

<b>Document Description:</b> TSB – VS100–SW UPDATE USB EXPORT	<b>Document Number:</b> 20014076 <b>Version:</b> B
	Page 1 of 2
<small>Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.</small>	

## **Technical Service Bulletin**

<b>Product:</b>	SPOT VISION SCREENER	<b>Date:</b>	2015-11-12
<b>Subject:</b>	SOFTWARE UPDATE –USB EXPORT ERROR		
<b>HW Version(s) Affected:</b>	All CR Versions	<b>SW Version(s) Affected:</b>	All versions 3.0.03.11 and below.
<b>Serial Numbers Affected:</b>	S/N's 15000 – 17999	<b>Lot or Date Code Affected:</b>	All
<b>Classification:</b>	Informational Only		
<b>Distribution:</b>	<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 checked="" type="checkbox"/> Company Confidential

**THIS DOCUMENT CONTAINS CONFIDENTIAL INFORMATION**

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:**

A rise in complaints regarding the Export function using the USB port was identified. The USB port will not be recognized by the device on an intermittent basis. When exporting, an error will be indicated and instruct the user to insert a USB device, when one is already inserted. The root cause of this problem is an issue with the software supplied by the supplier of the Econ board. This TSB applies to all devices with a serial number in the range 15000-17999 which have been returned to Service Repair for any reason, to ensure the SW is updated to the latest version, even if the complaint is not USB Export related.

**Action:**

**Service Repair:** When any CR version Spot Vision Screener with a Serial Number in the range of 15000-17999 is returned for any reason, the SW shall be updated to the latest version. The SW version on any device can be found on the device, by going to the Tools screen, then tapping the “About” button.

**Sales / Field Service:** Any CR version devices with a Serial Number in the range of 15000-17999, and which are used by Welch Allyn field reps or sales personnel for demonstration purposes should be returned to WA for a SW Upgrade.

THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.

<b>Document Description:</b> TSB – VS100–SW UPDATE USB EXPORT	<b>Document Number:</b> 20014076 <b>Version:</b> B
	Page 2 of 2
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

**Software Upgrades:** The software stick upgrade mechanism is to use a USB memory stick to load new software. This SW is not encrypted, and therefore will not be sent directly to customers. Service centers will be used to perform the upgrade. For regions without local service centers, trusted Distributors may be trained in the procedure and 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 upgrade. The SW on the USB stick will then be returned to Welch Allyn when the upgrades are complete.

**Trouble- shooting Support:**

To further assist Customer Care and Service Repair in troubleshooting, the following may be useful:

- The root cause of this problem is an issue with the software supplied by the supplier of the Econ board. When troubleshooting in Service Repair, there may be a NO PROBLEM FOUND finding. It may be difficult to confirm this complaint, however, given the intermittent nature of the failure mode, it should be noted if the SW is out of date. The software should then be updated to the most recent version.
- 

The Long Text as entered by Customer Care may include comments from the customer similar to the following:

- When attempting to export data, device will display “drive was removed” while USB drive is still attached. Have tried other USB sticks with no success.
- ....states that this VS100 will not import or export to a 16GB flash drive. She has three others that are working fine with her flash drives.
- ....he is getting an error, “USB was removed...” when the USB is still in the VS100 port.
- .....has a spot screener that the USB port does not work. Has tried multiple known working USB sticks and the problem persisted.
- they can’t export, the USB key is not detected and now it will not export. It starts but then stops with ‘device not connected’. He’s used 4 different thumb drives but the issue remains

<b>Version</b>	<b>Sec, Pg, Para Changed</b>	<b>Change Made</b>	<b>Date Version Created</b>	<b>Version Created By (initials)</b>
A	N/A	Initial Release	2015-09-08	EAB
B	N/A	No content change – SAP correction L/O 002	2105-11-12	MEB

THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.