Abbott

myMerlin™ for Confirm Rx™ ICM Mobile App

SUPPORT GUIDE

myMerlin™

Welcome

myMerlin™ app is now set up for monitoring.

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

Record Symptoms

History | Help | More

TABLE OF CONTENTS

IF YOU NEED HELP WITH YOUR APP

Contact your clinic directly with any questions.

Before you call, please have the following information:

☐ Confirm Rx™ ICM serial number from Patient ID card
☐ Smartphone make and model (can be found in your phone's Settings menu)

For simplicity, this guide will use myMerlin™ app instead of myMerlin™ for Confirm Rx™ ICM mobile app.

WELCOME TO THE myMERLIN™ FOR CONFIRM Rx™ ICM MOBILE APP SUPPORT GUIDE FOR ANDROID‡ PHONES

Your new **Confirm Rx™ ICM** continuously monitors your heart's rhythm and can automatically send that information to your doctor through the **myMerlin™** mobile app—without disrupting your daily life.
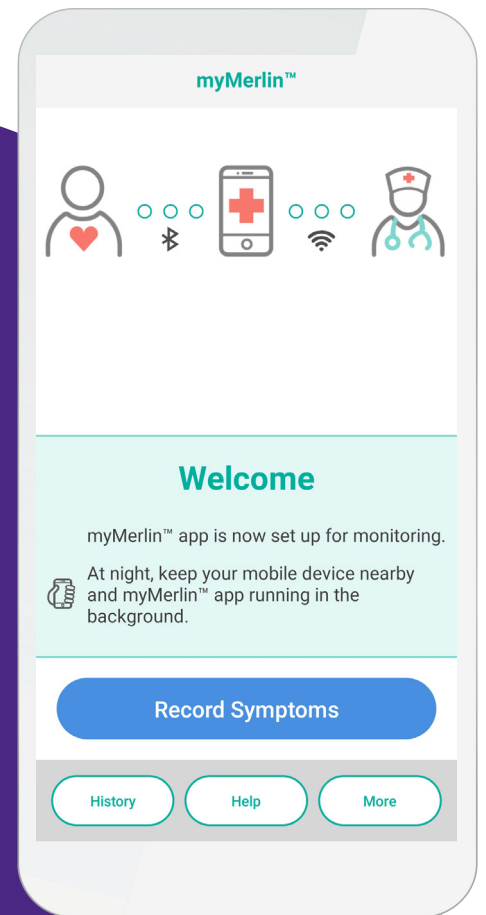
This guide will help you understand how to download and install the **myMerlin™ app**, how to pair your **Confirm Rx™ ICM** to the **myMerlin™** app, how to record your symptoms and more.

In the back of this guide is a glossary of "Terms To Know", in case you would like an explanation for an unfamiliar word.

STAYING **CONNECTED**

Follow these tips to keep the myMerlin app connected:

✓ **KEEP THE myMERLIN™ APP OPEN.** Do not force close the app. Make sure it is running in the background, and remember to open the app anytime your phone is restarted.

✓ **CONNECT TO THE INTERNET.** Keep your smartphone connected to the internet using Wi-Fi‡ or cellular data.

✓ **STAY CLOSE.** Keep your phone near (within 5 feet or 1.5 meters) you overnight and as much as possible throughout the day.

✓ **KEEP BLUETOOTH® ON.** If the app doesn't seem to be working at night, turn OFF other Bluetooth® devices around your bed, like speakers or clocks. Location Services may need to be ON for Bluetooth® technology to work properly for the myMerlin app.

myMerlin™

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History   Help   More

HOW TO **USE THIS GUIDE**

To help you understand how to use your Android‡ and the myMerlin™ app, this guide uses pictures of Android‡ screens and symbols:

DOUBLE CIRCLE

A green double circle in the picture shows you where to tap your finger on your Android‡ screen. When you are asked to **tap** the screen, do so in one quick, light motion.

ARROW

A purple arrow in the picture shows you the direction you should swipe your finger. When you are asked to **swipe** across the screen, tap and slide your finger in one smooth motion.

SINGLE RECTANGLE

A single, blue rectangle in the picture highlights an important word or graphic.

GOOD TO KNOW...

You may notice that some of the pictures of Android‡ screens in this guide look different than the screen on your personal phone. Some screens may look different based on various Android phone manufacturers or different operating system versions. Please keep this in mind as you work your way through this guide.

CONNECTING TO THE INTERNET

CONNECTING YOUR ANDROID‡
TO THE INTERNET USING **WI-FI**‡

Using Wi-Fi‡ is one of the ways to send your heart monitor information to your doctor. Setting it up on your Android‡ phone is simple. Here's how:
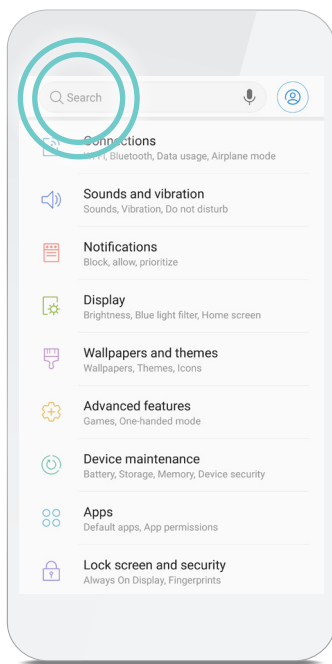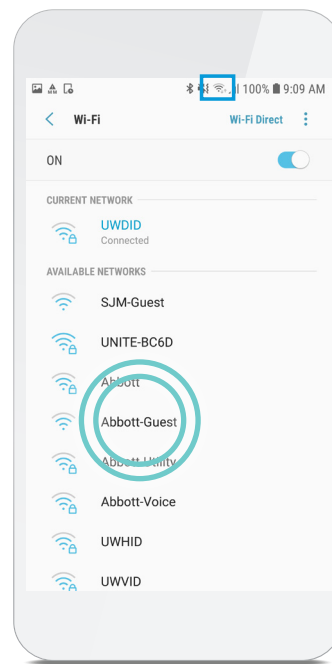

STEP 1

Tap **Settings** ⚙ app. If you don't see Settings, tap **Apps** ⊞ and swipe to right or left until you see it.

STEP 2

Type **Wi-Fi**‡ into the search bar at the top of your Settings menu and tap the magnifying glass 🔍. You are looking for settings related to Wi-Fi‡ connections.
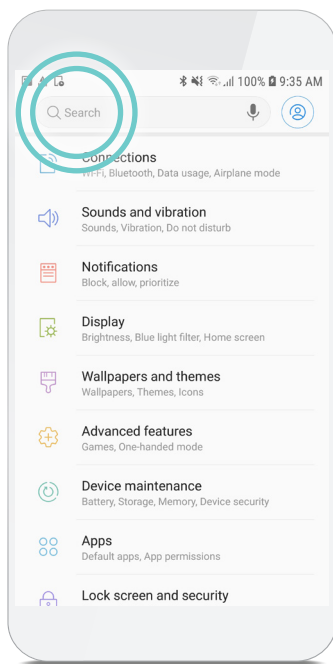
STEP 3

Ensure Wi-Fi‡ is turned ON. Tap the name of the Wi-Fi‡ network you want to join. You may need to enter a password. After joining the network, you will see the Wi-Fi‡ symbol 📶 on the top of your screen.

CONNECTING YOUR ANDROID‡ TO THE INTERNET USING **CELLULAR DATA**

If you are not near a Wi-Fi‡ network, your phone can still connect to the internet using cellular data. Typically, your phone will automatically make this switch for you.

You'll know you're connected to a cellular data network if you see one of these symbols on the top of your screen: **LTE, 4G, 3G, GPRS, E, G, H.**

If you do not see any of these symbols, your cellular data may be turned OFF. To turn cellular data ON, follow these steps:
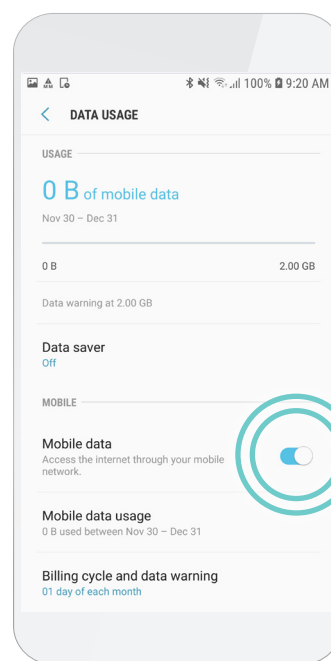
STEP 1

Tap the **Settings** ⚙ app. Type **Cellular data** into the search bar at the top of your Settings menu and tap the magnifying glass 🔍. You are looking for settings related to cellular data usage.
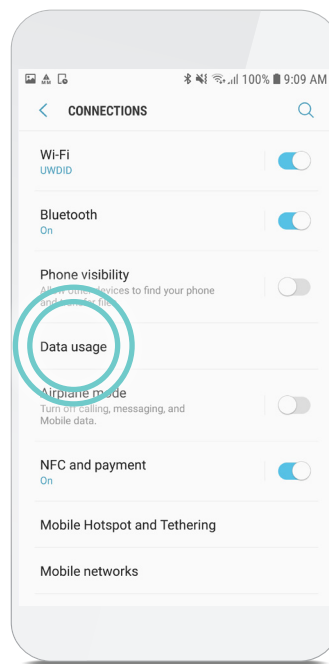
STEP 2

Tap **Data usage.**

STEP 3

Tap **Mobile data** ON.

GOOD TO KNOW...

Signal strength can vary by network or location. If your internet seems to be slow or has a bad connection, try moving to a different location for a better connection. You can make sure your connection is strong by visiting your favorite website.

DOWNLOADING THE APP

DOWNLOADING THE myMERLIN™ APP ON ANDROID‡

Now that your phone is connected to the internet, download the **myMerlin™** app. You will need a good internet connection, via Wi-Fi‡ or a cellular data network, for this process. These steps will guide you through the download:
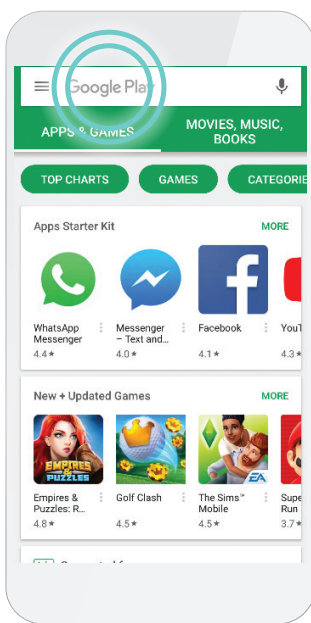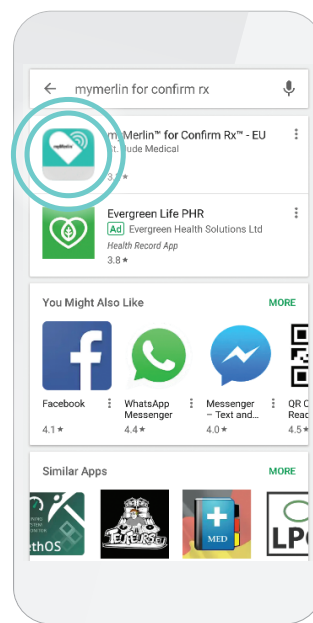

STEP 1

Tap the **Play Store**‡
. You may have to swipe to the left or tap the **Apps** icon if you don't see it on your Home screen.
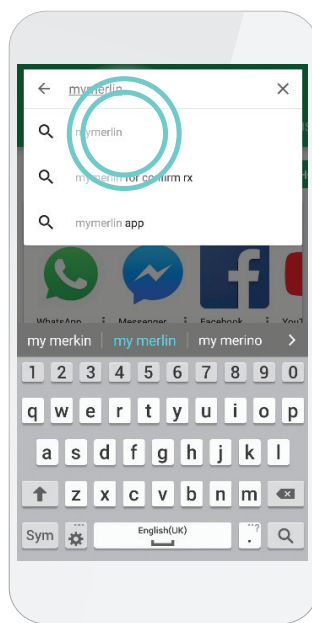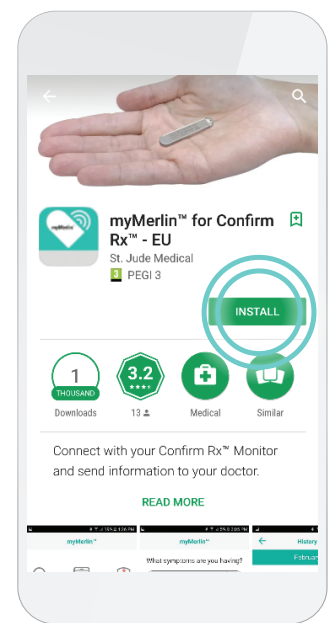
STEP 2

Tap the **Google Play**‡ search bar. Type **myMerlin for Confirm Rx™** in the search bar and tap the magnifying glass or select from the list of apps.

STEP 3

Tap **myMerlin™ for Confirm Rx™**.

STEP 4

Tap **Install**.

DON'T FORGET!

Once you've downloaded the myMerlin™ app, you will need to pair your phone to your heart monitor.
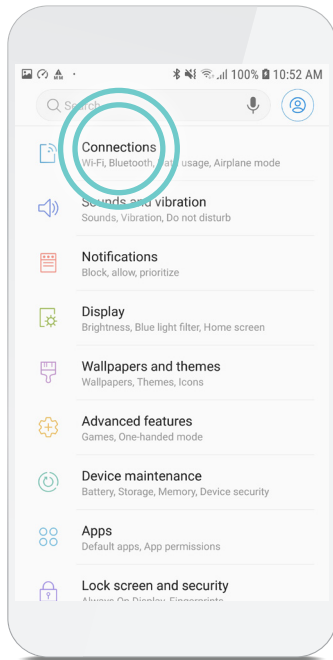
PHONE **SETTINGS**

SETTINGS FOR YOUR ANDROID‡ PHONE

To ensure the myMerlin™ app works properly, adjust your phone to these settings, which you can access within your phone's Settings menu.

Bluetooth®	Turn this **ON**
Cellular Data	Turn this **ON**
Wi-Fi‡	Turn this **ON**
Location services	Turn this **ON**
Background data usage	Turn this **ON** (allow)
Auto-update apps	Turn this **ON**
Location Services per App	Turn this **ON** (Allow all the time)
Battery saver	Turn this **OFF**
Battery optimization for myMerlin™ app	Turn this **OFF** (disable)
Text size	Choose the smallest text size that is still large enough for you to read. For pairing, it may need to be set to the smallest size and can be returned to the preferred size after pairing.

The next few pages will show you how to access and change these settings as needed.

CHECKING YOUR ANDROID‡ SETTINGS
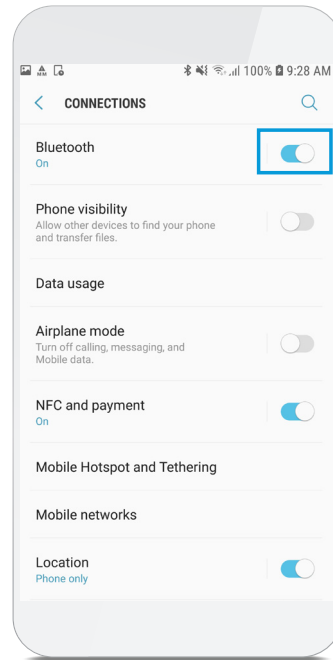## BLUETOOTH®

STEP 1

Tap **Settings** ⚙ app. If you don't see Settings, tap **Apps** ⊞ and swipe to right or left until you see it.

STEP 2

Type **Bluetooth** into the search bar at the top of your Settings menu and tap the magnifying glass 🔍. You are looking for settings related to Bluetooth® technology connections.
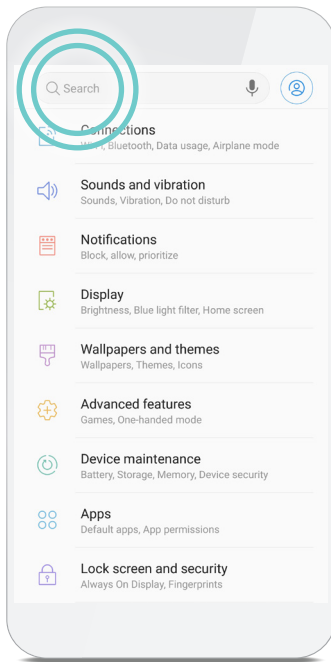
STEP 3

The slider at the top of your screen should be switched **ON**.

CHECKING YOUR ANDROID‡ SETTINGS
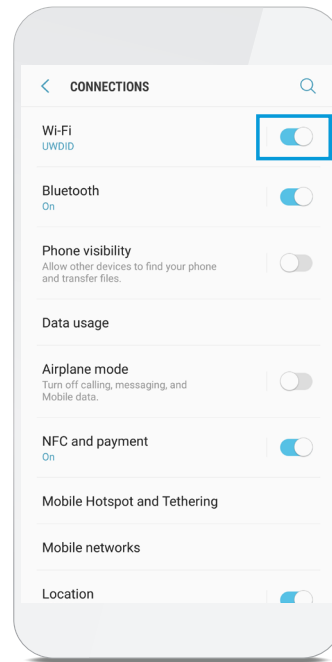## INTERNET (CELLULAR DATA AND WI-FI‡)

STEP 1

Tap the **Settings** ⚙ app. If you don't see Settings, tap **Apps** ⠿ and swipe to right or left until you see it.
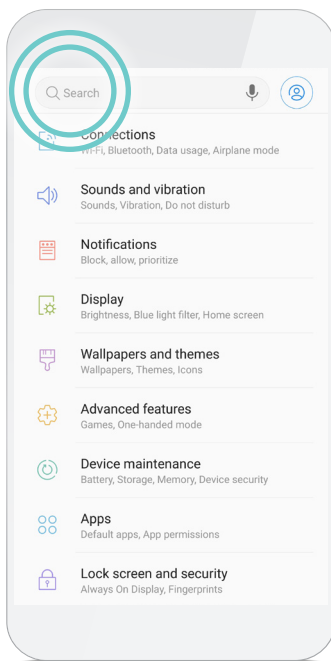
STEP 2

Type **Wi-Fi** into the search bar at the top of your Settings menu and tap the magnifying glass 🔍. You are looking for settings related to Wi-Fi‡ connections.
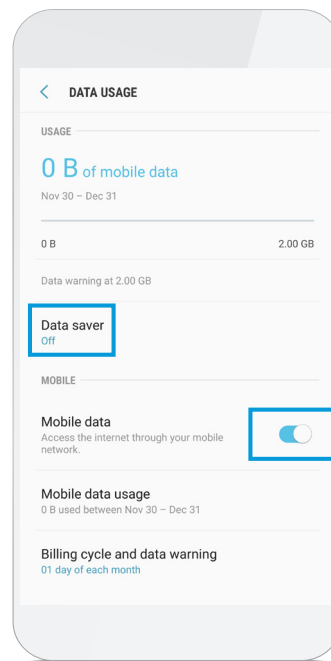
STEP 3

The Wi-Fi slider should be switched **ON**.

STEP 4

Type **Data Usage** into the search bar at the top of your Settings menu and tap the magnifying glass 🔍 . You are looking for settings related to accessing the internet through your cellular data network.
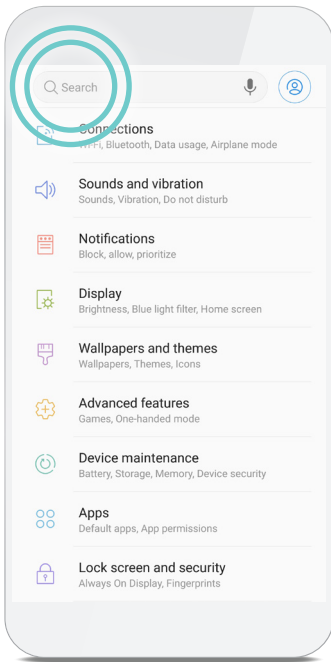
STEP 5

The **Mobile data** settings should be ON and **Data saver** should be OFF.

CHECKING YOUR ANDROID‡ SETTINGS
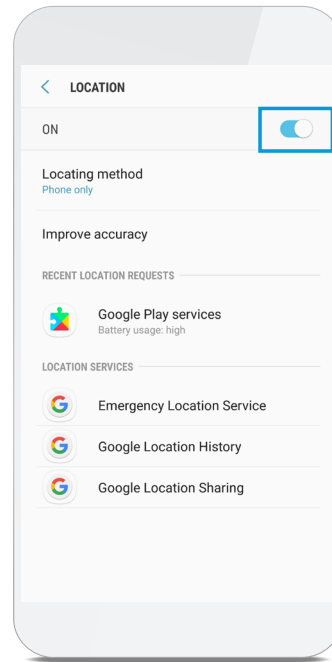## LOCATION SERVICES

STEP 1

Tap the **Settings** ⚙ app. If you don't see Settings, tap **Apps** ⊞ and swipe to right or left until you see it.

STEP 2

Type **Location** into the search bar at the top of your Settings menu and tap the magnifying glass 🔍.

STEP 3

The Location slider should be switched **ON**.

Note: If your phone is using an Android‡ 10 or later operating system, you will need to tap **App Permission**, then **Confirm Rx** app and tap **Allow all the time.**

GOOD TO KNOW...

Any personal information provided to properly use this app will not be sold to an outside party. Your heart monitor information is provided to your doctor. Records of heart monitor transmissions to your doctor can be accessed through the app and/or by talking with your doctor.

CHECKING YOUR ANDROID‡ SETTINGS
LOCATION SERVICES: CHANGE LOCATION MODE TO PHONE ONLY
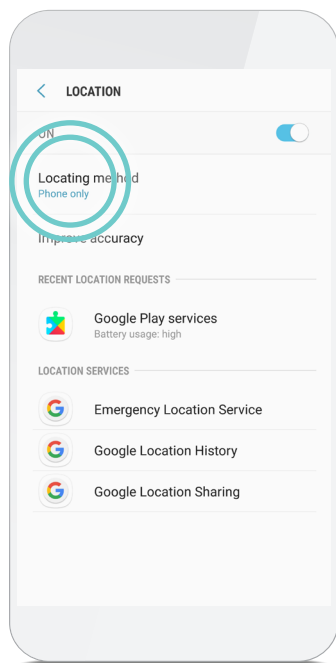
STEP 1

In the Location menu, tap **Locating method**.
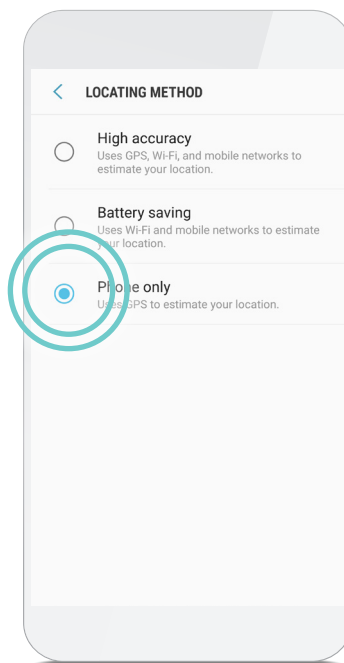
STEP 2

Tap **Phone only**. Some Android‡ phones may say **Device only.**

CHANGE SCANNING SETTINGS

STEP 1

Within the Settings app, type **Scanning** into the search bar at the top of your Settings menu and tap the magnifying glass 🔍.

STEP 2

Ensure **Bluetooth® scanning** and **Wi-Fi scanning** settings are both turned **OFF**.

CHECKING YOUR ANDROID‡ SETTINGS
BACKGROUND DATA USAGE
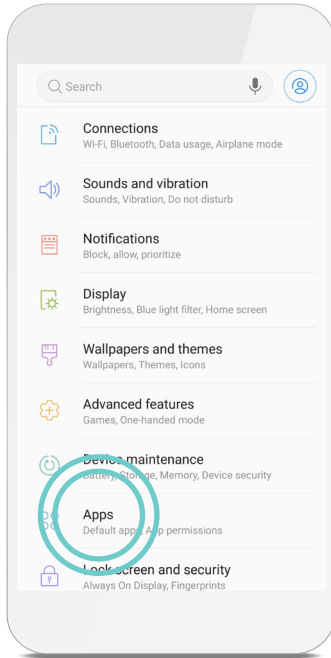
STEP 1

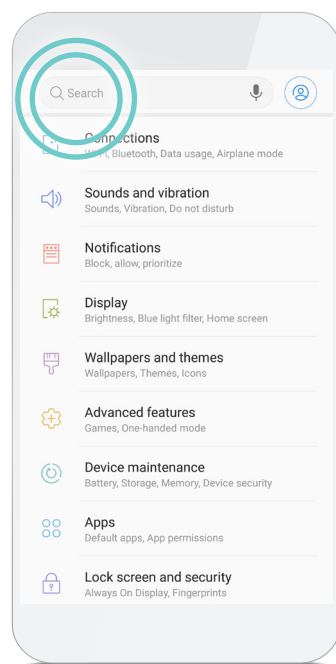Within the Settings ⚙ app, type **App permissions** into the search bar at the top of your Settings menu and tap the magnifying glass 🔍. You are looking for settings related to app permissions for background data usage.
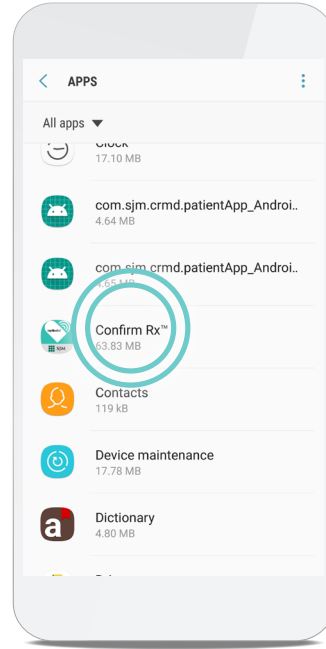
STEP 2

Tap the Confirm Rx within Settings. If you don't see the app, swipe down on your screen until you do.
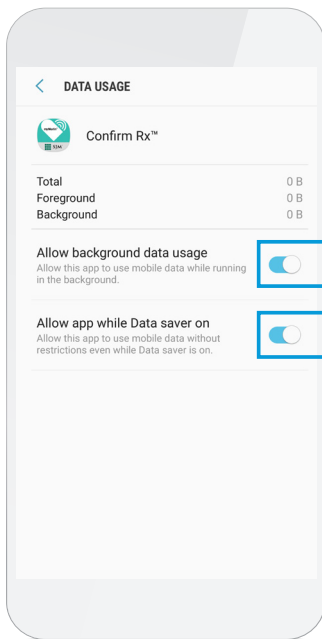
STEP 3

Tap **Allow background data usage** and **Allow app while Data saver on**. Both of these need to be ON to allow the app to work.

CHECKING YOUR ANDROID‡ SETTINGS
BATTERY SAVING MODE
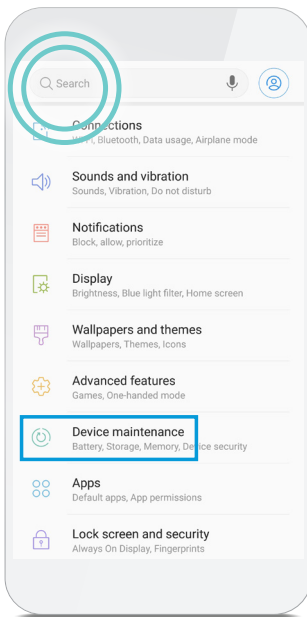
STEP 1

Tap the **Settings** ⚙ app. If you don't see Settings, tap **Apps** ⊞ and swipe to right or left until you see it.

STEP 2

Type **Battery** into the search bar at the top of your Settings menu and tap the magnifying glass 🔍. You are looking for settings related to **Battery power saving mode** and **Battery optimization.** For some, this will be under Device Care or Device Maintenance.
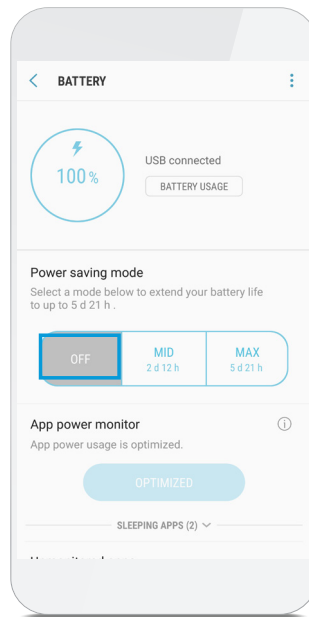
STEP 3

Battery saver or **Power saving mode** should be **OFF** (left image above).

If there is a **Battery Optimization** setting, it should be **OFF**. For some operating systems, it is called **Unmonitored apps** (right image above). If your smartphone has Unmonitored apps as a setting, Confirm Rx should be listed within this setting.
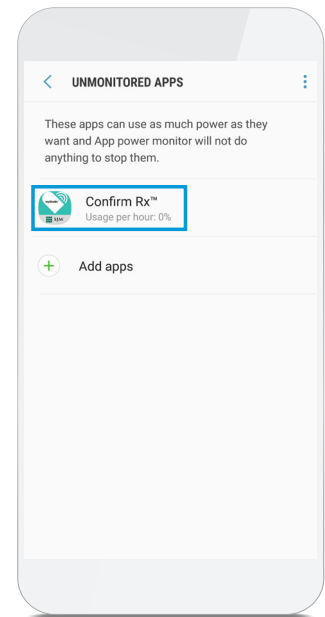
GOOD TO KNOW...

Battery settings related to decreasing battery power to the myMerlin™ app for Confirm Rx™ ICM should be turned OFF to ensure the app can check your heart monitor and send information to your clinic.

CHECKING YOUR ANDROID‡ SETTINGS
AUTO-UPDATE APPS
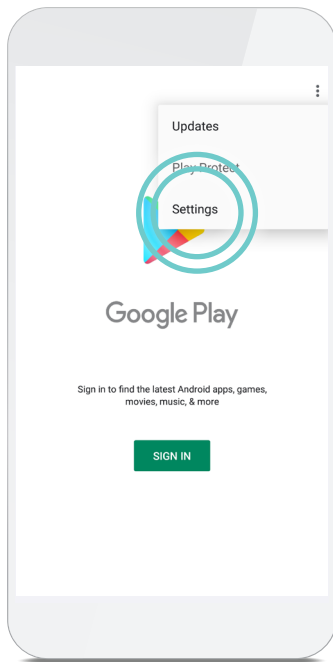
STEP 1

Tap the **Play Store**‡ ▶.

STEP 2

Tap the **menu** ⋮ icon.
Tap **Settings.**
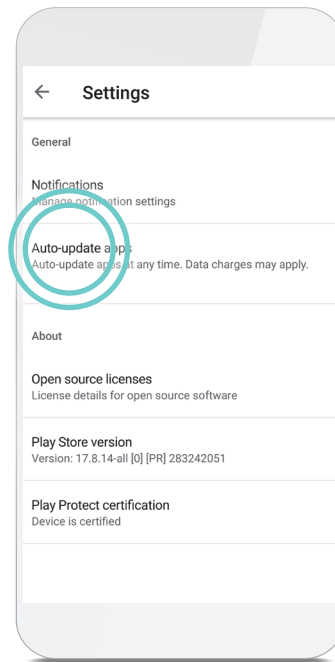
STEP 3

Tap **Auto-update apps.**
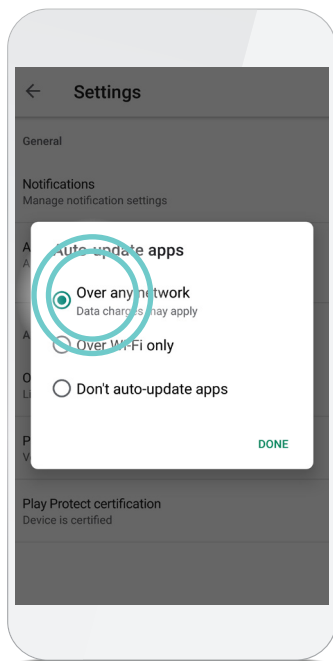
STEP 4

If you are not concerned about data use over your cellular network, tap **Over any network**. If you are concerned about data usage of your cellular network, tap **Over Wi-Fi only.**

WHAT IS THE PLAY STORE‡?

The Play Store‡ is a program your Android‡ smartphone uses to download "apps."

CHECKING YOUR ANDROID‡ SETTINGS
## REDUCE TEXT SIZE
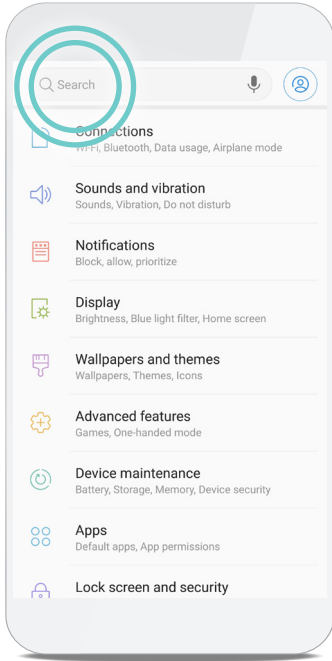
STEP 1

Tap the **Settings** ⚙ app. If you don't see Settings, tap **Apps** ⊞ and swipe to right or left until you see it.

STEP 2

Type **Display** into the search bar at the top of your Settings menu and tap the magnifying glass 🔍. You are looking for settings related to font size.
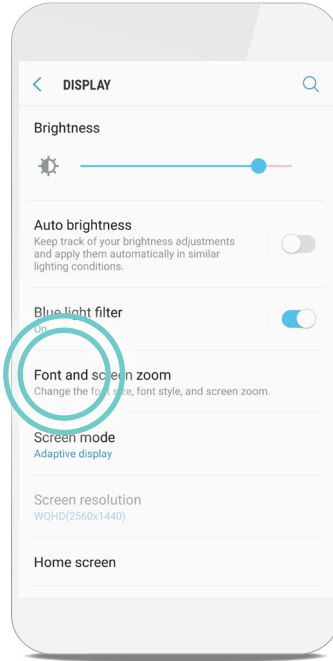
STEP 3

Tap the menu related to font size. On some operating systems, this will be **Font and screen zoom.**
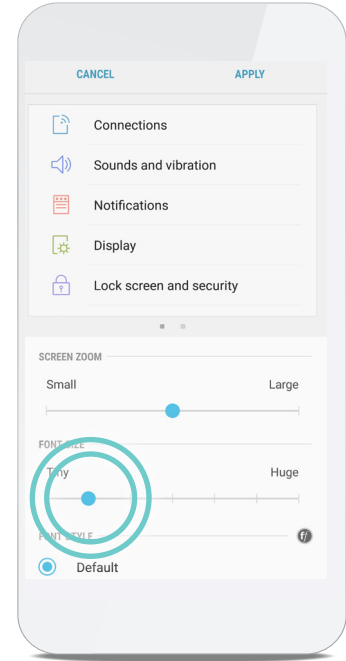
STEP 4

Move the slider left or right to adjust the text size on your phone. Set it to the smallest size that you can easily read.

For pairing, the text size may need to be set to the smallest size and can be returned to your preferred size after pairing.

SETUP AND PAIRING

PAIRING YOUR HEART MONITOR
TO THE myMERLIN™ APP

Pairing your heart monitor with the myMerlin™ app takes about 10—15 minutes and is only needed when initially setting up a phone. Before you attempt to pair, make sure you have a strong internet connection and that your Bluetooth® setting is ON. Also be sure to keep the app open during the pairing process.

License and Privacy Notice

St. Jude Medical myMerlin™ Mobile Application for the Confirm Rx™ Insertable Cardiac Monitor

License and Privacy Notice

PLEASE READ CAREFULLY BEFORE USING THE ST. JUDE MEDICAL MYMERLIN™ MOBILE APPLICATION ("APP").

This App links with and transmits data from your St. Jude Medical Confirm Rx™ Insertable Cardiac Monitor to the St. Jude Medical Merlin.net system. The App does not

Decline   Accept

Set Up Now
View Demo
ST. JUDE MEDICAL
an Abbott Company

Setup
Let's get started
Setup will take about 15 minutes.

Continue with setup

STEP 1
Tap the **Confirm Rx™ app** to open it. The Terms and Conditions for the app will open. Tap **Accept** to continue with pairing.
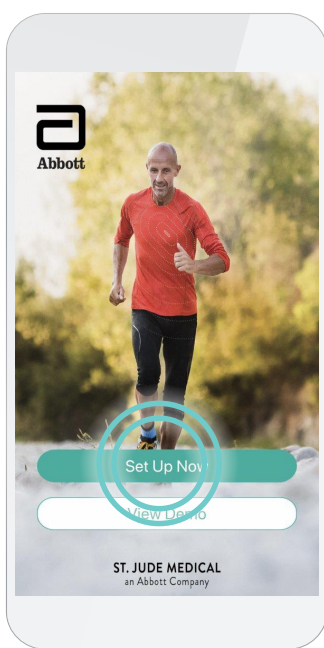
STEP 2
Tap **Set Up Now.**
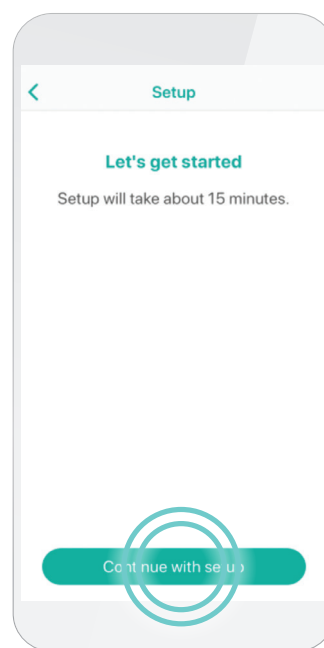
STEP 3
Tap **Continue with setup.**

GOOD TO KNOW...

If you are on Wi-Fi‡ and having issues with setup, try turning Wi-Fi‡ OFF temporarily and using cellular data instead. If you are on cellular data and having issues with setup, try turning OFF your cellular data temporarily and using Wi-Fi‡ instead.

While pairing:
- Make sure your phone remains nearby (within 1.5 meters or 5 feet)
- Turn OFF other Bluetooth devices that are paired with your phone
- Do not close the myMerlin app or go to another app
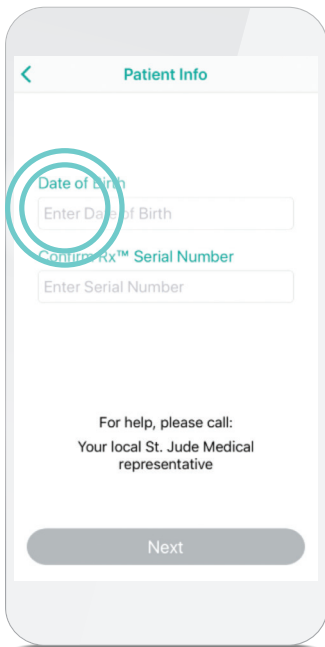
STEP 4

Tap the **Enter Date of Birth** area.
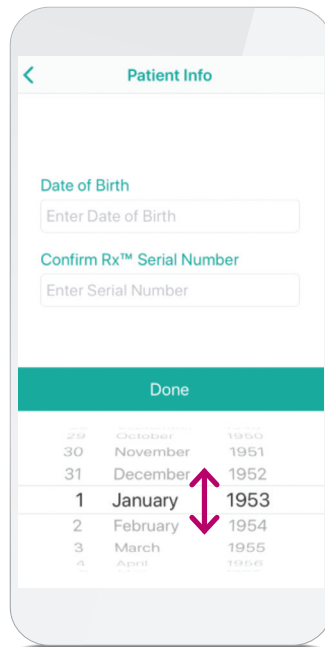
STEP 5

Swipe your finger up or down on the day, month, and year until your date of birth is black and in the middle of the options, and then tap **Done.**
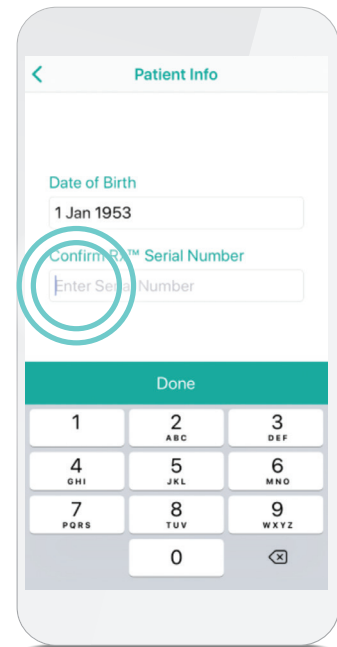
STEP 6

Tap the **Enter Serial Number** area and type the serial number of your heart monitor. The serial number can be found on your patient identification (ID) card. Tap **Done.**
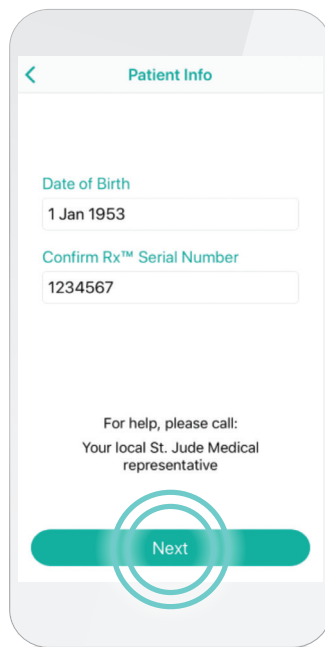
STEP 7

Tap **Next.**

If you are asked for an activation code, please see page 25.
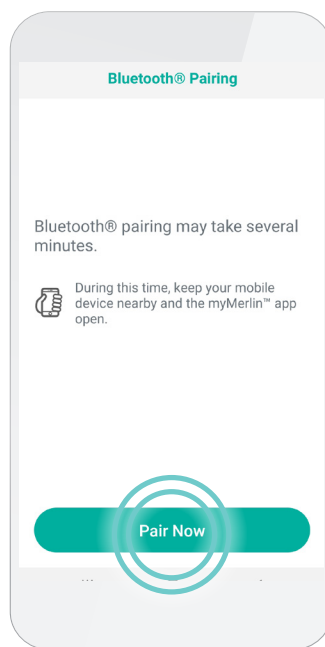
STEP 8

Tap **Pair Now.**
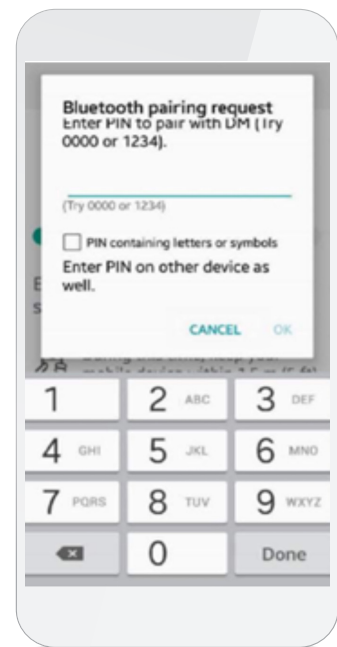
STEP 9

Depending on your Android‡ version, a **Bluetooth® Pairing Request** message may pop up. Using your phone's keypad, enter **0000** or **1234**. Tap **OK.**

PAIRING YOUR HEART MONITOR
TO THE myMERLIN™ APP (CONT.)

Pairing in progress...

Bluetooth® pairing may take several minutes.

During this time, keep your mobile device nearby and the myMerlin™ app open.

Setup Complete

Success

Setup is complete.

Here are some tips for using the myMerlin™ app:

- Leave Bluetooth® on.
- Keep your mobile device connected to the internet.
- Keep notifications turned on to receive status updates and reminders.
- Keep myMerlin™ app running in the background. Do not quit the app.

Done

STEP 10

Keep the app open and your phone within 1.5 meters or 5 feet of you while pairing.
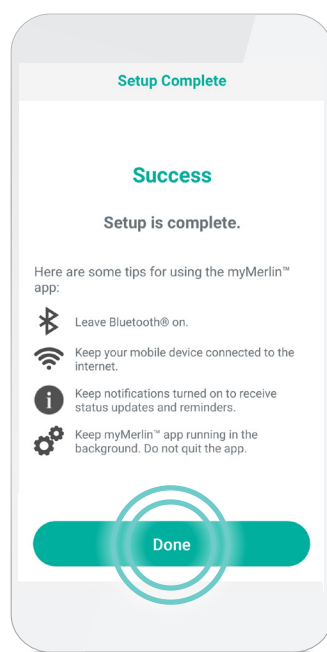
STEP 11

Once your phone has finished pairing, you will see a **Success** message. Tap **Done.**

GOOD TO KNOW...

DM is how Confirm Rx™ ICM, your heart monitor, should appear in your Bluetooth® menu. You should see this name whenever you access your phone's list of paired devices in your Bluetooth® technology settings.

RECORDING SYMPTOMS

RECORDING YOUR SYMPTOMS

The myMerlin™ app is not intended for emergency use. In case of emergency, call emergency services or contact your doctor. The myMerlin™ app allows you to record your symptoms as they happen and send that information directly to your doctor. Be sure to use this feature only when you're experiencing symptoms or if your doctor requests a transmission. To do so, follow these steps:
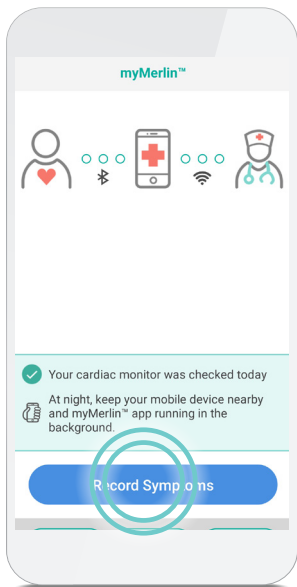
STEP 1

Open the app and tap **Record Symptoms**.
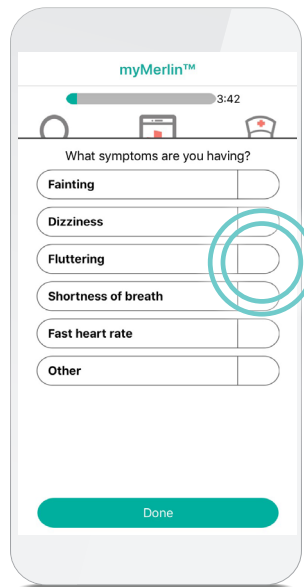
STEP 2

Tap next to each symptom that you are experiencing. You may need to tap and swipe down to see additional symptoms. Each symptom you select will turn green. Once you have selected all of the symptoms you're feeling, tap **Done**.
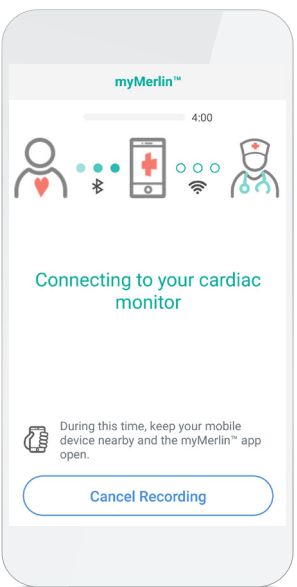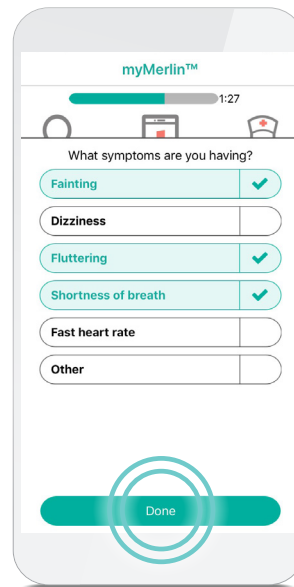
STEP 3

After you tap **Done**, the app will automatically connect with your heart monitor.
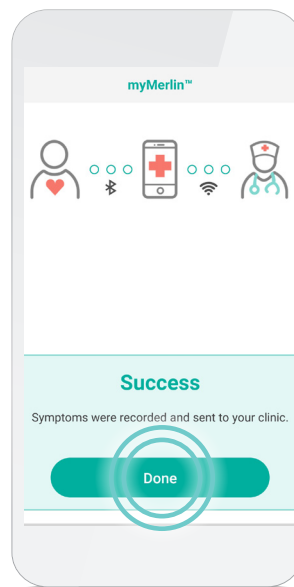
STEP 4

The symptoms will be sent to your doctor, based on the individual schedule your doctor sets for you. A **Success** message displays after your phone has sent the information. Tap **Done** to return to your Home screen.

TROUBLESHOOTING AND GENERAL SUPPORT

ACTION NEEDED MESSAGES

If action is needed by you, you should receive Notifications on your phone that prompt you to go to the app. The app will continue to send daily Notifications until the connection is re-established.

● Confirm Rx™ 8:06 AM ⌄
Device Check Incomplete
Please go to the myMerlin™ app to resolve the issue.
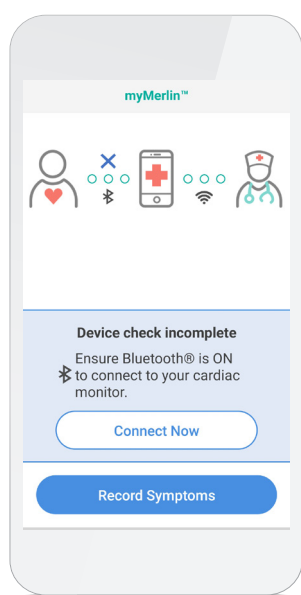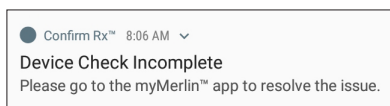
This Notification means the myMerlin™ app could not connect to your heart monitor.

POSSIBLE CAUSES:
• Your phone is too far away from your heart monitor.

• Bluetooth® is OFF during a scheduled daily check.

• Other devices connected with Bluetooth® technology that are paired with your phone and may be causing interference.

WHAT TO DO:
• Move your phone closer to you.

• Make sure your Bluetooth® is ON and the app is open.

• Turn OFF other Bluetooth® devices around your bed, such as clocks or speakers with Bluetooth® technology.

• After doing these steps, re-open app to see if the app connected to your heart monitor.

● Confirm Rx™ 8:06 AM ⌃
Data Not Sent to Clinic
myMerlin™ couldn't send data to your clinic. Please go to the app to resolve the issue.
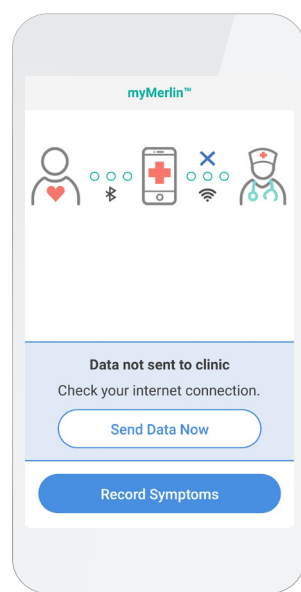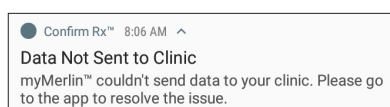
This Notification means that the app was unable to send information to your clinic at the scheduled time.

POSSIBLE CAUSE:
• Weak or no internet connection.

• The app may be backgrounded and unable to access the internet.

WHAT TO DO:
• Open app to bring it to the foreground.

• Check your internet connection and then tap **Send Data Now** to try again.

After your phone reconnects to the internet, your information will be sent to your doctor. You can re-open the app to see if the information was sent to your clinic.

CHECK YOUR **BLUETOOTH® CONNECTION**

TIP: **IF YOU'RE NOT CONNECTED, DON'T WORRY.**

Your heart monitor is continuously monitoring your heart. When you're near your phone again, the myMerlin™ app will perform the missed Daily Check and retrieve any new data from your heart monitor using Bluetooth® technology and send it to your clinic using an internet connection.
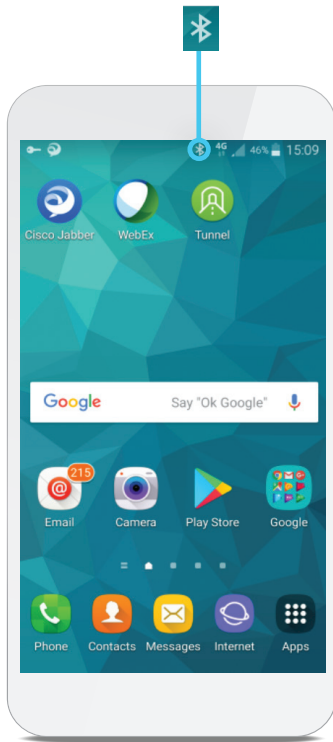
STEP 1

This symbol indicates your Bluetooth® is ON. If you don't see this symbol, turn Bluetooth ON.

Location Services may need to be ON for Bluetooth® technology to work properly with the app. Ensure Location Services for the myMerlin app are ON in your Settings app.

CHECK YOUR **INTERNET**

These symbols indicate a Wi-Fi‡ or cellular connection.
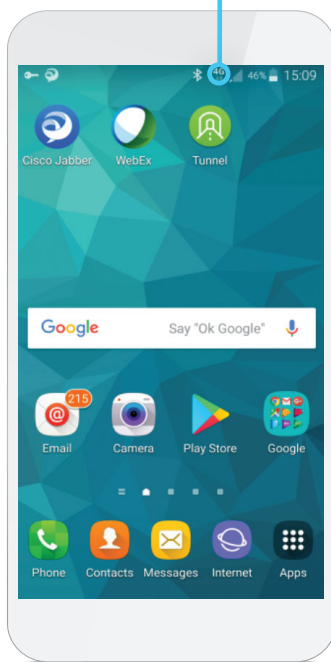
STEP 2

If you're connected to Wi-Fi‡ or cellular data, you will see one of these symbols at the top of your screen. If you don't see one of these symbols, you are not connected to the internet.

KEEP **THE myMERLIN™ APP OPEN**
IN THE BACKGROUND

STEP 1

From your Home screen, tap the recent apps button on your phone.

This button is next to your Home button and depends on which Android‡ version you have.

Your Home button will look like one of these buttons:
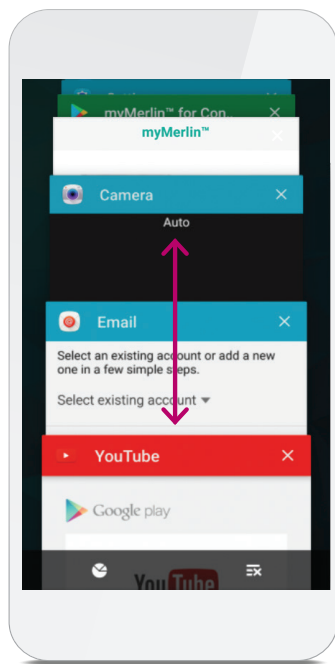
STEP 2

Swipe up or down through the recent apps until you see the myMerlin™ app. If you have a newer Android‡ version, you may have to swipe left or right to find the app.
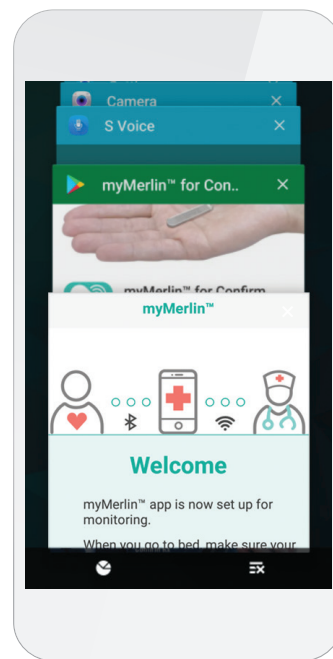
STEP 3

Once you are sure that the myMerlin™ app is open, press on the Home button again to return to the Home screen.

If the myMerlin™ app isn't displayed, go to your home screen, locate and tap the app to open it.

Never close the app from this menu. This will force close the app which will prevent it from working as intended.

WHAT IS THE HOME BUTTON?

The Home button takes you back to the main screen of your phone.

RESTART YOUR PHONE
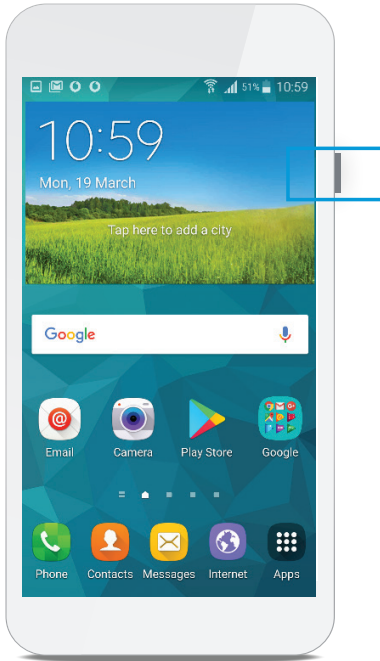
STEP 1

Press and hold the power button on the side of your Android‡ smartphone until you see a popup menu display. If you don't see a power button on the side of your phone, don't worry. Check your phone's user manual for the power button location.
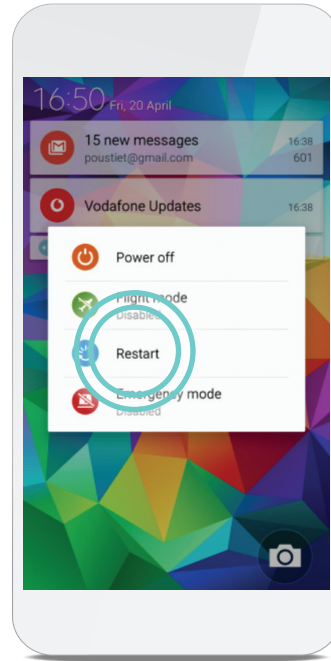
STEP 2

Tap **Restart** ⟳.

Once your phone is restarted, open your myMerlin™ app.

RECEIVING THE **ACTIVATION CODE**

If you've paired the myMerlin™ app before, you'll need an activation code to re-pair your heart monitor with your phone.
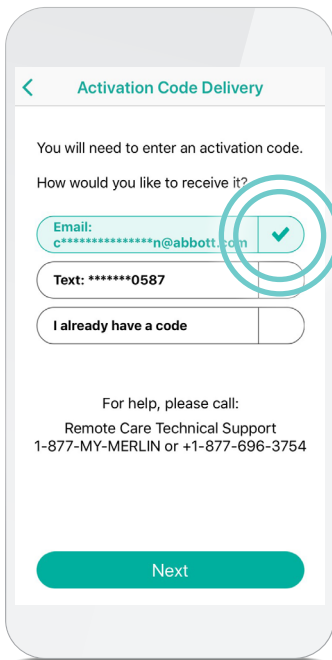
During the pairing process you'll choose how you would like to receive the activation code. Make sure the information is correct and then tap **Email** or **Text.**

Enter the code that was sent to you. If you chose Email and did not receive the code, check your email's junk or spam folder.
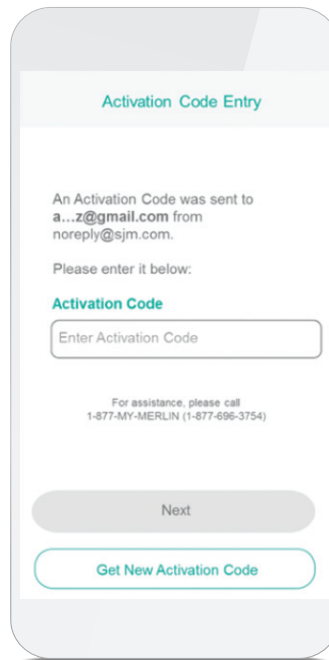
Your activation code is valid for six hours. After multiple activation code requests and unsuccessful entries, a maximum attempts message may display on the app, and you may not be able to continue. For activation code assistance, contact Abbott Remote Care Technical Support (US) or your clinic (international).

AN ACTIVATION CODE IS REQUIRED TO KEEP YOUR DATA SECURE.

TERMS TO KNOW

You may be unfamiliar with some of the terms in this guide. This list may help you.

App	An abbreviation for "application," which is a computer program on your Android‡ operating system that allows your phone to perform certain functions. myMerlin™ for Confirm Rx™ ICM is an app.
Background apps	Apps that are open and running on your Android‡ but not actively open on the Home screen.
Bluetooth®	Technology that allows your heart monitor to wirelessly send information to the app on your Android‡.
Cellular data	Technology that allows your Android‡ to connect to the internet even if you are not using Wi-Fi‡. Cellular data comes from your cellular service provider.
Confirm Rx™ ICM	The brand name of the heart monitor inserted near your heart.
Daily check	Occurs each day when your app checks your heart monitor and sends new information to your doctor when requested.
DM	DM is how Confirm Rx™ ICM, your heart monitor, will appear in your phone's Bluetooth® menu.
Home screen	The main screen on your Android‡.
ICM (Insertable Cardiac Monitor)	The type of device that has been inserted near your heart to monitor your heart rhythm.
myMerlin™ for Confirm Rx™ ICM mobile app	The app used on your Android‡ to communicate with your heart monitor and your doctor.
Pair	To establish a unique bond between the myMerlin™ app on your Android‡ and your heart monitor.
Scheduled transmission	When your heart monitor sends your heart rhythm information to your doctor. Your doctor schedules this based on how often they want to receive your heart monitor's information.
Swipe	To tap and slide your finger across your Android‡ screen in one motion.
Tap	To briefly touch a specific area on your Android‡ with your finger.
Wi-Fi‡	Technology that allows you to connect your Android‡ to the internet without using a physical connection—also known as "wireless internet."

CONTACT US

IF YOU NEED HELP WITH THE APP

Contact your clinic directly with any questions.

Before you call, please have the following information:

☐ Confirm Rx™ ICM serial number from Patient ID card
☐ Smartphone make and model (can be found in your phone's Settings menu)

Visit **ConfirmYourRhythm.com**
for other helpful resources.

RX ONLY

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.

Indications: The Confirm Rx™ ICM is indicated for the monitoring and diagnostic evaluation of patients who experience unexplained symptoms such as: dizziness, palpitations, chest pain, syncope, and shortness of breath, as well as patients who are at risk for cardiac arrhythmias. It is also indicated for patients who have been previously diagnosed with atrial fibrillation or who are susceptible to developing atrial fibrillation.

Contraindications: There are no known contraindications for the insertion of the Confirm Rx™ ICM. However, the patient's particular medical condition may dictate whether or not a subcutaneous, chronically inserted device can be tolerated.

Adverse Events: Possible adverse events (in alphabetical order) associated with the device, include the following: Allergic reaction, Bleeding, Chronic nerve damage, Erosion, Excessive fibrotic tissue growth, Extrusion, Formation of hematomas or cysts, Infection, Keloid formation and Migration. Refer to the User's Manual for detailed indications, contraindications, warnings, precautions and potential adverse events.

Additional information: Clinicians must log onto Merlin.net™ Patient Care Network to view transmissions from patient's Confirm Rx™ ICM. On Merlin.net™ PCN they can configure transmission schedules and enable or disable features on a patient's myMerlin™ for Confirm Rx™ ICM mobile app. Review of transmissions is dependent on the clinician and may not happen immediately following delivery of such transmissions.

Limitations: Patients may use their own Apple‡ or Android‡ mobile device to transmit information from their Confirm Rx™ ICM using the myMerlin™ for Confirm Rx™ mobile app. To do so the device must be powered on, app must be installed, Bluetooth® wireless technology enabled and data coverage (cellular or WiFi‡) available. The myMerlin™ for Confirm Rx™ mobile app provides periodic patient monitoring based on clinician configured settings. Data is resent if the transmission was not sent successfully. However, there are many internal and external factors that can hinder, delay, or prevent acquisition and delivery of ICM and patient information as intended by the clinician. These factors include: patient environment, data services, mobile device operating system and settings, ICM memory capacity, clinic environment, schedule/configuration changes, or data processing.

An Abbott mobile transmitter is available for patients without their own compatible mobile device.

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