

# Troubleshooting Medical Equipment

## The Challenge

A large medical equipment manufacturer found that sending technicians to troubleshoot equipment at healthcare facilities was expensive and time-consuming, and that it led to frustration for both the customers and their patients. Remote monitoring would improve service and save money at the same time.

## The Solution

B&B Electronics provided the manufacturer with custom-built Ethernet mini Serial Servers. The manufacturer used them to connect medical equipment to the Ethernet backbone in each facility. The manufacturer was then able to log into, monitor and troubleshoot each piece of equipment remotely, and to solve many problems long before a technician would have been able to arrive upon the scene. They could also collaborate with the healthcare providers' own technicians via email or telephone, as both parties were able to view and discuss the equipment data at the same time. As part of the project, B&B Electronics provided custom branding with the manufacturer's logo and part number.

## Why B&B Electronics?

- Compact unit with a metal housing suited the panel mount within the machine where space was a premium
- Custom logo by B&B increased the brand recognition of the medical equipment manufacturer to their end customer

## The Product

- Protocols: TCP, IP, ARP, DHCP, HTTP, UDP, ICMP, Telnet
- Supports: Windows - 2000, 2003 Server, XP Vista
- Transparent 10/100Mbps operation
- Communicates in virtual COM, direct IP, or pair modes, TCP Server/Client, UDP, UDP Multicast
- Power Supply included