

Software Bulletin

Handheld Base Unit for CoaguChek® XS Plus and CoaguChek XS Pro Systems – Roche HBU/BU Control Panel Software Version 03.00.01 Now Available

New Software Available

As communicated in Analyzer Bulletin 16-020 (dated 02/11/16), Handheld Base Units (HBUs) are an optional component of the CoaguChek® XS Plus and CoaguChek XS Pro meters for charging and to enable connectivity. In rare cases, HBUs may produce transmission errors in the form of data loss when connected by USB communication to the data management system (e.g., **cobas** IT 1000 or third party software). This happens in rare cases of data transmission via USB connection to a PC (USB mode 3).

Roche is pleased to announce the release of the HBU/BU Control Panel Version 03.00.01 software that corrects this issue. The installation of this new software is **mandatory** for computers connected to affected and potentially affected base units for those customers directly receiving this communication from their distributors.

To order the new software, contact Roche Diagnostics Point-of-Care Technical Service at 1-800-428-4674. Once you have the software CD, follow the Instructions for Installing the New Software as outlined in this Software Bulletin.

Affected HBUs were produced between September 2008 and August 2010. Some, but not all, of the HBUs manufactured during this time are affected. The following table gives an overview of affected serial numbers:

Product/ Catalog Number	All Units in Serial Number Range are Affected	Units in Serial Number Range are Potentially Affected
Handheld Base Unit/ 04805658160	UU00007003 through UU00017129	UU00017130 through UU00018502



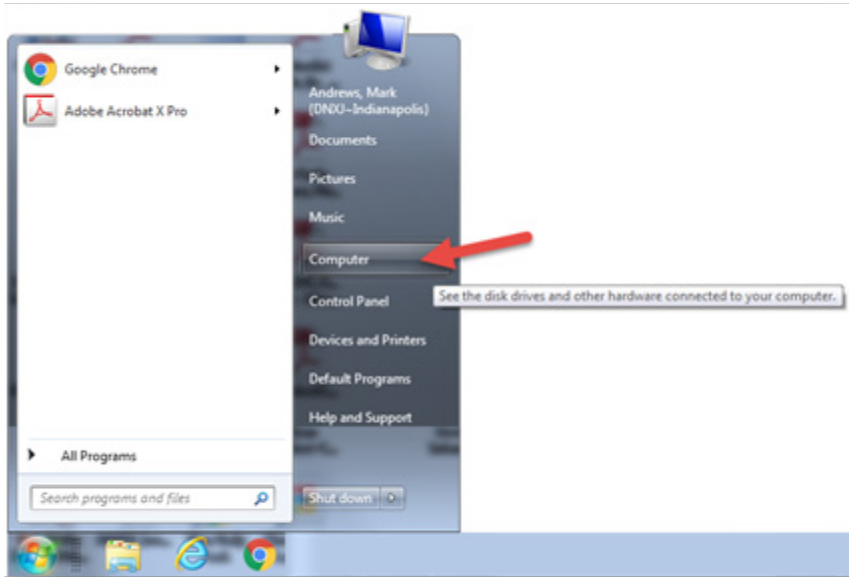
Serial numbers UU00007002 and below and UU00018503 and above are not affected by this issue.

over...

- CoaguChek XS Pro
- CoaguChek XS Plus

Instructions for Installing the New Software

1. **Note:** Administrative access to the computer will be required to install the USB Control Panel.
2. Disconnect the USB connected CoaguChek® Handheld Base Unit from the computer.
3. Insert the HBU/BU Control Panel Version 03.00.01 CD into the CD drive of the computer.
4. Navigate to the CD Drive on the computer.



5. On the CD, locate, select, and run the file titled, “ROCHE HBU-BU USB Install (03-00-01).”

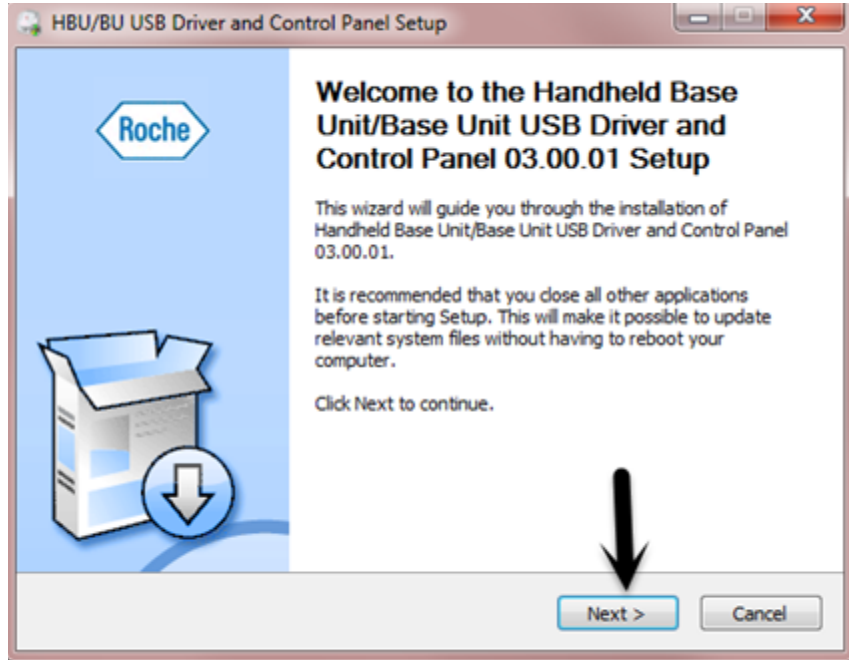
Name	Type	Compressed size	Password ...	Size
ROCHE HBU-BU USB Install (03-00-01)	Application	1,606 KB	No	1,616 KB

6. The User Account Control pop-up window will appear. With the permission of your facilities Information Technology (IT) Department, select “Yes” to continue.

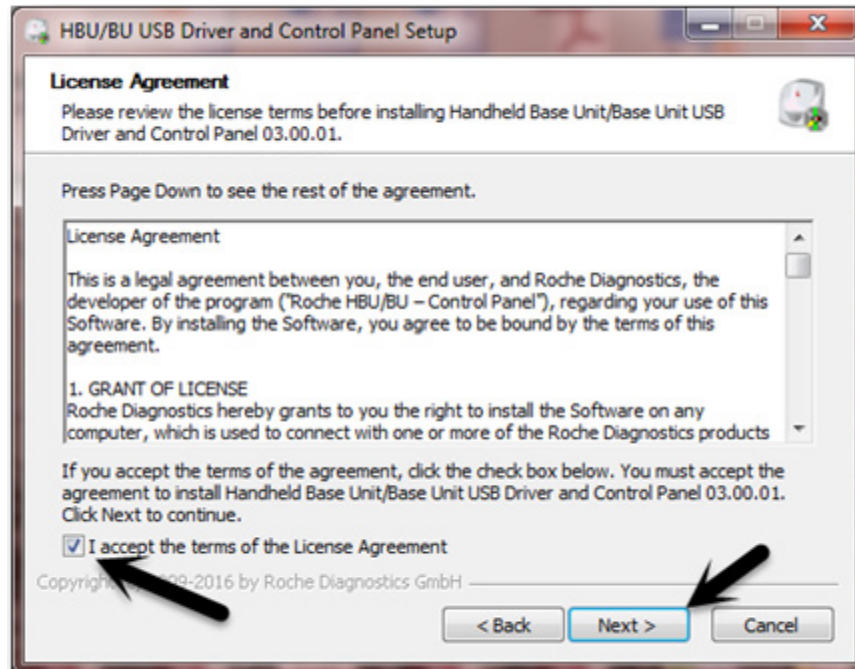


Instructions for Installing the New Software, continued

7. The HBU/BU USB Driver and Control Panel Setup pop-up will be displayed. Select “Next.”

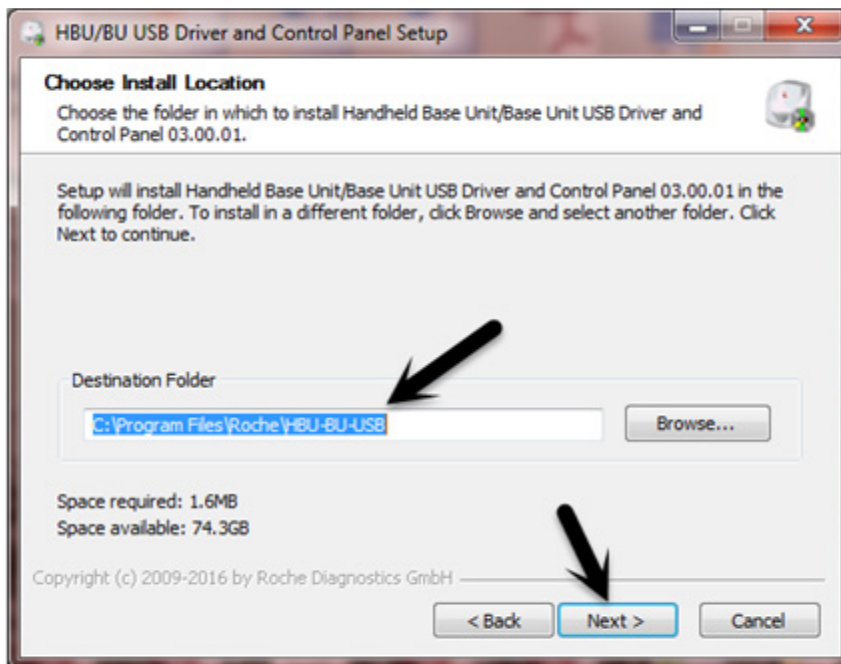


8. The License Agreement for the HBU/BU USB Driver and Control Panel will be displayed. Following the review of the terms of the License Agreement, check the “I accept the terms...” box and select “Next.”

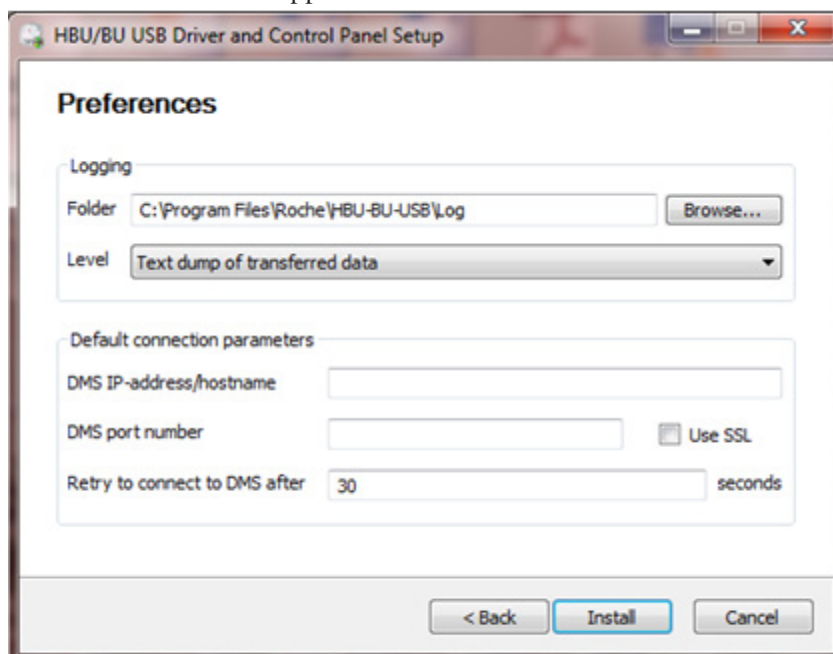


Instructions for Installing the New Software, continued

9. The “Choose Install Location” message will appear. Roche suggests using the default location that appears in the “Destination Folder” box. Select “Next” to continue.

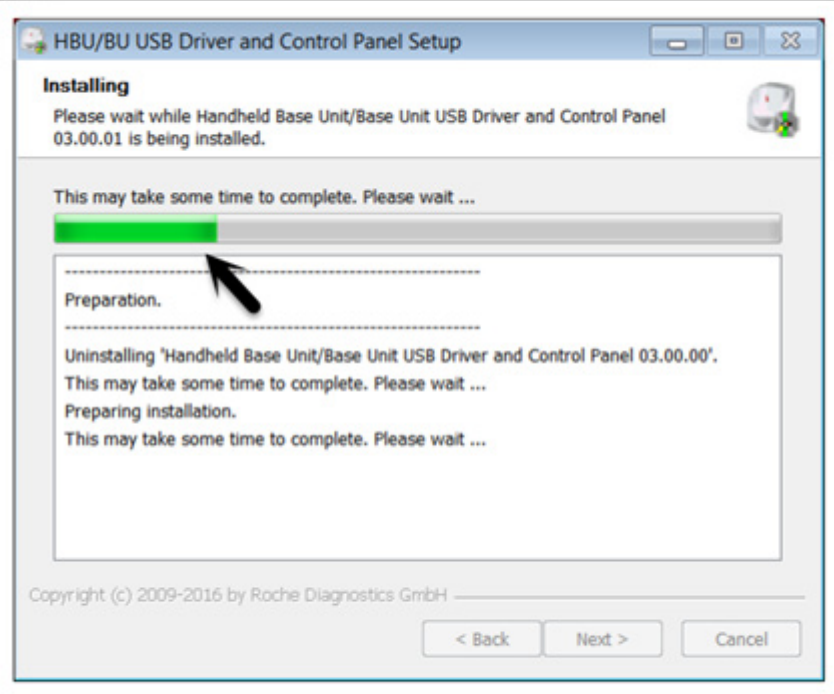


10. The “Preferences” information will appear. Select “Install” to advance with the default settings.

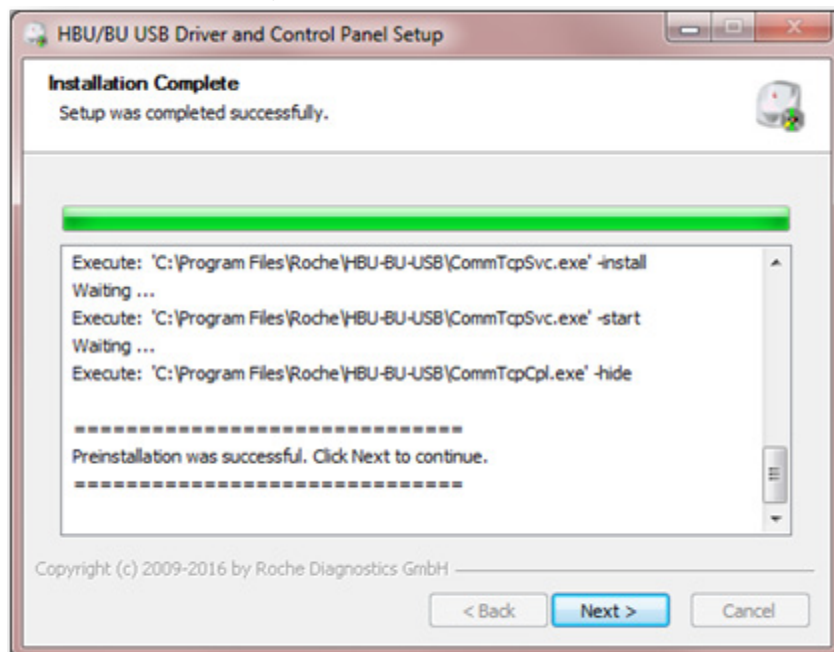


Instructions for Installing the New Software, continued

11. The “Installing” message will appear with the progress bar advancing with the installation.

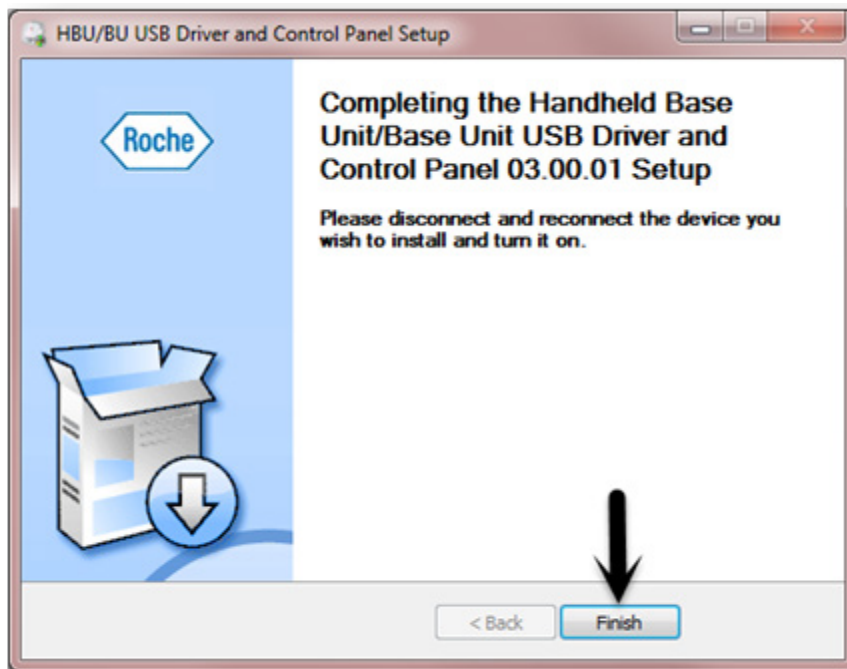


12. The “Installation Complete” message will appear. Select “Next” to continue.



Instructions for Installing the New Software, continued

13. Completion of the installation will be indicated by the following pop-up. Select “Finish” to complete.



14. Remove the HBU/BU Control Panel Version 03.00.01 CD from the CD drive of the computer and store.
15. Connect the USB connected CoaguChek® Handheld Base Unit to the computer.

Actions Required

- To order the new software, contact Roche Diagnostics Customer Support at Roche Diagnostics Point-of-Care Technical Service at 1-800-428-4674.
- Once you have the software CD, follow the Instructions for Installing the New Software as outlined in this Software Bulletin.
- Once software version 03.00.01 has been installed on all of your computers connected to affected and potentially affected CoaguChek XS Plus and CoaguChek XS Pro Handheld Base Units, discard Analyzer Bulletin 16-020.
- File this Software Bulletin for future reference.

Questions

Please contact Roche Diagnostics Point-of-Care Technical Service at 1-800-428-4674 if you have questions about the information contained in this Software Bulletin.

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