Technical Service Bulletin

PATIENT MONITORS SYSTEMS

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Bulletin Type: AS NEEDED

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Subject: TSB-CS 1.6 VOLUME ADJUSTMENT


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: 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.

The upcoming release of Connex CS version 1.7 will address the minimum volume issue.

Following this TSB will set the minimum volume to a new level of 16.
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.
i. Click on **New Query**

![New Query](image)

j. Enter the following query in the right pane:

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

![Updated Query](image)

k. Click **Execute**

![Execute](image)

l. You should see an indication of successful execution.

![Query executed successfully.](image)

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

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

![Close](image)

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”.

![Minimum volume level changed](image)
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:
- 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 **Action** section for detailed instruction
### 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 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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D* SEE SAP DIR FOR CHANGE NUMBER, APPROVER NAME AND DATE OF APPROVAL.