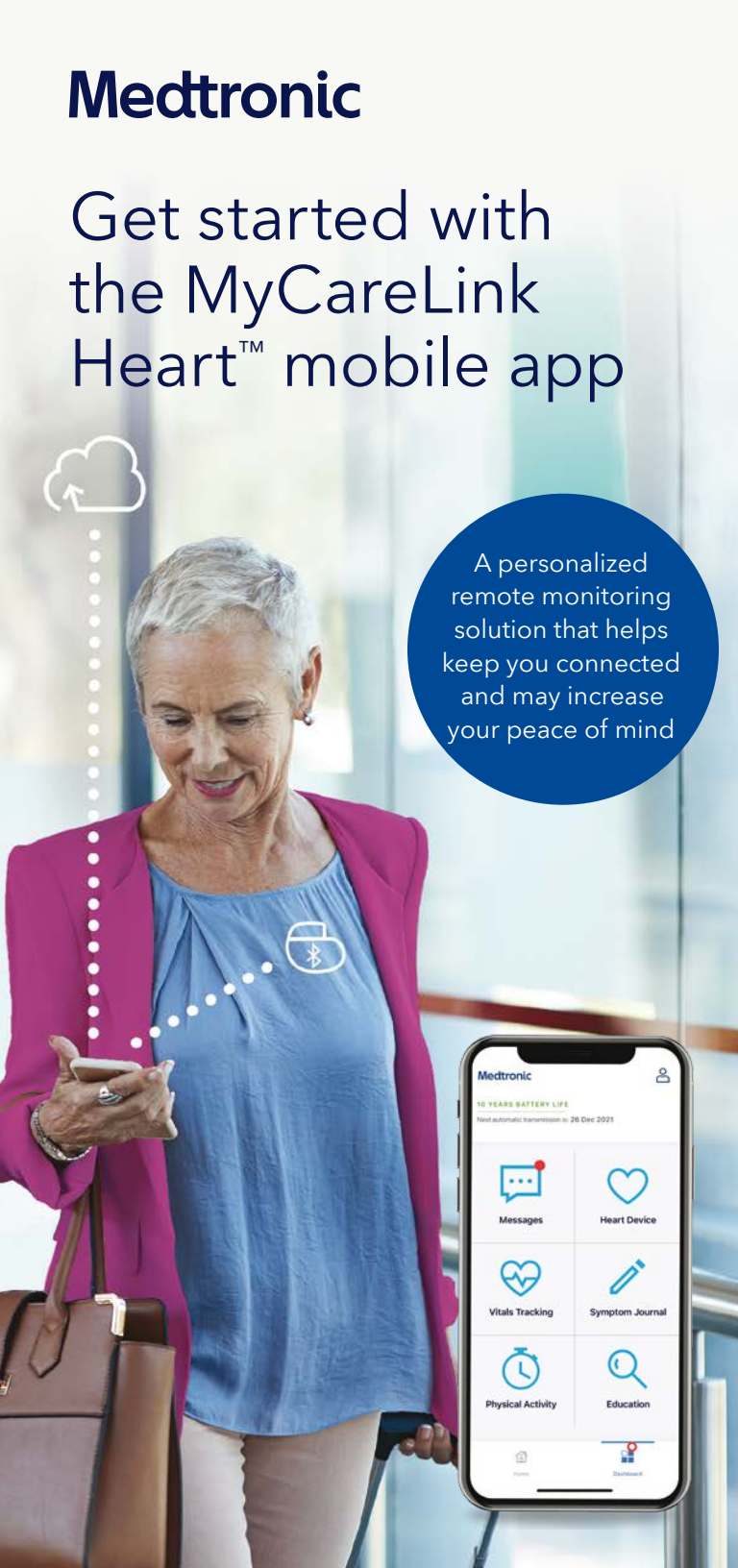
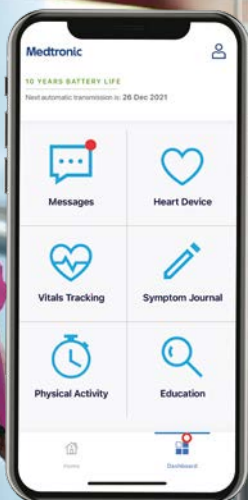


Medtronic

Get started with the MyCareLink Heart™ mobile app



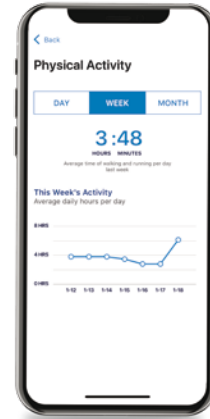
A personalized
remote monitoring
solution that helps
keep you connected
and may increase
your peace of mind



Why should I choose app-based remote monitoring?

Today, millions of people implanted with heart devices are remotely monitored. Remote monitoring may:

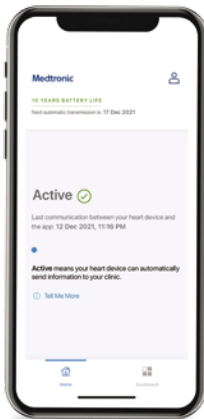
- Give you peace of mind and increase quality of life
- Reduce hospital visits and save you time
- Help you feel assured as you stay connected to your care team



The app shares selected information with you, such as physical activity or device longevity.

Flexibility

and connectivity



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



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

How does it work?



Step 1. Schedule

Your clinic schedules dates to receive information from your device.



Step 2. Send

Device information is automatically sent to the clinic based on the pre-set schedule. Depending on setup, your device can also send notifications to your clinic when it detects an irregular rhythm or abnormalities.



Step 3. Review

Your clinic reviews the data on a secure website.

Please visit [medtronic.com/security](https://www.medtronic.com/security) for up-to-date security information.



// Now I feel more comfortable knowing that my device is being monitored and I can see when the transmission has been sent!



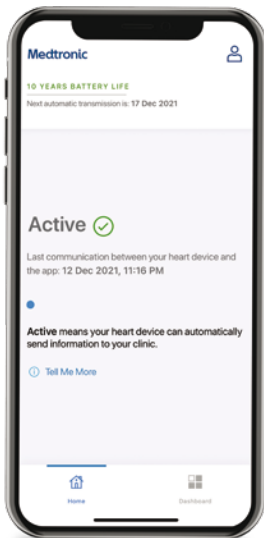
// This is so easy to understand. The app shows you the way, step by step.

Images are not actual patients. Statements reflect individual experiences. Results may vary.

// 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!



App overview

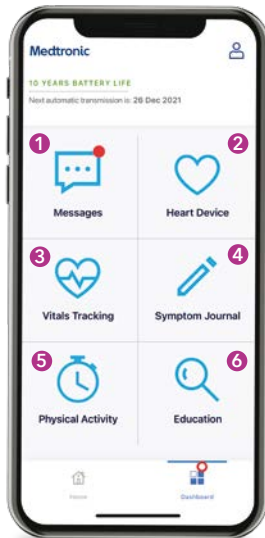


Home page

Connectivity status

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

[†]Data input here stays on your phone; it does not get sent to your clinic. If you have a medical emergency, you should call emergency services.



Dashboard page

1 Messages

View important messages about your transmission status and using your app. You can also send a transmission if requested by your clinic.

2 Heart device

Locate important information about your heart device, such as battery life, implant date, name, and serial number – as well as your clinic's contact number.

3 Vitals tracking

Record your weight and blood pressure to share with your doctor at an in-office visit.

4 Symptom journal

Record your symptoms to share with your doctor at an in-office visit.[†]

5 Physical activity

Check/view your activity levels based on data from your heart device.

6 Education

Find answers to frequently asked questions about living with a heart device.

App install and setup

This process is going to take approximately 15 minutes.

Step 1. Prepare

Make sure you have the following:

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

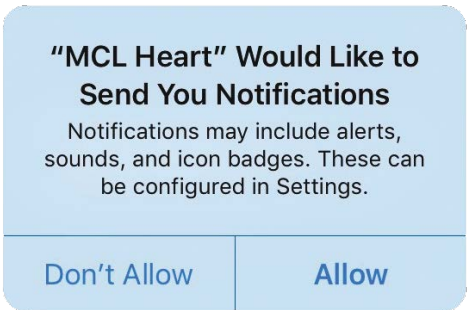


App install and setup

Step 3. Setup

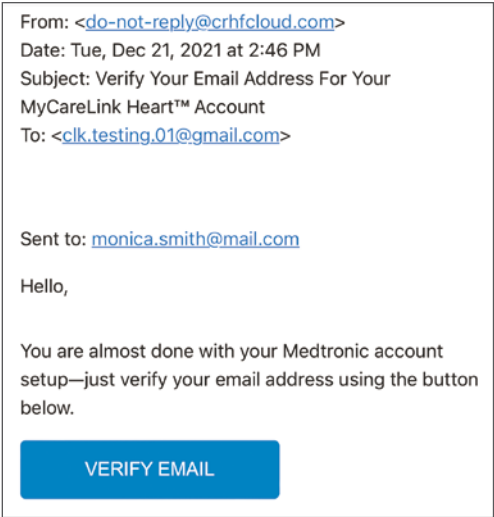
Follow the instructions in the app to connect with your heart device. Here are a few **important actions** that you need to be mindful of during this process:

- 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 **six 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



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 one 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.



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 three hours a day
- Keep your app open and running in the background

You can quickly access educational resources in the app.

Check out the Education section in the app, where you will find plenty of useful information.



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 (8.7 MB/month) is equivalent to about one minute 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.

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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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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