

Software Updater for Kendall SCD™ 700 Series Controller



Introduction to the Device Management Portal

The Device Management Portal (DMP) is a software tool based upon standard web services and cloud technology. The purpose of the DMP is to enable Covidien and healthcare facility personnel to upgrade Covidien medical device software. Furthermore, the DMP is designed to support Covidien medical devices as they become available or enabled for such support.

The DMP includes a hosted cloud services component (Server) and a PC/Laptop application component (Client). The Server part of the DMP maintains and tracks the medical device software/firmware upgrades, verifies the hardware and software compatibility, and provides a management console for system administrators. The Server is developed and maintained by Covidien. The Client part of the DMP is a software application which is installed on the end-user's computers and is capable of communicating with Covidien medical devices. The Client is the broker of communication between the Covidien device and the DMP, receiving data from the Server to upgrade the Covidien medical device, and retrieving data from the device to forward to the Server. The Client is developed and maintained by Covidien entities which develop Covidien medical devices. Covidien may supply different Clients for different medical device families.



This user's guide and the software it describes are for use ***only by trained professionals and Covidien personnel*** responsible for upgrading software for Covidien hardware products.

This user's guide describes the installation and use of the Software Updater for Kendall SCD 700 series controller. The Software Updater for the Kendall SCD 700 series controller in conjunction with other components of the DMP allows the user's personal computer to receive remote software for installation of these software updates on Kendall SCD 700 series controllers.

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1 System Requirements and Essential Materials

Before Performing the Installation

The Client application, the Software Updater for Kendall SCD 700 series controller, is a Windows 7 or Windows XP (Service Pack 3) based application that will update the software on Kendall SCD 700 series controllers. Software updates must be performed only by ***trained authorized personnel***.

Login credentials (username and password) will be required to login to the Software Updater for the Kendall SCD 700 series controller once it is downloaded to the user's personal computer. The user name and password will be provided via e-mail by Covidien after the appropriate training has been conducted. The user performing the application installation on the personal computer must have sufficient rights to install and configure software on the user's personal computer.

The following materials are needed to install the Software Updater for the Kendall SCD 700 series controller.

Materials Required:

- USB Cable - 4 pin USB Type A - M - 4 pin USB Type B – M
- Torx T-15 driver - minimum shaft length 4 inches (102 mm)
- Software Updater for the Kendall SCD 700 Series Controller Installation CD
- Personal Computer (software Installation rights required)
- Recommended: AGPTEK Handheld Wedge CCD Barcode Scanner or equivalent

Personal Computer (PC) System Requirements

- Windows 7 or Windows XP (Service Pack 3)
 - Note: Windows font needs to be set to 100% (see troubleshooting)
- RAM: 4 GB
- Hard drive: 25 GB available space
- Processor: Intel i5, or better
- Ethernet and/or wireless port
- USB port
- CD drive

Note: There should be adequate working space and sufficient outlets necessary for proper operation of the personal computer and the Kendall SCD 700 series controller.

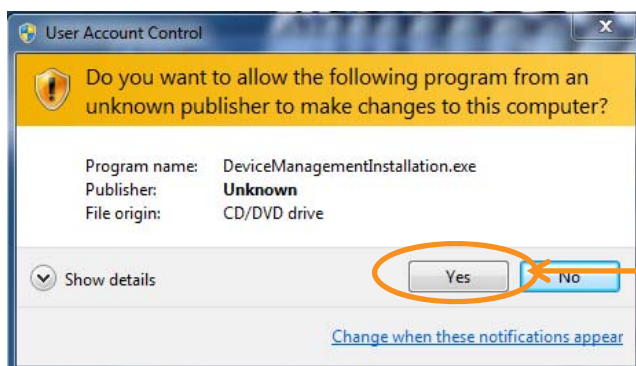
2 Installing the Software Updater for the Kendall SCD 700 Series Controller on the Personal Computer

The following section provides step by step instructions for the Software Updater for the Kendall SCD 700 series controller (herein after referred to as Kendall SCD™ 700 Updater) installation.

- Log into the computer that will serve as the service personal computer.
- Place the CD containing the Kendall SCD 700 Updater into the CD drive of the personal computer.

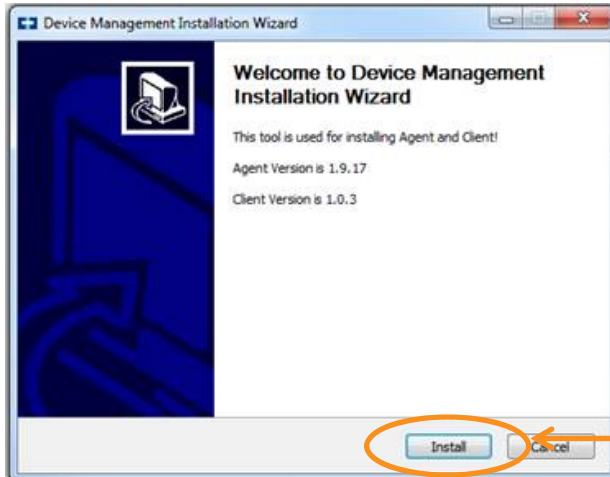


- Select “Run **DeviceManagementInstallation.exe**”
- If CD does not automatically start installation, manually locate and select the CD and select “Run DeviceManagementInstallation.exe”

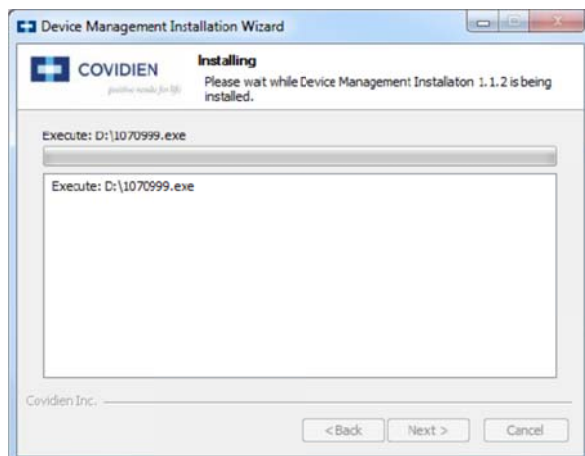


- If asked “Do you want to allow the following program from an unknown source publisher to make changes to this computer?” Select “Yes”.

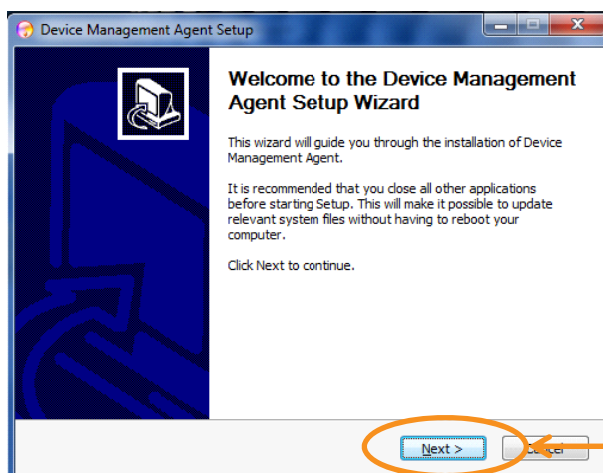
Software Updater for Kendall SCD™ 700 Series Controller



- On the “Welcome to Device Management Installation Wizard” screen, select “**Install**” to proceed with installation. The Agent will be installed first and then followed by the client (Kendall SCD™ 700 Updater) installation.

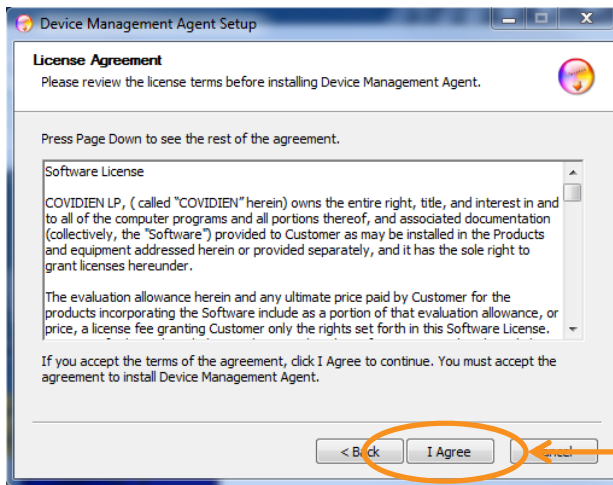


- The “Installing” screen will appear. It may take a few minutes before the wizard automatically progresses to the next screen.

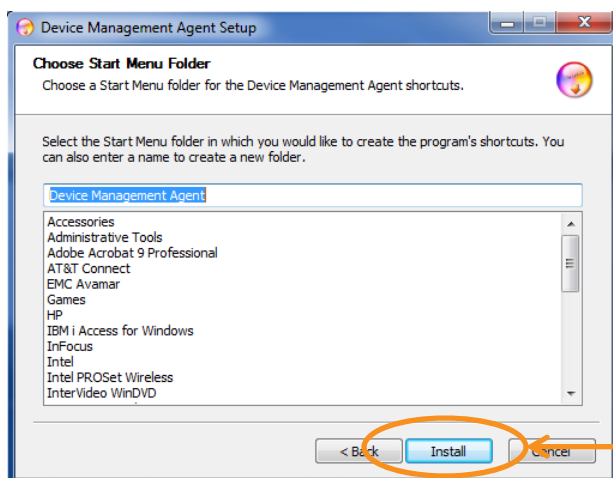


- On the “Welcome to the Device Management Agent Setup Wizard” screen, select “**Next**” to proceed to the next screen.

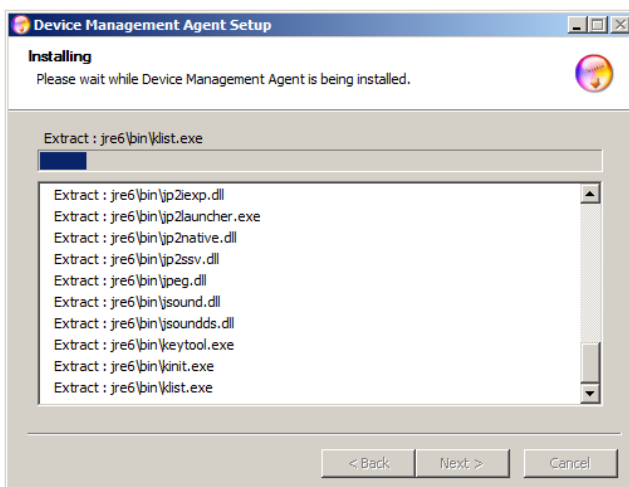
Software Updater for Kendall SCD™ 700 Series Controller



- After reading the license agreement, select **"I agree"** to proceed to the next screen.



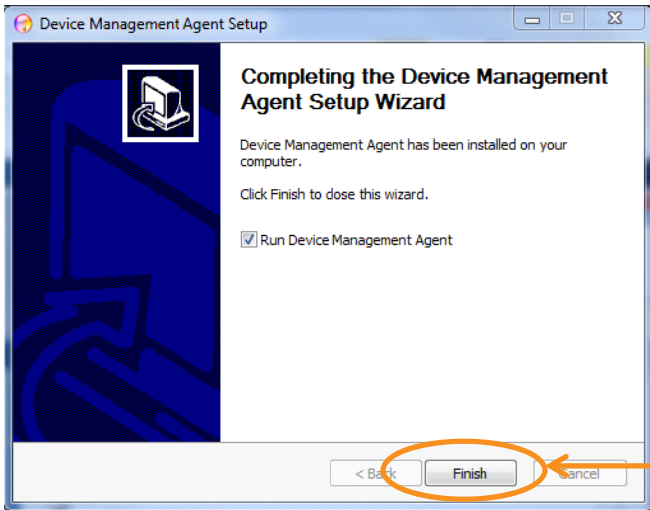
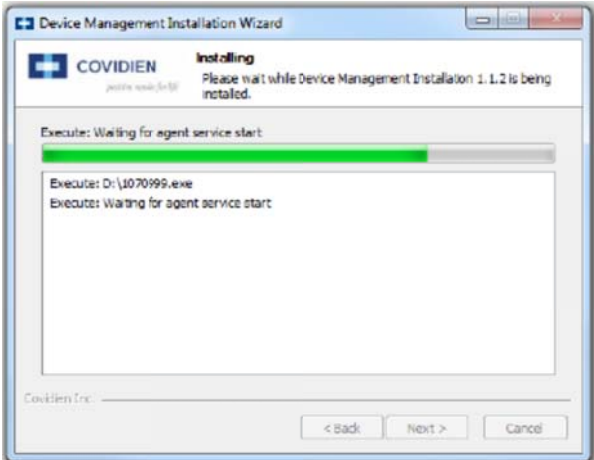
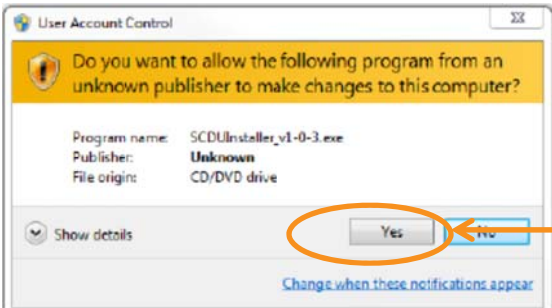
- On the "Choose Start Menu Folder" screen, select **"Install"**.



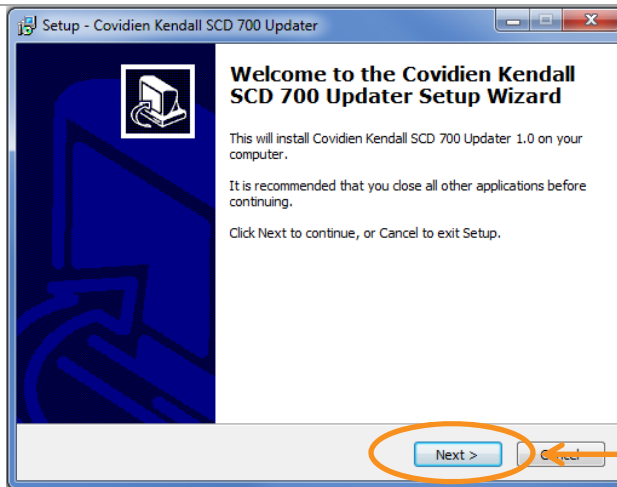
- The "Installing" screen will appear. It may take a few minutes before the Wizard automatically progresses to the next screen.

Software Updater for Kendall SCD™ 700 Series Controller

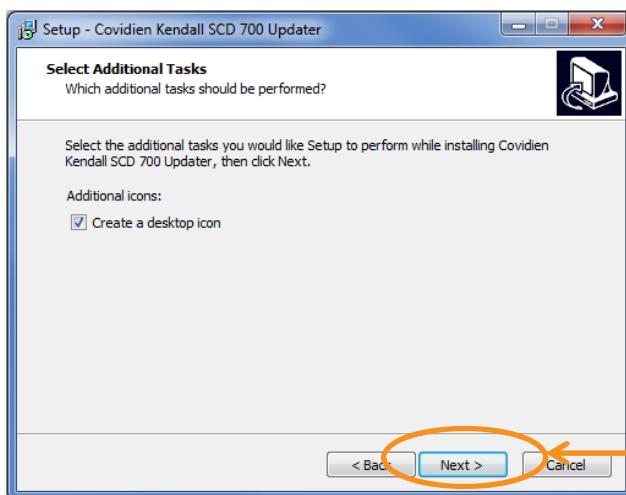


	<ul style="list-style-type: none">• On the “Completing the Device Management Agent Setup Wizard” screen, select “Finish”.• The Agent software has now been installed.• The next installation is for the Kendall SCD™ 700 Updater.
	<ul style="list-style-type: none">• The “Installing” screen will appear. It may take a few minutes before the wizard automatically progresses to the next screen.
	<ul style="list-style-type: none">• If asked “Do you want to allow the following program from an unknown source publisher to make changes to this computer? Select “Yes”.

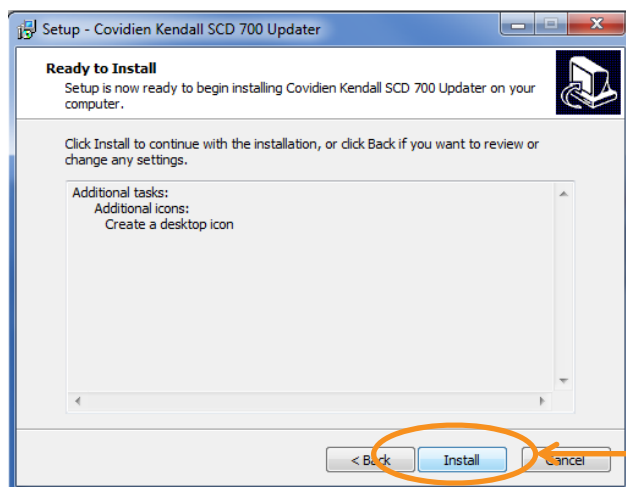
Software Updater for Kendall SCD™ 700 Series Controller



- On the “Welcome to the Covidien Kendall SCD™ 700 Updater Setup Wizard” screen, select “**Next**” to proceed to the next screen.

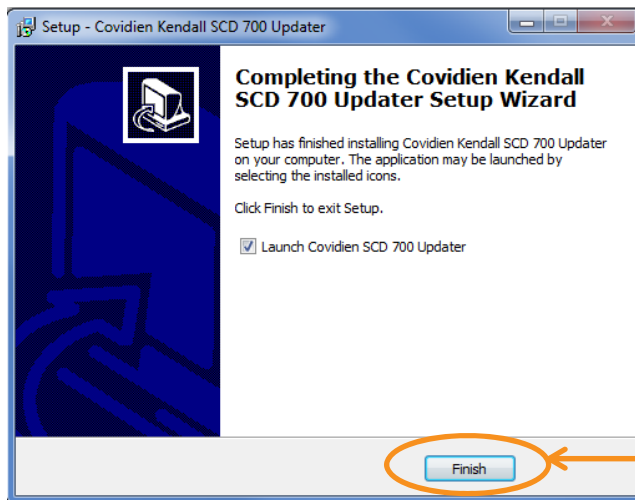


- On the “Welcome to the Covidien Kendall SCD 700 Updater Setup Wizard” screen, select “**Next**” to proceed to the next screen.

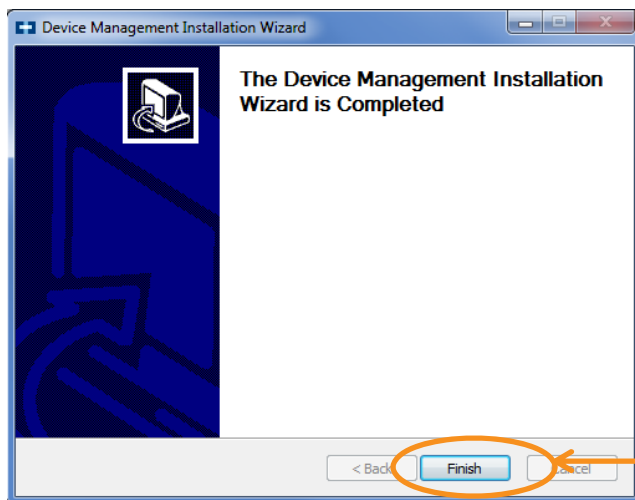


- On the “Ready to Install” screen, select “**Install**” to start the SCD™ 700 Updater Installation.

Software Updater for Kendall SCD™ 700 Series Controller



- On the “Completing the Covidien Kendall SCD 700 Updater Setup Wizard” screen, select “**Finish**” to complete the software installation for the client application.



- On the “Device Management Installation Wizard is Completed” screen, select “**Finish**” to close the wizard.

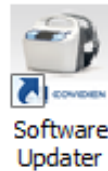
3 Launching the Software Updater for Kendall SCD 700 Series Controller

Note: Training and Login credentials (username and password) are required prior to launching the Kendall SCD™ 700 Updater. Please contact your Covidien Vascular Therapies sales representative to get the training associated with your login credentials.

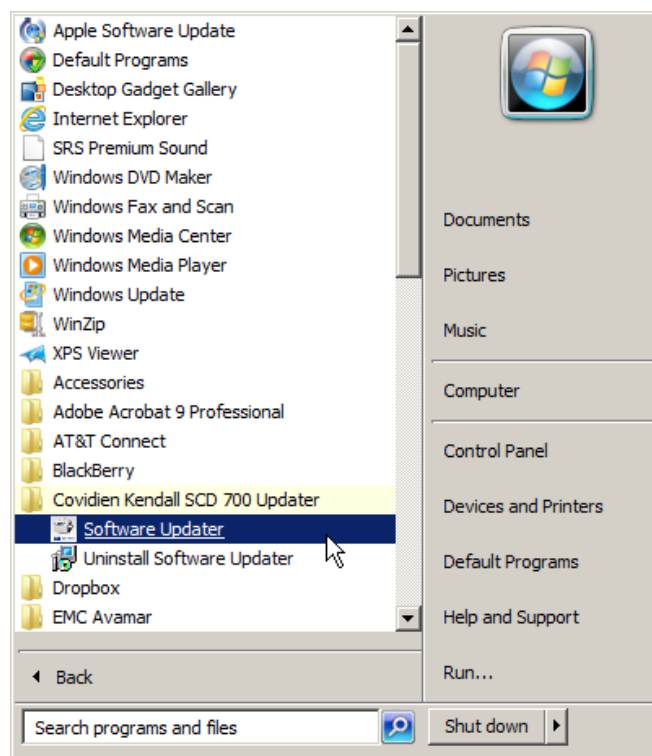
The program can be launched in two ways:

1. From the PC desktop, double click on the Software Updater Icon.

Software Updater for Kendall SCD™ 700 Series Controller

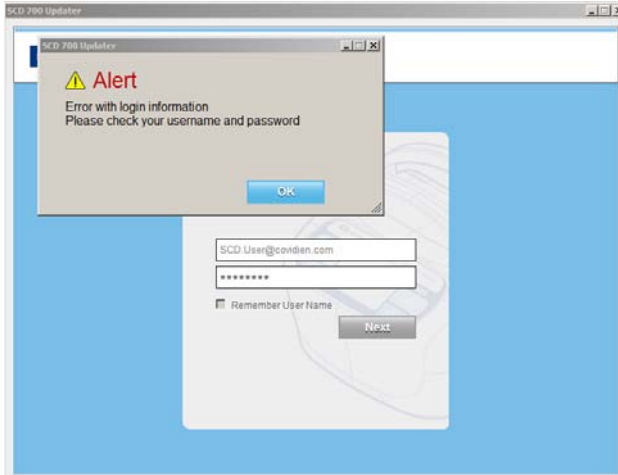


2. Or from the Start Menu, Start->All Programs->Covidien Kendall SCD 700 Updater->Software Updater.



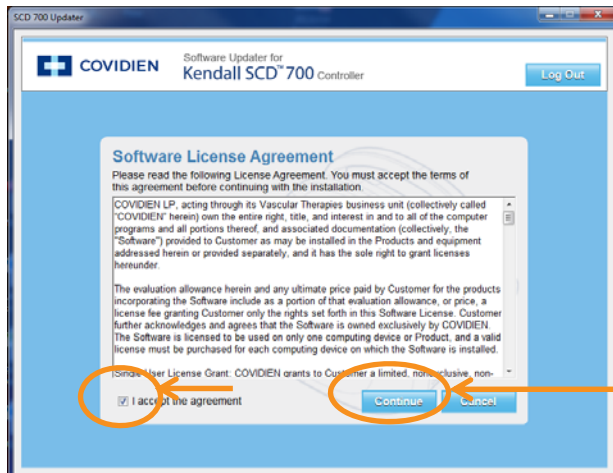
- Enter **User Name** and **Password** in the login screen then select “Next”. Passwords are case sensitive.
- **Note: The personal computer should be connected to the internet for the initial login to the SCD™ 700 Updater**

Software Updater for Kendall SCD™ 700 Series Controller



If the Login Alert pop up window is displayed:

- First confirm that the personal computer has an internet connection by navigating to an external website.
- Re-enter your **User Name** and **Password**. If you are still unable to login please contact Covidien technical support.

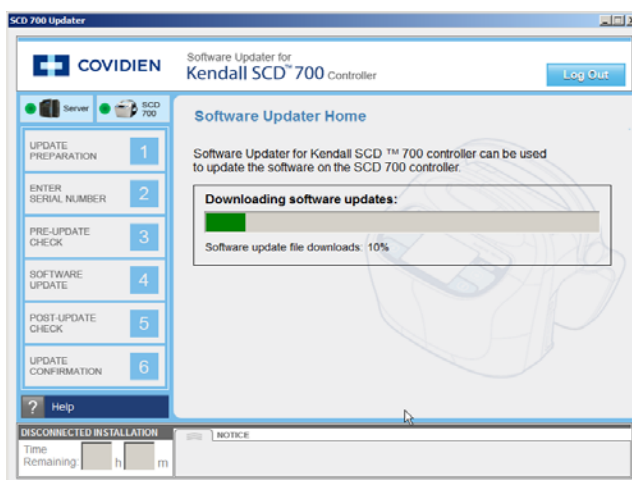


- After login, read the legal agreement. Check **“I accept the agreement”**. Select **“Continue”** to proceed to the next screen.

4 Preparing the Personal Computer to Upgrade Controllers

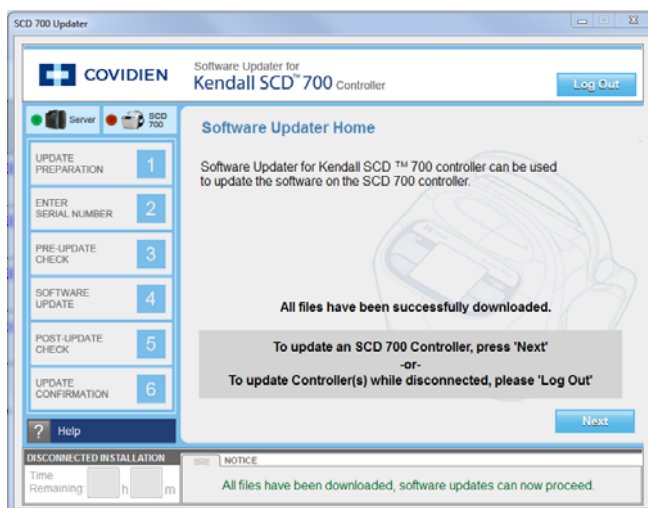
Note: The personal computer preparation requires an external internet connection.

4.1 Personal Computer Preparation



- After a successful login, the controller software will automatically download from the centralized server. It may take several minutes to download the controller software to the personal computer.

- **Note: An external internet connection is also required to download the Kendall SCD 700 Updater**



Software Updater Home

- After the Kendall SCD 700 Updater has been downloaded from the centralized server to the personal computer, the “Next” button will appear on the “Software Updater Home” screen.

- The SCD™700 Updater can now work in both connected mode and disconnected mode.

- 1.) In connected mode (personal computer connected to the external internet and centralized server), the user may select “Next” to continue with

Software Updater for Kendall SCD™ 700 Series Controller



controller software updates
and follow the steps listed in
Section 5

Or

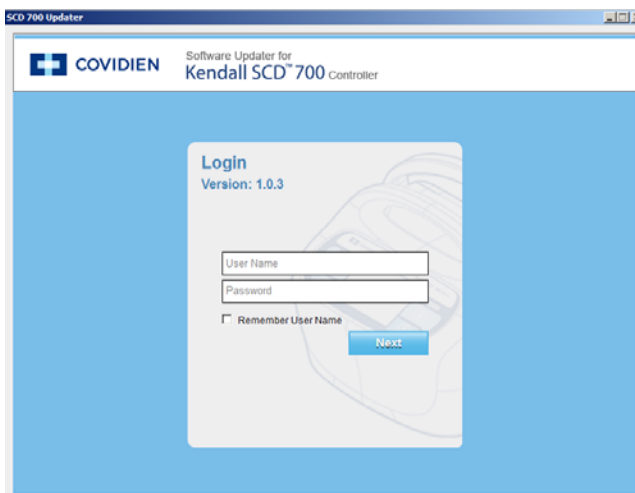
- 2.) In disconnected mode
(personal computer not
connected to the external
internet or centralized
server), the user may “**Log
Out**” of the Kendall SCD
700™ Updater and move to
a location without an
internet connection. (See
Section 4.2)

4.2 Upgrading Controller Software in a Location without an Internet Connection

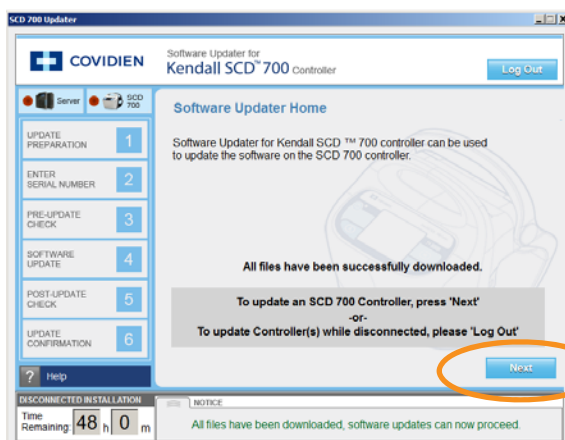
View your basic network information and set up connections



- If the controller software upgrades will occur in a location without an internet connection, the personal computer should first be prepared following the steps listed in Section 4.1.



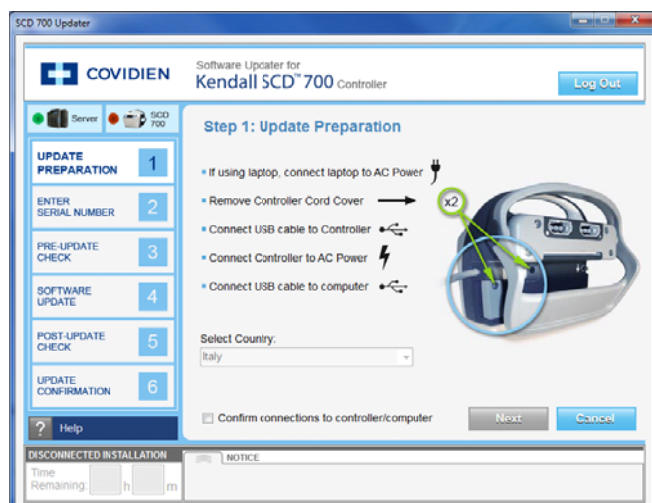
- To start controller software updates, launch the Kendall SCD 700™ Updater and login following the steps in Section 3.



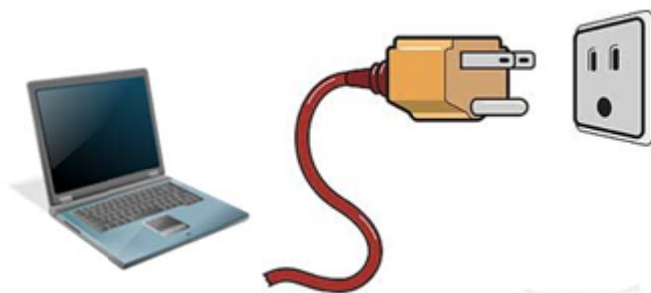
- When the Software Updater Home Screen appears, select “**Next**” to continue with controller software updates and follow the steps listed in Section 5

5 Upgrading Controller Software

5.1 Step 1: Update Preparation



Step 1: Update Preparation



Step 1 (continued): Update Preparation

- Connect the personal computer to AC Power
- Connect the Kendall SCD 700 series controller to AC Power



Step 1 (continued): Update Preparation

- Remove the Kendall SCD 700 series controller cord cover. There are two screws that need to be removed.
- Use: **Torx T-15 driver** to remove the screws

Software Updater for Kendall SCD™ 700 Series Controller



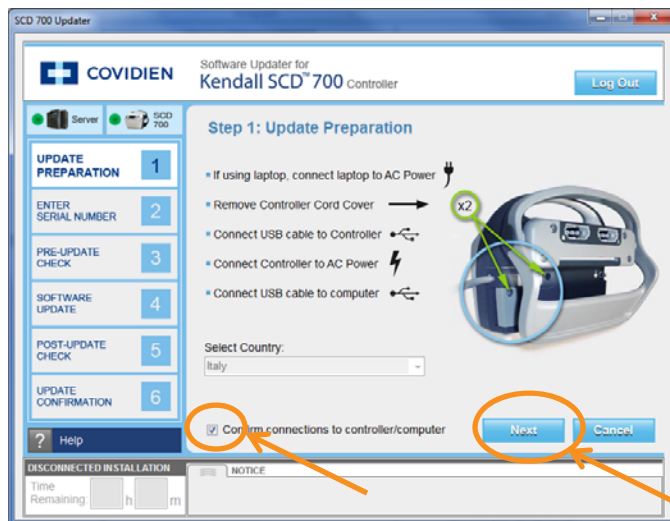
Step 1 (continued): Update Preparation

- Connect USB cable to controller
- Use: **USB cable - 4 pin USB Type A - M - 4 pin USB Type B – M**



Step 1 (continued): Update Preparation

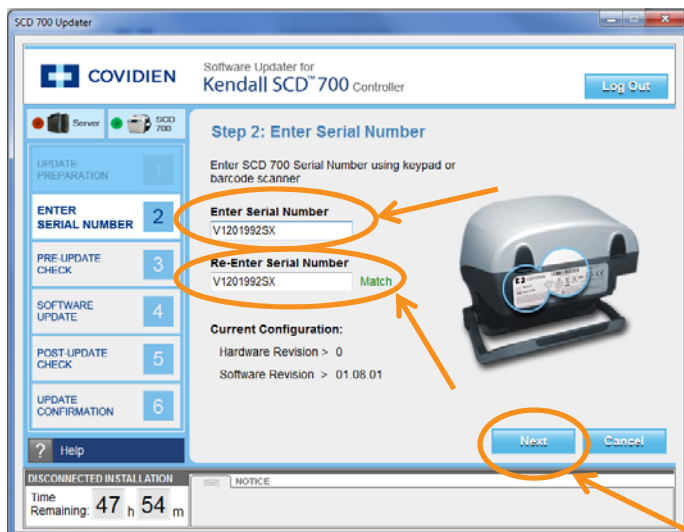
- Connect USB cable to a USB port located on the personal computer.



Step 1 (continued): Update Preparation

- The user's country is based on the user's profile and is set during user registration. The user's country cannot be modified.
- After performing all of the steps listed on the screen, check **"Confirm connections to controller/computer"**.
- Select **"Next"** to proceed to the next screen.

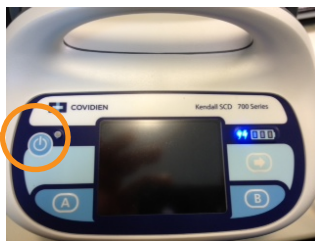
5.2 Step 2: Enter Serial Number



Step 2: Enter Serial Number

- The serial number can be entered manually using a keyboard or by using a bar code scanner.
- Position the Kendall SCD700 series controller so that the serial number label is facing you.
- Enter the serial number into the “**Enter Serial Number**” field. Hit “**Enter**” on the keyboard.
- Re-enter the same serial number into the “**Re-Enter Serial Number**” field. If the serial number is valid and is entered correctly in both fields a “**Match**” indicator will appear to the right of the “**Re-Enter Serial Number**” field.
- Select “**Next**” to proceed to the next screen.

5.3 Step 3: Pre-Update Check



Step 3: Pre-Update Check

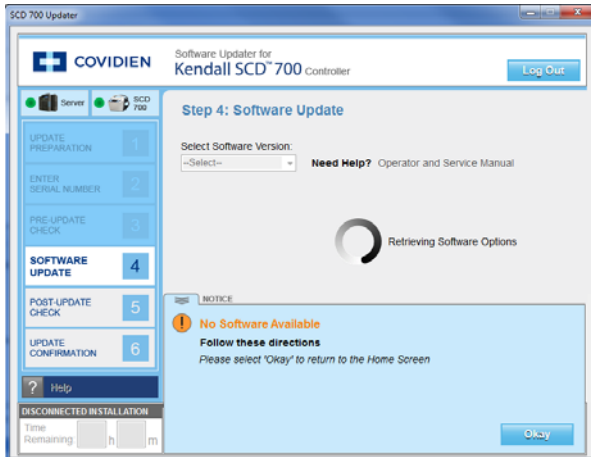
- Press the **On/Standby** button to turn on the Kendall SCD 700 series controller



Step 3 (continued): Pre-Update Check

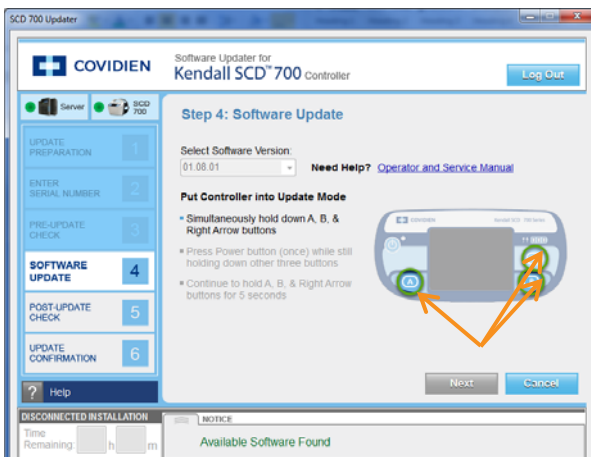
- Several seconds after the Controller has been turned on, the Kendall SCD™ 700 Updater will notify the user that the **“Pre-update function check has passed”**.
- Press the **On/Standby** button to turn off the Kendall SCD™ 700 series controller.
- Check **“Confirm controller has been turned off”**.
- Select **“Next”** to proceed to the next screen.

5.4 Step 4: Software Update



Step 4: Software Update

- If the **“No Software Available”** pop window is displayed:
- The connected Kendall SCD 700 series controller has the latest controller software.
- No new controller software is available.
- Select **“Okay”** to return to the Home Screen.



Step 4: Software Update (continued)

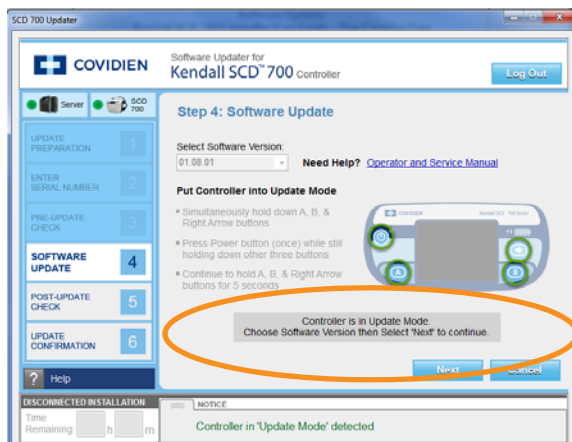
- The **“Select Software Version”** field will be automatically populated for users who are not Covidien employees.
- On the Kendall SCD 700 series controller, **simultaneously hold down A, B, & Right Arrow buttons.**



Step 4 (continued): Software Update

- Press the power button (once) while still holding down the A, B, & Right Arrow buttons.
- Release the power button while continuing to hold down the A, B, & Right Arrow buttons for 5 seconds.

Software Updater for Kendall SCD™ 700 Series Controller



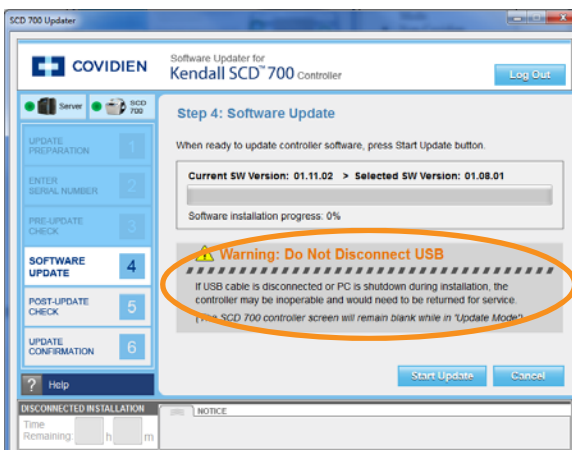
Step 4 (continued): Software Update

- If successful the user will be notified that the **“Controller is in Update Mode”**.

Note: The Kendall SCD700 series controller screen will remain blank while in software update mode.

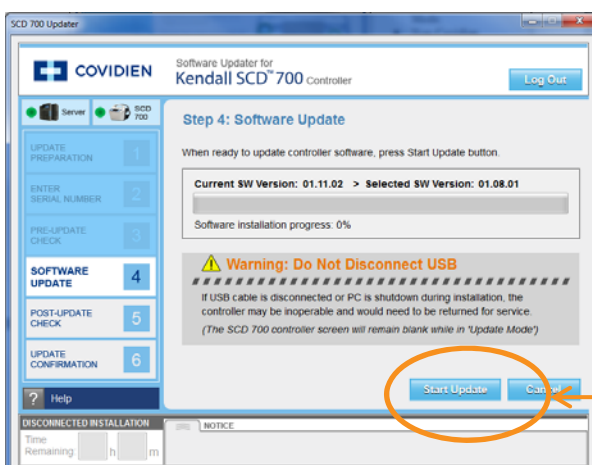
- Select **“Next”** to proceed to the next screen.

Note: Users who are non-Covidien employees do not need to choose the software version.



WARNING: Once the “Start Update” button has been selected the Kendall SCD 700 series controller **SHOULD NOT** be disconnected from the personal computer for the remainder of the update.

If the USB cable is disconnected or the personal computer is shutdown during installation, the Kendall SCD 700 series controller may become inoperable and would need to be returned to Covidien for service.

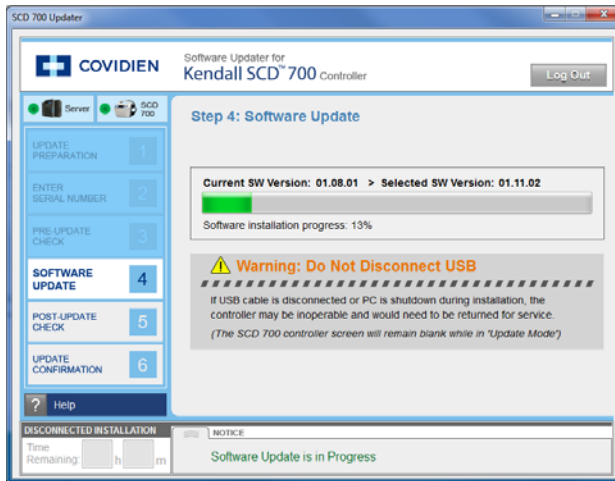


Step 4 (continued): Software Update

- Select **“Start Update”**

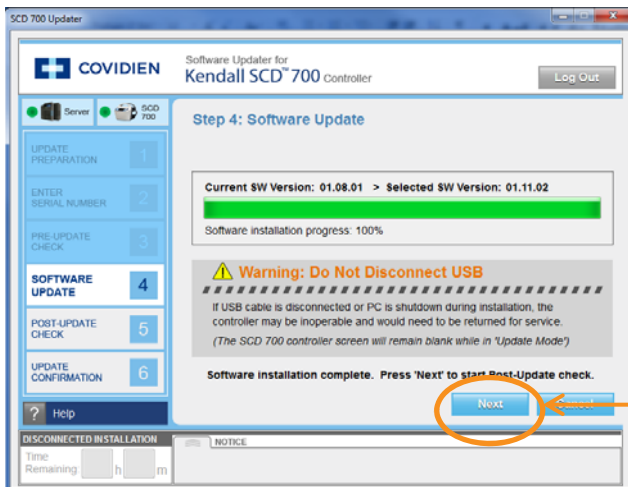
Note: The Kendall SCD™ 700 Updater will take approximately 6 to 7 minutes to install.

Software Updater for Kendall SCD™ 700 Series Controller



Step 4 (continued): Software Update

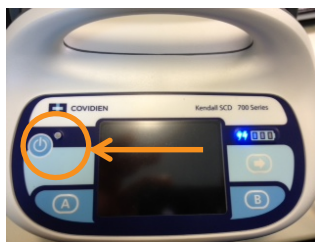
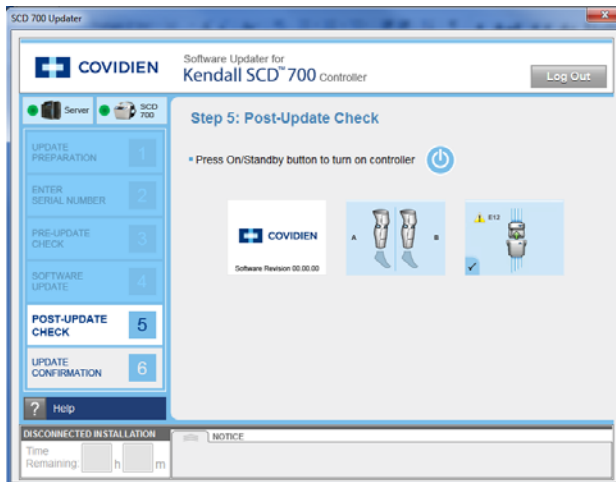
- The software progress bar will depict the status of the software upgrade.



Step 4 (continued): Software Update

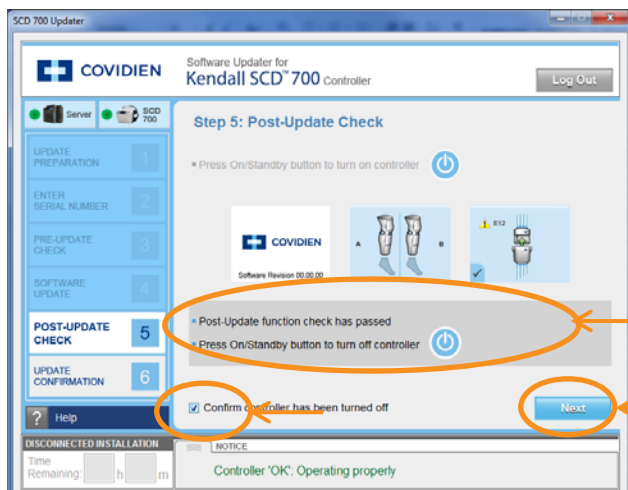
- Once the software upgrade is complete the user will be notified and the “Next” selection will appear at the bottom of the screen. Select “Next” to proceed to the next screen.

5.5 Step 5: Post-Update Check



Step 5: Post-Update Check

- Press the **On/Standby button** to turn on the Kendall SCD 700 series controller



Step 5 (continued): Post-Update Check

- Several seconds after the Kendall SCD 700 series controller has been turned on, the Kendall SCD™ 700 Updater will notify the user that the **“Post-Update function check has passed”**.
- Press the **On/Standby button** to turn off the Kendall SCD 700 series controller.
- Check **“Confirm controller has been turned off”**.
- Select **“Next”**

5.6 Step 6: Update Confirmation



Step 6: Update Confirmation

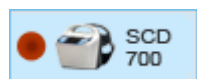
- Congratulations, you have successfully updated your Kendall SCD 700 series controller!
- The USB cable can now be safely removed from the Kendall SCD 700 series controller
- Reattach the cord cover to the Kendall SCD 700 series controller
- User can select:
 - **“Update Another Device”** to update another Kendall SCD 700 series controller.
 - **“Home”** to return to the Kendall SCD™ 700 Updater Home screen.
 - **“Log Out”** to completely log out of the Kendall SCD 700 Updater.

6 User Interface Navigation



Server Connectivity Indicator:

- **Green** indicates that the personal computer is connected to the centralized server.
- **Red** indicates that the personal computer is not connected to the centralized server.



Controller Connectivity Indicator:

- **Green** indicates that the personal computer is connected to the Kendall SCD 700 series controller.
- **Red** indicates that the personal computer is not connected to the Kendall SCD 700 series controller.

Software Updater for Kendall SCD™ 700 Series Controller



UPDATE PREPARATION	1
ENTER SERIAL NUMBER	2
PRE-UPDATE CHECK	3
SOFTWARE UPDATE	4
POST-UPDATE CHECK	5
UPDATE CONFIRMATION	6

- The **Step Navigation** provides a visual representation of which step the user is currently on, which step(s) have been completed, and which step(s) are remaining.

NOTICE

All files have been downloaded, software updates can now proceed.

- The **“Notice”** field provides the user with information specific to the step in that the user is performing. This also provides “error” indication.

?
Help

- Selecting the **“Help”** link will guide you to additional support information for the Kendall SCD™ 700 Updater and the Kendall SCD 700 Series Controller Operator and Service Manual.
- The Help Screen will not display available documents until Step 4 Software Update.

DISCONNECTED INSTALLATION

Time Remaining:
 h
 m

DISCONNECTED INSTALLATION

Time Remaining:
47 h 56 m

- The **“Disconnected Installation”** mode field is populated only when the Kendall SCD 700 Updater is in disconnected installation mode.
- “Disconnected Installation”** mode occurs when the personal computer is no longer connected to the internet and centralized server.

Software Updater for Kendall SCD™ 700 Series Controller

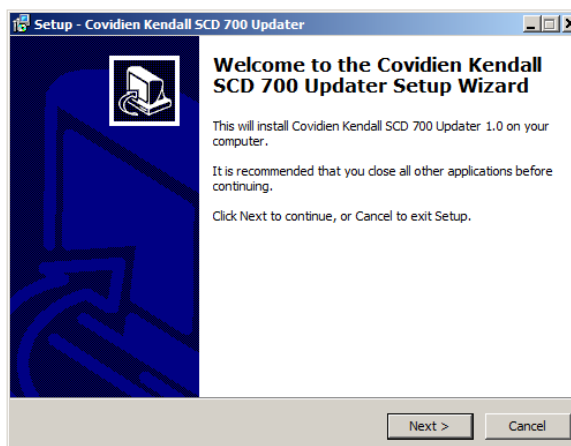
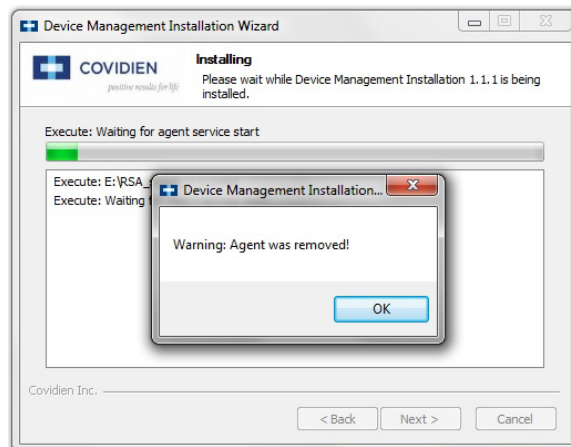
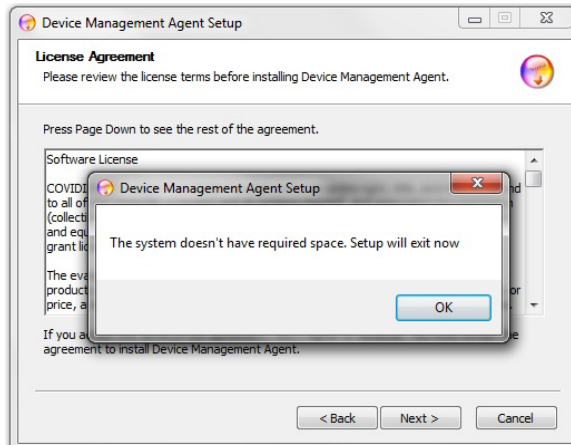


- When the SCD™ 700 Updater is in “**Disconnected Installation**” mode the user will have 48 hours to perform the Kendall SCD 700 series controller software upgrades.
- Time remaining is shown in an hour (h) and minute (m) format.

7 Troubleshooting

7.1 Application Installation Troubleshooting

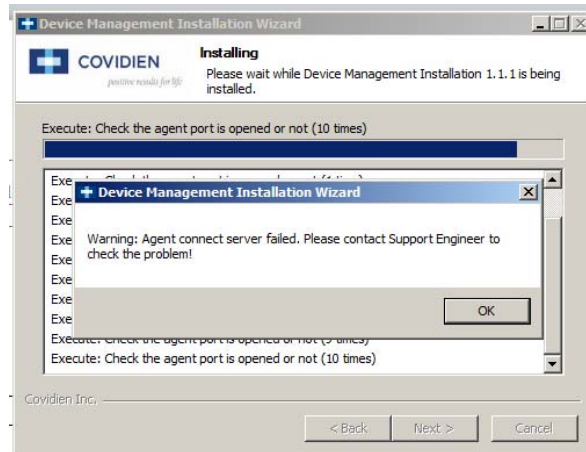
Application Installation



If “The system doesn’t have required space. Setup will now exit” pop up window is displayed:

- Select “OK” on the “Device Management Agent Setup” window
- Select “OK” on the “Device Management Agent Installation” window
- On the “Welcome to the Covidien Kendall SCD 700 Updater Setup Wizard” screen, select “Next” to proceed to the next screen.
- The personal computer has less than the required 25 GB available hard disk space. Please clear additional space on the personal computer hard drive or select a computer with 25 GB of available hard disk space.

Software Updater for Kendall SCD™ 700 Series Controller

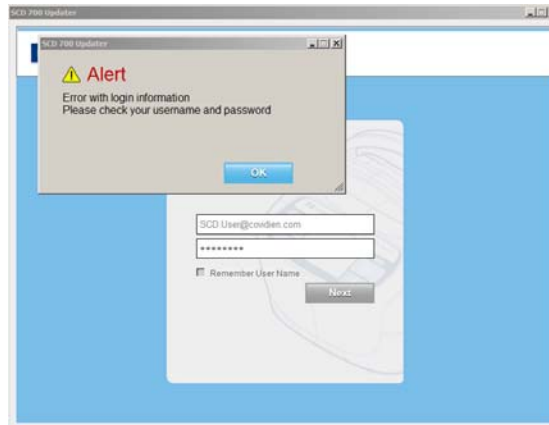


If the “Warning: Agent connect server failed. Please contact Support Engineer to check the problem!” pop up window is displayed:

- Press OK to complete the software installation.
- Restart the personal computer.
- Confirm that the personal computer has an internet connection by navigating to an external website
- Launch Kendall SCD™ 700 Updater and Login.
- If you are unable to login please contact Covidien technical support.

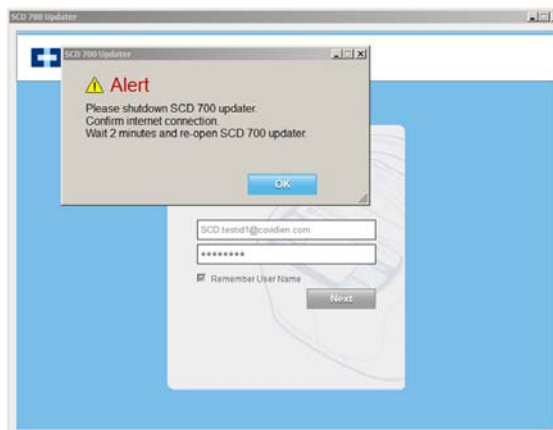
7.2 User Login Troubleshooting

User Login Screen



If the **Login Alert** pop up window is displayed:

- First confirm that the personal computer has an internet connection by navigating to an external website.
- Re-enter your user name and password. Passwords are case sensitive.
- If you are still unable to login contact Covidien technical support.



If during login the **“Please shutdown Kendall SCD™ 700 Updater”** pop up window is displayed:

- Shutdown the Kendall SCD 700 Updater
- Confirm that the personal computer has an internet connection by navigating to an external website.
- Wait 2 minutes and re-open Kendall SCD 700 Updater.
- If you are still unable to login contact Covidien technical support.

7.3 Software Updater Home: Disconnected Installation Time Expired

Software Updater Home: Disconnected Installation Time Expired



If the “**Software updates are not available because DISCONNECTED time remaining is 0h 0m**” is displayed:

- It is been more than 48 hours since the last connection to the centralized server
- Logout of the Kendall SCD™ 700 Updater
- Close the Kendall SCD 700 Updater Application
- Confirm connection to the internet. If necessary, move to another location to get external internet access.
- Follow the steps in Section 4.2 - Upgrading Controller Software in a Location without an Internet Connection

7.4 Step 2 Troubleshooting

Step 2: Enter Serial Number – Serial Number is incorrect



If the **“Serial Number is incorrect”** pop up window is displayed:

- Select **“Okay”**
- Please re-attempt serial number entry for the attached Kendall SCD™ 700 series controller

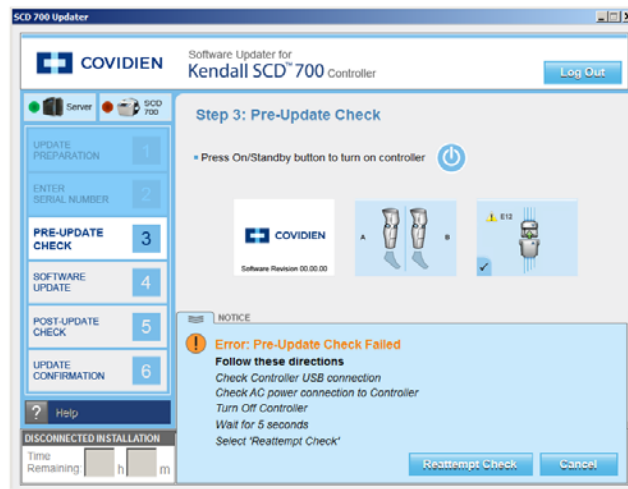


If the **“Does not Match”** is displayed:

- The first serial number entry and the second serial number entry do not match.
- Re-attempt the serial number entry

7.5 Step 3 Troubleshooting

Step 3: Pre-Update Check – Pre-Update Check Failed

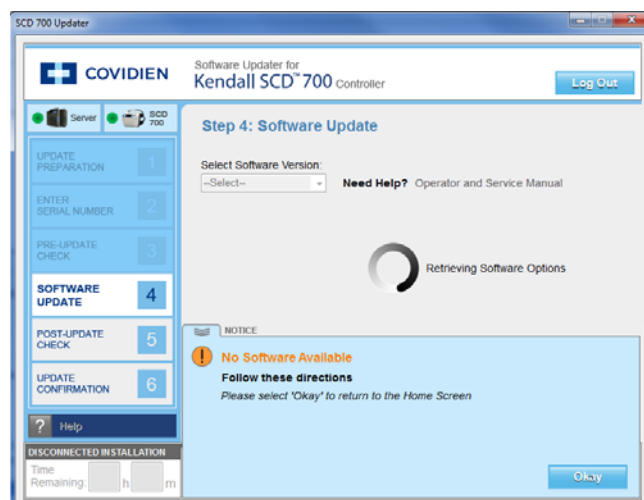


If the **“Error: Pre-Update Check Failed”** pop up window is displayed:

- Check Controller USB connection
- Check the AC power connection to the controller
- Turn off controller
- Wait for 5 seconds
- Select **“Reattempt Check”**
- If the Error Screen continues to display after following the prompts contact Covidien technical support.

7.6 Step 4 Troubleshooting

Step 4: Software Update – No Software Available



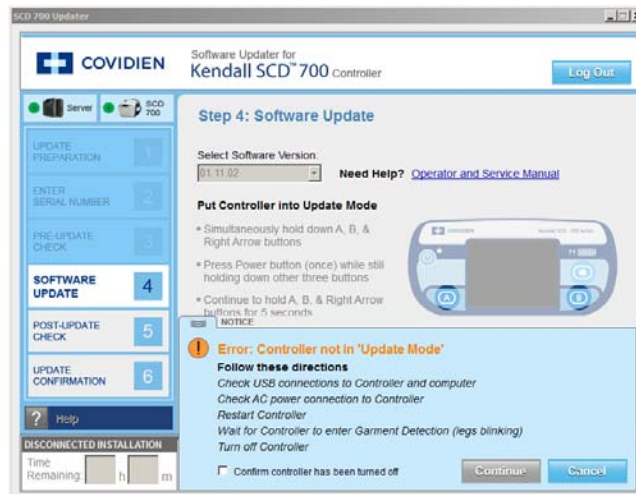
If the **“No Software Available”** pop window is displayed:

- The connected Kendall SCD 700 series controller has the latest controller software.
- No new controller software is available.

Software Updater for Kendall SCD™ 700 Series Controller



Step 4: Software Update – Controller not in ‘Update Mode’



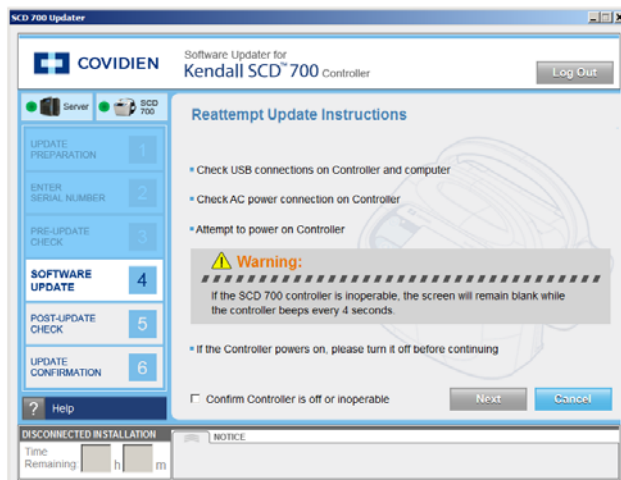
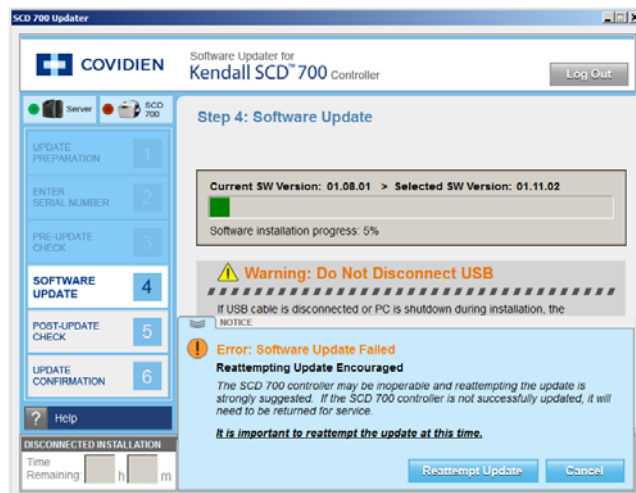
If the **“Error: Controller not in ‘Update Mode’”** pop up window is displayed:

- Check the USB connections to the controller and the computer
- Check the AC power connection to the controller
- Restart controller
- Wait for the controller to enter Garment Detection (legs blinking)
- Turn off controller
- Check **“Confirm controller has been turned off”**
- Select **“Continue”**
- If the Error Screen continues to display after following the prompts contact Covidien technical support.

Software Updater for Kendall SCD™ 700 Series Controller



Step 4: Software Update – Software Update Failed



If the “**Error: Software Update Failed**” pop up window is displayed:

- **Reattempting update is encouraged**
- The Kendall SCD 700 series controller may be inoperable and reattempting the update is strongly suggested. If the SCD 700 series controller is not successfully updated, it will need to be returned for service. **It is important to reattempt the update at this time.**

- Select “**Reattempt Update**”

To Reattempt Software Update

- Check the USB connections on controller and computer.
- Check AC power connection on controller.
- Attempt to power on controller.
- If the SCD 700 series controller is inoperable, the screen will remain blank while the controller beeps every 4 seconds.
- If the controller powers on, please turn it off before continuing.
- Check “**Confirm controller has been turned off**”.
- Select “**Next**”
-

7.7 Step 5 Troubleshooting

Step 5: Post-Update Check – Post-Update Check Failed

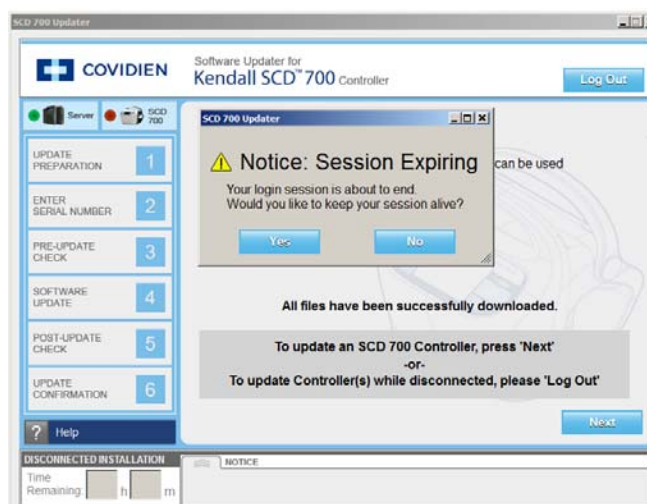


If the **“Error: Post-Update Check Failed”** pop up window is displayed:

- Check controller USB connection.
- Check the AC power connection to the controller.
- Turn Off controller.
- Wait for 5 seconds.
- Select **“Reattempt Check”**.
- If the Error Screen continues to display after following the prompts contact Covidien technical support.

7.8 Notice: Session Expiring

Notice: Session Expiring

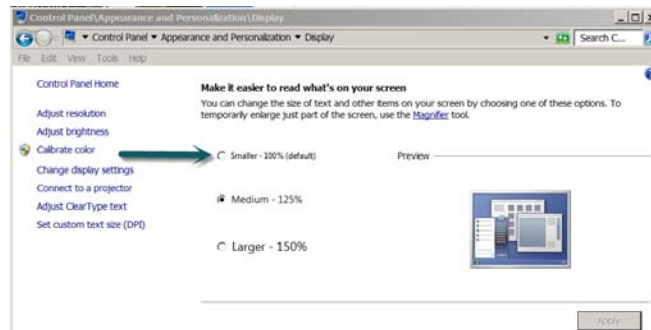
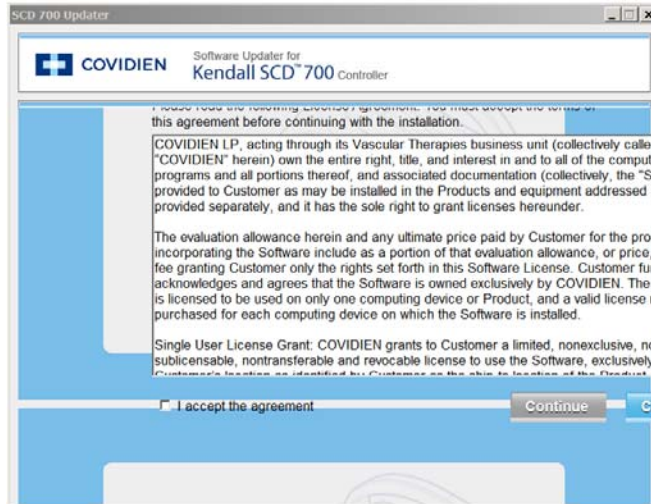


After a period of inactivity, the **“Notice: Session Expiring”** pop is displayed:

- Select **“Yes”** to keep your session active.
- Select **“No”** to logout of the Kendall SCD™ 700 Updater.

7.9 Screen does not display correctly

Screen does not display correctly



If the Kendall SCD™ 700 Updater screens are not displayed correctly:

- Change the computer font size to 100% by selecting Control Panel>Appearance and Personalization>Display Select Smaller - 100%

7.10 Error: Controller Hardware/Software could not be retrieved

Error: Controller Hardware/Software could not be retrieved



If the **“Error: Controller Hardware/Software could not be retrieved”** pop up window is displayed:

- Check the USB connections to the controller and the computer.
- Check the AC power connection to the controller.
- Restart controller.
- Wait for the controller to enter Garment Detection (legs blinking).
- Turn off controller.
- Check **“Confirm controller has been turned off”**.
- Select **“Continue”**
- If the Error Screen continues to display after following the prompts contact Covidien technical support.

8 Frequently Asked Questions

1. Can I update multiple Kendall SCD 700 series controllers simultaneously using the <i>same personal computer</i> ?	<ul style="list-style-type: none"> • No
2. Can I update multiple Kendall SCD 700 Controllers simultaneously using <i>different personal computers</i> ?	<ul style="list-style-type: none"> • Yes
3. Can I share my user name and password?	<ul style="list-style-type: none"> • No, user name and password is user specific and MUST NOT be shared with other users. Every time a user is logged onto the Kendall SCD™ 700 Updater, a unique record is created including your user name and password.
4. I can't access the : "Help" function	<ul style="list-style-type: none"> • The "Help" link does not display any documents until controller software is selected in step 4.
5. Prior to updating the controller software the SCD 700 series controller display screen shows 7.01. Is 7.01 this the current software revision?	<ul style="list-style-type: none"> • No, 7.01 is not the current controller software revision. 1.08.01 is the software revision.
6. Why can't I change country on the "Update Preparation" screen?	<ul style="list-style-type: none"> • The user's country is based on the user's profile and is set during user registration. The user's country cannot be modified.
7. My computer is connected to the external internet, but the server icon is red and the disconnected timer is present?	<ul style="list-style-type: none"> • The Kendall SCD 700 Updater cannot transition from "disconnected mode" to "connected mode" after the Kendall SCD 700 Updater is launched. • Shutdown the Kendall SCD 700 Updater • Confirm that the personal computer has an internet connection by navigating to an external website. • Wait 2 minutes and re-open Kendall SCD 700 Updater. • If you are still unable to login contact Covidien technical support.

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