myMerlin™ for Confirm Rx™ ICM Mobile App

myMerlin™

Welcome

myMerlin™ app is now set up for monitoring.

At night, keep your mobile device nearby and myMerlin™ app running in the background.

Record Symptoms

SUPPORT GUIDE

TABLE OF CONTENTS

IF YOU NEED HELP 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)

United States
Contact Abbott Remote Care Technical 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.

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‡ MOBILE DEVICE

Your new **Confirm Rx™ ICM** continuously monitors your heart's rhythm and can automatically send that information to your doctor through the **myMerlin™** mobile app—without disrupting your daily life.

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.

In the back of this guide is a glossary of "Terms To Know", in case you would like an explanation for an unfamiliar word.

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 any time 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.
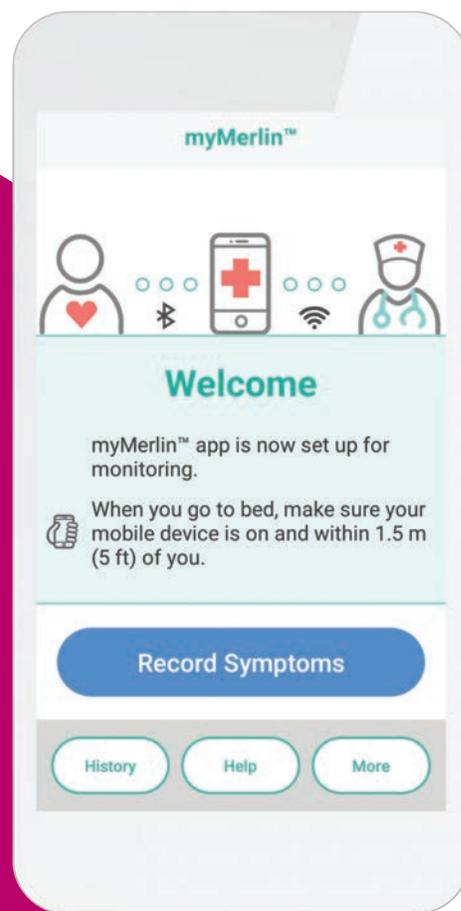
HOW TO **USE THIS GUIDE**

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

DOUBLE CIRCLE

A green double 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.

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.

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. Some screens may look different based on specific iPhone models or iOS versions. 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 information to your doctor. Setting it up on your iPhone‡ is simple. Here's how:
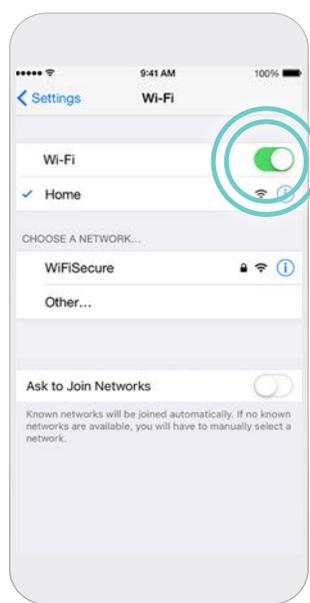
STEP 1

Tap **Settings** .

STEP 2

Tap **Wi-Fi**‡ .

STEP 3

Turn Wi-Fi‡ **ON** by tapping the slider to turn it **ON/green** (image to left). 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 (passwords are case sensitive). After joining the network, you will see the Wi-Fi‡ symbol on the top of your screen.
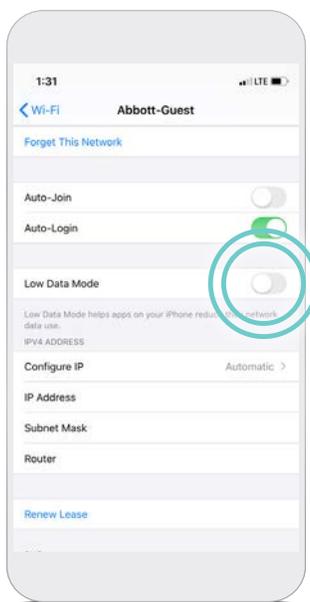
STEP 5

If using iOS‡ 13 or later, ensure **Low Data Mode** is **OFF** for the selected Wi-Fi network by tapping the information icon .

GOOD TO KNOW...

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

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. Typically, 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
Tap **Settings** ⚙.

STEP 2
Tap **Cellular** 📶.

STEP 3
Tap the **Cellular Data** slider to turn it **ON/Green** (image above).

STEP 4
Tap **Cellular Data Options**.

STEP 5
If using iOS‡ 13 or later, ensure **Low Data Mode** is **OFF**.

GOOD TO KNOW...

Cellular data signal strength can vary by network and/or location. You can see the strength of your cellular data by the bars 📶 at the top of your screen. If your cellular data signal is weak, try moving to a different location for a better connection.

DOWNLOADING THE
myMERLIN™ APP ON iPHONE‡

Now that your iPhone‡ is connected to the internet, download the **myMerlin™** app. You will need a good internet connection, via Wi-Fi‡ or a cellular data network, for this process. These steps will guide you through the download:
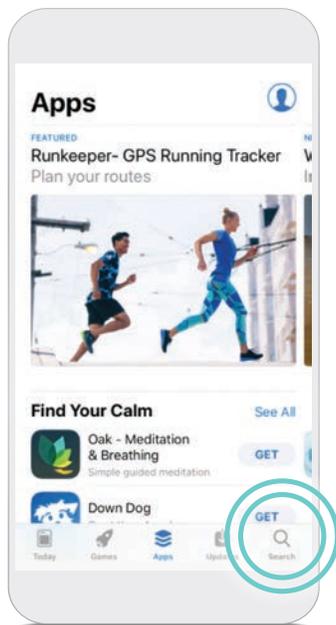
STEP 1

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

STEP 2

Tap the **Search** icon at the bottom of your screen (image above).
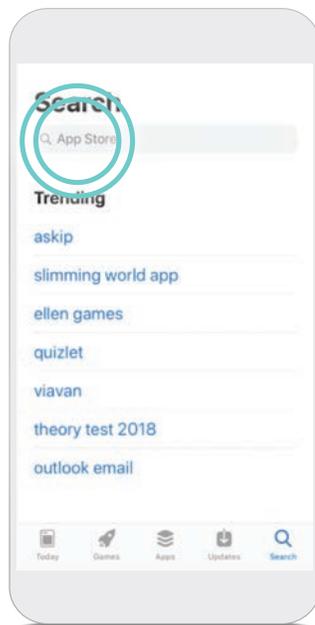
STEP 3

Tap the App Store‡ **search bar** at the top of your screen.
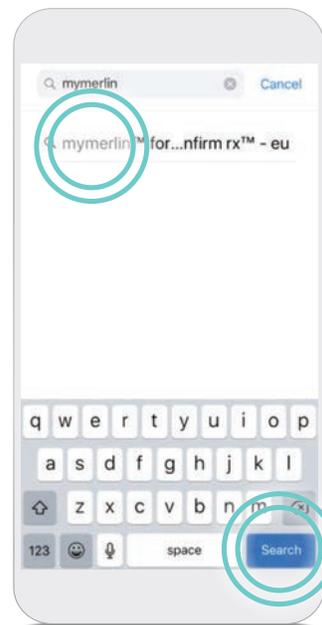
STEP 4

Type '**myMerlin for Confirm Rx**' in the search bar. Then, tap **Search**, or select from the list of apps.
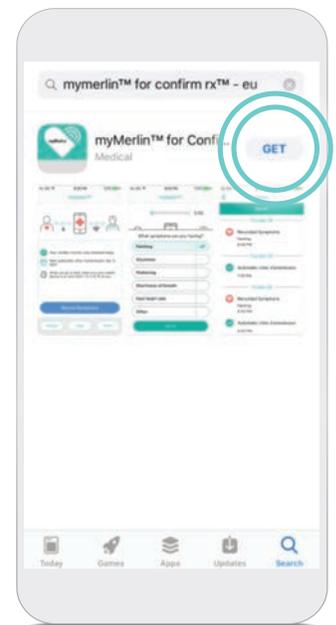
STEP 5

Tap **Get** to download the app.

DON'T FORGET!

Once you've downloaded the myMerlin™ app, you will need to pair your iPhone‡ to your heart monitor.

PHONE **SETTINGS**

SETTINGS FOR YOUR iPHONE‡

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 and Wi-Fi‡	**Turn these both ON**
Background App Refresh	**Turn this ON**
Automatic App Updates	**Turn this ON**
Text Size	**Choose the smallest text size that is still large enough for you to read. For pairing, it may need to be set to the smallest and can be returned to the preferred size after pairing.**
Low Power Mode	**Turn this OFF**
Cellular Data Mode	**Turn this OFF**
Wi-Fi‡ Low Data Mode	**Turn this OFF**
Offload Unused Apps	**Turn this OFF**

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

CHECKING YOUR IPHONE‡ SETTINGS
BLUETOOTH®

STEP 1
Tap **Settings** ⚙.

STEP 2
Ensure the Bluetooth setting is **ON** (image above).
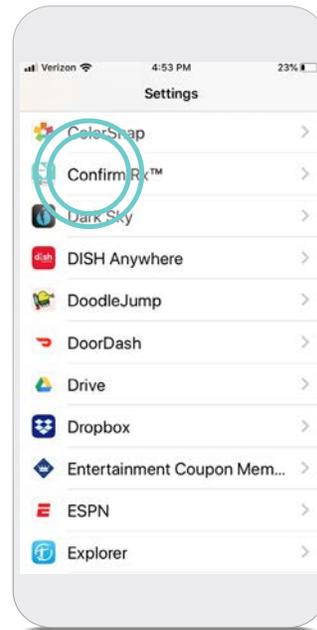
STEP 3
If using iOS 13 or later, tap **Confirm Rx™** (left image above).

If using iOS 13 or later, tap **Bluetooth** or **Bluetooth Sharing** to turn **ON/Green** for the app.

LOW POWER MODE

STEP 1
Tap **Settings** ⚙.

STEP 2
Swipe up until you see **Battery** ▭. Tap **Battery** (image to left).
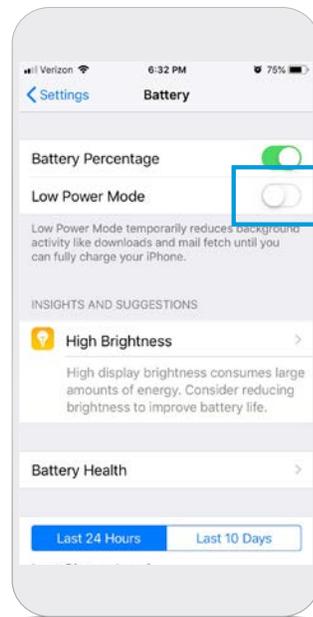
STEP 3
The slider next to **Low Power Mode** should be switched **OFF.**

9

CHECKING YOUR iPHONE‡ SETTINGS
BACKGROUND APP REFRESH
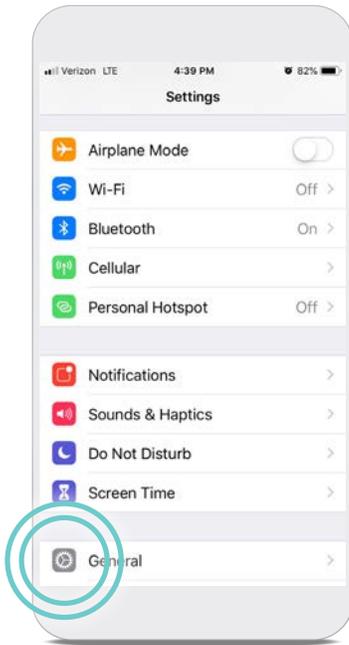
STEP 1

Tap **Settings** ⚙.

STEP 2

Tap **General** (image above).

STEP 3

Tap **Background App Refresh.**
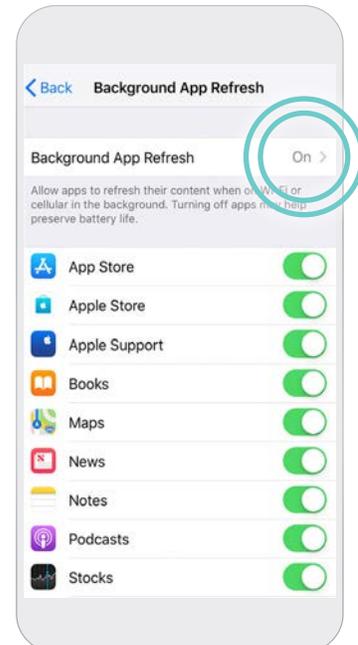
STEP 4

Tap **Background App Refresh** again.

STEP 5

Select **Wi-Fi‡ & Cellular Data.** Tap the blue < **Back** arrow at top left corner.
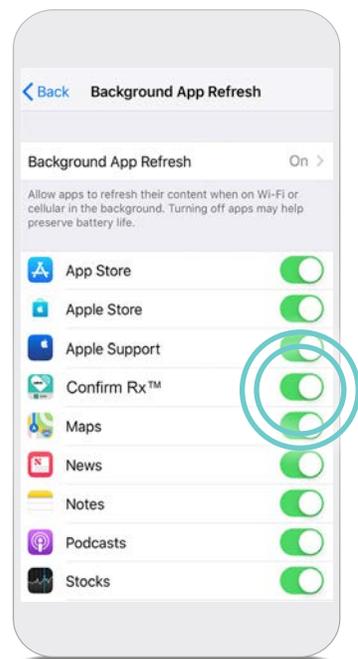
STEP 6

The slider next to myMerlin™ should be switched **ON/green.**

CHECKING YOUR iPHONE‡ SETTINGS
AUTOMATIC APP UPDATES
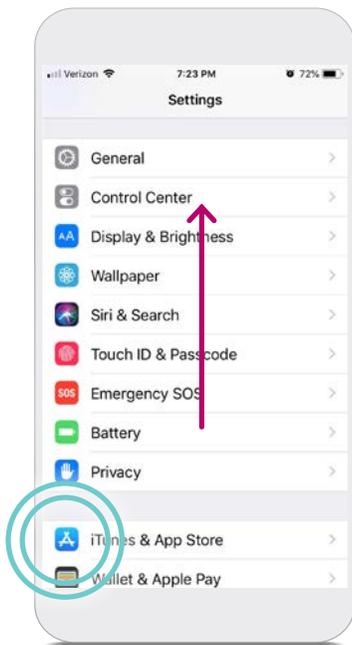
STEP 1

Tap **Settings** ⚙️.

STEP 2

Swipe up until you see **iTunes‡ & App Store‡** 🅰️ (image to left)**.**
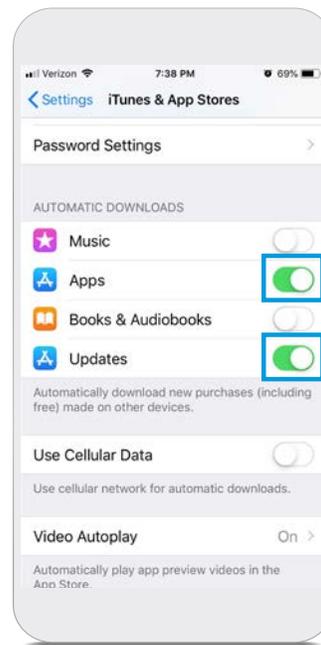
STEP 3

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

ADJUST TEXT SIZE
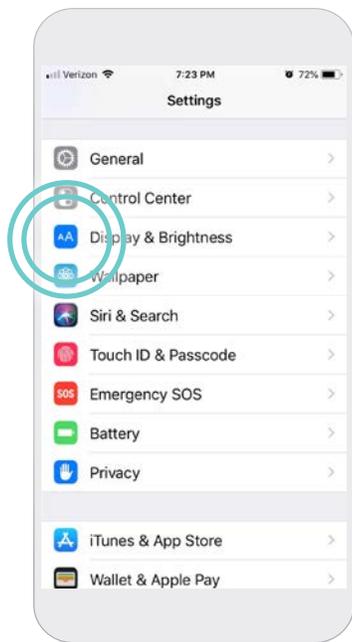
STEP 1

Tap **Settings** ⚙️.

STEP 2

Swipe up until you see **Display & Brightness** 🔤. Tap **Display & Brightness** (image to left).
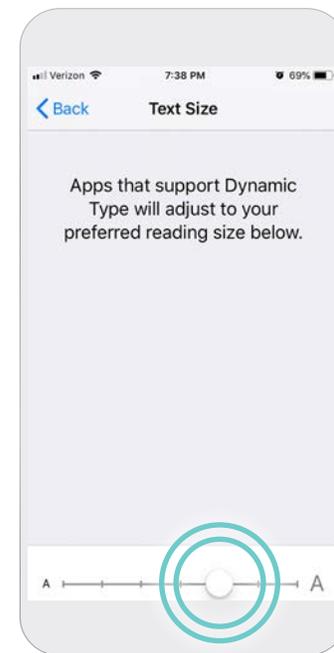
STEP 3

Tap **Text Size.** 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.

CHECKING YOUR iPHONE‡ SETTINGS
OFFLOAD UNUSED APPS

STEP 1

Tap **Settings** ⚙.

STEP 2

Swipe up until you see **iTunes**‡ **& App Store**‡ 🅰. Tap **iTunes**‡ **& App Store**‡ 🅰.
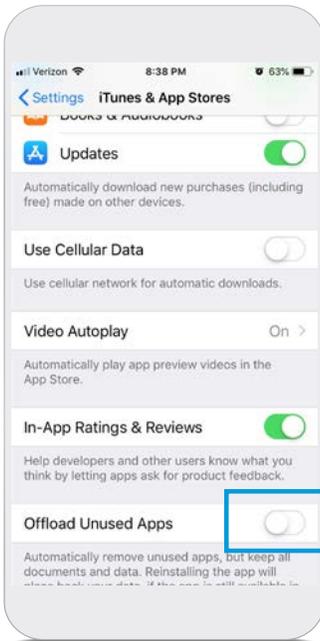
STEP 3

Swipe up until you see **Offload Unused Apps.** The slider next to **Offload Unused Apps** should be switched **OFF.**

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 initially setting up the app. Before you attempt to pair, make sure you have a strong internet connection and that your Bluetooth® setting is ON. Also be sure to keep the app open during the pairing process.
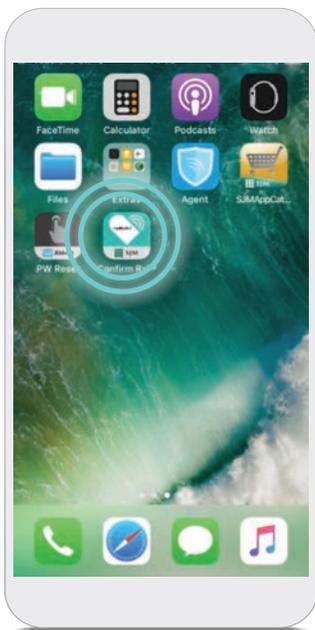
STEP 1

Unlock your phone and tap the **Confirm Rx**™ app to open it.
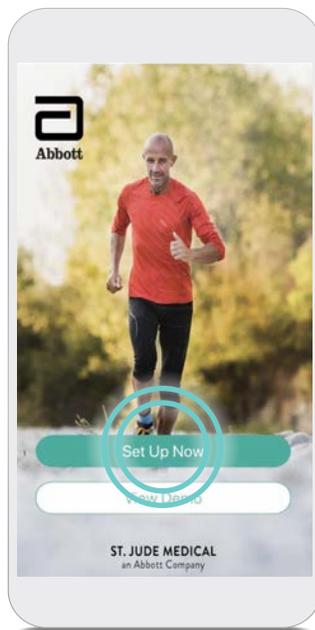
STEP 2

Tap **Set Up Now.**
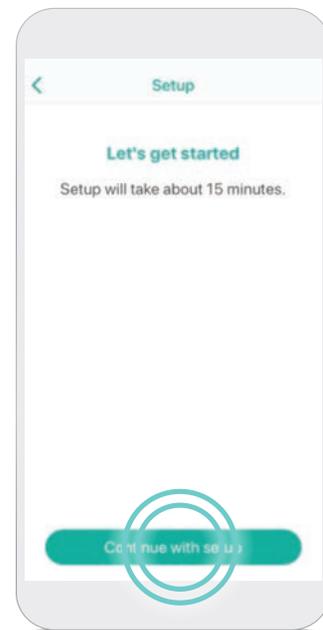
STEP 3

Tap **Continue with setup.**

GOOD TO KNOW...

If you are on Wi-Fi‡ and are 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 or go to another app
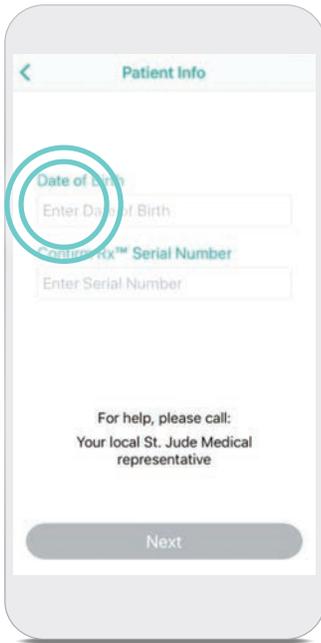
STEP 4

Tap the **Enter Date of Birth** field.
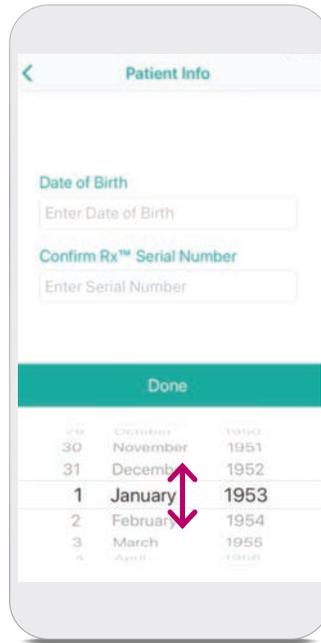
STEP 5

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.**
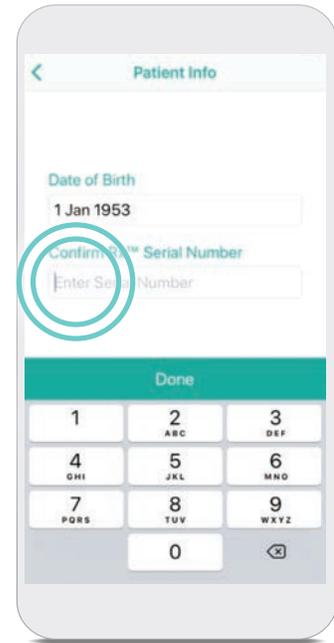
STEP 6

Tap the **Enter Serial Number** field and type the serial number of your heart monitor. The serial number can be found on your patient identification (ID) card. Tap **Done.**
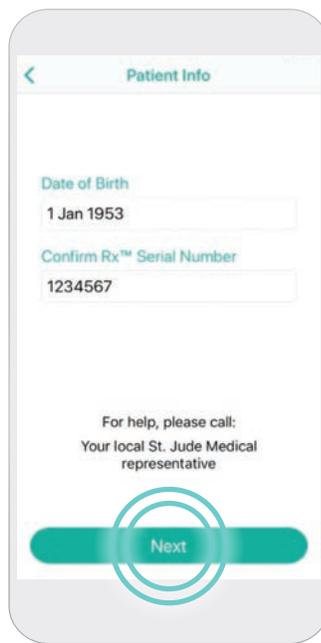
STEP 7

Tap **Next.**

If you are asked for an activation code, please see page 21.
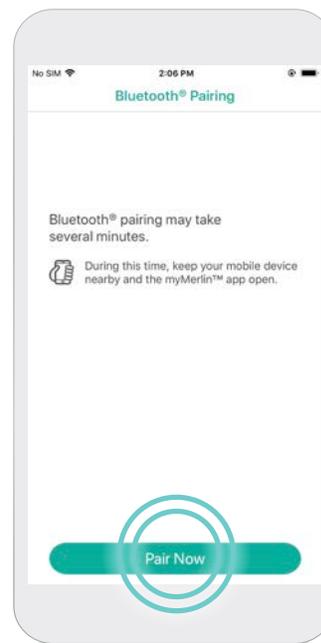
STEP 8

Tap **Pair Now.**
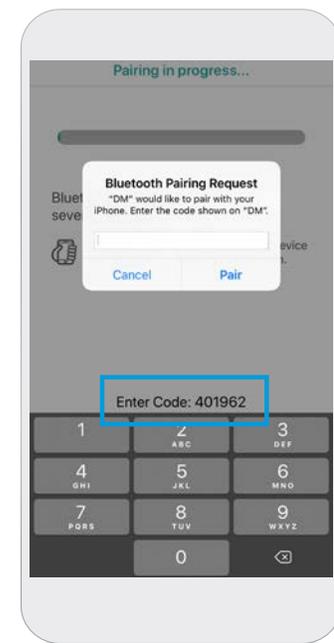
STEP 9

A **Bluetooth® Pairing Request** message will pop up. Enter the pairing code displayed above or below this message in the middle of your screen. Tap **Pair.**
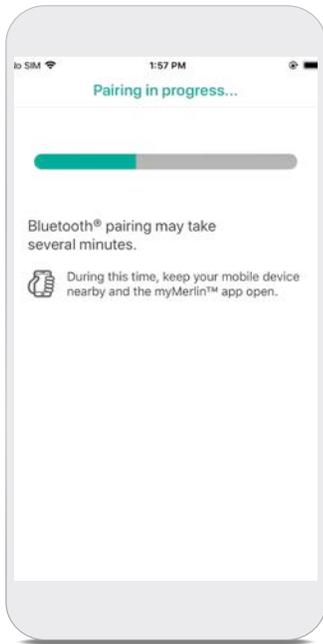
STEP 10

Keep the app open and your iPhone‡ within 1.5 meters or 5 feet of you while pairing.
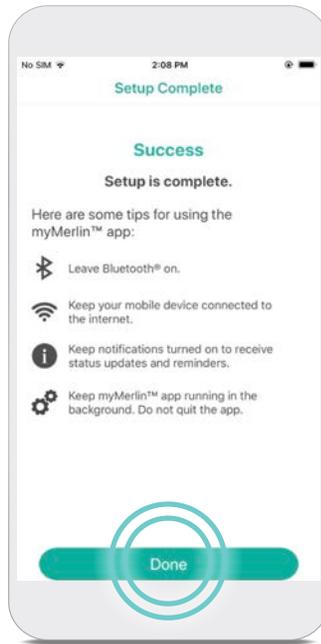
STEP 11

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

WHAT IF YOU DON'T SEE THE PAIRING CODE?

Try decreasing your text size.

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.

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 your doctor requests a transmission. To do so, follow these steps:
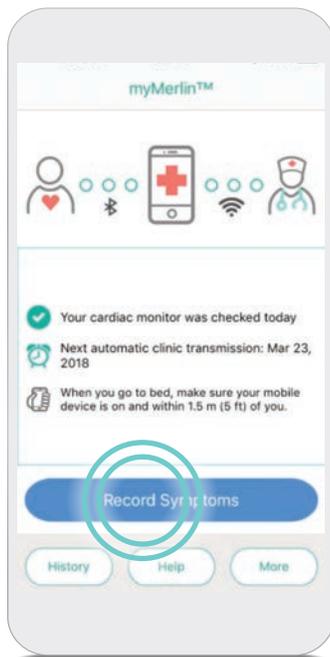
STEP 1

Open the app and tap **Record Symptoms.**
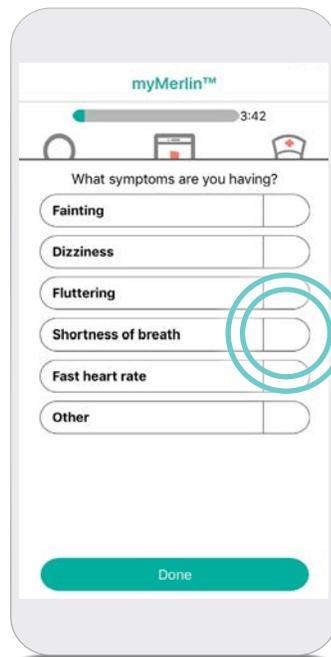
STEP 2

To select a symptom you're experiencing, tap it. Each symptom you select will turn green. Once you have selected all of the symptoms you're feeling, tap **Done.**
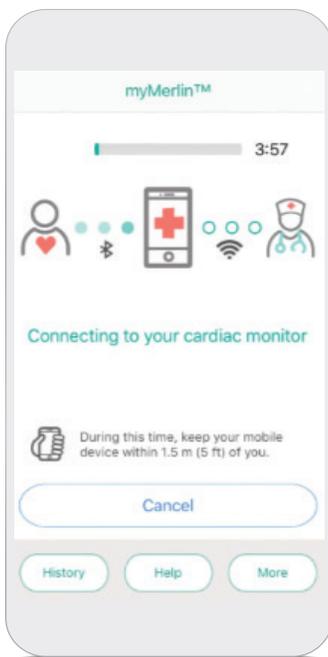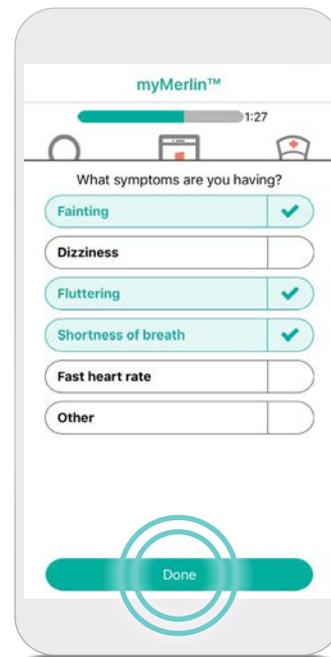
STEP 3

After you tap **Done,** the app will automatically connect with your heart monitor.
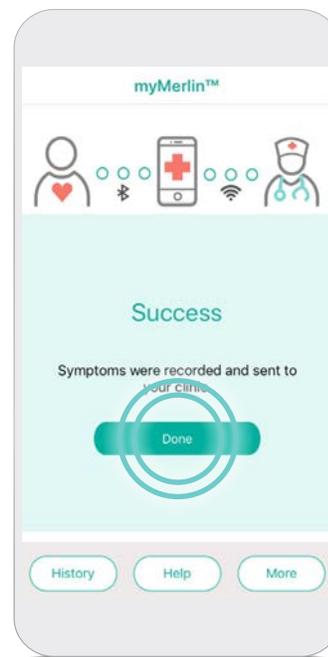
STEP 4

The symptoms will be sent to your doctor, based on the individual schedule your doctor sets for you. A **Success** message displays after your phone has sent the information.

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

ACTION NEEDED MESSAGES

If action is needed by you, you should receive Notifications on your phone that prompt you to go to the app. The app will continue to send daily Notifications until the connection is re-established.
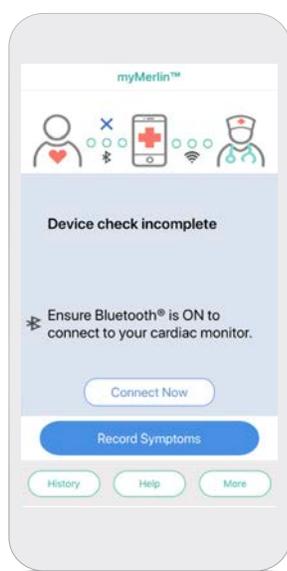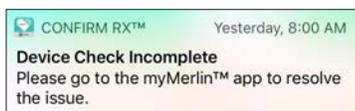
This message means the myMerlin™ app could not connect to your heart monitor.

POSSIBLE CAUSES:
• Your iPhone‡ is too far away from your heart monitor.

• Bluetooth® is OFF during a scheduled daily check.

• Other Bluetooth devices are paired with your phone and may be causing interference.

WHAT TO DO:
• Move your phone closer to you.

• Make sure your Bluetooth® is ON and the app is open.

• Turn OFF other Bluetooth® devices around your bed, such as Bluetooth® clocks or speakers.

• After doing these steps, re-open app to see if the app connected to your heart monitor.
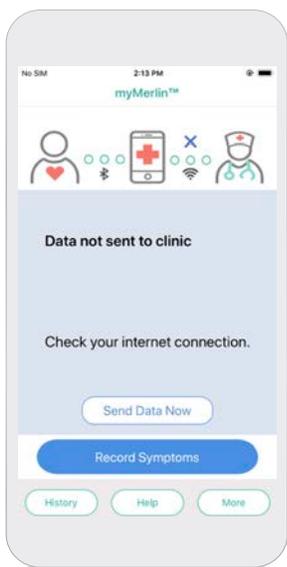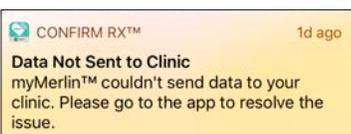
This message means that the app was unable to send information to your clinic at the scheduled time.

POSSIBLE CAUSE:
• Weak or no internet connection.

• The app may be backgrounded and unable to access the internet.

WHAT TO DO:
• Check your internet connection and then tap **Send Data Now** to try again.

After your iPhone‡ reconnects to the internet, your information will be sent to your doctor.

CHECK YOUR
BLUETOOTH® CONNECTION
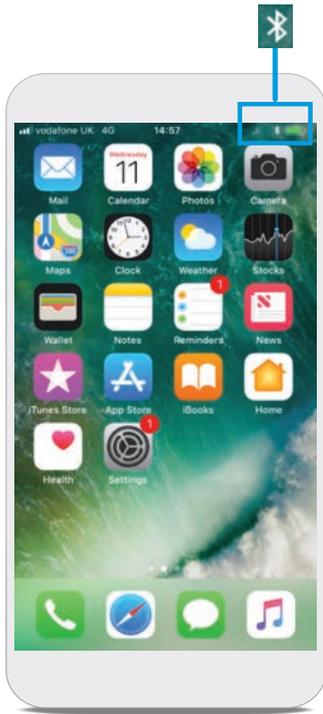
STEP 1

This symbol indicates your Bluetooth® is **ON**. If you see this symbol, tap **Settings** 🖼.
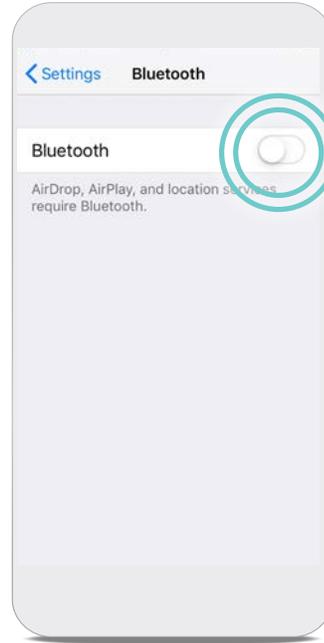
STEP 2

Tap **Bluetooth®** ✳. Tap the slider next to Bluetooth® to **OFF.** Then tap the slider again to turn it **ON/green.**

CHECK YOUR
INTERNET CONNECTION
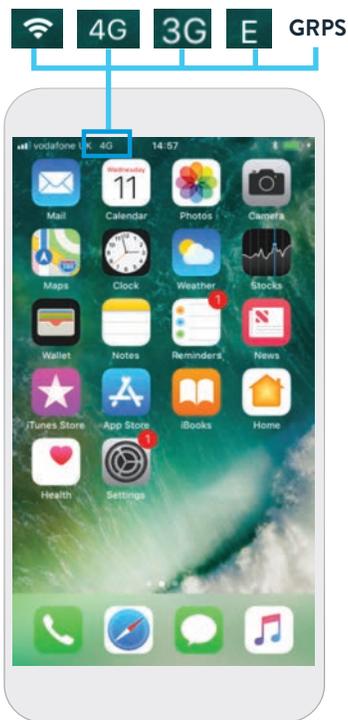
STEP 1

If you're connected to internet, you will see a Wi-Fi‡ or cellular data 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.

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KEEP THE
myMERLIN™ APP OPEN IN THE BACKGROUND

STEP 1

Press the Home button on your phone twice quickly.
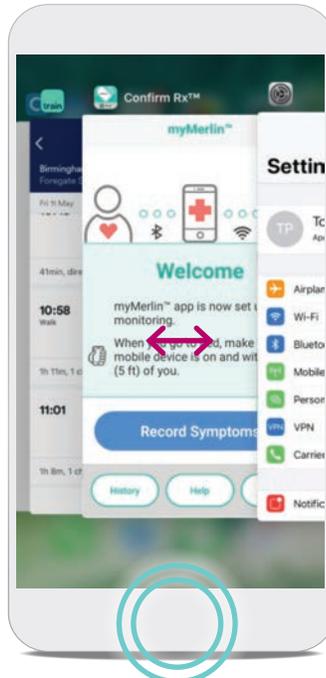
STEP 2

Swipe your finger right until you see the myMerlin™ app. If you do not see the app displayed, go to your home screen, locate and tap the app icon to open it.

STEP 3

Once you've confirmed 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 force close the app which will prevent it from working as intended.

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.

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.

RESTART YOUR iPHONE‡

If you have completed the previous troubleshooting suggestions and are still having issues, you may need to restart your phone.

STEP 1

Press and hold the power button found on the side or top of your iPhone‡.
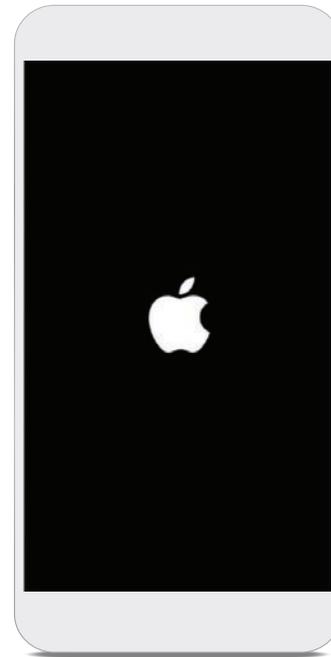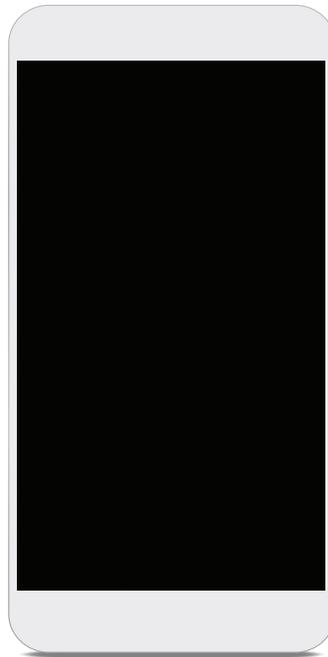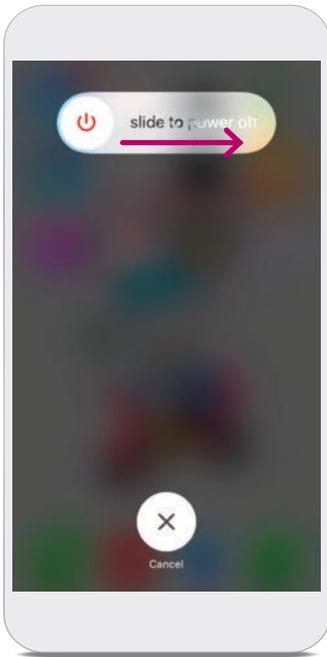
STEP 2

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‡.

AN ACTIVATION CODE IS REQUIRED TO KEEP YOUR DATA SECURE.
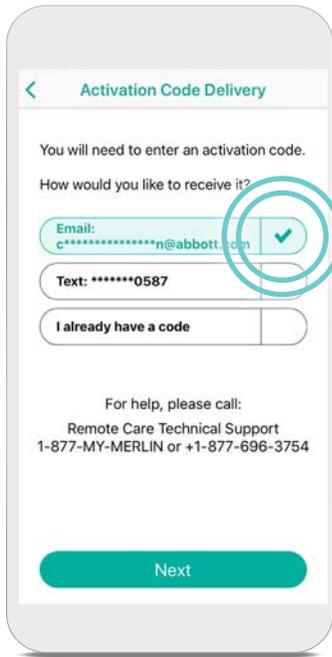
During the pairing process you'll choose how you would like to receive the activation code. Make sure the information is correct and then tap **Email** or **Text.**

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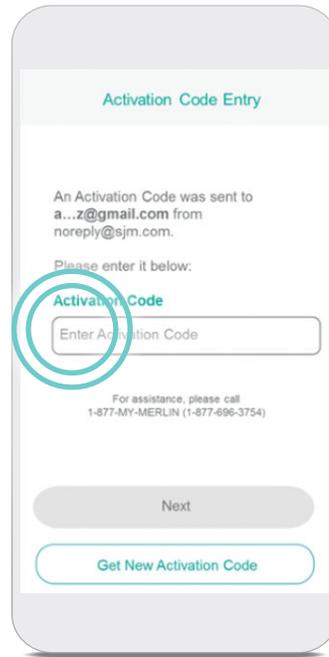
Your activation code is valid for six hours. After multiple activation code requests and unsuccessful entries, a maximum attempts message may display on the app, and you may not be able to continue. For activation code assistance, contact Abbott Remote Care Technical Support (US) or your clinic (international).

TERMS TO KNOW

You may be unfamiliar with some of the terms in this guide. This list may help you.

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 open 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 cellular 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 and sends new information to your doctor when requested.
DM	DM is how Confirm Rx™ ICM, your heart monitor, will appear in your Bluetooth® menu.
Home screen	The main screen on your iPhone[‡].
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 information.
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 physical connection—also known as "wireless internet."

CONTACT US

IF YOU NEED HELP WITH YOUR APP

United States
Contact Abbott Remote Care Technical 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

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)

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

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 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.