

Customer Services Portal

User guide for desktop

Philips Healthcare

May 2026

innovation  you

What is the Customer Services Portal?

First, we would like to thank you for choosing Philips! We know your success depends upon selecting the right product, people and services. Our worldwide technical and professional services team works alongside your staff to ensure your product is running at peak performance. Philips provides complete peace of mind during the life of your products, so you can focus on what's most important for your patients.

To simplify the service process for you, we offer our Customer Services Portal for your use. You will find the portal to be a quick and convenient way to open service cases, add case comments, view planned service events, view reports and much more. The portal will provide a window into your case activity that you never have had before, with 24x7 access at no additional charge.

Customer Services Portal

Self-service excellence anytime, anywhere



Manage Philips
and multi vendor
products



Create cases
and manage
maintenance visits



View contracts
by modality,
location or type



View reporting
and analytics



Request bench repair
Request part ID*

*available in North America

Index

What is the Customer Services Portal

Index

1 Registration, Login and Forgot Password

- 1.1 [Register as a new user](#)
- 1.2 [Login](#)
- 1.3 [Forgot your password](#)

2 Home page

3 Navigation in the Portal

- 3.1 [Portal Architecture](#)
- 3.2 [List Views](#)
- 3.3 [Detail Views](#)
- 3.4 [Reports](#)
- 3.5 [Document Finder](#)
- 3.6 [Favorites](#)
- 3.7 [Contract Types](#)

4 Details pages explained

- 4.1 [Case details page](#)
- 4.2 [Installed Product details page](#)
- 4.3 [Location details page](#)
- 4.4 [Group details page](#)
- 4.5 [Contract details page](#)
- 4.6 [Warranty details page](#)
- 4.7 [Remote Access Audit Data](#)

5 Create Case

- 5.1 [Select Installed Product](#)
- 5.2 [Select Type of Support](#)
- 5.3a [Add Case Details - Technical or Clinical Use](#)
- 5.3b [Add Case Details - Parts ID / Parts Quote](#)

- 2 [5.3c Add Case Details - Parts Quote \(Only\)](#)
- 4 [5.3d Add Case Details - Bench Repair](#)
- 5 [5.3e Add Case Details - T&M Preventive Maintenance](#)
- 5 [5.3f Add Case Details - Other services](#)
- 6 [5.3g Add Case Details - Provide defect details](#)
- 8 [5.4 Add contact Information](#)
- 9 [5.5 Review & Submit](#)
- 10 [5.6 Upload Files](#)
- 14 [5.7 Self Help](#)
- 15 [5.8 Unable to create a case](#)
- 16 **6 Review/update a service case**
- 17 [6.1 Review/Update a case \(+Upload File\)](#)
- 17 [6.2 Case tracking](#)
- 18 **7 Request a contract/warranty PM/FCO Visit**
- 19 **8 Export list views of cases and installed products**
- 20 **9 Calendar**
- 21 **10 Documents**
- 22 [10.1 Types of documents](#)
- 25 [10.2 Documents on case details page](#)
- 29 [10.3 Documents on other details pages](#)
- 31 [10.4 Documents via the document finder](#)
- 33 **11 Reports**
- 35 [11.1 How to get to reports](#)
- 36 [11.2 What can you do with reports?](#)
- 38 [11.3 Strategic Parts Exchange Report](#)
- 41 **12 Contact Us**
- 42 **13 Manage your profile**
- 43 **14 End of Life Subscription**
- 43 **15 End of Service Subscription**
- 44 **16 Mark your favorites / Default Start Page**
- 17 **17 Manage Lists**

- 45 **18 Installed Product Management**
- 46 **19 Submit requests to update installed base information**
- 48 **20 Accept/Reject planning proposals**
- 49 [20.1 Accept via the menu item](#)
- 50 [20.2 Reject via the menu item](#)
- 51 [20.3 Provide counter planning proposal](#)
- 52 **21 Requests new visit date/time (via calendar)**
- 53 **22 Software Updates and OS Patches**
- 54 **23 Notification Subscription**
- 57 [24 Hiding of contacts](#)
- 58 **25 Part Returns**
- 60 [25.1 Part Returns Introduction](#)
- 61 [25.2 Part Return Steps](#)
- 65 [25.3 Report Inability to return a part](#)
- 67 [25.4 Report good part return](#)
- 73 [25.5 Generate and Send RMD Document – Intro](#)
- 74 [25.6 Generate and Send RMD Document – Defect](#)
- 75 [25.6 Generate and Send RMD Document – Good](#)
- 76 [25.8 Report a return](#)
- 78 [25.9 Details in Case Tracker](#)
- 79 **26 User management (of other users)**
- 80 [26.1 Create a user profile](#)
- 81 [26.2 Setup a user's account assignment – Standard](#)
- 82 [26.3 Setup a user's account assignment – Special](#)
- 83 [26.4 Update \(other\) user profile](#)
- 85 [26.5 Repair of a user's user account assignment](#)
- 92 **27 Modalities Explained**
- 95 **28 Tips and recommendations**
- 98 [28.1 Global search](#)
- 101 [28.2 Browser setting](#)
- 103 **103**
- 107 **107**
- 111 **111**
- 112 **112**
- 113 **113**
- 114 **114**
- 115 **115**
- 117 **117**
- 123 **123**
- 126 **126**
- 128 **128**
- 129 **129**
- 131 **131**
- 132 **132**
- 133 **133**
- 134 **134**
- 135 **135**
- 136 **136**
- 137 **137**
- 138 **138**
- 139 **139**
- 140 **140**
- 142 **142**
- 146 **146**
- 150 **150**
- 151 **151**
- 153 **153**
- 157 **157**
- 158 **158**
- 159 **159**



1. Registration, Login and Forgot Password

1. Registration, Login and Forgot Password

1.1 Register as a new user

Your Philips contact will be glad to assist you with registration and access to the Portal. In some markets, you may register directly on the Customer Services Portal landing page.

When you first launch the website, you will have the option to 'Request Access'. The landing page also provides the option to 'Login to the portal'. However, let's first focus how to request access.

Customer Services Portal

Fleet and service management platform for health systems and healthcare professionals

The Philips Customer Services Portal is your easy to use, self-service online platform to manage your Philips and multi-vendor fleet across modalities and departments. Available 24/7, the portal helps you to see which of your organization's assets are up and running – or request service for those that are not. Use it to manage your fleet service and maintenance, access contracts, documentation, and work reports, and request support to improve uptime and optimal system utilization, anytime - anywhere. [Register below](#) or [LOGIN here](#) now.

Request account access today and start managing your equipment's support and service.*

Register
Login

*Form submissions are directed to a portal administrator for access activation only. Find Philips support and contact information for healthcare products [here](#) and [here](#).

Request access to the Philips Customer Services Portal

Please fill out the request form below and our support team will create your account.

United States ▼

Timezone* ▼

01. Contact details

First name*

Last name*

Business phone number (ex. +1 (555) 123-4567)*

Work email address*

Confirm email address*

Job title* ▼

02. Company details

Full organization name*

City*

Zip or Postal Code*

Equipment that I manage/maintain* ▼

Philips installed product number(s), Tech ID(s), or Asset number(s)*

Additional remarks / name of your Philips account manager

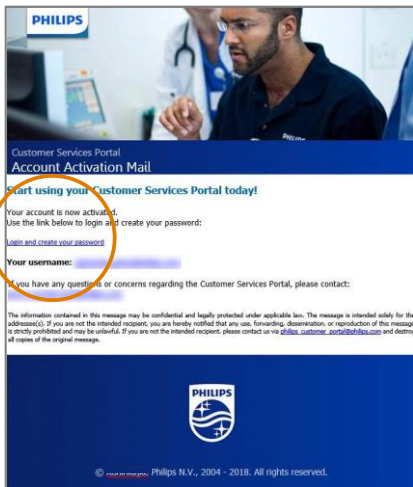
☐ I would like to receive marketing related electronic communications about Philips products, services, events and promotions that may be relevant to me based on my user preferences and behavior. I can revoke my consent at any time.

Once you select 'Register', you are required to complete the form.

After you enter all the mandatory information, simply click the 'Submit' button.

NOTE: Required fields are marked with an asterisk.

1. Registration, Login and Forgot Password



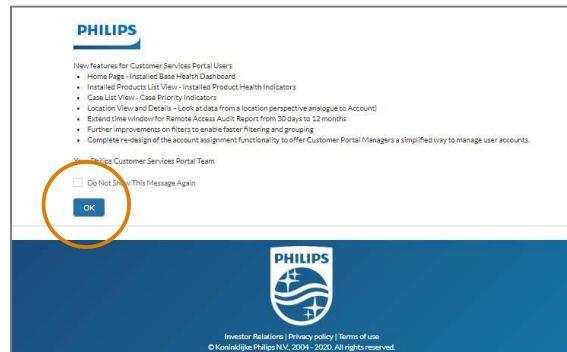
You will receive a separate email confirming that your profile has been successfully created and you can now login into the portal. In the same email, there will be a link to direct you to the screen titled, 'Login and create your password'.



Enter a password and then re-enter the password to confirm. Click 'Change Password'.

NOTE: You must login within 24 hours of receiving the email or the link will expire.

KEY: Your password must be at least 8 characters long and include number s, uppercase and lowercase letters, and at least one of these special characters:
!@#\$%^&*()_+={}|;':?/~><'



The following screen is the welcome message. This is a useful place to review the latest updates to the portal. If you wish to bypass this screen on your next login, check the box 'Do Not Show This Message Again' and click the 'OK' button.

1. Registration, Login and Forgot Password

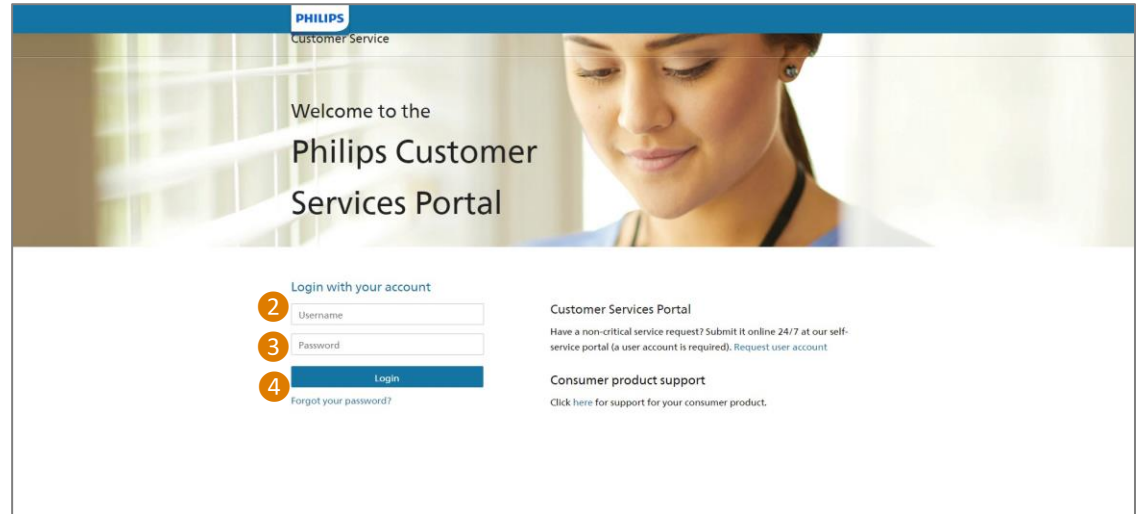
1.2 Login

To login into the CS Portal:

- 1 Go to the **CS Portal login page**
- 2 Enter your **Username**
- 3 Enter your **Password**
- 4 Click '**Login**'

If you have any issues, check the '**Forgot your password?**' link or contact your Philips support contact.

1 <https://www.customerservices.philips.com>



The screenshot shows the Philips Customer Services Portal login page. At the top, there is a blue header with the Philips logo and the text 'Customer Service'. Below the header, a large banner features a woman looking down, with the text 'Welcome to the Philips Customer Services Portal'. The main content area has a section titled 'Login with your account' with a numbered list (2, 3, 4) corresponding to the steps in the text. It includes input fields for 'Username' and 'Password', a blue 'Login' button, and a link for 'Forgot your password?'. To the right, there are two sections: 'Customer Services Portal' with a link to submit a non-critical service request, and 'Consumer product support' with a link for support.

1. Registration, Login and Forgot Password

1.3 Forgot your password

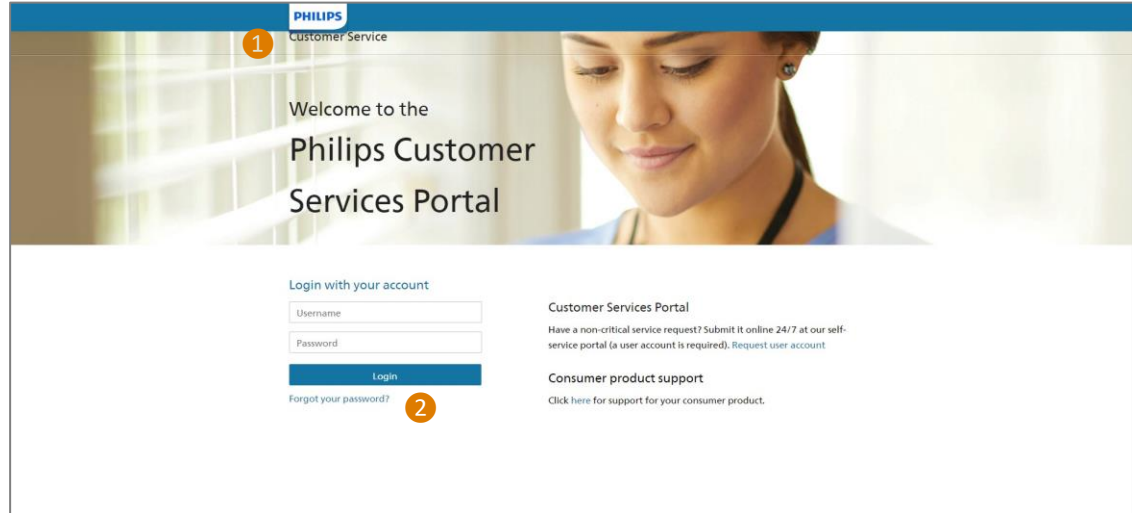
If you forgot your password, we send you an email to reset your password.

- 1 Go to the **CS Portal login page**
- 2 Click '**Forgot your password?**'
- 3 Enter your **Username**
- 4 Click '**Send**'

You'll receive an email with a **password reset link**.

- Make sure to check your **spam or junk folder** if you don't see it.
- The link is valid for **24 hours** — be sure to reset your password before it expires.

KEY: Your password must be at least 8 characters long and include numbers, uppercase and lowercase letters, and at least one of these special characters: !@#\$%^&*()_+~{}|\\; ',./'~><'



1

PHILIPS
Customer Service

Welcome to the
Philips Customer
Services Portal

Login with your account

Username

Password

Login

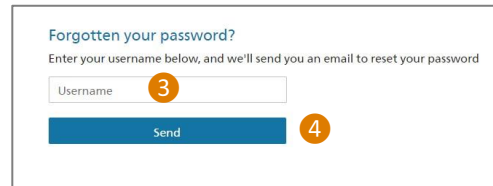
Forgot your password? 2

Customer Services Portal

Have a non-critical service request? Submit it online 24/7 at our self-service portal (a user account is required). Request user account

Consumer product support

Click here for support for your consumer product.



Forgotten your password?

Enter your username below, and we'll send you an email to reset your password

Username 3

Send 4

2. Home page



2. Home page

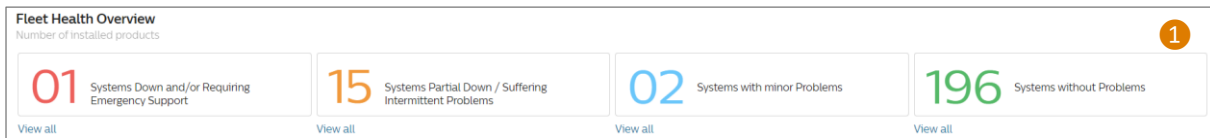
Once you log into the **Customer Services Portal**, you'll land on the **Home Page**. This is your dashboard — a quick view of everything you Need. Here's a breakdown of the key sections:

- 1 Installed Base
- 2 Service Cases updates
- 3 Calendar with Planned Visits
- 4 Links that may interest you
- 5 Actions
- 6 Customer Service Contact details
- 7 Online Portal User Guide

The screenshot shows the Philips Customer Services Portal Home Page. The interface includes a top navigation bar with links like Home, Locations, Cases, and a search bar. The main content area is divided into several sections:

- Fleet Health Overview (1):** Displays four summary cards: 13 Systems down, 14 Systems partial down, 01 Systems with minor problems, and 8809 Systems without problems. Each card has a 'View all' link.
- Upcoming Visits (3):** A calendar view for October 2025 showing scheduled visits with times and locations (e.g., Ingenuia 1ST - Incident - test - MaineGeneral Medical Center).
- Case Overview (2):** A summary of cases, including 132 Cases created past 30 days, 03 Cases closed past 30 days, and 200 Open Cases.
- Quick Links (4):** A section with links to User Guides, Forms, Philips eStore, and Philips resources.
- Actions (5):** A button labeled 'Create Case'.
- Customer Service Contact details (6):** A link to 'Contact Us' in the top navigation bar.
- Online Portal User Guide (7):** A link to 'User Guides' in the Quick Links section.

2. Home page



1 Fleet Health Overview

Provides a quick overview as to how many Installed Products (IP) have an open incident registered against them. Those with the highest priority are listed first. The health indicator is maintained on the IP record.

The criteria to drive this functionality:

- Event type must be 'Incident'
- Status is either 'New' or 'In Progress'

NOTE: Installed Product (IP) is another word for equipment, system or asset.

2 Service Case Updates

Provides an immediate view to the number of recent cases, based on the criteria below:

- Created in last 30 days
- Closed in last 30 days
- Currently Open

NOTE: Click on the hyperlink to see a list sorted by status.



3 Calendar with Planned Visits

Quick picture of upcoming on-site activities. The calendar shows scheduled visits for all associated Installed Products to the user.

Click on 'Go to Calendar' to navigate to the Calendar page and manage your planned visits.



2. Home page

Quick Links
4

User Guides

[CS Portal User Guide - Desktop](#)
[CS Portal User Guide - Mobile](#)

Forms

[Download bench repair form , request part ID](#)

Philips eStore

[Philips Healthcare US Store - Consumables](#)

Philips resources

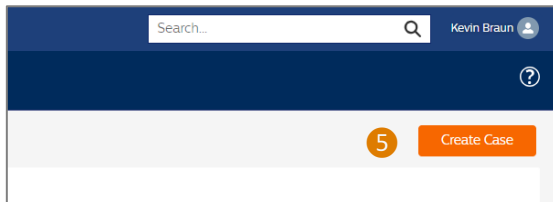
[Resource Center – Philips Product End-user Documents](#)
[Philips Education Services](#)

4 Links that may interest you

In this section you may find helpful links on Philips products and/or service offerings.

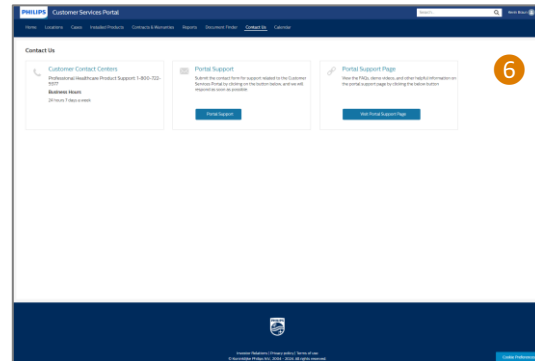
5 Actions

In this section the users can create a case to report a malfunction/problem with a product or request other types of support.



6 Contact Customer Service

This is the place where we show you our phone number to contact us, possibility to send email and link to Customer Service Portal FAQ Page.



3. Navigation in the Portal

3. Navigation in the Portal

3.1 Portal Architecture

Along with the Home Page, we have four main screen layouts - List View, Detail View, Reports and Documents. Before we continue, it is important to explain common language used throughout this Customer guide:

- 1 **Global Search** - enables search across all objects
- 2 **Menu Items** - navigational options to take you to the particular type of information you want to store or view.
- 3 **Fields** - a specific piece of information stored on a record
- 4 **Record** - the data that is manipulated or stored
- 5 **Hyperlink** - if you click the link, you will be taken directly to that detail page
- 6 **Buttons** - performs a specific action when clicked

The screenshot displays the Philips Customer Services Portal. The interface includes a top navigation bar with the Philips logo and 'Customer Services Portal' text. A search bar (1) is located in the top right corner. Below the navigation bar, a menu (2) lists various options: Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, Contact Us, and Calendar. The main content area is divided into two columns. The left column shows details for 'Case 0122350554' (3), including fields for Case Number, Event Type, Priority, Start Date, Status, Your Reference (4), Subject, Description, PHI Data, Customer Contact, and Coverage. The right column shows details for the 'Associated Installed Product' (5), including fields for Product Name, Installed Product, Status, Modality, Product Code, Serial Number, Tech ID, Customer IP Name, Location, System End of Life, and End of Support. At the bottom, there is a section for 'Case Tracking' (6) with tabs for Labor and Documents, and a list of events including 'Remote Service Intervention' and 'Case Opened'. A footer section contains the Philips logo, copyright information, and a 'Cookie Preference' button.

3. Navigation in the Portal

3.2 List Views

The portal features two types of list views, non-paginated list views and paginated list views. The non-paginated views are able to handle very large data sets and for those, the filters can be accessed via the filter icon **2**. Also, non-paginated views feature a search function **1**. The paginated lists are typically used on the tabs of details pages. The filters for these views are in the headers of the columns **3**.

Depending on the type of field, filters will be of types:

- Free text
- Date
- Drop list

PHILIPS Customer Services Portal

Set as Default Search... Test Case N.

Home Locations **Cases** Installed Products Contracts & Warranties Reports Document Finder SW Updates/OS Patches Calendar Contact Us

Cases 1 Search by Case Number, Subject, Modality, Product name etc. Clear Search

Modalities Explained 2

Export Open Cases

Priority	Case Number	Subject	Modality	Product Name	Status	Location	Event Type	Start Date
5-Scheduled Activity	0125534789		US	Affiniti 50 Ultrasound System	New		Predictive / Preven...	10/8/2025
3-System Restricted	0125533345		US	iE33 Ultrasound System	In Progress		Incident	10/7/2025
3-System Restricted	0125533335		US	Lumify System	New		Incident	10/7/2025

PHILIPS Customer Services Portal

Set as Default Search... Test Case N.

Home Locations **Cases** Installed Products Warranties Documents

Cases (18)

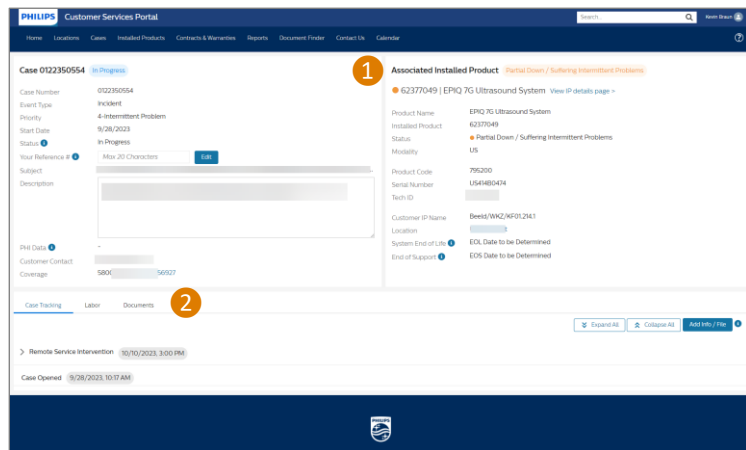
Modalities Explained 2

Export All Cases Clear Filters

3

Priority	Case Number	Subject	Modality	Product Name	Status	Location	Event Type	Start Date
Select			Select		Select	Select	Select	Select
5-Scheduled Activ...	0125534789		US	Affiniti 50 Ultrasound System	New		Predictive / Preve...	10/8/2026
5-Scheduled Activ...	0125388696		US	Affiniti 50 Ultrasound System	New		Field Change Order	12/12/2025
5-Scheduled Activ...	0124385261		US	Affiniti 50 Ultrasound System	New		Predictive / Preve...	10/8/2025
5-Scheduled Activ...	0123597223		US	Affiniti 50 Upgrade	New		Installation	

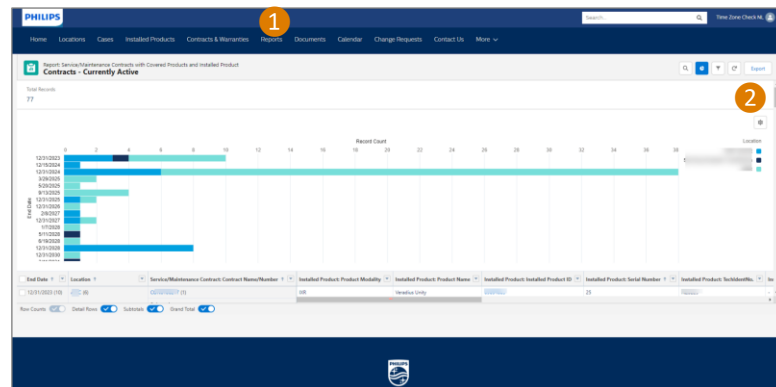
3. Navigation in the Portal



3.3 Detail Views

When you click on a hyperlink from within a list view or anywhere throughout the portal, you can see details about that specific item. Each detail view is similar; however, you may see different subtabs and/or buttons.

- 1 Related Items
- 2 Tabs



3.4 Reports

Philips creates standard reports you can leverage and export. You cannot create or save your own reports.

- 1 Reports menu item
- 2 Export report

3. Navigation in the Portal

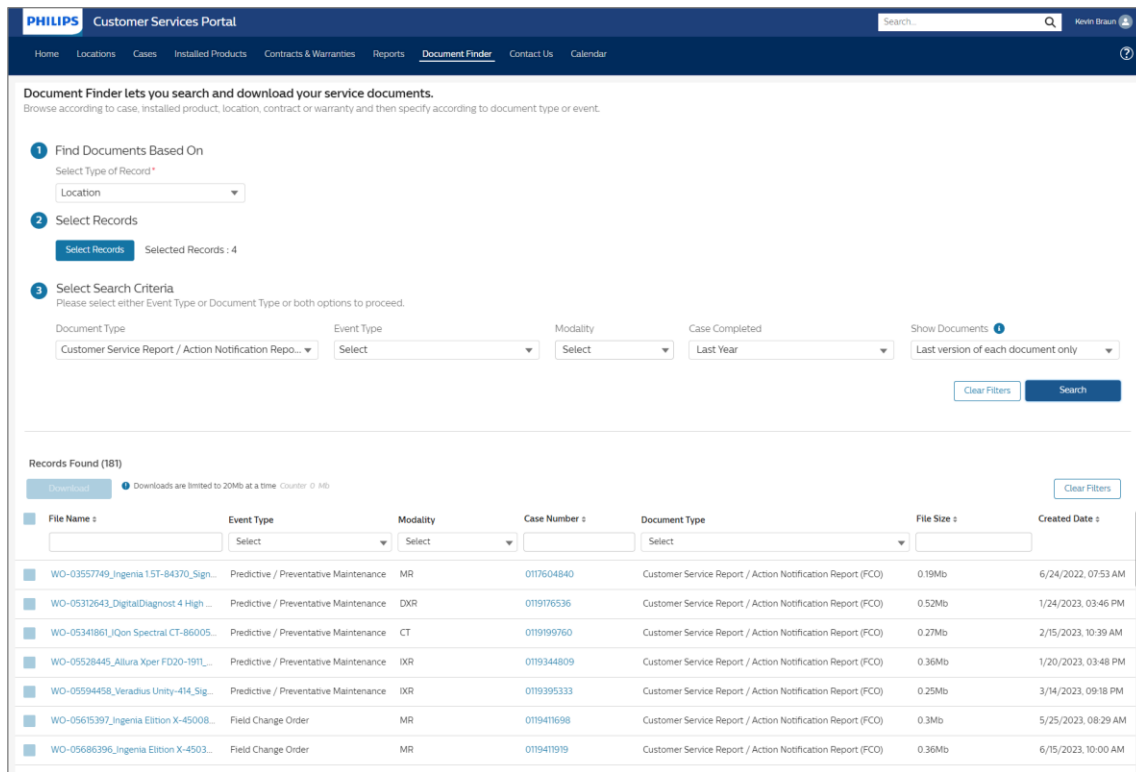
3.5 Document Finder

Here you can view recent Customer Facing Documents (CFDs) such as:

- Customer Service Report (CSR) / Action Notification Report (ANR)
- Test & Inspection Reports
- Quotations
- Completed Bench Forms (when applicable for a country)
- Software Release Notes

Documents are case-based and associated with the subject of your choice (no need to go to the individual details page). You can download the reports per individual case or based on a date range for one or more:

- Location(s)
- Installed product(s)
- Contract(s)
- Warranty/Warranties



PHILIPS Customer Services Portal

Search: Kevin Braun

Home Locations Cases Installed Products Contracts & Warranties Reports **Document Finder** Contact Us Calendar

Document Finder lets you search and download your service documents.
Browse according to case, installed product, location, contract or warranty and then specify according to document type or event.

- Find Documents Based On**
Select Type of Record*
Location
- Select Records**
 Selected Records : 4
- Select Search Criteria**
Please select either Event Type or Document Type or both options to proceed.

Document Type: Event Type: Modality: Case Completed: Show Documents:

Records Found (181)

Downloads are limited to 20Mb at a time Counter 0 MB

File Name	Event Type	Modality	Case Number	Document Type	File Size	Created Date
WO-0355749_Ingenia 15T-84370_Sign...	Predictive / Preventative Maintenance	MR	0117604840	Customer Service Report / Action Notification Report (FCO)	0.19Mb	6/24/2022, 07:53 AM
WO-05312643_DigitalDiagnost 4 High...	Predictive / Preventative Maintenance	DXR	0119176536	Customer Service Report / Action Notification Report (FCO)	0.52Mb	1/24/2023, 03:46 PM
WO-05341861_Qon Spectral CT-86005...	Predictive / Preventative Maintenance	CT	01191995760	Customer Service Report / Action Notification Report (FCO)	0.27Mb	2/15/2023, 10:39 AM
WO-05528445_Ailura Xper FD20-19R1...	Predictive / Preventative Maintenance	DXR	0119344809	Customer Service Report / Action Notification Report (FCO)	0.36Mb	1/20/2023, 03:48 PM
WO-05594458_Veradius Unity-414_Sig...	Predictive / Preventative Maintenance	DXR	0119395333	Customer Service Report / Action Notification Report (FCO)	0.25Mb	3/14/2023, 09:18 PM
WO-05615397_Ingenia Elitron X-45008...	Field Change Order	MR	0119411698	Customer Service Report / Action Notification Report (FCO)	0.3Mb	5/25/2023, 08:29 AM
WO-05686396_Ingenia Elitron X-4503...	Field Change Order	MR	0119411919	Customer Service Report / Action Notification Report (FCO)	0.36Mb	6/15/2023, 10:00 AM

3. Navigation in the Portal

3.6 Favorites

Using 'Favorites' function ①, you can tag up to 100 installed products as 'favorite' and use the 'All vs Favorites'-selector ② to adjust the view accordingly.

Pls note that the that this functionality does not propagate to other views (Fleet health, Calendar, Case lists...).

PHILIPS Customer Services Portal

Home Locations Cases **Installed Products** Contracts & Warranties Reports Document Finder SW Updates/OS Patches Calendar Contact Us

Search... [Clear Search]

Modalties Explained

Export Update IP Info Manage List

Status	Installed Product	Product Name	Modality	Customer IP Name	Serial Number	Tech ID	Room/Department	Customer Invent...	Location	Coverage Status
★	55236166	AV-TOCO Toco+ Transducer nRo...	PCCI		DE52516723		FET-Unassigned De...			✓
★	55540990	AV-US Ultrasound XDR nRoHS	PCCI	CIPN	DE01864272		FET-Unassigned De...	CIN		✓
★	49142379	AV-TOCO Toco+ Transducer nRo...	PCCI		DE52512318					✓
★	62272168	AV-TOCO Toco+ Transducer nRo...	PCCI		DE52509834					✗
★	62836499	AV-US Ultrasound XDR nRoHS	PCCI		DE01886972					✗
★	65614380	AV-TOCO Toco+ Transducer	PCCI		DE43222388					✓

PHILIPS Customer Services Portal

Home Locations Cases **Installed Products** Contracts & Warranties Reports Document Finder SW Updates/OS Patches Calendar Contact Us

Search... [Clear Search]

Modalties Explained

Export Update IP Info Manage List

Status	Installed Product	Product Name	Modality	Customer IP Name	Serial Number	Tech ID	Room/Department	Customer Invent...	Location	Coverage Status
★	55236166	AV-TOCO Toco+ Transducer nRo...	PCCI		DE52516723		FET-Unassigned De...			✓
★	49142379	AV-TOCO Toco+ Transducer nRo...	PCCI		DE52512318					✓
★	62272168	AV-TOCO Toco+ Transducer nRo...	PCCI		DE52509834					✗
★	65614380	AV-TOCO Toco+ Transducer	PCCI		DE43222388					✓
★	62057467	MS_SCO2 M3015A without P/T (H...	PCCI		DE1387750					✓

3. Navigation in the Portal

3.7 Contract Types

In the portal, you will find a number of different contract 'types':

- 1 Contracts - Regular maintenance contracts.
- 2 TEE contracts – Contracts specifically covering Ultrasound TEE probes
- 3 Lifecycle contracts – Contracts covering Upgrades and OS Patches, SW Updates (not covered by 'regular' contracts).

PHILIPS Customer Services Portal

Home Locations Cases Installed Products **Contracts & Warranties** Reports Document Finder SW Updates/OS Patches Calendar Contact Us

1 2 3

Contracts TEE Contracts Lifecycle Contracts Warranties

Contracts Search for contract, customer PO #, location... Clear Search

This list does not include any contracts for TEE Probes, click on the TEE contracts tab to see its associated contracts

All Contracts Active Contracts

Contract Header ↑	Contract ↑	Customer PO # ↑	Service Plan ↑	Start Date ↑	End Date ↑	Location ↑	Expiration Status ↑
CH-411585	CON1026781		Value PM contract	1/1/2025	12/31/2025		▲
CH-411585	CON1026785		Value PM contract	1/1/2025	12/31/2025		▲
CH-357455	CON1027757		Value PM contract	1/1/2025	12/31/2025		▲
CH-357455	CON1027761		Value PM contract	1/1/2025	12/31/2025		▲
CH-357455	CON1027769		Value PM contract	1/1/2025	12/31/2025		▲
CH-357455	CON1027772		Value PM contract	1/1/2025	12/31/2025		▲
CH-357455	CON1027793		Value PM contract	1/1/2025	12/31/2025		▲
CH-357455	CON1027795		Value PM contract	1/1/2025	12/31/2025		▲
CH-308080	CON0713549		Value PM contract	12/21/2023	12/20/2029		✓
CH-308451	CON0714672		Support contract	1/1/2023	12/31/2029		✓

✓ Expires in more than 90 days
 ▲ Expires between 30 - 90 days
 ▲ Expires in less than 30 days
 ● Future Contract
 ● Contract Expired

Investor Relations | Privacy policy | Terms of use | Cookie notice
© Koninklijke Philips N.V. 2004 - 2023. All rights reserved.

4. Details pages explained

4. Details pages explained

4.1 Case details page

In the header of the case details page, you will find the following information:

- **Case number**

- Philips internal case number (followed by case status)

- **Event type**

- Incident*
- Predictive/Preventative Maintenance
- Field Change Order
- Supplementary Services
- Installation
- Proactive Monitoring

The screenshot shows the Philips Customer Services Portal interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, Contact Us, Calendar, Change Requests, and More. A search bar and a user profile icon are also present. The main content area is divided into two columns. The left column displays case details for Case 0122332544, which is marked as 'Complete'. The details include Case Number, Event Type (Incident), Priority (2-System Down), Start Date (25/09/2023), Status (Complete), Your Reference #, Subject, Description, PHI Data, Customer Contact, and Coverage (WN-6062370). The right column displays associated installed product information for 102303509 | Spectral CT, which is marked as 'Down / Requiring Emergency Support'. The product details include Product Name, Installed Product, Status, Modality, Product Code, Serial Number, UDI, Location, System End of Life (30/12/2033), and End of Support (30/12/2035). At the bottom of the page, there are tabs for Case Tracking, Labor, Parts, and Documents.

Incident

*For Incident cases you may see this icon. This is Predictive System Monitoring. To identify patterns and trends, machine and service data is analyzed through data analytic algorithms. Key system data being pro-actively sent and diagnosed at the customer care center can enable remote solution or a required on-site service action scheduled well in advance without interrupting regular clinical workflow.

4. Details pages explained

Some event types may not be visible in all countries

- **Case priority**

- 1 – Critical Need
- 2 – System Down
- 3 – System Restricted
- 4 – Intermittent Problem
- 5 – Scheduled Activity

- **Case status**

- **New** – Case is logged
- **In Progress** – Philips Service personnel is handling the case
- **Complete** – Services have been delivered, no remaining actions

- **Case status:**

- **New** - Case is logged
- **In Progress** - Philips Service personnel is handling the case.
- **Complete** - Services have been delivered, no remaining actions.

- **Customer Contact** - Customer contact person for this case.

- **Your reference number** , when the case is still open you can add/ update this number . You can add your internal case reference that you use in your own asset management system.

- **Case Subject**

- **Case Description**

- **Coverage** by Contract/Warranty/Purchase Order. If this case is (partially) covered by contract/ warranty you will see the corresponding reference number. When shown, you can navigate to the respective details pages by clicking the number.

- **PHI Data (Patient Health Information)** If such information

was entered/provided, the PHI field will be checked. Information entered in this field can only be read by authorized Philips personnel and is not accessible to portal users.

- Details of the **Associated Installed Product**

Furthermore, each case details page may contain the following tabs:

- **Add Info/File** allow you to add additional comments and/or file to the case with its status is 'New' or 'In Progress'. These comments will be visible on this tab as well as any other non-technical updates regarding the case directed to the customer.



4. Details pages explained

- **Case Tracking (Incident Cases only)** provides chronological overview of activities associated with incident cases as well as provide means to add comments/upload a file. You may see the following type of interventions:

- **Remote Intervention** - details of a remote service intervention.
- **Dispatch of Engineer** - planned date and time of the visit.
- **Onsite Intervention** - details of the onsite service intervention.
- **Bench Receipt** – Receipt of the defect product by our bench facility.
- **Bench Repair** - details of the part being repaired by our bench facility.
- **Bench Returned** – Return of the (repaired) product by our bench repair facility.
- **Material Only** - part details for ‘material only’ situations (without Philips engineer)
- **Quote Sent** - Date on which a T&M quote was sent (incl quote amount)
- **Quote Accepted** - Date on which a T&M quote was accepted (incl quote amount)

- **Quote Rejected** - Date on which a T&M quote was rejected (incl quote amount)
- **Quote Rejected** - Date on which a T&M quote expired (incl quote amount)

The case tracker also contains hyperlinks to customer facing documents associated with the interventions (except for rejected and expired quotes)

- **Labor** allows you to see the labor details performed by the engineer/technician.
- **Installed Products** allow you to see the other installed products that were ‘affected’ by the case.
- **Parts** – lists the parts used to service the installed product.
- **Documents** allow you to view and download multiple document types that summarize a service visit such as:
 - Customer Service Reports (CSR)/Action Notification Report (ANR)
 - Test and Inspection Results
 - Quotations (Time and Material)
 - Bench forms (when active in a country)

- **Uploaded Files** Shows the files that have been uploaded by portal users.
- **Planned visits (Except Incident Cases)** if there are scheduled visits for that case, information is visible on this tab.
- **Case Comments (Except Incident Cases)** - allow you to see the diagnostic performed by engineer, debrief system status and resolution report ed by engineer.
- **Case Activities (Except Incident Cases)** allow you to see the details provided by engineers upon completion of their activities.
- **Case Summary (Incident Cases and selected countries only)** allow you to see a specific summary view of the case including service delivery performance details.

Depending on the country, engineer names may or may not be visible and that when not visible the engineer names will appear as ‘Engineer 1’, ‘Engineer 2’.



4. Details pages explained

4.2 Installed Product details page

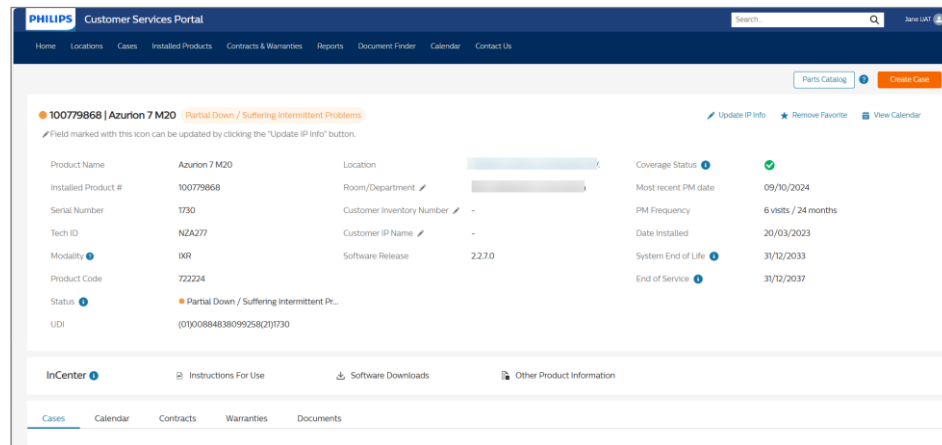
Installed Product details page will give you access to the following information:

- **Product Name** - Philips description of the product
- **Installed Product #** - Philips internal unique identifier
- **Status** -
- **Modality** * - Group of products such as Ultrasound (US) and Computer Tomography (CT)
- **Product Code** - Product number
- **Serial #** * - Serial number of the Installed Product
- **UDI** * - Unique Device Identifier
- **Location** - Facility where the installed product is located
- **Room/Department** - Room/department in/at which the installed product is located. Entered by a CS Portal user
- **Date Installed** * - Installation completion date
- **Most Recent PM date** - End date of last PM visit
- **PM Frequency** - Preventive maintenance intervals (as per product data)
- **Software Release** * - Software release of the installed product

*Depending on the availability of this information in the internal Philips system, this field may or may not be visible

**Depending on the country and/or availability of data this field may or may not be visible

***Requires user authorization



The screenshot shows the Philips Customer Services Portal interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, Calendar, and Contact Us. A search bar and user profile (Jane LAT) are on the right. Below the navigation bar, there's a section for '100779868 | Azurion 7 M20' with a status indicator 'Partial Down / Suffering Intermittent Problems'. A note indicates that fields marked with an icon can be updated by clicking the 'Update IP Info' button. The main content area displays a table of product details:

Product Name	Azurion 7 M20	Location		Coverage Status	Green (Checked)
Installed Product #	100779868	Room/Department		Most recent PM date	09/10/2024
Serial Number	1730	Customer Inventory Number	-	PM Frequency	6 visits / 24 months
Tech ID	NZA277	Customer IP Name	-	Date Installed	20/03/2023
Modality	IMR	Software Release	22.7.0	System End of Life	31/12/2033
Product Code	722224			End of Service	31/12/2037
Status	Partial Down / Suffering Intermittent Problems				
UDI	(0700884838099258)(211730)				

Below the table, there are links for 'InCenter', 'Instructions For Use', 'Software Downloads', and 'Other Product Information'. At the bottom, there's a navigation bar with links for Cases, Calendar, Contracts, Warranties, and Documents.

- **Coverage Status** - Green ('Checked') when the installed product is covered by a warranty or a contract. Red ('Crossed') when not
- **Tech ID** * - Philips internal technical ID
- **Customer Inventory Number** - customized Installed Product number entered by a CS Portal user
- **Custom IP Name** - customized Installed Product name entered by a CS Portal user



4. Details pages explained

- **System End of Life**** - showing End of Life date on the Installed Product. After this date, Philips no longer guarantee the full support of the product.
- **System End of Service**** - showing End of Support date on the Installed Product. After this date, all service activities will be stopped.
- **SLCP indicator*** - shows if the Installed Product record represents hardware (HW) or software (SW)
- **Field engineer details**** - name of Field Engineer(s) assigned to the Installed Product.
- **InCenter Links**** - Provides links to service documents in our InCenter environment.

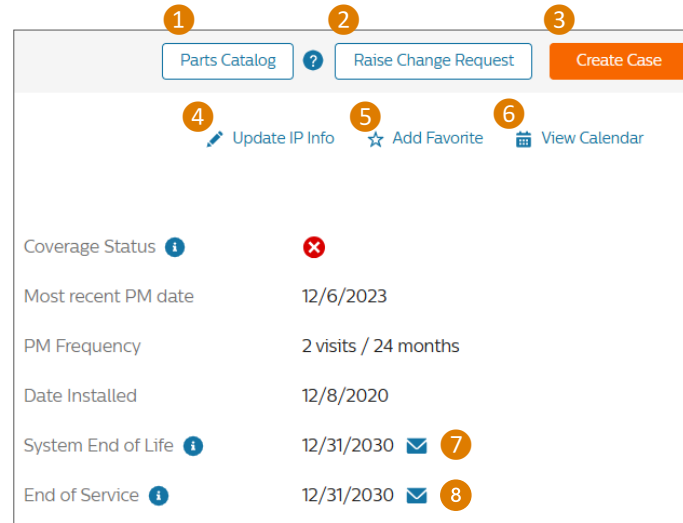
*Depending on the availability of this information in the internal Philips system, this field may or may not be visible

**Depending on the country and/or authorization assigned to the user, information may or may not be visible

***Requires user authorization to update installed product information

Buttons and links

- 1 Parts Catalogue**** - Upon clicking on this button, the parts catalogue in InCenter will be opened in a new tab.
- 2 Raise Change Request***** - allows you to submit a request to update the Installed Base for up to 100 Installed Products.
- 3 Create Case**** - create a case to report a malfunction/problem with a product or request other types of support.
- 4 Update IP Info***** - allows you to provide an internal Installed Product Number, Installed Product Name and Room/Department (if you have 'Update Installed Product Information' authorization assigned).
- 5 Add/Remove Favorite** - Tags or un-tags an Installed Product as a favorite
- 6 View Calendar** - Opens the calendar tab of the Installed Product, where planned visits (for the Installed Product) can be viewed.



The screenshot shows the Philips InCenter interface. At the top, there are three buttons: 'Parts Catalog' (1), 'Raise Change Request' (2), and 'Create Case' (3). Below these, there are three more buttons: 'Update IP Info' (4), 'Add Favorite' (5), and 'View Calendar' (6). The main content area displays a table with the following information:

Coverage Status	✖
Most recent PM date	12/6/2023
PM Frequency	2 visits / 24 months
Date Installed	12/8/2020
System End of Life	12/31/2030 ✉ 7
End of Service	12/31/2030 ✉ 8

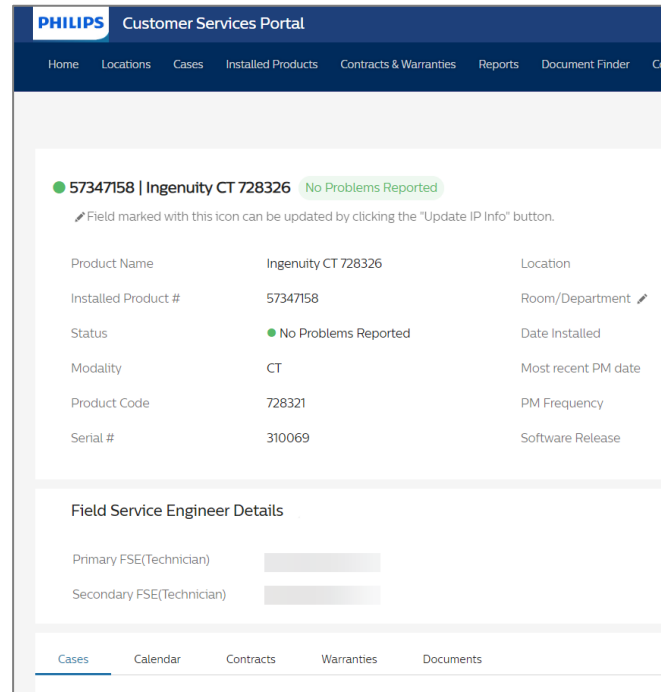
- 7 Generate EOL Mail**** - Upon clicking on the envelope icon, you will receive EOL mail with information about System End of Life date for this individual Installed Product.
- 8 Generate EOS Mail**** - Upon clicking on the envelope icon, you will receive EOS mail with information about System End of Service date for this individual Installed Product.



4. Details pages explained

Moreover, you may also see the following tabs:

- **Cases** list associated with this particular Installed Product
 - **Contracts** - if this product has a contract, this tab will be active, and from here you can navigate to the contract details page.
 - **Warranties** - if this product has a warranty, this tab will be active, and from here you can navigate to the warranty details page.
 - **Documents** relating to this Installed Products such as:
 - Customer Service Reports (CSR)/ Action Notification Report (ANR)
 - Test and Inspection Results
 - Quotations (Time and Material)
 - Bench Forms (when active for your country)
 - Software Release Notes
- By default, you will see documents associated with cases completed in the last 60 days. You can change the filter criteria by expanding the 'Select Document Filter Criteria'-section.
- **Special Interest Items** (if applicable) currently, this tab shows Ultrasound Transducers.
 - **SLCP** - Software License Controlled Product details information.



PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Cor

● 57347158 | Ingenuity CT 728326 No Problems Reported

✍ Field marked with this icon can be updated by clicking the "Update IP Info" button.

Product Name	Ingenuity CT 728326	Location
Installed Product #	57347158	Room/Department ✍
Status	● No Problems Reported	Date Installed
Modality	CT	Most recent PM date
Product Code	728321	PM Frequency
Serial #	310069	Software Release

Field Service Engineer Details

Primary FSE(Technician)

Secondary FSE(Technician)

Cases Calendar Contracts Warranties Documents

4. Details pages explained

Lastly, you may see:

- **Knowledge Articles tab** – when active for your country and when knowledge articles are available for the product, a ‘Knowledge Article’-tab will appear. Upon opening this tab, you can view knowledge articles that may be helpful in supporting/using your products.
- **Parts catalog** – when active for your country and InCenter contains parts related information for the product code, you will see the ‘Parts Catalog’ button on the top of your screen
- **Links to InCenter** – when active for your country and InCenter contains documents to the product code, you will see links to documents posted in the InCenter environment:
 - Instructions for Use
 - Software Downloads
 - Other Product Information

The screenshot displays the Philips Customer Services Portal interface. At the top, there's a navigation bar with the Philips logo and the title 'Customer Services Portal'. Below this is a secondary navigation bar with links: Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, Calendar, Change Requests, Contact Us, and More. A 'Parts Catalog' button is visible in the top right corner.

The main content area shows details for product '56012361 | IntelliSpace Portal Solutions'. A green status indicator 'Systems without problems' is present. A note states: 'Field marked with this icon can be updated by clicking the "Update IP Info" button.' Below this is a table with product information:

Product Name	IntelliSpace Portal Solutions	Location	IntelliSpace Portal Solutions
Installed Product #	56012361	Room/Department	-
Serial Number	450021	Customer Inventory Number	-
Modality	ICAP	Customer IP Name	-
Product Code	881001	Software Release	11.1.2.01100
Status	Systems without problems		
UDI	(01)00884838089808(11)200312(10)11.1.2		

Below the table, there's an 'InCenter' section with links: 'Instructions For Use', 'Software Downloads', and 'Other Product Information'.

At the bottom, there's a 'Knowledge Articles' tab. It features a search bar with a 'Clear Search' button. Below the search bar, there are three categories of articles:

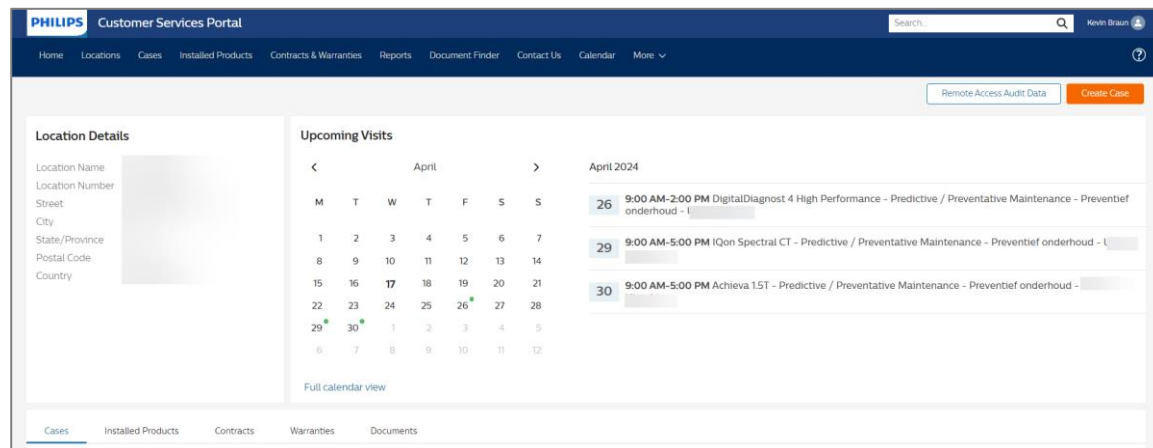
- Product (3)**:
 - Solution - Non-DMR: Spring 25: Error 404 Product Group
Published Date - 17 Mar 2025
- Product Group (3)**:
 - Non-DMR UAT Spring 25: Level Zero
Published Date - 5 Mar 2025
- Modality (4)**:
 - PMT Does Not List Domain In Dropdown Menu
Published Date - 14 Dec 2022

4. Details pages explained

4.3 Location details page

Location details page provides insight to the details of the location and associated objects. Apart from address information, you also have access to:

- **Calendar** with planned visits for the current month for Installed Products at this Location.



PHILIPS Customer Services Portal

Search: Kevin Braun

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Contact Us Calendar More

[Remote Access Audit Data](#) [Create Case](#)

Location Details

Location Name

Location Number

Street

City

State/Province

Postal Code

Country

Upcoming Visits

< April >

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

[Full calendar view](#)

April 2024

- 26 9:00 AM-2:00 PM DigitalDiagnost 4 High Performance - Predictive / Preventative Maintenance - Preventief onderhoud - L
- 29 9:00 AM-5:00 PM IQon Spectral CT - Predictive / Preventative Maintenance - Preventief onderhoud - L
- 30 9:00 AM-5:00 PM Achieva 1.5T - Predictive / Preventative Maintenance - Preventief onderhoud - L

Cases Installed Products Contracts Warranties Documents

Buttons:

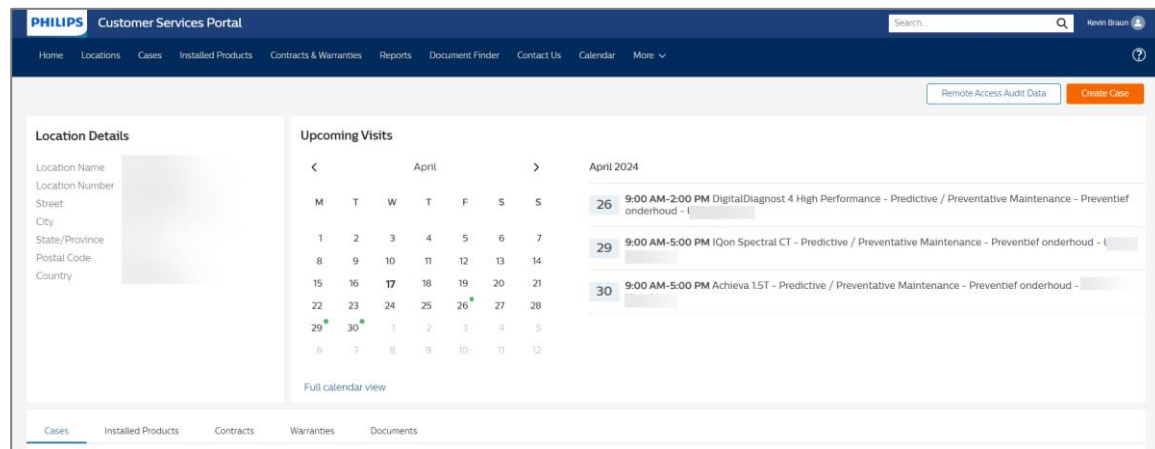
- **Create Case*** - create a case to report a malfunction/problem or request other types of support for an installed product at this location.
- **Remote Access Audit Data** allows you to view details when Philips remotely connected to any of the products at the Location.

*Depending on the country and/or authorization assigned to the user, information/functionality may or may not be visible /available.

4. Details pages explained

Moreover, you may also see the following tabs:

- **Cases** associated with the Installed Products at this Location.
- **Installed Products** assigned to this Location.
- **Contracts** associated with the Installed Products at this Location.
- **Warranties** associated with the Installed Products at this Location.
- **Documents** relating to this Location such as:
 - Customer Service Reports (CSR)/Action Notification Report (ANR)
 - Test and Inspection Results
 - Quotations (Time and Material)
 - Bench Forms (when active for your country)



The screenshot displays the Philips Customer Services Portal interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, Contact Us, Calendar, and More. A search bar and a user profile icon are also present. Below the navigation bar, there are two main sections: 'Location Details' and 'Upcoming Visits'.

Location Details: This section contains a form with fields for Location Name, Location Number, Street, City, State/Province, Postal Code, and Country. A 'Remote Access Audit Data' button and a 'Create Case' button are located to the right of this section.

Upcoming Visits: This section features a calendar view for April 2024. The calendar shows dates from 1 to 30. Specific visits are highlighted on the calendar:

- April 26: 9:00 AM-2:00 PM DigitalDiagnost 4 High Performance - Predictive / Preventative Maintenance - Preventief onderhoud - L
- April 29: 9:00 AM-5:00 PM IQon Spectral CT - Predictive / Preventative Maintenance - Preventief onderhoud - L
- April 30: 9:00 AM-5:00 PM Achieva 1.5T - Predictive / Preventative Maintenance - Preventief onderhoud - L

At the bottom of the 'Upcoming Visits' section, there is a link for 'Full calendar view'.

By default, you will see documents associated with cases completed in the last 60 days.. You can always change the filter criteria by clicking Adjust display criteria button.

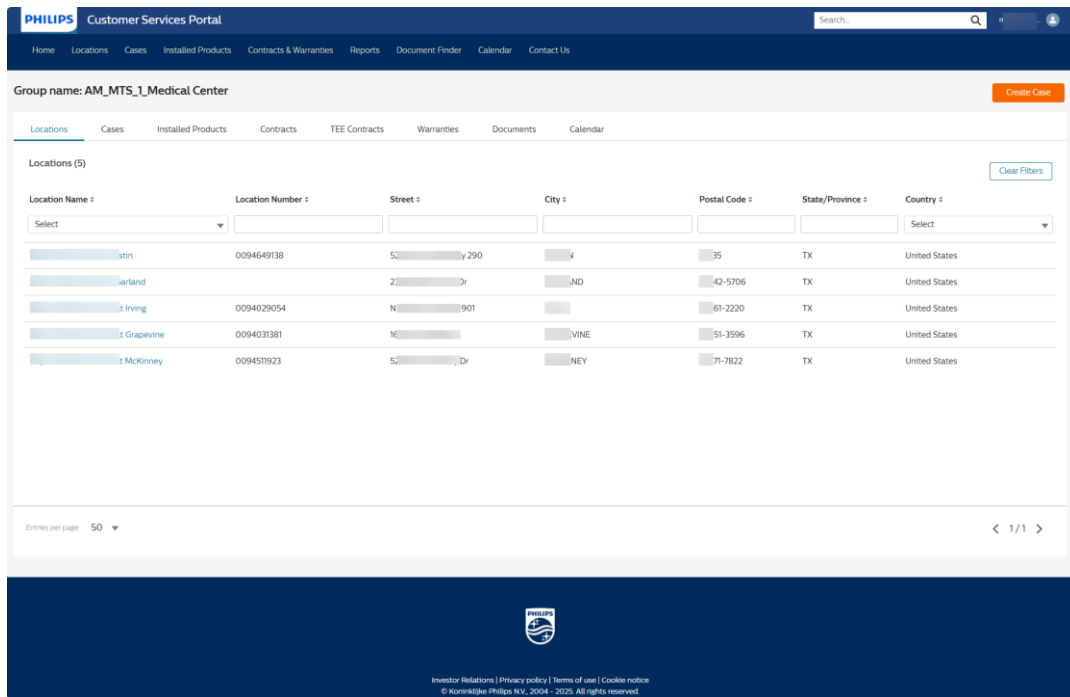
NOTE: Depending on the country some of the above documents may not be visible in the portal.

4. Details pages explained

4.4 Group details page

Group details page (typically available to portal users authorized to use the OneSpace Insight reports) provides insight to the details of a group (of) locations and associated objects.

- **Locations** associated with the group.
- **Cases** associated with the Installed Products at the locations assigned to the group
- **Installed Products** assigned to these locations
- **Contracts** associated with the Installed Products at these locations
- **TEE Contracts** associated with the Installed Products at these locations
- **Warranties** associated with the Installed Products at these locations

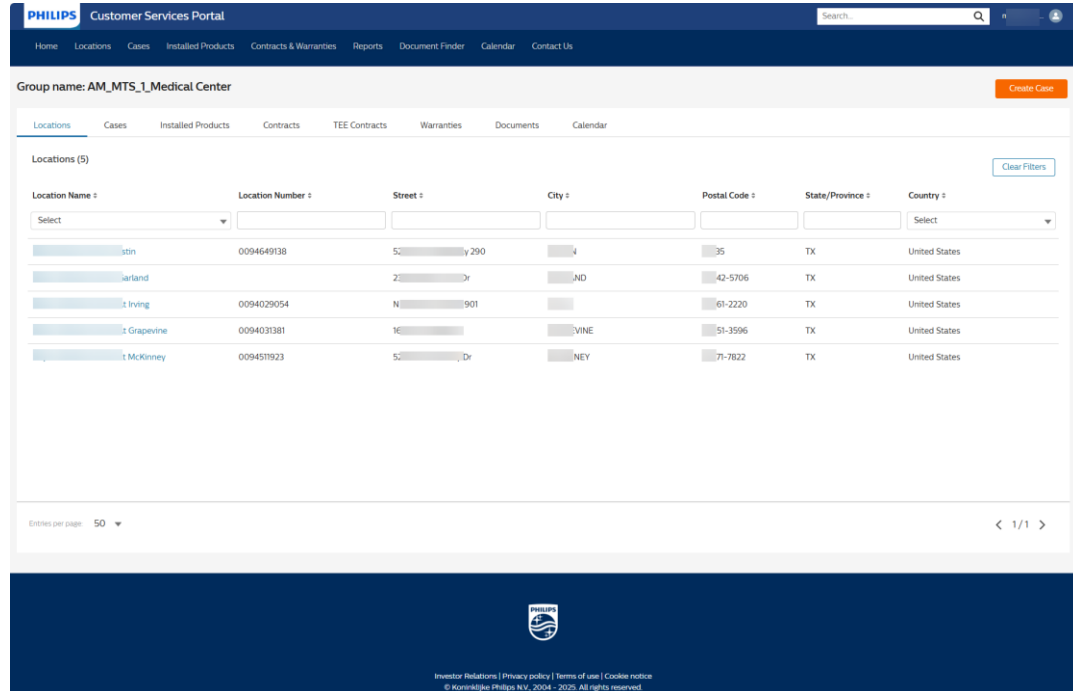


The screenshot shows the Philips Customer Services Portal interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, Calendar, and Contact Us. The main header displays the group name 'AM_MTS_1_Medical Center' and a 'Create Case' button. Below this, a sub-navigation bar shows tabs for Locations, Cases, Installed Products, Contracts, TEE Contracts, Warranties, Documents, and Calendar. The 'Locations' tab is active, showing a list of 5 locations. Each location entry includes a location name, location number, street, city, postal code, state/province, and country. A 'Clear Filters' button is located on the right side of the table. At the bottom, there is a footer with the Philips logo and copyright information.

Location Name	Location Number	Street	City	Postal Code	State/Province	Country
stin	0094649138	52...ly 290	...	35	TX	United States
airland		22...Dr	ND	42-5706	TX	United States
Irving	0094029054	N...901		61-2220	TX	United States
Grapevine	0094031381	16...	VINE	51-3596	TX	United States
McKinney	0094519923	52...Dr	NEY	71-7822	TX	United States

4. Details pages explained

- **Documents** relating to these locations such as:
 - Customer Service Reports (CSR)/Action Notification Report (ANR)
 - Test and Inspection Results
 - Quotations (Time and Material)
 - Bench Forms (when active for your country)
- **Calendar** showing the planned visits to these locations



PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Calendar Contact Us

Group name: AM_MTS_1_Medical Center [Create Case](#)

Locations Cases Installed Products Contracts TEE Contracts Warranties Documents Calendar

Locations (5) [Clear Filters](#)

Location Name	Location Number	Street	City	Postal Code	State/Province	Country
stin	0094649138	52...ly 290	4	35	TX	United States
arland	0094029054	22...Dr	ND	42-5706	TX	United States
t Irving	0094029054	N...901		61-2220	TX	United States
t Grapevine	0094031381	16...VINE		51-3596	TX	United States
t McKinney	0094519923	52...Dr	NEY	71-7822	TX	United States

Entries per page: 50

< 1/1 >

PHILIPS

Investor Relations | Privacy policy | Terms of use | Cookie notice
© Koninklijke Philips N.V. 2004 - 2020. All rights reserved.

Buttons:

- **Create Case*** - create a case to report a malfunction/problem or request other types of support for an installed product.

*Depending on the country and/or authorization assigned to the user, information/functionality may or may not be visible /available.

4. Details pages explained

4.5 Contract details page

The contract details page shows:

- **Contract Number & Header** – Philips contract number and header
- **Start and End Date** of the contract
- **Service Plan** - name of the contract
- **Customer Purchase Order Number**
- **Location** name associated with the installed products covered by a given contract

Moreover, you may also see the following tabs:

- **Coverage details** - will provide information on contract details such as:
 - Response time SLAs
 - Service windows
 - Uptime SLA
 - Preventive maintenance visits
 - Included Service Types and Spare Parts
 - Levels of coverage
 - Accidental damage
 - Parts delivery time
- **Cases** covered by this particular contract
- **Installed Products** covered by this contract

PHILIPS Customer Services Portal

Search []

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Calendar Change Requests Contact Us More

Contract Details Active

Contract: CON0794758 Service Plan: RightFit Value Service Agreement Start Date: 1/1/2024 Expiration Status: Expires in more than 90 days

Contract Header: CH-312602 Location: [] End Date: 31/12/2025

Coverage Details Cases Installed Products Documents

Response Time and Service Windows

Response Times by Priority	Initial [hrs]	Onsite [hrs]
1-Critical Need	2.00	8.00
2-System Down	2.00	8.00
3-System Restricted	2.00	8.00
4-Intermittent Problem	2.00	8.00

Service Window

Day	Hours
Sunday	No Hours
Monday	08:00 am to 05:00 pm
Tuesday	08:00 am to 05:00 pm
Wednesday	08:00 am to 05:00 pm
Thursday	08:00 am to 05:00 pm
Friday	08:00 am to 05:00 pm
Saturday	No Hours

PM Service Window

Day	Hours
Sunday	No Hours
Monday	08:00 am to 05:00 pm
Tuesday	08:00 am to 05:00 pm
Wednesday	08:00 am to 05:00 pm
Thursday	08:00 am to 05:00 pm
Friday	08:00 am to 05:00 pm
Saturday	No Hours

Uptime

Preventative Maintenance

Product Name	Product Code	Serial Number	Tech ID	Number of Visits as Defined by Manufacturer
IU22 Ultrasound System	795050	BOG0TN		1 visit every 12 months



4. Details pages explained

• **Documents** relating to cases associated with the contract such as:

- Customer Service Reports (CSR)/Action Notification Report (ANR)
- Test and Inspection Results
- Quotations (Time and Material)
- Bench Forms (when active for your country)

By default, you will see documents associated with cases completed in the last 60 days.. You can change the filter criteria by expanding the 'Select Document Filter Criteria'-section.

Buttons:

- Contract Inquiry* allows you to send an inquiry regarding a contract.

*The feature may not be available in your country.

Philips Customer Services Portal

Search:

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Calendar Change Requests Contact Us More

Contract Details Active

Contract: CON0794758 Service Plan: RightFit Value Service Agreement Start Date: 1/1/2024 Expiration Status: Expires in more than 90 days

Contract Header: CH-312602 Location: End Date: 31/12/2025

Coverage Details Cases Installed Products Documents

Response Time and Service Windows

Response Times by Priority	Initial [Hrs]	Onsite [Hrs]
1-Critical Need	2.00	8.00
2-System Down	2.00	8.00
3-System Restricted	2.00	8.00
4-Intermittent Problem	2.00	8.00

Included Service and Spare Parts

Included Service	Coverage (%)
Accidental Damage	50
Bench Repair	100
Incident Work Time	100
Overtime preferred rate HW	100
Overtime preferred rate SW	100
Overtime preferred rate travel	100
Predictive / Preventative Work Time	100
Remote	100
Remote Service	100
Software Support	100
Software Updates Onsite	100

Included Parts	Coverage (%)	Accidental Damage (%)
010 - Normal spareparts	100	-
050 - Monitors	100	-
070 - Transducers, Standard	50	50
071 - Transducers, Special	50	50
074 - Transducers, Static	100	-
220 - Software updates	100	-
250 - Replaceable product	100	-

Parts Delivery Time

Next bus. day delivery time

4. Details pages explained

4.6 Warranty details page

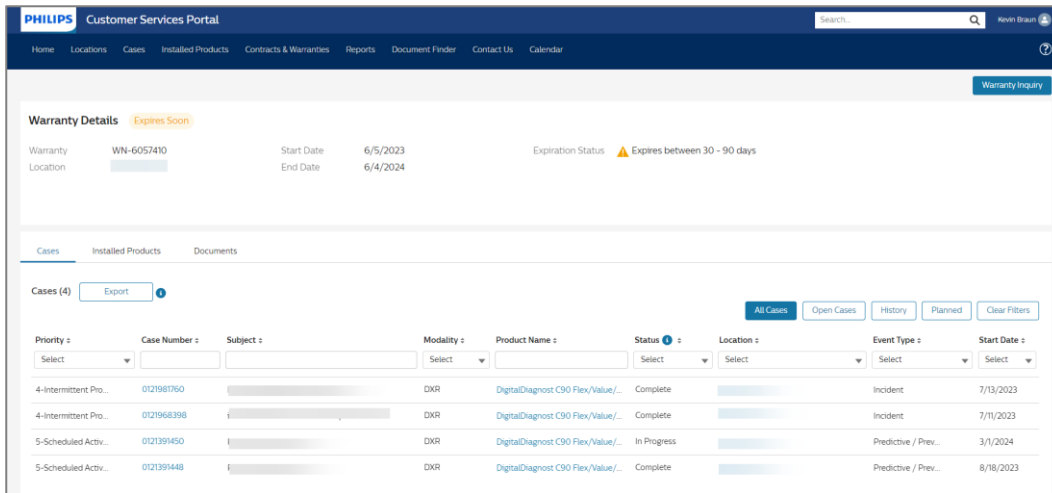
The warranty details page shows:

- **Warranty** - Philips warranty number
- **Start and End Date** of the warranty
- **Location** name associated with the Installed Products covered by a given warranty.

Moreover, you may also see the following tabs:

- **Cases** covered by the warranty
- **Installed Products** covered by the warranty
- **Documents related to the Installed Product** covered by the warranty such as:
 - Customer Service Reports (CSR)/Action Notification Report (ANR) - Engineer's summary of the service performed.
 - Test and Inspection Results - Predictive Maintenance specific report based on the feedback from the Engineer.

By default, you will see documents associated with cases completed in the last 60 days. You can change the filter criteria by expanding the 'Select Document Filter Criteria' section.



Warranty Details Expires Soon

Warranty: WN-6057410
 Start Date: 6/5/2023
 End Date: 6/4/2024
 Expiration Status: ⚠ Expires between 30 - 90 days

Cases | Installed Products | Documents

Cases (4) Export

All Cases Open Cases History Planned Clear Filters

Priority	Case Number	Subject	Modality	Product Name	Status	Location	Event Type	Start Date
4-Intermittent Pro...	0121981760		DKR	DigitalDiagnost C90 Flex/Value/...	Complete		Incident	7/13/2023
4-Intermittent Pro...	0121968398		DKR	DigitalDiagnost C90 Flex/Value/...	Complete		Incident	7/11/2023
5-Scheduled Activ...	0121391450		DKR	DigitalDiagnost C90 Flex/Value/...	In Progress		Predictive / Prev...	3/1/2024
5-Scheduled Activ...	0121391448		DKR	DigitalDiagnost C90 Flex/Value/...	Complete		Predictive / Prev...	8/18/2023

4. Details pages explained

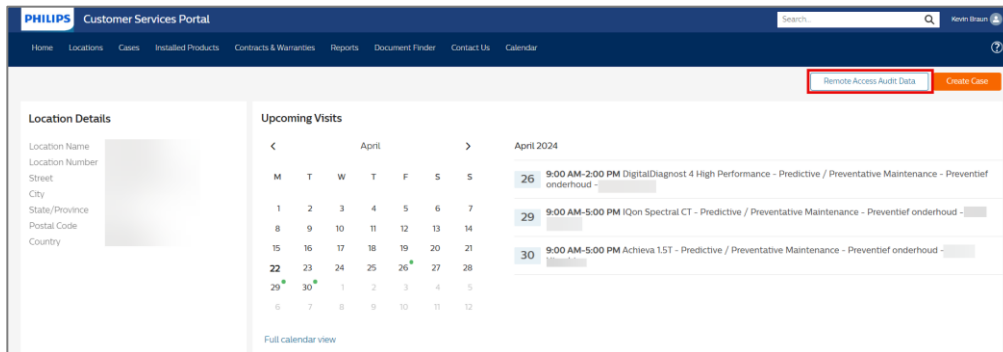
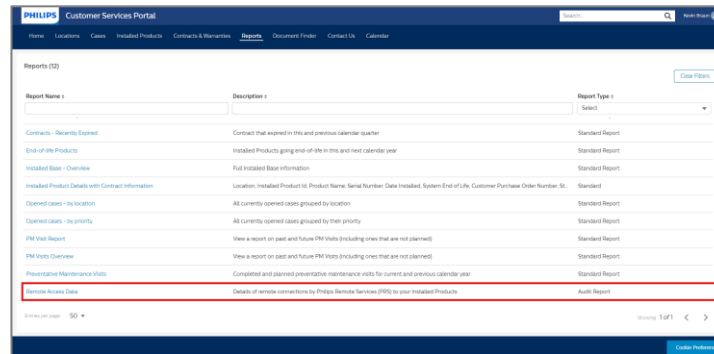
4.7 Remote Access Audit Data

Allow you to view details when Philips remotely connected to any of the Products at the Location.

You can view Remote Access audit Data directly by clicking on Remote Access

Data from:

- Go to **Reports** from top menu
- Reporting can be done by either IP number or Location name. Up to 5 IPs/ Locations can be checked at once.
- **Location Details page** - Max of 90 days records will be displayed per period.



4. Details pages explained

You will have access to the following information of the Installed Product:

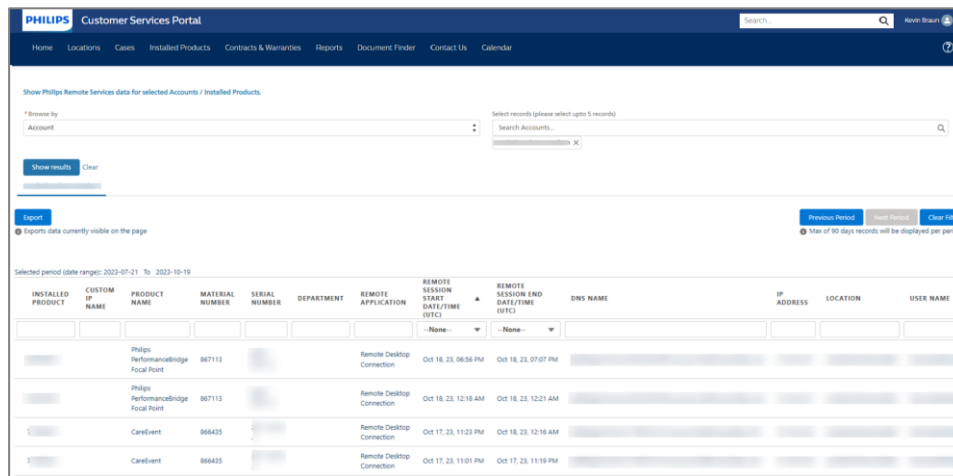
- **Installed Product Number**
- **Custom IP Name** (when available)
- **Product Name**
- **Material Number**
- **Serial Number**
- **Department** (when available)

You will have access to the following information of the connection:

- **Remote Application** - name of the application used during the remote connection
- **Date and Time** when Remote Session Start and End. Date and time stamps are in UTC/GMT (may not be local or user time zone)
- **DNS Name*** - Domain Name System
- **IP Address**
- **Location**
- **User name**** - user name of the user who connected remotely

*Depending on country DNS Name and/or Location may not be visible

** Username may not be available in all countries due to privacy regulations



The screenshot shows the Philips Customer Services Portal interface. At the top, there's a navigation bar with links like Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, Contact Us, and Calendar. Below this, there's a search bar and a section for 'Show Philips Remote Services data for selected Accounts / Installed Products'. A table is displayed with columns for Installed Product, Custom IP Name, Product Name, Material Number, Serial Number, Department, Remote Application, Remote Session Start Date/Time (UTC), Remote Session End Date/Time (UTC), DNS Name, IP Address, Location, and User Name. The table contains four rows of data, each representing a remote session. The 'Export' button is visible at the top left of the table area.

INSTALLED PRODUCT	CUSTOM IP NAME	PRODUCT NAME	MATERIAL NUMBER	SERIAL NUMBER	DEPARTMENT	REMOTE APPLICATION	REMOTE SESSION START DATE/TIME (UTC)	REMOTE SESSION END DATE/TIME (UTC)	DNS NAME	IP ADDRESS	LOCATION	USER NAME
		Philips Performancebridge Focal Point	867113			Remote Desktop Connection	Oct 18, 23, 08:56 PM	Oct 18, 23, 07:07 PM				
		Philips Performancebridge Focal Point	867113			Remote Desktop Connection	Oct 18, 23, 12:16 AM	Oct 18, 23, 12:21 AM				
		Carevent	866435			Remote Desktop Connection	Oct 17, 23, 11:23 PM	Oct 18, 23, 12:16 AM				
		Carevent	866435			Remote Desktop Connection	Oct 17, 23, 11:01 PM	Oct 17, 23, 11:19 PM				

Export button - allows you to export Remote Access Audit Data to CSV formatted file.

If there is no data for the system or if there is a different type of issue you will be informed about it:

- No Remote services report for the selected Account/IP
- Connectivity issue. Please retry again later. If the problem persists, please contact your Philips for support ('Contact Us' tab in navigation menu).



5. Create Case



5. Create Case

Creating a case

The ability to request technical or clinical support on your own terms is one of the most popular features in the portal. That said, not everyone has the permission to request support.

How to request support

You can request support from the:

- 1 Home Page
- 2 Location Details Page
- 3 Installed Product Details Page

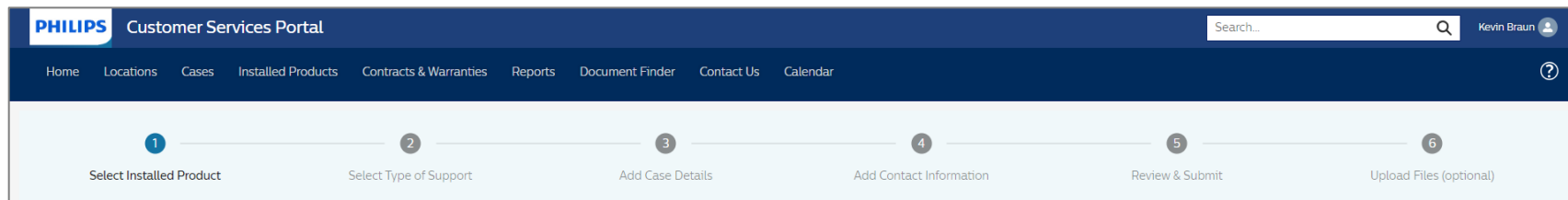
The screenshots illustrate the 'Create Case' button's placement in the Philips Customer Services Portal:

- Screenshot 1 (Home Page):** The 'Create Case' button is located in the top right corner of the main content area, next to the 'Fleet Health Overview' section.
- Screenshot 2 (Location Details Page):** The 'Create Case' button is located in the top right corner of the main content area, next to the 'Upcoming Visits' section.
- Screenshot 3 (Installed Product Details Page):** The 'Create Case' button is located in the top right corner of the main content area, next to the 'Generate EOL Mail' button.

The bottom screenshot also displays a table of cases:

Priority	Case Number	Subject	Modality	Product Name	Status	Location	Event Type	Start Date
5-Scheduled Acti...	020963548	Leisraining tpiens PM	DR	Allura Xper FD20 Biplane	In Progress		Supplementary S...	12/30/2022
5-Scheduled Acti...	020963072	Preventat' underhou	DR	Allura Xper FD20 Biplane	In Progress		Predictive / Prev...	10/24/2023

5. Create Case



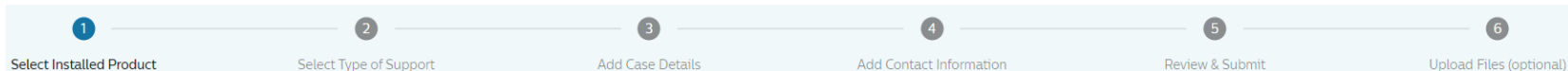
Regardless of the type of support you request, the creation of a case will practically follow the same steps:

- Select Installed Product
- Select Type of Support
- Add Case Details
 - Provide defect details (when requesting a bench repair or requesting parts ID/parts quote for a defect device)
- Add Contact Information
- Review & Submit
- Upload Files (optional)

Note: Files can only be uploaded once the case has been created.



5. Create Case



5.1 Select Installed Product

- Clicking the 'Create Case'-button on an installed product details page assumes that the case must be created 'against' that installed product.
- When clicking the 'Create Case'-button on the home page or a location details page, first step will be to select the installed product 'against' which the case has to be created.
- Upon selecting the installed product **1**, click 'Next' **2** to proceed.

PHILIPS Customer Services Portal

Search [] Help []

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Contact Us Calendar

1 Select Installed Product 2 Select Type of Support 3 Add Case Details 4 Add Contact Information 5 Review & Submit 6 Upload Files (optional)

Select Installed Product
Select the installed product you need assistance with
Currently Selected Installed Product: 73964262, Ingenia 1.5T

Alt Favorites Clear Filters

Installed Product #	Product Name	Customer IP Name	Serial #	Tech ID	Customer Inventory #	Modality	Location	Coverage Status
51532206	Ingenia 1.5T	Bv	/MR9	41001	NZM56	MR		✓
57929143	Ingenia 1.5T	Dv		41301	NZM77	MR		✗
63360194	Ingenia 3.0T	Bv	4R22	7766	NZM89	MR		✓
63360196	Ingenia 3.0T	Bv	3/M54	71375	NZM87	MR		✓
63705481	Ingenia 1.5T	MR		70285	NZM91	MR	BAQ-MR-003	✓
64777950	Ingenia 1.5T	Bv	VE20	70257	NZM90	MR		✓
68054297	Ingenia 3.0T CX	Bv	MC	78008	NZM88	MR		✓
7151	Ingenia 1.5T	Bv	4R31	84370	NZM128	MR	m	✓
71502	Ingenia Elition X	Bv	MR30	49008	NZM127	MR	m	✓
76322714	Ingenia Elition X	Bv	A/MR5	49036	NZM132	MR		✓
78322664	Ingenia 1.5T	Bv	ET-MR1	84733	NZM138	MR		✓
4087538101	Invenia Elition X	MR		455815	NZM171	MR		✓

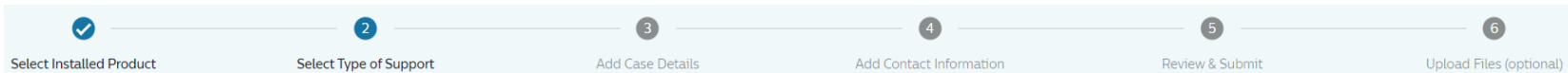
Showing 10 of 50

Cancel **Next** **2**

PHILIPS
Inventor | Reliability | Privacy policy | Terms of use
© Koninklijke Philips N.V. 2024. All rights reserved.

Custom Preferences

5. Create Case



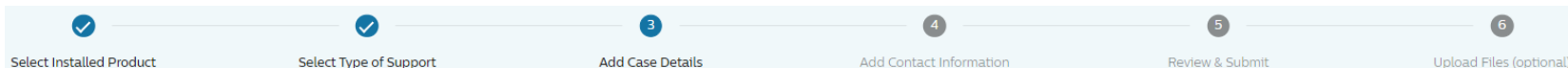
5.2 Select Type of Support - The Select Type of support page offers several options to choose from

- Technical - Malfunction, error, damage or other deterioration in the performance of a product.
- Clinical Use - Guidance in the (clinical) use of a product (e.g. how to use certain functions).
- Parts ID/Parts Quote – Request parts identification and/or a parts quote.
- Bench Repair - Request bench repair of a product. Select “Technical” in case you are not sure whether bench repair applies to this products or is required to address the issue at hand.
- T&M Preventive Maintenance - Request a time and material covered preventative maintenance visit.
- Relocation of equipment. Examples: Moving a CT scanner from one room to another room.
- Removal/De-Installation - De-installation/removal/disposal of equipment.
- Other types support

‘Technical’ and ‘Clinical’ are available in all countries. The other options will vary per country.

Upon selecting the type of service ①, click ‘Next’ ② to proceed.

5. Create Case – Technical or Clinical Use



5.3a - Add Case Details, Technical or Clinical Use

Upon selecting 'Technical' or 'Clinical Use', please enter/select

- 1 Safety question is asked when you indicate that there is a problem with/in the use of a product.
- 2 Priority – Indicates the status of the product/frequency of the problem/priority of the request.
- 3 Case Reference – Reference number from your internal IT system.
- 4 Your purchase order number* - Purchase order number used to initiate service delivery.
- 5 Subject - 'Title' of the problem/request
- 6 Description - description of the problem/request
- 7 Patient Health Information** - Patient data supporting us to better/faster diagnose the problem.
- 8 Click 'Next' upon entering above details.

* Only for non-warranty/contract covered cases and not in all countries

** Upon creation of the case, this information can only be accessed by authorized personnel and will not be visible in the CS Portal.

PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Contact Us Calendar Change Requests More

Progress: 1. Select Installed Product, 2. Select Type of Support, 3. Add Case Details, 4. Add Contact Information, 5. Review & Submit, 6. Upload Files (optional)

Case Details

* Indicates a required field

To assist you better, please provide as much detail as possible about your issue or request. This information will be used by the service teams to route your request to right person to help you. **In order to receive service on cases created on products with no entitlement, please approve the quote you will receive via email from our quotes team.

Safety Question*
Was a patient or user harmed? ☐ Yes ☒ No **1**

Priority*
4-Intermittent Problem **2**

Case Description

Your Reference # **3**
RAD-20240418-001

Your Purchase Order # **4**
SM-0034523423

Subject* **5**
Patient table does not move into the magnet using the right control panel

Description* **6**
Sometimes the buttons on the right hand control panel don't appear to function... when pressing the release and 'move in' buttons, nothing happens

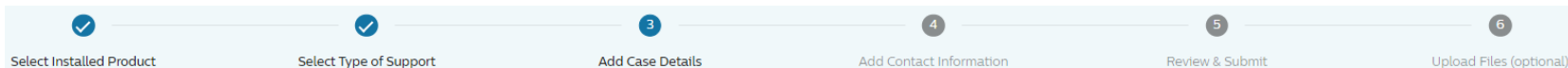
Patient Health Information **7**
Only use this 'Patient Health Information' field to share patient relevant information. Once entered, this information will not be visible in the CS portal. It will be only visible to authorized Philips Personnel.

Use this field only to enter patient health information. **8**

Back Cancel Next

Investor Relations | Privacy policy | Terms of use
© Koninklijke Philips N.V. 2024. All rights reserved. [Cookie preferences](#)

5. Create Case – Parts ID and ‘Parts ID & Parts Quote’



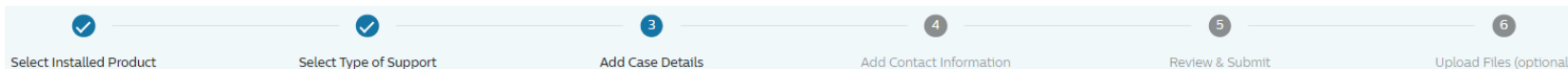
5.3b Add Case Details - Parts ID / Parts Quote

Upon selection of parts ID / Parts Quote, please enter/select

- 1 Whether your request is associated with a defect product or not
- 2 Type of support you request
 - Part(s) ID
 - Part(s) Quote
 - Part(s) ID & Part(s) Quote
- 3 Safety question is asked when you indicate that there is a problem with/in the use of a product.
- 4 Priority
- 5 Case Reference – Reference number from your internal IT system.
- 6 Description – of parts
 - 7 Click the ‘Add’-button to add descriptions of up to 4 parts
 - 8 Click the ‘Minus’-sign to remove a part description
- 9 When necessary, you can enter additional comments.

When you indicated that the request is associated with a defect product, you will be asked to provide defect details.

5. Create Case – Parts Quote



5.3c Add Case Details - Parts Quote (Only)

Upon selection of parts ID / Parts Quote, please enter/select

- 1 Whether your request is associated with a defect product or not
- 2 Type of support you request
 - Part(s) ID
 - Part(s) Quote
 - Part(s) ID & Part(s) Quote
- 3 Safety question is asked when you indicate that there is a problem with/in the use of a product.
- 4 Priority
- 5 Case Reference – Reference number from your internal IT system.
- Part numbers
 - 6 Enter the part number and quantity
 - 7 Click 'Search' to verify the part number
 - 8 Click the 'Add'-button to up to 4 parts
 - 9 Click the 'Minus'-sign to remove a part
 - 10 When necessary, you can enter additional comments.

When you indicated that the request is associated with a defect product, you will be asked to provide defect details.

PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Calendar Change Requests Contact Us More

Progress: 1. Select Installed Product, 2. Select Type of Support, 3. Add Case Details, 4. Add Contact Information, 5. Review & Submit, 6. Upload Files (optional)

Case Details
 * Indicates a required field
 To assist you better, please provide as much detail as possible about your issue or request. This information will be used by the service teams to route your request to right person to help you. **In order to receive service on cases created on products with no entitlement, please approve the quote you will receive via email from our quotes team.

Parts Information and Requests*
 Is your request associated with a defect product? ☒ Yes ☐ No

☐ Part(s) ID - You are looking for a part number
☒ Part(s) Quote - You are looking for a parts price (you already know the part number)
☐ Part(s) ID & Part(s) Quote - You are looking for a part number and its price

Safety Question*
 Was a patient or user harmed? ☐ Yes ☒ No

Priority*
 3-System Restricted

Case Description
 Your Reference No.
 Max 20 Characters
 The following characters are not accepted: *

Subject*
 Parts price request via CS Portal

Part Number	Part Quantity	Part Description	Legacy Part Number	Material Type	Repair Indicator
4535854303	1	Horizontal Control Panel FRU	-	000 - Normal spareparts	Repairable

12 digit number Search

Additional Comment
 Add any additional comments pertaining to your request.

5. Create Case – Bench Repair

5.3d Add Case Details – Bench Repair

Upon selection of parts ID / Parts Quote, please enter/select the same information as when selecting ‘Technical’.

- Differences between requesting a ‘Bench Repair’ and raising a case to report a technical issue are;
 - When selecting ‘Bench Repair’ the portal will check if a bench form is available for the selected product. If not, the portal will suggest to use the ‘report technical issue’ option.
 - Once the case has been created, a window will pop-up through which you can correct/enter information for the Bench form and generated it. The form is saved in the CS Portal and made available to you as a PDF file allowing you to print it, sign it and add it to the shipment of the product to our bench repair facility.
 - ‘Bench Repair’ cases are **not** monitored by our Remote Engineers.

Notes:

- As ‘Bench Repair’ cases are not monitored by our Remote Engineers we kindly ask that you do not select this type of support if you (also) require support from a Remote Engineer.
- When required a (new) form can be generated via the case details page.

PHILIPS

US Bench Repair form – all HPM products except MX40 and Halters

Please Follow the instructions below and include a printed copy of this form with your device that you are shipping to the Philips US Customer Repair & Service Center. If you have any follow up questions, please contact the Philips Healthcare Customer Care Solution Center at: 1-800-722-9377. You may also see any updates to your bench repair case on the Philips Customer Services Portal: www.philips.com/customer-services-portal. Philips will cover the repair work with a 90-day warranty.

- Submit a completed form for each device requiring service.
- Do not ship any accessories unless requested by a Philips Agent.
- Please provide all the information requested below in order to expedite the repair, return and invoicing process. Failure to do so will delay the repair of your device until Philips receives this information.
- If your repair is billable, a Purchase Order made payable to Philips Healthcare must be provided in order to repair your device.
- Please remember to sign and date this form.

1. Ship product and completed form to the Repair Center Address:

Philips Healthcare

Attn: [Redacted]

6 [Redacted]

1 [Redacted]

2. Please note the following below and save a copy for your records:

Case Number: 0122523549	Product Code: 453564262511
Software Version #: B.06.59	Serial #: US09686151
Options: M02 Add Impedance Respiration 1,S02 Fast SpO2 Enabled (S02) 1,C01 Enhanced Arrhythmia (C01) 1,C03 Vitals Trend (C03) 1,J46 Short Range Radio (J46) 1	Installed Product #: 70175037
Account Name: [Redacted]	Customer Contact: Theresa Dolbert
Email Address: therese.dolbert@customer.com	Phone: 5072668121
Contract/Warranty Number:	Customer PO #: Cust PO 1234

3. Return repaired device to THIS address:

Facility Name: [Redacted]	Contact Name: Theresa Dolbert
Street: 221 4th Ave SW	City: ROCHESTER

Page 1





5. Create Case - Requesting Time and Material Preventive Maintenance Visit

5.3e - Add Case Details - T&M Preventive Maintenance

Upon selecting 'T&M Preventive Maintenance' (not covered by a contract or warranty) please enter/select;

- 1 Your Reference – Reference number from your internal IT system.
- 2 Your purchase order number
- 3 Requested start date
- 4 Requested start time
- 5 When necessary, you can enter additional comments.

Notes:

- Finally agreed upon date and time of visit will depend on acceptance of quotation as well as availability of an engineer.
- Select date and time are in time zone of the location of the product.

Case Details

*** Indicates a required field**

To assist you better, please provide as much detail as possible about your issue or request. This information will be used by the service teams to route your request to right with no entitlement, please approve the quote you will receive via email from our quotes team.

Case Description

Your Reference # 1

Max 20 Characters

1

The following characters are not accepted: ""

Your Purchase Order # 2

Max 35 Characters

2

Service Priority 1

5-Scheduled Activity

Subject

Customer Requested Preventative Maintenance.

Preventative Maintenance (PM) Details

Most recent PM date No PM performed

PM Frequency Not defined

Date & Time Request for PM

Please select request start date and time based on the time zone of the installed product's location: Europe/Paris

Note: Actual start date and time will depend on acceptance of quote and engineer availability.

Select Date *

May 11, 2024 3

Select Time *

8:00 AM 4

Additional Comment

Add any additional comments for the respective T & M Preventative Maintenance request.

5

800 characters remaining



5. Create Case - Requesting Time and Material Preventive Maintenance Visit

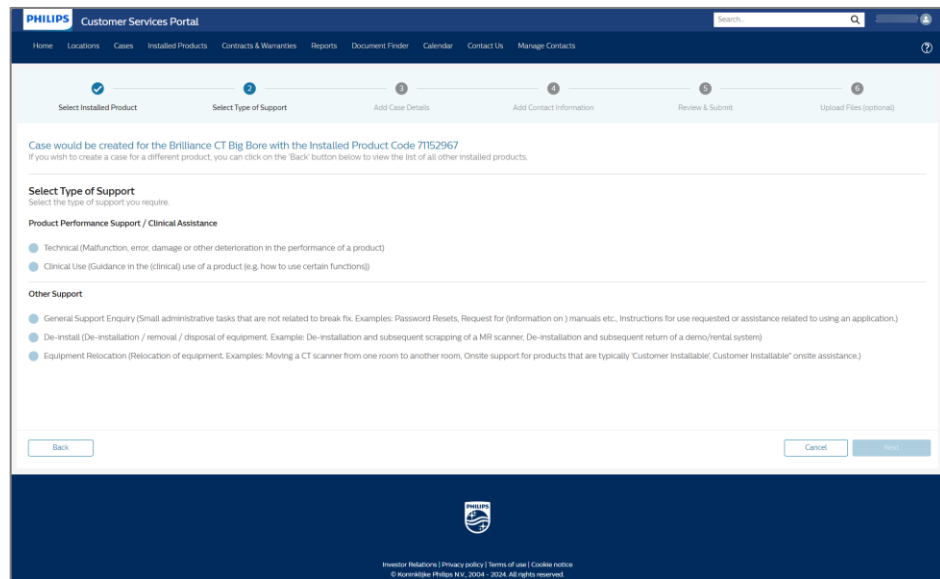
5.3f - Add Case Details – Other services

Next to the already described services, the portal also offers additional services that can be requested. These services may depend per country and can include;

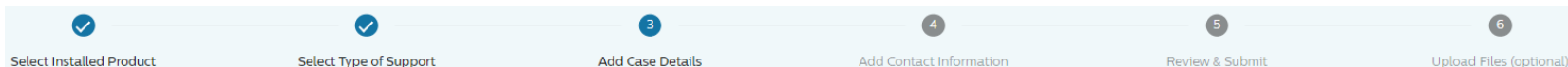
- General Support Enquiry (updates of configurations, (non-Portal) password resets, inquiries on IFUs....)
- Relocation of equipment
- Removal / De-Installation of equipment

The process to raise these requests is the same as raising a case for technical or clinical support. Differences are;

- No need to answer the safety question ("Was a patient or user harmed?")
- Different priorities (High, Medium and Low)
- Unable to add Patient Health Information



5. Create Case – Provide defect details



5.3g - Add Case Details – Provide defect details

To meet our regulatory post market surveillance obligations, you will be asked to provide details on the defect when you requested a;

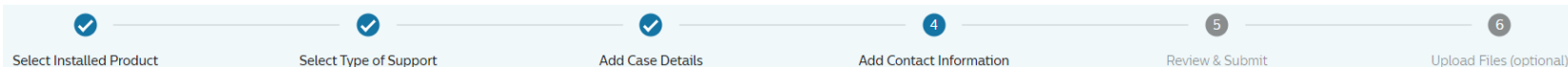
- bench repair -or-
- parts identification and/or parts quote for a defect device.

This, as the downstream processes do not foresee direct interaction between the healthcare provider and our engineers.

Unless you refuse to provide the required details, you are asked to provide the following information;

- 1 Your role (your role will be based on the role set in your user profile. You can change the role by updating on this page or via the user menu (my profile).
- 2 Impact to patient
- 3 Impact to user
- 4 When problem occurred for the first time
- 5 Frequency of the problem occurring
- 6 Use of the product when the problem occurred
- 7 Expected vs actual behavior
- 8 Confirmation of the software version

5. Create Case



5.4 Add contact Information – On this page you are asked to provide details on the contact person as well as others that may need to be informed.

- 1 You can select another contact than yourself
- 2 You must enter/confirm a call back number
- 3 You can select up to three other persons that will receive a mail upon creation and completion of the case

The CS Portal will only list contacts with as your email domain. In case you need to view contacts with other domains, this can be requested via the 'Contact Us'-button.

PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contacts & Warranties Reports Document Finder Contact Us Calendar

Progress bar: 1. Select Installed Product, 2. Select Type of Support, 3. Add Case Details, 4. Add Contact Information, 5. Review & Submit, 6. Upload Files (optional)

Contact Information

Contact Name: Arvin Broun | Email: arvin.broun@philips.com | Phone: (012) 345-6789

Change Contact (1)

Callback Number*

Please provide your Callback number below, so that our Philips Support Team can reach you.

Callback Number*: (012) 345-6789 (2) Same as Phone

If the Callback number is same as the above mentioned phone number, then you can select Same as Phone checkbox.

Additional Contacts Information

You can select up to 3 contacts to be notified of case creation and closure.

Manage Additional Contacts (3)

Back Cancel Next

Investor Relations | Privacy policy | Terms of use
© Koninklijke Philips N.V., 2004 - 2004. All rights reserved. [Cookie Preferences](#)

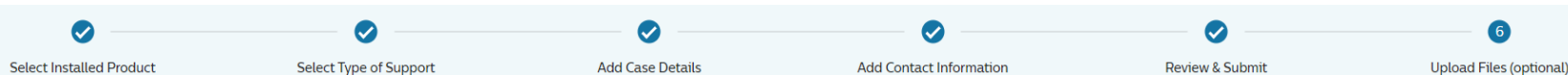
5. Create Case



5.5 Review & Submit - This page allows you to review the information you entered before submitting it and create the case.

Upon review of the data, click 'Submit' **1** to create the case

5. Create Case



5.6 Upload Files (optional) - Upon creation of the case, a case confirmation message will appear. This message also contains a button you can click to upload files that will expedite diagnosis/resolution of the problem.

To upload files, accept the terms and conditions **1**. Once done, you can drop files in the 'drop files'-area **2** or click 'upload Files' **3** in order to select the files from your computer.

Once uploaded, the list of uploaded files will be displayed underneath the 'drop files'-area **4**.

PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Contact Us Calendar

Select Installed Product Select Type of Support Add Case Details Add Contact Information Review & Submit Upload Files (optional)

Your case has been successfully created. The case # is 012567777

Case Summary

Case Number	012567777	Priority	4-Intermittent Problem
Event Type	Incident	Start Date	5/2/2024
Subject	Patient table does not move into the magnet using right hand control panel		

Upload Files **1** Maximum Files upload limit: 20MB
Enrich your service request by uploading photos, files or audio videos.
2 Accept Terms & Conditions for Uploading Documents to Customer Services Portal.
Click here to view Terms & Conditions

3 Upload Files

Philips Service regular Business Hours are 24 hours 7 days a week

Close

PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Contact Us Calendar

Select Installed Product Select Type of Support Add Case Details Add Contact Information Review & Submit Upload Files (optional)

Your case has been successfully created. The case # is 012567777

Case Summary

Case Number	012567777	Priority	4-Intermittent Problem
Event Type	Incident	Start Date	5/2/2024
Subject	Patient table does not move into the magnet using right hand control panel		

Upload Files **1** Maximum Files upload limit: 20MB
Enrich your service request by uploading photos, files or audio videos.
2 Accept Terms & Conditions for Uploading Documents to Customer Services Portal.
Click here to view Terms & Conditions

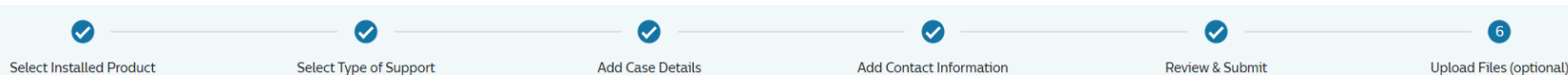
3 Upload Files

Philips Service regular Business Hours are 24 hours 7 days a week

Close



5. Create Case



5.7 Self Help (optional) – When enabled for your country and type of product, the CS Portal will, upon submitting the details to create the case (requesting technical or clinical support), present knowledge articles that may allow you to resolve the problem yourself. The same articles are available on the case details page (until the case status reaches the ‘completed’ status).

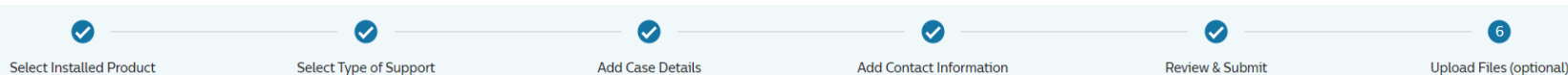
In the case creation process, a pop-up will appear listing the articles of possible interest as well as asking whether you’d like to;

- 1 Continue with Service Delivery by Philips
- 2 Yes (Try self help)

When selecting ‘Continue with Service Delivery by Philips’ the case creation confirmation page will appear and our service delivery process will start.

The screenshot shows the Philips Customer Services Portal interface. A pop-up dialog titled "Do you want to try self help?" is displayed over the "Review & Submit" step. The dialog contains the text: "Based on the input you provided, we have found set of knowledge articles which might help you to resolve the problem." Below this, there are two buttons: "Continue with Service Delivery by Philips" (marked with a red circle 1) and "Yes" (marked with a red circle 2). The background shows the case details form with fields for Product Name, Product Code, and Serial Number.

5. Create Case



When selecting 'Yes' (Try self help) the case creation confirmation page will appear as well show the portal will show the links to mentioned articles. Articles that have a relevance with respect to the subject of case are marked 'Relevant' 1.

Via the 'Continue with Service Delivery by Philips'-button 2 you can indicate that you're unable to solve the problem yourself and do need support from Philips (upon which our staff will be notified and our service delivery process will start) and via the 'Problem Solved'-button 3 you can indicate that the case can be closed after you kindly provided the following details:

- Which articles(s) you consulted to address the problem
- Which articles(s) contain the information allowing you to fix the problem
- How the problem was resolved
- If parts were used and if so, which parts
- Details on the 'setting' under which the initial problem was reported.

Notes:

- After 24 hours (without any input) we assume that you were not able to resolve the problem and will reach out to you.
- The articles and 'Continue with Service Delivery by Philips'- and 'Problem Solved'-buttons are also available on the case details page (until the case status reaches 'completed')

PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Calendar Change Requests Contact Us More

Search

Try Self Help

1 2 3 4 5 6

Select Installed Product Select Type of Support Add Case Details Add Contact Information Review & Submit Upload Files (optional)

Your case has been successfully created. The case # is 0125181643

Case Summary

Case Number	0125181643	Priority	4-Intermittent Problem	Product Name	IntelSpace Portal Solutions
Event Type	Incident	Start Date	4/7/2025	Customer Contact	Test CSP User NAM
Subject	test 2 - Critical	PH Data	-	Coverage Status	✓

Upload Files Maximum File Upload Limit: 20MB
Enrich your service request by uploading photos, files or audio videos.
Accept Terms & Conditions for Uploading Documents to Customer Services Portal.
Click here to view Terms and Conditions.

[Upload Files](#) or drag files

Self Help
Helps to resolve the problem

[Clear Search](#)

1 [Relevant](#)

2 [Continue with Service Delivery by Philips](#)

3 [Problem Solved](#)

Published Date - Mar 03, 2025
Published Date - Mar 17, 2025
Published Date - Mar 10, 2025
Published Date - Mar 05, 2025
Published Date - Mar 05, 2025
Published Date - Mar 03, 2025
Published Date - Dec 14, 2022

Philips Service regular Business Hours are 24 hours / 7 days a week.

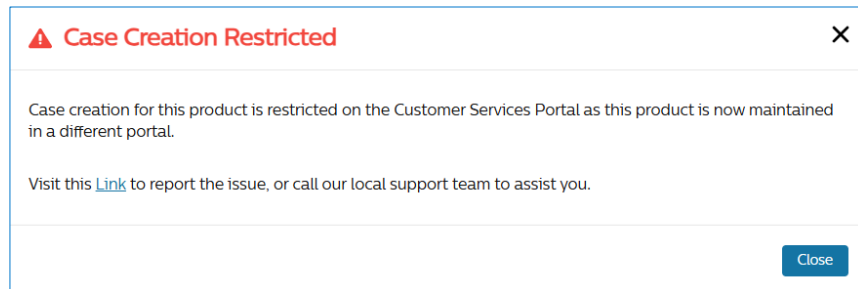
[Close](#)

IntelSpace Portal Solutions
© Koninklijke Philips N.V. 2004 - 2025. All rights reserved.

5. Create Case

5.8 Unable to Create Case – Under certain conditions, the CS Portal does not allow cases to be created. These are;

1. Installed product is tagged to be supported by a third party. In this situation, the 'Create Case' button does not show on the installed product page. Also, when creating a case from the home page or a location detail page, these installed products will not appear in the list of installed product.
2. Installed product is supported by another Philips entity. In this situation, a pop-up message will appear upon clicking the case creation button on an installed product details page and/or upon selecting an installed product after when initiating the case creation from the home page or a location detail page.



6. Review/Update a Service Case

6. Review/Update a Service Case

For cases (any event type) with status shown as 'New' or 'In Progress' you can add additional comments from the Case Details page to communicate the latest information quickly to your Philips support team. You can also add attachments to the case.

6.1 Review/Update a case (+Upload File)

Once you have located the case you wish to update, you can add information and/or file. Simply click the **'Add Info/File'** button. **1**

- 2** Select **'Type of information'** from the drop-down list to which the information/request pertains.
- 3** Add as much detail as possible regarding the issue to ensure a quick resolution.
- 4** You have additional options to add:
 - File/attachment
 - Patient Health Information. Do this only if it will help in the troubleshooting process. Information entered in this field will only be visible to authorized Philips personnel.
- 5** Click **'Upload File'** button to add attachment(s).

6. Review/Update a Service Case

Select one or more files from your computer to be uploaded

Upload Files

	00121846610_English_Quote_Q-0105449...		✓
	0310818574-AM80983720 (1).pdf		✓
	0310818574-AM80983720.pdf		✓

3 of 3 files uploaded

6

Done

6 Once selected click the 'Done' button

Example of how an attachment appears on the Case Details screen in the Case Tracking tab:

PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contacts & Warranties Reports Document Finder Contact Us Calendar

Case 0122565856 [New](#)

Case Number: 0122565856
Event Type: Incident
Priority: 3-System Restricted
Start Date: 4/26/2024
Status: New
Your Reference: L400-20210010-4087 [Link](#)
Subject: Couch brake does not release
Description: When using the left side handle of the couch the brake of patient table does not release.

PH Data: Available
Customer Contact: [View](#)
Coverage: CONUS30013

Associated Installed Product [Partial Down / Suffering Intermittent Problems](#)

92373999 | Spectral CT [View IP details page](#)

Product Name: Spectral CT
Installed Product: 92373999
Status: Partial Down / Suffering Intermittent Problems
Modality: CT
Product Code: Z88333
Serial Number: 10023
Tech ID: N2C34
UCI: 01P08848380111/200023

Customer IP Name: [View](#)
Location: [View](#)
System End of Life: 12/31/2031
End of Support: EOS Date to be Determined

Case Tracking [Uploaded Files](#) [Expand All](#) [Collapse All](#) [Add Info / File](#)

File Uploaded by CS Portal User 4/26/2024, 4:42 PM

Information/Request Type: Technical Information
File Name: Broken Part Tag
Broken Part Tag
Comments: Pictures of broken parts.

Case Opened 4/26/2024, 3:04 PM

Investor Relations | Privacy Policy | Terms of Use
© 2024 Philips N.V. 2024. All rights reserved.

NOTE: The system will accept avi, csv, doc, docx, hevc, jpeg, jpg, log, mo, mp4, pdf, png, ppt, pptx, qt, txt, wmv, xls, xlsx files with a maximum file size of 20MB.

6. Review/Update a Service Case

6.2 Case Tracking

The Case Tracking tab on Case Details page allows you to view information about the status of the incident case. The current status, actions taken in the past and further steps are displayed chronologically, the most recent items on top. Here you can find insight on:

- Remote Intervention
- Dispatch of Engineer
- Onsite Intervention
- Bench Repair
- Parts Order
- T&M Quotations
- Files added by CS Portal user via CS Portal
- Comments added by CS Portal user via CS Portal

Track the status of your parts orders

If a part is ordered (to be installed by yourself, not a Philips Engineer), you will see this information in the Case Tracking tab. You will be able to track the status and information of the ordered part. When the part is sent, the tracking URL will be automatically added. This allows you to track your delivery.

Case Tracking Labor Parts Service Summary									
Case Completed 10/10/2023, 2:00 PM									
Parts Ordered 10/9/2023, 7:53 AM									
Quantity	Part Number	Part Description	Status	Estimated Delivery Date	Serial Number Shipped	Shipped On	Carrier	Tracking Number	Shipping Instructions
1	453564329551	KIT, HE PROBE W/CLIPS	Shipped	10/10/2023	CN2536795	10/9/2023	UPS	1Z4109SF6652944492	// 064699504 // NZM128 Techn Cluster
Remote Service Intervention 10/6/2023, 2:30 PM									

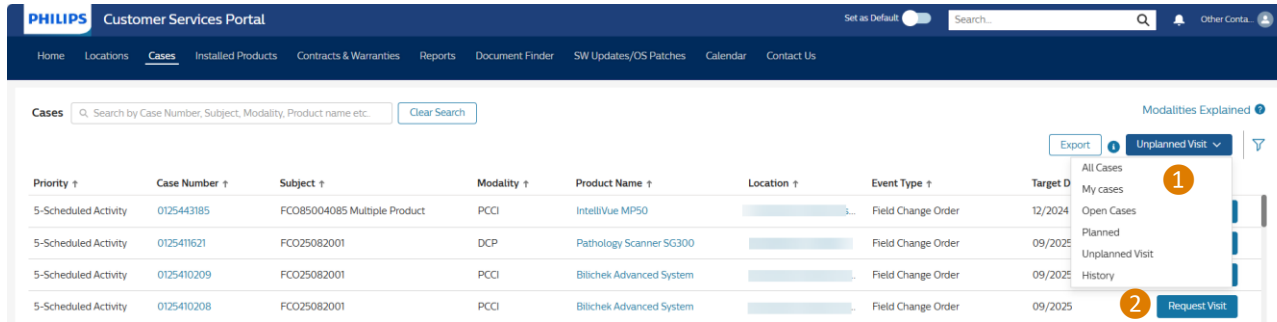
Case Tracking Labor Parts Documents Service Summary	
Case Completed 10/9/2023, 6:00 PM	
Onsite Service Intervention 10/9/2023, 9:30 AM	
Completed	10/9/2023, 4:30 PM
Type	Technical Service
Engineer	
Resolution	controller on power supply was replaced
Outcome	The system meets the specification for the performed service and is returned to use as of 10/9/2023, 3:30 PM
	No further action is required
Engineer Dispatch 10/6/2023, 12:00 PM	
An engineer has been dispatched to arrive on your site at 10/9/2023, 8:30 AM	

7. Request a contract/warranty PM/FCO Visit

7. Request a contract/warranty PM/FCO Visit

The CS Portal offers two ways to request a visit (to be planned) for cases of type 'Predictive/Preventative Maintenance' and 'Field Change Order'.

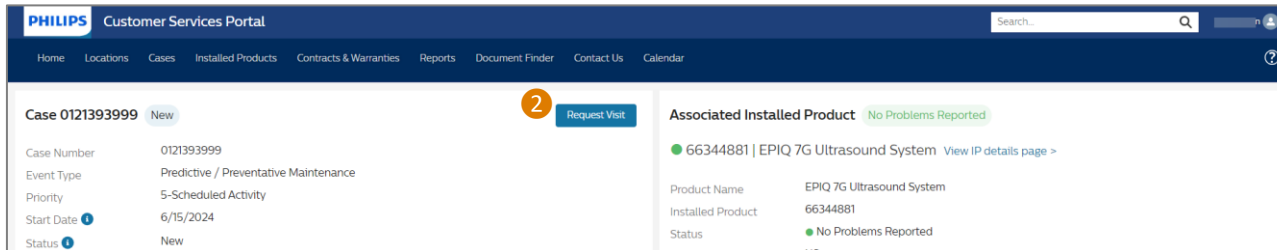
From a case list which has been filtered **1** to show 'Unplanned Visits' (all preventative maintenance and FCO cases for which no visits have been planned yet)



The screenshot shows the Philips Customer Services Portal interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, SW Updates/OS Patches, Calendar, and Contact Us. A search bar is located on the right. Below the navigation bar, there is a section for 'Cases' with a search input and a 'Clear Search' button. A table of cases is displayed with columns: Priority, Case Number, Subject, Modality, Product Name, Location, Event Type, and Target Date. The table contains four rows of data. To the right of the table, there is a dropdown menu for 'Modalities Explained' with options: All Cases, My cases, Open Cases, Planned, Unplanned Visit, and History. The 'Unplanned Visit' option is selected and highlighted with a red circle labeled '1'. Below the table, there is a 'Request Visit' button highlighted with a red circle labeled '2'.

Priority	Case Number	Subject	Modality	Product Name	Location	Event Type	Target Date
5-Scheduled Activity	0125443185	FCO85004085 Multiple Product	PCCI	IntelliVue MP50		Field Change Order	12/2024
5-Scheduled Activity	0125411621	FCO25082001	DCP	Pathology Scanner SG300		Field Change Order	09/2025
5-Scheduled Activity	0125410209	FCO25082001	PCCI	Blichek Advanced System		Field Change Order	09/2025
5-Scheduled Activity	0125410208	FCO25082001	PCCI	Blichek Advanced System		Field Change Order	09/2025

From a case details page (of a preventative maintenance/FCO case for which no visits have been planned yet)



The screenshot shows the Philips Customer Services Portal interface for a specific case. The top navigation bar is the same as in the previous screenshot. Below the navigation bar, there is a section for 'Case 0121393999' with a 'New' status and a 'Request Visit' button highlighted with a red circle labeled '2'. The case details are displayed in a table with columns: Case Number, Event Type, Priority, Start Date, and Status. The details are: Case Number 0121393999, Event Type Predictive / Preventative Maintenance, Priority 5-Scheduled Activity, Start Date 6/15/2024, and Status New. To the right of the case details, there is a section for 'Associated Installed Product' with a status of 'No Problems Reported'. Below this, there is a table with columns: Product Name, Installed Product, and Status. The details are: Product Name EPIQ 7G Ultrasound System, Installed Product 66344881, and Status No Problems Reported.

Case Number	Event Type	Priority	Start Date	Status
0121393999	Predictive / Preventative Maintenance	5-Scheduled Activity	6/15/2024	New

Product Name	Installed Product	Status
EPIQ 7G Ultrasound System	66344881	No Problems Reported

In either view, click the 'Request Visit'-button **2** to start the request process.



7. Request a contract/warranty PM/FCO Visit

Provide details on when you would like the visit to occur.

- 3 Select date
- 4 Select time
- 5 Add additional comments (if necessary)
- 6 Click 'Submit'

Notes:

- When submitting a request, validation checks (see below) will be applied.
- Ability to meet your request will depend on various factors including Engineer and parts/tools availability.
- 'Grace Period' is period in which the PM activities must be completed.
- In case your computer time zone differs from the location time zone, you will be asked to state the request start time in the comments section.

Request Visit

Select Date & Time for Engineer Visit

Available Date and Timeslots will depend on the applicable Service Window and will be confirmed by the Philips Planning Team.

Onsite Activities must be performed between May 2, 2024 and Jul 30, 2024. Please don't request a visit date at the end of this period

Expected Duration

2 hr(s)

*Select Date

3 May 30, 2024

*Select Time

4 9:00 AM

Service Window

Sunday

No Hours

Monday

8:30:00 AM To 5:30:00 PM

Tuesday

8:30:00 AM To 5:30:00 PM

Wednesday

8:30:00 AM To 5:30:00 PM

Thursday

8:30:00 AM To 5:30:00 PM

Friday

8:30:00 AM To 5:30:00 PM

Saturday

No Hours

Additional Comment

Please have the engineer report to Ms. Jones at reception upon arrival.

5

430 characters remaining

6

Cancel

Submit

Validation Checks Field Change Order Visits

Earliest start date	Not earlier than today + x days
Latest start date	Not later than 90 days prior to due date of FCO
Weekday	Regular working days
Start time	Not earlier than 8AM and not later than 5PM minus duration of visit

Validation Checks Predictive / Preventative Maintenance Visits

Earliest start date	Not earlier than today + x days and no earlier than start of 'grace period'
Latest start date	No later than end of 'grace period'
Weekday	As defined by service window
Start time	Not earlier and/or later than defined by service window (also taking duration of visit into account)



7. Request a contract/warranty PM/FCO Visit

Once submitted, a mail with the request details will be sent to your email address. Also, the details of the request will be made available on the case details page **1**.

PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Contact Us Calendar

Case 0121393999 New Request Visit

Case Number: 0121393999
 Event Type: Predictive / Preventative Maintenance
 Priority: 5-Scheduled Activity
 Start Date: 4/15/2024
 Status: New
 Your Reference: How 20 Characters
 Subject: Preventief onderhoud
 Description:

PH Data
 Customer Contact:
 Coverage: CON0200558

Associated Installed Product No Problems Reported

66344881 | EPIQ 7G Ultrasound System [View IP details page >](#)

Product Name: EPIQ 7G Ultrasound System
 Installed Product: 66344881
 Status: No Problems Reported
 Modality: US
 Product Code: 795200
 Serial Number: US6581268
 Tech ID: NZE7539
 Customer IP Name: -39/EQ2
 Location:
 System End of Life: 12/30/4000
 End of Support: EOS Date to be Determined

Case Activities Clear Filters Activity / Log

Date/Time Opened: Type: Description:

5/2/2024, 01:59 PM Customer comment **1**

The information/request pertains to: Planning of onsite maintenance
 Planning change requested in CS Portal by:
 Planning details in users timezone: Europe/Amsterdam
 Requested planned start date/time: 2024-05-30 09:00
 Requested planned end date/time: 2024-05-30 15:00
 Planned duration: 2 hrs
 Additional Comment: Please have the engineer report to Mr. Jones at reception upon arrival.

Showing 1 of 1

Investor Relations | Privacy policy | Terms of use
 © Koninklijke Philips N.V., 2024 - 2024. All rights reserved.

[Cookie Preference](#)

8. Export List Views of Case and Installed Product

8. Export List Views of Case and Installed Product

You can export the Case and Installed Product List views from several pages in CS Portal.

Three steps to export Case and Installed Product List Views:

Export Cases List

- 1 Click 'Export' button
- 2 Select Columns to Export using check boxes click
- 3 'Submit'

The screenshot shows the 'Cases' list view in the Philips Customer Services Portal. The 'Export' button is highlighted with a red circle and the number 1. A modal window titled 'Select Columns to Export' is open, showing a list of columns with checkboxes. The 'Submit' button in the modal is highlighted with a red circle and the number 3. The modal also has a red circle and the number 2 next to the 'COLUMN NAMES' header.

Export Installed Products List

- 1 Click 'Export' button
- 2 Select Columns to Export using check boxes click
- 3 'Submit'

The screenshot shows the 'Installed Products' list view in the Philips Customer Services Portal. The 'Export' button is highlighted with a red circle and the number 1. A modal window titled 'Select Columns to Export' is open, showing a list of columns with checkboxes. The 'Submit' button in the modal is highlighted with a red circle and the number 3. The modal also has a red circle and the number 2 next to the 'COLUMN NAMES' header.

9. Calendar



9. Calendar

Calendar views providing insight in planned (on-site /remote) engineer appointments are available on multiple locations:

- Home page – Appointments for all locations
- Location details page - Appointments for individual location
- Installed product details page - Appointments for individual installed product

Calendar – Home Page

The portal calendar is a great way to view upcoming planned service appointments. ‘Miniaturized’ versions can be found on home page, location details page and installed product details page. By default, the ‘miniaturized’ calendars will show confirmed appointments only but using the filters **1** you can (also) view appointments that have are tentative. The full version can be accessed via the ‘Calendar’ button on the navigation menu **2** or the ‘Full calendar view’- links on the ‘miniaturized’ calendars **3**.

9. Calendar



Calendar – Location Page

Each location details page features a calendar.

- 1 Clicking the 'Full calendar view'-link will open the full calendar view (for all location/all installed products).

The screenshot displays the Philips Customer Services Portal interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, SW Updates/OS Patches, Calendar, Change Requests, and More. A search bar and a 'Remote Access Audit Data' button are also present.

The main content area is divided into two sections. On the left, the 'Location Details' section provides information for 'MaineGeneral Medical Center' (0094473934), including its address, city (Augusta), state (ME), postal code (04330-8160), and country (United States).

On the right, the 'Upcoming Visits' section shows a calendar for October 2025. A table lists upcoming visits with columns for date, time, and description. A red circle with the number '1' highlights the 'Full calendar view' link below the calendar.

Date	Time	Description
1	5:00 PM-7:00 PM	Ingenia 1.5T - Incident -
1	9:00 PM-10:00 PM	Ingenia 1.5T - Incident -
1	11:00 PM-1:00 AM	Ingenia 1.5T - Predictive / Preventative Maintenance - Customer Requested Preventative Maintenance -
7	11:00 AM-3:00 PM	Lumify System - Incident - Dispatch Engineer -

Below the calendar, a 'Cases (852)' section is visible, featuring a table with columns for Priority, Case Number, Subject, Modality, Product Name, Status, Location, Event Type, and Start Date. The table lists several cases, including '3-System Restricted' and '5-Scheduled Activ...'. A red circle with the number '1' highlights the 'Full calendar view' link.



9. Calendar



Calendar – Installed Product Page

Each installed product details page features a calendar.

- 1 Click the 'View Calendar' button to open the calendar tab.
- 2 Clicking the 'Full calendar view'-link will open the full calendar view (for all location/all installed products).

The screenshot displays the Philips Customer Services Portal interface. At the top, there is a navigation bar with the Philips logo and a search bar. Below the navigation bar, the 'Calendar' tab is selected, showing a list of installed products. The product '49577332 | Achieva 1.5T' is highlighted, with a status of 'Partial Down / Suffering Intermittent Problems'. To the right of the product details, there is a 'View Calendar' button, which is circled with a red '1'. Below the product details, there is a calendar view for April 2024. The calendar shows a date '30' with a green dot, indicating a scheduled maintenance event. Below the calendar, there is a link 'Full calendar view' circled with a red '2'. The footer of the page contains the Philips logo, copyright information, and a 'Cookie Preferences' button.

Product Name	Achieva 1.5T	Location	Coverage Status	✓	
Installed Product #	49577332	Room/Department	Tech ID	NZM53	
Status	Partial Down / Suffering Intermittent Pro...	Date Installed	9/1/2010	Customer Inventory #	-
Modality	MR	Most recent PM date	5/11/2023	Customer IP Name	
Product Code	781296	PM Frequency	Not defined	System End of Life	12/31/2024
Serial #	32415	Software Release	5.412.0125	End of Support	EOS Date to be Determined

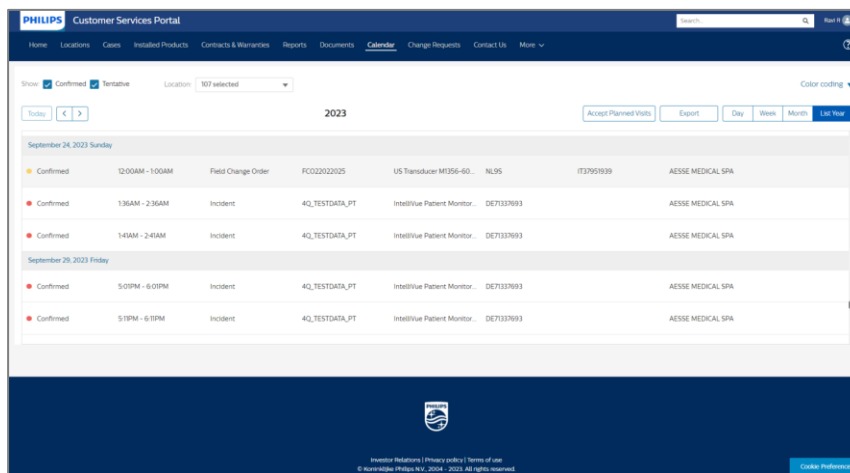
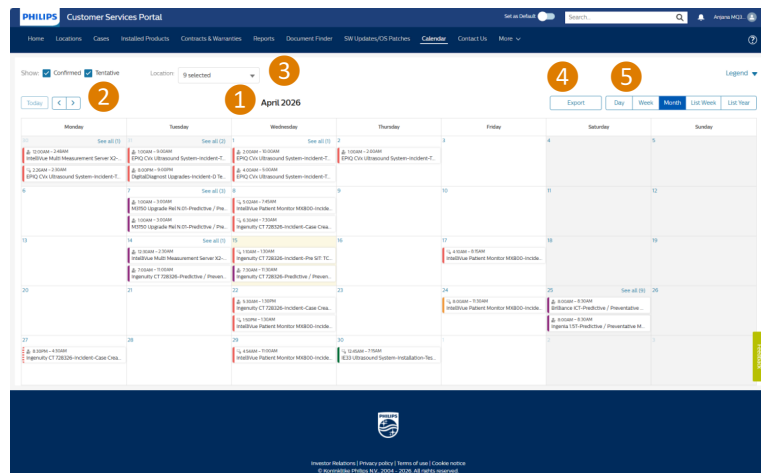
Calendar view for April 2024. The calendar shows a date '30' with a green dot, indicating a scheduled maintenance event. Below the calendar, there is a link 'Full calendar view' circled with a red '2'.

9. Calendar

Calendar Explained

- 1 By default, you see current month
- 2 You can filter on Scheduled Status and select 'Confirmed' and/or, 'Tentative'
Confirmed - scheduled appointment agreed upon between customer and Philips
Tentative - scheduled appointment proposed by Philips yet to be confirmed with customer

- 3 You can filter on the location
- 4 You can Export confirmed visits to your own calendar
- 5 Calendar views: day, week and month
List views: week and year



9. Calendar

Example of color codes by event type, priority and type of appointment:

- Incident: 1-Critical Need, 2-System Down
- Incident: 3-System Restricted, 4-Intermittent Problem
- Installation
- Predictive / Preventative Maintenance
- Onsite Service
- Remote Service

To view the color legend, you must hover over or click on the ▼-icon. 1
The legend is dynamic and will display information related to service events displayed in the calendar.

Click on the entries in the calendar to view the details of a visit.

The screenshot shows the Philips Customer Services Portal interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, SW Updates/OS Patches, Calendar, Contact Us, and More. The main content area displays a calendar for April 2026. The calendar shows various appointments with color-coded icons. Two appointment details pop-ups are shown:

Appointment Details (Monday, 30 March 2026)

- Incident:** 2-System Down
- Appointment Information:**
 - Start: 30/03/2026, 02:26
 - End: 30/03/2026, 02:30
 - Status: Confirmed
 - Duration: 0.07 hr(s)
- Case:**
 - Case Number: 0126226700
 - Priority: 2-System Down
 - Event Type: Incident
 - Subject: test
- Installed Product:**
 - Product Name: EPIQ CvX Ultrasound System
 - Product Code: 795231
 - Installed Product #: 89216389
 - Modality: US
 - Serial Number: USD20B0773
 - Tech ID: (01)00884838097933(21)USD20B0773

Appointment Details (Tuesday, 7 April 2026)

- Predictive / Preventative Maintenance:** 5-Scheduled Activity
- Appointment Information:**
 - Start: 07/04/2026, 01:00
 - End: 07/04/2026, 03:00
 - Status: Confirmed
 - Duration: 2 hr(s)
- Case:**
 - Case Number: 0126248054
 - Priority: 5-Scheduled Activity
 - Event Type: Predictive / Preventative Maintenance
 - Subject: test
- Installed Product:**
 - Product Name: HSI Battery Pack
 - Product Code: 989803121381
 - Installed Product #: 30159798
 - Modality: PCCI
 - Serial Number: [redacted]
 - Tech ID: [redacted]

10. Documents



10. Documents

The portal allows users to open/download various documents that are created in the service delivery process.

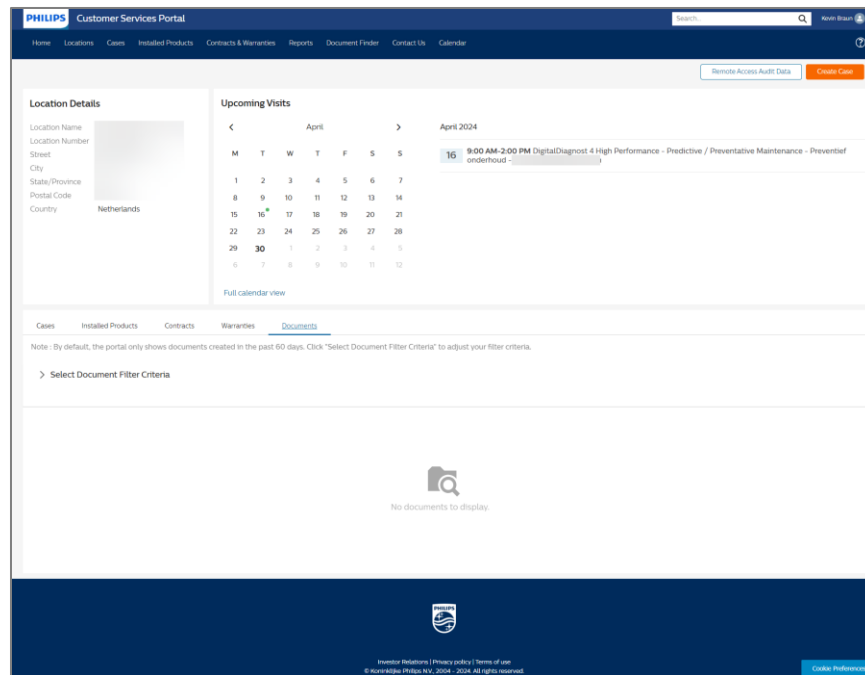
10.1 Types of documents

Documents available in the CS Portal are:

- Customer Service Reports (CSR)/Action Notification Report (ANR). Showing Engineer's summary of the service performed.
- Test and Inspection Results
- Predictive Maintenance specific report based on the feedback from the Engineer.
- Quotations (Time and Material).
- Release notes for SW Updates/OS patches (when active in a country)

Mentioned documents can be opened/downloaded from various pages in the CS Portal:

- Case details page
- Installed product details page
- Location details page
- Contract details page
- Warranty details page



PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Contact Us Calendar

Remote Access Audit Data Create Case

Location Details

Location Name
Location Number
Street
City
State/Province
Postal Code
Country
Netherlands

Upcoming Visits

< April > April 2024

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16*	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

Full calendar view

9:00 AM-2:00 PM DigitalDiagnost 4 High Performance - Predictive / Preventative Maintenance - Prevented breakdown

Cases Installed Products Contracts Warranties **Documents**

Note: By default, the portal only shows documents created in the past 60 days. Click "Select Document Filter Criteria" to adjust your filter criteria.

> Select Document Filter Criteria

No documents to display.

Investor Relations | Privacy policy | Terms of use
© Koninklijke Philips N.V. 2024. All rights reserved.

Create Preferences

10. Documents



10.2 Documents on case details page

All the documents associated with the case can be found under the 'Documents'-tab **1**. This tab is only visible when the case has associated documents.

The screenshot displays the Philips Customer Services Portal interface. At the top, there's a navigation bar with the Philips logo and a search bar. Below this, a breadcrumb trail shows the user's path: Home > Locations > Cases > Installed Products > Contracts & Warranties > Reports > Document Finder > Contact Us > Calendar. The main content area is divided into two columns. The left column shows case details for Case 012234471, which is marked as 'Complete'. The right column shows details for the associated installed product, Allura Xper FD20 Biplane. Below these, a tabbed interface shows the 'Documents' tab selected, displaying a list of four documents. A red circle with the number '1' highlights the 'Documents' tab. The footer of the page contains the Philips logo, a link to 'Investor Relations | Privacy policy | Terms of use', and a 'Cookie Preferences' button.

Case 012234471 Complete

Case Number: 012234471
Event Type: Incident
Priority: 5-Scheduled Activity
Start Date: 9/27/2023
Status: Complete
Your Reference #: Zwaar zoemgeluid uit Clea floor
Subject: Zwaar zoemgeluid uit Clea floor
Description: Zwaar zoemgeluid uit Clea floor.
Ligt uit unit in de Base Clea floor Frontal te komen, mogelijk de SPP Power Unit?
Geluid opgenomen, zie bijlage

PHI Data: -
Customer Contact: Wouter Jansen
Coverage: CON0674058

Associated Installed Product Minor Problems

44615660 | Allura Xper FD20 Biplane View IP details page >

Product Name: Allura Xper FD20 Biplane
Installed Product: 44615660
Status: Minor Problems
Modality: IRR
Product Code: 722008
Serial Number: 359
Tech ID: NZA92
Customer IP Name: Beeld/UMC/E.01346/E2
Location: UMC Utrecht
System End of Life: 12/31/2023
End of Support: EOS Date to be Determined

Case Tracking Labor Parts **Documents** Uploaded Files

Records Found (4)

Downloads are limited to 20Mb at a time Counter: 0 / 40

File Name	Document Type	File Size	Created Date
WO-0917395_Allura Xper FD20 Biplane-359_SignedCSR_09-Oct-2023.pdf	Customer Service Report / Action Notification Report (FCO)	0.22Mb	10/9/2023, 02:38 PM
Complete_WO-0917395_Allura Xper FD20 Biplane_359_EN_Test and Verification 2023-10-09	Test and Inspection Results	0.13Mb	10/9/2023, 02:34 PM
WO-0917249_Allura Xper FD20 Biplane-359_SignedCSR_06-Oct-2023.pdf	Customer Service Report / Action Notification Report (FCO)	0.37Mb	10/6/2023, 10:16 AM
WO-09095933_Allura Xper FD20 Biplane-359_UnSignedCSR_20-Sep-2023.pdf	Customer Service Report / Action Notification Report (FCO)	0.19Mb	9/27/2023, 04:12 PM

Entries per page: 50

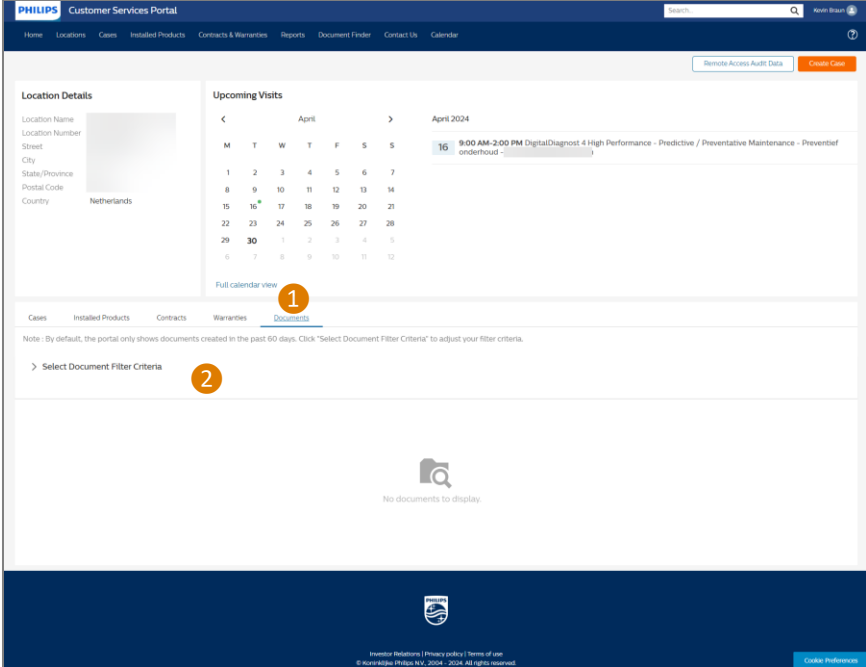
Showing 1 of 1

10. Documents

10.3 Documents on other details pages

When opening the documents tab on any of the other details pages (installed product, location, contract or warranty), you will, by default, see documents associated with cases linked to these records that were completed in the past 60 days.

You can change the filter criteria by expanding the 'Select Document Filter Criteria'-section 2.



PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Contact Us Calendar

Remote Access Audit Data Create Case

Location Details

Location Name
Location Number
Street
City
State/Province
Postal Code
Country
Netherlands

Upcoming Visits

< April > April 2024

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

Full calendar view

Documents

Note: By default, the portal only shows documents created in the past 60 days. Click "Select Document Filter Criteria" to adjust your filter criteria.

> Select Document Filter Criteria

No documents to display.

Investor Relations | Privacy policy | Terms of use
© Koninklijke Philips N.V. 2024 - 2024 All rights reserved.

Create Preferences

10. Documents

Available filter criteria:

- 1 Document type*
- 2 Event type*
- 3 Modality (not available in documents tab for installed product)
- 4 Case completion date (range)
- 5 Last version or all documents**

Please note that you must select at least one document type or one event type. Click the 'Apply Filter'-button 6 for the Portal to search for the documents.

Once the search has been completed, you can:

- Open the individual document by clicking its URL.
- Open the case details page by clicking the case number.
- Select none/all or specific documents to be downloaded (up to 20MB per download) into a ZIP file. By default, the ZIP file will contain a meta data file (csv format 7) with details for each file.

Note: Behavior upon clicking a document will depend on browser setting (e.g. download of file versus opening a file in a new browser tab).

* Apply filter to at least one parameter

** Engineers may create multiple CSRs, ANRs and/or test and inspection reports for a case. Select 'All versions of each document' in case you need them all or 'Last version of each document only' in case you only need the last version.

Name	Document Type	Case Number	Event Type	Installed Product	Modality	Created Date
WO-1320540_Zenithon 70-5816_SignedCSR_26-Sep-2025.pdf	Customer Service Report / Action Notification Report (FCO)	012600805	Installation	104357660	MR	9/26/2025
WO-1320540_Zenithon 70-5816_SignedCSR_26-Sep-2025.pdf	Customer Service Report / Action Notification Report (FCO)	0125990906	Installation	104357660	MR	9/26/2025
WO-13234533_MIR 7700-65051_SignedCSR_29-Jul-2025.pdf	Customer Service Report / Action Notification Report (FCO)	0126837850	Incident	104357660	MR	7/29/2025
WO-13234533_MIR 7700-65051_SignedCSR_29-Jul-2025.pdf	Customer Service Report / Action Notification Report (FCO)	0125942686	Incident	104357660	MR	7/7/2025
WO-13013432_MIR 7700-65051_SignedCSR_08-Aug-2025.pdf	Customer Service Report / Action Notification Report (FCO)	0125020782	Incident	104357660	MR	8/8/2025
WO-13013432_MIR 7700-65051_SignedCSR_08-Aug-2025.pdf	Customer Service Report / Action Notification Report (FCO)	0125448859	Field Change Order	104357660	MR	9/24/2025
WO-13013432_MIR 7700-65051_SignedCSR_08-Aug-2025.pdf	Customer Service Report / Action Notification Report (FCO)	0125429930	Incident	104357660	MR	5/16/2025

Name	Type	Compressed size	Password	Size	Ratio	Date modified
0124763412_Patient Information Center ix-4G57-58MB-UI_UnSignedCSR_04-Feb-2025.pdf	Microsoft Edge PDF Docu...	150 KB	No	188 KB	21%	4/16/26 08:42
WO-11814641_Ambient Experience for MRI-303_SignedANR_09-Oct-2025_13_59_03.pdf	Microsoft Edge PDF Docu...	151 KB	No	189 KB	21%	4/16/26 08:42
WO-12515699_MIR 7700-65051_SignedANR_07-Oct-2025_16_07_27.pdf	Microsoft Edge PDF Docu...	150 KB	No	188 KB	21%	4/16/26 08:42
WO-12811440_MIR 7700-65051_SignedCSR_16-May-2025.pdf	Microsoft Edge PDF Docu...	151 KB	No	189 KB	21%	4/16/26 08:42
WO-12817479_MIR 7700-65051_SignedANR_24-Sep-2025_15_42_12.pdf	Microsoft Edge PDF Docu...	150 KB	No	188 KB	21%	4/16/26 08:42
WO-13013432_MIR 7700-65051_SignedCSR_08-Aug-2025.pdf	Microsoft Edge PDF Docu...	151 KB	No	190 KB	21%	4/16/26 08:42
WO-13110052_MIR 7700-65051_SignedCSR_07-Jul-2025.pdf	Microsoft Edge PDF Docu...	152 KB	No	190 KB	21%	4/16/26 08:42
WO-13234533_MIR 7700-65051_SignedCSR_29-Jul-2025.pdf	Microsoft Edge PDF Docu...	151 KB	No	189 KB	21%	4/16/26 08:42
WO-1320540_Zenithon 70-5816_SignedCSR_26-Sep-2025.pdf	Microsoft Edge PDF Docu...	125 KB	No	146 KB	15%	4/16/26 08:42
WO-1326540_Zenithon 70-5816_SignedCSR_26-Sep-2025.pdf	Microsoft Edge PDF Docu...	125 KB	No	146 KB	15%	4/16/26 08:42
Philips CSP Document Information	Microsoft Excel Comma S...	1 KB	No	4 KB	71%	4/16/26 08:42

10. Documents

10.4 Documents via the document finder

Alternatively, via the 'Document Finder', you can view and download the documents across multiple records:

- Cases
- Contracts
- Installed Products
- Locations
- Warranties

How to use:

- 1 Select the type of object (installed product, contract....)
- 2 Select the records (clicking the 'Select Records' button will pop-up a list) from where you can select the records.
Please note that for cases and installed products, up to 10 records can be selected. For the other record types the maximum is 5.
- 3 Select the document search criteria as per the previous page and click the 'Search'-button.

Note: As per the previous page, multiple files are downloaded in a ZIP file which also contains (by default) a meta data file (csv format) with details for each file.

Document Finder lets you search and download your service documents.
Browse according to case, installed product, location, contract or warranty, then specify according to document type or event.

1 Find Documents Based On
Select Type of Record*
Location

2 Select Records
Select Records Selected Records: 3

3 Select Search Criteria
Please select either Event Type or Document Type or both options to proceed.
Document Type Event Type Modality Case Completed Show Documents
Customer Service Report / Action Notification Report Select Select Last Year All versions of each document

Clear Filters Search

Records Found (56)
Downloads are limited to 20MB at a time. Counter: 0 MB

File Name	Event Type	Modality	Case Number	Document Type	File Size	Created Date
WO-0355749_Jigenia 157-84370_Sign...	Predictive / Preventative Maintenance	MR	017604840	Customer Service Report / Action Notification Report (PCO)	0.19Mb	6/24/2022, 07:53 AM
WO-0592790_Jigenia 157-84370_Sign...	Predictive / Preventative Maintenance	MR	017604840	Customer Service Report / Action Notification Report (PCO)	0.2Mb	6/23/2022, 10:46 AM
WO-0657152_DigitalDiagnost 4 High...	Predictive / Preventative Maintenance	DWR	020202059	Customer Service Report / Action Notification Report (PCO)	0.34Mb	5/9/2023, 03:35 PM
WO-0705240_DigitalDiagnost 4 High...	Supplementary Services	DWR	020206350	Customer Service Report / Action Notification Report (PCO)	0.34Mb	5/9/2023, 03:38 PM
WO-05842628_Jigenia 157-41301_Sign...	Predictive / Preventative Maintenance	MR	0119586370	Customer Service Report / Action Notification Report (PCO)	0.59Mb	4/26/2023, 03:32 PM
WO-0622610_Jigenia Edition X-40058...	Predictive / Preventative Maintenance	MR	0119591299	Customer Service Report / Action Notification Report (PCO)	0.34Mb	11/21/2022, 07:47 PM
WO-0622610_SPHG 5G Ultrasound Sy...	Predictive / Preventative Maintenance	US	01195912141	Customer Service Report / Action Notification Report (PCO)	0.27Mb	6/16/2023, 12:15 PM
WO-06097498_Jigenia 157-41301_Sign...	Predictive / Preventative Maintenance	MR	0202028323	Customer Service Report / Action Notification Report (PCO)	0.33Mb	4/26/2023, 02:06 PM
WO-06969933_Patient Information Ca...	Field Change Order	PCO	020203407	Customer Service Report / Action Notification Report (PCO)	0.29Mb	12/9/2022, 06:10 PM
WO-06969925_Patient Information Ca...	Field Change Order	PCO	020203407	Customer Service Report / Action Notification Report (PCO)	0.23Mb	11/29/2022, 02:49 PM

Showing 1 of 2 >

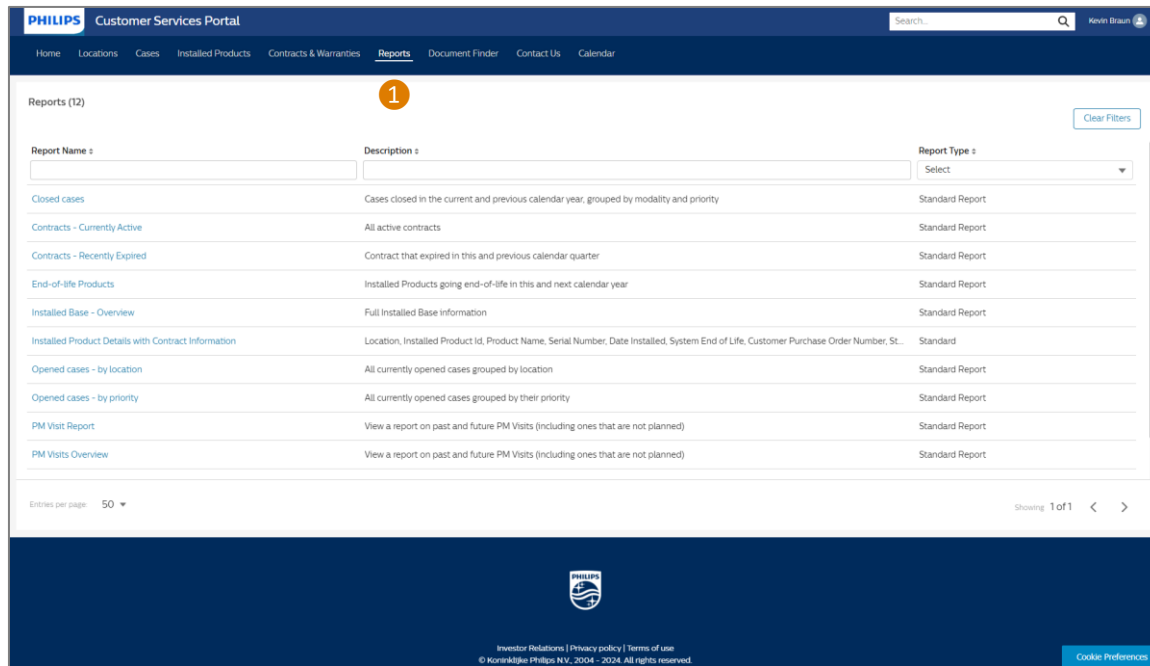
11. Reports

11. Reports

The information displayed in the reports is based on your account assignment. If something does not seem correct, please contact your Portal Support Team because there might be an issue with your account assignment.

11.1 How to get to Reports

You can access your reports from anywhere in the portal when you click on the menu item titled 'Report'. 1



PHILIPS Customer Services Portal

Search: Kevin Braun

Home Locations Cases Installed Products Contracts & Warranties **Reports** Document Finder Contact Us Calendar

Reports (12) 1 Clear Filters

Report Name	Description	Report Type
Closed cases	Cases closed in the current and previous calendar year, grouped by modality and priority	Standard Report
Contracts - Currently Active	All active contracts	Standard Report
Contracts - Recently Expired	Contract that expired in this and previous calendar quarter	Standard Report
End-of-life Products	Installed Products going end-of-life in this and next calendar year	Standard Report
Installed Base - Overview	Full Installed Base information	Standard Report
Installed Product Details with Contract Information	Location, Installed Product Id, Product Name, Serial Number, Date Installed, System End of Life, Customer Purchase Order Number, St...	Standard
Opened cases - by location	All currently opened cases grouped by location	Standard Report
Opened cases - by priority	All currently opened cases grouped by their priority	Standard Report
PM Visit Report	View a report on past and future PM Visits (including ones that are not planned)	Standard Report
PM Visits Overview	View a report on past and future PM Visits (including ones that are not planned)	Standard Report

Entries per page: 50 Showing 1 of 1

PHILIPS

Investor Relations | Privacy policy | Terms of use
© Koninklijke Philips N.V., 2004 - 2024. All rights reserved.

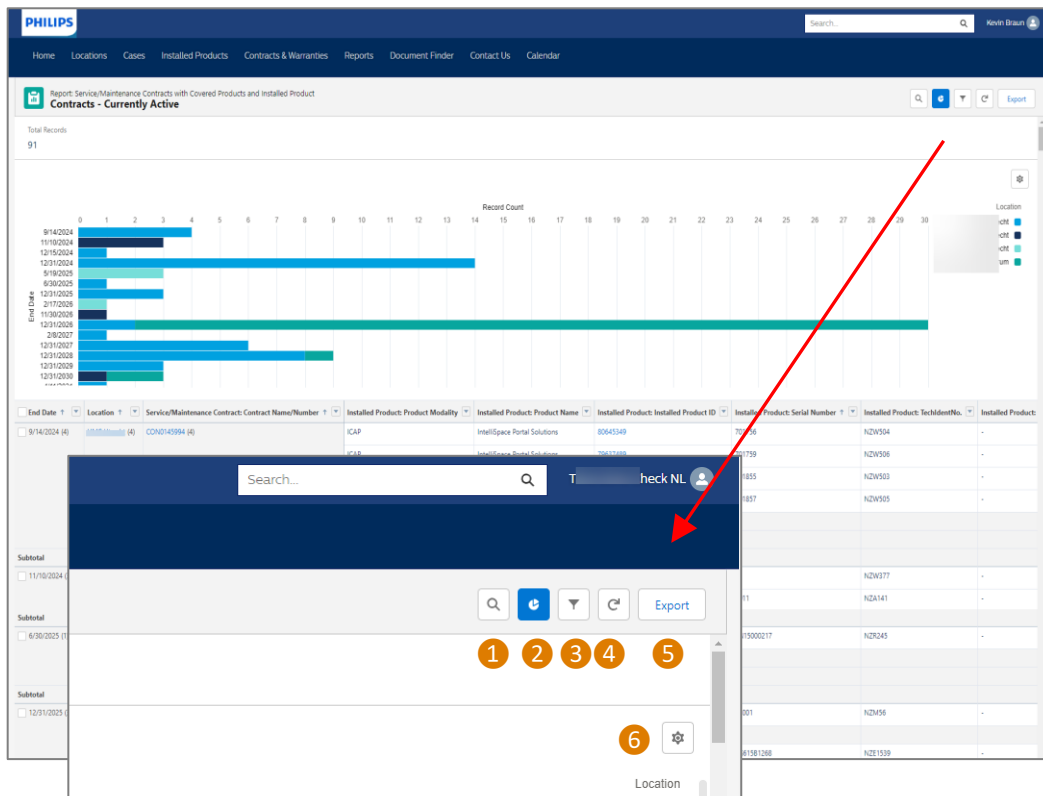
[Cookie Preferences](#)

11. Reports

11.2 What can you do with Reports?

- 1 Search (in Report)
- 2 Hide/Show Graph
- 3 Change Filters (please do not use)*
- 4 Refresh
- 5 Export (Excel and CSV format)
- 6 Change Graph type (e.g. bar, line, pie, donut....)

*Selection of filters and their users requires knowledge of our back-end system



11. Reports

11.3 Strategic Parts Exchange Report

Purpose of the Strategic Parts Exchange Report (previously known as “TEE Ultrasound probe exchange reports”) is to provide you insight in the historic exchange of strategic items (Coils, detectors, X-Ray tubes and (TEE) Ultrasound probes). Using the filters in the header of the list, you will be able to filter on:

Location Name – Location of the main system *

Product Name – Name of the main system *

Serial Number – Serial number of main system *

Case Number – Case number under which the strategic part was exchanged

Start Date – Date on which mentioned case was created

Description (Installed) – Description of the new strategic part

Serial Number (Installed) – Serial number of the new strategic part

Description (Removed) – Description of the defect (exchanged) part **

Serial Number (Removed) – Serial number of the defect (exchanged) part **

Product Details			Case Details		Installed		Removed	
Location Name *	Product Name *	Serial Number *	Case Number *	Start Date *	Description *	Serial Number *	Description *	Serial Number *
SARL A.B.G.T.	MR 7700	65014	0125398752	5/2/2025	dS Head 32ch 3.0T	104	dS Head 32Ch 3.0T	10
SERVICIO GALLEGO DE SALUD	Ingenia Ambition X	49163	0125430217	5/19/2025	dS Knee Coil 16ch 1.5T	21	dS Knee Coil 16ch 1.5T	361
Gallivare Sjakhus	SmartPath to dStream for 15T	32405	0125630364	6/10/2025	dS Anterior 15T	20503	dS Anterior 15T	3200
CENTRO NACIONAL DE INVEST.	Ingenia Elition X	45140	0125814503	7/22/2025	dS ANTERIOR 3T	5689	dS ANTERIOR 3.0T. COIL	647
Siemens Imaging Assoc. Medical Gr...	Achieva 3.0T	17038	0125843071	7/29/2025	SENSE FOOT-ANKLE COIL 3T 8C...	422	SENSE FOOT-ANKLE COIL 3T 8C...	102
CAP MANSO	Prodrive 1.5T CS	82479	0125946280	8/26/2025	dS NVS Spine Coil 1.5T	500078	dS NVS Spine Coil 1.5T	86
SERVICIO GALLEGO DE SALUD	Ingenia Ambition X	49163	0126050792	9/22/2025	dS Shoulder 16Ch 1.5T	224		

- * Details for the installed product to which the part is assigned (per our records)
- ** Details of the (defect) part based on receipt of the part at one of our Part Returns logistics centers

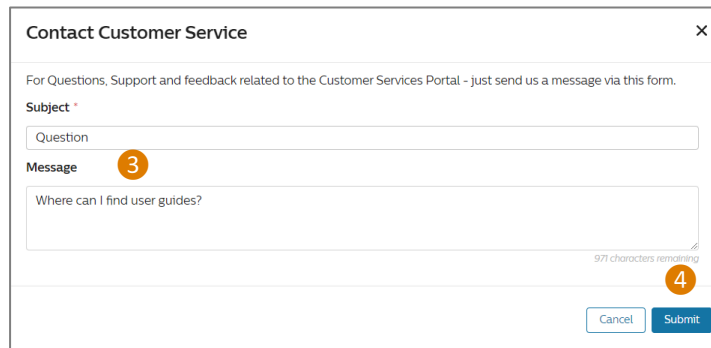
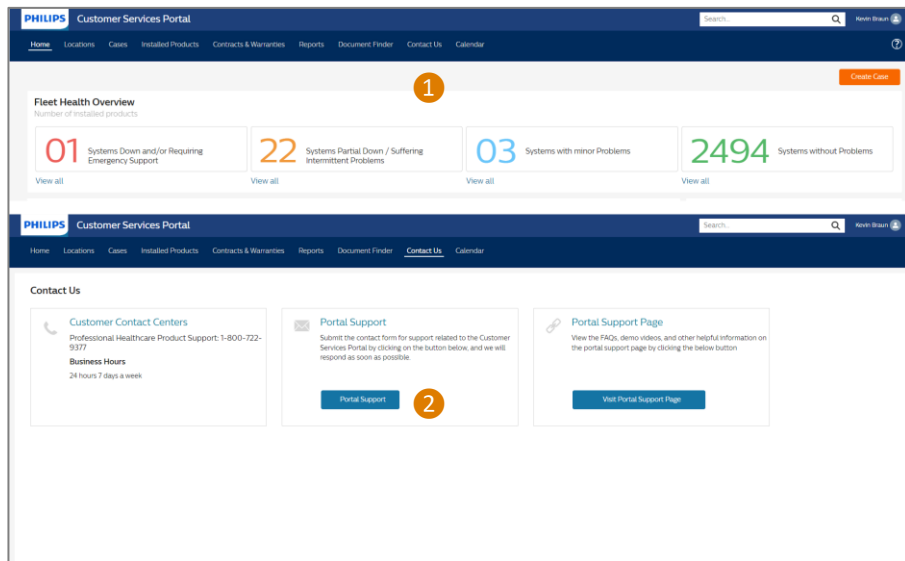
12. Contact us

12. Contact us

You can reach out to your local Customer Services Portal support team via the 'Contact Us'-page.

- 1 Click on the 'Contact Us'-menu item
- 2 Click on the 'Portal Support'-button

- 3 Enter subject and the details on your inquiry
- 4 Click the 'Submit'-button



13. Manage your profile

13. Manage your profile

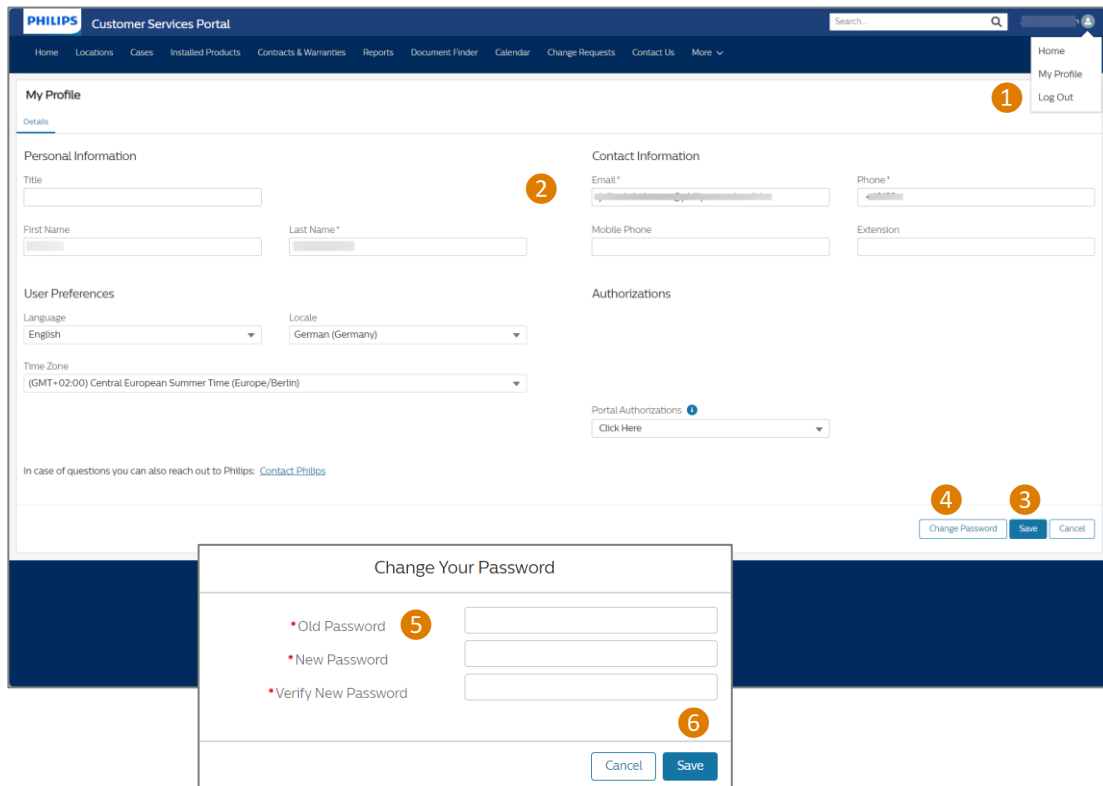
Update your profile

- 1 Go to 'My Profile'
- 2 Update information
- 3 Click 'Save'

Change your password

- 1 Go to 'My Profile'
- 4 Click 'Change Password'
- 5 Enter old password and provide a new one
- 6 Click 'Save'

KEY: Your password must be at least 8 characters long and include numbers, uppercase and lowercase letters, and at least one of these special characters: !@#\$%^&*()_+~{}|;\|; ',./~/~><'



The screenshot shows the Philips Customer Services Portal 'My Profile' page. The page has a dark blue header with the Philips logo and navigation links. The main content area is white and contains several sections: 'Personal Information', 'Contact Information', 'User Preferences', and 'Authorizations'. A 'Change Your Password' modal is open in the foreground, showing fields for 'Old Password', 'New Password', and 'Verify New Password'. Numbered callouts (1-6) indicate the steps for updating the profile and changing the password.

My Profile

Personal Information

Title

First Name Last Name

Contact Information

Email Phone

Mobile Phone Extension

User Preferences

Language Locale

Time Zone

Authorizations

Portal Authorizations

In case of questions you can also reach out to Philips: [Contact Philips](#)

Change Your Password

Old Password

New Password

Verify New Password

Cancel Save

13. Manage your profile

Account Assignment

When active in your country, you will see a tab named “Manage View” on your profile page.

On this page you can:

- Add/Remove modalities from your views
- Add/Remove locations from your views
- Perform a ‘Repair’ of your user account assignment
- Request support in case you face challenges with using this functionality

Also, in this page, you can click the help icon **1** or the ‘self assignment’-link **2** to navigate to this section of the user guide.

Or click the ‘Modalities Explained’-link **3** to navigate to the respective section in this user guide.

PHILIPS Customer Services Portal

Search... [icon] [icon] CSP [icon]

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder SW Updates/OS Patches Calendar Change Requests More ▾

My Profile

Details Notification Settings Manage View

Via this page, you can manage which locations and modalities are visible to you in the CS Portal. Typically, you will see one 'group' (used as a means to logically group a number of locations together).

- Use the 'modality' drop down to select the modalities and click the 'Specify Locations'-button to select the locations you would like to view in the CS Portal.
- Click the 'Portal Support'-button to send a message to our portal support team.
- The 'Repair'-button can be used in those situations where, based on your account assignment, you think certain installed products should be visible in the CS Portal (or vice versa).

Typically, processing of an update (or repair) will take a couple of minutes. However, for account assignments that include a large number of records (installed products, cases, contracts and warranties), processing may take up to 20 minutes or even 3 hours.

Click to know more about [self assignment](#). **2**

Modalities Explained **3**

Portal Support Repair

Group ▾	Modalities	Location(s)
CSP	11 selected	61 selected

Modalities **1** **Location(s)**

☒ New Modalities ☐ Empty Value

☐ Select All

☐ CS	☒ CT	☐ DMS	☒ DXR	☐ ECR	☐ EMR DIVIDED	☒ HI
☐ HISS	☐ HST	☐ ICAP	☒ IGTD	☒ IXR	☐ MA	☒ MR
☐ MV	☒ NM	☒ NM-P	☒ NM-PROS	☐ PCCI	☐ PHS DEVICE	☐ SRC
☒ US						

Clear All

Account assignment (updates) may take up to 3 hours. After you click 'Save', please do NOT close this tab while it's processing.

Cancel Save

13. Manage your profile

Add/Remove modalities and/or locations to/from your views

If there are modalities and/or locations 'missing' from your views in the CS Portal and/or you would like to remove modalities and/or location you can do that from this page for the group(s) assigned to your user account (a 'group' is a combination of locations typically representing a health care facility).

- 1 Click the Modalities tab
- 2 Select/Unselect the required modalities
- 3 Click the Location(s) tab
- 4 Select/Unselect the location(s) you need
- 5 Click 'Save'

Notes:

- In the modality list, the first entry "New" does not mean 'New modalities' ... instead, it means that if new modalities are introduced, these products will become visible to you in the CS Portal
- The save button only becomes active when a change is made and at least one modality and one location is selected.

PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder SW Updates/OS Patches Calendar Change Requests More

My Profile

Details Notification Settings Manage View

Via this page, you can manage which locations and modalities are visible to you in the CS Portal. Typically, you will see one 'group' (used as a means to logically group a number of locations together).

- Use the 'modality' drop down to select the modalities and click the 'Specify Locations'-button to select the locations you would like to view in the CS Portal.
- Click the 'Portal Support'-button to send a message to our portal support team.
- The 'Repair'-button can be used in those situations where, based on your account assignment, you think certain installed products should be visible in the CS Portal (or vice versa).

Typically, processing of an update (or repair) will take a couple of minutes. However, for account assignments that include a large number of records (installed products, cases, contracts and warranties), processing may take up to 20 minutes or even 3 hours.

[Click to know more about self assignment.](#)

Modalities Explained ?

Portal Support Repair

Group: CSP

Modalities: 11 selected

Location(s): 61 selected

Modalities 1 Location(s)

☒ New Modalities ☐ Empty Value

☐ Select All

2 ☒ CS ☒ CT ☐ DMS ☒ DXR ☐ ECR ☐ EMR DIVIDED ☒ HI

☐ HISS ☐ HST ☐ ICAP ☒ IGTD ☒ DXR ☐ MA ☒ MR

☐ MV ☒ NM ☒ NM-P ☒ NM-PROS ☐ PCC ☐ PHS DEVICE ☐ SRC

☒ US

4

Account assignment (update)

Location Name Account Number Account Name Group

1 Center

2 Center

Medical Center

Center

Clear All

Cancel Save

5

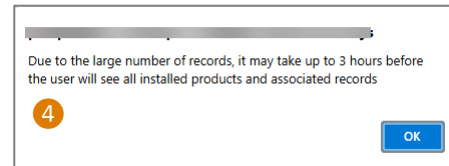
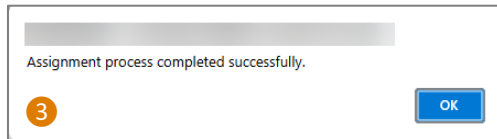
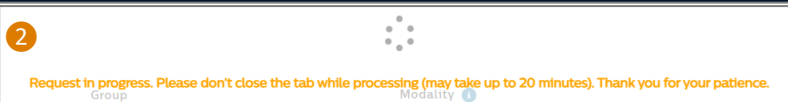
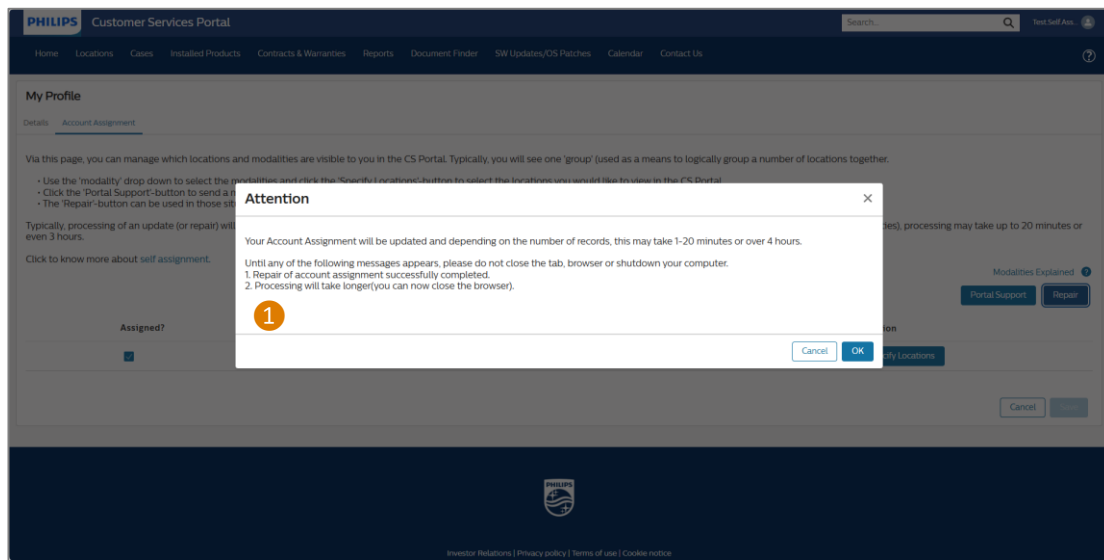
13. Manage your profile

- IMPORTANT -

Upon clicking the 'Save'- button, the CS Portal will ask you to confirm **1** after which the CS Portal will start processing your update and show a message requesting you to not close the browser tab **2**.

Depending on the number of records, the time needed by the CS Portal to process your update may range from a few minutes to a few hours.

Please do not close the browser until a completion message **3** or a message stating that it may take 3 hours before the user will see all installed products and associated records **4**.

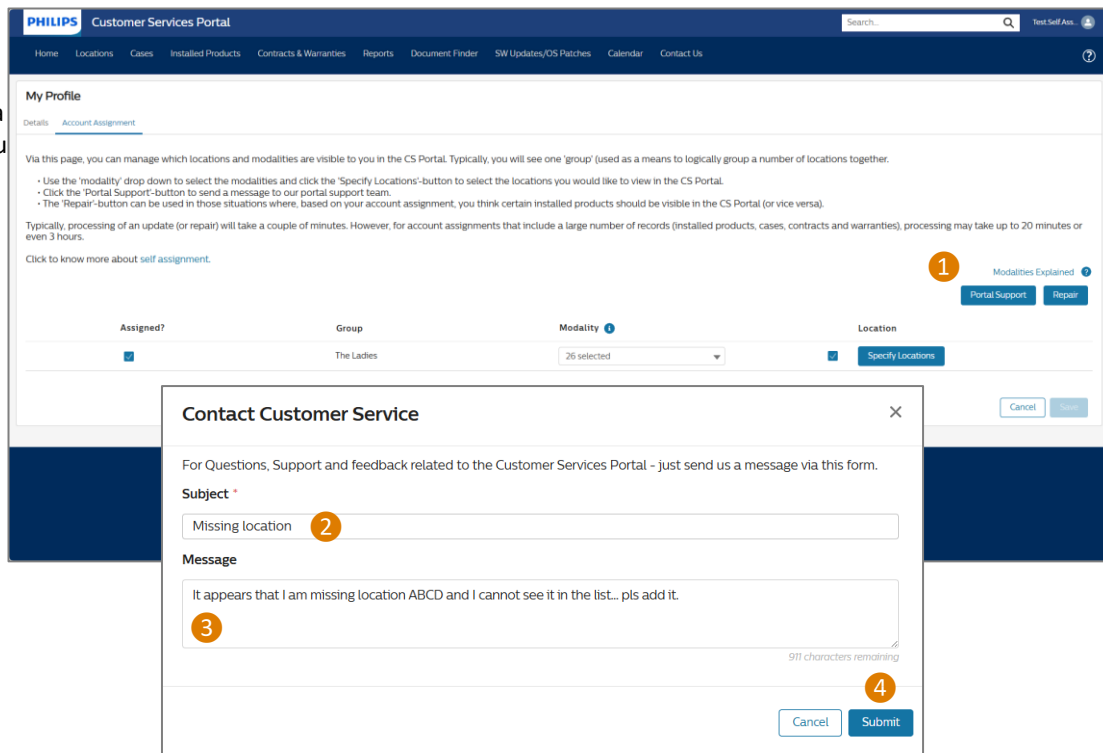


13. Manage your profile

Request support

By clicking the 'Portal Support'-button you can submit a request to your local CS Portal support team in case you have challenges in using this functionality and/or are unable to add modalities/locations as they are not shown in the list.

- 1 Click 'Portal Support'
- 2 Enter a subject
- 3 Enter your message
- 4 Click 'Submit'



The screenshot shows the Philips Customer Services Portal interface. The main page is titled 'My Profile' and includes a navigation bar with links like Home, Locations, Cases, etc. A modal window titled 'Contact Customer Service' is open in the foreground. The modal contains a 'Subject' field with the text 'Missing location' and a 'Message' field with the text 'It appears that I am missing location ABCD and I cannot see it in the list... pls add it.' The modal also has 'Cancel' and 'Submit' buttons. Numbered callouts 1 through 4 are placed on the interface to guide the user through the steps: 1 points to the 'Portal Support' button, 2 points to the 'Subject' field, 3 points to the 'Message' field, and 4 points to the 'Submit' button.

13. Manage your profile

Perform a 'Repair' of your user account assignment

Great effort has been put in the logic designed to keep your views in the CS Portal in sync with our installed base records. Nevertheless, it is possible that an undetected failure occurred in this process which means that you don't see installed products that were recently installed or you continue to see installed products although they have been removed. If you suspect this is the case you can address this by clicking the 'Repair'-button **1**. Once clicked the CS Portal will ask you to confirm **2** after which the CS Portal will start processing your update and show a message requesting you to not close the browser tab **3**.

Depending on the number of records, the time needed by the CS Portal to process your update may range from a few minutes to a few hours.

Please do not close the browser until a completion message **4** or a message stating that it may take 3 hours to complete the assignment are shown **5**.

1 Click the 'Repair' button in the top right corner of the 'My Profile' page.

2 Confirm the update in the 'Attention' dialog box.

3 A progress bar indicating the request is in progress. Please don't close the tab while processing (may take up to 20 minutes). Thank you for your patience.

4 Assignment process completed successfully.

5 Due to the large number of records, it may take up to 3 hours before the user will see all installed products and associated records.

14. End of Life Subscription



14. End of Life Subscription

We offer the ability to activate End of Life Subscription for Installed Products. Using this functionality, you can generate End of life statements for individual installed products as well as receive automatically generated e-mails for products going End of Life (EOL).

- 1 To enable the EOL Subscription, go to 'My Profile'
- 2 Tick the box 'End of Life Subscription'
- 3 Select the number of months for which you would like to receive EOL mail.
- 4 Click 'Save'

NOTE: The selected number of months defines the 'window' from which the system will send an e-mail based on an installed product's EOL. When multiple products reach their EOL on the same date, the user will receive only subscription e-mail.

PHILIPS Customer Services Portal

Search ... Demo Mayo Clinic

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Contact Us Calendar Change Requests More

My Profile

Details Notification Settings

Personal Information

Title

First Name Last Name*

Contact Information

Email* Phone*

Mobile Phone Extension

User Preferences

Language Locale

Time Zone

Authorizations

End of Life Subscription ☒ End of Service Subscription ☒

Portal Authorizations

EOL Subscription Number of Months

EOS Subscription Number of Months

In case of questions you can also reach out to Philips: [Contact Philips](#)

Change Password Save Cancel

Investor Relations | Privacy policy | Terms of use | Cookie notice
© Koninklijke Philips N.V. 2004 - 2024. All rights reserved.

14. End of Life Subscription

Generate Individual Installed Product EOL emails

1 On the Installed Product Details page click envelope icon to receive an EOL email.

PHILIPS Customer Services Portal

Search

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder SW Updates/OS Patches Calendar Change Requests More

Parts Catalog Raise Change Request Create Case

41938676 | Brilliance CT 40 Channel Partial Down / Suffering Intermittent Problems

Field marked with this icon can be updated by clicking the "Update IP info" button.

Product Name	Brilliance CT 40 Channel	Location		Coverage Status	
Installed Product #	41938676	Room/Department	-	Most recent PM date	No PM performed
Serial Number	9237	Customer Inventory Number	-	PM Frequency	4 visits / 12 months
Modality	CT	Customer IP Name	-	Date Installed	12/2/2008
Product Code	728235			System End of Life	12/31/2019
Status	Partial Down / Suffering Intermittent Pr...			End of Service	12/31/2023

InCenter Other Product Information

Cases Calendar Contracts Warranties Documents

NOTE: the EOL email button is visible only to the user with an active EOL subscription.

15. End of Service Subscription



15. End of Service Subscription

We offer the ability to activate End of Service Subscription for Installed Products. Using this functionality, you can generate End of service statements for individual installed products as well as receive automatically generated e-mails for products going End of Service (EOS).

- 1 To enable the EOS Subscription, go to 'My Profile'
- 2 Tick the box 'End of Service Subscription'
- 3 Select the number of months for which you would like to receive EOS mail.
- 4 Click 'Save'

NOTE: The selected number of months defines the 'window' from which the system will send an e-mail based on an installed product's EOS date. When multiple products reach their EOS on the same date, the user will receive only subscription e-mail.

PHILIPS Customer Services Portal

Search... Demo Mayo Clinic

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Contact Us Calendar Change Requests More

My Profile

Details Notification Settings

Personal Information

Title

First Name Last Name*

Contact Information

Email* Phone*

Mobile Phone Extension

User Preferences

Language Locale

Time Zone

Authorizations

End of Life Subscription ☒

End of Service Subscription ☒

Portal Authorizations

EOL Subscription Number of Months

EOS Subscription Number of Months

In case of questions you can also reach out to Philips: [Contact Philips](#)

Change Password Save Cancel

Investor Relations | Privacy policy | Terms of use | Cookie notice
© Koninklijke Philips N.V., 2004 - 2024. All rights reserved.

15. End of End of Service Subscription

Generate Individual Installed Product EOS emails

1 On the Installed Product Details page click envelope icon to receive an EOS email.

NOTE: the EOS email button is visible only to the user with an active EOS subscription.

PHILIPS Customer Services Portal

Search [] [] Other Conta [] []

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder SW Updates/OS Patches Calendar Change Requests More []

Parts Catalog [] Raise Change Request Create Case []

41938676 | Brilliance CT 40 Channel Partial Down / Suffering Intermittent Problems [] Update IP Info [] Add Favorite [] View Calendar []

Field marked with this icon can be updated by clicking the "Update IP info" button.

Product Name	Brilliance CT 40 Channel	Location		Coverage Status []	[]
Installed Product #	41938676	Room/Department []	-	Most recent PM date	No PM performed
Serial Number	9237	Customer Inventory Number []	-	PM Frequency	4 visits / 12 months
Modality []	CT	Customer IP Name []	-	Date Installed	12/2/2008
Product Code	728235			System End of Life []	12/31/2019 []
Status []	Partial Down / Suffering Intermittent Pr...			End of Service []	12/31/2023 [] 1

InCenter [] Other Product Information []

Cases Calendar Contracts Warranties Documents

16. Mark your favorites / Default Start Page



16. Mark your favorites / Default Start Page

Mark your favorites

The Portal allows you to tag up to 100 installed products as 'Favorites'.

Adding or removing of the favorite tag is as easy as clicking the 'Favorite' button **1** on any of the installed product details pages or clicking on the star icon on the Installed Product list view directly.

You can view all or your favorite installed products by clicking the 'All' and 'Favorites' buttons **2** on top of the installed product list views.

The screenshot displays the Philips Customer Services Portal (CSP) interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, SW Updates/OS Patches, Calendar, Change Requests, and More. A search bar is located on the right.

The main content area shows details for a specific product: **70195050 | Allura Xper FD20 OR Table**. A green status indicator shows "No Problems Reported". A red star icon with a circled "1" is next to the "Add Favorite" button. Below the product name, there is a table with fields: Product Name, Installed Product #, Serial Number, Modality, Product Code, Status, UDI, Location, Room/Department, Customer Inventory Number, Customer IP Name, Software Release, Coverage Status, Most recent PM date, PM Frequency, Date Installed, and End of Service.

The bottom section shows the "Installed Products" list view. It includes a search bar and a "Clear Search" button. Below the search bar, there are tabs for "All" and "Favorites", with the "Favorites" tab selected and marked with a circled "2". To the right of the tabs are buttons for "Export", "Update IP Info", and "Manage List". The list of installed products is shown in a table with columns: Status, Installed Product, Product Name, Modality, Customer IP Name, Serial Number, Tech ID, Room/Department, Customer Invent..., Location, and Coverage Status. The table lists three products: Allura Xper FD20 OR Table, Allura Xper FD10, and EPIQ Elite Diagnostic Ultrasound.

16. Mark your favorites / Default Start Page

Default Start Page

The CS Portal allows a number of pages to be selected as your default 'start page' (instead of the home page) when logging into the CS Portal.

In order to set another page as the default start page, simply navigate to the page and activate the 'Set as Default'-slider **1** on the page you'd like to use as your default start page. To stop using a page as your default start page, navigate to page and deactivate the slider **2**.

The screenshot shows the 'Installed Products' page in the Philips Customer Services Portal. The 'Set as Default' slider is turned on (indicated by a blue circle with a white checkmark and a red circle with the number 1). The page displays a table of installed products with columns for Status, Product Name, Modality, Customer IP Number, Serial Number, Tech ID, Room/Department, Customer Inventory Number, Location, and Coverage Status.

Status	Installed Prod...	Product Name	Modality	Customer IP Na...	Serial Number	Tech ID	Room/Departm...	Customer Inventory Nu...	Location	Coverage Status
●	94788416	Low Load Fluoro (LLF) UPS - 5	IXR						tail	✗
●	92500080	Xper Flex Cardio 2010 Rev-C-Exchange	HI		US1337000030				outh	✗
●	92487249	IntelliSpace Discovery	ICAP						ceiving Hub	✗
●	92418688	QLAB	HI		280				outh	✗
●	91613428	CK50 Ultrasound System	US		SG12105090				outh	✓
●	91569356	Azurion 7 M20	IXR		366		RM12 GONDA 1ST...		ceiving Hub	✓

The screenshot shows the same 'Installed Products' page, but the 'Set as Default' slider is now turned off (indicated by a grey circle with a white checkmark and a red circle with the number 2). The table of installed products is updated with different entries.

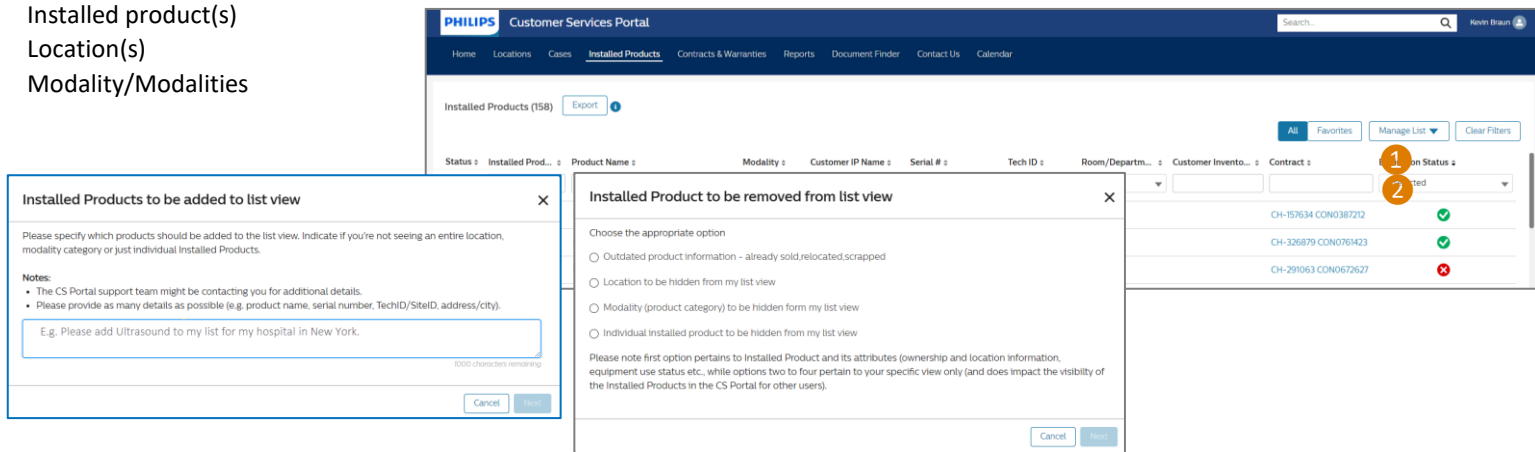
Status	Installed Prod...	Product Name	Modality	Customer IP Na...	Serial Number	Tech ID	Room/Departm...	Customer Inventory Nu...	Location	Coverage Status
●	99020198	Azurion 3 M15	IXR		187		ROOM 10 GONDA...		tub	✓
●	97676622	Spectral CT	CT		10080		RCSX-MAYO BLD...		tub	✓
●	97042187	QLAB	HI		397					✗

17. Manage Lists



17. Manage Lists

- Using the 'Manage List' button on an installed product list view, you can submit a request to your local CS Portal support team to update your user account to:
- Add installed products **1** - Information on the installed products can be provided by mean of 'free text'
- Remove installed products **2** - Information can be provided by means of selecting one more items to be removed:
 - Installed product(s)
 - Location(s)
 - Modality/Modalities



The screenshot displays the Philips Customer Services Portal interface. The main content area shows a table of 'Installed Products (158)' with columns for Status, Product Name, Modality, Customer IP Name, Serial #, Tech ID, Room/Department, Customer Inventory, and Contract. A 'Manage List' button is visible in the top right of the table area. Two modal windows are overlaid on the screen:

- Installed Products to be added to list view:** This modal prompts the user to specify which products should be added to the list view, indicating if they're not seeing an entire location, modality category or just individual Installed Products. It includes a text input field with a placeholder example: 'E.g. Please add Ultrasound to my list for my hospital in New York.' and a '1000 characters remaining' indicator.
- Installed Product to be removed from list view:** This modal prompts the user to choose the appropriate option for removal. The options are:
 - ☐ Outdated product information - already sold, relocated, scrapped
 - ☐ Location to be hidden from my list view
 - ☐ Modality (product category) to be hidden from my list view
 - ☐ Individual installed product to be hidden from my list view
 A note at the bottom states: 'Please note first option pertains to Installed Product and its attributes (ownership and location information, equipment use status etc., while options two to four pertain to your specific view only (and does impact the visibility of the Installed Products in the CS Portal for other users)).'

Note: When selecting 'Remove IPs from my list view', you can also see an option 'Outdated product information - already sold, relocated, scrapped' when selecting this option, the resulting message will indicate to submit a request to update installed base information (which requires you to be authorized).



18. Installed Product Management



18. Installed Product Management

This section applies only to those users that have the 'Update Installed Product Information' authorization. Check the authorization section in your profile to verify whether you are authorized to use this function. In case you're not, please contact your internal Portal contact or Philips for support.

As a user with an 'Update Installed Product Information' authorization, you can maintain the following IP parameters:

- Custom IP Name
- Room/Department
- Customer Inventory Number

Update Single IP Details

- 1 On the Product Details page click the '**Modify IP Information**' button, then '**Update IP details**'
- 2 Enter/Update product details and click the '**Save**' button

- Note: 'Custom IP name' and 'Room/Department' values can be updated from other external customer applications which share the same fields.

The screenshot displays the Philips Customer Services Portal interface. The main content area shows details for 'Inertia 15T' (Product # 63705481). Key fields are highlighted with red boxes: 'Room/Department' (Radiology - Room 5), 'Date installed' (12/30/2014), 'Customer Inventory #' (RAD-MR-003), and 'Customer IP Name' (MR 15T - Cardiac). A modal window titled 'Update Product Detail' is open, showing input fields for 'Customer Inventory #', 'Customer IP Name', 'Room/Department', and 'Update IP Info' (with a '1' icon). The modal also includes 'Cancel' and 'Save' buttons, with a '2' icon next to the 'Save' button.

18. Installed Product Management

Update Multiple IP Details

From the Installed Product List View, you can update IPs in a list view.

- 1 Click the 'Update IP Info' button
- 2 Check the box for each IP you want to update
- 3 Update the parameters
- 4 Click the 'Save' button

Note: You can select certain IPs (such as this example), or all IPs when you check to box next to the Installed Product header.

The screenshot displays the Philips Customer Services Portal interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, Contact Us, and Calendar. The main content area shows a table of installed products with columns for Status, Product Name, Modality, Customer IP Name, Serial #, Tech ID, Room/Department, Customer Inventory, and Expiration Status. A red circle with the number 1 highlights the 'Update IP Info' button in the top right corner of the table. Below the table, a modal window titled 'Update IP Info' is open, showing a list of selected products. A red circle with the number 2 highlights the 'Update IP Info' button in the modal header. A red circle with the number 3 highlights the 'Save' button in the modal footer. A red circle with the number 4 highlights the 'Cancel' button in the modal footer. The modal also includes a 'Main Update' button and a 'Cancel' button.

18. Installed Product Management

Update IP Details in Mass

If you have the same information to enter for many IPs, the best option is to use mass updates.

- 1 Click the 'Update IP Info' button
- 2 From the Installed Product List View **check** the box for each IP you want to update
- 3 Click the 'Mass Update' button
- 4 Enter the IP details and **click** the 'Save' button

Notes

- Use filter or multi-selector to refine the IPs before you click the 'Mass Update' button. In this example, the goal is to update the 'Room/Department' fields for the selected Installed Products.

The screenshot displays the Philips Customer Services Portal interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Documents, Calendar, and Contact us. The main content area shows the 'Installed Products' section with a table of 32 products. The table columns are: Installed Product (checkbox), Product Name, Custom IP Name, Room/Department, and Customer Inventory Number. The first five products are selected. A 'Mass Update' button is visible in the top right corner of the table. A 'Mass Update' dialog box is open at the bottom, showing fields for Custom IP Name, Room/Department (set to 'X-Ray'), and Customer Inventory Number, with 'Cancel' and 'Save' buttons.

19. Submit requests to update installed base information

19. Submit requests to update Installed Base information

When authorized, users can submit requests to update their fleet information. These updates can be made for one or up to 10 installed products at a time.

Upon submittal, you will receive an email confirmation of the request and the request will be processed by one of our Installed Base management teams. This processing may take a couple of days and you may be contacted in case of queries. The request will remain visible to you in the Portal until it has been processed.

Types of supported updates

Change in ownership - The installed product(s) is/are sold to another company.

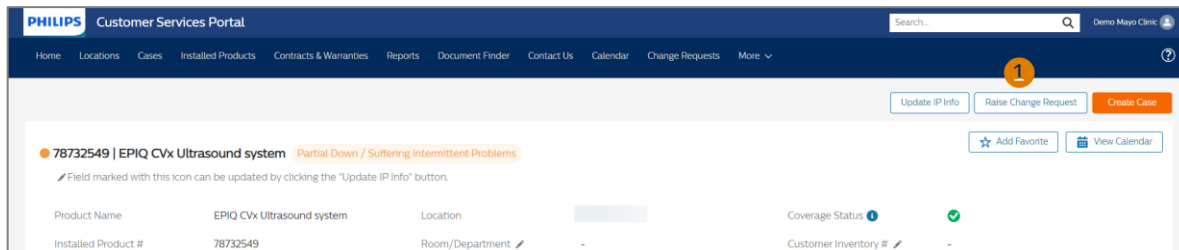
Change in location - The installed product(s) is/are not sold to another company but moved to another location.

Scrapped - The installed product(s) is/are scrapped and can no longer be put into clinical use.

Status Unknown - The status and/or whereabouts of the installed product(s) is/are not known (you are confident that they are no longer used by/in your facility/facilities).

Start the request on the page of the installed product for which you want to submit the request. 1

Note: Up to 9 other installed products (affected by the same change) can be added at a later step.



19. Submit requests to update Installed Base information

Select the type of request. ①

Click 'Help me choose' ② to view details on the options.

Please tick the 'Owner details not known or don't want to share' checkbox ③ in case you selected 'Ownership change' but are unable to share the information on the new owner.

Once a selection has been made you will be asked to provide additional information.

④ Please provide as much information as possible to expedite processing.

Click the 'Select Installed Product' button ⑤ in case you want to submit the same request for (up to 9) other Installed Products.

PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder Contact Us Calendar Change Requests More

Inform Philips of Installed Product changes
Please provide as much detailed information as possible regarding your change request.

● 78732549 | EPIQ CVx Ultrasound system

Product Name	EPIQ CVx Ultrasound system	Location		Tech ID
Installed Product #	78732549	Room/Department		Customer Inventory #
Product Code	795231	Coverage Status	①	Customer IP Name
Serial #	USD1880545		②	

① Select Change Type

Select type of change to the installed product

- ① Ownership change - product sold to a different company
- Location change - product moved to a different location
- Status change - product was scrapped
- Status change - product cannot be located

Help me choose ②

Change Type	Description
Ownership change	Select this option when the product is being sold to a different company and is no longer owned by your organization.
Location change	Select this option when the product was moved to a different unit / city or state, but still remains in the possession of your organization.
Status change	Select this option when the product was scrapped, i.e. destroyed and cannot be put back into clinical use. We might be requesting some additional supporting documentation like scrap certificate.
Status change	Select this option when the product cannot be anymore located, but is no longer in clinical use.

③ Add Information

*Please provide detailed information where the product was sold to incl. new owner name, full address etc.

③ ☐ Owner details not known or don't want to share

Name: ④

Street:

City:

State/Province:

Postal Code:

Country:

Comments:

600 characters remaining

④ Select Other Affected Products

You can select additional products affected by the same change. Skip this session if your request pertains to one installed product only.

Select Installed Product ⑤

19. Submit requests to update Installed Base information

Select up to 9 other installed products and click 'Confirm'. **1**

Installed Products (2142)

You can select up to 9 records. **Selected Records: 0**

All **Favorites** **Manage List** **Clear Filters**

Installed Product	Product Name	Modality	Customer IP Name	Serial #	Tech ID	Location	Customer Inventory #
☐	30601986	IntelliVue MP50	PCC	11299			
☐	31000482	2" RECDR ECMS EXCH ENGLISH	EMR DIVIDED	4227A39728			
☐	31081791	Netcor SUBASSY					
☐	31000474	2" RECDR ECMS EXCH ENGLISH	EMR DIVIDED	4227A39724			
☐	31081747	Netcor SUBASSY					
☐	31081763	Netcor SUBASSY					
☐	31081773	Netcor SUBASSY					
☐	31000476	2" RECDR ECMS EXCH ENGLISH	EMR DIVIDED	4227A39725			
☐	31081779	Netcor SUBASSY					
☐	32397011	INTELLIVUE MULTI MEASUREMENT SERVER	PCC	DES1262110			

● Systems Down and/or Requiring Emergency Support
 ● Systems Partial Down / Suffering Intermittent Problems
 ● Systems with minor Problems
 ● Systems without Problems

1

Close **Confirm**

Confirm that you are authorized to submit the request on behalf of your organization **2** and click 'Submit'. **3**

4 Acknowledgements

Upon confirming Philips will process your request. Changes will not be reflected in portal until your request has been processed

2

☐ I confirm that I am authorized to submit this request on behalf of my organization

By confirming this message I am acknowledging that the device(s)/product(s) documented in this declaration has/have been sold. I can be contacted by Philips for inquiries associated with the request.

First Name D
 Last Name M
 Email Address

3

Cancel **Submit**

20. Accept/Reject planning proposals

20. Accept/Reject planning proposals

When authorized, you can use the CS Portal to accept or reject planning proposals as well as request the date and time of a confirmed visit to be changed (up to 20 days in advance).

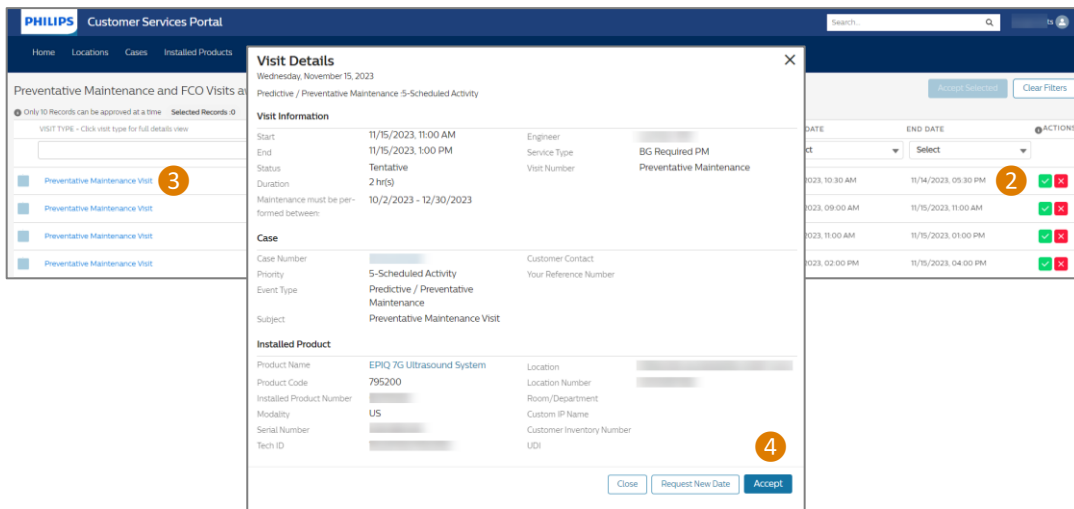
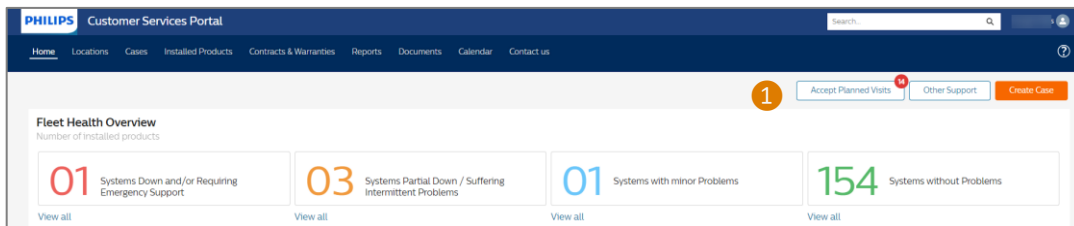
Upon acceptance of a tentative visit, the status in the calendar will immediately move to 'confirmed'.

20.1 Accept via the menu item

When there are tentative planned visits to accept, an 'Accept Planned Visits' button **1** will appear on the homepage. The number shown with this button represent the number of visits that can be accepted/rejected.

Click this button to open the list.

Accept individual visits by clicking the green accept icon **2** or by opening the details of a visit **3** and then click the 'Accept' button. **4**



Once visits are been accepted, they will disappear from the list and appear as 'Confirmed' visits in the calendar.

When a visit date/time is rejected, or a new date/time is requested:

- The update in the calendar is not immediate. This, as our planning team has to review the request and verify that we can fulfill your request (if not, you will be contacted).
- You will receive a mail confirm the request
- Details of the request are available under the case activity tab of the case details page.

When rejecting a tentatively planned visit, you will have to provide a counter proposal.

PHILIPS

Customer Services Portal

[Home](#)
[Locations](#)
[Cases](#)
[Installed Products](#)

Preventative Maintenance and FCO Visits

Only 10 Records can be approved at a time

Selected Records 0

VISIT TYPE - Click visit type for full details view

Preventative Maintenance Visit

Preventative Maintenance Visit

Preventative Maintenance Visit

Preventative Maintenance Visit

Visit Details

Wednesday, November 15, 2023

Predictive / Preventative Maintenance 5-Scheduled Activity

Visit Information

Start	11/15/2023, 11:00 AM	Engineer	
End	11/15/2023, 1:00 PM	Service Type	BG Required PM
Status	Tentative	Visit Number	Preventative Maintenance
Duration	2 hr(s)		
Maintenance must be performed between:	10/2/2023 - 12/30/2023		

Case

Case Number		Customer Contact	
Priority	5-Scheduled Activity	Your Reference Number	
Event Type	Predictive / Preventative Maintenance		
Subject	Preventative Maintenance Visit		

Installed Product

Product Name	EPIQ 7G Ultrasound System	Location	
Product Code	795200	Location Number	
Installed Product Number		Room/Department	
Modality	US	Custom IP Name	
Serial Number		Customer Inventory Number	
Tech ID		UDI	

Close

Request New Date

Accept

APPROVAL

APPROVE

Clear Filters

DATE	END DATE	ACTION
11/15/2023, 10:30 AM	11/14/2023, 09:30 PM	☒ ☒
11/15/2023, 09:00 AM	11/15/2023, 11:00 AM	☒ ☒
11/15/2023, 11:00 AM	11/15/2023, 01:00 PM	☒ ☒
11/15/2023, 02:00 PM	11/15/2023, 04:00 PM	☒ ☒

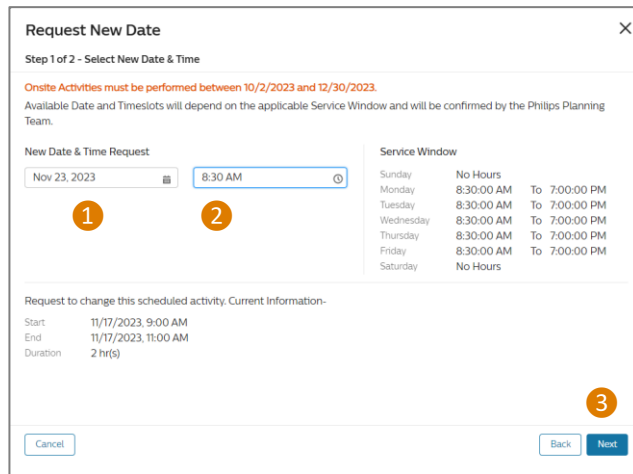
20. Accept/Reject planning proposals

20.3 Provide counter planning proposal

- 1 Select the date on which you want to visit to occur
- 2 Select the requested start time
- 3 Click 'Next'
- 4 You can add additional comments in the comments field
- 5 Click submit

Please note that when requesting a new date, the CS Portal will apply the following rules:

- Requested visit date must be 20+ days in the future.
- For Predictive/Preventative Maintenance visits:
 - Date must be within the 'grace period' of the visit (date range within which the maintenance must be executed).
 - Selected weekday must be covered by the service window of the contract.
 - Start and end time of the visit must be covered by the service window of the contract.
- For Field Change Orders:
 - Date must be before the due date of the FCO.
 - Selected weekday must be a regular (Philips) working day.
 - Start and end time of the visit must be inside regular (Philips) working hours.



Request New Date

Step 1 of 2 - Select New Date & Time

Onsite Activities must be performed between 10/2/2023 and 12/30/2023.

Available Date and Timeslots will depend on the applicable Service Window and will be confirmed by the Philips Planning Team.

New Date & Time Request

Nov 23, 2023 8:30 AM

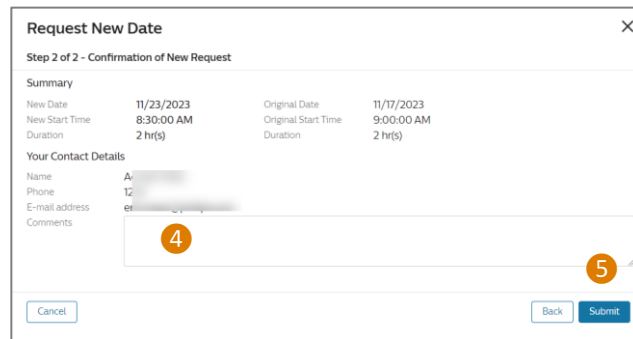
Service Window

Day	Start Time	End Time
Sunday	No Hours	To 7:00:00 PM
Monday	8:30:00 AM	To 7:00:00 PM
Tuesday	8:30:00 AM	To 7:00:00 PM
Wednesday	8:30:00 AM	To 7:00:00 PM
Thursday	8:30:00 AM	To 7:00:00 PM
Friday	8:30:00 AM	To 7:00:00 PM
Saturday	No Hours	To 7:00:00 PM

Request to change this scheduled activity. Current Information-

Start: 11/17/2023, 9:00 AM
End: 11/17/2023, 11:00 AM
Duration: 2 hr(s)

Cancel Next



Request New Date

Step 2 of 2 - Confirmation of New Request

Summary

Field	New Date	Original Date
New Date	11/23/2023	11/17/2023
New Start Time	8:30:00 AM	9:00:00 AM
Duration	2 hr(s)	2 hr(s)

Your Contact Details

Name: [Redacted]
Phone: [Redacted]
E-mail address: [Redacted]
Comments: [Text Area] (marked with 4)

Cancel Submit (marked with 5)

21. Requests new visit date/time (via Calendar)

21. Requests new visit date/time (via Calendar)

- 1 On the calendar, open a tentative planned visit (dashed line) and click the entry to view the visit details.
- 2 Click the 'Request New Date'-button to reject and request a new date or the 'Accept'-button to accept.

Details on how to select a new date and time can be found on previous pages of this user guide.

Note: When a visit is already confirmed but at last 20 days in the future, you can still request a new date by opening the details of the visit in the calendar (entries with solid lines have status confirmed) and click the 'Request New Date'-button to request a new date.

The screenshot displays the Philips Customer Services Portal interface. At the top, there's a navigation bar with links like Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Documents, **Calendar**, and Contact us. Below this, a search bar and a filter section are visible. The filter section includes 'Show' with checkboxes for 'Confirmed' and 'Tentative' (both checked), and a 'Location' dropdown set to '5 selected'. To the right of the filters, there's a 'Color coding' dropdown and a 'Today' button. The main area shows a calendar for November 2023. The calendar has columns for Monday through Sunday. On Friday, November 17th, there are two visit entries: one from 9:00AM to 10:00AM labeled 'EPIQ 7G Ultrasound System-Predictive / ...' and another from 10:00AM to 10:00PM labeled 'EPIQ 7G Ultrasound System-Predictive / ...'. A red circle with the number '1' is placed over the 10:00AM entry. On Saturday, November 18th, there's an entry from 9:00AM to 2:00PM labeled 'Brilliance CT Big Bore-Predictive / Preve...'. A red circle with the number '2' is placed over the 'Request New Date' button in the modal. An overlay modal titled 'Visit Details' is open, showing information for a visit on Wednesday, November 15, 2023. The modal is divided into sections: 'Visit Information', 'Case', and 'Installed Product'. The 'Visit Information' section shows Start (11/15/2023, 11:00 AM), End (11/15/2023, 1:00 PM), Status (Tentative), Duration (2 hrs), and Maintenance must be performed between (10/2/2023 - 12/30/2023). The 'Case' section shows Case Number, Priority (5-Scheduled Activity), Event Type (Predictive / Preventative Maintenance), and Subject (Preventative Maintenance Visit). The 'Installed Product' section shows Product Name (EPIQ 7G Ultrasound System), Product Code (795200), Installed Product Number, Modality (US), Serial Number, and Tech ID. At the bottom of the modal, there are buttons for 'Close', 'Request New Date', and 'Accept'.

22. Software Updates and OS Patches



22. Software Updates and OS Patches

When authorized, you can use the CS Portal to view SW Updates and OS Patches that are made available under our product lifecycle agreements. The functionality includes:

- 1 A counter on the home page showing the number of installed products that will receive such updates and OS patches.
- 2 A list showing such updates and OS patches applicable to your installed products + their deployment.
- 3 The status of each download/install
- 4 A means to download release notes providing details on these updates/patches.
- 5 A means for you to request the installation of these updates/patches to be carried out by Philips (in case these are primarily deemed 'Customer Installable').

The screenshot displays the Philips Customer Services Portal. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, SW Updates/OS Patches, Calendar, and Contact Us. The main content area is divided into two sections.

The top section, 'Fleet Health Overview', shows the number of installed products and their status: 09 Systems down, 03 Systems partial down, 01 Systems with minor problems, 225 Systems without problems, and 130 SW updates available. Each status has a 'View all' link.

The bottom section, 'Upcoming Visits', shows a calendar view for April and April 2025. To the right, there is a 'Case Overview' section showing 04 Cases created past 30 days.

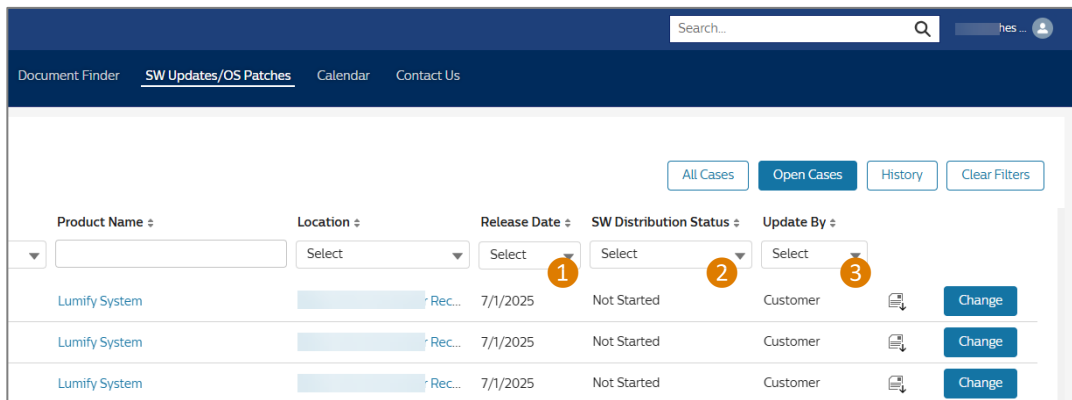
The bottom section of the screenshot shows the 'SW Updates/OS Patches' page. It features a table with columns for Case Number, Subject, Modality, Product Name, Location, Release Date, SW Distribution Status, and Update By. The table lists several cases, including 0125119435, 0125119434, 0125119433, 0125119432, 0125119431, 0125119430, and 0125119429. Each row has a 'Change' button next to it.

22. Software Updates and OS Patches

In the list, the 'Release Date' ① is the general release date on of a SW update or OS patch. This may not be the data of actual download/install. The 'SW Distribution Status' ② depicts the actual download and installation status. These statuses are:

- Not Started
- Revoked
- Download Rejected
- Download Failed
- Downloaded
- Install Pending
- Install Rejected
- Install Failed
- Installed

The 'Update By' ③ indicates which party is expected to carry out the installation. This is determined based on the type of package as well as the entitlement of the contract.



Product Name	Location	Release Date	SW Distribution Status	Update By	
Lumify System	Rec...	7/1/2025	Not Started	Customer	Change
Lumify System	Rec...	7/1/2025	Not Started	Customer	Change
Lumify System	Rec...	7/1/2025	Not Started	Customer	Change

22. Software Updates and OS Patches

The document icon **1** represents the release note of the SW Update/OS patch. By clicking the icon, the CS Portal will look for a document in language of your (CS Portal) user interface and open it in a new tab. In case no document can be found, the English version will be made available.

The 'Change'-button **2** is available for updates that are intended to be installed by the customer and can be used to request the install to be done by Philips. Upon submitting a request, the 'Update By'-field will change from "Customer" to "Philips"

Document Finder <u>SW Updates/OS Patches</u> Calendar Contact Us					
Search...					
All Cases Open Cases History Clear Filters					
Product Name	Location	Release Date	SW Distribution Status	Update By	
Lumify System	Rec...	7/1/2025	Not Started	Customer	1 Change 2
Lumify System	Rec...	7/1/2025	Not Started	Customer	Change
Lumify System	Rec...	7/1/2025	Not Started	Customer	Change

Request installation for update by Philips

Rational for request*

Please note that an installation by Philips may lead to additional charges to your organization

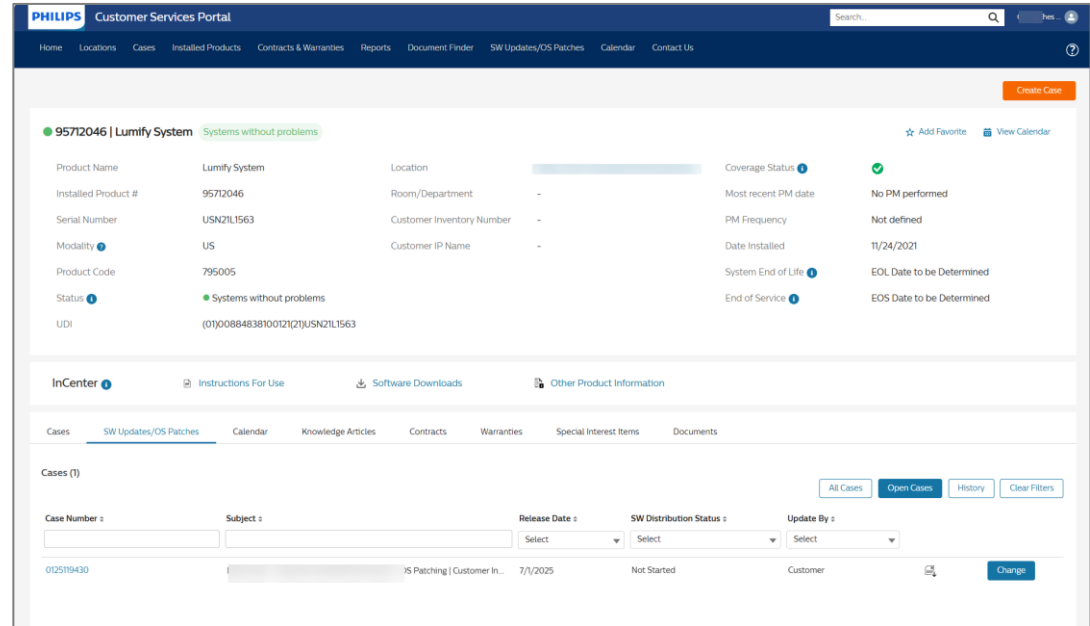
Operators are unable to install the software. Please contact us to make an appointment for the installation by a Philips engineer

126 characters remaining

Submit

22. Software Updates and OS Patches

Please note that the SW Updates/OS Patch cases for an installed products are also available on the details pages of these respective installed products.



PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder SW Updates/OS Patches Calendar Contact Us

95712046 | Lumify System Systems without problems [Add Favorite](#) [View Calendar](#)

Product Name	Lumify System	Location		Coverage Status	✓
Installed Product #	95712046	Room/Department	-	Most recent PM date	No PM performed
Serial Number	USN21L1563	Customer Inventory Number	-	PM Frequency	Not defined
Modality	US	Customer IP Name	-	Date Installed	11/24/2021
Product Code	795005			System End of Life	EOL Date to be Determined
Status	Systems without problems			End of Service	EOS Date to be Determined
UDI	(01)00884838100121(27)USN21L1563				

InCenter [Instructions For Use](#) [Software Downloads](#) [Other Product Information](#)

Cases SW Updates/OS Patches Calendar Knowledge Articles Contracts Warranties Special Interest Items Documents

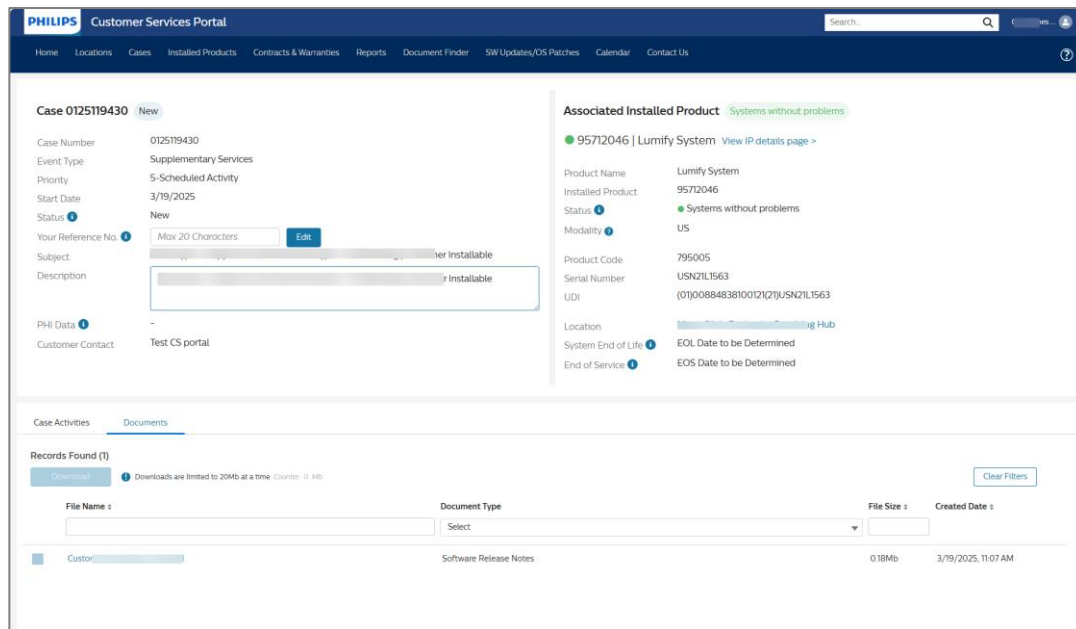
Cases (1) [All Cases](#) [Open Cases](#) [History](#) [Clear Filters](#)

Case Number	Subject	Release Date	SW Distribution Status	Update By
012519430	OS Patching Customer In...	7/1/2025	Not Started	Customer

[Change](#)

22. Software Updates and OS Patches

Also, the release notes can also be accessed via the details pages of the respective cases.



PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder SW Updates/OS Patches Calendar Contact Us

Case 0125119430 New

Case Number: 0125119430
 Event Type: Supplementary Services
 Priority: 5-Scheduled Activity
 Start Date: 3/19/2025
 Status: New
 Your Reference No.: Edit
 Subject:
 Description:
 PHI Data: 1
 Customer Contact: Test CS portal

Associated Installed Product Systems without problems

95712046 | Lumify System [View IP details page >](#)

Product Name: Lumify System
 Installed Product: 95712046
 Status: 1 Systems without problems
 Modality: 1 US
 Product Code: 795005
 Serial Number: USN2IL1563
 UDI: (01)00884838100121(21)USN2IL1563
 Location:
 System End of Life: 1 EOL Date to be Determined
 End of Service: 1 EOS Date to be Determined

Case Activities **Documents**

Records Found (1)

[Download](#) 1 Downloads are limited to 20Mb at a time. Counter: 0 MB. [Clear Filters](#)

File Name	Document Type	File Size	Created Date
 Custom	Software Release Notes	0.18Mb	3/19/2025, 11:07 AM

23. Notification Subscription



23. Notification Subscriptions

Depending to your country, the CS Portal may feature two types of notifications:

InApp notifications are shown on the home page of the CS Portal (desktop ① and mobile version ②). Details of the notification can be opened by clicking them. Depending on the country the InApp notification feature may be enabled or disabled by default. The conditions under which a notification is shown can be managed via the 'My Profile' page (Notification Settings).

Email notifications ③ can be send to your email account based on the criteria you set. The conditions under which a notification is shown can be managed via the 'My Profile' page (Notification Settings).

The notification functionality allows you to enable/disable and configure notifications whether you want to see and/or receive a notification for certain milestones. The milestone-based notifications are offered for incident and/or supplementary service cases. However, the CS portal also offers reminder notification send to you 7 days prior to the PM or FCO visit.

The screenshot displays the Philips Customer Services Portal interface. On the desktop view (top), a 'Fleet Health Overview' section shows system status: 31 Systems down, 27 Systems partial down, 05 Systems with minor problems, and 54 Systems with no problems. A 'Notifications' overlay (1) is visible on the right, listing events like 'Case Completed #0126275885', 'Quote Accepted (Q-01739926)', and 'Quote Sent (Q-01739926)'. On the mobile view (bottom), a 'Notifications' overlay (2) shows 'Case Created #0126236327' and 'Dispatch of an Engineer #0126236011'. A third overlay (3) shows a detailed case update for 'IntelliVue Microstream Extension'.

23. Notification Subscriptions

You can manage your notification settings via the 'Notifications'-tab on your user profile.

Open the user menu **1** and then select 'My Profile' to open the user profile page.

Click the slider for 'Upcoming PM/FCO Visits' **2** to receive email notifications 7 days prior to these visits.

Click the slider for 'Enable Notifications' **3** to see/receive notifications for milestones on incident and supplementary service cases.

Configure for which products **4**, event types **5**, priorities **6**, and for milestones **7** you want to be notified and how.

Notes:

- The PM/FCO notification are for all installed products visible to you in the CS Portal.
- Certain milestones may not be available in call countries.

PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder SW Updates/OS Patches Calendar Contact Us More

My Profile

Details **Notification Settings** Manage View

Upcoming PM/FCO Visits **2**

Enable Notifications **3**

Installed Product Preferences

Favorite Installed Product(s) Only **4**

Or

Modalities & Location(s) All | All View

Event Type

At least one selection is mandatory

Incident **5**

Supplementary Services **5**

Priority

At least one selection is mandatory

1-Critical Need **6**

2-System Down

3-System Restricted

4-Intermittent Problem

5-Scheduled Activity

Select the Milestones

At least one selection is mandatory **7**

	In-App	Email
All Milestones	☒	☒
Case Creation	☒	☒
Quote Sent	☒	☒
Quote Expiration Warning	☒	☒
Quote Expired	☒	☒
Quote Accepted	☒	☒
Quote Rejected	☒	☒
Dispatch of Field Engineer	☒	☒
Change of a Visit of an Engineer	☒	☒
Receipt of Product by Bench Facility 1	☒	☒
Return of Product by Bench Facility 1	☒	☒
Parts Ordered	☒	☒
Parts Shipped	☒	☒
Debrief by an Engineer	☒	☒
System is Ready for Clinical Use	☒	☒
Case Completion	☒	☒
- Customer Service Receipts Required 1	☒	☒

Cancel Save

24. Hiding of contacts



24. Hiding of contacts

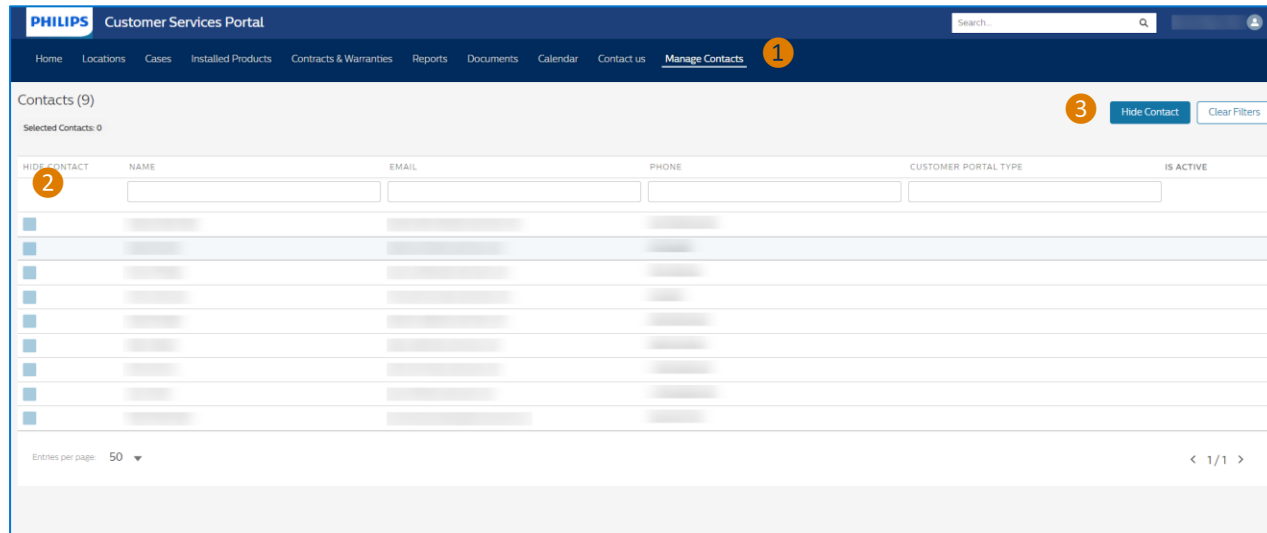
When authorized, you can mark contacts to be hidden in the Portal. Once hidden, these contacts will no longer appear in the:

- Contact list
- List of (additional) contacts when creating a case

This functionality can be helpful when people left your organization.

Hide contacts following below steps:

- 1 Click 'Manage Contacts' on the navigation menu
- 2 Select the contact(s) you want to hide
- 3 Click the 'Hide Contact'-button



PHILIPS Customer Services Portal

Home Locations Cases Installed Products Contracts & Warranties Reports Documents Calendar Contact us **Manage Contacts** 1

Search

Contacts (9) 3 Hide Contact Clear Filters

Selected Contacts: 0

HIDE CONTACT 2	NAME	EMAIL	PHONE	CUSTOMER PORTAL TYPE	IS ACTIVE
☐					
☐					
☐					
☐					
☐					
☐					
☐					
☐					
☐					

Entries per page: 50 >

< 1/1 >

25. Part Returns



25. Part Returns

25.1 Part Returns Introduction

The CS Portal can support you in the parts return process for those scenarios where Philips shipped returnable parts to your facility and where these parts were not exchanged by a Philips engineer (Also known as NEMO (No Engineer, Material Only) scenarios).

When active for your country, a 'Parts Return' buttons will appear on the home page. This button **1** has an indicator showing the number of open returns. By clicking the button you can navigate to the part returns page.

Also, the parts tab of the cases details pages will show if a reported part is returnable **2** and if so, who is responsible for the return **3** ('Philips' if the part was exchanged by a Philips engineer) and 'Customer' if Philips merely shipped the parts (so called 'NEMO'). Pls note that this is not an indication to show if the part is been returned/received or not.

PHILIPS Customer Services Portal

Set as Default Search... [bell icon] [user icon] [No Case...]

Home Locations Cases Installed Products Contracts & Warranties Reports Document Finder SW Updates/OS Patches Calendar Change Requests More

Parts Menu Open Returns Create Case

Fleet Health Overview ¹
Number of installed products

0 Systems down View all	03 Systems partial down View all	0 Systems with minor problems View all	121 Systems without problems View all
--	---	---	--

Case Tracking **Parts** Documents Service Summary

Clear Filters

Quantity	Unit Of Measure	Part Number	Part Descriptions	Serial Number	Part Type	Returnable ²	Return By ³
1	PCE	989805617141	RP-Flow Sensor Assy, Air & O2, V60/V680	MXT048910	010 - Normal spareparts	Yes	Customer

25. Part Returns

Upon clicking the 'Open Returns'-button on the home page, the parts return page will open. This page has 2 views:

- Open Returns
- Returned

The 'Open Returns'-view **1** shows a list of shipped parts for which Philips expects a return (as the parts are returnable). The list also shows an 'Return Action'-button which allows you to manage/report the return. Once a return has been reported, it will become visible in the 'Returned'-view.

This 'Returned' view **2** shows a list the parts that have been reported as 'returned' (using the CS Portal) and whether the return shipment has been processed by our returns warehouse.

Philips Customer Services Portal

Part Returns (146)

Open Returns | Returned

Case Number	Part Number Shipped	Part Description Shipped	Serial Number Shipped	RMD Number	Parts Status	Contact Person	
0126110133	989805617141	RP-Flow Sensor Assy, Air & O2, V60/V...	MXTO44718	0850247184	Good Sealed	Kimberly M...on	Return Action
0126078785	453564563281	MS_X2 PCA ECG-5ld/Fast SpO2/P&T ...		0850246794	Good Sealed	K...	Return Action
012607769	453561536131	RP-Cable,DA to MC PCBA,2nd Gen,V60		0850246808	Good Sealed Broken	M...	Return Action
012607566	453561539061	RP-Touch Screen, V60/V60PLUS/V680	53230-2242-0030	0850240374	Defective Part	K...	Return Action

Philips Customer Services Portal

Part Returns (73)

Open Returns | Returned

Case Number	Part Number Shipped	RMD Number	Parts Status	Return Date	Return Carrier	Return Tracking Number	Return Processed
0125709736	453561512761	0850247123	Defective Part	2026-03-26	CIBLEX	1597532587456	Yes
0126114823	989805617141	0850246793	Defective Part	2026-03-05	DHL	123456	No
0125800573	989805617141	0850247133	Defective Part	2026-03-25	DHL	DHL Tracking number 123456	No
0125769469	453561512191	0850247449	Defective Part	2026-03-31	DHL	TTF4567-45344	Yes

25. Part Returns

25.2 Parts Return Steps

For each open return line item, you can:

- 1 • Change the status of the part you wish to return to 'Good Sealed' / 'Good Seal Broken'.
 - Raise a request to not return a part (upon which our parts team will contact you for next step).
- 2 • Fill out the RMD using the CS Portal (in case you cannot locate the original RMD document or simply prefer to fill out the form via the CS Portal rather than use pen and paper).
 - Generate a new RMD document in case you changed the status of the to-be-return part (to 'Good Sealed' / 'Good Seal Broken').
- 3 • Report a return – Provide Philips information on the date of shipment, name of the carrier and carrier tracking number

Please note that it is not always mandatory to take each step. E.g. when you want to just report the return of a defect part and use the RMD document included in the shipment, 1 and 2 can be skipped.

Note: Due to system limitations, the Portal does not support the return of multiple items under one RMD (shipments with quantity > 1). When user tries change the return parts status, fill out a RMD document and/or report a return, the system will show a message and automatically contact our parts team who will then reach out to you for support in the return process.

Return Actions

Step 1 of 2- Select Return Actions

- ☒ **Change Return Part Status**
Use this option if the part you will return is good (seal broken or unbroken) or if you cannot return the defect part.
- ☐ **Generate and Send Return Material Document (RMD)**
Allows you to generate a new Return Material Document in case.
-The part you want to return is good (seal broken or unbroken). This, as RMD sent with the part cannot be used
- You cannot find the original RMD
- You have the original printed RMD but prefer to fill out the details of the defect part using the portal
- ☐ **Report Return**
Use this option in order to inform Philips of return shipment details

CloseNext



25. Part Returns

25.3 Report Inability to return a part

In case you cannot return a part, you can report this to Philips via below steps.

- 1 Click the 'Return Action'-button
- 2 Select 'Change Return Part Status'
- 3 Click 'Next'
- 4 Select 'Request to not return the part'
- 5 Select the reason for not returning the part. When selecting "Other", you will be asked to provide further details.
- 6 Click 'Confirm'

Upon confirmation:

- A confirmation message 7 will be shown
- The 'Return Action'-button will be grey-ed out
- A notification message has been sent to our parts team and someone from this team will contact you to discuss next steps.

Return Actions
Step 1 of 2 - Select Return Actions

- Change Return Part Status**
Use this option if the part you will return is good (seal broken or unbroken) or if you cannot return the defect part.
- Generate and Send Return Material Document (RMD)**
Allows you to generate a new Return Material Document in case:
-The part you want to return is good (seal broken or unbroken). This, as RMD sent with the part cannot be used
- You cannot find the original RMD
- You have the original printed RMD but prefer to fill out the details of the defect part using the portal
- Report Return**
Use this option in order to inform Philips of return shipment details

Change Return Part Status
Step 2 of 2 - Select the status of the part to be returned.

- Used - Defect**
Select this option if the part to be returned has a defect.
- Unused - Sealed**
Select this option if the part to be returned is unused and the quality seal is/remains intact.
- Unused - Seal Broken**
Select this option if the part to be returned is unused but the quality seal has been broken.
- Request to not return the part**
Select this option if you don't wish to return a part.
 - Accidentally disposed of (old) part
 - Cannot return part due to local privacy regulation
 - To be repaired using a different method or vendor
 - Other

Success
Our parts team has been informed and will reach out to you for next steps.

25. Part Returns

25.4 Report good part return

You can use the CS Portal to initiate the return of parts that are 'Good-Sealed' or 'Good-Seal Broken'. As this will lead to the issue of the new RMD number, the original form can no longer be used and a new form has to be generated and email to you via the CS Portal.

- 1 Click the 'Return Action'-button
- 2 Select 'Change Return Part Status'
- 3 Click 'Next'
- 4 Select 'Unused – Sealed' or 'Unused – Seal Broken' (whichever is applicable)
- 5 Click 'Confirm'

Upon confirmation:

- A message 6 reminding you to generate a new RMD document will be shown
- A new RMD number has been issued
- The 'Return Action'-button will remain active for the next step(s).

The screenshot displays the Philips Customer Services Portal interface. The main content area shows a table of 'Part Returns (147)' with columns for Case Number, Part Number Shipped, Part Description Shipped, Serial Number Shipped, RMD Number, Parts Status, and Contact Person. A modal window titled 'Return Actions' is open, showing 'Step 1 of 2 - Select Return Actions'. The 'Change Return Part Status' option is selected. A second modal window titled 'Change Return Part Status' is open, showing 'Step 2 of 2 - Select the status of the part to be returned'. The 'Unused - Sealed' option is selected. A third modal window titled 'Important Note' is open, reminding the user to generate a new RMD document. The 'Return Action' button is visible on the right side of the table.

25. Part Returns

25.5 Generate and Send RMD Document - Intro

This function is used to generate and send RMD Document for a number of scenarios.

1. You want to return a defect part but you cannot locate the original RMD document.
2. You want to return a defect part and you have the original RMD document but prefer to fill out the details using the CS Portal.
3. You reported that you wanted to return a part 'Good Sealed' / 'Good Seal Broken' in which case a new RMD number was issued and you need a new RMD document (as the original one became invalid).

The steps for scenarios 1 and 2 are the same whereas the steps for scenario 3 are very similar but have a slight variance.

Please note that scenarios 1 and 2 will result in a new RMD number to be issued meaning that the original RMD document can not be used when returning the part

PHILIPS

Return Material Document

Page 2 / 2

Return address:
Philips Healthcare
See Return Label

Return authorization number: 850247740


Item	Product and Description	Quantity	UoM
000010	989805617141 RP-Flow Sensor Assy, Air & O2, V60/V680	1	PCE
Weight: 1.95			
Condition: D			

To be completed by customer

Part number:
if different from above

Serial number(s):

Part status:
☐ Unused
☒ Used EEE - returned for root cause analysis
☐ DEFOA - returned for root cause analysis

Part failure description:
Does not provide a reading.

PMRMA Customer Service SPS Americas
222 Jacobs St
Cambridge, MA 02142-2296
US



25. Part Returns

25.6 Generate and Send RMD Document - Defect

This function is used to generate and send RMD Document for a number of scenarios for the return a defective part.

- 1 Click the 'Return Action'-button
- 2 Select 'Change Return Part Status'
- 3 Click 'Next'
- 4 Enter the serial number (serialized parts only)
- 5 Select the appropriate 'Part Defective Category'
- 6 Enter the 'Part Failure Description'
- 7 Click 'Confirm'

Upon confirmation:

- A confirmation message 8 will be shown
- A mail with the new RMD document will be send to your email address

PHILIPS Customer Services Portal

Part Returns (147)

Open Returns | Returned

Case Number	Part Number Shipped	Part Description Shipped	Serial Number Shipped	RMD Number	Parts Status	Contact Person
0125192500	98980561741	RP-Flow Sensor Assy, Air & O2, V60/V...	MX			
0125173114	98980561741	RP-Flow Sensor Assy, Air & O2, V60/V...	MX			
0125159377	453561540001	RP-Trilogy Evo Power Supply				
0125153766	98980561741	RP-Flow Sensor Assy, Air & O2, V60/V...	MX			
0125153283	453561539901	RP-Trilogy Evo Proportional Valve (AE				

Return Actions

Step 1 of 2 - Select Return Actions

- Change Return Part Status
- Generate and Send Return Material Document (RMD)

Generate and Send Return Material Document (RMD)

Step 2 of 2 - Please verify and provide necessary information for the following

Part Return Reason: Defective Part

RMD Number: 0850162827

Part Number*: 98980561741

Part Description: RP-Flow Sensor Assy, Air & O2, V60/V680

Serial Number: 4

Part Defective Category*: 5

Part Failure Description*: 6

Part Failure Description: Part Failure Description

7

8

Success

The Return Document will be sent to your email

25. Part Returns

25.7 Generate and Send RMD Document - Good

This action must be completed after you indicated to return a good part (sealed / seal broken) and before you report the actual return (as the original RMD is no longer valid).

- 1 Click the 'Return Action'-button
- 2 Select 'Generate and Sent Return Material Document'
- 3 Click 'Next'
- 4 Click 'Confirm'

Upon confirmation:

- A success message 5 will be shown
- A mail with the new RMD document will be sent to your email address.

The screenshot displays the Philips Customer Services Portal interface. The main section is titled 'Part Returns (147)' and contains a table with columns: Case Number, Part Number Shipped, Part Description Shipped, Serial Number Shipped, RMD Number, Parts Status, and Contact Person. The table lists several return entries.

Overlaid on the portal are three windows illustrating the workflow:

- Return Actions:** A modal window titled 'Return Actions' showing 'Step 1 of 2 - Select Return Actions'. It lists two options: 'Change Return Part Status' (disabled) and 'Generate and Send Return Material Document (RMD)' (selected). The 'Generate and Send Return Material Document (RMD)' option is described as allowing the user to generate a new RMD document in case of a return.
- Generate and Send Return Material Document (RMD):** A modal window titled 'Generate and Send Return Material Document (RMD)' showing 'Step 2 of 2 - Please verify and provide necessary information for the following'. It contains fields for 'Part Return Reason' (Good-Sealed), 'RMD Number' (0850247739), 'Part Number' (98980561741), 'Part Description' (RP-Flow Sensor Assy, Air & O2, V60/V680), and 'Serial Number' (MXT050713). A warning message at the bottom states: 'This part return document is only valid for this particular part /serial number'.
- Success:** A small modal window titled 'Success' showing a green checkmark and the message: 'The Return Document will be sent to your email'.

Numbered callouts (1-5) are placed on the interface to guide the user through the steps: 1 points to the 'Return Action' button, 2 points to the 'Generate and Send Return Material Document (RMD)' option, 3 points to the 'Next' button, 4 points to the 'Confirm' button, and 5 points to the success message.

25. Part Returns

25.8 Report a return

By proactively informing Philips of the details of the return shipments the need for Philips to contact customers on follow-up of return shipments can be prevented.

A part return (either defect or good) can be reported following below steps:

- 1 Click the 'Return Action'-button
- 2 Select 'Report Return'
- 3 Click 'Next'
- 4 Select the carrier
- 5 If your carrier was not on the list and you selected 'Other', enter the name of the carrier
- 6 Enter the date of the shipment
- 7 Enter the Tracking Number of the carrier
- 8 Click 'Confirm'

Upon confirmation:

- The RMD line item will move from the 'Open Returns' to 'Returned' view of the list.

The screenshot displays the Philips Customer Services Portal interface. At the top, there's a navigation bar with links like Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Document Finder, SW Updates/OS Patches, Calendar, Change Requests, and More. Below this, a 'Part Returns (147)' section shows a table with columns: Case Number, Part Number Shipped, Part Description Shipped, Serial Number Shipped, RMD Number, Parts Status, and Contact Person. The table lists several return items, including 'RP-Flow Sensor Assy, Air & O2, V60/V...' and 'RP-Trilogy Evo Power Supply'.

Overlaid on the table is a 'Report Return' form (Step 2 of 2). The form contains the following fields and steps:

- Carrier** (4): A dropdown menu with 'OTHER' selected.
- Carrier Name** (5): A text input field containing 'TransoFlex'.
- Date of Shipment** (6): A date picker showing 'Apr 22, 2026'.
- Tracking Number** (7): A text input field containing '1234568'.

At the bottom of the form, there are 'Back' and 'Confirm' (8) buttons. A note at the bottom left states 'All the Fields are mandatory on the Page'.

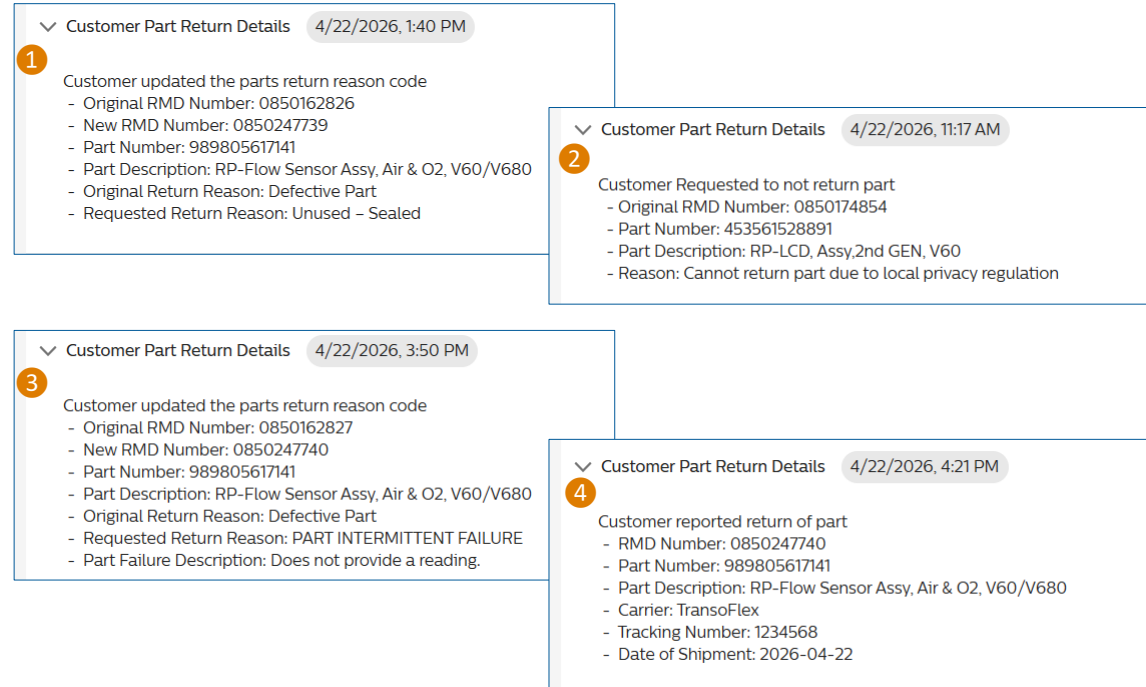
To the right of the form, a 'Return Actions' panel is visible, showing 'Step 1 of 2 - Select Return Actions'. It includes options like 'Change Return Part Status' and 'Generate and Send Return Material Document (RMD)'. The 'Report Return' option (2) is highlighted, and a 'Next' button (3) is at the bottom right of the panel.

25. Part Returns

25.9 Details in Case Tracker

For ease of potential follow-up communication, the following parts return actions are captured in the case tracker.

- 1 Initiate return of a part as 'Good'
- 2 Request to not return a part
- 3 Fill out RMD Document for defect return
- 4 Report return of a part



26. User Management (of other users)

26. User Management (of other users)

26.1 Create User Profile

- 1 Click 'More' on the navigation menu, then click 'Manage Contacts'
- 2 Click 'Create User'
- 3 Fill out the required details:
 - First Name
 - Last Name
 - Business Phone
 - Email
 - Username
 - Language
 - Locale
 - Time Zone
 - Authorizations
- 4 Click 'Next'

See next page for more details.

The screenshot displays the Philips Customer Services Portal interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Documents, Calendar, Change Requests, Contact Us, and More. The 'More' link is highlighted with a blue circle. Below the navigation bar, the 'Manage Contacts' link is highlighted with a blue circle. The 'Create User' button is also highlighted with a blue circle. The form is titled 'Create User' and is divided into three main sections: Personal Information, User Information, and Authorizations. The Personal Information section includes fields for Title, First Name, Last Name, Business Phone, Mobile Phone, and Email. The User Information section includes fields for Username, Language, Locale, and Time Zone. The Authorizations section includes a dropdown for Portal Authorizations. The 'Next >>' button is highlighted with a blue circle.

26. User Management (of other users)

As for any application, the correct of the user profile is key in the overall experience for the user. Please consider below information when setting up a user account.

First Name	First name of the user
Last Name	Last name of the user
Business Phone	Phone number of the user
Phone Extension	This number will be used as the default call back number when a user creates a case using the customer services portal).
Email	Email of the user. This email address will be used to sent the user an account activation mail as well as any possible password reset mails.
Username	The username is defaulted to the email address of the user. The username must be in email format. It is strongly advised to assign the email address as the user's username.
Title	This information is populated during creation of a case, where the user requests a bench repair or parts identification/parts quote for a defect product.
Language	The language defines the language of the user interface for the user.
Locale	The locale defines how numbers, dates and time stamps are shown in the user interface (e.g., decimal point vs decimal comma, dd/mm/yyyy vs mm/dd/yyyy and 13:00Hr vs 3:00PM).
Time Zone	All the date and time stamps are stored in UTC time zone and converted to the user's time zone when displayed. Please make sure the user account is setup with the correct time zone (for that user).
Authorizations	You can only assign those authorizations that are assigned to your own user profile. By default, the 'Create Cases'-authorizations is assigned to all users (can be removed once the user record has been created). Providing below authorizations are assigned to your own user profile, can assign the following authorizations; • Hide Contacts • Accept/Reject Planning Proposals • Update Installed Product Information Please contact your local portal support team in case you wish to have other authorizations assigned and/or have authorizations assigned that are not assigned to your user profile.



26. User Management (of other users)

26.2 Setup a user's account assignment – Standard

The user account assignment determines what a user can see in the Customer Services Portal through:

- **Selection of groups/super groups** - A group represents a predefined selection of one or more locations. A super group represents a predefined selection of one or more groups. You can only select those (super) groups that are part of your own user account assignment.
- **Selection of locations within groups/super groups** - By default all the locations within the selected groups are included. You can (de)select which of these locations will become visible to the user. You can only (de)select those locations that are visible to you.
- **Selection of modalities** - By default all modalities are selected. You can (de)select which of these modalities will be visible to the user.

Above mentioned steps are 'implicit' assignments meaning:

- Any installed products* currently associated with these locations and modalities will be visible to the user.
- Any installed products* that will become associated with these locations and modalities in the future will become visible to the user as well.
- Any installed products* that will become disassociated with these locations in the future will no longer be visible to the user (unless the new association is with another location visible to the user).

**Installed products as well as cases, contracts and warranties associated with these installed products.*



26. User Management (of other users)

Once the user profile has been created, the user account assignment page will appear (with the user preselected). Perform the user account assignment following next steps.

- 1 Click the 'Add Super Group/Group' button
- 2 In the pop-up window, select the (super) groups
- 3 Click the 'Add' button
- 4 Click 'Next'

See next page for more details

The screenshot displays the Philips Customer Services Portal interface for user management. The main page features a search bar and navigation tabs. Below the navigation, there are filters for User name, Email address, and Group name. A table titled 'USERS' is visible, with columns for NAME, EMAIL, USERNAME, and ACCOUNT NAME. A pop-up window is open, showing a table for selecting groups. The pop-up window has columns for SELECT, GROUP, TYPE OF USAGE, SUPER GROUP, TYPE, and COUNTRY CODE. The 'Add' button in the pop-up window is highlighted with a red circle 3. The 'Add Super Group/Group' button on the main page is highlighted with a red circle 1. The 'Cancel' button in the pop-up window is highlighted with a red circle 2.

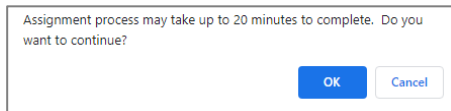
26. User Management (of other users)

- 7 Click the 'Specify Locations' button
- 8 Unselect the locations the user should not see
- 9 Click the 'Done'-button
- 10 Click the 'Save'-button

Do NOT close the browser tab
(see next page)

The screenshot displays the Philips Customer Services Portal interface for user management. At the top, there's a navigation bar with links like Home, Locations, Cases, etc. Below this, a search bar and filters for User name, Email address, and Group name are visible. A table lists users with columns for Location Name, Account Number, Account Name, and Group. A modal window is open for editing a user, showing a list of locations with checkboxes. The 'Specify Locations' button in the modal is highlighted with a red circle and the number 7. The 'Done' button in the modal is highlighted with a red circle and the number 9. The 'Save' button at the bottom of the main interface is highlighted with a red circle and the number 10. The 'Unselect the locations the user should not see' step is indicated by a red circle and the number 8 on the location selection checkboxes.

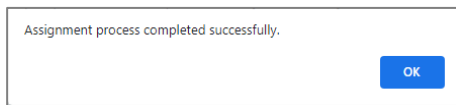
26. User Management (of other users)



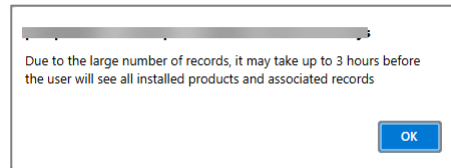
Upon clicking the 'Save'-button the Portal will ask if you want to continue (please click 'OK').



Once processing starts a message will appear asking you to not close the tab of your browser* (you can continue to use other tabs or applications).



When the account assignment processing can be completed in approx. 20 minutes the message 'Assignment process completed successfully' will appear**.



When the account assignment processing takes longer, a message appears stating 'it will take longer'**.

* Closure of browser tab before either message appears will cause the user account assignment to fail and may require from the local Philips support team to address.

** Once either message appears, you can confirm the message and close the browser tab.

26. User Management (of other users)

26.3 Setup a user's account assignment – Special

There are scenarios in which the standard setup of a user account assignment does not meet business needs. For these special situations, the portal offers explicit inclusion or exclusion of installed products.

Trough explicit inclusion or exclusion of installed products, mentioned logic can be overwritten such that you can select an individual installed product to become visible (without any other installed product associated with the location and modality) and/or hide specific installed products that normally would be visible based on the selected location(s) and modality/modalities.

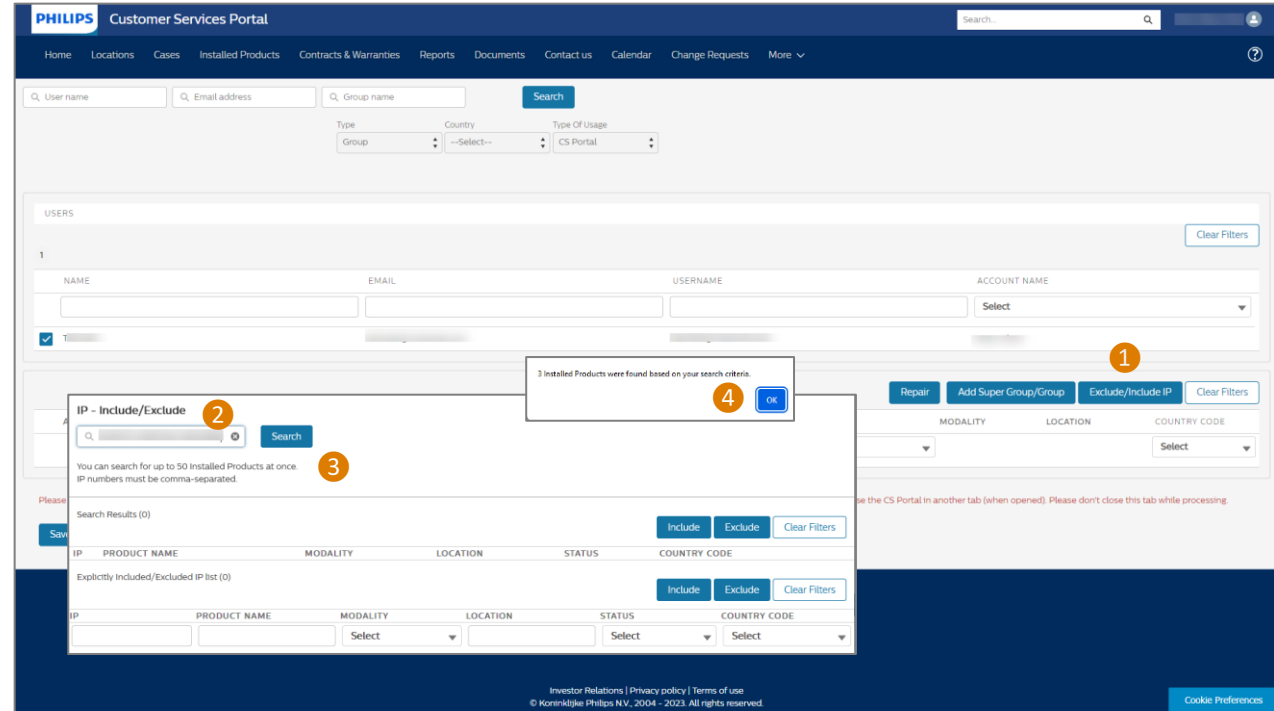
Please note that once an installed product is explicitly included, the only way to remove it from a user's view is to explicitly exclude it (and vice versa).

You can only explicitly include or exclude installed products that are visible to yourself in the customer services portal.



26. User Management (of other users)

- 1 Click the 'Excluded/Include IP' button
- 2 Enter the installed product number(s)
- 3 Click 'Search'
- 4 Click 'OK' in the confirmation window



The screenshot displays the Philips Customer Services Portal interface. The main navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Documents, Contact us, Calendar, Change Requests, and More. Below the navigation bar, there are search filters for User name, Email address, and Group name, along with a Search button. The main content area shows a table of users with columns for NAME, EMAIL, USERNAME, and ACCOUNT NAME. A modal window titled 'IP - Include/Exclude' is open, showing a search bar and a Search button. The modal also displays search results for IP, PRODUCT NAME, MODALITY, LOCATION, STATUS, and COUNTRY CODE. A confirmation message at the bottom of the modal states '3 Installed Products were found based on your search criteria.' and includes an OK button. The background interface also features buttons for Repair, Add Super Group/Group, Exclude/Include IP, and Clear Filters.

26. User Management (of other users)

- 5 Select the installed product(s) you want to include or exclude
- 6 Click 'Include' or 'Exclude'
- 7 Click 'OK' in the confirmation window

Note: Upon confirming the message in step 7, the selected installed products are immediately visible or hidden to/for the user (no need to click 'Save' on the main user account assignment page).

The screenshot shows the Philips Customer Services Portal interface. A modal dialog titled "IP - Include/Exclude" is open. It contains a search bar with the text "You can search for up to 50 Installed Products at once. IP numbers must be comma-separated." Below the search bar is a table with the following columns: IP, PRODUCT NAME, MODALITY, LOCATION, STATUS, and COUNTRY CODE. The table lists three products: Intellivue MP50, INTELLIVUE MULTI MEASUREMENT SERVER, and Intellivue MP70, all with a MODALITY of PCI and COUNTRY CODE of US. The IP column has checkboxes, with the first two checked. To the right of the table are buttons for "Include", "Exclude", and "Clear Filters". Above the table, there is a confirmation message box that says: "Installed Products assignment will be automatically updated within one minute. No further action (e.g. saving) will be required. Press OK to continue." with "OK" and "Cancel" buttons. The background shows the main portal interface with a search bar and various navigation links.

26. User Management (of other users)

You can view/update the list of included/excluded installed products by clicking the 'Exclude/Include IP'-button.

E.g. in case you would like to make the excluded Intellivue MP50 visible to user, follow the following steps.

- 1 Click the 'Excluded/Include IP' button
- 2 Select the installed product representing the Intellivue MP50
- 3 Click the second 'Include' button
- 4 Click 'OK' in the confirmation window

The screenshot displays the Philips Customer Services Portal interface. The main navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Documents, Contact us, Calendar, Change Requests, and More. A search bar is located in the top right corner.

The main content area shows a table of installed products. The table has columns for IP, PRODUCT NAME, MODALITY, LOCATION, STATUS, and COUNTRY CODE. The table lists two products: Intellivue MP50 and INTELLIVUE MULTI MEASUREMENT SERVER, both with a status of 'Excluded' and country code 'US'.

A modal window titled 'IP - Include/Exclude' is open, showing a search bar and a 'Search' button. Below the search bar, there is a table with the same columns as the main table. The 'Include' button is highlighted with a red circle and the number 3.

A confirmation dialog box is also visible, with the text: 'Installed Products assignment will be automatically updated within one minute. No further action (e.g. saving) will be required. Press OK to continue.' The 'OK' button is highlighted with a red circle and the number 4.

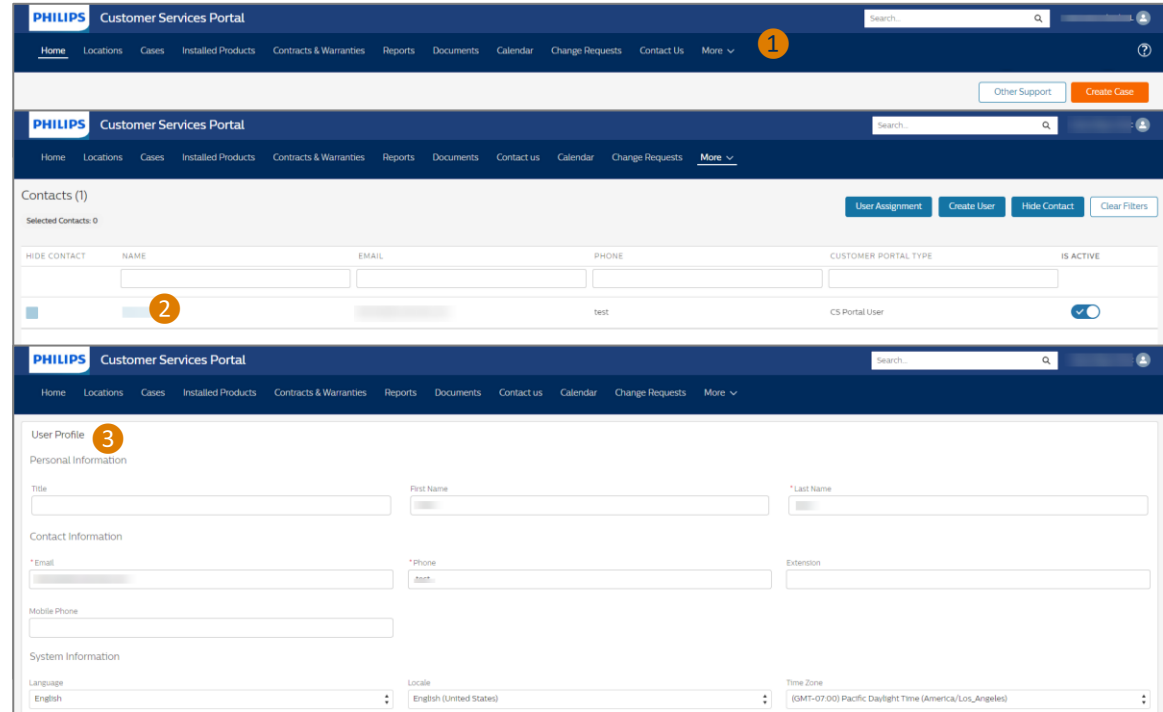
In the background, the main interface shows a button labeled 'Exclude/Include IP' with a red circle and the number 1, and another button labeled 'Include' with a red circle and the number 2.

26. User Management (of other users)

26.4 Update (other) user profile

User profiles of other users can be updated following next steps.

- 1 Click 'More' on the navigation menu, then click 'Manage Contacts'
- 2 Click the name of the user who's profile you want to update'
- 3 Make the required fields and click the 'Save' button (not shown in screenshot)



The screenshot displays the Philips Customer Services Portal interface, illustrating the steps to update a user profile. The portal has a dark blue header with the Philips logo and navigation links: Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Documents, Calendar, Change Requests, Contact Us, and More. A search bar is located in the top right corner.

Step 1: The 'More' menu is expanded, showing options like Other Support, Create Case, and Manage Contacts. The 'Manage Contacts' option is highlighted.

Step 2: The 'Manage Contacts' page is shown, displaying a table of contacts. The contact 'test' is selected, and the 'User Assignment' button is clicked.

Step 3: The 'User Profile' page is shown, displaying the 'Personal Information' section. The 'First Name' field is highlighted, indicating the user's profile is being updated.

The 'User Profile' page includes the following sections:

- Personal Information:** Title, First Name, Last Name.
- Contact Information:** *Email, *Phone, Extension, Mobile Phone.
- System Information:** Language (English), Locale (English (United States)), Time Zone (GMT-07:00 Pacific Daylight Time (America/Los Angeles)).

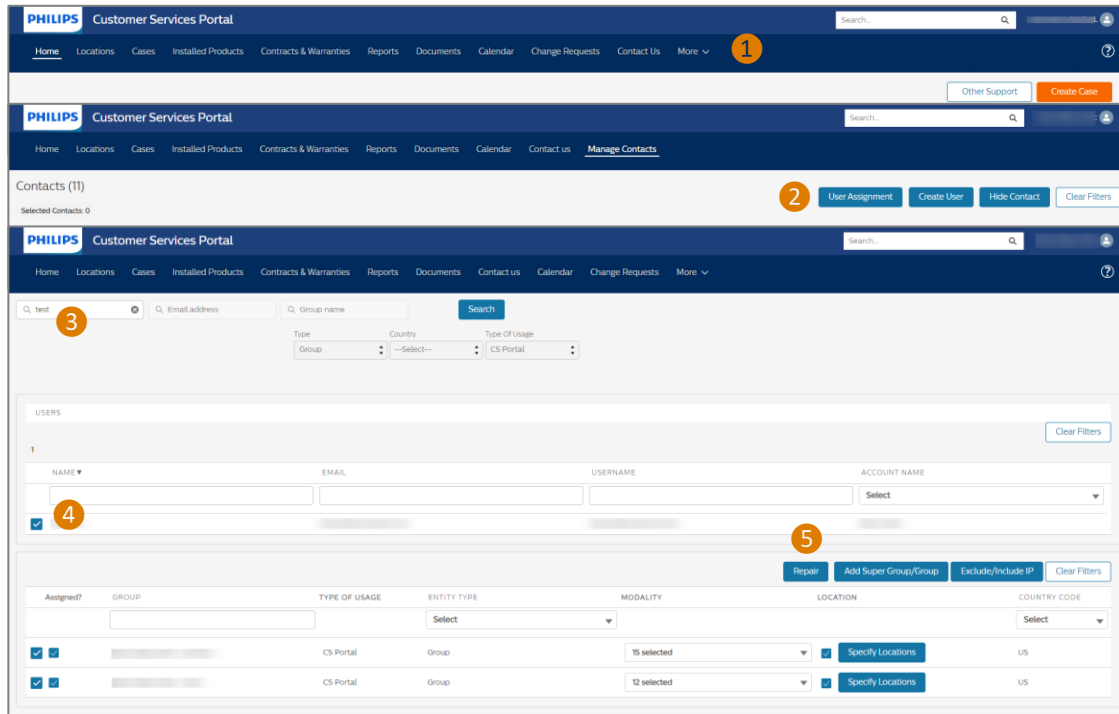
26. User Management (of other users)

26.5 Repair of a user's account assignment

Although logic is in place to continuously update data visible to the users (e.g. installed products are added/removed to/from locations), it can happen that this logic fails. This can be addressed using the 'Repair' functionality, which automatically removes all objects from the user's account and performs a user account assignment based on the settings that we stored.

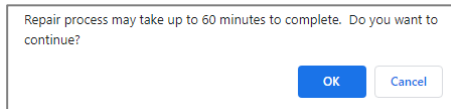
Perform the repair following the next steps:

- 1 Click 'More' on the navigation menu, then click 'Manage Contacts'
- 2 Click the 'User Assignment'-button
- 3 Search for the user by the user's name or email address
- 4 Select the user from the list
- 5 Click the 'Repair' button

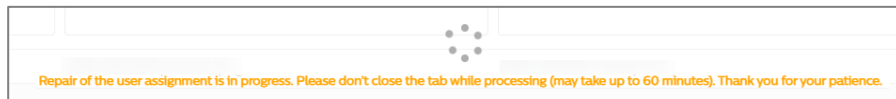


The screenshot displays the Philips Customer Services Portal interface. The top navigation bar includes links for Home, Locations, Cases, Installed Products, Contracts & Warranties, Reports, Documents, Calendar, Change Requests, Contact Us, and More. A search bar is located on the right. The main content area is titled 'Contacts (11)' and includes a 'Selected Contacts: 0' indicator. Below this, there are buttons for 'User Assignment', 'Create User', 'Hide Contact', and 'Clear Filters'. A search section allows filtering by 'Email address' and 'Group name'. A table lists users with columns for NAME, EMAIL, USERNAME, and ACCOUNT NAME. The table shows two users, both with checkboxes selected. At the bottom, there are buttons for 'Repair', 'Add Super Group/Group', 'Exclude/Include IP', and 'Clear Filters'. The table also includes columns for 'Assigned?', 'GROUP', 'TYPE OF USAGE', 'ENTITY TYPE', 'MODALITY', 'LOCATION', and 'COUNTRY CODE'.

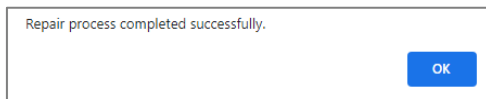
26. User Management (of other users)



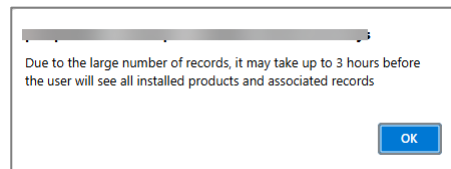
Upon clicking the 'Save'-button the customer services portal will ask if you want to continue (please click 'OK').



Once processing starts a message will appear asking you to not close the tab of your browser* (you can continue to use other tabs or applications).



When the account assignment processing can be completed in approx. 20 minutes an 'Assignment process completed successfully'-message will appear.**



When the account assignment processing takes longer, a 'it will take longer'-message will appear.**

* Closure of browser tab before either message appears will cause the user account assignment to fail and may require from the local support team to address.

** Once either message appears, you can confirm the message and close the browser tab.

27. Modalities Explained

27. Modalities Explained

Within Philips a fast range of abbreviations for modalities are used. Some may be familiar (e.g. CT, MR, US...) others may not (e.g. DCP, FORS....). Below, please find the list of modalities that may be used in the CS Portal as well as a few examples of products that fall under these modalities.

Abbreviation	Modality	Examples of products
AMI	Advanced Molecular Imaging	Vereos PET/CT
CS	Customer Service	
CT	Computed Tomography	Extended Brilliance Workspace, Incisive CT, Ingenuity CT 728327, Brilliance CT Big Bore Oncology, IQon Spectral CT, Brilliance iCT
CVI	CardioVascular Informatics	PerformanceBridge App Suite, PerformanceBridge Applications Cap
DCP	Digital Computer Pathology	Integration Services, Philips IntelliSite Pathology Solution, IT infrastructure HP, Pathology Scanner SG300, Customer manage Virtual Infrastr.
DIG COMP PATHOLOGY	Digital Computer Pathology	IGR system
DMS	Disease Management Solution	DynaCAD Workstations, DynaCAD systems, ESys/SensaVue, SensaVue, UroNav release 2
DXR	Digital X-Ray	PCR Eleva S, MobileDiagnost wDR R2, DigitalDiagnost C90 High Performance, BuckyDiagnost Ceiling System, DigitalDiagnost 4 High Performance
ECR	Emergency Care Resustation	Intrepid Monitor/Defibrillator, HeartStart FRx Defibrillator, Compact Configured Monitors, HeartStart FR3 Defibrillator, ECG
EMR DIVIDED	Electronic Medical Record	Device Link Interface Solution, Philips MIDA Acquisition Module, CareVue Integration Engine, DeviceLink II connectivity hardware, Philips MIDA System
EPD SOLUTIONS	ElectroPhysiology Dielectric Solutions	Kodex system
FORS	Fiber Optic Real Shape	LumiGuide Equipment
HI	Health Care Informatics	ViewForum, Xper IM New and Upgrades, IntelliBridge Enterprise, IntelliSpace CV New and Upgrades, Philips CVIS Services, iSite PACS Periphere Hardware, Xcelera



27. Modalities Explained

Abbreviation	Modality	Examples of products
HISS	Healthcare Informatics Solutions and Services	Ambient Experience for MRi, TASY Healthcare Provider
HST	Healthcare Transformation Services	Ambient Experience for MR, Ambient Experience, Ambient Lighting MR, Ambient Lighting for MR, KittenScanner
ICAP	Imaging clinical applications platform	IntelliSpace Portal Solutions, IntelliSpace IX/LX Workstations, Intellispace Portal Demo, Upgrades IntelliSpace Portal, IntelliSpace Portal concerto
IGT	Interventional Guided Therapy	Zenition 10
IGTD	Interventional Guided Therapy – Devices	IntraSight, SyncVision, IntraSight Mobile, Core Integrated Imaging System, Core Mobile Imaging System 240V, CVX Laser System
IGT UNDIVIDED	Interventional Guided Therapy - Devices (Misc)	
IXR	Interventional X-Ray	BV Pulsera, rel. 2.3, Zenition 70, Philips Hemo system with IntelliVue X3, BV Endura R2.3, Azurion 7 M12, Allura Xper FD10
MA	Monitoring & Analytics	MS_MCO2 M2501A MainstreamSensor
MA UND	Monitoring & Analytics (Misc)	
MR	Magnetic Resonance imaging	Ingenia 1.5T, Extended MR Workspace, Ingenia 3.0T, SmartPath to dStream for 1.5T, Ingenia Ambition X
MV	Multi Vendor	PROBES/ ULTRASONIC ULP, BIOMEDICAL EQUIPMENT, GE VOLUSON E8 UL, GE LOGIQ E UL, GE VIVID S70/S70N UL, SONOSITE M-TURBO UL
NM	Nuclear Medicin	Extended Brilliance Workspace NM, JetStream Workstation, BrightView, BrightView XCT, Skylight AZ, Forte Jetstream-AZ
NM-P	Nuclear Medicine - Pinnacle (Client)	Pinnacle 810x Server, Pinnacle Server Upgrades 810, Pinnacle Client 810, SmartEnterprise Server, Pinnacle 810x Server Upgrade



27. Modalities Explained

Abbreviation	Modality	Examples of products
NM-PROS	Nuclear Medicine - Philips Radiation Oncology System	Pinnacle Professional System, X6-2 Single Server Node, Pinnacle3 EXPERT SERVER, Pinnacle Evolution, X6-2 Pinnacle Professional System
OIG	Oncology Informatics and Genomics	Patient Monitor A1/A3, Pre-configured Patient Monitor, A1 - Patient Monitor
PCCI	Patient Care and Clinical Informatics	#N/A
PCCI-RESPIRATORY	Patient Care and Clinical Informatics - Reporatory	#N/A
PHS DEVICE	Personal Health Solutions	ASSY - IntelliBridge EC40 Hub, Unit Assy
PM		Pfosten drehbar L288 an rm-port, Vertical wall channel L 480mm, MD/Internal Select module, basic version, MD/Philips rollstand 2.0 for IntelliVue, Philips Rollstand fur X3
RESPIRATORY CARE	RESPIRATORY CARE	Trilogy Evo, O2, International, CA,T70,USA, EVERFLO INTL OPI 230V EU, Trilogy Evo, International, Remote Alarm Domestic
ROCC	Radiology Operations Command Center	Scanner Connections, ROCC Software Licenses
SRC	Sleep and Respiratory Care	BiPAP Vision-Reconditioned, FiO2 Sensor Assembly, Criterion 60 - Whisperflow 2, UK, KIT,HUMIDIFIER,MR850,BRITISH,230V,G PLG, Whisperflow Variable Generator
US	Ultrasound	Lumify System, Affiniti 70 Ultrasound System, QLAB, CX50 Ultrasound System, EPIQ CVx Ultrasound System
WHC	Women Health Care	MammoDiagnost, Radiographic Systems Cosmos BS, EasyVision Mammo

28. Tips and Recommendations

28. Tips and Recommendations

28.1 Global Search

In the Portal, it is very easy to search for information. We recommend that when you look for certain information, you start with the Global Search. For example, if you know the case number, the quickest way to find it is through global search. The other nice advantage of using global search is it allows you to enter partial criteria.

In the example on this slide the case is '0120450293', however you can enter '0120450' ¹ and click the 'Search' button. ²

Once you click on the case number hyperlink it will display the case details screen. ³

The screenshot shows the Philips Customer Services Portal interface. At the top, there's a navigation bar with links like Home, Locations, Cases, Installed Products, etc. Below this, a 'Fleet Health Overview' section displays four summary cards: '0 Systems Down and/or Requiring Emergency Support', '19 Systems Partial Down / Suffering Intermittent Problems', '04 Systems with minor Problems', and '7039 Systems without Problems'. A 'Case Overview' section is also visible. The main content area shows a calendar for October 2023 and a 'Quick Links' section. On the right, a 'Search Results' table is displayed, showing a list of cases. The first case, '0120450293', is highlighted. A dialog box appears over the table with the message: 'Are you sure you want to disable the user. After disable the user will lose all the access and will not access the portal.' with 'OK' and 'Cancel' buttons. The table columns include Case Number, Serial Number, Subject, Priority, Status, Site, Date/Time Opened, and Case Owner Alias. Below the table, there's a section for 'Installed Products' with a list of products and their details.

28. Tips and Recommendations

28.2 Browser Settings

The portal is built on the Salesforce.com platform and uses many of the common attributes that makes Salesforce.com so popular. Salesforce supports many browsers, languages and accessibility standards.

Please follow the link [HERE](#) to Salesforce.com trailblazer community for information on 'Recommendations and Requirements for All Browsers.' Based on customer feedback, we've determined the Customer Services Portal runs smoothest on Google Chrome.





- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10