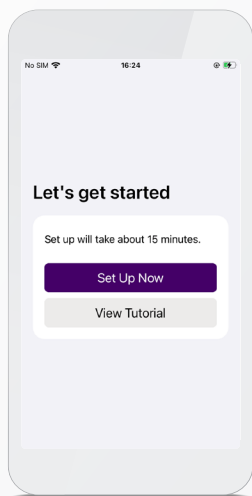Abbott

QUICKSTART GUIDE

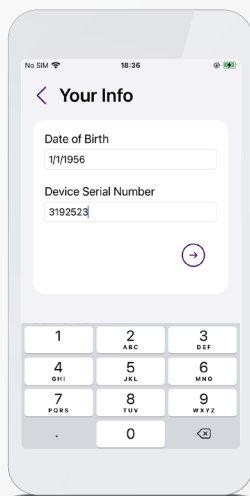Pairing Your Heart Monitor with the myMerlin™ Mobile App

GET **STARTED**

Once you have downloaded the myMerlin™ Mobile App, setup will take about 15 minutes. You will need a strong internet and Bluetooth® connection.

Let's get started

Set up will take about 15 minutes.

Set Up Now

View Tutorial

Your Info

Date of Birth
1/1/1956

Device Serial Number
3192523

STEP 1
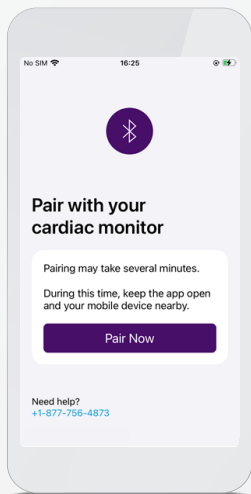### OPEN THE myMerlin™ MOBILE APP

Tap "Set Up Now."

STEP 2
ENTER YOUR INFORMATION*

Enter your date of birth and device serial number from your Patient ID Card.

Tap on the arrow.

*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.
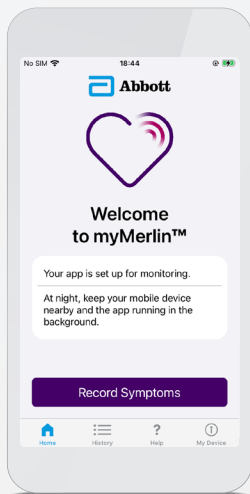
Download on the **App Store**

GET IT ON **Google Play**

Pair with your cardiac monitor

Pairing may take several minutes. During this time, keep the app open and your mobile device nearby.

Pair Now

Need help?
+1-877-756-4873

Welcome to myMerlin™

Your app is set up for monitoring.

At night, keep your mobile device nearby and the app running in the background.

Record Symptoms

Home History Help My Device

STEP 3
PAIR YOUR DEVICE

Tap "Pair Now."

If your phone requires a Bluetooth® pairing code, a pairing request message will appear;¨ enter the code shown above the keypad.¨¨

Keep your smartphone within 5 ft/1.5 m of you.

¨If your smartphone's text size is too large, you may not see the code.
¨¨If it is an Android‡ device, type in 0000 or 1234.

STEP 4
YOU'RE CONNECTED!

Your heart monitor is now paired with your smartphone.

From the app's home screen, you can check your connection, record symptoms and more.

TROUBLESHOOTING
For the myMerlin™ Mobile App

MINIMUM SMARTPHONE REQUIREMENTS

- Android[‡] OS version 9 or greater.
- Apple iOS[‡] version 15 or greater.

NIGHTTIME CONNECTIVITY ISSUES

If the app does not seem to be working at night, turn OFF other Bluetooth® devices around your bed, like speakers or clocks.

IF YOU FORGET YOUR PHONE

If you forget your smartphone, do not worry. Your heart monitor is continuously monitoring your heart. When you are near your phone again, the app will retrieve any new data from your heart monitor and send it to your clinic.

FOLLOW THESE TIPS
TO STAY CONNECTED

✓ **KEEP myMerlin™ MOBILE APP OPEN**
Do not quit the app. Remember to relaunch the app anytime your phone is restarted.

✓ **STAY CONNECTED TO INTERNET**
Keep your smartphone connected to Wi-Fi‡ or cellular data with a STRONG signal (should be able to access a website).

✓ **KEEP BLUETOOTH® ON**
This allows your smartphone to connect to your heart monitor.

✓ **STAY CLOSE**
Keep your smartphone close to you (within 5 feet or 1.5 meters), even while sleeping.

✓ **TURN OFF POWER SAVE**
In your phone's settings, turn OFF battery saver/optimization/low power features for the myMerlin Mobile App.

✓ **TURN NOTIFICATIONS ON**
Allow notifications from the myMerlin Mobile App and turn ON app background refresh/background data usage.

In your phone settings, the app will appear as "myMerlin™"

For more information and resources about your ICM, visit:

cardiovascular.abbott/AssertIQICM

SUPPORT

If your app is not working or you keep getting error messages, contact **Remote Care Technical Support.**

Before calling, please have the following information:

Assert-IQ™ ICM serial number from Patient ID Card

Name of clinic that monitors you

Smartphone make and model

UNITED STATES

Hours of support
Monday-Friday
8 a.m.-8 p.m. (EST)

+1.877.756.4873

myMerlin@abbott.com

INTERNATIONAL

Need help?
Contact your clinic directly with any questions.

You can also email
Remote.Monitoring@abbott.com