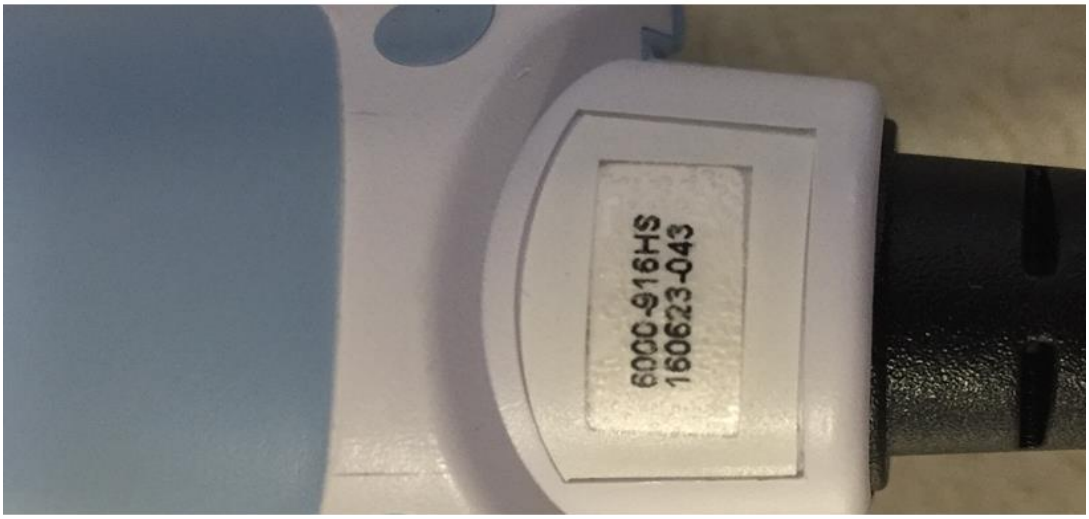
Customer Service Bulletin

Product:	6000-916HS and 7000-916HS	**Date:**	2016-08-01
Subject:	CSB- Connex Scanner I2of5 Symbology Disabled		
HW Version(s) Affected:	JADAK Models JDK-2446 and JDK-2450	**SW Version(s) Affected:**	FW-HHG6-05-A2
Serial Numbers Affected:	6000-916HS: 160617-001 to 160721 -132 7000-916HS: 160620-030 to 160701-090	**Lot or Date Code Affected:**	6000-916HS :160617 to 160721 7000-916HS :160620 to 160701
Classification:	As Needed		
Distribution:	☒ Customer Care ☒ Product Service ☒ Field Service ☒ ASPs ☒ Distributors ☒ Customers ☐ Company Confidential		
Training Required:	☒ Yes ☐ No		

Summary:	The barcode scanners used with CVSM and CSM were configured with I2of5 symbology disabled, preventing the scanner from recognizing bar codes using this encoding.
Issue:	Barcodes encoded with I2of5 symbology are not recognized by Welch Allyn 6000-916HS and 7000-916HS barcode scanners with I2of5 symbology disabled. A limited number of these scanners were configured in the factory with I2of5 symbology disabled. The scanners may be configured by reading a 2D barcode to enable or disable the I2of5 symbology. A test I2of5 barcode is provided below to determine if the setting is enabled or disabled. Should the I2of5 symbology be disabled a 2D barcode is provided below to enable it.
Definition:	I2of5 symbology: Interleaved 2 of 5 (ITF, from Interleaved Two of Five) is a continuous two-width barcode symbology encoding digits. ITF-14 is commonly used on GTIN labels. Some health care providers are using ITF encoding to identify clinicians and patients.

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

Identifying marks:



The material number and serial number label are located just above the cable connection.

Serial Number:

The serial number format is as follows: YYMMDD-NNN

Where: YY = Year MM = Month DD = Day NNN = Number of unit

I2of5 Symbology Test

To check if I2of5 symbology is enabled perform the following test.

1. With the bar code scanner connected to the host device (CVSM or CSM) and functionally enabled to scan other barcodes, scan the bar code shown below into the patient or clinician ID field.

2. If “156544” appears on the host I2of5 symbology is enabled, no further action is required. If “156544” fails to appear on the host I2of5 symbology is not enabled, follow the procedure below to enable.

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

Procedure:

To enable CVSM to accept a patient ID the profile must be set to Continuous Monitoring, Intervals monitoring, or Spot Check. The CSM profile must be set to either Spot or Intervals.

1. Plugin the scanner into the host device USB port
2. Power cycle the host device
3. Scan "Enable I25", the scanner will “chirp” when it recognizes the 2D barcode

4. To verify that it was enabled, on the device select "Patients" tab.
5. On CVSM select "Summary” tab. On CSM select “New Patient” tab
6. Select "Patient ID"
7. Scan the bar code shown below into the patient or clinician ID field.

8. If “156544” appears on the host I2of5 symbology is enabled

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	D*	GCS

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