


Document Description: Braun Therm Pro 6000 Disabled	Document Number: 80025798 Version: A
	
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Customer Service Bulletin

Product:	Welch Allyn Braun Thermoscan® Pro 6000 Ear Thermometer	Date: 2019-09-06
Subject:	Welch Allyn Braun Pro 6000 Thermometer disabled / unresponsive when removing from cradle or dock	
HW Version(s) Affected:	N/A	SW Version(s) Affected: 5.25
Serial Numbers Affected:	N/A	Lot or Date Code Affected: N/A

Classification:	Informational Only		
Distribution:	<input checked="" type="checkbox"/> Customer Care	<input checked="" type="checkbox"/> Product Service	<input checked="" type="checkbox"/> Field Service
	<input checked="" type="checkbox"/> ASPs	<input checked="" type="checkbox"/> Distributors	<input checked="" type="checkbox"/> Customers
			<input type="checkbox"/> Company Confidential

Training Required:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Summary:	Welch Allyn Braun Pro 6000 Ear Thermometers can be temporarily disabled when removing the device from the cradle or dock while <u>simultaneously</u> holding the C/F button. Removing and replacing the battery will reenble the device.	

Braun Pro 6000 Ear Thermometers can be temporarily disabled when users remove the device from the cradle / dock while simultaneously pressing the C/F button. Pressing the C/F button while removing from the cradle / dock is a design feature intended to allow for software upgrades or inquiries when being serviced. If done unintentionally, the user will experience the device to be unresponsive, nonfunctional with no display (Similar to a dead battery). The device will not react when pressing any of the feature buttons until remedied from this service condition. If this is the case, the device can be remedied from this unresponsive state by removing the batteries for a brief period and then replacing them. Once remedied, the device should now function as intended. If this does not correct the issue, consult the user manual errors and notifications section or visit Hillrom's Welch Allyn Technical Support at www.welchallyn.com/support.

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Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release of CSB	2019-09-10	MD