



Hillrom™

Welch Allyn® Service Tool

**SIMPLIFYING
MAINTENANCE
FOR MORE
SYSTEM UPTIME**

The Information You Need is Right at Your Fingertips

Let Hillrom help minimize interruptions to patient care with a streamlined process for proactive and routine maintenance. The Welch Allyn® Service Tool can help you simplify device service and minimize the resources needed for repairs to help reduce equipment downtime and keep devices in the hands of your caregivers.

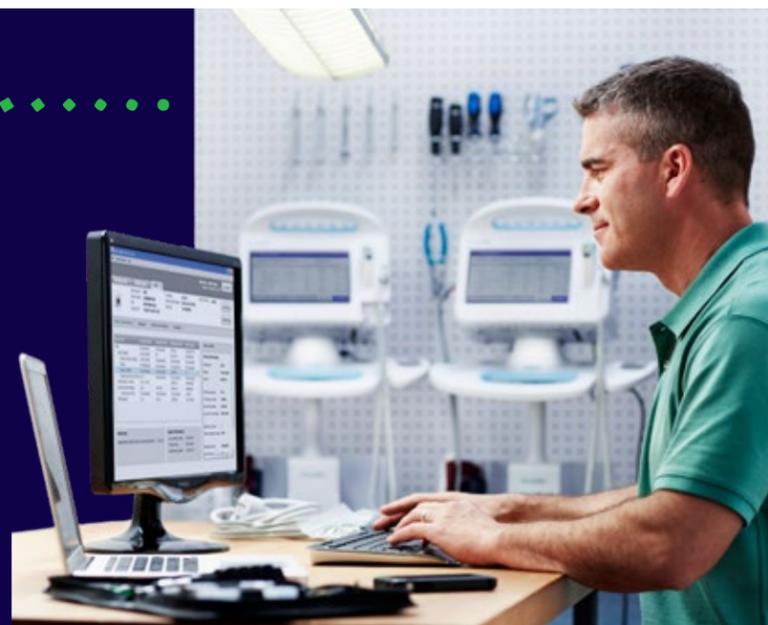


With the Welch Allyn Service Tool, you can:

- Install software updates and upgrades
- Perform device verification and calibration
- Troubleshoot devices
- Minimize off-site repairs
- Assign device locations for simple tracking
- View reports and important device information

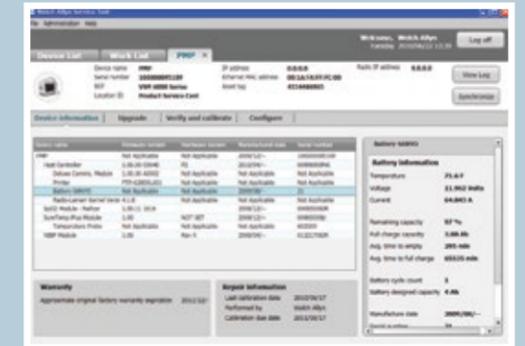
We're Here to Lend an Ear

Conveniently collaborate with Hillrom service technicians via our secure PartnerConnect™ remote network for real-time device support.



1 REVIEW PRODUCT INFORMATION & MANAGE USER ACCOUNTS

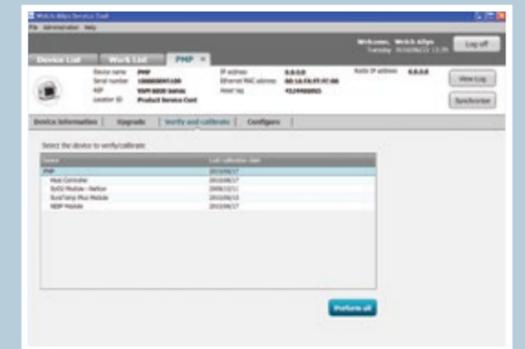
- Manage lists of installed modules, firmware and hardware versions, warranty details, repair information, device status and usage history.
- Create user accounts and set permission levels to control who has access to device features and who can perform administrative tasks versus service tasks.



Review product information

2 MANAGE & MAINTAIN YOUR INVENTORY

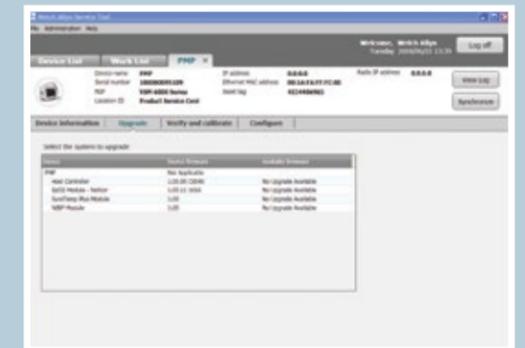
- Track your entire inventory of supported Hillrom solutions with automatic notifications for firmware updates and feature upgrades.



Verification

3 INSTALL UPDATES & UPGRADES

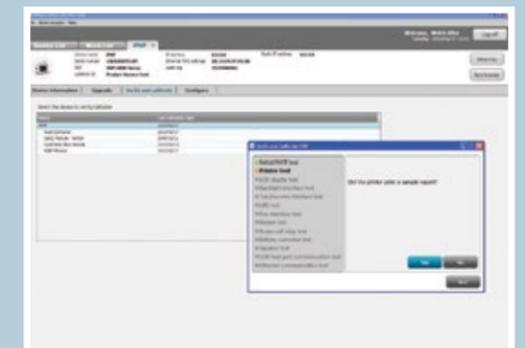
- Manage solutions that are eligible for firmware upgrades.
- Add new plug-ins to support future Hillrom products.



Receive notifications of updates and upgrades

4 SCHEDULE MAINTENANCE, MANAGE LOG FILES & RECOVER DEVICES

- Set device service intervals for periodic maintenance.
- Download and save device log files for analysis to help diagnose and identify reported issues.
- Reinstall firmware in rare cases where a device can no longer boot.



Calibration

5 FUNCTIONAL VERIFICATION

- Test each component of a device's system to ensure performance meets design specifications.

6 CALIBRATION VERIFICATION

- Check any system requiring calibration and, if necessary, perform re-calibration to match the design specifications^{1,2}



WELCH ALLYN SERVICE TOOL LICENSING INFORMATION

Silver Edition License	This edition of the Welch Allyn Service Tool comes as standard with your new Welch Allyn device(s).
Gold Edition License ³	This edition of the Welch Allyn Service Tool is required to perform functional verification and requires a license. Online training is also included as a standard feature.

SYSTEM REQUIREMENTS

Supported Operating Systems	Microsoft® Windows® 7 and Windows 10
Supporting Software	.Net Framework 3.5
Driver	WACP USB driver (Included with installation)
Processor	400 MHz Pentium processor or equivalent (Minimum) 1 GHz Pentium processor or equivalent (Recommended)
RAM	1 GB (Minimum) 2 GB (Recommended)
Hard Disk	Up to 10 GB of available space may be required
Display	800 x 600, 256 colors (Minimum) 1024 x 768 high color, 32-bit (Recommended)
USB	USB 2.0 (Required)
Antivirus Protection	(Recommended)
Internet Connection	(Required to download files)

Contact your Hillrom representative for more information.

hillrom.com

4341 State Street Road, Skaneateles Falls, NY 13153

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¹ Please see the service manual for the recommended service intervals. This feature is not supported on all products and requires a Gold Edition License for each supported product.

² Some sensors and modules cannot be calibrated using the Welch Allyn Service Tool.

³ To qualify for the Gold Edition License, you must attend a Technical Training course or complete online training. Please contact your Hillrom sales representative for additional information.

Hill-Rom reserves the right to make changes without notice in design, specifications and models. The only warranty Hill-Rom makes is the express written warranty extended on the sale or rental of its products.