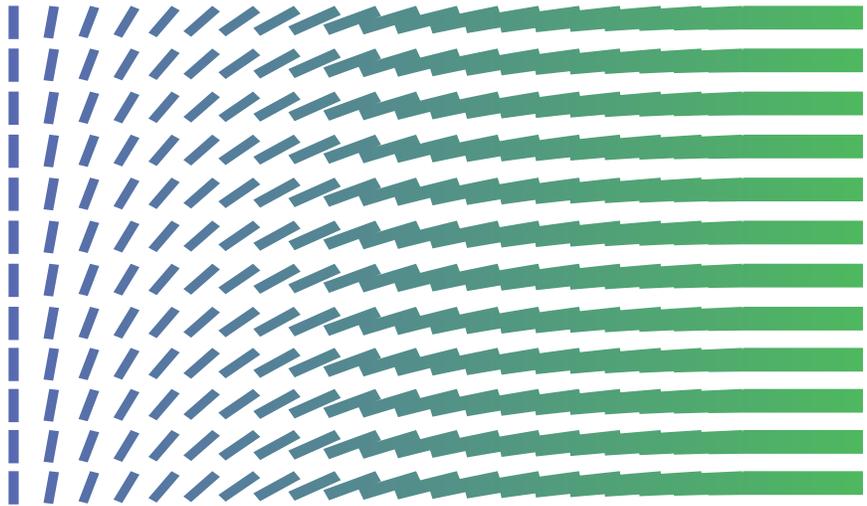




Hillrom™

**SmartCare™ Remote
Management**



Instructions for use

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Introduction

Product overview

This document provides instructions for using SmartCare™ Remote Management, which you can find at <https://smartcareremotemanagement.hillrom.com>. The audience for this document is system users involved in the maintenance and service of supported Hillrom assets, such as devices.

Compatibility

SmartCare Remote Management is compatible with the following browsers:

- Microsoft Edge
- Google Chrome
- iOS 14

You can use SmartCare Remote Management to track maintenance and service activity for the following assets:

- Connex® Vital Signs Monitor (CVSM)
- Connex Integrated Wall System (CIWS)
- Connex Spot Monitor (CSM)
- RetinaVue® 700 (RV700)
- Centrella® Smart+ Bed
- Progressa® Smart+ Bed

Purpose

SmartCare Remote Management helps the user to service assets, such as devices or beds, remotely. It supports the following service-related tasks.



NOTE The specific items from the list below that apply to your asset may vary depending on asset type. See the table after the bulleted list for more information.

- Remote update configuration
- Remote upgrade asset firmware
- Review asset preventive maintenance due date
- Remote asset log retrieval
- Remote asset location tracking
- Error code notification

The table below details the compatibility information.

	CVSM (Connex Vital Signs Monitor)	CIWS (Connex Integrated Wall System)	CSM (Connex Spot Monitor)	RV700 (RetinaVue 700 Imager)	Centrella Smart+ Bed and Progressa Smart+ Bed
Remote update configuration	X	X	X		
Remote upgrade asset firmware			X	X	X
Review asset periodic maintenance reports	X	X	X		X
Remote asset log retrieval	X	X	X	X	
Remote asset location tracking	X	X	X		X
Error code notification					X

Navigate SmartCare Remote Management

The SmartCare Remote Management user interface provides filters, a search box, and hyperlinks as navigational tools. A sample SmartCare Remote Management screen with callouts identifying key features appears below.



NOTE The ADVANCED menu option shown below is only visible to users with manager user privileges.



NOTE If you have manager user privileges, then you may see an initial rollup page before the screen below. From the rollup page, you can click your organization's name to navigate to the screen below.

The screenshot displays the SmartCare Remote Management interface. The top navigation bar includes the Hillrom logo and the title 'SmartCare Remote Management'. A user profile icon labeled 'Hospital' is in the top right. The left sidebar contains a menu with options: ASSETS, REPORTS, UPDATES, and ADVANCED. Below the menu are links for 'Global Service Center', 'Contact Us', 'Privacy Policy', and 'Terms of Use'. The main content area features a table of assets with columns: Type, Status, Firmware, Config file, Asset tag, Serial number, Location, Last connected, and PM due. The table lists several assets, including Centrella and CSM. Callouts 1 through 12 point to specific UI elements: 1 (User profile), 2 (Global Service Center), 3 (Contact Us), 4 (ASSETS menu), 5 (UPDATES menu), 6 (ADVANCED menu), 7 (Search box), 8 (Organization dropdown), 9 (Asset type dropdown), 10 (Table header), 11 (Page indicator), and 12 (Page navigation controls).

Type	Status	Firmware	Config file	Asset tag	Serial number	Location	Last connected	PM due
Centrella	⚠	1.35.601			U016PF4000	PSS Service Batesville not set	22 Sep 2021, 06:57 P M	18 Sep 2022
Centrella		1.36.000			U016PF4001	UNIVERSITY COLLEGE HOSPITAL GALWAY 735154 UNIVERSITY COLLEGE HOSPITAL GALWAY not set	24 Aug 2021, 01:17 PM	10 Dec 2021
CSM		1.42.00-A0003	Demo_3North_v 5_0	Hotspot	16452315479CS M	MIDMICHIGAN MEDICAL CENTER 4500892 Internal Medicine Euclid	21 Jun 2021, 03:51 PM	26 Apr 2019
CSM		1.42.00-A0003	Demo_3North_v 5_0	Hotspot	26452315499CS M	MIDMICHIGAN MEDICAL CENTER 4500892 Internal Medicine Euclid	21 Jun 2021, 03:51 PM	26 Jan 2022
RV700		1.20.00-A0007			900043199999	MIDMICHIGAN MEDICAL CENTER 4500892 Internal Medicine (not set)	21 May 2021, 10:13 AM	
CSM		1.42.00-A0003	Demo_3North_v 5_0	Hotspot	26452315479CS M	MIDMICHIGAN MEDICAL CENTER 4500892 Internal Medicine Euclid	21 Jun 2021, 03:51 PM	26 Apr 2019
CSM		1.42.00-A0003	Demo_3North_v 5_0	Hotspot	26452315489CS M	MIDMICHIGAN MEDICAL CENTER 4500892 Internal Medicine Euclid	21 Jun 2021, 03:51 PM	26 Apr 2021

No. Feature

Description

1 Account/User link

The Account/User link displays the user's name after logging in and provides a Log out link to exit SmartCare Remote Management.

If the user has user manager privileges, then the Manager user options also appear.

No.	Feature	Description
2	Global Service Center link	The Global Service Center link opens a new window and navigates to the Service Center website.
3	Contact Us link	The Contact Us link opens a new window and navigates to the Contact Us website.
4	ASSETS	The ASSETS page displays a list of assets that you may filter by organization, including by location and facility. You may also sort the assets by firmware, config file, asset tag, serial number, time last connected, or the date preventive maintenance (PM) is due
5	REPORTS	The REPORTS page provides service-related reports by asset type.
6	UPDATES	The UPDATES page allows you to select the asset type and the asset update type in order to push updates to assets.
7	Search box	<p>Use the search box to search the Firmware, Config, Asset tag, and Serial number columns.</p> <p>Searching for an access point MAC address results in a list of devices that report using the access point. An example access point MAC address search query is below.</p> <p>AP=28:c6:8e:78:18:2b</p>
8	Asset list column headers	<p>The asset list column headers enable sorting and presentation of asset data by category in ascending or descending order by clicking on the header. Sorting within columns occurs as follows:</p> <ul style="list-style-type: none"> • Firmware sorts by asset firmware version. • Config file sorts by asset current, active configuration name. • Asset tag sorts alphanumerically by asset tag. • Serial number sorts alphanumerically by serial number. • Last connected sorts by the date/time of an asset last seen on the server. • PM due sorts by the date recorded in the system as the preventive maintenance due date.
9	Organization and Asset type dropdown menus	These menus enable you to narrow the asset list according to facility/organization, location/unit, and/or model. By default, no filters are selected at the start of a new session.
10	Asset list data	The asset list data provides at-a-glance information for each asset based on filters or searches. Clicking anywhere in a specific asset's row navigates to the asset details screen.
11	Search/filter results	The search/filter results indicate the number of results displayed on the page, out of the total number of results. A maximum of 50 results can appear on a page.
12	Pagination controls	The pagination controls enable navigation from one page of results to another.

No.	Feature	Description
13	Status column	The status column alerts the user that an error code appeared on the asset (Centrella Smart+ Bed and Progressa Smart+ Bed only).

Use the SmartCare Remote Management client

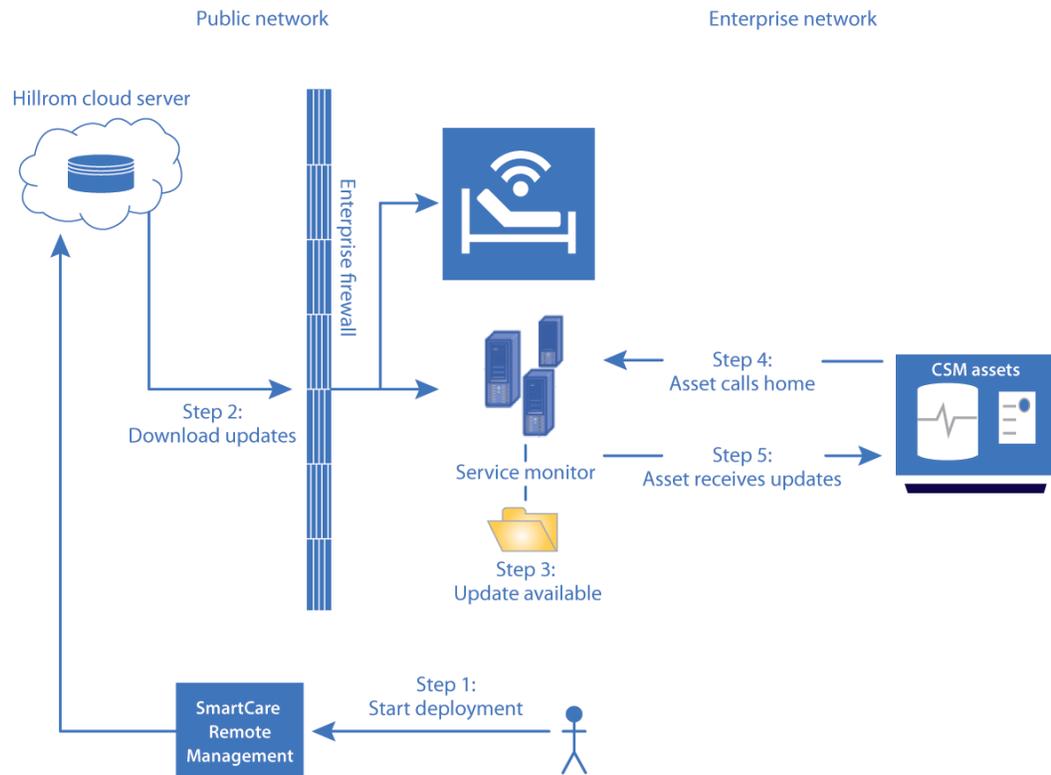
This chapter addresses the following topics and tasks:

- Best practices for deploying configuration and software updates
- Log in and log out
- Access the asset list
 - Filter the asset list
 - Use the search box
- Access asset details
- View asset error codes (Centrella Smart+ Bed and Progressa Smart+ Bed only)
- Access and print reports
- Change device call-home frequency (Service Monitors only)
- Access and deploy CVSM/CIWS configuration and custom data files
- Access and deploy CSM configuration and custom data files
 - View the status of a CSM configuration deployment
- Upgrade firmware
- Manage SmartCare Remote Management users
- Add access point (AP) mapping information
- Use the support links

Best practices for deploying updates and upgrades

This section describes recommended best practices for deploying new configurations and software upgrades to your assets using SmartCare Remote Management.

SmartCare Remote Management deployment sequence diagram



Before deployment

- Make sure the scheduled deployment time is during normal business hours when resources are most likely to be available for you, including Hillrom. The customer owns the communications and training plan.
- Be sure to perform basic regression test cases first to ensure the updates/upgrades work correctly in your environment before a vast deployment. In addition to verifying asset network connectivity, ensure the asset tag and location fields appear properly on the asset.
- Before the planned deployment, coordinate with clinical staff to turn on assets during the planned update time to ensure maximum update coverage.

During and after deployment

- Use the SmartCare Remote Management report feature and CFG Update Status to check for deployment progress.

Log in and log out

This section describes two different methods of logging into SmartCare Remote Management. Depending on how your facility is set up, you will either log in without single sign-on or sign in with single sign-on.

These instructions assume that you have already established a PartnerConnect® account and have credentials to access SmartCare Remote Management. If this is not the case, contact your organization's administrator.



NOTE The single sign-on option shown below may not be available.



NOTE See "Sign in (with single sign-on)" for more information about the single sign-on process.

Hillrom™

SmartCare™
Remote Management

Enter your credentials to sign in.

Email address

Password

[Forgot password?](#)

LOG IN

OR

SINGLE SIGN-ON

Ready to get started?
Learn the value of the SmartCare™ Remote Management, download software, and access documentation.

[PartnerConnect™](#) [Administrator's Guide](#)

[Service Monitor](#) [Instructions for Use](#)

[DCP](#) [Release Notes](#)

Log in (without single sign-on)

Follow the steps below to log in to SmartCare remote management if your facility is *not* set up with single sign-on.

1. Open an internet browser and enter the SmartCare Remote Management URL:

<https://smartcareremotemanagement.hillrom.com>.

2. Enter your email address and password for this site.
3. Click **LOG IN**.

SmartCare Remote Management opens and displays either the ASSETS window or a rollup page from which you may select your clinic.



NOTE By default, SmartCare Remote Management presents an unfiltered asset list at the start of a new session.

4. If you have forgotten your password, click **Forgot password?** to receive an email with instructions for updating your password.

Sign in (with single sign-on)

Follow the steps below to sign in to SmartCare remote management if your facility is set up with single sign-on.

The single sign-on method allows you to authenticate your credentials through your company's existing Active Directory (Windows login). This method eliminates the need to provide a username and password at every login.



NOTE Single sign-on is available to customers with corporate accounts that are compatible with SmartCare remote management. Establish the initial account setup in advance with help from Hillrom Technical Support: hillrom.com/en-us/about-us/locations/.

1. Open an internet browser and enter the SmartCare Remote Management URL:
<https://smartcareremotemanagement.hillrom.com>.
2. Click **SINGLE SIGN-ON**.
3. Click the name of your company's single sign-on provider.



NOTE The look and feel of the prompts after this step may vary.

4. Enter your corporate email and click **Next**.
5. Enter your corporate password and click **Sign in**.
A message may appear asking whether you would like to stay signed in.
6. If a message appears, asking whether you would like to stay signed in, click the appropriate option. For example, you may click **Yes** to reduce the number of times you are asked to sign in, or you may click **No** to opt out of this feature.

If it is your first time signing in, an ACCESS PENDING message will appear. Contact your corporate SmartCare Remote Management administrator to request an assignment to the proper asset group(s). Once the administrator assigns you to the asset group(s), you will be able to log into SmartCare Remote Management.



NOTE Please see "Provide a new user with single sign-on access" in the "Manage SmartCare Remote Management users" section for more information about single sign-on.

Log out

To exit SmartCare Remote Management, follow the steps below.

1. Click the Account/User link at the top of the screen. (Look for your user name.)
2. Click **Log out** in the popup window.

Access the asset list

The asset list provides a complete list of equipment associated with your Account/User ID. This list opens automatically when you log in to SmartCare Remote Management, unless you are a manager user in which case the list will open after you click the name of your clinic. To access the asset list from any other screen in SmartCare remote management, click the **ASSETS** option on the left side of the screen.

Filter the asset list

Filtering enables you to refine the asset list by asset type and by organization, including by a specific location within an organization.

By default, no filters are applied at the start of a SmartCare Remote Management session, but you can apply filters at any time during your session. Once you apply filters, they persist throughout a session until you modify them.

The steps below move from the most general to the most specific filter options, but you can filter by model alone and in some cases with a subset of the other available filters.

1. To filter the asset list by organization, select the **Organization** dropdown. The organization dropdown appears above the asset list.

The screen will refresh to display the selected organization.

2. To filter the asset list by location or facility, select the location from the Organization dropdown.

The screen will refresh to display the selected location.

3. To filter the asset list by model, click a selection under Asset type.

The screen will refresh to display the selected model type.

The asset list data presented changes based on filters applied and includes the following details:

- Firmware
- Config file
- Asset tag
- Serial number
- Location
- Last connected
- PM due (date preventive maintenance is due)
- Status

You can sort asset list data by clicking in selected columns. The Type column and the Location column are unsortable. In addition, if more than 50 results appear in your list, pagination controls at the bottom of the screen allow you to navigate to additional asset list data.

Use the search box

Another way to refine the asset list is to use the search box to enter a query that will look for a match in a device's model name, asset tag, serial number, assigned location, or connection information. Entries in the search box immediately clear any applied filters. To use the search box, follow the steps below.

1. Place your cursor in the search box.
2. Enter the alphanumeric characters for your query.

With each character you enter, the results displayed change to present all devices with data that exactly match your query. Note that partial serial numbers, dates, and words may suffice to narrow your results.

3. Modify the search, if needed, by editing your query.
4. To clear the query, click the **X** in the search box.

If no devices match the search query, the screen displays the message, "Displaying 0-0 of 0 results."

Access asset details

Access detailed information about a specific asset on the ASSET screen by following these instructions.

1. Use filters or a search query as desired to refine the asset list data presented onscreen.
2. Click anywhere in a specific asset's row to open its asset details screen.
3. Click the asset detail tabs to find the specific information you need. The available tabs may vary based on the asset selected. Possible tabs include Preventive maintenance, Component information, Error codes, and Logs. (See the table later in this section.)
4. To open the Request logs window, if available for your asset, click the **Logs** tab, click **Request logs**, select the type of log you want to download as well as the date(s) if applicable, and click **Download**.



NOTE For CSM devices, a .zip file containing the requested logs appears in your downloads tray. For CVSM and CIWS devices, a window opens displaying the requested log messages.

5. Click **Edit** to edit asset details, if desired.



NOTE If the asset has a fixed location, you can modify and save room and bed details in this window. This information is saved only on the SmartCare Remote Management server for tracking purposes and is not pushed to the asset.



NOTE The asset details screen varies by asset type, as shown in the following table.

Asset	Asset details
CVSM (Connex Vital Signs Monitor)	Asset details summary ¹ Preventive maintenance schedule ² Asset information ³ Log files
CSM (Connex Spot Monitor)	Asset details summary ¹ Preventive maintenance schedule ² Asset information ³ Log files
CIWS (Connex Integrated Wall System)	Asset details summary ¹ Preventive maintenance schedule ² Asset information ³ Log files
RV700 (RetinaVue 700 Imager)	Asset upgrades

Asset	Asset details
	Log files
Centrella Smart+ Bed and Progressa Smart+ Bed	Error codes ⁴
	Preventive maintenance
	Room/bed/presence ⁵

¹ This block presents details from the asset list as well as REF, Location ID, IP and Ethernet MAC addresses, Room/bed, Last configuration deployed, and Connection status. It also includes two buttons: Edit details and Download logs.

²This table presents calibration and replacement schedules and status.

³This table presents expandable fields that display more specific component details.

⁴This tab presents error code details including the error code description and possible solutions.

⁵This option presents room/bed information, including whether a patient is present in the bed, when a clinician confirms the location at the bedside.

View asset error codes (Centrella Smart+ Bed and Progressa Smart+ Bed only)

Some assets present an option in the asset details screen that allows you to view information about asset error codes. If your asset offers this option, follow the steps below to view the error code information.

1. From the ASSET screen, use filters or a search query as desired to refine the asset list data presented onscreen.
2. Click anywhere in a specific asset's row to open its asset details screen.
3. Click the **Error codes** tab.
4. Click the row that displays the error name.
5. To view error codes, if available for your asset, click the **Error codes** tab and then click the row that displays the error name.

A window showing information about the error, including possible solutions, appears.



NOTE Clicking Reference either in the asset details screen or in the error code window will open the asset's service manual.

Access and print reports

Access and print detailed usage and firmware information through the REPORTS screen by following the steps below.



NOTE Some examples in this section are cropped to support presentation on the page.

1. Click the **REPORTS** option on the left side of the screen.

- At the top of the REPORTS screen, select the desired facility, asset type, and report type to filter your results.

Options:

- Asset type: Asset types linked to SmartCare Remote Management
- Report type: Usage, Firmware Version, CFG Update Status, Firmware Status, and Activity

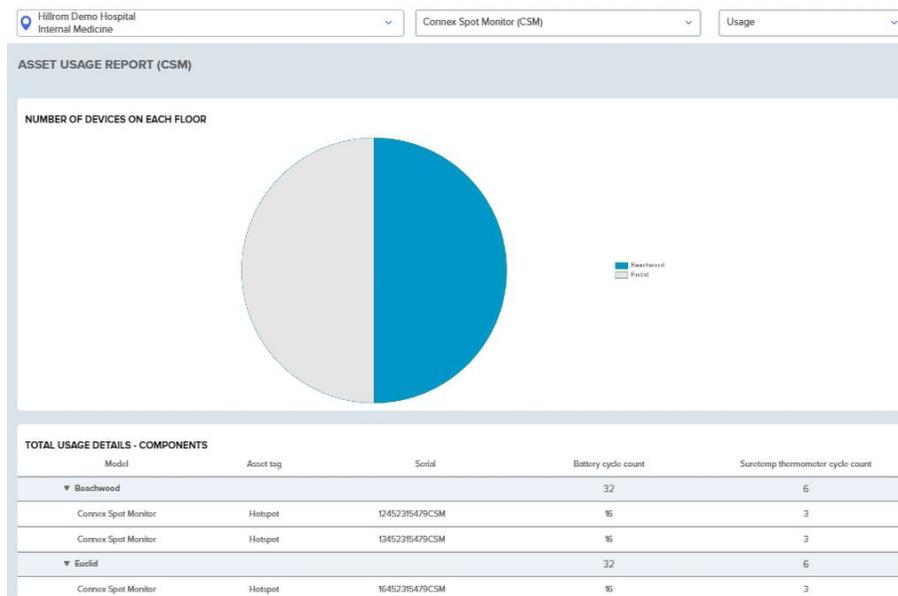


NOTE The available report types may vary depending on the selected asset type.

- Click **Get Report** to refresh the screen and see the selected report.

Two example reports appear below.

Usage report: Contains a pie chart of assets by floor/location, followed by cycle-count and run-time information for each asset as well as the total for all assets by floor/location.



Firmware report: Contains a complete list of components and firmware versions presented in expandable fields under Total, followed by a list of components and firmware versions presented in expandable fields by floor/location.

Serial number	Firmware version	Location	Status	Last deployed	Last connected
---------------	------------------	----------	--------	---------------	----------------

- Scroll through the tables and expand fields to find the specific information you need.
- To print a report, click the **Print** button in the upper right corner of the screen, and then click **Print** in the Windows Print window.



NOTE The printed report displays only the details that appear on the screen. Expand fields to reveal hidden data you want to include in printed reports.

Change asset call-home frequency (Service Monitors only)

The Welch Allyn® Service Monitor is part of a SmartCareRemote Management system for use with CVSM and CIWS. It controls asset call-home frequency. Assets receive updates only during the call home. From the SmartCare Remote Management application, the user can control the asset call-home interval. The minimum call-home interval is 15 minutes.

When you plan to deploy an update to a large number of assets, you can change the asset call-home interval to 15 minutes and the deployment mode to "true," except for the RetinaVue 700 Imager. We recommend you change the setting 1 to 3 days ahead of configuration deployment to ensure maximum update coverage. Follow the steps below to update asset call-home frequency.

1. Click the **UPDATES** option on the left side of the screen.
2. Click **Service Monitor** from the dropdown list under the Asset type menu.
3. Select the call-home period value from the Call home Period dropdown menu.

Available options are as follows:

- P1D (24 hours)
- PT8H (8 hours)
- PT4H (4 hours)
- PT15M (15 minutes)

Available options for Deployment Mode are as follows:

- False (Off)
- True (On)

4. Click **Next**.
5. Select a list of Service Monitors.
6. Click **Deploy**.

Access and deploy CVSM/CIWS configuration and custom data files

SmartCare Remote Management enables you to deploy (or push) saved configuration files to one or more assets in your facility. To complete a deployment to Connex Vital Signs Monitors (CVSMs), a biomed or other authorized user must first save or push the desired configuration file to PartnerConnect from a specific CVSM device.



NOTE If the configuration includes custom data, a separate custom data file is transmitted at the same time you push the configuration file to PartnerConnect.

1. Click the **UPDATES** option on the left side of the screen.
2. Click **Select** under the Asset type option.
3. Click **Connex vital signs monitor (CVSM)** in the dropdown list.
4. Click **Select** under the Update type option.
5. Click **Configuration** in the dropdown list.

A list of saved configuration and custom data files populate the table. Tags on these files reveal their types:

- Configuration filenames end with the tag "_CONFIG.PMP.settings"

- Custom data filenames end with the tag "_CustomData.xml.settings"
6. Click the desired filename.
 7. Click **Next**.
The DESTINATION screen appears, displaying the selected file at the top of the screen and a list of CVSM devices in your facility eligible to receive the configuration file.
 8. Select one or more devices in the list.
 9. Click **Next**.
The configuration file (Item to push) and the destinations appear on the next screen.
 10. Click **Confirm** to deploy the file to the indicated destinations.
 11. To confirm that the configuration file has been pushed to the asset(s), click the **ASSETS** option on the left side of the screen, and click each device to which you pushed the configuration to check the Asset details.

In the Asset details summary at the top of the page, "Last configuration deployed" or "Last customization deployed" displays the most recently deployed filename and should match the configuration or custom data file you selected.



NOTE Deployed configuration or custom data files may not be active immediately on your device(s) (assets). These files remain in a queue to be loaded on the selected asset(s) until they call home. Connecting to PartnerConnect is required to load these files on the asset(s).

Access and deploy CSM configuration and custom data files

SmartCare Remote Management enables you to deploy (or push) saved configuration files to one or more assets in your facility. To complete a deployment to Connex Spot Monitors (CSMs), you can push an already saved configuration file the same way you would push a CVSM configuration file.

1. Click the **UPDATES** option on the left side of the screen.
2. Click **Select** under the Asset type option.
3. Click **Connex Spot Monitor (CSM)** in the dropdown list.
4. Click **Select** under the Update type option.
5. Click **Configuration** in the dropdown list.

A list of saved configuration files populate the table. Unlike CVSM files, CSM files do not follow any special naming conventions. In addition, custom data is part of the configuration file.

6. From the Select update screen, click the file name of the configuration file you want to deploy.
7. Click **Next**.

The Select assets screen (DESTINATIONS) appears, displaying the selected file at the top of the screen and a list of CSM devices in your facility eligible to receive the configuration file.

8. Select one or more assets in the list.
9. Click **Next**.

The configuration file (Item to push) and the destinations appear on the next screen.

10. Click **Confirm** to deploy the file to the indicated destinations.

- To confirm that the configuration file has been pushed to the asset(s), click the **ASSETS** option on the left side of the screen, and click each device to which you pushed the configuration to check the Asset details.

In the Asset details summary at the top of the page, “Last configuration deployed” or “Last customization deployed” displays the most recently deployed filename and should match the configuration or custom data file you selected.



NOTE Deployed configuration or custom data files may not be active immediately on your device(s) (assets). These files remain in a queue to be loaded on the selected asset(s) until they call home. Connecting to PartnerConnect is required to load these files on the asset(s).

View the status of a CSM configuration deployment

After a configuration has deployed, the progress will display on the REPORTS screen. Follow the steps below to view the status of a configuration deployment.

- Click the **REPORTS** option on the left side of the screen.
- From the dropdown menus at the top, select your facility, **Connex Spot Monitor (CSM)**, and **CFG Update Status**.
- Click **GET REPORT**.

Clicking Get Report also refreshes the list. See the following screen capture and related table.

Serial number	Configuration	Location	Status	Last deployed	Last connected
16452315479CSM	Demo_3North_v5_0	Hillrom Demo Hospital Internal Medicine Euclid	Available	CO_Lucy_32_0A-signed.waconfig	16 Jul 2020, 11:05 PM
12452315479CSM	Demo_3North_v5_0	Hillrom Demo Hospital Internal Medicine Beachwood	Available	CO_Lucy_32_0A-signed.waconfig	16 Jul 2020, 11:05 PM
16452315489CSM	Demo_3North_v5_0	Hillrom Demo Hospital Internal Medicine Euclid	Available	CO_Lucy_32_0A-signed.waconfig	16 Jul 2020, 11:05 PM
13452315479CSM	Demo_3North_v5_0	Hillrom Demo Hospital Internal Medicine Beachwood	Available	CO_Lucy_32_0A-signed.waconfig	16 Jul 2020, 11:05 PM

- Select an asset type (CVSM, Connex Spot Monitor, etc.) and associated report types
- The Serial number, Configuration, Location, Status and Last deployed columns are searchable
- The reports table and all columns are sortable (see the "Column explanations" table below)
- Each page displays up to 50 devices. Click the arrows to page through devices
- The context-sensitive popup page contains explanations of each Status string
- Click the **Download** button to download a report in .csv format

Additional tips:

- Search for assets using the search bar

- Click the **Information** button to open a popup window explaining the meaning of each status

The table below explains the columns.

Column explanations

Column	Information given
SERIAL NUMBER	Shows asset by serial number
CONFIGURATION	Shows asset active configuration name
LOCATION	Shows asset location
STATUS	Shows each stage of deployment progress. A question mark (?) indicates the field is currently empty
LAST DEPLOYED	Shows the name of the configuration deployed
LAST CONNECTED	Shows the date/time when the asset last contacted the server

Upgrade firmware

SmartCare Remote Management enables you to upgrade firmware on one or more assets when Hillrom releases new firmware. Follow the steps below to upgrade asset firmware.



NOTE This section does not apply to Connex Vital Signs Monitors, since firmware upgrades for the Connex Vital Signs Monitor are not available through SmartCare Remote Management.



NOTE Firmware upgrades for the RetinaVue 700 Imager only occur per the upgrade schedule.

1. Click the **UPDATES** option on the left side of the screen.
2. Select the asset type from the Asset type dropdown menu.
3. Select **Upgrade** from the Update type dropdown.

If any firmware upgrades are available, they will appear in the results table.

4. Click on the desired firmware version and click **Next**.

The Select assets screen appears. The selected file displays at the top, and below it appears a list of assets in your facility eligible to receive the upgrade.

5. Select one or more assets in the list and click **Next**.

The Review action screen appears, listing the following items:

- Item to push
- Destinations
- Date or time of the push

6. Click the **Immediately** radio button to push the item to the asset immediately, or, if available for the asset, click the **Schedule** radio button to set the date and time when you would like to push the item to the asset.
7. Click **Confirm**.



NOTE Deployed firmware upgrades may not be active immediately on your asset(s). Each deployment may remain in a queue to be loaded on the selected asset(s) until it can "call home." Connecting to PartnerConnect is required to load these files on the asset(s), except for the Centrella Smart+ Bed and the Progressa Smart+ Bed. See the Deployment sequence diagram in the "Best practices for deploying updates and upgrades" section of this document.

Manage SmartCare Remote Management users

SmartCare Remote Management has two different types of users, a regular user who cannot manage users and a manager user (administrator) who has the ability to add, edit, and remove users.

Once logged in to SmartCare Remote Management, a manager user will see the menu option, **ADVANCED**, on the left side of the screen. From this menu, a manager user may click the **Create** button to create a new user.

The screenshot shows the 'User Management' page in the SmartCare Remote Management interface. The left sidebar has a menu with 'ASSETS', 'REPORTS', 'UPDATES', and 'ADVANCED' (highlighted). The main content area has a breadcrumb 'User Management' and a sub-breadcrumb 'Access Point (AP)'. Below this is the 'USER MANAGEMENT' section with a 'Create' button. A table lists one user:

Full Name	Role	Email		
Test User	Administrator	test@user.com	Details	Delete

When a new user is created, a password reset email is sent to the user's email address to establish the user's own password. A list of SmartCare Remote Management users is displayed as in the example shown below.

The screenshot shows the 'User Management' page with a list of four users:

Full Name	Role	Email		
Amy Jones	Regular	amy.jones@demo.com	Details	Delete
Bill Wells	Regular	bill.wells@demo.com	Details	Delete
Jon Smith	Administrator	jonathan.smith@demo.com	Details	Delete
Test User	Administrator	test@user.com	Details	Delete

The manager user may click the **Details** button to edit a user or may click the **Delete** button to delete a user.

Provide a new user with single sign-on access (manager users only)

As an administrator (manager user), you may receive requests for access from users who are trying to access SmartCare Remote Management through single sign-on for the first time. Follow the steps in this section to provide new users access to SmartCare Remote Management and to assign new users to the appropriate asset group(s).



NOTE The system will not automatically notify you when a user attempts to access SmartCare Remote Management through single sign-on.

1. View the **ADVANCED** menu option in the left column of SmartCare Remote Management.
An exclamation point icon next to the word "ADVANCED" indicates that a new user has attempted to sign in using single sign-on.
2. Click **ADVANCED** to view any pending requests. The "Role" column will state "unassigned" for users requesting access.
3. Click the unassigned user's name to edit the user.
4. Assign the user access to asset groups as needed. From this screen you may also choose to make the user an administrator (manager user). Please use this option carefully, as it allows the user the same level of administrative rights as yours.



NOTE When you save, the changes will take effect immediately.

5. Notify the new user(s) that access is now granted.

Locate assets via access point (AP) mapping information

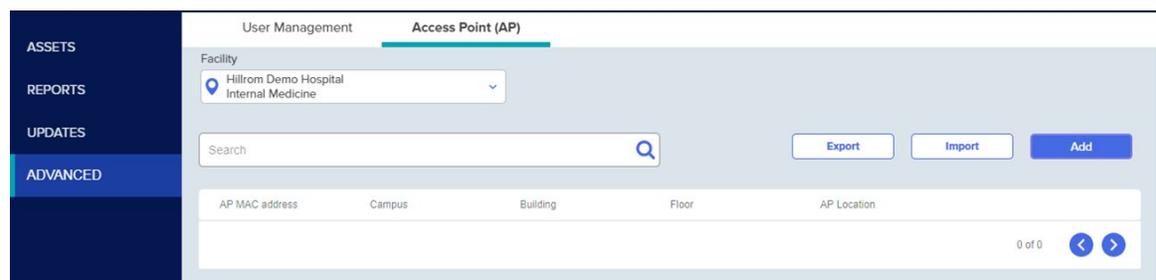
SmartCare Remote Management reports when an asset communicates to an access point (AP). Adding location data to access points allows you to find an asset's approximate location. A manager user may add access point mapping information by following the steps below.

1. Click the **ADVANCED** option on the left side of the screen.
2. Click the **Access Point (AP)** tab at the top of the screen.

The Select facility dropdown appears on a refreshed screen.

3. Click the name of your facility from the dropdown list.

The page refreshes and displays the Export, Import, and Add buttons as well as any previously added AP mapping entries.



4. Click the **Add** button on the right side of the screen.
The ADD AP MAPPING screen appears.

5. Type the MAC address along with the following information, as available, into the appropriate fields.
 - Campus
 - Building
 - Floor
 - AP location

The data entered in these fields is used to locate assets.

6. Click **Save**.

The entered data will appear as a line item on the asset details screen, under Locate asset. It will also appear on the REPORTS page when you select Access Point Locations from the Report type menu.

From the AP mapping page, the manager user may also perform the following actions:

- Click the **Edit** button to change an AP mapping entry.
- Click the **Delete** button to delete an AP mapping entry.
- Click the **Export** button to export AP mapping information to a .csv file.
- Click the **Import** button, click **Select file...**, and upload a .csv file to simultaneously import multiple pieces of AP mapping information.



NOTE A manager user may also edit AP mapping information from the ASSETS screen. To do so, click a specific asset, click the **Locate asset** button, click **Edit AP mapping**, and enter the information as described in Step 5 above. Then, click **Save**.

Use the support links

SmartCare Remote Management includes two useful links to assist you. Follow the steps below to access these links.

1. From SmartCare Remote Management, click the **Global Service Center** link on the lower left side of the screen to access the Service & Support page on the Hillrom website.

This link is available on every screen of SmartCare Remote Management, including the splash screen where you sign in. This link provides quick access to service information, documentation for your device, and other self-help tools. This page opens in a separate window.

2. To contact Hillrom with questions or concerns, click **Contact Us**.

This link is available on every screen in SmartCare Remote Management *after you sign in*. This link provides quick access to customer service and technical support for your region as well as helpful links for specific groups like physicians, veterinarians, hospitals, students, governments, and distributors. This page opens in a separate window.

