



What's New 'Cliff Notes'

Smart Hands 2022.2

Equinix Smart Hands 2022.2 is available April 11, 2022. This release includes the following changes to the Smart Hands interface.

New 'Equipment Maintenance' Option

In the Smart Hands catalog, an Equipment Maintenance option has been added to the Equipment card. You can use this option to request technical assistance on installed equipment (such as equipment health checks or hardware resets).

Easier Access to 'Power Cycle Equipment'

Power Cycle Equipment has been moved to the Equipment card. With this change, all equipment-related services are now accessed from a single card.

Sorting Orders and Tickets

On the Orders and Tickets History screen, orders can now be sorted by Estimated Completion Date.

Easy Access to IBX Certifications

IBX certifications are now easier to find in ECP. From the Smart Hands catalog, click **IBX Certifications** in the upper-right corner.

Enhanced Activity Timeline for Shipments

For inbound and outbound shipments, the Activity Timeline now shows additional status updates when:

- an outbound shipment is awaiting carrier pickup
- an inbound shipment is awaiting customer pickup

Tracking Number for Outbound Shipments

For outbound shipment orders, a tracking number is no longer required if the **Do you have shipping label?** option is set to Other.