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 1 |
| Adding your cot into LIFENET Portal SEM |
| Installing Wireless Configuration Tool4 |
| Configuring the Power-PRO 2 for Wi-Fi5 |
| What you need5 |
| Technical specifications |
| Configuring your router |
| Wi-Fi configuration steps 6 |
| Troubleshooting Wi-Fi |
| Installing Stryker's service tool9 |
| Resetting Wi-Fi |
| Requesting cot services |
| Support resources |

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/

| LIFENET® | System | l | | | (UTC-07:00) Pacific |
|-------------------------|-------------------|--------------------|------------------------|---------------|---------------------|
| *** <u>Home</u> | *** <u>System</u> | # Account | III My Settings | ₩ <u>Help</u> | |
| Eg WOSEM | | | | | |
| Welcome, User Nar | ne | | | | |
| Quick Links Mana | ge Users Smar | t Equipment Manag | jement | | |
| Tip: You can navigate t | o My Dashboard p | age to customize y | our dashboard you need | l. | |
| | | | LIFENET' Syste | em | |
| | (| - mla | | | |

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: 65070000000.
 - 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.



| File name: | SEM_Cots.csv | ~ |
|---------------|------------------------|---|
| Save as type: | All Files | ~ |
| | Text Documents (*.txt) | |
| | All Files | |

b. For Excel, match the following template, and save as file type CSV (comma delimited) (*.csv).

| 1 | А | В | С |
|---|-------------|---------------|-----------|
| 1 | Part Number | Serial Number | Location |
| 2 | 65070000000 | 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.'

| stryker LIFENE | T Portal Stryker EMS - Demo Account [STRYKEREMS] • 🛛 LIFENET System 🛓 Manager, Equipment • |
|-----------------|--|
| A Home | Tools |
| Account summary | |
| Equipment | Wireless Configuration Tool - 5212-503-001_3.2.003.01 |
| Cots | The Wireless Configuration Tool application is used to activate Stryker cots onto a facility's wireless network. |
| Software | It allows a user to connect to the cot and then configure the cot with the site's SSID and security settings. This allows the Stryker wireless cot to connect to the site's wireless network. |
| Tools | |
| | Stryker Service Tool - 1.4.0.3237 |
| | The Stryker Service Tool application is used to get status and maintenance information by being able to connect to the cot via USB or Wi-FL (For troubleshooting only) |
| Resource center | |
| II Collanca | |

- 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:
 - $\circ~$ Windows $^{\tiny (8)}$ 10, 64-bit edition
 - $\circ~$ 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:

- $2.4~\mathrm{GHz}$
 - 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.

| | view About Ex | t | | | | |
|---|----------------------|--------------------------|---------------------|--------------------------------|--------------------|---------------------|
| Wireless Device Inform Wireless Device URL/1 | P IPAddress De | vice 7,pe GW4 (0507) | Port 443 | Connected To strykercorp.com | Get Default Config | Load Current Config |
| Auto Scan 0 🛟 | Orear Table O | ear Screen Reset Network | Ri) | | | |
| IRAddress. | Serial Number MAC Ad | dress Status Device Type | e Get Device Config | Configuration Profile | Save Profile | Teore (|
| | | | | Save As Default Profile | C Delete | t Luport |
| Radio Settings | | | | | | |
| Radio Mode | 11auto * | | | | | |
| | | | | | | |
| Add SSIQ | | | | | | |
| Network Profile Lonfig | Enall Disable | | | | | |
| Network Name(SSID) | | | | | | |
| Authentication | × | | | | | |
| Encryption | - | | | | | |
| | 0 | | | | | |
| Network Key | | | | | | |
| Network Key 802.1X | | | | | | |
| Network Key 802.1X User Name | | | | | | |
| Network Key 802.1X User Name Password | 0 | | | | | |

- 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.

| and the second second second | | |
|---|---|--|
| Minetess Device Information Winetess Device URL/IP 16.0.0.3 Device Type (2004 (6507) - | Port 443 Connected To: SYOMedinatal, ATTVn Get Default Confg Love Current Confg | |
| Auto Scan 0 🔿 (Dear Table) (Dear Screen) (Reset Netwood | E Current Configuration - D X | |
| IPAddress Secial Number MMC Address Status Device Type | r Gen Device Config Radio Seming Radio Mode Tlauto ert | |
| | SSD Settings SSD Settings | |
| Radio Settings Radio Mode - 11auro | Security Million 2 Research | |
| | Encryption ALS-COMP | |
| Add SSID | Network Key | |
| Network Profile Configuration | 802.1X | |
| Lumo Deatile | User Authentication | |
| Network Name(SSD) | User Name | |
| Authentication * | Patient | |
| Enongetion * | Domin | |
| Network Key | Connection Datus | |
| 802.0x - | P Address | |
| User Name | Subnet Mask | |
| Patamond Ø | Default Gateway | |
| Domain | | |

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.

| Sector Martin A | | · | | | | | | | | | | | |
|---|--|---------------------|--|-----------------|--------------|----------------------------------|----------------------|-----------------------|--|----------------|--|-----------------|---|
| igure Upicad | View Abou | it Dot | | | | | | | | | | | 4 |
| Vireless Device Informa | dian . | | | | | | | | | | | | |
| Wreless Device URL/IP | 100.03 | Devi | e Type GW4 (6507) | - Port | 443 Cc | nnected To: SYKMedinsta | ATTNm Get Default Co | ntig Load Current Con | foi | | | | |
| | | | | | | | | | | | | | |
| Auto Scan 0 | Clear Table | Oea | Screen Res | Network | | | | | | | | | |
| PAddress S | erial Number | MAC Add | es Status C | vice Type Get D | evice Config | Configuration Profile | - | | | | | | |
| | | | | | | Land Profil | Save Profil | · Import | | | | | |
| | | | | | | Save As | | | | | | | |
| | | | | | | Default Pro/ | ile LX Delete | Export | W | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| ladio settings | | | | | | | | | | | | | |
| tadio Settings Radio Mode | 11auto | * | | | | | | | | | | | |
| adio settings Radio Mode | 11auto | | | | | | | | | | | | |
| adio Settings Radio Mode | 11auto | ¥ | | | | | | | | | | | |
| kadio Mode | 11auto | * | Foodlar Disable | Enable | Dutte | Enable (1996) | Enable Trouble | Enable (making | Erable Crucher | Erable County | Enable Countrie | Enable 17000 | |
| aadio Mode | 11auto vation SSID_1 | * | SSID_2 | Enable | Chulle | Enable Trunks | Enable Doubly | Enable (make | Enable (maller | Enable Longia | Enable Tradie | Enable Zoose | |
| Ladio Mode Ladio Mode Lietwork Profile Configu Vetwork Name(SSID) Authentication | 11auto ration SSID_1 WTA2 (Persona | v Die | SSID_2 WPA2 (Enterprise | Erable | Dualde | Enable Taxabe | Enable Inda | Enable (malles | Erable Inches | Enable | Erable Duble | Erable | |
| aalo Settings tadio Mode antitetti letwork Profile Configu Vetwork Name(SSID) Audhenscation Encryption | 11auto Institut SSID_1 WTA2 (Persona AES-CCMP | v Die v | SSID_2 WPA2 (Entroprise AES-CCMP | Enable | Enable | Enable (1996) | Enable Louis | Enable Could | Enable Torono | Enable (second | Drable Contor | Stuble Incom | |
| aao seeings kadio Mode ietvook Profile Configu Vetwook Name(SSID) Authensustion Encryption Network Key | 11auto ration Dial SSID_1 W1N2 (Persona ABS-CCMP 22434ytyyu | * 84 | Ensiter Disable SSID_2 WPA2 (Enterprise AES-CCMP | Erable | 0 | Enable Index | Enable County | Enable Could | Enable Com | Enable (record | Erable Durate | Enable Incom | |
| aaa seeings kadio Mode letwork Profile Configu Vetwork Name(SSID) Authentication Encryption Network Key 803.1% | 11auto vation SSID_1 WPA2 (Personal AES-CCMP 32434ytyyu | * 60 - 7 0 | SSID_2 WPA2 (Entroprise AES-CCMP | Enable | 0 | Enable Comm | Enable Contract | Enable Cont | Enable | Enable (| tratis | Enable Inco | |
| aalo Seenings Radio Mode Betrock Profile Configu Vetwork NonecSSID Authensication Encryption Network Key 002.1% Uper Name | 11auto Institut SSID_1 WRA2 (Persona ASS-CCMP 32434/type | * 84 •0 | Example Disable SSID_2 WPA2 (Enterprise AES-CCMP PEAP-MSCHAP-V tester1 | Enable | 0 | Enable | Enable | Exactle Contract | Enable Second | | Enable Control Control Control Control Control | Enable Internet | |
| aalo seeings kadio Mode aar Hall letwork Profile Configu Vietwork Name(SSID) AudrensCation Encryption Network Key User Name Deseand | 11auto ration SSID_1 I WMA2 (Prosona AES-CCMP 32434ytyyu | | Enster Disable SSID_2 WPA2 (Energenise AES-CCMP PEAP-MSCHAP-V rester1 definition | Enaske | 0 | | | | Inable | | Dable C | 6 | |
| Sado Sterings Cadio Mode Intervent Profile Configu Vetwork Profile Configu Vetwork Name(SSID) Authentication Incryption Network Key Disr Name Password | 11auto vation SSID_1 I wh42 (Hosona A65-CCMP 12434ytyv | | Innia Diable SSI0_2 WPA2 (Entroprise AES-CCMP PEAP-MSCHAB-V tester1 disfigiph | | 0 | Enable O | Enable | Back Col | inable Contraction of the second seco | Enable - | Enable Com | Eneter C | |

- 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.

| Stryker LIFENE | T Portal Stryker EMS - Demo Account [STRYKEREMS] • 🛛 LIFENET System 💄 Manager, Equipment |
|-----------------|--|
| A Home | Tools |
| Account summary | |
| igul primero: | Wireless Configuration Tool - 5212-503-001_3.2.003.01 |
| Cots | The Wireless Configuration Tool application is used to activate Stryker cots onto a facility's wireless network. |
| oftware | It allows a user to connect to the cot and then configure the cot with the site's SSID and security settings. This allows the Stryker wireless cot to connect to the site's wireless network. |
| Tools | The configuration of the state of the second second second |
| | Stryker Service Tool - 1.4.0.3237 |
| | The Stryker Service Tool application is used to get status and maintenance information by being able to connect to the cot via USB or WI-FL (For troubleshooting only) |
| | |
| Resource center | |

- 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'.

| - | | sal | |
|--------------------|-----------------|---------------------|-------------------------------|
| Power-PRO 2 (6507) | MV3 (5900) | ProCuity (3009) | Secure Connect Scanner (5212) |
| Connect via USS | Connect via US8 | • 약 Connect via US8 | ⊷C. Connect via USB |
| | | | |

7. Once the cot connects to Stryker's service tool, select 'Diagnostics' on the following screen:

| Stryker Service Tool | | D | × |
|--|-------------|----|----|
| / USB Connection to Power-PRO 2 (6507) | | | |
| USB Serial Device (COM4) | | | |
| 1 Alexandress of the second se | | | |
| | | | |
| APA | | | |
| Retrieving status. | | | |
| | | | |
| | | | |
| | | | |
| | Connected (| MO | *1 |

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

| yker Service Tool | | | | | - 0 |
|--|------------------------------------|---------|--------------|------------------------------------|----------------|
| ← Equipment details | | | | | EXPORT |
| Part number Serial number Product run time | 650700000 123456781 36 hours | 0000 | | | 1 |
| General/Usage Bat | tery/Charging data | Service | Hardware/Sof | tware information Diagnostics | |
| Wireless | | | | Lights | |
| Wi-Fi Signal Strength | | | - | Light run time | 8 seconds |
| IP Address | | | | Manual light activations | 24 |
| Gateway MAC address | | | | Automatic light activations | 0 |
| Connection status Wireless connected | | | False | Cycle counters | |
| Amount of time connected | | | 0 hours | + Button | 808 |
| Latest router | | | | - Button | 288 |
| Router SSID: | + | | | Load button | 43 |
| Connected at: | | | | Light button | 46 |
| List of all routers connected to | ~ | | | Power-LOAD cycles | 22 |
| | _ | | | In ambulance shutoff | 12 |
| Reset Wi-Fi Module | s - 1 | | | Transport height Inductive charger | 1 |
| | | N | | | Connected COM4 |

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

| IP Address | | | Manual light activations |
|------------------------------------|---|--|------------------------------|
| Gateway MAC address - | | | Automatic light activations |
| Connection status | | | Cycle counters |
| Wireless connected | | False | -, |
| Amount of time connected | 6 | 0 hours | + Button |
| Latest router | | | - Button |
| Router SSID: | - | [a | Load button |
| Connected at: | | Stryker Service Iool | Light button |
| | | Are you sure you would like to reset the Wi-Fi Module? | Power-LOAD cycles |
| List of all routers connected to 💙 | | | In ambulance shutoff |
| | | Yes No | Transport height |
| Keset WI-FI Module | | | Inductive charger |
| Lift Statistics | | | Maximum voltage from charger |
| Total run time | | 0.1 hours | Maximum current from charger |
| | | | GNSS |
| Motor run time | | | GNSS spapshot |
| | | Low load 0.1 hours | |
| | | Medium load O bours | |

- 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.

Stryker or its affiliated entities own, use, or have applied for the following trademarks or service marks: LIFENET, Power-PRO, SEM, Smart Equipment Management, Stryker. All other trademarks are trademarks of their respective owners or holders.

The absence of a product, feature, or service name, or logo from this list does not constitute a waiver of Stryker's trademark or other intellectual property rights concerning that name or logo.

M0000005060 REV AA Copyright © 2022 Stryker

••••

Manufactured by:

3800 E. Centre Avenue Portage, MI 49002 USA P +1 269 329 2100 Toll-free +1 800 327 0770 stryker.com

Distributed in Canada by:

Stryker Canada 2 Medicorum Place Waterdown, Ontario L8B 1W2 Canada Toll free 800 668 8323