

OnSite for Intuitive Services

The connection that enables Intuitive to monitor product performance in real time

OnSite connectivity

provides real-time system information enabling a rapid response to your technical issues.

Our technical support team*

is available 24/7 365 days a year and resolves more than half of its global calls remotely.†

The team has an average of 10 years hands-on experience with da Vinci systems.

Access to OnSite

is included in your service care plan.



Solve problems fast and maximize system uptime with OnSite

Our innovative OnSite® technology connects your da Vinci® surgical system to our experienced technical support team who will work to quickly diagnose, and in some cases proactively monitor technical issues.

OnSite allows troubleshooting of technical problems before, during, and after a case without the need to schedule a separate field service engineer to visit your site.

If a physical visit is needed, OnSite will provide the field service engineer with a technical diagnosis so they can prepare and get the appropriate system parts ready - delivering a quicker turnaround time and helping to resolve issues in a single visit.

Proactive remote monitoring of your system

When connected, OnSite will proactively monitor the condition of your da Vinci system and can assist with ongoing preventative maintenance.

System log files are monitored to identify potential problems. This enables support engineers to diagnose potential issues before they become a reality to help reduce unplanned service events.

* Across all Intuitive systems.

† As of April 2022.

OnSite remote services help make the most of your system performance and uptime, using:

- Real-time remote diagnostics
- Proactive system monitoring
- Remote software updates

Remote software update delivery

OnSite will also remotely deliver new software updates[‡] to your da Vinci system, meaning product upgrades and enhancements are introduced when most convenient for you. This keeps your system at the cutting-edge with our latest software features easily downloaded to your equipment.

Secure connection

You can use wired or wireless internet network to access OnSite, which will establish a secure connection to an Intuitive data center. Intuitive will work with your IT department to ensure adherence to all local network security policies and configure our devices according to your local directions provided by our local IT team. We employ a secured, encrypted connection to transport data between your hospital and the OnSite infrastructure.



If you have any questions about your OnSite connection, contact Intuitive Da Vinci Support at: +1-800-876-1310

Data privacy

Our support team does not have access to control your da Vinci system. Only system logs are transmitted outbound to OnSite. We pride ourselves on the security of your system and strictly work within the appropriate regulatory laws and guidance.

We are diligent in ensuring protected health information and sensitive data remain protected. Only da Vinci system event messages are transmitted, and the system does not transfer any patient data, pictures, or video to any external systems via its OnSite connection.

[‡] For da Vinci X[®] and Xi[®] systems.

Important safety information

For important safety information, please refer to intuitive.com/safety. For a product’s intended use and/or indications for use, risks, full cautions, and warnings, please refer to the associated user manual(s).

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