

# ZOLL AED 3® WiFi Setup Guide



## Connecting your ZOLL AED 3 to a WiFi Network for Data Transmission

Every ZOLL AED 3® defibrillator can be connected to a local WiFi network to aid in device management and rapid clinical event data transmission. Prior to connecting your ZOLL AED 3 to a local network, we recommend that you follow these important steps.

### Confirm the following information with your IT team:

- Type and frequency of your WiFi network
  - The ZOLL AED 3 device supports these WiFi authentication protocols: PSK, PEAP, or TLS. It is compatible with both 2.4 and 5 GHz frequencies.
  - Note: Due to cyber security concerns, the ZOLL AED 3 device will not connect to open networks (no password required) or those that require active confirmation.
- MAC device addresses:
  - If your facility tracks the MAC address of connected devices, you can find these on the ZOLL AED 3 device while in non-rescue mode by selecting the “(i)” button in the user interface (UI). Each MAC address is unique to the device/serial number.
- The ZOLL AED 3 defibrillator can connect to different hosted/in-premise network accounts for Device History (device self-test transmission) or Clinical Archives (clinical event files).




◦ **Device History** — configuration settings for PlusTrac™ and Defibrillator Dashboard™



◦ **Clinical Archives** — configuration settings for ZOLL Online RescueNet® CaseReview or in-premise CaseReview.

### Connection Setup Tips:

- For PSK networks, use the **Quick Setup** icon for easy connection. Simply use the **WiFi search icon** to find your network (SSID). Select your network and enter the password (Pre-Shared Key). 
- For all other network types, ZOLL® recommends you use the IT Setup softkey. When configuring your device, be sure to have a member of your IT team present for assistance.
- For Device History/Self-test transmission, all ZOLL AED 3 devices are preprogrammed to connect to the ZOLL Online and PlusTrac Device Management server. You don't need to change the server settings unless you are connecting to Defibrillator Dashboard.
- Once you configure your first ZOLL AED 3 device, use the **TEST WIFI** button to confirm proper configuration.
  - **Test WiFi** will run **Network Test Connection**, send a self-test file (DSF) to confirm operation, and perform an internal clock synchronization.
  - If you receive an error notification, please refer to the ZOLL AED 3 WiFi Spec Sheet for a description of the error.
  - Once configuration has been confirmed, export the device configuration to a USB and use that file to import the WiFi configuration into all other AEDs.
- For the TLS method of WiFi authentication, you'll need to obtain both a root certificate and a client certificate from your IT department. ZOLL recommends using the .pem (b64-encoded) format prior to deployment.



### ZOLL AED 3 Clock Synchronization:

The ZOLL AED 3 device maintains internal time using coordinated universal time, or UTC. Every time the device connects with a server, it will update the internal time to reflect the service time in UTC. When setting up your AEDs, ZOLL recommends synchronizing the AED time with the server time using the Test WiFi button. This will update both the internal stored time and the displayed time.

The device's displayed time will be updated to reflect the correct local time, as long as the time zone and daylight savings time settings were setup correctly prior to synchronizing the clock. Every time the device connects with the server, it will update the device-displayed time.

- The test button for Device Data will send a self-test report and sync time.
- The test button for Clinical Data will connect to the server and retrieve the server time.

## ZOLL Technical Support

If you have difficulty connecting your ZOLL AED 3 defibrillator to your local network or have additional support-related questions, please contact ZOLL Technical Support.

Technical Support is available Monday through Friday from 8:30 a.m. to 6:00 p.m., EST, by calling 800-348-9011. Please press 1 for technical support and then:

- Press 1 for code data support
- Press 2 for ventilator and aspirator support
- Press 3 for AED support
- Press 4 for support for all other ZOLL products

Technical support is also available by email:

- General Technical Support: [techsupport@zoll.com](mailto:techsupport@zoll.com)
- ZOLL AED 3 WiFi Connection/Data Technical Support: [supportdata@zoll.com](mailto:supportdata@zoll.com)



Emergency Technical Support is available outside of normal business hours, 365 days a year, by calling 800-348-9011 or 978-421-9655 to speak to an on-call technician.