



ResponseCare® Services Virtual Support Tool

Virtually bringing our expert “helping hands” into your OR



The ResponseCare Virtual Support Tool is a secure mobile-to-mobile solution that helps minimize downtime and allows for immediate troubleshooting and technical support to ensure that your equipment is operating at peak performance. This powerful tool brings our expert “helping hands” right into your OR and gives you the technical support you need at the touch of a button.

- Assistance with system setup and troubleshooting before or after a procedure
- Reduce system downtime and workflow disruption
- Rapid response and problem resolution

Virtual Support Features



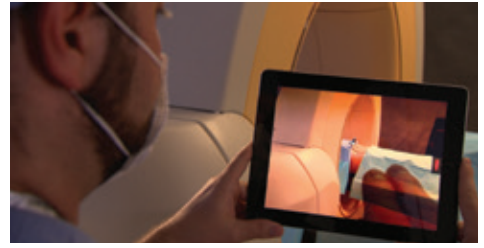
Face-to-Face Video Interaction

Quickly establish a live video connection with a ResponseCare Technical Services agent



Illustration Tools

The service agent can draw on your screen or point to parts of the equipment using a virtual pencil, arrow, or laser pointer



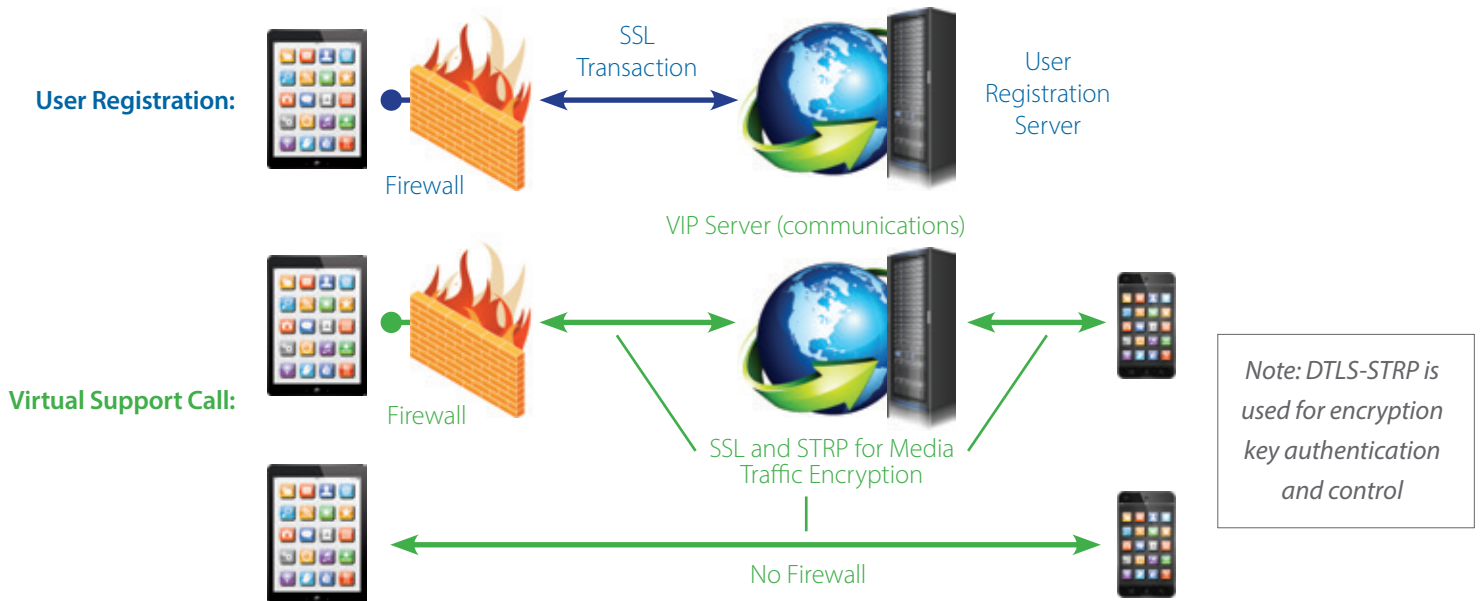
Augmented Reality

A hand or piece of equipment can be seen in your field of view to show you exactly what buttons to push or how to maneuver the equipment

Secure Connection

The tool's virtual connectivity is fully encrypted, and data is transmitted using a Secure Real-time Transport Protocol (SRTP). No information is stored or recorded to ensure protection of patient privacy. Connections are established via a cellular or Wi-Fi network.

- All media is encrypted using SRTP, which provides:
 - Integrity – The receiver can validate that the packet sent from originator has not been modified
 - Authentication – The receiver, originator, and server can authenticate the identity of the other
 - Privacy – No one intercepting the traffic can read it because it is encrypted
- Key negotiations are handled using Datagram Transport Layer Security (DTLS)-SRTP as defined by Web Real-Time Communication (WebRTC) and the Internet Engineering Task Force (IETF)
- All signaling data (i.e. login, call and message) are sent using Secure Sockets Layer (SSL)
- Media is peer-to-peer, unless a firewall causes it to be relayed to our server where it remains encrypted



Medtronic plc
Surgical Technologies
 826 Coal Creek Circle
 Louisville, CO 80027
 USA
 Toll free (877)242-9504
 Telephone (720) 890-3200

To get started, contact ResponseCare Technical Services at 1-800-595-9709 and bring the expertise of our staff into your OR when you need it. www.responsecare.medtronic.com

This product is not to be used to provide medical advice or participate in any way in delivering medical or surgical care to a patient.

RX only. Refer to product instruction manual/package insert for instructions, warnings, precautions, and contraindications. This therapy is not for everyone. Please consult your physician. A prescription is required. For further information, please contact Medtronic at (877) 242-9504, and/or consult Medtronic's website at www.medtronic.com. ResponseCare® is a registered trademark of Medtronic, Inc.

