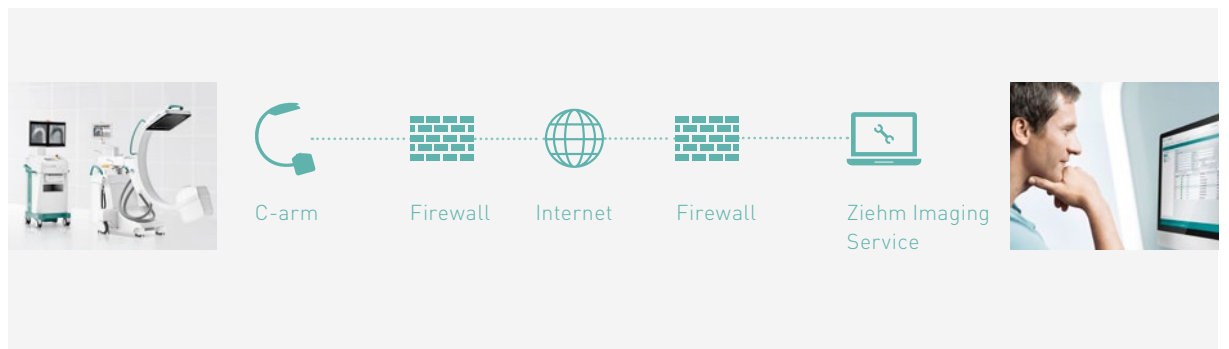


## Ziehm Remote Service

Ziehm Remote Service has been introduced to deliver faster and easier troubleshooting for our customers worldwide. This new service offer maximizes uptime and makes identifying and repairing errors smoother and faster.



### What is Ziehm Remote Service

Ziehm Remote Service is based on a secure connection between your C-arm and our certified remote service employee or service center and is available for Ziehm Imaging systems of the newest generation. It minimizes your system downtimes and enables our service experts to directly assess the status of your equipment and in many cases resolve incidents immediately. In cases where the problem cannot be solved remotely the service expert can often identify the cause of failure or the components that have failed and ensures that a field service engineer is dispatched to your site with the correct parts. Remote diagnosis thus saves time and optimizes your system uptime.

Ziehm Imaging is pursuing the strategy of cooperating with an experienced partner who is established in the market of remote service.

PTC® Thingworx fulfills all the requirements and is an acknowledged remote service partner for major players in the medical market.

### Ziehm Remote Service Security

Security for remote access is a major topic, which is why we have developed a process that ensures you have control over the remote access connection. The user in the clinic activates the remote service session. A Secure Socket Layer (SSL) connection ensures safe communication via the Internet and no patient information is transferred at any time. The system incorporates an end-to-end security strategy and is operated in ISO 27001 certified data centers. Moreover, only personnel trained and authorized by Ziehm Imaging have access to the Ziehm Remote Service platform. The system keeps records of all actions taking place via remote access, thus making these activities entirely traceable.

## Benefits of Ziehm Remote Service

The major benefit of Ziehm Remote Service is that it optimizes the uptime of your system. Faster diagnosis of problems and, if necessary, the fast dispatch of service technicians and spare parts support smoother and quicker system recovery and shorter interruptions of your clinical workflow.

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For further information please visit:  
[www.ziehm.com/service](http://www.ziehm.com/service)

Or contact our service experts:  
E-mail [service@ziehm.com](mailto:service@ziehm.com)  
Phone +49 911 2172 500

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## Technical requirements

### Ziehm Imaging equipment

- Ziehm Imaging systems of the newest generation with software version 6.04 or higher
- Ziehm Remote Service option installed
- Ziehm Remote Service contract or premium service contract including Ziehm Remote Service

### Hospital network

The C-arm has to have access to the Internet during remote service sessions.

Please follow the instructions:

- assign an IP address to the device using DHCP or static
- provide DNS to resolve cloud server addresses
- confirm outbound Internet traffic is permitted on port 443
- provide proxy server details (if used)
- authentication credentials (if required)