stryker

Power-PRO™ 2 powered ambulance cot

The industry's first connected ambulance cot

SEM™ implementation guide

Stryker's Power-PRO 2 powered ambulance cot with a wireless connectivity option for Smart Equipment Management™ (SEM) helps automatically track cot health and remotely manage your fleet through one convenient, interactive dashboard. SEM is built on the LIFENET® System platform and accessed through the LIFENET Portal dashboard.

Use this guide to easily set up your SEM account and configure your Power-PRO 2 to Wi-Fi.

Contents

LIFENET Portal SEM set-up and configuration

LIFENET Portal SEM user account

The email address associated with the contact on the implementation request form will receive a new user account email from the LIFENET Portal.

Click the link in the email to get started. Change your password when first logging in.

Note: If you cannot locate this email, search your inbox or junk/trash folders for "Smart Equipment Management: Your user account was created".

Note: If your facility or agency already has an existing LIFENET account, navigate to the appropriate URL for your location and enter the same LIFENET login name and password. If you are in your LIFENET account, you can also click 'Smart Equipment Management' from your 'Home Quick Links' to access SEM. Proceed to the next section.

URLs: U.S. - https://portal.lifenetsystems.com/
Canada - https://portal-ca.lifenetsystems.com/

Adding your cot into LIFENET Portal SEM

If you are working with your implementation project manager, contact them to complete this step. If you are self-implementing, follow these steps to load your cot into LIFENET Portal SEM:

1. Log into your SEM account.
2. Select 'Cots' from the left-hand navigation panel.
3. Click 'Import'.

4. CSV column descriptions:
   a. Part Number: 650700000000.
      i. **Note:** This might be different for your cot but will automatically update after a successful Wi-Fi connection.
   b. Serial number: Find your serial number on the metal tag at the head section of the Fowler.

   c. Location: Optional field. Only fill this field if you have locations defined within your LIFENET account. Work with your implementation project manager to identify which locations are available or can be created.
5. Create .csv file (using Excel or Notepad) with three columns and load that file into SEM.
   a. For Notepad, match the following template and save as type 'All Files' and add .csv at the end of the file name.
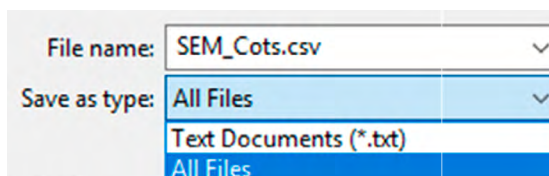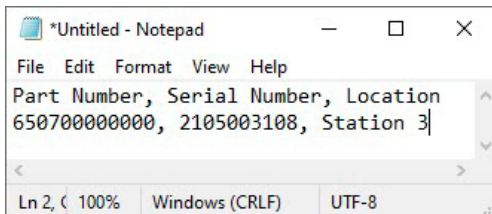
b. For Excel, match the following template, and save as file type CSV (comma delimited) (*.csv).

	A	B	C
1	Part Number	Serial Number	Location
2	650700000000	2105003108	Station 3

6. After your cots have been loaded in, move onto the next section.

Installing wireless configuration tool

7. On your LIFENET Portal SEM dashboard, select the "Tools" tab under 'Software.'
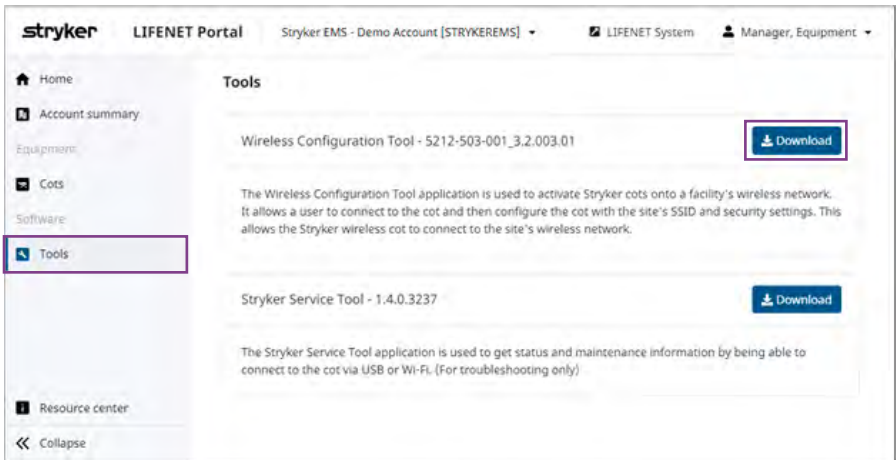
8. Click on 'Download' next to the wireless configuration tool.
9. Run the .exe file that downloaded.
10. **Note:** You may need admin access on your computer to complete the installation. Contact your IT department if you do not have admin access.

Configuring the Power-PRO 2 for Wi-Fi

What you need

- Your Power–PRO 2 device(s)
- A wireless router with the default Stryker SSID and security settings loaded (jump to configure router section if you need to complete this first)
- Wireless configuration tool 5212-503-001 (downloaded from LIFENET Portal SEM)
- Your local Wi-Fi information:
  - SSIDs (Wi-Fi name)
  - Encryption type (WPA or WPA2)
  - Network key (password)

Technical specifications*

- Wireless configuration tool requirements:
  - Must use WPA Personal/Enterprise and WPA2 Personal/Enterprise security protocols
  - Must use TKIP or AES Wi-Fi encryption (TKIP is not supported with WPA2)
  - Must use PEAP-MSCHAP-V authentication for Enterprise
  - **Note:** There is a 64-character limit for SSID and password
- PC requirements:
  - Windows® 10, 64-bit edition
  - Outbound port 443 open for TCP/IP communication

Configuring your router

One recommended router is Linksys AC1200 Dual-Band Wi-Fi 5 Router Model EA6350, but any dual-band home style can be used. Alternatively, you can coordinate a setup time with your Stryker sales representative to utilize their pre-configured router.

If you choose to setup your own router, follow the instructions provided with your router to configure the following networks:

2.4 GHz
- Network name: syk_med_install
- Network password: Stryk3r1#TfWxP

5 GHz
- Network name: SYKMedInstall
- Network password: Stryk3r1#TfWxP

Best practices:

- Get a router dedicated to setting up cots.
- Add all station networks during implementation to make rotating cots easy.
- Settings on the router will not go away. Keep the router on a shelf to reconfigure cot network settings.
- Enter in the web browser: 192.168.1.1 or 192.168.254.254 (most common for routers). Check router user manual for number needed.
- Access router default username and password: admin

Wi-Fi configuration steps

1. Open and "run" the wireless configuration tool downloaded in the last section.
2. Select 'Configure Cot'.
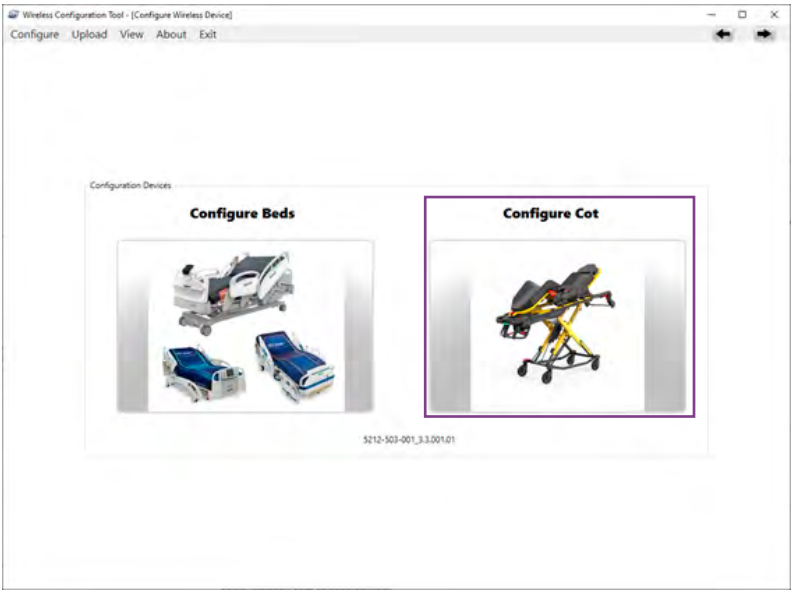

3. Connect your laptop Wi-Fi connection to connect to the 5GHz wireless router SSID SYKMedInstall with password Stryk3rl#TfWxP.
4. Insert the battery into the cot if it isn't already. Press any button within the indicated area on the cot to keep the cot awake for up to five minutes. It could take up to a minute for the radio to wake up after first inserting your battery.
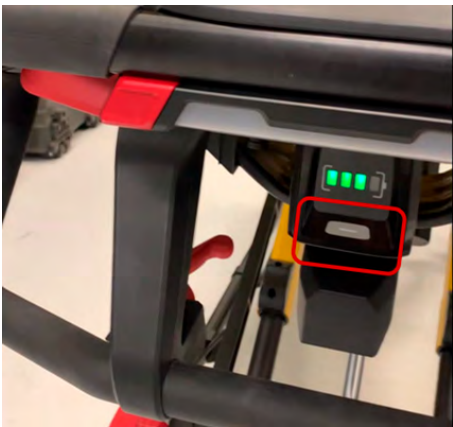
5. In the wireless configuration tool, select the 'Auto Scan' box.
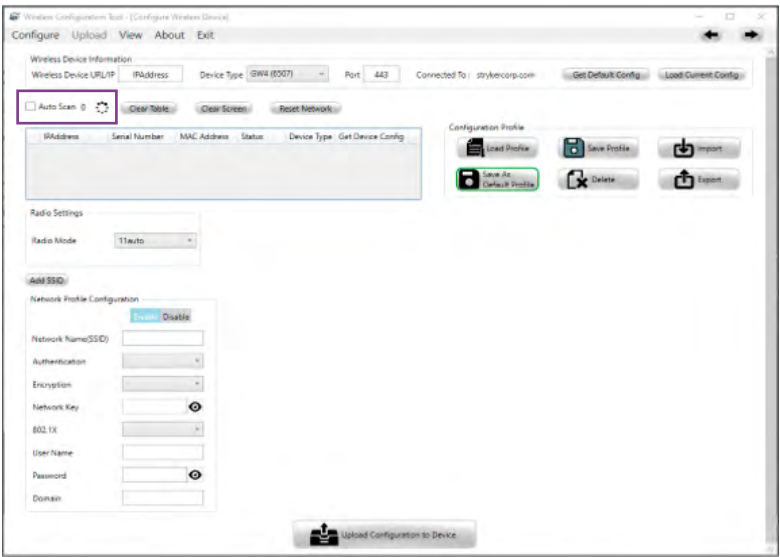
6. As the cot(s) start to connect and populate in the auto scan table, select the cot to be activated. The serial number and radio MAC address will be listed in the window.

7. If cot is not detected automatically, uncheck 'Auto Scan' and manually type in the IP address of the cot, if known.

    a. Click 'Get Default Config' to verify communication has been established.
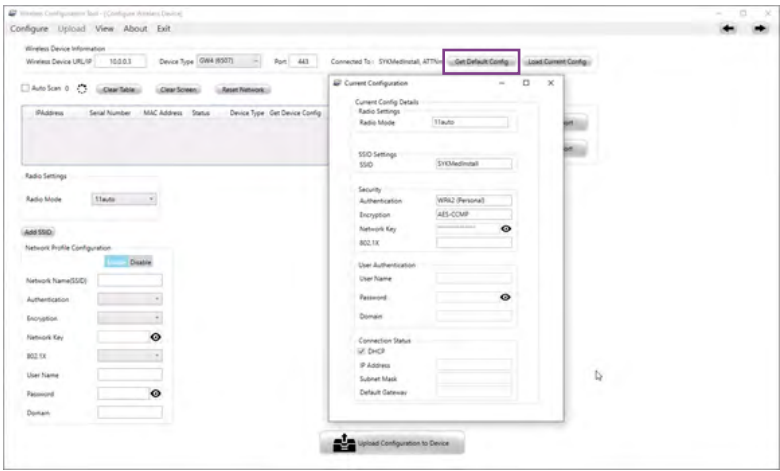
    b. Close the pop-up window.

8. In the bottom left of the wireless configuration tool window, enter information under 'Network Profile Configuration' for the SSID to be added to the cot.
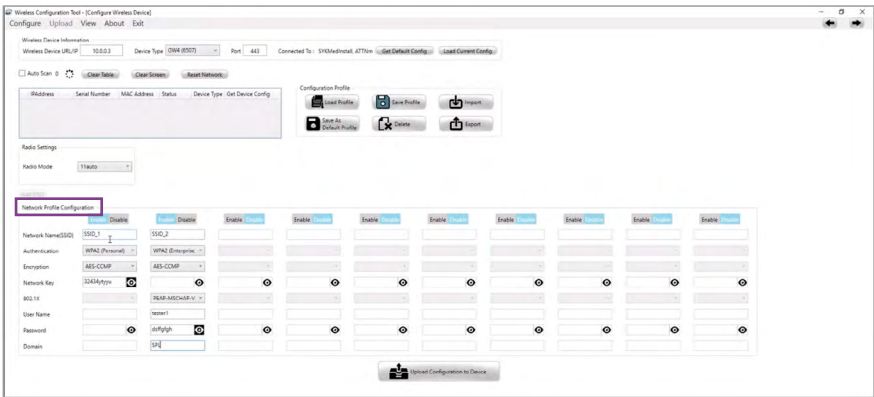

    a. **Note:** If more than one SSID is required for the cot to connect to multiple wireless networks, click the 'Add SSID' button and enter the additional network information. You can connect the cot to up to 10 wireless networks.

9. Click 'Save Profile' and select any location on your laptop to save the configured networks. You can use this profile to upload the same networks onto other cots.

10. Click 'Upload Configuration to Device' to upload the network settings entered onto the cot.

11. Continue to configure any other cots from the 'Auto Scan' box.

12. Once you have finished uploading the configuration onto your cots, close the wireless configuration tool.

13. Disconnect your laptop Wi-Fi from SYKMedInstall.

14. Unplug your router and TURN OFF the router to ensure no interference.

15. Reconnect to your normal Wi-Fi network.

16. Re-launch the wireless configuration tool.

17. Click 'Auto Scan'. Once you see your cots populate, your configuration has been successful.

18. Log into LIFENET Portal SEM and verify your cot asset data has successfully populated into the dashboard (this could take up to five minutes).

Troubleshooting Wi-Fi
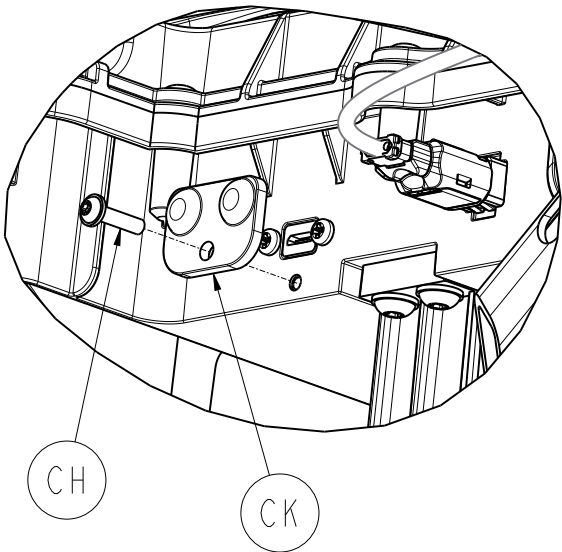
Installing Stryker's service tool

1. On your LIFENET Portal SEM dashboard, select the 'Tools' tab under 'Software.'
2. Click on 'Download' next to the Stryker Service Tool.
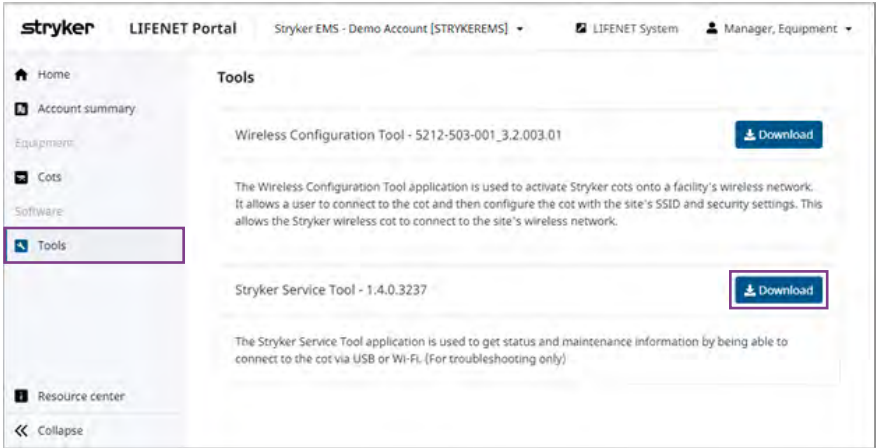
3. Run the .exe file that downloaded.
   i. **Note:** You may need admin access on your computer to complete the installation. Contact your IT department if you do not have admin access.

Resetting Wi-Fi

1. Raise the cot to the full height position.
2. Using a T10 Torx driver, loosen the screw (CH) that secures the USB port cover (CK) to the foot end enclosure. Allow the cover to swing down for access to the USB port.
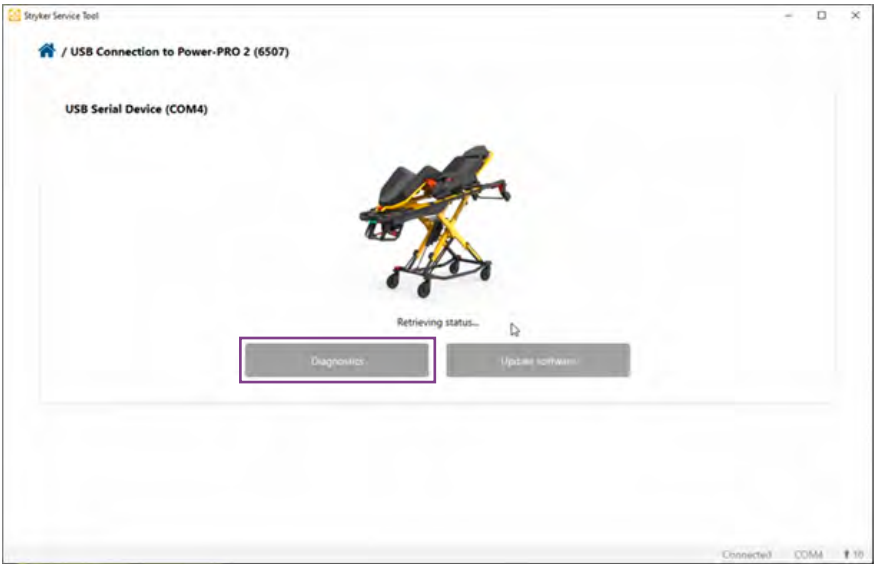

3. Insert micro-USB end into the USB port on the cot.
4. Insert standard USB side of the cable into the PC.
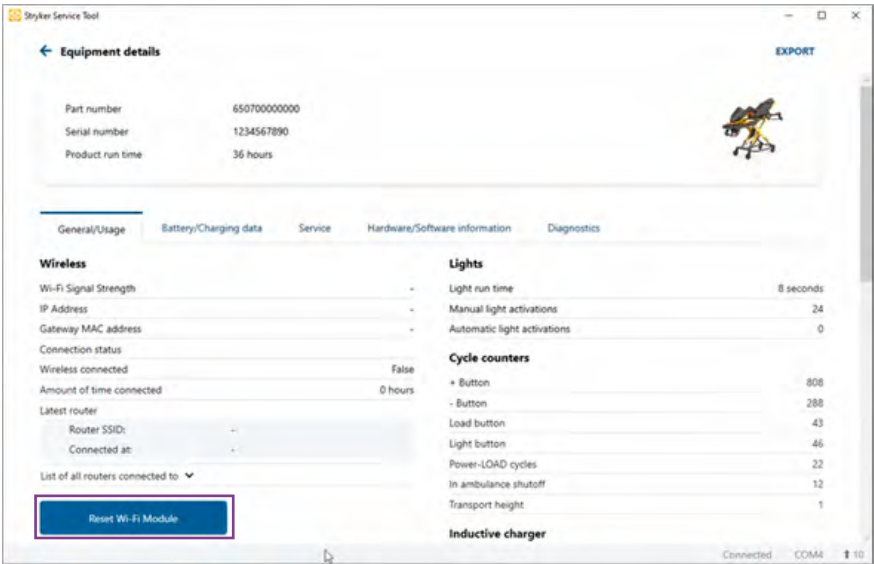5. Launch Stryker's service tool.

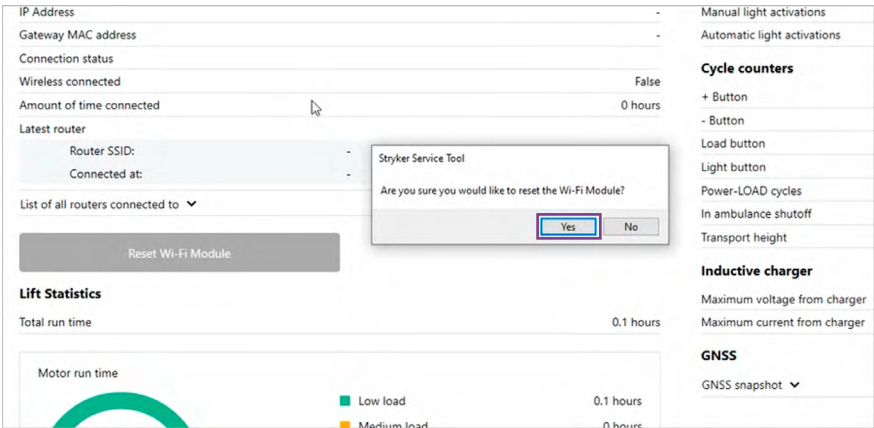6. Select Power-PRO 2 (6507) 'Connect via USB'.
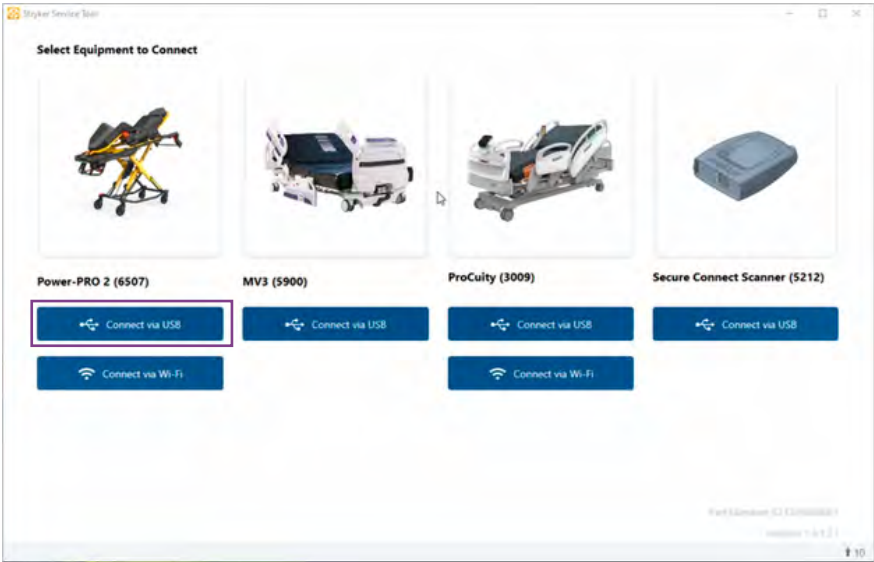
7. Once the cot connects to Stryker's service tool, select 'Diagnostics' on the following screen:

8. Under the 'General/Usage' tab, find and click the 'Reset Wi-Fi Module' button.


9. Select 'Yes' on the pop-up confirmation box.

10. Close the tool.
11. Disconnect the cable and secure the USB port cover.

Requesting cot services

1. Log into LIFENET Portal SEM.
2. Click on 'Cots' on the left-hand navigation pane.
3. **Click on the wrench icon next to the cot that needs service.**
4. **A service request will automatically populate most of the information. Fill in additional details and click 'Send'.**
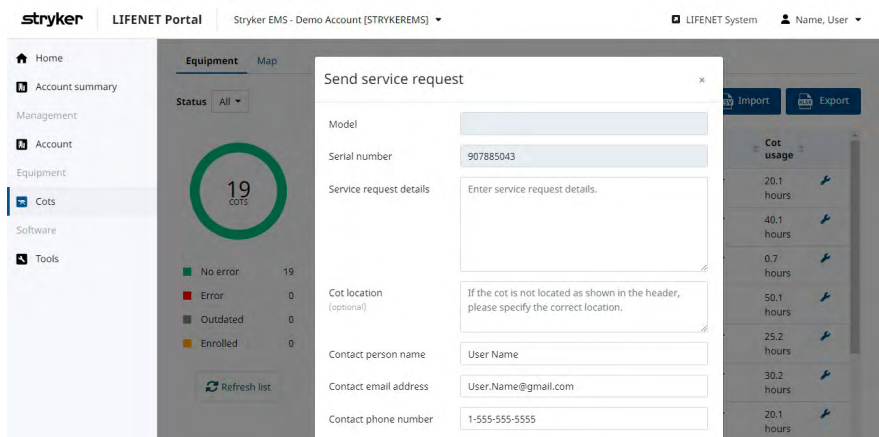
5. **Our technical support team will receive an email with cot analytics. A copy of that same request will be sent to the email specified in 'Contact Email Address' with the cot analytics attached.**

Support resources

- If you need further support, please click on 'Resource Center' at the bottom left and contact the troubleshooting number provided.
- For all other inquiries, contact your local Stryker representative.

Emergency Care

Products may not be available in all markets because product availability is subject to the regulatory and/or medical practices in individual markets. Please contact your representative if you have questions about the availability of Stryker's products in your area. Specifications subject to change without notice.

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