

BeckmanConnect Frequently Asked Questions (FAQs)

The purpose of this document is to answer frequently asked questions. If you have any additional questions, please contact connect@beckman.com

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Question 1: Will medical devices have file transfer in the future?

If file transfer is made available to medical devices, enrolled instruments will be notified by an on-screen message. The user may choose to accept the new version with file transfer or remain on the current version.

Question 2: Are file transfers logged?

All file transfers are logged on the support servers. Please contact connect@beckman.com to request a file transfer log for your instrument.

Question 3: Is administrator level operating system access required for BeckmanConnect installation?

Yes, the user installing BeckmanConnect must have administrator level access during installation. Once installed, BeckmanConnect may be used without administrator access.

Question 4: I already installed TeamViewer through the manual registration process (by emailing back my TeamViewer ID); do I need to upgrade?

Yes. Although you will not receive any new functionality from the installer immediately, it will prompt you to accept new support features as they become available.

Question 5: Is any information being collected from the BeckmanConnect installer?

Name and email are collected during all installations. In some geographies, business address, and telephone number may also be collected. As new features are deployed, information gathered may vary with your consent. Please review the privacy notice during upgrades or new installs for details on the information being collected by BeckmanConnect software

Question 6: Will BeckmanConnect affect my network performance?

No. Communication between BeckmanConnect host software and the server present minimal impact on network bandwidth—typically less than adding another workstation user.

Question 7: Does BeckmanConnect require a virtual private network (VPN)?

No. An encrypted communication channel is established from the Beckman Coulter instrument controller (via BeckmanConnect) connecting your lab to trained Beckman Coulter service personnel without the need for a VPN.

Question 8: How can BeckmanConnect help me in the lab?

BeckmanConnect is designed to improve your lab's productivity and system uptime with fast, efficient support when you encounter system or software issues. This real-time, expert support can help minimize workflow disruptions and related costs:

- Fast, efficient problem resolution
- Increased instrument uptime
- Improved lab & operator productivity
- Seamless software upgrades, reloads or configurations
- Less operator time spent troubleshooting through trial & error
- Remote desktop and file sharing for in-depth diagnostics & problem solving
- Faster onsite issue resolution (when needed)

Question 9: Can any changes be performed to my system without my knowledge?

As long as installation instructions are properly carried out, any screen viewing, remote control or file transfer activities must each be approved by a user in your lab. To establish the connection, the requester must also provide a one-time-use password.

Question 10: Does BeckmanConnect need to be started each time the computer is rebooted?

No. The remote support host software for BeckmanConnect runs in the background of the operating system and auto-restarts when the computer is rebooted.

Question 11: Does the computer or device where BeckmanConnect is installed need a fixed IP address?

No. BeckmanConnect does not use the IP address of the controller to establish or maintain a connection.

Question 12: I already have a version of TeamViewer installed. Do I need to remove it?

Yes, the current installation of all versions of TeamViewer must be removed before installing BeckmanConnect. When prompted during the removal of TeamViewer to “close TeamViewer before uninstalling,” press the Retry button on the prompt instead of selecting Exit TeamViewer from the task tray icon to close the program.

Question 13: Is any information being collected from the BeckmanConnect installer?

Name and email are collected during installation. As new features are deployed, information gathered may vary. Please review the privacy notice during upgrades or new installs for details on the information being collected by BeckmanConnect software.

Question 14: I want to remove BeckmanConnect from my system; what steps do I follow?

- For **TeamViewer client only** installs, remove TeamViewer client using Add/Remove programs in the control panel. Then email connect@beckman.com to update the instrument’s service records to remove remote support availability.
- For **BeckmanConnect client installs**, remove BeckmanConnect using Add/Remove programs in the control panel. If you want to remove the client and update service records to remove remote support availability, select **Yes** at the **Unregister** prompt.

Question 15: What is installed with the BeckmanConnect installer?

It installs the customized Beckman Coulter TeamViewer client and the BeckmanConnect client; the latter will prompt you to accept and implement new features in the future.

Question 16: Will Beckman Coulter representatives be able to connect to my workstation whenever they want?

No. Each remote support session must be initiated by the operator by providing consent and a unique password that is reset after each session. Remote desktop sharing, control and file transfer session (on non-IVD instruments) must be separately pre-approved in the system by the operator.

Question 17: How does BeckmanConnect work?

Remote desktop sharing technology allows Beckman Coulter hardware and application support specialists to establish a secure desktop sharing session to resolve customer issues. Once customer access is granted, a HIPAA-trained Beckman Coulter operator is able to connect directly to the workstation for enhanced visibility to quickly identify the issue and expedite resolution.

In cases that require onsite remediation, remote connectivity allows our remote support specialists to more efficiently collect the necessary data to prepare a field support engineer with the right plan of action, tools and any related parts for quick onsite resolution.

Question 18: Who within Beckman Coulter will have access to this solution and my instrument?

Access is restricted to Beckman Coulter support associates in the instrument's support geography who receive the most current training on data privacy, security rules and regulations.

Question 19: How is communication via BeckmanConnect achieved? What about proxy servers or firewalls?

Communication works through firewalls and proxy servers allowing HTTPS protocols on port 443 to pass through. In some cases, the lab firewall or proxy configuration may prevent the BeckmanConnect installer from communicating with the Beckman or TeamViewer servers.

Question 20: Why is BeckmanConnect installer not running?

Please ensure you are logged into the Windows controller PC as an administrator, and that your controller is running the operating systems required for enrollment as outlined on the networking document. If you still experience problems, send installation log files to connect@beckman.com for assistance.

Question 21: Will BeckmanConnect provide protection against viruses?

Additional virus protection is not offered through BeckmanConnect. The remote desktop sharing technology is integrated with systems put in place by the customer.

Question 22: Does the IP address of the Beckman Coulter instrument controller need to be accessible from the Internet?

The IP address for the instrument controller doesn't need to be visible from outside the local area network. In most cases, if a web browser on the instrument computer can access <https://www.teamviewer.com> (port 443), the instrument controller is ready for connection.

Question 23: Why isn't the content above the two acknowledge checkboxes loading?

Please ensure you have Internet Explorer 11 or higher installed.

Question 24: How much does BeckmanConnect cost?

Nothing. The service is offered at no cost to customers.

Question 25: Does BeckmanConnect use industry-recognized security and communications protocols?

Yes, BeckmanConnect uses the following protocols to provide security and communications:

- RSA public/private key exchange
- Firewall-friendly communication
- HTTPS, PKI & 256-bit AES SSL encryption data protection

Question 26: Are BeckmanConnect servers GDPR compliant?

Yes. When the BeckmanConnect service is deployed in Europe, it will be hosted within the European Union, and instruments will be accessible only to Beckman Coulter associates within the EU. TeamViewer does not store any information about your instrument and is also GDPR compliant.

Question 27: Why does BeckmanConnect installer provide a network error during installation?

The installer must be able to communicate with Beckman servers or TeamViewer servers. If you receive this error, please ensure your PC can reach www.beckman.com and www.teamviewer.com. Contact connect@beckman.com with questions

Question 28: Why does BeckmanConnect installer say my instrument is not eligible?

This can occur for various reasons. For the installer to successfully validate eligibility, you must:

- Be located in a supported geography for the BeckmanConnect installer
- Correctly enter the serial number and matching system ID for a supported instrument

Please visit your country's BeckmanConnect website for a list of supported instruments.

Question 29: Can a lab user connect remotely to the instrument controller PC?

No, remote access is restricted to Beckman associates within your support region.

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