

Overview

Purpose*	<ul style="list-style-type: none">▪ The purpose of this TSB is to provide guidance to Medtronic service personnel when configuring the Vital Sync Platform post-install for audible alert issues due to Vital Sync browsers.
Scope*	<ul style="list-style-type: none">▪ This document applies to Medtronic PM OU service personnel who support the Vital Sync Platform. Additionally, this document provides service guidance for post-install configuration.▪ This TSB is not intended to replace local service instructions or the Vital Sync Installation Manual.▪ This TSB shall be used to supplement the local service instruction and the Vital Sync Installation Manual.
Roles	<ul style="list-style-type: none">▪ Medtronic Service Personnel: Installation/configuration of the Vital Sync Platform▪ Medtronic U.S. Technical Support: Provide troubleshooting support to service personnel regarding installation/configuration.▪ Customer: Conduct the software workarounds with guidance from PM Global Technical Service. <p>Note: Service personnel/customers may obtain trainings, troubleshooting and other relevant guidance from PM Global Technical Service and the U.S. Technical Support team.</p>

Terms and Definitions

Term	Definition
PC	Personal computer
PM	Patient Monitoring
PM OU	Patient Monitoring Operating Unit
S/W	Software
TSB	Technical Service Bulletin
U.S.	United States

Process Overview

The development of this document is in support of Vital Sync. In summary, all the service activities involved in the software update are initiated based on input from the project team. This TSB must be followed with the installation manual to remediate the audible alert issue with Vital Sync due to Google Chrome and Microsoft Edge policies.

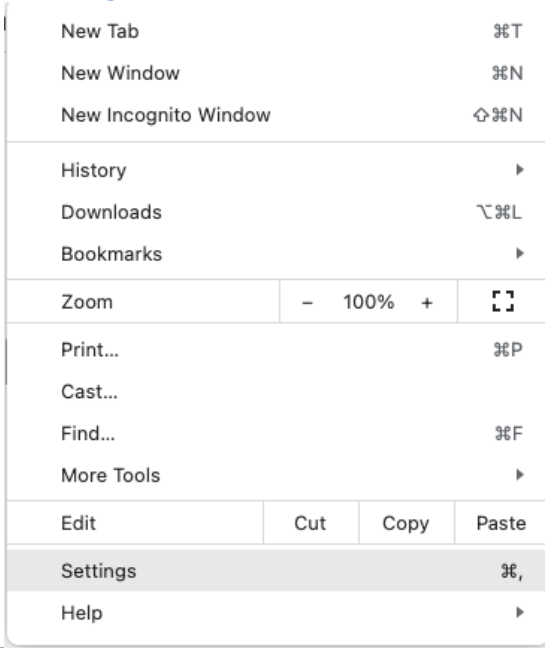
- Service personnel and customer may obtain training, troubleshooting and other relevant guidance from PM Global Technical Service and the U.S. Technical Support team.
- Service personnel will be provided access to any post-install configurations to support the installation of the Vital Sync Platform.

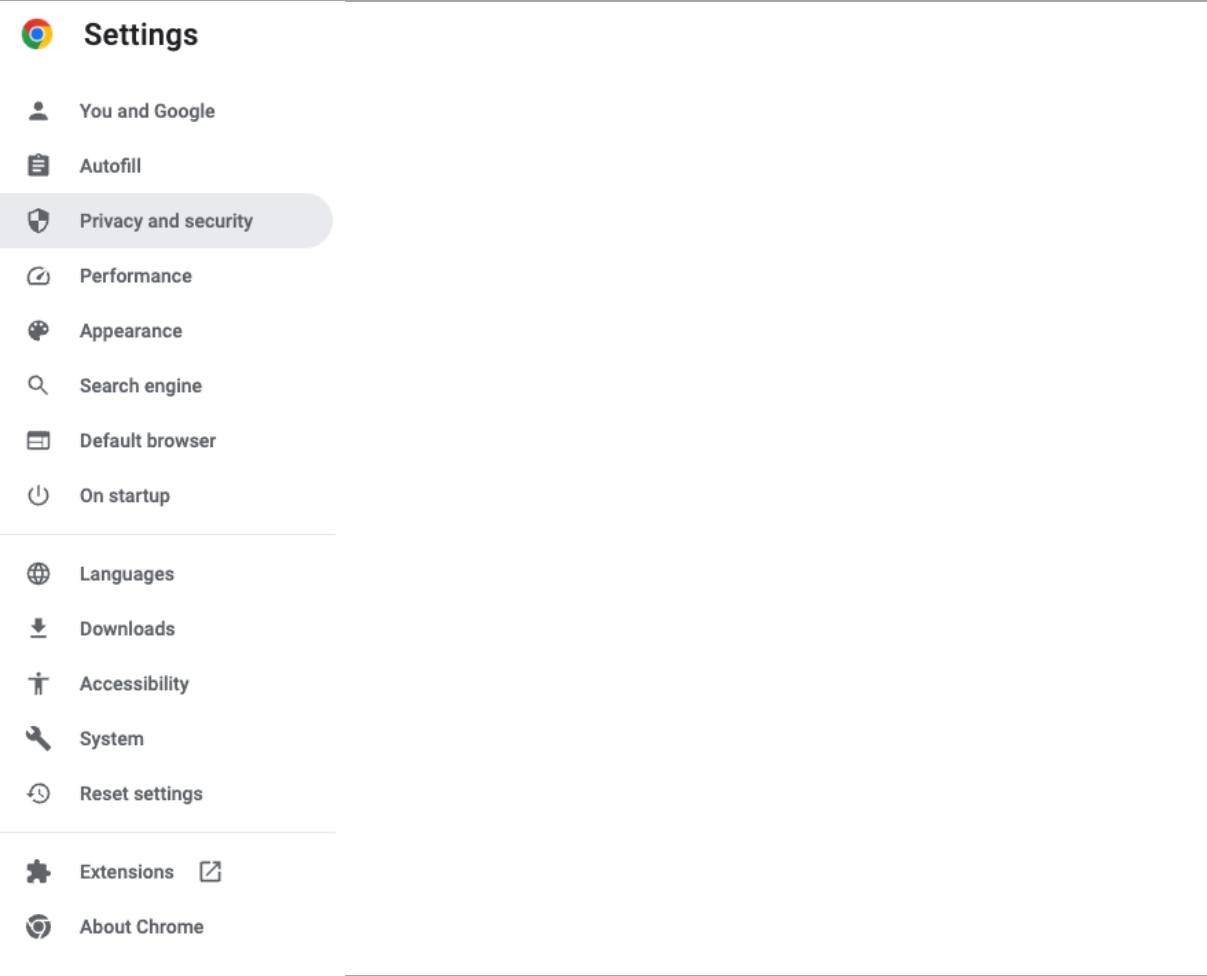
Process Detail

1. Post-Install Additional Configuration Detail

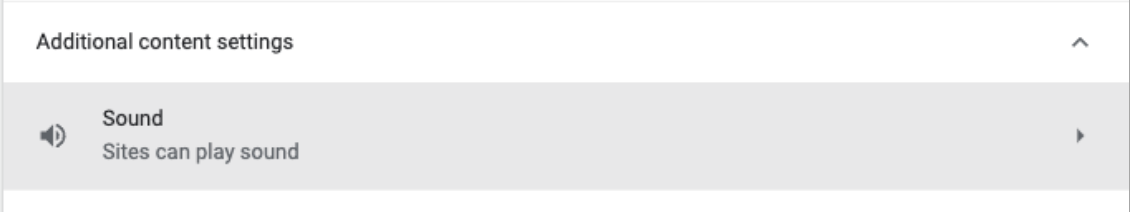
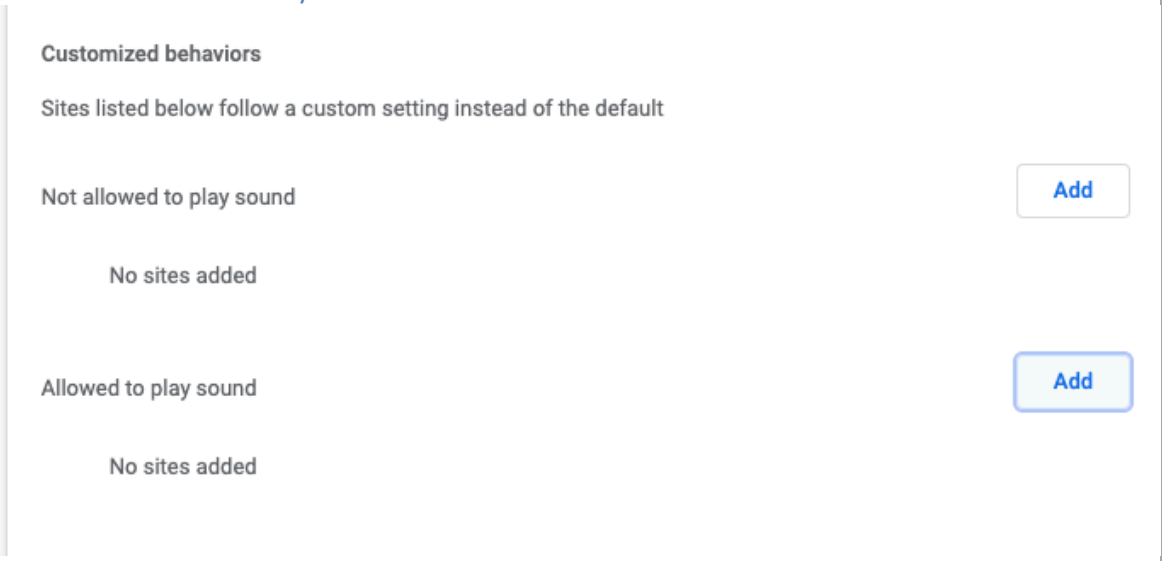
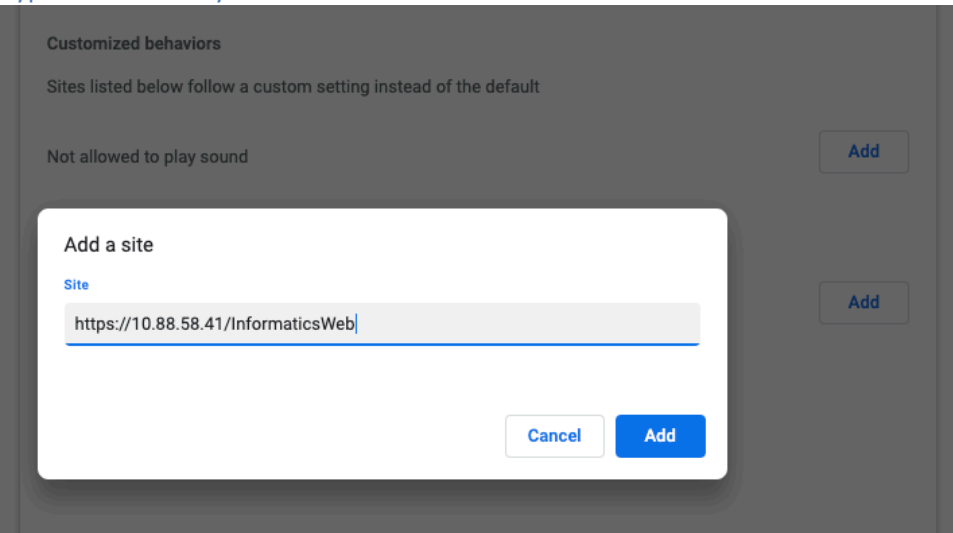
1.1 Google Chrome

Step	Action
1.	Navigate to Google Chrome and ensure a version of at least 71 is installed.

Step	Action
2.	<p>Select Settings</p>  <p>The screenshot shows a browser menu with the following items: New Tab (⌘T), New Window (⌘N), New Incognito Window (⇧⌘N), History (▶), Downloads (⌘⇧L), Bookmarks (▶), Zoom (- 100% + []), Print... (⌘P), Cast..., Find... (⌘F), More Tools (▶), Edit (Cut, Copy, Paste), Settings (⌘,), and Help (▶). The 'Settings' option is highlighted with a grey background.</p>
3.	Select Privacy and Security

Step	Action
	 <p>The screenshot shows the Chrome Settings application. The 'Privacy and security' option is highlighted with a grey background. Other visible options include 'You and Google', 'Autofill', 'Performance', 'Appearance', 'Search engine', 'Default browser', 'On startup', 'Languages', 'Downloads', 'Accessibility', 'System', 'Reset settings', 'Extensions', and 'About Chrome'.</p>
4.	<h3>Select Site Settings</h3> <p>Safety check</p> <p><input checked="" type="checkbox"/> Chrome can help keep you safe from data breaches, bad extensions, and more Check now</p> <p>Privacy and security</p> <ul style="list-style-type: none"><input type="checkbox"/> Clear browsing data Clear history, cookies, cache, and more<input type="checkbox"/> Privacy Guide Review key privacy and security controls<input type="checkbox"/> Cookies and other site data Third-party cookies are blocked in Incognito mode<input type="checkbox"/> Security Safe Browsing (protection from dangerous sites) and other security settings<input checked="" type="checkbox"/> Site settings Controls what information sites can use and show (location, camera, pop-ups, and more)<input type="checkbox"/> Privacy Sandbox Trial features are off



Step	Action
5.	<p>Expand Additional Content Settings and select Sound</p> 
6.	<p>Select Add for Allowed to Play Sound</p> 
7.	<p>Type in the Vital Sync URL and select Add.</p> 

Technical Service Bulletin (TSB), Alarm Audio Browsers, Vital Sync





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Revision C

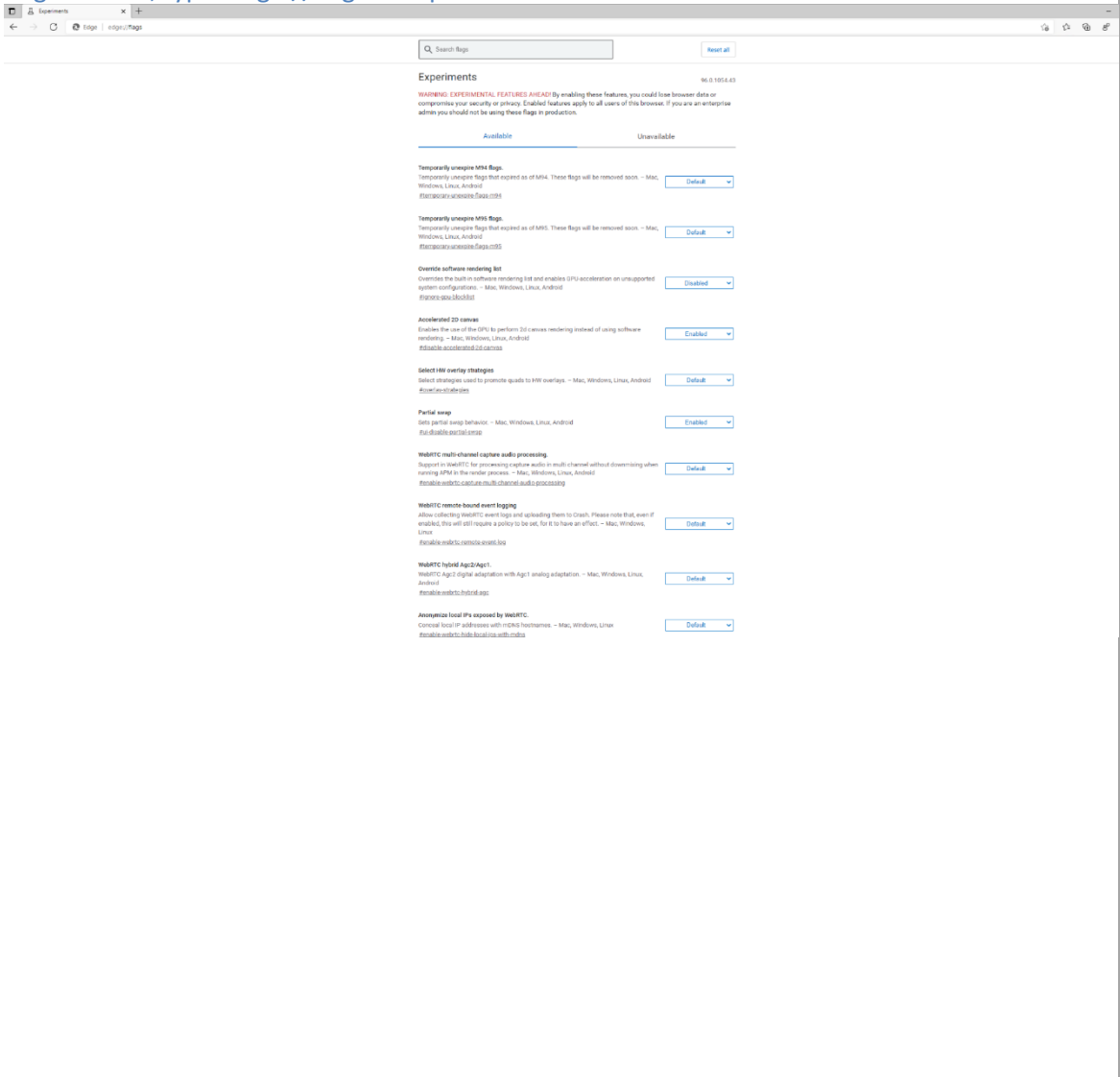
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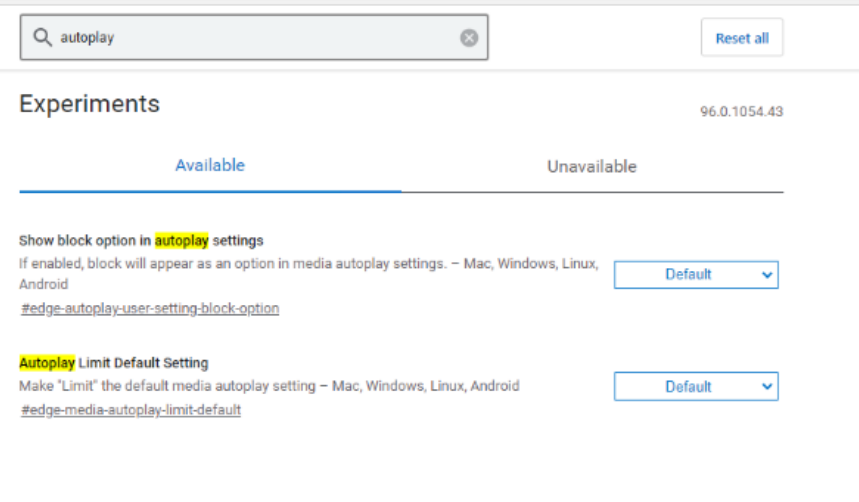
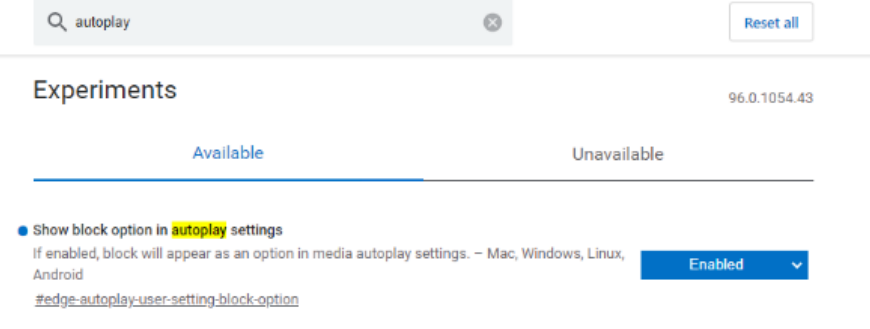
Choose Category

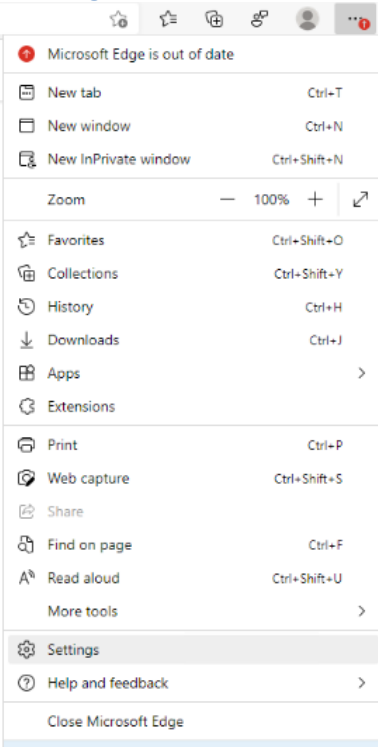
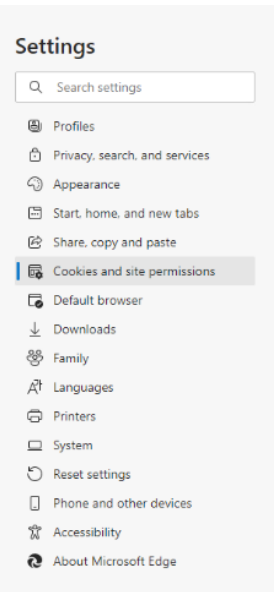
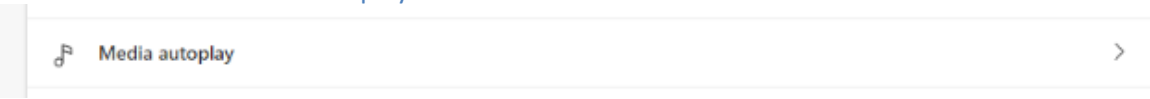
Medtronic

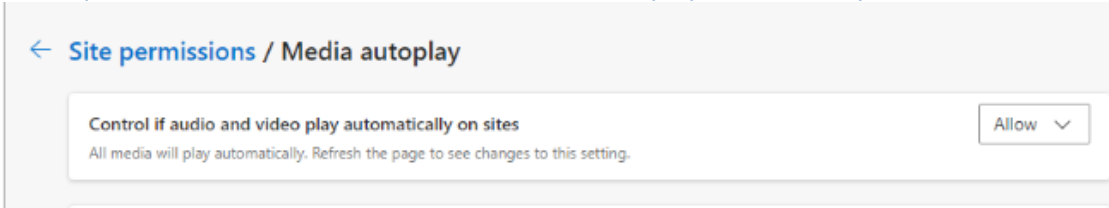
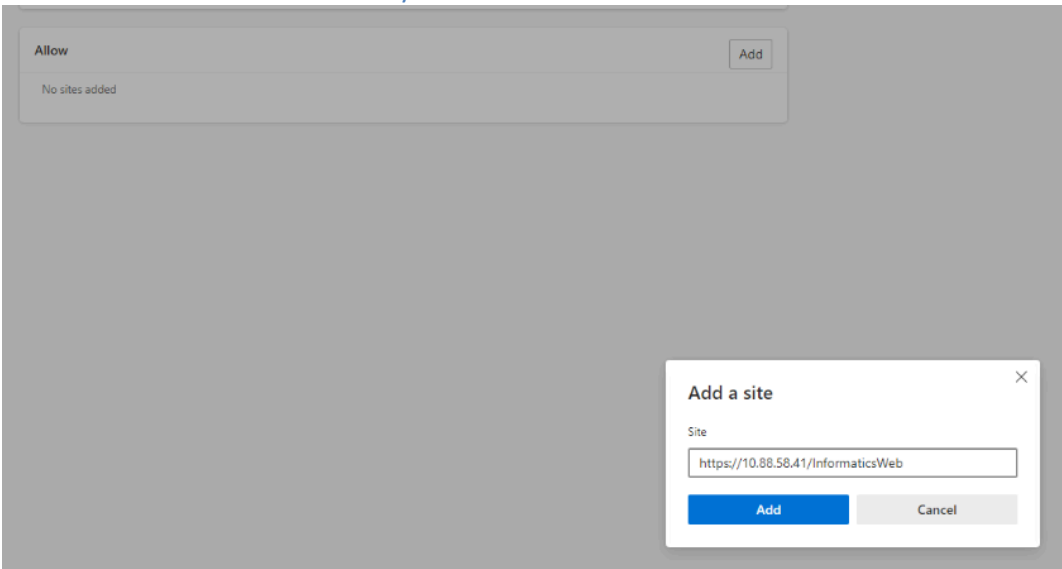
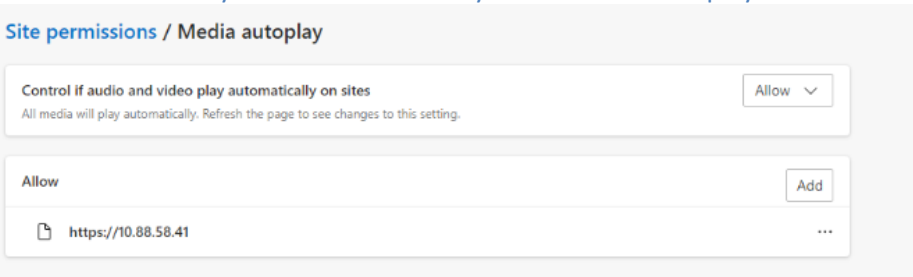
Step	Action
8.	<p>Ensure that the Vital Sync URL is a new entry that is allowed to play sound.</p> <p>Allowed to play sound</p> <p> Add</p> <p> https://10.88.58.41  </p>

1.2 Microsoft Edge

Step	Action
1.	Navigate to Microsoft Edge and ensure a version of at least 77 is installed.
2.	<p>In navigation bar, type 'edge://flags' and press Enter</p>  <p>The screenshot shows the Microsoft Edge 'Flags' page. The address bar contains 'edge://flags'. The page title is 'Experiments' and the version is '96.0.1055.63'. A warning message states: 'WARNING: EXPERIMENTAL FEATURES AHEAD! By enabling these features, you could lose browser data or compromise your security or privacy. Enabled features apply to all users of this browser. If you are an enterprise admin you should not be using these flags in production.' Below the warning, there are two tabs: 'Available' and 'Unavailable'. The 'Available' tab is selected. The page lists several experimental flags with their descriptions and a dropdown menu to set their status. The flags listed are: 'Temporarily unexpose MHS Flags' (Default), 'Temporarily unexpose MHS Flags' (Default), 'Override software rendering list' (Disabled), 'Accelerated 2D canvas' (Enabled), 'Select HW overlay strategies' (Default), 'Partial swap' (Enabled), 'WebRTC multi-channel capture audio processing' (Default), 'WebRTC remote bound event logging' (Default), 'WebRTC hybrid Age 2 Adapt' (Default), and 'Anonymize local IPs exposed by WebRTC' (Default).</p>

Step	Action
3.	<p data-bbox="272 365 686 396">Search 'autoplay' in the search bar</p> <div data-bbox="326 411 1179 909"><p>The screenshot shows a search bar with 'autoplay' entered and a 'Reset all' button. Below the search bar, the 'Experiments' section is displayed with a progress bar for 'Available' (approximately 75%) and 'Unavailable' (approximately 25%). Two experiments are listed:</p><ul style="list-style-type: none">Show block option in autoplay settings: Description: 'If enabled, block will appear as an option in media autoplay settings. - Mac, Windows, Linux, Android'. Platform: 'Android'. Dropdown menu: 'Default'.Autoplay Limit Default Setting: Description: 'Make "Limit" the default media autoplay setting - Mac, Windows, Linux, Android'. Platform: 'Mac, Windows, Linux, Android'. Dropdown menu: 'Default'.</div>
4.	<p data-bbox="272 921 1295 953">On the dropdown selection for 'show block option in autoplay settings' select Enabled</p> <div data-bbox="326 961 1190 1287"><p>The screenshot shows the same search results as step 3. The 'Show block option in autoplay settings' experiment is now selected with a blue dot. The dropdown menu for this experiment is set to 'Enabled'.</p></div>

Step	Action
5.	<p>Open Settings</p>  <p>The screenshot shows the Microsoft Edge browser's main menu. The 'Settings' option, represented by a gear icon, is highlighted in blue. Other visible options include 'New tab', 'New window', 'New InPrivate window', 'Zoom', 'Favorites', 'Collections', 'History', 'Downloads', 'Apps', 'Extensions', 'Print', 'Web capture', 'Share', 'Find on page', 'Read aloud', 'More tools', and 'Help and feedback'.</p>
6.	<p>Select Cookies and Site Permissions</p>  <p>The screenshot shows the Windows Settings application. The 'Cookies and site permissions' option is highlighted with a blue bar. Other settings categories visible include Profiles, Privacy, search, and services, Appearance, Start, home, and new tabs, Share, copy and paste, Default browser, Downloads, Family, Languages, Printers, System, Reset settings, Phone and other devices, Accessibility, and About Microsoft Edge.</p>
7.	<p>Scroll down and select Media Autoplay</p>  <p>The screenshot shows the 'Media autoplay' setting in Windows Settings. The option is highlighted with a blue bar and includes a right-pointing arrow.</p>

Step	Action
8.	<p>On the dropdown selection for 'Control if audio and video play automatically on sites', select Allow</p> 
9.	<p>Select Add button and add the Vital Sync URL and Select Add.</p> 
10.	<p>Ensure that the Vital Sync URL is a new entry that is allowed to play sound.</p> 

Technical Support

Customers must reach out to the U.S. Technical Support team for assistance with the Dynamic Password process and use of the UacKeyTool. For additional questions on any of the password management processes, contact the U.S. Technical Support team through the following means:

- rs.himsupportboulder@medtronic.com
- 800-255-6774 Option 6 for Patient Monitoring technical support