



**Technical Service Bulletin**

**Monitoring Products**

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**Bulletin Type: Information Only**

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**Date: 2011-01-06**

**SAP DIR #: 20012231**

**Subject:** TSB-Connex VM PartnerConnect installation process change

**CAR Number:** N/A

**Distribution Scope:** WA Internal  
[Define the intended audience.](#) WA Technical Support Centers, Field Engineer and Sales Engineer ResourcesCenters

**Product(s) Referenced:** Connex VM

**SW Version:** Connex VM 1.0 and Connex VM 1.1

**Serial No. / Lot Code:** N/A

**Summary:** Change to the Connex VM installation process to use the most recent version of PartnerConnect software and installation guide posted and available on the Welch Allyn web site.

**Issue:** The Connex VM Installation Guides for Connex VM 1.0 (80015828 Rev. B) and Connex VM 1.1 (80015828 Rev. C) contains installations instructions for PartnerConnect (RSDS) that is obsolete.  
The instructions for the installation of PartnerConnect (RSDS) have been replaced by SAP document #80016392 "*PartnerConnect (RSDS) Install Guide*".

**Action:** Utilize the installation instructions found at <http://www.welchallyn.com/promotions/services/partnerConnect.htm> to install the PartnerConnect software.  
The Welch Allyn Service Tool media shipped with Connex VM should be removed from the customer site to avoid confusion.

**Reference to Standards:**

- 21 CFR Part 820, ISO 13485, MPD SOP-0002

- Updates:** If required
- |                   |                                     |                   |                          |
|-------------------|-------------------------------------|-------------------|--------------------------|
| Technical Manual  | <input type="checkbox"/>            | Repair Tool       | <input type="checkbox"/> |
| Service Plan      | <input type="checkbox"/>            | Internet/Intranet | <input type="checkbox"/> |
| Procedures        | <input checked="" type="checkbox"/> | Price List        | <input type="checkbox"/> |
| Training Material | <input type="checkbox"/>            | Other             |                          |

**Service Strategy:** The change in the installation procedures and documentation will be addressed in the next release of the product.

**Required Training:** N/A

**Required Tools:** N/A

**Required Materials:** N/A

**Quality Process for failed units or components:** N/A

**Procedure:** Utilize the following steps to access and install the current version of PartnerConnect:

1. Go to the Welch Allyn web site found at <http://www.welchallyn.com/promotions/services/PartnerConnect.htm>
2. Download the current version of the PartnerConnect (RSDS) Install Guide (SAP #80016392)
3. Follow the instructions in the guide to install the PartnerConnect software.

**Quality Documents:** N/A

**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	TSB-Connex VM PartnerConnect installation process change	D*	NEA	2011-01-17	D*
B	Correct typo on PartnerConnect web link	D*	NEA	2011-02-07	D*
D* - Refer to SAP DIR digital signature log for change number, approver name and date of approval.					