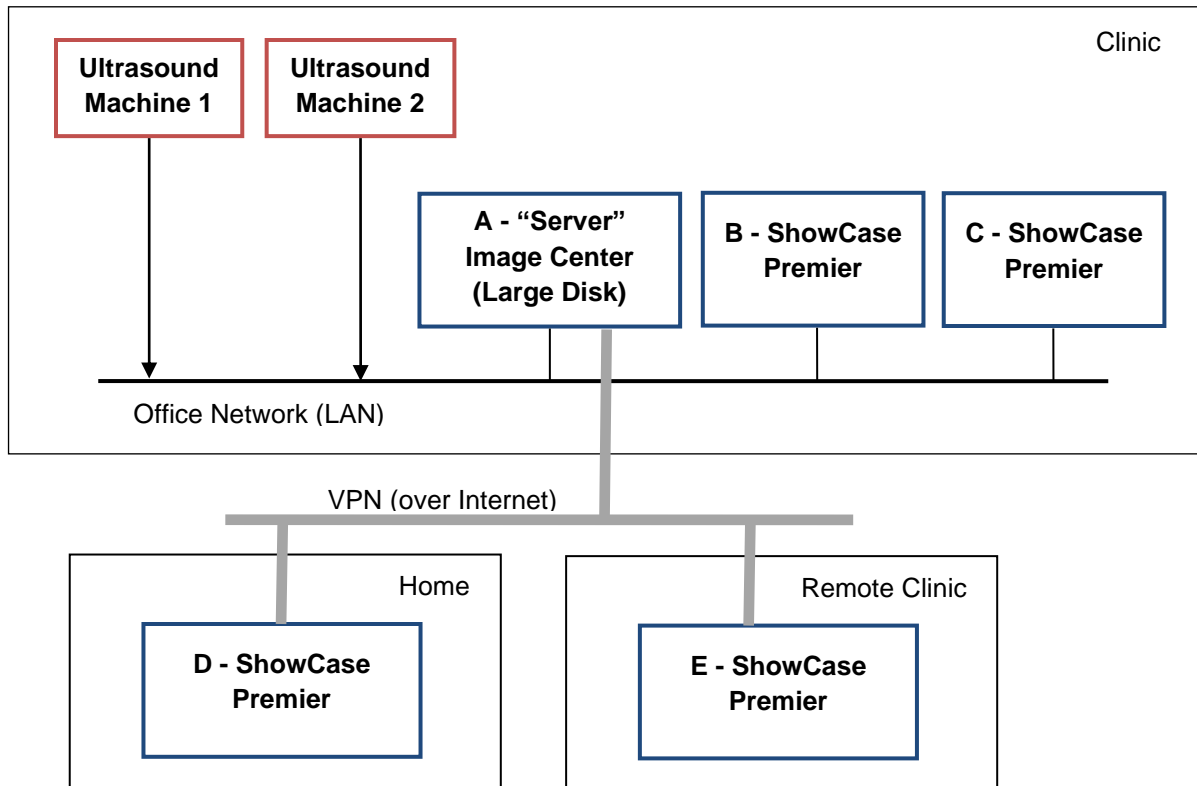# Setting Up ShowCase Remote Viewing With Image Center and ShowCase Premier

The Image Center and ShowCase Premier have been designed to provide full diagnostic quality remote viewing over conventional internet connections, i.e. you do not need dedicated, costly internet service to implement remote viewing for your clinic.

Here's how it works: Your ultrasound machines send studies to your Image Center, which stores the studies to disk. The remote ShowCase viewers access the Image Center over the VPN to get the study list. They are configured with a special 'Remote Mode' that behaves differently than accessing studies over the office network.

When you double-click on a study on your remote ShowCase viewer, it pulls the study over the internet, showing an accurate progress bar as to how long it will take for the study to transfer, which typically takes anywhere from 2 to 20 minutes for a cardiac study. (The speed is totally dependent on your internet connections)

Because it can take so long, there is a special option in Remote Mode called 'Automatic Download'. If the computer is left on, the automatic downloader will check with the Image Center every 15 minutes or so, ask it if there are any new studies, and if there are, it copies them over the VPN in the background into a local cache folder. Much of the time when the physician sits down to read at home, the study is already there and available.

Once the study is on the local computer, viewing is the same full diagnostic quality as local in-clinic viewing over a LAN. Once you are done viewing the study, click the "Delete Local" button to clear the study from your local cache so your disk does not fill up.

Note: You should *always* use a VPN when working over the internet. *Never* connect your machines directly to the internet. They should always be behind a router with a full hardware NAT firewall at the very least.

Setting Up and Using Your Remote Clients

All of the documentation you need to get set up with remote viewing can be found on:
https://www.triltech.com/documents.html

The documents you will want to refer to are:

Installing ShowCase
=> ShowCase Licensing
=> Configure Premier For Remote Access [VPN]
=> Using Premier for Remote Access

You can download the latest ShowCase installer from here: https://www.triltech.com/download.html

You do not need to do anything to your Image Center to configure remote client access, other than have it installed and functioning.

Sharing My ShowCase License Between Home and Clinic

ShowCase licensing has a special 'shared license' mode for the ShowCase viewer, specifically designed to allow you to use ShowCase when you're at home and not at work. See the section "Using Your ShowCase License On More Than One Computer" in the ShowCase Licensing guide listed above on how to get this set up.

The VPN

If your practice does not already have a VPN, we suggest trying the LogMeIn Hamachi software VPN. It is reliable, easy to deploy, and fairly inexpensive. On the documents page mentioned above, under the "Installing Image Center" section, you will find a starter guide for setting up Hamachi: "Using LogMeIn Hamachi VPN with Image Center".

Frequently Asked Questions

Does my work computer have to be on to share its license with my home computer?
No. But please make sure your Image Center computer is running.

Why can't I use a Remote Desktop Solution?
Remote Desktop solutions such as Windows Terminal Server, Citrix, GoToMyPC, are designed to remotely access the function of your desktop, not the image quality. Using remote desktop software can result in misdiagnosis. For this reason, Remote Desktop solutions are not an intended use of ShowCase and are not supported.

Why can't I use DropBox or Google Drive?
Over the years, several of our customers have experimented with internet file-syncing solutions like OneDrive, DropBox, etc. What they, and we, discovered was that these solutions aren't reliable in guaranteeing that you will see your study as a coherent whole. After many years of trying to address these issues, we finally concluded they just weren't safe – it was too easy to think you were viewing a study, only to discover later that you'd had not viewed all the images in a study. The problems were so common we had to discontinue any support of this technique.

What about email?
You should never send any Protected Health Information (PHI) through email. It is one of the least secure ways to send information over the internet.