DAVINCI™ by Intuitive

Da Vinci® OnSite®

Maximize up-time with remote access and monitoring capabilities

OnSite Access

Da Vinci OnSite is a service feature that allows the da Vinci Surgery Technical Assistance Team (dVSTAT®) to remotely access your system status for **real-time diagnostic feedback**.

REAL-TIME DIAGNOSIS

DVSTAT can remotely access system logs for pre-operative and intra-operative troubleshooting, to rapidly diagnose, and in some cases resolve, issues without dispatching a Field Service Engineer.

INCREASED DIAGNOSTIC ACCURACY

With OnSite, your OR staff no longer needs to relay system log information via phone to the dVSTAT team, minimizing miscommunication and maximizing patient care.

REMOTE SOFTWARE UPDATE[1]

Remotely deliver the latest da Vinci system software via OnSite. Update your system when its convenient for you, reducing OR downtime and the need for a field service visit.

Onsite Monitoring[2]

Remote monitoring of your da Vinci Surgical System can provide potential benefits that help to maximize patient throughput.

RAPID ISSUE RESOLUTION

OnSite automatically uploads system logs to Intuitive following each procedure.[3] This data provides a dVSTAT Support Engineer with the necessary information to accurately identify potential system issues and reduce on premises repair time.

PROACTIVE MONITORING

Proactive monitoring and log review of system performance assists with ongoing preventive maintenance. Because problems are found before they happen, proactive monitoring can reduce unplanned service events.

[1]Available only for - da Vinci Xi® and da Vinci X® with SimNow® .
[2]Only available on select da Vinci service plans.
[3]System must be powered on and connected to a Local Area Network. (LAN).

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Frequently Asked Questions

Secure Internet Connection

What are the minimum network requirements for the OnSite upgrade?

OnSite Access utilizes any existing 10/100/1000 Mb ethernet connection or 802.11 b, g or n wireless network in the OR that has access to the internet. OnSite can be configured to the specifications provided by your organization's IT department.

What type of information is transmitted?

Only da Vinci Surgical System logs/event messages are transmitted. The system does not store, transmit patient data, pictures, or video. The system does not interface with any of the customer's internal network resources such as a HIS, RIS, or PACS systems.

Can a Technical Support Engineer remotely control the robotic arms or other components of the da Vinci Surgical System during surgery?

No, a Technical Support Engineer can only passively monitor the system and cannot remotely control the system when used in surgery. The System can continue to be used during passive monitoring.

How much does OnSite® cost?

OnSite Access is provided as part of the da Vinci® Service Plan coverage at no additional charge. Internet connectivity provided by the customer is required.

To learn more about **OnSite** call Intuitive **Customer Service** at

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