

InnerVision® Plus Service

What is it?

Offered only to Canon Medical Systems USA, Inc. warranty and service agreement customers, InnerVision® Plus, through a secured VPN tunnel, is a special remote diagnostic system allowing a team of Canon Medical Systems USA highly qualified engineers and application specialists to, in some cases, remotely analyze and troubleshoot diagnostic medical imaging devices installed at the customer site. Additionally, it offers eWatch programs allowing 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.

Conforming to HIPAA guidelines, InnerVision® Plus comprises a VPN firewall appliance including eProtect or Service Processor (SP) and a suite of InnerVision applications connecting via secured VPN tunnel to InTouch Center. For maximum flexibility, 3 types of secured VPN connections¹ are offered: SP-Firewall SSL VPN, IPSec (NAT-T) VPN, and LAN-to-LAN IPSec VPN. Choice of VPN deployments depends on the customer's preferences.

Benefits...

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.

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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