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Ambient Experience Turning healthcare into human care Staff training

innovation ++ you

Content

Creating Healthcare Environments

How to create an Ambient Experience

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Ambient Experience Solutions

How to use your system



Creating Healthcare Environments

• The importance of Patient Experience

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11

Importance of Patient Experience

Value for people through valuing people

We believe good healthcare is **people centric.** A professional hospital environment must be **psychologically supportive**, instilling a **sense of wellbeing.**

Enhancing Clinical Excellence, Operational Efficiency, Patient Experience and Technology innovation can lead to better overall healthcare experience.



How to create an Ambient Experience?

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- Our experience model
- Experience flows

Anxiety reduction is a key contributor to a positive patient experience

For many patients, having an imaging procedure can be frightening. Their anxiety does not improve their experience nor your workflow.

Causes of anxiety:

- Unfamiliar environment
- Fear of equipment, needles etc
- Worried about the outcome
- Lack of control

hich leads to a negative feeling:

- Shift in patient focus and increased vigilance
- Fidgetting and difficulty remaining still
- Magnifying negative elements vs positive
- Decreased competency to comply with instructions
- Fight/flight mechanism, leads to feeling out of control

What can you do:

- Remove negative element
- AE: Remove clutter (ie. rounded corners and furniture solutions, Introduce positive elements for distraction
- AE: Distract (ie. dynamic light, audio, visual elements)
- Inform and educate
- Facilitate and support interaction with staff (ie. kittenscanner, inbore connect, uptake room)
- Empower with (feeling of) contro
- AE: give a sense of contro (theme selection)

Results

- Improved patient co-operation
- Improved patient experience and satisfaction
- Improved staff satisfaction

Herlev Gentofte hospital survey shows a 70% reduction in the number of interrupted exams for the ingenia 3.0T scanner with Ambient Experience and the in-bore Solution

Children's Hospital Cardiff survey shows amongst other a post-implementation NPS of **78** (n = 116)

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Experience Flows

Creating insights to improve healthcare environments.



Ambient Experience

A purposefully designed healthcare solution creating a comfortable, stress-reducing environment for both patients and staff.

- Physical and emotional comfort
- Patient and staff contact
- Experience personalization
- Hospital flow



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Ambient Experience Solutions

Ultrasound

canner

Radiology







Cardiology







Oncology







Other areas





Uptake room



How to use your system

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Ambient Experience

Ambient Experience for Allura/Azurion with Skylight

Ambient Experience for MR

Ambient Experience for MR with in-bore Connect



Ambient Experience

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Ambient Experience



- 1. Side wall projection
- 2. Rounded corners
- 3. Sound system
- 4. Ceiling displays
- 5. Dynamic Ambient Lighting

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How to use the touchscreen

Wales

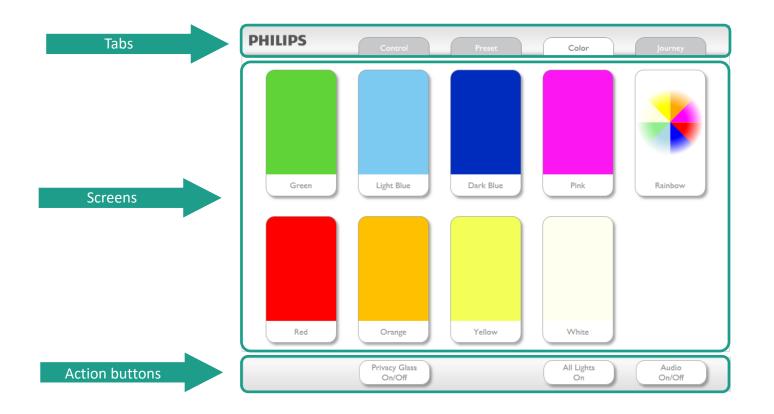
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How to use the Touchscreen



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Touchscreen - Main areas



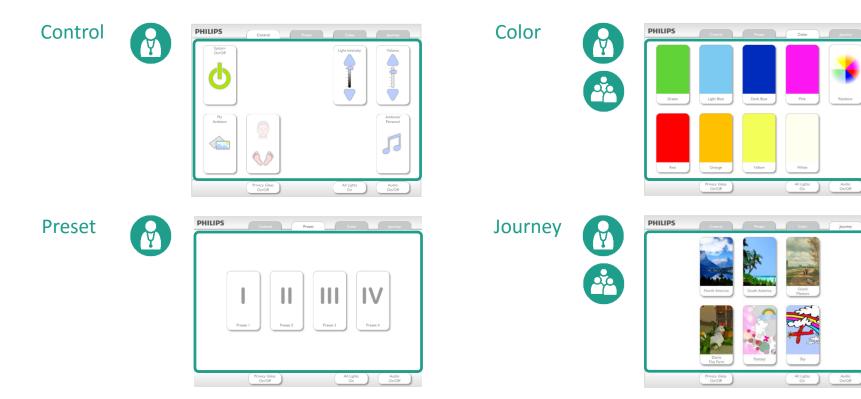
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Tabs

PHILIPS	Prese: Color journey			
Green Light Blue	Dark Blue Pink Rainbow			
Red Orange Privacy Glass On/Off	Yellow White All Lights On On/Off			
	PHILIPS	Color	Jour	mey
	PHILIPS Control Preset	Color	Jour	mey

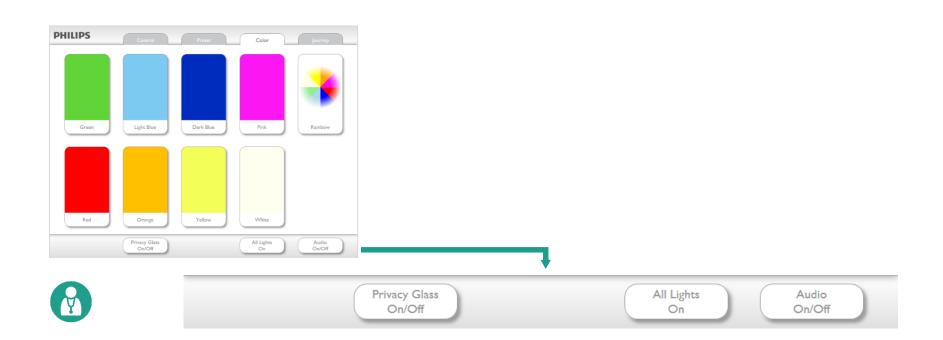
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Screens





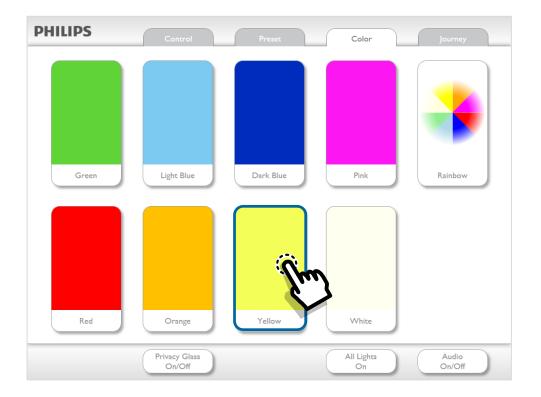
Action Buttons





Color screen



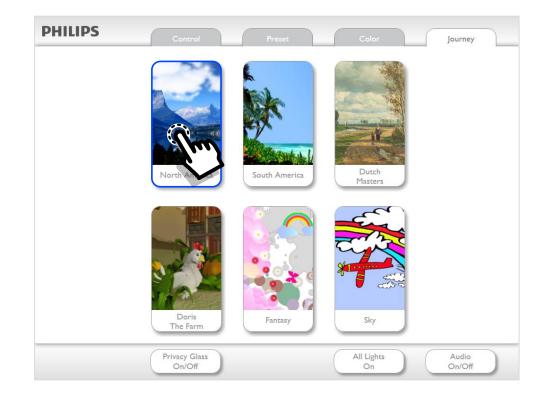


Journey screen



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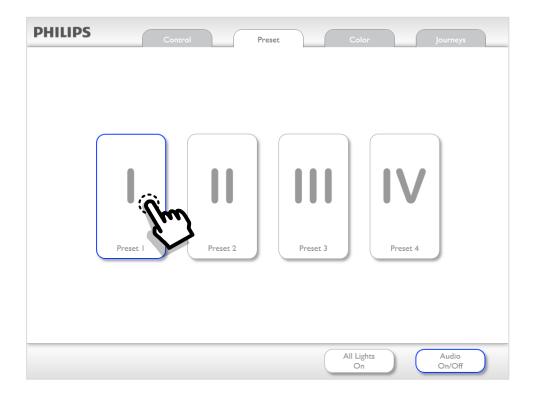




Preset screen



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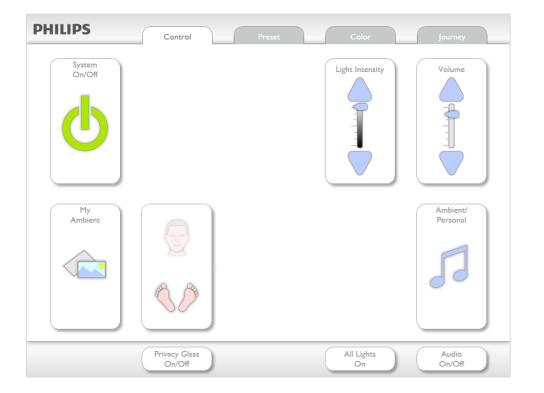


Control screen



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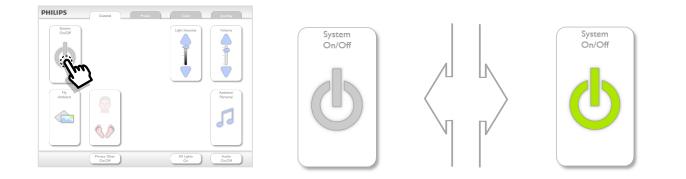
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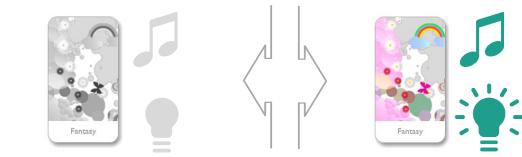


Control screen – System On/Off



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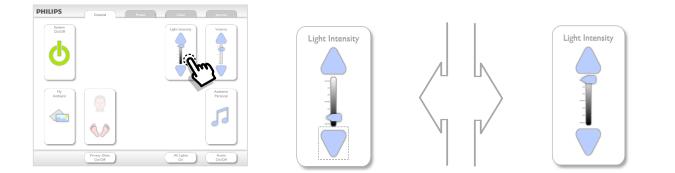


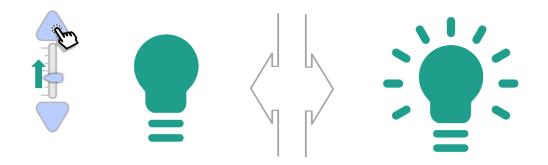
Control screen – Light Intensity



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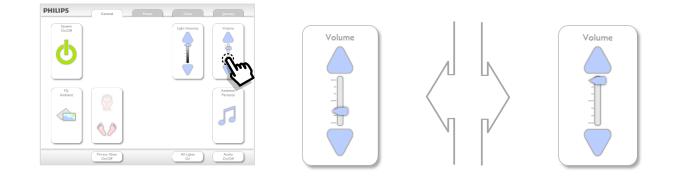


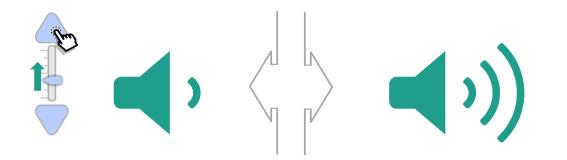


Control screen - Volume



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Control screen - Ambient / Personal audio



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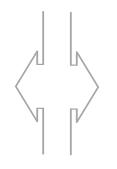
Control screen - Patient Orientation



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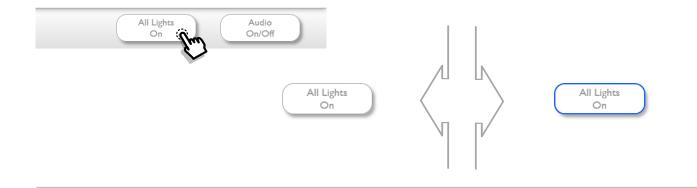




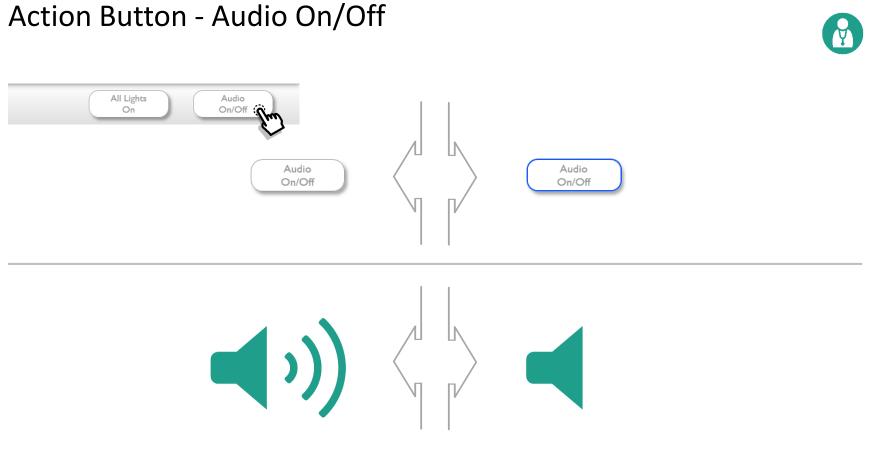




Action Button - All Lights On







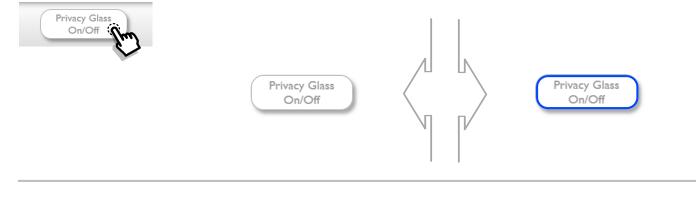
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Action Button - Privacy Glass On/Off



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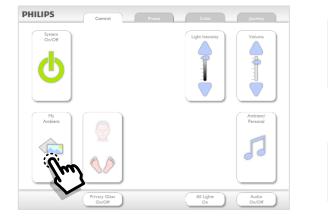


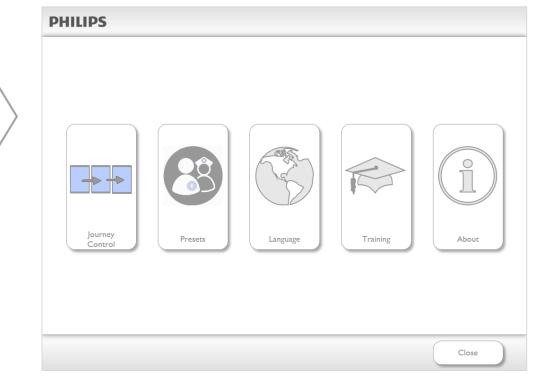


Control screen – My Ambient



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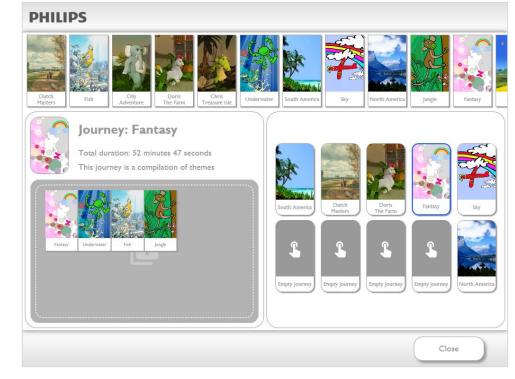


My Ambient – Journey Control



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Journey Control – search Themes



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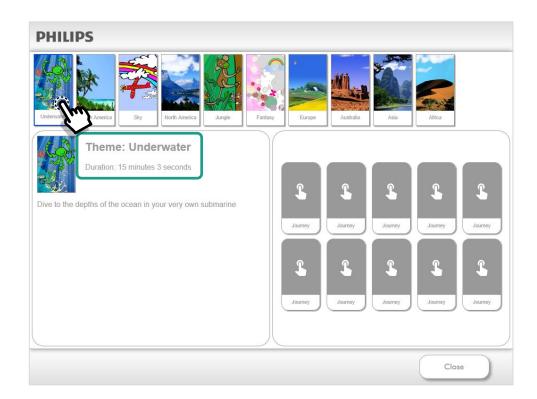




Journey Control – view Theme information



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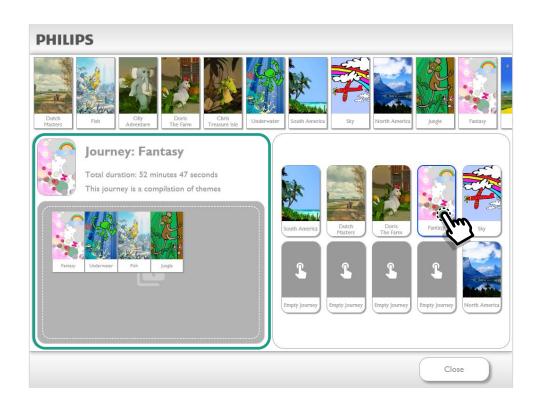




Journey Control – choose Journey



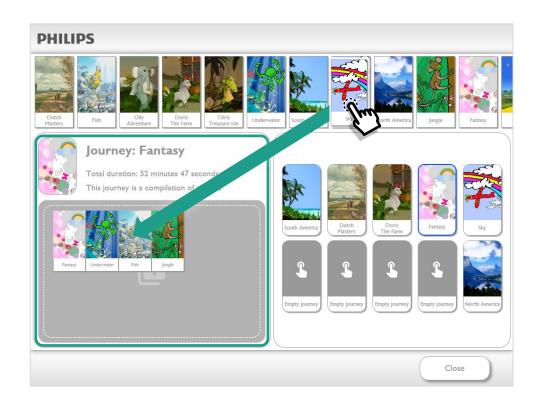
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Journey Control – add Theme

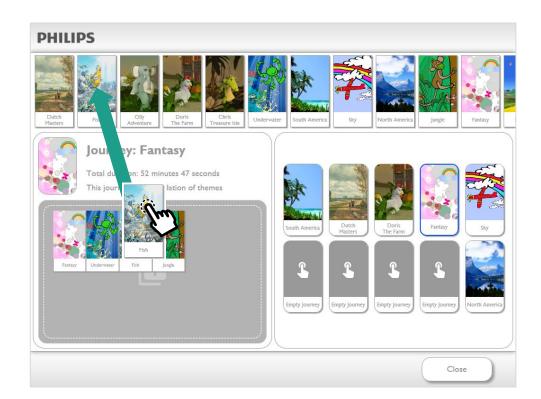




Journey Control – remove Theme



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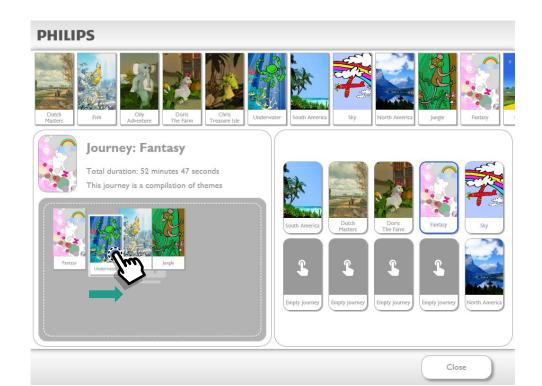




Journey Control – change Theme order



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Ambient Experience Themes and support

Ambient Experience creates new themes for new applications and environments.

Preview new themes on the Healthcare Experience Solutions site:

Go to website >

Contact the Ambient Experience Helpdesk for support at <u>helpdesk.ae@Philips.com</u>.

Contact your Philips account manager for detailed information about Themes.



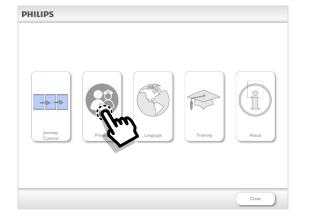
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My Ambient – Preset



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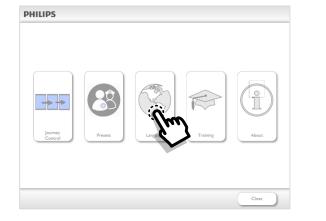


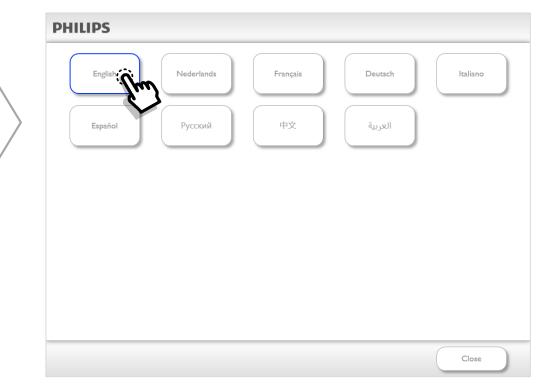
	Volume Light Intensity Privacy Glass	
Preset I	On/Off	
Preset 2	White Lights Color Temperature	
Preset 3	Upper segment	
Preset 4	Middle segment	
	Lower segment	

My Ambient – Language



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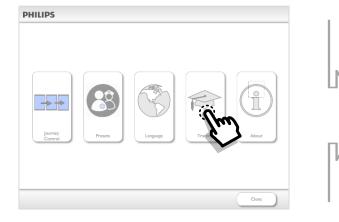




My Ambient – Training



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My Ambient – About



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Room Options		Server	
 Room CeilingDisplay WallProjection WallDisplay Audio PrivacyGlass UserDevices Cove SkyLight FunctionalLight ExternalMovies Presets Target 	Staff-Patient DEP_1x PowerCore	 Host-ID: Status: Server OS version: Server version: CoreLibrary version: ThemePad version: 	
Installed Features		Client	
SPHAERA2_TLM SPHAERA_UPTAKE		31. IP-address:	:: 92. 68.74.200



Thank you for your attention.

Return to menu >

Ambient Experience with Skylight for Allura / Azurion

Skylight for Azurion / Allura



- 1. Sound system
- 2. Dynamic Ambient Lighting
- 3. Skylight for Azurion / Allura

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- 4. Ceiling displays
- 5. Catheter cabinet lights









How to use the touchscreen

Wales

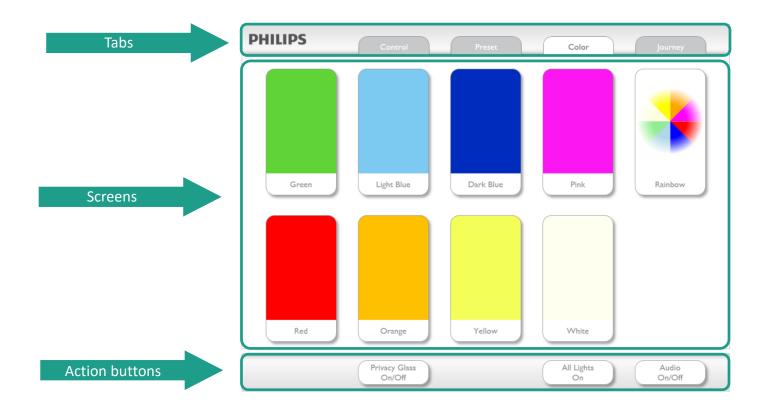
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How to use the Touchscreen



$\langle \rangle \land \uparrow \equiv$

Touchscreen - Main areas



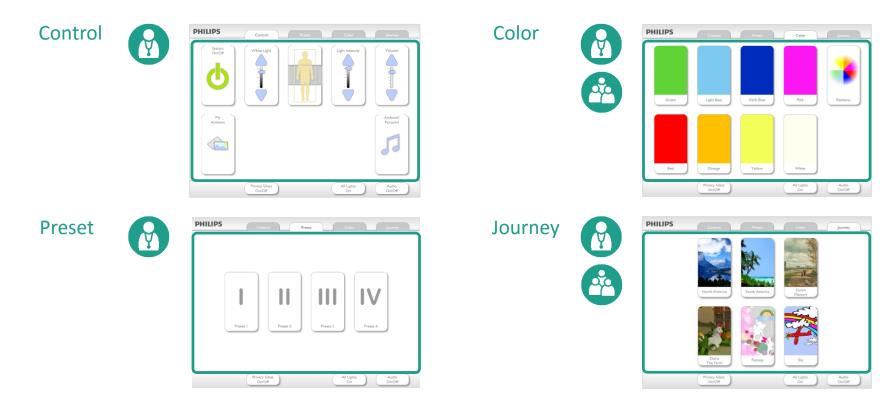
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Tabs

PHILIPS	Prese: Color journey			
Green Light Blue	Dark Blue Pink Rainbow			
Red Orange Privacy Glass On/Off	Yellow White All Lights On On/Off			
	PHILIPS	Color	Jour	mey
	PHILIPS Control Preset	Color	Jour	mey

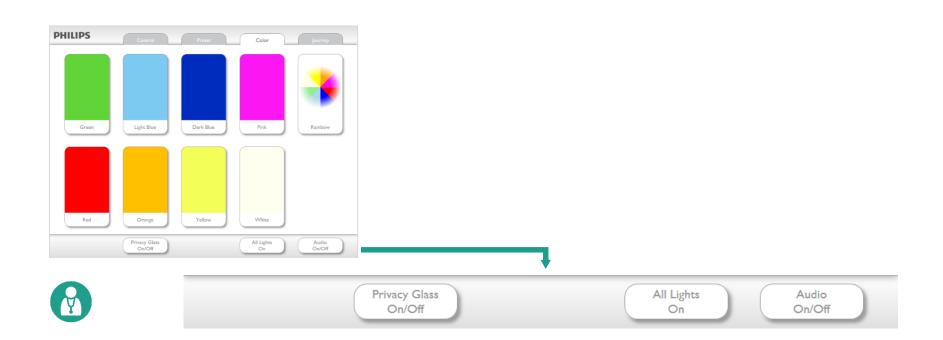
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Screens





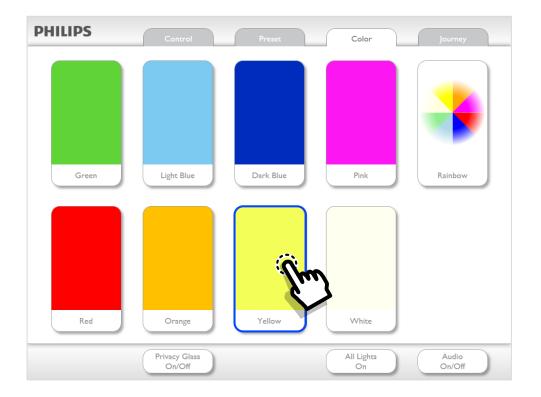
Action Buttons





Color screen



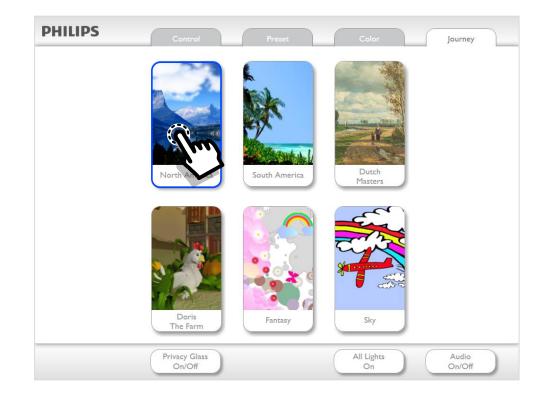


Journey screen



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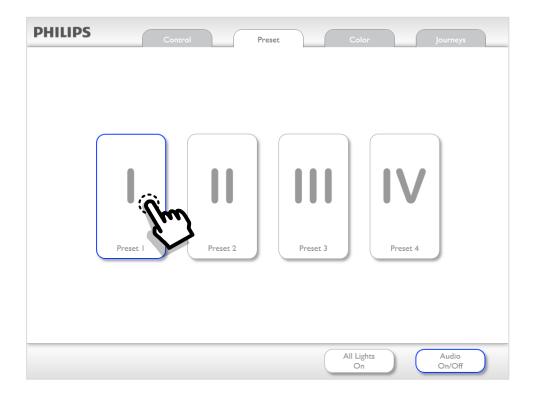
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Preset screen



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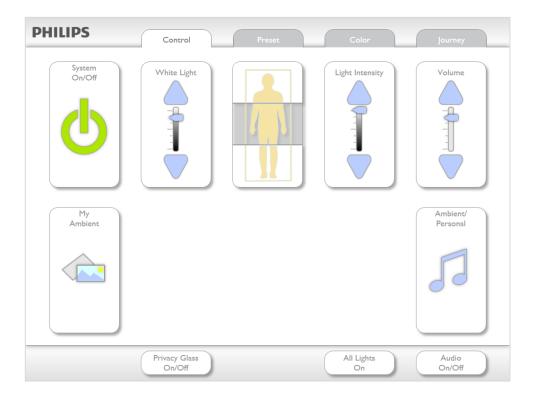


Control screen



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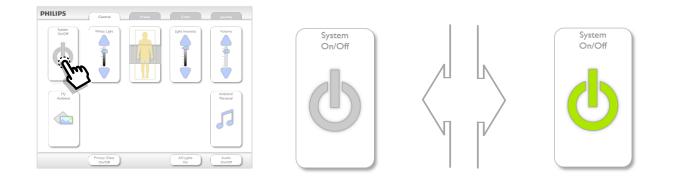
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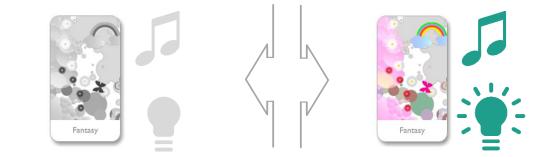


Control screen – System On/Off



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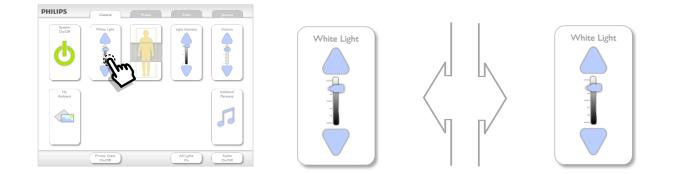
White Light

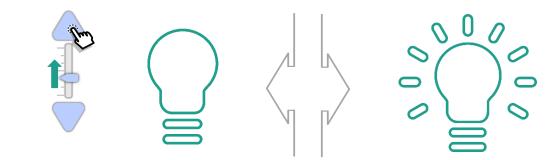


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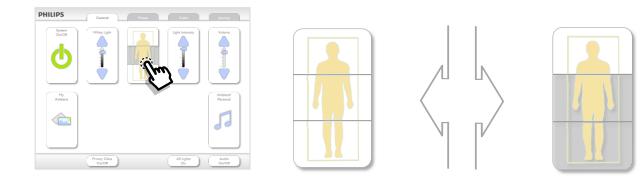


Control screen – Allura/Azurion Skylight

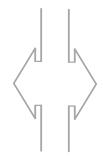


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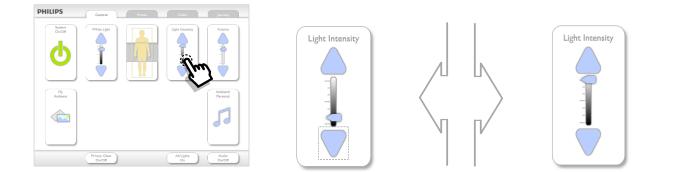


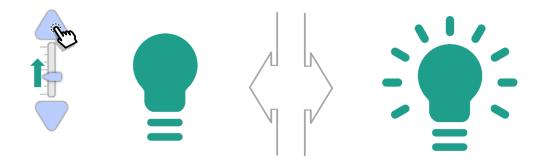
Control screen – Light Intensity



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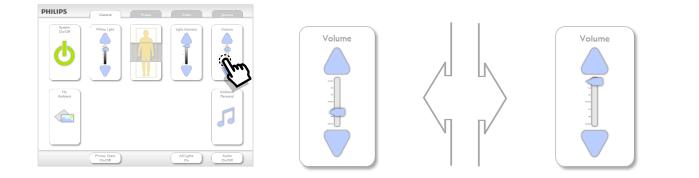


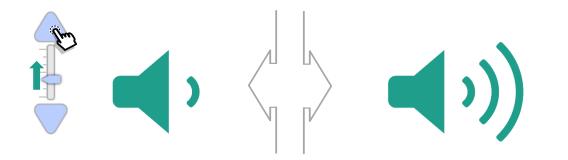


Control screen - Volume



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Control screen - Ambient / Personal audio

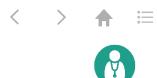


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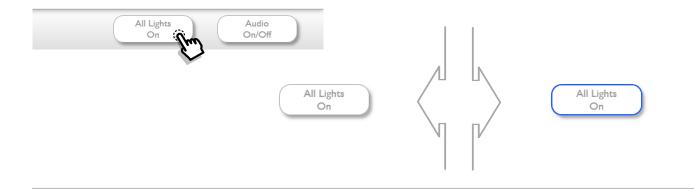


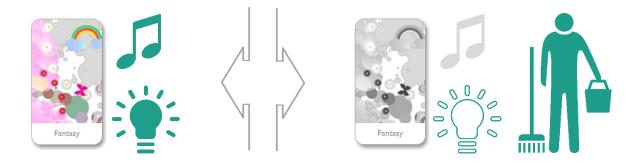


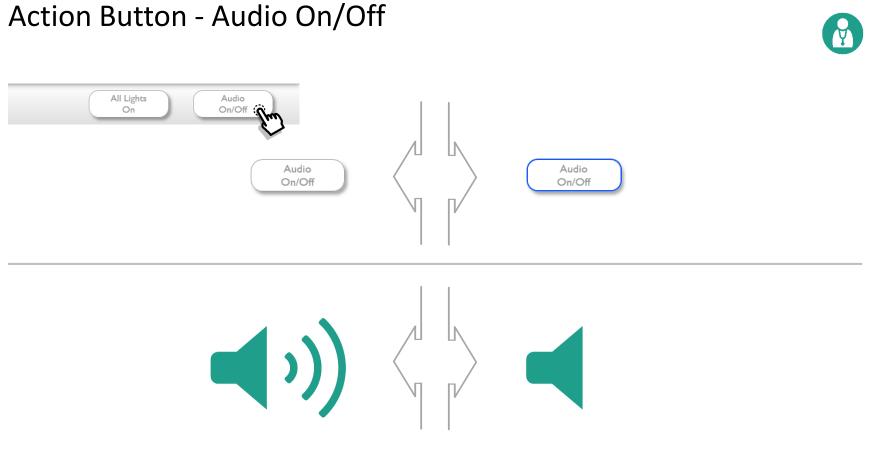




Action Button - All Lights On







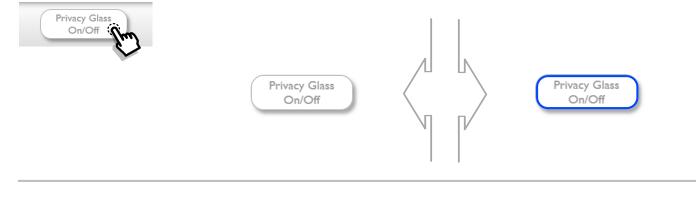
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Action Button - Privacy Glass On/Off



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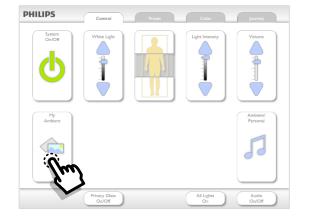


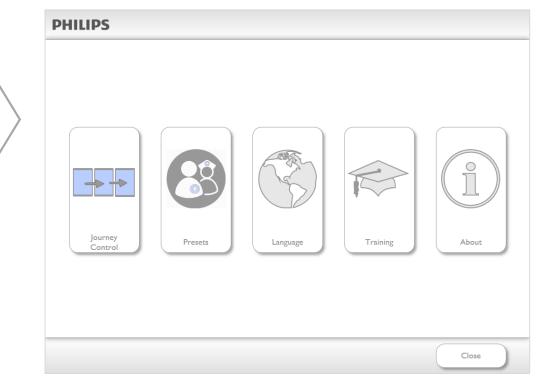
Control screen – My Ambient



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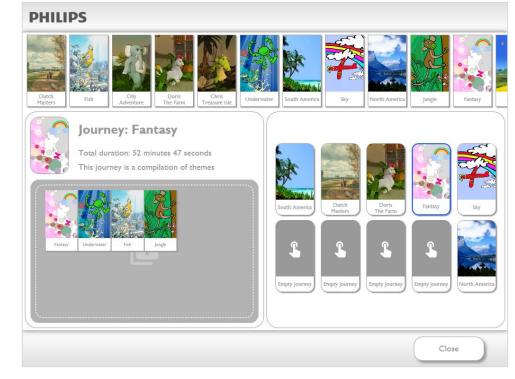


My Ambient – Journey Control



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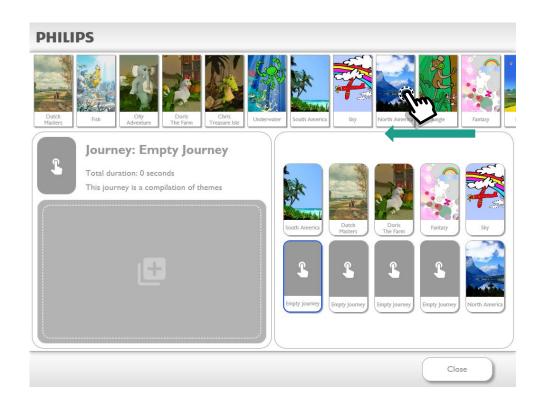




Journey Control – search Themes



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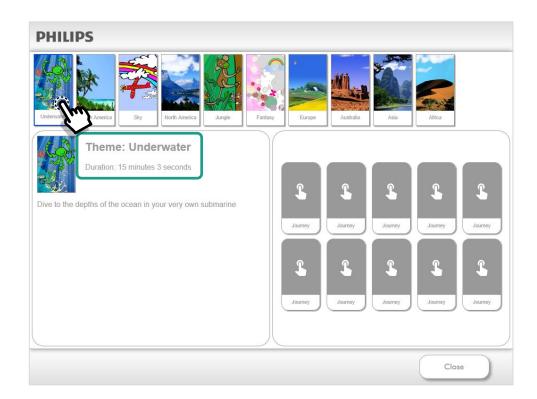




Journey Control – view Theme information



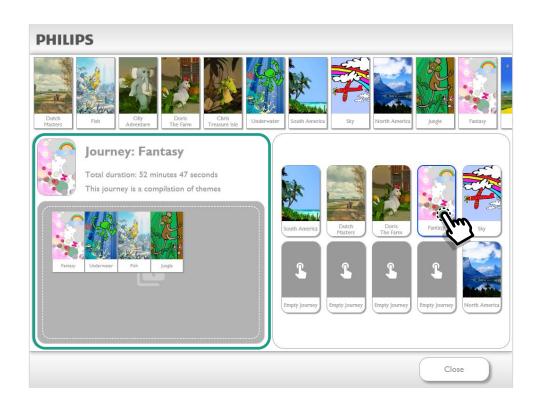
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Journey Control – choose Journey

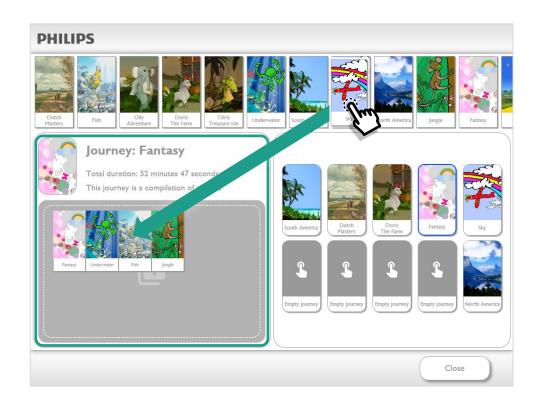






Journey Control – add Theme

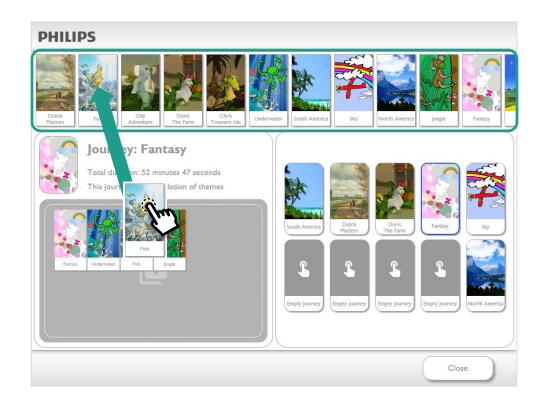




Journey Control – remove Theme



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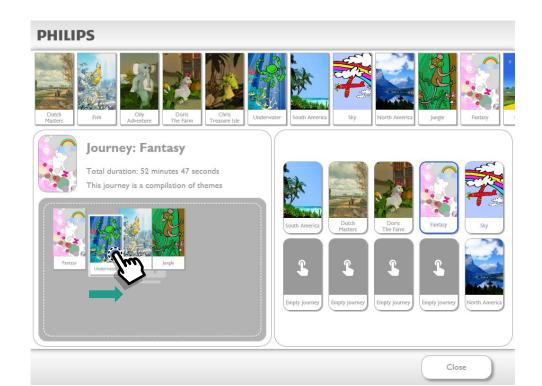




Journey Control – change Theme order



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Ambient Experience Themes and support

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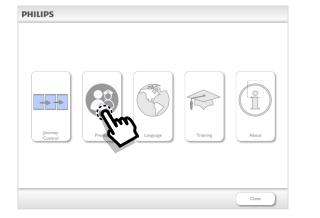


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My Ambient – Preset



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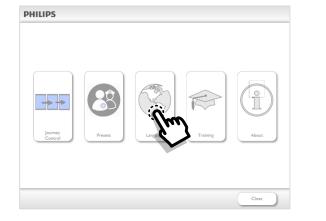


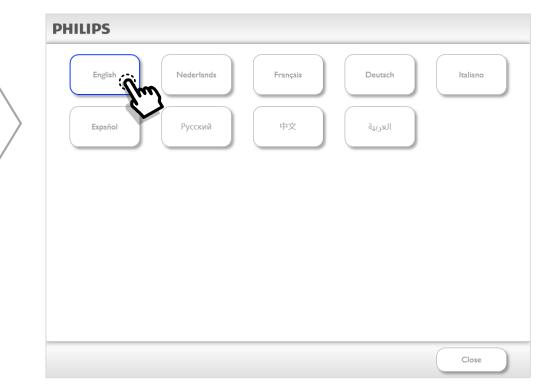
Preset 1 Preset 2 Preset 3 Preset 4	Volume Light Intensity Privacy Glass On/Off White Lights Color Temperature Upper segment Middle segment
	Lower segment

My Ambient – Language



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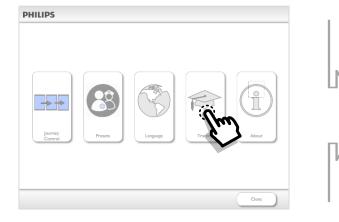




My Ambient – Training



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My Ambient – About



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Room Options		Server	
 Room CeilingDisplay WallProjection WallDisplay Audio PrivacyGlass UserDevices Cove SkyLight FunctionalLight ExternalMovies Presets Target 	Staff-Patient DEP_1x PowerCore	 Host-ID: Status: Server OS version: Server version: CoreLibrary version: ThemePad version: 	
Installed Features		Client	
SPHAERA2_TLM SPHAERA_UPTAKE		31. IP-address:	:: 92. 68.74.200



Thank you for your attention.

Return to menu >

Ambient Experience for MR

Ambient Experience for MR



- 1. Side wall projection
- 2. Rounded corners
- 3. Sound system
- 4. Ceiling lighting element 'halo'

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- 5. Integrated coil cabinets
- 6. Dynamic Led Ambient Lighting
- 7. Floor island





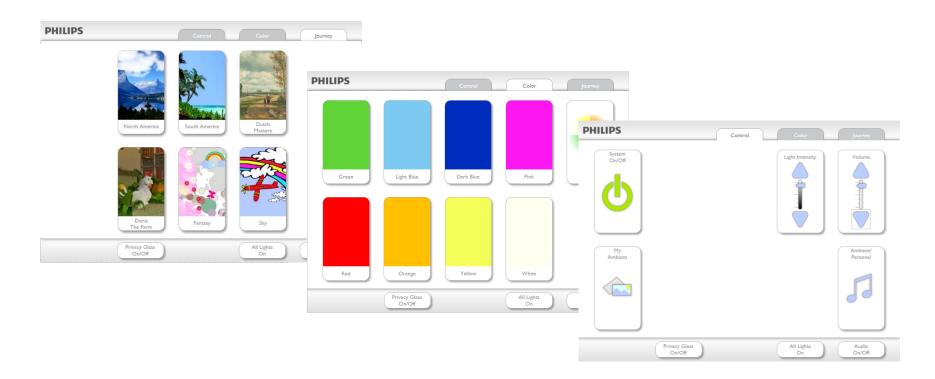


How to use the touchscreen

Wales

$\langle \rangle \land \Leftrightarrow \equiv$

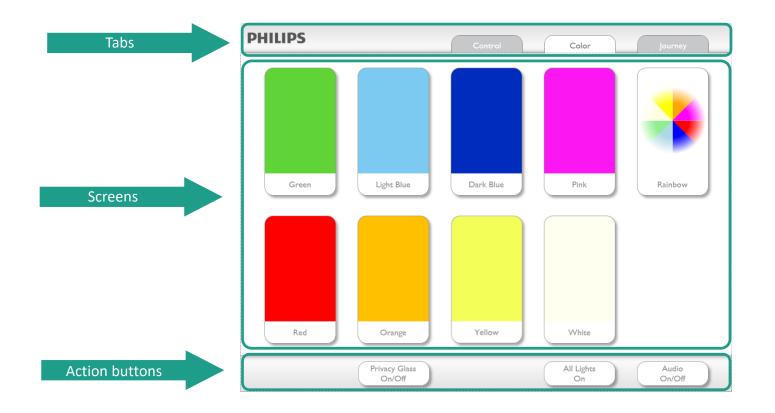
How to use the Touchscreen





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Touchscreen - Main areas



 $\langle \rangle \Rightarrow \Leftrightarrow \equiv$

Tabs

PHILIPS	Control Color Journey		
Green Light Blue	Dark Blue Pink Rainbow		
Red Orange Privacy Glass On/Off	Yellow White All Lights Audio On On/Off		
	PHILIPS		Color Jou
	PHILIPS	Control	Color Jou

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Screens



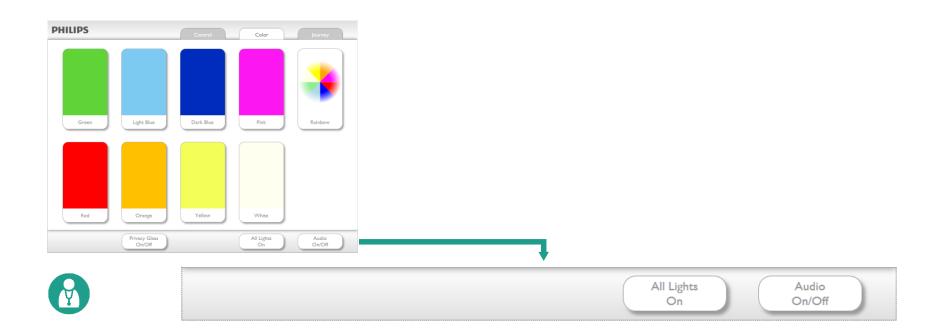
Sky

All Lights On

Privacy Glass On/Off Audio On/O#



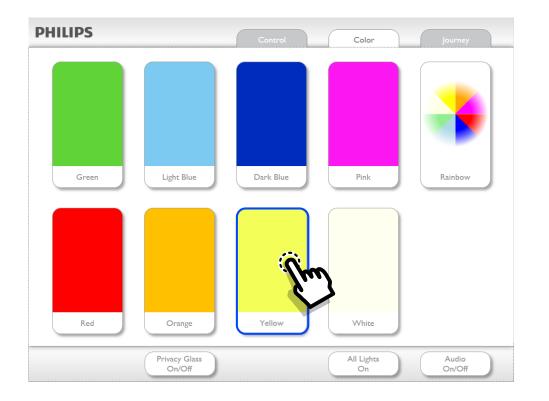
Action Buttons





Color screen





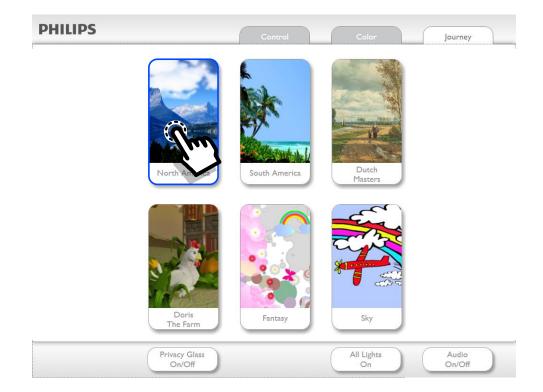
Journey screen



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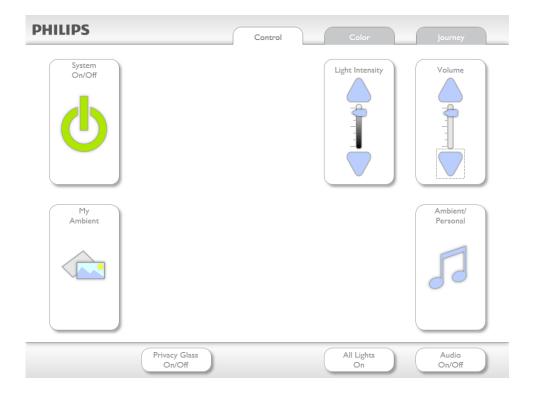


Control screen



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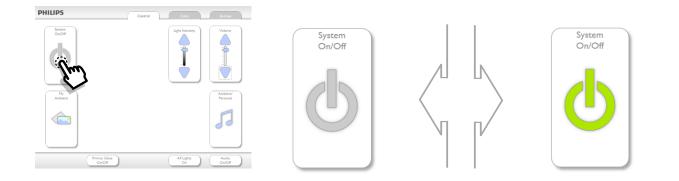


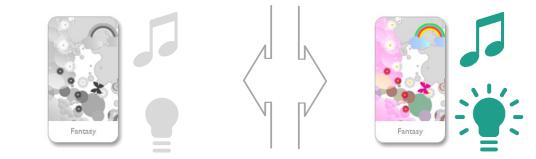


Control screen – System On/Off



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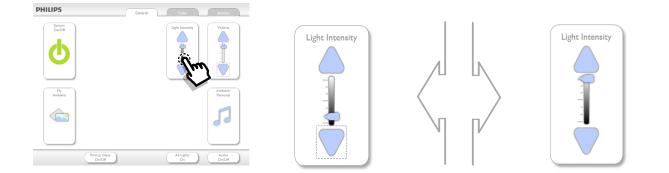


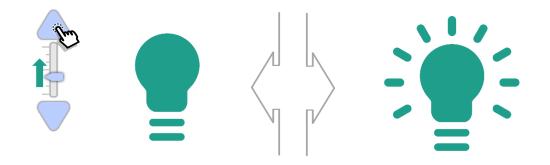


Control screen – Light Intensity



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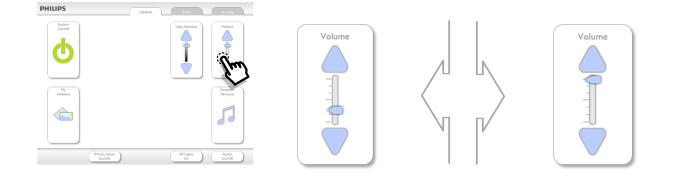


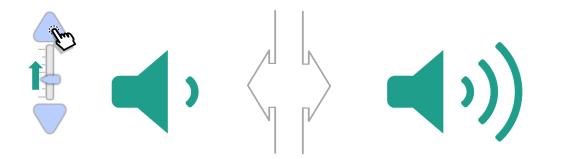


Control screen - Volume



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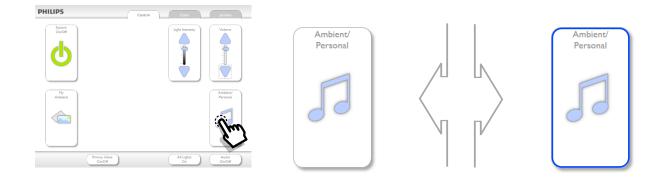


Control screen - Ambient / Personal audio



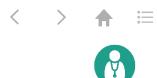
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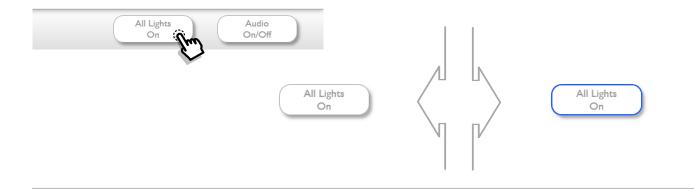


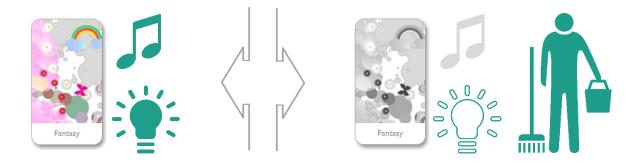


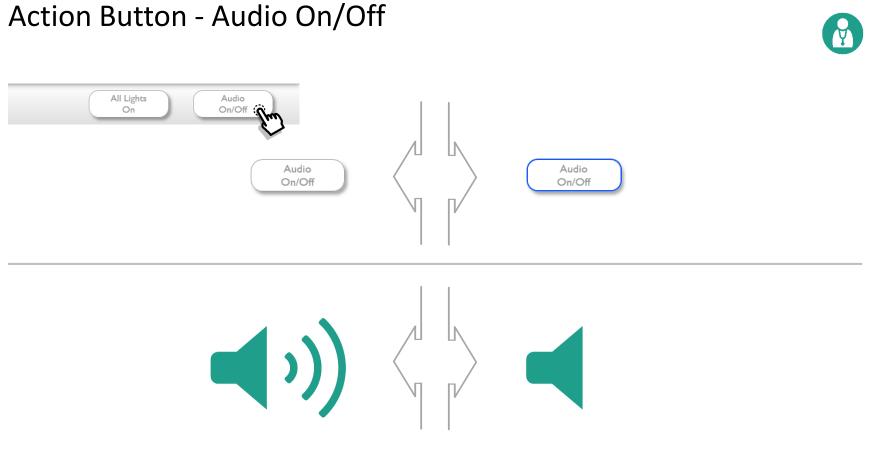




Action Button - All Lights On







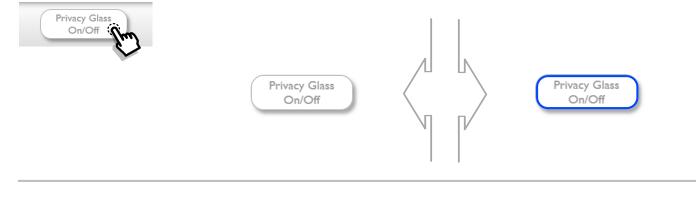
PHILIPS

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Action Button - Privacy Glass On/Off



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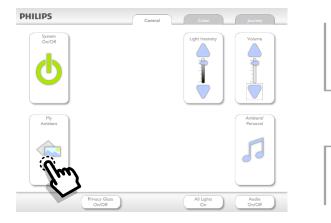


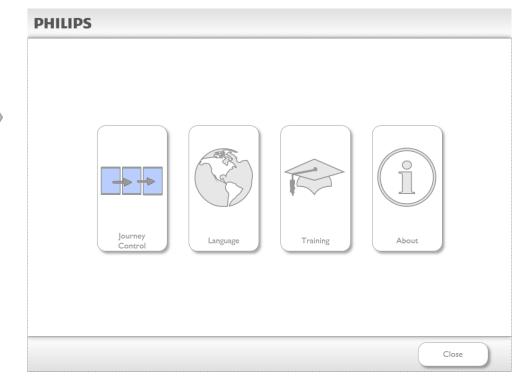
Control screen – My Ambient



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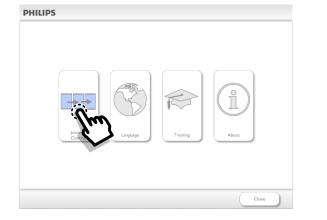


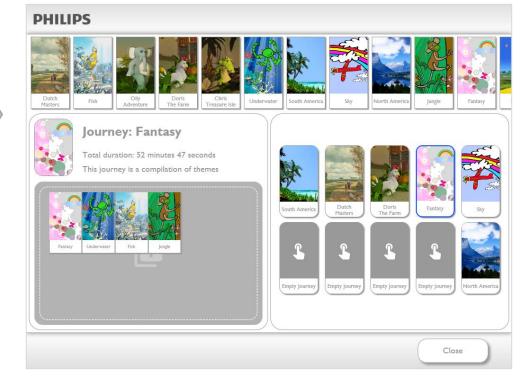


My Ambient – Journey Control



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Journey Control – search Themes

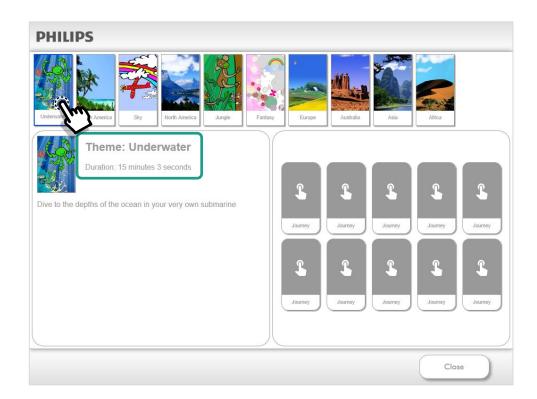






Journey Control – view Theme information

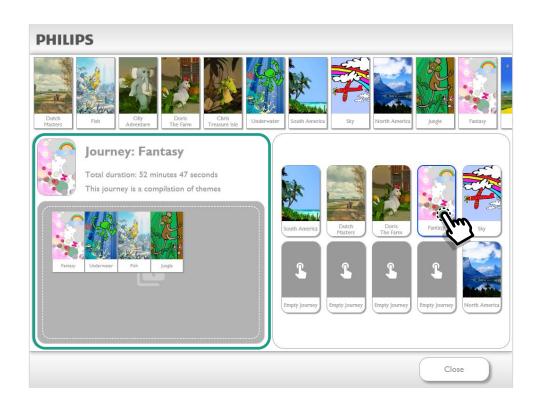






Journey Control – choose Journey

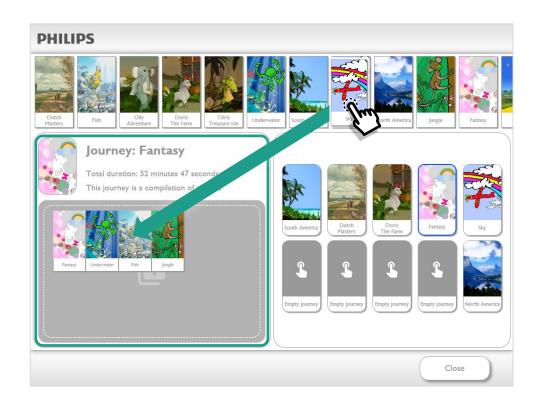






Journey Control – add Theme

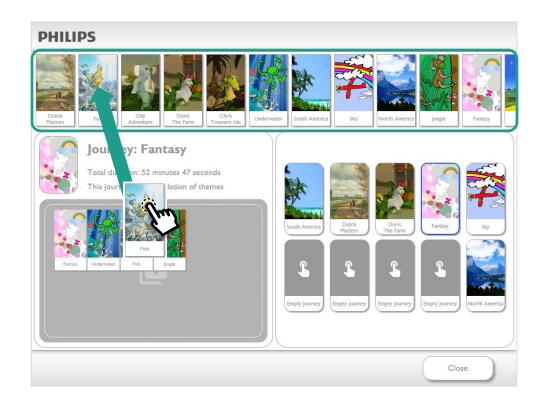




Journey Control – remove Theme



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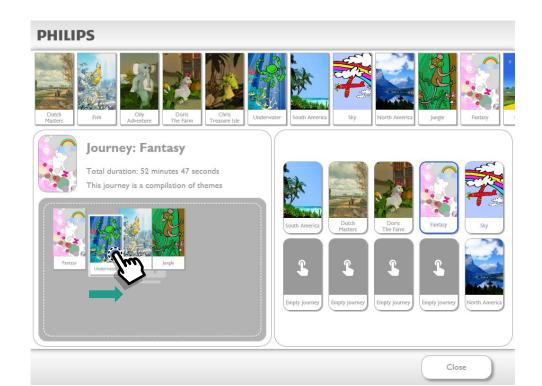




Journey Control – change Theme order



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Contact your Philips account manager for detailed information about Themes.



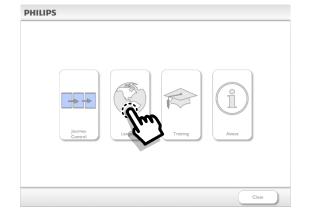
Y

My Ambient – Language



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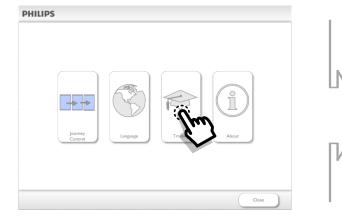
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PHILIPS				
English	Nederlands	Français	Deutsch	Italiano
Español	Русский	中文	العربية	
				Close

My Ambient – Training



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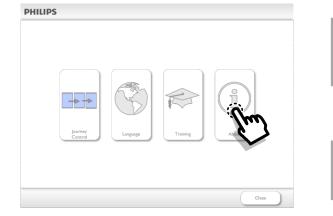


My Ambient – About



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Room Options		Server	
18. Cove 19. SkyLight	AmbientExperience SamsungLx None Enabled Available Staff-Patient DEP_1x PowerCore TableLights DVD Available RP5810		
Installed Features		Client	
SPHAERA2_BASE SPHAERA2_TLM SPHAERA_UPTAKE AE_CONNECT	2020-12-31 2020-12-31 2020-12-31 2020-12-31	31. IP-address:	:: 92. 68.74.200



Thank you for your attention.

Return to menu >

Ambient Experience for MR with in-bore Connect

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1994-141

Ambient Experience for MR



- 1. Side wall projection
- 2. Rounded corners
- 3. Sound system
- 4. Ceiling lighting element 'halo'

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- 5. Integrated coil cabinets
- 6. Dynamic Led Ambient Lighting
- 7. Floor island
- 8. In-bore Connect





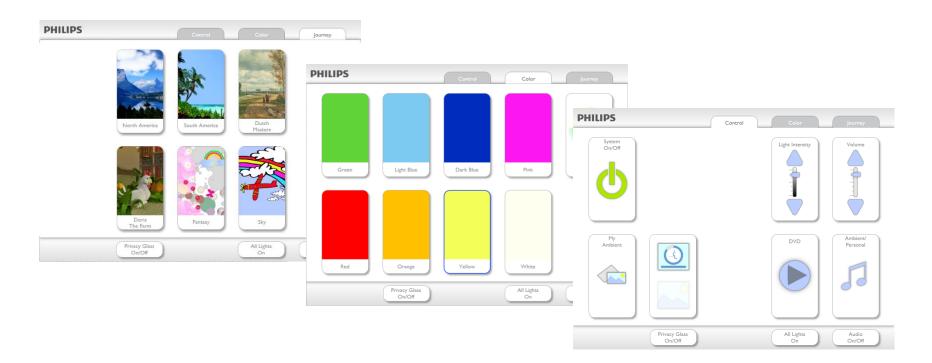


How to use the touchscreen

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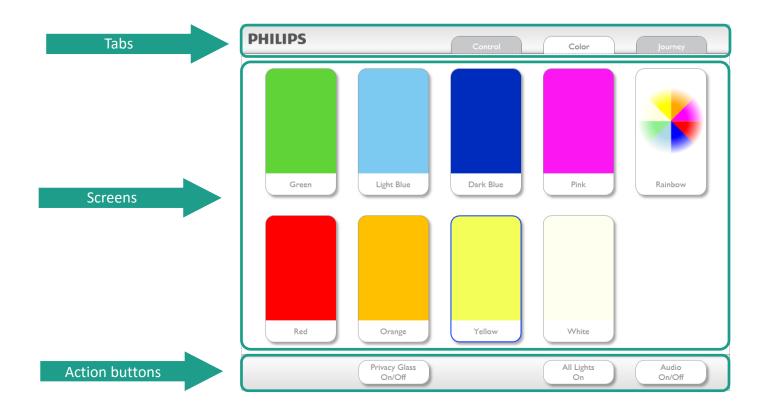
How to use the Touchscreen





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Touchscreen - Main areas



 $\langle \rangle \Rightarrow \uparrow \equiv$

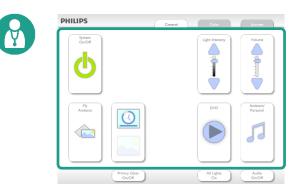
Tabs

PHILIPS	Control Color Journey			
Green Light Blue	Dark Blue			
Red Orange Privacy Glass On Off	Yellow White All Lights Audio On On'Off			
	PHILIPS		Color	Journey
	PHILIPS	Control	Color	Journey

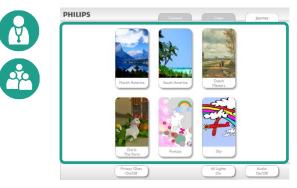
 $\langle \rangle \land \models \equiv$

Screens

Control



Journey



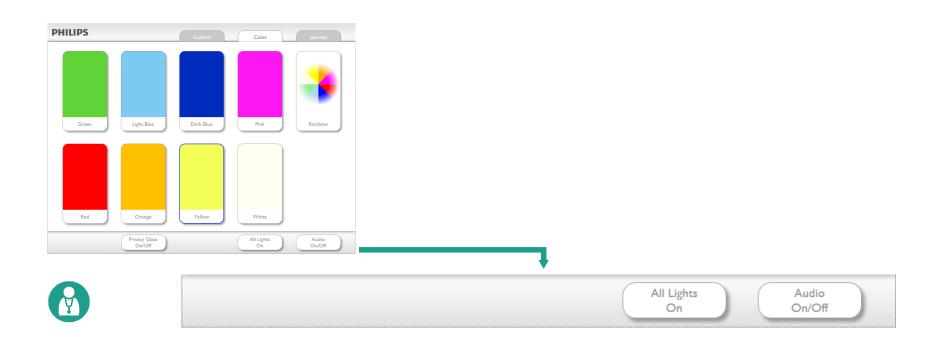
Color Ŷ 20 Light Blue







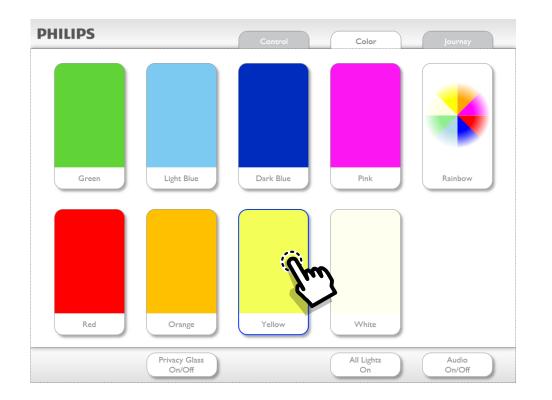
Action Buttons





Color screen





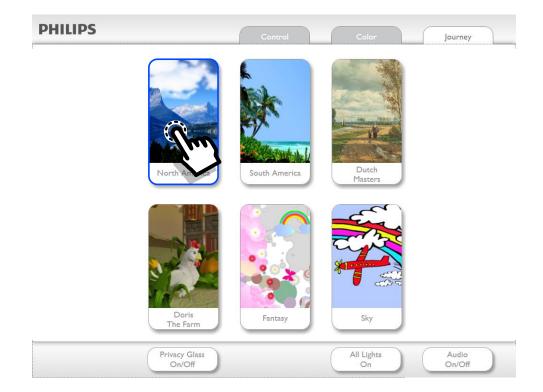
Journey screen



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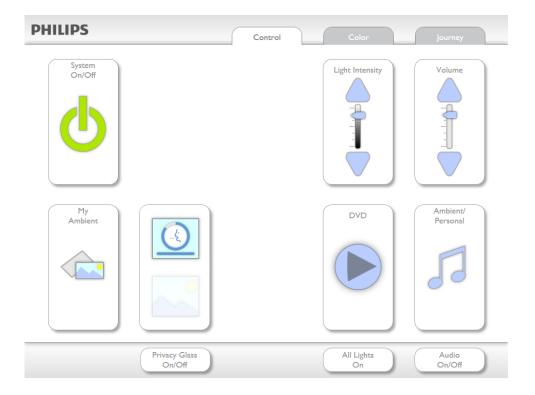


Control screen



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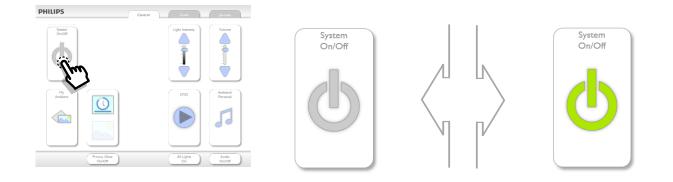


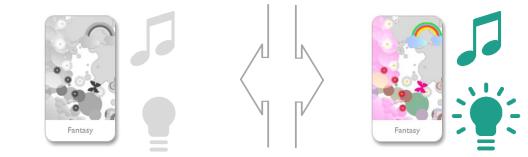


Control screen – System On/Off



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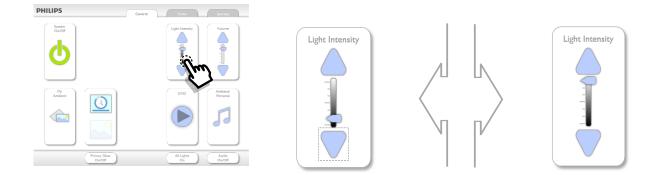


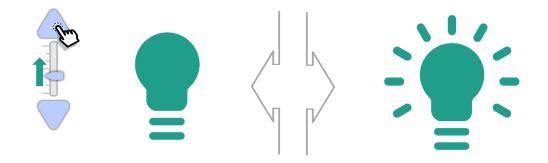
Control screen – Light Intensity



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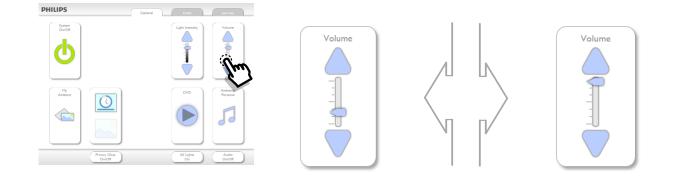


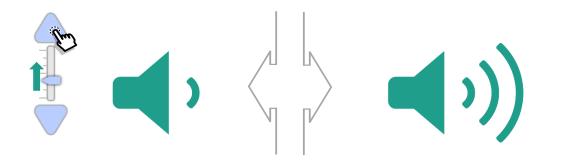


Control screen - Volume



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Control screen - Ambient / Personal audio



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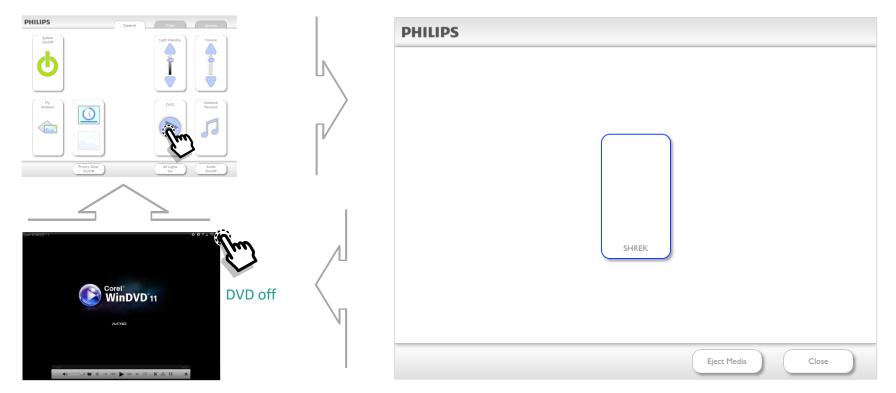




Control screen – DVD



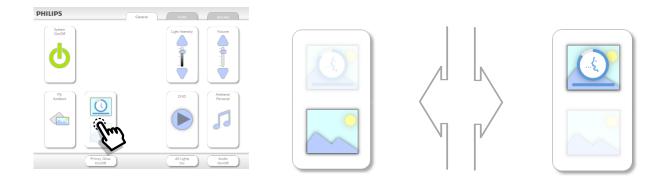
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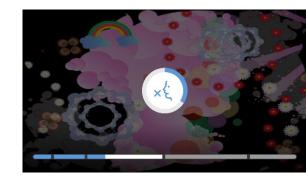
Control screen - Patient Communication



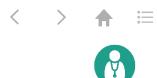
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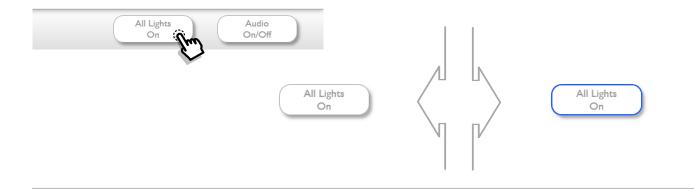


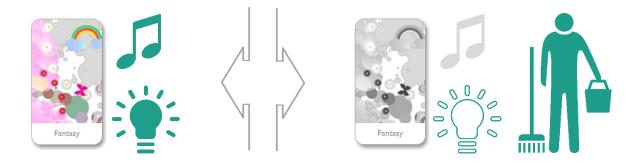


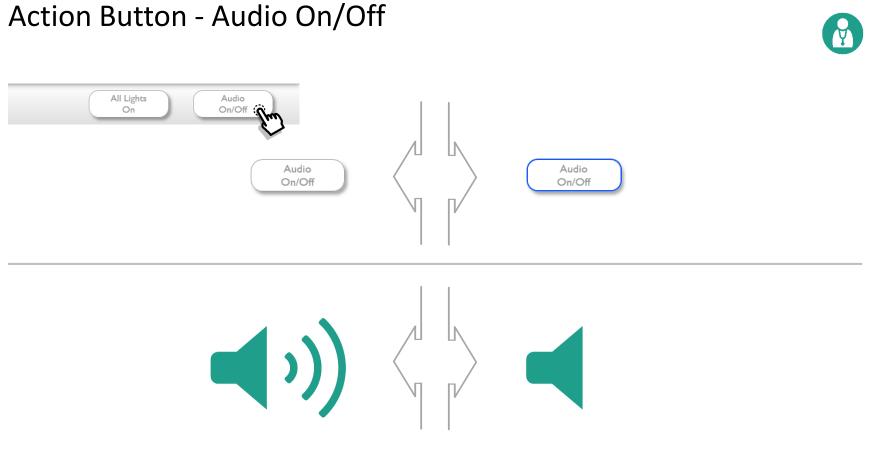




Action Button - All Lights On







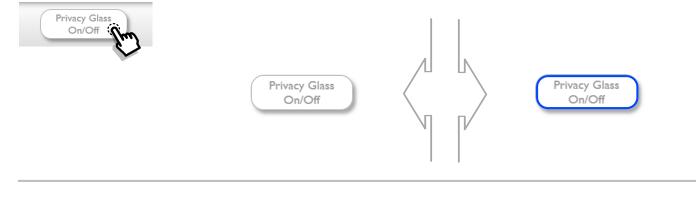
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Action Button - Privacy Glass On/Off



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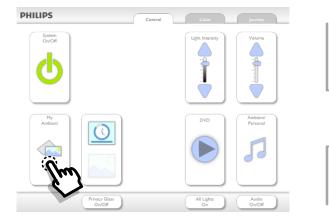


Control screen – My Ambient



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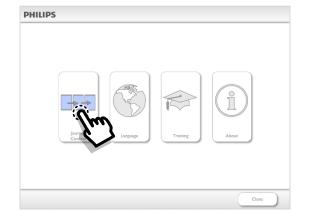


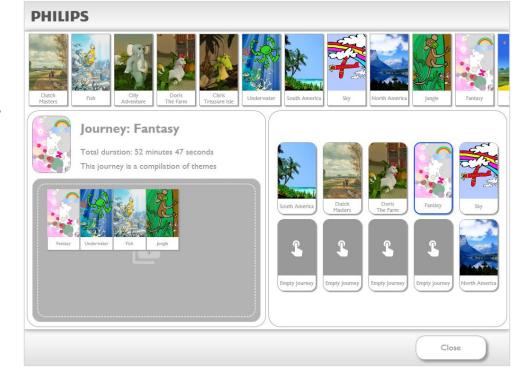
Journey Control	Presets	Language	Training	About
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My Ambient – Journey Control



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Journey Control – search Themes



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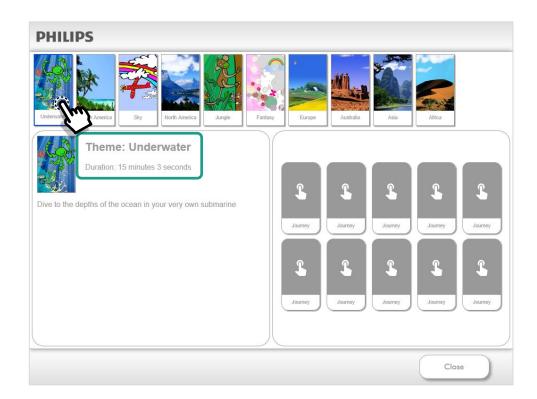




Journey Control – view Theme information



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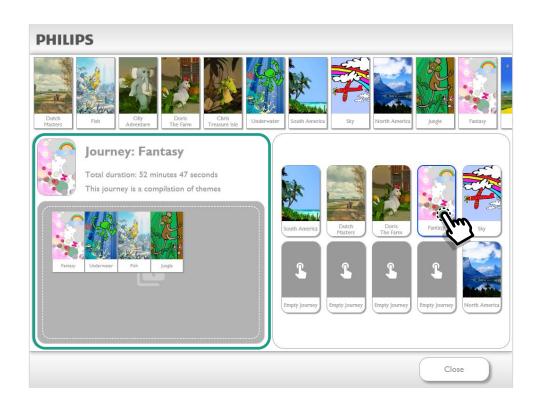




Journey Control – choose Journey



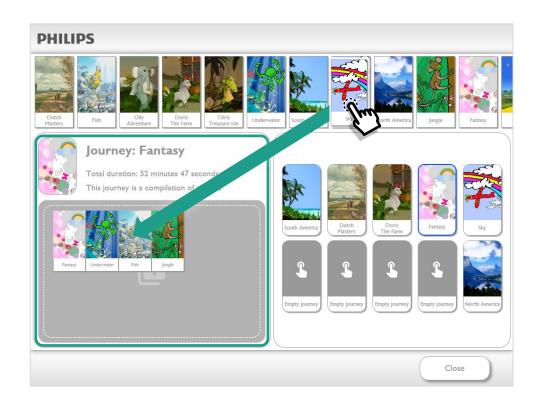
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Journey Control – add Theme

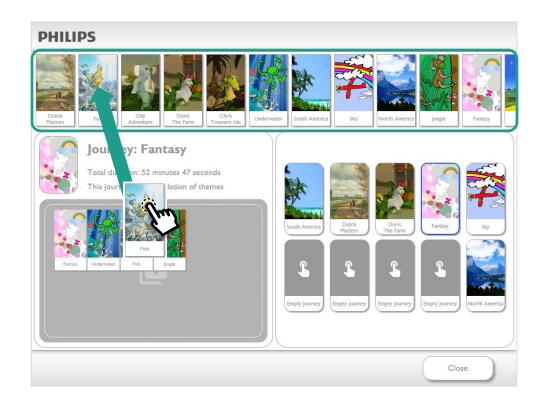




Journey Control – remove Theme



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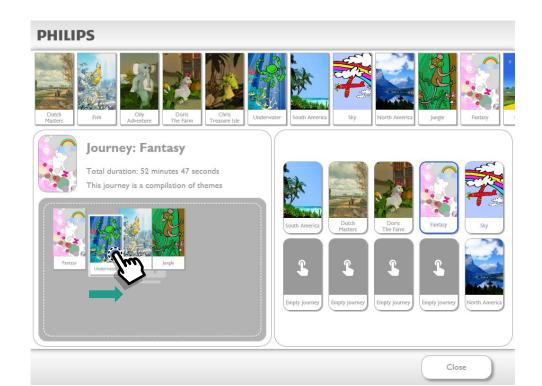




Journey Control – change Theme order



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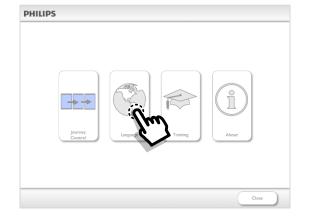


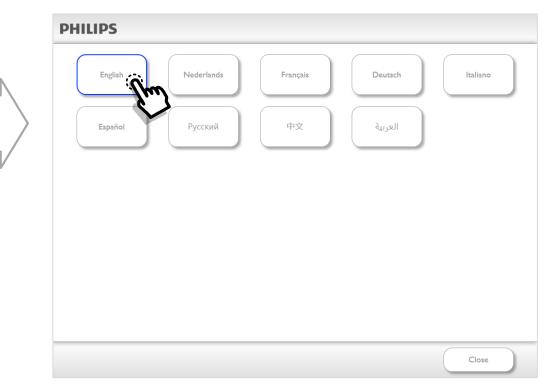
Y

My Ambient – Language



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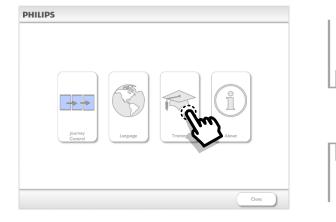




My Ambient – Training



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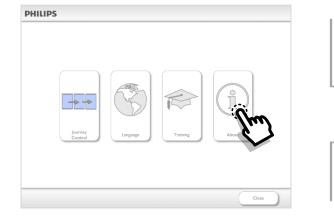


My Ambient – About



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Room Options		Server	
 Room CeilingDisplay WallProjection WallDisplay Audio Audio PrivacyGlass UserDevices Cove SkyLight FunctionalLight ExternalMovies Presets Target 	AmbientExperience Samsung_1x None Enabled Available Staff-Patient DEP_1x PowerCore TableLights DVD Available RP5810		
Installed Features		Client	
SPHAERA2_BASE SPHAERA2_TLM SPHAERA_UPTAKE AE_CONNECT	2020-12-31 2020-12-31 2020-12-31 2020-12-31	31. IP-address:	:: 92.168.74.200



Thank you for your attention.

Return to menu >