



SmartCare Remote Management



Remote Control

Prioritize your connected device management with powerful access and insights. A custom workflow for your organization allows you to 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
- Access up-to-date details on deployed assets, such as firmware version, battery life, and more
- Track asset locations
- Plan preventative maintenance
- Enhance platform security and streamline user-experience with Single Sign-On (SSO) capability
- Reduce manual transcription



SmartCare Remote Management



Services Data Cloud



Welch Allyn RetinaVue 700 Imager



Welch Allyn Connex Vital Signs Devices, Central Stations & Servers

SmartCare Remote Management Specifications

Application Service	Protocol
PartnerConnect Agent	TCP (HTTPS)
Welch Allyn Service Monitor	TCP
SmartCare Remote Management	TCP (HTTPS), MQTT
File Outbound Types	.log, .zip, .txt, .csv
File Inbound Types	.tar.gz, .tar, .zip, .pim, .xml, *.settings, *.txt, *.pdf, .waupdate, *.bas, *.json, .csv
RetinaVue 700 Imager Fleet Management Server	TCP (SFTP)

System Requirements and Specifications	Details
Server/System OS	Windows Server 2016; Windows Server 2019; Windows Server 2022
Performance Limits**	2,000 devices per Windows server, can be installed on multiple servers Devices must be configured for NRS
Browsers Supported	Microsoft Edge; Google Chrome; Apple Safari iOS 14
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 Devices	Versions
Connex 360 Vital Signs Monitor	1.01 or later
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
Connex CS (Central Station Standalone)	1.8x
CDIS-NCE/Cerner VitalsLink	5.1.0.16
RetinaVue 700 Imager	1.30.00-A0002 or later

Take control. Visit hillrom.com or contact your Baxter representative today.

Rx Only. For safe and proper use of the product mentioned herein, please refer to the appropriate Operator's Manual or Instructions for Use.

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

**Device limitations may limit certain functionality of SmartCare Remote Management.

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