



Merge Technical Support Phone Tree
877.741.5369

If you know your product code, please press 1. Otherwise, please press 2 and choose from the options below.

For iConnect, please press 1
For Cardiology, please press 2
For Radiology, please press 3
For Financials, please press 4
For Orthopedics, please press 5
For Perioperative, please press 6
For Laboratory, please press 7
For all other products, please press 8

<u>Within iConnect Support</u>
For iConnect VNA, please press 1
For iConnect Access, please press 2
For iConnect Share, please press 3
For iConnect Kiosk, please press 4
For iConnect Exchange, please press 5
<u>Within Cardiology Support</u>
For Merge Cardio (formerly Vericis), please press 1
For Merge Hemodynamics (formerly Physiolog), please press 2
For Merge EchoIMS, please press 3
For Replacement or Repair of Parts, please press 4
For all other cardiology products, please press 5

Within Radiology Support

For PACS, please press 1

For RIS, please press 2

For eFilm, please press 3

For CADStream, please press 4

For Merge Mammo (formerly iRead Mammo), please press 5

For Documents and Dashboards, please press 6

For Financials, please press 7

Within PACS Support

For Merge PACS (formerly Amicas PACS), please press 1

For RadSuite, please press 2

For Fusion PACS, please press 3

For eMed, please press 4

For Office PACS, please press 5

For eFilm, please press 6*

For MergeBox, please press 7

Within eFilm Support

For licensing, please press 1

For support, please press 2

Within RIS Support

For Merge RIS (formerly Amicas RIS), please press 1

For Fusion RIS and elligence, please press 2

For iConnect Kiosk, please press 3

Within Financials Support

For Merge Financials (formerly Amicas Financials), please press 1

For Tracker/Sentinel, please press 2

For Par, please press 3

For Kredo, please press 4

For MedFax, please press 5

Within Orthopedic Support

For Merge OrthoPACS (formerly OfficePACS), please press 1

For Merge OrthoEMR (formerly OrthoPAD), please press 2

For NetPractice, please press 3

<u>Within Perioperative Support</u>
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For Merge AIMS (formerly Docusys), please press 1

For Merge Pre-Surgical (formerly PCM), please press 2

For Frontiers, please press 2

<u>Within Laboratory Support</u>

For Merge LIS (formerly FFlex eSuite), please press 1

For Merge LabAccess (formerly FFlex eLink), please press 2
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<u>For Other Products</u>

For OEM Support, please press 1

For eFilm support, please press 2

For MergeBox support, please press 3

<u>Within OEM Support</u>

For Licensing, please press 1

For Support, please press 2
