

DX-D 100	Type 5410	SB No. 42
DX-D 400	Type 5420	SB No. 13
DX-D 500	Type 8206	SB No. 31
DX-D 600	Type 5430	SB No. 33
DX-D Retrofit System	Type 5400	SB No. 14

DD+DIS026.14E

Service Bulletin

Revised Information: New firmware version 38 for portable Varian DR detectors DX-D 10 / DX-D 20

Task

Timing	Category	Scope
Next service as agreed with customer	<input type="radio"/> Apply at all sites	PowerHelp complaint / HQ issue: PR1306280002
	<input checked="" type="radio"/> Apply at affected sites as listed below	
	<input type="radio"/> Optional to improve functionality of product	

Task Tracking

After completion of your task the following entry in your Service Report is required:

DD+DIS026.14E

*

* Insert the document number into the field "Comment" (SMS form).

Purpose of this document:

- This document introduces version 38 of the DX-D 10 / DX-D 20 firmware.
- This document contains the solution for the listed PR case.

Affected serial number(s) / batch: Installed base of DX-D 10 / DX-D 20 portable DR detectors

The signatures on the approval page indicate the solutions described in this Service Bulletin have been reviewed and are NOT reportable because no actions are taken to reduce a "Risk to Health" according to our risk assessment process.

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Release date: 03-2014

DX-D 100, DX-D 400, DX-D 500,
DX-D 600, DX-D Retrofit System

1 Introduction/purpose

The following issue has been reported for all DX-D solutions that use the DX-D 10/DX-D 20 portable DR detector:

PR
1306280002

The following error messages are shown on the NX workstation:

Symptom

"Over temp on panel Mess 374"
"xMESS58 (0°C)"
"VRNMESS7036 (DR Detector error 128)"

Cause

Connection issue / error.

Solution

Installation of Varian firmware version 38 for the DX-D10 and DX-D20 portable Varian detectors. For details, refer to section 0, *Instructions*.

2 Prerequisites



SOFTWARE:

- DX-D 10 / DX-D 20 - Software – Model 4336R - Firmware Build 38
Download the software from the *Agfa HealthCare Library*.
Direct Radiography > DX-D Detectors > DX-D 10/DX-D 20/DX-D Fixed > Software



TOOLS:

- Portable storage medium (checked to be virus-free, e.g. USB Memory Stick)

**REFERENCED DOCUMENTS:**

- DX-D 10 / DX-D 20 / DX-D Fixed Detector
Direct Radiography > DX-D Detectors > DX-D 10 / DX-D 20 / DX-D Fixed > Service Manual
- DX-D 100 – Acceptance Test
Direct Radiography > DX-D 100 > DX-D 100 V4 > Service Manual
- DX-D 400 – Acceptance Test
Direct Radiography > DX-D 400 > DX-D 400 V3 > Service Manual
- DX-D 500 – Acceptance Test
Direct Radiography > DX-D 500 > DX-D 500 Generic > Service Manual
- DX-D 600 – Acceptance Test
Direct Radiography > DX-D 600 > DX-D 600 V3 > Service Manual
- DX-D Retrofit System - Acceptance Test - Detectors for Use with DX-D Retrofit Box
Direct Radiography > DX-D Retrofit System > DX-D Retrofit System Generic > Service Manual

3 Instructions

**REQUIRED TIME:**

30 minutes for the upgrade procedure

**CAUTION:**

Be aware that loading new firmware on a detector always has risks.

Please make sure that power and connection are continuously present during the firmware upload.

A power and / or connection failure will result in a failed upgrade, requiring a return of the detector to the supplier via the RMA procedure.

Only perform the upgrade procedure if the detector shows the issue outlined in the PR case!

There is a risk involved when performing the upgrade procedure.

Therefore, follow the upgrade procedure in the DX-D 10 / DX-D 20 / DX-D Fixed Detector – Service Manual **word by word**.

Install new firmware as described in DX-D 10 / DX-D 20 / DX-D Fixed Detector – Service Manual, section 11, *Upgrade Procedure*.

Refer to section 2, *Referenced Documents* in this bulletin.

4 Verification

Verification of the correct functionality of the installed system is carried out by performing the acceptance test procedures for the respective DX-D system.

Refer to the acceptance test procedures. See section 2, *Referenced Documents* in this bulletin.

5 Keywords

Portable Varian DR detectors DX-D 10 / DX-D 20; firmware version 38; flash sequence; DR Detector error 128

6 Version history

Version	Change	Date
1.0	Initial Version	03-2014
1.1	Revised information: Added DX-D 100 to and deleted DX-D 300 from the list of affected solutions; amended PR symptom description	03-2014



Details as of PDF Creation Date

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