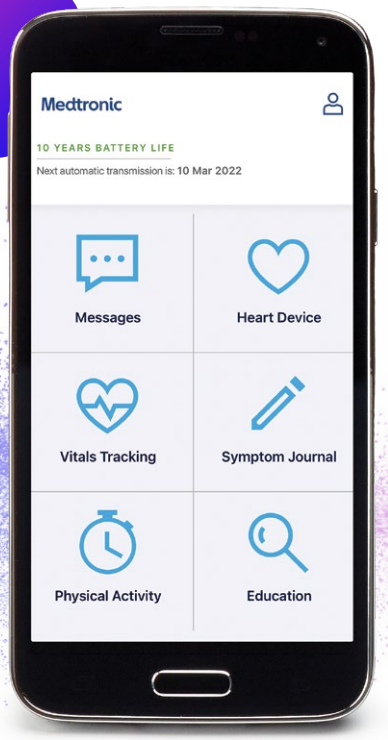
Medtronic

MyCareLink Heart™ Mobile App

Android™ setup guide

Establishing the rhythm.
Pioneering what's possible.

Below is a list of everything you need to set up the MyCareLink Heart mobile app:



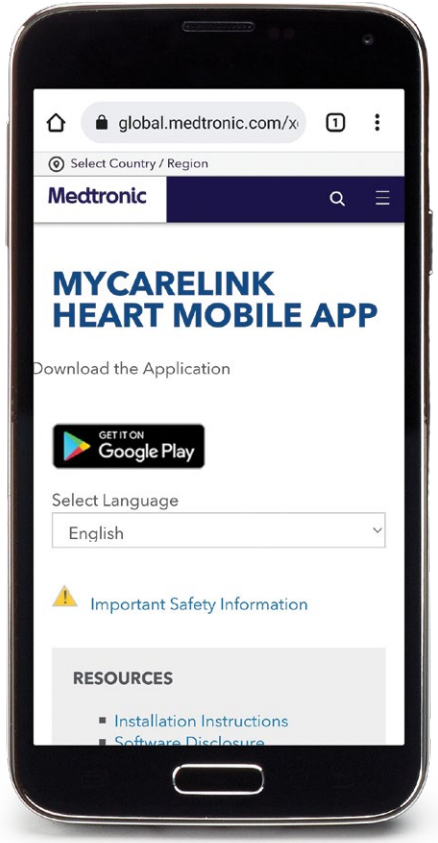
- Your smartphone or tablet. Please ensure that your mobile device is sufficiently charged. Medtronic recommends that it is at least 50% charged.
- Your Google Play™ account and password. If you have trouble accessing the Play Store, visit Google Support.
- A valid email address.
- Your heart device serial number, which can be found on your patient ID card. If you have trouble finding this information, call Medtronic Stay Connected Service at 1-800-929-4043.

Please visit MCLHeart.com for a list of compatible devices.

The requirements for your mobile device and OS version will change over time. You may need to update or replace your mobile device and OS to use the app to transfer data between your heart device and the Medtronic CareLink™ network. All patient and clinician data is fictitious and for demonstration purposes only.

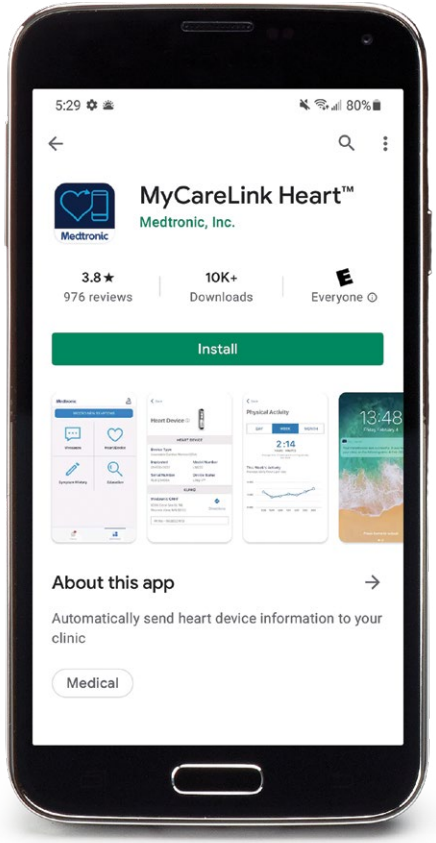
Step 1: Scan QR code

From your mobile device, scan the QR code or visit MCLheart.com/download. If you are not taken directly to the Google Play store, tap on the Google Play badge.



Step 2: Check compatibility

- If your mobile device is compatible, you can tap "INSTALL" to download the app.
- If your mobile device is not compatible, you will see "Your device isn't compatible with this version." Please speak with your clinician about other monitoring options.



Step 3: Download

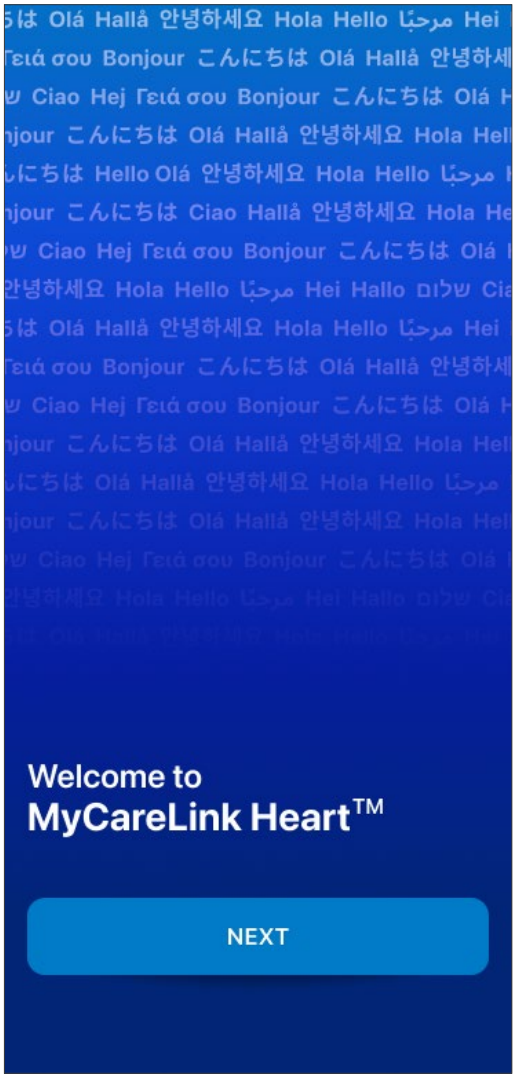
Once downloaded, the MyCareLink Heart mobile app icon will appear on your mobile device screen. Look for this icon and tap to open.

Note: MyCareLink Heart is a free app. Please visit Google Support if you are having trouble downloading it from Google Play.

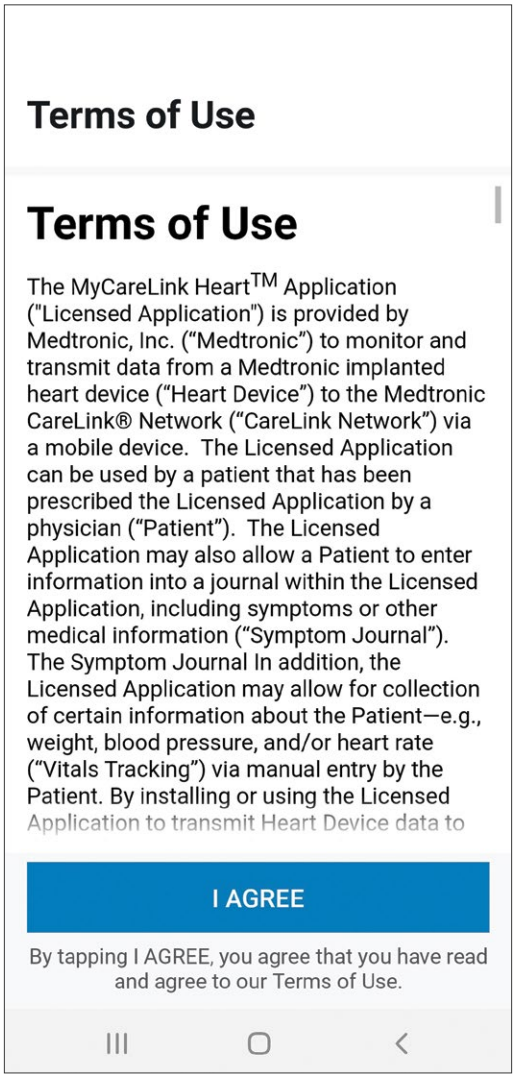
Step 4: Set up

Now, we will walk you through the setup process in the app.

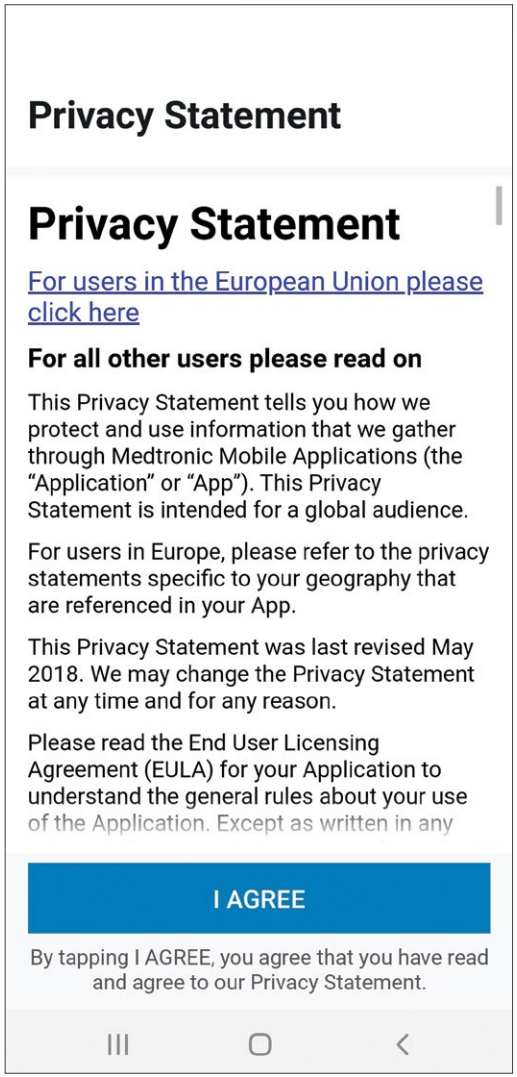
1.



2.



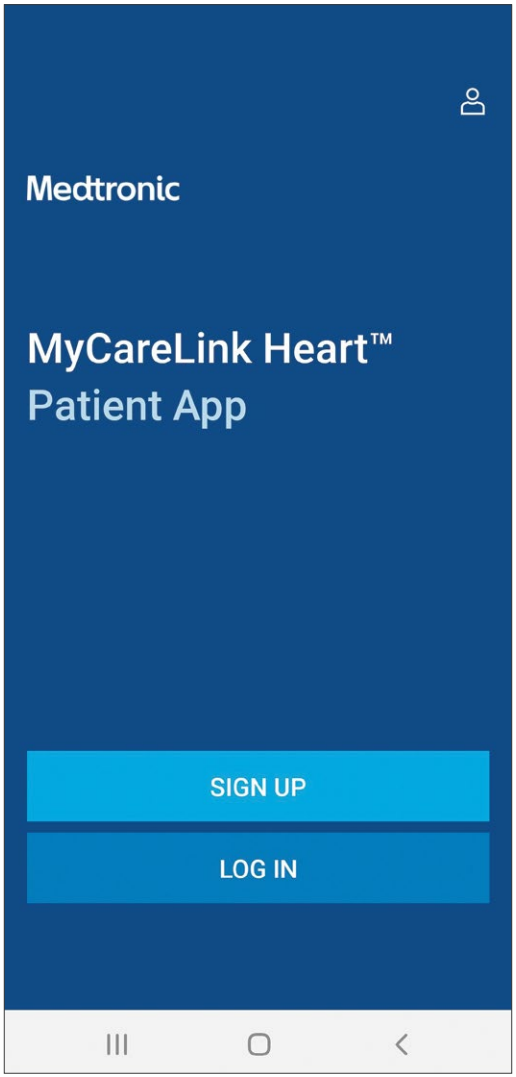
3.



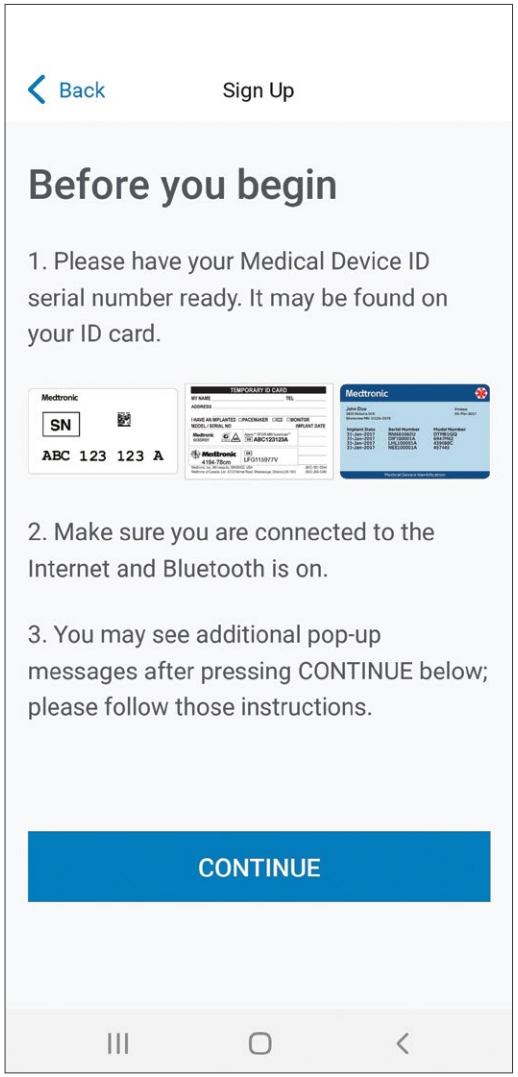
Step 4: Set up

Setup process, cont'd.

4.



5.

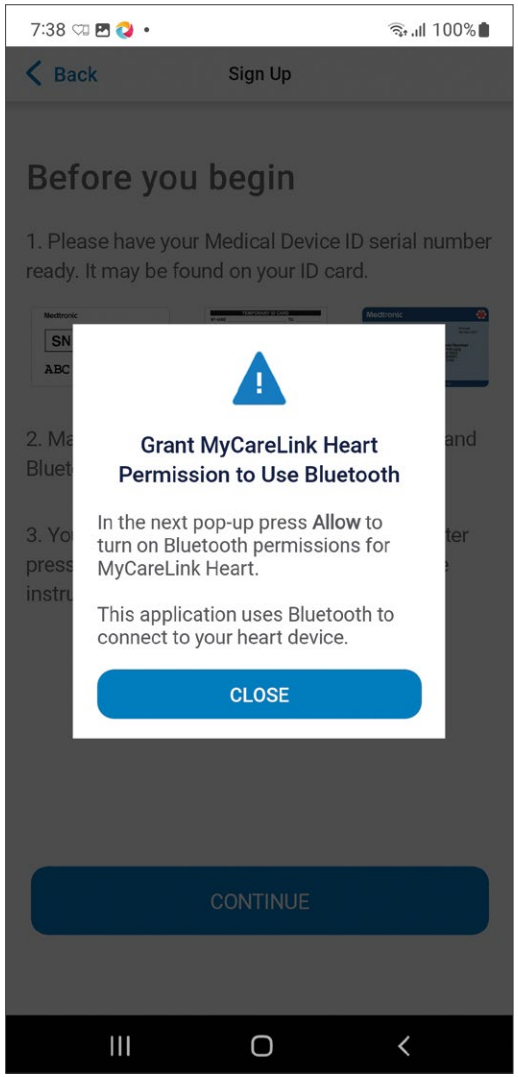


All patient and clinician data is fictitious and for demonstration purposes only.

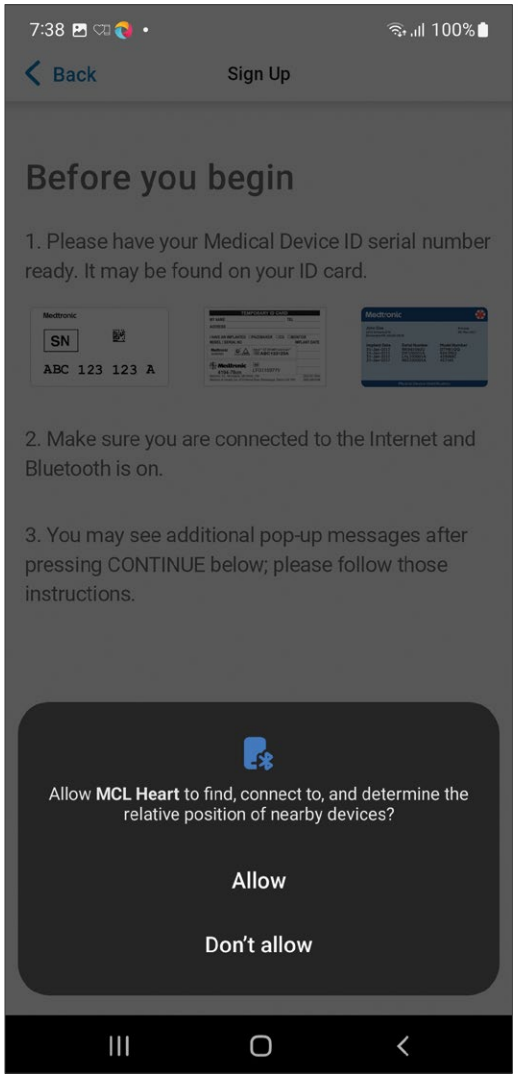
Step 4: Set up

Setup process, cont'd.

6a.



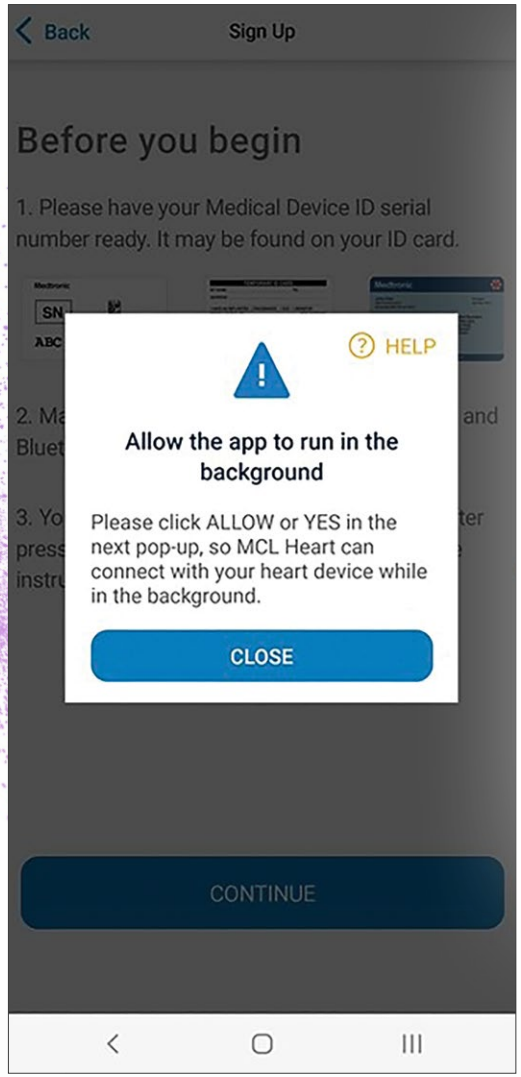
6b.



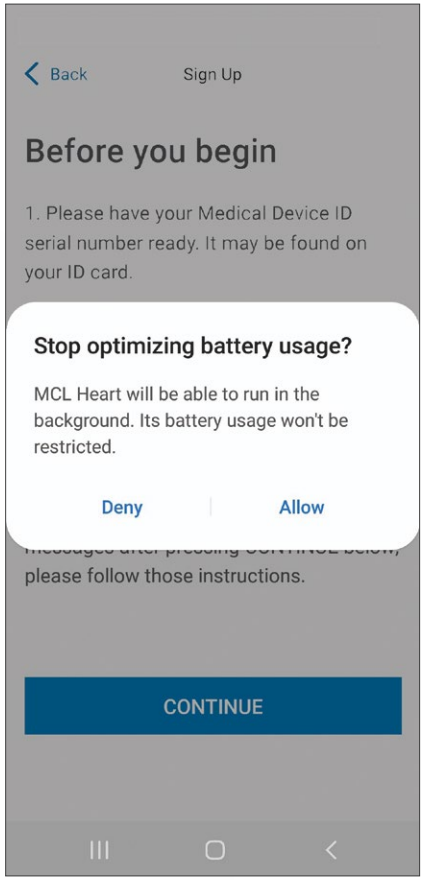
Step 4: Set up

Setup process, cont'd.

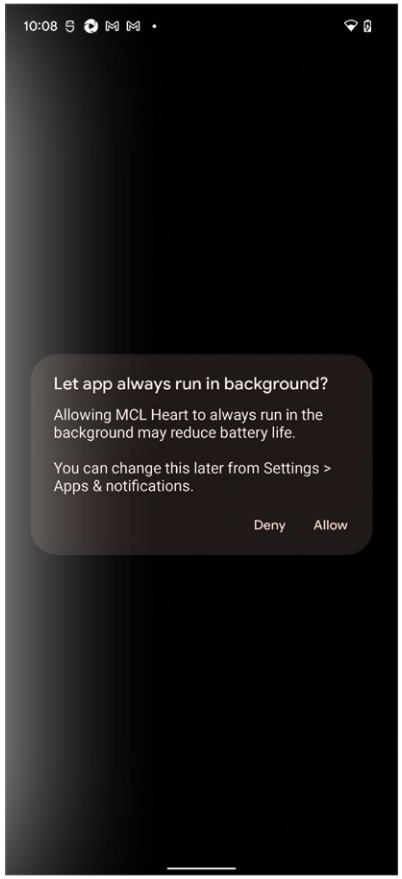
7a.



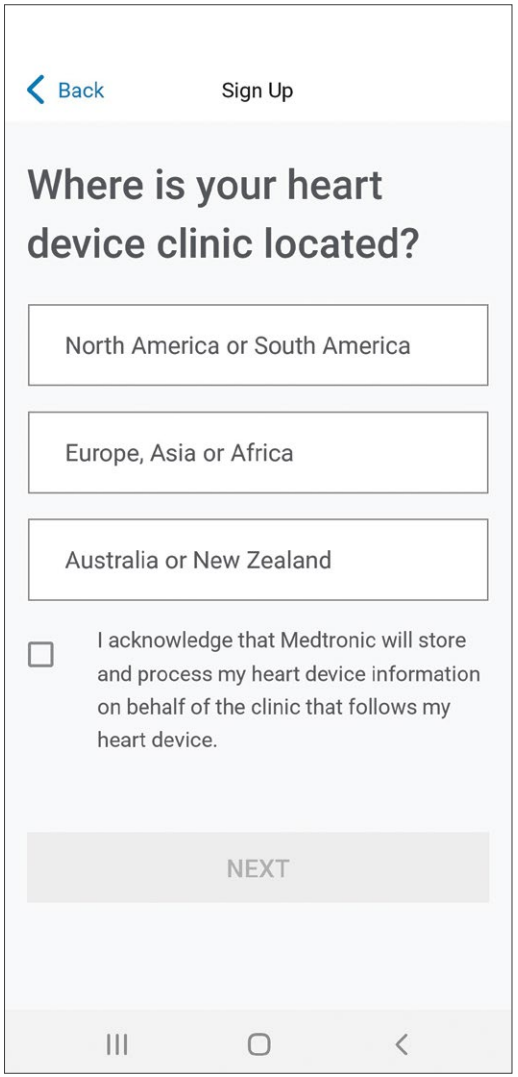
7b. Samsung™ (view)



7b. Google Pixel™ (view)



8.

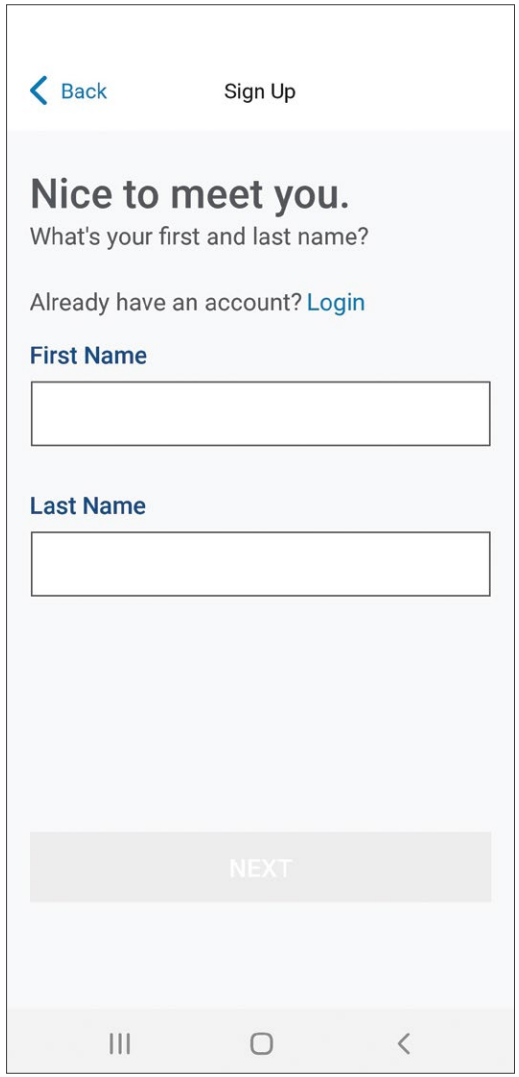


All patient and clinician data is fictitious and for demonstration purposes only.

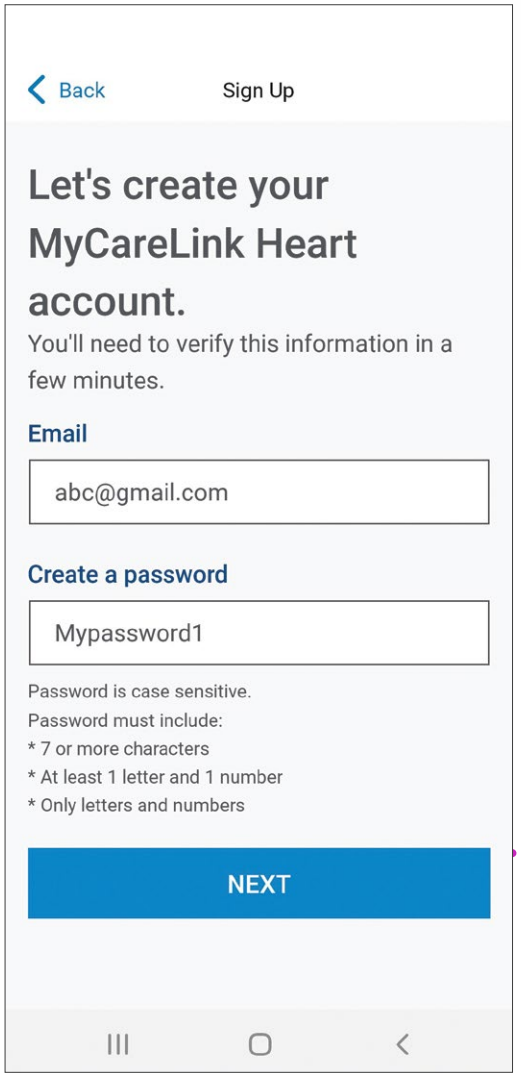
Step 4: Set up

Setup process, cont'd.

9.



10.

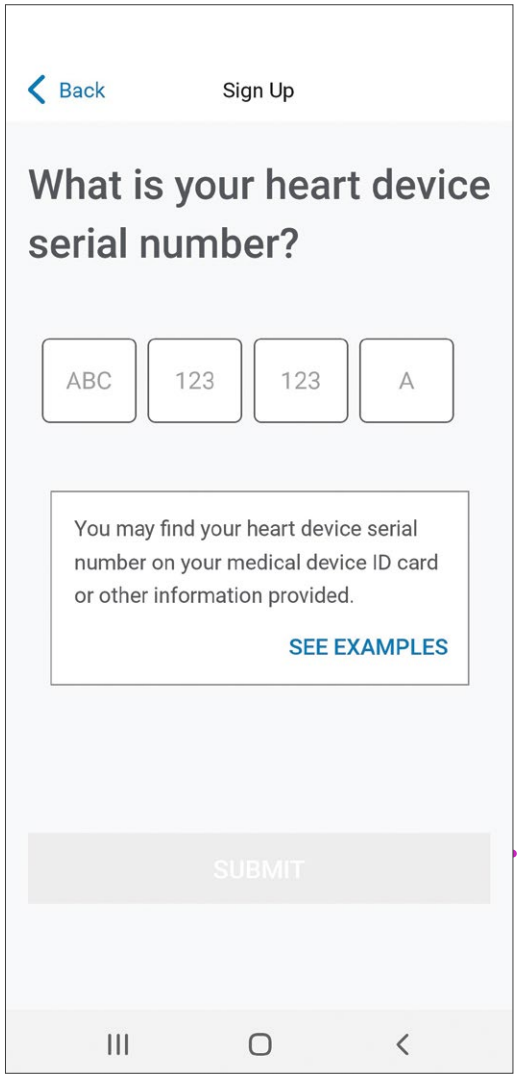


Please write down this email and password, as you will need them later to complete the setup process. You will also need these credentials to set up the app on another phone or tablet, if you choose to do so.

Step 4: Set up

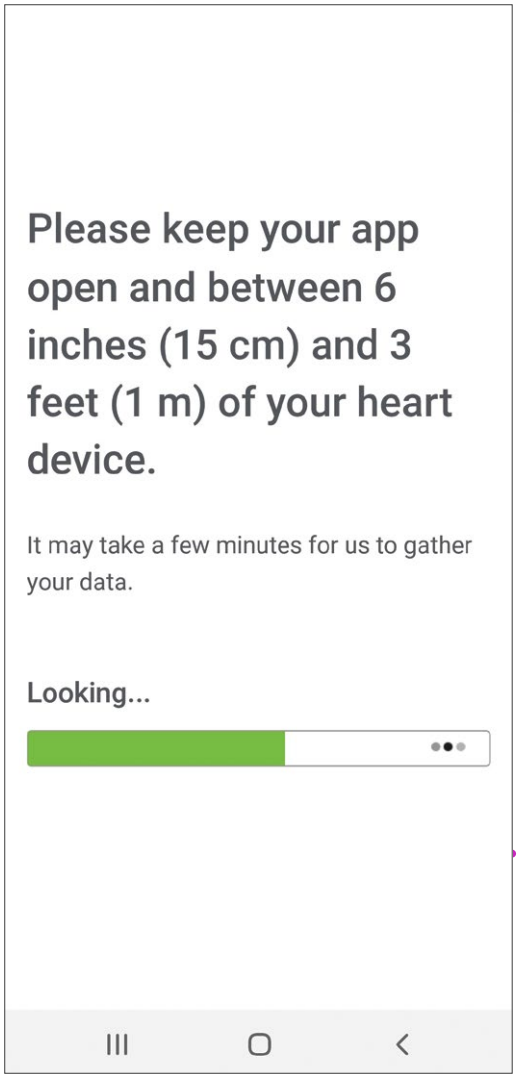
Setup process, cont'd.

11.



You can find your heart device serial number on the sticker on your temporary patient ID card. If you have trouble finding this information, please call Medtronic Stay Connected Service at 1-800-929-4043.

12.



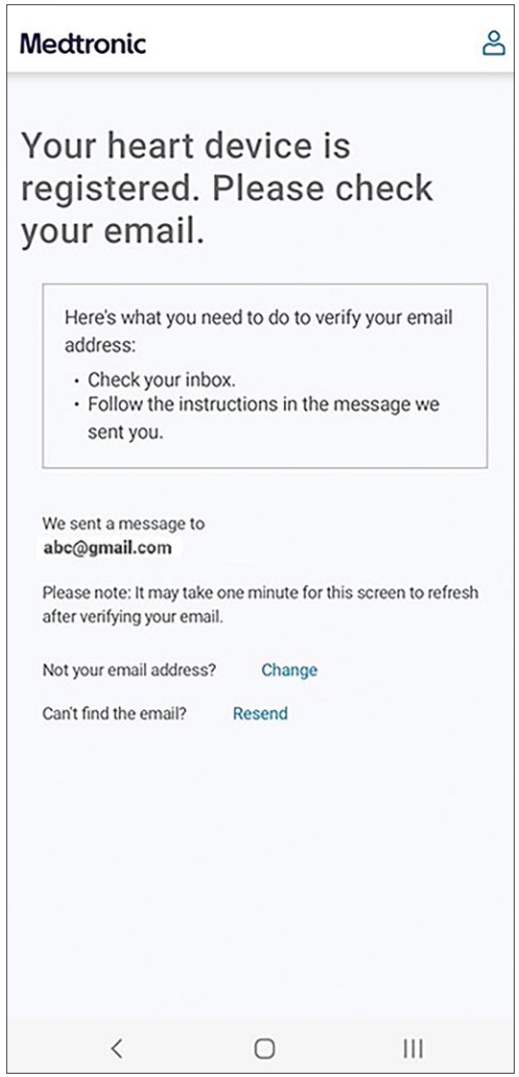
Pairing may take three to six minutes and the first transmission might take up to three hours. During transmission, you must keep your mobile device within three feet/one meter of your heart device.

All patient and clinician data is fictitious and for demonstration purposes only.

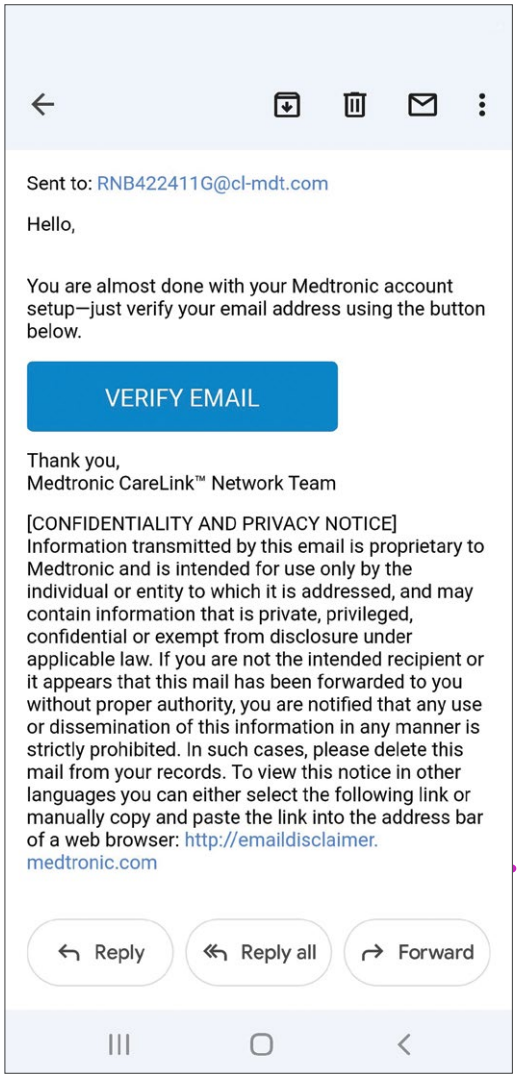
Step 4: Set up

Setup process, cont'd.

13.



14.



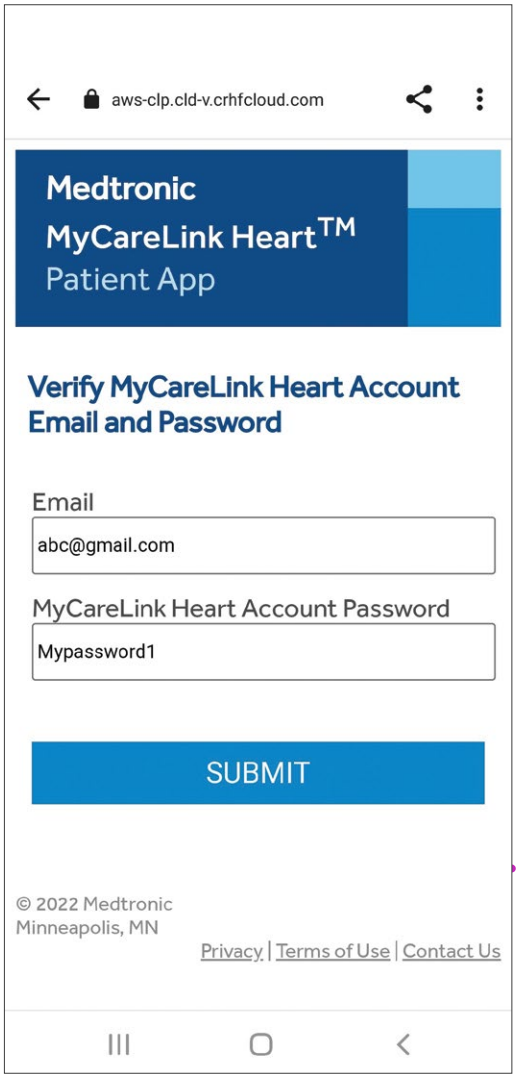
Exit the app, navigate to your email, and look for an email from Medtronic. If you do not see an email:

1. **Refresh your email inbox.**
2. **Check your spam folder.**

Step 4: Set up

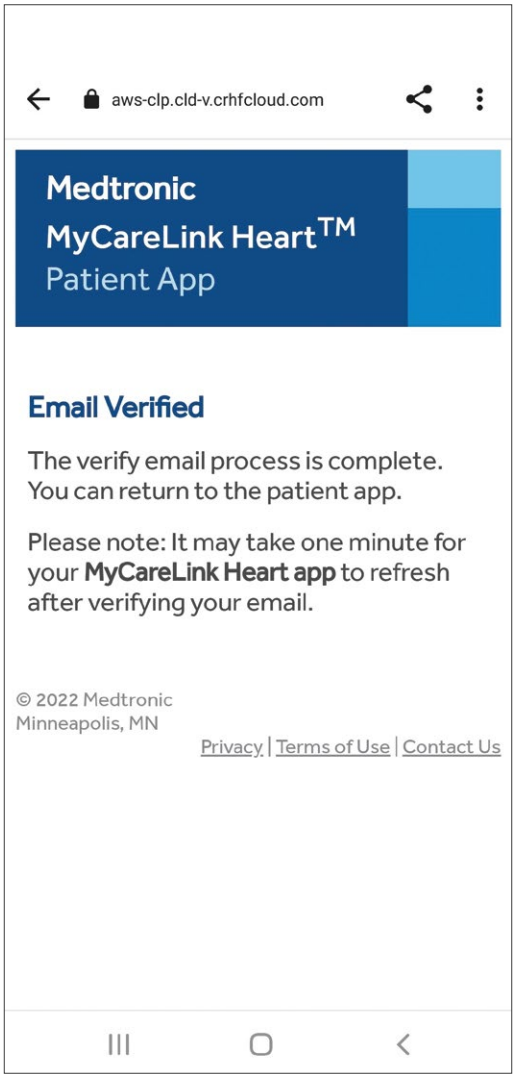
Setup process, cont'd.

15.



Please use the same email address and password you used to create your MyCareLink Heart account.

16.

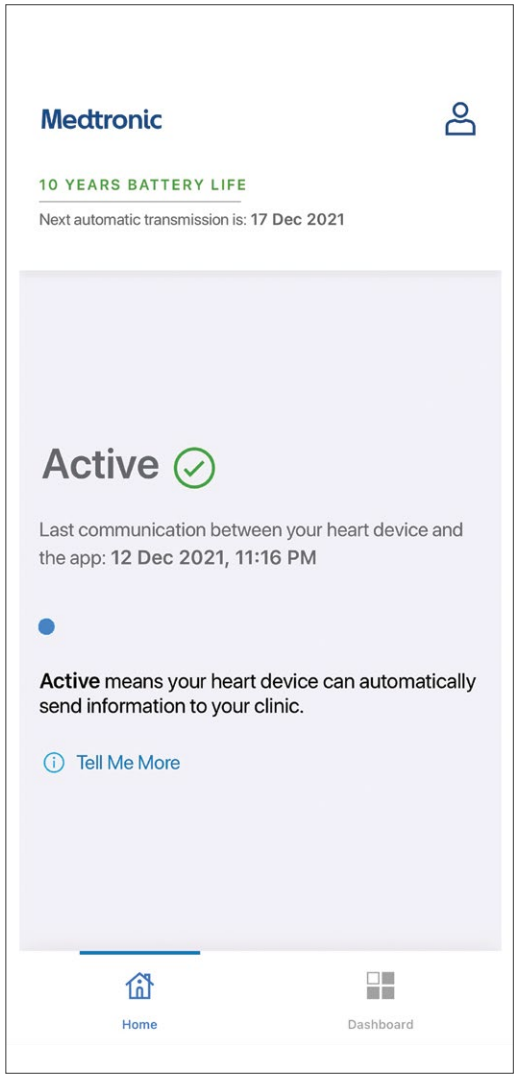


All patient and clinician data is fictitious and for demonstration purposes only.

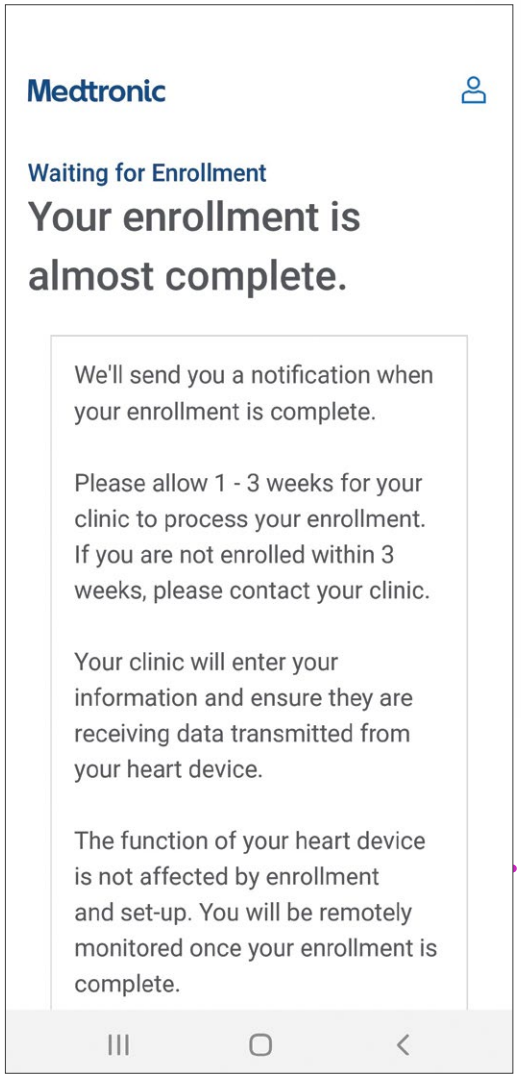
Step 4: Set up

Once you verify your email you will see one of these two screens:

17.

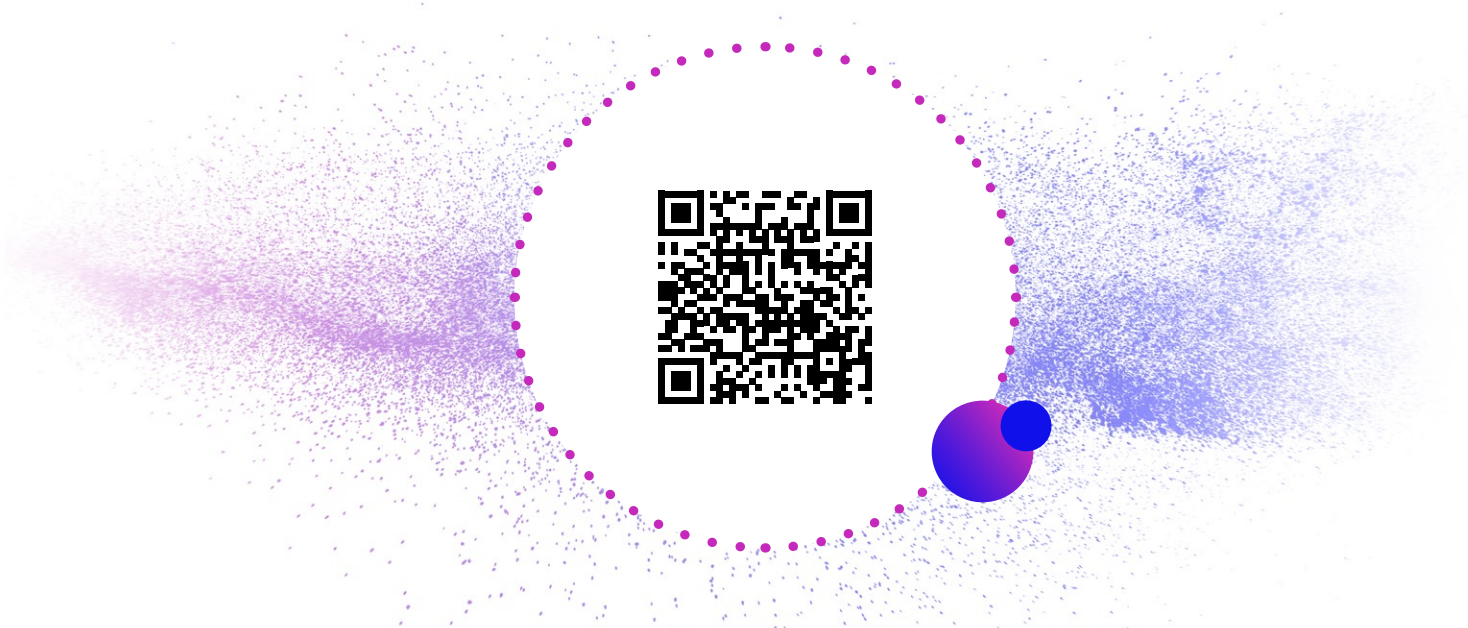


18.



If you see this screen, don't worry. You have set up the app correctly. You will be able to access the features of the app as soon as your clinic adds you to their system.

You can now use the MyCareLink Heart mobile app to stay connected to your healthcare provider!



To learn more about the app, scan the QR code above or go to YouTube and search for "Getting Started with the MyCareLink Heart™ Mobile App for Pacemakers"

For additional help, call Medtronic Stay Connected Service:

1-800-929-4043

7:00 a.m. to 7:00 p.m. CT

Monday–Friday

Caution: Federal law (USA) restricts these devices to sale by or on the order of a physician.

Medtronic

710 Medtronic Parkway
Minneapolis, MN 55432-5604
USA

Toll-free in USA: 800.633.8766
Worldwide: +1.763.514.4000
medtronic.com

©2023 Medtronic. Medtronic, Medtronic logo, and Engineering the extraordinary are trademarks of Medtronic. Android™, Google Play™ store, and Google Pixel™ are trademarks of Google LLC. Samsung is a registered trademark of Samsung Electronics Co. Ltd. All other brands are trademarks of a Medtronic company.

Printed in USA.
UC202300430b EN 10/2023