

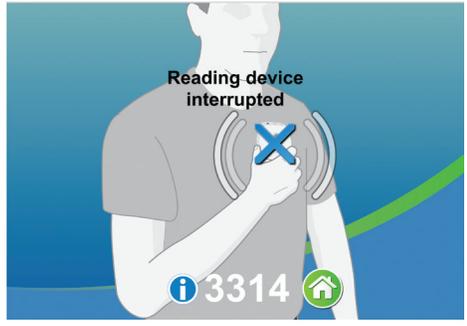
TROUBLESHOOTING GUIDE

MyCareLink Smart™
Patient Monitor



When a system message occurs with the MyCareLink Smart Patient Monitor, the display screen provides a four-digit code, along with a graphic to help you resolve the issue. These system messages indicate what action needs to be taken. The system messages **do not** refer to your implanted heart device.

SYSTEM MESSAGE	CAUSE	ACTION
BATTERIES		
	Batteries need replacement	<ul style="list-style-type: none"> Replace the batteries in the Reader When this system message displays, there is not enough power in the batteries to complete a transmission
WI-FI OR CELLULAR CONNECTION		
	No Wi-Fi or cellular connection	<ul style="list-style-type: none"> Ensure connectivity (Wi-Fi or cellular) Move to a place where Wi-Fi or cellular signal is available
	Weak Wi-Fi or cellular connection	<ul style="list-style-type: none"> Ensure connectivity (Wi-Fi or cellular) Move to a place where Wi-Fi or cellular signal is stronger

SYSTEM MESSAGE	CAUSE	ACTION
TRANSMITTING INFORMATION		
	<p>Reading device interrupted</p>	<ul style="list-style-type: none"> Re-attempt the interrogation Try to avoid interrogation interruptions by accidentally pressing buttons. The reading device will be interrupted if you answer calls or text messages, or change to a different app.
	<p>The Reader you are attempting to use is different from the one you used for your last transmission. This can happen when:</p> <ul style="list-style-type: none"> You're using a new Reader Two people in the same household are using the app with two different Readers 	<ul style="list-style-type: none"> Ensure the Reader is powered on Select the serial number of the Reader you are attempting to use
	<p>If multiple Readers are powered on, and within Bluetooth® range, a prompt tells you to select the Reader serial number.</p>	<ul style="list-style-type: none"> Ensure the Reader is powered on Select the serial number of the Reader you are attempting to use
	<p>Data transmission failure. There are several numeric codes that may appear with this image. The most common are: 7027, 5409 and 2108.</p>	<ul style="list-style-type: none"> Ensure that a strong cellular and/or Wi-Fi connection exists Move to a place where the Wi-Fi signal is stronger Enter the web browser and accept the terms and conditions in the user agreement if you're on a public Wi-Fi network

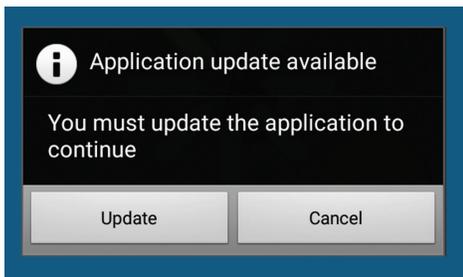
SYSTEM MESSAGE	CAUSE	ACTION
	<p>Unexpected error occurred during interrogation</p> <p>One of the following codes will display with this image: 2316, 2328, 7015, 8009, 8218, 8241, 0056, 0060, or 3230</p>	<ul style="list-style-type: none"> ■ Ensure that the app is the most current version ■ Power off your smartphone or tablet, then power back on ■ Delete the app and reinstall it ■ Contact Medtronic at 1 (800) 929-4043 for further troubleshooting assistance
	<p>An implanted heart device was detected but the device is not supported by the app</p>	<ul style="list-style-type: none"> ■ Update the MyCareLink Smart App to the latest version ■ Make sure you download the app from the correct "country" app store. You can check the country in your smartphone or tablet settings. ■ Contact Medtronic at 1 (800) 929-4043 to find out which version of the app supports your heart device and if it's available

BLUETOOTH®

	<p>Bluetooth failure</p>	<ul style="list-style-type: none"> ■ Bring the Reader within range of your smartphone or tablet (at least 1 meter or 3 feet) ■ Ensure that Bluetooth is not turned off on your smartphone or tablet
	<p>Bluetooth connection is lost during a Reader firmware update</p>	<ul style="list-style-type: none"> ■ Ensure the smartphone or table and the Reader are close to each other (at least 1 meter or 3 feet) ■ Ensure Bluetooth is not turned off on your smartphone or tablet

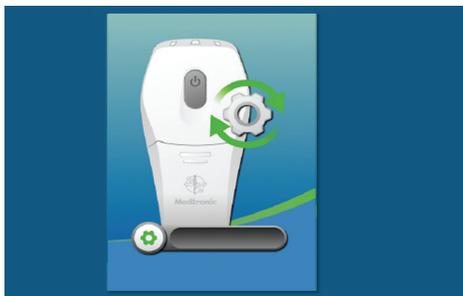
SYSTEM MESSAGE	CAUSE	ACTION
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APP AND READER SOFTWARE



At the start of the MyCareLink Smart App, or at the end of a successful transmission, the software app needs to be updated

Follow the prompts to update the app



The software in the Reader requires an update

Keep the Reader within range of your smartphone or tablet (at least 1 meter or 3 feet). The update will happen automatically. The process will take approximately 2 minutes.

CONTACT US

If you have questions, please contact CareLink Patient Services at 1 (800) 929-4043 (8:00 a.m. to 5:00 p.m., Monday – Friday, Central time).

This product is not a substitute for appropriate medical attention in the event of an emergency. Data availability and alert notifications are subject to Internet connectivity and access, and service availability. The MyCareLink Smart Reader must be on and in range of the device. The MyCareLink Smart Reader must also be within range of the user's mobile device. CareLink and MyCareLink alert notifications are not intended to be used as the sole basis for making decisions about patient medical care.

Additional Information

The Medtronic MyCareLink Smart™ Reader is a prescription product indicated for use in the transfer of patient data from some Medtronic implantable cardiac devices based on physician instructions and as described in the product manual. The MyCareLink Smart Reader transmissions to the CareLink™ Network are subject to cellular service availability. This product is not a substitute for appropriate medical attention in the event of an emergency and should only be used as directed by a physician.

The Medtronic CareLink Service is prescribed by your physician. This service is not for everyone. Please talk to your doctor to see if it is right for you. Your physician should discuss all potential benefits and risks with you. Although many patients benefit from the use of this service, results may vary. For further information, please call CareLink Patient Services at 1 (800) 929-4043 (8:00 a.m. to 5:00 p.m., Monday–Friday, Central time) or see the Medtronic website at www.medtronic.com.

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