Canon

Your department	Your benefits
Ultrasound department	- Maximum system uptime - Higher system profit - Improve system performance - Perform corrective service actions
Clinicians/ patients	- Remote education and assistance - Remote optimisation of image quality - Remote optimisation of user settings - Improve patient care
IT department	- Secure outbound SSL connection initated by user - No inbound connections are possible - Ultrasound device user keeps control - Traceable actions (audit trail)

InnerVision

Remote Service and Application Support for Ultrasound

InnerVision for ultrasound is an on-demand screen sharing solution which allows remote service and application support by our Canon service engineer or application specialist for the duration of a session initiated by the ultrasound device user.

It offers a broad range of functionality, including screen sharing and chat for educational and assistance purposes. InnerVision facilitates the diagnosis of failures and it helps perform corrective service-related actions, change Dicom settings, adjust user settings, assist with image quality issues, etc. In short: issues can be solved faster, ensuring maximum up-time.

How does it work?

The Canon Medical Systems Remote Session Server is installed on a server hosted by Canon Medical Systems Europe. The operator initiates the remote session as needed. A unique session code, supplied by the local Canon support employee, has to be entered to start a secure remote session.

During the session a screen icon shows the operator that a 'live session' is being conducted. The operator can disconnect the session at any time.

Hospital or Clinic

Canon Medical Systems InnerVision Center

Local Canon Medical Office
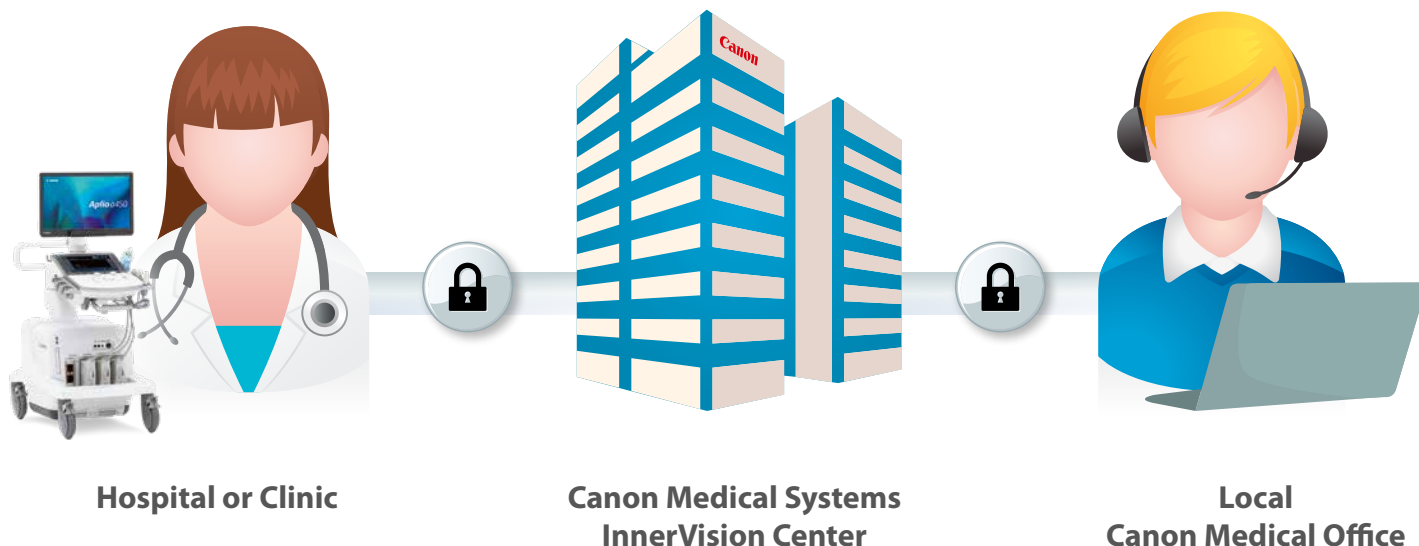
Secure connection

To guarantee a secure connection, Canon Medical Systems uses SSL (Secure Socket Layer) technology. The SSL connection includes full encryption, based on RSA private-/public key exchange and AES (256 Bit) session encoding, from the start of a session, as a two-step protection. This technology is based on the same standards as https/SSL; it is entirely safe and compliant with todays's industry standards.

The key exchange also guarantees full client-to-client data protection. This means that even Canon Medical Systems' routing servers will not be able to read the data stream.

The Canon Medical Systems InnerVision platform is designed to help protect patient privacy in line with the European GDPR.

Site preparation for ultrasound medical devices
The SSL connection requires an outbound opened firewall on port 443 to Canon Medicals' server addresses. For outside DNS lookup the outbound port 53 is required.

Fully qualified domain names (FQDNs) used for remote service connection are: Remotecall.eu.medical.canon and Remotecallgw.eu.medical.canon

The ultrasound medical device can configured to be used as a proxy server if required.

Some features presented in this brochure may not be commercially available on all systems shown or may require the purchase of additional options.
Please contact your local Canon Medical Systems representative for details.

Made For life