Required Software Update:

LIFEPAK CR2 Connected Defibrillator

July 2026

Dear Valued Customer,

Stryker is strengthening the security protocols for your connected **LIFEPAK CR2** defibrillator software. Our records indicate that one or more **LIFEPAK CR2 connected** defibrillators associated with your account may require a software update to continue communicating with **LIFELINKcentral AED Program Manager**.

This proactive update supports current cybersecurity best practices and helps maintain secure and reliable access to **LIFELINKcentral** as Stryker Emergency Care retires older versions of **Transport Layer Security (TLS)** protocols on 31 December 2026. We provide guidance on how to perform the update below.

Action required: Please update your LIFEPAK CR2 software to a version of **1.14 or later** as soon as possible and before **31 December 2026**. If the update is not completed, connectivity to LIFELINKcentral may be interrupted after the retirement of legacy TLS protocols.

What you need to do

- **Complete the software update before 31 December 2026.**
- If you received an email notification from **LIFELINKcentral**, please follow the instructions in that email to authorise the update.
- If you did not receive the email, or the email has not been actioned, you can manually authorise and apply the update in **LIFELINKcentral** using the steps on the next page.
- Please do **not** use the device while the update is in progress, unless it is required for an emergency.
- Allow approximately **30 minutes per device** for the update. If your device is an older software version, **more than one update may be required**.

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How to manually update your LIFEPAK CR2 in LIFELINKcentral: As per page 54 "Updating Setup Options and Software" CR2 Operating instructions

Note: Any software update you authorise will apply to all LIFEPAK CR2 devices assigned to the selected site.

1. Authorise the software update in LIFELINKcentral

- Log in to your LIFELINKcentral account.
- From the main menu, select Sites.
- Select the relevant site.
- Open Software and Setup Options.
- If a software profile displays Update Available, select the profile, select Authorise Software Update and confirm the authorisation when prompted.
- Log out of your account.

2. Apply the update to the AED

- The update will automatically be applied the next time the AED checks in to LIFELINKcentral. The AED normally checks in automatically once each month.
- If you would like to apply the update immediately, go to the AED, open the lid and wait for the voice prompts to begin.
- Immediately press and hold the Language and Child Mode buttons at the same time until you hear "Device ready."
- The AED will initiate a connection using Wi-Fi or mobile connectivity. When it connects, it will download and apply the authorised update.
- Do not turn off the AED during the update unless it is needed for an emergency.
- Once complete, the AED will reboot and perform a self-test. When the AED powers off, confirm the Readiness indicator is flashing, then close the lid.

3. Confirm the update was successful

- Log in to LIFELINKcentral.
- Go to Sites and select the relevant site.
- Open Software and Setup Options.
- Confirm the software status displays Current for the site

If your device is **coming up to its 8-year service life**, consider upgrading to the latest **LIFEPAK CR2 4G model**. Contact your distributor to discuss available options.

Questions

If you have any questions or need assistance, please contact your local Stryker representative or Stryker Technical Support.

Sincerely,

Stefan Geleta
Product Manager
ANZ and East Asia

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