


Medtronic

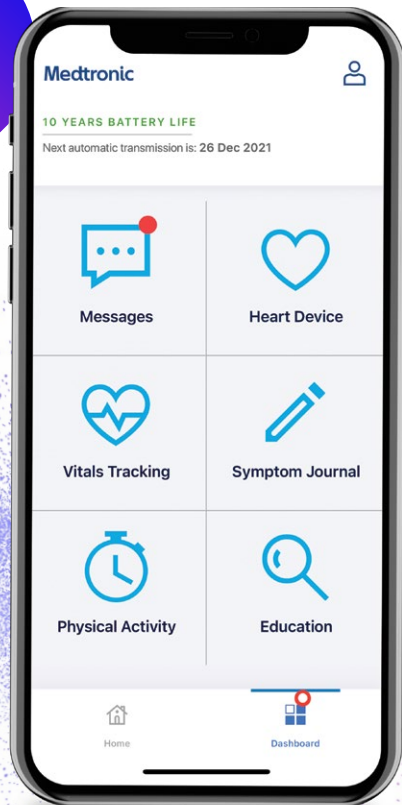
**MyCareLink Heart™
mobile app**

Apple® 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 App Store® ID and password. If you have trouble signing in to the App Store, visit iforgot.apple.com.



Tip: You may set up Face ID to ease the app download process. Learn more at [Apple Support](https://support.apple.com).



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.

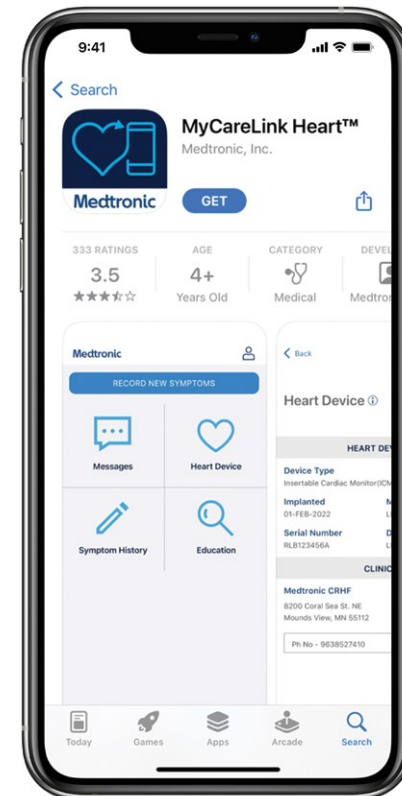
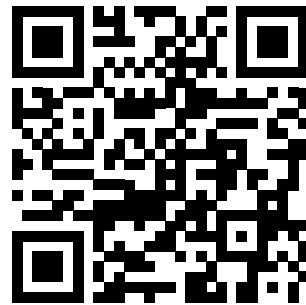
Step 1: Scan QR code

From your mobile device, scan the QR code or visit MCLheart.com/download. If you are not taken directly to the App Store, click on the App Store badge.

Note: The app cannot be downloaded on a desktop computer or laptop.

Step 2: Check compatibility

- If your mobile device is compatible, you can tap "GET" in the App Store to download the app.
- If your mobile device is not compatible, the "GET" button will be disabled. 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. If you have trouble signing in to the Apple App Store, visit iforgot.apple.com.



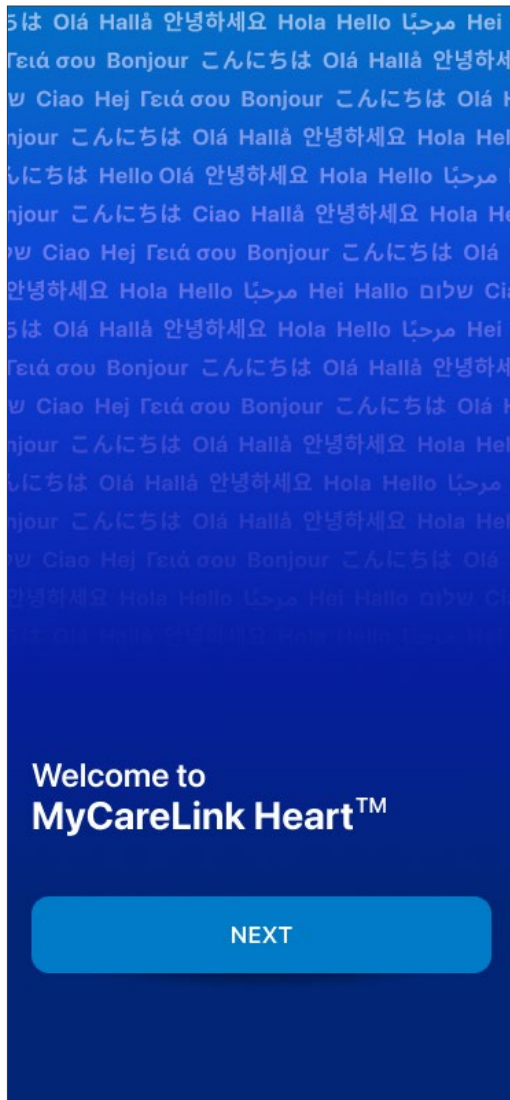
If you have trouble finding your AppleID or password, you can set up facial recognition. Learn more at [Apple Support](#).



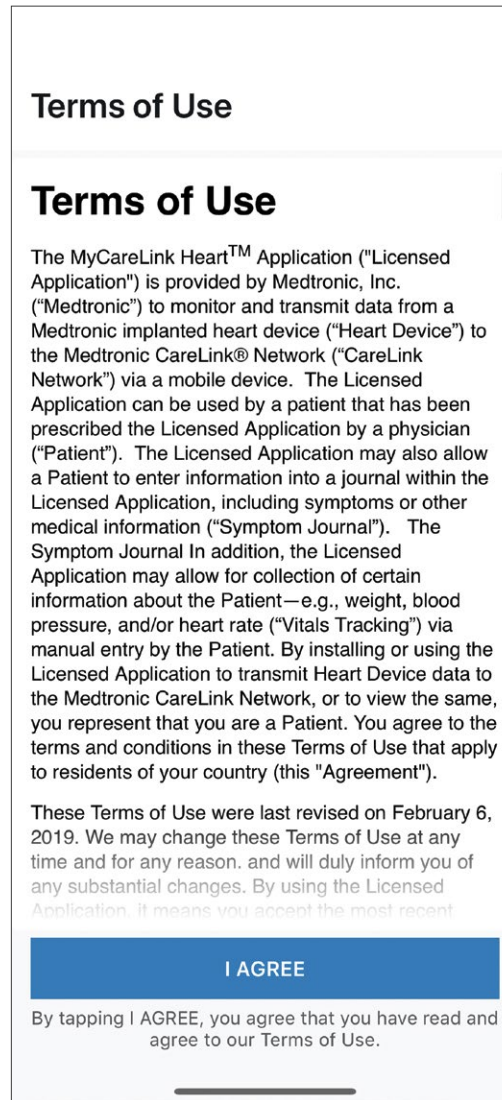
Step 4: Set up

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

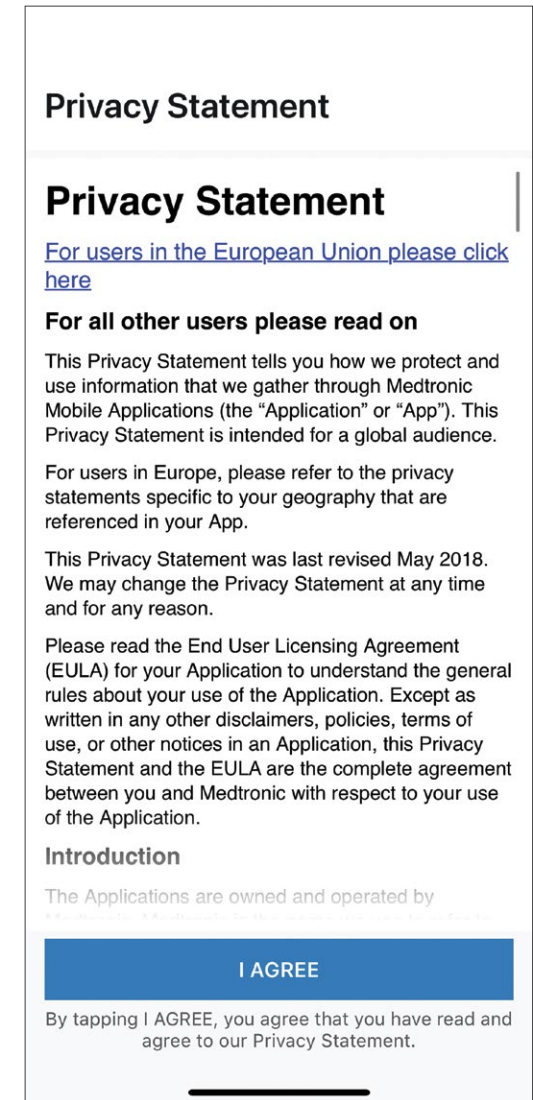
1.



2.



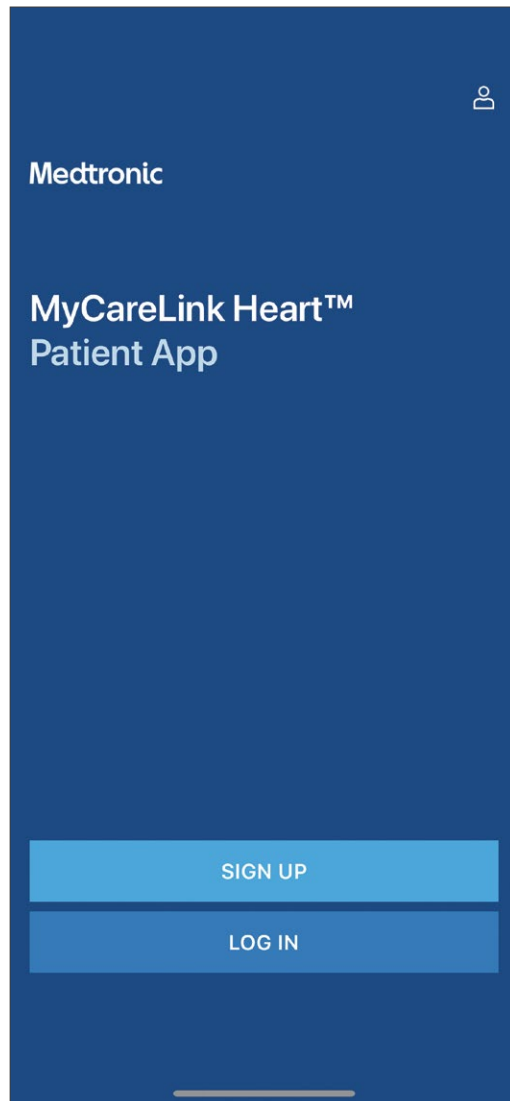
3.



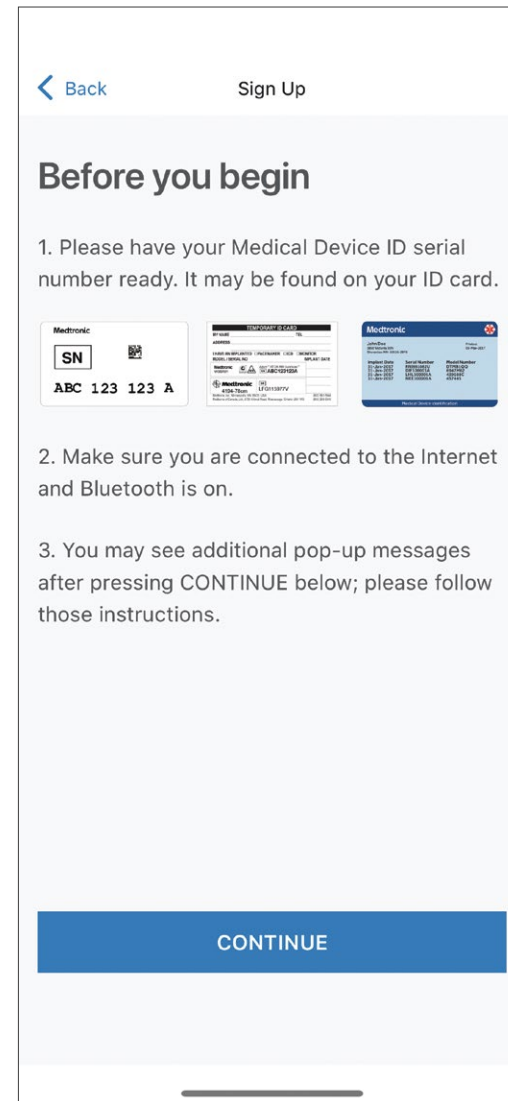
Step 4: Set up

Setup process, cont'd.

4.



5.



Step 4: Set up

Setup process, cont'd.

6.

Back Sign Up

Where is your heart device clinic located?

North America or South America

Europe, Asia or Africa

Australia or New Zealand

I acknowledge that Medtronic will store and process my heart device information on behalf of the clinic that follows my heart device.

NEXT

7.

Back Sign Up

Nice to meet you.

What's your first and last name?

Already have an account? [Login](#)

First Name

Last Name

NEXT

Step 4: Set up

Setup process, cont'd.

8.

8.

Please write this email and password down 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.

9.

← Back Sign Up

What is your heart device serial number?

ABC 123 123 A

You may find your heart device serial number on your medical device ID card or other information provided.

[SEE EXAMPLES](#)

SUBMIT

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.

10.

Please keep your app open and between 6 inches (15 cm) and 3 feet (1 m) of your heart device.

It may take a few minutes for us to gather your data.

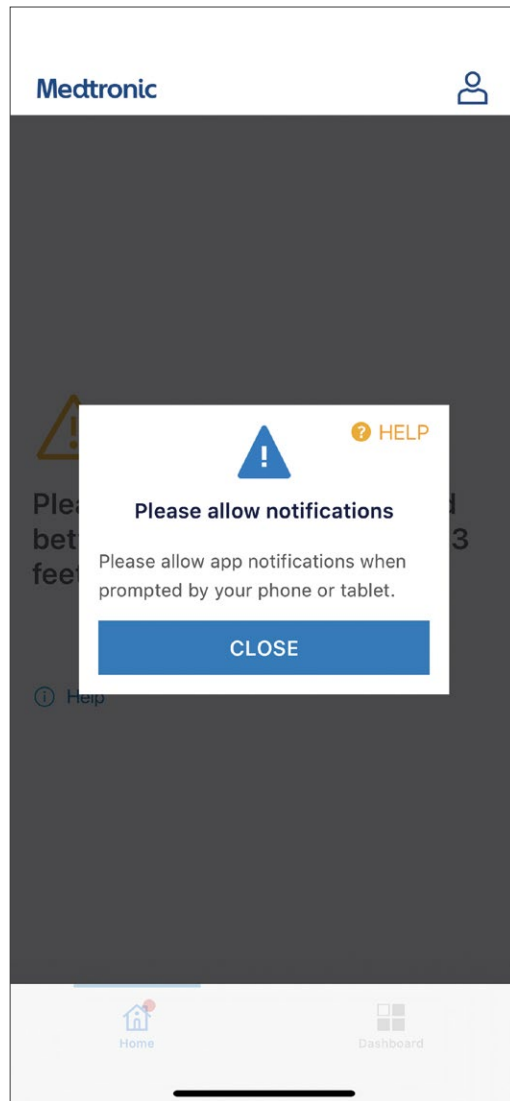
Looking...

Pairing may take 3-6 minutes and the first transmission might take up to 3 hours. During transmission, you must keep your mobile device within 3 feet/1 meter of your heart device.

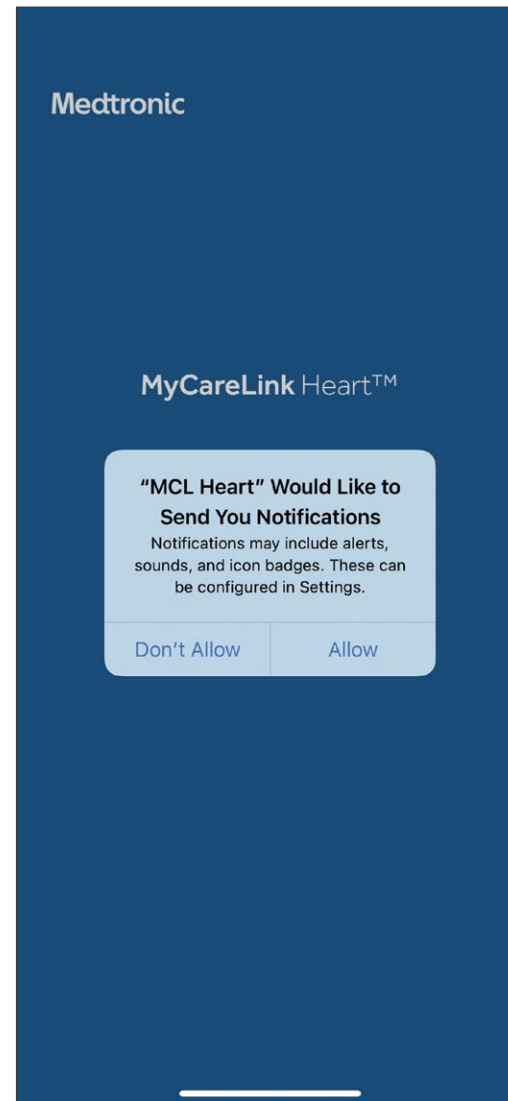
Step 4: Set up

Setup process, cont'd.

11.

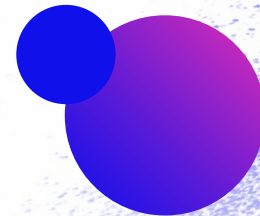


12.

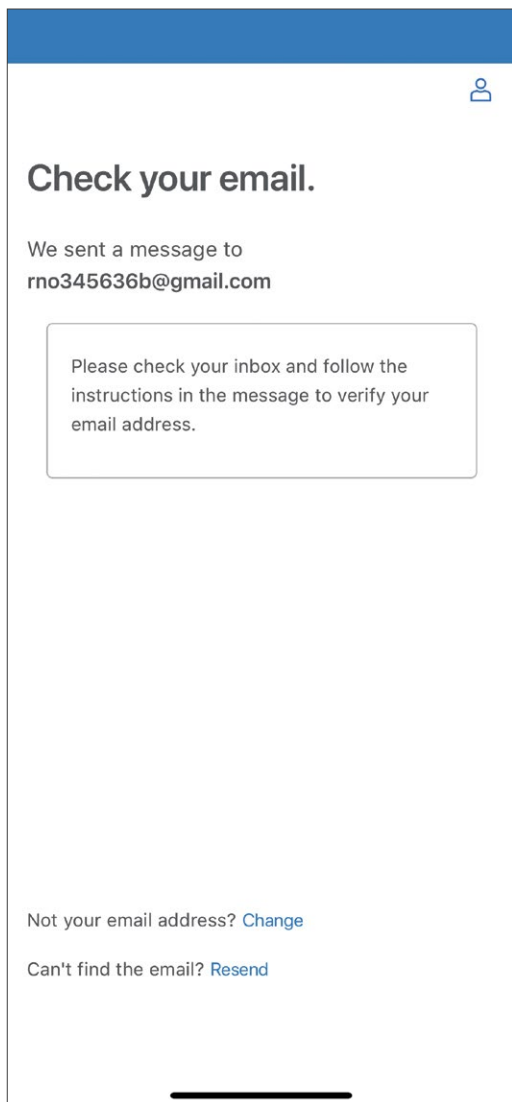


Step 4: Set up

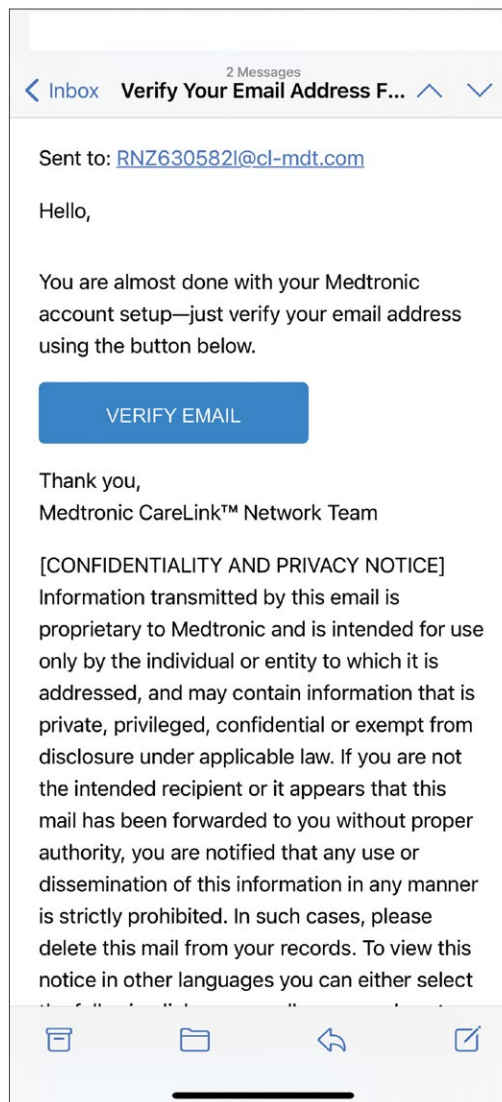
Setup process, cont'd.



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.

A screenshot of a mobile browser displaying the verification page for the MyCareLink Heart Patient App. The page has a dark blue header with the Medtronic logo and the app name. Below the header, the text reads "Verify MyCareLink Heart Account Email and Password". There are two input fields: "Email" with the value "RNZ6305821@cl-mdt.com" and "MyCareLink Heart Account Password" with the value "Password01". A blue "SUBMIT" button is centered below the fields. At the bottom, there is a copyright notice "© 2022 Medtronic Minneapolis, MN" and links for "Privacy | Terms of Use | Contact Us".

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

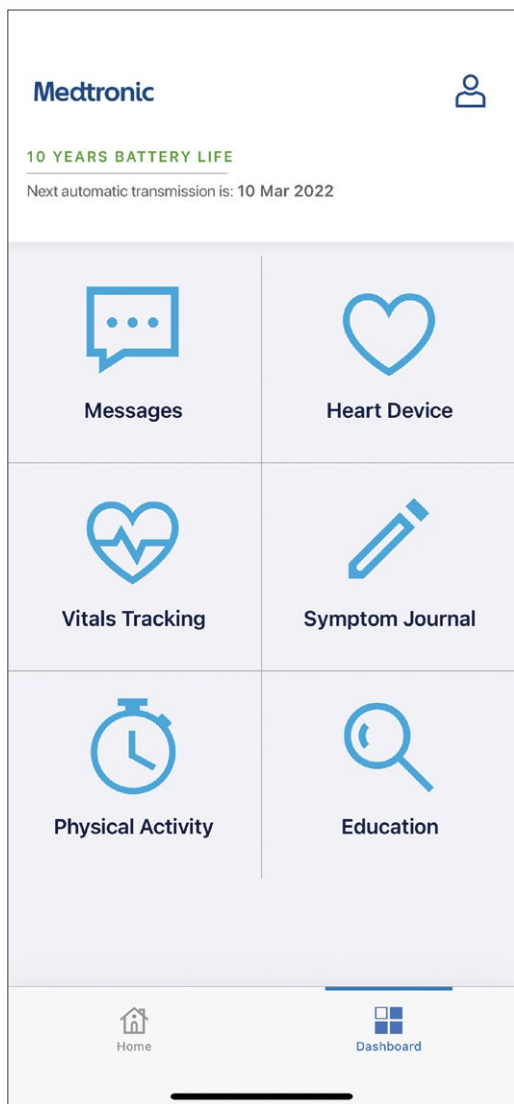
16.

A screenshot of a mobile browser displaying the success page for the MyCareLink Heart Patient App. The page has a dark blue header with the Medtronic logo and the app name. Below the header, the text reads "Email Verified". The main content states: "The verify email process is complete. You can return to the patient app." Below this, a note says: "Please note: It may take one minute for your MyCareLink Heart app to refresh after verifying your email." At the bottom, there is a copyright notice "© 2022 Medtronic Minneapolis, MN" and links for "Privacy | Terms of Use | Contact Us".

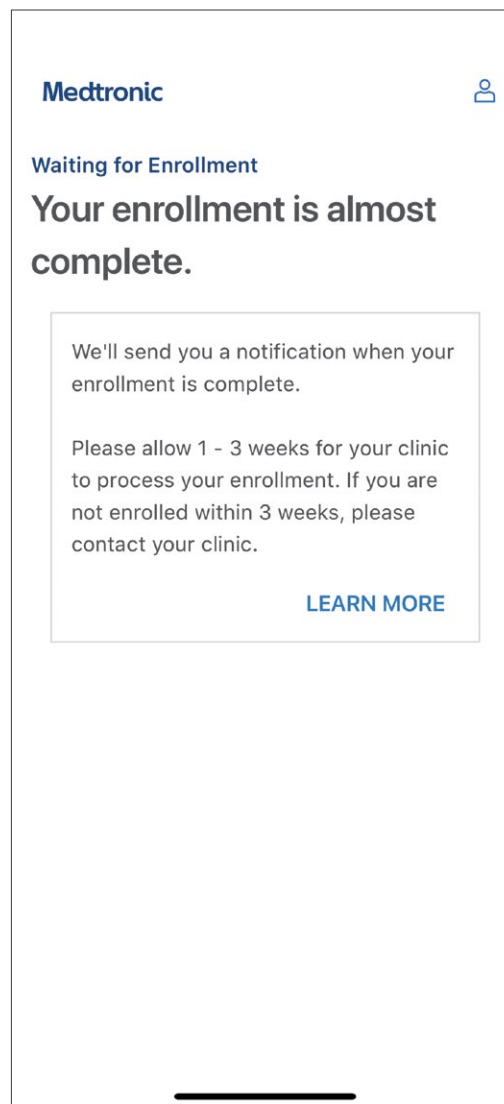
Step 4: Set up

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 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](https://www.medtronic.com)

©2023 Medtronic. Medtronic, Medtronic logo, and Engineering the extraordinary are trademarks of Medtronic. Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Medtronic is under license. All other brands are trademarks of a Medtronic company.

Printed in USA.
UC202217769a EN 10/2023