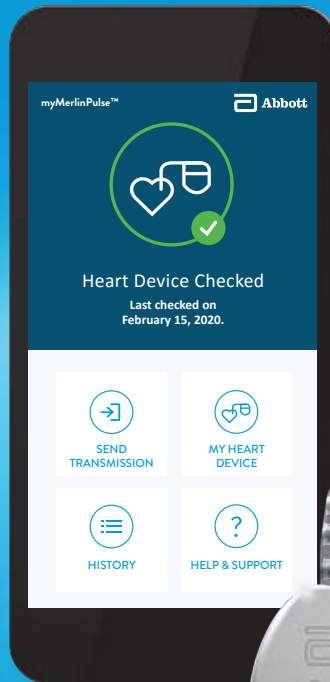




Next Generation ICD
and CRT-D Solutions

REMOTE MONITORING
**CLINICIAN
GUIDE**

for myMerlinPulse™ App



HIGH-VOLTAGE HUGE IMPACT



POWERFULLY CONNECTED

Abbott's next generation ICD and CRT-D solutions use smartphone connectivity to streamline remote monitoring and encourage greater patient engagement.



PIONEERING DYNAMIC TECHNOLOGY

Deliver accurate, optimized care with features you can intuitively program to meet your patients' changing needs.



PATIENT-CENTRIC OUTCOMES

Achieve clinically meaningful outcomes with technology designed to fit seamlessly into your patients' day-to-day lives.

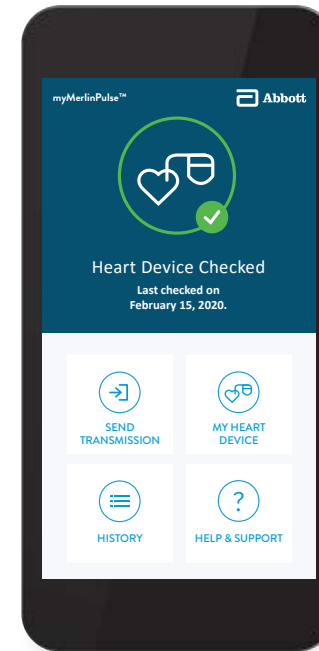


1.5T AND 3T MRI
READY SOLUTIONS*



myMERLINPULSE™ APP

The app can be paired with Abbott's ICD and CRT-D solutions to remotely monitor your patients. With this app, patients can:



CHECK CONNECTIVITY STATUS

to ensure their device is being properly monitored



SEND DATA MANUALLY

as instructed by a clinician



ACCESS DEVICE STATUS

to check battery status and model number



VIEW HISTORY

of scheduled data transmissions, connection issues and patient notifications



FIND SUPPORT

resources, such as clinic info, technical support numbers and FAQs

*For additional information about specific MR Conditional ICDs, CRT-Ds and leads, including scan parameters, warnings, precautions, adverse conditions to MRI scanning and potential adverse events, please refer to the Abbott MRI Ready Systems Manual at medical.abbott/manuals.

RECOMMENDED REMOTE MONITORING WORKFLOW

1



DOWNLOAD APP

The myMerlinPulse™ app is available for compatible iPhone[‡] and Android[‡] smartphones.



Encourage patients to download the app onto their personal smartphone prior to their procedure. As per your clinic's protocol, remind patients to bring their smartphone the day of their procedure and for all in-clinic follow up visits.

For patients using an Abbott mobile transmitter, the app is preinstalled.

2



ENROLL PATIENT

Before pairing, you must enroll the patient in the Merlin.net™ Patient Care Network (PCN).

Remember to enter the patient's email address or mobile number in order to receive an activation code (when required). If a patient is already enrolled in Merlin.net PCN, the patient's profile can be updated for the new device.

3



PAIR DEVICE

Make sure to have a strong Wi-Fi[‡] or cellular data connection and Bluetooth® wireless technology turned ON before you pair.

Remote monitoring cannot start until pairing is completed. We recommend promptly pairing the device post implant with the patient's smartphone or as per your clinic's protocol.

Patients can learn more about their device and app at [MyHeartHealth.com](https://www.MyHeartHealth.com). Resources include tutorial videos, digital brochures and more.

↓ APP DOWNLOAD

The myMerlinPulse™ app is available for download on the Apple[‡] App Store[‡] or Google Play.[‡] It is best to have your patients download the app prior to their procedure.



Compatible Smartphone and Operating Systems (OS) Combinations

The app is compatible with smartphones that meet the following minimum requirements:

ANDROID[‡] PHONES
version 8.0 or later

IPHONE[‡]
iOS[‡] version 12.0 or later

BLUETOOTH[®] TECHNOLOGY
4.2 or higher

LET US KNOW

Always report smartphone and OS issues to our Remote Care Technical Support at:



International: 46-8-474-4756
US: 1-877-756-4873

QUICK TIP

Tutorials are available on the myMerlinPulse app.

TIPS FOR YOUR PATIENTS

The following tips can help your patients keep their app connected, so that you can ensure continuous remote monitoring of their device.



KEEP myMERLINPULSE™ APP OPEN

Do not quit the app. Remind patients to relaunch the app anytime the smartphone is restarted, or if they purchase a new smartphone.

Their Abbott implantable device is continuously monitoring their heart. When patients are near their smartphone, it will retrieve any new data from their device and send it to their clinic.



STAY CONNECTED TO INTERNET

Keep the smartphone connected to Wi-Fi[‡] or cellular data with a STRONG signal.



KEEP BLUETOOTH® TECHNOLOGY ON

The implantable device cannot communicate with the app when Bluetooth[®] wireless technology is turned OFF.



STAY CLOSE

Recommend patients keep their smartphone close (within 5 feet or 1.5 meters), even while sleeping, and always plug in their smartphone before going to bed. If the app doesn't seem to be working at night, turn OFF devices with Bluetooth[®] wireless technology, like speakers or clocks.



TURN OFF POWER SAVE

In the smartphone's settings, turn OFF battery saver/optimization/low power features for the app.



TURN NOTIFICATIONS ON

Allow notifications from the app and turn ON the app setting for Background Data Usage.[‡]

[‡]The Background Data Usage setting is for an Android[‡] smartphone and is not a required setting for iPhone.[‡]



ENROLL NEW ABBOTT PATIENTS IN MERLIN.NET™ PCN

Patients must be enrolled in the Merlin.net PCN before you can pair their device to the myMerlinPulse™ app. If a patient is already enrolled in Merlin.net PCN, refer to instructions for **UPDATING CURRENT PATIENT PROFILES**.

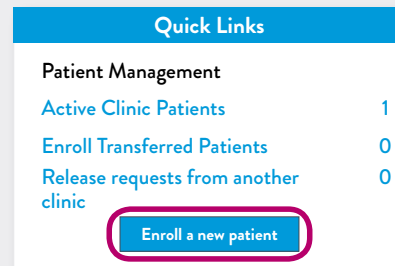
1

Navigate to **MERLIN.NET** and login using your credentials.



2

Click on **ENROLL A NEW PATIENT** (in Quick Links).



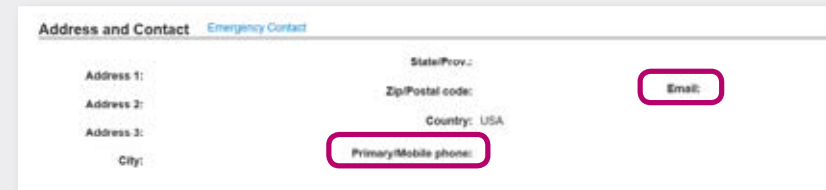
3

Click on **ENROLL** under **ENROLL MANUALLY**.



4

Input the required patient and device data. Patient mobile number or email is required and may be used when pairing your patient's device.



5

You may continue through **PATIENT PROFILE PAGES** to review default monitoring preferences, create a schedule and modify any Direct Alerts for the patient.

6

Continue through enrollment steps and click **FINISH**.

NEED REMOTE CARE TECHNICAL SUPPORT?

Your local Abbott representative can assist with any questions. Abbott also maintains a line for technical questions and support:



International: **46-8-474-4756**
US: **1-877-756-4873**



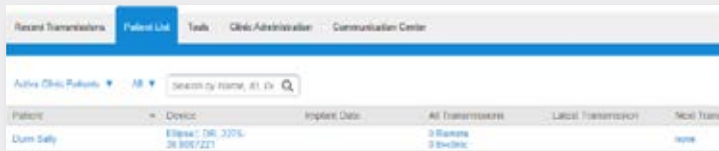
UPDATE CURRENT PATIENT PROFILES IN MERLIN.NET™ PCN

If a patient already has an Abbott device and was enrolled in Merlin.net PCN, you can update the patient's profile with the new device data.

- 1 Navigate to **MERLIN.NET** and login using your credentials.



- 2 Click on **PATIENT LIST** tab and locate the patient who received a new device.



- 3 Update the **DEVICE DATA** with the new serial number, device name and implant date. Click **SAVE**.



- 4 Select **DEVICE CHANGE-OUT** on the pop-up screen. Click **CONTINUE**.



Continue through and click **FINISH**. The patient's Merlin.net PCN record is now updated. Data about the new device will be available along with the patient's historical data.



MANAGE SETTINGS

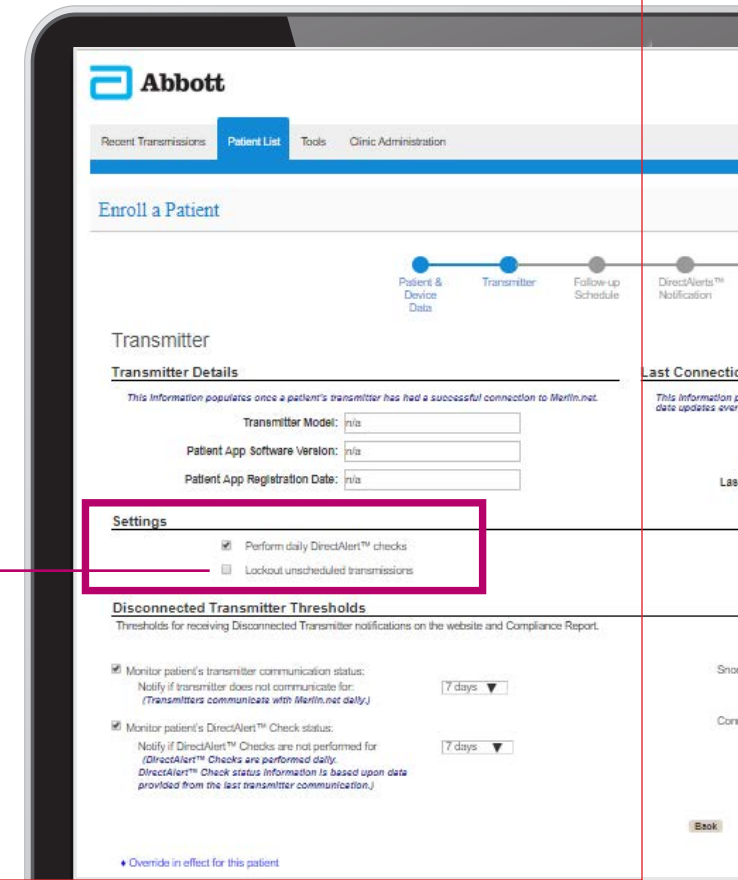
Monitoring your patients through our mobile app can help you manage the information your patients send to you.

The myMerlinPulse™ app allows patients to send transmissions to the Merlin.net PCN when instructed by their clinic. You can choose to disable this feature.

HOW TO LOCK PATIENT-INITIATED TRANSMISSIONS

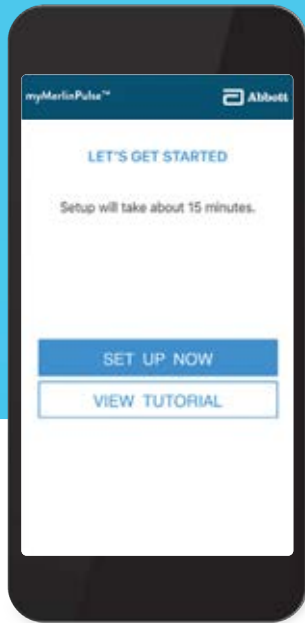
In the **TRANSMITTER** section of the patient enrollment in the Merlin.net PCN, you may manage when patients send you transmissions.

"Lockout unscheduled transmissions" disables the **SEND TRANSMISSION** button on the patient app. You may enable or disable this feature at any time.



DEVICE PAIRING

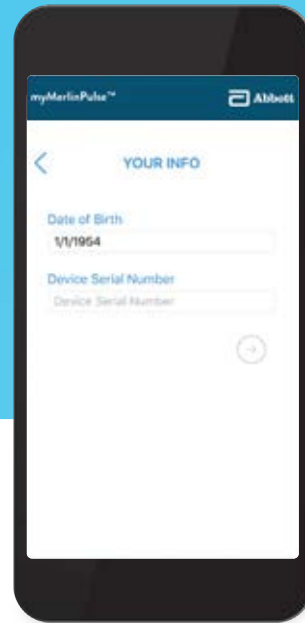
HOW IT WORKS



STEP 1

OPEN myMERLINPULSE™ APP

Tap **SET UP NOW** and then continue with setup.

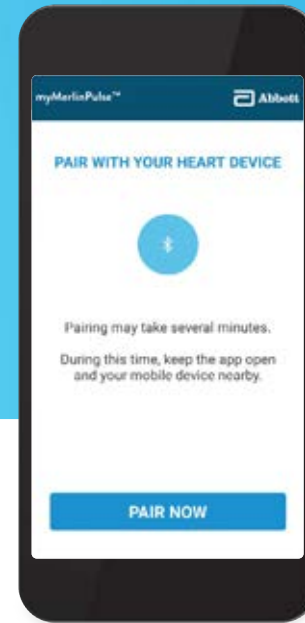


STEP 2

ENTER PATIENT INFORMATION

Enter patient's date of birth and device serial number.

Tap the **ARROW**.



STEP 3

PAIR DEVICE

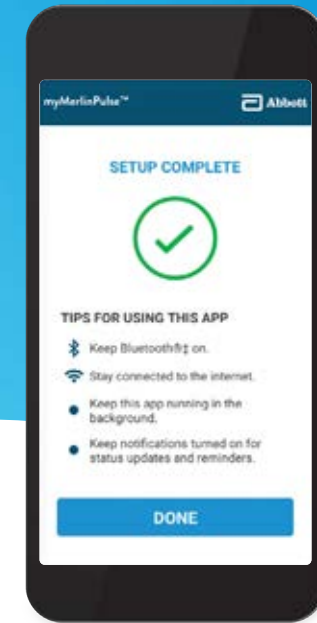
Tap **PAIR NOW**.

For iOS[†] devices, a pairing request for "CM" message will appear; enter the code shown at the top of the screen and tap the **PAIR** button.

If this is an Android[‡] device, the pairing will proceed on its own.

Keep the smartphone within 5 ft/1.5 m of the patient.

If this is not the first time pairing, you will need an activation code. You can select to receive the activation code via email or text.



STEP 4

YOU'RE CONNECTED!

Your patient's device is now paired with the smartphone.

From the app's home screen, patients can send transmissions, view history or access help and tutorials.

BEFORE YOU BEGIN

Once the myMerlinPulse™ app is downloaded, setup will take you up to 15 minutes. Before trying to pair, make sure the smartphone has a strong internet connection and Bluetooth® wireless technology turned ON.

FREQUENTLY ASKED QUESTIONS

CAN MULTIPLE SMARTPHONES CONNECT TO THE SAME DEVICE?

No, for security reasons the device can only pair with one smartphone. If the device is paired with another smartphone it will be unpaired from the previous smartphone.

CAN MY PATIENT CHOOSE A DIFFERENT LANGUAGE FOR THE APP?

Yes, this app is currently available in 38 languages. The app will automatically show in the language set as default within the smartphone. If the smartphone is configured in a language that is not part of these 38 languages, English will be the default language.

WILL THE USE OF THE APP AFFECT THE IMPLANTED DEVICE'S BATTERY LONGEVITY?

No, the use of the patient app communicating through encrypted Bluetooth® wireless technology with Abbott's next generation of ICDs does not adversely impact longevity more than the RF monitoring available on our current platform. The longevity estimates indicated in our manuals integrate the use of remote monitoring and result in a device longevity that is superior to existing Abbott high-voltage devices of the same size.

WILL THE APP DRAIN THE SMARTPHONE'S BATTERY?

The app will have a minimal impact on a smartphone's battery. It is important to remind patients that device checks happen at night. Patients should be advised to plug in their smartphone near them before going to bed.

HOW IS PATIENT DATA PROTECTED?

Securing patient data is our number one priority for remote monitoring.

- Communication is limited to a single authenticated, paired app
- Each device creates a unique 256-bit key for the paired app that is verified at the start of every communication. Monitor access is denied if the unique key is not verified
- The myMerlinPulse™ app transmits to the Merlin.net™ Patient Care Network through a secure, encrypted connection. Access to patient data is restricted to clinic authorized users

WILL A PHONE OPERATING SYSTEM (OS) UPGRADE AFFECT THE OPERATION OF THE APP?

Phone manufacturers issue OS updates regularly. Not all OS updates will require an update of the paired app. Some things to consider:

- Patients may experience a delay between the release of a manufacturer's phone update and a version of our app that is compatible with it
- Patient may need to manually update the app if their smartphone settings are not setup to enable automatic updates

HOW MUCH CELLULAR DATA DOES THE APP USE?

Transmissions are scheduled at night. If the smartphone is connected to Wi-Fi[†] with good signal strength, then the OS will use the faster transmission path (Wi-Fi[†] and not cellular data).

If the smartphone does not have Wi-Fi[†] connection, all the transmissions are done using cellular data. Approximately 200MB/month will be used, which is about 10% of a 2GB monthly plan.

HOW MUCH DATA WILL BE USED WHEN THE APP IS UPGRADED TO NEWER VERSION?

Although this will depend on the size of the newer app version, we approximate about 70MB of additional data usage during the upgrade process. Patients can set up preferences within their smartphone to upgrade the app only when Wi-Fi[†] is available to avoid using cellular data.

EMPOWERING YOU.
EMPOWERING YOUR PATIENTS.
POWERED BY ABBOTT.

CUSTOMER SUPPORT

Device Technical Services



International: **46-8-474-4147**
US: **1-800-722-3774**



CRMTechnicalServices@abbott.com

Remote Care Technical Services



International: **46-8-474-4756**
US: **1-877-756-4873**



Remote.Monitoring@abbott.com

Abbott

One St. Jude Medical Dr., St. Paul, MN 55117 USA, Tel: 1 651 756 2000
Cardiovascular.Abbott

Rx Only

Brief Summary: This product is intended for use by or under the direction of a Physician. Prior to using these devices, please review the Instructions for Use for a complete listing of indications, contraindications, warnings, precautions, potential adverse events and directions for use.

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[‡] Indicates a third-party trademark, which is property of its respective owner.
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