



Technical Service Bulletin

All Products

Welch Allyn, Inc.®
8500 SW Creekside Road
Beaverton, Oregon 97008-7107 USA

Bulletin Type: As Needed

Tel: 1-800-289-2501 Fax: 1-503-526-4910
www.WelchAllyn.com

Date: 2012-05-04

SAP DIR #: 20013018

THIS DOCUMENT CONTAINS CONFIDENTIAL INFORMATION

It can be distributed or made available to only those individuals, companies, and organizations which have current Welch Allyn Confidentiality Agreements, and have a need to know.

Subject: TSB-Platform CPU BIOS 1.06.00 Update

Distribution Scope: WA Internal
WA Technical Support, Product Service, & International Service Centers

Product(s) Referenced: Platform CPU

SW Version: Acuity Software 7.10 and higher

Summary: The Platform CPU currently uses Radisys BIOS version 1.05.02. Early shipments were configured with version 1.03.00. Our supplier is currently recommending that all Welch Allyn Platform CPU's be upgraded to BIOS version 1.06.00. This will provide additional support for new upcoming hardware changes.
The goal is to upgrade all Platform CPU's BIOS version whenever a Platform CPU is serviced by Welch Allyn personnel.

Issue: Engineering has been notified by Arrow that Radisys will be replacing the existing audio chip (EOL) with a new one on the motherboard. This version BIOS is required for that change. The audio chip change does not affect Acuity functionality. Other changes in BIOS 1.06.00 may have future value.

Action: All Platform CPU's shall be upgraded to the BIOS version 1.06.00 when servicing the Platform CPU. This will include systems upgraded in the Field, serviced in the Field, or serviced in the local Service Center.

Reference to Standards:

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

- Updates:**
- | | | | |
|-------------------|-------------------------------------|-------------------|--------------------------|
| Technical Manual | <input type="checkbox"/> | Repair Tool | <input type="checkbox"/> |
| Service Plan | <input type="checkbox"/> | Internet/Intranet | <input type="checkbox"/> |
| Procedures | <input checked="" type="checkbox"/> | Price List | <input type="checkbox"/> |
| Training Material | <input type="checkbox"/> | Other | |

Service Strategy: Whenever a Platform CPU is serviced by a Welch Allyn representative, it shall be upgraded to the latest Platform CPU BIOS version.

Required Training: Training can be either a Read/Sign of the “20011465 ACUITY PLATFORM CPU INSTALL GUIDE” and/or a Webinar based training of the change in this procedure.

Required Tools: Bootable Media, such as a USB drive or a CD ROM disk or a DVD disk.

Required Materials: 20011465 ACUITY PLATFORM CPU INSTALL GUIDE.
50010839 BIOS, PLATFORM CPU, 1.06.00

Procedure: Refer to 20011465 ACUITY PLATFORM CPU INSTALL GUIDE.

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.

If required, define non-standard service quality documentation requirements.

Notes:

- Contact the Welch Allyn Complaints Department to initiate or process a medical device complaint resulting from this or other issues.
- 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	TSB-Platform CPU BIOS 1.06.00 Update	D*	TG	D*	D*
D* - Refer to SAP DIR digital signature log for approval details.					