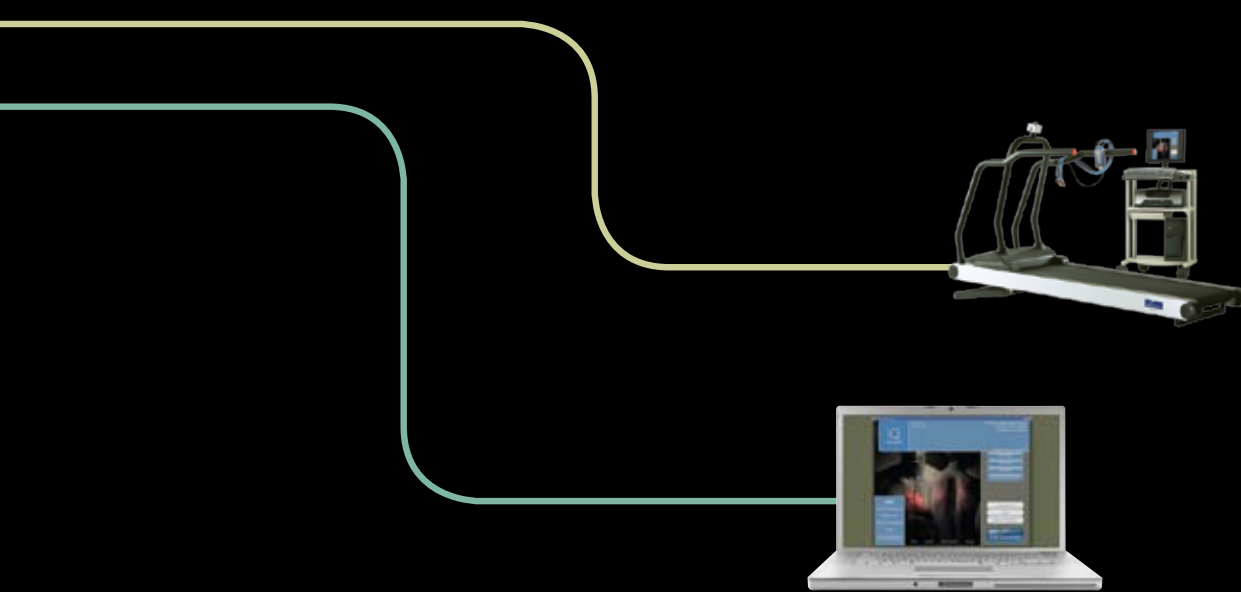


Smart Support.  
We want to make you a customer for life.

IQ  
support



# We want to make you a custom

Midmark IQsupport begins before the purchase and continues through the life cycle of your medical device. We want to ensure that your Midmark experience is a positive one. When you want or need to replace your current medical devices or expand the procedures offered in your office – we want you to think Midmark.

## Prepare

Medical devices, computers, networks, EHR/EMRs and remote servers should operate efficiently with any IQ Digital Diagnostic System. Midmark IQsupport is here to evaluate, make suggestions on hardware/software choices and optimize your configuration.

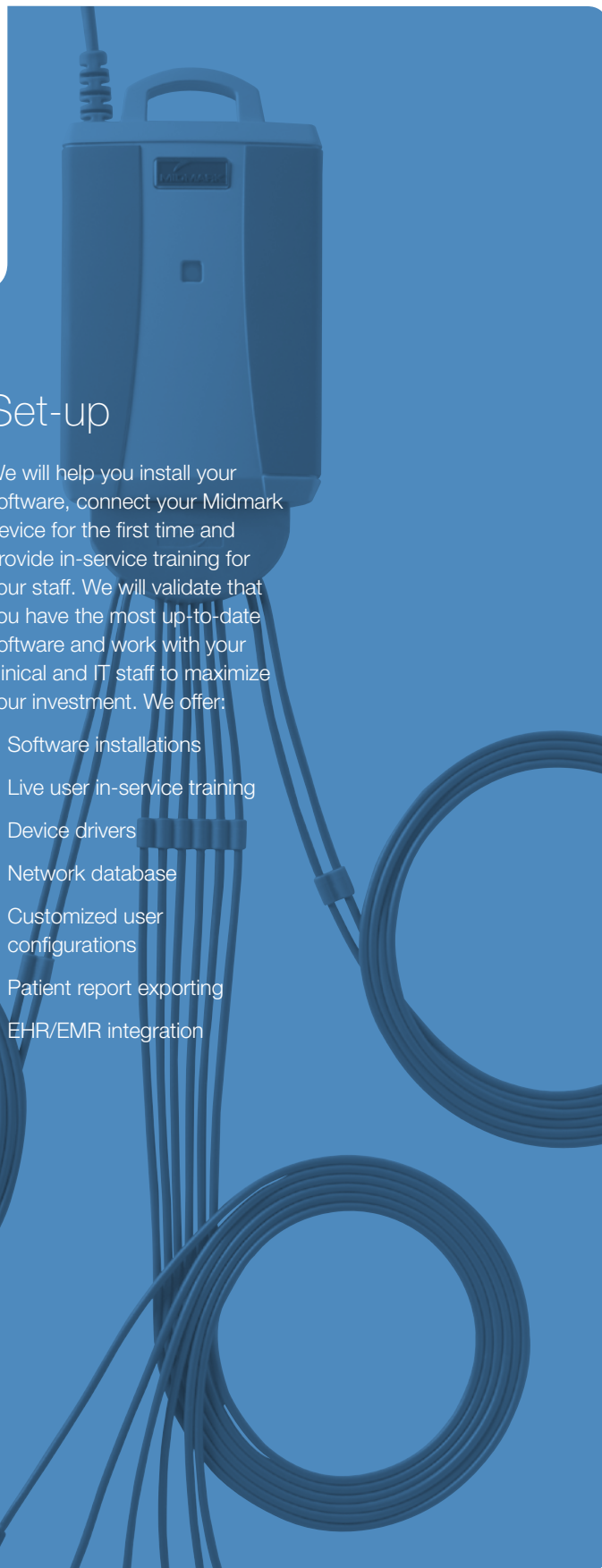
We offer:

- Computer configuration
- EHR/EMR compatability
- ASP/Thin Client assessment
- Workflow assessment
- LAN/WAN and wireless assessment
- Proprietary integrations
- Install/in-service coordination

## Set-up

We will help you install your software, connect your Midmark device for the first time and provide in-service training for your staff. We will validate that you have the most up-to-date software and work with your clinical and IT staff to maximize your investment. We offer:

- Software installations
- Live user in-service training
- Device drivers
- Network database
- Customized user configurations
- Patient report exporting
- EHR/EMR integration



# er for life.

## IQcare™ Package

Take full advantage of our professional support services team with the IQcare™ Package. Our IQcare™ Package is a value-focused program designed to provide you with peace of mind so you can focus on what really matters...the patient. Your IQcare™ Package provides :

- Unlimited access to the Support Services Department
- Unit replacement – no need to waste valuable time returning “loaner” equipment
- Preventative maintenance
- Direct contact with live technical support 6:30 a.m. – 4:30 p.m. PST
- Product replacement shipped within 48 hours to reduce downtime
- Software upgrades

## Support

Midmark IQsupport is only a phone call or a couple of clicks away. Whether you have new staff, add computers, join an EHR/EMR or simply have a question, Midmark IQsupport will be your concierge for you and your Midmark devices. Or, if you're more comfortable doing it yourself, we have upgrades and downloads available on our Web site ([midmark.com](http://midmark.com)). We offer:

- Software upgrades
- Report archiving
- Phone support
- Email support
- Online support (remote logins)
- Knowledge base at [kb.midmark.com](http://kb.midmark.com)
- Live chat with support analysts
- Frequently asked questions
- Extended, multi-year IQcare™ packages

At Midmark, we want to be your trusted partner in maintaining the performance and quality of your IQ Digital Diagnostic System. We know how precious your time is. We want to make sure that you have the time you need to focus on your patients – not worrying about maintaining your Midmark devices. Our proactive support team will follow through from initiation of issues to the resolution – quickly.

We want to make sure that you get the most from your Midmark products. We offer two levels of training to ensure that you and your staff are comfortable with operating your Midmark devices to achieve optimal function and workflow efficiency.

## Live Remote Training

Remote in-service training is set up to work around your busy schedule. Simply connect to the internet from your own computer and we will train you – watch, listen, participate, learn. Our certified support services staff will talk with you and your staff while viewing your computer and our software application in real time, allowing us to walk you through your workflow and answer your questions.

Your IQcare™ Package automatically entitles you to one live remote training session per year (1-2 people per 1 hour training session). Additional training sessions available for purchase – please contact IQsupport at 1-800-624-8950, option 2, for more information and pricing.

## On-site Training

If you are more of a hands-on person and would prefer to have someone visit your practice, you may qualify for live on-site training with one of our clinical product specialists. We will travel to your location to train you and your staff – we offer in-depth training for large groups and multiple locations. Contact IQsupport at 1-800-624-8950, option 2, for more information and pricing.

### Contact IQsupport

1-800-624-8950, option 2

Extended hours:  
Monday – Friday,  
6:30 a.m. – 4:30 p.m. PST

[techsupport@midmark.com](mailto:techsupport@midmark.com)

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Litho in U.S.A. 007-0746-00 Rev. B1 (3/10)



Because we care.