


<b>Document Description:</b> CSB-CVSM/CIWS DISPLAY REPLACEMENT	<b>Document Number:</b> 80020168 <b>Version:</b> B
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## ***Customer Service Bulletin***

**Product:** CVSM – Connex Vital Signs Monitor all models **Date:** 2017-10-18  
 CIWS – Connex Integrated Wall Systems all models

**Subject:** CSB-CVSM/CIWS DISPLAY REPLACEMENT

<b>HW Version(s) Affected:</b>	CVSM Models 6300/6400/6500/6700/6800 CIWS Models 8400/8500	<b>SW Version(s) Affected:</b>	All 1.x versions 1.71.03 and earlier. All 2.x versions 2.20.00 and earlier
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<b>Serial Numbers Affected:</b> NA	<b>Lot or Date Code Affected:</b> NA
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**Classification:** Informational Only

**Distribution:**     Customer Care                       Product Service                       Field Service  
                           ASPs     Distributors                       Customers                       Company Confidential

**Training Required:**             Yes     No

**Summary:** All CVSM and CIWS models are now being built with a new display (P/N 411161) offering a more durable touchscreen paired with a longer life backlight LCD display. The old display (P/N 405883) will continue to be used in service kit P/N 103351 until inventory is exhausted. The new display will be available in service kit P/N 106546.

**Issue:** When the new display is installed in a CVSM or CIWS running older software versions an artifact may be seen for about 300ms during power up. The artifact seen briefly on the display does not impact device performance or functionality. An updated version of the host software prevents the artifact from being displayed.

- Use software version 2.20.03 or later to update CVSM and CIWS models running version 2.xx
- Use software version 1.71.04 to update CVSM and CIWS models running 1.xx

CVSM Models 6700/6800 and CIWS models 8400/8500 are currently shipping with version 2.30.00

CVSM Models 6300/6400/6500 ship with version 1.71.03.

Customers outside of China and Singapore may obtain the updated software via PartnerConnect by contacting Technical Support. The software update is not currently registered for use in Singapore or China.

To receive and install software upgrades for CVSM and CIWS you must have the Welch Allyn service tool installed on a Windows PC with an active internet connection.

Some customers may notice a reduced viewing angle. Increasing the display brightness and or positioning the device to minimize reflected light may improve readability.

The original display (P/N 405883) and the new display (P/N 411161) use a different bezel. The display service kits ship with a matching bezel. When replacing the display use the bezel included in the service kit.

## Compatibility


### CVSM/CIWS Compatibility with Support Software and Systems

Device SW	Welch Allyn Service Tool (WAST)	Service Monitor <sup>1</sup>	Service Dashboard	Connex VM <sup>2,3</sup>	Connex CS <sup>4,5</sup>	Data Catcher	Connectivity SDK <sup>4</sup>	CDIS-NCE	Custom Data Schema	
									Custom modifiers	Custom Scores
2.30.00	1.8	1.1, 1.2, 1.3, 1.3.1.0	2.0	2.0.1	1.5, 1.6, 1.7, 1.7.1	4.0.0.2 4.0.1.0	2.4 3.00.19	5.0.0.3/ 5.1.0.16	2.0/2.01.00	2.0/2.01.00
2.20.03	1.8 /1.7	1.1, 1.2, 1.3	2.0	2.0.1	1.5, 1.6, 1.7, 1.7.1	4.0.0.2	2.3/2.4/ 3.0.0.19	5.0.0.3	2.0	2.0
1.71.04	1.8 /1.7/1.6	N/A	N/A	2.0/2.0.1	1.1, 1.2, 1.5/1.6/ 1.7/ 1.7.1	4.0.0.2	2.3		NA	NA

Compatibility table foot notes:

- The following CVSM 2.20.0x features are not supported in Service Monitor 1.1: Remote Configuration, manual 'Sync to server'
- Does not support Custom Modifiers or Custom Scores from device.
- Connex VM 1.1 does not support CVSM match to save features in host SW 1.71.02, 1.71.03 or 1.71.04.
- Connex CS supports device SW 1.71.03 and 1.71.04 episodic monitoring only, continuous monitoring is not supported
- See DIR 80018292 for detailed information on host software compatibility with Connex CS.

**Related documents:**      20014010 TSB-CVSM/CIWS Display replacement  
                                      20012631 CVSM/CIWS Minimum Hardware/Software level Requirement

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Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	D*	GS
B	All	Updated to include CIWS. Replaced version 2.20.01 with 2.20.03	D*	GS
	Issue	1 <sup>st</sup> bullet changed 2.20.01 to 2.20.03 or later for all 2.xx CVSM/CIWS 2 <sup>nd</sup> bullet add CIWS for all 1.xx versions Delete notes 1 & 2 Change “CVSM models 6700 and 6800...” to add CIWS models 8400/8500 Change 2 <sup>nd</sup> paragraph from the end replace “...provide some relief”, with “...improve read ability”		
	Compatibility table	Added row for SW version 2.30.00, added column for CDIS-NCE, Changed SW version 2.20.01 to 2.20.03 and updated compatibility		