

# Imaging Remote Technical Support Coverage



Mod	OEM	Customer Coverage (CST)	Extended Coverage FE Only (CST)
XR	GE HealthCare Mammo/Other	6 am – 7 pm M-F	—
	GE HealthCare RAD/RF	6 am – 8 pm M-F	6 am – 6 pm S-S
	GE HealthCare Lunar	7 am – 6 pm M-F	6 pm – 9 pm M-F — *8 am – 5 pm Saturday Standby
	GE HealthCare Vascular IGS	24 x 7	—
	GE HealthCare IDI	7 am – 7 pm M-F	—
	GE HealthCare Invasive ICAR	7 am – 5 pm M-F	*5 pm – 7 am M-S Standby
	Philips/Picker	6 am – 10 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
	Siemens	6 am – 10 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
	Canon/Toshiba	7 am – 7 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
	Hologic/Lorad	7 am – 7 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
NM	GE HealthCare	6 am – 7 pm M-F	*6 am – 7 pm Sat Standby
	ADAC/Philips	7 am – 7 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
	Siemens	7 am – 7 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
	All others	7 am – 7 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
CT	GE HealthCare	24 x 7	24 x 7
	Philips	6 am – 7 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
	Siemens	6 am – 7 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
	Canon/Toshiba	6 am – 7 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
MR	GE HealthCare	24 x 7	24 x 7
	Philips/Picker	6 am – 7 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
	Siemens	6 am – 7 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
	Canon/Toshiba	6 am – 7 pm M-F	—
CR	Agfa	7 am – 7 pm M-F	*7 pm – 10 pm M-F — *8 am – 5 pm S-S Standby
	Fuji/Philips	7 am – 7 pm M-F	—
UL	GE HealthCare	7 am – 7 pm M-F	—
	All Multivendor	7 am – 7 pm M-F	—
PET	GE HealthCare	24 x 7	24 x 7
	Siemens & Philips	7 am – 7 pm M-F	—
AW	GE HealthCare	24 x 7	24 x 7
Parts ID/Tools	MV	8 am – 5 pm M-F	11

Central Standard Time Zone (CST) Listed for all Modalities/OEM's

## Phone support tree

FE Connect — US & Canada  
800-443-4471

1. Cares
2. Global Parts
3. Support
4. Administration
5. Customer Escalation

1. Technical Support
2. Applications Support
3. IT Helpdesk
4. Cell phone Support
5. Pager Support

Security challenge: Enter SSO and Pin #

### 3. Online Center

- |       |        |
|-------|--------|
| 1. AW | 6. PET |
| 2. CT | 7. IIS |
| 3. MR | 8. U/L |
| 4. MV | 9. XR  |
| 5. NM |        |

\* Standby hours: You MUST leave a message to get a call back.  
No TSE monitoring Activity Queues during standby hours.

# PCS Remote Technical Support Coverage

Modality	Product	Primary Coverage (CST)	Extended Coverage
DCAR – Carts/Stress	CASE, Treadmills, ECG Carts	7 am – 5 pm M-F	Local FE
DCAR – MARS, MUSE, Holter	MARS, CardioDay, MUSE, DICOM Gateway Pro, EMR Gateway Pro	7 am – 5 pm M-F	After hours support: Oncall TSE
ARC (LSS)	Anesthesia, Respiratory	7 am – 5 pm M-F	After hours support: Oncall TSE
Bedside Monitoring	Bx50, VC150, B40, B105/125, V100	7 am – 5 pm M-F	After hours support: Oncall TSE
Communication and Informatics (Wireless)	Telemetry, Gateways, Wireless	7 am – 5 pm M-F	After hours support: Oncall TSE
ICAR	Invasive Cardiology	7 am – 5 pm M-F	After hours support: Oncall TSE
MIC	Warmers, Coro, Incubators, Novii	7 am – 5 pm M-F	N/A
Depot Repair	Assets flagged as Depot repairable	7 am – 5 pm M-F	N/A

Direct Connect business hours 7 am – 5 pm M-F, outside of business hours calls route to call center.

## Phone support tree

