

Material Numbers Affected: CP150 – all versions

Overview

- As of 12/16/2015, there is a Stop Ship for all CP150 models
- It has been found that there is a rhythm printing issue with the CP150 2.00.05 firmware version. The rhythm print starts and stops repeatedly – as shown:



- No other functions in the device are affected
- CP150 2.00.03, which was the previous firmware version, does not have this issue. The impacted firmware 2.00.05 was implemented in July 2015.
- CP150 Firmware version 2.00.06 will remedy this issue and is expected to go into production during the week of December 28

Customer Inquiries – Asking for order status or reporting delays in delivery

Customers who call in to ask for their Order or Repair status or inquiring about the delay in their deliveries:

1. Communicate that the production/repair has been temporarily held up as we apply a software update and production/repair will resume last week of December.
2. Customers will experience at least 2-3 week delay in their expected delivery date because of this issue.
3. If they have any more questions, they can contact their Sales Representative or call back customer support.

Customer Inquiries - Reporting Rhythm Print Issues

Customers that call in experiencing a **rhythm printing issue** and absolutely need to perform a rhythm print will need to do the following:

1. Do a full shutdown of the device by holding down the power button for 6 seconds
 2. Power the device back on
 3. Be sure the rhythm print is the **first test** performed on the device following the power cycle
- Currently, we are not asking customers to send their device in for repair. Until the updated 2.00.06 firmware is available, we will create a ZZ notification to track customers that call in with this issue so that we can follow up and deliver the firmware update when it becomes available
 - Since its release in July 2015, approximately one thousand (1,000) CP150s have been shipped with Version 2.00.05 and could possibly experience this issue. Devices that have been upgraded to Version 2.00.05 will also be affected. The issue might not occur for every customer that uses the CP150 with Firmware 2.00.05 depending on the workflow and tests performed on the device

When a customer calls in and it has been determined that the customer has a CP150 device version 2.00.05 exhibiting this behavior:

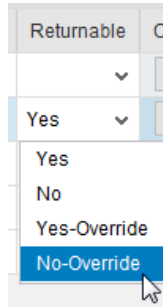
Steps to process

1. Create ZZ Service Notification per standard process
 - **Short Text:** CP150 Rhythm Print Stutter
 - **Equipment Record:** Pull in using CP150 serial number
 - **Subject Code:** TECH (Technical Phone Assistance Rendered)
 - **Long Text:**
 - Document details as stated by the customer.
 - Document “No product being returned.”
2. **Create YR and document the allegation**
 - **Select allegation:**

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▶ LIT/LAB - LITERATURE/LABELING
▶ POWER - POWER
▼ PRINTER - PRINTER
    DONP - DOES NOT PRINT
    FAIL - FAILED PRINT TEST
    INCP - INCORRECT PRINT
    LIGP - LIGHT PRINT
    MANO - MAKES NOISE
    MIPR - MISSING PRINT
    WNFP - WILL NOT FEED PAPER
▶ PULSE - PULSE RATE
▶ SHIP - SHIPPING
  
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- Override returnable field:



- **Do not send RA form or Shipping label**
- Communicate to the customer that they may be contacted during January 2016 when the updated CP150 Firmware is expected to be available.

Description of Field	Information to Enter
Confirm that the customer has an CP150 with firmware 2.00.05 (collect serial number)	
Create Service Notification	ZZ
Enter Short Text	CP150 Rhythm Print Stutter
Enter Customer Information	Sold to: Customer Sold to Account Ship to: Customer Ship to Account
Contact Person Information	Confirm all information - phone, fax, function, email
Enter Organization Data	As per your region
Enter Reported by	Your Network Name
Enter PO	Customer PO for Tracking Product in & out of their facility
Equipment field	Search CP150 SN
Enter Long Text	Details as stated by the customer
YR Allegation Code	Printer – Incorrect print
Order Type	NA