Canon

InnerVision Plus

What is it?

Offered only to Canon Medical Systems USA, Inc. warranty and service agreement customers, InnerVision® Plus is a special remote diagnostic system allowing a team of highly qualified, US-based engineers and application specialists at Canon Medical to remotely analyze and troubleshoot our customers imaging systems, streamlining the identification, diagnosis, and resolution of system issues. Additionally, it offers e-Watch™ that allows Canon's InTouch Center to monitor real time system performance and functionality 24/7, providing prevention and early detection of some equipment issues and expediting service and repair.

1. InnerVision Plus periodically monitors our customers imaging equipment with proactive and predictive measures to reduce unscheduled downtime and to ensure it delivers the clinical performance, ensures productivity of staff, and patient safety that our customers expect.
2. If a problem is detected, Canon Medical's highly trained services team can perform immediate diagnostics, 24 hours a day, with remote access, screen viewing, secured file transfer, and system log analysis, all of which ensures that issues are resolved quickly and efficiently.
3. This predictive analysis and approach allows Canon to identify issues before they become problems, proactively contact the customer and schedule downtime at the customers' convenience.

e-Watch™

e-Watch™ continuously monitors our customers imaging system room environment, checking power, temperature, and humidity 24/7, and automatically provides alerts if anything changes which is likely to cause issues. This means that potential simple fixes, such as adjusting the HVAC setting can be made immediately, averting any problems, and ensuring optimal performance and maximizing uptime.

CANON MEDICAL SYSTEMS USA, INC.

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Benefits of InnerVision Plus...

InnerVision application suite includes: Remote screen viewing, secured file transfer, automatic collection of system health information, system log analysis, automatic notification for system alerts, Image QA analysis, and other troubleshooting and DICOM utilities.

	CT	MR	Infinix-i	XR[2]	UL
Remote application support includes viewing scan technique & protocol / sequence parameters and assisting users to operate the system console.	•	•	•	•	•
Firewall protection from malicious actors using port & IP filtering network segmentation	•	•	•	•	•
Remote quantitative/qualitative analysis & inspection of image quality	•	•	•	•	•
Remote technical assistance using built-in maintenance utilities	•	•	•	•	•
Remote data capture & analysis of DICOM/network connectivity concerns	•	•	•	•	•
Remote error log collection and/or analysis	•	•	•	•	•
Remote 24/7 or on-demand system diagnosis and/or inspection.	•	•	•	•	•
Message Alert System notifies CE system messages for prevention and early detection of system problems and fast issue resolution.	•	•	•	•	
Monitoring specific system components temperature / humidity level	•	•	•		
Monitoring system component status	•	•	•	•	
Monitoring RAID or IDD drive status	•	•	•	•	
Monitoring helium level		•			

[1] Ultrasound implements remote maintenance support using secure TCP port 443 to connect to InTouch Center
[2] XR includes Radrex, Kalare, and Ultimax only

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