



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 shall be connected. To learn more about it,