



Quick Start Guide for Service Repair On-Line Training

Training Notes

The on-line modules are comprised of 2 parts. Part One consists of Modules 1-9 and that does not require the student to have the device in front of them. An assessment will be given at the end of Part One. Students must achieve 80% to pass the assessment.

The average duration for the on-line training is:

Part One – 60 – 90 minutes (For CVSM - 2.5-3.5 hours)

Part Two is the hands-on portion of the training and this does require the device. The student can stop and start any of the modules as needed to review the content and perform the test procedures. Course material can be accessed as many times as needed.

The average duration for the on-line training is:

Part Two - 30 minutes (For CVSM - 30 - 60 minutes)

For best viewing the recommended browser is Google Chrome (23.0.x.x and above).

Laptop and Network Requirements:

- The following ports will need to be open on each laptop
- Firewalls need to be configured to open port 5094 for outbound TCP traffic to IP addresses: 12.38.86.181 and 12.38.86.182.
- Port 5920 open for Welch Allyn Partner Connect server
- Internet connection: Required to download files
- Your IT department will need to unlock the "administrative rights" in order for student to load the Welch Allyn Gold Level software

Process to Purchase and Access On-Line Training

1. Contact Customer Care to place a Sales Order (SO) for your desired training

[Customer Care](#)

2. Student should fill out Registration Form on the Technical training site or by the link below and enter the Sales Order # from Step 1 or a Service Agreement #.

[US/C/LA Registration form](#)

[Rest of world Registration form](#)

3. The Registration form is sent to the Technical Training mailbox for a User ID/password to be created for the Learning site. (Note: this could take up to 2 business days to generate a response)
4. The student will receive an email from the Welch Allyn Training Department (technical.training@welchallyn.com) with the User ID, password and link to the Learning Management Site (Hill-Rom).

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- At the end of Part One, an assessment will be administered. Once the passing test score (80%) has been confirmed by the Education Administrator, the student will receive the following:
 - For CP50/CP150 devices – student will receive their Training Certificate via email
 - For VSM300, Spot LXi and Spot devices – software tool will be shipped, please allow 5-10 business days for delivery
 - For CVSM, CSM, CIWS and ProBP3400 - student will receive via email an authorization license key that is used to initiate the gold license
- Please Note: Downloading the Service Tool can take up to 10 - 15 minutes and the installation can take up to 15 minutes. You will need a serial number from one of your devices to complete the installation.
- When logging onto the Service Tool, the User ID is ADMIN (all upper case) and leave the password field blank.
- The Welch Allyn Education Administrator will assign Part Two for all devices except:
 - CP50 and CP150
- The student will need to complete Part Two and send the Service Test Log (CVSM, CSM, CIWS and ProBP3400) or the Check List (VSM300, Spot LXi and Spot devices) to technical.training@welchallyn.com
- Test Log/Check List will be reviewed and a Certificate of Completion will be emailed to the student
- Access to the Training content, the Gold License and your Training Certificate are all valid for two years. Re-Certification is required every two years.

Reminder: In order to be certified by Welch Allyn to perform Service Repair activities, you must complete Part Two and submit your Service Record.

For Assistance:

If you have any questions, please send an e-mail to Technical.Training@welchallyn.com.

Regards,

Welch Allyn Training Department

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