



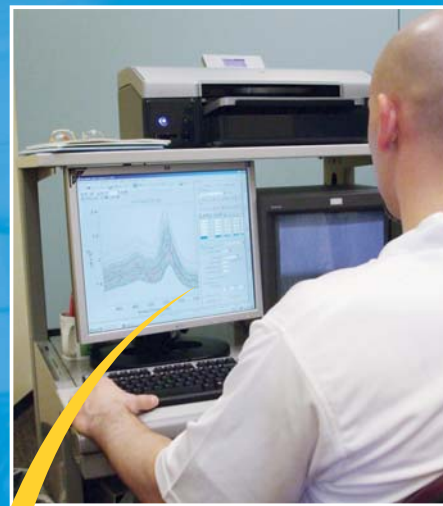
PHYSICAL  
ELECTRONICS



## ReACH REMOTELY ASSISTED CUSTOMER HELP

Have you ever wished a PHI expert could drop in and see what is happening, in real time, on your instrument? ReACH, PHI's new, **Remotely Assisted Customer Help\*** service makes this possible. If you need help resolving a problem, tuning your instrument, or learning how to do something new, ReACH provides immediate access to experts that can view your instrument over the internet and diagnose a problem, tune your instrument, or show you how to use a new feature.

How does ReACH work? Using a secure, commercially provided platform for PC to PC access over the internet, you can allow a PHI expert access to your instrument computer. Once you have granted access, the PHI expert can run the instrument with the goal of diagnosing a problem, tune your instrument for optimum performance, download software patches, provide training, etc.



Everyone who uses the internet is concerned about security. A **ReACH** session takes place on a secure internet platform and you, the user, have complete control over outside access. The user must grant the PHI expert permission to access their instrument computer each time a **ReACH** session is initiated. The user also has the ability to stop a **ReACH** session at anytime.

Our service provider uses state of the art security tools for internet communication including:

- HIPAA compliant 256 bit SSL encryption
- Multi-level permission based access
- Auto revocation of access rights when a session is terminated
- MD5 Hash for enhanced security and traceability of file transfers
- Sessions hosted at a carrier grade data center with restricted, secured access, and 24 x 7 network monitoring.



# ReACH



*The PHI technical support team that you have entrusted your instruments to for years is now available over the internet to support you in real time.*

**FOR MORE INFORMATION ABOUT ReACH, CALL  
PHYSICAL ELECTRONICS, CUSTOMER CARE CENTER  
800-922-4744**

*\*Remote access may not be available for manually operated components.*

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