

ViewPoint™ 6 service and support

Decades of experience make a difference



Software Maintenance Agreement

The SMA offers reliable and comprehensive service and support, giving you even more confidence in your ability to support the critical needs of your medical staff.

Reliable support when you need it

When you want or need to change or update your system, we can help through software updates to stay current with changing guidelines.

When you have questions or need help, we can help by phone or remote access service through our customer support team.

- **Support line:** 877-644-3114
- **Email address:** vpusasupport@ge.com
- **Hours:** Monday – Friday, 7:00 am – 7:00 pm CST

Training when & where you want

ViewPoint (Ultrasound IT) Academy

- An online portal full of in-depth step-by-step slides and video tutorials on the many features and tools of ViewPoint 6
- Designed for new and experienced users
- 24/7 access to content on using your ViewPoint 6 software
- Free for customers who already have a Service Maintenance Agreement
- Training at your own pace
- Frequently updated with new content

Access to software updates

Receive regular updates of your ViewPoint 6 software

- Stay current with changing guidelines
- Compatibility with Windows® updates
- Compatibility with GE HealthCare ultrasound system software
- Performance and stability enhancements

Please visit our E-Distribution Portal to download updates: <https://viewpoint-sw.gehealthcare.com/login> where you can login using your site ID.

Performance of the helpdesk*



First time fix rate =
90%



Time taken to respond to requests =
Immediately
(live support) –
2 hours



Support desk calls answer timings =
88% live answer rate

*Data pulled from internal trackers Salesforce Support and Avaya CMS Supervisor between January 2022 – February 2023

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