

HeartSine® Connected AED / HeartSine Gateway™

Implementation checklist

This document is intended to provide you with guidance on the recommended steps to prepare for the deployment of your AED program with a HeartSine Connected AED.

As an integrated addition to the HeartSine samaritan PAD, the HeartSine Gateway enables communication via Wi-Fi to LIFELINKcentral AED Program Manager, enabling program managers to readily manage AEDs across multiple locations. The HeartSine Gateway is a self-powered communication device for HeartSine samaritan PAD **devices manufactured during or after 2013**. You may have purchased the HeartSine Gateway with your AED, or as an accessory for each of your existing AEDs.

Instructions on setting up your HeartSine Gateway and connecting it to a wireless network will be provided with the user manual. The following additional information is being provided to help you prepare for the installation.

1. Choose a logical and visible location for each of your AEDs.

Like fire extinguishers, your AED devices must be placed in visible, accessible locations so one can be reached quickly in an emergency.

In developing your plan, review the floor plan of your facility. It is a good idea to get input from employees to understand where they would like an AED. These are the people most likely to use the device, so it is helpful to get their input as to its location. You'll want good coverage of areas where large numbers of people visit, work or assemble, such as cafeterias, auditoriums, meeting spaces, gyms, outdoor sports areas, manufacturing floors and offices. Other locations of concern are high-traffic areas such as hallways near restrooms, reception areas and main entrances.

Also consider places:

- That are harder for emergency medical system teams to reach (such as deep inside a facility, high in a tall building, inside secured/restricted areas or remote locations)
- Where people may be subject to strenuous activity, including exercise
- Near hazards such as high voltage electricity
- Near emergency exits, first aid kits or fire extinguishers

Consider locating AEDs so they are:

- Highly visible, such as in wall mount brackets or glass cabinets on building walls in general view—similar to fire extinguishers
- Near expected responders, such as in security vehicles or at a security or first aid station
- Close to where the largest number of people spend their time

2. Ensure the Wi-Fi signal at that location is strong.

Before you determine the appropriate location for your HeartSine Connected AED, confirm that the intended location has a strong connection to the Wi-Fi network. Test the signal strength of the Wi-Fi network at the intended AED location using a different wireless device such as a smartphone.

3. Confirm with your IT department the following basic network requirements before installing the HeartSine Gateway.

- A computer with Windows 7 or above operating system and Internet Explorer or Chrome browser is available to configure the HeartSine Gateway.
- A 2.4 GHz wireless network, for connection to the HeartSine Gateway. Note that the HeartSine Gateway cannot connect to 5 GHz wireless networks.
- Understand any restrictions for connections to your Wi-Fi network such as proxy server, MAC address filtering (Access Control List or ACL), or port restrictions.
- If you intend to connect the HeartSine Gateway to an open Wi-Fi network, Terms & Conditions on that network should be disabled. The HeartSine Gateway cannot connect to networks which require a user agreement page.
- In order to connect your HeartSine Gateway, you must know the SSID and password of your current router/access point. The password, which can include special characters, must be limited to 33 characters.



Technical requirements and specifications

The following information is intended for your IT department. It is being provided to help you configure your network in preparation for the installation of the HeartSine Gateway.

Connectivity

The HeartSine Gateway connects to LIFELINKcentral AED Program Manager by making outbound requests using TCP and TLS protocols on remote port 443.

Network Configuration

Internet access is required for the HeartSine Gateway's wireless data transmission to work.

Network security systems may need to be configured to properly allow communications to the LIFELINKcentral website. There are many methods to secure a network that is connected to the Internet. In order to help you successfully implement the HeartSine Gateway on your network, the following information should be considered.

For all solutions, it may be necessary to know details about where the LIFELINKcentral system is located on the Internet.

- The FODNs for LIFELINKcentral are listed on the right of this page.
- The IP subnet for LIFELINKcentral is:
 - In Canada, Ireland and UK is 74.200.9.46, 255.255.255.240 or a 28-bit submask.
 - In all other locations is 62.29.175.224, 255.255.255.240 or a 28-bit submask.
- Please ensure the following public endpoint is also reachable: <https://pool.lifenetsystems.com>

LIFELINKcentral System Properties

- Protocol - HyperText Transfer Protocol with Privacy (HTTPS)
- Connection - TLS 1.0, 1.1, 1.2; 128 bit or higher encryption; RSA 2048 bit or ECDSA 256 bits key exchange.

Email Filters

Email filters may need to be set to allow emails originating from LIFELINKcentral. Please see the list on the right of this page for the correct email address.

Supported Security Protocols

- Open*
- WPA-Personal
- WPA2-Personal

Non-Supported Security Protocols

- WPA-Enterprise
- WPA2-Enterprise
- WEP

*Open networks without a user agreement page are supported.



Country	URL Record Name	Email Addresses*
Argentina	https://lifelink-ar.lifenetsystems.com	web@lifelink-ar.lifenetsystems.com
Australia	https://lifelink-au.lifenetsystems.com	web@lifelink-au.lifenetsystems.com
Austria	https://lifelink-at.lifenetsystems.com	web@lifelink-at.lifenetsystems.com
Bahrain	https://lifelink-bh.lifenetsystems.com	web@lifelink-bh.lifenetsystems.com
Belgium	https://lifelink-be.lifenetsystems.com	web@lifelink-be.lifenetsystems.com
Canada	https://lifelink-ca.lifenetsystems.com	web@lifelink-ca.lifenetsystems.com
Chile	https://lifelink-cl.lifenetsystems.com	web@lifelink-cl.lifenetsystems.com
Denmark	https://lifelink-dk.lifenetsystems.com	web@lifelink-dk.lifenetsystems.com
Faroe Islands	https://lifelink-fo.lifenetsystems.com	web@lifelink-fo.lifenetsystems.com
Finland	https://lifelink-fi.lifenetsystems.com	web@lifelink-fi.lifenetsystems.com
France	https://lifelink-fr.lifenetsystems.com	web@lifelink-fr.lifenetsystems.com
Germany	https://lifelink-de.lifenetsystems.com	web@lifelink-de.lifenetsystems.com
Greenland	https://lifelink-gl.lifenetsystems.com	web@lifelink-gl.lifenetsystems.com
Hong Kong	https://lifelink-hk.lifenetsystems.com	web@lifelink-hk.lifenetsystems.com
Ireland	https://lifelink-ie.lifenetsystems.com	web@lifelink-ie.lifenetsystems.com
Israel	https://lifelink-il.lifenetsystems.com	web@lifelink-il.lifenetsystems.com
Italy	https://lifelink-it.lifenetsystems.com	web@lifelink-it.lifenetsystems.com
Jordan	https://lifelink-jo.lifenetsystems.com	web@lifelink-jo.lifenetsystems.com
Kuwait	https://lifelink-kw.lifenetsystems.com	web@lifelink-kw.lifenetsystems.com
Liechtenstein	https://lifelink-li.lifenetsystems.com	web@lifelink-li.lifenetsystems.com
Luxembourg	https://lifelink-lu.lifenetsystems.com	web@lifelink-lu.lifenetsystems.com
Malta	https://lifelink-mt.lifenetsystems.com	web@lifelink-mt.lifenetsystems.com
Mexico	https://lifelink-mx.lifenetsystems.com	web@lifelink-mx.lifenetsystems.com
Netherlands	https://lifelink-nl.lifenetsystems.com	web@lifelink-nl.lifenetsystems.com
New Zealand	https://lifelink-nz.lifenetsystems.com	web@lifelink-nz.lifenetsystems.com
Norway	https://lifelink-no.lifenetsystems.com	web@lifelink-no.lifenetsystems.com
Oman	https://lifelink-om.lifenetsystems.com	web@lifelink-om.lifenetsystems.com
Qatar	https://lifelink-qa.lifenetsystems.com	web@lifelink-qa.lifenetsystems.com
Poland	https://lifelink-pl.lifenetsystems.com	web@lifelink-pl.lifenetsystems.com
Saudi Arabia	https://lifelink-sa.lifenetsystems.com	web@lifelink-sa.lifenetsystems.com
Singapore	https://lifelink-sg.lifenetsystems.com	web@lifelink-sg.lifenetsystems.com
South Africa	https://lifelink-za.lifenetsystems.com	web@lifelink-za.lifenetsystems.com
Spain	https://lifelink-es.lifenetsystems.com	web@lifelink-es.lifenetsystems.com
Sweden	https://lifelink-se.lifenetsystems.com	web@lifelink-se.lifenetsystems.com
Switzerland	https://lifelink-ch.lifenetsystems.com	web@lifelink-ch.lifenetsystems.com
United Arab Emirates	https://lifelink-ae.lifenetsystems.com	web@lifelink-ae.lifenetsystems.com

* These email addresses are unmonitored and will not accept incoming emails.

If you purchased your HeartSine Connected AED from an authorized Stryker distributor or reseller, this distributor or reseller will have access to your LIFELINKcentral AED Program Manager account and may receive notifications prompted by the HeartSine Connected AED. Please note that this setting to notify your distributor or reseller can be disabled at ANY time: if you wish to disable this setting, please send a request to Stryker Customer Support to self-manage your site without notifications to your distributor or reseller.

All claims valid as of May 2020.

For further information, please contact your Stryker representative or visit our web site at strykeremergencycare.com

Emergency Care Public Access

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HeartSine Gateway is not available in all countries.

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