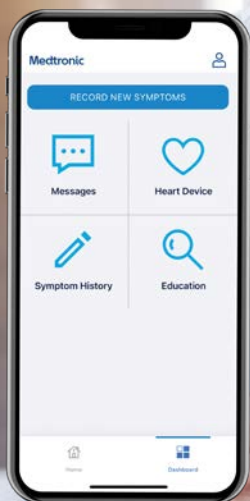# Medtronic

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
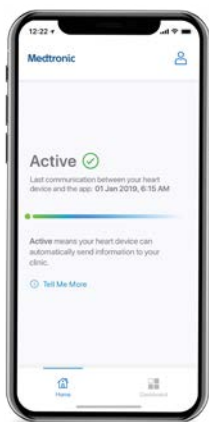
Why should I choose **app-based remote monitoring?**

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

Flexibility

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

The app allows you to record symptoms.
These symptoms are sent together with
heart rhythm data to your clinic.

and
connectivity

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

How does
it work?

Step 1. Send
Your heart device monitors your rhythm and automatically sends data to the clinic via an app. The clinic is notified when your device detects an irregular rhythm and when you record symptoms.

Step 2. Review
Your clinic reviews the data on a secure website.

Please visit medtronic.com/security for
up-to-date security information.

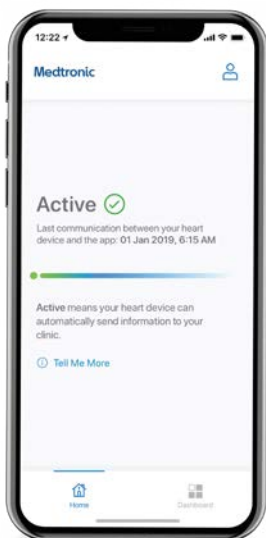" Now I feel more comfortable knowing that my device is being monitored! "

" 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.

II 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! *II*
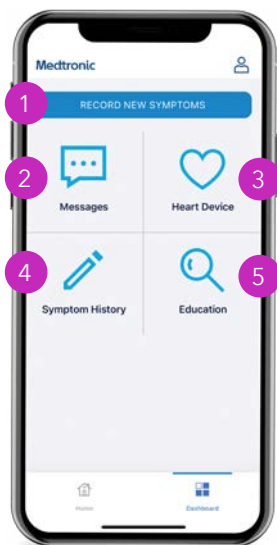
App
overview

Home page

Connectivity status

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

* If prescribed by physician.

Dashboard page

❶ RECORD NEW SYMPTOMS
Records symptoms and heart rhythm data at the time of a symptomatic episode.*

❷ Messages
Shows important messages about your transmission status and using your app.

❸ Heart Device
Displays implant date, ICM device name, model number and serial number.

❹ Symptom History
Provides a log of your recorded symptoms.

❺ Education
Provides answers to frequently asked questions about living with a heart device.

How to record **new symptoms**
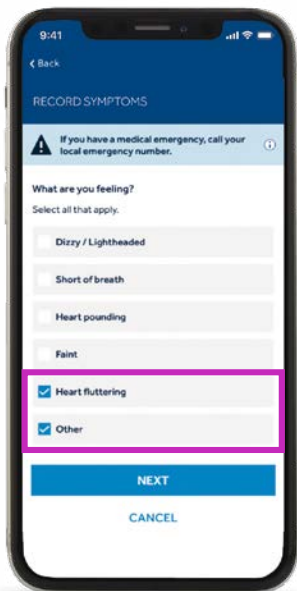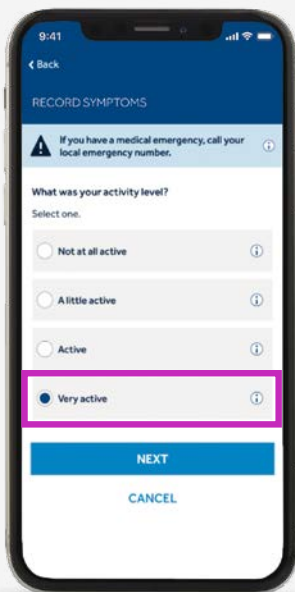
Step 1.
Select **RECORD NEW SYMPTOMS**

Step 2.
Record **how you feel**

Step 3.
Record **your activity level**

The record specific activity
feature has a 250 character
count limit per entry.

If you have a medical
emergency, call your local
emergency number.

Step 5.
Remain in **app range**
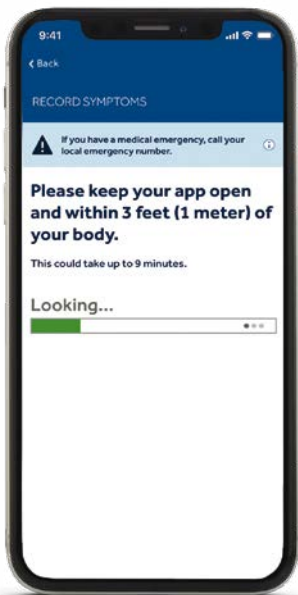
Step 6.
App confirms that
**your symptoms have
been recorded**
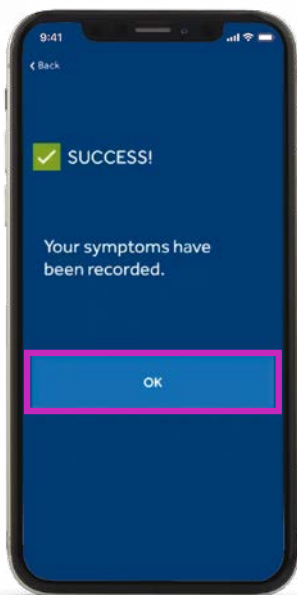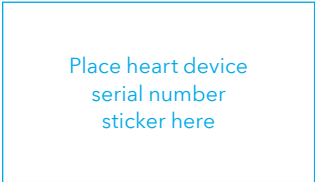
App install
and setup

This process takes
approximately 15 minutes.

Step 1. Prepare
- Your smartphone or tablet with
  Bluetooth® turned **on**

- Your 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

Place heart device
serial number
sticker here

Step 2. Download and install

Scan the QR code or visit 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.

Step 3. Setup

Follow the instructions in the app to connect with your heart device. Here are a few **important actions** to keep in mind:

- 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 **6 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.

> ### "MCL Heart" Would Like to Send You Notifications
> Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.
>
> Don't Allow | **Allow**
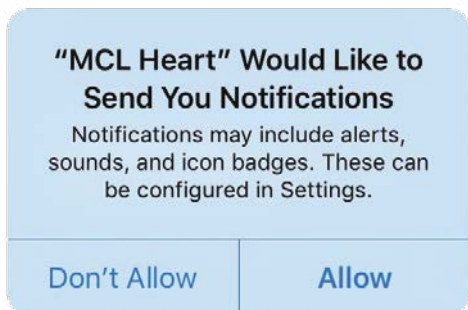
Step 4. Verify email

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 1 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.

From: <do-not-reply@crhfcloud.com>
Date: Tue, Dec 21, 2021 at 2:46 PM
Subject: Verify Your Email Address For Your
MyCareLink Heart™ Account
To: <clk.testing.01@gmail.com>

Sent to: monica.smith@mail.com

Hello,

You are almost done with your Medtronic account setup—just verify your email address using the button below.

VERIFY EMAIL

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 3 hours throughout the day

- Keep your app open and running in the background

You can quickly access educational resources in the Education section of the app.

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

BeConnected

00800-266-632-82*

Monday - Friday
08.00 - 16.00**

Alternative number from
mobile phones or if travelling abroad
+44 (0) 1923 202543***

* Free-of-charge number from a landline and some mobiles (please check with mobile service providers)
** voicemail service available outside opening hours
*** number charged at standard call rate (may vary between phone providers)

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 (15 MB/month) is equivalent to about two minutes 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 for a list of compatible devices.

Information contained herein is not medical advice and should not be used as an alternative to speaking with your doctor. Discuss indications, contraindications, warnings, precautions, potential adverse events and any further information with your healthcare professional.

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