


Document Description: TSB-CVSM/CIWS Masimo Tester Compatibility	Document Number: 20014276 Version: B
	
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Technical Service Bulletin


Product: CVSM & CIWS Monitors with Masimo SpO2	Date: 2017-05-26
Subject: TSB-CVSM/CIWS Masimo Rainbow SET Tester Compatibility	
HW Version(s) Affected: Masimo MX-3	SW Version(s) Affected: 7.5.1.3
Serial Numbers Affected: NA	Lot or Date Code Affected: NA

Classification: As Needed
Distribution: <input checked="" type="checkbox"/> Customer Care <input checked="" type="checkbox"/> Product Service <input checked="" type="checkbox"/> Field Service <input checked="" type="checkbox"/> ASPs <input type="checkbox"/> Distributors <input type="checkbox"/> Customers <input type="checkbox"/> Company Confidential


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Training Required: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Summary: CVSM and CIWS monitors with Masimo MX-3 modules running firmware version 7.5.1.3 are not compatible with the listed Rainbow testers built between 2013 and 2016 and all testers built after July 2016.
Issue: CVSM and CIWS monitors built with Masimo SpO2 modules running firmware version 7.5.1.3 are not testable with <i>some</i> Masimo Rainbow SET testers (WA material 103507, 713686, Masimo p/n 2368) built after March 2013, and all testers built after July 2016. To determine the date the testers were built see the section below. The incompatibility is between the oximeter circuit board (Masimo p/n 22054) in the SET Tester and the MX-3 board with software versions older than v7.7.x.x. The issue may be corrected by updating the firmware on the Masimo MX-3 modules to firmware version 7.8.0.5 using the Masimo Service Tool (WA p/n 718019 or 718019-L)

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Interpreting lot numbers	<p>The Masimo Tester lot number found on the back of the tester are formatted as follows:</p> <p style="text-align: center;">YYMSS</p> <p>YY is the last two digits of the year</p> <p>M is an alpha code for the month, sequentially A through N, A being January and N being December (note: I and L are not used)</p> <p>SS is a sequential two-digit alpha numeric code starting with 01 each month indicating the lot number for that month.</p>									
Affected Testers	<p>The following lot numbers are incompatible with Masimo MX-3 version 7.5.1.3:</p> <p>13C53, 13D98, 13E19, 13F95, 13DTZ, 13G23, 13KJX, 13KMY, 14C10, 14D71, 14FPB, 14G09, 14G2X, 14HTQ, 14K07, 14KVC, 14NET, 15ABQ, 15CFK, 15C5A, 15DKE, 15E78, 15FFD, 15F1T, 15HAE, 15JER, 15K32, 15MAA, 15NAD, 16B25, 16D19, 16FCW, 16HGC</p>									
Action:	<p>Tech support shall determine if the customer is affected by this issue by confirming the CVSM or CWIS device has the Masimo option with the affected software version and the customer is using a working* Masimo Tester built after 2012. The Masimo version may be viewed with the Welch Allyn Service Tool or looking up the asset in PartnerConnect to check the "SPO2FirmwareVersion". The Masimo version may also be found in the SAP Equipment record. Device built with material numbers; 713654, 716603, or 717105 would have had Masimo MX-3 version 7.5.1.3.</p> <p>Affected Customers may return their CVSM or CIWS to Welch Allyn Product Service for a software update. Alternatively, customers may request a loaner dongle (718019-L) to update their devices. Contact Product Service to arrange the loaner material for the customer.</p> <p>Product service will use the Masimo Service Tool (718019) to upgrade all CVSM/CIWS devices with Masimo SpO2 from version 7.5.1.3 to version 7.8.0.5.</p> <p>Product service will maintain 718019-L (Service Tool, MX-3 Loaner), and make available to customers on request. Use the Masimo MXUtilView to confirm the dongle has enough remaining upgrades to meet the customer's needs. When the license inventory is exhausted Product Service will follow the instructions in the DFU to return the dongle to Masimo.</p> <p>*Masimo tester works with later versions of Masimo MX-3 or MX-5 software.</p>									
Service Strategy	<p>The minimum software level for Masimo SpO2 module software has been updated to WUI/ boot code 1.0.4/2.0.9 and MX-3 version 7.8.0.5.</p>									
Required Tools:	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">WA Material</th> <th style="width: 60%;">Description</th> <th style="width: 20%;">Quantity</th> </tr> </thead> <tbody> <tr> <td>718019</td> <td>Service Tool, MX-3</td> <td style="text-align: center;">1</td> </tr> <tr> <td>or 718019-L</td> <td>Service Tool, MX-3 Loaner</td> <td style="text-align: center;">1</td> </tr> </tbody> </table>	WA Material	Description	Quantity	718019	Service Tool, MX-3	1	or 718019-L	Service Tool, MX-3 Loaner	1
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or 718019-L	Service Tool, MX-3 Loaner	1								

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Masimo Service Tool Masimo’s Service Tool (718019 and 718019-L) is a hardware dongle that connects directly with the modules sensor connection to upgrade the oximetry boards firmware. A DFU is provided with the tool. Power is provided by the host device, or in the case of a standalone module USB power source. Masimo loads the tool with a fixed number of upgrade licenses. Every time an upgraded is performed the tool creates a record of the board being upgraded and a license is deducted from the tools inventory.

The license inventory on the tool may be checked using the Masimo MXUtilView.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	D*	GCS
B	date	Changed from 2016-08-31 to 2017-05-26	D*	GCS
	Issue	Edit for clarity, reference new material 718019-L		
	Action, para 2	Changed process to arrange Masimo service tool to be sent to the customer to use the new loaner material 718019-L		
	Action, para 4	Added “Product service will maintain 718019-L...”		
	Service Strategy	Clarified test to specifically reference MX-3		
	Required Tool	Added 718019-L		
	Masimo Service Tool	Added 718019-L		