



Hillrom™

SmartCare Remote Management

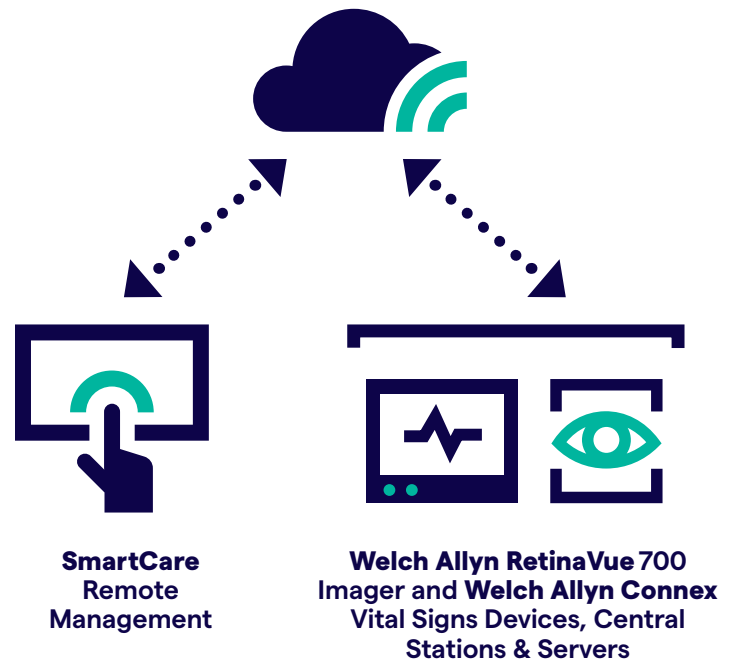
REMOTE CONTROL

Take control of the health and well-being of your connected devices with powerful access and insights. A custom workflow for your organization allows you to proactively manage devices from a single, remote location.

Maximize Uptime to Protect Your Investment and Your Staff's Time*

- Remotely deploy configuration files
- Deliver firmware updates
- View usage metrics on device components
- Troubleshoot with ease including battery health notifications
- Track asset locations
- Plan preventative maintenance
- Enhance platform security and streamline user-experience with Single Sign-On (SSO) capability
- Reduce manual transcription

Services Data Cloud



SMARTCARE REMOTE MANAGEMENT SPECIFICATIONS

APPLICATION SERVICE	PROTOCOL
PartnerConnect Agent	TCP
Welch Allyn Service Monitor	TCP
Hillrom SmartCare Remote Management	TCP (HTTPS)
File Outbound Types	.log, .zip, .txt
File Inbound Types	.tar.gz, .tar, .seq, .wsf, .pim, .xml, *.txt, *.pdf, .waup date
RetinaVue 700 Imager Fleet Management Server	TCP (SFTP)

SMARTCARE REMOTE MANAGEMENT SYSTEM REQUIREMENTS AND SPECIFICATIONS

Server/System OS	Windows Server 2016; Windows Server 2019
Performance Limits**	2,000 devices per server, can be installed on multiple servers Devices must be configured for NRS
Browsers Supported	Microsoft Edge; Google Chrome version 69 and higher; Apple Safari iOS 11 and higher
Server Computer Requirements	1.4 GHz 64-bit processor; 8GB RAM; 32GB Disk Space
Network Connection	NIC, 1GB or higher recommended
Single Sign-On (SSO)	Microsoft's Azure Cloud Based Active Directory

SUPPORTED WELCH ALLYN DEVICES AND VERSIONS

Connex Spot Monitor	1.24 or later
Connex Vital Signs Monitor 6000 series	2.X or later, except v2.40.x
Connex Integrated Wall System	2.X or later, except v2.40.x
Connex CS (Central Station Server)	1.8x, 1.7x
Connex CS (Central Station Client)	1.8x or later
Connex CS (Central Station Standalone)	1.8x or later
Cerner VitalsLink	Cerner VitalsLink with Network Connectivity Engine (NCE) NCE 5.0 or later
RetinaVue 700 Imager	1.20.00 A0007 or later

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*Features may vary per device. Contact your Hillrom representative to learn more.

**Patient monitoring devices only.

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