

# Support Questionnaire: Digital Applications

## Error Report / Problem Report



We are sorry that you are having problems with your ATMOS system. We will do our best to help you as quickly as possible. However, to provide quick and comprehensive assistance, we need detailed information about your system and the problem you are experiencing. We therefore ask you to fill out this form completely and return it immediately to our e-mail address [service@atmosmed.de](mailto:service@atmosmed.de). This form can be filled out on a PC.

Except for cases covered by the warranty, we charge € 37.50 net per 15-minute interval for support via telephone or remote access. Thank you for your cooperation.

### Your ATMOS Service Team

#### Contact details of the reporting person

Name of the reporting person\*

Facility

As specified under "Customer"

Name of the reporting facility

Phone number

E-mail

ATMOS customer number

#### Customer

Customer number

Name\*

Street\*

Postal code / City\*

Location of the device

Phone\*

E-mail\*

Remote access possible via the Internet?  
(TeamViewer)

Name of the program

#### IT contact person

Name

Phone

E-mail

#### Other contact person

Name

Function

Phone

E-mail

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### Product data – Visualization

	ATMOS Capture Suite	ATMOS iDocuments GYN
Serial number		
GDT		
HL7		
DICOM		
Connected devices: (camera system, USB converter, PC type, monitor, others)		

### Product data – ATMOS Diagnostic Cube

	ATMOS Sono 31	ATMOS Rhino 31	ATMOS Tymp 31	TPOAE	TEOAE	ATMOS Audio 31	ATMOS iHandle
Available							
Serial number							-----
GDT							
HL7							

### Other product details

### Detailed description of the problem\*

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Insert images / screenshots here

To avoid problems when sending by e-mail, image sizes should not exceed 1 MB.

Insert the image that best shows the problem here.

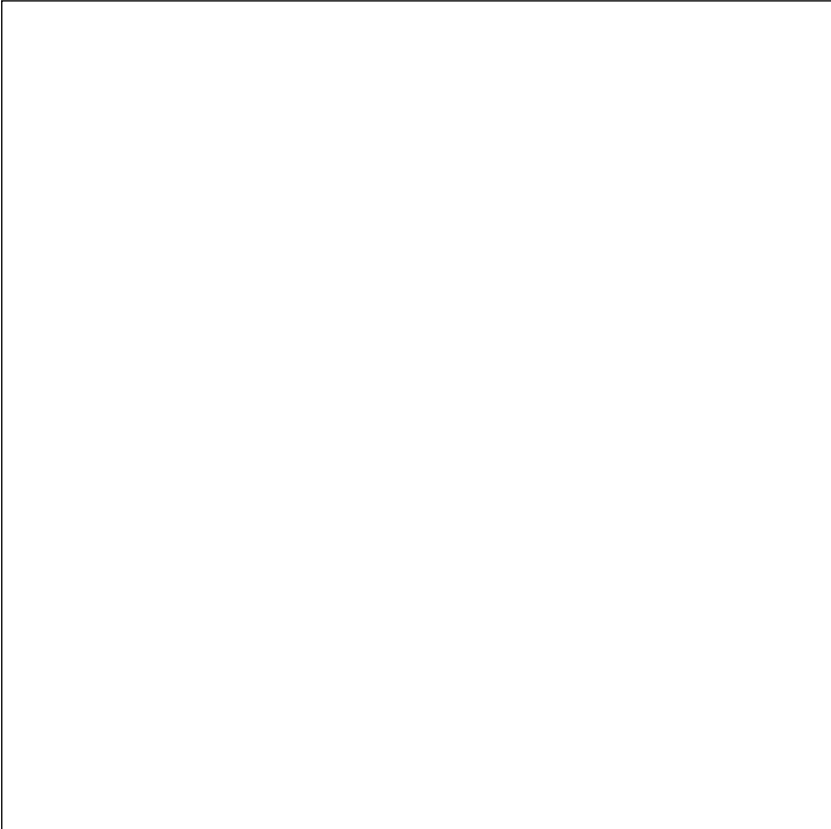


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