Title: Welch Allyn Vital Signs Windows USB Driver version 1.9.12 support for Windows 11

Question or Item	Answer
Date Created:	14FEB2025
Customer:	Welch Allyn Vital Signs Windows USB Driver version 1.9.12 support for Windows 11
Product(s) affected:	Welch Allyn Platform VSM (CVSM) Welch Allyn Connex Spot Monitor (CSM)
Hardware Version(s) affected:	N/A
Software Version(s) affected	USB Driver Version 1.9.12
Serial Number(s) affected:	N/A
Lot or Date Code affected:	N/A

Issue details:

Baxter Inc. is pleased to announce that the USB driver for connecting vital signs devices is now verified for use on Windows 11 with CVSM and CSM devices.

Solution/Action:

To load the USB driver on Windows 11:

Once the driver package has been downloaded, create a new folder to extract the zip archive package from the customer's desktop. Unzip contents to a new folder on the desktop. Once this is complete, manually update a device driver from Device Manager on **Windows 11** by following these steps:

1. Connect a Vitals device (CSM, CVSM) to Windows 11 via USB.

2. Open **Start or**

3. Search for **Device Manager** and click on the result to open.

4. Double-click the branch with the hardware to update.

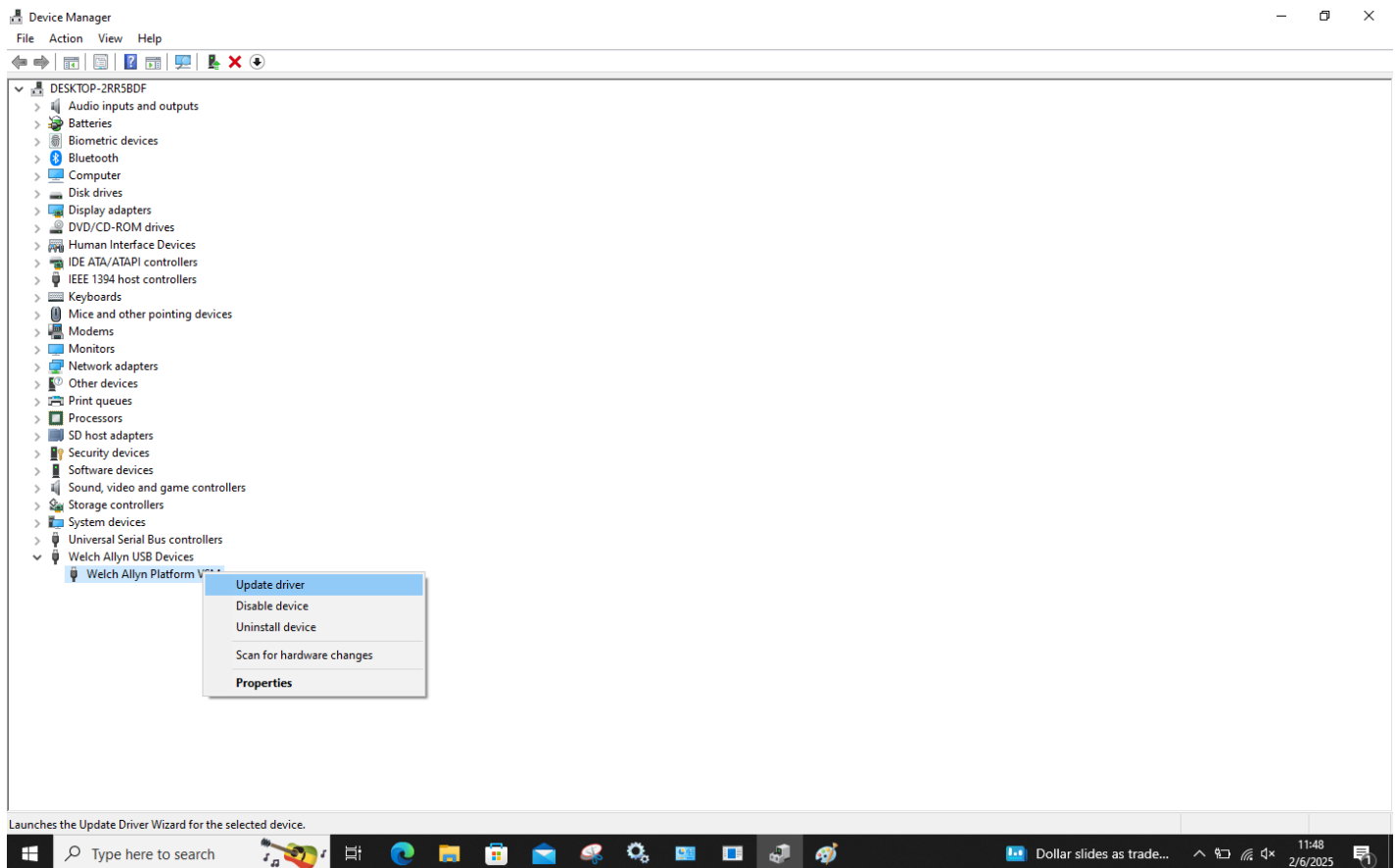5. Right-click on the device and select **Update driver**.

Figure 1 – Device Manager/ Update Driver

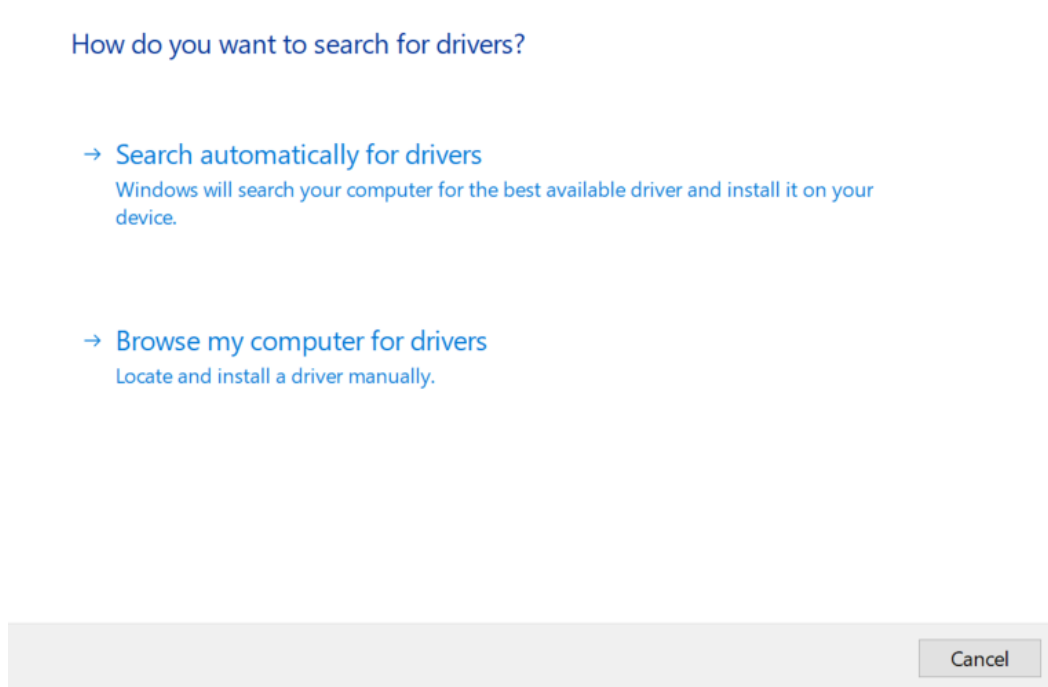6. Click the **"Browse my computer for drivers"** option.

Figure 2 – Browse for Drivers

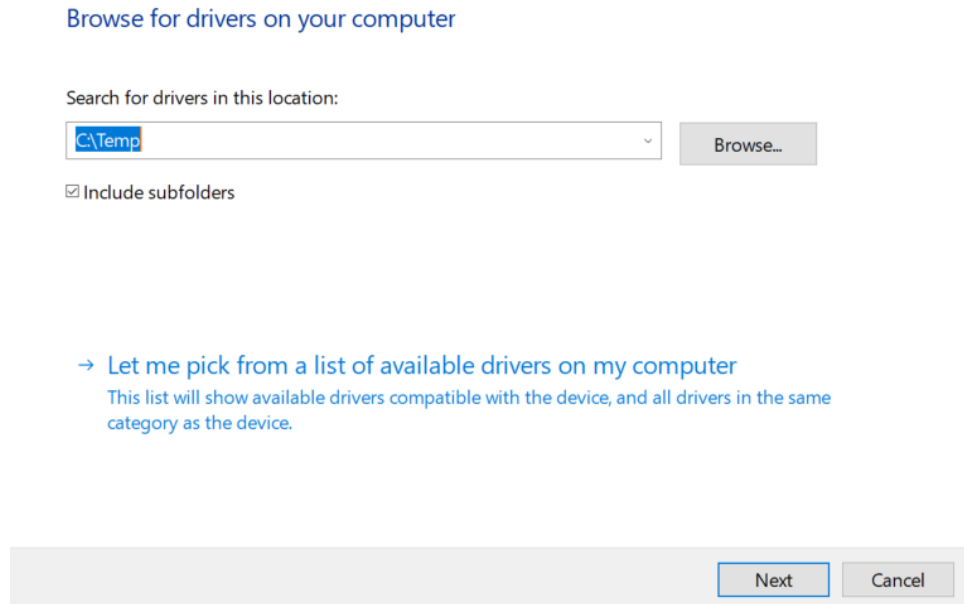7. Click the **Browse** button.

Figure 3 – Browse Menu

8. Select the folder with the extracted Welch Allyn USB driver files.
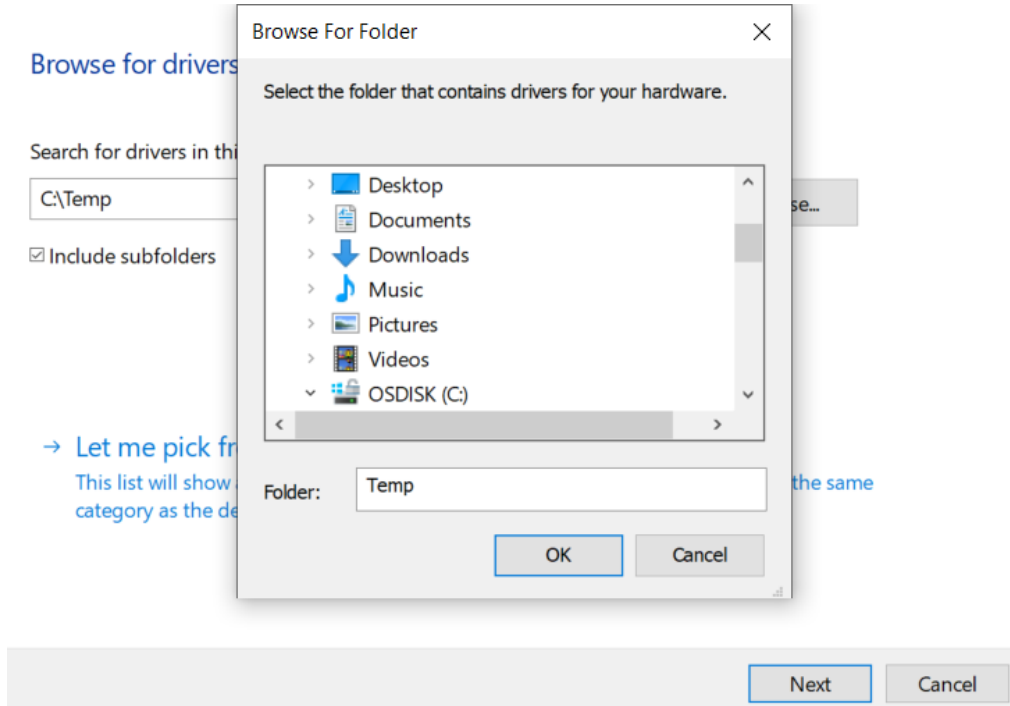

Figure 4 – Browse for Folder

9. Click the **OK** button.

10. Check the **Include subfolders** box to allow the wizard to search for the correct ".inf" file for the driver update.
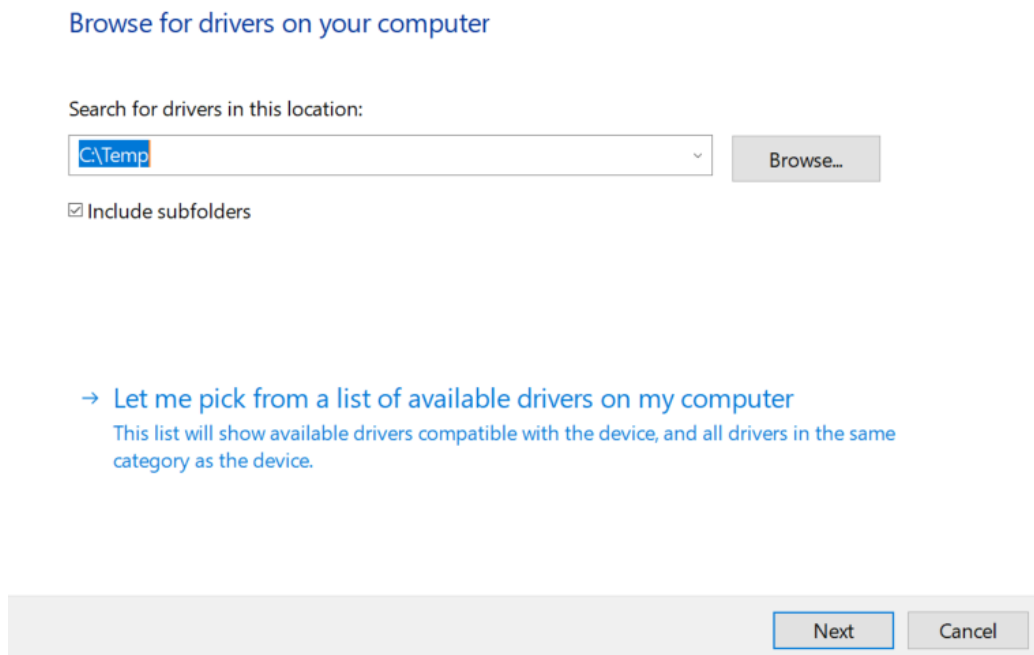
Browse for drivers on your computer

Search for drivers in this location:

| C:\Temp | ⌄ | Browse... |

☑ Include subfolders

→ Let me pick from a list of available drivers on my computer
This list will show available drivers compatible with the device, and all drivers in the same category as the device.

Next   Cancel

Figure 5 – Browse for Drivers

11. Click the **Next** button.

After you complete these steps, the driver will be installed after the wizard is complete. Repeat these steps as needed for each supported device.

NOTE: If the driver does not load, please get in touch with Baxter Technical Support

NOTE: This procedure should be followed with one CVSM or one CSM.

NOTE: This bulletin may also be found on the affected products webpage, under the Education & Documentation tab.