


Document Description: TSB WAST-BRAUN 6000 V.3.75 ISSUES	Document Number: 20014027 Version: A
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Technical Service Bulletin

Product: Braun Pro 6000 Thermometer **Date:** 2015-06-22

Subject: TSB BRAUN 6000 V.3.75 WAST ISSUES

HW Version(s) Affected:	NA	SW Version(s) Affected:	Braun version 3.75 WAST 1.8.0.0 Braun 6000.dll 1.1.0.0
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Serial Numbers Affected:	NA	Lot or Date Code Affected:	NA
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Classification: As Needed

Distribution:

<input checked="" type="checkbox"/> Customer Care	<input checked="" type="checkbox"/> Product Service	<input checked="" type="checkbox"/> Field Service
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Training Required: Yes No

Summary: The Braun Pro 6000 with software version 3.75 is known to experience intermittent communication interruptions when used with the Welch Allyn Service Tool (WAST) version 1.8.0.0 and Braun plugin version 1.1.0.0. This TSB documents five issues with Braun6000 and WAST and their solutions.


Issue: 1. **An error message “*Problem executing test sequence for Braun 6000 Dock Request DEVICE_Request_GET_POST timed out*” appears when completing the verification test.**

The message may appear when returning the thermometer to the charging station after completing the measurements during the verification/calibration test.

Solution: Dismiss the error messages and restart with the verification test.

2. **An error message “...*GET_DEVICE DESCRIPTION timeout*” appears when selecting the Change button in the device configuration dialog.**

The message may appear when opening the device tab, selecting the Braun6000 in the device information tab, or attempting to save the device configuration.

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Solution 1: Dismiss the error messages and perform the operation again.

Solution 2: Perform only if solution 1 fails. Undock the Braun 6000, remove and re-insert the Braun 6000 battery. Dock the Braun 6000 back and perform the desired operation.

3. The Braun 6000 does not appear in the in the WAST Device list but shows up in the Windows Device Manager.

Solution: Exit the WAST, undock the Braun 6000, remove and re-insert the Braun 6000 battery. Return the Braun 6000 to the charging station or dock connected to the PC, and restart the Service Tool.

4. The Braun 6000 appears as a Braun 6000 Bootloader in the device list.


This may occur as the result of a failed upgrade attempt. The error message “Problem performing device upgrade. Unknown exception” may have appeared.

Note: Only the WAST WelchAllyn account has the right to load software to a Bootloader. Tech Support may perform this process via remote desktop.

Solution:

- A. Select the Braun6000 Bootloader in the Device list. The Braun6000 Bootloader tab opens.
- B. Select upgrade
- C. Select the Braun 6000 Bootloader in the list of devices to upgrade
- D. Click upgrade
- E. Follow the prompts to navigate to the folder containing the upgrade image.
 - i. The image file will be named Braun6000<version number>.pim. By default the WAST opens the Inbox folder. If the image file is not found in the inbox, the path may be found to the image file by opening the Braun 6000-<version><datestamp><timestamp>_upgrade.xml and looking for the entry between the Firmware upgrade tags eg. < Firmware upgrade > Braun6000_v3.75_150518_0956.pim</Firmware_Update>
- F. Select the image file and click open. The Choose image dialog opens
- G. Select the Bootloader <version>, and click OK. This will ensure the correct Bootloader is installed for the application version. The upgrade dialog opens showing the progress spinner.
- H. The boot code is reinstalled. Close the Braun 6000 tab.
- I. Repeat steps A to F again. If the Braun 6000 does not appear in the device list remove the battery and return the Braun 6000 to the charging station while holding the C/F button. When repeating step E be sure to select the same upgrade image.

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J. Select the Application <version>, and click OK. The upgrade dialog opens showing the progress spinner. When the upgrade is complete the Braun 6000 is restored.

5. The Braun 6000 appears unresponsive and the display is blank.

Solution 1: Verify the battery is charged or replace the battery with new batteries.

Solution 2: Remove the battery and re-insert while holding the C/F button.

If the measure LED flashed and the thermometer display remains blank, reconnect the Braun 6000 to WAST, if the Braun 6000 appears in the Device List as a Braun6000 Bootloader follow the steps in issue 4 above to reinstall the software.

If the LED did not flash replace the batteries and retry or go to solution 3

Solution 3: Remove the battery and return the Braun 6000 to the charging station while holding the C/F button.

If the measure LED flashed and the thermometer display remains blank, reconnect the Braun 6000 to WAST, if the Braun 6000 appears in the Device List as a Braun6000 Bootloader follow the steps in issue 4 above to reinstall the software.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	*D	GS

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