

<b>DX-D 100</b>	Type 5410	SB No. 50
<b>DX-D 400</b>	Type 5420	SB No. 19
<b>DX-D 500</b>	Type 8206	SB No. 35
<b>DX-D 600</b>	Type 5430	SB No. 39
<b>DX-D Retrofit System</b>	Type 5400	SB No. 19

DD+DIS089.14E

## Service Bulletin

### New firmware version 39 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: HQ_1209200002
	<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+DIS089.14E

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

Purpose of this document:

- This document introduces version 39 of the DX-D 10 / DX-D 20 firmware.
- It contains the solution for the listed HQ case.

Affected serial number(s) / batch:

Installed base of DX-D 10 / DX-D 20 portable DR detectors with firmware version below 39

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.

Use, dissemination, distribution or reproduction of this bulletin by unauthorized personnel is not permitted and may be unlawful.  
The controlled version of this document is available from the Agfa HealthCare Library. Any printed copy of this document is uncontrolled.

Copyright © 2014 Agfa HealthCare N.V. | Document Node ID: 45725690 | service\_bulletin\_template\_v08

Release date: 09-2014

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

## 1 Introduction/purpose

*HQ*  
1209200002 The following issue has been reported for all DX-D solutions that use the DX-D 10/DX-D 20 portable DR detector:

*Symptom* Varian detector with firmware versions before version 39 can show cloud-shaped image artifacts (hotspots).

*Cause* Insufficient heat management properties configured in older firmware versions.

*Solution* Installation of Varian firmware version 39 for the DX-D10 and DX-D20 portable Varian detectors. For details, refer to section 3.

## 2 Prerequisites



### SOFTWARE:

DX-D 10 / DX-D 20 - Software – Model 4336R - Firmware Build 39

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 > DR 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

#### 3.1 Detect installed firmware

**REQUIRED TIME:**

5 minutes for checking the firmware version

- (1) Check the installed firmware of the detector.  
For instructions refer to the DX-D 10 / DX-D 20 / DX-D Fixed Detector Service Manual, Section 11.1.

#### 3.2 Install new firmware

**REQUIRED TIME:**

30 minutes for the upgrade procedure

**CAUTION:**

**Loading new firmware on a detector can cause some issues if not performed correctly.**

- Only perform the upgrade procedure if the detector shows the issue outlined in the PR case!
- 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.
- Due to the risk when performing the upgrade procedure it is necessary to follow the upgrade procedure in the DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual **word by word**. Refer to Section 11, Upgrade Procedure

- (1) Upgrade the firmware of the detector.  
For instructions refer to the DX-D 10 / DX-D 20 / DX-D Fixed Detector Service Manual, Section 11.2.

## 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 39; flash sequence; heat sinking scheme, hotspots

## 6 Version history

Version	Change	Date
1.0	Initial version	09-2014



## Details as of PDF Creation Date

### Document Metadata

<b>Title:</b>	DX-D 100 - Service Bulletin No. 50 - New firmware version 39 for portable Varian DR detectors
<b>Livelink ID:</b>	45725690
<b>Version#:</b>	7
<b>Version Date:</b>	2014-09-04 03:49 PM CET
<b>Status:</b>	Approved on 2014-09-09 01:20 PM CET
<b>Owner:</b>	Beate Richter (axnwp)
<b>Created By:</b>	Beate Richter (axnwp)
<b>Created Date:</b>	2014-06-06 11:10 AM CET
<b>PDF Creation Date:</b>	2014-09-09 01:20 PM CET

**This document was approved by:**

### Signatures:

1. Josef Wagner (agwj) on 2014-09-04 04:01 PM CET
2. Paul Merckx (amdag) on 2014-09-05 10:53 AM CET
3. Bart Biesemans (amajm) on 2014-09-09 11:19 AM CET
4. Lieven Lauwers (awibr) on 2014-09-09 11:15 AM CET

### Detailed Approver History:

- **Approval Workflow started on 2014-09-04 03:54 PM CET**
  - Approval task originally assigned to and completed by Lieven Lauwers (awibr) on 2014-09-09 11:15 AM CET
  - Approval task originally assigned to and completed by Josef Wagner (agwj) on 2014-09-04 04:01 PM CET
  - Approval task originally assigned to and completed by Bart Biesemans (amajm) on 2014-09-09 11:19 AM CET
  - Approval task originally assigned to and completed by Paul Merckx (amdag) on 2014-09-05 10:53 AM CET

### Version & Status History

Version#	Date Created	Status
7	2014-09-04 03:49 PM CET	Approved - 2014-09-09

6	2014-09-04 03:49 PM CET	
5	2014-08-26 04:04 PM CET	Reviewed - 2014-09-04
4	2014-08-26 04:04 PM CET	
3	2014-06-06 01:21 PM CET	Reviewed - 2014-06-24
2	2014-06-06 12:41 PM CET	
1	2014-06-06 11:10 AM CET	