



ABBOTT MERLIN.NET™
PATIENT CARE NETWORK (PCN)
EUROPEAN-BASED CLOUD PLATFORM

LIMITED MARKET RELEASE (LMR) – CLINICIAN GUIDE

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Introduction: Welcome to the Merlin.net™ PCN European Cloud Platform!



Why is a new Merlin.net™ Patient Care Network (PCN) European cloud platform being rolled out?

- The migration to the European cloud-based infrastructure addresses the preference of many EU, EEA and UK customers to see their **patient data hosted in the EU** rather than the U.S. The new Merlin.net PCN European cloud platform leverages the **Microsoft Azure industry-leading, state-of-the-art cloud data storage solution**. This shows **Abbott's continued commitment** to treating data in **accordance with European data privacy laws**.
- We are **enhancing the overall user experience**, so you can access the information you need efficiently. In addition to this, we are making some minor cosmetic changes to our platform, giving it a **more modern and streamlined look and feel**.

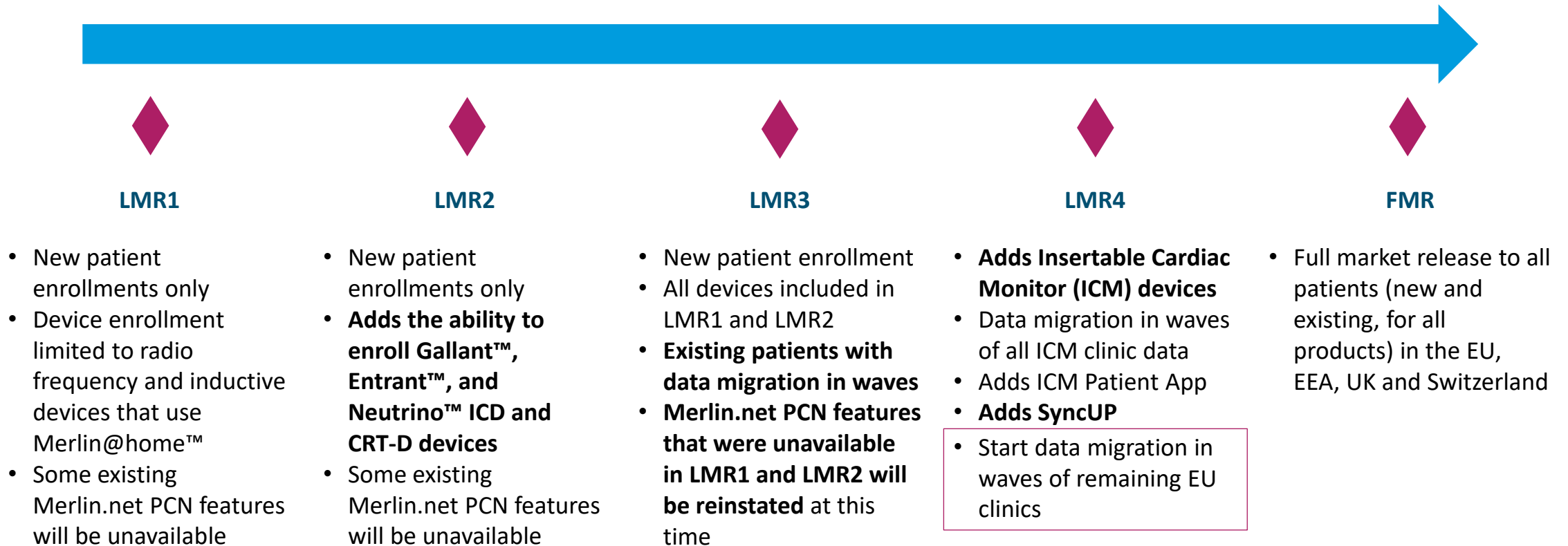
How will this rollout take place?

The Merlin.net™ PCN European cloud platform will be **rolled out as part of a gradual series of Limited Market Releases (LMR).**

- These LMR allows a **select group of customers to experience a product for the first time**, before it is broadly introduced to the market.
- **Users can provide feedback** to our Product Developments teams, to make final adjustments before fully launching the product.
- For software products such as Merlin.net PCN, the LMR provides a **means of optimizing the user experience** before fully launching the product. This includes, but is not limited to:
 - Ensuring the systems works in a “real-world” environment.
 - Fine-tuning of the application.
 - Optimizing product performance.

We believe the decision to launch products using an LMR process helps us **focus on providing the best possible product and service to all our customers**. We aim to provide a seamless and efficient product experience that meets your clinic needs.

Merlin.net™ PCN European Cloud Platform Timeline



How will your new Merlin.net™ PCN account be activated?

Abbott preparation



Merlin.net PCN European cloud platform training



LMR1 Go-live*:

France: Friday Dec 1st

Poland and Sweden: Friday Dec 8th



Based on your existing original Merlin.net PCN portal, **Abbott prepares the new account for the European cloud platform for LMR1.**

Your local Abbott representative provides you and your users with a **training on the new Merlin.net PCN European cloud platform.**

Your admin will **receive the necessary credentials**, for the new account. Now, **your admin can login into the new account** on the European cloud platform.

<http://Europe.Merlin.net>

*Dates are subject to change

Supported Operating Systems and Browsers

Merlin.net™ PCN European cloud platform is compatible with the following computer software configurations.

Operating System - browser combinations

- Microsoft Windows 10 (and more recent versions) – Chrome
- Microsoft Windows 10 (and more recent versions) – Microsoft Edge
- MacOS X – Safari*
- MacOS X – Chrome*
- iOS – Safari*
- Android – Chrome*

At a minimum, the system will support user interaction via a PC with the following configuration:

- Microsoft Windows 10 (and more recent versions)
- Google Chrome with default browser settings
- Microsoft Edge
- Screen resolution 1440 x 900
- 32-bit color quality

*Unavailable in LMR1, systems and browsers to be made available prior to FMR


Logging in for the first time

Abbott

**Merlin.net™
Patient Care Network**

Sign in

User ID

Password 

Sign in

[Forgot user ID or password](#)

[Website Terms of Use](#) | [Privacy Policy](#) | [Contact Us](#) |

www.cardiovascular.abbott

Using the received credentials, your admin will be able to log into the website for the first time.

Following the initial login, your administrator will be asked to create a new, unique password for their account.

Merlin.net™ PCN & Terms and Conditions:

Abbott terms and conditions will be displayed digitally at your first login. You must review and click through to accept these terms to use the Merlin.net PCN European cloud platform. The terms and conditions include the following Merlin legal and privacy documents:

- Terms & Conditions
- Data Processing Agreement
- Reference to Patient Privacy Notice

These terms have been updated to **support the move of the servers & data to EU (Ireland)**. The updates reflect **Abbott's continued commitment to treating data in accordance with European data privacy laws.**

Setup account preferences at clinic level

In LMR1, a new account is created for your clinic on the European cloud platform. New accounts receive the default account preferences.

- Your clinic administrator is responsible to **add or remove additional users**
- Your admin can **update the account preferences** to your clinic's liking

Updates on the European cloud platform, do not affect your account on the original Merlin.net™ PCN portal.

The top screenshot displays the 'Clinic Users' management interface. It includes a search bar, a filter dropdown set to 'All User Types', and a table of users. The table has columns for 'User Name', 'User type', 'Telephone No.', and 'Department'. Three users are listed: 'Admin, DevOps' (Physician, 49 111 111 1111), 'Win, July' (Allied Professional, 1 714 8126129), and 'Landwehr, Rick' (Physician, 1 909 9219281). A 'No user selected' message is shown at the bottom of the table.

The bottom screenshot displays the 'DirectAlerts™ Settings for Pacemaker/ CRT-P devices' configuration page. It features three main sections: 'Red Alerts', 'Yellow Alerts', and 'Medical Team'. The 'Red Alerts' section has options for 'Send Red Alerts during Office Hours to' (Email) and 'Send Red Alerts after Office Hours to' (Text Message). The 'Yellow Alerts' section has options for 'Send Yellow Alerts during Office Hours to' (None) and 'Send Yellow Alerts after Office Hours to' (None). The 'Medical Team' section has options for 'Send Alerts after Office Hours to Medical Team for' (Off) and 'On-call Physician Contact' (checked). Below these sections is the 'Clinic contact information' section, which includes fields for 'Main phone', 'Fax', and 'Text Message', along with their respective country and area codes. At the bottom, there is a 'Required field' section for 'Alert Type' and 'Alert Classification', and an 'Inform Patient' button.

Updated look and feel: Patient enrollment

With the Merlin.net™ PCN European cloud platform, we are enhancing the overall user experience, so you can access the information you need efficiently.

- These changes do not affect your workflow and familiar processes.
- During the LMR1, you will experience the improved look and feel, when **enrolling new patients**.*

For your information, updated **Instructions for Use** for the LMR1 are made available for you and your Merlin.net PCN users.

The top screenshot displays the 'Patient List' interface. It features a navigation bar with 'Recent Transmissions', 'Patient List', 'Tools', and 'Clinic Administration'. Below the navigation bar, there are filters for 'My Active Patients' and 'All', along with a search bar. The main content is a table with the following columns: Patient, Patient Status, Device, Implant Date, Transmitter Software Version, All Transmissions, Latest Transmission, Next Transmission, Connectivity, Last Transmitter Communication, and Latest Comments. Two rows of patient data are visible: 'Doe, John' and 'Doe, Jane'. The bottom screenshot shows the 'Enroll a Patient' form. It includes a progress bar with steps: Patient & Device Data, Transmitter, Followup Schedule, Director's Notification, Baseline Clinical Data, and Enrollment Complete. The form is divided into three main sections: 'Patient & Device Data' (with fields for Serial Number, Device Name, and Implant Date), 'Transmitter' (with radio buttons for 'Order transmitter' and 'Patient has transmitter'), and 'Patient Details' (with fields for First name, Middle name, Last name, Patient ID, Merlin.net Number, Gender, Clinic location, Patient language, and Date of birth).

*Device enrollment is limited to radio frequency and inductive devices that use Merlin@home (excluding Bluetooth® or conductive devices).

Using two portals to support patients

As part of the LMR process, we gradually roll out the new Merlin.net™ PCN European cloud platform. However, to ensure that the service of remote monitoring continues uninterrupted, the original Merlin.net PCN portal will continue to **operate parallel to the new European cloud platform.**

For LMR1, you should experience minimal impact:

- The **new European cloud platform** can only be used for **enrollment of new patients**. Device enrollment is limited to radio frequency and inductive devices that use Merlin@home™ (excluding Bluetooth® or conductive devices).
- The **original Merlin.net PCN portal** will continue to be available for **all existing patients** and the enrollment of new patients for **other devices**. Until the FMR, you will be able to utilize the original Merlin.net PCN platform.

After the FMR, the European cloud platform will be the unique Merlin.net portal.

Training resources: Available for you on the landing page

If you have questions or you would like to consult the documentation for the new Merlin.net™ PCN European cloud , please visit our welcome page, [Cardiovascular.Abbott/MerlinCloudEU](https://www.Cardiovascular.Abbott/MerlinCloudEU).

Should you have any other questions or concerns, feel free to reach out to local Abbott representative and we will be happy to assist along this LMR journey.



Is Electronic Health Records (EHR) integration available during the LMR1?

As part of the LMR process, we gradually roll out the new Merlin.net™ PCN European cloud platform.

During this gradual rollout, some features will not be available during LMR1 and LMR2.

- This is the case for the EHR integration.
- This can mean that if you are using third-party solutions to integrate data, that this will not be possible for the new patients enrolled during these two LMR phases.
- From LMR3, the EHR integration functionality will be available again.

For a list of these unavailable features and/or more information in general, the FAQ is available for your consultation. This can be found here:

Cardiovascular.Abbott/MerlinCloudEU.

Clinic support resources: Contacts

You may contact your local Abbott representative or Remote Care Technical Support via phone or email if available in your country.

Austria	crmtechnischersupport@abbott.com	+43 1891 222 81	Luxembourg	merlinsupportbenelux@abbott.com	+32 800 122 33
Belgium	merlinsupportbenelux@abbott.com	+32 800 122 33	Netherlands	merlinsupportbenelux@abbott.com	+31 800 020 17 29
Finland	remote.monitoring@abbott.com	+46 8 474 4756	Norway	remote.monitoring@abbott.com	+46 8 474 4756
France	telecardiologie@abbott.com	+33 0 800 000 565	Poland	remote.monitoring@abbott.com	+46 8 474 4756
Germany	crmtechnischersupport@abbott.com	+49 6196 77 11 444	Spain	soporte.merlin@abbott.com	+34 900 94 32 39
Ireland	ukiemerlin@abbott.com	+353 1 800 719 893	Sweden	remote.monitoring@abbott.com	+46 8 474 4756
Italy	supportomerlin@abbott.com	+39 02 35961070	United Kingdom	ukiemerlin@abbott.com	+44 800 389 2714

Appendix: Limited Market Release Phases

LMR1 is only for **new** patient enrollments. Device enrollment is limited to **radio frequency and inductive devices** that use Merlin@Home™ (excluding Bluetooth® or conductive devices). Some existing Merlin.net™ PCN features will be unavailable during this phase, and there will be no transfer of existing patient data from Merlin.net PCN to the new European based-cloud platform. Participating clinics will be responsible for two Merlin.net PCN accounts (existing account and new European based-cloud platform) until the completion of LMR4.

LMR2 adds the ability to enroll **Gallant™, Entrant™, and Neutrino™ ICD devices** to the existing list from Phase 1. It still only applies for **new** patient enrollments. Again, some existing Merlin.net PCN features will be unavailable during this phase, and there will be no transfer of existing patient data from Merlin.net PCN.

LMR3 will include **data migration of existing patients** for **radio frequency and inductive pacemakers and ICD devices** that use Merlin@Home transmitters for remote monitoring as well as Bluetooth Gallant, Entrant, and Neutrino ICD devices using myMerlinPulse™ mobile app to regionalized storage. The Merlin.net PCN features that were unavailable in LMR1 and LMR2 will be reinstated at this time.

LMR4 adds Abbott **Insertable Cardiac Monitor (ICM) devices** and **data migration for ICM devices** to regionalized storage. Also, SyncUP™ support will be enabled. There will be a full market release in Europe after LMR4 is complete. **At the conclusion of LMR4, the European cloud platform will be the unique Merlin.net portal**

For a current list of compatible devices and LMR timelines, click [here](#).

LIMITED MARKET RELEASE PHASE ONE (LMR1)

Appendix: Compatible Device List

DEVICE ENROLLMENT IS LIMITED TO THE FOLLOWING DEVICES:

Accent™ Pacemaker

Allure™ CRT-P

Allure Quadra™ CRT-P

AnalyST™ ICD

AnalyST Accel™ ICD

Anthem™ Pacemaker

Assurity™ Pacemaker

Assurity MRI™ Pacemaker

Atlas™ ICD

Convert™ ICD

Current™ ICD

Current Accel™ ICD

Ellipse™ ICD

Endurity™ Pacemaker

Endurity MRI™ Pacemaker

Epic™ ICD

Fortify™ ICD

Fortify Assura™ ICD

Nuance™ Pacemaker

Photon™ ICD

Promote™ CRT-D

Promote Accel™ CRT-D

Promote Quadra™ CRT-D

Quadra Allure™ CRT-P

Quadra Allure MP™ CRT-P

Quadra Assura™ CRT-D

Quadra Assura MP™ CRT-D

Unify™ CRT-D

Unify Assura™ CRT-D

Unify Quadra™ CRT-D

Unify Quadra MP™ CRT-D

Zenex™ Pulse Generator

Zenus™ Pulse Generator

LIMITED MARKET RELEASE PHASE TWO (LMR2)

Appendix: Compatible Device List

DEVICE ENROLLMENT IS LIMITED TO THE FOLLOWING DEVICES:

Accent™ Pacemaker

Allure™ CRT-P

Allure Quadra™ CRT-P

AnalyST™ ICD

AnalyST Accel™ ICD

Anthem™ Pacemaker

Assurity™ Pacemaker

Assurity MRI™ Pacemaker

Atlas™ ICD

Convert™ ICD

Current™ ICD

Current Accel™ ICD

Ellipse™ ICD

Endurity™ Pacemaker

Endurity MRI™ Pacemaker

Epic™ ICD

Fortify™ ICD

Fortify Assura™ ICD

Nuance™ Pacemaker

Photon™ ICD

Promote™ CRT-D

Promote Accel™ CRT-D

Promote Quadra™ CRT-D

Quadra Allure™ CRT-P

Quadra Allure MP™ CRT-P

Quadra Assura™ CRT-D

Quadra Assura MP™ CRT-D

Unify™ CRT-D

Unify Assura™ CRT-D

Unify Quadra™ CRT-D

Unify Quadra MP™ CRT-D

Zenex™ Pulse Generator

Zenus™ Pulse Generator

[Entrant™ ICD](#)

[Gallant™ ICD](#)

[Neutrino™ ICD](#)

[Additions in LMR2](#)

Proprietary and confidential — do not distribute

LIMITED MARKET RELEASE PHASE THREE (LMR3)

Appendix: Compatible Device List

ALL MERLIN.NET™ PCN DATA RELATING TO IMPLANTED DEVICES, WITH THE EXCEPTION OF CONFIRM RX™ ICM DM3500 AND JOT DX™ ICM DM4500 WILL BE STORED IN THE NEW EU LOCATIONS

Accent™ Pacemaker	Current Accel™ ICD	Photon™ ICD	Unify Quadra MP™ CRT-D
Allure™ CRT-P	Ellipse™ ICD	Promote™ CRT-D	Zenex™ Pulse Generator
Allure Quadra™ CRT-P	Endurity™ Pacemaker	Promote Accel™ CRT-D	Zenus™ Pulse Generator
AnalyST™ ICD	Endurity MRI™ Pacemaker	Promote Quadra™ CRT-D	
AnalyST Accel™ ICD	Entrant™ ICD	Quadra Allure™ CRT-P	
Anthem™ Pacemaker	Epic™ ICD	Quadra Allure MP™ CRT-P	
Assurity™ Pacemaker	Fortify™ ICD	Quadra Assura™ CRT-D	
Assurity MRI™ Pacemaker	Fortify Assura™ ICD	Quadra Assura MP™ CRT-D	
Atlas™ ICD	Gallant™ ICD	Unify™ CRT-D	
Convert™ ICD	Neutrino™ ICD	Unify Assura™ CRT-D	
Current™ ICD	Nuance™ Pacemaker	Unify Quadra™ CRT-D	

LIMITED MARKET RELEASE PHASE FOUR (LMR4)

Appendix: Compatible Device List

ICM ENROLLMENT IS NOW AVAILABLE AND DATA MIGRATION OF ALL PATIENTS IS COMPLETE

Accent™ Pacemaker

Allure™ CRT-P

Allure Quadra™ CRT-P

AnalyST™ ICD

AnalyST Accel™ ICD

Anthem™ Pacemaker

Assurity™ Pacemaker

Assurity MRI™ Pacemaker

Atlas™ ICD

Convert™ ICD

Current™ ICD

Current Accel™ ICD

Ellipse™ ICD

Endurity™ Pacemaker

Endurity MRI™ Pacemaker

Entrant™ ICD

Epic™ ICD

Fortify™ ICD

Fortify Assura™ ICD

Gallant™ ICD

Neutrino™ ICD

Nuance™ Pacemaker

Photon™ ICD

Promote™ CRT-D

Promote Accel™™ CRT-D

Promote Quadra™™ CRT-D

Quadra Allure™ CRT-P

Quadra Allure MP™ CRT-P

Quadra Assura™ CRT-D

Quadra Assura MP™ CRT-D

Unify™ CRT-D

Unify Assura™ CRT-D

Unify Quadra™ CRT-D

Unify Quadra MP™ CRT-D

Zenex™ Pulse Generator

Zenus™ Pulse Generator

Confirm Rx™ ICM

Jot Dx™ ICM

[Additions in LMR4](#)

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Brief Summary: 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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