

# TROUBLESHOOTING GUIDE

MyCareLink Smart™  
Patient Monitor



When a system message occurs with the MyCareLink Smart patient monitor, the display screen provides a four-digit code, along with a graphic to help you resolve the issue. These system messages indicate what action needs to be taken. The system messages **do not** refer to your implanted heart device.

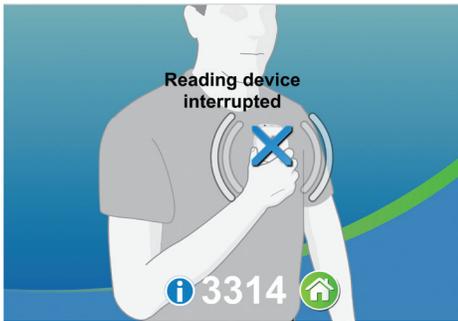
SYSTEM MESSAGE	CAUSE	ACTION
BATTERIES		
	Batteries need replacement.	<ul style="list-style-type: none"> <li>■ Replace the batteries in the reader.</li> <li>■ When this system message displays, there is not enough power in the batteries to complete a transmission.</li> </ul>
WI-FI OR CELLULAR CONNECTION		
	No Wi-Fi or cellular connection.	<ul style="list-style-type: none"> <li>■ Ensure connectivity (Wi-Fi or cellular).</li> <li>■ Move to a place where Wi-Fi or cellular signal is available.</li> </ul>
	Weak Wi-Fi or cellular connection.	<ul style="list-style-type: none"> <li>■ Ensure connectivity (Wi-Fi or cellular).</li> <li>■ Move to a place where Wi-Fi or cellular signal is stronger.</li> </ul>

**SYSTEM MESSAGE**

**CAUSE**

**ACTION**

TRANSMITTING INFORMATION



Reading device interrupted.

- Re-attempt the interrogation.
- Try to avoid interrogation interruptions by accidentally pressing buttons. The reading device will be interrupted if you answer calls or text messages, or change to a different app.



The reader you are attempting to use is different from the one you used for your last transmission. This can happen when:

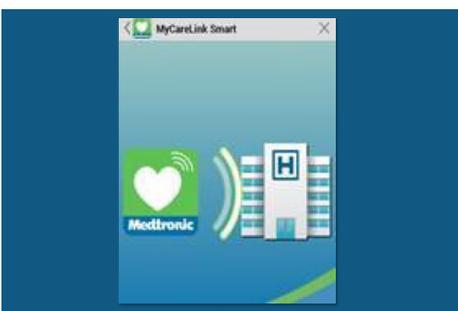
- You're using a new reader.
- Two people in the same household are using the app with two different readers.

- Ensure the reader is powered on.
- Select the serial number of the reader you are attempting to use and if necessary pair it with the application.



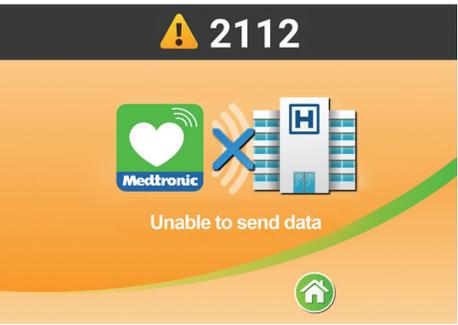
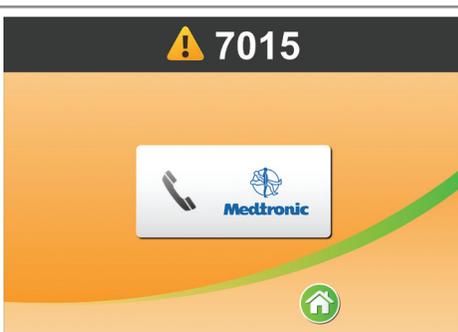
If multiple readers are powered on, and within Bluetooth® range, a prompt tells you to select the reader serial number.

- Ensure the reader is powered on.
- Select the serial number of the reader you are attempting to use.



Screen shows MyCareLink Smart app is gathering information from your clinic.

No action is needed.

SYSTEM MESSAGE	CAUSE	ACTION
	<p>Data transmit failure due to lost connection while gathering device information from clinic.</p>	<ul style="list-style-type: none"> <li>▪ Re-attempt interrogation</li> <li>▪ Ensure strong cellular and/or Wi-Fi connection exists.</li> <li>▪ Move to a place where strong Wi-Fi or cellular connection exists.</li> <li>▪ Contact Stay Connected at 1-866-470-7709.</li> </ul>
	<p>Detected implantable medical device is not affiliated to reader. This can happen when:</p> <ul style="list-style-type: none"> <li>▪ Two people are using the same reader.</li> <li>▪ The CareLink network is not updated with new device information.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensure you are using the correct reader assigned to you.</li> <li>▪ Call clinic to confirm reader is correct.</li> <li>▪ Contact Stay Connected at 1-866-470-7709.</li> </ul>
	<p>Data transmission failure. There are several numeric codes that may appear with this image. The most common are: 7027, 5409, and 2108.</p>	<ul style="list-style-type: none"> <li>▪ Ensure strong cellular and/or Wi-Fi connection exists.</li> <li>▪ Move to a place where the Wi-Fi signal is stronger.</li> <li>▪ Enter the web browser and accept the terms and conditions in the user agreement if you're on a public Wi-Fi network.</li> </ul>
	<p>Unexpected error occurred during interrogation.</p> <p>One of the following codes will display with this image: 2316, 2328, 7015, 8009, 8218, 8241, 0056, 0060, or 3230.</p>	<ul style="list-style-type: none"> <li>▪ Ensure that the app is the most current version.</li> <li>▪ Power off your smartphone or tablet, then power back on.</li> <li>▪ Delete the app and reinstall it.</li> <li>▪ Contact Stay Connected at 1-866-470-7709 for further troubleshooting assistance.</li> </ul>

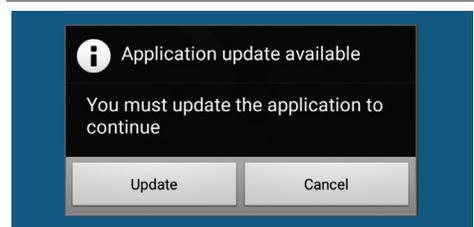
SYSTEM MESSAGE	CAUSE	ACTION
	<p>An implanted heart device was detected but the device is not supported by the app.</p>	<ul style="list-style-type: none"> <li>▪ Update the MyCareLink Smart app to the latest version.</li> <li>▪ Make sure you download the app from the correct "country" app store. You can check the country in your smartphone or tablet settings.</li> <li>▪ Contact Stay Connected at 1-866-470-7709 to find out which version of the app supports your heart device and if it's available.</li> </ul>

### BLUETOOTH®

	<p>Bluetooth failure.</p>	<ul style="list-style-type: none"> <li>▪ Bring the reader within range of your smartphone or tablet (at least 1 meter or 3 feet).</li> <li>▪ Ensure that Bluetooth is not turned off on your smartphone or tablet.</li> </ul>
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	<p>Bluetooth connection is lost during a reader firmware update.</p>	<ul style="list-style-type: none"> <li>▪ Ensure the smartphone or tablet and the reader are close to each other (at least 1 meter or 3 feet).</li> <li>▪ Ensure Bluetooth is not turned off on your smartphone or tablet.</li> </ul>
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### APP AND READER SOFTWARE

	<p>At the start of the MyCareLink Smart app, or at the end of a successful transmission, the software app needs to be updated.</p>	<p>Follow the prompts to update the app.</p>
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	<p>The software in the reader requires an update.</p>	<p>Keep the reader within range of your smartphone or tablet (at least 1 meter or 3 feet). The update will happen automatically. The process will take approximately 2 minutes.</p>
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## CONTACT US

If you have questions, please contact CareLink Patient Services at 1-800-929-4043 (8:00 a.m. to 5:00 p.m., Monday–Friday, CT).

This product is not a substitute for appropriate medical attention in the event of an emergency. Data availability and alert notifications are subject to Internet connectivity and access, and service availability. The MyCareLink Smart reader must be on and in range of the device. The MyCareLink Smart reader must also be within range of the user's mobile device. CareLink and MyCareLink alert notifications are not intended to be used as the sole basis for making decisions about patient medical care.

### Brief Statement

#### **Medtronic CareLink™, MyCareLink™, MyCareLink Smart™ Patient Monitors, MyCareLink Smart™ Application, Medtronic CareLink™ Network, CareLink™ Mobile Application, and Medtronic MyCareLink Connect™ Patient Website**

**Intended Use:** The Medtronic CareLink, MyCareLink, MyCareLink Smart Patient Monitors, MyCareLink Smart Application, CareLink Network and the CareLink Mobile Application are indicated for use in the transfer of patient data from some Medtronic implantable cardiac devices to the Medtronic CareLink Network based on physician instructions and as described in the product manual. Medtronic CareAlerts are not intended to be used as the sole basis for making decisions about patient medical care. These products are not a substitute for appropriate medical attention in the event of an emergency and should only be used as directed by a physician. The CareLink Mobile Application is intended to provide current CareLink Network customers access to CareLink Network data via a mobile device for their convenience. The CareLink Mobile Application is not replacing the full workstation, but can be used to review patient data when a physician does not have access to a workstation.

The CareLink Mobile Application and the MyCareLink Smart mobile application have minimum requirements for the mobile device and operating system. The minimum requirements for the mobile device and operating system are expected to change over time. Periodically, the patient may need to update their mobile device's operating system, or replace their mobile device to continue to use the app to transfer data to the CareLink Network.

The MyCareLink Connect Patient Site is intended to provide patients, their friends / family and caregivers messages regarding transmission status of patient device diagnostic data to the CareLink Network. The MyCareLink Connect Patient Website is dependent on certain browser software, and that software is expected to change over time. Patients that are experiencing technical issues with the MyCareLink Connect Patient Website should contact Medtronic Patient Services at the number below.

Data availability, alert notifications and patient messages are subject to Internet connectivity, access, and service availability. The CareLink and MyCareLink Patient Monitors and the MyCareLink Smart Reader must be on and in range of the device. The MyCareLink Smart Reader must also be within range of the patient's mobile device. The CareLink Network and mobile device accessibility to the CareLink Network may be unavailable at times due to maintenance or updates, or due to coverage being unavailable in your area. Mobile device access to the Internet is required for the CareLink Mobile App and the MyCareLink Smart Monitoring System and subject to coverage availability. Standard data and text message rates apply. Message frequency depends on account settings and clinic scheduling.

**Contraindications:** There are no known contraindications.

**Warnings and Precautions:** The CareLink, MyCareLink and MyCareLink Smart Patient Monitors must only be used for interrogating compatible Medtronic implantable devices. While using the CareLink or MyCareLink Patient Monitor, do not use a cellular phone while the antenna is positioned over the implanted device.

The CareLink and MyCareLink Monitors are intended for use within the prescribing country. The MyCareLink Smart Patient Monitors may be used internationally. Standard mobile device availability and rates apply.

*See the device manuals for detailed information regarding the instructions for use, indications or intended uses, contraindications, warnings, precautions, and potential complications/adverse events. For further information, please call Medtronic at 1 (800) 929-4043 and/or consult the Medtronic website at medtronic.com.*

**Caution:** Federal law (USA) restricts these devices to sale by or on the order of a physician.

### Medtronic

710 Medtronic Parkway  
Minneapolis, MN 55432-5604  
USA

Toll-free in USA: 800.633.8766  
Worldwide: +1.763.514.4000

### medtronic.com

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