



## **PharmGuard® SureLink® Remote Support Software**

---

Secure support and distribution of  
infusion pump firmware.

# PC DIRECT CONNECT – FOR INFUSION PUMP FIRMWARE

Provides secure electronic distribution of infusion pump firmware directly from a PC to each pump.

## SIMPLE TRANSFER OF PUMP FIRMWARE UPDATES

- Designed to safely send pump firmware electronically
- Reduce the time, labor and cost associated with pump firmware updates
- Allows remote pump firmware updates

## SECURE REMOTE SUPPORT

- Allows authorized Smiths Medical personnel to remotely assist in installing and troubleshooting the software
- All communications through a secured connection Secure Socket Layer (SSL) back to Smiths Medical

## M2M (MACHINE TO MACHINE) END-TO-END SECURITY

- Patented, Firewall-Friendly™ communications
- Easy to deploy and manage device security
- HTTPS, PKI, and up to 256-bit AES encryption data protection
- ISO 27001 certified and SSAE 16 SOC2 audited

## PUMP FIRMWARE UPDATE REQUIREMENTS

- PharmGuard® SureLink® remote support software CD (order # 21-2136)
- Pump firmware product update order number (contact your local Smiths Medical representative)

## FOR PUMP POWER:

- Power cord and AC adapter

## FOR PUMP CONNECTION:

- CADD®-Solis pump – USB-A to mini-USB cable
- Medfusion® 4000 pump – standard Ethernet cable
- Medfusion® 3500 pump (V5 software and higher) – USB IR adapter with cable (order # 22-1060-51)

## OPERATING SYSTEM REQUIREMENTS

32-bit: Microsoft® Windows® 7 Professional  
64-bit: Microsoft® Windows® 7 Professional



## ADDITIONAL REQUIREMENTS

CD/DVD Drive for SureLink® software installation



# NETWORK CONNECT – FOR SERVER SOFTWARE

Provides secure electronic distribution of pump firmware to PharmGuard® Server software. Allows Smiths Medical specialists to proactively monitor PharmGuard® Server software to help prevent downtime and diagnose problems.

## DATA SECURITY

- Does not collect or provide access to any patient data
- Only allows diagnostic access to PharmGuard® Server software
- Ability to limit each user to specific diagnostic data, views, and action

## SAFE, SECURE CONNECTIONS

- Two-way, firewall-friendly communication
- All traffic across port 443 or 80
- Supports NAT, DHCP
- No VPN or public IP address required
- No changes to a customer's network security infrastructure
- Supports 128-bit SSL and AES encryption
- FIPS 140-2 compliant and VeriSign certified

For more information visit our website at [www.smiths-medical.com](http://www.smiths-medical.com)

PRODUCT(S) DESCRIBED MAY NOT BE LICENSED OR AVAILABLE FOR SALE IN CANADA AND OTHER COUNTRIES.

**Smiths Medical ASD, Inc.**  
6000 Nathan Lane North  
Minneapolis, MN 55442, USA  
Tel: 1-614-210-7300  
Toll-Free USA: 1-800-258-5361  
[www.smiths-medical.com](http://www.smiths-medical.com)

Find your local contact information at: [www.smiths-medical.com/customer-support/contact-us](http://www.smiths-medical.com/customer-support/contact-us)

Smiths medical is part of the global technology business Smiths Group plc. Please see the Instructions for Use / Operator's Manual for a complete listing of the indications, contraindications, warnings and precautions. PharmGuard, SureLink and the Smiths Medical design mark are trademarks of Smiths Medical. The symbol ® indicates the trademark is registered in the U.S. Patent and Trademark Office and certain other countries. All other names and marks mentioned are the trade names, trademarks or service marks of their respective owners. Products referenced are CE-Marked.  
©2018 Smiths Medical. All rights reserved. IN193701EN-082018

MMSPCA-0383

**Rx  
ONLY**

**smiths medical**