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Customer Service Bulletin

Product:	SmartCare™ Remote Management (SCRM)
Subject:	Introducing Hillrom's *SmartCare™ Remote Management* (SCRM replaces the Welch Allyn Service Hub)

HW Version(s) Affected:	N/A	**SW Version(s) Affected:**	6.2.1

Classification:	Information Only

Distribution:	☒ Customer Care	☒ Product Service	☒ Field Service
	☐ ASPs ☐ Distributors	☒ Customers	☐ Company Confidential

Summary:

Introducing Hillrom's *SmartCare™ Remote Management*
SmartCare Remote Management helps our customers service assets remotely. It supports the following service-related tasks:

- Remote update configuration

- Remote upgrade asset firmware

- Remote asset log retrieval

- Service data Reports

- Review asset preventive maintenance (PM) due list

- Remote asset location tracking

Existing Welch Allyn Service Hub users will be automatically redirected to the new SmartCare Remote management URL:

https://smartcareremotemanagement.hillrom.com

Version 6.2.1 Details:

- Added Progressa bed support to SCRM

- Single Sign-on (SSO) option for customer login to Smart Care Remote Management
    The single sign-on method allows customers to
    authenticate their credentials through the company's existing
    Active Directory (Windows login). This method eliminates the
    need to provide a username and password at every login.
    Contact your Hillrom representative for setup details.
    Single sign-on (customer option) requirements:
    For use with cloud-based Microsoft Azure Active Directory only (no on-prem
    legacy). The user authentication must be compatible with the SmartCare Remote
    Management single sign-on option.

- Update Activity report to remove all the fields and add the columns as specified in the details (Report columns will differ based upon asset name)

- Bug fix: When editing APLocation details, Campus and Building information swapped.

- Bug fix: Customer Portal: duplicate records in csv download.

System Compatibility: Supported Operating Systems for PartnerConnect Agent (applicable assets only. See Admin Guide for more detail):

- Windows 10 (32 and 64-bit)

- Windows Server 2016 (64-bit)

- Windows Server 2019 (64-bit)

Web Browser Compatibility:

Note: The preferred browser is Google Chrome.

- Google Chrome 92 or higher

- Microsoft Edge 92 or higher

- Apple Safari iOS 14

Supported Hillrom Applications:

	Version
PartnerConnect Agent	3.0.0 or later
Welch Allyn Service Monitor	All
Connex CS Server	All except 1.8.2

Supported Hillrom Devices:

	SCRM
Connex Spot Monitor	1.24 or later
CVSM/CIWS	2.x or later except version 2.40.x
RV700	1.30.00-A0002
Centrella Bed	1.36.x or later
Progressa Bed	22021501

See SmartCare Remote management URL https://smartcareremotemanagement.hillrom.com

for the latest Administration Guide, User Guide, and PartnerConnect Installer.

END OF BULLETIN

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2021-06-17	DCS
B	All	Changes applied for SCRM. 6.1.1 updates	2021-10-13	DCS
C	All	Changes applied for SCRM. 6.2.1 updates	2022-03-01	DCS