

Customer Service

Philips Customer
Services PortalUser guide for mobileFebruary 2022



Getting started

Getting started is easy. Scan the QR code with your smartphone to go to the portal login page, or type in the browser of your smartphone: <u>www.customerservices.philips.com</u> Use your username and password to login.

You can scan the QR code by opening the camera app on your smartphone, pointing your phone at the QR code, and tapping the pop-up link.



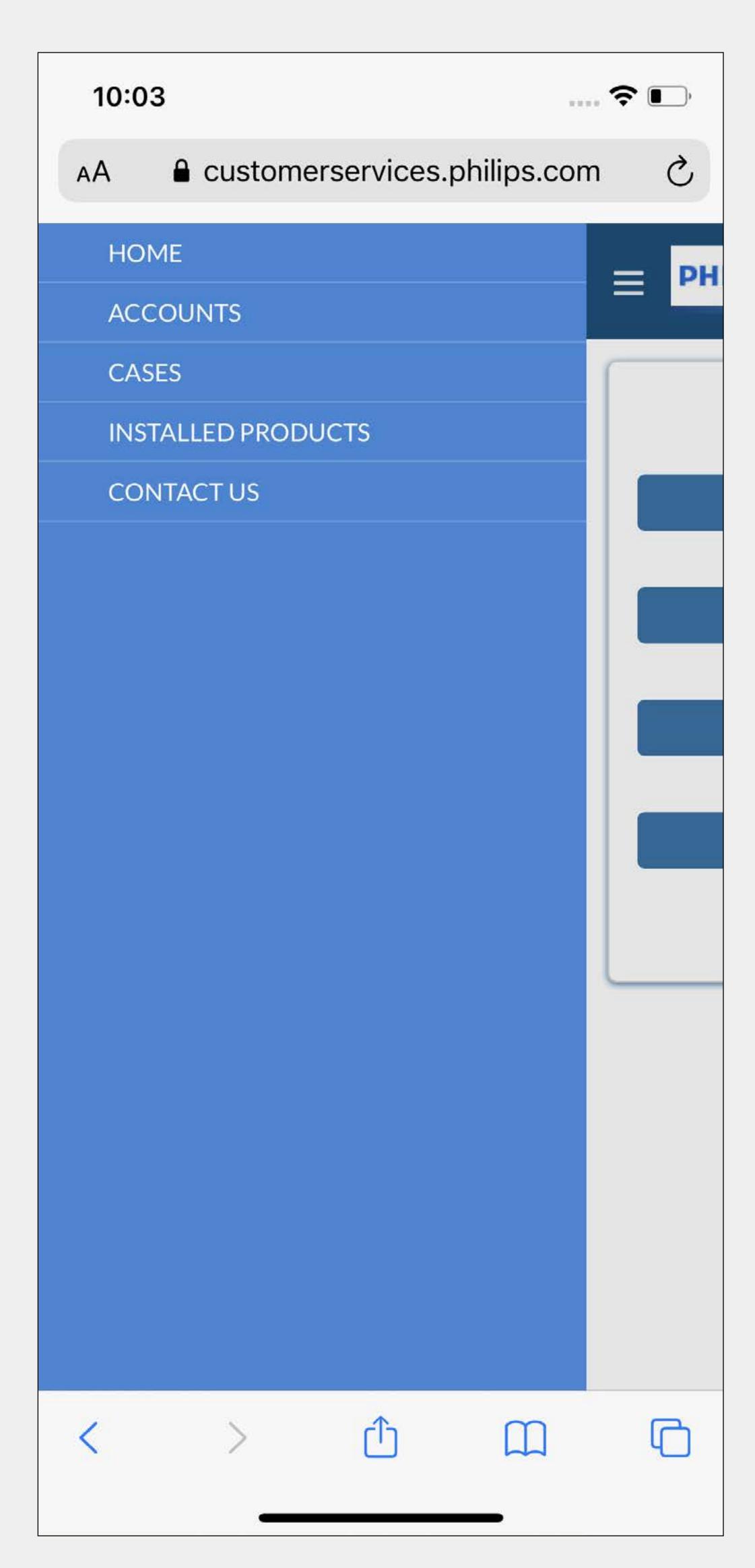
Which features are available for smartphones

You can use your smartphone to:

- Create service cases and track activities from Philips
- Add and view case comments and updates
- Upload attachments to a case (e.g. pictures from your smartphone)
- View cases and installed product details
- Request other support/services

Please note that we do not offer all portal features on smartphones. If you like to e.g. download reports or view the maintenance calendar, <u>visit the portal</u> on your desktop/laptop.

product details ervices



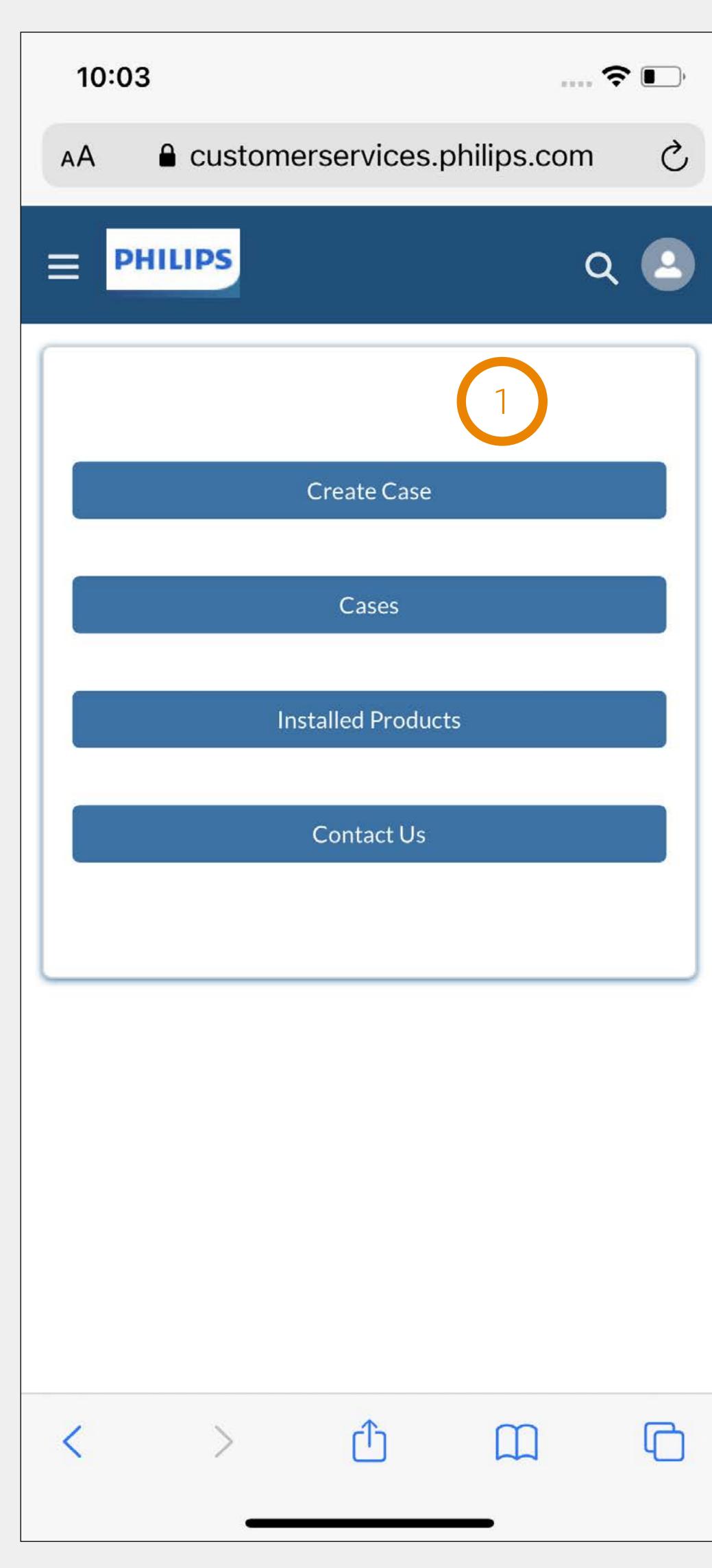
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How to create a case

You can start creating a case from the homepage. Click on the button Create Case. (1) You can also create a case on the Installed Product details page. 2) Click on this icon to create a case on the Installed Product details page. 📮

Add case activity

Use the case details page for adding case activities, like adding comments or uploading files/pictures to a case. (3)To add a case activity or to add an attachment, click on this icon.



 Product Details 	2
IntelliSpace PACS 4.4	4
Installed Product Num	19270606
Serial Number	
Tech ID	K0007
Modality	HI
Product code	837507
Date Installed	9.08.2016
Contract and/or Warra	·
Location	Foundation Health Region
Account	Foundation Health Inc
Related Cases	

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Description		
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Case Number	0111839103	
Status	 In Progress 	
Event Type	Incident	
Priority	3-System Restri	icted
Start Date	03.01.2021	
Customer Contact	Inge Saler	
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Installed Product	19270606	
Product Name	IntelliSpace	
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List views, search and navigation tips

The homepage is always the first screen you see after you login. There are 4 menu items:

- Create case
- Cases
- Installed Products
- Contact us

For two menu items there is a list view available:

- Cases
- Installed Products

List views are a great way to quickly find information by using:

- Free text filter
- Buttons

If certain information is not available in the list view, you can go to the "global search" field, that enables search across all objects. Click on this icon in the top bar and type in what you are looking for.

• Drop down filters, some allow selection of multiple values

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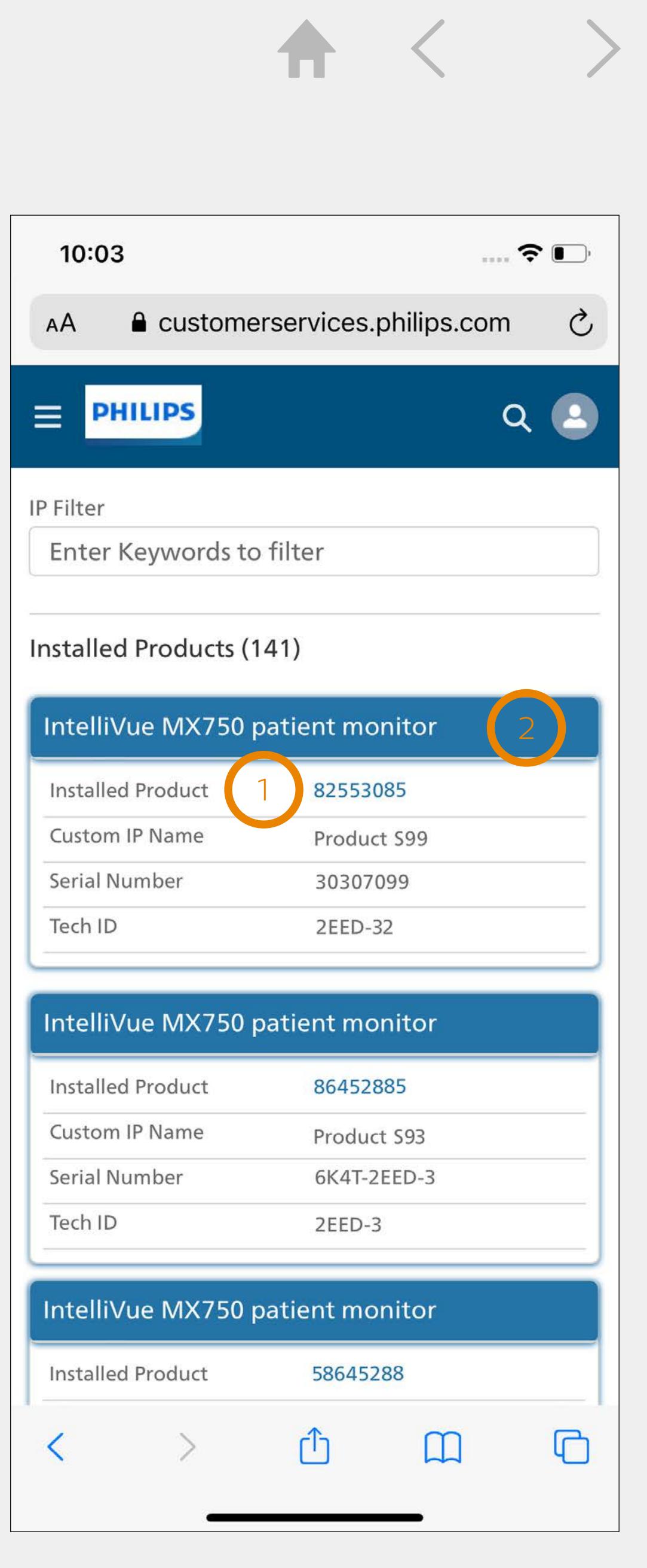
List views, search and navigation tips

Navigation

- To easily navigate to the details page, tap the:
- 1) Hyperlinks in blue text, or
- (2) Case subject or Installed Product name

You can always go back to the homepage, cases, Installed Products and "Contact us" from anywhere in the app by tapping this icon \blacksquare , select the appropriate option.

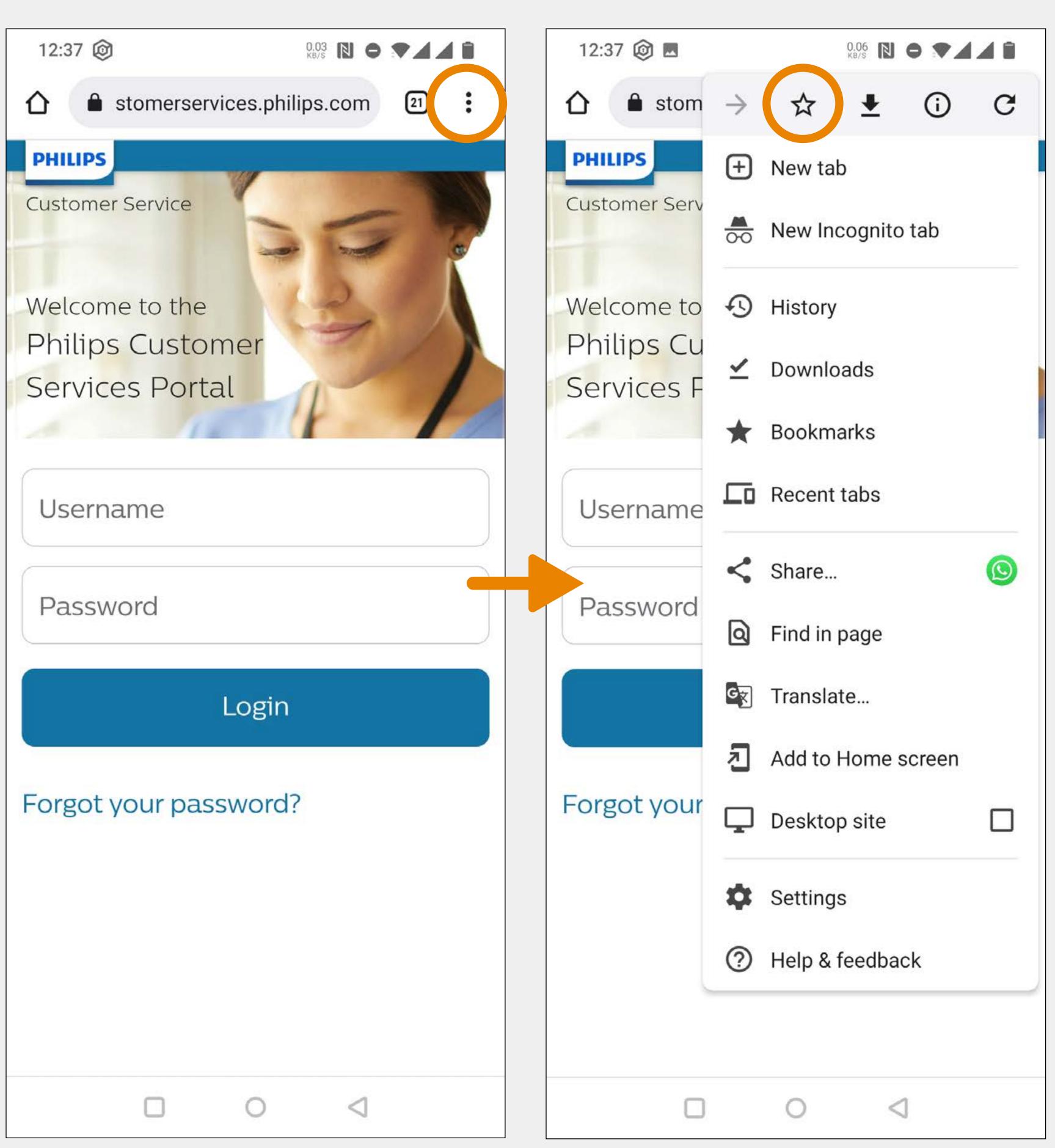
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Cases (25)		
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Case Number	0118649034	
Product Name	tCpO2 Module	
Priority	3-System Restricted	
Status	New	
Event Type	Incident	
Start Date	1/26/2022	
One of the two m intermittently	onitors disconnects	
Case Number	0118649033	
Product Name	tCpO2 Module	
Priority	3-System Restricted	
Status	New	
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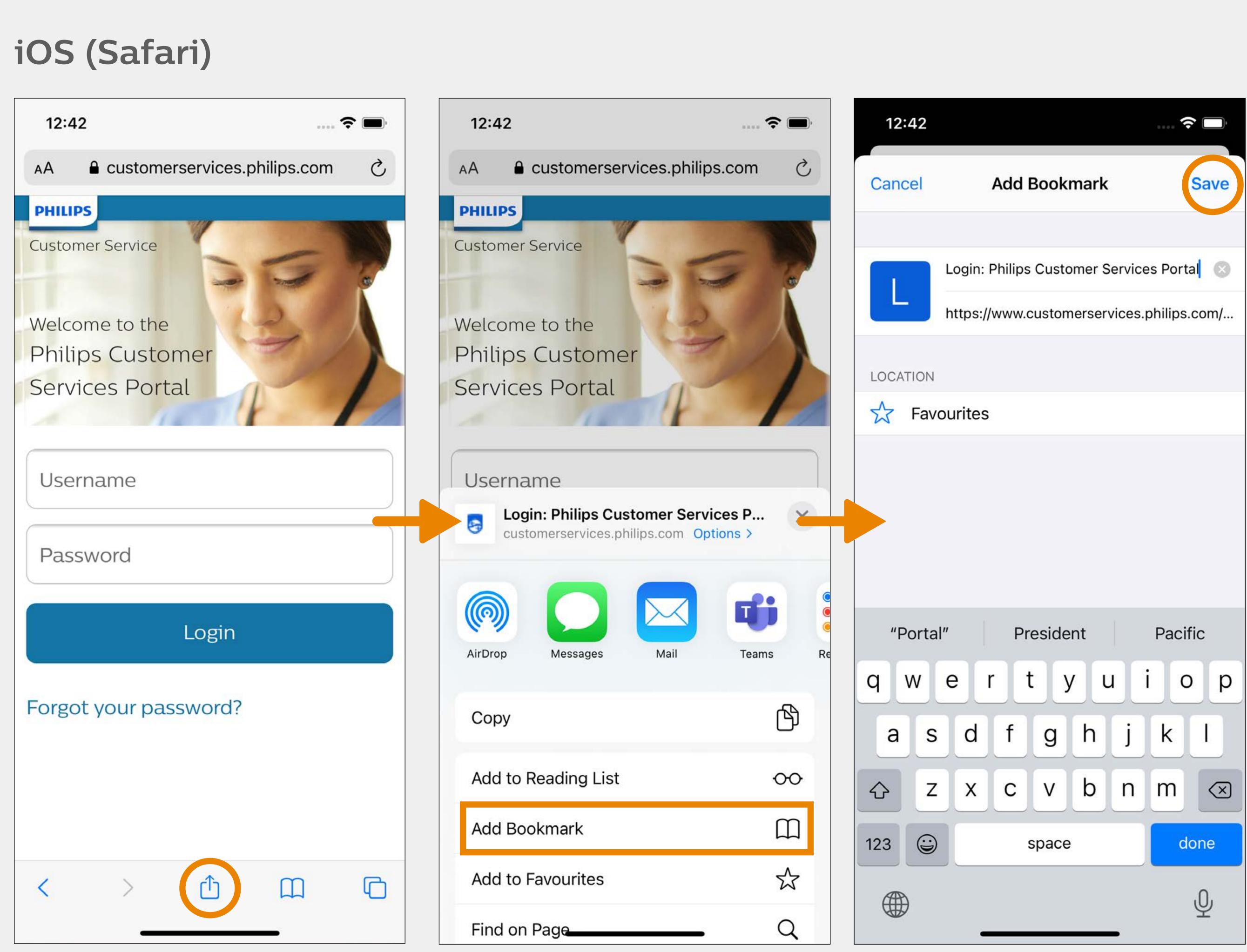
Bookmark

Bookmark the portal login page in the web browser of your smartphone

Android (chrome)



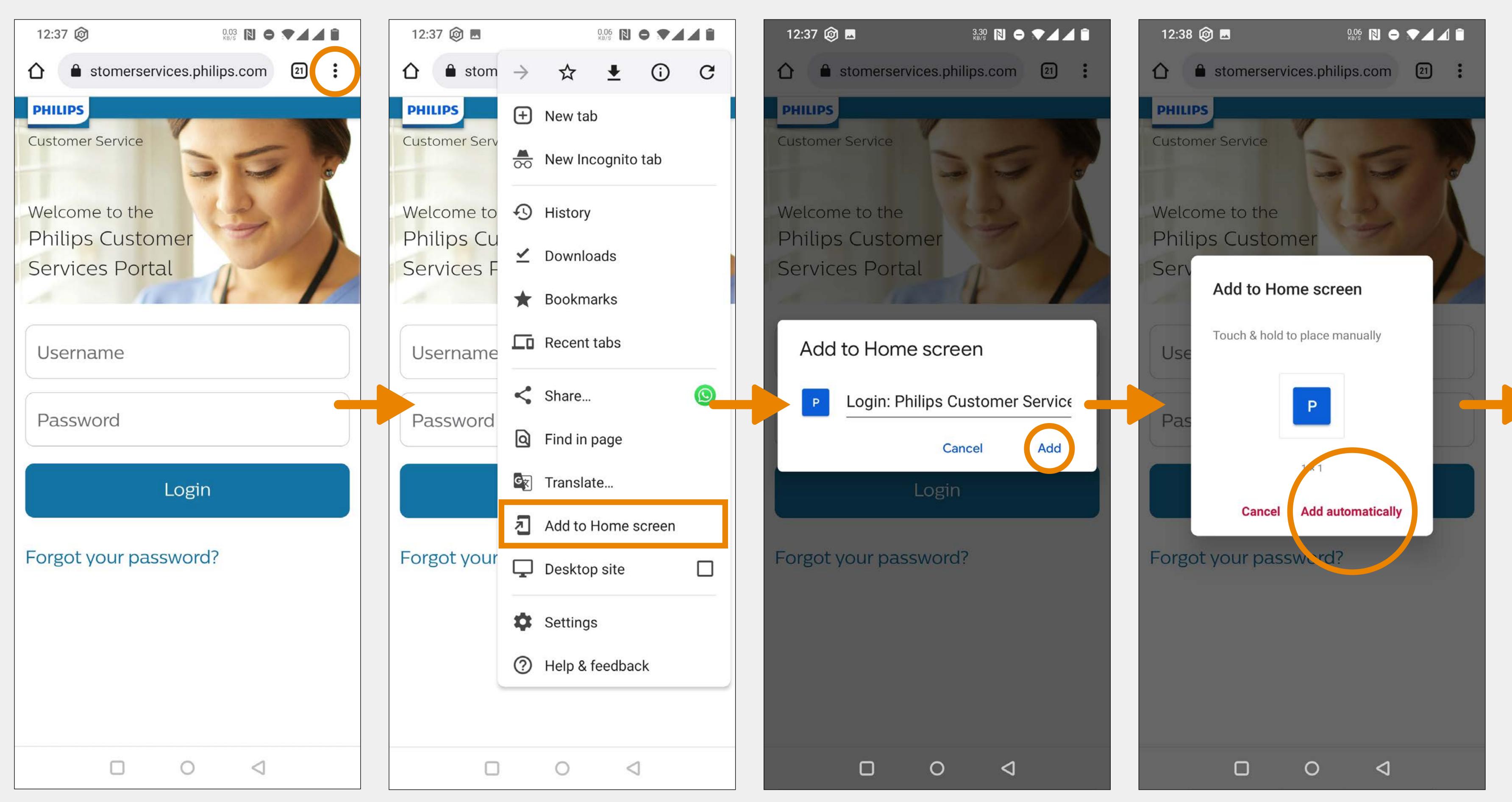
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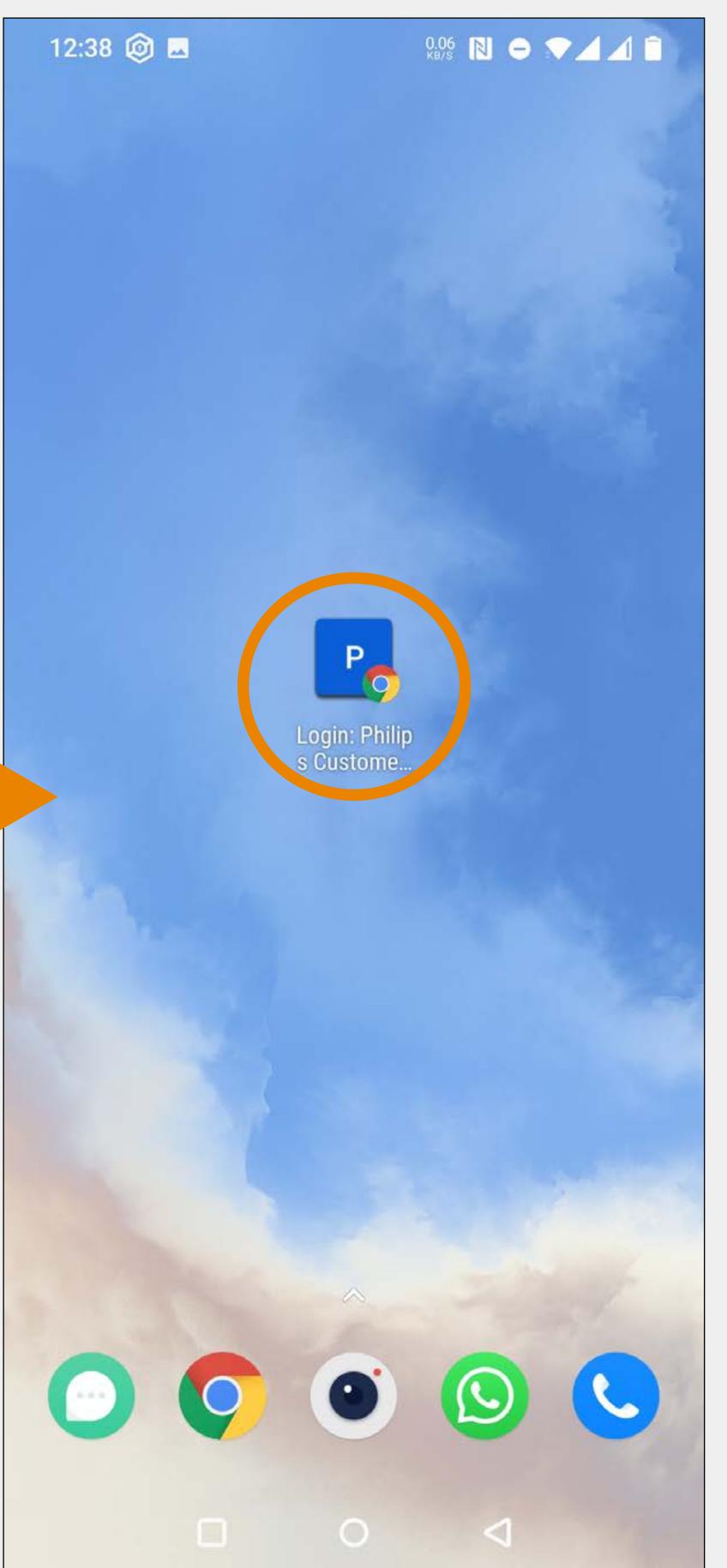
Shortcut for Android (Chrome)

Add a shortcut to the portal login page

Android (chrome)



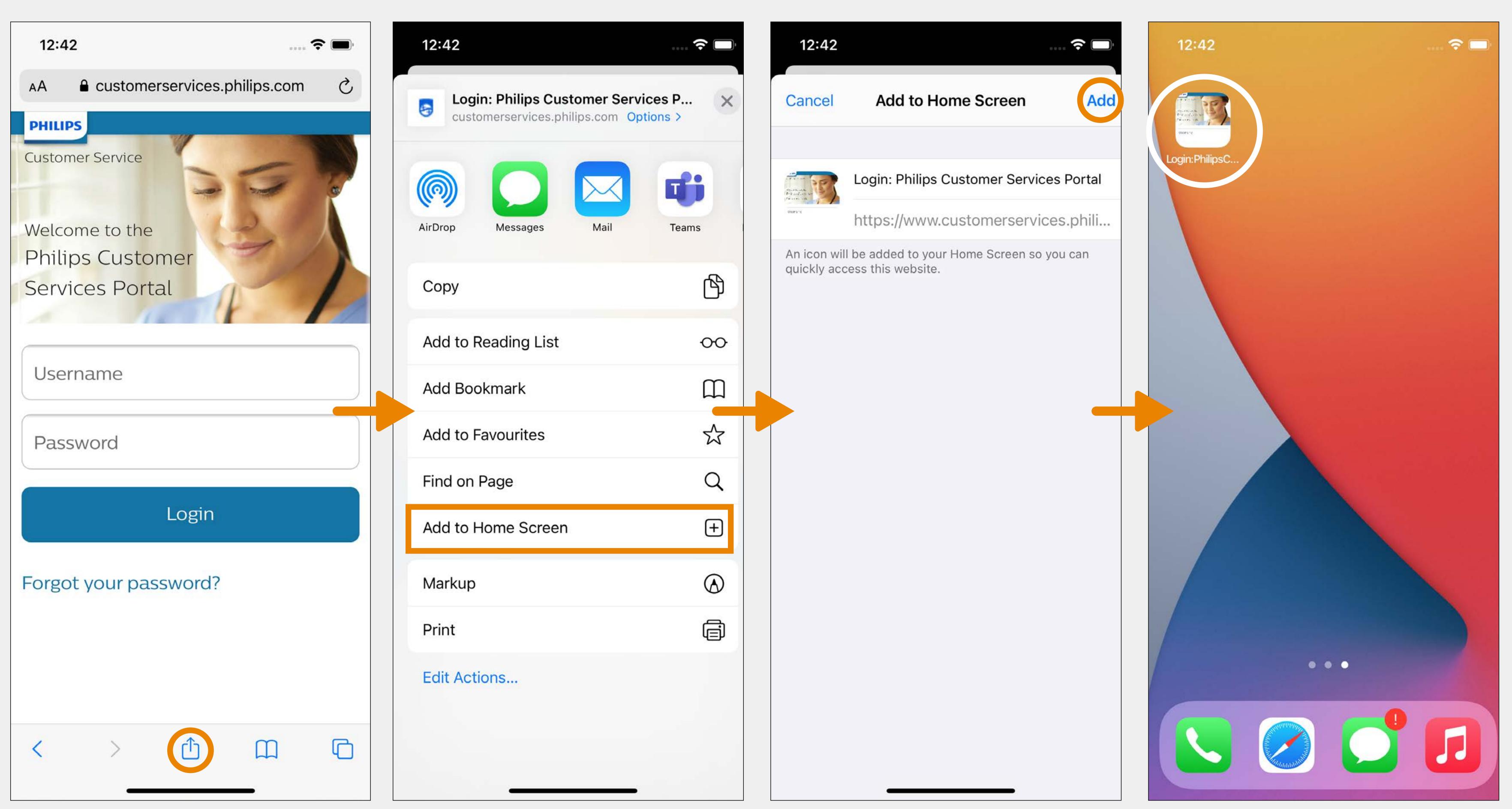
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Shortcut for iOS (Safari)

Add a shortcut to the portal login page

iOS (Safari)



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Installed products

cases as the desktop version.

The mobile version has the same installed products and

Synchronization

Actions in the mobile version are reflected in the desktop version real-time and vice versa.



