Document Description:	Welch Allyn Service Tool Partner Connect Upgrade	Document Number:	80027610 A
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	Welch Allyn™		
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Customer Service Bulletin

Product:	Welch Allyn Service Tool (WAST)			Date:	2020-12-15
Subject:	Welch Allyn Service Tool Partner Connect Upgrade				
HW Version(s) Affected:	All	SW Version(s) Affected:	All		
Serial Numbers Affected:	All	Lot or Date Code Affected:	All		

Classification:	As Needed			
Distribution:	□ Customer Care			⊠ Field Service
	⊠ ASPs	□ Distributors	□ Customers	□ Company

Training Required:	☐ Yes	\boxtimes No	
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Summary:

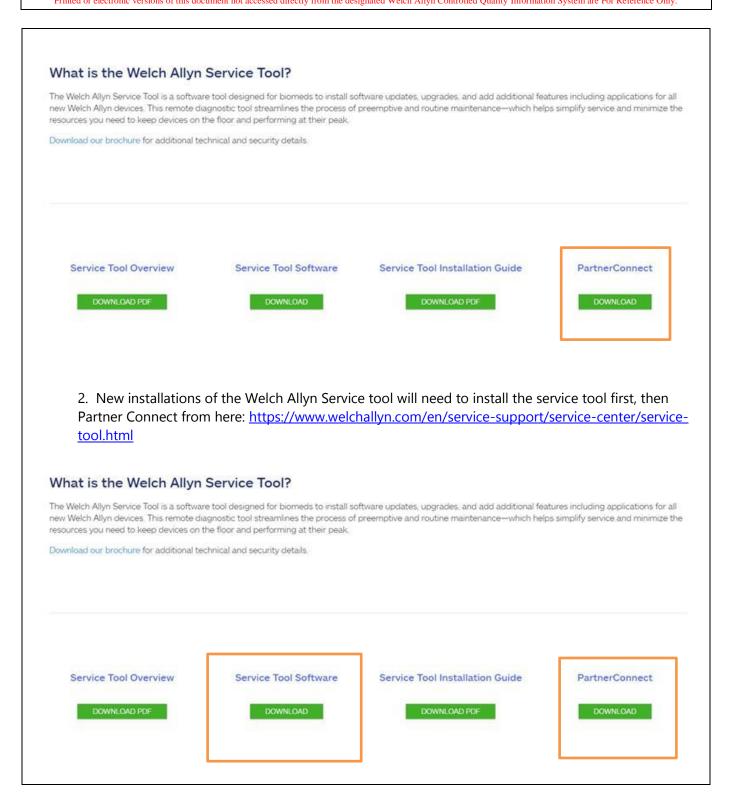
As a Hillrom™ Welch Allyn® Service Tool user, this letter is to inform you that we have updated our cloud service provider for the Partner Connect Platform. This revision will require the Agent to be updated so that firmware updates for products on the Service Tool will be available. Hillrom will push the new version of the PartnerConnect Agent for all Welch Allyn Service Tool users that have used the tool in the last year as a silent install package. This will be deployed through the previous version of Partner Connect beginning the week of 12/15/2020. Customers whose machines were not online or that do not meet the Widows 10 requirement will not receive the silent update and will need to follow the directions below to update manually.

When the Welch Allyn Service Tool is installed as a new install, first install WAST as normal, then install the PartnerConnect agent.

Customers need to install the latest version of the Welch Allyn Service Tool and PartnerConnect agent: All user must be on WAST 1.90 and Windows 10 Operating system in order to communicate with the new Partner Connect platform.

1. (https://www.welchallyn.com/en/service-support/service-center/service-tool.html). And clicking Partner connect to download and install via the screenshot below:

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Reference Documentation:

80027212 CSB-Service Hub 5.0.4 Release Notes 80027384 CSB-WAST Windows 7 EOS

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2020-12-15	MDB

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