



## What's New 'Cliff Notes'

### Smart Hands 2022.3

Equinix Smart Hands 2022.3 is available June 13, 2022.

This release includes the following changes to the Smart Hands interface.

#### New 'Loopback Test' Option

In the Smart Hands catalog, there's a new card for Cable Testing and Diagnostics, with a new option for Loopback Test. Use it to confirm that a transceiver or port is functioning properly. (To test more than 24 cables, open a Large Order instead.)

#### Extended Timeframe to Re-open Orders

In prior versions, completed orders could be re-opened only within 24 hours of the completion time. Now, if you need additional assistance with a completed order, it can still be re-opened after the 24-hour window.

For more details, see [Re-open a Completed Order](#) in the product documentation.

**Note:** This feature is not available for trouble tickets, inbound/outbound shipments, power services (energize/de-energize a circuit), recurring orders, or orders that have already been reopened and completed again.

#### Easier Order Scheduling

In prior versions of Smart Hands, when opening an order, the scheduled work time was shown only in the IBX's local time zone. Now when you open an order, you can click the time zone icon (🌐) to see the scheduled work time in your local time zone.

**Tip:** To change your local time zone in ECP, go to **My Profile** and select an option from the Time Zone drop-down list.

## Simplified Scheduling of Cage/Roof Access

In prior versions, when requesting a Cage/Roof Access Supervision Escort, the scheduling options were: Standard, Scheduled, and Expedited. To shorten the processing time on these requests, all cage/roof access requests will now be Scheduled (the Standard/Expedited options no longer appear). If your requested start time is within 24 hours (for 24/7 IBXs) or within 3 business days (for non-24/7 IBXs) from when you submit the order, it will be considered an expedited order, and you will incur an expedite fee.

## 'Earliest Available' Scheduling for Impacted IBXs

When you schedule an order for an IBX that is experiencing a high demand for orders or a disruption of services, you may see the message: "IBX resource availability is impacted due to unforeseen circumstances." In prior versions, the Standard and Expedited options were disabled in this case, and only the Scheduled option was available. In the new version of Smart Hands, we've made it easier for you to schedule your work at impacted IBXs. Under Scheduling, you'll see an option for Earliest Available. If you select this option, your request will be reviewed within 2-6 hours, and your order will be assigned the first available time slot.

## 'Recurring Tape Rotation' Option Moved

In the Smart Hands catalog, the Recurring Tape Rotation service is now on the More Services card.

**Tip:** Don't forget to give us feedback on your completed Smart Hands orders. To open the survey, click  on the [Orders and Tickets History](#) screen, or click **Feedback** from the Activity Timeline of the completed order.