

smiths medical
bringing technology to life



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

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