



**Technical Service Bulletin**

**PATIENT MONITORS SYSTEMS**

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

**Bulletin Type: AS NEEDED**

**Manufacturer: Welch Allyn**

Tel: 1-800-289-2501 Fax: 1-503-526-4910  
[www.WelchAllyn.com](http://www.WelchAllyn.com)

**Date: 2014-06-04**

**SAP DIR #: 20013830**

**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-ACUITY PLATFORM SUN TYPE 7 KBD ISSUE**

**CAR Number: CAR-1485**

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

**Product(s) Referenced:** Acuity Platform CPU

**SW Version:** 7.10.0X or newer

**Summary:** Acuity Platform Systems can exhibit an unresponsive keyboard and trackball, or a frozen CPU when used with Sun Type 7 keyboard.

**Issue:** Using the Sun Type 7 keyboard on the Acuity Platform system has the potential for a hardware incompatibility causing the keyboard and trackball to stop working or, on rare occasions, the CPU to freeze.

It has been found that the Sun Type 7 keyboards contain an internal USB hub that has a higher power requirement than a non-hub keyboard. Keyboards with an internal USB hub have the potential to cause the issues described above when attached to the Acuity Platform CPU.

Cherry keyboards do not have an internal USB hub and are now the specified keyboard for use with all Acuity Platform CPUs.

**Action:** Replace Sun Type 7 keyboards with Cherry keyboards at no charge when Acuity Platform systems exhibit the issue described above.

THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.

**Reference to Standards:** • 21 CFR Part 820, ISO 13485, MPD SOP-0002

**Service Strategy:** Per the update to the **Acuity HW/SW Config IPS** (DIR 810-0967-16, rev D), ensure that only Cherry Keyboards are used with the Acuity Platform CPU.

**Required Materials:** As necessary:  
CHERRY,INTERNATIONAL/US USB KEYBOARD - P/N 718237  
CHERRY,FRENCH USB KEYBOARD - P/N 718300  
CHERRY,GERMAN USB KEYBOARD - P/N 718239  
CHERRY,UK USB KEYBOARD - P/N 718238  
CHERRY,SPANISH USB KEYBOARD - P/N 718301  
CHERRY,ITALIAN USB KEYBOARD - WA P/N 718302

**Procedure:**

1. Gather appropriate log and core files, as necessary, for analysis to confirm Sun Type 7 keyboard caused the allegation.
2. Remove the Sun Type 7 Keyboard and replace with Cherry Keyboard on Acuity Platform CPUs. Install keyboard as described in the **Acuity Platform CPU Install Guide** (DIR 20011465) section on General Setup.
3. Ask customer to not use the Sun Type 7 Keyboard with Acuity Platform CPUs.
4. Document in service notification and complaint records as appropriate.
5. Send email notifying of the exchange to recalls@welchallyn.com.

**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 the Welch Allyn 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*	RJH	D*	D*
D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL					