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	⊠ Product Service	⊠ Field Service
	⊠ ASPs ⊠ Distributors	⊠ Customers	☐ Company

Training Required:	☐ Yes ⊠ No

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:

Document Description: Welch Allyn Service Tool Partner Connect Upgrade	Document Number: 80027610
	Version: A
WelchAllyn™	

Printed or electronic versions of this document not accessed directly from the designated Welch Allyn Controlled Quality Information System are For Reference Only.

What is the Welch Allyn Service Tool?

The Welch Allyn Service Tool is a software tool designed for biomeds to install software updates, upgrades, and add additional features including applications for all new Welch Allyn devices. This remote diagnostic tool streamlines the process of preemptive and routine maintenance—which helps simplify service and minimize the resources you need to keep devices on the floor and performing at their peak.

Download our brochure for additional technical and security details.

Service Tool Overview   Service Tool Software   Service Tool Installation Guide   PartnerConnect

DOWNLOAD PDF   DOWNLOAD   DOWNLOAD PDF   DOWNLOAD

2. New installations of the Welch Allyn Service tool will need to install the service tool first, then Partner Connect from here: https://www.welchallyn.com/en/service-support/service-center/service-tool.html

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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

FCD-1482 Rev K	Parent: WI-17206803	3