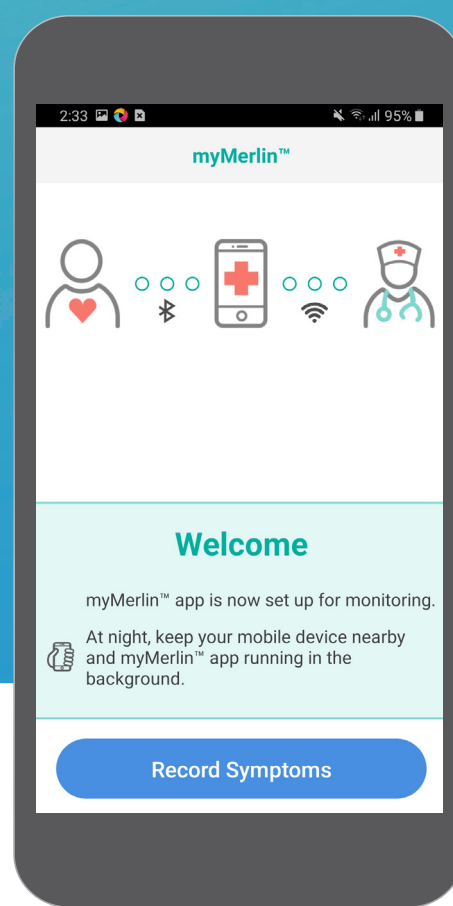




**MOBILE  
TRANSMITTER**

# myMerlin™ for Confirm Rx™ ICM Mobile App



**SUPPORT GUIDE**

# HOW TO **USE THIS GUIDE**

To help you understand how to use your Mobile Transmitter and the myMerlin™ app for Confirm Rx™ ICM, this guide uses pictures of screens and symbols:



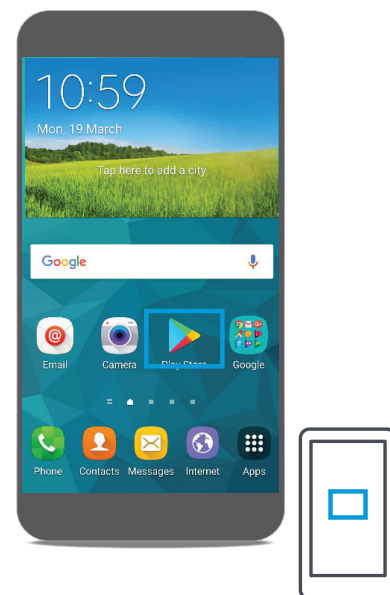
## **DOUBLE CIRCLE**

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



## **ARROW**

A purple 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.

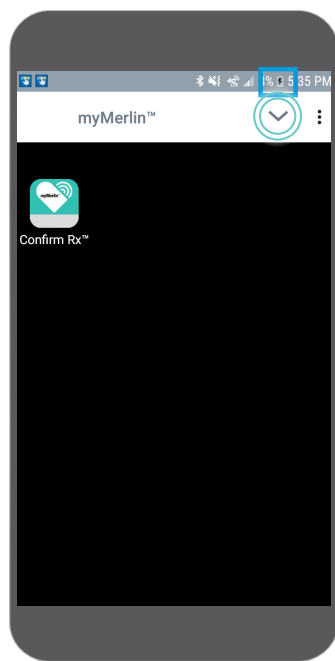


## **SINGLE RECTANGLE**

A single, blue rectangle in the picture highlights an important word or graphic.

# SETUP

If you didn't have a smartphone before receiving your heart monitor, you will have received an Abbott Mobile Transmitter with the myMerlin™ app for Confirm Rx™ ICM already loaded for your convenience.

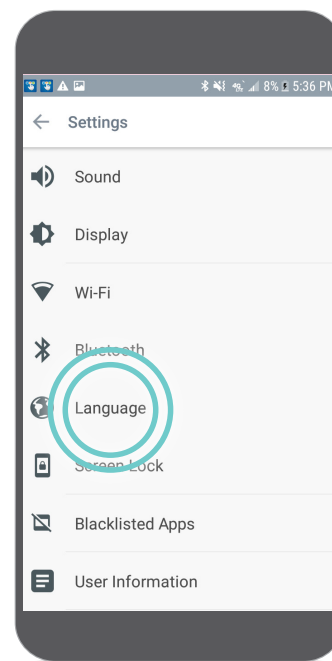
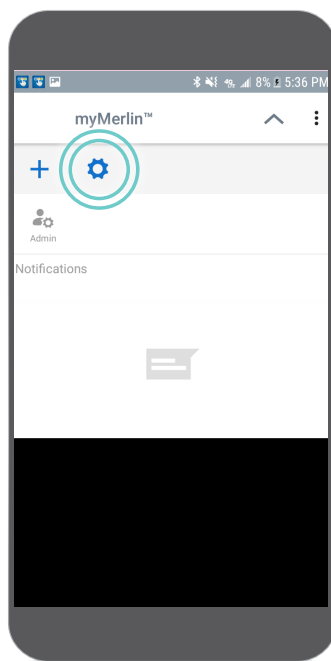


## STEP 1

Plug in the Mobile Transmitter to completely charge it. The Mobile Transmitter is charging when you see ⚡ at the top right of your screen.

## STEP 2

From your Home screen, tap the drop down menu and select the Settings icon ⚙️.



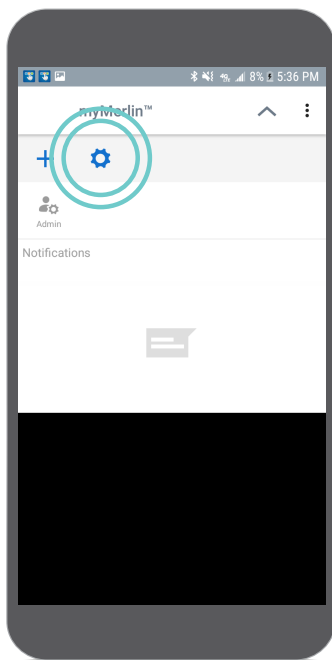
## STEP 3

Tap **Language** and select your language of choice.

## GOOD TO KNOW...

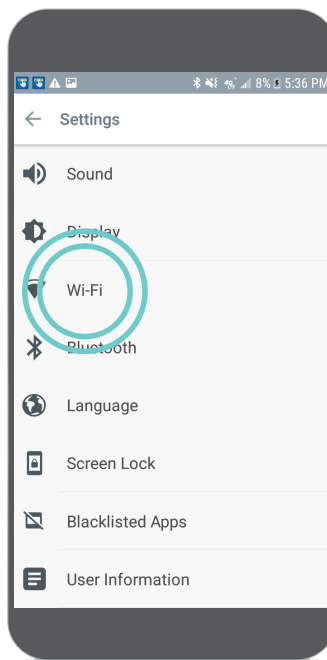
It is a good idea to plug in your Mobile Transmitter next to your bed, every night while you sleep. Make sure it is charging by checking the battery status icon at the top of your screen. At night while you sleep, your app will usually conduct Daily Checks of your heart monitor.

# CONNECT TO THE INTERNET USING WI-FI<sup>‡</sup>



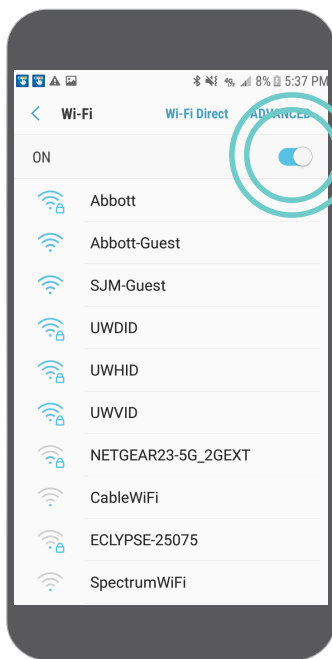
## STEP 1

From your home screen, tap the myMerlin™ drop down menu at the top and select **Settings** ⚙️.



## STEP 2

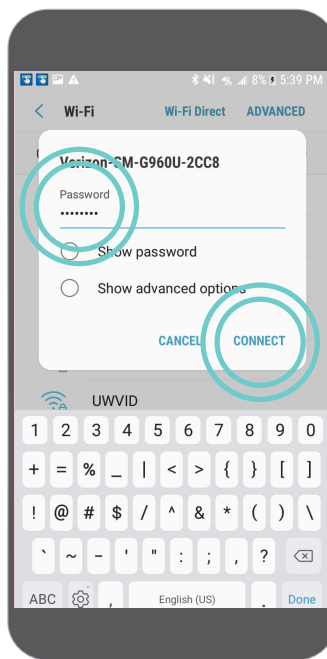
Tap **Wi-Fi**<sup>‡</sup>.



## STEP 3

The slider at the top of your screen should be switched **ON**.

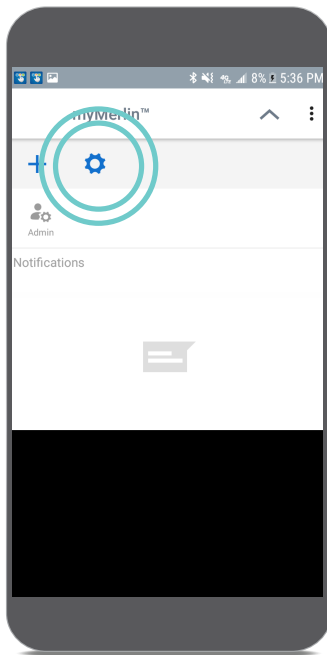
Select a Wi-Fi<sup>‡</sup> network, from the list provided, for your Mobile Transmitter. For many this will be their home Wi-Fi<sup>‡</sup> network.



## STEP 4

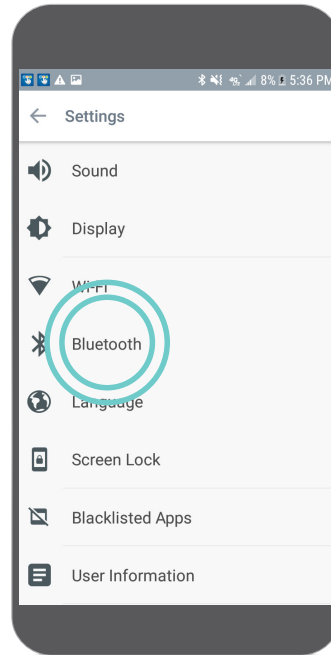
A secure network requires a password. Tap the screen to enter a password. Passwords are case-sensitive. Once you have entered the password, tap **Connect**.

# CONNECT THE BLUETOOTH® TECHNOLOGY



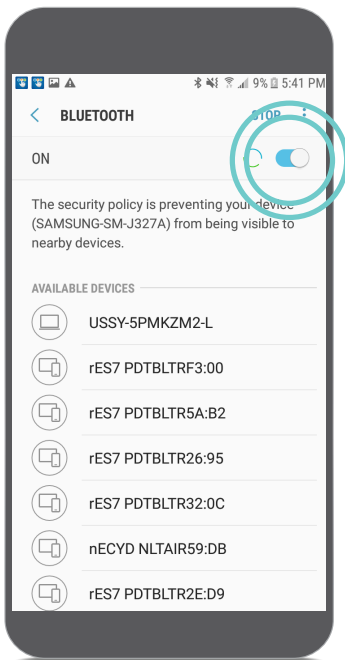
## STEP 1

From your Home screen, tap the myMerlin™ drop down menu and select **Settings** ⚙️.



## STEP 2

Tap **Bluetooth**.



## STEP 3

The slider at the top of your screen should be switched **ON**.

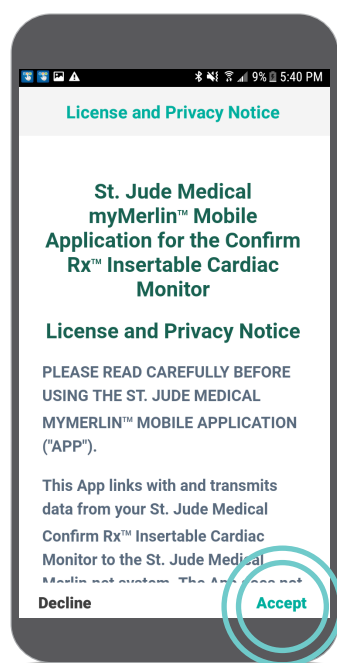
## GOOD TO KNOW...

Ensure Bluetooth® technology remains ON for the Mobile Transmitter to be connected to your heart monitor.

# PAIRING THE APP

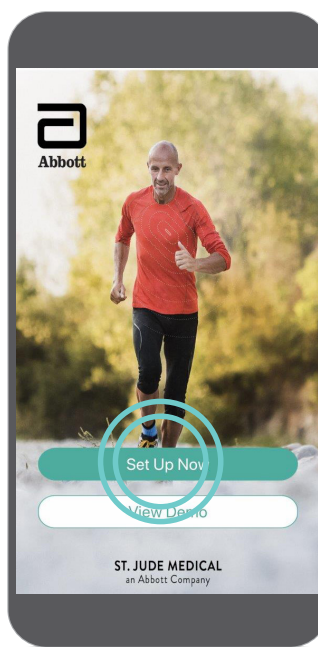
## PAIRING YOUR HEART MONITOR TO THE myMERLIN™ APP

Pairing your heart monitor with the myMerlin™ app takes about 10–15 minutes and is only needed when first setting up your Mobile Transmitter. Before you attempt to pair, make sure you have a strong internet connection. Use Wi-Fi+ whenever possible. If the Wi-Fi+ signal is weak or unavailable, use a strong cellular data network to connect. Your Bluetooth® setting should be ON and be sure to keep the app open during the pairing process.



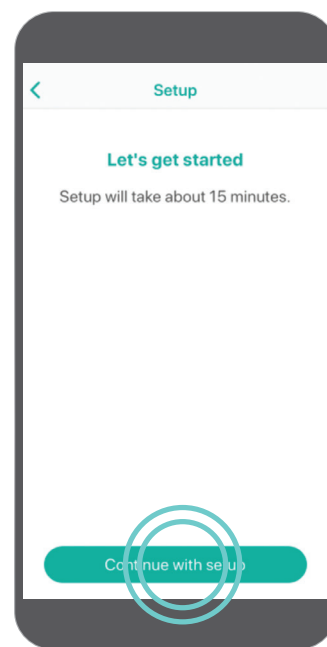
### STEP 1

Tap the **Confirm Rx™** app to open it. The Terms and Conditions for the app will open. Tap **Accept** to continue with pairing,



### STEP 2

Tap **Set Up Now**.



### STEP 3

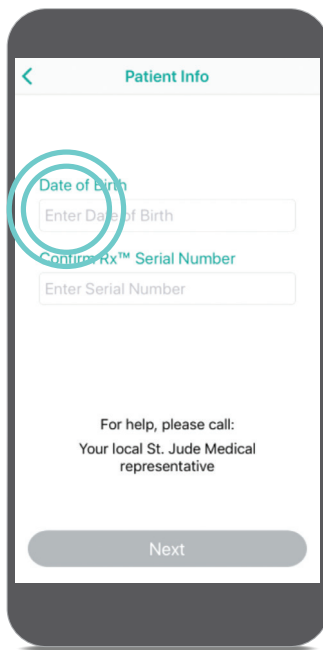
Tap **Continue with setup**.

## GOOD TO KNOW...

If you are on Wi-Fi+ and 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.

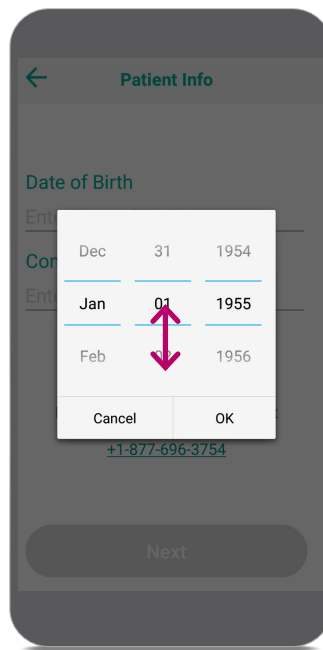
### While pairing:

- Make sure your phone remains nearby (within 1.5 meters or 5 feet)
- Turn OFF other Bluetooth devices that are paired with your phone
- Do not close the myMerlin app



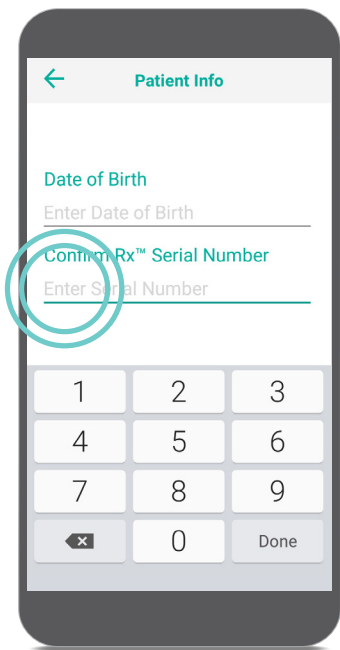
### STEP 4

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



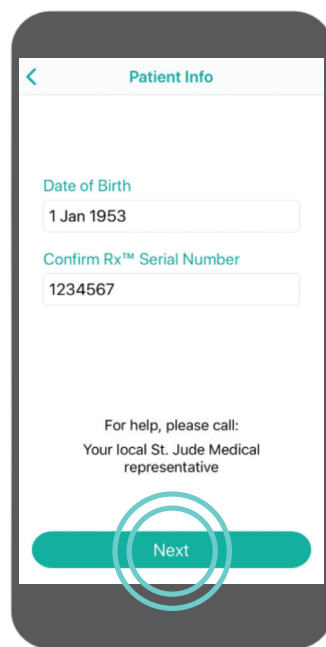
### STEP 5

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

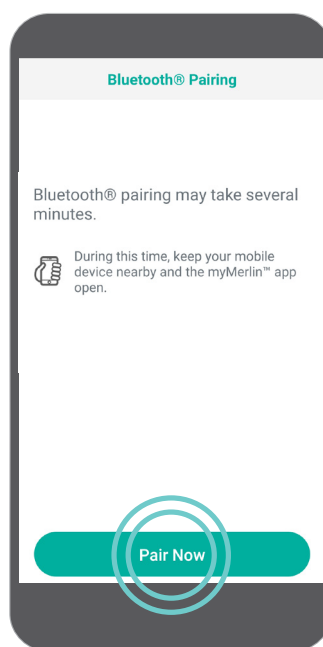
Tap the **Enter Serial Number** area and type the serial number of your heart monitor. The serial number can be found on your patient identification (ID) card. Tap **Done**.



### STEP 7

Tap **Next**.

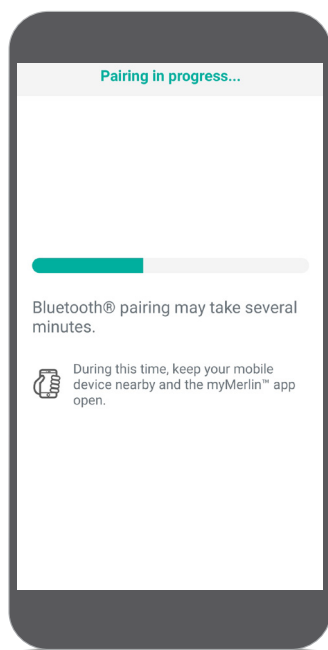
If you've already paired the app once before, you will be required to enter an activation code. See page 13 for help.



### STEP 8

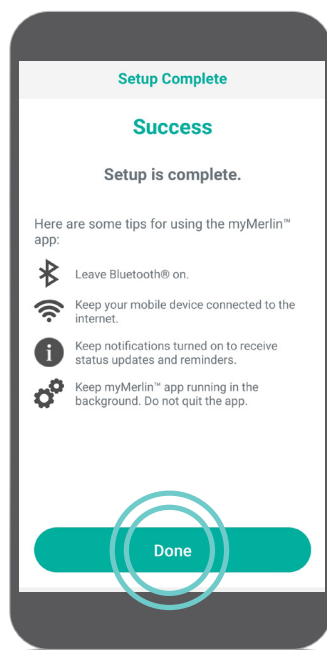
Tap **Pair Now**.

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



## STEP 9

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



## STEP 10

Once pairing is finished, you will see a Success message. Tap **Done**.

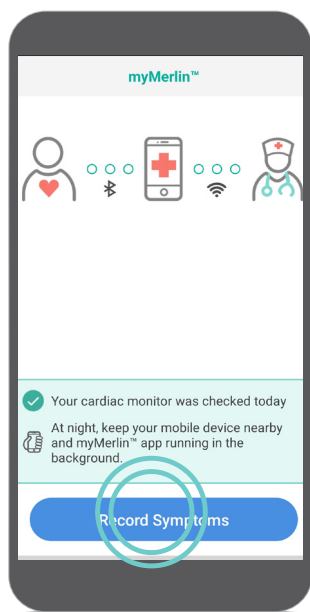
## GOOD TO KNOW...

DM is how Confirm Rx™ ICM, your heart monitor, will appear in your Bluetooth® menu. You should see this name whenever you access Bluetooth® technology settings.



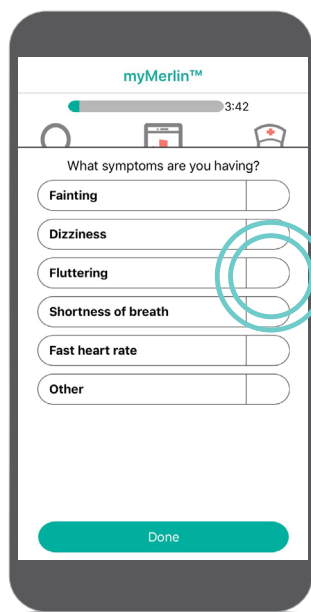
# RECORDING SYMPTOMS

The myMerlin™ app is not intended for emergency use. In case of emergency, call emergency services or contact your doctor. 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 or if your doctor requests a transmission. To do so, follow these steps:



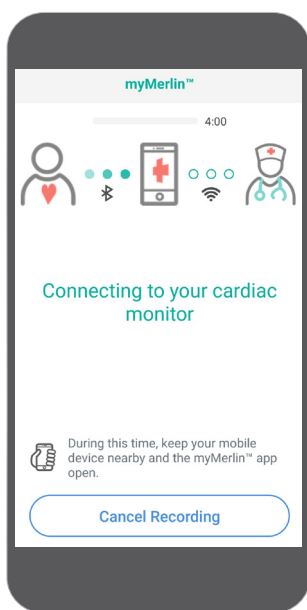
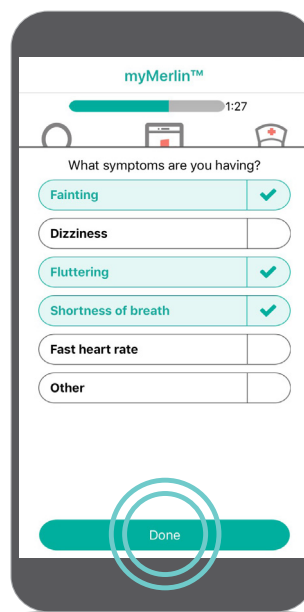
## STEP 1

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



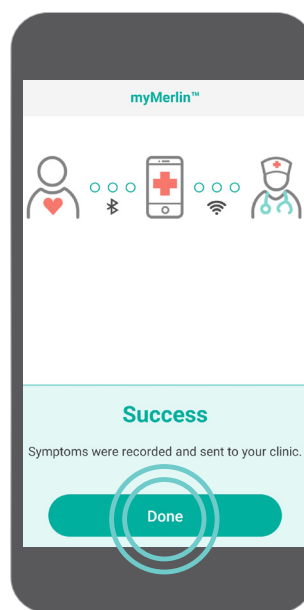
## STEP 2

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 automatically connect with your heart monitor.



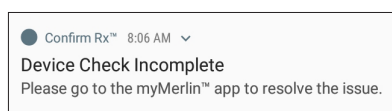
## STEP 4

The symptoms will be sent to your doctor, based on the individual schedule your doctor sets for you. A **Success** message displays after your Mobile Transmitter has sent the information. Tap **Done** to return to the Home screen.

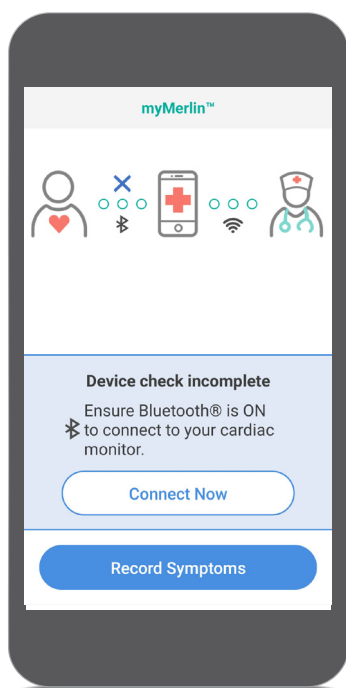
# TROUBLESHOOTING AND GENERAL SUPPORT

## ACTION NEEDED MESSAGES

If action is needed by you, you should receive Notifications on your Mobile Transmitter that prompt you to go to the app. The app will continue to send daily Notifications until the connection is re-established.



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

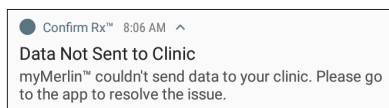


### POSSIBLE CAUSES:

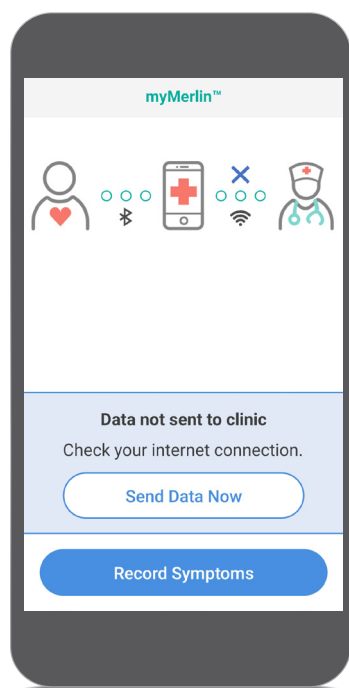
- Your Mobile Transmitter is too far away from your heart monitor.
- Bluetooth® is OFF during a scheduled daily check.

### WHAT TO DO:

- Move your Mobile Transmitter closer to you.
- Make sure Bluetooth is ON and the app is open.
- After doing these steps, re-open the app to see if the app connected to your heart monitor.



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



## POSSIBLE CAUSE:

- Weak or no internet connection.
- The app may be backgrounded and unable to access the internet.


## WHAT TO DO:

- Check your internet connection.
- If you do not have a strong Wi-Fi<sup>+</sup> connection, try moving to another location with a better Wi-Fi signal.
- If you cannot find a strong Wi-Fi connection, try connecting using a strong cellular data network connection.
- Once you've established a strong internet connection, tap **Send Data Now** to try again.

Whenever possible, utilize a Wi-Fi<sup>+</sup> network to send information to your clinic.

After your Mobile Transmitter reconnects to the internet, your information will be sent to your doctor.

## KEEP THE myMERLIN™ APP OPEN IN THE BACKGROUND

It is important to keep the myMerlin app always open on your Mobile Transmitter. If you are unsure if it is open, tap on the app icon  to open the app.

## RESTART YOUR MOBILE TRANSMITTER

If your Mobile Transmitter is not acting as expected, you may need to restart it. This is not uncommon with electronics. To do this, find and hold the **Power** button along the side or top of the Mobile Transmitter, until the Restart menu appears. Tap **Restart**. Once the Mobile Transmitter has restarted, you will need to re-open the myMerlin mobile app.

When restarting your Mobile Transmitter, it is a good idea to make sure your Wi-Fi is connected and Bluetooth setting is ON and connected to your heart monitor (DM).

# 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 Mobile Transmitter or a new device.

< Activation Code Delivery

You will need to enter an activation code.

How would you like to receive it?

Email: c\*\*\*\*\*n@abbott.com ✓

Text: \*\*\*\*\*0587

I already have a code

For help, please call:  
Remote Care Technical Support  
1-877-MY-MERLIN or +1-877-696-3754

Next

During the pairing process you'll choose how you would like to receive the activation code. Make sure the information is correct and then tap **Email** or **Text**. The email or text will go to the email address or cellular number you have on record with your doctor.

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.

Activation Code Entry

An Activation Code was sent to a...z@gmail.com from noreply@sjm.com.

Please enter it below:

Activation Code

Enter Activation Code

For assistance, please call  
1-877-MY-MERLIN (1-877-696-3754)

Next

Get New Activation Code

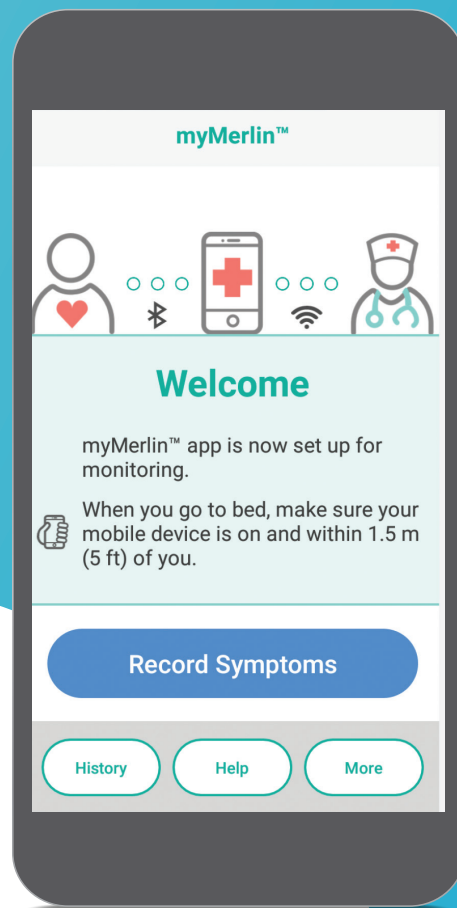
Your activation code is valid for six hours. After multiple activation code requests and unsuccessful entries, a maximum attempts message may display on the app, and you may not be able to continue. For activation code assistance, contact Abbott Remote Care Technical Support (US) or your clinic (international).

**AN ACTIVATION CODE IS REQUIRED TO KEEP YOUR DATA SECURE.**

# CONGRATULATIONS!

You have set up the myMerlin™ app, paired your heart monitor to your Mobile Transmitter and learned how to record your symptoms.

Now let's make sure you stay connected!



## STAYING CONNECTED

Follow these tips to keep the myMerlin app connected:

- ✓ **KEEP THE myMERLIN™ APP OPEN.** Do not force close the app. Make sure it is running in the background, and remember to open the app anytime your Mobile Transmitter is restarted.
- ✓ **CONNECT TO THE INTERNET.** Keep your Mobile Transmitter connected to the internet using Wi-Fi<sup>+</sup> or cellular data.
- ✓ **STAY CLOSE.** Keep your Mobile Transmitter near (within 5 feet or 1.5 meters) you overnight and as much as possible throughout the day. Remember to plug it in at night to keep it charged and check the battery status to make sure it is charging.
- ✓ **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.

# CONTACT US

## IF YOU NEED HELP WITH THE APP

Contact your clinic directly with any questions.

**Before you call, please have the following information:**

☐ Confirm Rx™ ICM serial number from Patient ID card

Visit **ConfirmYourRhythm.com**  
for other helpful resources.

#### 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.

**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 patient's 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.

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MAT-2000063 v2.0 | Item approved for ID use. | A4

