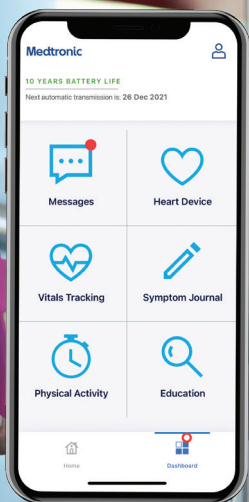


# Medtronic

## Get started with the MyCareLink Heart™ mobile app

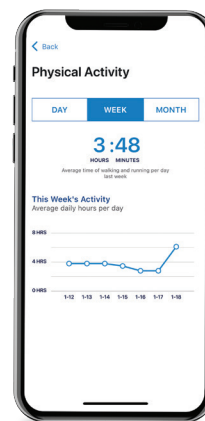
A personalized  
remote monitoring  
solution that helps  
keep you connected  
and may increase  
your peace of mind



# Why should I choose app-based remote monitoring?

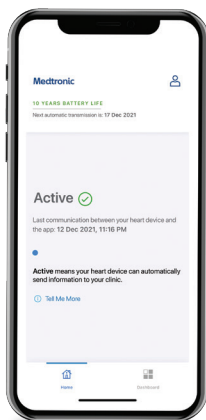
Today, millions of people implanted with heart devices are remotely monitored. Remote monitoring may:

- Give you peace of mind and increase quality of life
- Reduce hospital visits and save you time
- Help you feel assured as you stay connected to your care team



The app shares selected information with you, such as physical activity or device longevity.

## Flexibility and connectivity



With connectivity information, transmission confirmation, and reminders, the MyCareLink Heart app helps ensure you're connected to your care team.



You can find information about living with your device, as well as resources for additional education.

# How does it work?



## Step 1. Schedule

Your clinic schedules dates to receive information from your device.



## Step 2. Send

Device information is automatically sent to the clinic based on the pre-set schedule. Depending on setup, your device can also send notifications to your clinic when it detects an irregular rhythm or abnormalities.



## Step 3. Review

Your clinic reviews the data on a secure website.

Please visit [medtronic.com/security](https://www.medtronic.com/security) for up-to-date security information.



// Now I feel more comfortable knowing that my device is being monitored and I can see when the transmission has been sent.



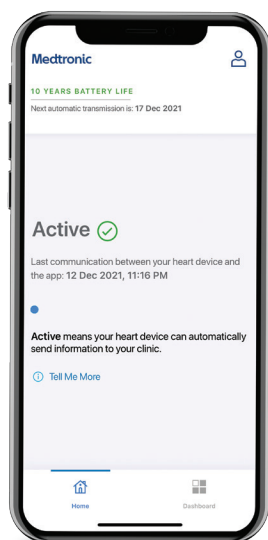
// This is so easy to understand. The app shows you the way, step by step.

Images are not actual patients. Statements reflect individual experiences. Results may vary.

// It's a mobile app, so wherever I go in the world, it goes with me. I feel safe, secure, and I've got freedom. This is brilliant!



# App overview



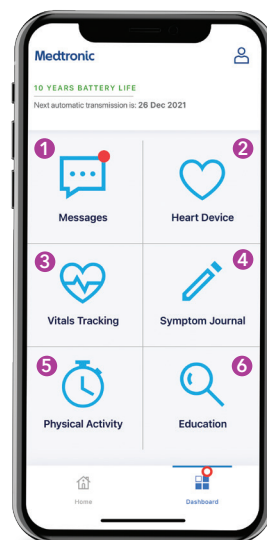
## Home page

### Connectivity status

The home page displays the connectivity status between the app, your heart device, and your clinic.



†Data input here stays on your phone; it does not get sent to your clinic. If you have a medical emergency, you should call 911 or emergency services.



## Dashboard page

### 1 Messages

View important messages about your transmission status and using your app. You can also send a transmission if requested by your clinic.

### 2 Heart device

Locate important information about your heart device, such as battery life, implant date, name, and serial number – as well as your clinic's contact number.

### 3 Vitals tracking

Record your weight and blood pressure to share with your doctor at an in-office visit.†

### 4 Symptom journal

Record your symptoms to share with your doctor at an in-office visit.†

### 5 Physical activity

Check/view your activity levels based on data from your heart device.

### 6 Education

Find answers to frequently asked questions about living with a heart device.



# App install and setup

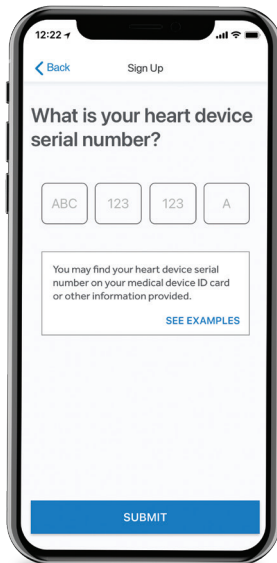
This process is going to take approximately 15 minutes. For detailed and visual instruction, view the YouTube video on **how to download and set up the MyCareLink Heart mobile app.**



## Step 1. Prepare

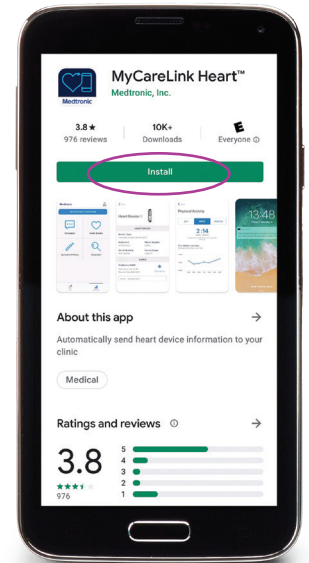
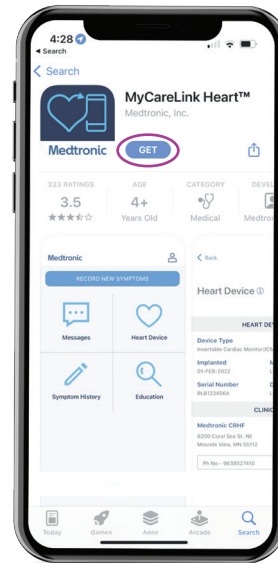
Make sure you have the following:

- Your smartphone or tablet with **Bluetooth®** turned **on**
- Apple App Store® or Google Play® store **ID** and **password**
- An email address you regularly use
- Your **heart device serial number**, which can be found on your medical device ID card



## Step 2. Download and install

Scan the QR code or visit [MCLHeart.com/Download](https://MCLHeart.com/Download). If you don't see the **Get button** (on Apple devices) or **Install button** (on Android devices), your device is not compatible. Please contact your physician for other monitoring options.

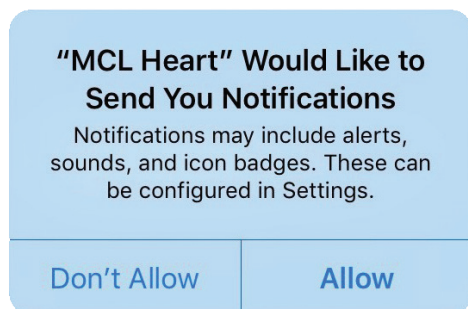


# App install and setup

## Step 3. Setup

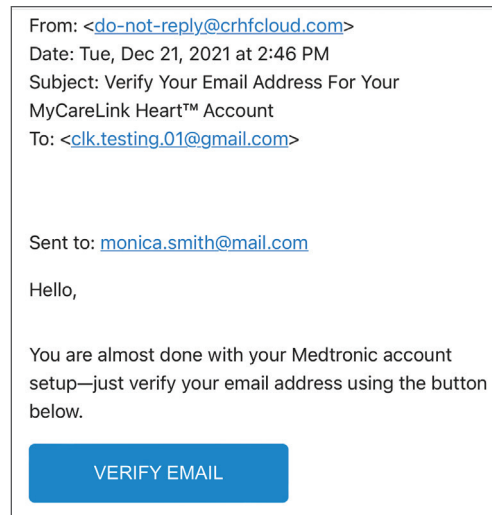
Follow the instructions in the app to connect with your heart device. Here are a few **important actions** that you need to be mindful of during this process:

- Create a password as shown on the screen. You will be asked to enter it again in Step 4.
- The **pairing process** may take up to **six minutes. Please don't interfere** when the app initiates contact with your heart device for the first time. Keep your **Bluetooth enabled at all times.**
- Click **Allow** to receive alerts and important communication from the app. This step can also be done in your smartphone/ tablet setting.



## Step 4. Verify email

This last step will complete the setup process. Follow the **Verify email** link as shown, fill in the email address and password from Step 3, then tap **Submit**. The app may take one minute to refresh. Now, you are all set. You will be able to access the features of the app as soon as your clinic adds you to their system.



# Things to remember

## To ensure you are connected to your clinic:

- Confirm that Bluetooth is turned on
- Stay connected to the internet via Wi-Fi or cellular data
- Keep your smartphone or tablet near you for a minimum of three hours a day
- Keep your app open and running in the background

## You can quickly access educational resources in the app.

Check out the Education section in the app, where you will find plenty of useful information.



Do you have more questions about your heart device or patient monitoring solution? Call us, we are here to help!

## Stay Connected Service

**1-866-470-7709**

7:00 a.m. to 7:00 p.m. CT  
Monday-Friday



# Frequently asked questions

## Multiple devices

### **Can I use the MyCareLink Heart mobile app on multiple mobile devices?**

Yes. Before using a second mobile device, you will need to have paired your first mobile device. You can then use your username and password to log in on your second mobile device. Caregivers can have the app on their phones, too!

## Bluetooth

### **Will my heart device interact with other Bluetooth devices? For example, will it interact with the Bluetooth in my car?**

Your heart device has Bluetooth Low Energy, while cars typically use Bluetooth Classic. Cars will not attempt to establish a connection with your heart device and your heart device will not be able to detect Bluetooth Classic transmissions.

## Battery

### **Will the MyCareLink Heart mobile app drain my phone battery?**

If you normally have Bluetooth turned on, you shouldn't experience any change in the battery life of your mobile device. If you do not normally keep Bluetooth turned on, you may notice a decrease in the battery life of your mobile device while using the app between charges.

## App's data consumption

### **How much cellular data does the MyCareLink Heart mobile app use each month?**

The app's data consumption (8.7 MB/month) is equivalent to about one minute of web surfing per day.

## Security

### **If my mobile device is stolen, what will someone see in the MyCareLink Heart mobile app?**

Just like other apps, if your mobile device has Wi-Fi or cellular connection, the data on the app will be available for a viewer to see. It is recommended that you protect your mobile device with a PIN code, fingerprint, or other security features.

## Updates

### **Mobile device/operating system compatibility**

Mobile device and operating system (OS) requirements to support the MyCareLink Heart mobile app will change over time to ensure reliable monitoring. You may need to update or replace your mobile device or OS to use the app to transfer data between your heart device and the Medtronic CareLink™ network.

Please visit [MCLHeart.com](http://MCLHeart.com) for a list of compatible devices.

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# Medtronic

710 Medtronic Parkway  
Minneapolis, MN 55432-5604  
USA

Toll-free in USA: 800.633.8766

Worldwide: +1.763.514.4000

**medtronic.com**