


Document Description: TSB – VS100–SW UPDATE-LOCK UP OR FREEZING	Document Number: 20014178 Version: A
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Technical Service Bulletin

Product: SPOT VISION SCREENER **Date:** 2016-02-10

Subject: SOFTWARE UPDATE –LOCK UP OR FREEZING

HW Version(s) Affected: All CR Versions only	SW Version(s) Affected: All 3.0.04.2 and below
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Serial Numbers Affected: S/N's 15000 – 20999	Lot or Date Code Affected: All
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Classification: Informational Only

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 checked="" type="checkbox"/> Company

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Training Required: Yes No

Summary:


A rise in complaints regarding the 30028 version Vision screeners “Freezing or Locking up” has been reported. This issue could and would inconsistently occur. The root cause of this problem has been identified and is related to software anomalies. This TSB applies to all devices with a serial number in the range of 15000-20999

There is no change to functionality of the device as a result of this software update. The DFU and Service procedure (DIR20013679) will not change. The VS100 MINIMUM HW/SW SPECIFICATION document (20014030B) has been revised and updated and can be found on the Repair BOM (30028_RBOM).

Action:

A new version of software which will reduce the frequency of lockup and/or freezing of the device has been released. The new software version is 3.0.04.05.

All new SPOT Vision Screener devices coming from Mack Molding (contract manufacturer) starting with Serial Number 21000 will have the latest version of software (Ver. 3.0.04.05).

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New devices in Welch Allyn Inventory will be updated using procedure 70028231, MPS 30028_VS100 Software Rework to update them to the latest software (3.0.04.05).

Service Repair:

Tools used for Service and Repair, 20021342 - TOOL W/ SPOT SW (CR) shall be updated to the latest version of software (3.0.04.05, 50011908).

All SPOT Vision Screener Exchange devices (Material number-30028-EX) that are in the S/N range of 15000-20999 will be updated to the latest version of software (3.0.04.05) prior to being sent out as a replacement for the customer device (refer to 20014030B).

Any SPOT Vision Screeners with a Serial Number in the range of 15000-20999 that are returned as a Repair and Return will be updated to the latest version of software (3.4.04.05) at N/C before being sent back to the customer.

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 SPOT Vision Screener with a Serial Number in the range of 15000-20999, and which are used by Welch Allyn field reps or sales personnel for demonstration purposes should be returned to WA to have the software updated to the latest version (3.0.04.05).

Software Updates: The software stick update 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 update.

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.

Customer Care:

To further assist Customer Care the following may be useful:

- If a customer is reporting that their SPOT Vision Screener with a Serial Number in the range of 15000-20999, is “Locking up or Freezing”, get the S/N and verify the SW version by going to the Tools screen, then tapping the “About” button. If the S/W version is 3.0.04.02 or below, given the intermittent nature of the failure mode, it should be noted if the SW is out of date. The SPOT Vision Screener should be replaced or Exchanged (30028-EX) under Warranty.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2016-02-03	MEB

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