

# FAQ

## Unable to send via DICOM

# SAMSUNG R20

## [FAQ – Unable to send via DICOM]

- **Situation**

DICOM sending is not working.

- **Solution**

Did the **Ping test** succeed?

✓ **Yes:** Did the **Verify test** succeed?

- **Yes:** Attempt to resend via DICOM.
- **No:** Verify that the DICOM server information provided by the network administrator is correct (AE Title, IP, Port Number).

✓ **No:** Check the entered **R20 System IP** address.

