


Document Description: TSB – VS100 SOFTWARE UPDATE PROCEDURE	Document Number: 20013517 Version: A
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Technical Service Bulletin

Product: SPOT VISION SCREENER **Date:** 2015-10-28

Subject: SOFTWARE UPDATE PROCEDURE
Loewe Medizintechnik

HW Version(s) Affected: All CR Versions	SW Version(s) Affected: All versions 3.0.03.11 and below.
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Serial Numbers Affected: S/N's identified in Table 1 of TSB	Lot or Date Code Affected: All
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Classification: As Needed

Distribution:

<input type="checkbox"/> Customer Care	<input type="checkbox"/> Product Service	<input type="checkbox"/> Field Service
<input type="checkbox"/> ASPs	<input checked="" type="checkbox"/> Distributors	<input type="checkbox"/> Customers
<input checked="" type="checkbox"/> Company Confidential		

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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.

Training Required: Yes No


Summary:

The latest versions of devices were already with the distributors when the S/W update was released. This S/W update was performed on new devices located at WA facilities. For Germany, these devices were spread out all over Germany. A recommendation was made to have our contracted distributor's to be able to perform the S/W update to a specific group of devices which would allow for quick turn around and minor disruption for our customers and bring the devices up to the latest revision of software. This TSB will be distributed to Welch Allyn Tilburg Service management to provide to "Loewe Medizintechnik" only.

A process by which "Loewe Medizintechnik" can perform an update to the VS100 for Welch Allyn on the devices listed in this TSB. This is a one-time only process. Once the devices have been updated, USB thumb drives and procedure returned, this TSB will be obsolete.

Welch Allyn EMEA Service Management shall:

1. Ensure NDA is signed and maintained on file with Welch Allyn.
2. Create USB thumb drives with operating SW following SAP DIR 30041837, TOOL W/ SPOT SW (CR) using DIR 20014030A, VS100 MINIMUM HW/SW SPECIFICATION to load current released SW.

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3. Label thumb drive to allow for ease of tracking and retrieving when process complete.
4. Ensure that the distributors listed below are trained to the procedure as outlined in this TSB.
5. When USB thumb drives are ready and training is complete, distribute the USB thumb drives to the distributors listed below.
6. Track units to be updated as defined in Table 1.
7. When update is completed retrieve from distributor:
 - 7.1. All USB thumb drives and copies of this TSB with Table – 1 completed,
 - 7.2. Update all SAP Equipment records to include a copy of this TSB with Table 1 completed.
8. **This TSB becomes “Obsolete” after devices have been updated. When completed, Welch Allyn Tilburg will take steps to Obsolete this TSB. All records will be added to the SAP DIR for history purposes.**

Distributor will:

1. Ensure NDA is signed and maintained on file with Welch Allyn.
2. Be trained as part of this TSB process.
3. Not make additional copies of the USB Thumb drives or this procedure.
4. Complete Table – 1 completely
5. Not update any devices whose S/N's are not on this TSB.
6. **Complete this process by End of Day 2015-11-30.**

Software Update procedure:

Service centers will typically be used to perform SW updates. For regions without local service centers, trusted Distributors may be trained in the procedure, will be required to sign a Non-Disclosure Agreement (NDA) promising to maintain confidentiality and not allow the SW to be used, shared or provided to anyone except the person doing the update. The SW on the USB stick will then be returned to Welch Allyn when the updates are complete.

Load New Software (Reference: 70027969)

Unbox the device and set packaging aside for later.

1. Ensure unit is powered down and plugged into an outlet source with the transformer.
2. Plug the thumb drive with released software 3.0.04.02 on it into the USB socket on the front of the unit.
3. Press down the power button and hold (for approximately 45 seconds) until the following screen appears "Booting System" then release the power button. The unit will go through the software loading procedure for a few minutes.

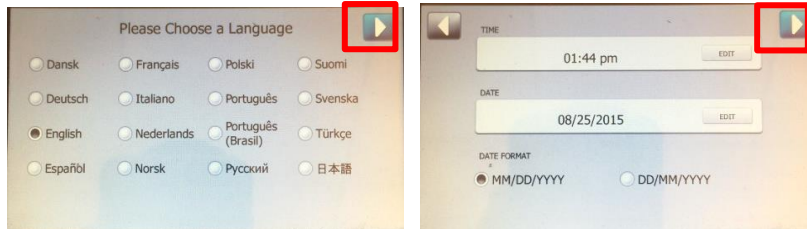


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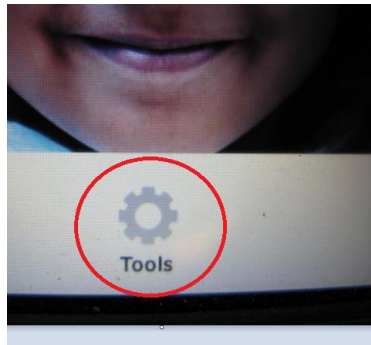


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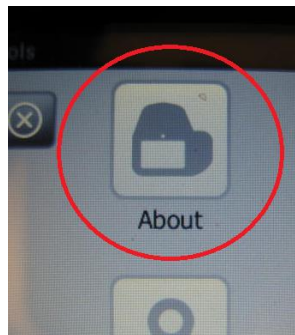
- 5. The unit will take about 2-3 minutes to load software.
- 6. The unit will automatically reboot to the language select screen. Press the right arrow key twice to get to the main screen.



- 7. Click on Tools.

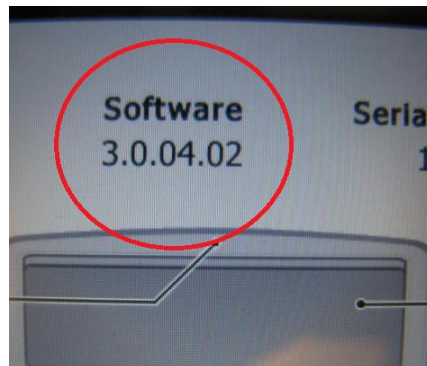


- 8. Click on About.



- 9. Verify the software displayed is 3.0.04.02

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10. Press and hold the power button to power down the unit, click on confirm.
11. Remove the USB thumb drive.
12. Repeat for all remaining devices listed in Table 1.
13. End of Procedure

TABLE 1 - List of Devices for LOEWE MEDIZINTECHNIK

Device Serial Number	Step 9 - SW Number Verification	Verified by (initial & date)	Comments
16811	PASS FAIL		
16813	PASS FAIL		
16840	PASS FAIL		
16843	PASS FAIL		
16847	PASS FAIL		

NOTE: Any device that fails SW load verification shall have Acceptance marked as FAIL and shall be replaced.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2015-10-08	MEB

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