Medtronic

CareLink SmartSync™

Release notes

December 2023

CareLink SmartSync device manager 3.12.4 includes usability and tablet compatibility updates.

About this release

CareLink SmartSync device manager release 3.12.4 brings a new capability to update LINQ II device software and includes iPad®* Gen10 compatibility.

CareLink SmartSync 3.12.4 is compatible with iPadOS 15.1 and above. Before updating CareLink SmartSync, please be certain the tablet is a compatible iPad model listed in the CareLink SmartSync Tablet Compatibility manual. If so, please update to iPadOS 16.x or above for the best performance.

This chart details all user-facing changes you can anticipate experiencing in the newest app version of CareLink SmartSync device manager.

Product	Title	Short description
Device Manager	iPad Gen10 compatibility	Next generation of iPads are now compatible with the CareLink SmartSync™ platform

Updating to CareLink SmartSync version 3.12.4

Updating to CareLink SmartSync version 3.12.4 requires an application update as well as updates to the application content before the system is functional. To update to CareLink SmartSync 3.12.4, follow the instructions below. Users should expect that upgrading to CareLink SmartSync 3.12.4 will take approximately 15 minutes per instance.

Establishing the rhythm.
Pioneering what's possible.

1. Locate and update the CareLink SmartSync 3.12.4 application from the app store.

- **Medtronic-managed Tablets (MMTs):** Select the MDT App Catalog from the home screen and locate the CareLink SmartSync application. Tap INSTALL.
- **Customer-owned (BYOD) Tablets:** Navigate to the Apple App Store and locate the CareLink SmartSync application. Tap INSTALL.

2. After successfully updating the application, open the CareLink SmartSync application. The user will be prompted with the pop-up: CHECK FOR NEW CONTENT REQUIRED. Tap CONTINUE.

3. A secondary pop-up will appear stating CONTENT UPDATE AVAILABLE. Tap UPDATE to accept the new content. A DOWNLOAD AND INSTALL REQUIRED UPDATES progress indicator will appear to show the update status. Once complete, the user may continue the update.

4. Select START USING THE SYSTEM. This will open the CareLink SmartSync application.

5. Connect the patient connector to the SmartSync 3.12.4 application. Once complete, the patient connector will be successfully paired.

6. Connect the base to the SmartSync 3.12.4 application. Once complete, the base will be successfully paired.
Contact Technical Services for additional information.

User information and resources

For information on the most current iPadOS and application versions as well as application compatibility, please reference the [Tablet Update Compatibility Guide](#) available on the MDT Support Page. This document also provides step-by-step instructions for updating both the iPadOS and CareLink SmartSync application.

For CareLink SmartSync device manager best practice recommendations, please reference the [CareLink SmartSync Device Manager Tips and Tricks](#).

For more information on iPadOS and tablet compatibility related to this CareLink SmartSync release, please reference the CareLink SmartSync Tablet Compatibility Manual at https://manuals.medtronic.com.

Need support?

We care about your experience. If you need further support with this release, please contact Technical Services at 800-638-1991, Option 1, Option 2 or send an email to [rs.programmersupport@medtronic.com.](mailto:rs.programmersupport@medtronic.com)

General Indication statements: For a listing of indications, contraindications, precautions, warnings, and potential adverse events, please refer to the Instructions for Use. Consult instructions for use on this website http://manuals.medtronic.com/manuals/main/region. Manuals can be viewed using a current version of any major Internet browser. For best results, use Adobe Acrobat Reader® with the browser.

Medtronic

99 Hereford Street
Brampton, Ontario, L6Y 0R3
Toll-free: 800.268.5346
Tel: 905.460.3800

medtronic.ca