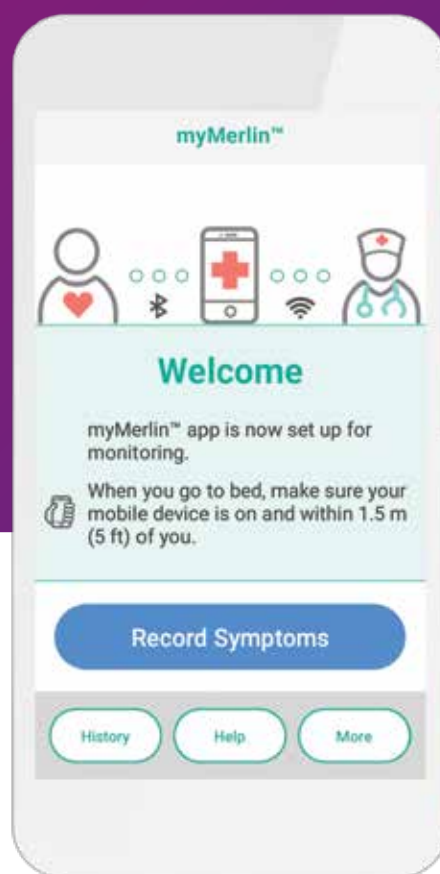




ANDROID[†] USER GUIDE

FOR ANDROID[†] PHONES



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

TABLE OF CONTENTS

Connecting to the internet	X
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Downloading the myMerlin™ app	X
Pairing your heart monitor	X
Recording your symptoms	X
Troubleshooting and general support	X
Common questions	X

IF YOU'RE HAVING TROUBLE WITH YOUR APP

- Before calling, please have the following information:
- ☐ Confirm Rx™ ICM serial number from Patient ID card
 - ☐ Name of clinic that monitors you
 - ☐ Smartphone make and model

Contact Abbott Remote Care Technical Support:

United States Support
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
Email: Remote.Monitoring@abbott.com

WELCOME TO THE MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP SUPPORT GUIDE FOR ANDROID[‡]

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.

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.

For simplicity, this guide will use **myMerlin™** app instead of **myMerlin™ for Confirm Rx™ ICM** mobile app. **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 Android [‡] that allows your phone to perform certain functions. myMerlin™ for Confirm Rx™ is an app.
Bluetooth®	Technology that allows your heart monitor to send information to the app on your Android [‡] wirelessly.
Cellular data	Technology that allows your phone to connect to the internet even if you are not using Wi-Fi [‡] . Cellular data comes from your cellular service provider.
Confirm Rx™ ICM	The brand name of the heart monitor implanted near your heart.
Daily check	Occurs each day when your heart monitor sends your heart rhythm information to the app on your Android [‡] and then 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 phone 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 app	The app used on your Android [‡] to communicate with your heart monitor and your doctor.
Pair	To establish a connection between your phone 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 phone’s screen in one motion.
Tap	To briefly touch a specific area on your phone with your finger.
Wi-Fi [‡]	Technology that allows you to connect your phone to the internet without using a wire—also known as “wireless internet.”

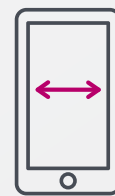
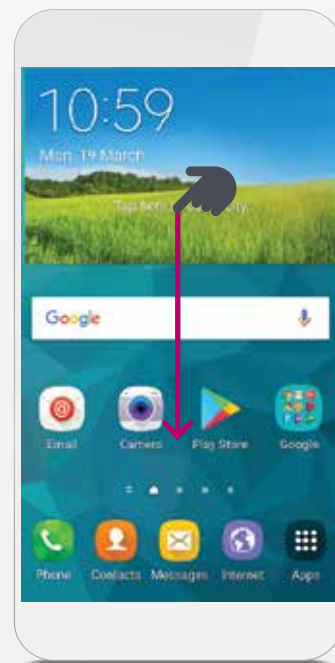
HOW TO **USE THIS GUIDE**

To help you understand how to use your Android[®] and the myMerlin™ app, this guide uses pictures of Android[®] screens and symbols:



GREEN CIRCLE

A green circle in the picture shows you where to tap your finger on your phone's screen. When asked to **tap** the screen, touch the screen in one quick, light motion.



MAGENTA ARROW

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

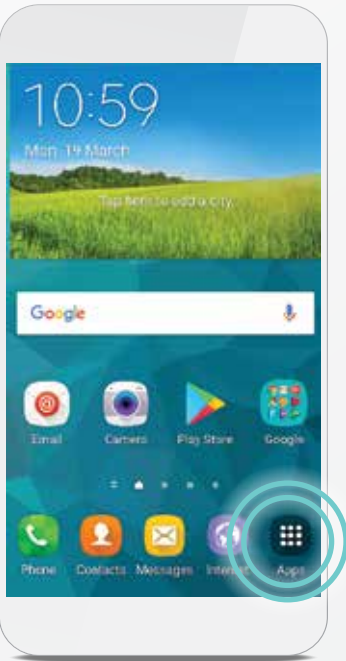
CONNECTING TO THE INTERNET

GOOD TO KNOW...



You may notice that some of the pictures of Android[®] 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.

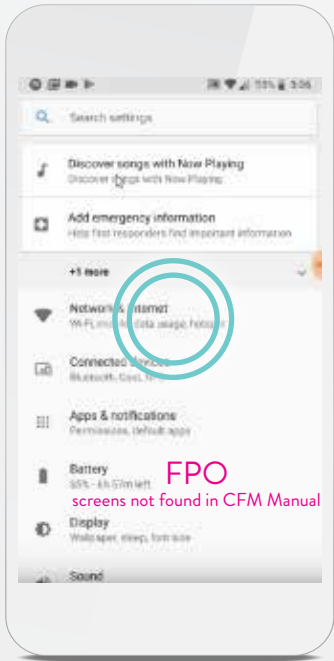
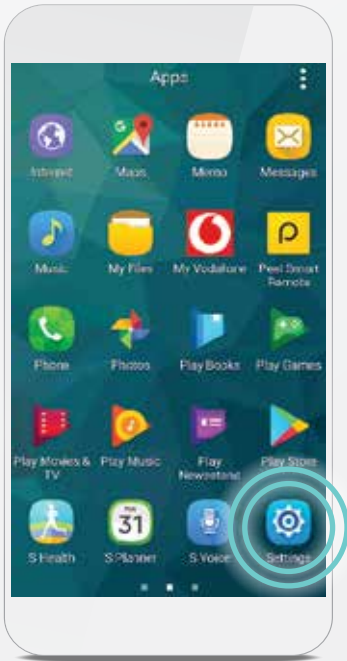
CONNECTING YOUR ANDROID[†] TO THE INTERNET USING **Wi-Fi[‡]**

Using Wi-Fi[‡] is one of the ways to send your heart monitor data to your doctor. Setting it up on your Android[†] is simple. Here's how:



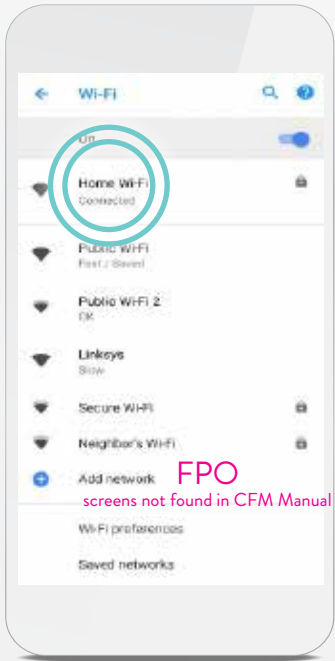
STEP 1

From your Home screen, tap **Settings**  app. If you don't see Settings, tap **Apps**  and swipe to right or left until you see it.




STEP 2

Tap **Network & Internet** and tap **Wi-Fi[‡]**.



STEP 3

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.

TIP: WI-FI[‡] PASSWORDS ARE CASE SENSITIVE.

GOOD TO KNOW...

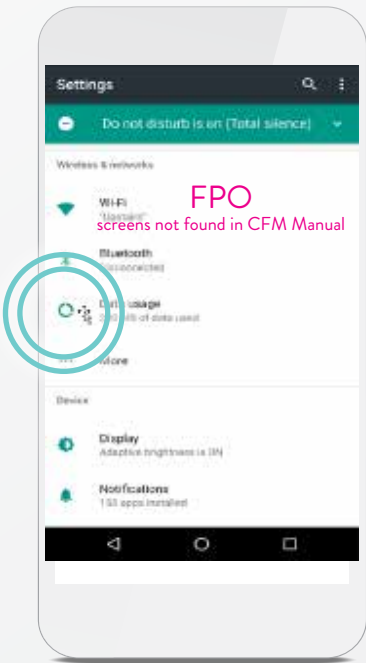
Wi-Fi[‡] signal strength can vary from network to network. If your internet seems to be slow or has a bad connection, try moving to a different room for a better connection. You can check the strength of your connection by visiting a webpage via your Google Chrome app.

CONNECTING YOUR ANDROID[‡] TO THE INTERNET USING CELLULAR DATA

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

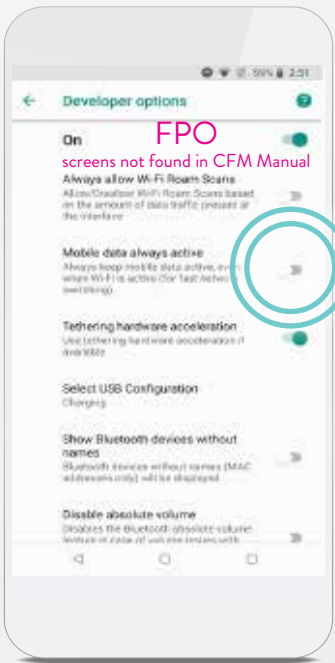
You'll know you're connected to a cellular data network if you see one of these symbols on the top left corner of your screen: **LTE, 4G, 3G**.

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



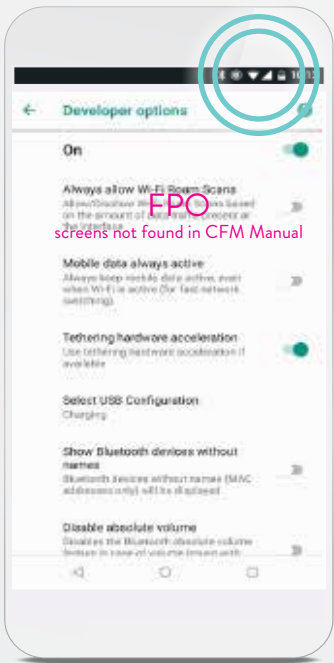
STEP 1

Tap the **Settings**  app and then tap **Data Usage**.




STEP 2

Turn **Mobile data always active** ON by tapping the slider to turn it **ON/green**.



STEP 3

Once you are connected, you should see the  symbol at the top of your screen. For more help on this, see page **XX**.

TIP: IF YOU SEE ONE OF THESE CELLULAR DATA NETWORK SYMBOLS in the top left corner of your screen, you're connected:
LTE, 4G, 3G, GRPS, E, G, H.

GOOD TO KNOW...

Some buildings and locations have poor cellular signals. Once you return to an area with a strong signal, your Android[‡] will reconnect to the network. You can check the strength of your connection by visiting a webpage via your Google Chrome 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 ANDROID‡

Now that you have connected your phone to the internet, download the myMerlin™ app. These steps will guide you through the download:



STEP 1
From your Home screen, tap the **Play Store**‡. You may have to swipe to the left or tap the **Apps** icon if you don't see it on your Home screen.



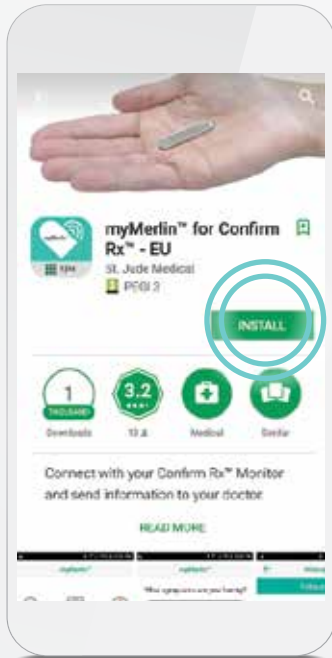
STEP 2
Tap the **Google Play** search bar.



STEP 3
Type **myMerlin for Confirm Rx** in the search bar and tap the magnifying glass icon or select the dropdown option.



STEP 4
Tap **myMerlin™ for Confirm Rx™**.



STEP 5
Tap **INSTALL**.

DON'T FORGET...

Once you've downloaded the myMerlin™ mobile app, you will need to pair your phone to your heart monitor. For help with this, see page **xx**.

TIP: HAVE YOU ADJUSTED THE SETTINGS FOR YOUR ANDROID‡ PHONE?

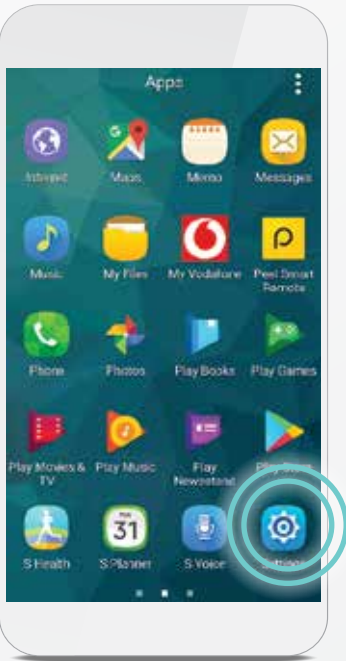
Your myMerlin™ mobile app works best when you activate certain settings on your phone. Look on page **xx** to check.


GOOD TO KNOW...

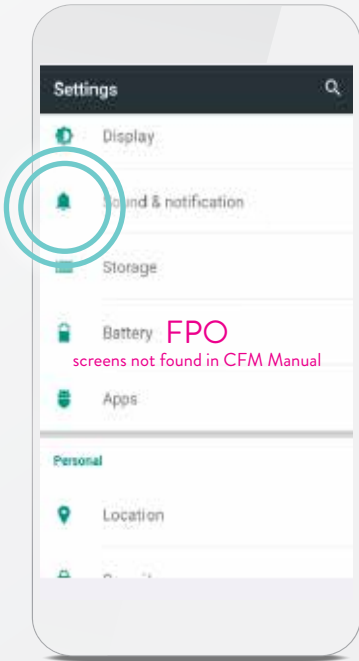
The myMerlin™ mobile app is compatible with operating systems 5.0 – 8.1 on your Android phone.

TURNING MYMERLIN™ APP NOTIFICATIONS **BACK ON**

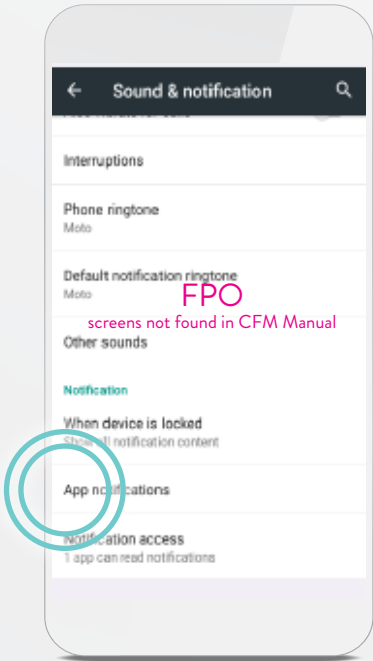
If you originally turned notifications OFF when you downloaded the app, turn them back ON by following these steps:



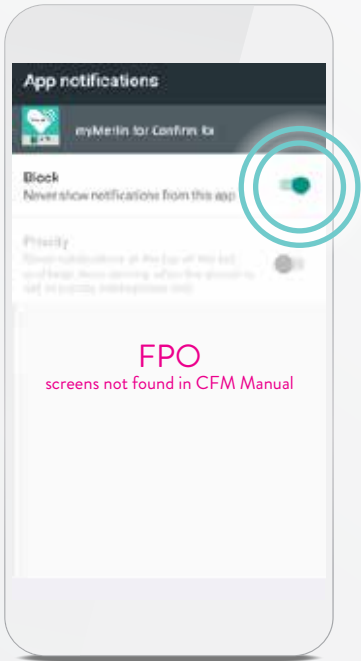
STEP 1
From your Home screen, tap the **Settings**  app.



STEP 2
Tap **Sound & notification**.



STEP 3
Tap **App notifications**.



STEP 4
Move the slider next to **Block** to **OFF/white**.

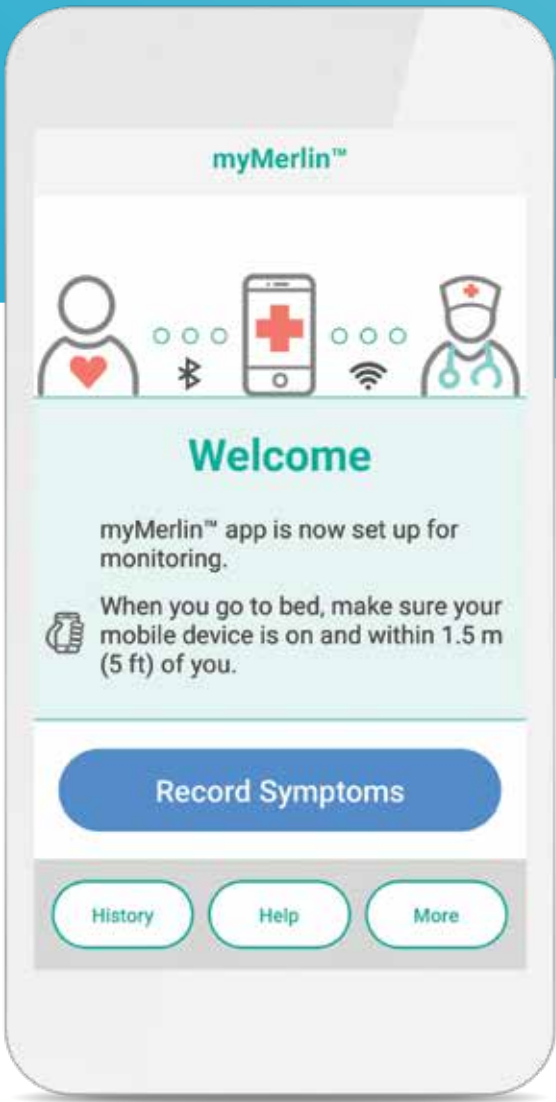
SETTING UP YOUR ANDROID[®] PHONE FOR THE MYMERLIN[™] FOR CONFIRM Rx[™] ICM MOBILE APP



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

SETTINGS FOR YOUR ANDROID‡

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.



YOUR MYMERLIN™ APP WORKS BEST IF YOU ADJUST YOUR PHONE TO THESE SETTINGS.

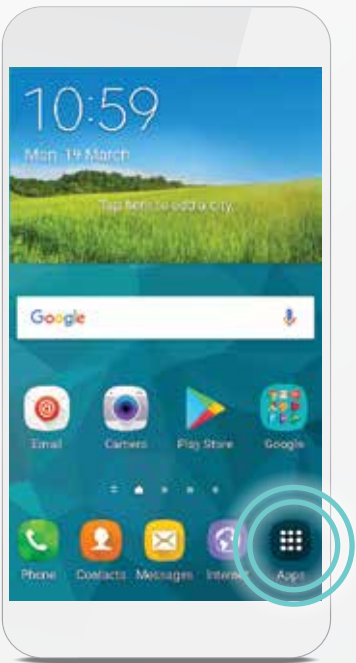
The next few pages will show you how to access and change them as needed.



Bluetooth®	Turn this ON
Cellular Data or Wi-Fi‡	Turn these both ON
Location services	Turn this ON
Background data usage	Turn this ON (allow)
Battery saver	Turn this OFF
Auto-update apps	Turn this ON
Battery optimization for myMerlin™ app	Turn this OFF (disable)
Text size	Choose the smallest text size that is still large enough for you to read

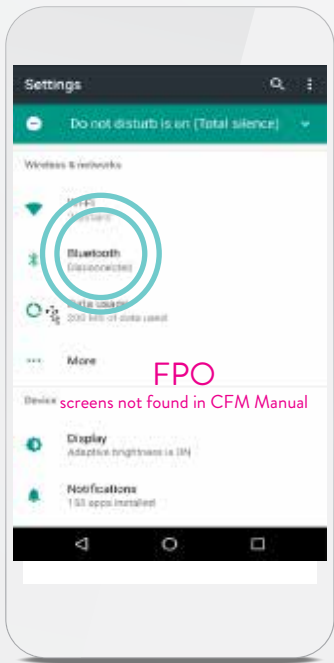
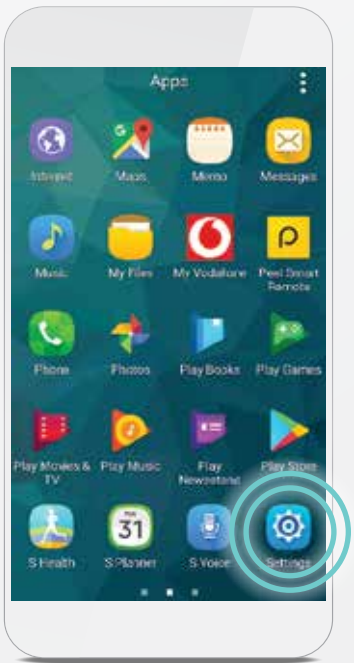
TIP

Need help connecting to the internet?
See page **xx** of this guide.

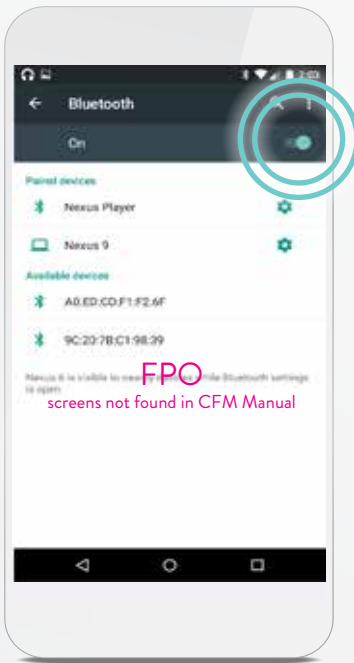
CHECKING YOUR ANDROID[‡] SETTINGS BLUETOOTH[®]



STEP 1
From your Home screen, tap the **Settings**  app. If you don't see Settings, tap **Apps**  and swipe to right or left until you see it.

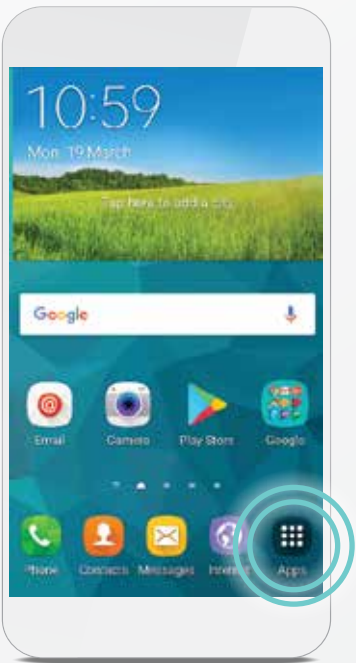




STEP 2
Tap **Bluetooth**[®].

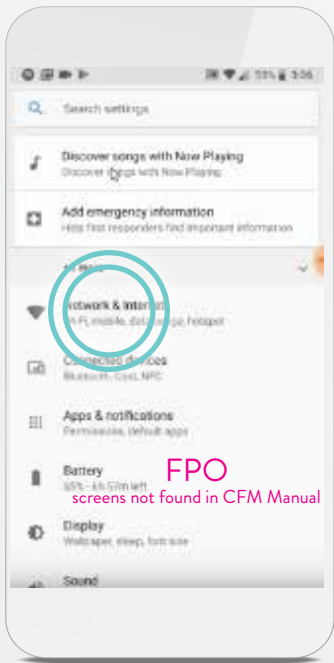
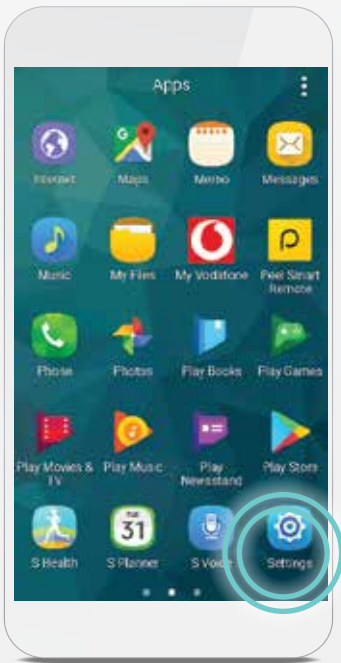


STEP 3
The slider at the top of your screen should be switched **ON/green**.

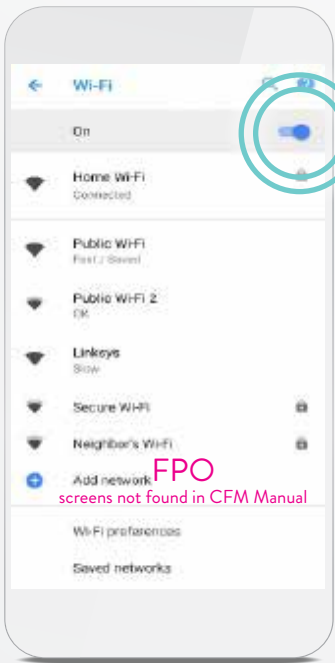
CHECKING YOUR ANDROID[‡] SETTINGS CELLULAR DATA AND WI-FI[‡]



STEP 1
From your Home screen, tap the **Settings**  app. If you don't see Settings, tap **Apps**  and swipe to right or left until you see it.

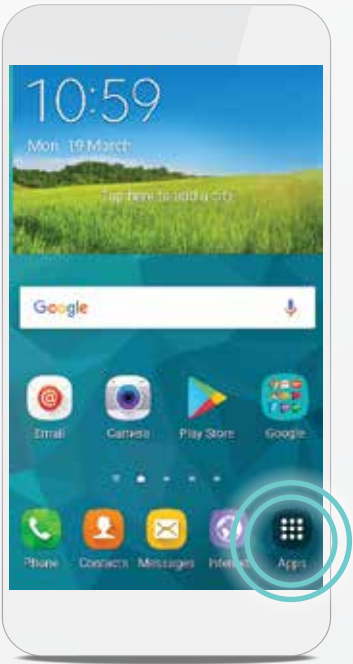




STEP 2
Tap **Network & Internet** and tap **Wi-Fi**[‡].

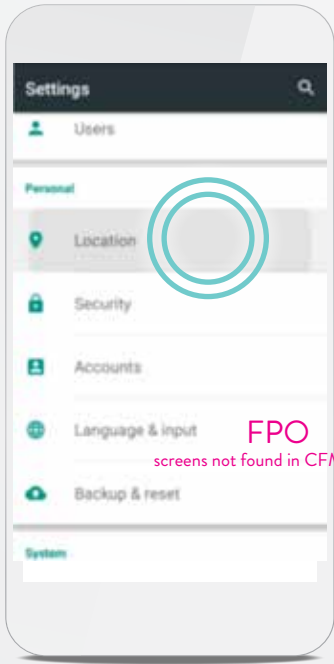
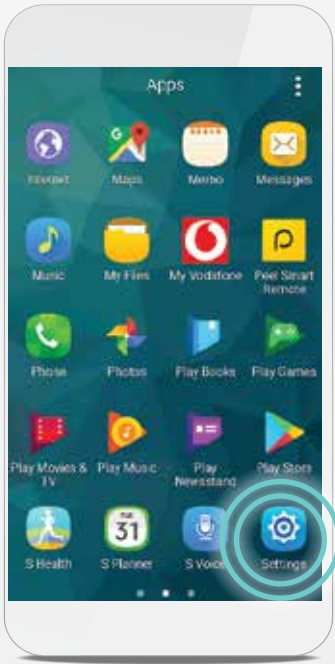


STEP 3
The slider at the top of your screen should be switched **ON/blue**.

CHECKING YOUR ANDROID[®] SETTINGS LOCATION SERVICES

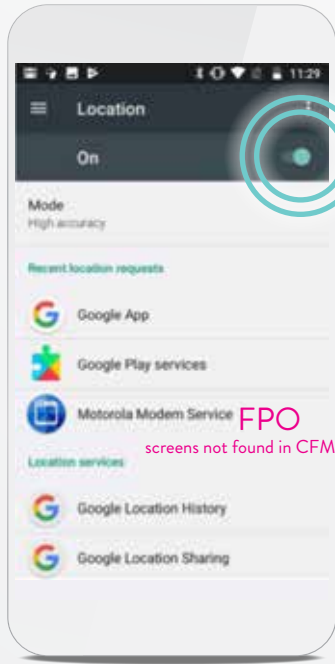


STEP 1
From your Home screen, tap the **Settings**  app. If you don't see Settings, tap **Apps**  and swipe to right or left until you see it.



STEP 2
Tap **Location**.

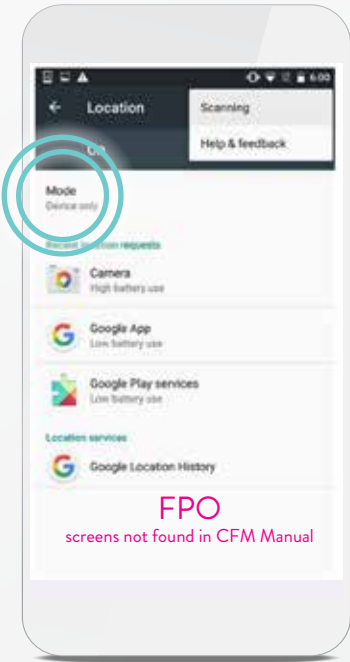
FPO
screens not found in CFM Manual



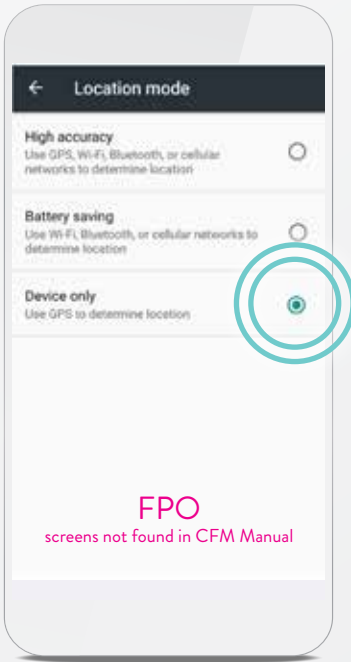
STEP 3
The slider at the top of your screen should be switched **ON/blue**.

FPO
screens not found in CFM Manual

CHECKING YOUR ANDROID[‡] SETTINGS LOCATION SERVICES: CHANGE LOCATION MODE TO GPS OR DEVICE ONLY

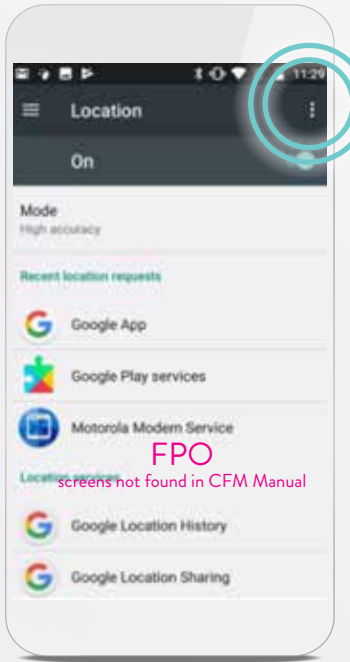


STEP 1
Tap **Mode**.

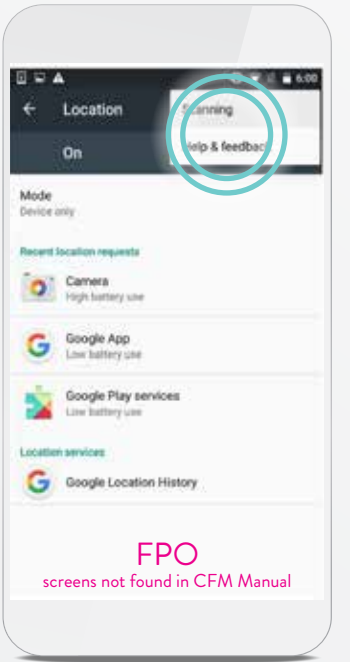


STEP 2
Tap **Device only**.

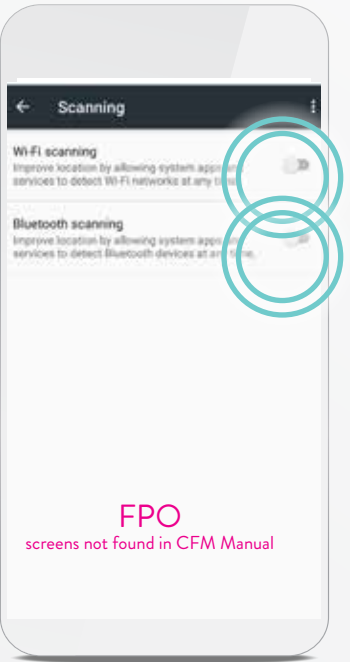
CHECKING YOUR ANDROID[‡] SETTINGS LOCATION SERVICES: TURN OFF NEARBY DEVICE OR BLUETOOTH[®] SCANNING



STEP 1
Tap the **menu** icon.



STEP 2
Tap **Scanning**.

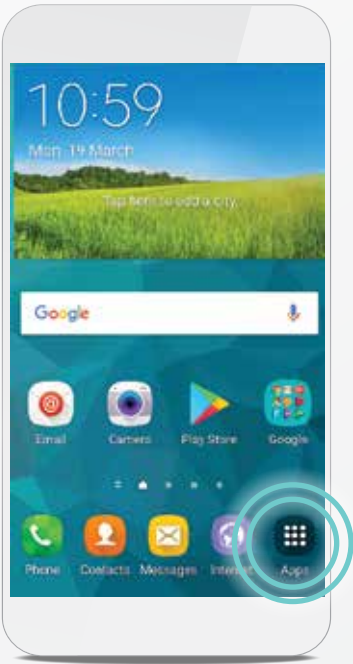


STEP 3
Tap the sliders next to **Wi-Fi[‡] scanning** and **Bluetooth[®] scanning** to turn them **OFF/white**.

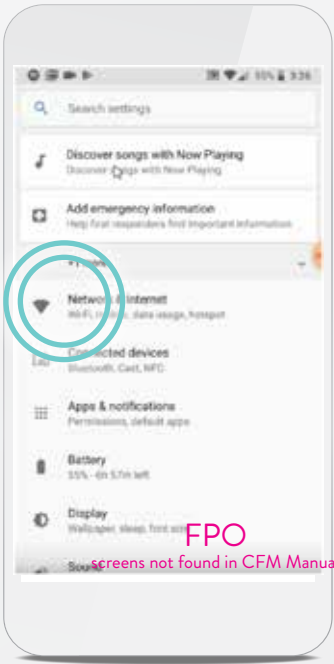
GOOD TO KNOW...

If your Android[‡] is made by Samsung, you will also need to disable **Quick Connect**. See your Samsung phone's user manual for help with this.

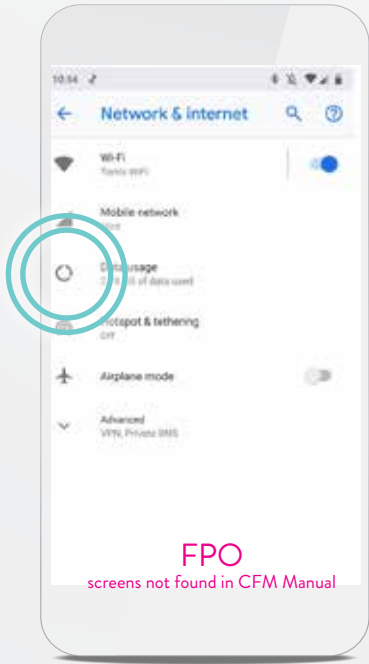
CHECKING YOUR ANDROID[®] SETTINGS BACKGROUND DATA USAGE



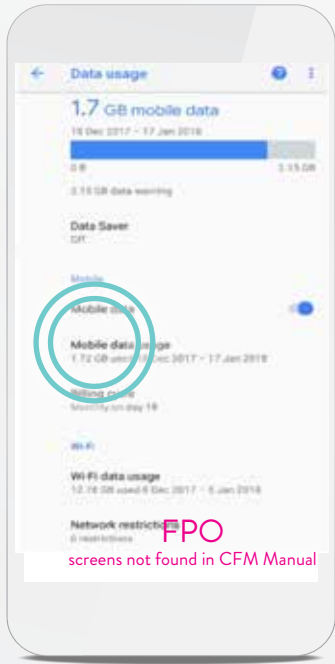
STEP 1
From your Home screen, tap the **Settings** app. If you don't see Settings, tap **Apps** and swipe to right or left until you see it.



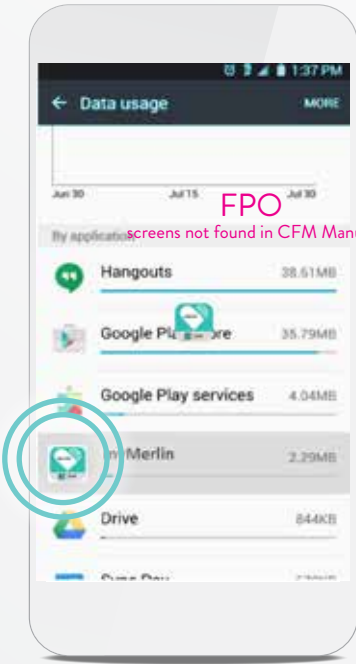
STEP 2
Tap **Network & Internet**



STEP 3
Tap **Data usage**.

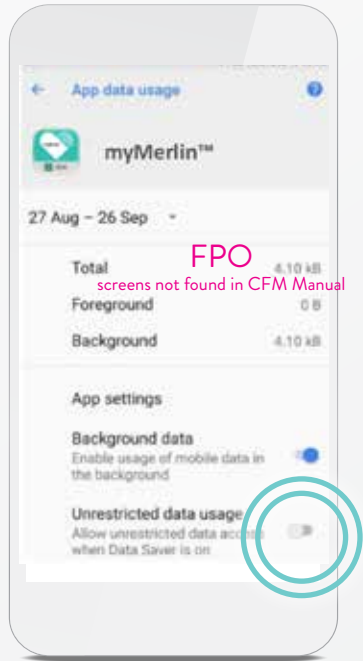


STEP 4
Tap **Mobile data usage**.



STEP 5
Tap the **myMerlin™** app. If you don't see the app, swipe down on your screen until you do.

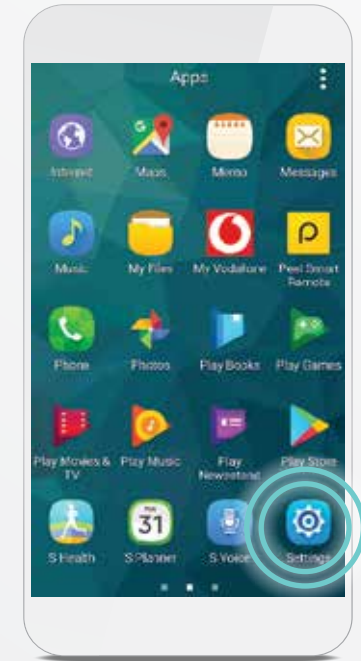
CHECKING YOUR ANDROID[®] SETTINGS BACKGROUND DATA USAGE (CONT.)





STEP 6

Background data should be **ON/blue**. If not, tap the slider to turn it **ON**. Tap the slider next to **Unrestricted data usage** to turn it **ON/blue**.

CHECKING YOUR ANDROID[®] SETTINGS

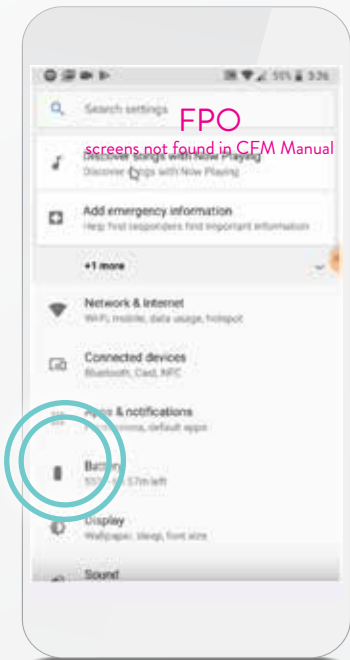


STEP 1

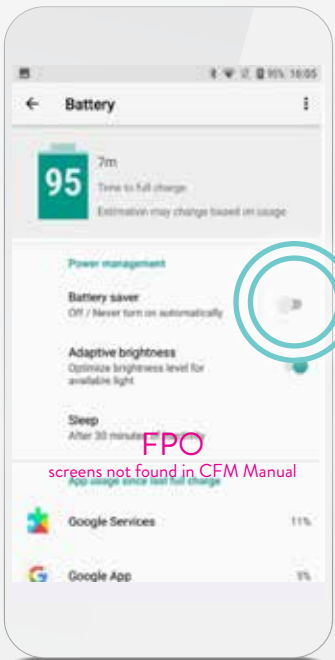
From your Home screen, tap the **Settings**  app. If you don't see Settings, tap **Apps**  and swipe to right or left until you see it.

CHECKING YOUR ANDROID[‡] SETTINGS BATTERY SAVER (CONT.)

CHECKING YOUR ANDROID[‡] SETTINGS AUTO-UPDATE APPS



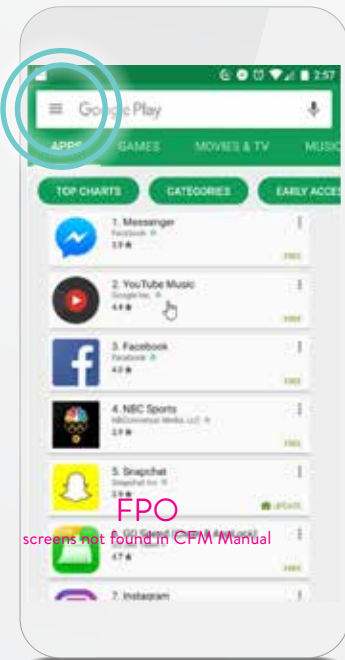
STEP 2
Tap **Battery**.



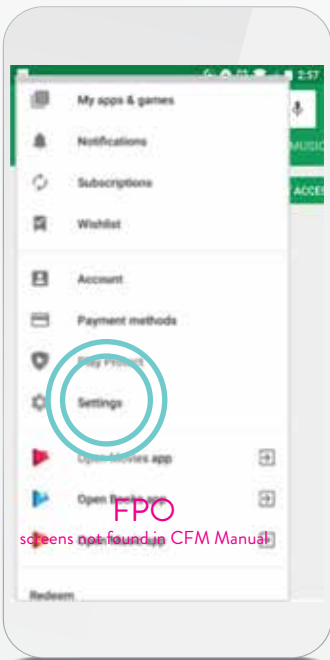
STEP 3
Battery saver should be **OFF/white**. If it's not, tap the slider to turn it **OFF/white**.



STEP 1
From your Home screen, tap the **Play Store**[‡].

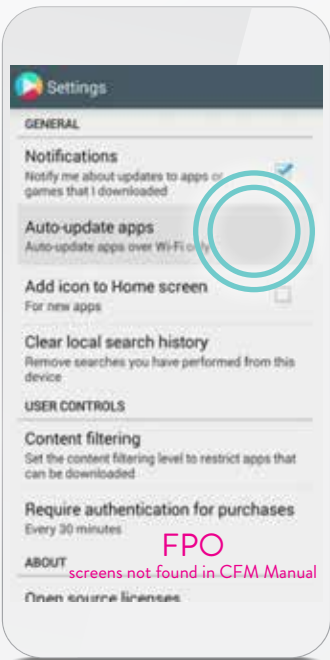


STEP 2
Tap the **menu**  icon.

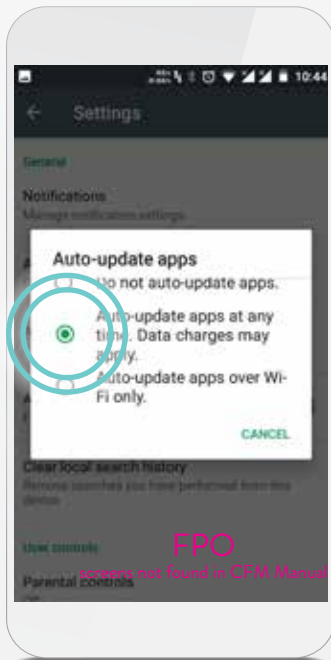


STEP 3
Tap **Settings** .

CHECKING YOUR ANDROID[®] SETTINGS AUTO-UPDATE APPS (CONT.)



STEP 4
Tap **Auto-update apps**.





STEP 5
Tap **Auto-update apps at any time. Data charges may apply**.

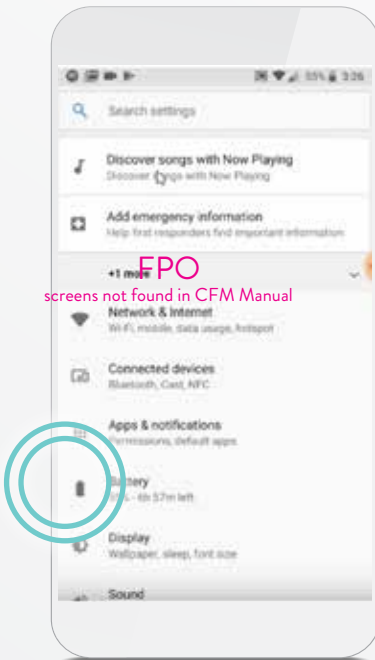
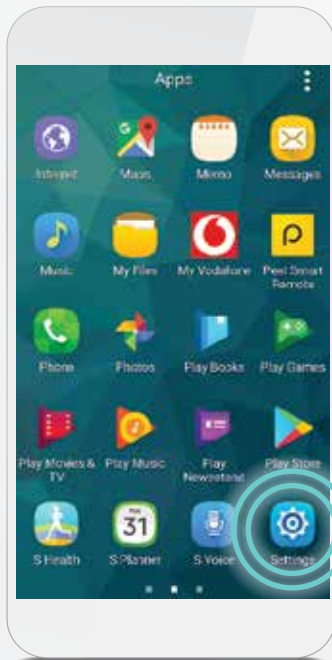
WHAT IS THE PLAY STORE[®]?

The Play Store[®] is a program on your Android[®] used to download other programs, called “apps.”

CHECKING YOUR ANDROID[®] SETTINGS BATTERY OPTIMIZATION

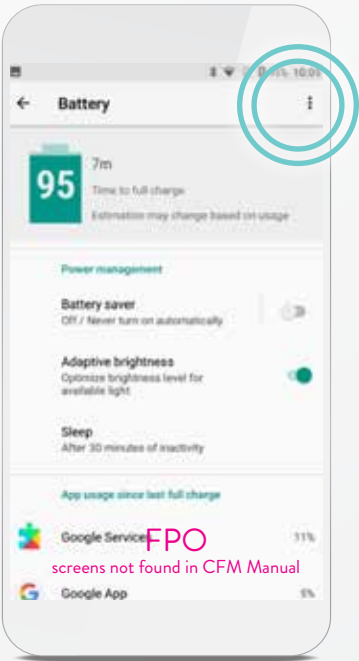


STEP 1
From your Home screen, tap the **Settings**  app. If you don't see Settings, tap **Apps**  and swipe to right or left until you see it.

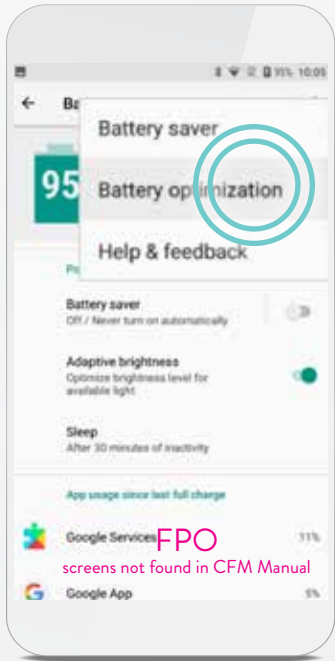


STEP 2
Tap **Battery**.

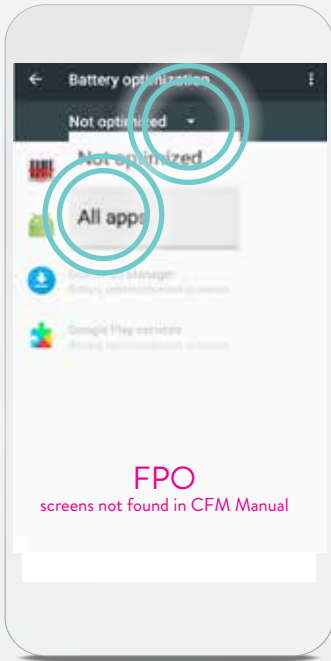
CHECKING YOUR ANDROID[®] SETTINGS BATTERY OPTIMIZATION (CONT.)




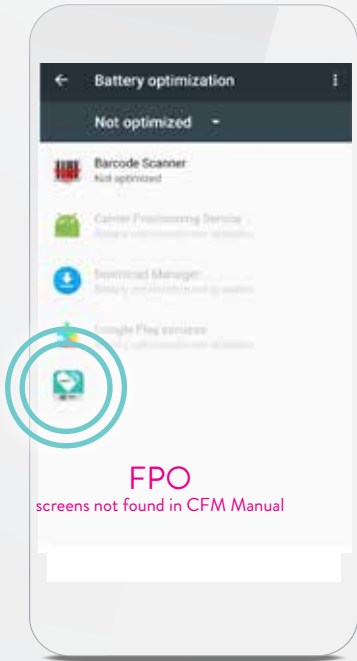
STEP 3
Tap the **menu**  icon.



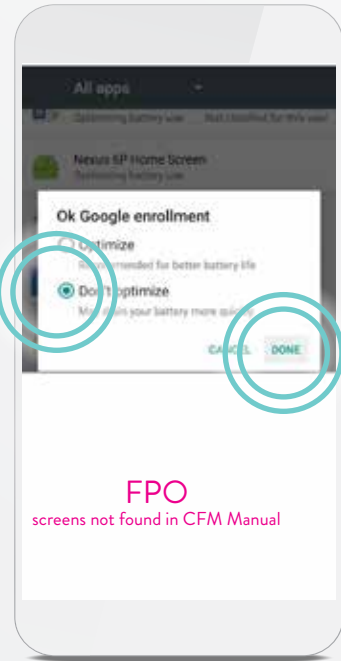
STEP 4
Tap **Battery optimization**.



STEP 5
Tap the **Not optimized** dropdown menu icon  and tap **All apps**.



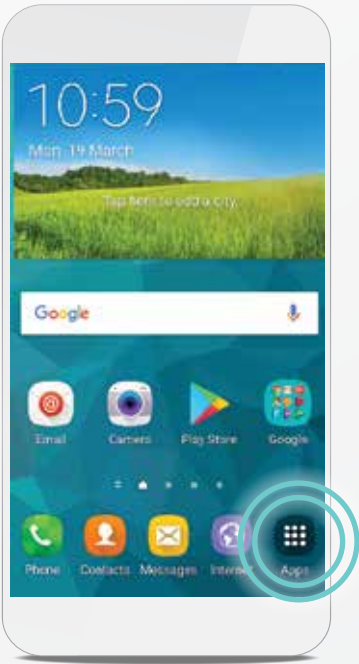
STEP 6
Tap the **myMerlin™** app. If you don't see the app, you may need to swipe down on the screen until you do.





STEP 7
Tap **Don't optimize** and then tap **Done**.

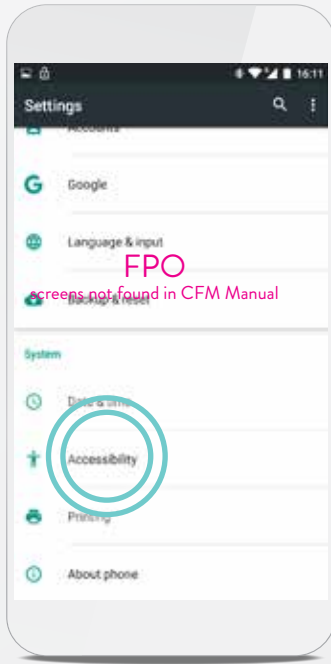
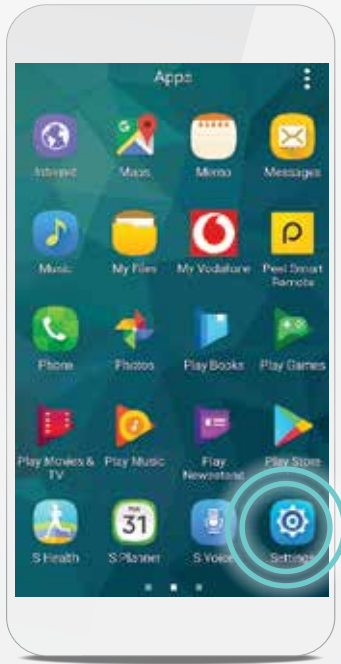
CHECKING YOUR ANDROID[®] SETTINGS

REDUCE TEXT SIZE



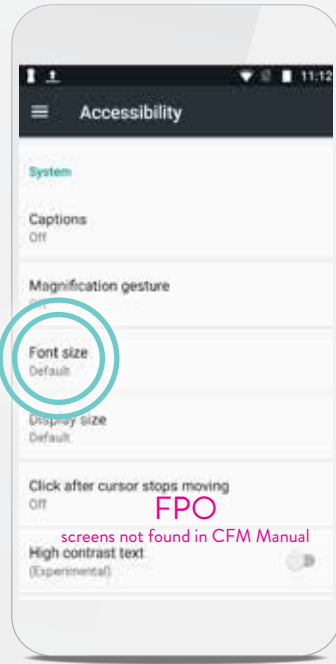
STEP 1

From your Home screen, tap the **Settings**  app. If you don't see Settings, tap **Apps**  and swipe to right or left until you see it.



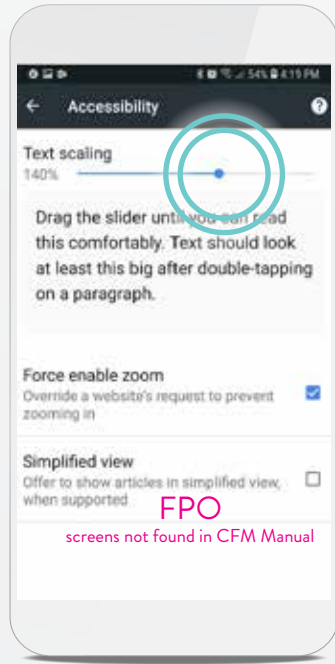
STEP 2

Tap **Accessibility**.



STEP 3

Tap **Font size**.



STEP 4

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.

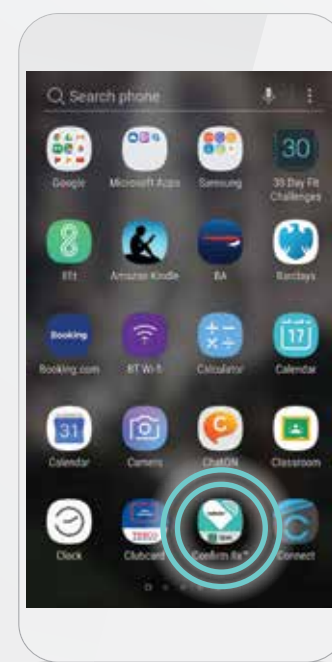
SETUP AND PAIRING MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP FOR ANDROID‡

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.

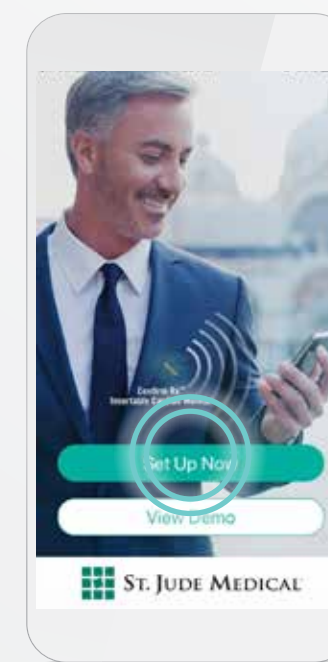
Also, make sure you have allowed location services. See page **xx** for help with this.

If this is not your first time pairing, an activation code is required. See page **xx** for help with this.



STEP 1

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



STEP 2

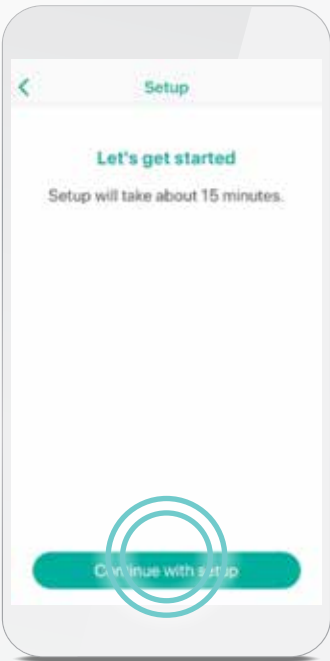
Tap **Set Up Now**.

ARE YOU CONNECTED?

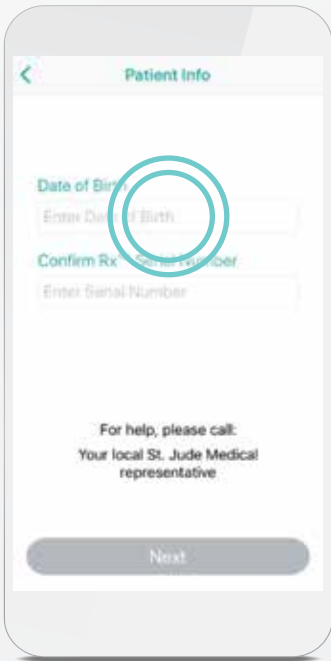
To check your phone's settings and internet connection, see page **xx**.

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.)



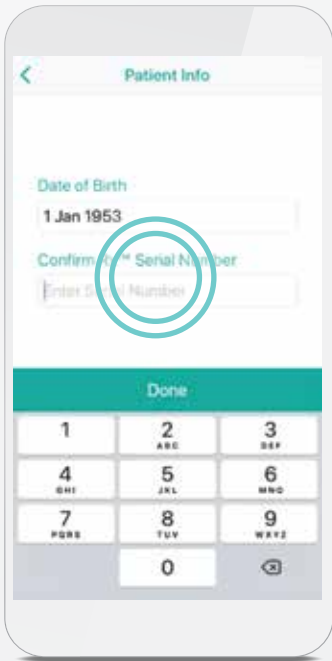
STEP 3
Tap **Continue with setup.**



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.**

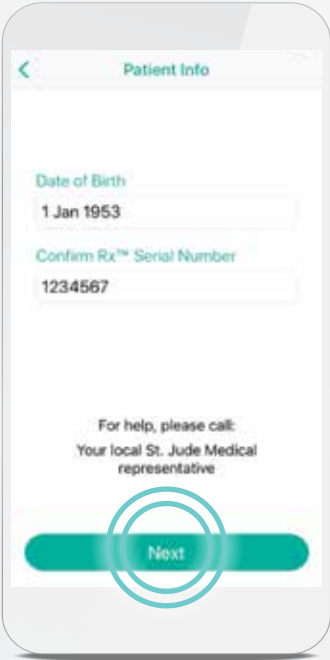
GOOD TO KNOW...

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

Tip: To test the strength of your internet connection, you can try visiting a website on your phone's Google Chrome app.

- 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 app

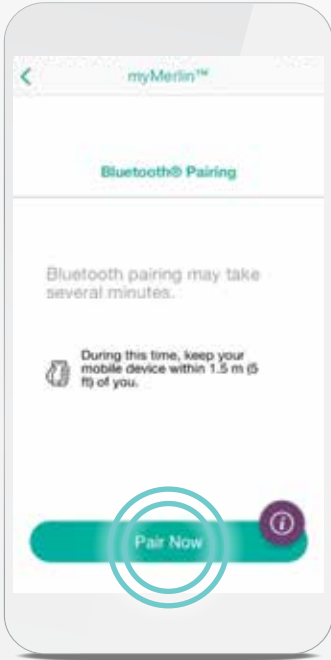
PAIRING YOUR HEART MONITOR TO THE MYMERLIN™ APP (CONT.)



STEP 7

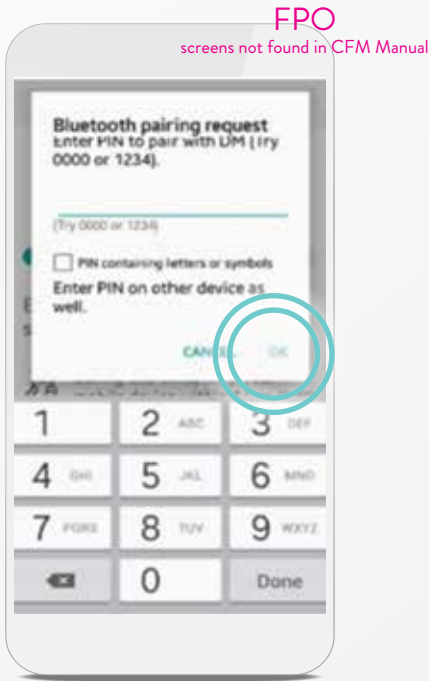
Tap **Next**.

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



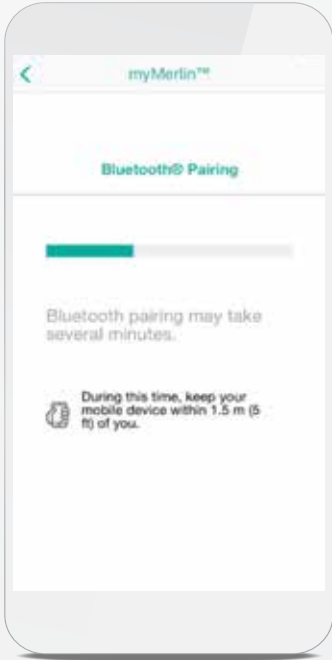
STEP 8

Tap **Pair Now**.



STEP 9

Depending on your Android+ version, a **Bluetooth® Pairing Request** message may pop up. Using your phone's keypad, enter **0000** or **1234**. Tap **OK**.



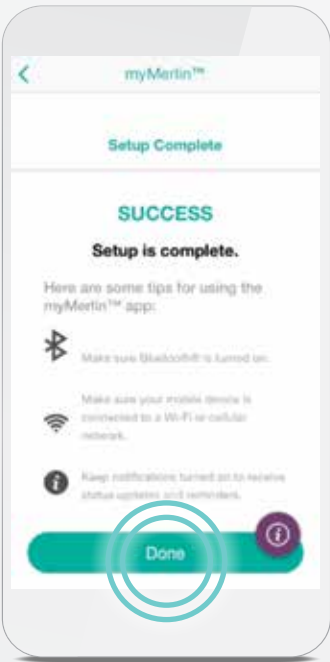
STEP 10

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

GOOD TO KNOW...

An activation code is needed in order to keep your data secure.

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



STEP 11

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

GOOD TO KNOW...

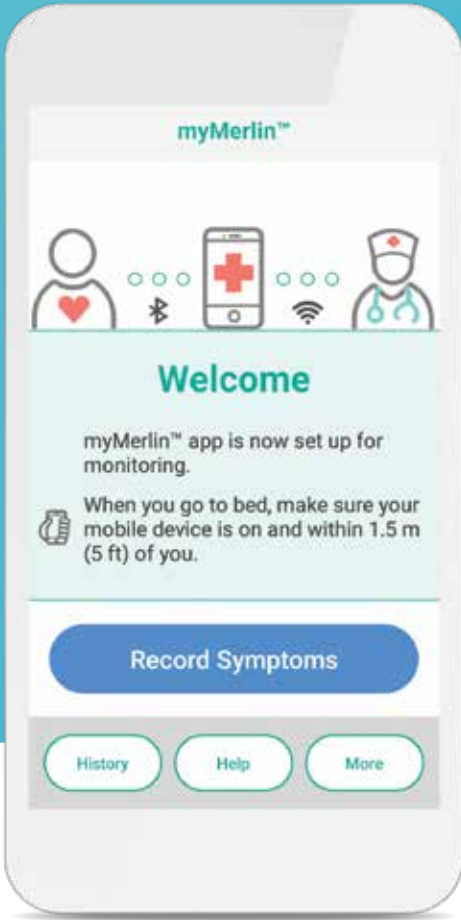
DM is how Confirm Rx™ ICM, your heart monitor, will appear in your Bluetooth® menu. You will see this name whenever you access your phone's list of paired devices in your Bluetooth® settings.

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

CONGRATULATIONS!

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

Now let's make sure you stay connected!



STAYING CONNECTED

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

- ✓ **KEEP MYMERLIN™ OPEN.** Do not quit the app and reopen it if your phone loses power or restarts.
- ✓ **CONNECT TO THE INTERNET.** When possible, connect your smartphone 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.
- ✓ **REMOVE BLUETOOTH® DEVICES.** 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 page **XX**.

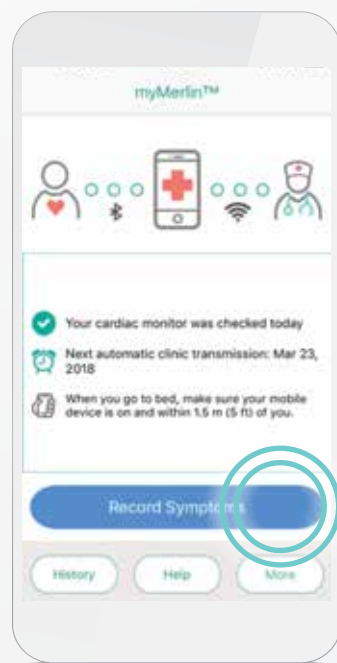
RECORDING YOUR SYMPTOMS WITH MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP



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

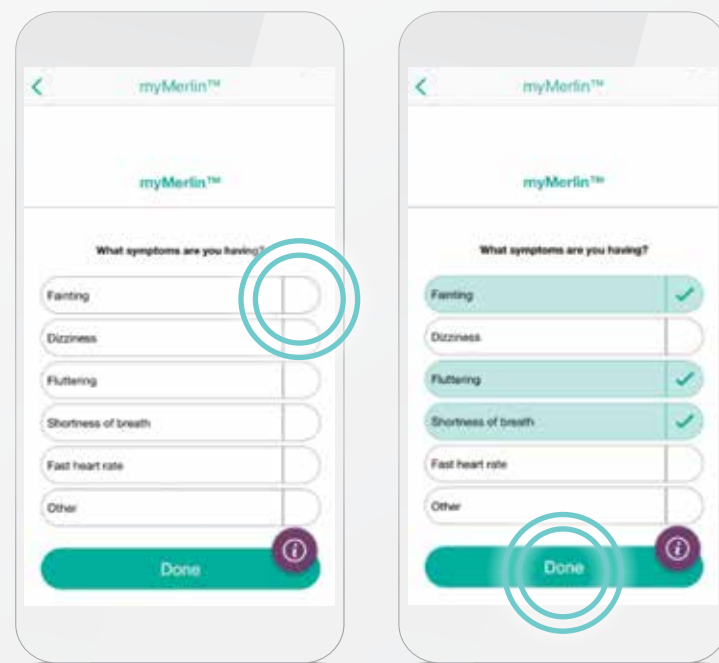
RECORDING YOUR SYMPTOMS

myMerlin™ 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:



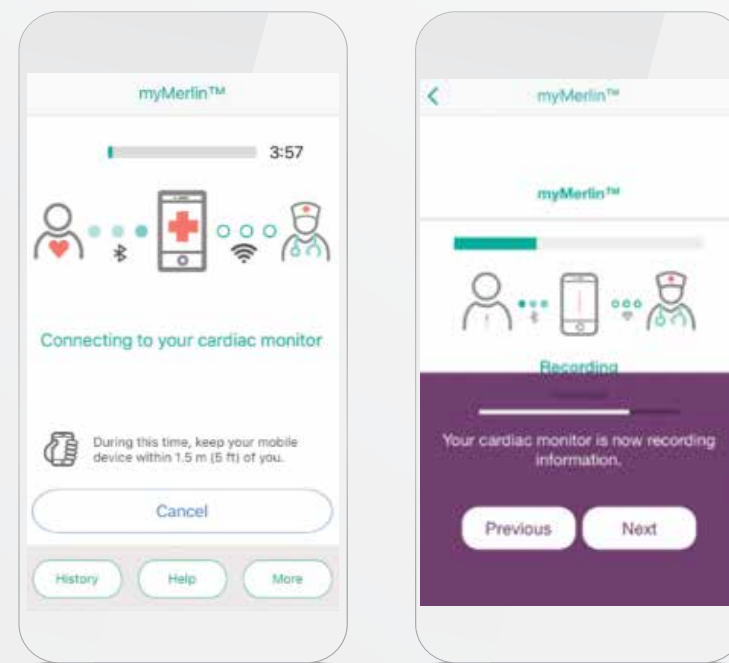
STEP 1

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



STEP 2

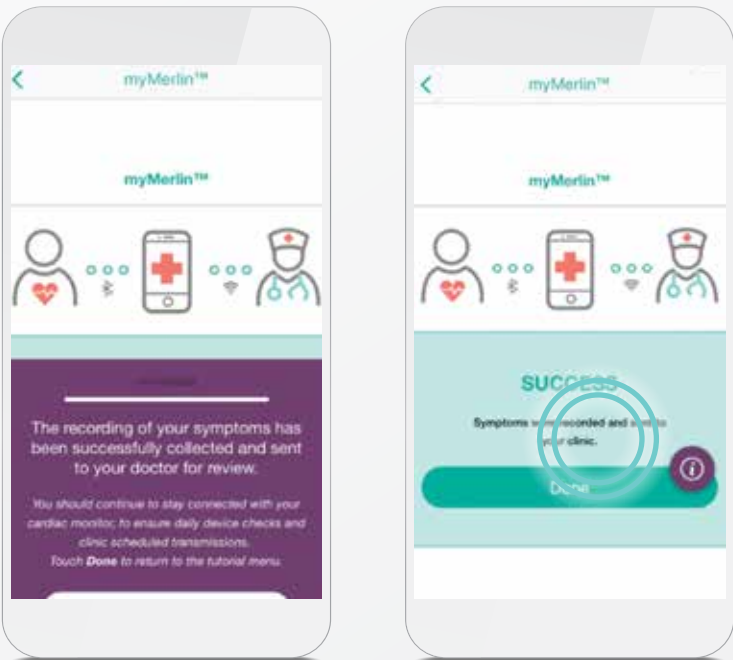
Tap next to each symptom that you are experiencing. You may need to tap and swipe down to see additional symptoms. Each symptom you select will turn green. Once you have selected all of the symptoms you're feeling, tap **Done**.



STEP 3

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

RECORDING YOUR SYMPTOMS (CONT.)



STEP 4
A **Success** message displays after your phone has sent the information.
Tap **Done** to return to your Home screen.

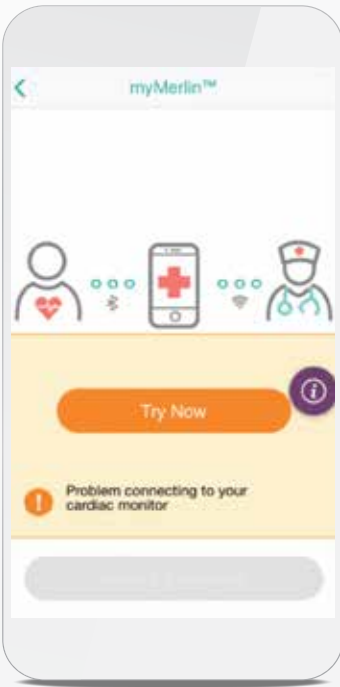


MYMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP **TROUBLESHOOTING AND GENERAL SUPPORT**



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

ERROR MESSAGES



This message means there was an issue connecting to your heart monitor.

POSSIBLE CAUSES:

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

HOW TO FIX IT:

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



This message means there was an issue sending information from your phone to your doctor.

POSSIBLE CAUSE:

- Weak internet connection.

HOW TO FIX IT:

- Check your internet connection and then tap **Send Data Now** to try again. See page **XX** for help with this.
- After your phone 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. 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.
- ✓ **TURN NOTIFICATIONS ON**
Allow notifications from the myMerlin™ for Confirm Rx™ ICM mobile app and turn ON app background refresh/background data usage.

ANDROID‡ TROUBLESHOOTING STEPS

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

- 1 **Check your Bluetooth®, internet connection and location services.** Page **XX**
- 2 **Make sure the app is open.** Page **XX**
If you're still having issues, continue to step 3.
- 3 **Remove your heart monitor from the list of Bluetooth® devices on your phone.** Page **XX**
- 4 **Restart your phone.** Page **XX**
- 5 **Follow the initial pairing steps.** Pages **XX-XX**

CHECK YOUR **BLUETOOTH®** AND **INTERNET AND LOCATION SERVICES**



These symbols indicate a Wi-Fi⁺ or cellular connection.



STEP 1

If you're connected to Wi-Fi⁺ or cellular data, you will see one of these symbols on the top left corner of your screen. If you have a signal but don't see any of these symbols, see Step 2.



STEP 2

This symbol indicates your Bluetooth[®] is ON. If you don't see this symbol, go to step 3. Location services must be ON for Bluetooth[®] to work on your phone. See pages **XX** to verify location services are on.



STEP 3

Open the **notification panel** on your phone by swiping down from the top of the screen.

The highlighted symbols should be blue and green. If they aren't, tap them once.



WHAT IS THE NOTIFICATION PANEL?

It is a feature on your Android⁺ that gives you access to many of the settings and alerts on your Android⁺ phone.

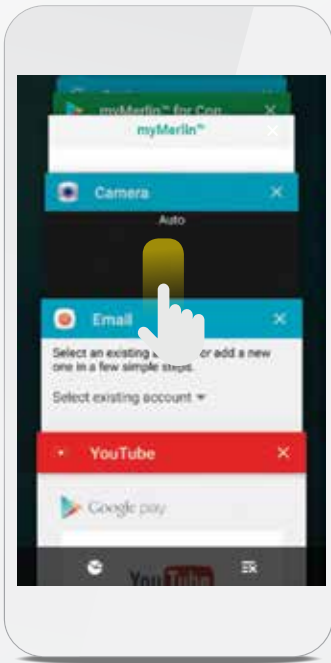
MAKE SURE **THE MYMERLIN™ APP IS OPEN**

STEP 1

From your Home screen, tap the recent apps button on your phone.

This button is next to your Home button and depends on which Android+ version you have.

Your Home button will look like one of these buttons:



STEP 2

Swipe up or down through the recent apps until you see the myMerlin™ app. If you have a newer Android+ version, you may have to swipe left or right to find the app.



STEP 3

Once you are sure that the myMerlin™ app is open, press on the Home button again to return to the Home screen. If the myMerlin™ app isn't running, reopen it.

Never close the app from this menu.

WHAT IS THE HOME BUTTON?

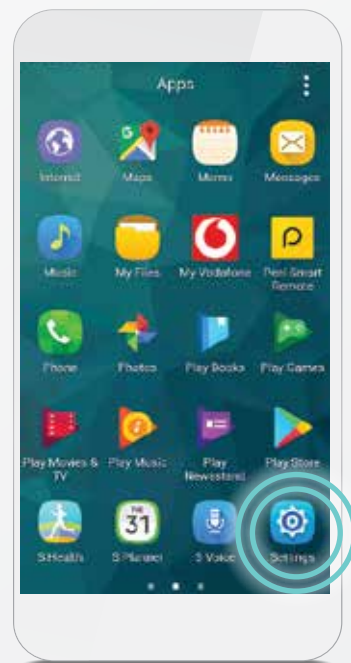
It's an icon located on the bottom of your phone's screen used to perform several functions on your phone.

REMOVE YOUR HEART MONITOR FROM YOUR PHONE'S BLUETOOTH® DEVICES



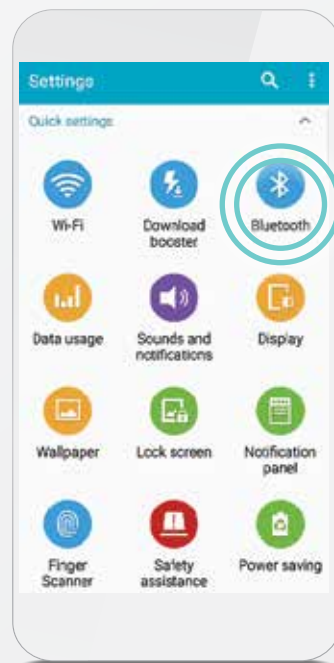
STEP 1

Tap the **Apps** icon.



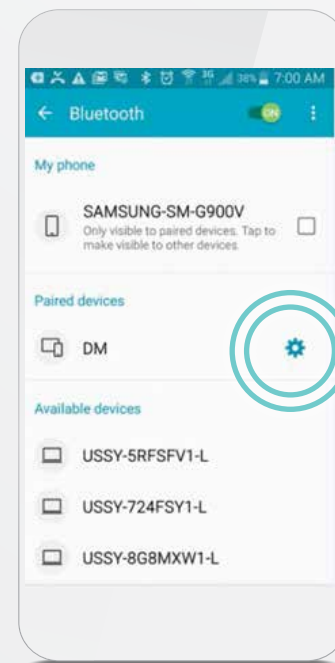
STEP 2

Tap the **Settings** app.



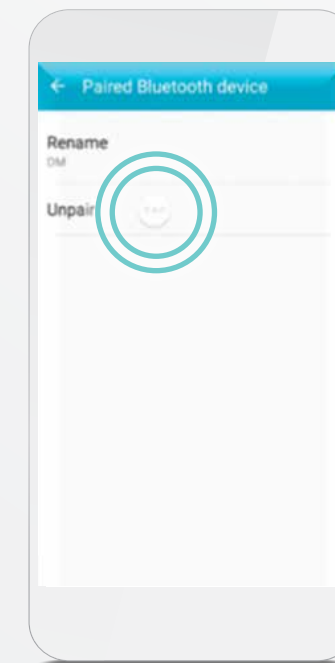
STEP 3

Tap the **Bluetooth** icon.



STEP 4

Tap the gear icon next to **DM**.



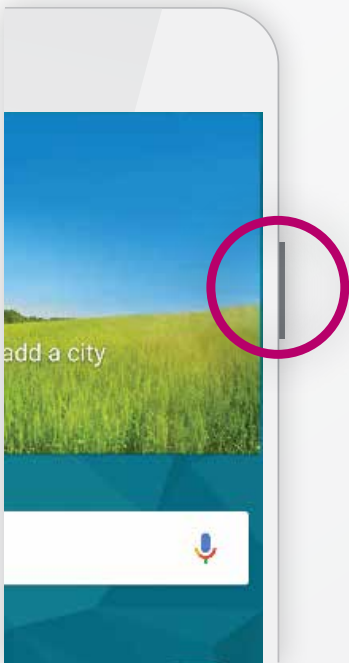
STEP 5

Tap **Unpair**.

WHAT IS A DM?

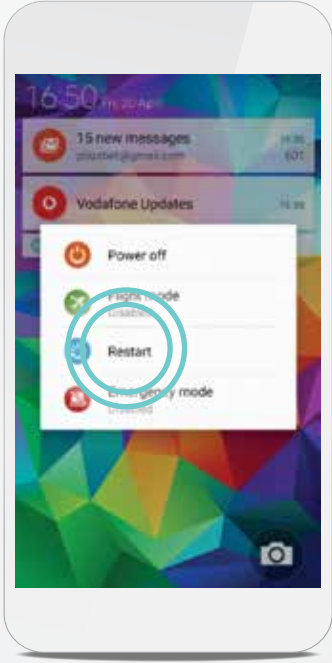
DM is how Confirm Rx™ ICM, your heart monitor, will appear in your Bluetooth® menu. See page **XX** for more information.

RESTART YOUR PHONE



STEP 1

Press and hold the power button on the side of your Android[®] until you see a popup menu display. If you don't see a power button on the side of your phone, don't worry. It may be on the back. Check your phone's user manual for the power button location.



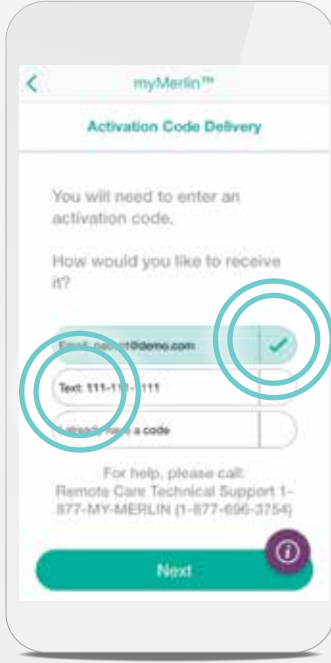
STEP 2

Tap **Restart** .

After your phone has finished powering ON, you will need to re-pair your heart monitor and set up the myMerlin™ app again. For help with this, see page **XX**.

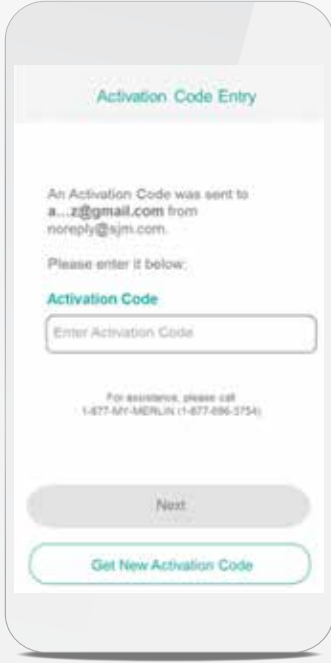
Because this is your second time pairing the myMerlin™ app, you will need an activation code. See page **XX** for help with this.

RECEIVING THE ACTIVATION CODE



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 lock you out of the myMerlin™ app.

If you're locked out, or if you did not receive an activation code, contact Abbott Remote Care Technical Support.

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

MTX1000 USER GUIDE

FOR SAMSUNG J3

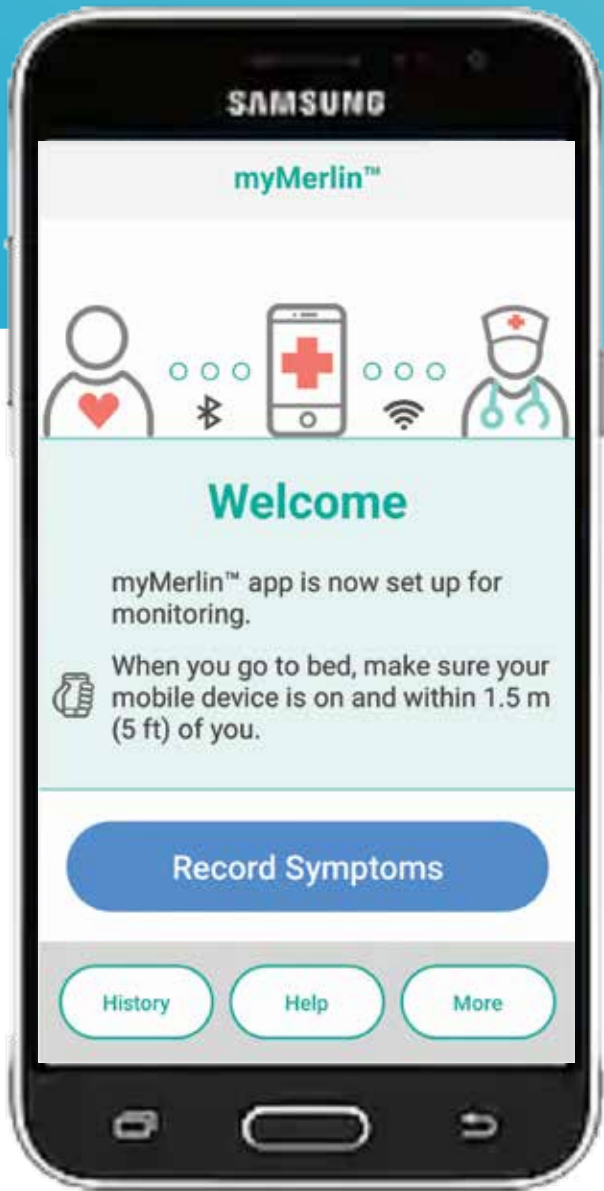


For simplicity, this guide will use myMerlin™ app instead of myMerlin™ for Confirm Rx™ ICM mobile app.

THE MTX1000

If you don't have a smartphone before receiving your heart monitor, you will have received the MTX1000, a Samsung J3 smartphone that comes with the myMerlin™ app already loaded for your convenience.

Once you connect your MTX1000 to the internet, the myMerlin™ app will automatically update and allow your clinic to receive information from your heart monitor.

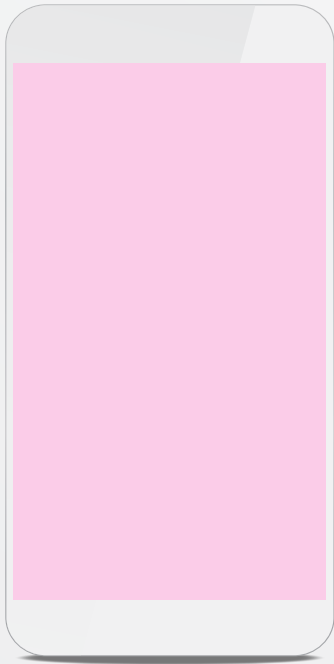


FPO

Need a high res phone image.

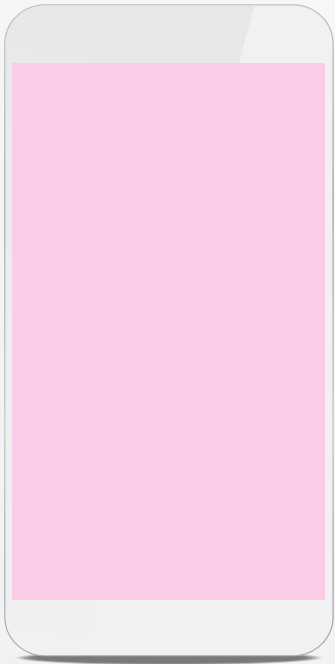
SETTING UP THE MTX1000

Before you start setting up your MTX1000, make sure you're in a place with good Wi-Fi+ or in an area with a strong cellular signal. Use Wi-Fi+ whenever possible. If the Wi-Fi+ signal is weak or unavailable, use a strong cellular network to connect.



STEP 1

Completely charge the MTX1000 before attempting to set it up. This may take several minutes.

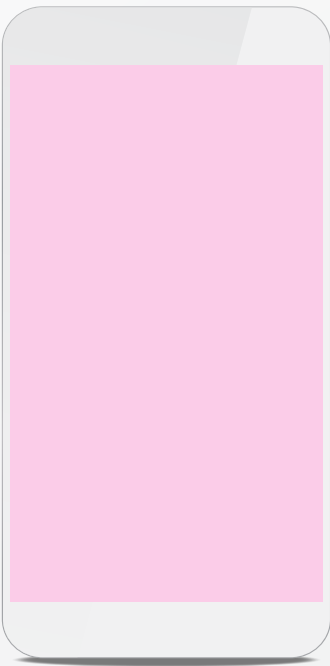




STEP 2

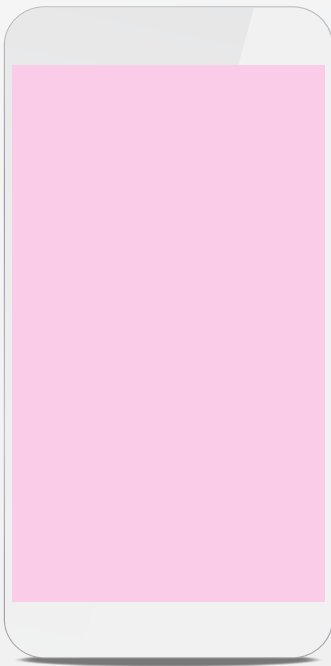
Prior to receiving your heart monitor, turn the MTX1000 **ON** and connect it to the internet so that your device can complete any necessary updates. See page **XX** for help on connecting to the internet.

SETTING UP MTX1000

CONNECT THE BLUETOOTH®



STEP 1
From your Home screen, tap the **Settings**  app. If you don't see Settings, tap **Apps**  and swipe to right or left until you see it.



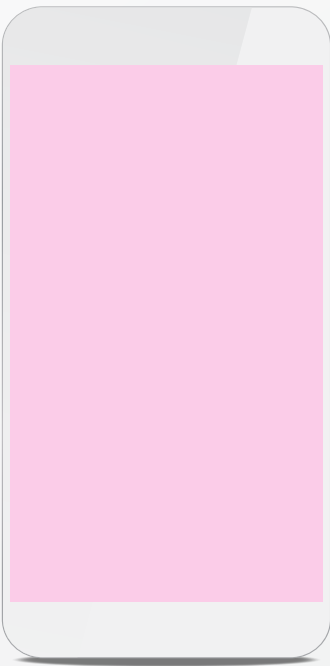
STEP 2
Tap **Bluetooth®**.





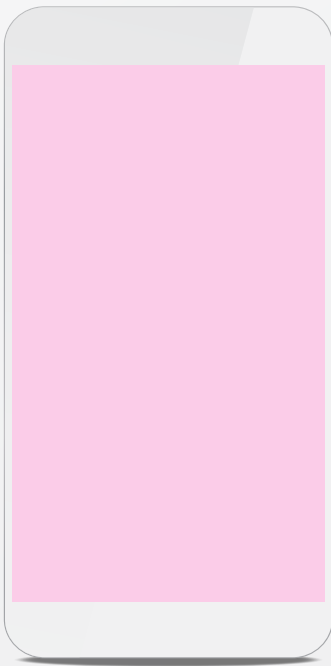
STEP 3
The slider at the top of your screen should be switched **ON/green**.

SETTING UP MTX1000

CONNECT TO THE INTERNET USING WI-FI‡



STEP 1
From your Home screen, tap the **Settings**  app. If you don't see Settings, tap **Apps**  and swipe to right or left until you see it.



STEP 2
Tap **Network & Internet** and tap **Wi-Fi**.

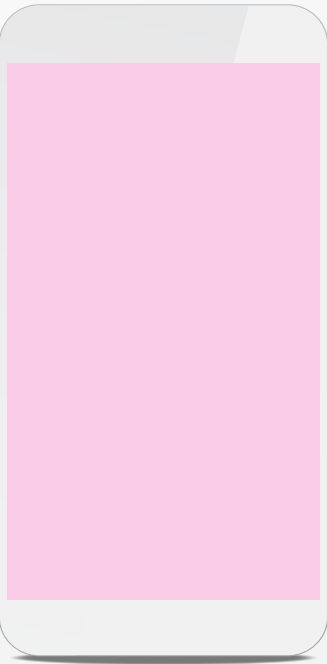


STEP 3
The slider at the top of your screen should be switched **ON/blue**.

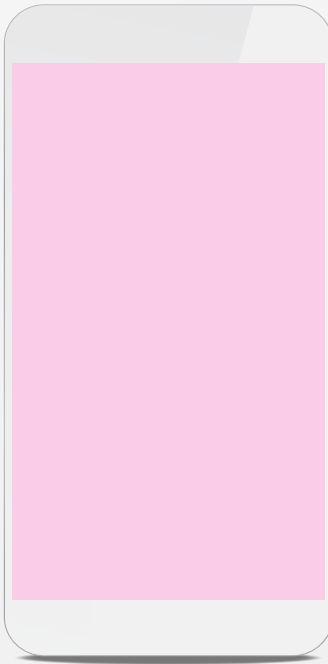
SETTING UP MTX1000

UPDATING THE MTX1000

Updates should occur automatically and work best on a Wi-Fi+ connection. If updates do not occur, the myMerlin™ app may be unable to connect and download the Terms and Conditions, and setup won't finish.



STEP 1
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.



STEP 2
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

GOOD TO KNOW...
Don't worry if you see a triangle/warning symbol in the top left corner of the MTX1000 screen. You can ignore this.

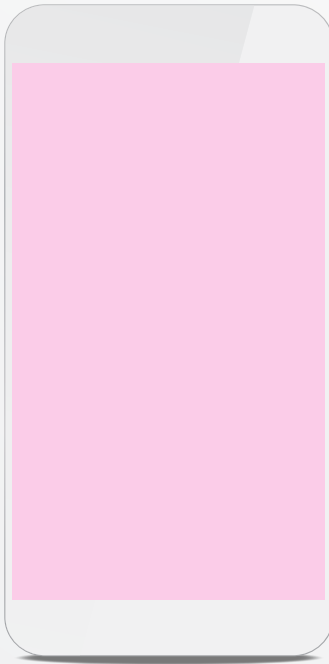
SETTING UP MTX1000

PAIRING YOUR HEART MONITOR TO THE MYMERLIN™ APP

Follow these steps to pair the MTX1000 to the patient's heart monitor:



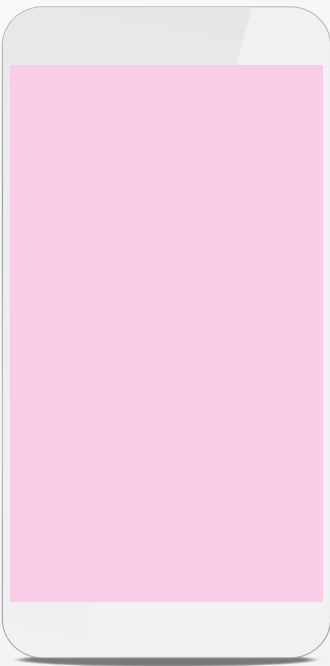
STEP 1
Tap the **myMerlin™ mobile app** to open it and read and accept the terms & conditions.



STEP 2
Tap **Set Up Now** and **Continue with setup**.

SETTING UP MTX1000

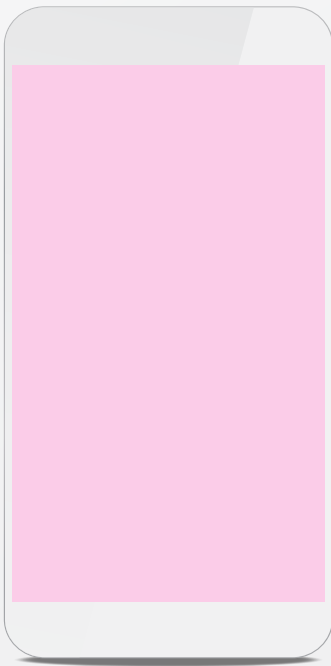
PAIRING YOUR HEART MONITOR TO THE MYMERLIN™ APP (CONT.)



STEP 3

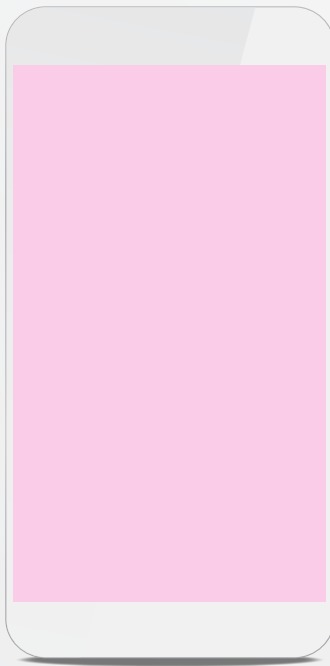
Enter the date of birth and the serial number of the heart monitor. Once complete, tap Next.

If this is not a first-time setup, an activation code is required. See page XX for help with this.



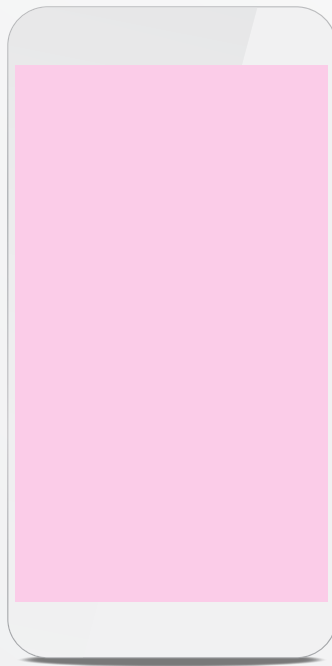
STEP 4

Tap **Pair Now**.



STEP 5

Keep your MTX1000 within 5 feet, or 1.5 meters, of the implanted device throughout pairing.



STEP 6

Setup is complete. Tap **Done**.

COMMON QUESTIONS

IF YOU'RE HAVING TROUBLE WITH THE MYMERLIN™ APP

Contact Abbott Remote Care Technical Support:

United States Support
Hours of support: Monday–Friday 8 A.M.–3 P.M. (ET)
Phone: +1.877.696.3754
Email: myMerlin@abbott.com

International Support
Contact your clinic directly with any questions, or email
Email: Remote.Monitoring@abbott.com

Before calling, please have the following information:

- ✓ **CONFIRM RX™ ICM SERIAL NUMBER FROM PATIENT ID CARD**
- ✓ **NAME OF CLINIC THAT MONITORS YOU**
- ✓ **SMARTPHONE MAKE AND MODEL**

ABOUT THE MYMERLIN™ APP

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

PAIRING THE MYMERLIN™ APP WITH YOUR HEART MONITOR

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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 **XX** for help with this.

How do I turn Bluetooth® ON?

This can be done in your smartphone settings. For help with this, see page **XX** 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 **XX**.

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 **XX**.

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. The app should be continuously open in the background.

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, see page **XX** or 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.

FAQ: 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.

FAQ: 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. See page **XX** for additional help.

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.

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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.

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