

289H LSS LAN Controller Card Information Update

Reports from the field of situations with PressureMAP not being able to connect with certain 289H LSS monitors over a local area network (LAN) have led some of our customers to believe that their 289H equipment is defective. In these reported cases, it appears that the 289H monitors have shut down, when, in reality, a disruption in network connectivity prevents PressureMAP from contacting the 289Hs over the network. Once the non-responsive 289Hs are rebooted, normal PressureMAP / 289H communications are re-established. These network issues can occur when IT department personnel perform work on the network, such as providing additional LAN connectivity, upgrading the network infrastructure, and/or servicing switches, routers, etc.

In September, 2007 the 289H LAN Controller Card firmware was updated to correct connectivity issues. Previously, the LAN card would send a packet of data through the network only once (when it was powered up) to identify its whereabouts. This worked fine as long as there was no disruption in network connectivity. The newer, modified LAN Controller Cards now provide ongoing notification approximately every five minutes, so even if work is being performed on the network the 289H monitors will be able to signal their whereabouts when operations are resumed. This eliminates the need to physically reboot the 289H.

Examining the serial number of the LAN Controller Card (Figure 1) is the easiest way to determine if a card is the newer version. The second group of four digits in the serial number represents the date (Figure 2). For example, 1107 identifies November, 2007. To confirm whether you have the newer version of the LAN Controller Card, the date indicated must be 0907 or more recent. If you have an earlier version of the card and would like to arrange for an exchange, please contact your System Studies field representative or call our toll free number for information.

FIGURE 1 - LAN CONTROLLER CARD

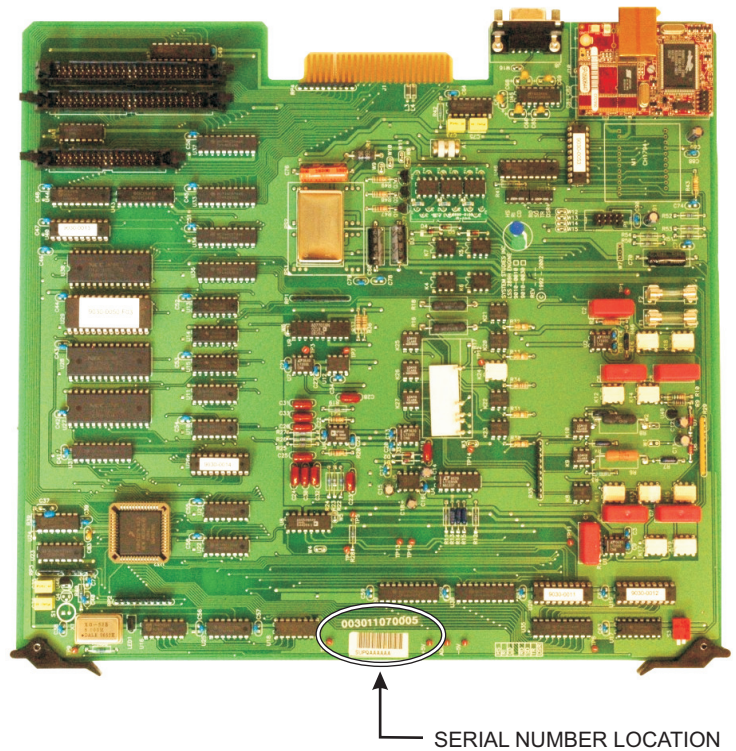


FIGURE 2 - SERIAL NUMBER

