



Technical Service Bulletin

PATIENT MONITORS SYSTEMS

Welch Allyn, Inc.®
4341 State Street Road
Skaneateles Falls, New York 13153-0220 USA

Bulletin Type: AS NEEDED

Manufacturer: Welch Allyn

Tel: 1-315-685-4100 Fax: 1-315-685-4653
www.WelchAllyn.com

Date: 2014-09-30

SAP DIR #: 20013866

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-CS 1.6 VOLUME ADJUSTMENT
Distribution Scope:	Welch Allyn Global Technical Support, Product , Field & Customer Service.
Product(s) Referenced:	Connex Clinical Surveillance System
SW Version:	Connex CS 1.6
Summary:	This TSB is to provide a procedure to adjust the Connex Central Station (CCS) volume below the minimum level 61 hardcoded value.
Issue:	<p>Connex CS version 1.6 introduced a minimum volume level of 61 within the application settings. It is not possible to set the volume below this level within Connex CS. Feedback from some customers indicates that the minimum volume is too loud and therefore unacceptable for use in their facility / work area.</p> <p>The upcoming release of Connex CS version 1.7 will address the minimum volume issue.</p> <p>Following this TSB will set the minimum volume to a new level of 16.</p>

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.

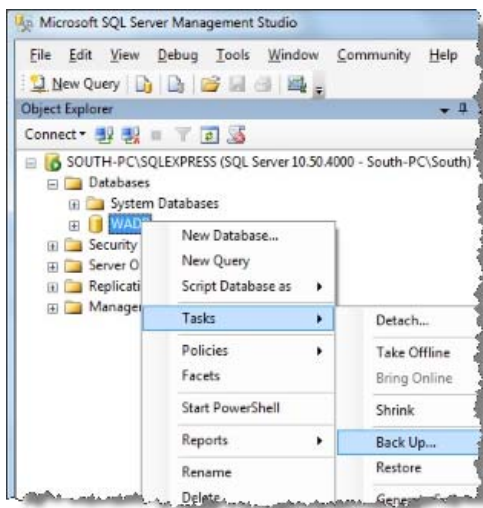
Action:

For customers that desire a lower minimum volume, take the following steps:

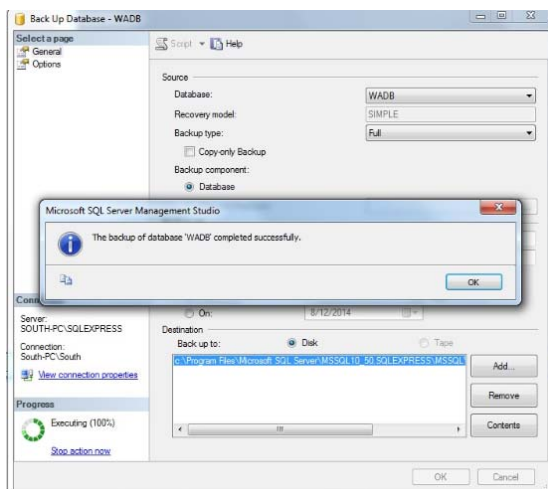
NOTE: The minimum value will not be able to be re-adjusted *by the customer* after this procedure is complete.

- **Set the new minimum volume value at the CCS:**
 - a. From the CCS go to *Stations admin* settings:

Click *Settings* -> *Advance Settings* -> *Log in using an account with Service credentials* -> *Admin Tools* tab.
 - b. Click on **Stations admin** in the lower left pane.
 - c. Click on the **Edit** button.
 - d. Click on the **Save** button without making any changes.
 - e. Click on the **Service Tools** tab (above).
 - f. From the Command Line type “**ssms**” and the SQL Server Management Studio will launch.
 - g. At the *Connect to Server* window click **Connect**
 - h. Backup the WA Database as a precaution:
 1. Expand *Databases*, **right click on WADB** and from the menu choose **Tasks -> Back Up...**

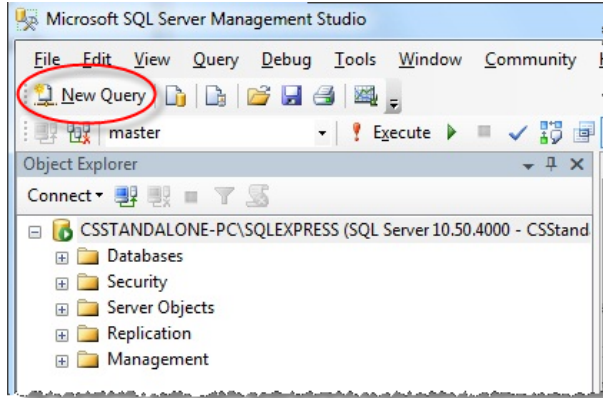


2. On the *Back Up Database* screen leave all defaults and click **OK**. Click **OK** a second time to confirm the successful backup.



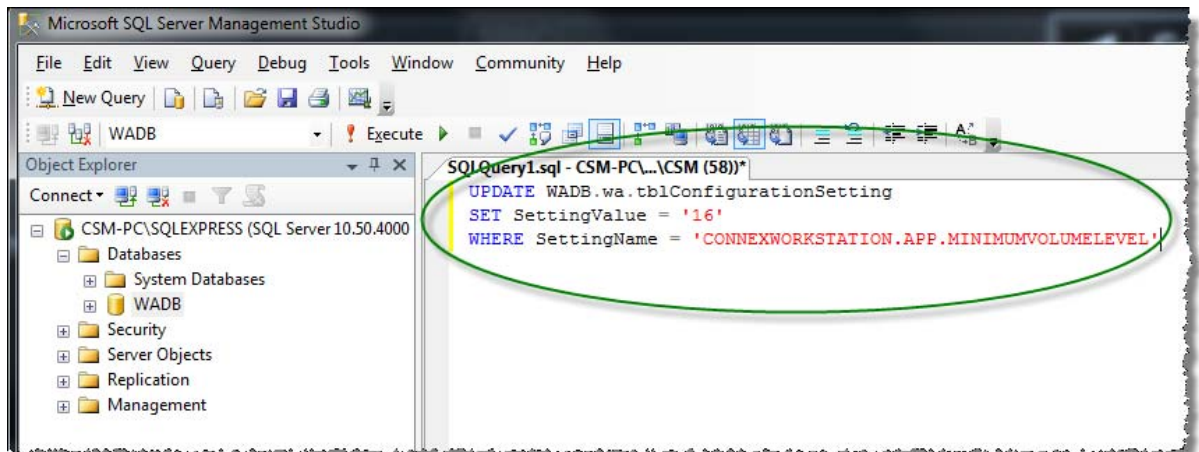
THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.

- i. Click on **New Query**




- j. Enter the following query in the right pane:

```
UPDATE WADB.wa.tblConfigurationSetting
SET SettingValue = '16'
WHERE SettingName = 'CONNEXWORKSTATION.APP.MINIMUMVOLUMELEVEL'
```



- k. Click **Execute** 

- l. You should see an indication of successful execution.

 Query executed successfully.

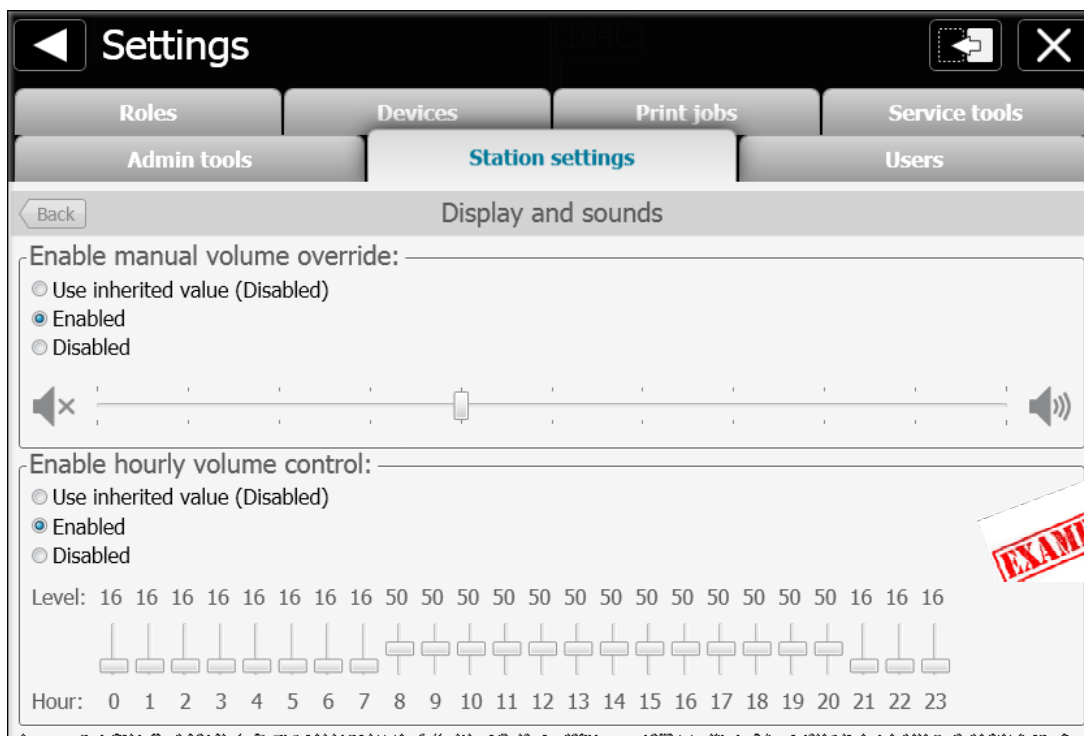
- m. **Close** the SQL Server Management Studio; say **No** when asked to save the query.

- n. **Close** the CCS Settings screen. 

- o. At CCS reopen *Settings* -> *Advance Settings* (log in as before) and navigate to the *Admin Tools* tab then click on **Stations admin** in the lower left pane. Observe that the *Minimum volume level* value has changed from “61” to “16”.



- p. Click on the **Station Settings** tab, click on **Display and Sounds**.
- q. Here the customer may enable the Manual Volume override and enable the Hourly volume control as desired with the new minimum volume level in place:



Reference to Standards:	<ul style="list-style-type: none"> • 21 CFR Part 820, ISO 13485, MPD SOP-0002 • 60601-1-8 -> A2 Rational for particular clauses 6.3.3.1
Service Strategy:	Standard TSB distribution / communication
Procedure:	Refer to the <i>Action</i> section for detailed instruction

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.

Quality Documents:	<p>All service centers using SAP to record service transactions: For each product serviced, record the service activity in SAP.</p> <p>All other service centers and Field Service: For each product serviced, complete and file a service report and attach to the service DHR.</p>
---------------------------	--

- 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*	DCS	D*	D*

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