

SonoConnect

Complete Feature Guide—v1.0

SonoConnect is a secure digital platform designed to provide access to essential information and services related to your FUJIFILM Sonosite assets (systems and transducers).

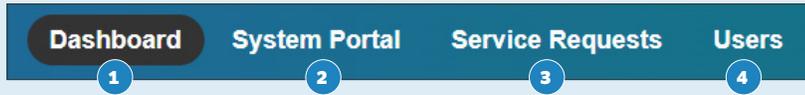
Centralize your FUJIFILM Sonosite product details, warranty information, and service requests in one easy-to-use interface.

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Navigation Bar

Located along the top of the page just below the FUJIFILM Sonosite logo is the SonoConnect navigation bar (also known as the 'nav bar'). The nav bar includes helpful links to quickly access various parts of the SonoConnect platform.



1 Dashboard

The first page the user sees after logging into the SonoConnect platform is the Dashboard page. The Dashboard features high-level summaries of FUJIFILM Sonosite assets, users, and service requests.

2 System Portal

The System Portal is where users can verify assets and view asset information pertaining to their FUJIFILM Sonosite account.

3 Service Requests

The Service Requests page allows users to generate, submit, and review service requests created on SonoConnect.

4 Users

The Users page has two functions. The Users tab is where user profiles can be created and managed, whereas the Roles tab allows users to modify and assign different permissions to specific users.

Information Center

Located in the top right corner of the screen, the Information Center includes quick access to information and settings pertaining to the logged-in account, user information, and the notification center.

Active Account

Shown in bold, the Active Account indicator identifies the name of the account you are logged into.

Profile

Selecting the user's name in the top right corner of the screen will display a picklist. See the following for a brief description of each option:

Account Settings: The Account Settings page is where users can alter SonoConnect platform settings.

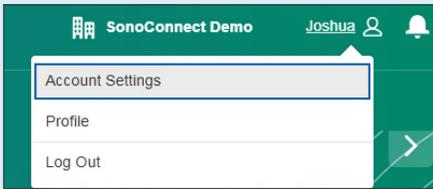
Profile: Profile is a quick link that takes the user to their specific user profile.

Log Out: Selecting this option will log the user out of the SonoConnect platform.

Notification Center

The Notification Center can be viewed by selecting the bell icon. New notifications appear as a red number which can be removed by selecting the 'Mark as Read' button. Selecting a specific notification will navigate the user to the corresponding page.

Account Settings



General settings related to the SonoConnect platform can be adjusted on the Account Settings page. These options will change platform functionality for all users. To access the Account Settings page, select the name shown in the Information Center at the top right of the screen and select the Account Settings option.

Service Request Contact Settings

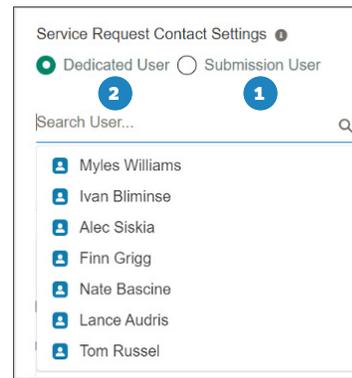
When submitting service requests through the SonoConnect platform, there may be situations where the FUJIFILM Sonosite Technical Support Team will need to reach out and collect additional information (this contact information can be found under the Contact section when submitting a service request).

These settings can be adjusted by selecting the green edit icon to the right.

1 Submission User: This is the default contact option. Choosing the Submission User option will automatically use the contact information associated with the person that submits each service request.

2 Dedicated User: Selecting the Dedicated User contact option will prompt a search for a specific user. The selected user will be used as the service request contact for all service requests that are submitted from your organization.

For example, an IT-specific user can be assigned as the dedicated user. As a result, this user will always be assigned as the contact for the FUJIFILM Sonosite Technical Support Team. The associated email address can be set to receive email confirmations.



Initial Setup

Before being able to maximize the capabilities of the SonoConnect platform, users will need to complete the initial Asset Verification process. The Asset Verification process is an additional step where users must review the systems shown in the Asset List to ensure data accuracy.

The Asset List is a page shown in the System Portal. To access this page, log into the SonoConnect platform and navigate to the System Portal via the nav bar. You can also select the link located at the top of the page.

36 Assets require your attention.

By default, only Administrator-level users can Accept, Decline, or submit a missing asset. However, permissions can be granted to other users by modifying or assigning their Role permissions.

Asset Verification

When first accessing the SonoConnect platform, users will be asked to verify their assets by either Accepting or Declining ownership of the requested systems. Asset Verification will only need to be completed a single time, but certain features will remain unavailable until the required assets have been verified. To verify these assets, SonoConnect users should use the Asset Type and Serial No. details located on the line item and comparison the information to their own inventory.

Sonosite Edge II: V15000-64 - 042R9P Asset Type: Sonosite Edge II Serial No: 042R9P / V15000-64	Department: EMED Warranty Status: Expired Warranty Expiration Date: 06/14/2021	Service Request (3)
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Asset Verification – Accept

If a SonoConnect user is able to successfully match the Asset Type and Serial No. shown to a system they have on-site, they should select the 'Accept' button. Selecting the 'Accept' button will confirm ownership of this device and display a green notification alert along the top of the screen.

Asset Verification – Decline

If a SonoConnect user is unable to successfully match the Asset Type and Serial No. shown to a system they currently own, they should select the 'Decline' button. Upon selecting the 'Decline' button, a window will appear asking that the user select a Decline Reason. Once a reason is chosen and the 'Decline Item' button is selected, ownership of this asset will be declined, and it will be **removed from the SonoConnect account**.

Declining an asset may result in the forfeiture of any remaining warranty associated with this asset. Users must ensure they do not own the asset before declining it.

Asset Verification – Submit Missing Asset

When completing the asset verification process, it may be possible that an owned asset is missing from the provided asset list. If this is the case, users will be asked to submit a missing asset request by selecting the 'Submit Missing Asset' button located to the left of the sorting options. Selecting the 'Submit Missing Asset' button will prompt the user to input missing asset information before they are able to submit.

- 1 Asset Type:** The Asset Type input field prompts the user to select the missing asset type from a picklist of FUJIFILM Sonosite products.
- 2 Serial Number:** The user will then be prompted to identify the missing asset's serial number found on the physical device.
- 3 Part Number:** Users will also need to identify the missing asset's part number on the physical device.
- 4 Upload Missing Asset Images:** Lastly, users will be asked to upload an image of the missing asset's detail sticker. The location of this sticker depends on the asset type. A clear image of this sticker is required to submit a missing asset.

Submit Missing Asset ✕

Please enter the following information related to the missing asset below. Missing assets may take several days to appear in the System Portal.

- Asset Type
Sonosite PX
- Serial Number
00AA01
- Part Number
P00000-01
- Upload Missing Asset Images
 Or drop files [Preview Sample Image](#)

4 Sonosite PX Ultrasound System

REF P25000-21	SN PIA508	Use with power supply
(01)00024397803784	(21)PIA508	REF P25969
(11)240813	(240)P25000-40	or Sonosite PX Stand
		Assembled in USA

2024-08-13 FUJIFILM SonoSite, Inc.
Bothell, WA 98021 USA

After entering the required information above and selecting the 'Submit' button, the missing asset can be seen in the asset list with a pending icon to the right. It will appear the same as any other asset once it has been reviewed by the FUJIFILM Sonosite Connected Services Team.

Sonosite PX, P00000-01 - 00AA01 Asset Type: Missing System Serial No: 00AA01 / P00000-01	Submitted: 01/11/2025	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;"> Pending </div>
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Dashboard

Upon logging into the SonoConnect platform, a dashboard page will appear. This dashboard helps provide an overview of the FUJIFILM Sonosite assets associated with your account.

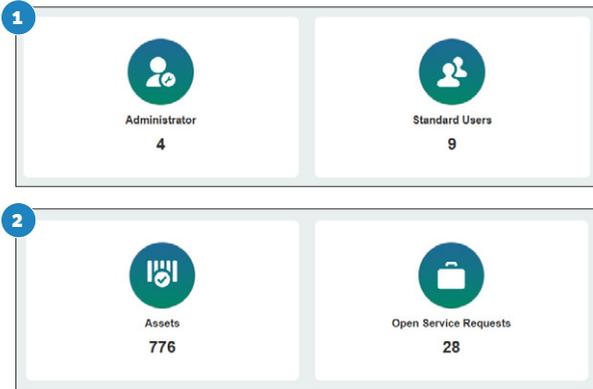
Asset Bar

The Asset Bar is a dynamic, high-level summary of the asset types and quantities related to a

FUJIFILM Sonosite account. Selecting any of the assets shown in the Asset Bar will navigate the user to the Asset List with results filtered to only that specific asset type.



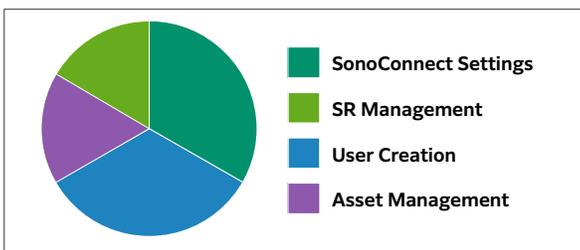
Users / Asset Summary



1 Users: The summary on the left side of the screen includes the total number of Administrative-level and Standard-level users associated with the account. Clicking each of these boxes will navigate to the Users page where additional information can be viewed.

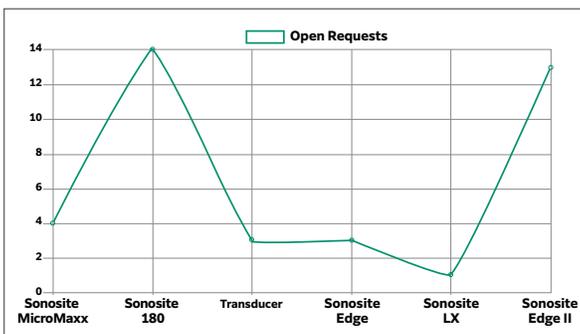
2 Asset Summary: On the right is the Asset Summary section, which displays the total number of assets (systems and transducers) associated with this account. It also displays the total number of open service requests that have been created through the SonoConnect platform. Clicking either of these two boxes will navigate to the page containing additional information.

User Role Distribution



This chart shows a breakdown of all the custom permission roles that have been created, along with the total number of users that have been assigned to each role. Hover over the pie chart slices to display the number of assigned users. Select the 'View All' button to navigate to the Role page.

Open Service Requests by Asset Type



Shown here is a chart summarizing the total number of open service requests by the affected asset type. Hovering over the data points will display the number of service requests created for each asset and selecting the 'View All' button will navigate the user to the Service Requests page.

This graph is only viewable once requested assets have been verified on the account.

System Portal

Selecting System Portal on the nav bar will take the user to the Asset List page; Users can view, edit, sort, and filter detailed asset information relevant to the user's FUJIFILM Sonosite account on the Asset List page. Assets will need to be verified prior to being able to access the Asset List page.

Asset List

Selecting System Portal on the nav bar will take the user to the Asset List page. The Asset List provides a list of all systems and transducers associated with the account. Clicking on an asset will open an asset details tab where additional information can be viewed or edited. The list of assets can be filtered via the Refine By section on the left or sorted using the sort options section on the right.

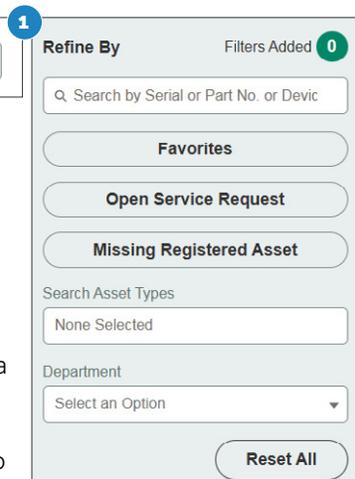
Additional functionality on the Asset List page includes the ability to favorite specific assets, quickly submit new service requests, or use the multi-select checkboxes to change asset departments in bulk.

1 Refine By / Sort: Assets in the Asset List can be filtered and sorted by using the Refine By options on the left, or the sort options along the top right of the asset list.



Using the Refine By options will filter the results shown, while the sorting option will reorganize the order in which the assets are displayed in the list.

Assets can be favorited by selecting the Star icon to the right. A blue Star icon indicates that it has been successfully favorited and can be filtered to by selecting the 'Favorites' button in the Refine By list.



2 Service Request: There are several places in the SonoConnect platform where users can create and submit service requests. However, when submitting a service request via the Asset List, the service request will automatically populate with relevant asset information. All that is required is for the user to add a description of the issue and upload any necessary attachments.

To submit a service request on the Asset List page, search for the affected asset and select the green 'Service Request' button on the right. The number inside the button reflects the total number of open service requests for that asset.



Asset Details

When an asset in the Asset List is selected, an Asset Details tab is opened below the Asset List page title. The Asset Details tab is divided into two distinct sections with each section providing different information.

Asset Details: The first section includes information that can be used to identify details pertaining to this asset, as well as details related to the asset's warranty status. By default, all asset names begin with the asset's Asset Type, followed by the Serial Number, and end with the Part Number.

Clicking on the green edit icon will allow users to set a Primary Department and assign a custom asset name. When a new Custom Name is assigned, the new name replaces the default name across all areas of the SonoConnect platform and can be used to search/filter assets.

Service History: The second section of the Asset Details tab is the Service History section. From this section, users can view a list of all opened and closed service requests that have been submitted for this specific asset. The Service History section provides an overview of service request details. From this section, users can view a list of all opened and closed service requests that have been submitted via SonoConnect for this specific asset.

Service Requests

Selecting Service Requests on the nav bar will direct the user to the Support List page. The Support List page is where detailed information related to any service request submitted via SonoConnect can be viewed, filtered, and sorted. Assets must be verified prior to being able to submit service requests or using any functionality available in the Support List page.

Support List

The Support List page is formatted similarly to the Asset List and features a list of all service requests that have been submitted via the SonoConnect platform. This list of service requests can be filtered using the Refine By options on the left and sorted using the sort options along the top right of the list. Selecting a specific service request in the list will open a page tab where additional service request details can be viewed. Please note the following:

- 1) **Only service requests that have been submitted on the SonoConnect platform will be visible on SonoConnect.** Any service requests that have been reported through any other method will not appear on SonoConnect.
- 2) **Once a service request has been submitted, it will not be possible to change any information or add additional attachments to the request.** Users should ensure that the information provided is accurate before submitting each service request.

Submitting a New Service Request

New service requests can be submitted to the FUJIFILM Sonosite Technical Support Team via the SonoConnect Dashboard and Support List pages but submitting them on the Asset List page allows information to auto populate. New Service Request

To submit a new service request on the Support List, select the 'New Service Request' button just above the Support List. Once selected, a modal will appear, and the user will be prompted to enter required information. See the following for a description of each input field:

- 1) **Affected Asset** — Search for and select the asset currently encountering the issue. Users can search for the asset's Name (or custom name if applicable), asset Serial Number, or asset Part Number.
Once the affected asset has been chosen, the System/Device and Asset Type fields will auto populate to include the relevant asset information.
- 2) **Description** — A description of the issue that is affecting the asset. Users are encouraged to enter as much information as possible to ensure the most accurate description can be relayed to the FUJIFILM Sonosite Technical Support Team.
- 3) **Upload Files** — In addition to a description, users are encouraged to attach any files or images that may be beneficial to the FUJIFILM Sonosite Technical Support Team when investigating the reported issue. It is always recommended that users include the affected asset's log files when submitting a new service request.

Service Request Details

Selecting a service request will open a tab containing additional details pertaining to that specific service request. The Service Request Details page is divided into several sections displaying different information. See the following for a summary of each section with field descriptions:

Affected Asset: The first section includes information related to the affected asset the service request has been created for, which includes:

- 1) **Asset Name** — The name that is assigned to the asset. This name may change depending on if a custom name has been assigned to the asset.
- 2) **Asset Type** — The asset type of the affected asset.
- 3) **Serial Number** — The serial number associated with the affected asset.

- 4) **Part No** — The part number associated with the affected asset.
- 5) **Submitted Date/Time** — The date and time the service request was initially submitted.
- 6) **Status** — The status of the service request according to the FUJIFILM Sonosite Technical Support Team. This status field includes a direct integration with the Technical Support Team and will automatically update in SonoConnect.

After the required information has been entered, select the ‘Submit Service Request’ button to send it to the FUJIFILM Sonosite Technical Support Team. Once a service request has been submitted, there will be no way to change any of the information or add any additional attachments to the request.

User Contact: The user contact section specifies who the FUJIFILM Sonosite Technical Support Team should follow up with if additional information is needed. User Contact options can be customized by navigating to the Account Settings page.

Description: This is a description of the encountered issue entered by the user when the service request was initially submitted.

Attachments: Any attachments included at the time of submission will appear visible here. It is recommended that users include an attachment of the asset’s log files whenever possible.

Users

Selecting Users in the nav bar will redirect to the User List page. The User tab includes functionality for creating new users, resetting passwords, or otherwise managing the profile information related to each individual user. The Roles tab provides the ability to create, modify, or assign custom permissions to users, which can grant additional access to Standard-level users.

User Tab

The User List shown in the User Tab displays high-level user profile information and functions similarly to the Asset List found in the System Portal. Here, user profiles can be filtered by using the Refine By fields on the left and sorted via the sort options shown on the top right. Users can be favorited by selecting the star icon on the right, bulk user modifications can be made by selecting the check boxes to left of their name, and new users can be created by selecting the ‘New User’ button.

Creating a New User: Selecting the ‘New User’ button will navigate to the Create New User page. Certain information is required when creating a new user as described:

1) User Type

The User Type field is used to determine default permission levels for each user upon creation. Administrator users have full modification access across the SonoConnect platform including the ability to create/deactivate user profiles, edit custom asset names, manage user roles, etc. while Standard-level users are limited in their functionality until given specific permissions.

At least one Administrator-level user is required when using SonoConnect. The total number of Administrator-level users should be kept to a minimum to avoid confusion. New users are automatically set to Standard, but Administrator access can be selected manually.

2) General User Information

First Name —First name of the user being created	Position —User’s position within that department
Last Name —Last name of the user being created	Phone Number —User’s work phone number
Department Name —Department this user primarily operates within	Email Address —User’s assigned hospital email address

Username: The username that will be entered when logging into SonoConnect. The username defaults to the email address entered for the user. If this username is already used elsewhere, or if a username other than the email address is preferred, then a custom username can be used. When choosing a custom username, please note that an email address must be present in the customized username. See the following example:

- ✓ john.doe@example.com
- ✓ john.doe@example.com/department
- ✗ john.doe
- ✗ john.doe/department

Service Request Contact Preference: This field is how the user will be contacted by the FUJIFILM Sonosite Technical Support Team if a service request is submitted, and the Technical Support Team requires additional information.

Opt in to receive email for SonoConnect Notification: If a user would like email notifications sent to them each time an alert appears in the SonoConnect notification center, they can select this option.

Search Role: In SonoConnect, Roles are used to grant special permissions to users that allow them to access or modify different areas within the SonoConnect platform. These roles can be assigned to existing users or new users added here.

Upon selecting the 'Create User' button, a welcome email will automatically be sent to the user's email address with a link to the SonoConnect platform and the ability to set their password.

User Details

Selecting a specific user will open the user's profile detail page. On this page, user profile information can be viewed or edited by selecting the green edit icon on the right. Selecting the 'Update' button will save any changes made to the user profile.

Bulk Edit

Using the bulk edit tool will enable quick editing of one or many users within the SonoConnect platform. Select the checkbox located to the left of the user's name, then select the drop-down menu and choose an action from the list of options.

Roles Tab

The Roles tab is where permissions are created, managed, and otherwise maintained for all users across the platform. Like the Asset List, the page allows users to view summaries of their existing roles, which can be filtered using the Refine By fields on the left or sorted via the sort options on the top right of the list. Users can also create new roles, modify, favorite, or deactivate existing roles.

Creating a new Role

To create a new permission role, select the 'New Role' button just above the role list to navigate to the Create New Role page. Certain information is required when creating a new role. See the following descriptions for each field.

Role Information: When creating a role, the first thing the user will be asked to enter is a Role Name and Description of the role. Adding descriptive information to each field is recommended in case they need to be modified later.

Edit Permissions: Permission options are divided into multiple sections based on the different areas of the SonoConnect platform. Permission levels include the ability to view, manage, or perform specific actions for each section. A permission matrix can be found under the Permission Matrix section.

User Select: Once the role information and permission levels are chosen, users can be assigned to the role by using the Add User search field. Added users will have their user permissions updated depending on their new role.

There are no limits to the number of roles that can be assigned to any given user. The user receives the highest permission level available depending on their roles. Users can be removed from a role by selecting the trashcan icon located to the right of their email address.

Permission Matrix

Default Permissions: Both Administrator and Standard level users start with different default SonoConnect permissions (see the following table). If a user's roles are reset, the user's permissions are reset back to their original permissions.

Page	Section	Admin	Standard
User Roles	View summary page (limited role information)	x	x
	View detailed page (all role information)	x	
	Edit existing role details (limited editing)	x	
	Edit existing role assignees and permissions (full editing)	x	
	Ability to create, reset, and assign users to new roles.	x	
	Ability to deactivate permission roles.	x	
Service Request	View all created SRs and their specific information.	x	x
	Ability to create and submit new SRs.	x	
Account Settings	View the current SonoConnect Account Settings.	x	
	Edit the SonoConnect Account Settings	x	
Asset List	View all asset information on the summary and details page.	x	x
	Edit asset names and departments in the details page.	x	
	Ability to Accept and Decline assets during the asset verification process.	x	
	Ability to Submit Missing Assets.	x	
Users	View summary page (limited user information).	x	x
	View summary page (all user information).	x	
	Access to user detail page (all user information).	x	
	Edit existing user details (limited editing)	x	
	Edit existing user details (all information)	x	
	Ability to create new users.	x	
	Ability to reset passwords and deactivate users.	x	

Permission Specifications: When creating a new permission Role, the user will be able to choose View, Edit, or Manage as the various permission levels. Each permission level corresponds to the level of access granted to a role as shown in the following table. View allows users to view all related information on that page, Edit allows users to edit existing information, and Manage allows users to disable existing information or add new information.

Page	Section	View	Edit	Manage
User Roles	View summary page (limited role information)	x	x	x
	View detailed page (all role information)	x	x	x
	Edit existing role details (limited editing)		x	x
	Edit existing role assignees and permissions (full editing)			x
	Ability to create and assign new roles.			x
	Ability to deactivate permission roles.			x
Service Request	View all created SRs and their specific information.			
	Ability to create and submit new SRs.			x
Account Settings	View the current SonoConnect Account Settings.	x		x
	Edit the SonoConnect Account Settings			x
Asset List	View all asset information on the summary and details page.		x	x
	Edit asset names and departments in the details page.		x	x
	Ability to Accept and Decline assets during the asset verification process.			x
	Ability to Submit Missing Assets.			x
Users	View summary page (limited user information).	x	x	x
	View summary page (all user information).	x	x	x
	Access to user detail page (all user information).	x	x	x
	Edit existing user details (limited editing)		x	x
	Edit existing user details (all information)			x
	Ability to create new users.			x
	Ability to reset passwords and deactivate users.			x

Any patient. Anywhere. Anytime.