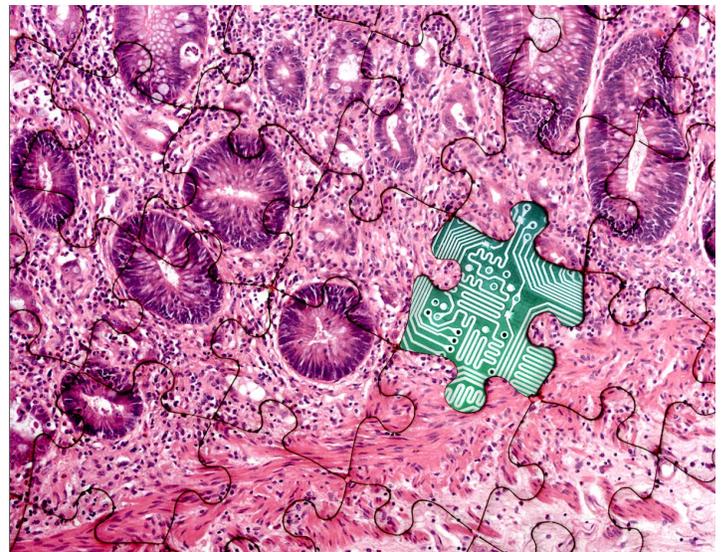


iMedHD2™

Product Support



Features, Advantages, & Benefits

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Features, Advantages, & Benefits



Software Updates

RMT ConnectManager™ remotely updates and maintains your **iMedHD2™** Telemedicine Solution. RMT automatically apprises and performs routine maintenance to core application capabilities, therefore IT Departments and End Users are burden-free.

iMedSecure™ is bundled into each installation, in which RMT focuses on sustaining high network security requirements.

Troubleshooting

Unlimited 24-hour Call-In and Email Support is available during business days (9AM to 5PM EST Monday through Friday) with a 4-hour response time to all IT and Medical Personnel. This includes core software upgrade assistance, technical assistance with RMT ConnectManager™ Connectivity with Authentication and Associated Infrastructure Upgrades. Unlimited remote error correction maintenance services, network configuration, password authentication, and any other technical assistance is offered as applicable.



Implementation & Training

Implementation and Training is included with each installation as it is RMT's policy to ensure that end users and IT personnel are comfortable and proficient with their **iMedHD2™** Solution setup and functionality. Quota Free User Access is based on the concurrent user license purchased and enabled per RMT Multi-Protocol Appliance (MPA).