



EXPERT LIVE  
SUPPORT

Congratulation for the acquisition  
of your new ultrasound system!

We are pleased to announce you that your new  
ultrasound system is coming to you with an  
**unlimited remote access to our technical  
and clinical experts, whenever you need,**  
to help you with all the questions you can get.



## ▶ HOW TO CONTACT US?



Service Center:  
Find your local  
number in the  
STAR application



STAR : augmented reality  
mobile application which  
makes you more comfortable  
with your equipment for more  
efficiency and that allows you  
to access live our experts



Directly on your ultrasound  
system with the button  
"Contact GE" located at the  
bottom of your screen

## ➤ WHAT'S IN IT FOR YOU?

**Expert Live Support helps maximize uptime:**

- With fast access to GE experts
- 30% of issues on an ultrasound system are repaired remotely and often 3 times quicker\*



## ➤ EXAMPLES OF REMOTE INTERVENTION

### **Technical Support**

- Network/printer configuration
- Log-file analysis
- Remote repair
- Software updates

### **Clinical Support**

- Preset modification
- System configuration
- Advanced tools training
- Image management (printing, sharing, archiving)

**To get the full capabilities of the Expert Live Support, your system should be connected. To learn more about it,**