

Connex[®] Spot Monitor



Service manual

Software version 1.X

WelchAllyn[®]

Advancing Frontline Care[™]

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This manual applies to

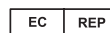
REF

 901058 Vital Signs Monitor Core.



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Symbols and definitions

Documentation symbols



WARNING The warning statements in this manual identify conditions or practices that could lead to illness, injury, or death. Warning statements appear with a grey background in a black and white document.



CAUTION The caution statements in this manual identify conditions or practices that could result in damage to the equipment or other property, or loss of data. This definition applies to both yellow and black and white symbols.



Follow instructions/directions for use (DFU) -- mandatory action.

A copy of the DFU is available on this website.

A printed copy of the DFU can be ordered from Welch Allyn for delivery within 7 calendar days.

Power symbols



Power button



Equipotential ground



(on the display) Power plug



Battery absent or faulty



(on the monitor, green indicator)
Alternating Current power
present, battery fully charged



Battery charge level



(on the monitor, amber
indicator) Alternating Current
power present, battery is
charging






Battery








Alternating Current (AC)













Rechargeable battery














	Rated power input, DC		Rated power input, AC
Li-ion	Lithium-ion battery		Direct current (DC)

Connectivity symbols


	Bluetooth®		Ethernet RJ-45
	USB		Nurse call
	Wireless signal strength <ul style="list-style-type: none"> • Best (4 bars) • Good (3 bars) • Fair (2 bars) • Weak (1 bar) • No signal (no bars) • No connection (blank) 		

Miscellaneous symbols

	Manufacturer		Defibrillation-proof Type BF applied parts
	Product Identifier		Serial number
	Reorder number		China RoHS markings for control of pollution caused by electronic information products. XX indicates Environmentally Friendly Use Period in years.
	Do not reuse		Recycle the product separate from other disposables
	Nonionizing electromagnetic radiation		Call for maintenance

	Light below	R_x ONLY	Prescription only
FCC ID	The identification number assigned by the Federal Trade Commission	IC ID	Industry Canada identification number. The equivalent governing body to the FCC in the United States
	This end up		Fragile
	European Community Representative		Meets essential requirements of European Medical Device Directive 93/42/EEC
IPX1	IP = International Protection Marking X = No object ingress rating 1 = Protected against vertically dripping water		Australian Regulatory Compliance Mark
	Intertek ETL Listed Mark indicating successful independent safety testing		Recycle
	Temperature range		Global Trade Identification Number
	Stacking limit by number		Keep dry
	Humidity range		

Screen symbol

	Process indicator for activities like acquiring measurements and connecting to a laptop
---	---

Safety

All users of the monitor must read and understand all safety information presented in this manual before using or repairing the monitor.

United States federal law restricts this device to sale, distribution, or use by or on the order of a licensed medical practitioner.

Warnings and cautions



WARNING Safety risk. Make frequent electrical and visual checks on cables, sensors, and electrode wires. All cables, sensors, and electrode wires must be inspected and properly maintained and in proper working order to allow the equipment to function properly and to protect patients.



WARNING Safety risk. Place the monitor and accessories in locations where they cannot harm the patient should they fall from a shelf or mount.



WARNING Fire and explosion hazard. Do not operate the monitor in the presence of a flammable anesthetic mixture with air, oxygen, or nitrous oxide; in oxygen-enriched environments; or in any other potentially explosive environment.



WARNING Inaccurate measurement risk. Dust and particle ingress can affect the accuracy of blood pressure measurements. Use the monitor in clean environments to ensure measurement accuracy. If you notice dust or lint build-up on the monitor's vent openings, have the monitor inspected and cleaned by a qualified service technician.



WARNING Defective batteries can damage the monitor. If the battery shows any signs of damage or cracking, it must be replaced immediately and only with a battery approved by Welch Allyn.



CAUTION Before disassembling the device or installing options, disconnect the patient from the monitor, power down the device, and disconnect the AC power cord and any attached accessories (for example, SpO2 sensors, blood pressure hoses and cuffs, and temperature probes) from the device.



CAUTION To ensure that the monitor meets its performance specifications, store and use the monitor in an environment that maintains the specified temperature and humidity ranges.



CAUTION The monitor may not function properly if dropped or damaged. Protect it from severe impact and shock. Do not use the monitor if you notice any signs of damage.



CAUTION Do not connect more than one patient to a monitor or connect more than one monitor to a patient.

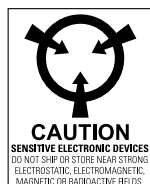


CAUTION Do not operate the monitor in the presence of magnetic resonance imaging (MRI) or hyperbaric chambers.

General safety considerations

- If the monitor detects an unrecoverable problem, it displays an error message. For more information, see “Troubleshooting.”
- To ensure patient safety, use only accessories recommended or supplied by Welch Allyn. (See the accessories list in the Appendix of the Directions for use or <http://www.welchallyn.com/en/products/categories/patient-monitoring/vital-signs-devices.html>.) Always use accessories according to your facility’s standards and according to the manufacturer’s recommendations and instructions. Always follow the manufacturer’s directions for use.
- Welch Allyn recommends that only Welch Allyn service personnel or an authorized repair center perform warranty service. Performing unauthorized service on a device that is within warranty may void the warranty.

Electrostatic discharge (ESD)



CAUTION Electrostatic discharge (ESD) can damage or destroy electronic components. Handle static-sensitive components only at static-safe workstation.



CAUTION Assume that all electrical and electronic components of the monitor are static-sensitive.

Electrostatic discharge is a sudden current flowing from a charged object to another object or to ground. Electrostatic charges can accumulate on common items such as foam drinking cups, cellophane tape, synthetic clothing, untreated foam packaging material, and untreated plastic bags and work folders, to name only a few.

Electronic components and assemblies, if not properly protected against ESD, can be permanently damaged or destroyed when near or in contact with electrostatically charged objects. When you handle components or assemblies that are not in protective bags and you are not sure whether they are static-sensitive, assume that they are static-sensitive and handle them accordingly.

- Perform all service procedures in a static-protected environment. Always use techniques and equipment designed to protect personnel and equipment from electrostatic discharge.

- Remove static-sensitive components and assemblies from their static-shielding bags only at static-safe workstations—a properly grounded table and grounded floor mat—and only when you are wearing a grounded wrist strap (with a resistor of at least 1 megohm in series) or other grounding device.
- Use only grounded tools when inserting, adjusting, or removing static-sensitive components and assemblies.
- Remove or insert static-sensitive components and assemblies only with monitor power turned off.
- Insert and seal static-sensitive components and assemblies into their original static-shielding bags before removing them from static-protected areas.
- Always test your ground strap, bench mat, conductive work surface, and ground cord before removing components and assemblies from their protective bags and before beginning any disassembly or assembly procedures.

Overview

Purpose and scope

This service manual is a reference for periodic preventive maintenance and corrective service procedures for the Welch Allyn Connex Spot Monitor. It is intended for use only by trained and qualified service personnel.

Corrective service is supported to the level of field-replaceable units. These include circuit-board assemblies and some subassemblies, case parts, and other parts.



WARNING When performing a service procedure, follow the instructions exactly as presented in this manual. Failure to do so could damage the monitor, invalidate the product warranty, and lead to serious personal injury.



CAUTION No component-level repair of circuit boards and subassemblies is supported. Use only the repair procedures described in this manual.

Find instructions for functional testing and performance verification in the Welch Allyn Service Tool help files.

This manual applies only to this device. For servicing of any other vital signs monitor, see the service manual for the specific device.

Service work not described in this manual must be performed by qualified service personnel at the factory or at an authorized Welch Allyn service center.

Related documents

When using this manual, refer to the following:

- *Connex® Spot Monitor Directions for use* (on the user documentation CD)
- Welch Allyn Service Tool:
<http://www.welchallyn.com/en/service-support/service-center/service-tool.html>
- *Welch Allyn Service Tool Installation and configuration guide*:
<http://www.welchallyn.com/en/service-support/service-center/service-tool.html>
- *Welch Allyn Braun ThermoScan® PRO 6000 Thermometer Directions for use CD*
- *Welch Allyn Braun ThermoScan® PRO 6000 Charging Station Directions for use CD*
- *Welch Allyn 9600 Plus Calibration Tester Directions for use*
- Welch Allyn website: <http://www.welchallyn.com>

Technical support services

Welch Allyn offers the following technical support services:

- Telephone support
- Loaner equipment
- Service agreements
- Service training
- Replacement service parts
- Product service

For information on any of these services, go to this site:

<http://www.welchallyn.com/en/service-support.html>.

Service loaners

For warranty or non-warranty repairs not covered under a support agreement, loaners are available for a nominal charge, subject to availability. Payment is required prior to shipment for all loaners not covered under a support agreement. The loaner fee can be found on the Welch Allyn loaner price list.

Welch Allyn Service Centers that provide repair service for this product can, on request, loan a device for use while the device is being repaired. Loaned devices are provided free of charge for products repaired while under a support agreement that includes a free loaner provision.

Service options

***Partners in Care* service agreements**

While product warranties provide basic assurance of Welch Allyn hardware quality, they may not include the full range of services and support you need. Welch Allyn offers premium service and support through our *Partners in Care* program. Whether you service your own devices and require a minimum of support or rely on us to service your device, Welch Allyn provides a program that will meet your needs. For more information visit our web site at <http://www.welchallyn.com/en/service-support.html> or call your sales representative.

Warranty service

All repairs on products under warranty must be performed or approved by Welch Allyn. Refer all warranty service to Welch Allyn Product Service or another authorized Welch Allyn Service Center. Obtain a Return Material Authorization (RMA) number for all returns to Welch Allyn Product Service from our website:

<http://www.welchallyn.com/en/service-support/submit-a-repair.html>.



CAUTION Unauthorized repairs will void the product warranty.

Non-warranty service

Welch Allyn Product Service Centers and Authorized Service Providers support non-warranty repairs. Contact any Welch Allyn regional service center for pricing and service options.

Welch Allyn offers modular repair parts for sale to support non-warranty service. This service must be performed only by qualified end-user biomedical/clinical engineers using this service manual.

Service training is available from Welch Allyn for biomedical/clinical engineers. For information, go to this site:

<http://www.welchallyn.com/en/service-support/partners-in-care/education-services/technical-training.html>.

Repairs

A Welch Allyn Service Center or Authorized Service Provider must perform all repairs on products under warranty unless you are a properly certified technician that has successfully completed a Welch Allyn Technical Training course. More information on Technical Training can be obtained from your sales representative or by visiting <http://www.welchallyn.com/en/service-support/partners-in-care/education-services/technical-training.html>.



CAUTION Unauthorized repairs will void the product warranty.

Qualified service personnel or a Welch Allyn Service Center should repair products out of warranty.

If you are advised to return a product to Welch Allyn for repair or routine maintenance, schedule the repair with the service center nearest you.

Welch Allyn Technical Support

If you have a problem with the device that you cannot resolve, call the Welch Allyn Technical Support Center nearest you for assistance. A representative will assist you in troubleshooting the problem and will make every effort to solve the problem over the phone, potentially avoiding an unnecessary return.

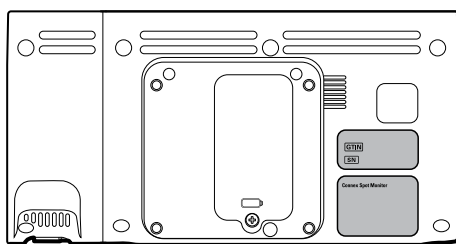
If your product requires warranty, extended warranty, or non-warranty repair service, a Welch Allyn Technical Support representative will record all necessary information to issue an RMA number. The support representative will provide you with the address of the Welch Allyn Service Center to send your device to.

Technical support is available during local business hours.

Returning products

When returning a product to Welch Allyn for service, ensure that you have the following information:

- Product name, model number, and serial number. This information may be found on the product and serial number labels on the back housing.



- A complete return shipping address.
 - A contact name and phone number.
 - Any special shipping instructions.
 - A purchase-order number or credit-card number if the product is not covered by a warranty.
 - A full description of the problem or service request.
1. Obtain an RMA number. Either contact Welch Allyn and request an RMA number or visit us on the web:

<http://www.welchallyn.com/en/service-support/submit-a-repair.html>.

Note Welch Allyn does not accept returned products without an RMA.

2. Ship the device to Welch Allyn, observing these packing guidelines:
 - a. Remove from the package the battery, all hoses, connectors, cables, sensors, power cords, and other ancillary products and equipment, except those items that might be associated with the problem.

Recommendations for returning Lithium-ion batteries

- Use ground transportation to return batteries.
- If returning multiple batteries, package each battery individually.
- Do not consolidate multiple batteries in a single package.
- Use packaging provided by Welch Allyn or the battery manufacturer.
- Do not pack a defective battery in checked or carry-on baggage if traveling by air.

Packaging

- If you return the battery with the device, remove the battery, seal the battery in an antistatic plastic bag, and place the battery in the position reserved for the battery near the device in the original shipping carton.
- If you return the battery separately, package the battery in the replacement battery's plastic bag and shipping box.

If the original shipping carton or replacement battery shipping box is unavailable, consult the manufacturer website for information about shipping Lithium-ion batteries:

<http://www.iccnexergy.com/regulatory-updates/lithium-shipping>



WARNING Safety risk. Do not ship any battery that has been physically damaged or shows signs of leakage unless you receive specific instructions which meet the requirements for the shipment of Lithium-ion batteries. Dispose of damaged or leaking batteries in an environmentally safe manner consistent with local regulations.

Note In the United States, the applicable regulations can be found in the Code of Federal Regulations (CFR). Refer to 49 CFR 173.185 for shipping Lithium-ion batteries by air or ground. Use 49 CFR 172.102 sections A54 and A101 to find the special provisions for shipping Lithium-ion batteries.

- b. Clean the device.

Note To ensure safe receipt of your device by the service center and to expedite processing and return of the device to you, **thoroughly clean all residues from the device before you ship it to Welch Allyn.** For decontamination and cleaning requirements, see the appendices.
If a returned device is found to be contaminated with bodily fluids, it will be returned at the owner's expense. United States federal regulations prohibit the processing of any device contaminated with blood-borne pathogens. Welch Allyn thoroughly cleans all returned devices on receipt, but any device that cannot be adequately cleaned cannot be repaired.

- c. Put the device, enclosed in a plastic bag **with a packing list**, into the original shipping carton with the original packing materials or into another appropriate shipping carton.
- d. Write the Welch Allyn RMA number with the Welch Allyn address on the outside of the shipping carton.

Recommended service intervals

To confirm that the device is functioning within the design specifications, perform periodic service as indicated in the following table. Customers who have the Standard unlicensed edition of the Welch Allyn Service Tool can perform the basic functional verification and calibration procedures referenced in the table by following the instructions in this manual.

Component	Service interval	Service procedure
NIBP module	Annually	Basic functional verification
SpO2 module	Annually	Basic functional verification
SureTemp Plus	Annually	Basic functional verification
Braun ThermoScan PRO 6000	Annually ¹	Basic functional verification
Battery	Annually ²	Replace the battery

¹ In addition to this annual service interval, Welch Allyn recommends cleaning the contacts of the Braun thermometer and dock every 4 months because debris that accumulates in the contacts can interfere with data transmission. See "Clean the Braun ThermoScan PRO 6000 contacts" later in this manual.

² Battery performance is a function of clinical use and charge/discharge patterns. Welch Allyn recommends replacing the battery after 1 year or when its remaining capacity no longer meets workflow requirements

If you have the Gold edition of the service tool, use the tool to perform a complete functional verification and calibration of the device in lieu of performing the basic tests. Perform a complete functional verification and calibration of the device whenever any of the following conditions exist:

- The device does not meet specifications (based on the basic functional verification)
- The device has been dropped or otherwise damaged
- The device is malfunctioning
- The case has been opened
- An internal part has been replaced (battery excluded)

Note For instructions on using the Gold edition, see the Service Tool help files.

Maintenance

For device maintenance information, see "Maintenance and service" in the device's directions for use. This section covers the following topics:

- Perform periodic checks
- Replace the monitor battery
- Replace the APM work surface battery
- Cleaning requirements

Note Service-related cleaning is addressed in the service manual as well.

The Welch Allyn Service Tool

The Welch Allyn Service Tool is available in the following editions:

- **Standard unlicensed:** Accompanies your device.
- **Gold:** Required to perform complete functional verification and calibration. This edition requires an additional license. For more information about acquiring this license, contact Welch Allyn.

Note To qualify for the Gold license, you must attend the Welch Allyn technical training course or complete online training for the device.

Clinicians and technical service personnel can use the service tool to manage and maintain supported Welch Allyn products. You can use the service tool to do the following:

- **Review device information.** When connected to the device, the service tool lists installed modules, installed firmware and hardware versions, warranty and repair information, status, and usage history.
- **Receive notifications when periodic maintenance is needed.** The service tool can help you manage and maintain your entire inventory of supported Welch Allyn products. Through the remote service function, the service tool can connect to Welch Allyn Customer Service. With this functionality you can automatically receive firmware updates and feature upgrades for your supported products, including software upgrades for the service tool.
- **Install updates and upgrades.** The service tool can read the firmware version for each module and check for available updates or upgrades.

Note For the Welch Allyn Service Tool to support updates and upgrades, adjust your firewall settings to permit access for IP address 169.254.10.10 (the local feed server for the software upgrade process).

- **Create a work list.** The work list provides information about service actions—referred to as work orders—that are waiting for you to perform on your maintained devices. Work orders may include periodic calibrations, upgrades, or license installations.
- **Schedule periodic maintenance.** You can use the service tool to set the service interval for each maintained device.
- **View and save logs.** You can download and save log files from the device for analysis to help diagnose and identify reported issues.
- **Create user accounts.** Administrators can create user accounts and set permission levels to control access to the features, allowing one group to perform administrative tasks and another to perform service tasks. Restricting access prevents the service tool from being used to make unauthorized changes on a connected device.
- **Perform functional verification and calibration.** The service tool can check any device requiring calibration and, if necessary, calibrate the device to match the design specifications. This feature is not supported for all products and requires the service tool, Gold edition, for each supported product.
- **Recover devices.** In the rare case where a device can no longer boot because of corrupted firmware, the service tool can connect the device to Welch Allyn Technical Support to reinstall the firmware.

- **Extensible.** The service tool software accepts new plug-ins to support future Welch Allyn products.

Some of these features are enabled for any user (Standard unlicensed edition). Others require special user account privileges or a Welch Allyn service contract (Gold edition). If you require gold-level support for a Welch Allyn product, please contact Welch Allyn technical support.

Battery performance

About the batteries

The device uses a rechargeable, 2-cell, Lithium-ion smart battery supplemented by an optional, rechargeable, 9-cell Lithium-ion battery in the Accessory Power Management (APM) work surface. Internal circuitry enables the batteries to report their condition to the device and the APM work surface. The device displays the battery status via the LED power indicator, icons on the screen, and status messages appearing in the Device Status area of the display. The APM battery indicates the percent of total charge to user on the front of the work surface as follows:

Number of LEDs	Percent of total charge
1	0 – 19
2	20 – 39
3	40 – 59
4	60 – 79
5	80 – 95
6	96 – 100

The battery status indicator on the device displays the remaining total charge of both batteries combined if the configuration has both an internal battery and an extended battery in the APM.

Battery information may be collected using the service tool.

New batteries are shipped from the manufacturer with a 40 percent charge to extend shelf life. After installing a new battery in the device, you must plug the device into AC power to wake up the battery. If AC power is not applied to the device, the new battery appears discharged.

The Device Status area displays a low-battery status message when 30 minutes of power remain and again when 5 minutes remain. The 30-minute message is a very low priority technical alarm. The alarm message appears on a cyan background in the Device Status area. This alarm is dismissable by the user, and all functions of the device remain available. The 5-minute message is a high priority technical alarm that appears on a red background in the Device Status area, is not dismissable, and prevents acquiring vitals measurements or performing any other function until the device is plugged in to AC power.

If AC power is not applied to the device after it triggers the high priority technical alarm, the device will shut down at or close to 0 minutes of remaining battery charge.

Battery charging is provided by the device's internal power supply. The power reserve threshold is determined by the device's software.

For a complete list of battery specifications, see the device's directions for use.

Best practices

The following practices help to extend the life of the battery and the device.



WARNING Safety risk. When handling and storing Lithium-ion batteries: Avoid mechanical or electrical abuse. Batteries may explode or cause burns if disassembled, crushed, or exposed to fire or high temperatures. Do not short or install with incorrect polarity.

- Whenever possible, keep the monitor plugged in to charge the battery.
- Remove the battery when storing the device for an extended amount of time.
- Replace batteries that trigger a low battery status message when fully charged.
- Do not use damaged or leaking batteries.
- Store batteries with a 30 to 50 percent charge.
- Store batteries within the temperature range indicated for each period:
 - For storage less than 30 days: Maintain temperature between –4 °F and 122 °F (–20 °C and 50 °C).
 - For storage between 30 days and 90 days: Maintain temperature between –4 °F and 104 °F (–20 °C and 40 °C).
 - For storage more than 90 days up to 2 years: Maintain temperature between –4 °F and 95 °F (–20 °C and 35 °C).
- Recycle batteries where ever possible. In the United States call 1-877-723-1297 for information about recycling your Lithium-ion battery or go to the Call2Recycle website at <http://www.call2recycle.org> for additional information.
- When recycling is not an option dispose of batteries in an environmentally safe manner consistent with local regulations.

Factors affecting battery operating time

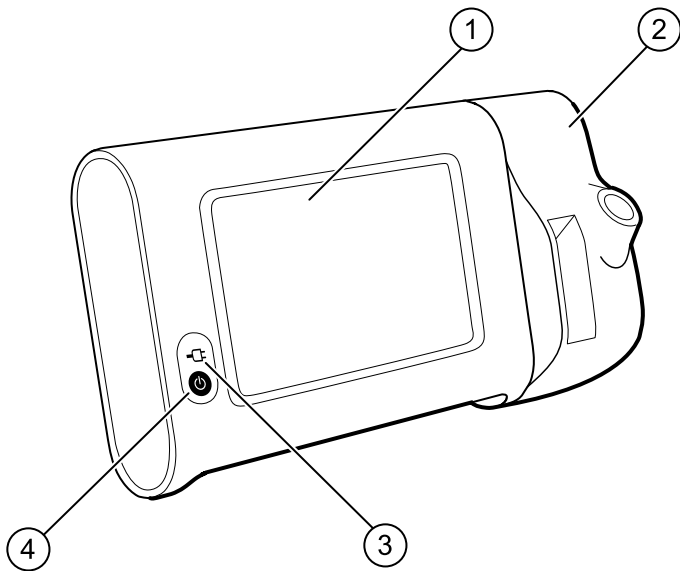
The following table presents settings and conditions that affect the battery operating time and recommendations to maximize battery life.

Setting / Condition	Recommended setting
Display brightness setting	5
Sleep mode setting	1 minute
Automatic power-down setting	15 minutes

Controls, indicators, and connectors

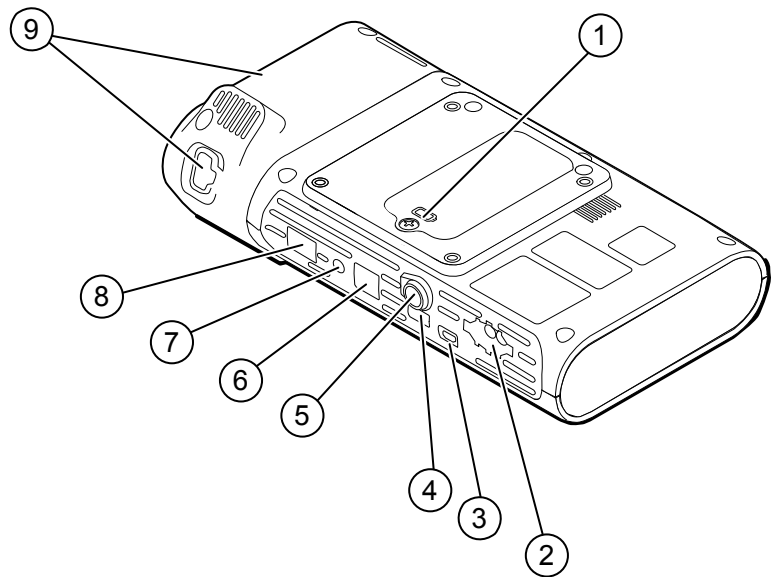
Note Your model might not contain all of these features.

Front-Left view



No.	Feature	Description
1	LCD screen	7" color touchscreen provides a graphical user interface
2	Thermometry	Configuration shown features SureTemp module
3	Battery charge and power-up status indicator	The LED indicates the charging status when connected to AC power: <ul style="list-style-type: none">• Green: The battery is charged• Amber: The battery is charging• Flashing: The LED flashes during power-up
4	Power button	Blue button on lower-left corner of the monitor <ul style="list-style-type: none">• Powers up the monitor• Places into Sleep mode, except when an alarm condition is active (brief press)• Wakes up the monitor from Sleep mode

Back-Bottom-Left view

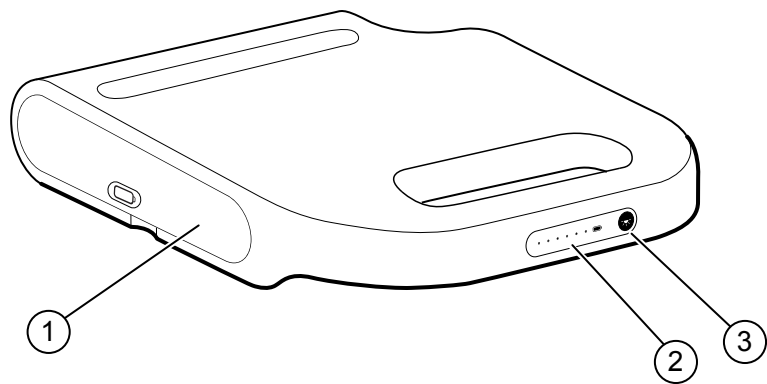


No.	Feature	Description
1	Battery compartment (behind cover)	Houses the battery (captive screw secures cover to monitor)
2	NIBP	Connects NIBP cable to monitor
3	USB client port	Provides a connection to an external computer for testing and software upgrades
4	USB port	Connects APM work surface or any accessory to the monitor
5	Power connection	Connects APM work surface or external power supply to the monitor
6	Ethernet RJ-45	Provides a hardwired connection to the computer network
7	Nurse call	Provides a connection to a hospital nurse call system
8	SpO2	Connects chosen SpO2 system to monitor
9	Thermometry	Configuration shown features SureTemp module and probe connection port

APM

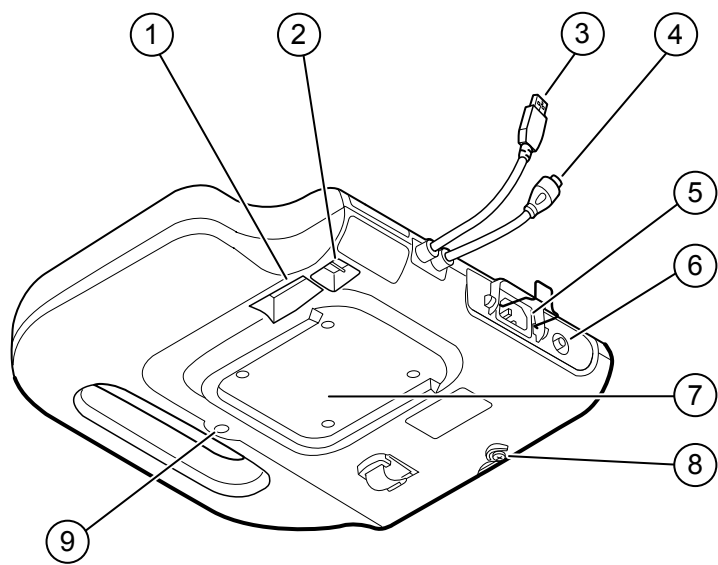
This section applies only to devices with an Accessory Power Management (APM) stand. The APM is an accessory stand with work surface, power supply for enhanced device run time, and organizational bins to arrange sensors and cables for available parameters.

Front-Top-Left view



No.	Feature	Description
1	Battery compartment (behind cover)	Houses the battery
2	Battery charge status indicator	Indicates charge level of battery
3	Light power switch	Powers light under APM work surface

Back-Bottom-Right view



No.	Feature	Description
1	Printer port	Connects a printer (future use)
2	USB ports (2)	Connect optional accessories
3	USB cable	Connects APM work surface to monitor
4	APM power cable	Connects APM work surface to monitor
5	Power connection	Provides an external AC power connection
6	Ground lug (equipotential terminal)	Provided for electrical safety testing and for connecting a potential-equalization conductor
7	Recess for mounting	Secures the APM work surface when it is mounted on the APM stand (with 4 screws)
8	Battery cover screw	Secures the APM work surface battery cover
9	APM light	Illuminates accessory bins and path for APM stand

Advanced settings

Advanced settings provide access to device settings and service menu information with an access code. This section covers the following primary tabs:

- **General.** Settings for system language as well as date and time, plus open source software disclosure.
- **Parameters.** Settings for physiological parameters, averaging, and intervals.
- **Network.** Settings for the internal Ethernet and security, as well as WiFi radio and Bluetooth subsystems.
- **Service.** Settings and features that support installation and on-device troubleshooting.

Note Changes made in Advanced settings take effect immediately, but they do not change the configuration file and cannot be used to clone settings from one device to another. Follow the instructions in "Device configuration and setup" to create, edit, download, and install any settings you want available on multiple devices.

Access Advanced settings

Note You cannot access Advanced settings if sensors or physiological alarms are active or if vital sign measurements are displayed.

1. From the **Home** tab, touch the **Settings** tab.
2. Touch the **Advanced** vertical tab.
3. Enter 6345 as the access code and touch **OK**.

Note This access code is configurable and could be different at your location.

The General tab appears.

4. Perform service tasks by making selections or touching other tabs.

Note Service tasks and how to do them are detailed in this section.

5. When you are done, touch **Exit**.

The **Home** tab appears.

General tab

Specify the language

When you first access Advanced settings, the General tab appears, displaying the Language tab.

1. Select a language.
2. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Specify profile settings

Profiles support multiple clinical workflows.



CAUTION Switching from the Office profile drops the Bluetooth connection. Switching to the Office profile clears both patient information and current readings. Switching to another profile retains patient information, but current readings are cleared.

1. In Advanced settings, touch the **General > Profiles** tabs.
2. Specify settings.

Setting	Action/Description
Profile types	Select the profile types to display: Intervals, Office, and Spot.
Primary profile	Select the primary profile.
Custom profile name	If desired, modify the profile names.

3. Touch **Apply**.
4. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Specify date and time settings

1. In Advanced settings, touch the **General > Date / Time** tabs.
2. Specify settings.

Setting	Action/Description
Date format	Select a date format for display.
Time zone	Displays UTC time zone (read only)
Use Network Time Protocol	Enable the monitor to query the correct date and time from a trusted time server. When enabled, manual date and time entry on the Settings tab is disabled.

3. Touch **Test network connection**.
Test results appear for the Time sync test, IP address, and DNS query status.

4. Touch **OK**.
5. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Review the open source software disclosure

1. In Advanced settings, touch the **General > Open Source** tabs.
2. Read Welch Allyn's disclosure about its use of "free" or "open source" software.
3. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Parameters tab

Specify advanced NIBP settings

1. In Advanced settings, touch the **Parameters > NIBP** tabs.
2. Specify settings.

Setting	Action/Description
Default view	Select default primary and secondary views.
Unit of measure	Select the NIBP unit of measure for display.
Tube type	Select the number of tubes that are connected to the NIBP cuff that is used with this monitor. If you select 1 tube , the device sets the algorithm to Step , disabling other options.
Algorithm default	Select the default algorithm used to determine NIBP measurements.
Cuff inflation target	Enter a default cuff inflation pressure for each type of patient.
3. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Specify advanced temperature settings

1. In Advanced settings, touch the **Parameters > Temperature** tabs.
2. Specify settings.

Setting	Action/Description
Unit of measure	Select primary units of measure for the temperature display on the Home tab
Display temperature conversion	Enable to display primary units of measure and secondary units of measure for the temperature display on the Home tab.
3. Do one of the following:
 - To continue in Advanced settings, touch another tab.

- To exit Advanced settings and return to the Home tab, touch **Exit**.

Specify advanced averaging interval settings

Averaging intervals are available in the Office profile.

1. In Advanced settings, touch the **Parameters** > **Averaging** tabs.
2. Specify settings.

Setting	Action/Description
NIBP averaging program	Select the averaging program to view or modify. You can change the name of the averaging program.
Readings to average	Select which readings in a series to use for averaging (and the number of readings to average as a result).
Delay to start (minutes)	Enter the number of minutes to wait before the averaging program starts (after touching "Start intervals") and the start of the first reading.
Time between (minutes)	Enter the number of minutes to wait between readings.
Keep if + or – (mmHg)	Enter the range that the program uses as criteria to accept or reject readings and establish the baseline reading. For more information about how this setting affects the program, refer to the section "Excluded readings" below.
Summary display box	Displays currently selected settings.

3. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Specify advanced program interval settings

1. In Advanced settings, touch the **Parameters** > **Program** tabs.
2. Specify settings.

Setting	Action/Description
Program	Select the program to view or modify. You can change the name of the program.
Intervals	Specify up to five sets of interval readings for this program. For each set, specify the number of minutes between interval readings and the number of times that each interval should run (repetitions) before proceeding to the next set.

3. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Network tab

Specify radio settings

This task is applicable only to monitors that have a wireless radio installed. Devices can be configured with a wireless or a Bluetooth radio.

1. In Advanced settings, touch the **Network > Radio** tabs.
2. Specify settings.

Setting**Action/Description**

Enable radio

Enable the radio for WiFi communications. When disabled, the radio is not available.

ESSID

Enter the service set identifier (SSID) for the enterprise. Enter a maximum of 16 characters.

Radio mode

Select the radio band.

Dynamic Frequency Selection

Enable to allow the site to transmit data on changing frequencies for added security. This option applies most frequently to military or government enterprises.

Enable radio network alarms

Activate radio network alarms when an wireless dropout alarm condition occurs. When disabled, radio network alarms are not available.

Roaming

Select the type of roaming (only available with WPA/WPA2 Enterprise).

Regulatory

Display the WiFi regulatory certification information.

Update radio

Touch **Update radio** to activate all new radio settings not selected previously. Touch **OK** in the confirmation popup.

Note None of the changed radio settings take effect until you touch **Update radio**.

3. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Specify security settings

1. In Advanced settings, touch the **Network > Security** tabs.
2. Select the encryption method to secure data transfer from the device.

Note

Network server certificates are required for all EAP security options. Use the Welch Allyn Service Tool to load these certificates.

3. Specify settings.

Setting**Action/Description**

Authentication type

Select the preferred encryption option. Then specify any additional settings that appear. The default is **Open** or no encryption.

WEP 64

Select a WEP key and then enter a 10-character key in the selected field. Repeat this process to create multiple WEP keys. Then click **Update radio**.

WEP 128

Select a WEP key and then enter a 10-character key in the selected field. Repeat this process to create multiple WEP keys. Then click **Update radio**.

WPA-Personal and WPA2-Personal

Enter a **Passphrase** (8 to 63 characters). The characters you enter appear as asterisks. Then click **Update radio**.

WPA-Enterprise and WPA2-Enterprise

Anonymous identity

User name

Password

Enable server validation

EAP type

Option

Update radio

Specify the following settings and then click **Update radio**.

Enable this option to disable the User name field.

Enter the EAP identity (maximum of 32 characters). This is disabled EAP type TTLS.

Enter the EAP password (maximum of 32 characters). This is disabled EAP type TLS.

Enable or disable server validation. This is disabled EAP type PEAP-TLS.

Select the authentication protocol (TLS, TTLS, PEAP-MSCHAPv2, PEAP-GTC, PEAP-TLS, EAP-FAST).

Select more specific EAP settings (Inner EAP Setting: Auto or PAP, PAC Provisioning: Auto or Manual).

Touch **Update radio** to activate all new radio settings not selected previously.

Touch **OK** in the confirmation popup.

Note None of the changed radio settings take effect until you touch **Update radio**.

4. Do one of the following:

- To continue in Advanced settings, touch another tab.
- To exit Advanced settings and return to the Home tab, touch **Exit**.

Specify server settings

1. In Advanced settings, touch the **Network > Server** tabs.
2. Select the method used to identify the IP address of the server with which the device will communicate.
3. Specify settings.

Setting

Network connectivity method

Data encryption

Server authentication

Host IP

NRS

DNS hostname

Action/Description

Select the preferred method to connect to the server.

Turn the security data encryption on or off, and enable or disable the server authentication.

Turn the server authentication on or off.

Enable the device to connect to a host or other server at a fixed IP address. In the IP address entry field, enter the IP address. In the Port entry field and enter the port number. The range of entry is 0 to 65535. Select either a Welch Allyn host or a direct EMR connection.

Enable the device to connect to a Network Rendezvous Service (NRS) at a fixed IP address. In the IP address entry field, enter the IP address. In the Port entry field and enter the port number. The range of entry is 0 to 65535.

Enable the device to connect to a Network Rendezvous Service (NRS) by entering a hostname to be sent to a Domain Name Server (DNS) to retrieve the NRS IP address. In the Hostname field, enter the DNS name. In the NRS Service Port entry field, enter the port number. The range of entry is 0 to 65535.

DHCP

Note The DNS option is only available in the following conditions:

- The version of the installed radio is 3.00.02 or greater
- The radio is disabled
- No radio is installed

Enable the device to connect to a Network Rendezvous Service (NRS) by entering a port number and then connecting at a provided IP address. In the NRS Port entry field, enter the port number. The range of entry is 0 to 65535. After successfully connecting to the server, the NRS IP addresses and the Vendor class identifier appear onscreen.

4. Touch **Test network connection**.
The status of the server connections appears.
5. Touch **OK**.
6. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Specify Bluetooth settings

This task is applicable only to monitors that have a Bluetooth radio installed. Devices can be configured with a wireless or a Bluetooth radio. A configuration must be loaded to view regulatory information.

1. In Advanced settings, touch the **Network > Bluetooth®** tabs.
2. Specify settings.

Setting

Allow Bluetooth configuration

Device name

Regulatory

Action/Description

Enable the device to connect to a host or other server with the Bluetooth radio.

Enter the 8-character device name.

Displays the WiFi regulatory certification information.

3. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Specify device IP settings

A radio card must be installed and operational to specify the device IP settings.

1. In Advanced settings, touch the **Network > Device IP** tabs.
2. Specify settings.

Setting

Ethernet

IP address

Subnet mask

Gateway

Action/Description

Select **Use DHCP** or **Static ID**.

If Static ID is selected, specify these settings.

DNS IP address

Enter the IP address of the DNS server.

3. Touch **Apply**.
4. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Specify Active Directory settings

Use the Active Directory settings to manage the device communication address and access settings.

1. In Advanced settings, touch the **Network > Active Directory** tabs.
2. Select **Enable Active Directory**.
3. Specify settings.

Setting	Action/Description
Domain name	Enter the domain name.
Group	Enter the domain name group.
User name	Select the clinician ID type (user name, account name, or employee ID).
Authentication user name	Enter the user name.
Authentication password	Enter the password.

4. Touch **Test network connection**.
The device displays the Active Directory test status.
5. Click **OK**.
6. Do one of the following:
 - To continue in Advanced settings, touch another tab.
 - To exit Advanced settings and return to the Home tab, touch **Exit**.

Service tab

Ethernet status

In Advanced settings, touch the **Service > Ethernet status** tabs. This Ethernet status vertical tab displays read-only data about the Ethernet connection:

Network

- MAC address
- IP address
- Subnet mask
- Gateway
- DHCP server
- DHCP lease time

Network statistics

- Rx bytes

- Tx bytes
- Rx packets
- Tx packets
- Rx multicast packets

Errors

- Rx errors
- Tx errors
- Rx packets dropped
- Tx packets dropped

Radio status

In Advanced settings, touch the **Service** > **Radio status** tabs. This Radio status vertical tab displays the following read-only data about the WiFi or Bluetooth radio connection:

Network

- MAC address
- IP address
- Subnet mask
- Gateway
- DHCP server
- DHCP lease time

Network statistics

- Rx bytes
- Tx bytes
- Rx packets
- Tx packets
- Rx multicast packets

Errors

- Rx errors
- Tx errors
- Rx packets dropped
- Tx packets dropped


Radio settings

- Version
- Radio status string
- SSID
- Access point MAC
- Authentication type
- RSSI
- Radio band
- Channel
- Power mode
- FIPS mode

If the device cannot communicate with the radio through the internal radio IP address, the radio error 35002c appears. A Mac address text field appears on the Radio status tab approximately three to four minutes after the error message. Contact Welch Allyn for assistance in entering the correct Mac address in this field.

Enter general device information

1. In Advanced settings, touch the **Service** > **General** tabs.

2. Touch  and enter up to 20 characters in the following data fields to support device identification:
 - Asset tag
 - Device location
 - Device location ID
3. If desired, select **Allow Display Lock**.
The display lock prevents clinician input, which may be useful when cleaning the display.
4. Touch **OK** and repeat for each data field.
The General vertical tab appears.

Note You can enter general device information in the Welch Allyn Service Tool as well.
5. To calibrate your touchscreen, touch **Start** in the right pane and follow the onscreen prompts.
The Home tab appears.
6. To synchronize with the Service Monitor, touch **Sync now**.
If the software version is 1.30 or greater, the screen displays information about the connection and whether a new configuration or firmware is available.
7. Touch **Close**.
8. To verify the NIBP pressure valve accuracy, touch **Close Valve**.
The pressure displays in the NIBP Pressure Verification field. If the software version is 1.33 or greater, you can check the functionality of NIBP accuracy on the device without use of the Welch Allyn Service Tool.
9. To stop the accuracy test, touch **Open Valve** or navigate away from the screen.

Review and update configuration information

1. In Advanced settings, touch the **Service > Config file** tabs.
2. In the left pane, review the following configuration information:
 - Configuration file
 - Active Config file name
 - Date of generation
 - Date loaded to device
3. To load a new configuration from the network, touch **Load** in the right pane and follow the onscreen prompts.
4. To save the current configuration to a USB drive, connect a compatible flash drive to the USB port, touch **Save to USB** in the right pane, and follow the onscreen prompts.

Note Not all flash drives are supported. See "USB flash drive requirements" in the Appendix for details.

Save service logs to a USB flash drive

This procedure enables you to save the last 14 active log files to a USB flash drive.

Note The Welch Allyn Service Tool enables you to save only the 2 most recent log files.

1. In Advanced settings, touch the **Service > Log file** tabs.
2. Connect a flash drive to the USB port.

Note Not all flash drives are supported. See "USB flash drive requirements" in the Appendix for details.

3. Touch **Save to USB** and follow the onscreen prompts.
Copies of the service log files are saved to the drive.

Restore factory default settings

Note This process does not restore the monitor to a custom configuration provided at delivery. Instead, it deletes all custom configuration data and restores factory default settings.

1. In Advanced settings, touch the **Service > System** tabs.
2. Reset to defaults:
 - To restore radio settings to factory default values, select **Radio settings only**.
 - To restore all current settings to factory default values, select **All settings**.

3. Touch **Reset** and follow the onscreen prompts.

The factory default settings are restored.

If you selected **Radio settings only**, the radio reboots, and the device remains powered on.

If you selected **All settings**, the device reboots.

Review firmware status and load firmware from the network

1. In Advanced settings, touch the **Service > System** tabs.
2. In the right pane, review the firmware status information.

Note If the firmware is up-to-date, take no further action.

3. To update the firmware, touch **Load** and follow the onscreen prompts.

Note You can also load new firmware by rebooting the device.


Power-up sequence

Overview

The system performs a power-on self test (POST) of the software and internal hardware each time the device is powered on. Specific tests performed include the following:

- CVC-PIC tests
- LED power tests
- eMMC (memory) tests
- EEPROM tests

If all tests are successful, the system completes power up and the user interface screen for the default configuration appears (either the Home tab or a login/profile selection screen), and the system is ready for operation.

If the self-check fails, an error message and an error code appear in the system status area at the top of the screen to aid service personnel and engineers in diagnosing the problem. If a fault that could adversely affect the product is detected, the system enters a safe mode and stops all monitoring functions. The system remains in safe mode until it is turned off by pressing  or until the device shuts down automatically after a period of inactivity.

To perform the POST:

1. Disconnect any patient cables connected to the system.
2. Insert a fully charged battery into the system.
3. Upon each power up, confirm the following:
 - a. The buzzer generates a sound.
 - b. A startup screen appears briefly and then disappears.
 - c. The power button flashes until the UI is ready.
 - d. A beep sounds, followed by one chime.

Note If no chimes sound, replace the speaker as specified in “Remove the speaker.”

- e. The Home tab or the login/profile selection screen appears.

Wireless radio technology

This section provides information wireless client certificates and wireless client certificates supporting server authentication for products using the Welch Allyn 802.11 a/b/g/n radio card.

Certificates must:

- use a supported certificate format and specified file name
- include embedded code for deployment on a device
- adhere to the x.509 standard

To upload wireless certificates, use the Welch Allyn Service Tool (WAST).

Wireless radio security credentials

The Newmar radio allows for the installation of OEM security credentials and a set of customer security credentials. Use the Welch Allyn Service Tool to install server certificates to the device.

File	Format	Customer file name ¹
CA certificate chain	PEM	cacert.pem
	or	or
	DER	cacert.der
Client cert / key	PKCS#12 ²	client.p12
	or	or
	PEM	client.pem
EAP-FAST PAC file	Proprietary	pacfile.pac
EAP-FAST password	Plain text	pacpassword

¹ You must enter the customer file names exactly to install server certificates to your device.

²The Newmar radio automatically converts a PKCS#12 file to the PEM format during installation.

Welch Allyn device certificate requirements

Certificate	Extended usage extension	Format
Server	Server authentication (1.3.6.1.5.5.7.3.1)	PEM or DER
Client	Client authentication (1.3.6.1.5.5.7.3.2)	PKCS#12 or PEM

Common certificate fields

Field	Description
Serial Number	A unique number used to identify the certificate within a CA's systems and to track revocation information.
Subject	The entity a certificate belongs to: a machine, an individual, or an organization.
Issuer	The entity that verified the information and signed the certificate.
Not Before	The earliest time and date on which the certificate is valid. Usually set to a few hours or days prior to the moment the certificate was issued, to avoid clock skew problems.
Not After	The time and date past which the certificate is no longer valid.
Key Usage	The valid cryptographic uses of the certificate's public key. Common values include digital signature validation, key encipherment, and certificate signing.
Extended Key Usage	The applications in which the certificate may be used. Common values include TLS server authentication, email protection, and code signing. (Server extension is required for server authentication. Client extension is required for client authentication).
Public Key	A public key belonging to the certificate subject.
Signature Algorithm	The algorithm used to sign the public key certificate.
Signature	A signature of the certificate body by the issuer's private key.

About the waclientcert.pim file

The Welch Allyn Service Tool (WAST) only loads certificates to the CSM radio if they are in the waclientcert.pim file format. This .pim file is a Welch Allyn specific container that

contains the customer certificates, commands, and information on how the certificates are loaded, and what folders the certificates are written to on the radio file system.

Note You cannot re-name an existing customer client certificate or ca certificate to `waclientcert.pim` and upload it because the certificate lacks information on where the certificates need to be deployed on the radio and how the product should handle the file. The `waclientcert.pim` file must be created using a Welch Allyn process.

Create a `waclientcert.pim` file using the WAST

The Welch Allyn Service Tool (WAST) can create the `waclientcert.pim` file using a CA certificate alone (server verification only) or a CA certificate and client certificate (for client authentication).

1. Create a folder on the PC or thumb drive and save the CA certificate there. If the client certificate is needed, save it in the same folder.
2. Connect a CSM to the PC running the WAST and allow it to come up to a usable state.
3. In the WAST device list, select the CSM.
4. Click **Configure** and **Current Settings / Change**.
5. Click **Network Policy Server Certificate**.
6. Under Generate, click **Browse** and select the folder where the customer certificate or certificates are saved.

The Select Certificate Folder field displays the path to the folder.

7. If creating a client authentication certificate, such as EAP-TLS, enter the password created for the client certificate in the Network Policy Server Certificate field and in the Confirm Password field.

Note: If the folder does not have a CA certificate and a client certificate, these fields are grayed out. The WAST does not verify the client password.

8. Click **Generate Network Policy Server Certificate Package**. Under Load, click **Browse** to select the destination for the `waclientcert.pim` file. Click **OK**.
9. In the Certificate package is successfully generated dialog box, click **OK**.

The `waclientcert.pim` file is loaded in the destination folder along with the raw certificate files.

Load a `waclientcert.pim` file to the CSM

1. Disconnect the USB link between the PC and the CSM.
2. Launch the WAST on the PC.
3. Restart the CSM and allow it to come up to a usable state.
4. Connect the USB link from the PC to the CSM.
5. Select the CSM from the WAST device list.
6. Click **Configure**.
7. Click **Current Settings / Change**.
8. Click **Network Policy Server Certificate**.
9. Under Load, click **Browse** to locate the destination of the `waclientcert.pim` file.

The Select existing package field displays the path to the waclientcert.pim file.

10. Click **Load Network Policy Server Certificate**.

A message box displays the installation progress. The process should take a maximum of three minutes.

11. If the message box displays for more than six minutes, begin the process again from step 1.
12. If the message box displays a message indicating the installation is successful, click **OK**.
13. Close the WAST application.
14. Disconnect the USB connection.
15. Restart the CSM.

You can now configure the CSM to use certificates on the wireless network.

Verify the certificate is loaded to the device

There is no on-screen verification that a certificate has been loaded to the device.

1. Reset the radio settings of the device to factory default.
2. Restart the device.
3. Configure the following network settings:

Setting	Description
> Radio	> Enabled
> Authentication Type	> WPA2 Enterprise
4. Configure the network settings for the certificate you are verifying:
 - If you are verifying that a CA certificate is loaded:
EAP Type: **PEAP-MSCHAPv2**

Enable Server Validation: **Checked**
 - If you are verifying that a client certificate is loaded:
EAP Type: **EAP-TLS**

Enable Server Validation: **Unchecked**

If the error for Invalid Configuration 350018 appears, the certificate is not loaded.

Bluetooth® wireless technology

Bluetooth wireless technology is available in the Office profile.

Bluetooth status

A monitor with *Bluetooth* wireless technology displays the status between the monitor and the laptop in the Status area.

Image	Description
No image	<i>Bluetooth</i> radio is OFF
<i>Bluetooth</i> icon appears in Status area	<i>Bluetooth</i> radio is ON
<i>Bluetooth</i> icon is blinking on / off slowly	The monitor is pairing with the laptop
<i>Bluetooth</i> icon is blinking on / off quickly	The monitor is connecting with the laptop
<i>Bluetooth</i> icon appears with a border around the icon in the Status area	The monitor and the laptop are connected and the monitor is ready to transmit data

In order to transmit data, you must first pair and then connect the monitor and the laptop.

Enable *Bluetooth* pairing

You can pair a device and a PC configured with Bluetooth wireless technology.

1. In Advanced settings, touch the **Network** > **Bluetooth** tabs.
2. Touch **Allow Bluetooth® configuration** to enable pairing.

Pair devices with *Bluetooth* wireless technology

When a monitor with *Bluetooth* wireless technology powers on and there are laptops already paired with the monitor, a pop-up screen appears showing the laptops available for connection with the monitor. Follow the directions below to pair an additional device with the monitor.



1. Touch .
2. Touch **Add new device**.

3. In your *Bluetooth* program manager on your laptop task bar, select the monitor from the list of available devices.

A message appears indicating that the monitor has been discovered and displays a confirmation number on both the laptop and monitor screens.

4. Confirm that the numbers match on the laptop and on the monitor, and then touch **Accept**.

A message appears indicating that the monitor and laptop are paired.

5. Touch **OK**.

A screen appears that allows you to change the laptop name to a preferred name.

6. Enter the preferred name, and then touch **Save**.

The new name appears in the list of paired devices.

Connect *Bluetooth* devices and download data

1. In the Bluetooth connection screen, select a laptop from the list of paired devices.

The Bluetooth icon in the Device Status area blinks on and off quickly as the monitor and laptop are connecting.

When the monitor and the laptop connect, an information message appears briefly that names the connected laptop. When the message disappears, the name of the connected laptop appears on the top left of the screen, and the Bluetooth connected icon (Bluetooth icon with a border around it) appears in the connection area.

2. As the laptop downloads data, observe the progress indicator spin in the connection area.

The Bluetooth connection remains active until the download is complete. After a successful download, the system clears data from the monitor and disconnects the monitor from the laptop.

3. Repeat the process as needed, or touch **Cancel** to dismiss the Bluetooth connection screen.

Rename a laptop

You can rename a paired laptop from a system or generic name to a specific name.

1. Select the arrow button to the right of the laptop name you want to edit in the paired list.

A screen appears that allows you to change the laptop name to a preferred name.

2. Enter the name, and then touch **Save**.

The new name appears in the list of paired devices.

Disassembly and repair

These procedures provide instructions for device disassembly and board removal, as well as component replacement and reassembly.

Each part's disassembly instructions might include one or both of the following:

- **Reassembly notes:** This subsection contains information specific to reassembly. At a minimum, these notes indicate whether or not reassembly is the reverse of disassembly. The notes also list service kits of replacement parts where applicable.
- **When replacing the *component*:** This subsection contains additional instructions related to installing a new option or replacement part.

Each disassembly step includes drawings that illustrate the components to be removed. The reassembly notes could be as short as one or two lines when reassembly is the reverse of disassembly. When reassembly is more complicated, these notes alert you to any special care required to complete the repair or installation and sometimes introduce separate reassembly instructions. Line drawings appear in the reassembly notes only when they differ from the drawings in the disassembly instructions.



WARNING Electrical shock hazard. Disconnect AC power before opening the device. Disconnect and remove the battery before proceeding with disassembly. Failure to do this can cause serious personal injury and damage to the device.



WARNING Risk of fire, explosion and burns. Do not short-circuit, crush, incinerate, or disassemble the battery pack.



WARNING Safety risk. Do not attempt to service the device when the device is connected to a patient.



CAUTION Before disassembling the device or installing options, disconnect the patient from the monitor, power down the device, disconnect the AC power cord and any attached accessories (for example, SpO2 sensors, blood pressure hoses and cuffs, and temperature probes) from the device.



CAUTION If your device is configured with a SureTemp module, remove the probe well before disassembly.



CAUTION Perform all repair procedures at a static-protected station.



CAUTION When the device case is opened, regard all parts as extremely fragile. Execute all procedure steps with care and precision.



CAUTION Observe screw torque specifications, especially with screws that secure directly into plastic standoffs.



CAUTION To avoid mismatching screws and holes, keep the screws for each piece with that piece as you remove modules and circuit assemblies. It is possible to mistakenly install machine screws in locations intended for plastite screws. Plastite screws have a Torx-pan head.

Required tools and equipment

- Phillips #1 screwdriver
- T-10 Torx screwdriver
- 3mm hex key

Torque value table

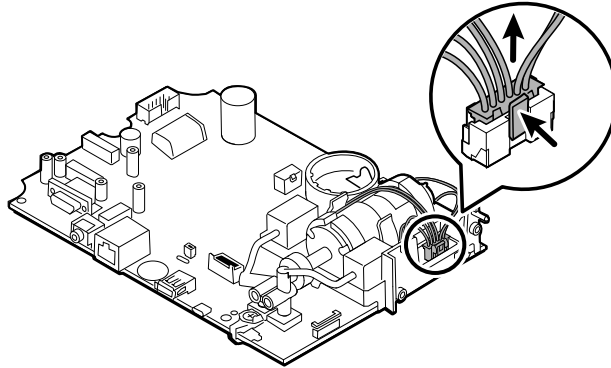
Use this table to determine how much torque to apply to screws by type and location when reassembling the device.

Description	Torque specification	Bit type	Where used
SCR,4-20X.31 PLASTITE PH TORX	4.5 +/-0.5 in-lbs	Torx	Chassis and SpO2 Insert to Main CSM PCA. Radio/Bluetooth PCBA to Chassis
SCREW 4-40 .250 PAN PHILLIPS STEEL ZINC	4.5 +/-0.5 in-lbs	Phillips	SpO2 boards
SCREW, M2 X 6 INTERNAL TOOTH SEMS PHP	2.5 +/-0.25 in-lbs	Phillips	Radio PCA to Radio Interface PCA
SCREW, M4 X 10 PAN HEAD W NYLOC	7.5 +/-0.5 in-lbs	Phillips	Front to Back Housing and Temperature Module/Dock
SCR, M4 PAN HD, PHD, SHOULDER	4.5 +/-0.5 in-lbs	Phillips	Battery Door

Connector types

Disassembly and repair procedures require that you disconnect and reconnect the following connector types inside the device:

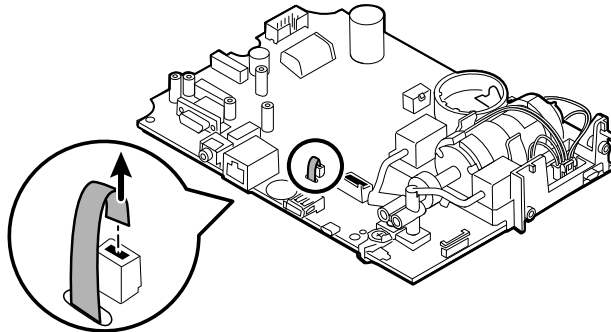
- **Locking (squeeze-release):** Locking connectors use a latching mechanism to prevent accidental disconnection during assembly and use. The latch is located on one end of a tab so it may flex and lock into place when coupled with its matching connector. The tab provides a lever to release the latch. Some connectors have multiple latches that require you to press multiple tabs to release.



To remove a locking connector, squeeze the tab(s) to release the latch(es) and remove the cable.

To connect a locking connector, push the mating pieces together until the latch(es) lock in place.

- **Friction:** Friction connectors use a spring mechanism to create friction between the contacts.



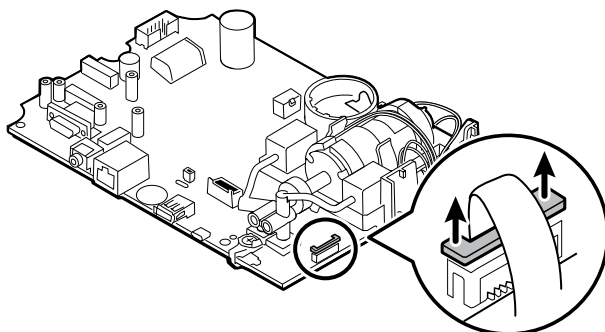
To remove a pressure connector, grasp each connector mating half and pull the halves apart.



CAUTION Do not use excessive force to disconnect the connector. Excessive force may result in pulling the mounted connector off the circuit board.

To connect a friction connector, grasp each connector mating half and insert one half into the other.

- **ZIF (zero insertion force):** The device uses flex cables and ZIF flex cable connectors. Flex cables and ZIF connectors require special care when handling. ZIF connectors use a sliding outer piece that latches and unlatches to secure and release the flex cable. ZIF cables cannot be successfully connected or disconnected without properly unlatching and latching the sliding outer piece.



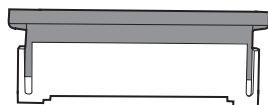
CAUTION Do not use excessive force when releasing pressure on the connector. Excessive force may result in breaking the sliding outer piece.

To remove a ZIF connector



CAUTION Remove a flex cable only *after* the ZIF latch is open.

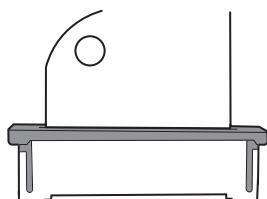
1. Using a suitable tool (for example, a paper clip, small flat-head screwdriver, or needle-nose pliers), slide the latching piece of the connector away from the connector body.



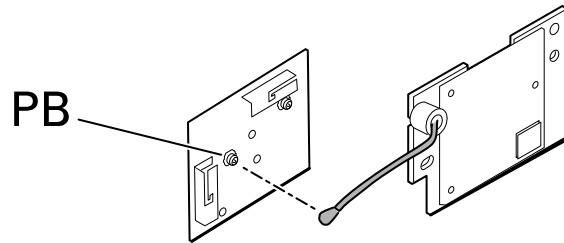
2. Remove the cable.

To connect a ZIF connector

1. Slide the latching piece of the connector away from the connector body.
2. Insert the flex cable into the connector. This may require using a suitable tool to keep the latching piece elevated.
3. Slide the latching piece toward the connector body until it locks into place.



- **Coaxial:** Coaxial connectors, a type of pressure connector in this case, are components attached to the ends of a coax cable—they make it possible to connect to other devices. The connector has a wire conductor in the center, surrounded by an outer conductor, and an insulation between the two. In this device, the coaxial connector connects the antenna to the wireless radio board.



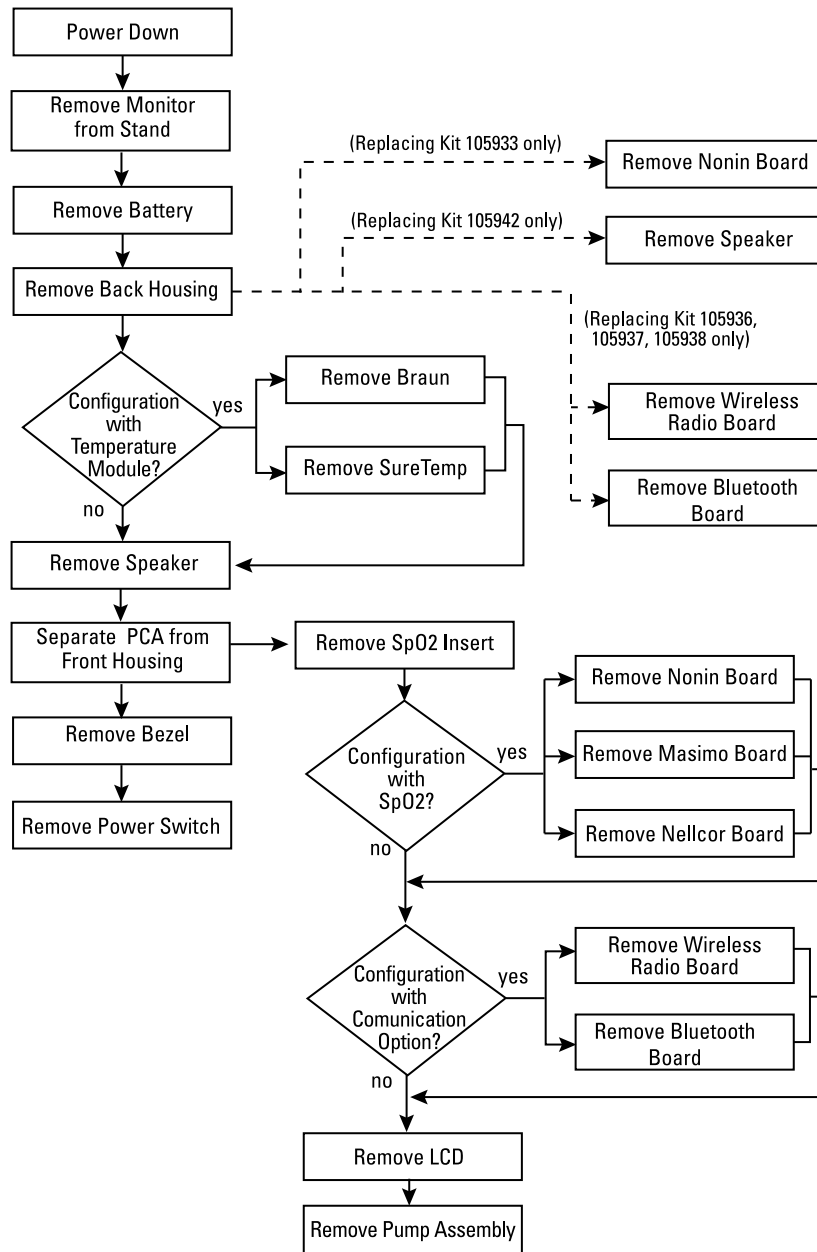
Note This connector is labeled PB because of its location on the wireless radio board.

To remove a coaxial connector, lift the connector away from the board.

To connect a coaxial connector, align the connector over the mount on the board and press to snap it into place.

Disassembly overview

The following flow chart provides an overview of the complete disassembly of the device. Most disassembly activities require that you complete a subset of the steps detailed here. The flow chart indicates the steps which must be completed in sequence to remove a particular component. Because a different sequence of preliminary steps is required to remove certain components, you should use this flow chart as a reference at the start of every disassembly and component replacement procedure.



Note After performing any of these procedures and before returning the device to service, you must use the service tool, Gold edition, to complete the full suite of functional tests to ensure that all systems are operating within the design specifications. For more information about these tests and the service tool, see "Functional verification and calibration." If you do not have the service tool, you can download it from welchallyn.com.

Power down the monitor

You can power down the device as follows: 1) by briefly pressing the power button on the housing and then following the onscreen prompts, or 2) by using onscreen controls alone.

Option 1. Press the power button. An onscreen dialog opens with the following options:

- **Power down.** Device behavior is the same for all profiles.
- **Sleep.** The Sleep button clears the display and puts the device into Display power-saving mode.
- **Cancel.** The Cancel button dismisses the dialog.

Touch **Power down** and complete the power-down procedure as described in Option 2, steps 3 and 4.

Option 2. Use onscreen controls alone to power down the device:

1. Touch the **Settings** tab.
2. Touch the **Device** tab.
3. Touch **Power down**.
4. Select the desired option and then touch **Power down**.

The Power-down options dialog

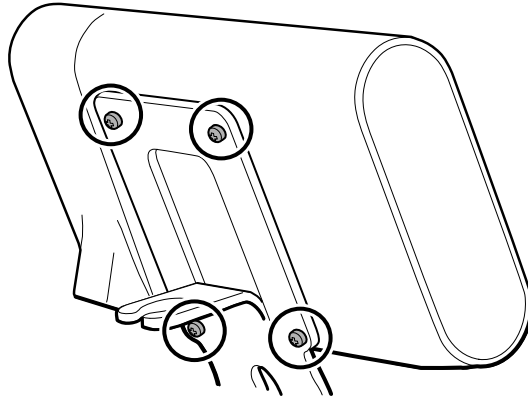
The buttons in this dialog produce varied effects, as noted below:

- **Power down.** The device clears all data onscreen and performs a complete software shutdown.
- **Cancel.** This button dismisses the dialog and returns you to the previous screen.

Note If your monitor is configured with a Braun thermometer, avoid powering down the monitor between patient measurements to help maintain an adequate charge to the Braun dock.

Remove the monitor from the stand

1. Disconnect the power cord from the wall.
2. If the system has an APM, disconnect the power and communication cables from the monitor. If the system has an external power supply, disconnect the power supply from the monitor.
3. Remove the 4 Phillips screws from the back of the stand mount to remove the monitor from the stand.

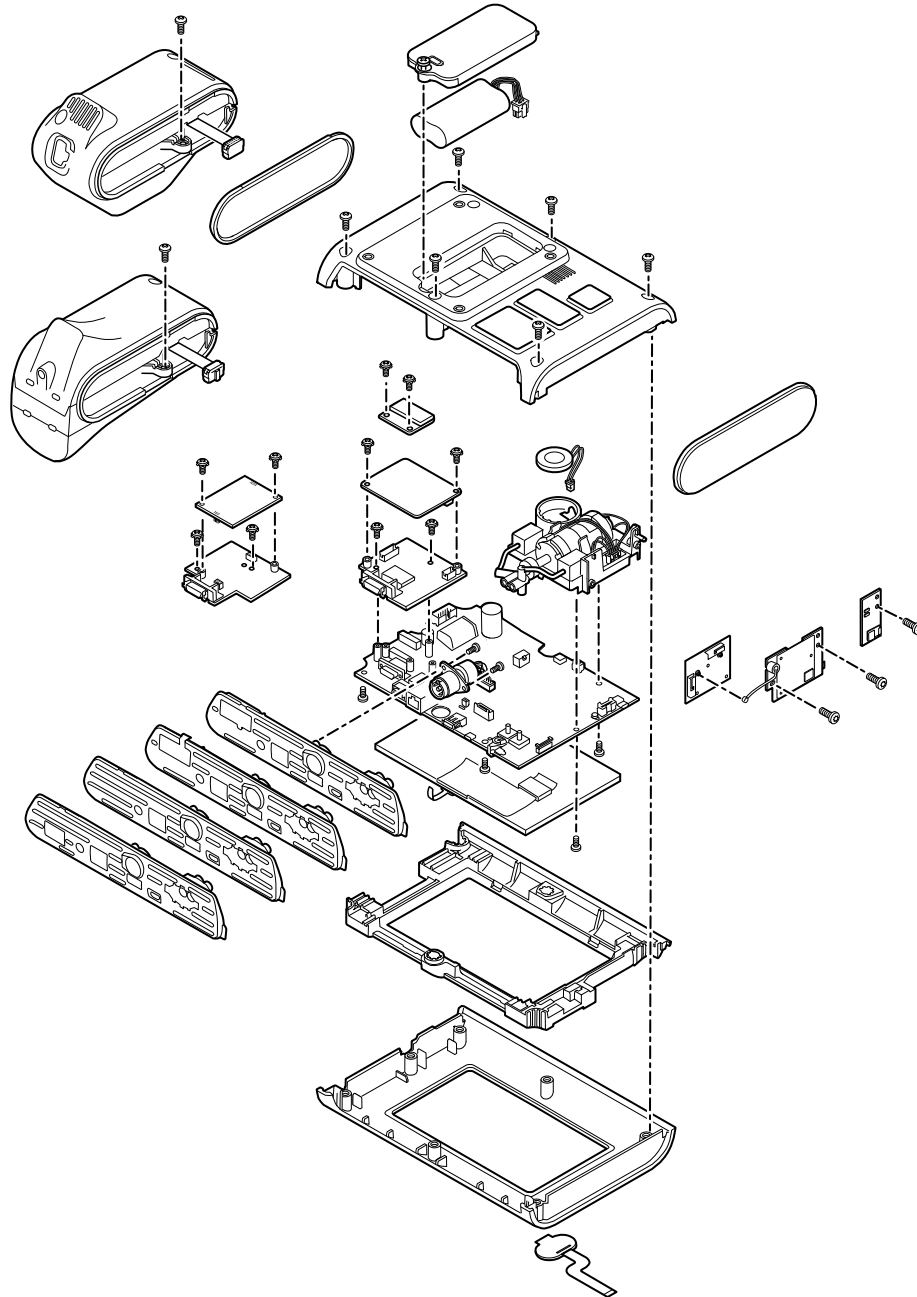


Note This artwork features the APM stand. Other stand mounts look slightly different.

Reassembly notes: Reassembly is the reverse of disassembly.

Exploded view diagram

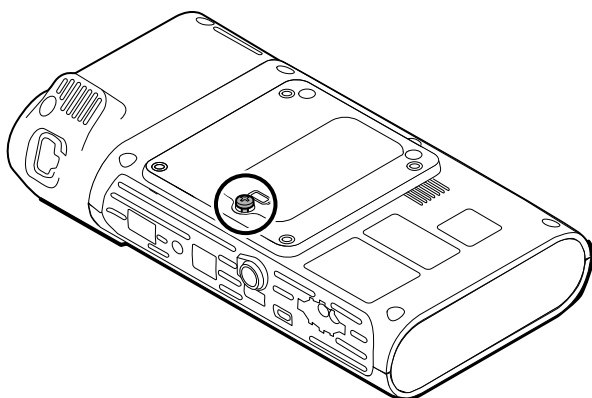
The drawing below shows individual components of the device and their relationships to one another.



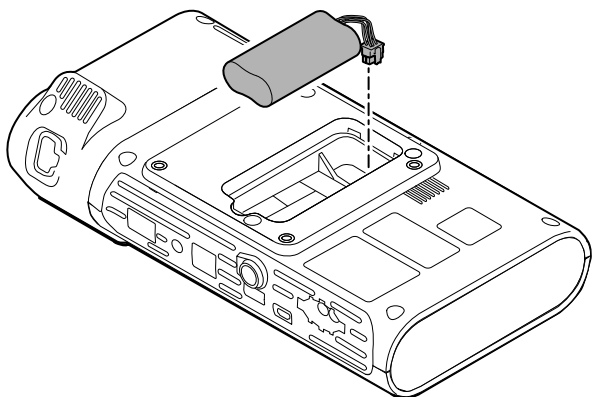
Remove the battery

Before removing the battery, power down the monitor as described in this manual.

1. Place the unit face down on the table as shown.
2. Loosen the captive Phillips screw to remove the battery door.



3. Disconnect and remove the battery.



Reassembly notes

Kit item:

- 105973, Battery pack

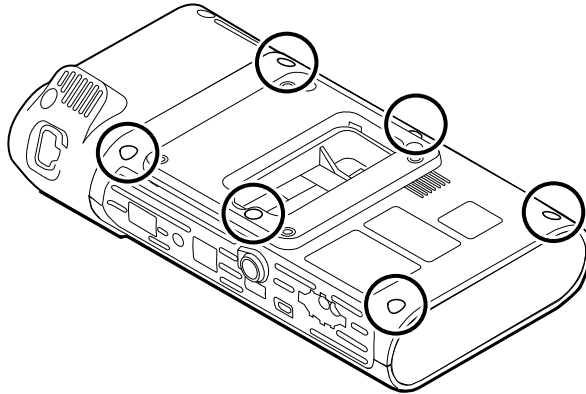
Note Reassembly is the reverse of disassembly.



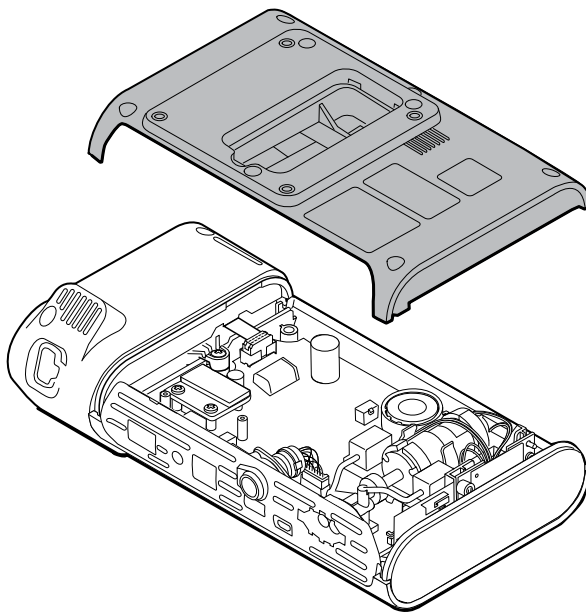
WARNING Defective batteries can damage the monitor. If the battery shows any signs of damage or cracking, it must be replaced immediately and only with a battery approved by Welch Allyn.

Remove the back housing

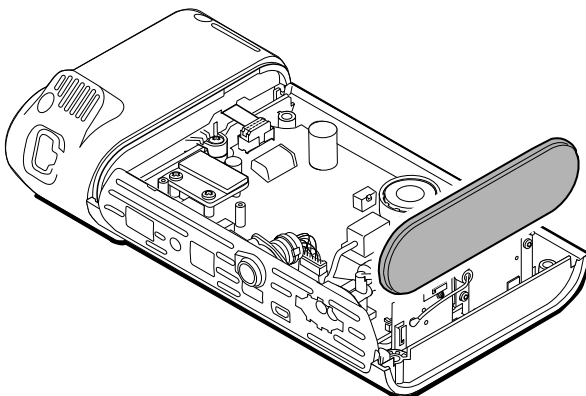
1. Remove the 6 Phillips screws on the back of the device to remove the back housing.



2. Lift the back housing straight up off the device.



3. Remove end cap on the right by pulling it out of its slot.



Reassembly notes

Kit items:

- 105939, End cap
- 105923, Back housing (includes battery, speaker foam, 6 screws, and labels)

Note The back housing is not available for direct purchase. Welch Allyn limits availability of certain parts to Authorized Service Personnel only. These limitations are required to maintain product safety or maintain current regulations.

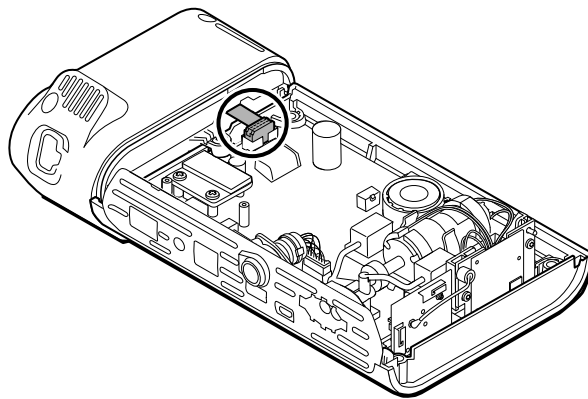
Note Reassembly is the reverse of disassembly.

Remove the temperature module or housing

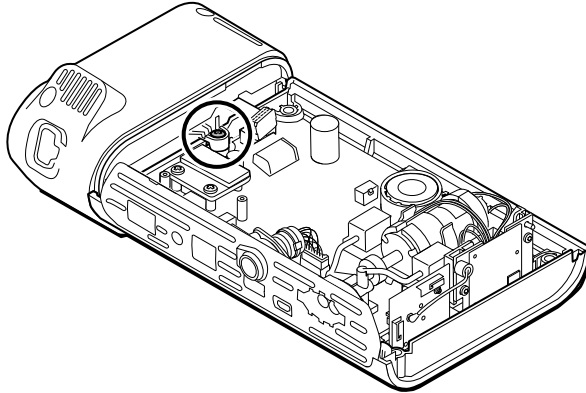
The monitor is configured with either a SureTemp or Braun ThermoScan PRO 6000 temperature module. Proceed with the disassembly steps that apply to your device.

Remove the SureTemp module

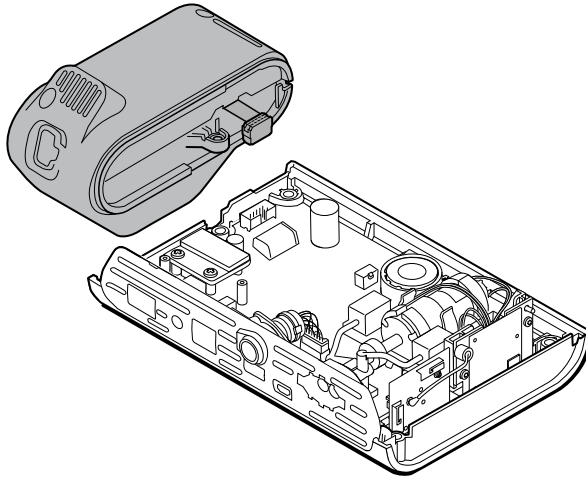
1. Disconnect the ribbon cable by lifting the connector.



2. Remove the Phillips screw that holds the module in place.



3. Lift the module out of the left side slot.



Reassembly notes

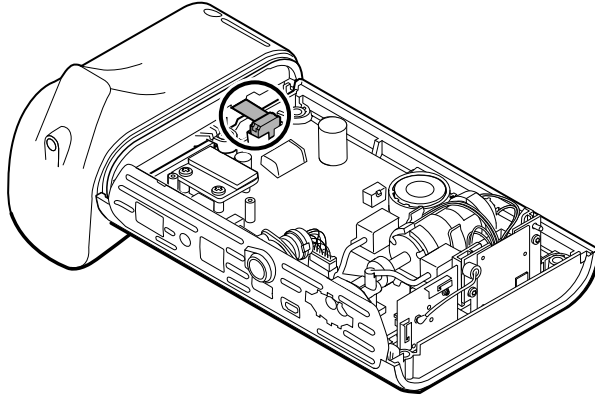
Kit item:

- 105940, SureTemp Plus module

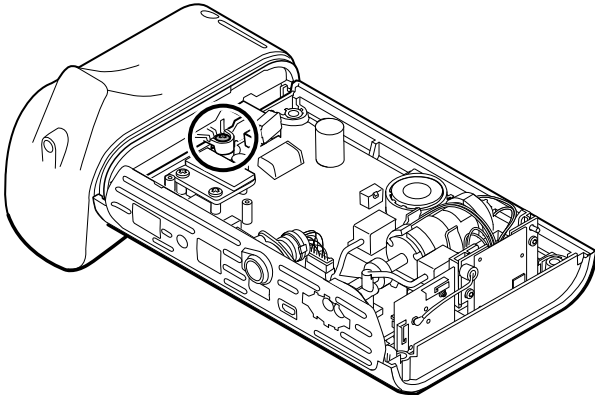
Note Reassembly is the reverse of disassembly.

Remove the Braun ThermoScan PRO 6000 module

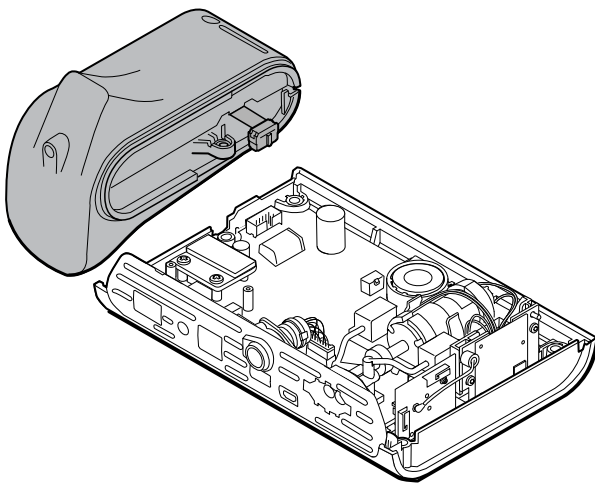
1. Disconnect the ribbon cable by lifting the connector.



2. Remove the Phillips screw that holds the module in place.



3. Lift the module out of the left side slot.



Reassembly notes

Kit item:

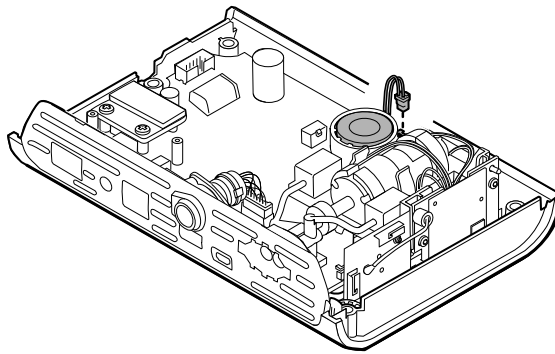
- 105941, Braun ThermoScan PRO 6000 dock

Note Reassembly is the reverse of disassembly.

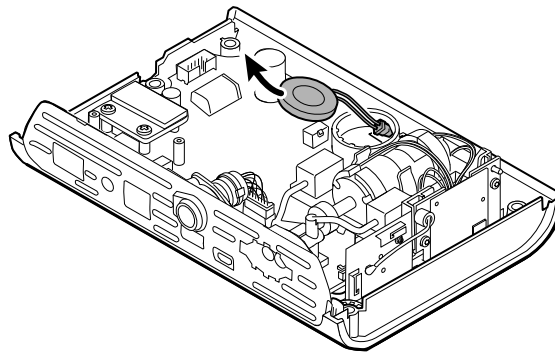
Disassemble the main PCA board

Remove the speaker

1. Disconnect the speaker wire.



2. Remove the speaker.



Reassembly notes

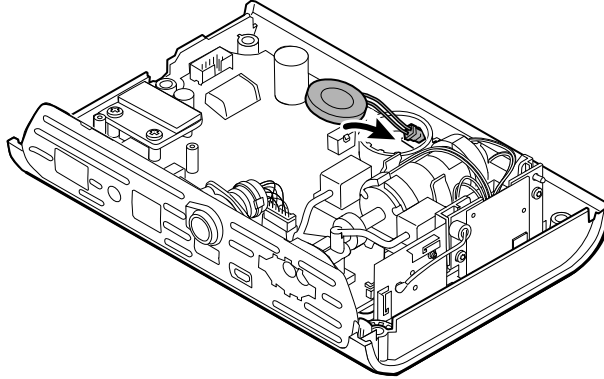
Kit item:

- 105942, Speaker

Note Reassembly is not the reverse of disassembly.

When replacing the speaker

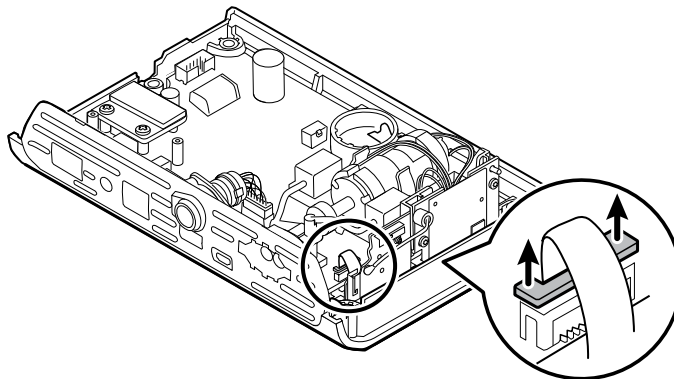
1. While holding the speaker, guide the wire through the hole in the pump assembly and drop the speaker into place.



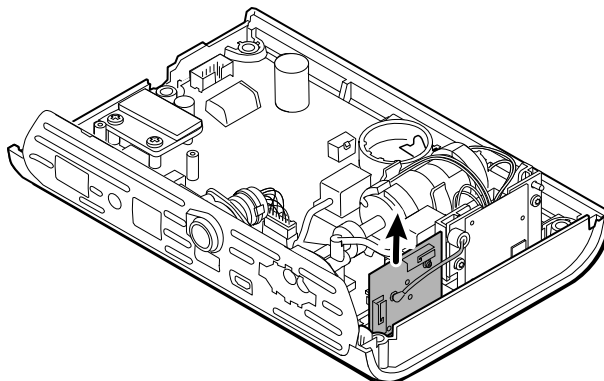
2. Connect the speaker wire to the main PCA board.

Separate the main PCA board from the front housing

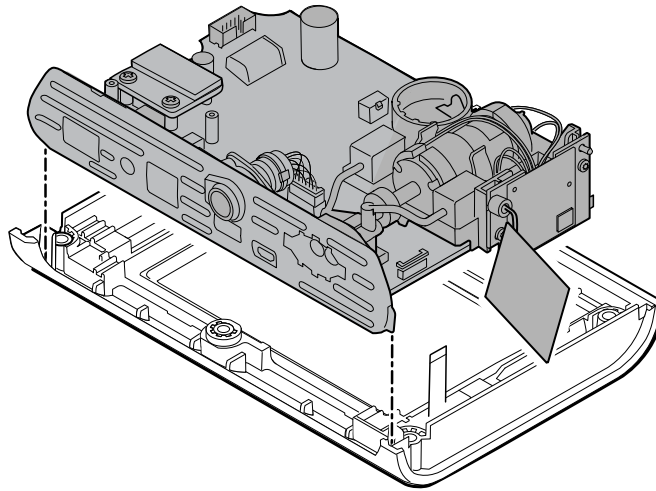
1. Disconnect the power switch flex cable from the main PCA board.



2. Lift the antenna board straight up out of its slot and let it hang.



3. Remove the main PCA board from the front housing.

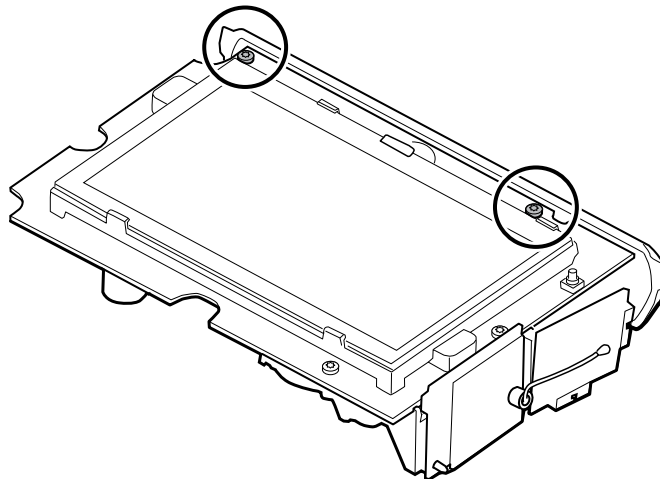


Reassembly notes

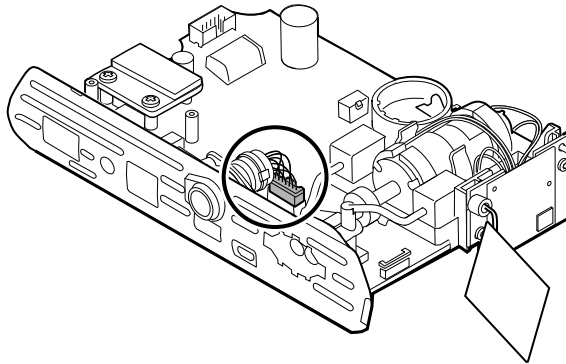
Note Reassembly is the reverse of disassembly.

Remove the SpO2 insert

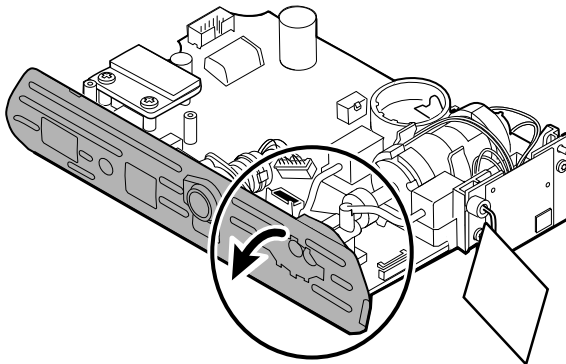
1. Turn over the main PCA board and remove the 2 T-10 Torx screws attaching the sensor insert to the main PCA board.



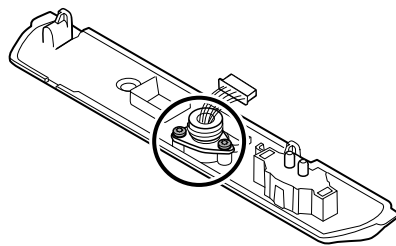
2. Turn over the main PCA board again so that the SpO2 board is facing you; then disconnect the power harness from the main PCA board.



3. To disconnect the insert from the pump manifold, hold the black pump manifold with one hand and tilt the top of the insert away from the main PCA board with the other hand.



4. Remove the 2 T-10 Torx screws from the power harness, and remove the power harness from the SpO2 insert.



Reassembly notes

SpO2 insert options are Masimo, Nellcor, Nonin, or none.

Kit items:

- 105926, Masimo insert only
- 105927, Nellcor insert only
- 105929, Nonin insert only
- 105928, No SpO2 insert only

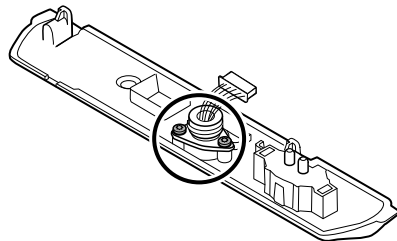
Note Reassembly is not the reverse of disassembly, but it is the same for each insert.

When replacing the SpO2 insert

1. First complete the following steps:
 - Attach the power harness to the SpO2 insert. (See "Attach the power harness to the insert.")
 - Install any new SpO2 board, if applicable. (See the reassembly notes in "Remove the SpO2 board.")

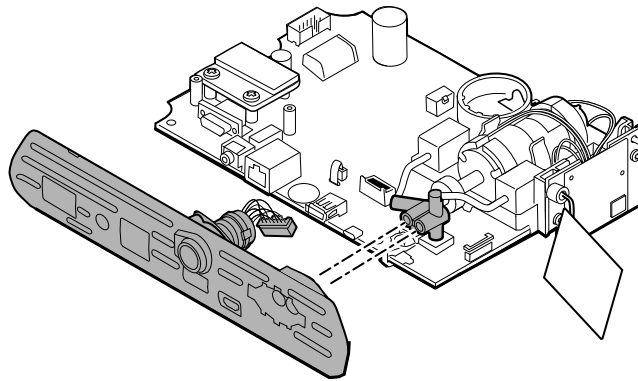
Attach the power harness to the insert

Align the power harness with the insert and secure it with 2 T-10 Torx screws (see the Torque Value Table).

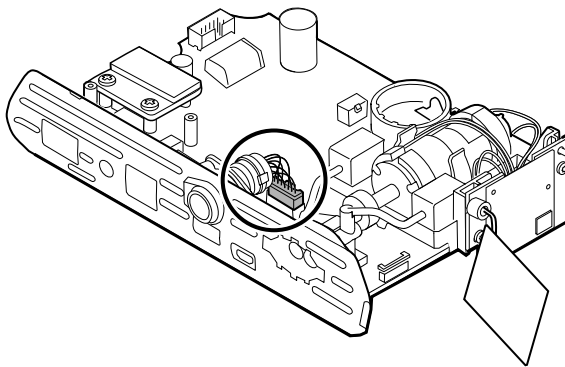


Attach the SpO2 insert to the main PCA board

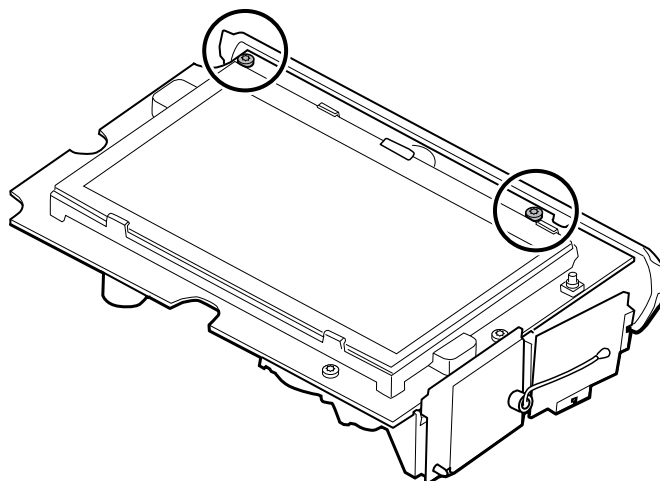
1. Align the insert with the edge of the main PCA board. Connect the pump tubing to the insert as shown and press firmly. Adjust the insert to fit snugly along the side of the board.



2. Connect the power harness to the main PCA board.



3. Turn over the board and secure the insert to the main PCA board with 2 T-10 Torx screws.

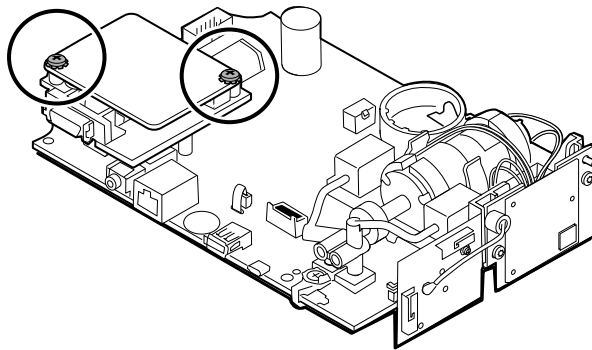


Remove the SpO2 board

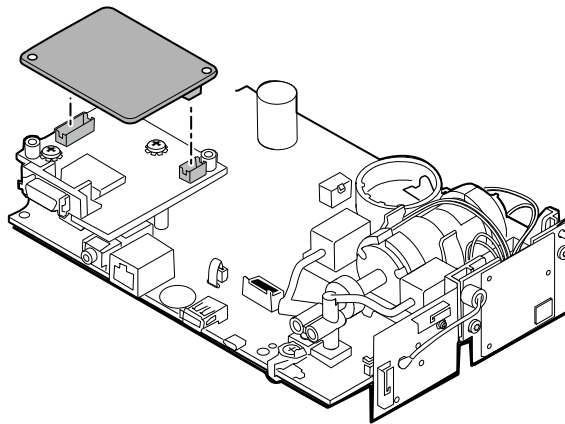
The monitor is configured with one of the following SpO2 boards: Masimo, Nellcor, Nonin, or none. Proceed with the disassembly steps that apply to your device.

Remove the Masimo board

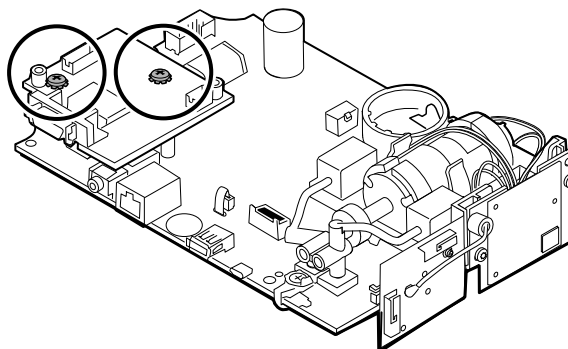
1. Remove the 2 Phillips screws from the SpO2 board.



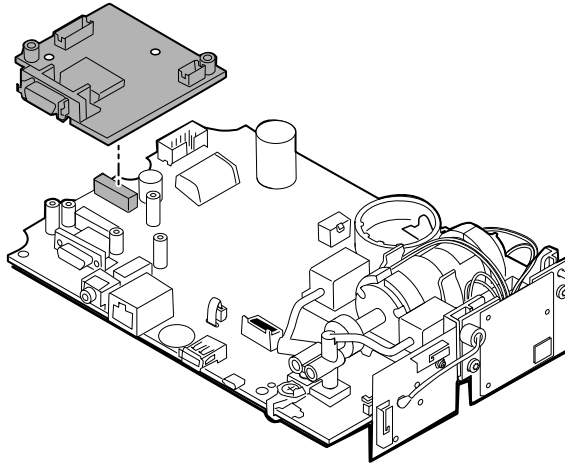
2. Lift the SpO2 board to remove it from the adapter board.



3. Remove the 2 Phillips screws that hold the adapter board to the main PCA board.

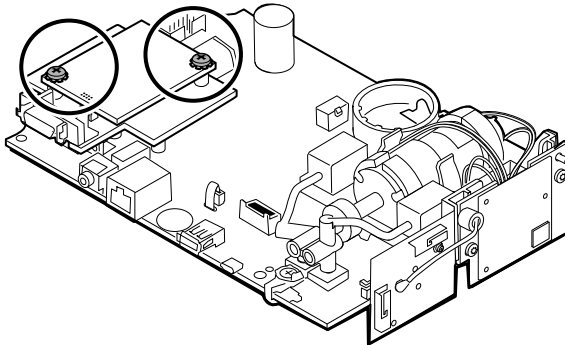


4. Firmly grasp the adapter board and lift it straight up to disconnect the pins.

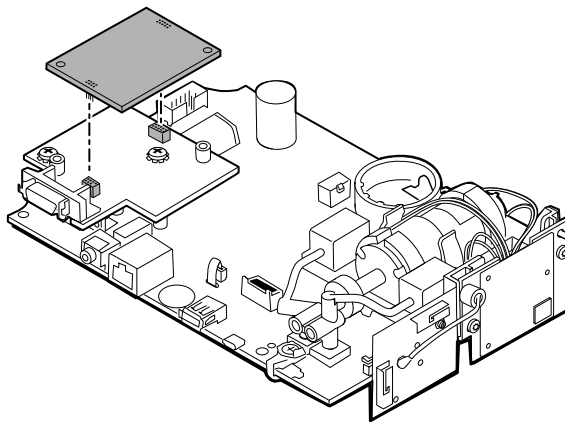


Remove the Nellcor board

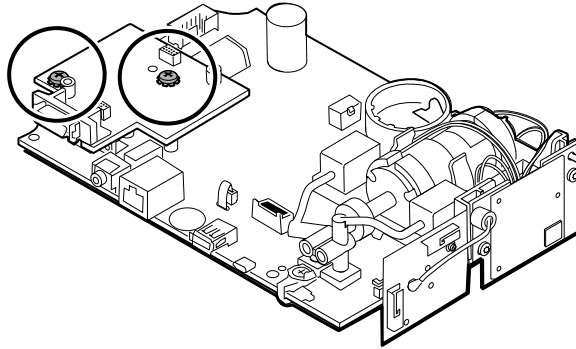
1. Remove the 2 Phillips screws from the SpO2 board.



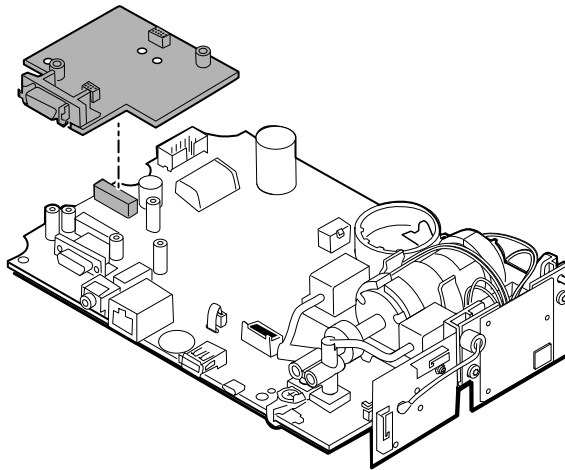
2. Lift the SpO2 board to remove it from the adapter board.



3. Remove the 2 Phillips screws that hold the adapter board to the main PCA board.

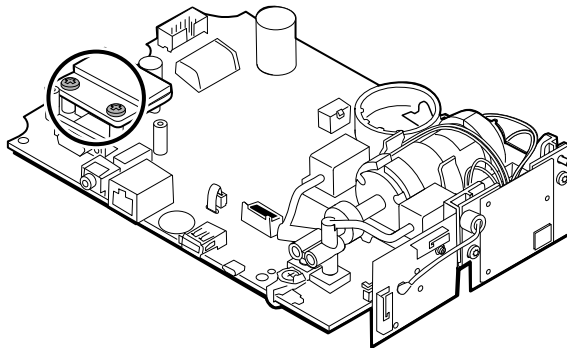


4. Firmly grasp the adapter board and lift it straight up to disconnect the pins.

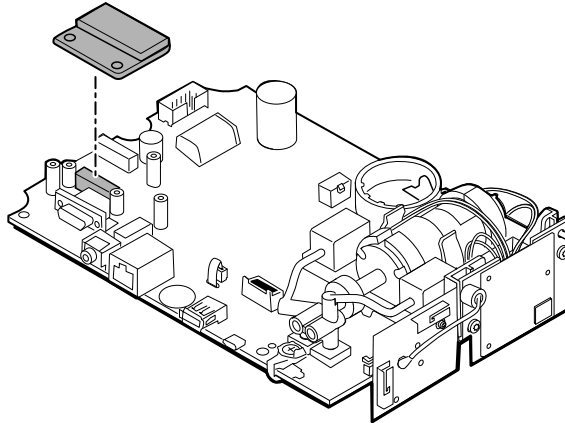


Remove the Nonin board

1. Remove the 2 Phillips screws that attach the SpO2 board to the main PCA board.



2. Remove the board.



Reassembly notes

SpO2 board options are Masimo, Nellcor, and Nonin.

Kit items:

- 105931, adapter board, Masimo board, and 2 Phillips screws (4-40 0.250 pan steel zinc)
- 105932, adapter board, Nellcor board, and 2 Phillips screws (4-40 0.250 pan steel zinc)
- 105933, Nonin board and 2 Phillips screws (4-40 0.250 pan steel zinc)

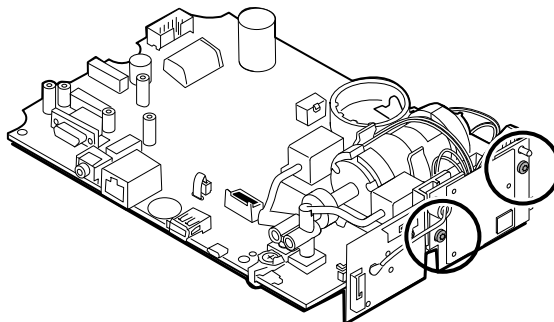
Note Reassembly is the reverse of disassembly for each board.

Remove the communications board

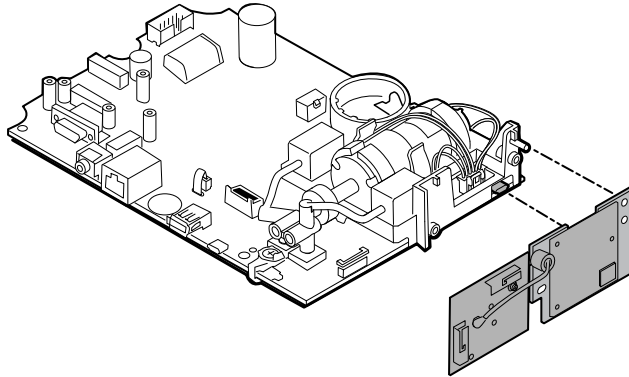
The monitor is configured with one of the following communications boards: wireless radio, *Bluetooth* wireless technology, or none. Proceed with the disassembly steps that apply to your device.

Remove the wireless radio board from the main PCA board

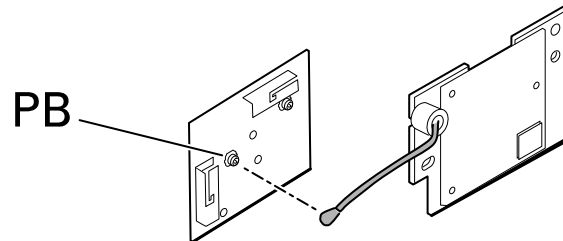
1. Remove the 2 T-10 Torx screws from the wireless radio board attached to the pump assembly.



2. Pull the board straight out to disconnect the mini USB connector.



3. Disconnect the antenna wire from the PB connector on the antenna board.



Reassembly notes

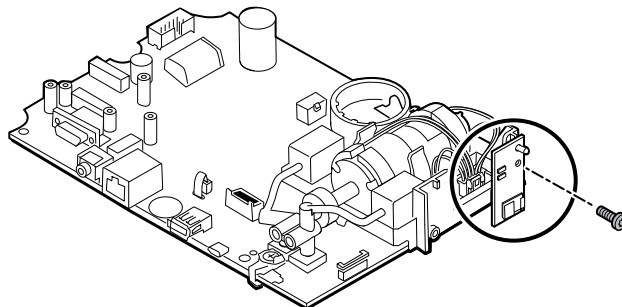
Kit items:

- 105936, Wireless radio board, antenna, and 2 T-10 Torx screws
- 105938, Antenna board

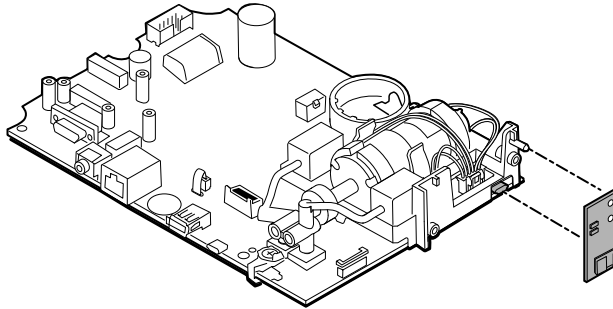
Note Reassembly is the reverse of disassembly.

Remove the *Bluetooth* board from the main PCA board

1. Remove the T-10 Torx screw from the *Bluetooth* radio board.



2. Pull the board straight out to disconnect the mini USB connector.



Reassembly notes

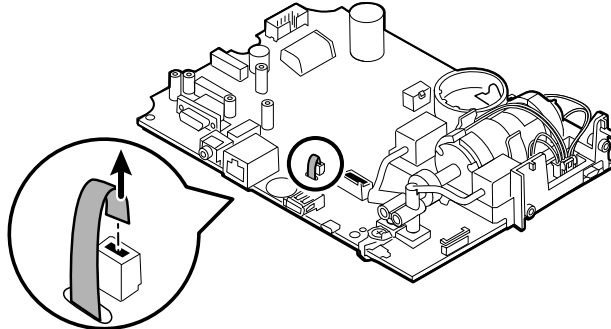
Kit items:

- 105937, *Bluetooth* board and a T-10 Torx screw

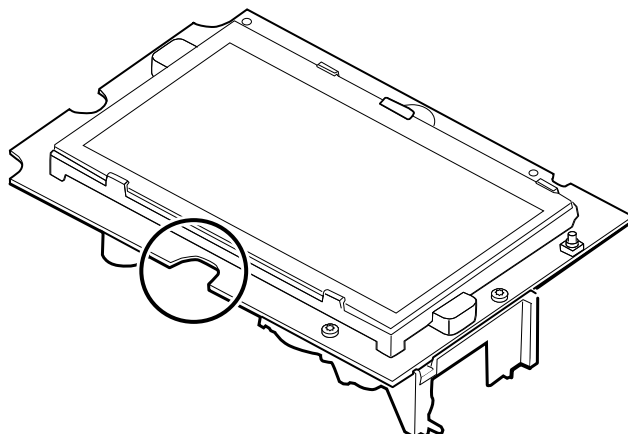
Note Reassembly is the reverse of disassembly.

Remove the LCD from the main PCA board

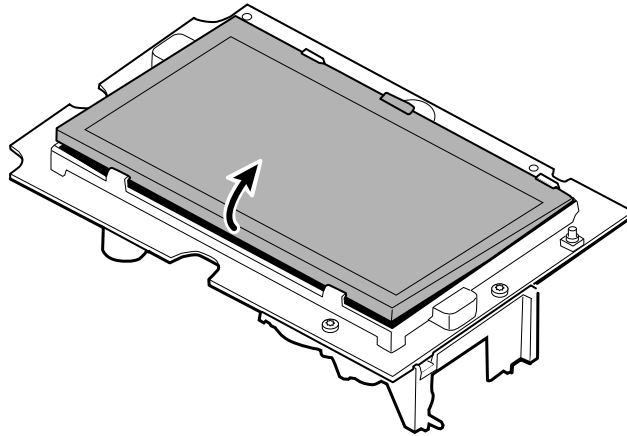
1. Carefully separate the LCD flex cable from its connector on the main PCA board by pulling the cable straight up.



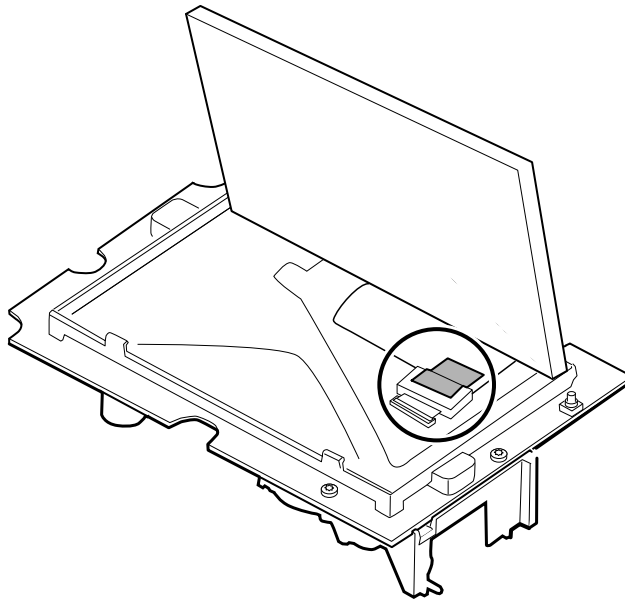
2. Turn over the main PCA board so that the notch on the board faces you.



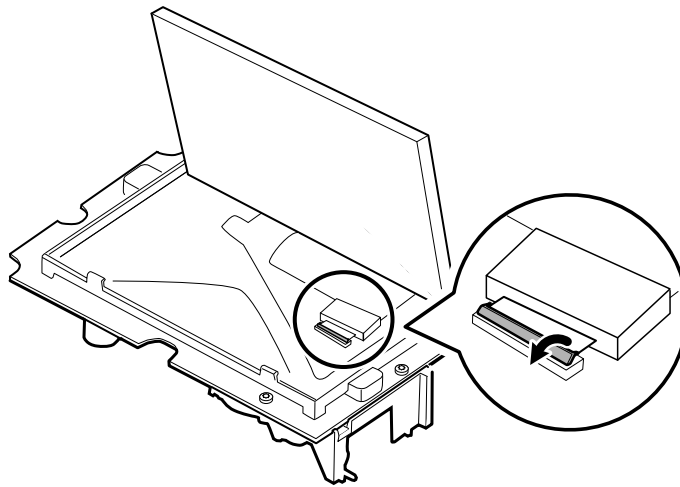
3. On the side of the main PCA board with the notch, carefully lift the LCD past the tabs, and tilt the LCD upward.



4. Remove the Gaff tape from the ferrite and LCD flex and set it aside for reassembly.



5. Carefully lift the bale (locking mechanism) of the LCD flex cable connector on the main PCA board and remove the LCD.



Reassembly notes

Kit item:

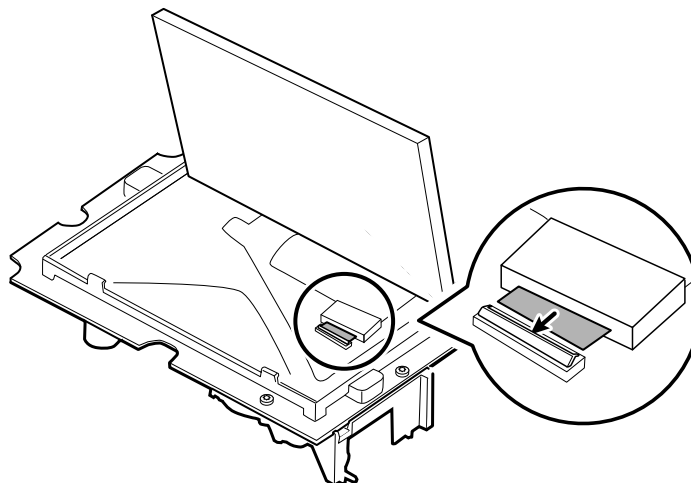
- 105924, LCD, touchscreen, and ferrite

Note Reassembly is not the reverse of disassembly.

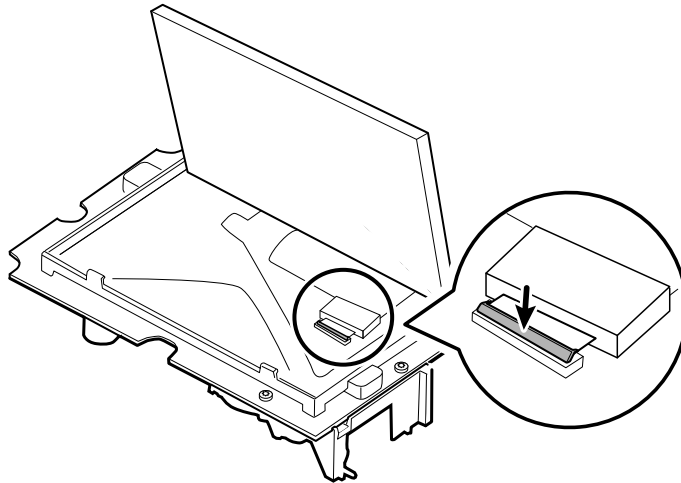
Note Use the Gaff tape set aside during disassembly to reassemble the LCD.

Attach the LCD to the main PCA board

1. With the LCD frame facing up, carefully insert the LCD flex cable into the connector.



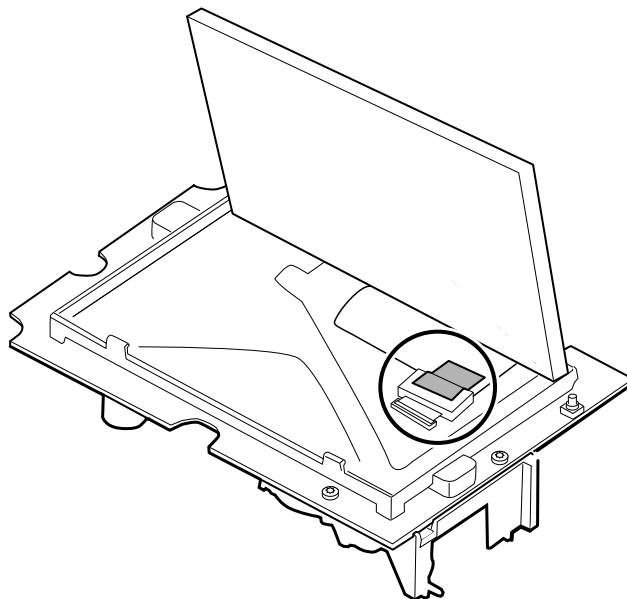
2. With two fingers, press down the bale to secure the LCD flex cable.



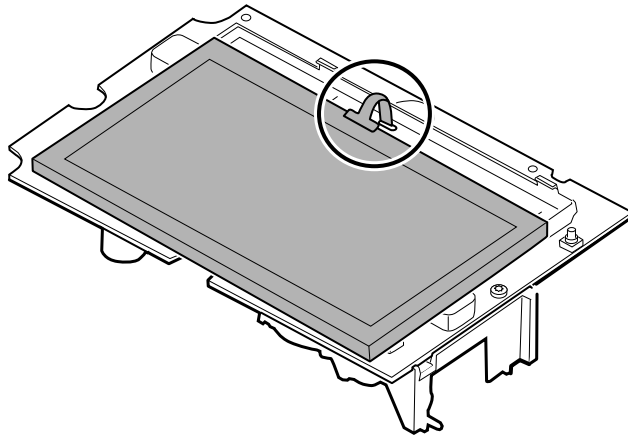
3. Apply the Gaff tape (removed during disassembly) to the ferrite and the LCD flex to hold the ferrite in place. Crease the tape along the side of the ferrite.

Note

Do not allow the tape to touch the board or the ferrite to touch the end of the flex cable when assembled.

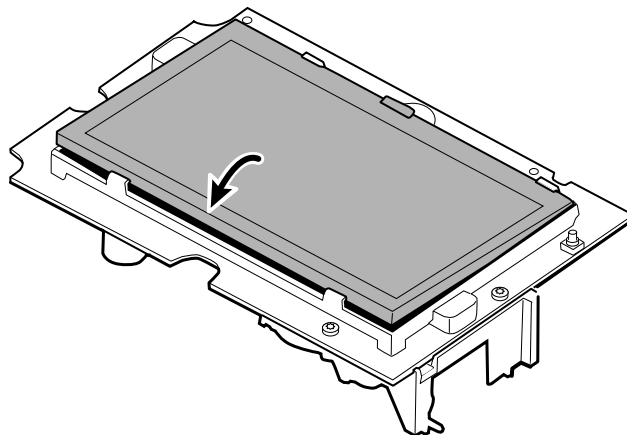


4. Insert the small touchscreen flex cable into the hole on the main PCA board.

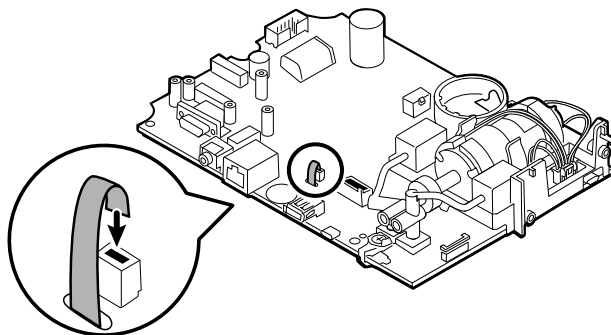


5. Place the LCD at an angle under the tabs on the flex cable side of the LCD.
6. Lower the LCD into place and carefully move the tabs on the opposite side just enough to catch and secure the LCD in the frame.

Note Ensure that the tabs hold the LCD securely.

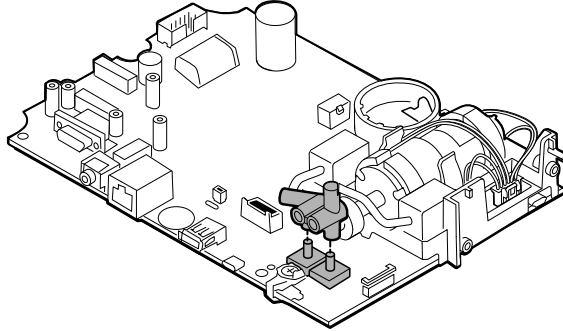


7. Turn over the main PCA board.
8. Insert the flex cable into its connector.

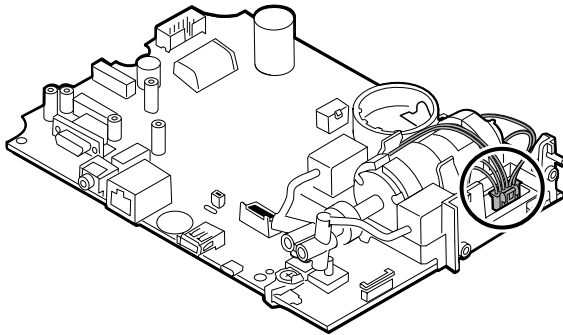


Remove the pump assembly

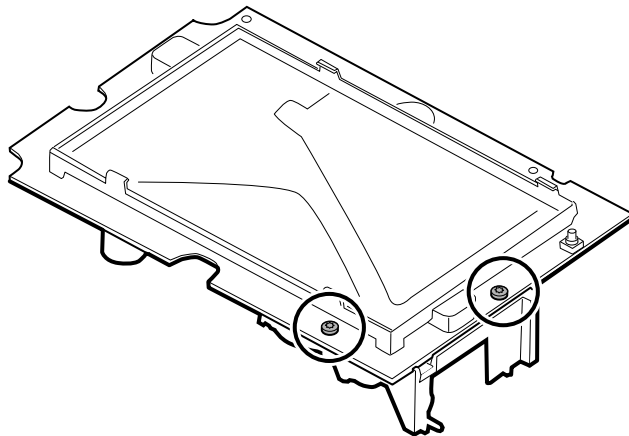
1. Remove the pump manifold from the main PCA board transducers.



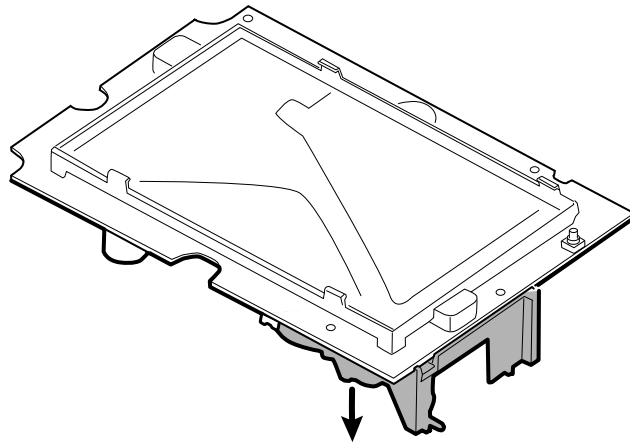
2. Pinch and remove the pump assembly connector from the main PCA board.



3. Turn over the main PCA board and remove 2 T-10 Torx screws.



4. Separate the pump assembly from the main PCA board.



Reassembly notes

Kit items:

- 105920, Pump assembly and 2 T-10 Torx screws

Note Reassembly is not the reverse of disassembly.

Attach the pump assembly to the main PCA board

1. Place the pump manifold onto the main PCA board transducer. Ensure that the pump manifold is fully seated on the transducer.
(See "Remove the pump assembly," step 1.)
2. Connect the pump to the main PCA board.
(See "Remove the pump assembly," step 2.)
3. Turn over the main PCA board.
4. Secure the pump assembly to the main PCA board with 2 T-10 Torx screws (see the Torque Value Table).
(See "Remove the pump assembly," steps 3 and 4.)

Replace the main PCA board

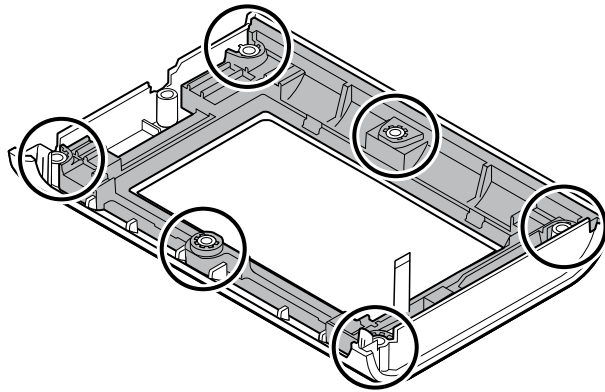
Replace the main PCA board as needed after removing all other components.

Note New PCA boards must be prepared for first use after installing them. Perform an NIBP board initialization during the full device functionality and calibration using the Welch Allyn service tool, Gold edition. See "Initialize the NIBP board" in the "Full functional verification and calibration" section.

Disassemble the front housing

Remove the bezel from the front housing

Lift the rubber bezel up and over the power switch cable and the 6 bosses on the housing.



Reassembly notes

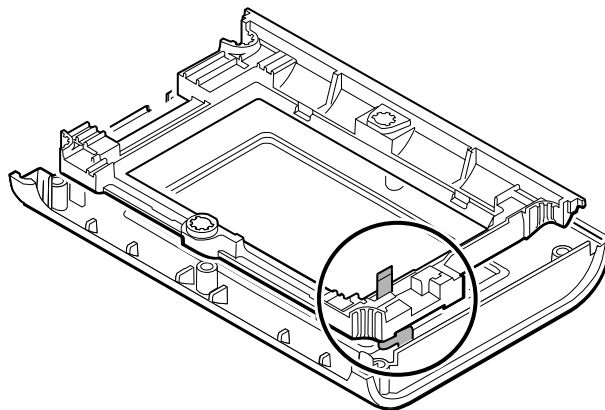
Kit items:

- 105922, Bezel
- 105921, Front housing (housing, power switch, and 6 Phillips screws)

Note Reassembly is not the reverse of assembly.

Attach the bezel to the front housing

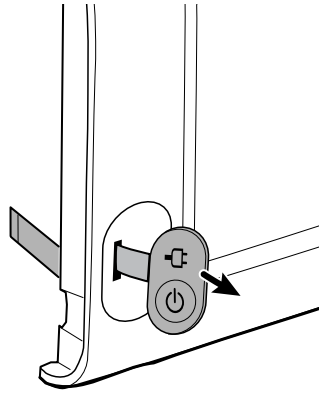
1. Align the bezel with the front housing and feed the power switch flex cable through the slot in the bezel.



2. Place the bezel onto the 6 bosses on the housing.

Remove the power switch

1. Turn over the front housing.
2. Peel off the power switch button from the front housing (it is very sticky).
3. Unthread the power switch flex through the front housing.



Reassembly notes

Kit item:

- 105944, Power switch

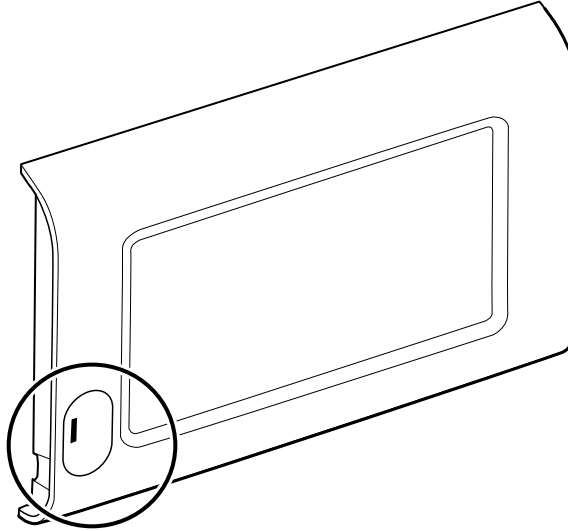
Note Reassembly is not the reverse of disassembly.

When replacing the power switch

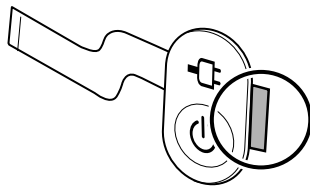
1. First complete the following steps:
 - Remove the rear housing.
 - Separate the main PCA board from the front housing.
 - Disassemble the front housing.
 - Attach the power switch.

Attach the power switch

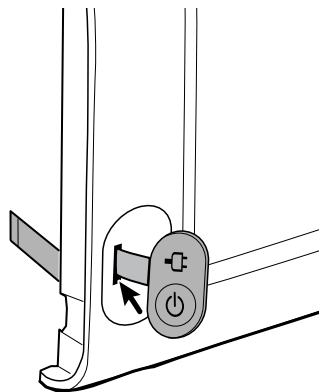
1. Clean the pocket for the power switch on the front housing with 91 percent alcohol. Use air to dry if necessary.



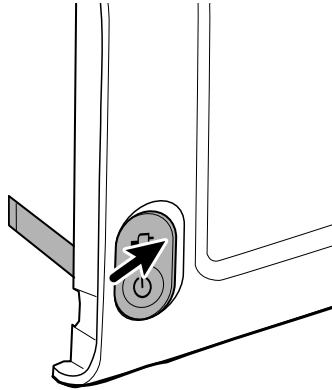
2. On the back of the power switch, remove the liner covering the adhesive by pulling the tab. Be sure to remove the liner under the flex.



3. Thread the power switch flex through the front housing.



4. Insert the left edge of the power switch into the left side of the pocket then lower the power switch into place, centering the switch within the pocket.



5. Press down to secure the switch to the front housing.

Accessory Power Management (APM) work surface

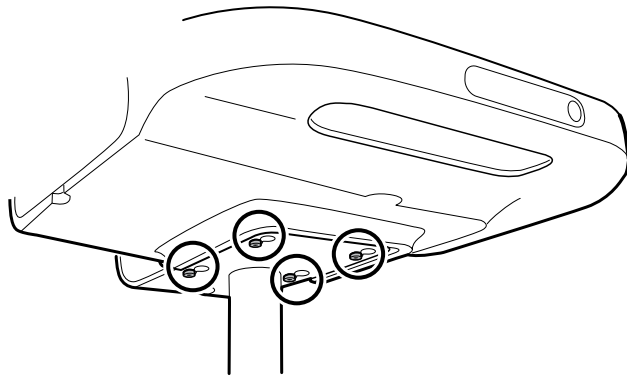
This section applies only to devices with an APM stand.

Remove the APM work surface from the stand

Before removing the APM work surface, power down the monitor, disconnect the power and communication cables from the monitor, and disconnect the power cord from the wall.

1. Using a 3mm hex key, remove the 4 screws from the stand bracket and put them aside.

Note Save the screws for reassembly.



2. Lift the APM work surface off the stand.
3. If replacing the APM, remove the battery and put aside for reassembly.

Reassembly notes

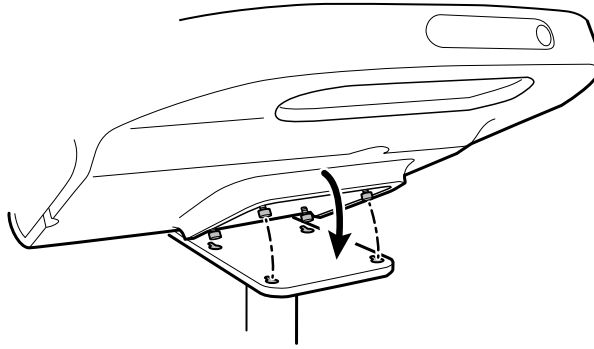
Kit item:

- 105943, APM work surface

Note Reassembly is the not the reverse of disassembly.

Attach the APM work surface to the stand

1. Take the 4 screws used to attach the APM work surface to the stand and partially screw them into the APM work surface with your fingers. Do not tighten.
2. Lower the screws into the stand bracket keyholes.



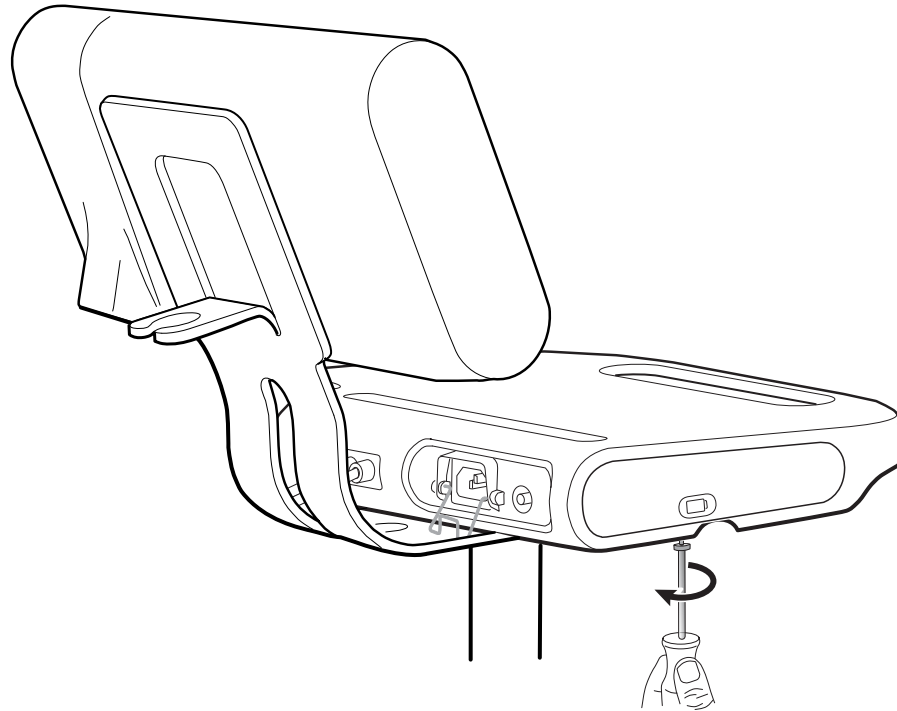
3. Slide the APM work surface backward on the stand bracket.
4. Tighten the 4 screws using a 3mm hex key.
5. Insert the battery.

Remove the APM work surface battery

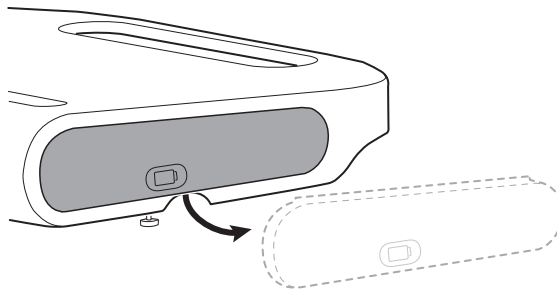
Before removing the APM work surface battery, power down the monitor and disconnect the power cord from the wall.

Note You do not have to remove the APM work surface from the stand to remove the APM work surface battery.

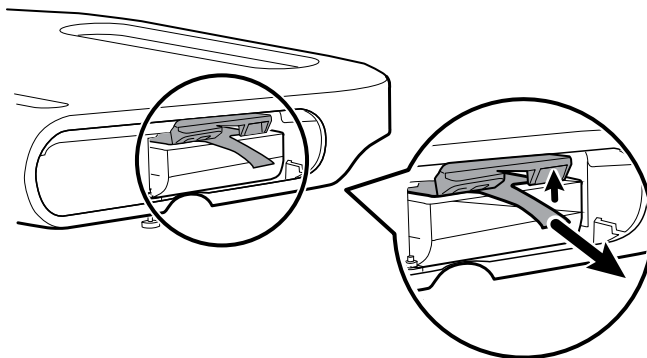
1. Loosen the captive screw on the bottom of the APM work surface that secures the battery door.



2. Remove the battery door and put it aside.



3. Gently lift the latch with one hand and pull the tab on the top of the battery with your other hand to remove the battery from its slot.



Reassembly notes

Kit items:

- Batt99, 9-cell Lithium-ion battery, single pack
- 105972, APM work surface, battery door (if needed)

Note Reassembly is the reverse of disassembly.

MS3

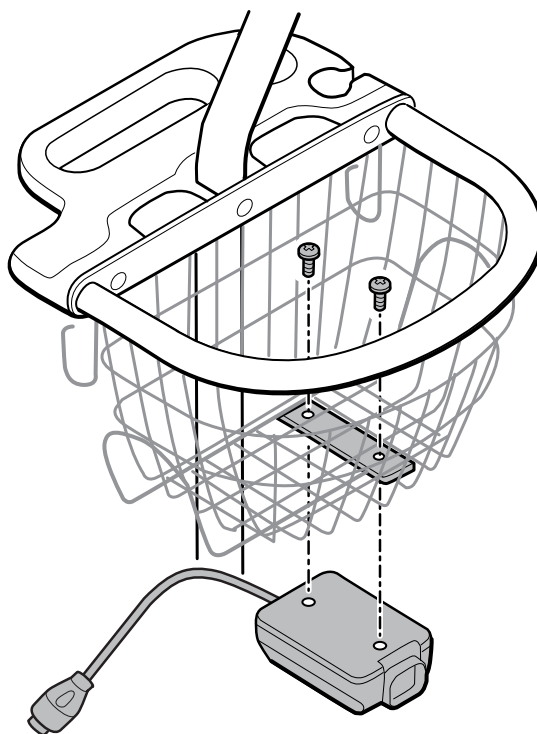
This section applies only to devices with a Classic (MS3) stand.

Remove the power supply from the MS3 stand

Before removing the power supply, power down the monitor, disconnect the power cable from the monitor, and disconnect the power cord from the wall.

1. With one hand holding the power supply, remove the 2 Phillips screws inside the basket that hold the power supply in place and put them aside.

Note Save the screws for reassembly.



2. Pull the power supply down and away from the stand.

Reassembly notes

Kit item:

- 7000-PS, Connex Spot 35 Watt Power Supply

Note Reassembly is the reverse of disassembly, but you need to thread the power cable through one of the spaces next to the pole to reach the monitor.

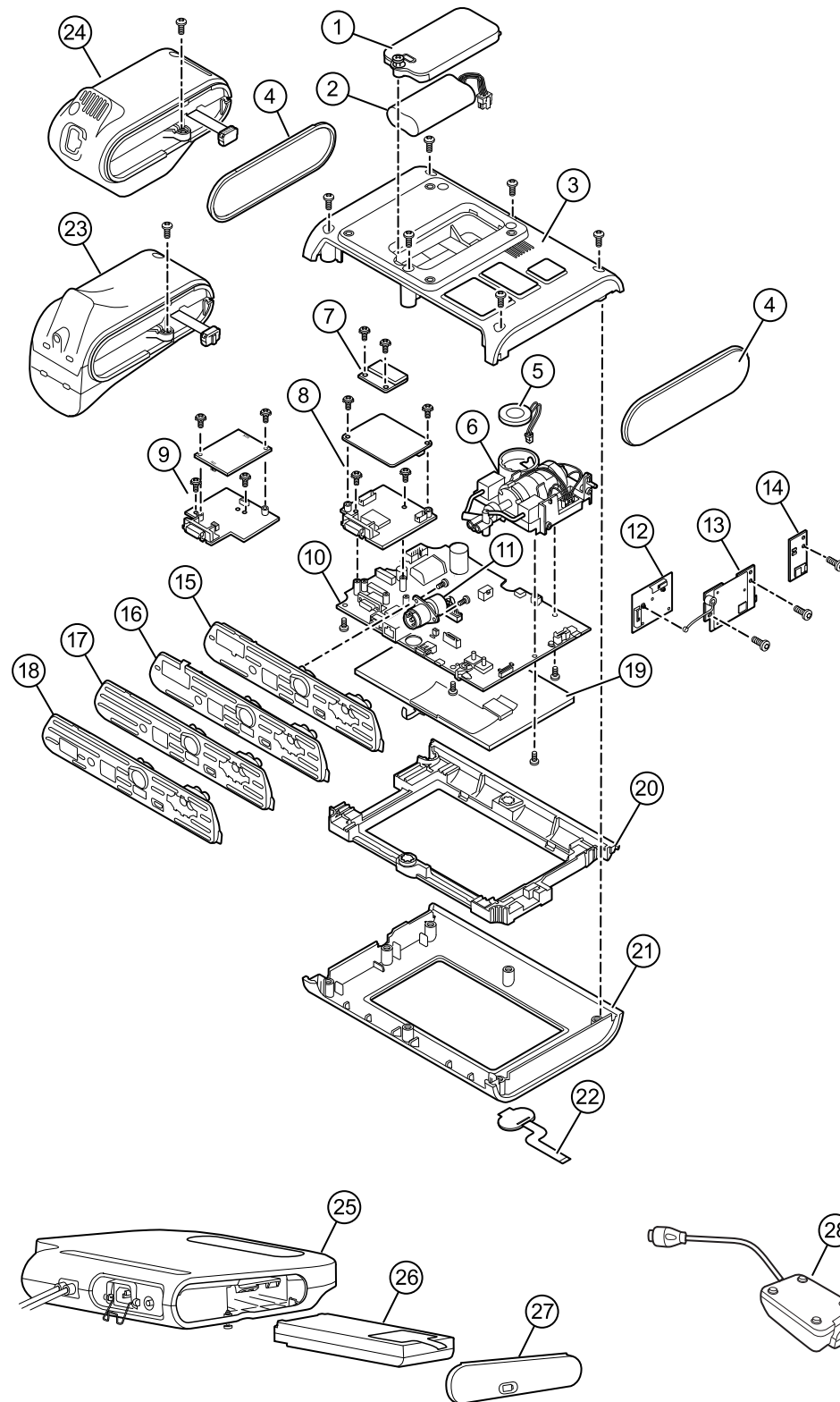
Field replaceable units

This listing includes only field-replaceable service parts. Product accessories—including patient sensors, probes, cables, batteries, probe covers, and other consumable items—are listed separately in the accessories list in the Appendix of the Directions for use or at <http://www.welchallyn.com/en/products/categories/patient-monitoring/vital-signs-devices/connex-spot-monitor/parts-and-accessories.html>.

This section begins with an illustration of the entire device followed by lists of service kits.

Repair parts/kits can be purchased through Welch Allyn sales channels.

Note Welch Allyn may limit availability of certain parts to Authorized Service Personnel only. These limitations are required to maintain product safety, or maintain current regulations. After the End of Manufacturing (EoM) date, repair and service parts will be provided for 5 years or until parts are no longer available. The Expected Service Life, per IEC60601-1 3rd Edition Sub-clause 4.4, is defined as a period of 5 years.



Device serial number and model label

The model number and serial number can be found on a label on the back housing.

Serial number and format code	
Serial number	MMMMXXXWWYY
MMMM	Manufacturing plant
XXXX	Sequential number
WW	Week of manufacture
YY	Year of manufacture

About 4th Edition Service kits

The table describes the components of the device and APM and the associated service kits for replaceable parts for devices manufactured per IEC60601-1 4th Edition from 2019 and later. To determine which year your device was manufactured in, refer to the serial number. The year of manufacture is listed as the last two digits of the serial number.

Future revisions of a part might not always be backwards compatible with a legacy part.

List of 4th edition service kits

To determine the correct replacement part for your unit, always provide the serial number and model when ordering.

Service Kit Number	Material Number	Description
1	105945	Srv Kit CSM, Battery Door
2	Batt22	Srv Kit, BATTERY PACK, 2S1P, 7.2V
3	105923	Srv Kit CSM, Back Housing*
4	105939	Srv Kit CSM, End Cap
5	105942	Srv Kit CSM, Speaker
6	105920	Srv Kit CSM, NIBP Pump Assembly
7	105933	Srv Kit CSM, Nonin SpO2 PCBA
8	105931	Srv Kit CSM, Masimo SpO2 PCBA
9	105932	Srv Kit CSM, Nellcor SpO2 PCBA
10	105925	Srv Kit CSM, Main PCA, and LCD Frame
11	105930	Srv Kit CSM, Power Harness
12	105938	Srv Kit CSM, Newmar Antenna PCBA

Service Kit Number	Material Number	Description
13	105936	Srv Kit CSM, Newmar Radio PCBA
14	105937	Srv Kit CSM, Bluetooth Radio PCBA
15	105926	Srv Kit CSM, Masimo SpO2 Insert
16	105927	Srv Kit CSM, Nellcor SpO2 Insert
17	105928	Srv Kit CSM, No SpO2 Insert
18	105929	Srv Kit CSM, Nonin SpO2 Insert
19	105924	Srv Kit CSM, LCD with Touchscreen
20	105922	Srv Kit CSM, LCD Bezel
21	105921	Srv Kit CSM, Front Housing
22	105944	SRV Kit CSM, Power Switch
23	105941	Srv Kit CSM, Braun ThermoScanPRO 6000 Module
24	105940	Srv Kit CSM, Sure Temp Plus Module
25	105943	SRV Kit CSM, APM Work Surface
26	Batt99	9 CELL LITHIUM ION BAT SINGLE PACK
27	105972	SRV Kit CSM, APM Work Surface, Battery Door
28	7000-PS	Connex Spot 35 Watt Power Supply
* Not available for direct purchase.		

About 3rd Edition service kits

The tables describes the components of the device and APM and the associated service kits for replaceable parts for devices manufactured per IEC60601-1 3rd Edition from 2015 through 2018. To determine which year your device was manufactured in, refer to the serial number. The year of manufacture is listed as the last two digits of the serial number.

Future revisions of a part might not always be backwards compatible with a legacy part. To determine the correct replacement part for your unit, always provide the serial number and model when ordering.

To repair a 3rd edition device component, you might need to use a service kit to upgrade the component. To determine whether you need to use an upgrade kit to replace a component for the first failure, consult the 3rd edition service kits for the first component failure table to locate the correct service kit to use with your device.

Note Upgrading a component does not make the device 4th edition compliant.

If the device encounters a failure after you upgrade a device component, consult the 3rd edition service kits for subsequent component failure table to determine which service kit to use.

3rd edition service kits for first component failure

Use this table to determine the correct part to order for the first component failure.

Device Model Number	Main Board	SureTemp Plus	Masimo	Nellcor	Nonin	Braun Dock	Braun Thermometer
7*CE	107156	-	-	107156	-	107156	107156
7*CT	107155	107155	-	107155	-	-	-
7*CX	107162	-	-	107162	-	-	-
7*ME	107157	-	107157	-	-	107157	107157
7*MT	107154	107154	107154	-	-	-	-
7*MX	107158	-	107158	-	-	-	-
7*XE	107153	-	-	-	-	107153	107153
7*XT	107152	107152	-	-	-	-	-
7*XX	107163	-	-	-	-	-	-
7*WE	107153	-	-	-	105933	107153	107153
7*WT	107152	107152	-	-	105933	-	-
7*WX	107163	-	-	-	105933	-	-

*Varies depending on the model number of your device.

3rd edition service kits for a subsequent component failure

Use this table to determine the correct part to order if you encounter a component failure after upgrading using the components in the 3rd edition service kit for first component failure.

Note For a first component failure, refer to the 3rd edition service kits for a first component failure table.

Device Model Number	Main Board	SureTemp Plus	Masimo	Nelcor	Nonin	Braun Dock	Braun Thermometer
7*CE	105925	105940	105931	105932	105933	105941	105948
7*CT							
7*CX							
7*ME							
7*MT							
7*MX							
7*XE							
7*XT							
7*XX							
7*WE							
7*WT							
7*WX							

*Varies depending on the model number of your device.

List of 3rd edition service kits

To determine the correct replacement part for your unit, always provide the serial number and model when ordering.

Service Kit Number	Material Number	Description
1	105945	Srv Kit CSM, Battery Door
2	Batt22	Srv Kit, BATTERY PACK, 2S1P, 7.2V
3	105923	Srv Kit CSM, Back Housing*

Service Kit Number	Material Number	Description
4	105939	Srv Kit CSM, End Cap
5	105942	Srv Kit CSM, Speaker
6	105920	Srv Kit CSM, NIBP Pump Assembly
7	105933	Srv Kit CSM, Nonin SpO2 PCBA
8	105931	Srv Kit CSM, Masimo SpO2 PCBA
9	105932	Srv Kit CSM, Nellcor SpO2 PCBA
10	105925	Srv Kit CSM, Main PCA, and LCD Frame
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22	105944	SRV Kit CSM, Power Switch
23	105941	Srv Kit CSM, Braun ThermoScanPRO 6000 Module
24	105940	Srv Kit CSM, Sure Temp Plus Module
25	105943	SRV Kit CSM, APM Work Surface
26	Batt99	9 CELL LITHIUM ION BAT SINGLE PACK
27	105972	SRV Kit CSM, APM Work Surface, Battery Door
28	7000-PS	Connex Spot 35 Watt Power Supply

* Not available for direct purchase.

Cleaning requirements

This section presents procedures for cleaning the Connex Spot Monitor (including the monitor, stand, APM work surface, accessories, and accessory basket and bins).

Welch Allyn has validated these instructions to be capable of preparing your Connex Spot Monitor devices and above accessories for re-use. Clean on a routine basis according to your facility's protocols and standards or local regulations. If the monitor is on, lock the display.



WARNING Patient injury risk. Clean all accessories, including cables and tubes, before storing the accessories on the device or stand. This helps reduce the risk of cross contamination and nosocomial infection.



WARNING Electric shock hazard. Before cleaning the monitor, disconnect the AC power cord from the mains outlet and the power source.



WARNING Electric shock hazard. DO NOT immerse or autoclave the monitor or accessories. The monitor and the accessories are not heat-resistant.



WARNING Liquids can damage electronics inside the monitor. Prevent liquids from spilling on the monitor.



CAUTION Do not sterilize the monitor. Sterilizing the monitor could harm the device.

If liquids are spilled on the monitor:

1. Power down the monitor.
2. Disconnect the power cord from the mains outlet and the power source.
3. Remove battery pack from the monitor.
4. Dry off excess liquid from the monitor.

Note If liquids possibly entered the monitor, remove the monitor from use until it has been properly dried, inspected, and tested by qualified service personnel.

5. Reinstall battery pack.
6. Reconnect the power cord.
7. Power on the monitor and verify that the monitor functions normally before using it.

Prepare to clean the equipment



CAUTION Some cleaning agents are not appropriate for all components of the device. Use only approved cleaning agents, and observe restrictions noted for some components in the following table. Using unapproved cleaning agents may cause damage to components.



CAUTION Do not use bleach solutions of any kind when cleaning metal electrical contacts. They will damage the device.

Select a cleaning agent from the following table.

Section 1. Approved for all Connex Spot Monitor components

Cleaning agent	Additional information
Accel INTERVention	
Accel TB	
CaviWipes	
Clinell® Universal Wipes	
Oxiver TB	
Sani-Cloth® Plus	
Super Sani-Cloth®	
70 percent isopropyl alcohol solution	Applied to a clean cloth

Section 2. Not approved for all Connex Spot Monitor components

Note The following cleaning agents are NOT approved for cleaning Connex Spot Monitors equipped with the Braun ThermoScan PRO 6000.

Cleaning agent	Additional information
Cleancide	
Clorox HealthCare Bleach Germicidal Cleaner	
Sani-Cloth® Bleach	Not approved for cleaning the display
Super HDQ® L10	Dilution rate of ½ oz per gallon of water (1:256) applied to a clean cloth
Tuffie5 Cleaning Wipes	
Virex II (256)	Dilution rate of ½ oz per gallon of water (1:256) applied to a clean cloth
10 percent bleach solution	(.5% - 1% sodium hypochlorite) applied to a clean cloth

Remove liquid spills from the monitor

Liquids can damage electronics inside the monitor. Follow these steps if liquids spill on the monitor.

1. Power down the monitor.
2. Disconnect the power cord from the mains outlet and the power source.
3. Remove battery pack from the monitor.
4. Dry excess liquid from the monitor.
5. Reinstall battery pack.
6. Reconnect the power cord.
7. Power on the monitor and verify that the monitor functions normally before using it.

If liquids possibly entered the monitor, remove the monitor from use until it has been properly dried, inspected, and tested by qualified service personnel.

Clean the equipment

The screen lock blocks the display of patient information and prevents any input, which may be useful when cleaning the display.

Follow the cleaning agent manufacturer's instructions to prepare solution, if applicable, and clean all exposed surfaces of the monitor, APM work surface, accessory bin(s) and basket, cords and cables, and stand. Wipe all surfaces until no visible soil remains. Change the wipe or cloth throughout the cleaning procedure as needed.



WARNING Electric shock hazard. Do not open the monitor or attempt repairs. The monitor has no user-serviceable internal parts. Only perform routine cleaning and maintenance procedures specifically described in this manual. Inspection and servicing of internal parts shall only be performed by qualified service personnel.



CAUTION Sterilizing the monitor could damage the device.

1. Disconnect the AC power cord from the mains outlet.
2. Wipe the top of the monitor.
3. Wipe the sides, front, and rear of the monitor.
4. Avoid residual film buildup on the LCD screen. After cleaning and disinfecting, wipe the LCD screen with a clean cloth dampened with water, and then wipe the screen dry with a dry clean cloth.
5. Wipe the bottom of monitor.
6. Wipe the APM work surface.
7. Wipe the accessory bins or basket.
8. Wipe the AC power cord and the APM work surface power/USB cable assembly.
9. Wipe the stand from top to bottom.

Dry the equipment

1. Allow all components except the LCD screen to air dry.
2. Wipe the LCD screen dry with a clean cloth.

Store the device

Store the device according to facility guidelines to keep the device clean, dry, and ready for service.

Cleaning accessories

Accessories include components like blood pressure cuffs and hoses, SpO2 sensors and cables, thermometers, and the barcode scanner. Follow accessory manufacturer's instructions for cleaning and disinfection.

For the Braun ThermoScan PRO 6000 thermometer, use only the approved cleaning agents published in the manufacturer's instructions for cleaning. Unapproved cleaning agents can damage the device and interfere with data transmission.

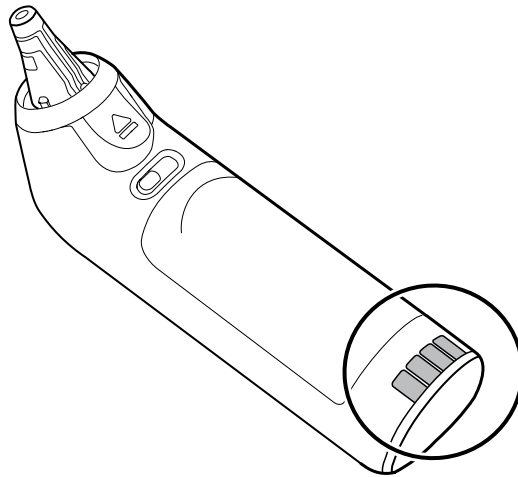
Clean the Braun ThermoScan PRO 6000 contacts

Debris that accumulates on the Braun ThermoScan PRO 6000 electrical contacts can interfere with data transmission. Welch Allyn recommends cleaning the contacts on the thermometer and the dock once every 4 months to maintain optimal performance.



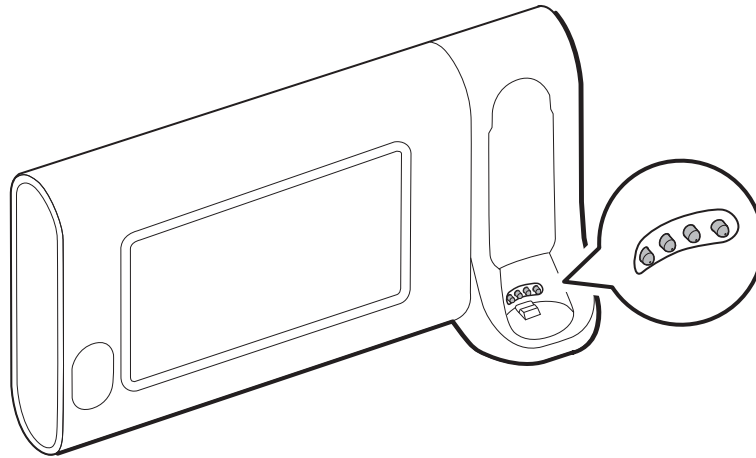
CAUTION Do not use bleach solutions of any kind when cleaning metal electrical contacts. They will damage the device.

1. Slightly dampen a cotton swab with 70% isopropyl alcohol.
2. Remove the thermometer from the dock and clean the metal electrical contacts on the thermometer with the cotton swab.



3. Place the thermometer aside for 1 minute, allowing the contacts to air dry.

4. Clean the metal electrical contacts on the device dock with the cotton swab.



5. Allow the contacts to air dry for 1 minute.
6. Return the Braun thermometer to the dock.

Decontamination and cleaning requirements for returns

As a general safety precaution, the monitor must undergo decontamination before being returned to Welch Allyn for service, repair, inspection, or disposal. Cleaning is an essential prerequisite for effective disinfection or decontamination. Follow the cleaning instructions presented earlier in this section.

Note Contaminated items must not be returned without prior, written agreement.

Note Decontaminate the monitor according to your facility's procedures and local regulations.

Device configuration and setup

Configuration overview

A configuration file can be created that specifies preferences for all Connex Spot Monitor options. When powered on, the monitor recognizes all available options and features and applies the associated configuration file preferences.

If no customized configuration file has been loaded onto the device, the device applies factory defaults to all available options. See "Factory defaults" in the Appendix.

In addition to creating or modifying a configuration file, it is possible to change some settings by navigating to Advanced settings. Changes made in Advanced settings take effect immediately on the device, but they do not change the configuration file.

Note The device does not support configuration filenames that include parentheses. If these are present in the filename, the device will not recognize the file. This is a common issue if you've downloaded the same file multiple times from your web browser. For example, the web browser may automatically rename "MyFile.config" to "MyFile.config(2)" if you download it a second time. If this happens, rename the file by deleting the parentheses; then it will appear in the list on the CSM.


The remainder of this section instructs you how to do the following:

- Edit a configuration file
- Copy a configuration file
- Download a configuration file to install on another device
- Create a new configuration file
- Install a configuration file

Edit a configuration file

To edit a saved configuration file, complete the following steps:

1. Access the Configuration Tool at <http://config.welchallyn.com>.
2. Log in with a username and password.
3. Click **List Configurations** on the navigation bar.


4. Locate the configuration file to be edited in the list, and click the  on the right side of the table to launch the editor.

5. Under Progress Summary, locate the section you want to edit (Clinical, Informatics, IT, or Biomed) and click the specific step you want to edit.
6. Review the selections in each step and modify them as desired.
7. Click **SAVE AND CONTINUE** to accept the changes or **BACK** to return to the previous screen without saving.

Clicking **SAVE AND CONTINUE** automatically moves you to the next step in that section of the Progress Summary. When you reach the last step in a section, clicking **SAVE AND CONTINUE** returns you to the Progress Summary.
8. Repeat steps 5 through 7 until you complete all desired edits.
9. Click **List Configurations** on the navigation bar to see a new date stamp in the Updated column for your configuration file.

Copy a configuration file


To copy a saved configuration file, complete the following steps:

1. Access the Configuration Tool at <http://config.welchallyn.com>.
2. Log in with a username and password.
3. Click **List Configurations** on the navigation bar.
4. Locate the configuration file to be copied in the list, and click the  on the right side of the table.
5. Either accept or enter a new name for the copied file in the Copy Configuration dialog, then click **Copy**.
6. Observe your new configuration file on the List Configurations tab.

Download a configuration file to install on another device

To download a saved configuration file, complete the following steps:

From the Configuration Tool

1. Access the Configuration Tool at <http://config.welchallyn.com>.
2. Log in with a username and password.
3. Click **List Configurations** on the navigation bar.
4. Locate the configuration file to be downloaded in the list, and click the  on the right side of the table.

The configuration file downloads to the tray on your PC.
5. Using the dropdown menu on the right side of the downloaded file, select **Show in folder**.

Windows Explorer opens the Downloads folder with the most recent download selected.
6. Copy the downloaded configuration file to a USB flash drive.
7. See "Install a configuration file" for instructions to load this configuration on another device.

Create a new configuration file

To create a new configuration file, complete the following steps:

1. Access the Configuration Tool at <http://config.welchallyn.com>.
2. Log in with a username and password.
3. Click **New Configuration** on the navigation bar.
4. Select **Connex Spot Monitor** as the product you would like to configure.
5. Enter a user-friendly name for your configuration, then click **CONTINUE**.

The Configuration Tool advances to the Product Use Location screen.

6. Select your location type, then click **SAVE AND CONTINUE**.

The Progress Summary screen appears.

7. Under Progress Summary, click the first step you want to configure.
8. Review the selections in each step and modify them as desired.
9. Click **SAVE AND CONTINUE** to accept the selections or **BACK** to return to the previous screen without saving.

Clicking **SAVE AND CONTINUE** automatically moves you to the next step in that section of the Progress Summary. When you reach the last step in a section, clicking **SAVE AND CONTINUE** returns you to the Progress Summary.

10. Repeat steps 7 through 9 until you configure each section.
11. When you are finished, click **List Configurations** on the navigation bar to see your configuration file.

Install a configuration file

To install a configuration file, you must first download the configuration file to a USB flash drive. If you have not done so already, complete the steps in "Download a configuration file to install on another device," then complete the following steps:

1. Insert the flash drive into the device which needs to have the configuration loaded onto it.

A pop-up dialog appears listing the configuration file(s) on your flash drive.

2. Select the desired configuration file and touch **Load**.
3. Repeat this process on as many devices as you wish.

Functional verification and calibration overview

Functional verification tests

The functional verification tests help to confirm the proper operation of the device and its options. The tests may also be useful as a diagnostic tool to help isolate a malfunction. It is not necessary to disassemble the device to perform these tests.

For periodic service, you can—at a minimum—perform the basic functional verification tests described in this manual. If you have the Gold edition of the service tool, you have the additional capability to perform a complete functional verification and calibration of the device, but this is not required for minimal periodic service.

In contrast, any time you open the device case, you must use the service tool, Gold edition, to perform a complete functional verification and calibration of the device before returning the device to service.

Note For instructions on using the Gold edition, see the service tool help files.

About the Welch Allyn Service Tool

The service tool is required to complete functional verification and calibration tests. The service tool is available in the following editions:

- **Standard unlicensed edition:** Enables NIBP functional verification tests to satisfy the recommended annual service. If any Standard unlicensed edition testing shows an out-of-specification result, use the Gold edition to perform a full calibration.
- **Gold edition:** Checks the functionality and calibration of the device. As it checks the device, the Gold edition also performs any needed calibration to bring the device within specifications. This full suite of tests is required to complete a repair. Each time you open the case, you must use the Gold edition to test the device before returning the device to normal use.

For information about the service tool, see the following:

- For instructions on installing and using the service tool, see the *Welch Allyn Service Tool Installation and Configuration Guide*.
- To use the Standard unlicensed edition to test the NIBP module, follow the instructions in this service manual.
- For instructions on using the Gold edition, see the service tool help files.

Standard unlicensed edition service tool tests performed

The service tool performs the following functions on the host device and installed options.

Test	Description	NIBP	Temp	SpO2	Host	APM
Reads firmware	Displays the firmware version	✓	✓	✓	✓	✓
Firmware upgrade	Loads the latest firmware into the module				✓	✓
Leak test	Verifies leaks using 100 cc volume	✓				
Accuracy test (NIBP)	Checks the accuracy of transducers across the pressure range	✓				
Overpressure test	Verifies the maximum cuff pressure for adults and neonates	✓				
Charge LED	Verifies the LED					✓
Bin light	Verifies on/off light					✓

Gold edition service tool tests performed

The service tool tests the host device and installed options as listed in the following table.

Test	Description	NIBP	Temp	SpO2	Host	APM
POST	Performs the power-on self test (POST) ¹	✓	✓	✓	✓	
Firmware version	Checks the firmware version	✓	✓	✓	✓	✓
Firmware upgrade	Loads the latest firmware into the module				✓	✓
Leak	Verifies leaks using 100 cc volume	✓				
AD noise	Checks noise on the pressure channel	✓				
Calibration	Calibrates pressure transducers	✓				
Accuracy (NIBP)	Checks the accuracy of transducers across the pressure range	✓				
Dump	Checks dump valves	✓				
Pump inflation	Verifies the pneumatic pump	✓				
Overpressure	Verifies pump limits	✓				

Test	Description	NIBP	Temp	SpO2	Host	APM
Probe detect	Verifies the operation of the probe detect switch ²		✓			
Accuracy (Temp)	Verifies the accuracy of the thermometer across range		✓			
Temperature functional check	Verifies temperature module with cal-key ²		✓			
SpO2 functional check	Verifies module operation with an SpO2 simulator			✓		
Display	Verifies video output				✓	
Back light interface	Verifies display LED back light				✓	
Touchscreen interface	Verifies touchscreen calibration				✓	
LED	Verifies the LED				✓	✓
Beeper	Verifies the buzzer				✓	
Nurse call relay	Verifies the nurse call relay				✓	
Battery operation	Verifies the internal battery				✓	✓
Speaker	Verifies the speaker				✓	
USB host port communication	Verifies the USB ports				✓	✓
Ethernet communication	Verifies the Ethernet port				✓	
Wireless communication	Verifies the wireless radio				✓	
Bluetooth communication	Verifies the Bluetooth radio				✓	
Charge LED	Verifies LED					✓
Bin light	Verifies on/off light					✓

¹ POST testing checks the following:

- **NIBP:** ROM, RAM, A/D channels, calibration, and user configuration.
- **Temperature:** ROM, RAM, calibration, and heater.
- **SpO2:** ROM and RAM, and connection to the SpO2 board.

² SureTemp Plus only.

³ Normal mode.

Electrical safety testing

Welch Allyn recommends performing ground continuity and leakage current tests after all open-case repairs and dielectric strength testing is not recommended.

Note Perform dielectric strength testing only if there is a reason to doubt the integrity of the electrical insulation (e.g. multiple trips of a residual-current device or liquid ingress of a saline solution). If you determine this test should be performed, return the device to Welch Allyn for service.

These recommendations trace to EN/IEC 60601-1 – Medical Electrical Equipment – Part 1: General Requirements for Basic Safety and Essential Performance or EN/IEC 62353 – Medical Electrical Equipment – Recurrent Test and Test After Repair of Medical Electrical Equipment.

Because of the variability of test equipment in the field, Welch Allyn does not include specific instructions to perform electrical safety tests. When performing electrical safety tests, refer to your test equipment manuals for detailed instructions to ensure proper test equipment setup that aligns with the appropriate standard. The following table provides connections and test limits to assist you in performing these tests.

Test	Limits
Ground continuity (see Note above)	Ground continuity from EP stud (equipotential terminal)* to the Gnd pin of the IEC power connector shall be no greater than 0.1 ohms.
Leakage current (see Note above)	Leakage current shall be less than 500 μ A from EP stud* to mains (Line and Neutral pins of the IEC power connector).
Insulation resistance	Dielectric strength shall be 500 V (DC) EP stud* to IEC mains (Line and Neutral pins of the IEC power connector), and insulation resistance is measured.
* To locate the equipotential terminal, see "Controls, indicators, and connectors."	

Devices with an External Power Supply

The power bricks are CB Certified and UL Listed; they meet ALL of the requirements that the Medical Device standard requires for power supplies. The manufacturer is required to perform 100% electrical safety testing on all of their power bricks prior to shipment. Welch Allyn does not perform nor recommend testing on these external power bricks because additional testing would put undue stress on the insulation system and possibly cause premature failures in the field. Open case repairs of devices with external power supplies are only dealing with DC circuitry and robust isolation circuits built into the printed circuit boards. No additional after-servicing testing is required in that instance. The patient isolation systems within the device (Temperature Probe, SpO2 sensor, CO2 sensor, ECG sensor, etc.) all have visible isolation gaps built into the printed circuit board. The quality control on the PCB and the thorough type-testing performed by the testing agency (ETL) eliminates the need for further testing on the devices that are downstream from the mains isolation device.

Devices with an Internal Power Supply

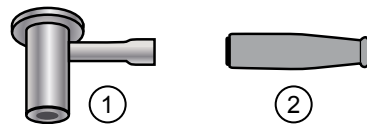
The internal power supplies are CB Certified and UL Registered. These power supplies are an open frame style (no protective enclosure). Therefore, the products that contain an internal power supply require electrical safety testing. Open case repairs of devices with an internal power supply require the recommended testing because those devices

contain the open frame power supply, and the testing involves the manipulation of wiring that carries 120 or 240 volts AC. Welch Allyn does not recommend HiPot / Dielectric Withstand testing because of a potential stress on the insulation system, which could cause premature failures.

Ground stud connector

The Connex Spot Monitor and the APM work surface are equipped with a ground stud (equipotential terminal) for electrical safety testing, and to connect a potential equalization conductor. To ensure use of the proper connector for safety testing, the ground studs are recessed into the device and APM work surface housings. Do not use “alligator” style clamps or connectors. The mating electrical connector requires self assembly by crimping it to appropriate connecting leads.

The mating connector (Type POAG-KBT6DIN, order number 15.0010) consists of the right-angled socket and insulator, as shown in the next figure. You can purchase the mating connector and the crimping pliers from the manufacturer, Multi-Contact (<http://www.multi-contact.com>).



Item	Description	Type	Order no.
①	The mating electrical connector, a right-angled socket made of nickel-plated brass with Multilam™ made of gold-plated, hard-drawn copper alloy.	POAG-WB6DIN	01.0404
②	Insulator	T-POAG6	15.5004-24
	Crimping pliers with mandrel crimp for 4 mm² and 6mm² flexible conductors.	POAG-PZ-N	14.5009

Basic functional verification

Basic functional verification checks

Note Calibration is available only with the service tool, Gold edition.

These tests verify basic functionality of the NIBP, SpO2, and thermometry parameters. These tests support the requirements of routine preventive maintenance. However, they are not a substitute for the complete functional tests available with the service tool, Gold edition. Welch Allyn recommends using the service tool, Gold edition, to perform preventive maintenance and verification of the device when completing a repair.

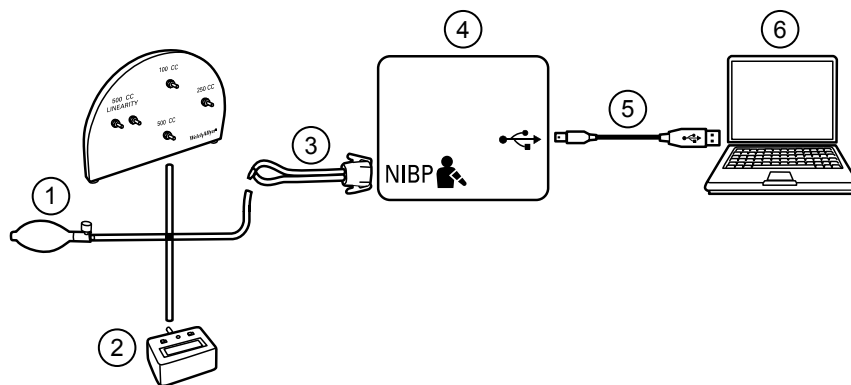
Basic functional verification tools

The list of tools below is what Welch Allyn uses to perform a basic device functionality check. Most facilities use a device simulator or equivalent products to perform this test.

Material no.	Description	Qty	Component
407672	BP test volume repair fixture 113670	1	NIBP
N/A	SpO2 simulator	1	SpO2
DOC-10	Nellcor SpO2 extension cable	1	Nellcor SpO2
06138-000	Cal-key, assembly, M690/692	1	SureTemp Thermometry Module
N/A	Pressure meter (must include at least two decimal points and be accurate to within ± 0.5 mmHg)	1	NIBP
6000-30	Single-tube blood pressure hose, 5 feet	1	NIBP
N/A	PC running Windows XP SP3, Windows 7, or Windows 8	1	All
web download	Welch Allyn Service Tool welchallyn.com/en/service-support/service-center/service-tool.html	1	NIBP, Software updates
N/A	Blood Pressure Y-tube	1	NIBP
620216	Fitting "Y" 1/8 X 1/8 X 1/8	1	NIBP

NIBP test setup

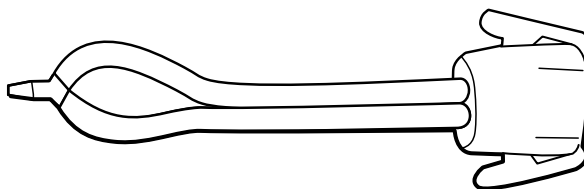
For the NIBP leak test, overpressure test, or accuracy check, connect the test equipment shown below. Connect the manifold to the volume repair fixture as indicated by the service tool or the test procedure.



No.	Item	No.	Item
1	Test volume repair fixture with test manifold, bulb, and valve	4	Device
2	Pressure meter (must include at least two decimal points and be accurate to within ± 0.5 mmHg)	5	USB 2.0/5-pin type A to mini-B cable

No.	Item	No.	Item
3	Blood pressure Y-tube	6	PC

Create a blood pressure Y-tube



The blood pressure Y-tube is a piece of custom test equipment that connects the device to the test setup. The Y-tube is composed of a modified blood pressure hose and a Y-type fitting. Follow these instructions to create a Y-tube.

1. Cut a 4500-30 blood pressure hose approximately 6 inches from the connector that connects to the device.
2. Split the end of the dual-lumen hose to create two separate hoses. Make sure not to puncture either hose.
3. Insert one end of the Y-type fitting into each end of the hose.

NIBP tests

For the NIBP leak test, overpressure test, or accuracy check, connect the test equipment according to the test setup diagram for your configuration presented earlier in this section. Connect the manifold to the volume repair fixture as indicated by the service tool or the test procedure.

NIBP leak test (Standard unlicensed edition)

The NIBP leak test is performed automatically using the service tool. The leak test pressurizes the system with a start pressure (P_s) of 250 mmHg \pm 10 mmHg. After 15 seconds (T_t) the end pressure (P_e) is measured. The leak rate is calculated using the formula $L = (P_s - P_e) / T_t$. The test fails if the leak rate exceeds 5 mmHg in 15 seconds.

Perform an NIBP leak test

1. Set up the test equipment.
2. Launch the service tool on the PC.
3. If the simplified interface is active, choose the Service option.
4. Log on with your user ID and password or with ADMIN as the user ID and leave the password field blank.
5. Power on the device.
6. Select the device you want to test from the device list.
7. Click **NIBP Sensor** under the Device Information tab.
8. Click **Leak Test** in the NIBP Sensor pane on the right side of the window.
9. Follow the prompts until the test completes.
10. Click **Close**.

11. To view the results, open the active log file by selecting **File > View Log File > Active log file > Ok**.
12. To record the results of your test, go to "Service record."

NIBP overpressure test (Standard unlicensed edition)

The NIBP overpressure test is performed automatically using the service tool. The overpressure test verifies that the NIBP system will prevent the pressure from exceeding 329 mmHg in adult mode and 164 mmHg in neonate mode. To pass this test, the device must shut down the pump and open the valves when the pressure is between 280 mmHg and 329 mmHg in adult mode, or 130 mmHg to 164 mmHg in Neonate mode.

Perform an NIBP overpressure test

Note If you are performing this test after performing the NIBP leak test, skip to step 7.

1. Set up the test equipment.
2. Launch the service tool on the PC.
3. If the simplified interface is active, choose the Service option.
4. Log on with your user ID and password or with ADMIN as the user ID and leave the password field blank.
5. Power on the device.
6. Select the device you want to test from the device list.
7. Click **NIBP Sensor** under the **Device Information** tab.
8. In the NIBP Sensor pane on the right side of the window, click **Over Pressure Test**.
9. Follow the prompts until the test completes.
10. Click **Close**.
11. To view the results, open the active log file by selecting **File > View Log File > Active log file > Ok**.
12. To record the results of your test, go to "Service record."

NIBP accuracy check (Standard unlicensed edition)

The NIBP accuracy check is performed manually using the service tool to control the valves. The accuracy check compares the reading from the primary transducer pressure shown in the service tool window with the reading from an external calibrated digital pressure meter. The results of this check are not recorded in the service tool log file. To record the results for your records, copy the table in the service record section of the service manual. If a calibration is required, run the NIBP calibration included with the Gold edition of the service tool.



WARNING Patient safety risk. If the primary transducer fails, the system might not identify an overpressure condition at the right limit, causing injury when the device is re-connected to a patient. To ensure patient safety, Welch Allyn recommends that a qualified service technician perform a full functional verification and calibration on an annual basis.



CAUTION Equipment calibration error can occur. This accuracy check verifies only the accuracy of the primary transducer. If the safety transducer is out of calibration, a calibration error can occur due to the pressure difference between the primary transducer and the safety transducer. To avoid equipment calibration errors, Welch Allyn recommends that a qualified service technician perform a full functional verification and calibration on an annual basis.

Perform an NIBP accuracy check

Note If you are performing this test after performing a previous NIBP check, skip to step 7.

1. Set up the test equipment.
2. Launch the service tool on the PC.
3. If the simplified interface is active, choose the Service option.
4. Log on with your user ID and password or with ADMIN as the user ID and leave the password field blank.
5. Power on the device.
6. Select the device you want to test from the device list.
7. Click **NIBP Sensor** under the **Device Information** tab.
8. Click **Accuracy Check** in the NIBP Sensor pane on the right side of the window.
9. Connect the 500 CC volume.
10. Turn on the pressure meter and zero if necessary.
11. Check the accuracy at 0 mmHg.
12. Record the reading on the pressure meter and the service tool and compare the results.
13. Using the hand bulb, pressurize the NIBP system to 50 mmHg \pm 5 mmHg and allow 10 seconds for the pressure to stabilize.
14. Record the reading on the pressure meter and the service tool and compare the results.
15. Using the hand bulb, pressurize the NIBP system to 150 mmHg \pm 5 mmHg and allow 10 seconds for the pressure to stabilize.
16. Record the reading on the pressure meter and the service tool and compare the results.
17. Using the hand bulb, pressurize the NIBP system to 250 mmHg \pm 5 mmHg and allow 10 seconds for the pressure to stabilize.
18. Compare the reading on the pressure meter to the service tool reading and record the results.
19. Click **Open valve** to open the NIBP valves. Verify that the pressure on the meter and service tool change to zero.
20. Click **Done** to complete the check.
21. To record the results of your test, go to "Service record."

Perform an NIBP accuracy test without the Welch Allyn Service Tool

The following tools are required to perform this test:

- CSM with SWF ver. 1.33.00-X0006 or greater

- Blood Pressure Bulb
- Pressure Meter
- Dual Lumen Pressure Tubing
- Pressure Test Box

1. Navigate to the **Advanced** tab.
2. In the Advanced settings code box, enter **6345**.
3. Navigate to **Service > General**.

The NIBP Pressure Verification feature is located in the bottom right of the screen.

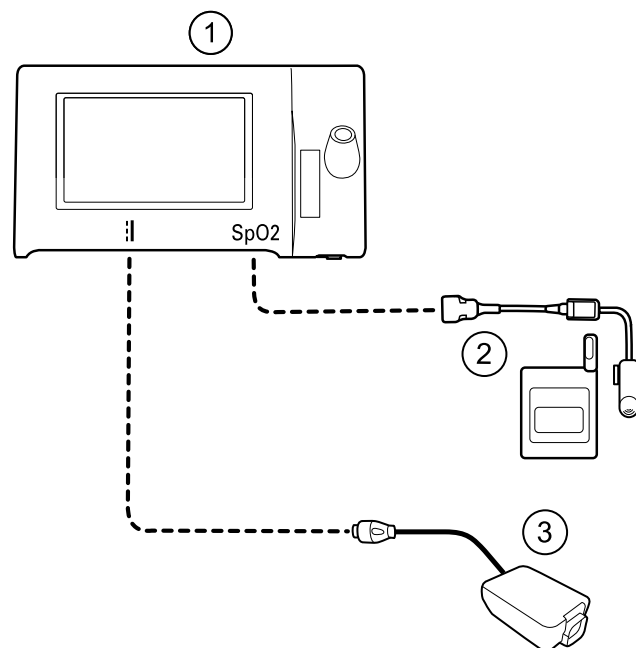
4. Connect the dual lumen tubing to the device.
5. Connect one end of the tubing to the pressure meter and the other end to the test box. Ensure each end is connected tightly and there are no leaks.
6. To initiate the verification process, touch **Close Valve**.
7. Use the blood pressure bulb to adjust the pressure to each threshold of 20/50/100/150/250 mmHg.
8. Compare the pressure displayed on the NIBP Pressure Verification screen and the pressure meter.

SpO2 tests

Select the procedure here that applies to your configuration to test the device's SpO2 function. Connect the test equipment according to the test setup diagram for your configuration presented here.

SpO2 test setup

For the SpO2 test, connect the test equipment shown below.



No.	Item
1	Connex Spot Monitor
2	SpO2 simulator
3	Power supply

Perform an SpO2 test

Use this procedure to test only the device SpO2 function.

1. Power on the device.
2. Connect the SpO2 functional simulator to the SpO2 input connector.

Note In the following tests, if the simulator defaults are outside the device alarm limits, adjust the limits or silence the alarms.

3. Adjust the simulator settings as follows:

For **Nonin** and **Nellcor** configurations, set the simulator SpO2 saturation to 90% and pulse rate to 60 bpm.

For **Masimo** configurations, set the simulator SpO2 saturation to 81% and pulse rate to 60 bpm.

4. Give the device up to 30 seconds to stabilize.
5. Verify the displayed saturation and pulse rate as follows:

For **Nonin** and **Nellcor** configurations, saturation should be 90% ± 1 sat point, and pulse rate should be 60 ± 1 bpm.

For **Masimo** configurations, saturation should be 81% ± 3 sat point, and pulse rate should be 60 ± 1 bpm.

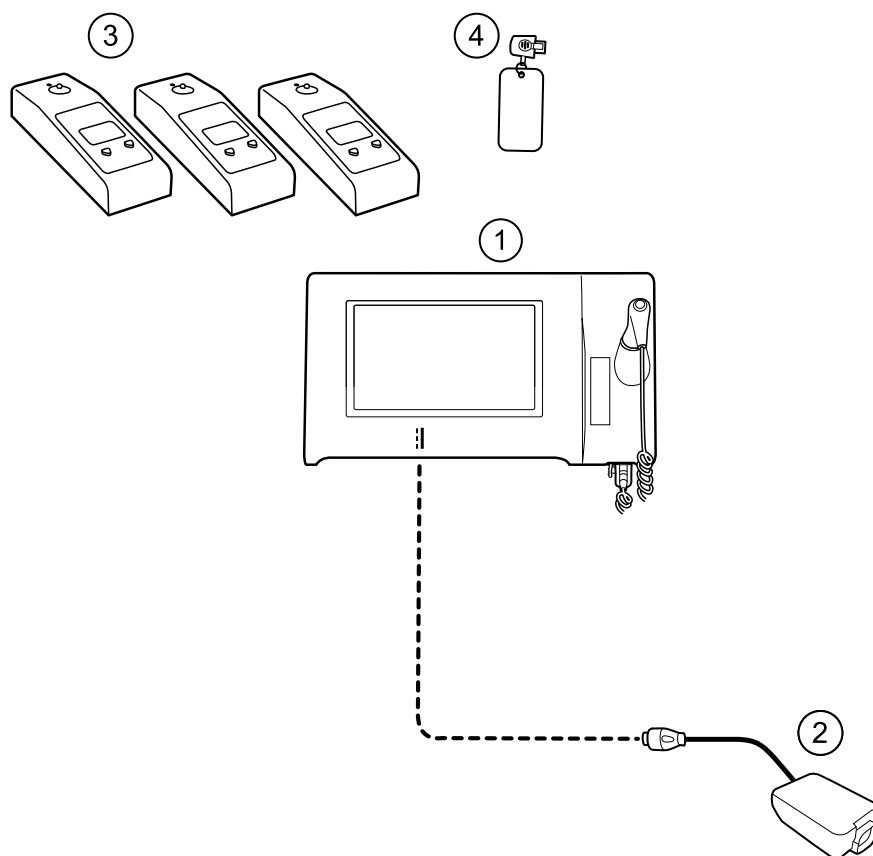
6. Disconnect the simulator.

Thermometry tests

Thermometry test setup

For the thermometry test, connect the test equipment shown below.

Note The drawing shows a SureTemp Plus configuration, but the setup for a Braun ThermoScan PRO 6000 configuration is identical minus the Cal-key.



No.	Item	No.	Item
1	Connex Spot Monitor	3	Tester, calibration, 9600 Plus
2	Power supply	4	Cal-key, assembly, M690/692 (used only with SureTemp)

SureTemp temperature system test

The SureTemp temperature system test is performed using a calibration key (cal-key). The calibration key tests the system using a fixed resistance to display a temperature of 97.3 ± 0.2 °F (36.3 ± 0.1 °C).

Note If your facility requires you to test the temperature probes, you will also need to have heaters at three temperature settings to test the probes. See "SureTemp temperature probe and system test."

Perform a SureTemp temperature system test

1. With the system power on and the temperature probe in the well, disconnect the probe cable from the temperature input connector on the front of the device.
2. Connect the calibration key to the temperature input connector.
3. Remove the probe from the well.
4. Verify that the displayed temperature is 97.3 ± 0.2 °F (36.3 ± 0.1 °C).

SureTemp temperature probe and system test

Use this procedure to test the temperature function while verifying the temperature probe. To achieve accurate results, you must perform this test with the device in Direct mode.

Test each probe at the low, medium, and high set points on the tester. Repeat the procedure for each thermometer and temperature to test.

Set up the 9600 Plus calibration tester

Place the tester on a level surface away from sunlight, drafts, and other sources of heat or cold.

The tester takes approximately 20 minutes to heat to the lowest set point.

To expedite testing, Welch Allyn recommends the following practices:


- To eliminate waiting for the tester to heat to the next set point, use three testers, each set to one of three different set points.
- When using only one tester to test several thermometers at all three temperatures, test all thermometers at one set point before proceeding to the next set point.
- To eliminate waiting for the tester to cool down, start at the lowest set point. Because the tester does not have an internal fan, it requires more time to cool down than to heat up.

Change the 9600 Plus set point

To scroll from one set point to the next, press and hold the Temperature Selection button until a beep sounds.

The new set point appears in the upper left corner of the display. The device's current temperature appears, flashes, and continues flashing until the cavity reaches equilibrium at the new set point. The 9600 Plus beeps when the set point is reached.

Perform a SureTemp temperature probe and system test

1. Set the 9600 Plus to the desired set point and wait for the display to stop flashing.
2. Insert the temperature probe, without a probe cover, into the thermistor device port on the tester.
3. When  appears on the display, touch it to switch to Direct mode.
4. Wait for up to two minutes for the temperature reading to stabilize.
5. Record the results in the temperature service record.
6. Return the temperature probe to the probe well on the device.
7. Repeat the procedure as necessary until all thermometers are tested at each temperature.

To record the results of your test, go to "Service record."

Braun ThermoScan PRO 6000 thermometer test

This explains how to perform a functional verification on the Braun ThermoScan PRO 6000 thermometer using the 9600 Plus Calibration Tester.

Note Use this procedure with the Welch Allyn Service Tool version 1.8.0.0 and later.



CAUTION Before the test, place thermometers and tester in the same room for approximately 30 minutes so that they adjust to the ambient temperature.

For more information, see the *Welch Allyn 9600 Plus Calibration Tester Directions for use*.

Perform a Braun ThermoScan PRO 6000 functional verification test

Complete the preliminary checks as described in step 1, then test each thermometer at the low, medium, and high set points on the tester. After placing the thermometer in calibration mode, repeat the procedure from step 4 for each thermometer and temperature to be tested.

1. Before testing the thermometer verify the following:
 - a. The sensor (probe tip) is functional. Check the position of the sensor with a magnifying glass if necessary. If the sensor is displaced, the unit is damaged and must be replaced. There should be no visible gap between the bezel and the lens.
 - b. The sensor is clean. Clean the sensor using a Q-tip lightly moistened with isopropyl alcohol, using a minimum amount of pressure to avoid displacing the sensor. Use a dry Q-tip to remove any excess alcohol. Allow 5 minutes for any remaining alcohol to evaporate.
 - c. The room temperature is within the range of 65.0°F (18.3°C) to 80.0°F (26.7°C).
 - d. The thermometer is allowed to reach the ambient room temperature. Remove the thermometer from the product packaging and wait at least 30 minutes before beginning the test.
 - e. The thermometer is fully charged.
2. Place the thermometer from sleep mode into calibration (CAL) mode as follows:
 - a. Remove the device from the dock.
 - b. Wait for 20 seconds for the device to go into sleep mode (the display goes blank).
 - c. Press and release the C/F button.
 - d. When the self check/startup display appears, press and hold the C/F and Mem buttons for 5 to 7 seconds.
 - e. When the device beeps, release the C/F and Mem buttons.
If the device is in CAL mode, the display will alternate between the '- -' lines and "CAL".
 - f. If the device doesn't enter CAL mode, wait for the device to return to sleep mode and repeat from substep c.
3. Apply a new probe cover. Place the probe firmly into the Ear Device Port.
4. Wait approximately 3 seconds, and then press the thermometer Measure button.
The ExacTemp light flashes.
5. Leave the thermometer in the tester until a long beep sounds.
6. Remove the thermometer from the tester and read the temperature in the thermometer's display. If the temperatures are within ± 0.2 °C (± 0.4 °F) of the tester's set point, the thermometer is within calibration.

7. Record the results in the thermometer service record.
8. Press the Measure button once to clear the previous reading.
9. Wait 1 minute, and then take another reading with the same thermometer. Repeated measurements in short sequence might cause higher readings.

Note If using only one tester, test all available thermometers for calibration verification at the current set point, before raising the set point.

10. Repeat the procedure from step 3 as necessary until all thermometers are tested at each temperature.
11. Exit CAL mode using one of the following methods:
 - Press and hold the C/F and mem buttons until you hear the beep and the display is blank.
 - Wait and don't press any buttons for 10 minutes. The thermometer automatically exits CAL mode.

To record the results of your test, go to "Service record."

Service record

Date:	Time:
Device name:	Serial number:
Technician:	Service tool version:

NIBP tests

Leak test

Specification	Actual reading	Pass	Fail
Max: 5			

Overpressure test

Mode	Specification	Actual reading
Adult mode:	280 329	
Neonate mode:	130 164	

NIBP accuracy check

Target pressure ± 5 mmHg	Pressure meter	Service tool	Specification	Pass	Fail
0 mmHg	mmHg	mmHg	± 1 mmHg		
50 mmHg	mmHg	mmHg	± 3 mmHg		
150 mmHg	mmHg	mmHg	± 3 mmHg		
250 mmHg	mmHg	mmHg	± 3 mmHg		

SpO2 tests

Masimo SpO2 tests

Test	Specification	Actual reading	Pass	Fail
SpO2 heart rate 60 bpm	Pulse rate 60 ± 1 bpm 59 to 61 bpm	bpm		
SpO2 saturation 81%	Saturation $81\% \pm 3\%$ sat point 78 to 84%	%		

Nonin or Nellcor SpO2 and pulse rate test

Test	Specification	Actual reading	Pass	Fail
SpO2 pulse rate 60 bpm	Pulse rate 60 ± 1 bpm 59 to 61 bpm	bpm		
SpO2 saturation 90%	Saturation $90\% \pm 1$ sat point 89 to 91%	%		

Thermometry tests

Calibration key temperature test for SureTemp Plus

Temperature test	Specification $\pm 0.2^{\circ}\text{F}$ ($\pm 0.1^{\circ}\text{C}$)		Actual reading	Pass	Fail
97.3 °F (36.3°C)	97.1 to 97.5°F	36.2 to 36.4°C	°F or °C		

SureTemp Plus test

Temperature tested	Specification $\pm 0.2^{\circ}\text{F}$ ($\pm 0.1^{\circ}\text{C}$)		Actual reading	Pass	Fail
96.8 °F (36.0 °C)	96.6 °F to 97.0 °F	35.9 °C to 36.1 °C	°F or °C		
101.3 °F (38.5 °C)	101.1 °F to 101.5 °F	38.4 °C to 38.6 °C	°F or °C		
105.8 °F (41.0 °C)	105.6 °F to 106.0 °F	40.9 °C to 41.1 °C	°F or °C		

Braun ThermoScan PRO 6000 test

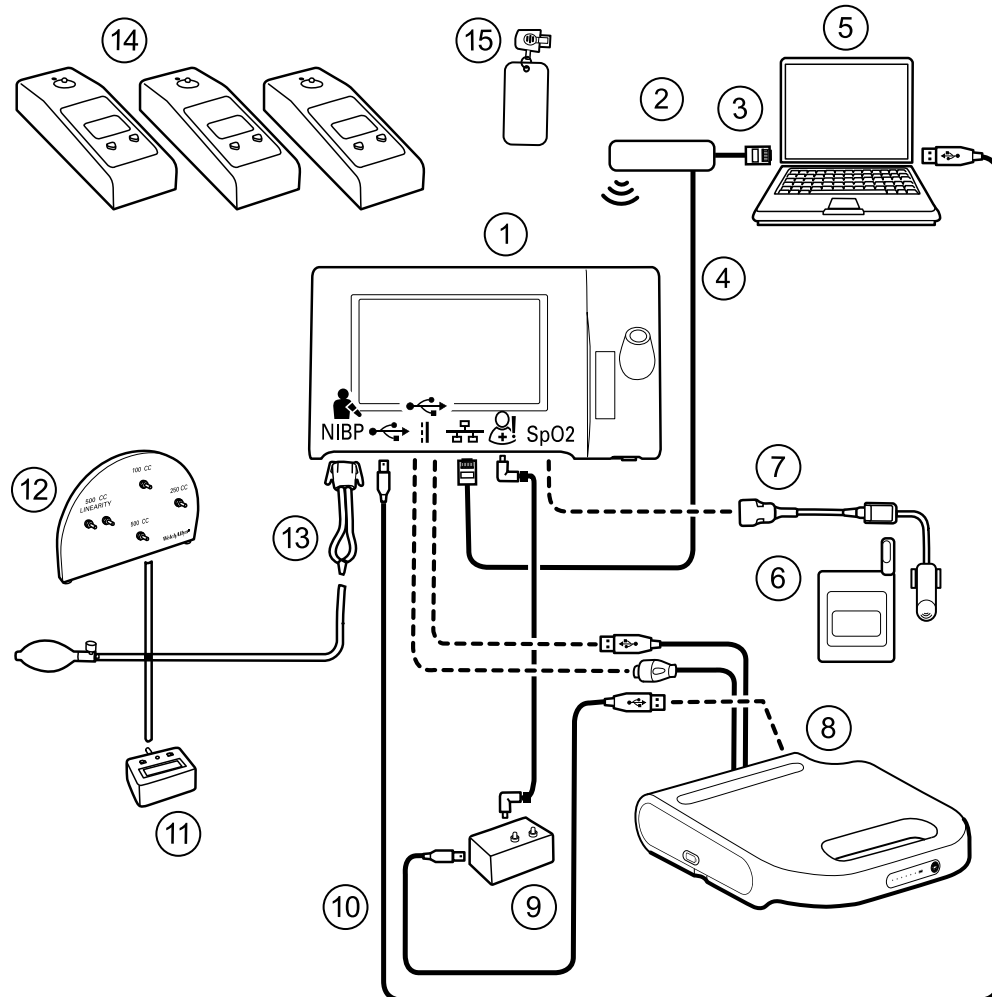
Temperature tested	Specification $\pm 0.4^{\circ}\text{F}$ ($\pm 0.2^{\circ}\text{C}$)		Actual reading	Pass	Fail
96.8 °F (36.0 °C)	96.4 °F to 97.2 °F	35.8 °C to 36.2 °C	°F or °C		
101.3 °F (38.5 °C)	100.9 °F to 101.7 °F	38.3 °C to 38.7 °C	°F or °C		
105.8 °F (41.0 °C)	105.4 °F to 106.2 °F	40.8 °C to 41.2 °C	°F or °C		

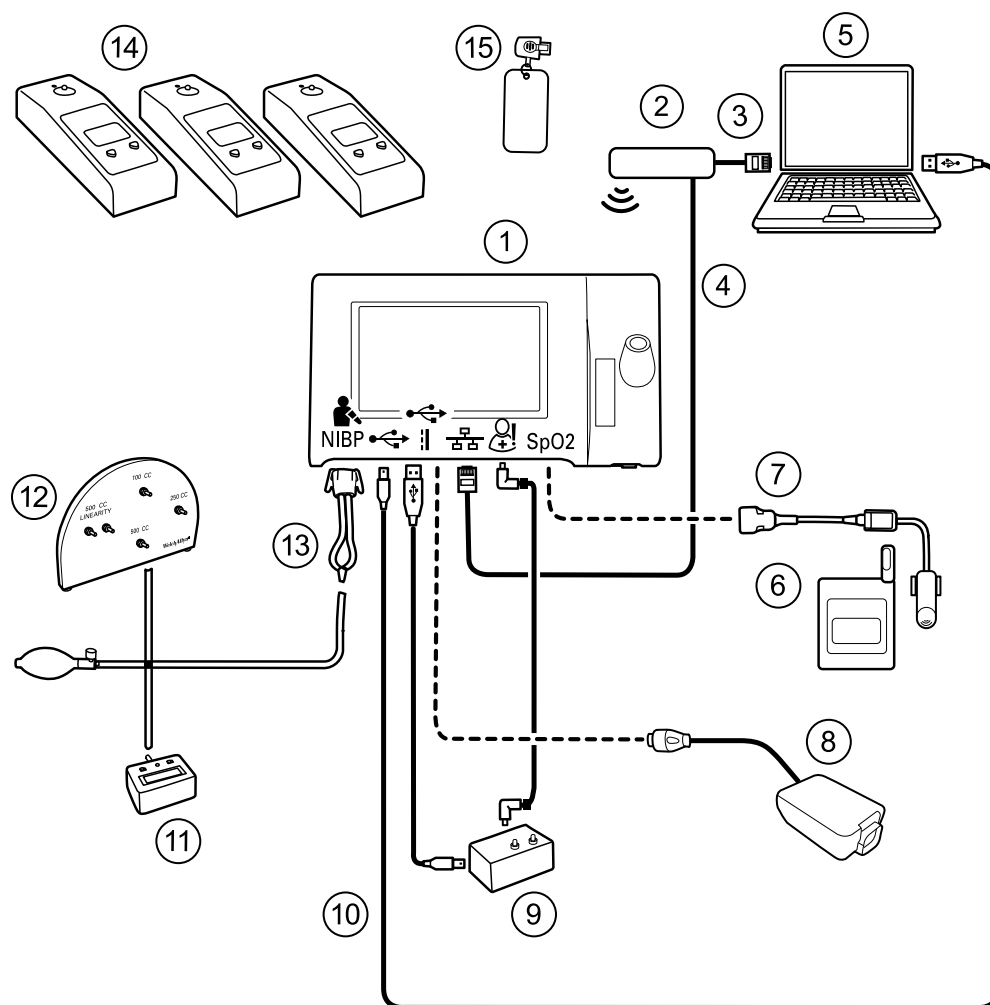
Full functional verification and calibration

Functional verification test setup

Connect the test equipment to your device as shown in these drawings to complete the functional tests described in this section.

Option 1. Configurations with Accessory Power Management (APM)



Option 2. Configurations without Accessory Power Management (APM)

Item No.	Material No.	Description	Qty	Required Welch Allyn purchase	Optional Welch Allyn purchase
				(see Notes)	
1	Varies	Connex Spot Monitor	1	X	
2	N/A	Wireless router, a/b/g or equivalent	1		
3	N/A	Ethernet cable	1		
4	N/A	Ethernet cable	1		
5	N/A	PC running the Welch Allyn Service Tool on Windows XP SP3, Windows 7, or Windows 8	1		
6	N/A	SpO2 simulator	1		

Item No.	Material No.	Description	Qty	Required Welch Allyn purchase	Optional Welch Allyn purchase
				(see Notes)	
7	Doc-10	Nellcor SpO2 extension cable	1		X
8	Varies (Option 1)	APM (configurations with Accessory Power Management)	1	X	
8	Varies (Option 2)	Power supply (configurations with no APM)	1	X	
9	106270	Service test box	1		X
10	106275	Micro USB cable	1		X
11	N/A	Pressure meter (must include at least two decimal points and be accurate to within ± 0.5 mmHg)	1		
12	407672	Test volume repair fixture (113670) with test manifold, bulb, and valve	1		X
13	N/A	Blood pressure Y-tube	1	See instructions for creating the Y-tube in the Basic functional verification section.	
14	01802-110	Tester, calibration, 9600 Plus, SureTemp	3		X
15	06138-000	Cal-key, assembly, M690/692	1		X
Note		All items listed in this table are required to complete a full functional verification and calibration. If Welch Allyn does not make an item available for purchase, you must provide it yourself.			
Note		You may substitute items marked as an optional Welch Allyn purchase with comparable OEM products.			

Full functional verification check and calibration tools

The list of tools below is what is required to perform a full device functionality check and calibration. The tools are used in conjunction with the Welch Allyn service tool, Gold license, to perform a device calibration.

Material no.	Description	Qty	Component
01802-110	Tester, calibration, 9600 Plus	3	Braun ThermoScan PRO 6000 & SureTemp Plus probes
407672	BP test volume repair fixture 113670	1	NIBP

Material no.	Description	Qty	Component
N/A	SpO2 simulator	1	SpO2
06138-000	Cal-key, assembly, M690/692	1	SureTemp Plus Thermometry Module
N/A	Pressure meter (must include at least two decimal points and be accurate to within ± 0.5 mmHg)	1	NIBP
DOC-10	Nellcor SpO2 extension cable	1	Nellcor SpO2
106270	Service test box	1	Nurse Call, USB ports
N/A	Ethernet cable	1	Ethernet Test
106275	Micro USB cable	1	All
6000-30	Single tube blood pressure hose, 5 feet	1	NIBP
N/A	Wireless router, a/b/g or equivalent	1	Wired & Wireless Test
N/A	PC running Windows XP SP3, Windows 7, or Windows 8	1	All
1001120	Welch Allyn Service Tool Gold license	1	NIBP, Software updates
web download	Welch Allyn Service Tool welchallyn.com/en/service-support/service-center/service-tool.html	1	NIBP, Software updates and calibration
4500-30	Blood pressure hose, 5 ft.	1	NIBP
620216	Fitting "Y" 1/8 X 1/8 X 1/8	1	NIBP

Initialize the NIBP board

Functional verification and calibration must be performed each time the device is disassembled or more frequently if your facility's procedures require a full calibration on a specified basis. If you have just replaced a Main PCA board, your first step before performing a full verification and calibration is to initialize the NIBP Board.

1. Set up the equipment for full functional verification as shown earlier in this section.
2. Log in to the Welch Allyn Service Tool, highlight your device in the Device list, and click **Select**.

This action opens the **Connex Spot Monitor > Device information** subtab. Depending on your configuration, it could take 30-45 seconds to populate this subtab.

3. Select the **Verify and calibrate** subtab.
4. Select **NIBP sensor** in the Device field.
5. Click **Calibrate**.

This opens the Verify and calibrate NIBP Sensor dialog.

6. Click **Begin**.

A list of tests appears in the left pane of the dialog along with three controls in the right pane.

7. Click **Initialize NIBP Board** in the right pane.

A confirmation window appears with the message, "Are you sure you want to reset the calibration offsets of the NIBP Board?"

8. Click **Yes**.

This action places two tests in the queue for initialization: the Power Calibration Test – Primary/Safety and the Pressure Calibration – Primary/Safety.

Note A message appears in the right pane to indicate the first test is in progress. If the test passes, a green check appears to the left of the test name, and the second test begins. If the test fails, a red check appears to the left of the test name, followed by a prompt to rerun the test. You cannot proceed to the second test until the first test passes.

9. Rerun the Power Calibration Test as needed until the test passes.
10. If you did not set up your equipment for a full calibration initially, connect the 500cc volume to the device when prompted and then click **Next**.

Note You cannot initialize the board without setting up the equipment for the Pressure Calibration test.

11. Observe the pressure calibration messages onscreen and follow the onscreen prompts to manually adjust device pressure with the hand bulb to 250 ± 5 mmHg.
12. Once you reach the targeted pressure, enter the exact value on the pressure meter in the Meter pressure field, then click **Next** to record this value.

If the test passes, a green check appears to the left of the test name. If the test fails, a red check appears to the left of the test name, followed by a prompt to rerun the test.

13. Rerun the Pressure Calibration test as needed until the test passes.
14. If the second test passes, click **Close**.

The NIBP board is now initialized.

Options and upgrades

Welch Allyn supports option and software upgrades for all models.

Note Software in the Braun ThermoScan PRO 6000 is not upgradable in the field when installed in the Connex Spot Monitor. To upgrade the Braun ThermoScan PRO 6000 software, return the monitor to a service center.

Option upgrades for devices still under warranty that require any installation inside the device must be performed by a Welch Allyn service center unless you participate in the Partners in Care Biomed Partnership Program. If you want to install the options, we recommend you attend either the classroom or online technical training course for the device. The training is required to be eligible to receive the Welch Allyn Service Tool Gold edition. The Gold edition is required to verify that the device is functioning correctly after it has been serviced. Although all of the option upgrades are calibrated and tested before leaving the factory, Welch Allyn recommends performing a complete functional test whenever the device is serviced.

Note For the Welch Allyn Service Tool to support updates and upgrades, adjust your firewall settings to permit access for IP address 169.254.10.10 (the local feed server for the software upgrade process).

Software upgrades, when available, can be purchased or provided at no charge if your device is covered by a Welch Allyn Service Agreement. The upgrades can be installed by either a Welch Allyn service center or by using the service tool, Standard unlicensed or Gold edition.

If you choose to install software upgrades on your own, you will receive the software through the internet. When ordering software, provide the serial number of the device you want to install the software on.

Note The device must be plugged in to AC power and have at least 15 minutes of battery charge remaining to execute software upgrades. You can download software upgrades on battery power, but you cannot implement them without AC power.

Available options

The following options can be added to each model's base configuration.



CAUTION Before installing any option, disconnect the patient from the monitor and power down the device.

Options

Model	7100	7300	7400	7500
Masimo	X	○	● ¹	● ²
Nonin	○	○	X	● ²
Nellcor OxiMax	X	○	● ¹	● ²
SureTemp Plus	○	○	○	○
Braun ThermoScan PRO 6000	○	○	○	○
Wireless radio	X	X	○	●
Bluetooth radio	X	●	X	X

¹ This configuration comes with either Masimo or Nellcor.
² This configuration comes with either Masimo, Nonin, or Nellcor.



Standard with this model.



Software upgrade available for this model. Hardware upgrade available only on a case-by-case basis.

X No software upgrade available for this model. Hardware upgrade available only on a case-by-case basis.

Install options

All internal option installations entail opening the device case and performing some disassembly. Because this process requires disconnecting internal components, Welch Allyn requires that the device undergo a full functional test after reassembly and before placing the device back in service.

Before installing a new option, read information about removing the option in "Disassembly and repair." After familiarizing yourself with the process, follow the instructions in the disassembly section.

Upgrading software with the Welch Allyn Service Tool

The Connex Spot Monitor and the Welch Allyn Service Tool (WAST) interact through Ethernet over USB technology, enabling the monitor to function as a USB device with both a network and an IP address. This connection separates logically into two distinct interfaces: a generic USB serial connection and a Remote Network Driver Interface

Specification (RNDIS) network interface, which is a Microsoft Windows driver. Most interactions between the WAST and the Connex Spot Monitor take place over the generic USB serial connection. In contrast, software upgrades require the RNDIS interface for the device to connect the WAST and download the firmware.

During software upgrade, the Ethernet over USB interface with the WAST is auto-configured with the specifications noted in the table below. When the Connex Spot Monitor reaches out to the WAST for the firmware package, it uses TCP port XXXX. Be prepared to modify any firewall(s) that prevent incoming connections to allow this traffic. The WAST attempts to configure the Windows firewall by opening this specific port on the RNDIS interface. If administrative controls such as a Group Policy Object (GPO) or third-party software have been implemented to prevent this change, the WAST attempts to diagnose the problem and then inform you of possible remediation steps. Work with your IT staff or Network Administrator as needed to enable this functionality.

Interface specifications	IP address	Network mask
Device Ethernet over USB interface	169.254.10.10	255.255.255.255
WAST RNDIS interface	169.254.10.1	255.255.255.255

At the start of a software upgrade, the Welch Allyn Service Tool creates a local HTTP server and uses the USB connection to transfer necessary file package to the Connex Spot Monitor. Once the file package is on the device, it launches the installation of host controller firmware and reboots the device immediately following the installation. When the device auto-reboots, the software upgrade of individual modules and sensors (NIBP, SpO2, and/or Temperature) is complete.

Software rollback capability

The Connex Spot Monitor utilizes a primary and secondary software structure. In the final step of the software upgrade, the device rolls the previous firmware package to a secondary image and identifies the newly installed firmware as its primary image. This structure allows rollback to previous versions as needed. For example, if you performed a software upgrade and then determined that it didn't meet your expectations or conform to your workflow, you can execute a software rollback in seconds and limit device downtime. To roll back your software, follow these steps:

1. Connect the device to your laptop and open the Welch Allyn Service Tool.
2. Click the **Configure** tab.
3. In the Current settings window, click **Change....**
4. Click the **Device Software Rollback** tab.
5. Click **Rollback**.
6. In the Confirm Device Software Rollback dialog, click **Yes** to confirm.

In addition, because the software upgrade is already loaded on your device, you can use the rollback capability at a later time to implement the upgrade and complete the associated setup activities. Follow the same steps presented above to activate the new firmware

Partners in Care service and support agreements

Comprehensive support agreements

Material no.	Item
S1-CSM	CSM, Comprehensive partnership program, 1 year
S1-CSM-2	CSM, Comprehensive partnership program, 2 years
S1-CSM-5	CSM, Comprehensive partnership program, 5 years
S1-CSM-C	CSM, Comprehensive partnership program, 1 years + Calibration
S1-CSM-2C	CSM, Comprehensive partnership program, 2 years + Calibration
S1-CSM-5C	CSM, Comprehensive partnership program, 5 years + Calibration

Biomed support agreements

Material no.	Item
S2-CSM	CSM, Biomed partnership program, 1 year
S2-CSM-2	CSM, Biomed partnership program, 2 years
S2-CSM-5	CSM, Biomed partnership program, 5 years

Preventive protection support agreements (available only in selected international countries)

Material no.	Item
S4-CSM	CSM, Warranty Extension, 1 year
S4-CSM-2	CSM, Warranty Extension, 2 years
S4-CSM-5	CSM, Warranty Extension, 5 years

Service and repair training

Note Required to be eligible to receive the service tool, Gold edition.

Material no.	Item
CSMREP-TRN	CSM repair training


Material no.	Item
CSMREPW-TRN	CSM repair web training

Appendix

Specifications

Physical specifications

Protection classifications, all monitor configurations

Characteristic	Specification
Electrical rating	100 – 240 V AC, 50 – 60 Hz, 0.8X– 1.5 A
Duty cycle	Continuous operation
Type of protection against electric shock	Class I internally powered
Degree of protection against electric shock, for parts applied to patients	Type BF defibrillator proof IEC EN 60601-1, 2nd and 3rd editions
Recovery time following defibrillator discharge	Less than or equal to 10 seconds
Flammable anesthetics	 WARNING Not suitable for use with flammable anesthetics.
Degree of protection provided by the enclosure with respect to harmful ingress of liquids	IPX1 Protection against vertically falling drops of water
Height	Standard chassis: 6.3 in. (16.1 cm) Extended chassis: 6.5 in. (16.6 cm) with Braun Extended chassis: 6.4 in. (16.6 cm) with SureTemp
Width	Standard chassis: 9.2 in. (23.4 cm) Extended chassis: 11.7 in. (29.8 cm) with Braun Extended chassis: 11.7 in. (29.8 cm) with SureTemp
Depth	Standard chassis: 2.3 in. (5.8 cm) Extended chassis: 4.4 in. (11.0 cm) with Braun Extended chassis: 4.2 in. (10.6 cm) with SureTemp

Protection classifications, all monitor configurations

Weight (including battery)	Standard chassis: 2.9 lb (1.3 kg) Extended chassis: 3.7 lb (1.7 kg) with Braun Extended chassis: 3.5 lb in. (1.6 kg) with SureTemp
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Graphical display resolution

Dimensional outline	6.5 in. (W) x 4.1 in. (H) x 0.13 in. (D) (164.9 mm [H] x 103.8 mm [W] x 3.40 mm [D])
Active area	6.1 in. (W) x 3.4 in. (H) (154.08 mm [W] x 85.92 mm [H])
Resolution	800 x 480 pixels
Pixel arrangement	RGB (red, green, blue)
Pixel size	63.2 μ m (W) x 179 μ m (H)
Luminance	530 cd/m ²

Speaker volume

Minimum Output sound pressure	60 dB at 1.0 meter
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Alarm and pulse tones

Pulse frequency (f_0)	150 – 1000 Hz
Number of harmonic components in the range 300 Hz to 4000 Hz	minimum of 4
Effective pulse duration (t_d)	high priority: 75 – 200 ms medium and low priority: 125 – 250 ms
Rise time (t_r)	10 – 20% of t_d
Fall time ¹ (t_f)	$t_f \leq t_s - t_r$

Note The range of the relative sound pressure level of the harmonic components should be between a minimum of at least 53 dBa and a maximum of at least 80 dBa at the pulse frequency.

¹Prevents overlap of pulses

Environmental specifications

Operating temperature	50°F to 104°F (10°C to 40°C)
Storage temperature	-4°F to 122°F (-20°C to 50°C)
Operating altitude	-1250 to 10,000 ft. (-381 m to 3,048 m)
Operating humidity	15% to 90% noncondensing

Storage humidity	15% to 95% noncondensing
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USB flash drive requirements

The multiple vendor technologies used in the manufacture of USB flash drives make some of them incompatible with this monitor. Common issues that cause flash drives not to function are NTFS formatting, proprietary drive security, and the need for Windows drivers to run or access them.

The requirements for a USB flash drive to work with this monitor are the following:

- Linux compatibility
- Up to 32 GB storage
- FAT 32 formatting
- USB 2.0 compliant

Dimensions: Assuming the USB flash drive will be inserted in the APM, the length of the stick does not matter. The size of the stick surrounding the USB metal head should be no larger than 9.5 mm x 18.5 mm to fit in the USB port.

Welch Allyn recommends the following USB flash drive for use with the Connex Spot Monitor and the APM work surface: Kingston DataTraveler SE9 32 GB drive, part number DTSE9H/32GBZ.

Monitor radio

The monitor's radio operates on 802.11 networks.

Wireless network interface	IEEE 802.11 a/b/g/n	
Frequency	2.4 GHz frequency bands	5 GHz frequency bands
	2.4 GHz to 2.483 GHz	5.15 GHz to 5.35 GHz, 5.725 GHz to 5.825 GHz
Channels	2.4 GHz channels	5 GHz
	Up to 14 (3 non-overlapping); country-dependent,	Up to 23 non overlapping; country-dependent
Authentication/Encryption	Wireless Equivalent Privacy (WEP, RC4 Algorithm); Wi-Fi Protected Access (WPA); IEEE 802.11i (WPA2); TKIP, RC4 Algorithm; AES, Rijndael Algorithm; Encryption Key Provisioning; Static (40-bit and 128-bit lengths); PSK; Dynamic; EAP-FAST; EAP-TLS; EAP-TTLS; PEAP-GTC ¹ PEAP-MSCHAPv2; PEAP-TLS;	
Antenna	Ethertronics WLAN_1000146	
Wireless data rates	802.11a (OFDM): 6, 9, 12, 18, 24, 36, 48, 54 Mbps	
	802.11b (DSSS, CCK): 1, 2, 5.5, 11 Mbps	
	802.11g (OFDM): 6, 9, 12, 18, 24, 36, 48, 54 Mbps	
	802.11n (OFDM, HT20, MCS 0-7): 6.5, 13, 19.5, 26, 39, 52, 58.5, 72.2 Mbps	

Agency approvals	US: FCC Part 15.247 Subpart C, FCC Part 15.407 Subpart E
	Europe: EN 300 328 (EDR) (v1.8.1), EN 300 328 (LE) (v1.8.1), EN 301 489-1 (v1.9.2), EN 301 489-17 (v2.2.1), EN 301 489-17 (v2.2.1), EN 62311:2008, EN 60950-1
	Canada: (IC) RSS-210 standard. IC 3147A-WB45NBT based on FCC testing
	Singapore: Complies with IDS standard
Protocols	UDP, DHCP, TCP/IP
Data transfer protocols	UDP/TCP/IP
Output power	39.81mW typical, country-dependent
Ancillary IEEE standards	802.11d, 802.11e, 802.11h, 802.11i, 802.1X

¹One time passwords are not supported.

Channel restrictions in the 5-GHz band are determined by country.

To ensure compliance with local regulations, be sure the correct country in which the access point is installed is selected. This product can be used with the following restriction(s):

Norway - Does not apply for the geographical area within a radius of 20 km from the center of Ny-Ålesund.

France - Outdoor use is limited to 10 mW EIRP within the band 2454 to 2483.5 MHz.

Note Effective Isotropic Radiated Power (EIRP).

Note Some countries restrict the use of 5-GHz bands. The 802.11a radio in the monitor uses only the channels indicated by the access point with which the radio associates. The hospital IT department must configure access points to operate with approved domains.

Bluetooth® module

Category	Feature	Implementation
Wireless specification	Bluetooth	2.1 + EDR
	Frequency	2.402 - 2.480 GHz
	Maximum transmit power	Class 1 +8 dBm from antenna
	Receive sensitivity	-89 dBm
	Range	Circa 100 meters
	Data rates	Up to 3 Mbps (over the air)
Host interface	USB	Full speed USB 2.0

	GPIO	Four configurable lines (1.8V/3.3V configurable by VDD_PADS)
Operational modes	HCI	Host Controller Interface over USB
	HID proxy mode	Human Interface Device
EEPROM	2-wire	64K bits
Coexistence	802.11 (WiFi)	Three wire CSR schemes supported (Unity-3, Unity-3e, and Unity+)
Supply voltage	Supply	5V ± 10%
Power consumption	Current	Idle mode ~5 mA File transfer ~58 mA
Antenna option	Internal	Multilayer ceramic antenna with up to 41% efficiency
Physical	Dimensions	8.5 × 13 × 1.6 mm (BT800 module)
		16 × 43 × 11 (BT820 USB dongle)
Environmental	Operating	-30 °C to 85 °C
	Storage	-40 °C to 85 °C
Miscellaneous	Lead free	Lead-free and RoHS compliant
	Warranty	1 year
Approvals	Bluetooth	Controller subsystem approved
	FCC / IC / CE	All BT800 series

Factory defaults

Note Factory defaults are the settings in the device when it comes off the manufacturing floor. Customized configuration files modify these defaults based on preferences for specific sites. Restoring default settings on a device returns it to its manufacturing floor defaults, not the custom configuration.

Device

Settings	Default value
Active Config file name	Factory
Device location displayed	Yes
First-time startup screen displayed	Yes
Touchscreen lockout interval	2 minutes
Auto sleep mode allowed	Yes
Sleep mode duration	2 minutes
Auto shutdown allowed	Yes
Auto shutdown timeout	15 minutes
Display brightness	5
Touchscreen calibration	55, 57, 4003, 3993, 193, 3910, 200, 3900 (array of 8 integers)
Splash screen	Welch Allyn logo
Load new software on power cycle enabled	No
Load new software to device	Greyed out
Screen off allowed	Yes
Screen off timeout	1 minute
Power line frequency	60 ¹

¹ Power line frequency can be modified in the Configuration Tool to support specific parameters like Masimo SpO2. With both new and existing configurations, follow these steps:

1. Navigate to the Progress Summary page.
2. Scroll down to **Section: Biomed (Required)** at the bottom of the page and click **General Device Settings**.
3. Select **Custom**.

Settings	Default value
4. Scroll down to Other on the General Device Settings page and select the desired Power Line Frequency.	
5. Click DONE at the bottom of the page.	
6. Click SAVE AND CONTINUE .	

Data management

Settings	Default value
Date format	MM/DD/YYYY
Prevent date and time changes	No
Display date and time	Yes
Daylight savings time (DST) enabled	No
Device time zone offset (minutes)	0
Configured language	English
Office profile option enabled	Yes
Intervals profile option enabled	Yes
Spot Check profile option enabled	Yes
Profile	Spot Check
Automatically send confirmed readings on Save	No
Delete confirmed readings after successful send	No
Automatically send unconfirmed interval readings	No

General alarms

Settings	Default value
Alarm volume	Medium
Audio pause time	120 seconds
Minimum alarm volume	Low
Alarm condition priority to activate Nurse call	Medium
Allow global audio off (Note: Must be enabled in configuration file for option to be available,)	No

Settings	Default value
Alarm audio on and Alarm audio off controls available	Yes (if "Allow global audio off" is enabled in configuration)
Allow alarms to be disabled	Yes

Patient and Clinician information

Settings	Default value
Patient	
Default patient type	Adult
Name format	Full name
Primary label	Name
Secondary label	Patient ID
Require patient ID to save readings	No
Clear patient information on manual save	Yes
Patient ID match required for save	No
Search/Query by patient ID	No
Clinician	
Clinician ID display format	Clinician ID
Require clinician ID to save readings	No
Require clinician ID match to save readings	No
Retrieve clinician information from clinician ID	No
Require password to save readings	No
Clear clinician information on manual save	No
Require entry of "required modifiers" to save readings	No
Require prescribed login	No

NIBP

Settings	Default value
Systolic upper limit enabled	Yes

Settings	Default value
Systolic: Upper limit	Adult: 220 mmHg (29.3 kPa) Pediatric: 145 mmHg (19.3 kPa) Neonate: 100 mmHg (13.3 kPa)
Systolic lower limit enabled	Yes
Systolic: Lower limit	Adult: 75 mmHg (10.0 kPa) Pediatric: 75 mmHg (10.0 kPa) Neonate: 50 mmHg (6.7 kPa)
Diastolic upper limit enabled	Yes
Diastolic: Upper limit	Adult: 110 mmHg (14.7 kPa) Pediatric: 100 mmHg (13.3 kPa) Neonate: 70 mmHg (9.3 kPa)
Diastolic lower limit enabled	Yes
Diastolic: Lower limit	Adult: 35 mmHg (4.7 kPa) Pediatric: 35 mmHg (4.7 kPa) Neonate: 30 mmHg (4.0 kPa)
MAP upper limit enabled	No
MAP: Upper limit	Adult: 120 mmHg (16 kPa) Pediatric: 110 mmHg (14.7 kPa) Neonate: 80 mmHg (10.7 kPa)
MAP lower limit enabled	No
MAP: Lower limit	Adult: 50 mmHg (6.7 kPa) Pediatric: 50 mmHg (6.7 kPa) Neonate: 35 mmHg (4.7 kPa)
Advanced	
Default view	sys_dia_map
Tube type	2 tubes
Unit of measure	mmHg
Algorithm default	SureBP
Cuff inflation target (step algorithm)	
Adult	160 mmHg (21.3 kPa)
Pediatric	140 mmHg (18.7 kPa)
Neonate	90 mmHg (12.0 kPa)

Settings	Default value
Maximum cycle pressure	
Adult	Automatic
Pediatric	Automatic

Intervals

Settings	Default value
Time between each Automatic interval	15 minutes
Intervals profile default intervals mode	Automatic
Office profile intervals mode	Averaging (fixed)
Selected interval parameter	NIBP
Automatic mode time interval	15 minutes

SpO2

Settings	Default value
SpO2 upper limit enabled	Yes
Upper limit	Adult: 100% Pediatric: 100% Neonate: 100%
SpO2 lower limit enabled	Yes
Lower limit	Adult: 90% Pediatric: 90% Neonate: 90%
Default view	% SpO2
Advanced	
SpO2 alarm condition delay	10 seconds
SatSeconds™ (Nellcor only)	25 seconds

Temperature

Settings	Default value
Temperature upper limit enabled	No
Upper limit	101 °F (38.3 °C)
Temperature lower limit enabled	No
Lower limit	94 °F (34.4 °C)
Advanced	
Unit of measure	°F (Fahrenheit)
Display temperature conversion	Yes
Default SureTemp Plus site	Oral
Braun antitheft time undocked before alarm	2 hours
Braun temperature conversion enabled	Yes
Braun timer icon enabled	Yes
Braun technique compensation algorithm enabled	Yes
Braun °F or °C hardware switch enabled (in the battery compartment)	Yes
Braun unadjusted mode enabled	No

Manual parameters

Settings	Default value
Custom Score feature active	No
Display height	Yes
Display weight	Yes
Display pain	Yes
Display respiration	Yes
Display BMI	No
Height units	in
Weight units	lb
Enable manual override NIBP	Yes

Settings	Default value
Enable manual override Pulse rate	Yes
Enable manual override Temperature	Yes
Enable manual override SpO2	Yes

Network

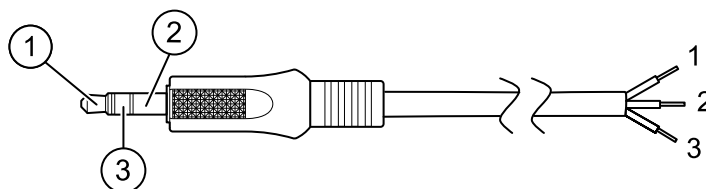
Settings	Options	Selections	Default value
ESSID selection	Alphanumeric entry (32)		com.welchallyn
Radio mode	a/b/g/n, a/b/g, a/n, a only		a/b/g/n
Radio enabled	Yes / No		Yes
Radio alarms enabled	Yes / No		No
Ethernet MAC address	MAC address		00:1A:FA:FF:FC:00
Wireless MAC	Alphanumeric entry (18)		
Authentication/Encryption type	Open, WPA Personal(TKIP), WPA Enterprise(TKIP), WPA2-Personal(AES/CCMP), WPA2-Enterprise(AES/CCMP), WEP n(could be 64(40), 128(104) specific)		WPA2-Personal
Authentication/Encryption method	Alphanumeric entry (64)		1234567890ABCDEF1234567890ABCDEF1234567890ABCDEF
Enhanced Auth Protocol (EAP) type	TLS, TTLS, PEAP-MSCHAPv2, PEAP-GTC, PEAP-TLS, EAP-FAST		PEAP-MSCHAPv2
Enhanced Auth Protocol (EAP) identity	Alphanumeric entry (32)		vitalsigns
Enhanced Auth Protocol (EAP) password	Alphanumeric entry (32)		password
Dynamic Frequency Selection	Yes / No		Yes
Roaming type	PMK Caching, OKC, CCKM		OKC
Server validation enabled	Yes / No		No
Auth server type	Type 1, Type 2		Type 2
Inner EAP setting type	Auto, PAP		Auto

Settings	Options	Selections	Default value
PAC provisioning field	Auto, Manual		Auto
Active WEP Key number	1, 2, 3, 4		1
	WEP Key 1 Alphanumeric entry (26)		0123456789 or 0123456789ABCDEF0123456789
	WEP Key 2 Alphanumeric entry (26)		0123456789 or 0123456789ABCDEF0123456789
	WEP Key 3 Alphanumeric entry (26)		0123456789 or 0123456789ABCDEF0123456789
	WEP Key 4 Alphanumeric entry (26)		0123456789 or 0123456789ABCDEF0123456789
Network Connectivity Method	Host IP, NRS, DNS, DHCP		DNS
	Host IP	Host IP address	127.0.0.1
		Port	281
	NRS	Network rendezvous service (NRS) IP address (###.###.###.###)	0.0.0.0
		Port (####)	7711
	DNS	Network rendezvous service WANRS DNS name	
		Port (####)	7711
	DHCP	DHCP vendor class identifier	welchallyn-nrs
		Port (####)	7711
		NRS IP addresses (multiple)	Those network rendezvous service (NRS) IP addresses used by your organization
Bluetooth			

Settings	Options	Selections	Default value
MAC address for Bluetooth pairing			00:1A:FA:FF:FC:00
Bluetooth configuration allowed	Yes / No		Yes
Pairing new laptop allowed	Yes / No		No
Name of device as shown on a paired laptop	##### is unique based on serial #		WACSM - #####

Install the Nurse Call cable

Use this drawing and the following table as a reference for the Nurse Call cable and wiring a Nurse Call system.



No.	Cable connector	Wires (terminate according to manufacturer's specifications)
1	Tip (red wire)	Normally open wire (red)
2	Barrel (black wire)	Arm wire (black)
3	Center (white wire)	Normally closed wire (white)

Troubleshooting

This section provides the following tables to help troubleshoot the device.

- **Interpreting log file output:** The tables and sample calculations in this topic show you how to parse and interpret error log messages.
- **Symptoms and solutions:** This simple table lists symptoms you might observe, possible causes, and suggested actions that might eliminate the problem.
- **Technical alarm messages:** These tables list messages generated by the device software when a problem is detected. The tables explain possible causes and suggest actions that can resolve the problem. Compare to the Symptoms and solutions table, these tables are much more exhaustive.

These tables can help you diagnose and fix a problem. They do not replace basic troubleshooting skills. You must still trace the source of the problem to the board or module level to decide the best course of action. Welch Allyn does not support component-level repair to the board or module. For available replacement parts, see "Field Replaceable Units."



WARNING Do not perform troubleshooting on a device that is emitting smoke or exhibits other signs of excessive overheating. Disconnect the device from AC power and call Welch Allyn Technical Support immediately.



CAUTION Replace parts, components, or accessories only with parts supplied or approved by Welch Allyn. The use of any other parts can lead to inferior device performance and will void the product warranty.

Interpreting log file output

The device supports saving log files to a USB flash drive. You can then read saved log files on a PC to assist in analysis. This method allows access to the log files without having to connect the device to a PC.

Save log files

Complete the following steps to save a log file to a USB flash drive:

1. Insert a compatible USB flash drive into the USB port of the monitor or the APM work surface if one is configured for your device.
2. Access Advanced settings.
3. Navigate to **Service > Log file**.
4. Touch **Save to USB**. A "Save successful" message appears after a successful save.
5. Remove the USB flash drive from the USB port.

Access log files

Complete the following steps to access and start working with log files saved to a USB flash drive:

1. Insert the USB flash drive into a USB port on your PC.
2. Open the USB flash drive and identify the saved log files. Look for .zip files that resemble this example, with the first set of numbers being a datestamp in the YYYYMMDD format:

logfiles_20150108_193903_179.zip

- Open the .zip file, and then open the desired messages .zip file. Multiple messages files might be saved on the USB drive, so check the datestamp in the filename to select the desired .zip file. For example,

messages_2015_01_08.zip

The available log files appear onscreen. The largest file is the latest file of the day. The filenames resemble this example:

messages_2015_01_08_0000000008

- Right-click on the desired log file, select **Open**, and then select WordPad as the program to open the file.
The log file opens and is ready for analysis.

Log message format

Knowing how to interpret log file output can help you to troubleshoot issues on the device. All log messages follow this format:

<PRI>ISODATE (sp) MSGHDR: (sp) MSG (new-line)

The following table defines each element of the log message.

<PRI>	The facility number and the severity number concatenated into an 8-bit value.
Note	The PRI values and calculations performed with them are useful primarily to Welch Allyn engineers. Most biomed and service personnel can focus on the other details of log messages to complete their analysis.
ISODATE	The date and time at which the message was generated in the ISO 8601 compatible standard timestamp format (yyyy-mm-ddThh:mm:ss.mmm+-ZONE). This is picked up from the CSM device system time.
MSGHDR	Message header: The name and the PID of the program or process that sent the log message in PROGRAM[PID]: format. It includes a trailing whitespace.
MSG	The text of the log message from the sending program or process. This is a free-format text string, terminating with a new-line character.
(sp)	A single-space character.
(new-line)	A new-line character.

Sample log messages:

**<13>2014-09-26T12:18:45.000+00:00 wa_nibpd[1326]:
NbpManualBpCancelState->Enter**

**<150>2014-09-08T05:55:00.000+00:00 wa_spo2nonind[1521]: Code 1,
SPO2 sensor not connected**

As noted above, the calculations performed using PRI values have little significance for most users but are valuable for Welch Allyn engineers. Therefore, the following instructions for calculating facility and severity numbers target Welch Allyn engineers.

To obtain the facility number, divide the PRI value by 8 (dropping the fraction from the result). The facility number is one of the following:

Facility Number	Description
0	Kernel messages
1	User-level messages
2	Mail system
3	System daemons
4	Security/authorization messages (auth)
5	Messages generated internally by syslogd
6	Line printer subsystem
7	Network news subsystem
8	UUCP subsystem
9	Clock daemon
10	Security/authorization messages (authpriv)
11	FTP daemon
12	NTP subsystem
13	Log audit
14	Log alert
15	Clock daemon (cron)
16	BioMed messages (aka local-0)
17	Manufacturing messages (aka local-1)
18	Service messages (aka local-2)
19	Engineering messages (aka local-3)
20	Not Used (aka local-4)
21	Not Used (aka local-5)
22	Not Used (aka local-6)
23	Not Used (aka local-7)

To obtain the severity number, subtract the (facility times 8) value from the PRI value. The severity number is one of the following:

Severity Number	Severity Name	Description
0	EMERG	A panic condition
1	ALERT	A condition that should be corrected immediately
2	CRITICAL	Critical conditions, such as hard device errors
3	ERROR	Error messages
4	WARNING	Warning messages
5	NOTICE	Conditions that are not errors but may require attention
6	INFO	Information messages
7	DEBUG	Debug messages

Sample calculation/interpretation

For each of the sample error logs presented, we can determine the following:

**<13>2014-09-26T12:18:45.000+00:00 wa_nibpd[1326]:
NibpManualBpCancelState->Enter**

<PRI> = 13

ISODATE = 2014-09-26T12:18:45.000+00:00

MSGHDR = wa_nibpd[1326]:

MSG = NibpManualBpCancelState

Facility = <PRI> ÷ 8 = 13 ÷ 8 = 1.625 = 1 when rounded down = User-level messages

Severity = <PRI> – (Facility x 8) = 13 – (1 x 8) = 13 – 8 = 5 = NOTICE

**<150>2014-09-08T05:55:00.000+00:00 wa_spo2nonind[1521]: Code 1,
SPO2 sensor not connected**

<PRI> = 150

ISODATE = 2014-09-08T05:55:00.000+00:00

MSGHDR = wa_spo2nonind[1521]:

MSG = Code 1, SPO2 sensor not connected

Facility = <PRI> ÷ 8 = 150 ÷ 8 = 18.75 = 18 when rounded down = Service messages (aka local-2)

Severity = <PRI> – (Facility x 8) = 150 – (18 x 8) = 150 – 144 = 6 = INFO

Symptoms and solutions

Symptom	Possible cause	Suggested action
General		
The device does not power up.	A new battery was installed.	Connect AC power to wake up the battery.
	The battery is discharged.	Connect AC power to charge the battery.
	The power switch is defective.	Replace the power switch.
	The power supply is defective.	Check the output voltage on the power supply. The voltage should be 15 V ± 0.45V DC. If it is not, replace the power supply.
	The battery is dead or defective.	Charge the battery for 5 hours. If the battery icon on the display still shows an empty battery symbol, replace the battery.
	The main board is defective.	Replace the main board.
The touchscreen is unresponsive.	Touchscreen needs calibration.	Calibrate the touchscreen.
		Run the Host Calibration Sequence from the Service Tool.
		Replace the LCD / touchscreen.
		Replace the main board.
The device does not signal alarm conditions for the Nurse Call option.	Alarm limit settings are set too high or too low.	Adjust the alarm limit settings.
	Audio alarms have been silenced.	Turn on audio alarms.
	A hardware component has failed.	Run the Host Calibration Sequence from the Service Tool.
		Replace the main board.
The device is powered on but the display is blank.	The device is in Sleep mode.	Touch the screen.
	A hardware component has failed.	Run the Host Calibration Sequence from the Service Tool.
		Replace the LCD / touchscreen.
		Replace the main board.
Bluetooth®		
The monitor cannot connect with a Bluetooth device.	A pairing issue occurred.	Pair the monitor to the device.

Symptom	Possible cause	Suggested action
		Ensure that the monitor and the device are within range.
		The Bluetooth device driver has not been installed properly.
		PC Service for the device has not started.
		Perform a Bluetooth radio functional check.
		Update the device software.
		Replace the Bluetooth radio.
		Replace the main board.
	A connectivity issue occurred.	Configure monitor to network settings.
		Verify local network settings.
		Ensure that the monitor and the device are within range.
		Perform a Bluetooth radio functional check.
		Update the device software.
		Replace the Bluetooth radio.
		Replace the main board.
	A hardware component has failed.	Perform a Bluetooth radio functional check.
		Replace the Bluetooth radio.
		Replace the main board.
The software has failed.	Update the software.	
	Replace the Bluetooth radio.	
	Replace the main board.	
Wireless radio		
The monitor cannot connect with a Wireless network.	A connectivity issue occurred.	Configure monitor to network settings.
		Verify local network settings.

Symptom	Possible cause	Suggested action
Attempt to upgrade the software failed.		Ensure that the monitor and the device are within range.
		Perform a Newmar radio functional check.
		Update the device software.
		Replace the Newmar radio.
		Replace the main board.
	A hardware component has failed.	Perform a Newmar radio functional check.
		Replace the Newmar radio.
		Replace the main board.
	The software has failed.	Update the software.
		Replace the Newmar radio.
		Replace the main board.
	The hardware or software between the Host and the Newmar radio is incompatible.	Retry software update.
		Replace Newmar radio.
		Replace main board.
	The monitor lost communication with the network or a timing issue occurred during the upgrade.	Retry software update.
Replace Newmar radio.		
Replace the main board.		
The Newmar radio malfunctioned.	Update the software.	
	Replace Newmar radio.	
	Replace the main board.	
The main board malfunctioned.	Update the software.	
	Replace the main board.	
Ethernet		
The monitor cannot connect to the network.	A connectivity issue occurred.	Verify local network settings.
		Verify that the port on the network is configured and functional.

Symptom	Possible cause	Suggested action	
		Perform an Ethernet functional check.	
		Update the software.	
		Replace the main board.	
	A hardware failure occurred.	Perform an Ethernet functional check.	
		Replace the main board.	
	A software failure occurred.	Update the software.	
		Replace the main board.	
	Attempt to upgrade the software failed.	The hardware or software between the Host and the Ethernet module is incompatible.	Retry software update.
			Replace the main board.
The monitor lost communication with the network or a timing issue occurred during the upgrade.		Retry software update.	
		Replace the main board.	
The Ethernet module malfunctioned.		Update the software.	
		Replace the main board.	
The main board malfunctioned.		Update the software.	
		Replace the main board.	
NIBP			
Blood pressure readings are inaccurate.		Incorrect cuff size, improperly placed cuff, or incompatible cuff.	Determine correct cuff size by measuring patient's arm circumference midway between the elbow and the shoulder. Then use a properly sized cuff.
			Use reference markings on the cuff to place it properly.
			Use only Welch Allyn cuffs.
	Patient's arm is not positioned properly or moves during blood pressure cycle.	Ensure patient's arm is resting on a surface at heart level.	
		Keep arm still to reduce artifact.	
	Blood pressure cuff is placed over clothing.	Take blood pressure on a bare arm.	
	The patient is experiencing arrhythmia.	Check for regularity of heart rate (palpate pulse or check device).	

Symptom	Possible cause	Suggested action
	There is a leak in the pneumatic system.	Ensure all cuff attachments are tight. Carefully check for leaks in blood pressure cuff and tubing attached to the device.
		Replace the cuff.
		Update the software.
		Perform NIBP functional checks.
		Perform NIBP calibration checks.
		Replace the pump assembly.
		Replace the main board.
	The NIBP module needs calibration.	Update the software.
		Perform NIBP functional checks.
		Perform NIBP calibration checks.
		Replace the pump assembly.
		Replace the main board.
	The NIBP module malfunctioned.	Update the software.
		Perform NIBP functional checks.
		Perform NIBP calibration checks.
		Replace the pump assembly.
		Replace the main board.
	The single or dual lumen switch failed.	Ensure that the cuff is the properly sized.
		Clean the cuff connections.
		Replace the cuff and tubing.
		Replace the main board.
The NIBP cuff does not inflate. NIBP is not functioning.	There is a leak in the pneumatic system.	Ensure all cuff attachments are tight. Carefully check for leaks in blood pressure cuff and tubing attached to the device.
		Replace the cuff.
		Update the software.

Symptom	Possible cause	Suggested action
		Perform NIBP functional checks.
		Perform NIBP calibration checks.
		Replace the pump assembly.
		Replace the main board.
	The NIBP module malfunctioned.	Update the software.
		Perform NIBP functional checks.
		Perform NIBP calibration checks.
		Replace the pump assembly.
		Replace the main board.
	The main board malfunctioned.	Update the software.
		Perform NIBP functional checks.
		Perform NIBP calibration checks.
		Replace the pump assembly.
		Replace the main board.
	The single or dual lumen switch failed.	Ensure that the cuff is the properly sized.
		Clean the cuff connections.
		Replace the cuff and tubing.
		Replace the main board.
	The NIBP module needs calibration.	Update the software.
		Perform NIBP functional checks.
		Perform NIBP calibration checks.
		Replace the pump assembly.
		Replace the main board.
Attempt to upgrade the software failed.	The hardware or software between the Host and the Ethernet module is incompatible.	Retry software update.
		Replace the main board.
	The monitor lost communication with the network or a timing issue occurred during the upgrade.	Retry software update.
		Replace the main board.

Symptom	Possible cause	Suggested action
Temperature		
Temperature measurements are inaccurate.	Probe is placed improperly.	Ensure that the probe is properly placed in the measurement site. For oral temps, place the probe in the most posterior sublingual pocket.
	The probe malfunctioned.	Replace the probe. Perform temperature functional checks.
	The probe cover is faulty or incorrectly attached.	Verify the condition of the probe cover and that it covers the probe completely. Replace the probe cover.
	The probe or the window is dirty or contaminated.	Clean the probe or window. Replace the probe.
	The temperature module malfunctioned.	Update the software. Replace the temperature module. Replace the main board.
	The main board malfunctioned.	Update the software. Replace the main board.
	The probe is disconnected from the monitor.	Ensure that the temperature probe is connected and seated in the probe well before taking a measurement.
		Ensure that the probe is properly placed in the measurement site. For oral temps, place the probe in the most posterior sublingual pocket.
		Replace the probe. Perform temperature functional checks.
		Update the software. Replace the temperature module. Replace the main board.
	A software issue occurred.	Update the software.

Symptom	Possible cause	Suggested action
Attempt to upgrade the software failed. Braun failures		Replace the temperature module.
		Replace the main board.
	The probe or the window is dirty or contaminated.	Clean the probe or window.
		Replace the probe.
	The main board malfunctioned.	Update the software.
		Replace the main board.
	The hardware or software between the Host and the Ethernet module is incompatible.	Retry software update.
		Replace the temperature module.
		Replace the main board.
	The monitor lost communication with the network or a timing issue occurred during the upgrade.	Retry software update.
		Replace the temperature module.
		Replace the main board.
	The temperature module malfunctioned.	Update the software.
		Replace the temperature module.
		Replace the main board.
	The main board malfunctioned.	Update the software.
		Replace the main board.
	The thermometer is not in the cradle.	Placed the thermometer in the cradle.
	The thermometer contacts are dirty.	Clean the thermometer contacts.
		Replace the thermometer.
		Replace the thermometer module.
	The thermometer batteries are dead.	Place the thermometer in the cradle to charge.
		Clean the thermometer contacts.
		Replace the thermometer batteries.
		Replace the thermometer.

Symptom	Possible cause	Suggested action
	The thermometer malfunctioned.	Replace the thermometer module.
		Place the thermometer in the cradle to charge.
		Clean the thermometer and module contacts.
		Clean the probe or window.
		Replace the probe cover.
		Perform temperature functional checks.
		Update the software.
		Replace the thermometer batteries.
		Replace the thermometer.
		Replace the thermometer module.
	Replace the main board.	
	The temperature module malfunctioned.	Perform temperature functional checks.
		Update the software.
		Replace the temperature module.
		Replace the main board.
The probe or the window is dirty or contaminated.	Clean the probe or window.	
	Perform temperature functional checks.	
	Replace the probe.	
The main board malfunctioned.	Update the software.	
	Replace the main board.	
SpO2		
SpO2 measurements are not displayed.	The sensor is faulty or incorrectly attached.	Connect the sensor to the patient and the device.
		Replace the sensor.

Symptom	Possible cause	Suggested action
		Perform SpO2 functional checks.
		Clean the optical area of the sensor.
		Replace the sensor.
	The SpO2 module malfunctioned.	Perform SpO2 functional checks.
		Perform SpO2 functional checks.
		Update the software.
		Replace the SpO2 module.
		Replace the main board.
	The main board malfunctioned.	Update the software.
		Replace the main board.
SpO2 measurements are inaccurate.	The sensor is faulty or incorrectly attached.	Connect the sensor to the patient and the device.
		Replace the sensor.
		Perform SpO2 functional checks.
	The sensor is contaminated or dirty.	Clean the optical area of the sensor.
		Replace the sensor.
		Perform SpO2 functional checks.
	The SpO2 module malfunctioned.	Perform SpO2 functional checks.
		Update the software.
		Replace the SpO2 module.
		Replace the main board.
	The main board malfunctioned.	Update the software.
		Replace the main board.
Attempt to upgrade the software failed.	The hardware or software between the Host and the SpO2 module is incompatible.	Retry software update.
		Replace the SpO2 module.
		Replace the main board.

Symptom	Possible cause	Suggested action
	The monitor lost communication with the network or a timing issue occurred during the upgrade.	Retry software update.
		Replace the SpO2 module.
		Replace the main board.
	The temperature module malfunctioned.	Update the software.
		Replace the SpO2 module.
		Replace the main board.
	The main board malfunctioned.	Update the software.
		Replace the main board.

Technical alarm and information messages

This section presents tables of technical alarm and information messages to help you troubleshoot issues on the monitor.

When the monitor detects certain events, a message appears in the Device Status area at the top of the screen. Message types include the following:

- Information messages, which appear on a blue background.
- Very low-priority alarms, which appear on a cyan background.
- Low- and medium-priority alarms, which appear on an amber background.
- High-priority alarms, which appear on a red background.

Technical alarm messages are low or very low priority unless noted in the Message column.

Alarm logs are not viewable by clinicians. However, all logs are transferred to Welch Allyn on a regularly scheduled basis. In the event of an unplanned power failure, all information, including device logs and patient data, are retained on the system.

You can dismiss a message by touching the message on the screen, or, for some messages, you can wait for the message to time out.

To use these tables, locate the message that displays on the monitor in the left column of the table. The remainder of the row explains possible causes and suggests actions that can resolve the issue.

If you cannot resolve the issue, use the service tool to read the error log files or to perform a functional test on the module reporting the message.

Note Performing functional tests on modules requires the service tool, Gold edition.

NIBP messages

Message	Possible cause	Suggested action	Alarm priority
User cancelled NIBP reading.	The NIBP measurement was cancelled by user	Clear the alarm and retry NIBP.	Information
NIBP not functional. 050002	The NIBP measurement is not available	Internal malfunction. If the problem persists, replace the module.	Medium
Unable to determine NIBP; check connections; limit patient movement. 050003	The NIBP measurement may be inaccurate, patient motion occurred, or the settings for patient readings obtain might not be accurate	Make sure the NIBP settings/patient mode is appropriate. If the problem persists, replace the module.	Medium
Unable to determine NIBP; check connections; limit patient movement. 050004	Excessive artifact, no blood pressure parameters could be calculated	Unable to determine blood pressure. Check connections; restrict patient movement. If problem persists, replace module	Medium
Unable to determine NIBP; check inflation settings. 050005	Low inflation on blood pressure measurement attempt	Make sure the NIBP settings/patient mode is appropriate. If the problem persists, replace the module.	Medium
Unable to determine NIBP; check connections and tubing for kinks. 050006	The NIBP tubing has a kink, or there is a NIBP transducer calibration failure	Internal malfunction. If the problem persists, replace the module.	Medium
Unable to determine NIBP; check connections; limit patient movement. 050007	The blood pressure measurement dumped too soon	Make sure the NIBP settings/patient mode is appropriate. If the problem persists, replace the module.	Medium
Unable to determine NIBP; check connections; limit patient movement. 050008	There were not enough steps on the measurement attempt	Unable to determine blood pressure. Check connections; restrict patient movement.	Medium
Unable to determine NIBP; check inflation settings. 050009	There is invalid patient information for the selected mode	Make sure the NIBP settings/patient mode is appropriate. If the problem persists, replace the module.	Medium
Unable to determine NIBP; check connections; limit patient movement. 05000A	The re-inflation was too late on the measurement attempt	Unable to determine blood pressure. Check connections; restrict patient movement.	Medium
Unable to determine NIBP; check inflation settings. 05000B	There were many re-inflate attempts on the measurement attempt	Unable to determine blood pressure. Check connections; restrict patient movement.	Medium
Unable to determine NIBP; check connections and tubing for kinks. 05000C	Couldn't bleed pressure below safe venous return pressure	Unable to release cuff pressure. Check tubing for kinks and connection integrity.	Medium

Message	Possible cause	Suggested action	Alarm priority
No display	The safety check failed on the measurement attempt	Internal malfunction. If the problem persists, replace the module.	
Unable to determine NIBP; check connections; limit patient movement. 05000F	The NIBP pressure is not stable and the transducer zero value cannot be set	The NIBP pressure is not stable and the transducer zero value cannot be set. If problem persists, replace module.	Medium
NIBP not functional. 050105	WACP message CRC mismatch on NIBP module	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050201	This message is not implemented by the NIBP module	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050202	This message is not supported by the NIBP module	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050203	The NIBP module has run out of memory	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050205	The NIBP module has received a invalid parameter	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050206	The parameter provided by the NIBP module is outside of the allowable range for the specified message	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050207	The NIBP module message requires an object, but did not contain one	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050208	The NIBP module object provided with the message could not be deserialized	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050209	The NIBP module object could not be serialized	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05020A	The NIBP module message is performing a request or action when the module state prohibits the request or action.	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not calibrated. 050503	Factory EEPROM checksum error on NIBP. Units internal configuration was corrupted	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050504	User EEPROM checksum error. Configuration data which can be set in the user's configuration menu was damaged or lost on NIBP	Calibrate the NIBP Module. If problem persists, replace module.	Very low
NIBP not functional. 050505	Post failure of A/D convertor	Internal malfunction. If the problem persists, replace the module.	Very low

Message	Possible cause	Suggested action	Alarm priority
NIBP not calibrated. Calibrate the module. 050509	NIBP module calibration failure, the calibration signature is zero	Calibrate the NIBP module.	Very low
Invalid algorithm. Select correct algorithm and retry. 05050A	Invalid NIBP Algorithm. NIBP component software tried to configure the sensor in an illegal manner	Verify the algorithm. If the problem persists, replace the module.	Very low
NIBP not functional. 050513	Invalid NIBP initiation code	Internal malfunction. If the problem persists, replace the module.	Very low
Invalid patient mode. Select correct patient mode and retry. 050514	Invalid patient mode on NIBP. The NIBP component software tried to configure the sensor in an illegal manner	Verify correct patient mode. If the problem persists, replace the module.	Very low
NIBP not functional. 050515	Invalid module configuration for NIBP	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050516	NIBP module malfunction	Internal malfunction. If the problem persists, replace the module.	Very low
Ambient temperature out of range. Clear error and retry. 050517	Ambient temp out of range on NIBP	Restore device to normal temperature ranges and try again.	Very low
Low battery. Plug into outlet. 050518	The NIBP module power rail is too low	Plug device into an AC outlet to charge the battery.	Very low
Battery overcharged. Disconnect from outlet. 050519	The NIBP module power rail is too high. NIBP was calibrated without A/C connected or battery too low.	Battery is overcharged. Remove from charging source. Charge battery and initialize NIBP module and recalibrate with A/C connected.	Very low
NIBP not calibrated. Calibrate the module. 050601	NIBP failed to load safety processors calibration record from EEPROM	Calibrate the NIBP module. If the problem persists, replace the module.	Very low
NIBP not functional. 050602	NIBP safety processor failed ROM checksum	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not calibrated. Calibrate the module. 050603	NIBP safety processor not calibrated, missing calibration signature	Calibrate the NIBP module. If the problem persists, replace the module.	Very low
Cuff pressure limits exceeded. 050604	NIBP system failure. Overpressure	Restrict patient movement.	Medium
Premature auto cycle skipped. 050605	NIBP auto cycle skipped, SVRP requirement not satisfied	Cuff pressure is not below safety return pressure long enough to allow a cycle to occur.	Very low
Cuff pressure too high. Clear error to retry. 050606	NIBP cuff pressure above SVRP for too long	Verify cuff connections. If the problem persists, replace the module.	Medium

Message	Possible cause	Suggested action	Alarm priority
NIBP not functional. 050607	NIBP cannot clear the failsafe alerts	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050608	NIBP safety processor has stopped responding	Internal malfunction. If the problem persists, replace the module.	Very low
Stat mode requested too soon. Clear to retry. 050609	NIBP excessive stat mode time. The time between readings is less than one minute and the readings plus time between readings result in the device taking over 15 minutes to complete the averaging cycle.	Internal malfunction. If the problem persists, replace the module.	Very low
Unable to determine NIBP; check connections and tubing for kinks. 05060A	NIBP transducers are not matched	The transducer are above 5 mmHg and the difference in pressure is greater than 40 mmHg. Check cuff for pinched or obstructed tubing. If the problem persists, replace the module.	Medium
NIBP not calibrated. Calibrate the module. 05060B	Factory EEPROM checksum error on NIBP. Units internal configuration was corrupted	Calibrate the NIBP module. If the problem persists, replace the module.	Very low
NIBP not functional. 05060C	NIBP command not implemented	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05060D	NIBP wrong data count	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05060E	NIBP data range error	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05060F	NIBP no POST error to clear	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050610	NIBP cannot clear this POST error	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050611	NIBP command not command type	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050612	NIBP communication timeout	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050613	NIBP response header wrong	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050614	NIBP response checksum wrong	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050615	Too much NIBP data was received	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050616	NIBP FEPROM erase error	Internal malfunction. If the problem persists, replace the module.	Very low

Message	Possible cause	Suggested action	Alarm priority
NIBP not functional. 050617	NIBP FPROM programming error	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 050618	Invalid NIBP target pressure	Internal malfunction. If the problem persists, replace the module.	Very low
Check cuff inflation settings.	Cuff inflation target was overridden due to max pressure being too low	Change cuff inflation target or maximum pressure so that the cuff inflation target is at least 20 mmHg lower than maximum pressure.	Information
Tube type does not match device configuration.	Switching to step BP	Change tube type to dual lumen or change the algorithm configuration to step BP	Information
NIBP not functional. 05FF01	Unrecognized WACP parameter received from sensor	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05FF02	Timeout waiting for sensor response	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05FF03	Error deserializing the WACP message received from the sensor	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05FF04	WACP stack send message failure	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05FF05	Timeout waiting for asynchronous sensor message	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05FF06	One or more undetermined numerics when reading status indicates OK	Check connections. Restrict patient movement.	Very low
NIBP not functional. 05FF07	Unrecognized sensor reading status code	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05FF08	Sensor power up failure	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05FF09	WACP rendezvous failure	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05FF0A	Application firmware retrieval error during POST	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05FF0B	Upgrade .pim file is corrupt	Internal malfunction. If the problem persists, replace the module.	Very low
NIBP not functional. 05FF0C	Configured upgrade firmware directory cannot be accessed	Internal malfunction. If the problem persists, replace the module.	Very low
Device configuration issue. 05FF0D	Configured parameter (NIBP or SpO2) used in Intervals is missing	Use configured parameters for Intervals	Very low
NIBP not functional. 05FF0E	The NIBP sensor unexpectedly reset	Clear the error and try again	Very low

Message	Possible cause	Suggested action	Alarm priority
NIBP not functional. 05FF0F	The NIBP sensor firmware failed to upgrade	Internal malfunction. If the problem persists, replace the module.	Very low
Tube type does not match device configuration.	The tube type settings and the actual tube type do not match	Change the tube type setting to match the actual tube type.	Information

SpO2 messages

General SpO2 messages

Message	Possible cause	Suggested action	Alarm priority
SpO2 not functional. 044800	The SpO2 power on self test failed	Internal hardware malfunction in SpO2 module. Replace the module.	Very low
SpO2 Module is rebooting. 044900	The SpO2 module is rebooting	Informational error. The host software is attempting to clear an error by rebooting the SpO2 module. No action required.	Very low
SpO2 Module is rebooting. 044901	The SpO2 module has stopped sending data	Informational error. The host software is attempting to clear an error by rebooting the SpO2 module. No action required.	Very low
SpO2 Module is rebooting. 044902	SpO2 received a packet with bad CRC from module	Informational error. The host has received a packet with bad CRC from the SpO2 module. The packet in question is ignored. No action required.	Very low
SpO2 Module is rebooting. 044903	The SpO2 power on self test failed	Internal hardware malfunction in SpO2 module. Replace the module.	Very low
SpO2 Module is rebooting. 044904	The SpO2 power on self test timed out	Internal hardware malfunction in SpO2 module. Replace the module.	Very low

Masimo messages

Message	Possible cause	Suggested action	Alarm priority
Sensor not connected. Clear to retry. 040600	The SpO2 cable is not connected	Connect SpO2 cable. If the problem is still present, replace the SpO2 sensor. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Replace the SpO2 cable. 040700	The SpO2 cable life has expired	Replace the SpO2 cable. If the problem is still present, verify module functionality by replacing the sensor with an applicable SpO2	Very low

Message	Possible cause	Suggested action	Alarm priority
		tester. If the message persists, replace the module.	
Replace the SpO2 cable. 040800	The SpO2 cable is incompatible with the monitor	Replace the SpO2 cable. If the problem is still present, verify module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Replace the SpO2 cable. 040900	The SpO2 cable is not recognized by the monitor	Replace the SpO2 cable. If the problem is still present, verify module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Replace the SpO2 cable. 040a00	The SpO2 cable is defective	Replace the SpO2 cable. If the problem is still present, verify module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Sensor not connected. Clear to retry. 040b00	The SpO2 sensor is not connected to the monitor	Connect SpO2 sensor. If the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
The sensor has expired. Replace the SpO2 sensor. 040c00	The SpO2 sensor has expired	Replace SpO2 sensor. If the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Incompatible sensor. Replace the SpO2 sensor. 040d00	The SpO2 sensor is not recognized by the monitor	Replace SpO2 sensor. If the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Incompatible sensor. Replace the SpO2 sensor. 040e00	The SpO2 sensor is not recognized	Replace SpO2 sensor. If the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low

Message	Possible cause	Suggested action	Alarm priority
Replace the SpO2 sensor. 040f00	The SpO2 sensor is defective	Replace SpO2 sensor. If the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Replace the SpO2 sensor. Replace the SpO2 cable. 041000	There was a fault with the SpO2 sensor and cable.	Check the sensor and cable connection. If the problem is still present, replace the SpO2 sensor. If the problem is still present, replace the cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists replace the module.	Very low
Sensor not connected. Clear to retry. 041100	An adhesive SpO2 sensor is not connected	Connect SpO2 sensor. If the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
The sensor has expired. Replace the SpO2 sensor. 041200	The adhesive SpO2 sensor is expired	Replace SpO2 sensor. If the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Incompatible sensor. Replace the SpO2 sensor. 041300	The adhesive SpO2 sensor is incompatible	Replace SpO2 sensor. If the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Incompatible sensor. Replace the SpO2 sensor. 041400	The adhesive SpO2 sensor is not recognized	Replace SpO2 sensor. If the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Replace the SpO2 sensor. 041500	The adhesive SpO2 sensor is defective	Replace SpO2 sensor. If the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an	Very low

Message	Possible cause	Suggested action	Alarm priority
		applicable SpO2 tester. If the message persists, replace the module.	
SpO2 initializing. 041600	None	None. ¹	Very low
Searching for pulse signal. 041800	SpO2 pulse search	Pulse search is part of normal operation, and does not have an associated corrective action.	High
Low perfusion index. Clear to retry. 041a00	There is marginal SpO2 pulse quality or artifact.	Reapply the sensor to the patient. If the problem is still present, replace the SpO2 sensor. If the problem is still present, replace the cable. If the problem is still present, verify module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists replace the module.	Very low
Demo Mode active. Restart the device. 041b00	The SpO2 parameter is in demo mode	None. ²	Very low
Sensor not connected. Clear to retry. 041c00	Check the SpO2 sensor connection	Check the sensor and cable connection. If the problem is still present, replace the SpO2 sensor. If the problem is still present, replace the cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists replace the module.	Very low
SpO2 not functional. 041d00	There is an SpO2 raw queue overrun	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 04ef00	There is an SpO2 raw queue overrun	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low

Message	Possible cause	Suggested action	Alarm priority
SpO2 rebooting. 041f00	There is an SpO2 hardware failure	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042000	There is an SpO2 MCU failure	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042100	There is an SpO2 watchdog failure	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 not functional. 042200	There is an invalid SpO2 board type	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042300	There is an invalid SpO2 master control state	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended	Very low

Message	Possible cause	Suggested action	Alarm priority
		that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	
SpO2 rebooting. 042400	There is an SpO2 SRAM transfer failure	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042500	There is an SpO2 SRAM task queue overrun	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042600	There is an SpO2 database failure	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042700	There is an invalid SpO2 flash memory device	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042800	There is a problem with the SpO2 analog ground	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is	Very low

Message	Possible cause	Suggested action	Alarm priority
		removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	
SpO2 rebooting. 042900	There is a problem with the SpO2 digital ground	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042a00	There is a problem with the SpO2 LED ground	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042b00	There is a problem with the SpO2 reference voltage	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042c00	There is a problem with the SpO2 DSP core voltage	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042d00	There is a problem with the SpO2 filtered input voltage	A malfunction is detected. There are two possible causes of these failures. First, the power provided to	Very low

Message	Possible cause	Suggested action	Alarm priority
		the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	
SpO2 rebooting. 042e00	There is a problem with the SpO2 DSP I/O voltage	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 042f00	There is a problem with the SpO2 positive detector voltage	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 043000	There is a problem with the SpO2 negative detector voltage	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 043100	There is a problem with the SpO2 positive LED Voltage	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low

Message	Possible cause	Suggested action	Alarm priority
SpO2 rebooting. 043200	There is a problem with the SpO2 LED drive voltage	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 043300	There is a problem with the SpO2 positive preamp voltage	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 043400	There is a problem with the SpO2 Sensor ID	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 043500	There is a problem with the SpO2 thermistor	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 043600	There is a problem with the SpO2 LED current	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended	Very low

Message	Possible cause	Suggested action	Alarm priority
		that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	
SpO2 rebooting. 043700	There is a problem with the SpO2 preamp	A malfunction is detected. There are two possible causes of these failures. First, the power provided to the board is out of specification. In this case, the failure may be cleared once the underlying cause is removed. Second, the board has an actual hardware failure and recovery is not possible. It is recommended that the SpO2 module be replaced, and if problem is still present replace the monitor's main board.	Very low
SpO2 rebooting. 044200	The SpO2 module received a bad packet	There is an internal software malfunction in the main PCBA. Update the software. If the problem persists, replace the module.	Very low
SpO2 rebooting. 044300	The SpO2 module received an invalid command	There is an internal software malfunction in the main PCBA. Update the software. If the problem persists, replace the module.	Very low
SpO2 rebooting. 044400	The SpO2 module received a command that would result in more output than the baud rate can support	There is an internal software malfunction in the main PCBA. Update the software. If the problem persists, replace the module.	Very low
SpO2 rebooting. 044500	The SpO2 module received a command that requires an application that is not present	There is an internal software malfunction in the main PCBA. Update the software. If the problem persists, replace the module.	Very low
SpO2 rebooting. 044600	The SpO2 module received a command while still locked	There is an internal software malfunction in the main PCBA. Update the software. If the problem persists, replace the module.	Very low

¹This is a normal part of the SpO2 module startup and does not have a corrective action.

²Demo mode is reported when you plug a Masimo demo tool into the patient cable connector. This tool simulates a patient being connected, and is only used in a development environment. Because this tool simulates a patient without a patient actually being connected, it should NEVER be present in a clinical setting.

Nellcor messages

Message	Possible cause	Suggested action	Alarm priority
Sensor not connected. Clear to retry. 043800	The SpO2 sensor is not connected	Connect SpO2 sensor. If the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low

Message	Possible cause	Suggested action	Alarm priority
Searching for pulse signal. 043900	None	None ¹	High
SpO2 interference detected. Clear to retry. 043b00	SpO2 module interference detected.	Reapply the sensor to the patient. If the problem is still present, replace the SpO2 Ssensor. If the problem is still present, replace the cable. If the problem is still present, verify module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
SpO2 rebooting. 043c00	SpO2 module hardware error	A module hardware error is detected. Replace module.	Very low
SpO2 rebooting. 043d00	SpO2 module hardware error	A module hardware error is detected. Replace module.	Very low
SpO2 rebooting. 043e00	SpO2 module software error	A module hardware error is detected. Replace module.	Very low
SpO2 rebooting. 043f00	The SpO2 module received a bad message	This error indicates a bug in the main board software. Call for service.	Very low
SpO2 rebooting. 044000	The SpO2 sensor is defective	Replace the SpO2 sensor. If the problem is still present, replace the SpO2 sensor. If the problem is still present, replace the cable. If the problem is still present, verify module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
SpO2 rebooting. 044100	The SpO2 module received a bad message	This error indicates a bug in the main board software. Call for service.	Very low

¹Pulse search is a normal part of operation and does not have an associated corrective action.

Nonin messages

Message	Possible cause	Suggested action	Alarm priority
Sensor not connected. Clear to retry. 040100	The SpO2 sensor is not connected	Connect SpO2 sensor, if the problem is still present, replace the SpO2 cable. If the problem is still present, verify the module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Searching for pulse signal. 040200	None	None ¹	High

Message	Possible cause	Suggested action	Alarm priority
SpO2 interference detected. Clear to retry. 040400	The SpO2 interference detected.	Reapply the sensor to the patient. If the problem is still present, replace the SpO2 Sensor. If the problem is still present, replace the cable. If the problem is still present, verify module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low
Low SpO2 perfusion index. Clear to retry. 040500	SpO2 marginal pulse quality or artifact	Reapply the sensor to the patient. If the problem is still present, replace the SpO2 Sensor. If the problem is still present, replace the cable. If the problem is still present, verify module functionality by replacing the sensor with an applicable SpO2 tester. If the message persists, replace the module.	Very low

¹Pulse search is a normal part of operation and does not have an associated corrective action.

Temperature messages

SureTemp messages

Message	Possible cause	Suggested action	Alarm priority
Temperature not functional. 30105	WACP message CRC mismatch on temperature module	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30201	This message is not implemented by the temperature module	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30202	This message is not supported by the temperature module	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30203	The temperature module has run out of memory.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30205	The temperature module received a invalid parameter	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30206	The parameter provided by the temperature module is outside of the allowable range for the specified message.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30207	The temperature module message requires an object, but did not contain one.	Internal malfunction. If the problem persists, replace the module.	Very low

Message	Possible cause	Suggested action	Alarm priority
Temperature not functional. 30208	The temperature module object provided with the message could not be deserialized.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30209	The temperature module object could not be serialized.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3020A	The temperature module message is performing a request/action when the module state prohibits the request/action.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3020B	The temperature module requested item is not currently available due to the module state.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30503	The temperature module factory settings, and calibration information is corrupt.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30504	The temperature module user settings are corrupt.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30509	The temperature module calibration is not set.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3050C	The temperature module error log is corrupt.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30516	A hardware malfunction on the temperature module has been detected.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30518	The temperature module power rail is too low.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30519	The temperature module power rail is too high.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3051A	The temperature module reference voltage circuit was detected to be under voltage or unstable.	Internal malfunction. If the problem persists, replace the module.	Very low

Message	Possible cause	Suggested action	Alarm priority
Ambient temperature out of range. Clear to retry. 30801	The temperature module measurement is below the allowable temperature values and beyond the low ambient or patient limits.	Verify conditions are greater than 50 °F or 10 °C. If conditions are valid and the problem persists, replace the probe. If the problem still persists, replace the module.	Very low
Ambient temperature out of range. Clear to retry. 30802	The temperature module measurement is above the allowable temperature values and beyond the high ambient or patient limits.	Verify conditions are less than 104 °F or 40 °C. If conditions are valid and the problem persists, replace the probe. If the problem still persists, replace the module.	Very low
Temperature not functional. 30803	The temperature module internal calibration resistor (RCAL) on the board is damaged or contaminated (pulse too long).	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30804	The temperature module internal calibration resistor (RCAL) on the board is damaged or contaminated (pulse too short).	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30805	The temperature module internal circuit validation resistor (PTB) on the board is damaged (value is over).	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30806	The temperature module internal circuit validation resistor (PTB) on the board is damaged (value is under).	Internal malfunction. If the problem persists, replace the module.	Very low
Ambient temperature out of range. Clear to retry. 30807	The temperature module A/D measurement timed out	Verify conditions are greater than 50 °F or 10 °C. If conditions are valid and the problem persists, replace the probe. If the problem still persists, replace the module.	Very low
Replace temperature probe. 30808	The temperature module probe was not characterized/calibrated	Probe malfunction. Replace the probe. If the problem persists, replace the module.	Very low
Insert correct color-coded probe well. 30809	The temperature module is missing the probe well	Insert the probe well	Very low

Message	Possible cause	Suggested action	Alarm priority
Temperature not functional. 3080A	The temperature module has a problem saving to the monitor EEPROM in biotech mode	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3080B	The temperature module error detection mechanism detected an error	Internal malfunction. If the problem persists, replace the module.	Very low
Replace temperature probe. 3080C	The temperature module probe error detection mechanism detected an error	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Temperature not functional. 3080D	The temperature module log error detection mechanism detected an error	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Temperature not functional. 3080E	The temperature module calibration error detection mechanism detected an error	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Connect temperature probe. 3080F	The temperature module detected no probe connected	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Replace temperature probe. 30810	The temperature module cannot read the probe EEPROM correctly or the probe left the factory without being tested.	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Temperature not functional. 30811	The temperature module has an invalid events index	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30812	There is a problem reading the temperature module EEPROM or saving to the monitor EEPROM in biotech mode.	Internal malfunction. If the problem persists, replace the module.	Very low
Replace temperature probe. Code 30813	The temperature module has a problem reading the probe EEPROM.	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Temperature not functional. 30814	The temperature module TEMP CONFIG ACQUIRE FAILURE	Internal malfunction. If the problem persists, replace the module.	Very low

Message	Possible cause	Suggested action	Alarm priority
Temperature not functional. 30815	The temperature module TEMP CONFIG RELEASE FAILURE	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30816	The temperature module TEMP CONFIG INVALID PTR FAILURE	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30817	The temperature module internal error. EEPROM not initialized	Internal malfunction. If the problem persists, replace the module.	Very low
Unable to detect new temperature. Retry measurement. 30818	The temperature module heater indicates on when turned off.	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Unable to detect new temperature. Retry measurement. 30819	The temperature module heater indicates off when turned on.	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Temperature not functional. 3081A	The temperature module HTR_Q is on and HTRC is off but still has voltage.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3081B	The temperature module HTR_Q is tri-stated with HTRC enabled and has heater power.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3081C	The temperature module turned Q&C on and the heater voltage is not high enough.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3081D	The temperature module heater hardware failsafe should have turned off but did not.	Internal malfunction. If the problem persists, replace the module.	Very low
Replace temperature probe. 3081E	The temperature module probe is above 112°F or 43.3°C.	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Replace temperature probe. 3081F	The temperature module has excessive heater energy	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Temperature not functional. 30820	The temperature module host interface error	Internal malfunction. If the problem persists, replace the module.	Very low
Ambient temperature out of range. Clear to retry. 30821	The temperature module over ambient 45 °C temp	Verify conditions are less than 104 °F or 40 °C. If conditions are valid and the	Very low

Message	Possible cause	Suggested action	Alarm priority
		problem persists, replace the probe. If the problem still persists, replace the module.	
Ambient temperature out of range. Clear to retry. 30822	The temperature module under ambient temp	Verify conditions are greater than 50 F or 10°C. If conditions are valid and the problem persists, replace the probe. If the problem still persists, replace the module.	Very low
Temperature not functional. 30823	The temperature module has an invalid SureTemp algorithm	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30824	The temperature module is over max battery volts	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30825	The temperature module is under min battery volts	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30826	The temperature module battery volts not set	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30827	The temperature module predict algorithm is not set	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30828	The temperature module ambient temp is not set	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 30829	The temperature module has a non-responsive probe. The thermistor has pulled away from the tip or the heater is broken.	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Temperature not functional. 3082A	The temperature module is experiencing bad probe gain	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Temperature not functional. 3082B	The temperature module has a bad probe response value	Probe malfunction. Replace probe. If the problem persists, replace the module.	Very low
Temperature not functional. 03C800	The temperature module is not functional	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 03C900	Unable to deserialize messages from the temperature module	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 03CA00	Unsupported message received from the Temperature module	Internal malfunction. If the problem persists, replace the module.	Very low

Message	Possible cause	Suggested action	Alarm priority
Temperature not functional. 03CB00	Unable to send message to the Temperature module	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 03CC00	Temperature module communication times out	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 03CD00	Failed to upgrade the temperature module	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 03CE00	Unable to read PIM file	Retry the device update.	Very low
Temperature not functional. 03CE01	Upgrade file directory could not be accessed	Retry the device update	Very low
Direct mode reading timed out	None	None	Information
Tissue contact lost.	Lost tissue contact while attempting to acquire a temperature measurement or acquired measurement was performed with limited tissue contact.	Check the tissue contact and try the measurement again.	Information
Temperature module reset. 03D000	Temperature sensor reset unexpectedly	None	Very low

Braun 6000 messages

Message	Possible cause	Suggested action	Alarm priority
Temperature not functional. 3F0105	WACP message CRC mismatch.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0201	This message is not implemented by the module.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0202	This message is not supported by the module.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0203	The module has run out of memory.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0204	No parameter provided for the specified message.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0205	The parameter provided is invalid for the specified message.	Internal malfunction. If the problem persists, replace the module.	Very low

Message	Possible cause	Suggested action	Alarm priority
Temperature not functional. 3F0206	The parameter provided is outside of the allowable range for the specified message.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0207	The message requires an object, but did not contain one.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0208	The object provided with the message could not be deserialized.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0209	The object could not be serialized.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F020A	The message is performing a request/action when the module state prohibits the request/action.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F020B	The requested item is not currently available due to the module state.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0503	The factory settings, and calibration information is corrupt.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0504	The user settings are corrupt.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0509	The calibration is not set.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F050C	The error log is corrupt.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0516	A hardware malfunction has been detected	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0518	The module power rail is too low.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0519	The module power rail is too high.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F051A	The reference voltage circuit was detected to be under voltage or unstable.	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0821	The ambient temperature is too high	Verify conditions are less than 104°F or 40°C. If conditions are valid and the	Very low

Message	Possible cause	Suggested action	Alarm priority
		problem persists, replace the probe. If the problem still persists, replace the module.	
Temperature not functional. 3F0822	The ambient temperature is too low	Verify conditions are greater than 50°F or 10°C. If conditions are valid and problem persists, replace the probe. If the problem still persists, replace the module.	Very low
Temperature not functional. 3F0824	The battery is over the maximum voltage	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0833	The sensor not functional	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3F0E04	Low battery	Recharge the battery. If the problem persists, check the battery.	Very low
Unable to detect new temperature. Retry measurement.	No temperature measurement was available from the thermometer at the time it was docked.	If a measurement should have been available, retry the measurement. If problem the persists, replace the module.	Information
Thermometer might be docked improperly. Check contacts and connections.	Communication failure with docked Braun	The thermometer might be docked improperly. Check contacts and connections. If problem the persists, replace the module.	Information
Temperature not functional. 3FFF01	Unrecognized WACP parameter received from sensor	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3FFF02	Timeout waiting for sensor response	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3FFF03	Error deserializing WACP message received from sensor	Internal malfunction. If the problem persists, replace the module.	Very low
Temperature not functional. 3FFF04	WACP stack send message failure	Internal malfunction. If the problem persists, replace the module.	Very low
Re-dock Braun. 3FFF05	Anti-theft timer expired	Re-dock the thermometer after taking a measurement.	Very low

Patient and clinician data messages

Message	Possible cause	Suggested action	Alarm priority
Unable to identify clinician. No provider configured at host.	Clinician authentication failure	Information status message; press OK button to dismiss.	Information

Message	Possible cause	Suggested action	Alarm priority
Unable to identify clinician. Security provider error.	Clinician authentication failure	Information status message; press OK button to dismiss.	Information
Unable to identify clinician. User not found.	Clinician authentication failure	Information status message; press OK button to dismiss.	Information
Unable to identify clinician. Invalid ID or system password.	Clinician authentication failure	Information status message; press OK button to dismiss.	Information
Unable to identify clinician. Account disabled/expired.	Clinician authentication failure	Information status message; press OK button to dismiss.	Information
Unable to identify clinician. Password expired/reset required.	Clinician authentication failure	Information status message; press OK button to dismiss.	Information
Unable to identify clinician. Group membership error.	Clinician authentication failure	Information status message; press OK button to dismiss.	Information
Unable to identify clinician. Touch Clear to delete all data.	Clinician authentication failure	Information status message; press OK button to dismiss.	Information
Unable to identify patient. Touch Clear to delete all data.	Patient authentication failure	Information status message; press OK button to dismiss.	Information
Database schema out of data; recreating.	The database was cleared due to a schema update	Information status message; press OK button to dismiss.	Information
Database is unreadable during startup; recreating. 1F0001	The database was unreadable during startup	Press OK button to dismiss.	Very low
Error accessing PDM database; restarting PDM. 1F0002	Database corrupted when device is in operation	Press OK button to dismiss.	Very low
Maximum number of patient records + Oldest record overwritten.	Data was deleted as it contained more than 400 records	Information status message; press OK button to dismiss.	Information
No data saved.	A manual save is not allowed	Information status message; press OK button to dismiss.	Information
Save successful.	A manual record was saved	Information status message; press OK button to dismiss.	Information

Message	Possible cause	Suggested action	Alarm priority
Patient ID required to save data.	A Patient ID is required to save data	Information status message; press OK button to dismiss.	Information
Patient ID required to start intervals.	A Patient ID is required to start intervals	Information status message; press OK button to dismiss.	Information
Clinician ID required to save data.	A Clinician ID is required to save data	Information status message; press OK button to dismiss.	Information
Clinician ID required to start intervals.	A Clinician ID is required to start intervals	Information status message; press OK button to dismiss.	Information
Patient ID required to save data.	A Patient ID match is required to save data	Information status message; press OK button to dismiss.	Information
Patient ID required to start intervals.	A Patient ID match is required to start intervals	Information status message; press OK button to dismiss.	Information
Clinician ID required to save data.	A Clinician ID match is required to save data	Information status message; press OK button to dismiss.	Information
Clinician ID required to start intervals.	A Clinician ID match is required to start intervals	Information status message; press OK button to dismiss.	Information
Unable to auto save.	The device was unable to auto save	Information status message; press OK button to dismiss.	Information
Barcode scan not accepted.	Barcode scanning is not available	Information status message; press OK button to dismiss.	Information
Invalid NIBP interval parameter during interval capture.	An invalid interval parameter was detected.	Information status message; press OK button to dismiss.	Information
Save successful.	The auto save is successful in Office Profile	Information status message; press OK button to dismiss.	Information
Unsent records: N of M	There are unsent records waiting when the device is powered down	Information status message; press OK button to dismiss.	Information
Barcode scanning is not available. Enter patient information manually.	Barcode scanning is not available. Enter patient information manually.	Information status message; press OK button to dismiss.	Information
Invalid SpO2 interval parameter during interval capture.	An invalid interval parameter was detected.	If SpO2 intervals are enabled and SpO2 clip was removed, either stop the intervals or reattach the SpO2 clip. Information status message; press OK button to dismiss.	Information

Radio messages

Message	Possible cause	Suggested action	Alarm priority
Radio not functional. 350001	Deserialization failure. There is a software communication issue between the host and the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350002	Permissions. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350003	Unsupported operating system. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350004	Unknown. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350006	Invalid authentication. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350008	Unknown SDC Error. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350009	Invalid SDC configuration. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 35000a	Invalid SDC profile. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration. Reconfigure and try again. 35000b	Invalid SDC WEP type. There is an internal software error on the monitor. Attempt to configure settings that don't apply in current authentication mode on radio	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration. Reconfigure and try again. 35000c	Invalid SDC EAP type. There is an internal software error on the monitor: attempt to configure settings that don't apply in current authentication mode on radio	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration. Reconfigure and try again. 35000d	Invalid SDC parameter. The Laird SDK rejects a parameter being configured.	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 35000e	Unrecognized. There is a version compatibility error if the radio or the monitor adds new features and software upgrade of the radio fails after the monitor successfully updates	Check for a software update and apply it. If still present, replace the radio.	Very low

Message	Possible cause	Suggested action	Alarm priority
Radio not functional. 35000f	No statistics file. There is an internal software error on the radio indicating a Linux kernel error	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350010	Missing interface. There is an internal software error on the radio indicating a Linux kernel error or failure to initialize the network interface	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350011	Unknown interface. There is a software communication issue between the host and the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration. Reconfigure and try again. 350012	Invalid WEP key length. WEP keys should be 10 or 26 characters long.	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration. Reconfigure and try again. 350013	Not in EAP mode. There is an internal software error on the monitor: attempt to configure settings that don't apply in current authentication mode on radio	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration. Reconfigure and try again. 350014	Invalid inner EAP method. There is an internal software error on the monitor: attempt to configure settings that don't apply in current authentication mode on radio	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350015	Out of memory. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350016	Invalid log level. There is a software communication issue on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350017	Certificate path too long. There is an internal software error on the radio. The radio has a fixed path length	Check for a software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration. Reconfigure and try again. 350018	Missing client certificate. The radio attempted to configure for an EAP mode that requires a client certificate and no certificate is installed	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration. Reconfigure and try again. 350019	Missing CA certification. The radio attempted to enable server validation and CA certification is missing	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low

Message	Possible cause	Suggested action	Alarm priority
Radio not functional. 35001e	MAC request failed. There is an internal software error on the radio indicating a Linux kernel error or a failure to initialize the network interface	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 35001f	Invalid power mode. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350020	Post results missing. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350021	Post results format. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350025	Unrecognized component. There is a version compatibility error if the radio or the monitor adds new features and software upgrade of the radio fails after the monitor successfully updates	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350027	Missing release file. There is an internal software error on the radio with a missing file	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350028	Not ready. Displays when logging verbosity is turned on	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350029	Disconnected. There is a software communication issue between the host and the radio. Socket connection is down	Check for a software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration. Reconfigure and try again. 35002a	Invalid parameter. There is a software issue on the monitor while trying to configure radio	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 35002b	Timeout. There is a software communication issue between the host and the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 35002c	The device cannot communicate with the radio through the internal radio IP address	Navigate to Advanced Settings > Service > Radio Status . Approximately 3-4 minutes after the error code appears, a Mac Address text field appears on this tab. Communicate with Welch Allyn for assistance in entering the correct Mac address. If still present, replace the radio card.	Very low

Message	Possible cause	Suggested action	Alarm priority
Radio not functional. 35002e	Cannot parse DHCP lease. There is an internal software error on the radio (error reading and converting DHCP lease file)	Check for a software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration. Reconfigure and try again. 350032	Invalid certificate password. The radio is misconfigured with a password that does not match the certificate.	Check WAST certificate files, generate a new .pim file using the correct password for the client.p12 file, and reload the certificate. If the problem persists, generate a new client.p12 file using your preferred certificate creation method. Using the WAST, generate a new .pim file and reload the certificate.	Very low
Radio not functional. 350033	Serialization failure. There is an internal software error on the radio or the monitor	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350034	Missing PAC file. There is a misconfiguration of the radio (configured for EAP-FAST and manual PAC but none supplied)	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration. Reconfigure and try again. 350035	Invalid PAC file password. There is a misconfiguration of the radio (configured for EAP-FAST and manual PAC but password for PAC is incorrect)	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350036	Invalid BSSID format. There was an internal software error on the radio (related to AP scan feature, may not occur with current Laird software)	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350037	Unknown certificate ID. There is an internal software error on the monitor: attempt to query a certificate status for a certificate that does not exist	Check the radio configuration. If the problem is still present, reload the certificate. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350038	Certificate information absent. The device queries certificate status for a certificate that isn't installed on the radio.	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350039	Invalid sequence number. The device queries certificate status fragment that does not exist.	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Invalid radio configuration.	CCKM not allowed. There is an attempt to use CCKM when not in	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists,	Very low

Message	Possible cause	Suggested action	Alarm priority
Reconfigure and try again. 35003c	WPA-Personal or WPA2-Enterprise modes	check for software update and apply it. If still present, replace the radio.	
Radio not functional. 35003d	Send failure. The radio failed to send a message to the host	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 35003e	Unable to store global configuration settings to the backup file	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 35003f	Configuration hookup. There is an internal software error on the radio	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350041	Unable to configure DHCP 60 on the radio	Check the radio configuration. If the problem is still present, reset the radio to factory defaults. If the problem persists, check for software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350042	DHCP option corrupt. The DHCP option file is not in the expected format	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350043	Cannot delete file. There is an internal software error on the radio (occurs for Option 60 upload and factory default)	Check for a software update and apply it. If still present, replace the radio.	Very low
Radio not functional. 350046	Invalid SDC value. There is a software issue on the when trying to configure the radio.	Check for a software update and apply it. If still present, replace the radio.	Very low
Unable to establish network communications. Radio out of network range. 350100	No IP address after 30 seconds. Unable to associate.	Check ESSID and radio mode settings.	Very low
Invalid radio configuration. Reconfigure and try again. 350200	No IP address after 30 seconds. Unable to authenticate	Check radio security settings.	Very low
Radio card DHCP timeout. 350300	No IP address after 30 seconds. Unable to obtain DHCP address.	Check DHCP server settings.	Very low
Lost network communications. Radio out of network range. 350400	Radio lost association	Ensure the access point is still powered on and in range.	Very low
Radio not functional. 350500	POST failure	Power cycle the device and re-enable the radio. If the problem persists, replace the radio.	Very low
Radio software upgrade failed. 350600	The radio software upgrade failed.	Restart the monitor.	Information

Message	Possible cause	Suggested action	Alarm priority
Certificate load successful.	The radio customer certificate was successfully loaded from the host	None.	Information
Certificate load failed.	The radio customer certificate was not loaded	Try again.	Information

Connectivity messages

Message	Possible cause	Suggested action	Alarm priority
Unable to obtain wired device IP address. 210000	No wired connection	Verify DHCP functionality and configuration.	Very low
Network not found; check network cable connection. 210100	Lost ethernet DHCP address	Check wired connection into device then verify DHCP functionality and configuration.	Very low
Unable to communicate with NRS. 360000	Cannot communicate with NRS	Verify NRS IP configuration and functionality.	Very low
Communication error with host. 1A0000	Communication timeout failure with external Host	Verify the external host services are loaded and started on the server. If the problem persists, check for available software upgrades of the monitor or the system.	Very low
Data rejected. CRC mismatch. 1A0001	The WACP stack has detected a CRC mismatch in the message	Check the data and try again. If the problem persists, contact your system administrator.	Very low
Data rejected. Unsupported message. 1A0002	External Host NACK - The host does not support the message/object.	Check the monitor and try again. If the problem persists, contact your system administrator.	Very low
Data rejected. Invalid parameter. 1A0003	The message has an invalid parameter.	Check the data and try again. If the problem persists, contact your system administrator.	Very low
Data rejected. Deserialize the object. 1A0004	The monitor failed to deserialize the object.	Check the data and try again. If the problem persists, contact your system administrator.	Very low
Data rejected. Unsupported message. 1A0005	The host is in a state that cannot accept the message.	Check the data and try again. If the problem persists, contact your system administrator.	Very low
Data rejected. Patient ID required. 1A0006	The message has a missing patient ID	Add the patient ID to the record.	Very low
Data rejected. Clinician ID required. 1A0007	The message is missing a clinician ID	Add the clinician ID to the record.	Very low
Data rejected. Time mismatch. 1A0008	The message has a mismatched time	Ensure that the clock on the monitor and the server match.	Very low

Message	Possible cause	Suggested action	Alarm priority
Unable to establish network communications. 1A0009	No network connection is available	Connect the device to an active network so that the clinician ID can be imported.	Very low
No connection for send.	No connection for send.	None	Information
Send not successful.	Send not successful.	None	Information
Error in record. Try again	Connectivity NACK recieved for NRS/ECS/CS/NCE	NRS/ECS/CS/NCE NACK that is record specific and can be fixed by a clinician in the next record	Information
Send successful.	Data was successfully sent over USB/BT	None	Information

System messages

Message	Possible cause	Suggested action	Alarm priority
000001	System failure	Restart the monitor	N/A
000002	System failure	Restart the monitor	N/A
000003	System failure	Restart the monitor	N/A
000004	System failure	Restart the monitor	N/A
000005	System failure	Restart the monitor	N/A
000006	System failure	Restart the monitor	N/A
Internal hardware failure.	The kernel image is corrupt, restart not possible	Replace the main PCBA.	N/A
Internal hardware failure.	The root file system is corrupted, restart not possible	Restart the monitor. If the problem persists, replace the main PCBA.	N/A
Internal hardware failure. 140100	EEPROM access failed. The device boot is possible, but wired communications are disabled	Reprogram the EEPROM. If the problem persists replace the main PCBA.	Very low
Internal hardware failure.	SPL memory test failure, the monitor will sound an SOS pattern	Restart the monitor. If the problem persists, replace the main PCBA.	N/A
Internal hardware failure. 1C1000	The monitor PIC communications never starts or quits. The communication won't reasonably recover at startup or during operation	Restart the monitor. If the problem persists, replace the main PCBA.	N/A

Message	Possible cause	Suggested action	Alarm priority
Low battery 30 minutes or less remaining. 1C1005	The battery power is low	Connect the power supply to AC power to charge the monitor.	Very low
Low battery 5 minutes or less remaining. 1C1006	The battery power is extremely low	Connect the power supply to AC power to charge the monitor.	High
Battery is critically low; plug into outlet. Device is shutting down. 1C1007	The battery power is critically low	Connect the power supply to AC power to charge the monitor.	High
Update unsuccessful. Reboot and retry. 1C1008	The software update failed	Restart the monitor. If the problem is still present, replace the main PCBA.	Very low
Host battery not charging. 1C100A	The host battery is not charging	Restart the monitor. If the problem is still present, check cable connections. If the problem is still present, perform functional checks for host. If the problem is still present, replace battery. If the problem persists, replace the main PCBA.	Very low
Factory default settings now active. 3A0001	The factory configuration settings are active	The monitor has been configured to factory defaults, any user settings have been reset.	Very low
Unable to read configuration from USB. 3A0002	Unable to load file from the external USB memory device.	Retry the USB connection. If the problem is still present, check for a proper format of the USB drive. If the problem is still present, replace the USB device. If the problem persists, replace the main PCBA.	Very low
Internal hardware failure. Device will shut down. 1C100D	Power supply issue. The PMIC is too hot	Check the operating environment temperature. Allow the monitor to cool down before operating again. If the problem is still present, check the cable connections. If the problem is still present, perform functional checks for host. If the problem is still present, replace the battery. If the problem is still present, replace the main PCBA.	Very low
Input voltage too low. Device will shut down. 1C100C	Power supply issue. The PMIC input voltage is too low	Check the operating environment temperature. Allow the monitor to cool down before operating again. If the problem is still present, check the cable connections. If the problem is still present, perform functional checks for host. If the problem is still present, replace the battery. If the problem is still present, replace the main PCBA.	Very low
Unexpected restart occurred. 1C1012	The monitor unexpectedly restarted	Continue normal operation	High
Audio system not functional 1D0100	The speaker or audio codec is faulty	Replace speaker. If the problem is still present, replace the main PCBA.	Very low

Message	Possible cause	Suggested action	Alarm priority
CSM battery is not installed. 1C100E	There is no battery in the monitor	Check the monitor for a battery and install one if it is missing. If the problem is still present, perform diagnostic checks on the monitor. If the problem persists, replace the main PCBA.	Very low
Device shutdown is not available at this time	System shutdown failure	Monitor cannot perform an immediate shutdown. Disconnect AC power and remove battery.	Information
No valid files found	No valid files were found on the USB flash drive	Re-insert the USB flash drive with valid files.	Information
Firmware update successful.	The software successfully updated	Information status message; press OK button to dismiss.	Information
Audio alarms are off.	The monitor alarm audio is off	Information status message; press OK button to dismiss.	Information
Advanced settings unavailable.	The advanced settings are unavailable because the monitor is not in an idle state	Confirm that no sensors are attached to the monitor, no alarms are active, and there is no unsaved data in the Spot or Intervals profile.	Information
USB accessory disconnected.	The USB device was disconnected from the monitor	Information status message; press OK button to dismiss	Information
Advanced settings	The Advanced settings code was entered correctly	Information status message; Exit Advanced settings to dismiss.	Information
Save not successful.	The device configuration or logs were not saved to the USB device	Information status message; press OK button to dismiss	Information
Save successful.	The device configuration or logs were saved to the USB device	Information status message; press OK button to dismiss	Information
Software upgrade is downloading. Do not shutdown.	The monitor is downloading a software update	Information status message; press OK button to dismiss	Information
Factory reset successful.	The monitor was reset to factory settings	Information status message; press OK button to dismiss	Information
Factory reset failed. Custom configuration file not deleted.	The monitor factory reset has failed.	Information status message; Exit Advanced settings to dismiss.	Information
Configuration upload successful.	The device configuration has successfully uploaded	Information status message; press OK button to dismiss	Information
Unable to load configuration; using factory defaults.	The device configuration was not successfully uploaded	Information status message; Exit Advanced settings to dismiss.	Information

Software update messages

Message	Possible cause	Suggested action	Alarm priority
Software Update: Manifest transfer timed out. Verify connection and retry.	The manifest file transfer timed out or connection was lost during download	Verify the connection and retry.	Information
Software Update: Package file transfer timed out. Verify connection and retry	The package file transfer timed out or connection was lost during download	Verify the connection and retry.	Information
Software Update: Invalid token file.	There was an invalid token file	Verify and update the token file.	Information
Software Update: Unable to find manifest file on server.	The manifest file was not found on the server	Verify the manifest file is on the server.	Information
Software Update: Unable to verify manifest file signature.	The manifest file signature verification failed.	Regenerate the software package and retry.	Information
Software Update: Package file corrupted. Regenerate package and retry.	The package file is corrupt, does not have expected SHA256 hash	Regenerate the software package and retry.	Information
Software Update: Unable to find package file.	The package file cannot be found	Verify the package file is on the server.	Information
Software Update: Installation failed. Reboot and retry.	At least one of the sub systems failed to install	Restart the monitor.	Information
Software Update: Upgrade unsuccessful. Insufficient disk space.	The partition is running out of space	Free up adequate space needed to perform the upgrade.	Information
Software Update: Update unsuccessful. Incompatible firmware.	The current firmware version is lower than the one required by the token file	Try to update to an earlier software package.	Information
Software Update: SWUP internal error	SWUP NIBP is not functional	Information status message; click OK button to dismiss.	Information
Software Update: Manager internal error	The Software Update manager is not functional	Information status message; click OK button to dismiss.	Information
Radio software upgrade failed. 350600	The radio software was not upgraded.	Check for software update and apply it. If message is still present, replace the radio.	Very low

Bluetooth® messages

Message	Possible cause	Suggested action	Alarm priority
Bluetooth connection failure. 370201	The monitor failed to connect to the Bluetooth device.	Verify a successful pairing of the device with the PC. If the problem is still present, verify the EMR and the patient window are running. If the problem is still present, verify the Bluetooth device signal strength. If the problem is still present, verify the PC hardware and configuration. If the problem is still present, verify the Bluetooth device hardware.	Very low
Bluetooth not functional. 370001	The monitor detected a Bluetooth device that is not functional	Reboot the monitor. If the problem persists, replace the Bluetooth radio. If the problem persists, replace the main PCBA.	Very low
Bluetooth not functional. 370002	The monitor cannot detect a Bluetooth module	Replace the Bluetooth radio. If the problem persists, replace the main PCBA.	Very low
N/A	The Bluetooth device failed to pair with the monitor.	Verify a successful pairing between the device and the PC. If the problem is still present, verify the Bluetooth signal strength. If the problem persists, verify authentication code, verify the computer hardware and configuration. If the problem persists, verify if the computer has prior pairing information for the monitor.	Very low
N/A	The Bluetooth device failed to pair with the monitor.	Version of stack on the PC does not support simple secure pairing. The device requires 2.1+EDR Bluetooth stack on the host PC.	Very low
Bluetooth device connection successful	The Bluetooth device connected	None.	Information
N/A	The Bluetooth device did not connect with the monitor	BT device connection dropped due to distance, application crash on host end. OR RF connection not possible OR RF connection possible, but cannot find device OR BT connection was established, but WACP connection not possible	N/A
Bluetooth device disconnected	The Bluetooth disconnected	None.	Information

APM messages

Message	Possible cause	Suggested action	Alarm priority
APM not functional. 1C1001	The APM is detected as connected but there is no communication through the APM serial port	Restart the monitor and the APM. If the problem is still present, check the cable connections from the monitor to APM. If the problem still present, replace the APM. If the message persists, replace the main PCBA on the monitor.	Very low
APM not functional. 1C100B	The APM battery is installed, but does not communicate with the monitor	Perform diagnostic checks on the monitor. If the problem is still present, replace the APM battery. If the problem still present, replace the APM. If the message persists, replace the main PCBA on the monitor.	Very low
APM battery is absent or faulty. 1C100F	The APM battery is not installed	Ensure than an APM battery is installed, and install one if it is missing. If the problem is still present, perform diagnostic checks on the monitor. If the problem is still present, replace the APM. If the message persists, replace the main PCBA on the monitor.	Very low
The APM is disconnected. 1C1002	The APM is unplugged from the monitor while the monitor is powered on	Restart the monitor and the APM. If the problem is still present, check the cable connections from the monitor to APM. If the problem still present, replace the APM. If the message persists, replace the main PCBA on the monitor.	Very low
USB cable is disconnected. 1C1003	The APM USB hub is unplugged from the monitor while the monitor is powered on	Restart the monitor and the APM. If the problem is still present, check the cable connections from the monitor to APM. If the problem still present, replace the APM. If the message persists, replace the main PCBA on the monitor.	Very low
APM is plugged in.	The APM was plugged in while the monitor is powered on.	Restart the monitor and the APM. If the problem is still present, check the cable connections from the monitor to APM. If the problem still present, replace the APM. If the message persists, replace the main PCBA on the monitor.	Information
APM not functional. 1C1010	The APM USB hub is plugged in while the monitor communication cable is disconnected	Restart the monitor and the APM. If the problem is still present, check the cable connections from the monitor to APM. If the problem still present, replace the APM. If the message persists, replace the main PCBA on the monitor.	Very low
APM not functional. 1C1004	The APM PIC cannot communicate with the accelerometer	Restart the monitor and the APM. If the problem is still present, check the cable connections from the monitor to APM. If the problem still present, replace APM. If the message persists, replace the main PCBA on the monitor.	Very low
APM not functional. 1C1009	The APM PIC software update and any retries have failed	Restart the monitor and the APM. If the problem is still present, check the cable	Very low

Message	Possible cause	Suggested action	Alarm priority
		connections from the monitor to APM. If the problem still present, retry the software update. If still present, replace the APM. If the message persists, replace the main PCBA on the monitor.	
APM not functional. 1C100B	The APM battery is not recharging	Restart the monitor and the APM. If the problem is still present, check the cable connections from the monitor to APM. If the problem still present, replace the APM. If the message persists, replace the main PCBA on the monitor.	Very low
APM not functional.	The APM USB changes from unplugged to plugged after monitor startup	Restart the monitor and the APM. If the problem is still present, check the cable connections from the monitor to APM. If the problem still present, retry the software update. If still present, replace the APM. If the message persists, replace the main PCBA on the monitor.	Information
Device is operating in battery mode.	AC power cord has been disconnected.	Information status message; press OK button to dismiss.	Information
Sleep mode is unavailable. Intervals monitoring is in progress.	Sleep mode is not allowed when intervals are in progress	Stop any active intervals.	Information
Sleep mode is unavailable. An alarm is active.	Sleep mode is not allowed when alarms are active	Clear all active alarms.	Information
Display lock is unavailable. Missing patient context.	Lockout is not allowed without active patient information	Enter patient information	Information
Power cable is disconnected. 1C1011	The APM communication cable is plugged in while the APM USB cable is disconnected	Restart the monitor and the APM. If the problem is still present, check the cable connections from the monitor to APM. If the problem still present, retry the software update. If still present, replace the APM. If the message persists, replace the main PCBA on the monitor.	Very low

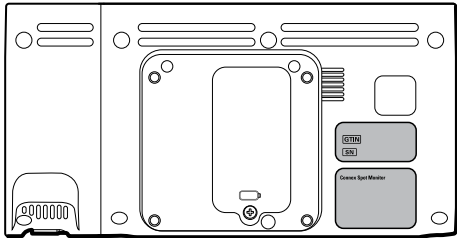
Identifying the monitor and subsystems

This explanation of the monitor labeling is provided to assist you in identifying these particular parts by serial number. The part numbers appearing on the labels are internal part numbers and will not be found in the list of field replaceable units (FRUs) included in this manual.

Future revisions of a part may not always be backward compatible with a legacy part. To determine the correct replacement part for your unit always provide the serial number and model when ordering.

Monitor serial number and model label

The model number and serial number can be found on a label on the back housing.



Serial number and format code	
Serial number	MMMMXXXXWWYY
MMMM	Manufacturing plant
XXXX	Sequential number
WW	Week of manufacture
YY	Year of manufacture

Monitor circuit board and internal options label

Circuit board and internal option labels	
PCBA identifier	XXXXXX BOM Y DWG Z
XXXXXX	Welch Allyn material number
Y	Bill of material (BOM) revision
Z	Assembly drawing version from current version of drawing
Circuit board and internal option labels	
Serial number	XXXXWWYYID
XXXX	Sequential number
WW	Week of manufacture
YY	Year of manufacture
ID	Unique vendor identifier

Model number format and code

Model configurations

Note For more configuration options, including approved accessories, see the accessories list in the Directions for use on the user documentation CD or <http://www.welchallyn.com/en/products/categories/patient-monitoring/vital-signs-devices/connex-spot-monitor/documents.html>.

Note If options have been added to the device, the actual configuration will not match the model description.

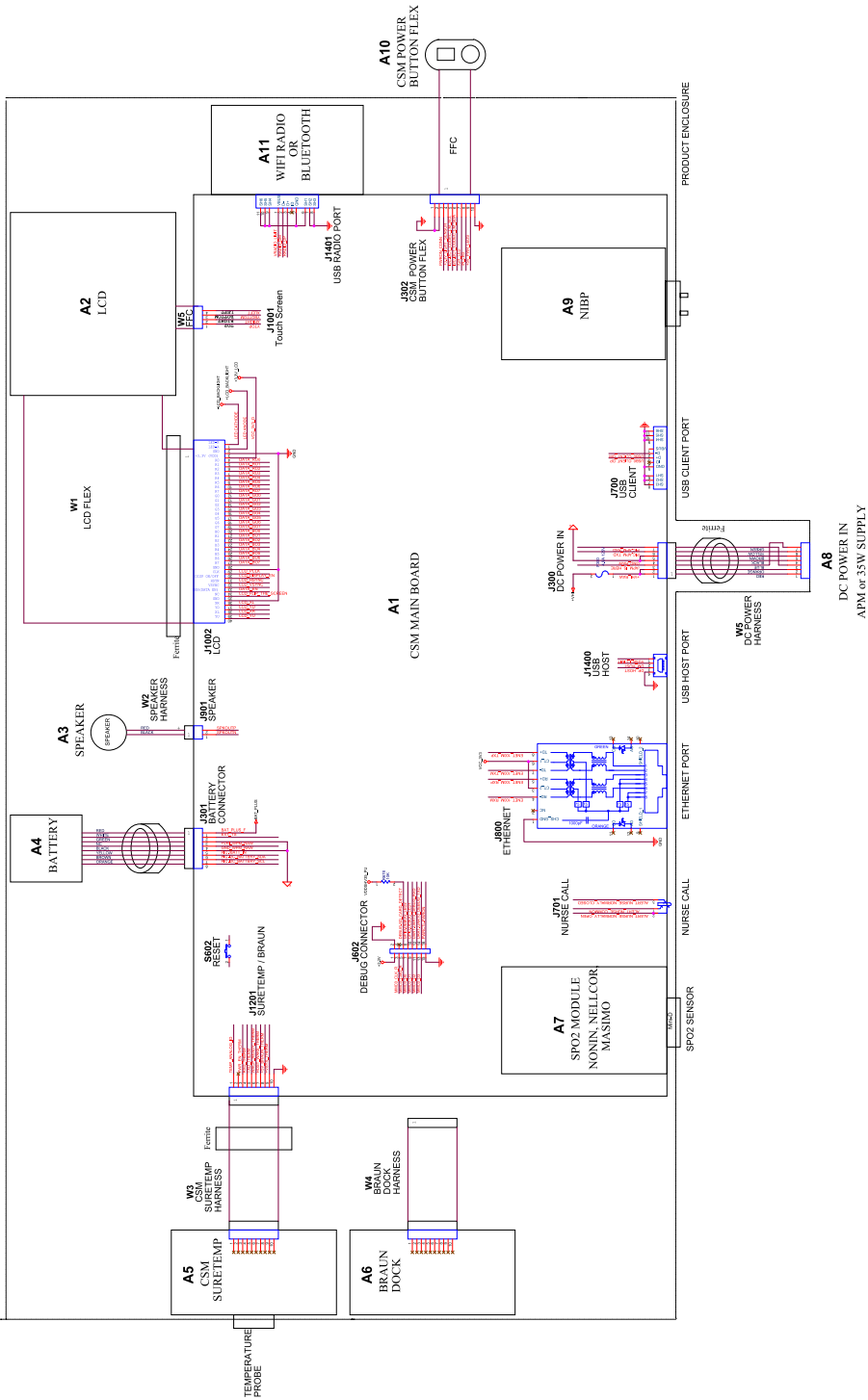
The device is available in multiple configurations. Use the following table to determine available 7100, 7300, 7400, and 7500 model configurations. Model numbers include one item from each column

Example: 75CE-B (North America)

Example: 71XE-4 (United Kingdom)

Model	Parameter		Power cord
	SpO2	Temperature	
71 = 7100 Value series	W = Welch Allyn / Nonin X = Blank / None	E = Braun ThermoScan PRO 6000 IR T = SureTemp Plus X = Blank / None	A = Denmark B = North America C = China G = Argentina K = South Korea N = India/UAE P = Thailand T = Taiwan Y = Italy Z = Brazil 2 = Europe 3 = Israel 4 = United Kingdom 5 = Switzerland 6 = Australia/New Zealand 7 = South Africa 4S = Singapore
73 = 7300 BlueTooth series	C = Covidien / Nellcor M = Masimo W = Welch Allyn / Nonin X = Blank / None	E = Braun ThermoScan PRO 6000 IR T = SureTemp Plus X = Blank / None	
74 = 7400 WiFi-ready series	C = Covidien / Nellcor M = Masimo	E = Braun ThermoScan PRO 6000 IR T = SureTemp Plus X = Blank / None	
75 = 7400 WiFi series	C = Covidien / Nellcor M = Masimo W = Welch Allyn / Nonin	E = Braun ThermoScan PRO 6000 IR T = SureTemp Plus X = Blank / None	

Interconnect diagram



Service and maintenance toolset

Connex® Spot Monitor

The following is the listing of tools and test equipment required to perform basic functional verification checks, full functional verification checks and calibration, and service and maintenance on the Welch Allyn Connex Spot Monitor. Please refer to the device service manual for detailed instructions to service your device.

Note Tools and test equipment must also be readily available to complete Welch Allyn Technical Service Training for this device.

Material no.	Description	Qty	Usage	
			Full	Basic
General test equipment				
106270	Service test box	1	X	
106275	Micro USB cable	1	X	
N/A	Wireless router, a/b/g or equivalent	1	X	
N/A	Ethernet cable	1	X	
N/A	PC running Windows XP SP3, Windows 7, or Windows 8	1	X	X
web download	Welch Allyn Service Tool	1	X	X
1001120	Welch Allyn Service Tool, Gold license	1	X	
NIBP testing				
407672	BP test volume repair fixture 113670	1	X	X
N/A	Pressure meter (must include at least two decimal points and be accurate to within ±0.5 mmHg)	1	X	X
N/A	Blood pressure Y-tube	1	X	X
6000-30	Single tube blood pressure hose, 5 feet	1	X	X

Material no.	Description	Qty	Usage	
			Full	Basic
4500-30	Blood pressure hose, 5 ft.	1	X	
620216	Fitting "Y" 1/8 X 1/8 X 1/8	1	X	X
SpO2 configuration testing				
N/A	SpO2 simulator	1	X	X
DOC-10	Nellcor SpO2 extension cable	1	X	X
SureTemp Plus configuration testing				
06138-000	Cal-key, assembly, M690/692	1	X	X
01802-110	Tester, calibration, 9600 Plus	3	X	
Braun ThermoScan PRO 6000 configuration testing				
01802-110	Tester, calibration, 9600 Plus	3	X	

Notes:

- All items marked "N/A" in the Material no. column are OEM or off-the-shelf tools and equipment not available from Welch Allyn. The remaining items are available through Welch Allyn or a Welch Allyn distributor.
- All items marked in the Full column are required for full functional verification checks and calibration. The Welch Allyn Service Tool software and an active Gold license is also required to perform these checks. The Gold license is obtained upon successful completion of Welch Allyn Technical Service Training.
- All items marked in the Basic column are required for basic functional verification checks. The Welch Allyn Service Tool software Standard unlicensed edition can be used to perform the NIBP checks and SWF upgrades/updates.

Miscellaneous Tools

- Phillips #1 screwdriver
- T-10 Torx screwdriver
- 3mm hex key

Service software IT setup

Installed Welch Allyn service component	Required outbound network Domain name IP address Port	Service feature description
Welch Allyn Service Tool (via Windows service called WelchAllynRSDSGateway)	welchallynsolutions.com IP: 209.202.167.28 HTTP/HTTPS port: 80/443	Inbound - Used by customers to receive software/device firmware upgrades. Outbound - Used by customers to send device service information.
	IP: 12.38.86.181 TCP port: 5094/5095	Used to activate the Service Tool and enable device feature licenses. (This IP address does NOT respond to "ping.")
Connex Server (via Windows service called WelchAllynRSDSGateway)	welchallynsolutions.com IP: 209.202.167.28 HTTP/HTTPS port: 80/443	Inbound - Used by customers to receive software/device firmware upgrades. Outbound - Used by customers to send device service information.
Teamviewer Host	IP: multiple depending on geographic location Default TCP port: 80/443 (can be configured to use TCP port 5938)	Used by Welch Allyn Service personnel to access a customer's machine (with customer's consent/permission) to address device issues.
ConnexDashboard (a Welch Allyn service dashboard web portal)	https://connexdashboard.com IP: 209.202.186.109 HTTP port: 443	Used by customers to view the status of their devices and deploy firmware upgrades and device configurations. The portal requires prior account setup.
File outbound types	.log, .xml, .zip, .txt	
File inbound types	.tar.gz, .tar, .seq, .wsf, .pim, .xml, *.txt, *.pdf	

