Technical Bulletin

EchoNous

Product: EchoNous System Software v.4.3.0   Date: 23 May 2019
Distribution: Internal (Sales and Clinical Educators) and External (Biomedical Engr)   D007930 Rev. A

Summary

The EchoNous 4.3.0 system software update release is designed to mitigate an intermittent field issue that may result in corruption of the EchoNous Bladder Probe read-only memory. Corruption of the EEPROM then results in failure of the Bladder Probe to connect to the system. There is no safety risk associated with the failure – as this occurs at times other than scanning.

This document provides EchoNous / Signostics Sales and Clinical Support personnel and Biomedical Engineering customers with information on the Bladder Probe, Hub, S3 Samsung and system software version 4.3.0.

System Software v4.3.0 Update

The v4.3.0 system software features a workaround designed to reduce the incidence of Bladder Probe 'failure to connect' occurrences.

Workaround

◊   The 4.3.0 software moves the Bladder Probe identity and status data from the Probe to the Tablet. This means that when a new (unknown) Bladder Probe is connected to the Tablet, the Tablet will require a calibration be performed before initial use.

◊   The request to calibrate will take the form of the image below. The request to calibrate an unknown Bladder Probe will 'time out' after 10 seconds if the 'OK' is not pressed.
   o   If the calibration requirement times out before pressing OK, back out of the menu and navigate to Three Dots -> Settings -> Maintenance -> Bladder Probe Calibration, follow instructions and tap OK.
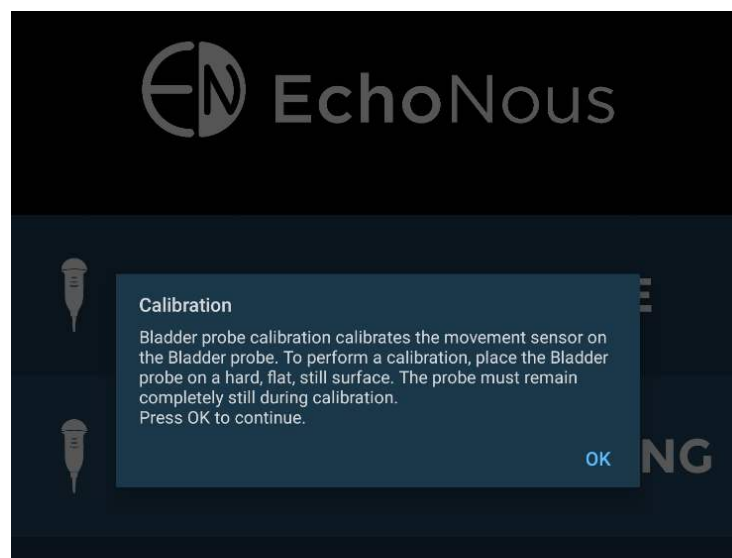
◊   It will be possible to query identity and status of connected Probes and Hub through the S3 Tablet Android Maintenance>Probe Information menu. However, the Vein Probe identity and status is not available for display when the power supply is plugged into AC mains.

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Unaddressed Software Anomalies

The v4.3.0 system software does not address the following bugs discovered in the design and testing process.

◊ When using calipers in "Volume Measurement" menu (Ultrasound Imaging), deleting the calipers alone will not automatically refresh the volume estimation on the image.
  o Resolve by clicking anywhere on the scan image to update the measurement.
◊ If the Samsung Tablet is allowed to reach a low-to-no charge status, the user may need to initially restore charge to the Tablet using an EchoNous-approved wall-wart charger.
  o Pay close attention to the charge status of the Tablet and re-charge when not in use.
◊ Anonymized voluntary data upload feature to EchoNous for Research & Development purposes is suspended for this release.

Update Process

◊ If the Automatic Updates Check is enabled and the system is connected to the Internet, an update notification will appear. Follow the instructions on the device to download and install the update.
◊ If the Automatic Updates Check are not enabled, connect the device to the Internet using a secure Wi-Fi connection, then check for updates via Menu > Settings > Maintenance > Check for Updates. Follow the instructions on the device to download and install the update.
◊ If the device cannot or will not connect to the Internet, contact Customer Support to assist with downloading and installing the software by means of a USB flash drive.

If you have any questions regarding the update process contact EchoNous / Signostics customer support at 844-854-0800.

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Page 2 of 2
D007930 Rev A