



Service description

Core 2.0 – Access and Control Software

1 Scope of services

Core is part of the Access and Control Package (ACP) which is made possible by several software components together. The same license conditions apply to these components. The license agreement is based on these and the specific parameters of the order. In contrast to a purchase, you receive Core for a limited period as a software rental ("subscription"). If you do not receive Core in a pre-paid package for three, five or ten years, the subscription will automatically be extended by one year in each case, unless you make use of the termination option.

The following software components are included when purchasing the license for the core software application:

- **Core (Access and Control Software application)**
Component that visualizes data and alarm information of the connected physiological multi-parameter patient monitor and enables control functions.

In addition, the following services are part of the license for the core software application:

- **Updates & upgrades**
The license fee for Core includes the standard maintenance of the included tools as well as all software updates and upgrades within the agreed contract term.

You will be informed about available software updates by the local Dräger organization. These are installed as quickly as possible by Dräger via remote access. Only current versions of the software are supported by Dräger.

- **Support & service activities**
Dräger support is available to you in the event of technical issues. If the technical issues and support activities that arise relate to Core, these services are included in the scope of the contract.

The software is kept operational during the term. This applies to bug fixes and other necessary updates. Adaptations to the licensee's IT environment are not included in the license.

Service and maintenance activities such as troubleshooting in one of the included tools, restarting services or rectifying configuration errors are also included in the license fee, provided they can be carried out remotely.

- **Certificate management**
TLS certificates are installed on the devices during installation. The period of validity is determined by the manufacturer. The replacement of certificates after expiry is included in the license fees.

If one of the activities described cannot be carried out remotely by Dräger, the services shall be invoiced separately and the current service conditions at the time of performance apply. The customer is obliged to ensure that remote access is not impaired by firewalls or other technical obstacles.

If not included in the contract documents, you will receive information on local business hours for service activities and response times from your local Dräger organization. The same applies to information regarding available additional chargeable services, such as installation, consulting and services at your site, which Dräger will be pleased to offer you via the local service company.

The following components and services are not part of the core software license, but must be procured in order to enable the scope of services:

- **Hardware & IT infrastructure**
To operate core, the system requirements described in the instructions for use are required. In addition to the IT infrastructure, a server for the M540 Converter Service with Discovery Proxy (possibly several, depending on the number of Infinity M540 patient monitors supported) and a desktop terminal for each core software application are required.
All systems must meet the required product requirements and the software must be kept up to date, which is the responsibility of the operator.
- **Connectivity Package**
This component enables service activities to be carried out remotely and is therefore the prerequisite for all updates, upgrades and support activities. The necessary IT infrastructure and connections, including a server for the ServiceConnect Gateway, are required.
- **M540 Converter Service (protocol converter service)**
The service is used with the Infinity M540 patient monitor to extend the system functionality to devices that use the ISO/IEEE 11073 Service-oriented Device Connectivity (SDC) protocol. The M540 Converter Service converts the signals of the Infinity protocol into the ISO/IEEE 11073-SDC-compliant protocol and back. The necessary IT infrastructure and connections, including a server for the M540 Converter Service, are required.
- **Discovery Proxy Service (software service for unicast in the SDC network)**
Discovery Proxy Service is an optional service that helps to find SDC providers and SDC receivers when communication using multicast is not possible. The product runs as a service on the M540 Converter Services server and has no direct user interaction.
- **Installing the system**
The service of initial project planning, installation and configuration of the system shall be provided and invoiced separately by Dräger in accordance with the offer.

2 Range of functions

The product is a software application to support patient management at the clinical workstation and the decision-making process during patient care. It displays various data, for example measured values, curves and alarm information, and allows staff to control the connected Infinity M540 multiparameter patient monitor. This is done via the SDC protocol, which complies with ISO/IEEE 11073-SDC standards.

The software is compatible with Windows 10 and Windows 11 operating systems and can be used in parallel with other software solutions (e.g. HIS, ePR, PDMS, Lab, RIS/PACS).

The software is suitable for medical staff who want a simple and large user interface to operate the Infinity M540 patient monitor remotely and read its data. This can be done directly next to the device or outside the treatment room, as long as the patient can still be seen and quickly reached.

The following display options are available:

- **Main view:** displays the parameters monitored by the Infinity Patient Monitor M540 (if available and configured) as a curve, value and short trend.
- **Alarm view:** displays the current and past alarms with date, time, duration, priority and alarm text. The software application is part of a distributed information system (DIS) in accordance with the IEC 60601-1-8:2006/AMD2:2020 standard
- **Sensor/parameter view:** shows the current values, alarm limits, activation status and short trends for the monitored parameters and allows settings to be made.
- **ECG view:** displays all available ECG leads. If an Infinity center with the corresponding software option is available, the printout of a diagnostic ECG report can be started from the Core software application.
- **Tabular trends view:** displays the trend values for the monitored parameters in tabular form. The display interval can be selected.
- **Event dialog view:** in addition to an event bar, displays the list of alarms and events, graphical trends and the parameter values for the selected time.
- **Patient data view:** displays the patient information.
- **System setup view:** displays the manufacturer information on the product.

The following parameters are supported by the Core software application:

- Heart rate (HR)
- Arrhythmia (ARR)
- 12-lead ECG
- ST segment
- Respiratory rate derived from impedance measurement (AFi)
- Non-invasive blood pressure (NIBP)
- Invasive pressures (IP)
- Temperature (T)
- Pulse oximetry
- Oxygen saturation (SpO₂)
- Pulse rate (PLS)
- Perfusion index (PI)
- Arterial total hemoglobin (SpHb)
- Total oxygen content (SpOC)

- Carboxyhemoglobin saturation (SpCO)
- Methemoglobin saturation (SpMet)
- Plethysmography Variability Index (PVI)
- CO2 monitoring
- Trends, alarm limits and events

With this product, the following functions can be performed remotely on a connected source device (patient monitor):

- Setting parameters
- Setting alarm limits
- Activating and deactivating alarm limits
- Setting the alarm muting
- Setting patient data
- Starting and stopping non-invasive blood pressure measurement
- Activating and deactivating standby mode
- Activating and deactivating the blanking mode

The product can support the following patient categories of a connected patient monitor:

- Adults
- Pediatric patients
- Neonates

Further details can be found on the [Dräger Access and Control Package](#) website and in the instructions for use and other information material available there.

3 Data protection

To protect personal data, we conclude a separate order processing contract with you. In addition, we protect each other's confidential information as well as our own business secrets.