



SERVICE INFORMATION LETTER

SIL N° S-GEN-21-010

DATE: November 12, 2021

REV.: /

To: Leonardo Helicopters products
Owners / Operators / Service Centres

SUBJECT: HeliLink Virtual Technical Support – New features

Helicopters Affected: All

References:

- [1] IL GEN-20-094 dated December 2, 2020
HeliLink Virtual Technical Support – New features

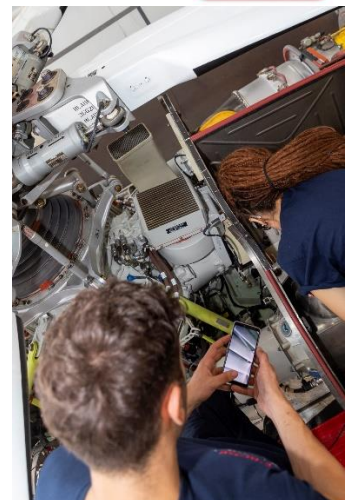
Dear Customer,

LH is continuously investing on Customer proximity and responsiveness to your needs; after last updates on **HeliLink** Virtual Technical Support solution, communicated with information letter at Reference [1], we are continuing to enhance this service and new features are now available.



▪ Mobile App improvements:

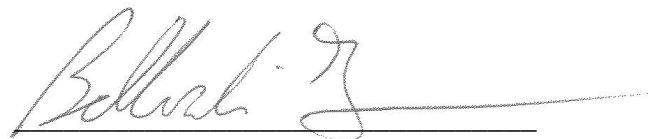
- ✓ On Android devices is now possible to attach a **Boroscope** to use as external camera.
- ✓ New pages available to easily check chat history and contacts directory.



HeliLink Virtual Technical Support – New features

- Enhanced meeting management: manage attendees, change meeting planning and copy meetings.
- Email notification: meeting's email notification are integrated with calendars.
- Meeting recording: recordings are encrypted for additional security. When the recording is ready to be downloaded, an email is sent to inform you.

In order to discover more about HeliLink, please contact LH PSE at the following address:
engineering.support.lhd@leonardocompany.com.



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