


Document Description: WAST End of Support for Windows 7 Operating System	Document Number: 80027384 Version: A
	
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Customer Service Bulletin

Product: Hillrom™ Welch Allyn® Service Tool	Date: 2020-11-13
Subject: End of Hillrom™ Welch Allyn® Service Tool Support for Windows 7 Operating Systems.	
HW Version(s) Affected: All	SW Version(s) Affected: All
Serial Numbers Affected: All	Lot or Date Code Affected: All
Classification: As Needed	
Distribution: <input checked="" type="checkbox"/> Customer Care <input checked="" type="checkbox"/> Product Service <input checked="" type="checkbox"/> Field Service <input checked="" type="checkbox"/> ASPs <input checked="" type="checkbox"/> Distributors <input checked="" type="checkbox"/> Customers <input type="checkbox"/> Company	
Training Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	


Summary:

As a Hillrom™ Welch Allyn® Service Tool user, this letter is to inform you that on December 31, 2020 we will end support for Windows 7 OS and move all support to Windows 10 OS. The Hillrom™ Welch Allyn® Service Tool is a software tool designed for Biomedics to install software updates, upgrades, and add additional features including applications for all new Welch Allyn devices.

After December 31st, 2020 some features of Service Tool will still work for customers utilizing Windows 7 OS but you will no longer receive software updates, including security patches for both Service Tool and the devices associated with your account, including:

- Braun Pro 4000 (including dock)
- Braun Pro 6000
- Connex Vital Signs Monitor (CVSM)
- Connex Integrated Wall System (CIWS)
- Connex Spot Monitor (CSM)
- CP150
- ProBP 3400

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Immediate Actions:

By December 1st, 2020 if your facility is utilizing the Windows 7 Operating System, our recommendation is that you update to the latest Microsoft Operating System, Windows 10.

If you have any further questions, please contact our customer service department at 1-800-555-6663 and select option for Device Team.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2020-11-13	MDB

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