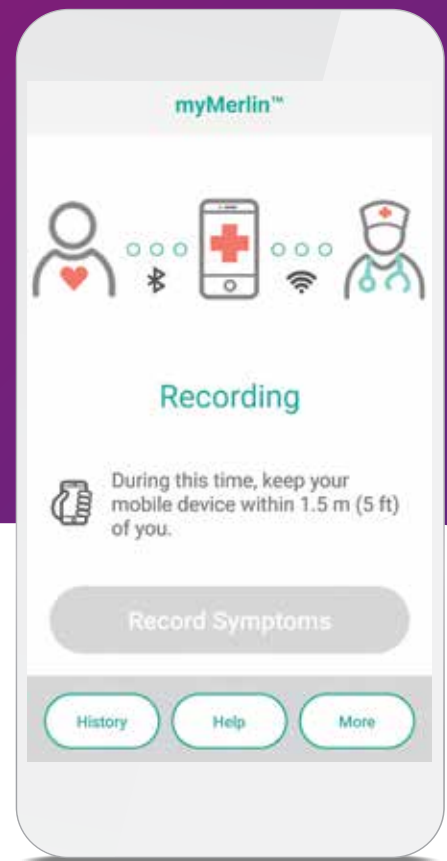




SUPPORT GUIDE

MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP



MOBILE APP SUPPORT GUIDE—iOS
A GUIDE FOR APPLE DEVICES

LET'S GET ANSWERS

The Abbott Confirm Rx™ Insertable Cardiac Monitor (ICM) continuously monitors your heart without interrupting your lifestyle. You can enjoy your day-to-day activities, while the ICM makes sure your doctor receives the necessary information to create a care plan that's right for you.



Product is actual size

CAPTURING THE RHYTHM OF LIFE WITH CONFIRM Rx™ ICM



ONGOING MONITORING

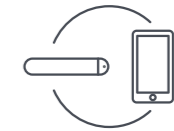
Episodes can happen over time. That's why Confirm Rx™ ICM continuously records your heart rhythm (heartbeat) for up to two years.



EASY-TO-USE APP

The myMerlin™ mobile app communicates with your Confirm Rx™ ICM. Your doctor can see when your heart starts beating differently. You can also capture your own symptoms, using the app, when something doesn't feel right.

We take data privacy seriously. Your personal information is secure and encrypted.



SLIM PROFILE

Confirm Rx™ ICM is thin and discreet. With the small device and discreet myMerlin™ mobile app, you'll know you're being monitored—but no one else has to.

LISTEN TO YOUR BODY

If something doesn't feel right, you can record your symptoms using the myMerlin™ for Confirm Rx™ ICM mobile app, so your doctor has an even better idea of what's going on. That includes feeling dizzy or faint, or shortness of breath.



TAKE THE FIRST STEP
DIAGNOSIS IS
EMPOWERING.

Visit ConfirmYourRhythm.com to learn more about Confirm Rx™ ICM.

iOS USER GUIDE FOR APPLE iPHONE[‡]

For simplicity, this guide will use myMerlin™ app instead of myMerlin™ for Confirm Rx™ ICM mobile app.

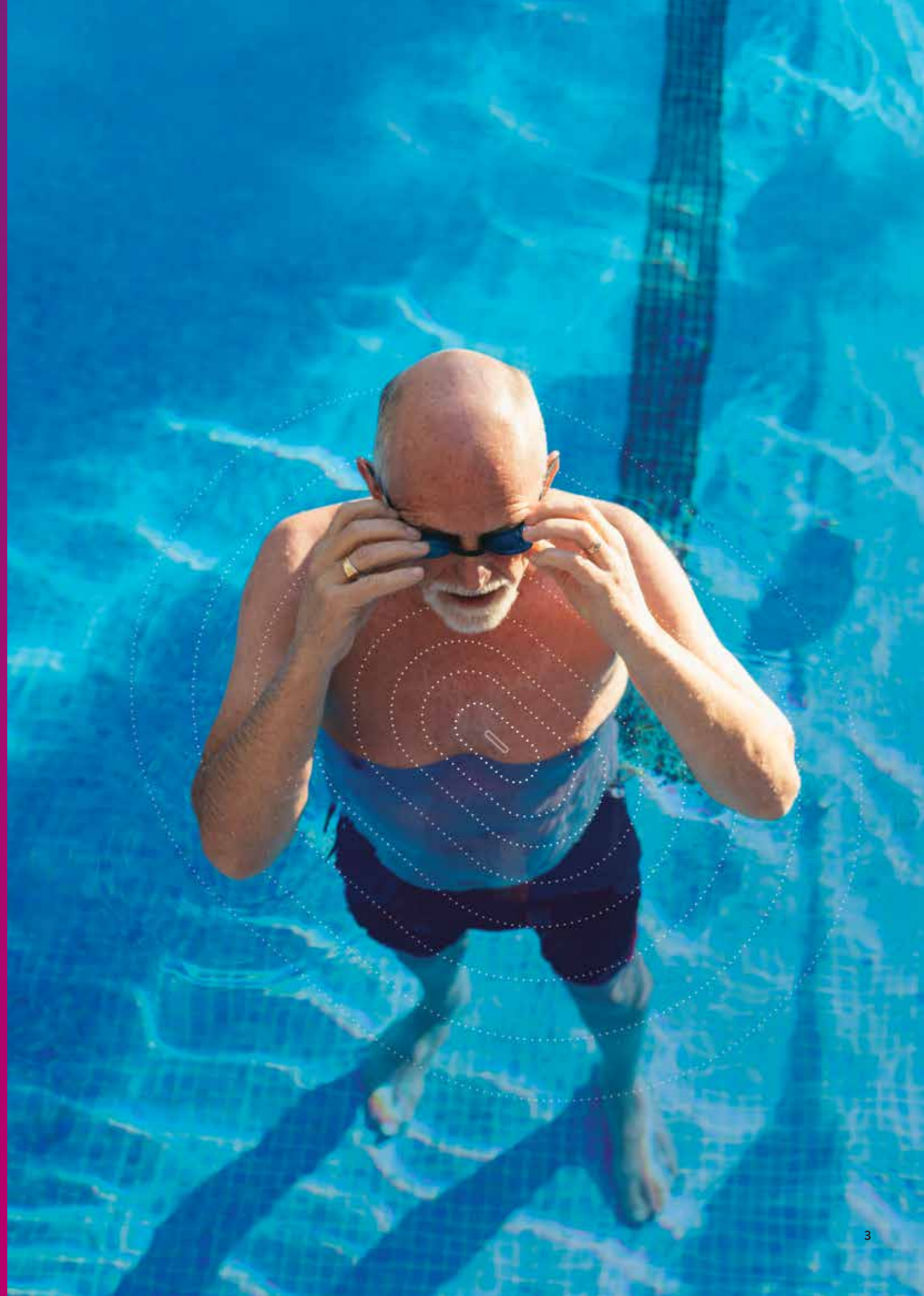


TABLE OF CONTENTS

Connecting to the internet	7
Downloading the MyMerlin™ app	12
Setting up your iPhone‡	16
Setting up the MyMerlin™ app and pairing your iPhone‡	30
Recording your symptoms	36
Troubleshooting and general support	40
Common questions	50

IF YOU'RE HAVING TROUBLE WITH YOUR APP

Before you call, please have the following information:

- Confirm Rx™ ICM serial number from Patient ID card
- Name of clinic that monitors you
- Smartphone make and model (can be found in your phone's Settings menu)

Contact Abbott Remote Care Technical Support:

United States

Hours of support: Monday–Friday 8 A.M.–8 P.M. (ET)

Phone: +1.877.696.3754

Email: myMerlin@abbott.com

International

Contact your clinic directly with any questions, or email

Remote.Monitoring@abbott.com

For simplicity, this guide will use myMerlin™ app instead of myMerlin™ for Confirm Rx™ ICM mobile app.

WELCOME TO THE MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP SUPPORT GUIDE FOR IPHONE‡

Your new **Confirm Rx™ ICM** heart monitor continuously records your heart's rhythm and automatically sends that information to your doctor—without disrupting your daily life.

The **myMerlin™ for Confirm Rx™ ICM** mobile app is the tool that makes this possible. For simplicity, this guide will use **myMerlin™** app instead of **myMerlin™ for Confirm Rx™ ICM** mobile app.

This guide will help you understand how to download and install the **myMerlin™ app**, how to pair your **Confirm Rx™ ICM** heart monitor to the **myMerlin™** app, how to record your symptoms and more.

Let's get started!

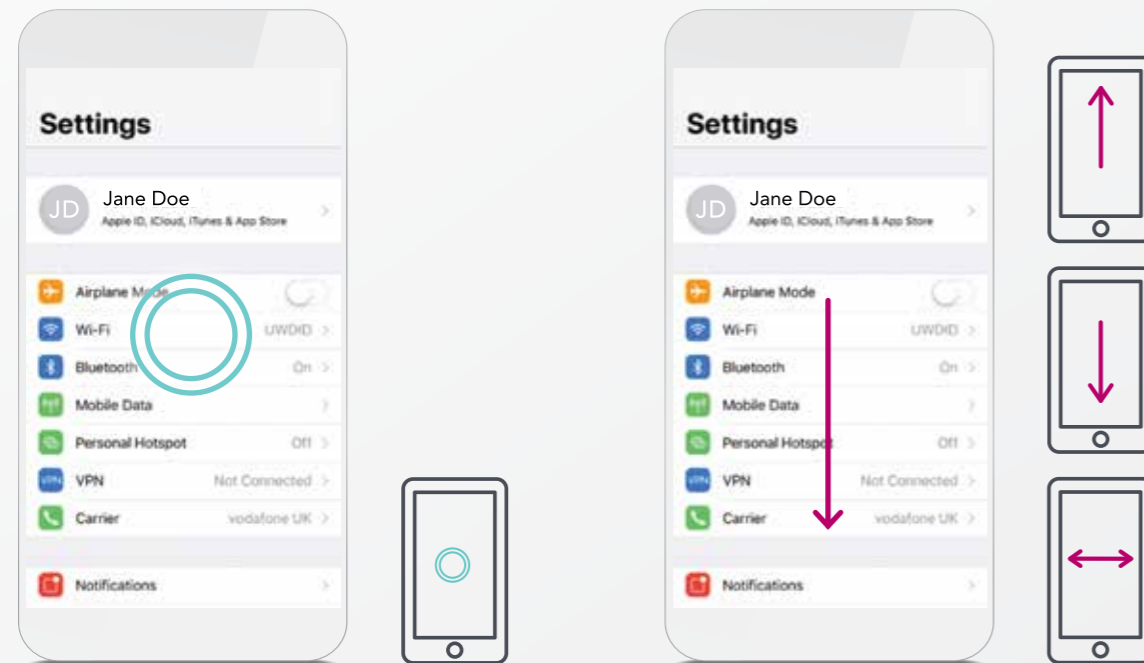
TERMS TO KNOW

You may be unfamiliar with some of the terms in this guide—that's okay! Here are some helpful hints:

App	An abbreviation for “application,” which is a computer program on your iPhone‡ that allows your iPhone‡ to perform certain functions. myMerlin™ for Confirm Rx™ ICM is an app.
Background apps	Apps that are open and running on your iPhone‡ but not actively displayed on the Home screen.
Bluetooth®	Technology that allows your heart monitor to wirelessly send information to the app on your iPhone‡.
Cellular data	Technology that allows your iPhone‡ to connect to the internet even if you are not using Wi-Fi‡. Cellular data comes from your smartphone service provider.
Confirm Rx™ ICM	The brand name of the heart monitor inserted near your heart.
Daily check	Occurs each day when your app checks your heart monitor will sends new data to your doctor.
DM	DM is how Confirm Rx™ ICM, your heart monitor, will appear in your Bluetooth® menu.
Home screen	The main screen on your iPhone‡ and the location of your apps and settings.
ICM (Insertable Cardiac Monitor)	The type of device that has been inserted near your heart to monitor your heart rhythm.
myMerlin™ for Confirm Rx™ ICM mobile app	The app used on your iPhone‡ to communicate with your heart monitor and your doctor.
Pair	To establish a unique bond between the myMerlin™ app on your iPhone‡ and your heart monitor.
Scheduled transmission	When your heart monitor sends your heart rhythm information to your doctor. Your doctor schedules this based on how often they want to receive your heart monitor's data.
Swipe	To tap and slide your finger across your iPhone‡ screen in one motion.
Tap	To briefly touch a specific area on your iPhone‡ with your finger.
Wi-Fi‡	Technology that allows you to connect your iPhone‡ to the internet without using a wire—also known as “wireless internet.”

HOW TO USE THIS GUIDE

To help you understand how to use your iPhone⁺ and the myMerlin™ app, this guide uses pictures of iPhone⁺ screens and symbols:



GREEN CIRCLE

A green circle in the picture shows you where to tap your finger on your iPhone⁺ screen. When you are asked to **tap** the screen, do so in one quick, light motion.

MAGENTA ARROW

A magenta arrow in the picture shows you the direction you should swipe your finger. When you are asked to **swipe** across the screen, tap and slide your finger in one smooth motion.

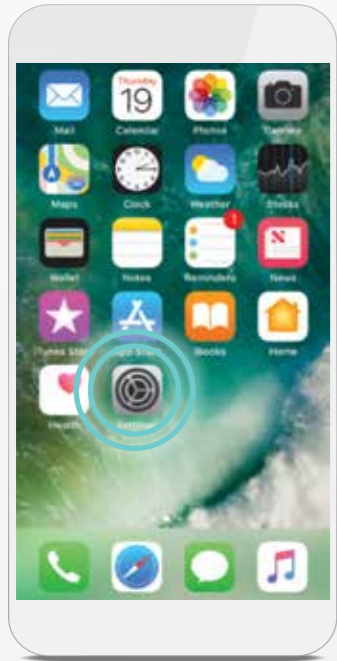
GOOD TO KNOW...

You may notice that some of the pictures of iPhone⁺ screens in this guide look different than the screen on your personal phone. This doesn't necessarily mean that you have made a mistake. Please keep this in mind as you work your way through this guide.


CONNECTING TO THE INTERNET

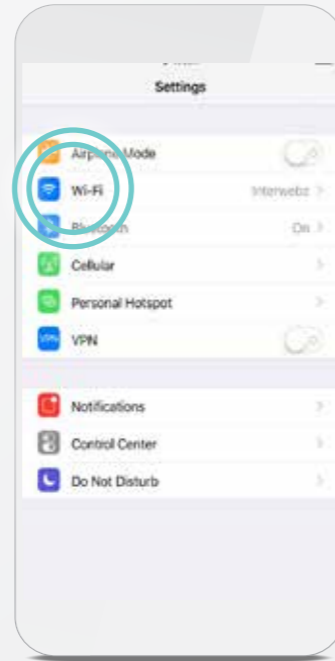
CONNECTING YOUR iPhone⁺ TO THE INTERNET USING **Wi-Fi⁺**

Using Wi-Fi⁺ is one of the ways to send your heart monitor data to your doctor. Setting it up on your iPhone⁺ is simple. Here's how:



STEP 1

From your Home screen, tap **Settings** .



STEP 2

Tap **Wi-Fi⁺** .




STEP 3

Turn Wi-Fi⁺ on by tapping the slider to turn it **ON/green**. If it is already **ON/green**, skip this step. Your phone will automatically search for available Wi-Fi⁺ networks.



STEP 4

Tap the name of the Wi-Fi⁺ network you want to join. You may need to enter a password. If so, just type it in. After joining the network, you will see the Wi-Fi⁺ symbol  on the top of your screen.

GOOD TO KNOW...

Wi-Fi⁺ signal strength can vary from network to network. If your internet seems to be slow or has a bad connection, try moving to a different room for a better connection. You can make sure your connection is strong enough by visiting your favorite website via your Safari app.

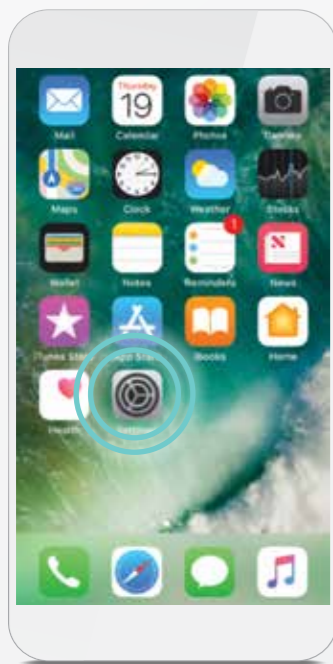
TIP: WI-FI⁺ PASSWORDS ARE CASE SENSITIVE.

CONNECTING YOUR iPhone[‡] TO THE INTERNET USING **CELLULAR DATA**


If you are not near a Wi-Fi[†] network, your iPhone[‡] can still connect to the internet using cellular data. Your phone will automatically make this switch for you.

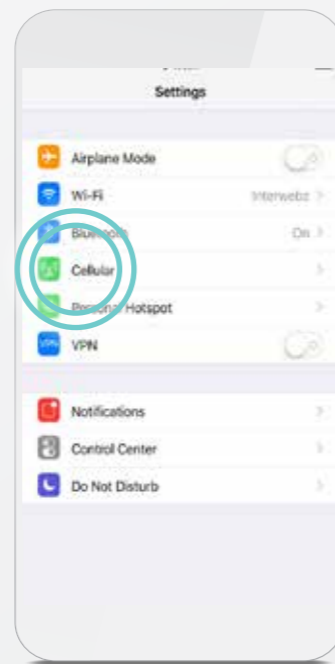
You'll know you're connected to a cellular data network if you see one of these symbols on the top left corner of your screen: **LTE, 4G, 3G.**

If you do not see any of these symbols, your cellular data may be turned OFF. To turn cellular data ON, follow these steps:



STEP 1

From your Home screen, tap **Settings** .



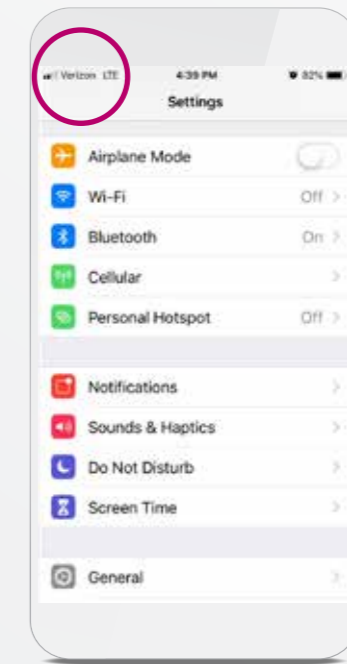
STEP 2

Tap **Cellular** .



STEP 3

Tap the Cellular Data slider to turn it **ON/green.**



STEP 4

If you see one of these cellular data network symbols in the top left corner of your screen, you're connected: **LTE, 4G, 3G.**

GOOD TO KNOW...

Some buildings and locations have very low cellular signals. Once you return to an area with a strong signal, your iPhone[‡] will reconnect to the network. You can make sure your connection is strong enough by visiting your favorite website via your Safari app.

DOWNLOADING THE MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP

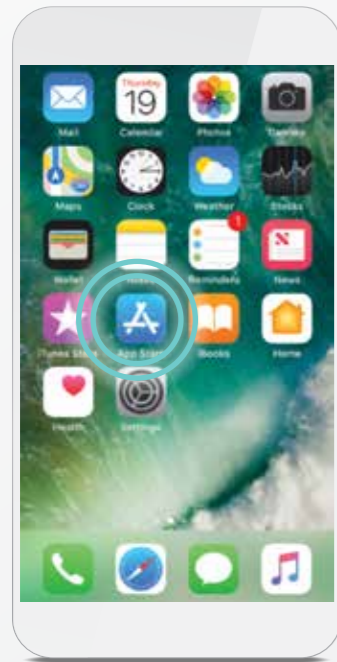
For simplicity, this guide will use myMerlin™ app instead of myMerlin™ for Confirm Rx™ ICM mobile app.



DOWNLOADING THE MYMERLIN™ APP ON IPHONE‡

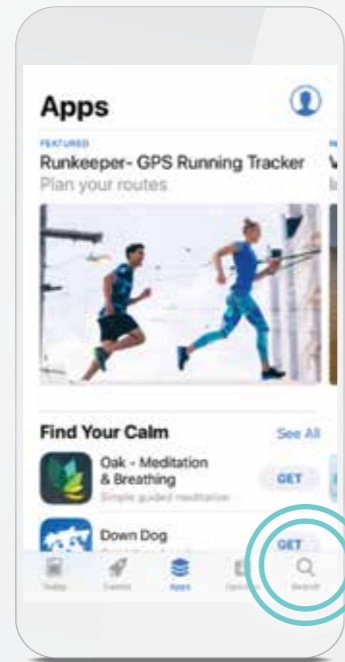
Now that your iPhone‡ is connected to the internet, download the **myMerlin™** app.

These steps will guide you through the download:



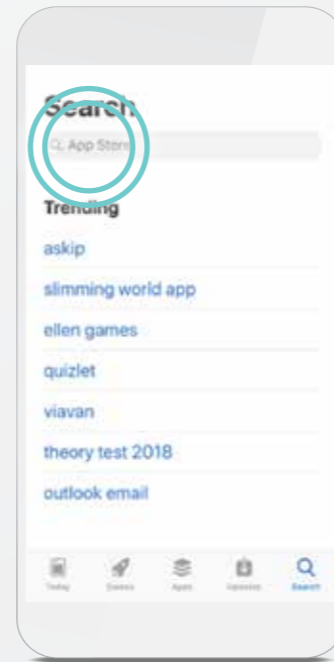
STEP 1

Open the App Store‡ by tapping the **App Store‡** icon.



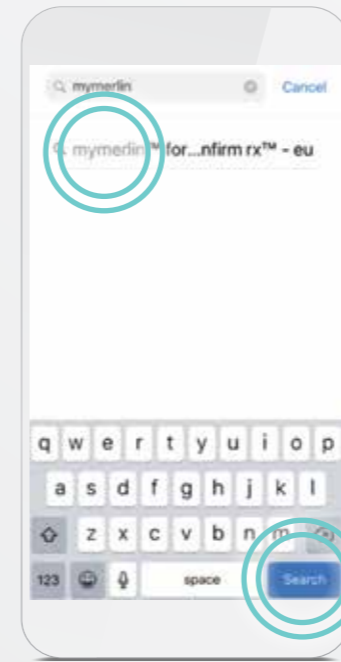
STEP 2

Tap the **Search** icon at the bottom of your screen.



STEP 3

Tap the App Store‡ **search bar** at the top of your screen.



STEP 4

Type **'myMerlin for Confirm Rx'** in the search bar. Then, tap **Search**, or select the dropdown option.



STEP 5

Tap **Get** to download the app.

WHAT IS THE APP STORE‡?

The App Store‡ is a program on your iPhone‡ used to download other programs or “apps.”

DON'T FORGET!

Once you've downloaded the myMerlin™ app, you will need to pair your iPhone‡ to your heart monitor. For help with this, see page 30.

TIP: HAVE YOU OPTIMIZED THE SETTINGS FOR YOUR IPHONE‡?

Your myMerlin™ app works best when certain settings are activated. Look on page 16 to check.

SETTING UP YOUR iPhone[‡] FOR THE MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP

For simplicity, this guide will use myMerlin™ app instead of myMerlin™ for Confirm Rx™ ICM mobile app.



SETTINGS FOR YOUR iPhone[‡]

Now that your phone is connected to the internet, let's make it easy for your myMerlin™ app to stay connected to your heart monitor.

To ensure the myMerlin™ app works properly, adjust your iPhone[‡] to these settings, which you can access within your phone's Settings menu.

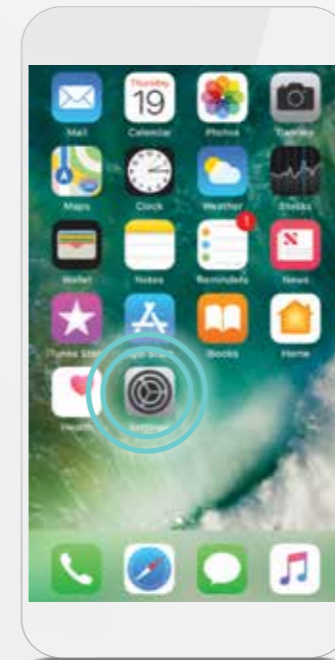
Bluetooth [®]	Turn this ON
Cellular Data or Wi-Fi [‡]	Turn these both ON
Background App Refresh	Turn this ON
Automatic App Updates	Turn this ON
Type Size	Choose the smallest text size that is still large enough for you to read
Low Power Mode	Turn this OFF
Offload Unused Apps	Turn this OFF

The next few pages will show you how to access and change them as needed.


TIP: NEED HELP CONNECTING TO THE INTERNET?

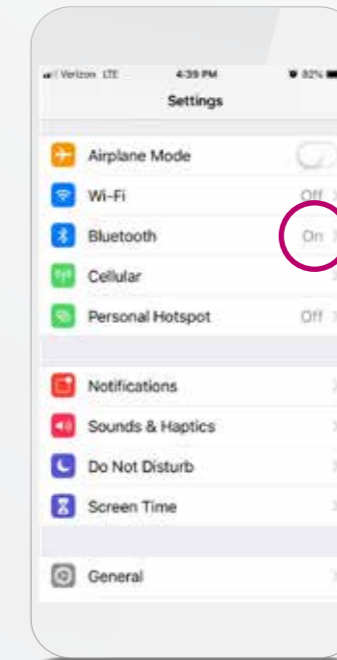
See page 6 of this guide.

CHECKING YOUR iPhone[‡] SETTINGS BLUETOOTH[®], CELLULAR DATA AND WI-FI[‡]



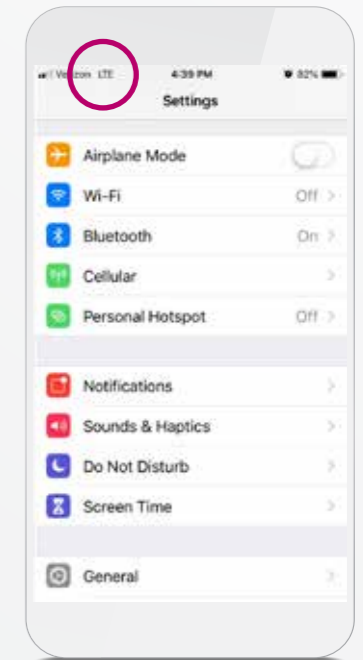
STEP 1

From your Home screen, tap **Settings** .




STEP 2

It should say ON next to Bluetooth[®].

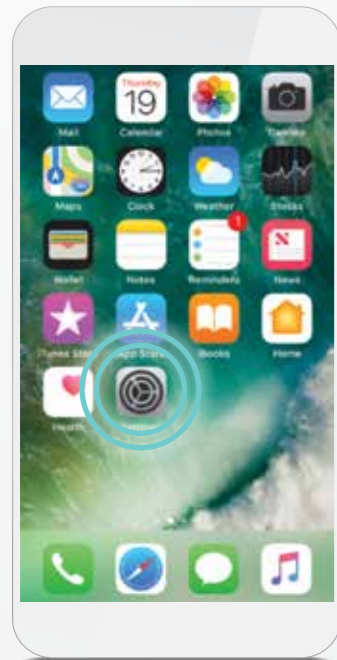



STEP 3

You will see **LTE**, **4G**, **3G**, or  in the top left corner if you are connected to cellular data or Wi-Fi[‡].

CHECKING YOUR iPhone® SETTINGS

BACKGROUND APP REFRESH



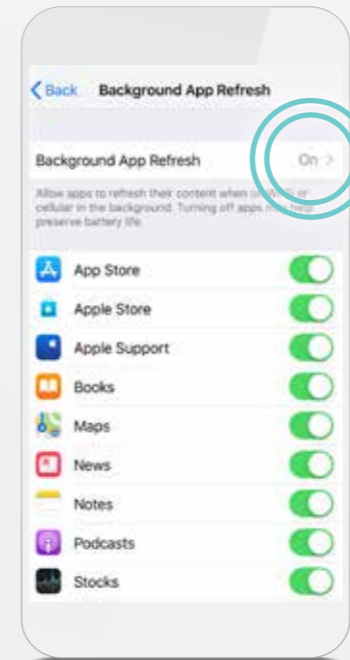
STEP 1
From your Home screen, tap **Settings** .



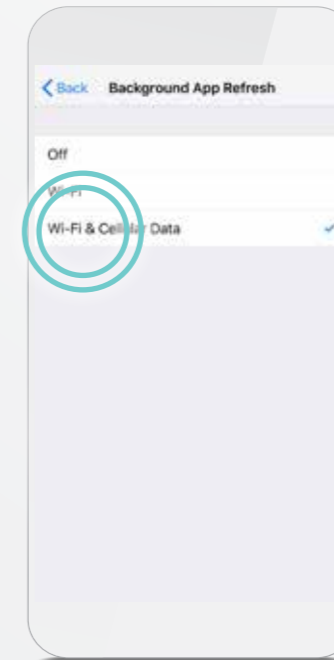
STEP 2
Tap **General** .



STEP 3
Tap **Background App Refresh**.



STEP 4
Tap **Background App Refresh** again.



STEP 5
Select **Wi-Fi® & Cellular Data**.
Tap the blue < **Back** arrow at top left corner.



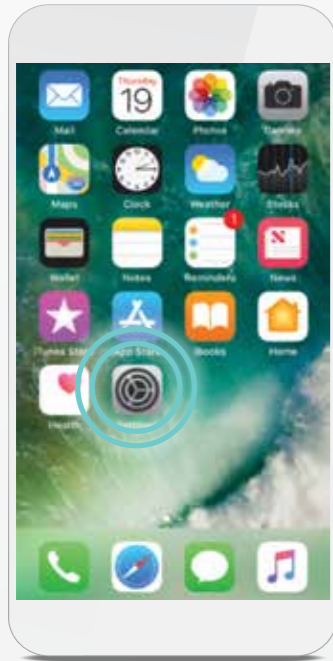
STEP 6
The slider next to myMerlin™ should be switched **ON/green**.
Tap the myMerlin™ slider to turn it ON.

My phone actually says “Confirm Rx™” in this listing—do we need a disclaimer to say, “in your phone settings, the app will appear as “Confirm Rx™”” OR SHOULD THIS BE CHANGED GLOBALLY?


Above was photoshopped to say myMerlin™

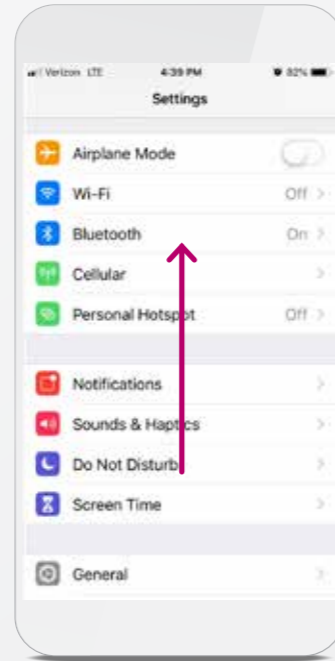
CHECKING YOUR iPhone[‡] SETTINGS

LOW POWER MODE




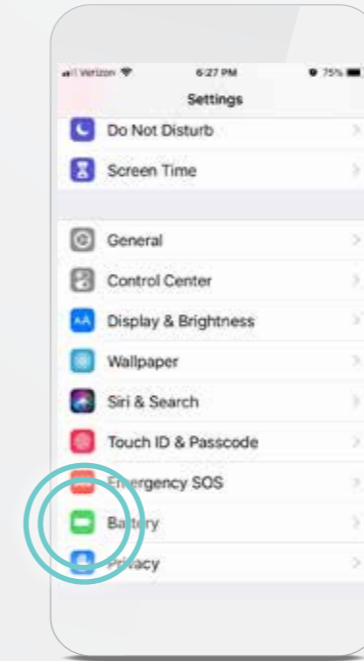
STEP 1

From your Home screen, tap **Settings** .



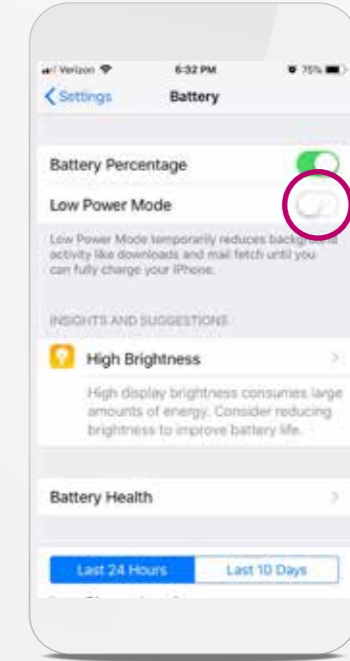
STEP 2

Swipe up until you see **Battery** .



STEP 3

Tap **Battery** .



STEP 4

The slider next to **Low Power Mode** should be switched **OFF/white**.

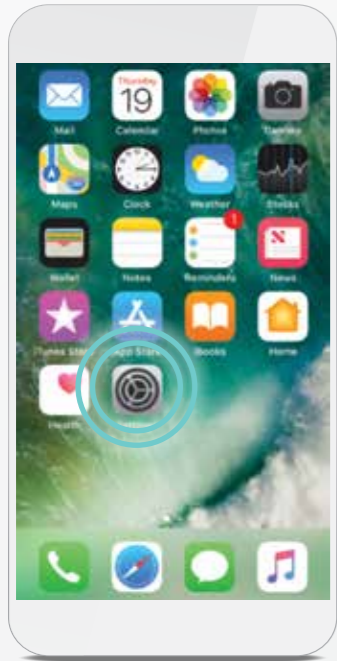
GOOD TO KNOW...

Charge your phone every night while you sleep and keep an eye on your battery level throughout the day.


You can see your battery status at the top right corner of the screen of your iPhone[‡].

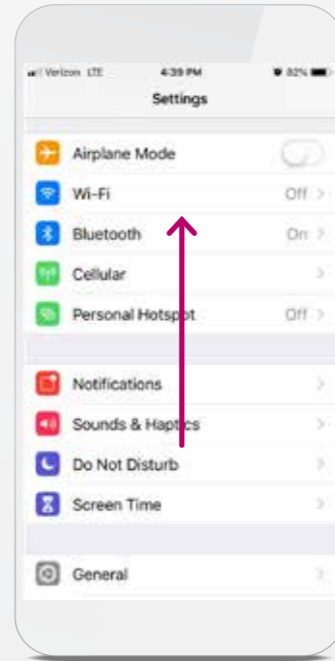
CHECKING YOUR iPhone® SETTINGS

AUTOMATIC APP UPDATES




STEP 1

From your Home screen, tap **Settings** .



STEP 2

Swipe up until you see **iTunes® & App Store®** .



STEP 3

Tap **iTunes® & App Store®** .

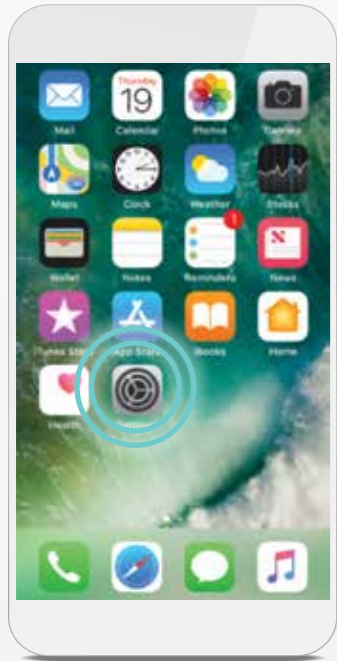


STEP 4


The sliders next to **Apps** and **Updates** should be switched **ON/green**.

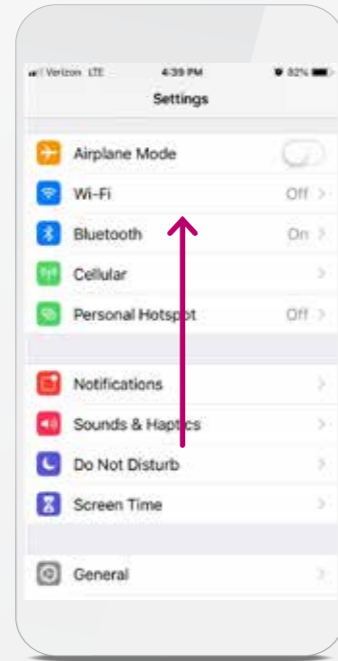
CHECKING YOUR iPhone® SETTINGS

OFFLOAD UNUSED APPS




STEP 1

From your Home screen, tap **Settings** .




STEP 2

Swipe up until you see **iTunes® & App Store®** .



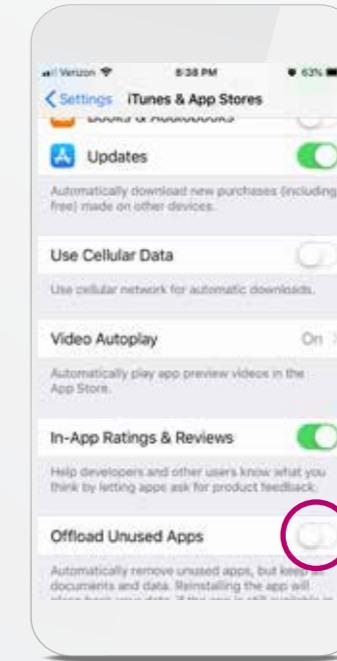
STEP 3

Tap **iTunes® & App Store®** .



STEP 4

Swipe up until you see **Offload Unused Apps**.

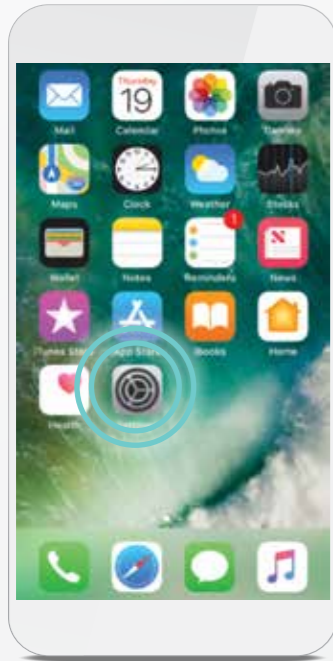


STEP 5


The slider next to **Offload Unused Apps** should be switched **OFF/white**.

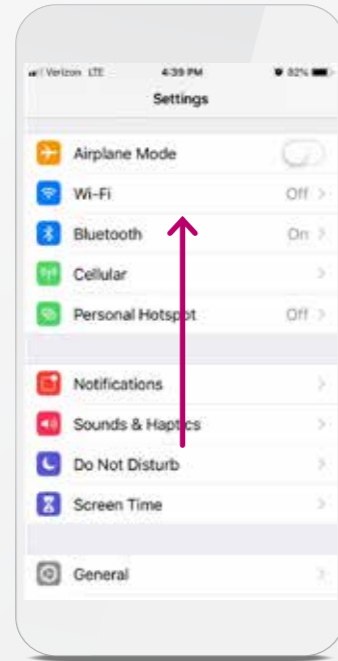
CHECKING YOUR iPhone® SETTINGS

ADJUST TEXT SIZE




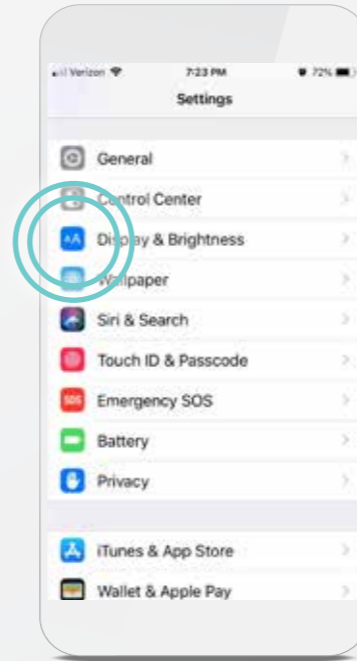
STEP 1

From your Home screen, tap **Settings** .



STEP 2

Swipe up until you see **Display & Brightness** .



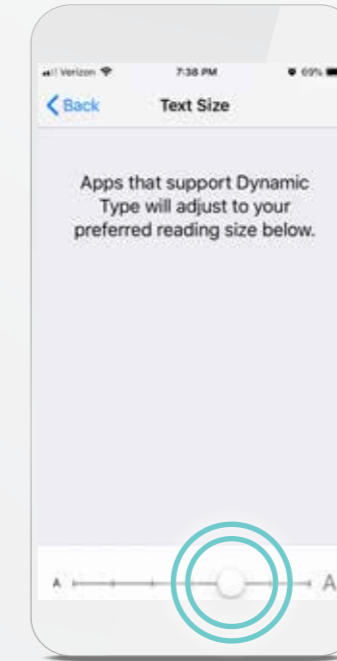
STEP 3

Tap **Display & Brightness** .



STEP 4

Tap **Text Size**.



STEP 5

Move the slider left or right to adjust the text size on your phone. Set it to the smallest size that you can easily read.

SETUP AND PAIRING MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP FOR iPHONE‡

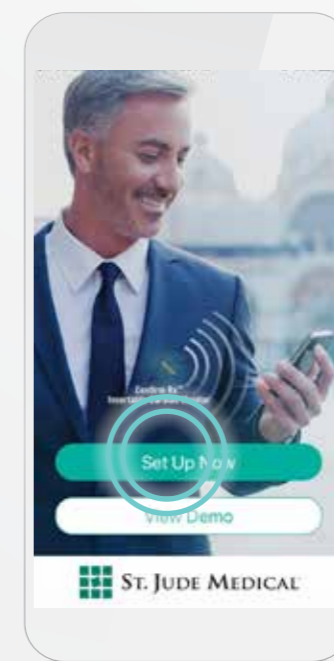
PAIRING YOUR HEART MONITOR TO THE MYMERLIN™ APP

Pairing your heart monitor with the myMerlin™ app takes about 10–15 minutes. Before you attempt to pair, make sure you're connected to the internet and that your Bluetooth® setting is ON. Also be sure to keep the app open during pairing.



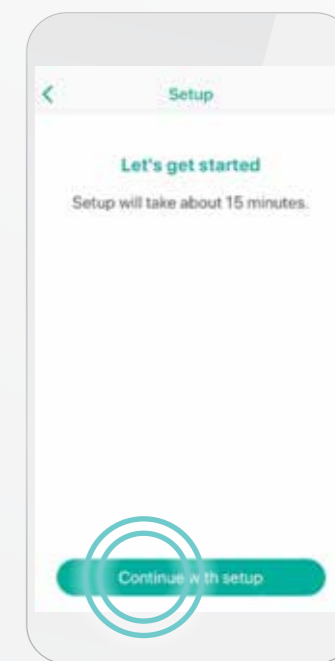
STEP 1

Unlock your phone and tap the **Confirm Rx™** app to open it.



STEP 2

Tap **Set Up Now**.



STEP 3

Tap **Continue with setup**.

ARE YOU CONNECTED?

To check your phone's settings and internet connection, see page 17.

GOOD TO KNOW...

If you are on Wi-Fi‡ and are still having issues with setup, try turning off Wi-Fi‡ temporarily and using cellular data instead. If you are on cellular data and having issues with setup, try turning off your cellular data temporarily and using Wi-Fi‡ instead.

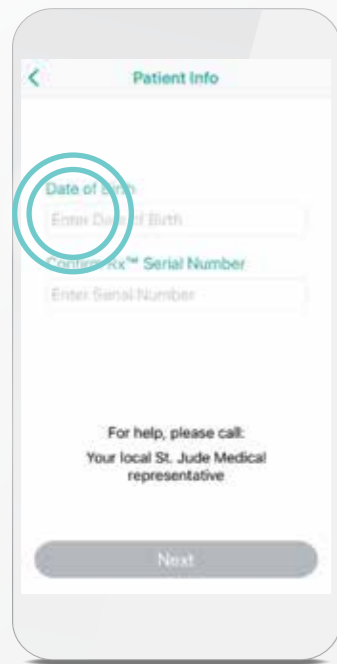
Tip: To test the strength of your internet connection, try visiting your favorite website on your phone's Safari app. If the website displays, your internet connection is strong enough for pairing.

While pairing:

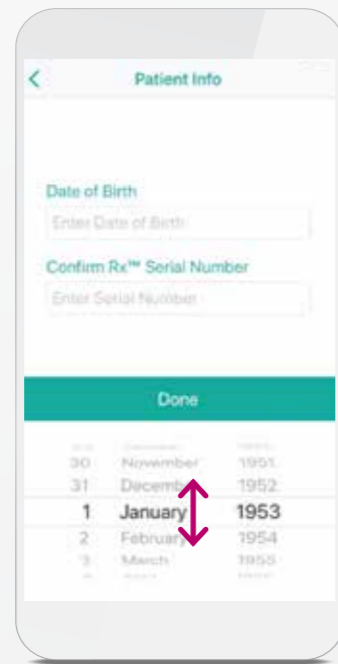
- Make sure your phone remains nearby (within 1.5 meters or 5 feet)
- Try to stay away from other Bluetooth® devices
- Do not navigate away from the myMerlin™ app

For simplicity, this guide will use myMerlin™ app instead of myMerlin™ for Confirm Rx™ ICM mobile app.

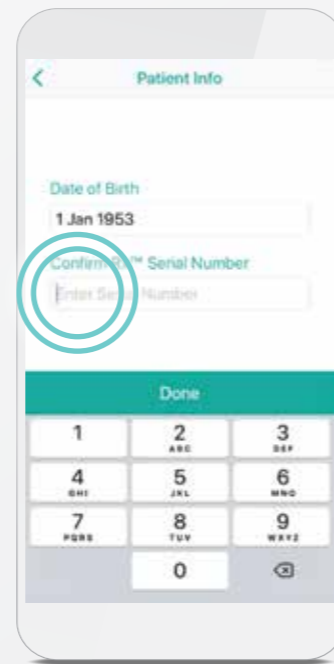
PAIRING YOUR HEART MONITOR TO THE MYMERLIN™ APP (CONT.)



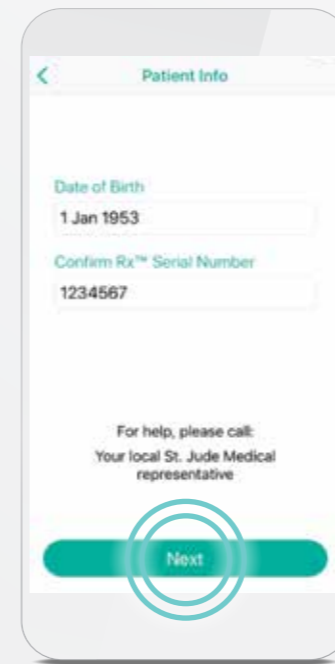
STEP 4
Tap the **Enter Date of Birth** area.



STEP 5
Swipe your finger up or down on the day, month, and year until your date of birth is black and in the middle of the options, and then tap **Done**.

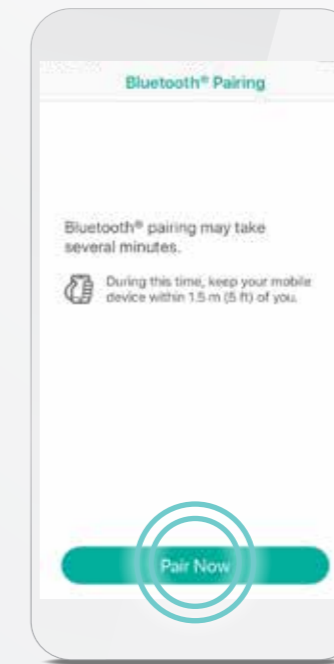


STEP 6
Tap the **Enter Serial Number** area and type the serial number of your heart monitor. The serial number can be found on your patient identification (ID) card. Tap **Done**.

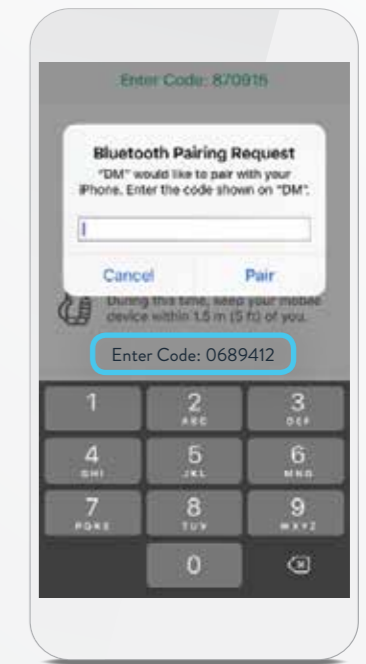


STEP 7
Tap **Next**.

If you've already downloaded the app once before, you will be required to enter an activation code. See page 49 for help.



STEP 8
Tap **Pair Now**.



STEP 9
A **Bluetooth® Pairing Request** message will pop up. Enter the code displayed below this message in the middle of your screen. Tap **Pair**.

AN ACTIVATION CODE IS REQUIRED TO KEEP YOUR DATA SECURE.

WHAT IF YOU DON'T SEE THE PAIRING CODE?

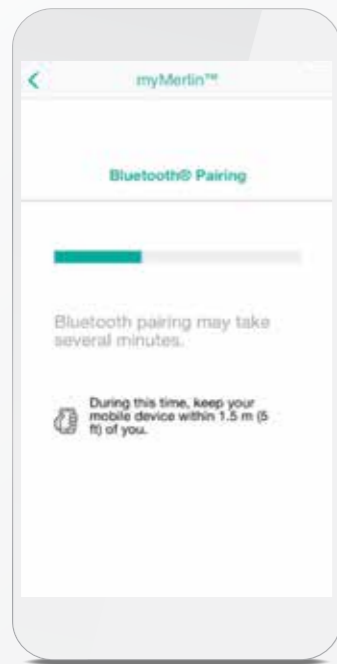
Try decreasing your text size. To do this, tap the **Settings** icon on your Home screen and swipe up until you see **Display & Brightness**. Tap **Display & Brightness**. Tap **Text Size** and move the slider to the left to make your phone's text smaller. You can return to your preferred text size after pairing is complete.

GOOD TO KNOW...

DM is how Confirm Rx™ ICM, your heart monitor, will appear in your Bluetooth® menu. You will see this name whenever you access your phone's list of paired devices in your Bluetooth® settings.

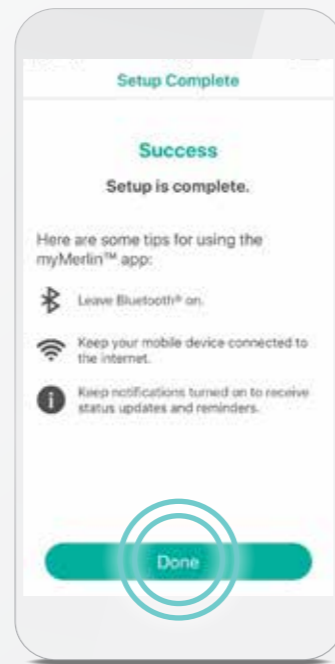
You can also look at this list to see if your heart monitor is connected to Bluetooth®. See page 49 for help on how to access your phone's Bluetooth® settings.

PAIRING YOUR HEART MONITOR TO THE MYMERLIN™ APP (CONT.)



STEP 10

Keep the app open and your iPhone⁺ within 1.5 meters or 5 feet of you while pairing.



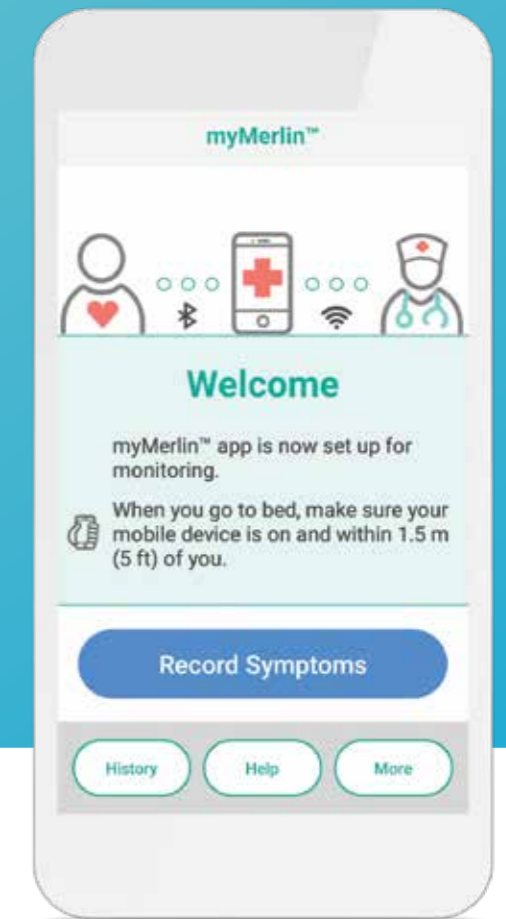
STEP 11

Once your iPhone⁺ has finished pairing, you will see a **Success** message. Tap **Done**.

CONGRATULATIONS!

You have set up the myMerlin™ app and paired your heart monitor to your iPhone⁺. You should now see this screen every time you open the myMerlin™ app.

Now let's make sure you stay connected!



STAYING CONNECTED

The myMerlin™ app only tracks your heart monitor when the app is running and paired to your iPhone⁺. Follow these tips to stay connected:

- ✓ **KEEP THE MYMERLIN™ APP OPEN.** Do not quit the app. Make sure it is running in the background, and remember to relaunch the app anytime your phone is restarted.
- ✓ **CONNECT TO THE INTERNET.** Keep your smartphone connected to the internet using Wi-Fi⁺ or cellular data.
- ✓ **STAY CLOSE.** Keep your phone near (within 5 feet or 1.5 meters) you overnight and as much as possible throughout the day.
- ✓ **KEEP BLUETOOTH® ON.** If the app doesn't seem to be working at night, turn OFF other Bluetooth® devices around your bed, like speakers or clocks.

For help on adjusting these settings, see pages 16–29.

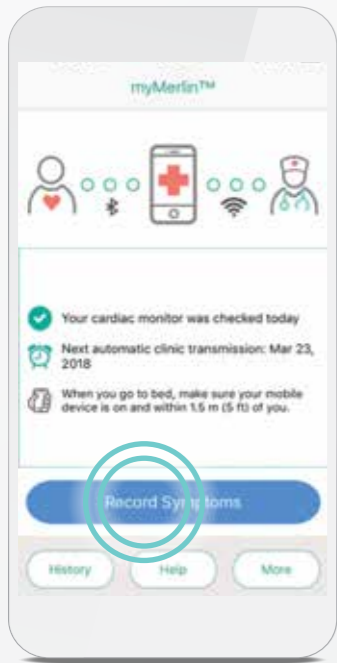
RECORDING YOUR SYMPTOMS WITH MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP



For simplicity, this guide will use myMerlin™ app instead of myMerlin™ for Confirm Rx™ ICM mobile app.

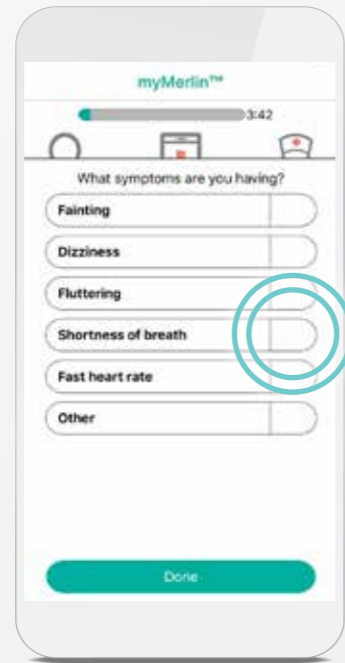
RECORDING YOUR SYMPTOMS

The myMerlin™ app allows you to record your symptoms as they happen and send that information directly to your doctor. Be sure to use this feature only when you're experiencing symptoms. To do so, follow these steps:



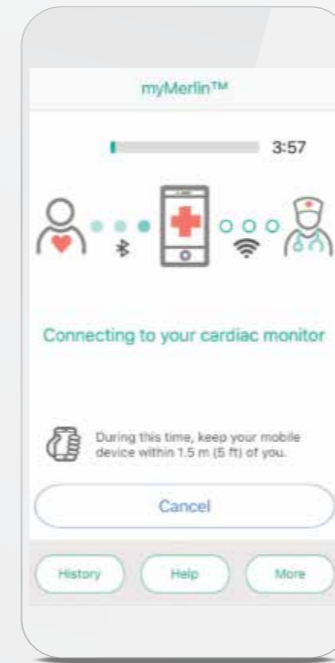
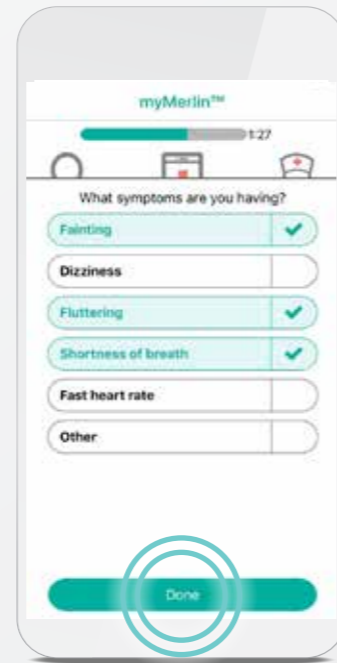
STEP 1

Open the app and tap **Record Symptoms**.



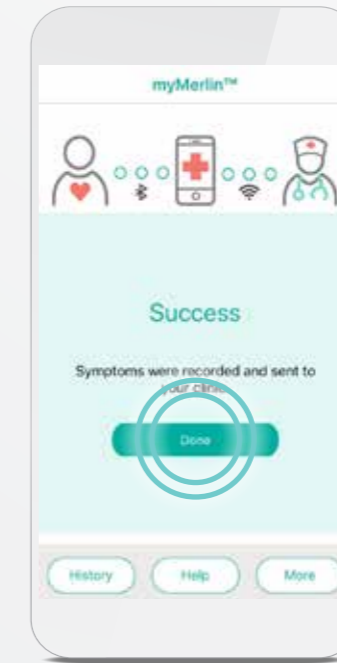
STEP 2

To record a symptom you're experiencing, tap it. You may need to tap and swipe down in one motion to see additional symptoms. Each symptom you select will turn green. Once you have selected all of the symptoms you're feeling, tap **Done**.



STEP 3

After you tap **Done**, the app will send your information to your doctor.



STEP 4

A **Success** message displays after your phone has sent the information.

Tap **Done** to return to your Home screen.

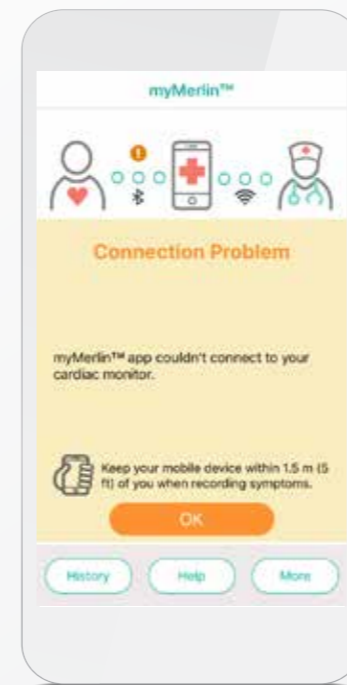
GOOD TO KNOW...

Sending your information to your clinic can take up to 15 minutes. Keep your phone within 1.5 meters or 5 feet of you during this process, and keep the app open. You can still take phone calls or use other apps while this is happening.

MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP TROUBLESHOOTING AND GENERAL SUPPORT

For simplicity, this guide will use myMerlin™ app instead of myMerlin™ for Confirm Rx™ ICM mobile app.

ACTION NEEDED MESSAGES



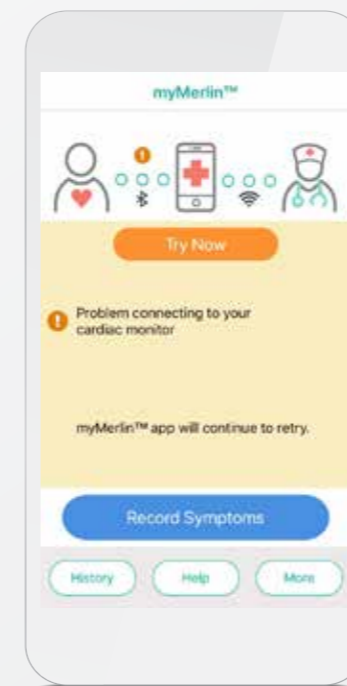
This message means the myMerlin™ app could not connect to your heart monitor.

POSSIBLE CAUSES:

- Your iPhone⁺ is too far away from your heart monitor
- Bluetooth® is OFF during a scheduled daily check.

WHAT TO DO:

- Move your phone closer to you.
- Make sure your Bluetooth® is ON and the app is open. See page 44 for help with this.
- Turn OFF other Bluetooth® devices around your bed, such as Bluetooth® clocks or speakers.



This message means that the app was unable to send information to your clinic at the scheduled time.

POSSIBLE CAUSE:

- Weak or no internet connection.

WHAT TO DO:

- Check your internet connection and then tap **Send Data Now** to try again. See page 46 for help with this.

After your iPhone⁺ reconnects to the internet, your information will go to your doctor.

TIPS FOR STAYING CONNECTED WITH THE MYMERLIN™ MOBILE APP



KEEP MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP OPEN

Do not quit the app. Make sure it is running in the background, and remember to relaunch the app anytime your phone is restarted.



STAY CONNECTED TO INTERNET

Keep your smartphone connected to Wi-Fi+ or cellular data with a **STRONG** signal (signal is strong enough if you can access a website).



KEEP BLUETOOTH® ON

Airplane mode must be OFF (when not flying).



STAY CLOSE

Keep your phone close to you (within 5 feet or 1.5 meters), even while sleeping.



TURN OFF POWER SAVE

In your phone's settings, turn OFF battery saver/optimization/low power features for the myMerlin™ for Confirm Rx™ ICM mobile app.



KEEP NOTIFICATIONS ON

Allow notifications from the myMerlin™ for Confirm Rx™ ICM mobile app and turn ON app background refresh/background data usage.

iPHONE‡ TROUBLESHOOTING STEPS

If you continue to have issues with your myMerlin™ mobile app, follow these steps:



CHECK YOUR BLUETOOTH® CONNECTION

Page 44



CHECK YOUR INTERNET CONNECTION

Page 46



MAKE SURE THE MYMERLIN™ APP IS OPEN

Page 47

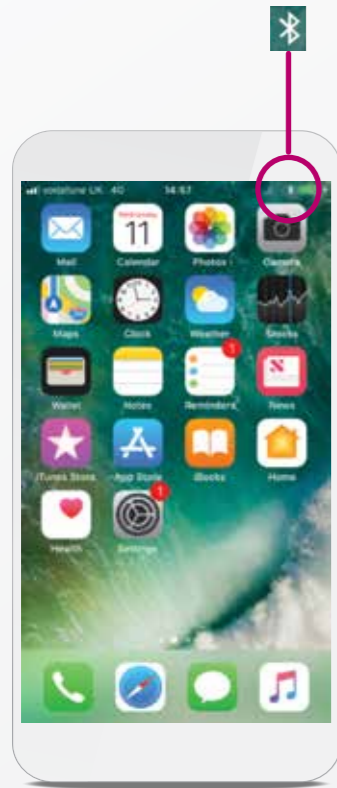
If you're still having issues,



RESTART YOUR IPHONE‡

Page 48

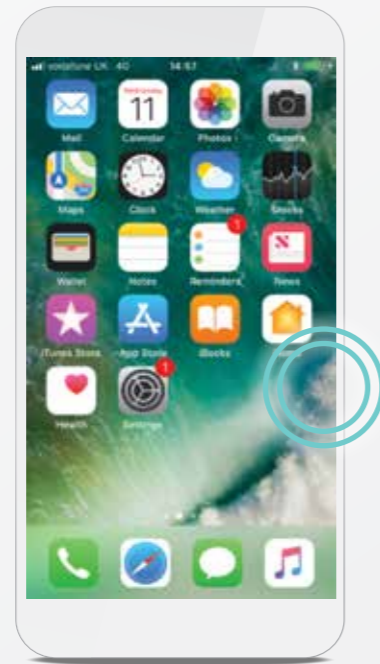
CHECK YOUR BLUETOOTH® CONNECTION




STEP 1

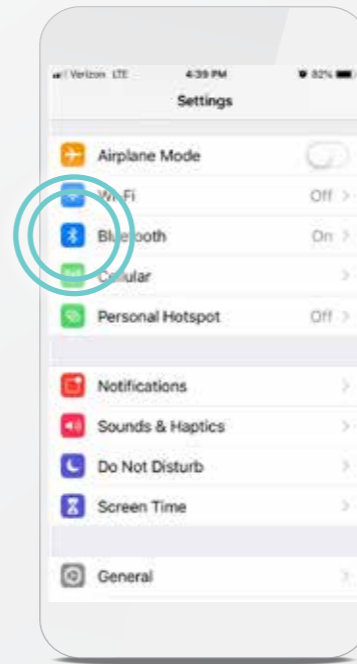
This symbol indicates your Bluetooth® is ON. If you see this symbol, go to Step 2.

If you do not see this symbol, see page 19 for help with turning your Bluetooth® ON.



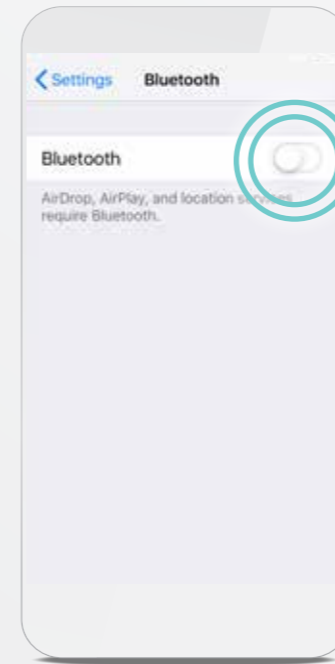
STEP 2

From your Home screen, tap **Settings** .



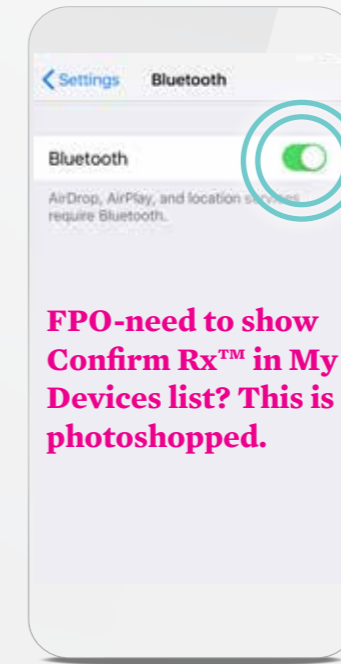
STEP 3

Tap **Bluetooth** .



STEP 4

Tap the slider next to Bluetooth® to **OFF/white**.

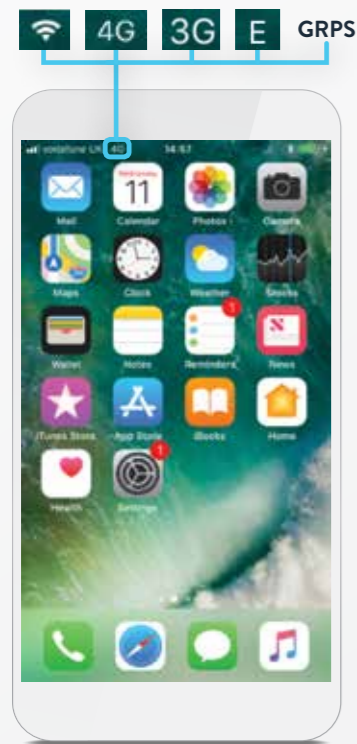


STEP 5

Tap the slider again to turn in **ON/green**.

FPO-need to show Confirm Rx™ in My Devices list? This is photoshopped.

CHECK YOUR INTERNET CONNECTION



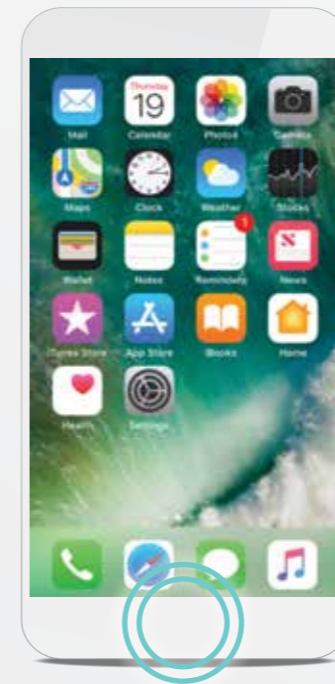
STEP 1

If you're connected to internet, you will see a Wi-Fi[†] or cellular symbol on the top left corner of your screen. If you don't see one of these symbols, you are not connected to the internet. For help connecting to Wi-Fi[†], see page 8. For help connecting to cellular data, see page 10.

TIP: IF YOU'RE NOT CONNECTED TO THE INTERNET, DON'T WORRY.

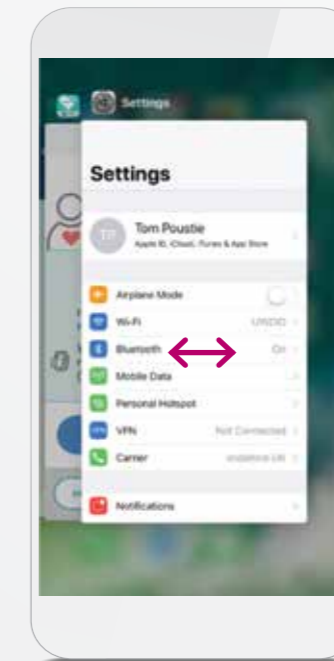
Your heart monitor is continuously monitoring your heart. When you're near your phone again, the myMerlin™ app will retrieve any new data from your heart monitor and send it to your clinic.

MAKE SURE THE MYMERLIN™ APP IS OPEN



STEP 1

Press the Home button on your phone twice quickly.



STEP 2

Swipe your finger right until you see the myMerlin™ app. If you do not see the app, you will need to reopen the app from your Home screen by tapping it.



STEP 3

Once you've checked that the myMerlin™ app is open, press the Home button once to return to the Home screen.

Never swipe the myMerlin™ app up. This will close it.

TIP: IF YOU DON'T HAVE A HOME BUTTON...

Swipe up from the bottom of the screen to the middle of the screen and hold until the App Switcher display shows on the left side of your screen.

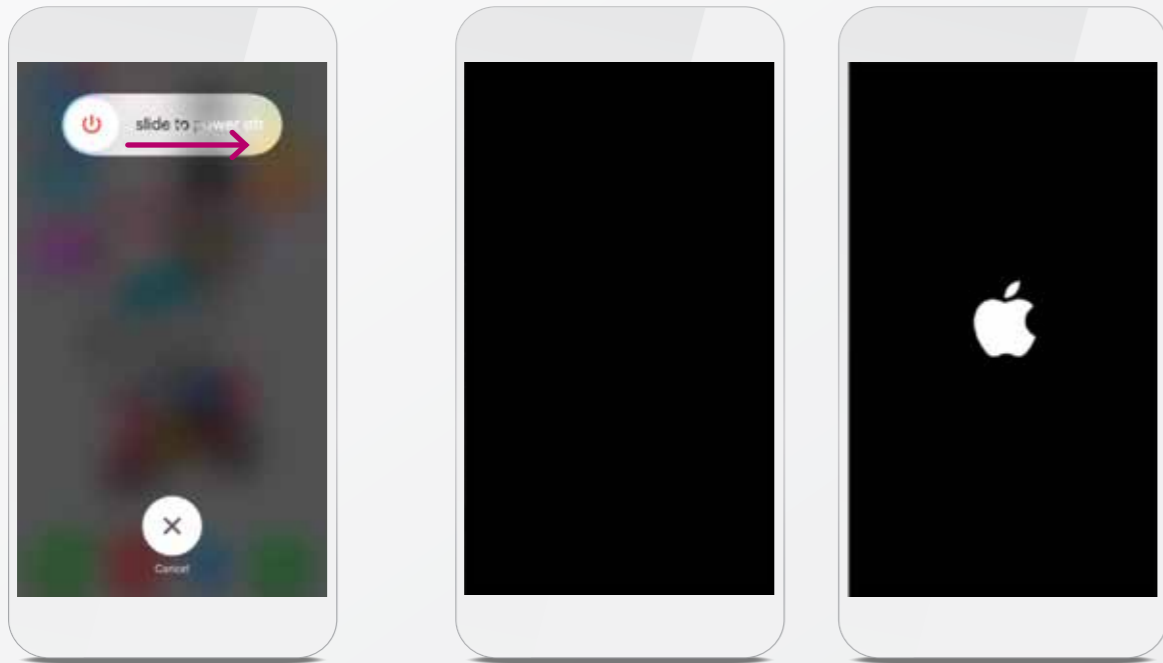
WHAT IS THE HOME BUTTON?

Depending on which model of iPhone[‡] you have, the Home button may be a physical button located just under the phone's screen, which takes you back to the "Home" or main screen of your iPhone[‡]. On newer iPhone[‡] models, swipe up from the bottom of the screen to return to the Home screen.

RESTART YOUR iPhone⁺

STEP 1

Press and hold the power button found on the side or top of your iPhone⁺.



STEP 2

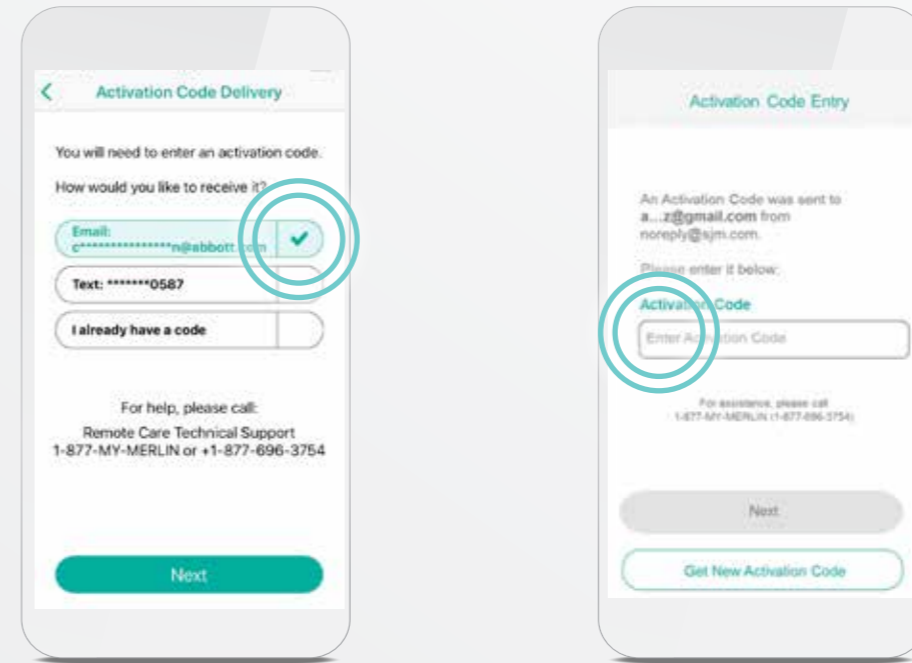
Swipe your finger from left to right where it says **slide to power OFF** to shut down your phone.

STEP 3

Once the screen is black, press and hold the power button again until you see the Apple⁺ logo. This means your iPhone⁺ is powering back ON. After your iPhone⁺ has finished powering ON, you will need to open your myMerlin™ app again.

RECEIVING THE **ACTIVATION CODE**

If you've paired the myMerlin™ app before, you'll need an activation code to re-pair your heart monitor with your iPhone⁺.



Choose how you would like to receive the activation code. Make sure the information is correct and then tap **Email** or **Text**.

Enter the code that was sent to you. If you chose Email and did not receive the code, check your email's junk or spam folder.

Your activation code is valid for six hours. If you request more than three activation codes in six hours, an error message will display, and you will not be able to access the app.

If you cannot access the app, or if you did not receive an activation code, contact Abbott Remote Care Technical Support.

AN ACTIVATION CODE IS REQUIRED TO KEEP YOUR DATA SECURE.

ABBOTT REMOTE CARE **TECHNICAL SUPPORT**

UNITED STATES

Hours of Support: Monday–Friday
8A.M.–8P.M. (ET)
Phone: +1.877.696.3754
Email: myMerlin@abbott.com

INTERNATIONAL

Need help?
Contact your clinic directly with any questions. You can also email RemoteMonitoring@abbott.com

COMMON QUESTIONS

IF YOU'RE HAVING TROUBLE WITH YOUR APP

Contact Abbott Remote Care Technical Support:

United States

Hours of support: Monday–Friday 8 A.M.–8 P.M. (ET)

Phone: +1.877.696.3754

Email: myMerlin@abbott.com

International

Contact your clinic directly with any questions, or email

Remote.Monitoring@abbott.com

Before you call, please have the following information:

- Confirm Rx™ ICM serial number from Patient ID card
- Name of clinic that monitors you
- Smartphone make and model (can be found in your phone's Settings menu)

ABOUT THE MYMERLIN™ APP

What does the myMerlin™ app do?	52
How does the myMerlin™ app communicate with my heart monitor?	52
How do I select the language of the app?	52
How do I stay connected to my doctor?	52
How do I turn Bluetooth® technology ON?	52
Do I need to hold my smartphone over my heart monitor to connect using Bluetooth®?	52
Do I always need to keep Bluetooth® ON and be connected to the internet?.....	52

PAIRING THE MYMERLIN™ APP WITH YOUR HEART MONITOR

Why do I need to pair the app with my heart monitor?	53
Can I pair my heart monitor with more than one smartphone?	53
What is the heart monitor serial number and where can I find it?	53
If I get a new smartphone, will I need to set the app up again?	53
Why do I need an activation code when setting up my smartphone?	53
Will the app drain my smartphone battery?	53
Can I close the myMerlin™ app after it has finished its task to save the battery on my smartphone?	53
Can I use other apps on my smartphone while using myMerlin™ app?	53
How do I turn Notifications ON if I originally turned them OFF when setting up the app?	53
How often does the app check my heart monitor?	53
What is a Daily Check?	54
What is an Automatic Clinic Transmission and how it is different from a Daily Check?	54
What time of day does the app check my heart monitor?	54
Do I need to confirm that my clinic received my heart monitor information?	54

RECORDING A SYMPTOM

How do I record a symptom?	54
When will my doctor see the symptoms I recorded?	54
Should I call my clinic when I record symptoms?	54
Can I check to see what symptoms were recorded?.....	54

TRAVEL

Should I take my smartphone with me when I travel?	55
How should I plan ahead for lack of internet access?	55
Will time zone changes affect my remote monitoring?	55
Will sleeping far away from my smartphone affect monitoring?	55

The myMerlin™ for Confirm Rx™ mobile app is used with the Confirm Rx™ Insertable Cardiac Monitor (ICM) to continuously monitor your heart's rhythm and share that information with your doctor.

For simplicity, these questions use the **myMerlin™ app** instead of the **myMerlin™ for Confirm Rx™ mobile app**.

In an emergency, do not use the app, and call your physician.

Some features or mobile platforms described below may not apply based on the app version and the country the app is in use.

ABOUT THE MYMERLIN™ APP

What does the myMerlin™ app do?

myMerlin™ is an app that connects your smartphone to your heart monitor and automatically sends information to your doctor. It also allows you to manually record your symptoms as they happen.

How does the myMerlin™ app communicate with my heart monitor?

The app uses Bluetooth® wireless technology to communicate with your heart monitor.

How do I select the language of the app?

The app uses the same language as your smartphone. If the language of your smartphone is not supported by the app, it will default to English.

How do I stay connected to my doctor?

Make sure your Bluetooth® and Notifications settings are ON and your smartphone has a strong connection to the internet. See page 16 for help with this.

How do I turn Bluetooth® ON?

This can be done in your smartphone settings. For help with this, see page 19 or check your smartphone manual.

Do I need to hold my smartphone over my heart monitor to connect using Bluetooth®?

No. As long as Bluetooth® is ON and you keep your smartphone within 1.5 meters, or 5 feet of you, the app will be able to communicate with your heart monitor. For best results, keep your smartphone next to you as you sleep.

Do I always need to keep Bluetooth® technology ON and be connected to the internet?

The app uses Bluetooth® technology to communicate with your heart monitor and Wi-Fi® or cellular data to send information to your clinic. Keep these settings ON to make sure the app can work properly.

PAIRING THE MYMERLIN™ APP WITH YOUR HEART MONITOR

Why do I need to pair the app with my heart monitor?

This is how your doctor is able to collect information from your heart monitor. Your heart monitor sends your heart rhythm information to the myMerlin™ app, and the app sends that information to your doctor.

Can I pair my heart monitor with more than one smartphone?

No. For security reasons, you can only pair your heart monitor to one smartphone at a time. To pair your heart monitor to a different smartphone than the one you originally downloaded the app to, you first need to deactivate the app on your first smartphone. For help with this, see page 30.

What is the heart monitor serial number and where can I find it?

A serial number is a unique number assigned to your heart monitor for identification purposes. It's located on the heart monitor patient identification (ID) card given to you by your doctor.

If I get a new smartphone, will I need to set up the app again?

Yes. You will also need to pair your new smartphone with your heart monitor. For help with this, see page 30.

Why do I need an activation code when setting up my smartphone?

The activation code is for security purposes.

Will the app drain my smartphone battery?

No. The app only uses energy when it needs to perform a task, like sending a transmission to your doctor. Even when the app does perform a task, it uses very little energy.

Can I close the myMerlin™ app after it has finished its task to save the battery on my smartphone?

No, do not force quit the app. The app should remain open and running in the background. It does not need to be visible on your Home screen.

Can I use other apps on my smartphone while using myMerlin™ app?

Yes, but never close or quit the myMerlin™ app on your smartphone. If the app is closed, it is not transmitting.

How does the app use notifications?

The app uses notifications to let you know if there was a problem connecting to your heart monitor or sending information to your clinic.

If I turn notifications OFF, will that affect my remote monitoring?

We recommend you leave your notifications ON so that the app can function optimally. If you turn notifications OFF, you will not be notified if the app needs your attention.

How do I turn Notifications ON if I originally turned them OFF when setting up the app?

You can turn them ON from your smartphone settings. For more details, check your smartphone's user manual.

How often does the app check my heart monitor?

Typically, the app connects to your heart monitor once each day to collect information and send it to your clinic. However, this depends on the settings and schedule determined by your doctor.

What is a Daily Check?

A Daily Check is when the app checks the status of your heart monitor and sends a report to your doctor.

What is an Automatic Clinic Transmission and how it is different from a Daily Check?

This is a special transmission scheduled by your doctor. It is similar to a Daily Check, but includes all of the information since your last automatic transmission.

What time of day does the app check my heart monitor?

These checks usually happen around 2 a.m. Keep your smartphone near you (within 1.5 meters, or 5 feet) when you sleep. If you are not near your smartphone at that time, the app will automatically try again when you are, and will notify you if there is a problem.

Do I need to confirm that my doctor received my heart monitor information?

No. Your app will tell you if there is a problem sending the information to your doctor.

RECORDING A SYMPTOM

The myMerlin™ app is not intended for emergency use. In case of emergency, call emergency services or contact your doctor. If you're experiencing symptoms that aren't an emergency and that you've discussed with your doctor, use the app to record them.

How do I record a symptom?

Open the app on your smartphone and press the 'Record Symptom' button. You should keep your smartphone nearby until the Success message displays.

When will my doctor see the symptoms I recorded?

Depending on your doctor's preference, the symptoms may be sent immediately or during routine transmissions.

Should I call my doctor when I record symptoms?

Your doctor will let you know what to do when you experience symptoms.

Can I check to see what symptoms were recorded?

Yes. You can view the app's History to see the symptoms you've recorded. Your doctor will let you know if you should come in for a checkup.

TRAVEL

Should I take my smartphone with me when I travel?

Yes. You need your smartphone with you, turned ON and connected to your heart monitor at all times, including when you are sleeping. Stay connected to the internet (Wi-Fi or cellular data) as often as possible. Depending on where you travel and your smartphone plan, additional charges may apply.

How should I plan ahead for lack of internet access?

As soon as you have a good connection again, the app will send your information to your clinic. However, try to stay connected to the internet (Wi-Fi or cellular data) as often as possible.

Will time zone changes affect my remote monitoring?

No. The app will automatically adjust to time zone changes to ensure you don't miss your Daily Checks and Automatic Clinic Transmissions.

Will sleeping far away from my smartphone affect monitoring?

Yes. Keep your smartphone near you (within 5 feet or 1.5 meters) while you sleep. If the smartphone is not nearby while you sleep, the app will connect with your heart monitor as soon as you are. The app will also notify you if there was a problem connecting to your heart monitor.

NOTES

NOTES

Abbott

One St. Jude Medical Dr., St. Paul, MN 55117 USA, Tel: 1 651 756 2000
Abbott.com

RX ONLY

Brief Summary: Prior to using these devices, please review the Instructions for Use for a complete listing of indications, contraindications, warnings, precautions, potential adverse events and directions for use.

Indications: The Confirm Rx™ ICM is indicated for the monitoring and diagnostic evaluation of patients who experience unexplained symptoms such as: dizziness, palpitations, chest pain, syncope, and shortness of breath, as well as patients who are at risk for cardiac arrhythmias. It is also indicated for patients who have been previously diagnosed with atrial fibrillation or who are susceptible to developing atrial fibrillation. The Confirm Rx™ ICM has not been specifically tested for pediatric use.

Contraindications: There are no known contraindications for the insertion of the Confirm Rx™ ICM. However, the patient's particular medical condition may dictate whether or not a subcutaneous, chronically inserted device can be tolerated.

Adverse Events: Possible adverse events (in alphabetical order) associated with the device, include the following: Allergic reaction, Bleeding, Chronic nerve damage, Erosion, Excessive fibrotic tissue growth, Extrusion, Formation of hematomas or cysts, Infection, Keloid formation and Migration.

Refer to the User's Manual for detailed indications, contraindications, warnings, precautions and potential adverse events.

Additional information: Clinicians must log onto Merlin.net™ Patient Care Network to view transmissions from patients' Confirm Rx™ ICM. On Merlin.net™ PCN they can configure transmission schedules and enable or disable features on a patient's myMerlin™ for Confirm Rx™ ICM mobile app. Review of transmissions is dependent on the clinician and may not happen immediately following delivery of such transmissions.

Limitations: Patients may use their own Apple® or Android® mobile device to transmit information from their Confirm Rx™ ICM using the myMerlin™ for Confirm Rx™ mobile app. To do so the device must be powered on, app must be installed, Bluetooth™ wireless technology enabled and data coverage (cellular or WiFi) available. The myMerlin™ for Confirm Rx™ mobile app provides periodic patient monitoring based on clinician configured settings. Data is resent if the transmission was not sent successfully. However, there are many internal and external factors that can hinder, delay, or prevent acquisition and delivery of ICM and patient information as intended by the clinician. These factors include: patient environment, data services, mobile device operating system and settings, ICM memory capacity, clinic environment, schedule/configuration changes, or data processing.

An Abbott mobile transmitter is available for patients without their own compatible mobile device.

™ Indicates a trademark of the Abbott group of companies.

‡ Indicates a third-party trademark, which is property of its respective owner.

Bluetooth and the Bluetooth logo are registered trademarks of Bluetooth SIG, Inc.

© 2019 Abbott. All Rights Reserved.

SJM-CFM-0519-0148 | Item approved for U.S. and OUS use.

