


<b>Document Description:</b> TSB – VS100 SW UPDATE PROCEDURE	<b>Document Number:</b> 20014189 <b>Version:</b> A
	Page 1 of 9
<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**

**Product:** SPOT VISION SCREENER **Date:** 2016-03-11

**Subject:** VS100 SOFTWARE UPDATE PROCEDURE

<b>HW Version(s) Affected:</b> All CR Versions	<b>SW Version(s) Affected:</b> All versions 3.0.04.02 and below.
--	--

<b>Serial Numbers Affected:</b> S/N's as identified by Customer	<b>Lot or Date Code Affected:</b> All
---	---------------------------------------

**Classification:** As Needed

**Distribution:**

<input type="checkbox"/> Customer Care	<input type="checkbox"/> Product Service	<input type="checkbox"/> Field Service
<input type="checkbox"/> ASPs	<input type="checkbox"/> Distributors	<input checked="" 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:**

The latest versions of devices were already with the customer when the S/W update was released. This S/W update was performed on new devices located at WA facilities. For certain Impact America, School Health and Lion's Club groups, a recommendation was made to allow those customers the capability 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 those customers and bring the devices up to the latest revision of software. This TSB will be distributed to the customer's designated in Table 1 below to perform the updates on the number off devices specified.

This is a process by which Welch Allyn Trusted partners can perform an update to the VS100 for Welch Allyn at the facilities and for the quantities of devices listed below in (TABLE 1). This is a one-time only process. Once the devices have been updated, the completed forms, USB thumb drives and this TSB should be returned to:


Welch Allyn  
4341 State Street Road  
Skaneateles Falls  
NY 13153  
Attention Tracy Bennett

When all items are received, this TSB will be set to obsolete.

**TABLE 1**

Customer	Contact	Number of Devices to be updated
Impact America – Birmingham, AL	Maria Ramos -- <a href="mailto:mramos@impactamerica.com">mramos@impactamerica.com</a>  Impact America ATTN: Sarah Louise Smith 1901 6th Ave N, Suite 2400 Birmingham, AL 35203	29
Impact America – Memphis, TN	Cat Monaco -- <a href="mailto:cmonaco@impactamerica.com">cmonaco@impactamerica.com</a>  Impact America - Tennessee ATTN: Catherine Monaco 600 Jefferson Ave, Suite 300 Memphis, TN 38105	8
Impact America – Nashville, TN	Mary Sellers Shaw -- <a href="mailto:msshaw@impactamerica.com">msshaw@impactamerica.com</a>  Impact America – Nashville 252 38th Ave N Nashville, TN 37209	1
Impact America – Tallahassee, FL	Kim Harris -- <a href="mailto:kharris@impactamerica.com">kharris@impactamerica.com</a>  Impact America - Florida ATTN: Kim Harris 100 S Woodward Ave Tallahassee, FL 32306-4161	2
Impact America – Greenville, NC	Lizzy Harkey -- <a href="mailto:lharkey@impactamerica.com">lharkey@impactamerica.com</a>  Impact America - South Carolina ATTN: Lizzy Harkey 424 Christiane Way Greenville, SC 29607	1
Wisconsin Lion's	Lion Rudy and Sharon Kessler 24032 Poquette Lake Road Shell Lake, WI. 54871 <a href="tel:715-468-4496">715-468-4496</a> <a href="mailto:kessfarm@yahoo.com">kessfarm@yahoo.com</a>	12

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 PROCEDURE	<b>Document Number:</b> 20014189 <b>Version:</b> A
	Page 3 of 9
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

**Process:**

1. Welch Allyn will create 6, USB thumb drives with operating SW following the latest revision of SAP DIR 70028218, TOOL\_DEVICE SW SUITE (CR) to load current released SW.
2. Label thumb drives to allow for ease of tracking and retrieving when process complete.
3. Ensure that the customers listed in TABLE 1 are trained to the procedure as outlined in this TSB.
4. When USB thumb drives are ready and training is complete, distribute the USB thumb drives to the customers listed in TABLE 1.
5. When update is completed the customer will:
  - 5.1. Return USB thumb drives, copies of this TSB and Table – 2 printed out and completed,
6. This TSB becomes “Obsolete” after devices have been updated. When completed, Welch Allyn Marketing will take steps to Obsolete this TSB. SAP equipment records will be updated with the completed tracking sheet returned by the customer All records will be updated the SAP DIR for history purposes.


**Customer (Table 1) will:**

1. Be trained as part of this TSB process.
2. Not make additional copies of the USB Thumb drives or this procedure.
3. Complete Table – 2 completely based on quantities listed in Table 1
4. Not update any devices outside the number shown in Table 1.
5. When update is completed the customer will:
  - 5.1. Return USB thumb drives, copies of this TSB and Table – 2 printed out and completed to the address listed above.
6. **Complete this process by End of Day 2016-04-08.**

**Software Update procedure:**

Service centers will typically be used to perform SW updates. For regions without local service centers, trusted partners be trained in this 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.

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 PROCEDURE	<b>Document Number:</b> 20014189 <b>Version:</b> A
	Page 4 of 9
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

### Load New Software (Reference: 70028231)

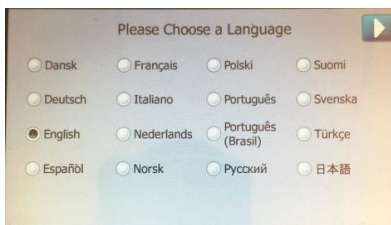
Unbox the device, if applicable and set packaging aside for later.

**NOTE: Print a copy of Table 2. Print additional sheets as needed.**

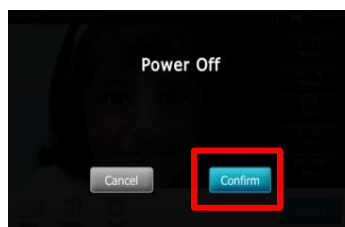
1. Ensure unit is powered down and plugged into an outlet source with the transformer.
2. Plug the thumb drive with released software 3.0.04.05 on it into the USB socket on the front of the unit.
3. Press down the power button and hold (for approximately 45 seconds) until the following screen appears "Booting System" then release the power button. The unit will go through the software loading procedure for a few minutes.



4. The unit will take about 2-4 minutes to load software.
5. The unit will automatically reboot to the *Language* select screen.



6. Press and hold the power button. When the **Power Off** screen appears, click on **Confirm**.



7. Remove the USB thumb drive.

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.



Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.

**Verify Software Loaded**

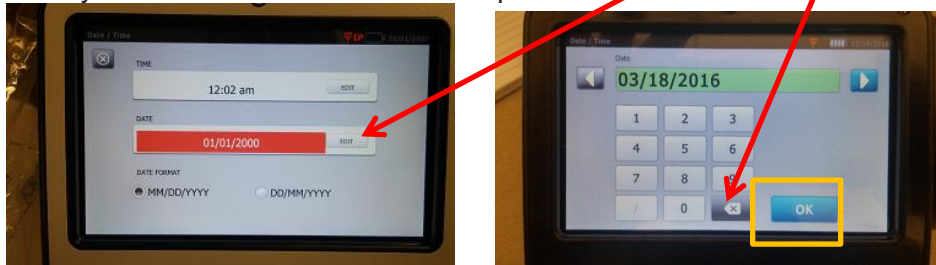
1. Power up the 30028 unit (press power button). The display will show the “*Welch Allyn blue screen*” during power up.  
(Note: Display may darken for a moment) Power up may take up to 45 seconds before the *Language* screen appears;

2. On *Language & Date/Time* screens press  to navigate to the *Home* screen.

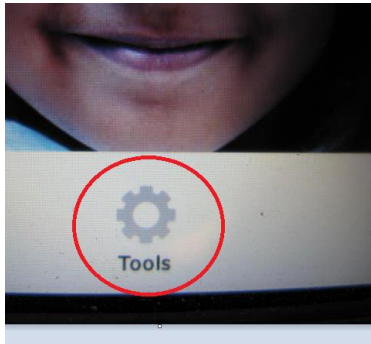


**NOTE:**

If the following Date and Time Screen appears (left image), select **Edit**, then **delete** the incorrect date and enter the correctly formatted date into the device press **OK**.

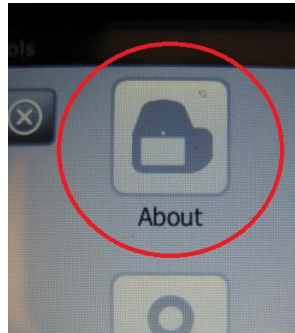


3. On the *Home* screen, Click on *Tools*.

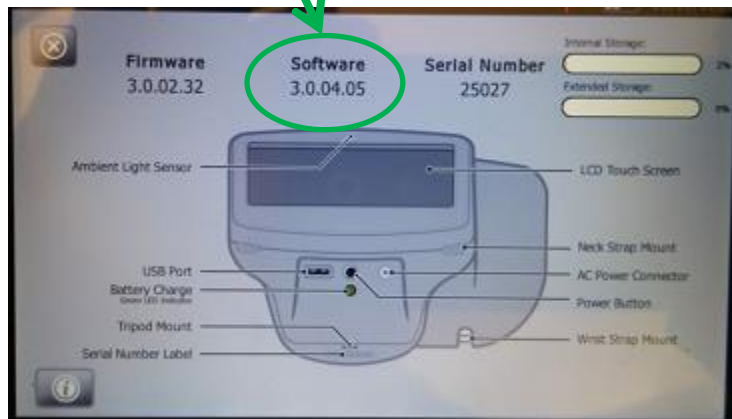



THIS INFORMATION IS THE PROPERTY OF WELCH ALLYN, INC. AND AS SUCH SHALL NOT BE REPRODUCED, COPIED, OR USED AS A BASIS FOR THE MANUFACTURE OR SALE OF EQUIPMENT OR DEVICES WITHOUT THE EXPRESS WRITTEN PERMISSION OF WELCH ALLYN, INC.

4. Click on **About**.

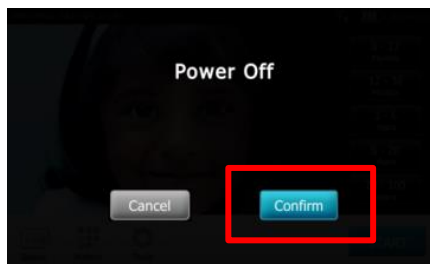



5. Verify the software displayed is 3.0.04.05



6. Go back to the main screen by hitting  twice.

7. Press and hold the power button until the **Power Off** screen appears, and then select **Confirm** to power off the device.



<b>Document Description:</b> TSB – VS100 SW UPDATE PROCEDURE	<b>Document Number:</b> 20014189 <b>Version:</b> A
	Page 7 of 9
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	


8. Record the findings information onto the Table 2 sheet you printed in the beginning.
9. Repeat for all remaining devices listed in Table 1.
10. If you have completed all devices, return USB thumb drives, copies of this TSB and Table – 2 printed out and completed to:

**Welch Allyn**  
**4341 State Street Road**  
**Skaneateles Falls**  
**NY 13153**  
**Attention Tracy Bennett**

11. End of Procedure





<b>Document Description:</b> TSB – VS100 SW UPDATE PROCEDURE	<b>Document Number:</b> 20014189 <b>Version:</b> A
	Page 9 of 9
Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.	

<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	2016-03-11	MEB