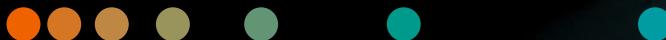


Smart Remote Services (SRS)

How you can benefit from Remote Software Updates

Urology devices



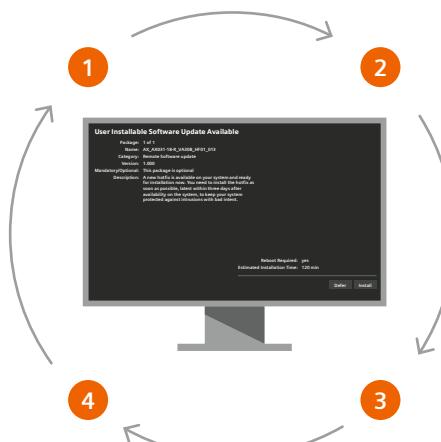
Uroskop
Omnia Max
VF11 and
higher

An up-to-date fleet has many advantages for your clinical value, your operational performance, and your bottom line. You gain access to the latest clinical capabilities to deliver precision medicine, while keeping your patients safe. It supports you in streamlining your workflows with new features and a harmonized platform that is also resilient to disruptions caused by cyberthreats. An up-to-date fleet improves your bottom line by maintaining long-lasting improved throughput and compliance with data protection and cybersecurity—all with a single click to “install.”

Our regular Remote Software Updates help to improve your system performance and enhance your equipment reliability and functionality. They are enabled by Smart Remote Services (SRS), our fast, secure, and powerful data link connecting your medical equipment to our service experts. By having your equipment connected to SRS, you benefit from fast, convenient, and secure Remote Services support to keep your operations up and running.

How will you be informed about an update?

After system boot, you will be informed that a new update for your equipment is ready to be installed.

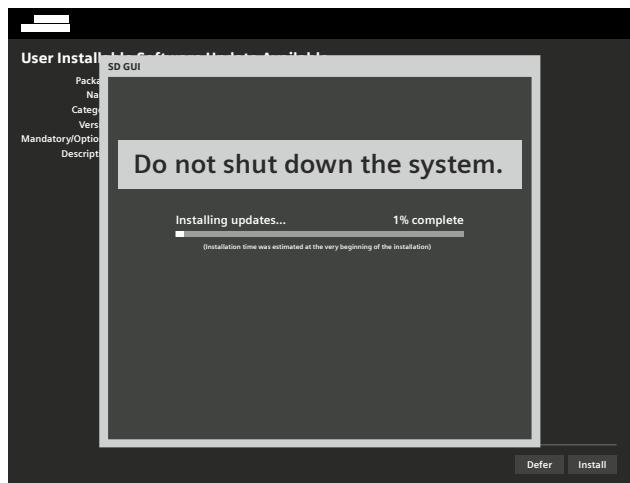
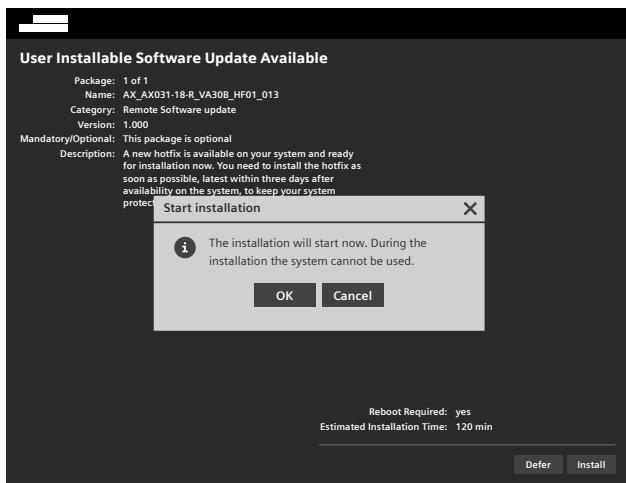


We will provide you a description of the update, as well as the estimated duration and whether a system restart will take place.

You can perform a postponed update at any time that suits your workload by clicking on the icon on the bottom right of the screen.

At this point, you have the option to start immediately or postpone the installation. If you postpone the installation, the software update will be closed, and your equipment is ready to be used.

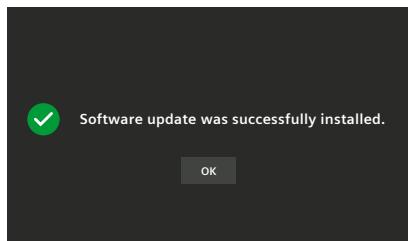
How to install a software update



Please note that you will not be able to use the equipment during the update procedure.

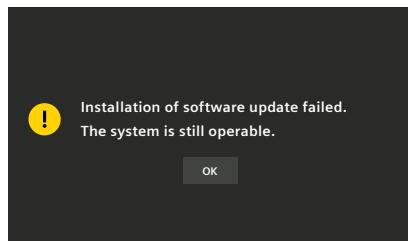
After the system update is started, you should wait until the installation is complete.

Please do not interrupt the installation.



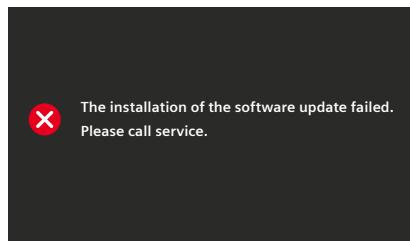
Installation successful

When the update installation is successfully completed, press the "OK" button to start using your equipment with the latest performance and security improvements.



Installation not successful

An error occurred during the update. The system has been rolled back to the previous state and can still be used with the previous version. Please contact your Customer Care Center.



Installation error

If an error occurs during the installation, please contact your Customer Care Center immediately. We will support you to bring your system back to operation.

Connection to Smart Remote Services (SRS) infrastructure is required. SRS has advanced security measures in place and is compliant with the ISO 27001:2017 Standard for Information Security. Remote Updates & Upgrades: Availability dependent on IT system and solution.

The products/features and/or service offerings (here mentioned) are not commercially available in all countries and/or for all modalities. If the services are not marketed in countries due to regulatory or other reasons, the service offering cannot be guaranteed. Please contact your local Siemens Healthineers organization for further details.

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