**Customer Service Bulletin**

**Monitoring Products**

**Bulletin Type: As Needed**

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**Date: 2012-01-19**

**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**
This procedure clears an NIBP EEPROM error that may occur on power up
and returns the NIBP module to a fully operational state.
The NIBP EEPROM error does not constitute a risk to the patient.
An upcoming free firmware release, available early 2012, will eliminate the
need for this procedure.

**Issue**
When the NIBP EEPROM Error is present, it will present itself visually and
audibly each time the device is turned on as follows:

- 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**
Use the Welch Allyn Service Tool, silver or gold license, to clear the
EEPROM error.

- If you have the Welch Allyn Service Tool installed, connect to Partner
  Connect to receive the new plug-in before you run this procedure.
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

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.

![Image of EEPROM check process](image-url)
10.) If successful, get confirmation, click **Close**, and restart the device.

![Successful EEPROM check](image)

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

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

![Failed EEPROM check](image)
b. Click **Abort**, and

![Image of the Welch Allyn Service Tool showing an error message]

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**.

Installing the Welch Allyn Service Tool

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

[Link to the Welch Allyn Service Tool Installation Guide](http://www.welchallyn.com/promotions/services/serviceTool.htm)

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

![Image of the Abort test sequence dialog]

Do you wish to abort the test?
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

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