



**Version: 1.3**

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## **Frequently Asked Questions (FAQs) Related to Cadaviz –India's 1<sup>st</sup> and Most Advanced Virtual Human Dissection Table**

### **➤ Warranty/AMC/CMC**

- What all things are covered during the warranty period?
  - Regular Maintenance Visit: As part of our philosophy of preventive maintenance, we schedule visits every six months (two times a year). The primary purpose of a maintenance visit is to see the performance of the installed system and check, preventive system check & deviation from installation guidelines. Any deviation from installation guidelines degrades system performance & can impact user experience adversely.
  - Level-1 support: We provide an option for our customers to log issues through multiple channels (Website, Phone, and Email).
  - Our Level-1 support team will do troubleshooting as per system guidelines. On recommendation from Level-1 support, an onsite visit will be planned.
  - During the warranty period, defective parts will be replaced without any additional cost.
  - During the warranty, quarterly software upgrades will be provided without any additional cost.
  - Post warranty, College/Institute has the option to enter into AMC (Annual Maintenance Contract) or CMC (Comprehensive Maintenance Contract).
  - Quarterly software upgrades will be provided without any additional cost.
- What all things are covered in the Annual Maintenance Contract (AMC)?
  - Regular Maintenance Visit: We schedule visits every six months (two times a year).
  - Level-1 support: We provide an option for our customers to log issues through multiple channels (Website, Phone, and Email).
  - Our Level-1 support team will do troubleshooting as per system guidelines.
  - On recommendation from Level-1 support, an onsite visit will be planned.
  - During the AMC period, defective parts will be replaced at the actual cost.
  - During AMC, quarterly software upgrades will be provided without any additional cost.
- What all things are covered in the Comprehensive Maintenance Contract (CMC)?
  - Regular Maintenance Visit: We schedule visits every six months (two times a year).
  - Level-1 support: We provide an option for our customers to log issues through multiple channels (Website, Phone, and Email).
  - Our Level-1 support team will do troubleshooting as per system guidelines.



- On recommendation from Level-1 support, an onsite visit will be planned.
- During the CMC period, defective parts will be replaced without any additional cost.
- During CMC, quarterly software upgrades will be provided without any additional cost.
- Hardware/Software warranty Period?
  - Standard hardware warranty is for 1 year.
  - In case the product is under warranty/AMC/CMC then software upgrade would be provided without any charges. Life-long software upgrade is provided without any additional cost.
- What items are covered in the warranty?
  - Manufacturing defect is covered in the warranty.
  - Refer warranty certificate for detail.
- Is software upgrade free?
  - Software upgrade (Quarterly) will be provided lifetime without any additional cost.
- What is the duration of training?
  - One time 3 days of training.
- What essential items are required to install the table?
  - Refer installation guide.
- What is the turnaround time for any mishaps?
  - Only parts manufacturing failure would be supported. Any damage caused due to accidents/mishaps would not be supported. Any such mishaps/damages will be evaluated, and as per the situation, we will offer the best possible support.
  - Based on the city, we have a timeline of 24hrs/48hrs/72hrs to reach the site.
- **Hardware**
  - Do we manufacture the table?
    - Yes, we manufacture in India. We are certified “Make in India” by NSIC.
  - What are hardware specifications?
    - Please refer technical specification doc or Variant pdf.
- **Software**
  - How many subjects/topics do we cover in software? (Department wise like Physiology/Histology)
    - Please refer to the functional specification.
  - Can faculty upload study material to the table?
    - They can create content on the table itself by marking, taking screenshots, and recording videos.
  - Can faculty use a Pen drive or USB and download animation/study material? Yes. It is possible.



- Source of 3D bodies and their resolution
  - Primary sources to create 3D CAD models are full human body, and reclining scans of the primary specimen that were obtained using CT scans of 512x512 image resolution at 5mm slice intervals. Secondary sources include various reference materials like Atlas of Human Anatomy by Saunders, The Human Body Atlas by Global Book Publishing, Atlas of Human Anatomy by G.E. Stechert & Co., etc.
- Annotation Source
  - Annotations are created by referencing the above-mentioned reference materials and various human atlases.
- DICOM/MRI data compatible resolution- 1.5T or 3T
  - 1.5T MRI at 512x512 resolution
- Does it have an in-built Radiology Library
  - In-built radiology library consisting of various DICOM datasets is available and you can use the same to visualize them in 3D.
- Real cadaver data source and its dissection method
  - As mentioned in point (Source of 3D bodies and their resolution), CT scan images and various reference materials were used to create the anatomical body in 3D. Dissection slices are made on any given direction and axis by the user.
- **Table Functioning**
- Can we attach a VGA/HDMI cable to the Cadaviz table?
  - The table supports HDMI cable. VGA can be supported with a converter.
- Can we adjust the height of the table?
  - Primary variants are horizontal but vertical/adjustable tables can be provided at extra cost.
- Can we add external hardware to the table like external storage?
  - Yes, external storage is supported.
- Does the table come with UPS?
  - The Cadaviz table comes with an internal voltage controller but it is highly recommended to attach an external UPS for voltage surge regulation and to avoid sudden shutdown.
- In addition to the table, what else do we provide in hardware?
  - We provide additional items (Included in the table cost)
    - Stylus
    - Bluetooth Mouse and Keyboard
- Why is there a separator line in the middle of the table?
  - The line is a connection junction between 2 half screens.
  - The separator line is touch-enabled.
- **Software**
- How many times we will receive software updates in a year?
  - Every Quarter
- How many critical cases are available for study?
  - Good number of case studies are available and our team is working on adding more.
- Can faculty upload X-ray or CT scan/MRI data in the table?
  - Data can be loaded and visualized.



- Is the software aligned with the Indian syllabus?
  - Yes
- Do we have a tissue slide in histology?
  - Yes
- Can we visualize pathology data in the table?
  - Yes

- **Limitations in Other Tables (Competitors):**

- Applied anatomy/OSPE
- Detailed osteology
- Detailed muscle movements
- Vast surgical simulation
- Connective tissue is not available
- Superficial fascia is not available
- Paediatric body
- Female with fetus body
- Free content upgrade
- Detailed physiology

➤ **Other Queries**

- What is the time taken to study the entire dissection process? E.g.: How many hours are needed to study the dissection of the hand and study the muscle system?
  - This is subjective. There are a lot of systems to study on the table. It will depend on the professor/instructor to allocate time.
- Do you have any modules related to the surgical aspects? E.g., The procedure for Cholecystectomy (Gall Bladder Removal Surgery) or Knee replacement. It will be very good to have a module.
  - The current version is oriented for mainly anatomy, histology, pathology, prosections, physiology & embryology.
  - We have a few additional simulations like endoscopy, colonoscopy, ocular movement, muscle movement, and arms/limbs muscle movement.

- **How to Install Patch?**

- Ensure that you are installing the appropriate version of Cadaviz Patch.
- Access the downloaded file and find the installer or a patch file (.exe).
- Double-click on the installer or a patch file (.exe) to run the Cadaviz Patch Installer. Ensure that the PC is connected to a network with internet connectivity.
- Once a proper version is found by the patch installer, an appropriate message “**Detected (version number). Ready to patch**” is shown on the Cadaviz Patch Installer window.
- Click the Start button on the installer window to start the process of applying



patch.

- View the on-screen messages on the installer window. The messages involve **“Patching in progress, please wait...”**, timer and patch processing logs.
- A status message as **“Done. Patching is completed”** is shown at the end of the patching process.
- Click the ‘Exit’ or ‘Close’ button to close the Cadaviz Patch Installer window.

- **How to restart the application?**

- After the update is successfully installed, restart the Cadaviz application.

- **How to verify the update?**

- Check the application version or release notes to confirm that the update was applied successfully. You can check the updated version on the Main Menu at the left corner of the Cadaviz Table.

- **Is there any support portal available to help log issues?**

Our Helpdesk allows users to raise tickets, check the status of their tickets, share feedback, ask for training, clarify any queries, and much more using the support portal.

Helpdesk Link: [immersivelabzhelppdesk.zohodesk.in/](https://immersivelabzhelppdesk.zohodesk.in/)

Contact here for support-related assistance

Mobile: (+91) – 9156475300

Email: [contact@immersivelabz.com](mailto:contact@immersivelabz.com)