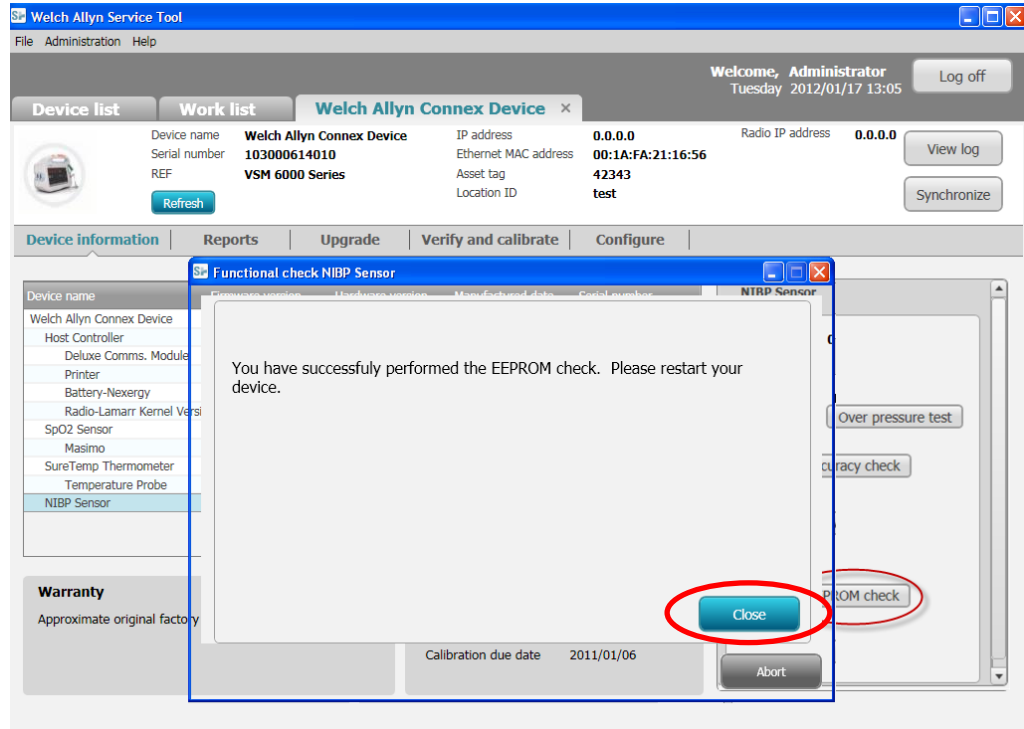
9.) Click, **EEPROM check**. Note: EEPROM check appears only if error exists.



The EEPROM check begins.

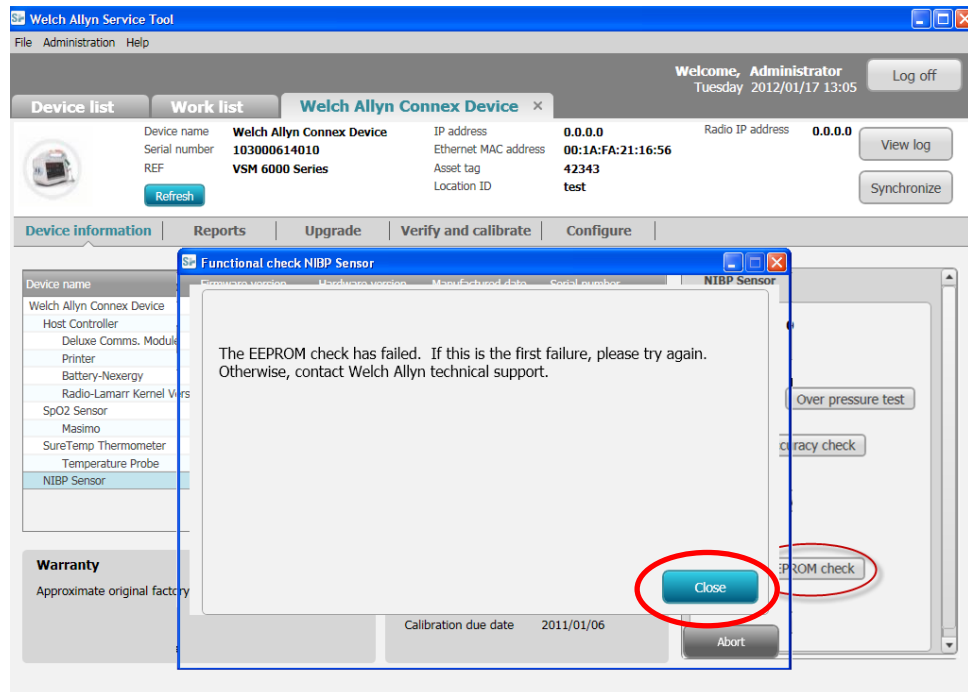


10.) If successful, get confirmation, click **Close**, and restart the device.

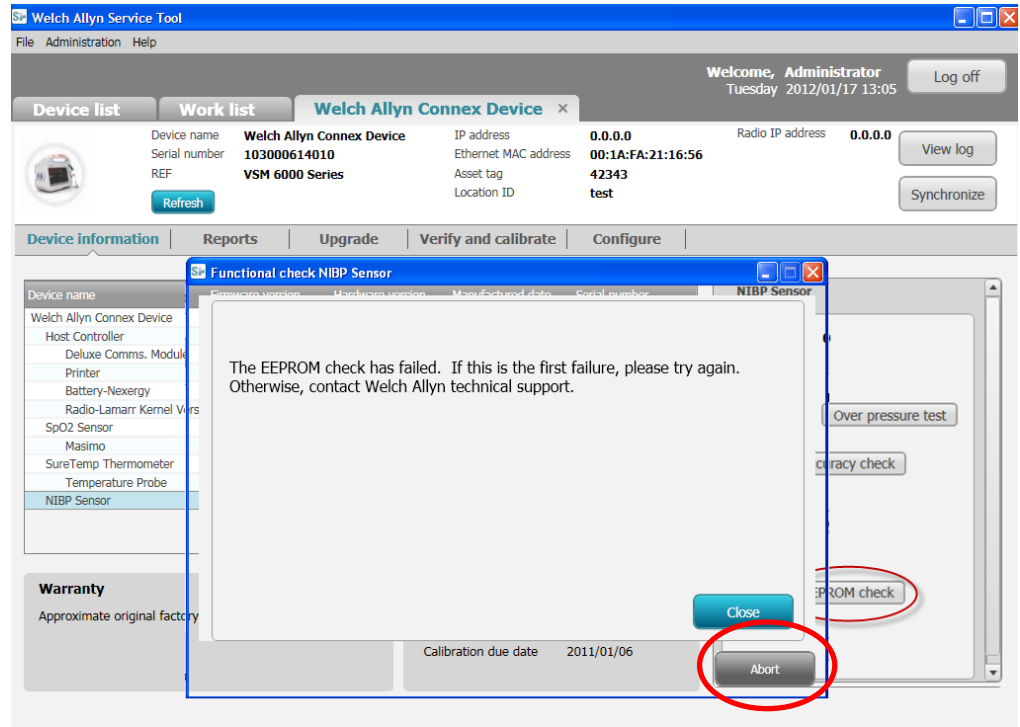


11.) If the procedure fails, do one of the following:

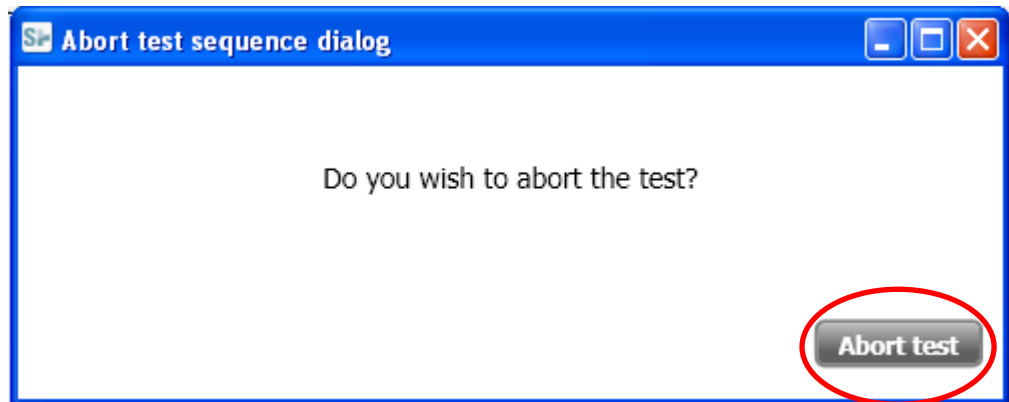
- a. Click **Close**, restart the device, and repeat the procedure, or



b. Click **Abort**, and



c. Confirm that you would like to abort the test, click **Abort test**. Contact Welch Allyn Technical Support.



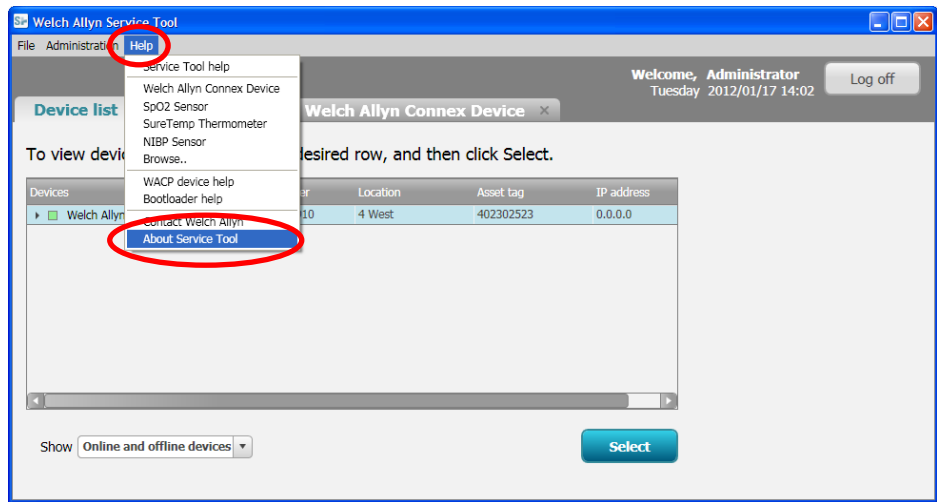
Installing the Welch Allyn Service Tool

Follow the instructions in the Welch Allyn Service Tool Installation and Configuration Guide to install the service tool.

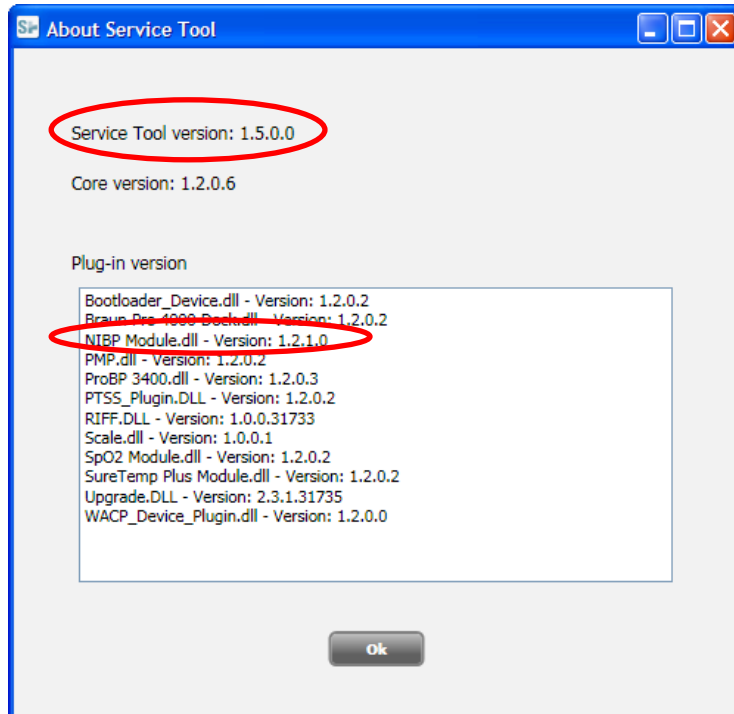
<http://www.welchallyn.com/promotions/services/serviceTool.htm>

Verify version of the Service Tool and the NIBP plug-in

1. Launch the service tool.
2. Click Service.
3. Login.
4. Click **Help, About Service Tool**.



5. Verify the version of service tool is 1.5.0.0 and the NIBP Module.dll is 1.2.1.0



Trouble shooting

Welch Allyn Service Tool issues

- Verify the Welch Allyn Service Tool is version 1.5.0.0. If your version of the service tool is earlier than 1.5.0.0 go to <http://www.welchallyn.com/promotions/services/serviceTool.htm> and download the latest version. Follow the instructions in the Welch Allyn Service Tool Installation and configuration guide available from the above URL to **uninstall the older version before installing the current version.**
- If you do not have version 1.2.1.0 of the NIBP Module.dll verify the PC has an internet connection. The file will be updated automatically

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*	DD	2012-01-19	D*

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