





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 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.







Device Management Installation Wizard Welcome to Device Management Installation Wizard Mathematical Structure Welcome to Device Management Installation Wizard Mathematical Mathemat	 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.
Device Management Installation Wizard Device Management Installation Wizard Device Management Installation 1.1.2 is being nstalled. Execute: D:\1070999.exe Execute: D:\1070999.exe Coviden Inc. Coviden Inc. Cancel	• The "Installing" screen will appear. It may take a few minutes before the wizard automatically progresses to the next screen.
<image/>	• On the "Welcome to the Device Management Agent Setup Wizard" screen, select " Next " to proceed to the next screen.



License Agreement		
Please review the license terms before installing Device Management Agent.		
Prace Pana Down to see the ract of the annaement		
Software License COVIDIEN LP, (called "COVIDIEN" herein) owns the entire right, title, and interest in and to all of the computer programs and all portions thereof, and associated documentation (collectively, the "Software") provided to Customer as may be installed in the Products and equipment addressed herein or provided separately, and it has the sole right to grant licenses hereunder.	•	After reading the licer agreement, select "I agree" to proceed to
The evaluation allowance herein and any ultimate price paid by Customer for the products incorporating the Software include as a portion of that evaluation allowance, or price, a license fee granting Customer only the rights set forth in this Software License.		next screen.
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install Device Management Agent.		
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🕣 Device Management Agent Setup		
Change Start Many Felder		
Choose a Start Menu Folder Choose a Start Menu folder for the Device Management Agent shortcuts		
Select the Start Menu folder in which you would like to create the program's shortcuts. You can also enter a name to create a new folder.		
Device Management Agent	•	On the "Choose Start
Accessories		Monu Foldor" scroop
Administrative Tools Adobe Acrobat 9 Professional		Meriu i Older Screen,
AT&T Connect		select " Install ".
EMC Avamar		
HP		
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Installing Please wait while Device Management Agent is being installed. Extract : jre6\bin\bist.exe Extract : jre6\bin\bigDaucher.exe Extract : jre6\bigDaucher.exe Extract : jre6\bi	•	The "Installing" screen will appear. It may ta a few minutes before Wizard automatically progresses to the nex screen.



Perice Management Agent Setup □ 20 Image: Completing the Device Management Agent has been installed on your computer. Device Management Agent has been installed on your computer. Image: Completing the Device Management Agent has been installed on your computer. Device Management Agent has been installed on your computer. Image: Completing the Device Management Agent has been installed on your computer. Device Management Agent has been installed on your computer.	 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.
Covice Management Installation Wizard Provide Management Installation Wizard Provide Management Installation 1.1.2 is being retained. Provide Waiting for agent service start Precute: Waiting for agent service start Precute: Waiting for agent service start Covidien for: kaiting.covide	• The "Installing" screen will appear. It may take a few minutes before the wizard automatically progresses to the next screen.
User Account Control Do you want to allow the following program from an unknown publisher to make changes to this computer? Program name: SCDUInstaller_v1-0-3.exe Publisher: Unknown File origin: CD/DVD drive Show details Yes Yes Yes Change when these notifications appear	• If asked "Do you want to allow the following program from an unknown source publisher to make changes to this computer? Select " Yes ".



Setup - Covidien Kendall SCD 700 Updater	 On the "Welcome to the Covidien Kendall SCD[™] 700 Updater Setup Wizard" screen, select "Next" to proceed to the next screen.
Setup - Covidien Kendall SCD 700 Updater Select Additional Tasks Which additional tasks should be performed? Select the additional tasks you would like Setup to perform while installing Covidien Kendall SCD 700 Updater, then click Next. Additional icons: Create a desktop icon	 On the "Welcome to the Covidien Kendall SCD 700 Updater Setup Wizard" screen, select "Next" to proceed to the next screen.
Setup - Covidien Kendall SCD 700 Updater Ready to Install Setup is now ready to begin installing Covidien Kendall SCD 700 Updater on your computer. Click Install to continue with the installation, or click Back if you want to review or change any settings. Additional tasks: Additional tasks: Create a desktop icon Image: Create a desktop icon	 On the "Ready to Install" screen, select "Install" to start the SCD[™] 700 Updater Installation.





3 <u>Launching the Software Updater for Kendall SCD 700</u> <u>Series Controller</u>

Note: Training and Login credentials (username and password) are required prior to launching the Kendall SCD^{TM} 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.





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



CC 2008 Updater	 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
CO 700 Updawer COVIDIEN Software Updater for Kendall SCD" 700 Controller	technical support.
Software License Agreement. You must accept the terms of this agreement before continuing with the installation. COVDENT Level to thom the entire right, this, and interest in and to all of the comparison of the product and associated documentation (collectively, the "Software") provided to Gustomer as may be installed in the Products and equipment advectored by the product and equipment advectored by the product and equipment advectored by the installed in the Products and equipment advectored by the product and equipment advectored by the installed in the Products and equipment advectored by the installed in the Products and equipment advectored by the installed in the Product and equipment advectored by the installed in the Product and equipment advectored by the installed as a portion of that evaluation allowance, or proc, a license for the software installed as a portion of that evaluation allowance, or proc, a license for advectored by the rights as the this Software installed license installed by protocol and argues that the Software is comed acclusively by COVDEN The Software is tenned to be used to only one comparing dense of product, and a valid license installed by protocol and a valid compared for each computed where a limited not be software to advect adv	 After login, read the legal agreement. Check "I accept the agreement". Select "Continue" to proceed to the next screen.



4 <u>Preparing the Personal Computer to Upgrade</u> <u>Controllers</u>

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

4.1 Personal Computer Preparation





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.	
COVIDIEN Software Updater for Kendall SCD* 700 Controller	 To start controller software updates, launch the Kendall SCD 700[™] Updater and login following the steps in Section 3. 	
COVIDEN Software Updater for Kendall SCD*700 controller Image: Covidence of the software updater for Kendall SCD ** 700 controller can be used Image: Covidence of the software updater for Kendall SCD ** 700 controller can be used Image: Covidence of the software updater for Kendall SCD ** 700 controller. Image: Covidence of the software updater for Kendall SCD ** 700 controller. Image: Covidence of the software of the SCD 700 controller. Image: Covidence of the software of the SCD 700 controller. Image: Covidence of the software of the SCD 700 controller. Image: Covidence of the software of the SCD 700 controller. Image: Covidence of the software of the SCD 700 controller. Image: Covidence of the software of the SCD 700 controller. Image: Covidence of the software of the SCD 700 controller. Image: Covidence of the software of the software of the software updates can now proceed. Image: Covidence of the software updates can now proceed.	• 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

SCD 700 Updater Image: Covidient Software Updater for Kendall SCD* 700 Controller Image: Covidient Software Updater for Kendall SCD* 700 Controller Image: Covidient Software Updater for Kendall SCD* 700 Controller Image: Covidient Software Updater for Kendall SCD* 700 Controller Image: Covidient Software Updater for Kendall SCD* 700 controller Image: Covidient Software Updater for Kendall SCD* 700 controller Image: Covidient Software Updater for Kendall SCD* 700 controller Cord Cover Image: Covidient Controller Cord Cover Image: Covidient Controller Cord Cover Image: Control Updater for Controller to AC Power Image: Control U	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



	 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. 	
SCD 700 Updater Image: COVIDIEN Software Updater for Kendall SCD 700 Controller Image: COVIDIEN Software Updater for Kendall SCD 700 Controller Image: COVIDIEN Software Update Preparation Image: COVIDIEN Step 1: Update Preparation Image: Covidience Controller Image: Covidience Covid Cover Image: Covidience Covid Cover Image: Covidience Covidi	 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





5.4 Step 4: Software Update









Berrer Problem UPDATE 1 PREPARATION 1 ENTER 2 BERRAL HUNDER 2 VPDATE 3 SOFTWARE 4 POST-UPDATE 5 UPDATE 5 UPDATE 5 UPDATE 6 ? Help	Step 4: Software Update Current SW Version: 01.08.01 > Selected SW Version: 01.11.02 Software installation progress: 13% Warning: Do Not Disconnect USB If USB cable is disconnected or PC is shuldown during installation, the controller may be inoperable and would need to be returned for service. (The SCD 700 controller screen will remain blank while in 'Update Moder)	 Step 4 (continued): Software Update The software progress bar widepict the status of the software upgrade.
Remaining: h m	Software Update is in Progress	
0 700 Updater COVIDIEN	Software Updater for Kendall SCD [®] 700 controller	Step 4 (continued): Software



5.5 Step 5: Post-Update Check





5.6 Step 6: Update Confirmation





6 User Interface Navigation

so	SCD 700 Updater						
		Software Updater for Kendall SCD [®] 700 controller					
	Server SCD 700	Software Updater Home					
	UPDATE PREPARATION 1	Software Updater for Kendall SCD ™ 700 controller can be used to update the software on the SCD 700 controller.					
	ENTER SERIAL NUMBER 2						
	PRE-UPDATE 3						
	SOFTWARE 4	All files have been successfully downloaded.					
	POST-UPDATE 5	To update an SCD 700 Controller, press 'Next'					
	UPDATE CONFIRMATION 6	To update Controller(s) while disconnected, please 'Log Out'					
	? Help	Next					
	DISCONNECTED INSTALLATION	All files have been downloaded, software updates can now proceed.					

• Server	 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.
• SCD 700	 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.



UPDATE PREPARATION1ENTER SERIAL NUMBER2PRE-UPDATE CHECK3SOFTWARE UPDATE4POST-UPDATE CHECK5UPDATE CONFIRMATION6	 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.



 When the SCD[™] 700 Updater is ir "Disconnected Installation" mode the user will have <u>48 hours</u> 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





	If the "Warning: Agent connect server failed. Please contact Support Engineer to check the problem!" pop up window is displayed:
Device Hanagement Installation Wizard Installing Please wait while Device Management Installation 1.1.1 is being installed.	Press OK to complete the software installation.
Execute: Check the agent port is opened or not (10 times)	Restart the personal computer.
Exe Warning: Agent connect server failed. Please contact Support Engineer to Exe check the problem! Exe Exe Concerned and the problem! Exe Exe Concerned and the agent port is opened or not (2 annea) Execute: Check the agent port is opened or not (10 times)	• Confirm that the personal computer has an internet connection by navigating to an external website
Coviden Inc	 Launch Kendall SCD[™] 700 Updater and Login.
	 If you are unable to login please contact Covidien technical support.



7.2 User Login Troubleshooting





7.3 Software Updater Home: Disconnected Installation Time Expired





7.4 Step 2 Troubleshooting

COVIDIEN	Software Updater for Kendall SCD' 700 controller Step 2: Enter Serial Number Barcode scanner Enter Serial Number Re-Enter Serial Number Match Match Vonce Serial Number is Incorrect Police directions Pease re-atterny serial number entry for the attached SCD 700	 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
SCD 200 Myelder COVIDIEN	Software Updater for Kendall SCD 700 Controller Cont	 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

Ite Check		SCD 700 Updater	If the "Error: Pre- Check Failed" pop displayed:	Jpdate up window is
	S: Pre-Update Check – Pre-Updat Failed	Software Updater for Kendall SCD 7000 controller Software Updater for Kendall SCD 7000 controller Software Updater for Kendall SCD 7000 controller Step 3: Pre-Update Check PRE-UPDATE Step 3: COVIDIEN Step 3: Pre-Update Check PRE-UPDATE Step 3: COVIDIEN Step 3: COVIDIEN PRE-UPDATE Step 3: COVIDIEN Step 3: Restantion Step 3: Restanting Check*	 Check Controller connection Check the AC percent of the connection to the connection to the connection to the Turn off controller Wait for 5 secon Select "Reattern If the Error Screet to display after for 	• USB ower e controller er ds pt Check " en continues ollowing the
	Step (prompts contact technical suppor	Covidien t.

7.6 Step 4 Troubleshooting







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.





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 updated 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



7.8 Notice: Session Expiring





7.9 Screen does not display correctly

sce	700 Updater	
Screen does not display correctly	Initial agreement before continuing with the installation. COVIDIEN I.P., acting through its Vascular Therapies business unti (collectively called COVIDIEN Therein) own the entire right, tifle, and interest in and to all of the compute provided to Customer as may be installed in the Products and equipment addressed h provided to Customer as may be installed in the Products and equipment addressed h provided to Customer as may be installed in the Products and equipment addressed h provided separately, and it has the sole right to grant licenses hereunder. The evaluation allowance horein and any utimate price paid by Customer for the products actionwedges and agrees that the Software is installed. Single User License Continuing device or Product, and a valid license in sublemased for each computing device on which the Software is installed. Single User License Grant: COVIDIEN grants to Customer a limited, nonexclusive, nor sublemased for each computing device on which the Software is installed. Single User License Grant: COVIDIEN grants to Customer a limited, nonexclusive, nor sublemased for each computing device on use the Software is installed. Single User License Grant: COVIDIEN grants to Customer a limited, nonexclusive, nor sublemased for each computing device on use the Software is installed. Single User License Grant: COVIDIENT grants to Customer a limited, nonexclusive, nor sublemased for each computing device on use the software is used. Single User License Customer and revocable license to use the Software is installed. Single User Home and Personalization + Deploy Single User License Grant: 20x/10000 Sins	If the Kenall 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





8 Frequently Asked Questions

1. Can I update multiple Ker 700 series controllers simultaneously using the personal computer?	ndall SCD same	No
2. Can I update multiple Kei 700 Controllers simultane different personal compu	ndall SCD eously using • ters?	Yes
Can I share my user nam password?	• le and	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	The "Help" link does not display any documents until controller software is selected in step 4.
 Prior to updating the cont software the SCD 700 se controller display screen 7.01. Is 7.01 this the curr software revision? 	roller ries • shows ent	No, 7.01 is not the current controller software revision. 1.08.01 is the software revision.
6. Why can't I change count "Update Preparation" scro	ry on the • een?	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 connecte external internet, but the is red and the disconnect present?	• d to the server icon ed timer is •	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.



9 Software License

COVIDIEN LP, acting through its Vascular Therapies business unit (collectively called "COVIDIEN" herein) own the entire right, title, and interest in and to all of the computer programs and all portions thereof, and associated documentation (collectively, the "Software") provided to Customer as may be installed in the Products and equipment addressed herein or provided separately, and it has the sole right to grant licenses hereunder.

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