



**Technical Service Bulletin**

**CARDIOPULMONARY**

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**Bulletin Type:  
INFORMATION ONLY**

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**Manufacturer: Welch Allyn**

**Date: 2014-07-01**

**SAP DIR #: 20013783**

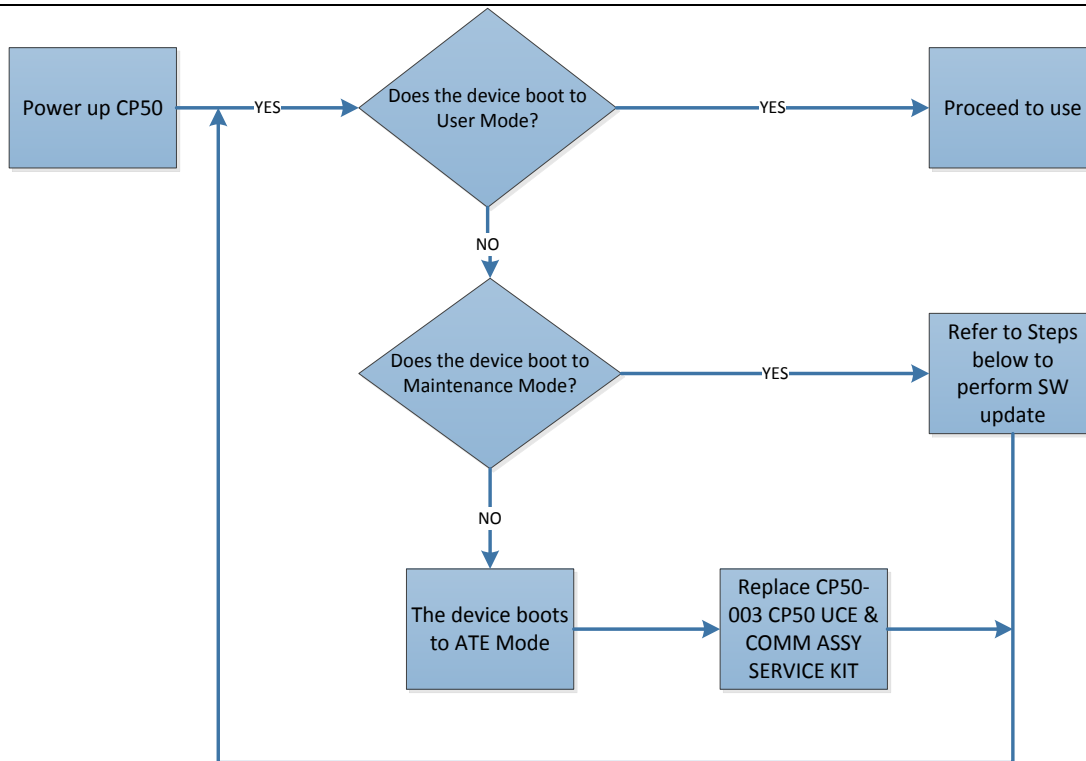
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<b>Subject:</b>	TSB-CP50 BOOT TO MAINTENANCE OR ATE MODE
<b>Distribution Scope:</b>	Welch Allyn Global Technical Support, Product , Field & Customer Service and WA ASP's
<b>Product(s) Referenced:</b>	All CP50 Electrocardiographs
<b>SW Version:</b>	Version 1.20.03 and below
<b>Summary:</b>	It has been determined that CP50 units may boot up to Maintenance or ATE Mode due to an issue with the "UCE & COMM Board". Prior to the release of the next revision of software, following the steps outlined in the <b>Action</b> section may make some of the units operational.  <b>Note:</b> These steps may not permanently resolve the issue and either process may need to be repeated as needed.
<b>Issue:</b>	The CP50 may boot up to Maintenance or ATE Mode, instead of User Mode, due to a component issue with the "UCE & COMM Board". Devices experiencing either of these boot mode issues will be repaired through a WA Service Center or ASP.

**Action:**  
The instructions contained in the following chart and processes may resolve the issue for CP50 complaints claiming that the unit is not booting up correctly, resulting in either the Maintenance Mode or the ATE mode being presented to the user. Service Centers that replace the SMCE board as part of the ATE Mode repair will retain the returned SMCE board until the end of 2014 for R&D to utilize as needed for analysis.

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### 1. Check if the CP50 is in Maintenance Mode



Update	Update the software.
Reset defaults	Reset all settings to the factory defaults.
Reset SN and mfg date	Reset these items when replacing the compute engine.
<div style="border: 1px solid black; padding: 2px 10px;">Exit</div>	

If the CP50 boots to Maintenance Mode, the CP50-016 Software Update Kit (software v 1.20.03) will be needed to perform software reload.

**Note:** Do not follow the software update process contained in the customer letter (material 720307) that is included with the kit! Follow the steps below:

- a. Attach the USB mass storage device supplied with the Update Kit to the electrocardiograph.
- b. Perform the update.
  - i. Touch the **Update** button. A list of images will appear to update.



<input type="radio"/> XLoader	
<input type="radio"/> Bootloader	<input type="radio"/> Main Fonts
<input type="radio"/> Maintenance Image	<input type="radio"/> Main Applications
<input type="radio"/> Main OS	
<div style="display: inline-block; border: 1px solid black; padding: 2px 5px;">Back</div> <div style="display: inline-block; border: 1px solid black; padding: 2px 5px; margin-left: 10px;">Next</div>	

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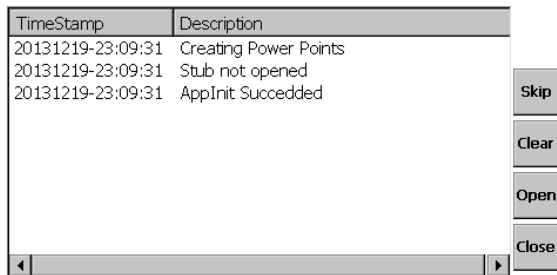
- ii. Touch the XLoader radio button.
- iii. Touch **Next**.
- iv. Touch **Update**.
- v. The update will take up to one minute to complete, depending on the image selected.
- vi. Touch **OK** to continue.
- vii. Touch **Back** to return to the image list in **Step i**.
- viii. Repeat **Steps b** through **f** for each of the remaining images:

Bootloader  
 Maintenance Image  
 Main OS  
 Main Fonts  
 Main Applications

- ix. Select **Next** instead of **Back** after all images have been selected.
- x. Touch **Exit** to reboot the device.

OR

2. Check if the CP50 is in ATE Mode



If the CP50 is in ATE Mode, the CP50-003 UCE & COMM ASSY SERVICE Kit will be needed to replace the board.

<b>Reference to Standards:</b>	<ul style="list-style-type: none"> <li>• 21 CFR Part 820, ISO 13485, MPD SOP-0002</li> </ul>
<b>Required Materials:</b>	<p>CP50-003 CP50 UCE &amp; COMM ASSY SERVICE KIT (ATE Boot Mode presentation only)</p> <p>CP50-016 CP50 Software Update Kit (Maintenance Boot Mode presentation only)</p>
<b>Quality Documents:</b>	<p><b>All service centers using SAP to record service transactions:</b> For each product serviced, record the service activity in SAP.</p> <p><b>All other service centers and Field Service:</b> For each product serviced, complete and file a service report and attach to the service DHR.</p>

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**Notes:**

1. Contact Welch Allyn regarding any questions or concern 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**

<b>Version</b>	<b>Description</b>	<b>Change #</b>	<b>Init</b>	<b>Release Date</b>	<b>Appr</b>
A	Initial Release	D*	AO	D*	D*

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

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