

FREQUENTLY ASKED QUESTIONS

MyCareLink™
Patient Monitor

Medtronic

MONITOR PLACEMENT AND FIRST USE



Q: Where should I place MyCareLink Monitor?

A: It depends on what type of device you have.

- If you have a wireless device, in which information is sent automatically usually while you sleep, the monitor should be within 3 meters (10 feet) of where you sleep, preferably on a nightstand or table. If you have a Reveal LINQ™ device, the monitor should be within 2 meters (6.5 feet) of where you sleep. **You should also consult your heart device patient manual, as this distance may vary for specific devices.**
- If you have a non-wireless device, place the monitor where you can sit comfortably and see the front of the monitor.

For ALL devices:

- Place the monitor in a location that receives an adequate cellular signal.
- Place the monitor within reach of a power outlet, and keep it plugged in at all times.
- It's recommended that you plug the monitor into a surge protector, in case there's ever a power outage in your area. If there is a power outage, just remember to reset the surge protector.
- Do not place the monitor anywhere it could get wet.



Q: Does the monitor need to be plugged in prior to first use?

A: The battery may need to be charged before sending information the first time. If you receive error code 3248, the reader battery needs to be recharged prior to use.



Q: How soon is cellular service available for my monitor?

A: Your MyCareLink Monitor is cellular-enabled right out of the box.



Q: How long does it typically take MyCareLink Monitor to connect to a cellular network?

A: On average, it takes 5 minutes or less to connect to a cellular network the very first time you're in a new location. After that, it should take less time for future connections at the same location.

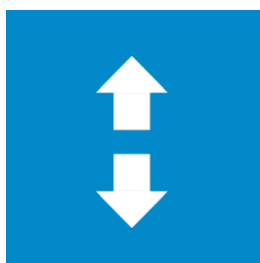
The Medtronic MyCareLink Patient Monitors and the Medtronic CareLink Network are indicated for use in the transfer of patient data from Medtronic implantable cardiac devices. These products are not a substitute for appropriate medical attention in the event of an emergency. Data availability and alert notifications are subject to Internet connectivity and access, and service availability. The MyCareLink Patient Monitors must be on and in range of the device. Alert notifications are not intended to be used as the sole basis for making decisions about patient medical care.

BUTTONS, LIGHTS, AND PORTS ON MYCARELINK MONITOR



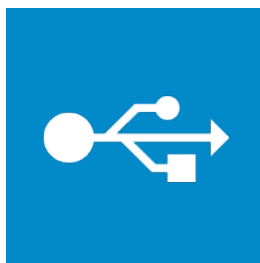
Q: Why is there a green light at the side of my monitor? Does it stay on or go to “sleep”?

A: The green light at the side of your monitor stays on the entire time to show that power is being supplied to the monitor.



Q: On the Monitor Base, what are the 2 pointer buttons on the top and the bottom of the “accept” (gray) button?

A: The 2 pointer buttons are currently nonfunctional; however, they may be activated in the future.



Q: What is the purpose of the USB ports on the side of my monitor?

A: These ports are typically covered, and are only used for analog telephone adaptors in the United States, Canada, and Puerto Rico, if cellular service is not available. This analog telephone adaptor is NOT packaged with the monitor. Call CareLink™ Patient Services at 1-800-929-4043 if you want more information about this accessory.



Q: Why are there lights and a button on the reader?

A: The button mimics the Start button on the monitor base. If you press it while doing a transmission, nothing will happen. The amber light indicates the reader needs charging, and the blue light indicates the reader and monitor are connected via Bluetooth®*. The green light indicates the reader is transmitting information to the monitor base (for certain devices only).

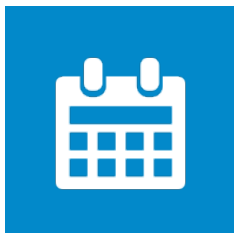


LCD SCREEN SYMBOLS



Q: Why does it take a while before the blue cellular signal bars appear?

A: At certain times, for example the first time the monitor starts up or has traveled to a new location, the monitor needs to register with the cell towers before it can send or receive any information. The registration process can take a bit longer the first time; however, after that the monitor remembers the settings used, so subsequent connections to the cellular network will be faster.



Q: What is the date that appears on the LCD screen?

A: The date shown on the screen is the last time scheduled information was successfully sent from your heart device to your clinic. This date will appear when information is sent for both wireless and non-wireless devices.



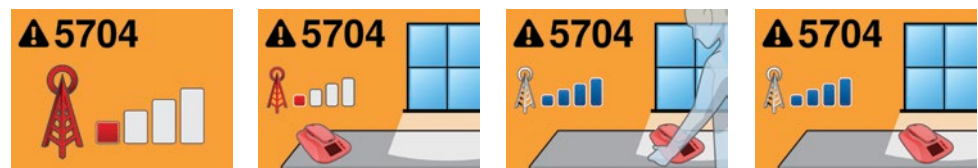
Q: What is this screen?

A: This is the "interrogation in progress" screen for patients with Reveal LINQ ICMs. This screen will notify patients that a transmission is in progress; patients with a Reveal LINQ ICM should not interrupt this nightly transmission when they check their monitor. If patients see this screen, they shouldn't do anything. The monitor will continue to listen for Reveal LINQ ICM nightly wireless data and send it to the CareLink Network. The screen will go blank after 5 minutes. **IMPORTANT:** Patients should NOT press the "Accept" button or the "X" button on the screen, as this will cancel the wireless listening and display the start-up screen.



Q: Why does the monitor keep showing the 5704 error code, even after I've moved it?

A: If your monitor is still showing this error after moving it, try unplugging the monitor and then plug it in again. You can also try changing the orientation of the monitor by rotating the base station.



Q: What does the image of the cloud and arrow pointing at the monitor mean?

A: This screen indicates that the monitor is looking for or receiving a software update. The animated Software Update screen typically displays for about 10-15 minutes before rebooting, but could display for up to 60 minutes depending on the size of the update. **You should not touch the monitor during the update process.** If the system remains unresponsive after 60 minutes, please call CareLink Patient Services at: 1-800-929-4043, Monday – Friday, 7 a.m. – 7 p.m. Central Time. Medtronic will typically send updates 2-3 times per year.



ADDITIONAL MONITOR QUESTIONS



Q: Is it necessary to restart my monitor when switching between cellular and a standard analog phone line?

A: Yes, to switch between cellular and a standard analog phone line, you must first unplug your monitor from the power outlet, connect the analog adaptor to the USB port, and then plug in your monitor again. This is only necessary for patients who have no cellular service and are using an analog adaptor.



Q: What type of battery is in the reader?

A: The reader contains a 4.1 lithium polymer battery. It is not replaceable, so if another one is needed call CareLink Patient Services at: 1-800-929-4043, Monday – Friday, 7 a.m. – 7 p.m. Central Time.



Q: What happens if I break or lose the reader or the base station, or lose the power cord?

A: If this happens, please call CareLink Patient Services at: 1-800-929-4043, Monday – Friday, 7 a.m. – 7 p.m. Central Time.



Q: Why is it important to keep my monitor plugged in at all times?

A: Here are the reasons why it's important to keep your monitor plugged in at all times:

- 1) Scheduled wireless transmissions are sent automatically while you sleep (wireless devices only).
- 2) Unscheduled transmissions may be requested by your doctor or clinic (for both wireless and non-wireless devices).
- 3) CareAlert™ Notifications (for wireless devices only) are sent automatically to your clinic.
- 4) Software updates are made to your monitor (for both wireless and non-wireless devices).



Q: How much does it cost to keep MyCareLink Monitor plugged in at all times?

A: Tests have been conducted to determine this cost. If you keep your monitor plugged in all the time, it will be ready 24 hours a day, for about \$2.00 per year.



Q: What do I do if the MyCareLink Monitor is no longer needed?

A: In this case, please call CareLink Patient Services at: 1-800-929-4043, Monday – Friday, 7 a.m. – 7 p.m. Central Time.



Q: Why does my monitor light up periodically?

A: Your monitor is programmed to reboot periodically for continued service availability. It will go through the "power up" sequence you go through the first time you set it up. You do not need to do anything when this is happening.

COMMON IMPLANTABLE DEVICE QUESTIONS



Q: Can I use a cell phone?

A: Yes. When talking on a cell phone keep the phone's antenna six inches away from your implanted heart device, and use the phone on the ear opposite your implanted heart device. We also recommend you avoid placing the cell phone in a pocket near your implanted heart device.



Q: Are household appliances safe to use?

A: Yes. Most household appliances are safe to use as long as they are properly maintained and in good working order. This includes microwave ovens, major appliances, electric blankets, and heating pads.



Q: Will magnets affect my device?

A: Items that contain magnets, such as magnetic therapy products, stereo speakers, and hand-held massagers can temporarily affect the operation of your implanted heart device. Therefore, it is recommended you keep items containing magnets at least six inches away from your implanted heart device. We do not recommend the use of magnetic mattress pads and pillows because it is difficult to maintain a six-inch distance when using these items.



Q: Will I be able to travel?

A: Yes, it is safe to travel with your implanted heart device. Given the short duration of security screening, it is unlikely that your Medtronic implanted heart device will be affected by metal detectors (walk-through archways and hand-held wands) or full body imaging scanners (also called millimeter wave scanners and 3D imaging scanners) such as those found in airports, courthouses, and jails.

To minimize the risk of temporary interference with your implanted device while going through the security screening process, avoid touching metal surfaces around any screening equipment.

Do not stop or linger in a walk-through archway; simply walk through the archway at a normal pace. If a hand-held wand is used, ask the security operator not to hold it over your implanted heart device and not to wave it back and forth over your implanted device. You may also request a hand search as an alternative.

If you have concerns about these security screening methods, show your device ID card, request alternative screening, and then follow the instructions of the security personnel.

Remember to bring your MyCareLink Monitor with you when you travel, so you can send device information to your clinic as needed.

Additional Device Information for Patients:

The Medtronic MyCareLink™ Patient Monitor is a prescription product indicated for use in the transfer of patient data from some Medtronic implantable cardiac devices based on physician instructions and as described in the product manual. The MyCareLink Patient Monitor transmissions to the CareLink™ Network are subject to cellular service availability. The MyCareLink Patient Monitor must be on and in range of the device in order to wirelessly receive data from your implanted device. This product is not a substitute for appropriate medical attention in the event of an emergency and should only be used as directed by a physician. The Medtronic CareLink Service is prescribed by your physician. This service is not for everyone. Please talk to your doctor to see if it is right for you. Your physician should discuss all potential benefits and risks with you. Although many patients benefit from the use of this service, results may vary. For further information, please call CareLink Patient Services at 1-800-929-4043 (7:00 a.m. to 7:00 p.m., Monday – Friday, Central Time) or see the Medtronic website at www.medtronic.com.

Brief Statement for Clinicians:**Medtronic MyCareLink™ Patient Monitor,
Medtronic CareLink™ Network, and CareLink™
Mobile Application**

Intended Use: The Medtronic MyCareLink Patient Monitor and CareLink Network are indicated for use in the transfer of patient data from some Medtronic implantable cardiac devices based on physician instructions and as described in the product manual. 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. 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. CareLink Network availability and mobile device accessibility 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 and subject to coverage availability. Standard text message rates apply.

Contraindications: There are no known contraindications.

Warnings and Precautions: The MyCareLink Patient Monitor must only be used for interrogating compatible Medtronic implantable devices.

See the device manual for detailed information regarding the instructions for use, indications, 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 www.medtronic.com.

Caution: Federal law (USA) restricts this device to sale by or on the order of a physician.

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