MYCARELINK RELAY™ HOME COMMUNICATOR

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Further, Together

MYCARELINK RELAY™ HOME COMMUNICATOR
OBJECTIVES

At the end of this lesson you will be able to:

- Explain what the MyCareLink Relay Home Communicator is and how it is used

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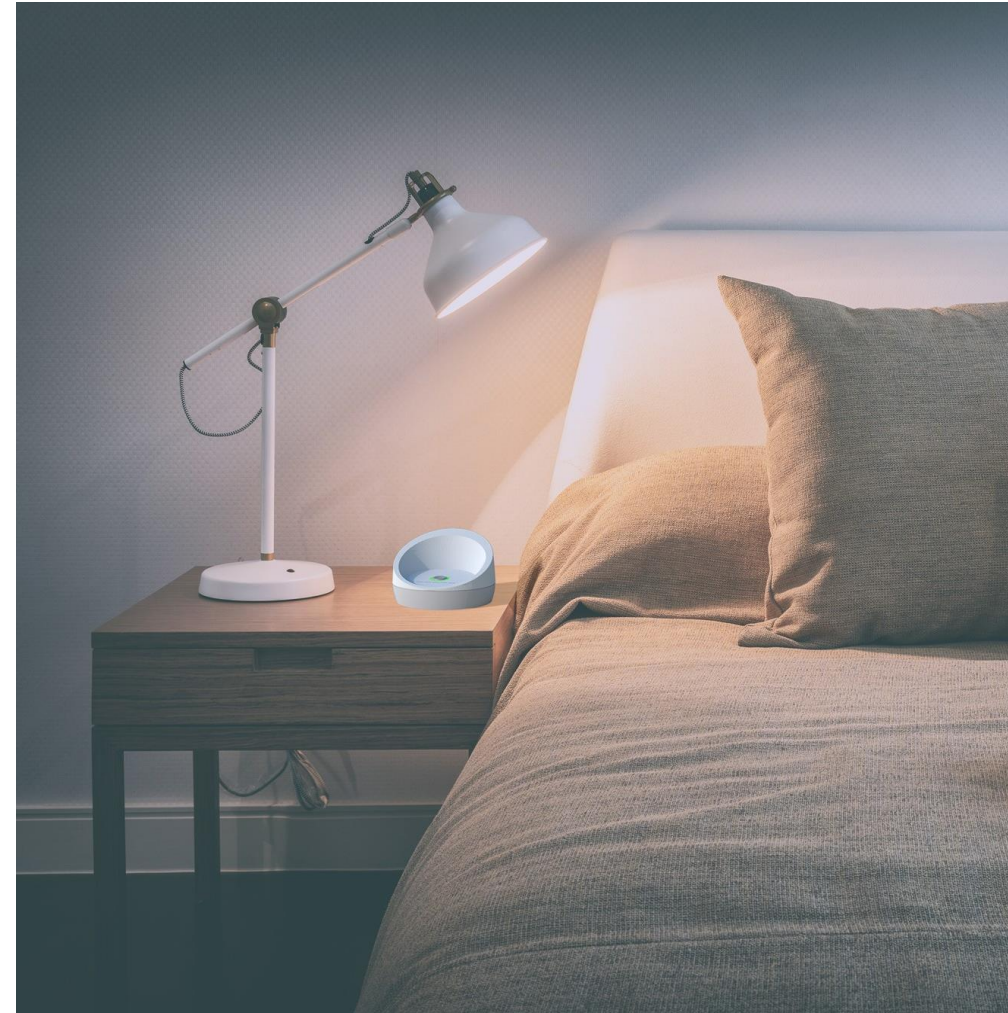# MYCARELINK RELAY™ HOME COMMUNICATOR
BETTER PERFORMANCE, BETTER EXPERIENCE

Engineered for
Performance

- Optimized Bluetooth & cellular antenna design
- Integrated Wi-Fi and 4G LTE connectivity

Designed for **Life**

- Requires little to no user interaction

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MYCARELINK RELAY™ HOME COMMUNICATOR
SYSTEM OVERVIEW

End-to-end encryption keeps data secure

Cellular or **Wi-Fi**

Any device with BlueSync™ technology
- Azure
- Percepta/Serena/Solara

MyCarelink Relay™ Home Communicator

CareLink™

MyCareLink Relay ™ (MCL Relay) is referred to as a Home Communicator

HOME- Designed for bedside use

COMMUNICATOR - Similar to MyCareLink Heart ™, the MCL Relay Home Communicator is a pass through for heart device data

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MYCARELINK RELAY™ HOME COMMUNICATOR
COMPONENTS

Light Ring

Button

Ambient Light Sensor

Progress Bar

Status Icons
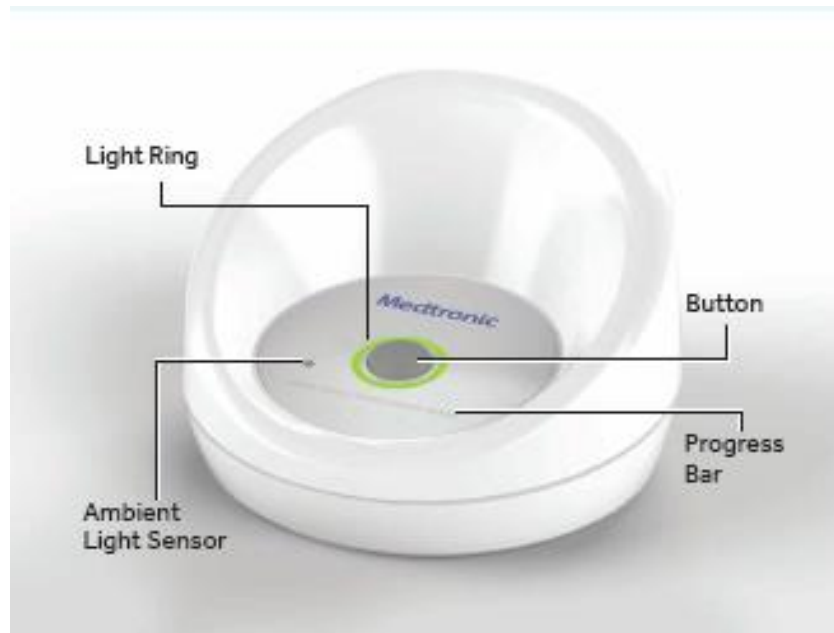
Ambient Light Sensor: Will turn off user interface lights when the area around it is dark. When ambient light is brighter, monitor automatically shines light again. Audio is muted when lights are off.

Light Ring: Shows activity: 1) Solid green – on and working properly, 2) Green and spinning – doing something, working, 3) Amber/red with additional status icons to indicate error state.

Button:

Short Press (<1 sec)

- Status icons display if MCL Relay is connected via Wi-Fi or cellular network

Long press (>2 sec)

- Initiates manual transmission
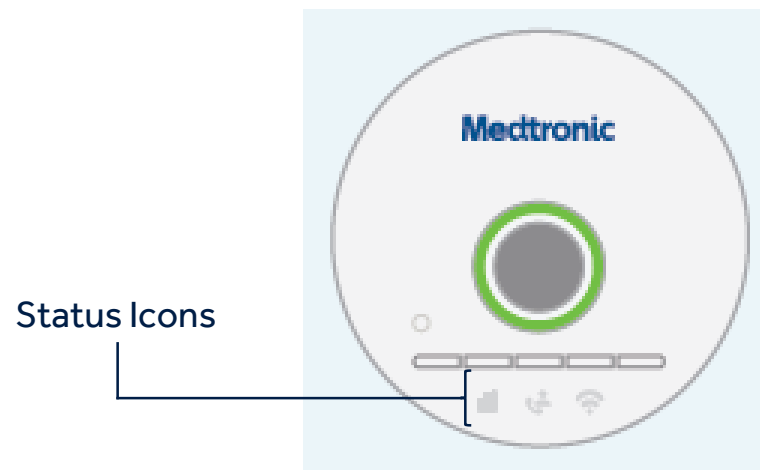
Progress Bar: Used during transmission. Five lights illuminate as transmission progresses through to completion.

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MYCARELINK RELAY™ HOME COMMUNICATOR
NORMAL USE

Powering Up
The light ring spins while the system starts up (when connected to power). Patient needs to stay near the communicator to ensure it can connect to heart device. This can take up to 15 minutes.
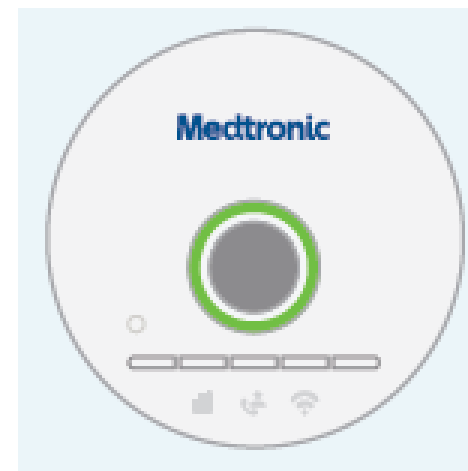
A tone plays upon completion and the light ring will be solid green.

System Working
When the light ring is solid green, no action is needed.

Note: The light sensor turns off the lights on the communicator when the room is dark. The communicator is still working.

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MYCARELINK RELAY™ HOME COMMUNICATOR
CARELINK ENROLLMENT

To enroll a patient into CareLink use your normal workflow and select **MyCareLink Relay™ 24960** as the Monitor Model.

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MYCARELINK RELAY™ HOME COMMUNICATOR
WI-FI OR CELLULAR OPTION

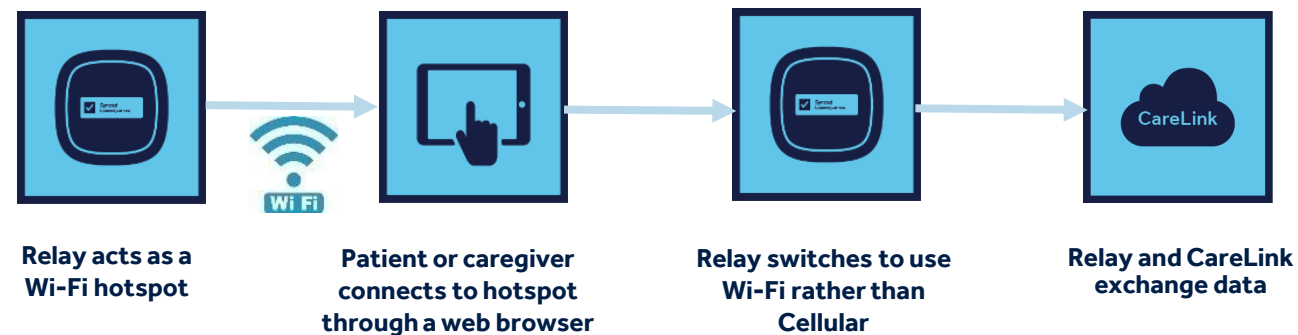The Relay communicator uses a cellular connection by default. Setting up Wi-Fi is not required.

However, Medtronic recommends that you set up Wi-Fi to ensure that you have a more robust connection.

Patient or a caregiver uses PC or mobile device to complete setup

If Wi-Fi connection drops

- Communicator automatically reverts to cellular if available

- Will change back to Wi-Fi when the network is re-connected

Relay acts as a Wi-Fi hotspot

Patient or caregiver connects to hotspot through a web browser

Relay switches to use Wi-Fi rather than Cellular

Relay and CareLink exchange data

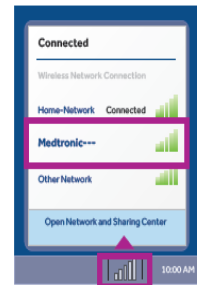**Medtronic**

MYCARELINK RELAY™ HOME COMMUNICATOR
WI-FI SETUP STEPS

These steps are included in the Wi-Fi Setup Guide and at MCLRelayWiFi.com
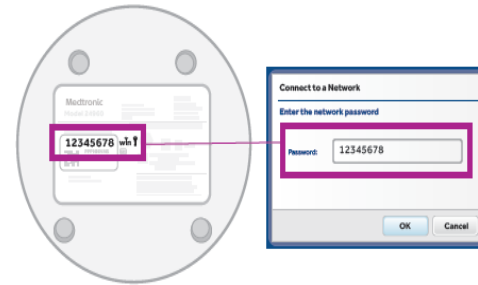
1 Plug in the power cord. If the communicator is already plugged in, unplug it and reconnect.
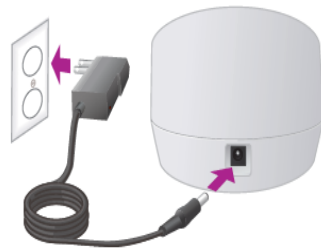
2 Open the Wireless Network Connection window on your computer and select Medtronic--- (the "---" is last 3 digits of the SN).
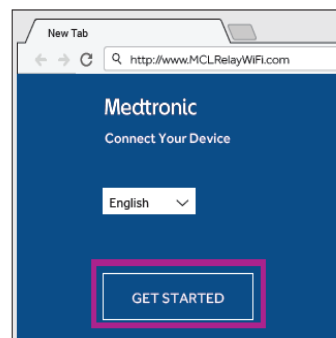
3 When prompted, enter the password from the communicator label (found on the bottom of the communicator).
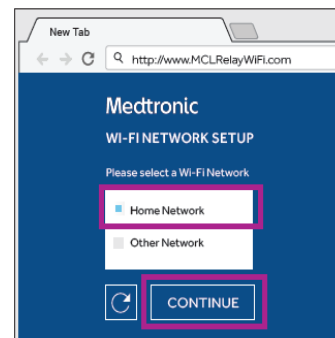
4 Open an internet browser and type in "http://www.MCLRelayWiFi.com" and hit enter. Be sure to include "http://".
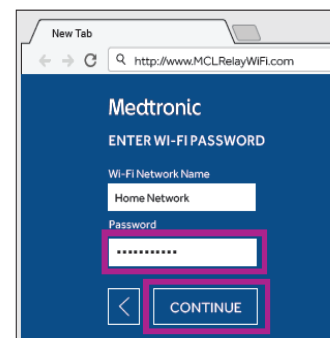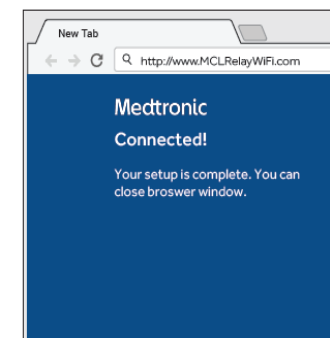
5 Select a language and click GET STARTED.

6 Select your home Wi-Fi network and press CONTINUE.

7 Enter your home Wi-Fi password and press CONTINUE.

8 Once you see the screen below the communicator has successfully been connected to Wi-Fi!

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MYCARELINK RELAY™ HOME COMMUNICATOR
SENDING A CLINICIAN REQUESTED TRANSMISSION

1. **Press and hold the button for 2 seconds.**

The light ring starts to spin and the progress bar will start filling.

Note: If you press the button and the bottom of the light ring flashes 3 times with a tone playing, the communicator is busy. Wait and try again later.

2. **Wait near the communicator until the progress bar fills completely.**

This can take up to 6 minutes.
A tone plays upon completion.

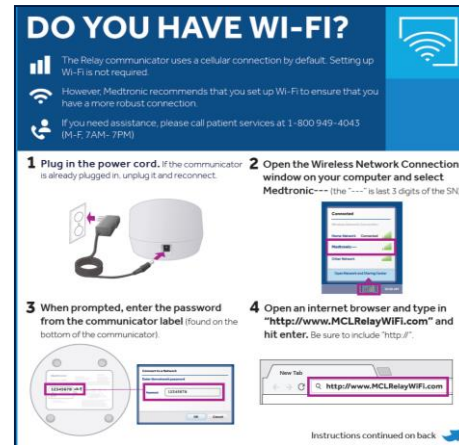**3.** **When just the light ring is solid green, no further action is needed.**

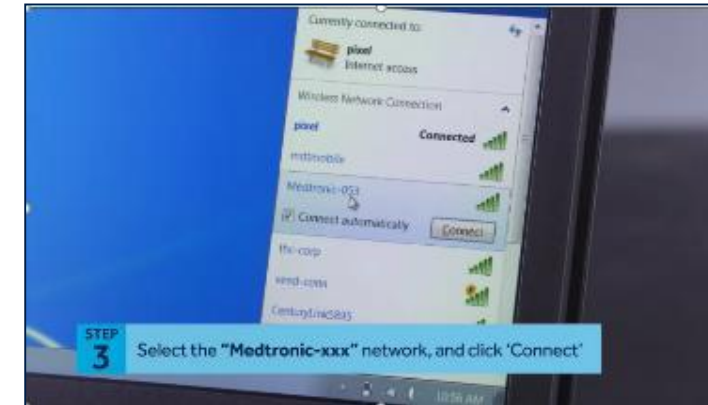The transmission was successful.

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MYCARELINK RELAY™ HOME COMMUNICATOR
RESOURCES

Quick Start Guide
(In Box)
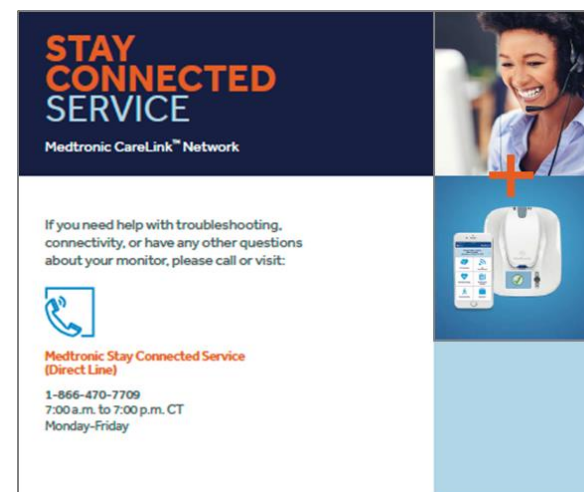

Wi-Fi Setup Card
(UC201910607 EN)

Wi-Fi Setup Video
MCLRelayWiFi.com

Right Monitor/ Right Patient Tip Card
(UC201902030EN)
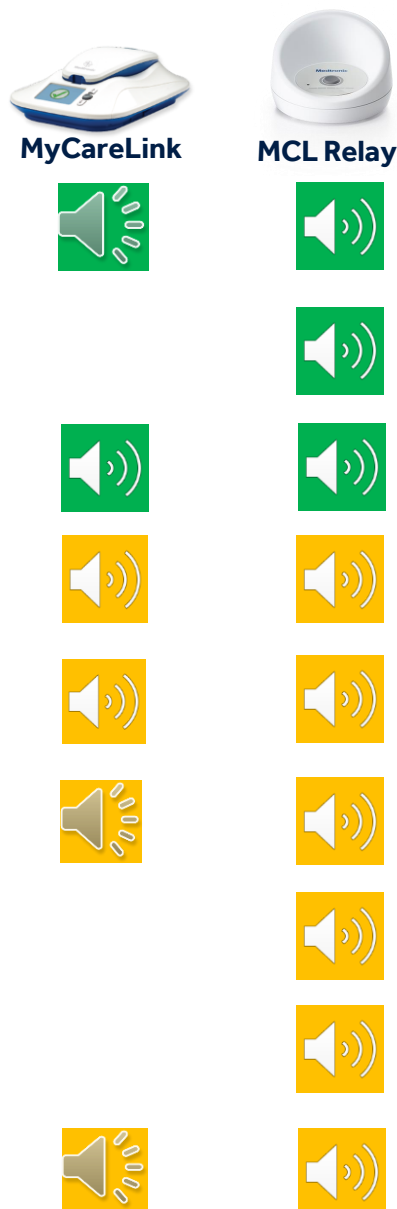

Stay Connected Service

Monitor Compatibility Tip Card
(UC201910983 EN)

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TROUBLESHOOTING
COMPARING STATES AND TONES

MyCareLink

MCL Relay

Click each audio icon to hear these tones.

Tone	Scenario	Definition	Light Indication	
Positive 1	Boot	Ready for use		
Positive 2	Transmission Start	Plays when the button is pressed for 1.2 seconds Signals transmission start to improve accessibility		
Positive 3	Transmission Complete	Plays when data has been collected on a therapy device or when a diagnostic device is discovered		
Error 1	Cellular Error	Relay cannot connect to the cellular network (immediately on boot or after a period of retries)		
Error 2	Busy Error	Relay does not have a command to communicate with the implanted device; error should resolve if patient waits and tries again later	Bottom segment of light blinks 3 times.	
Error 3	System Error	System has failed a series of 'self checks' and likely needs to be replaced.		
Error 4	Enrollment Error	Patient is not fully enrolled in CareLink; call Clinic to finish enrollment; address "transmitting not enrolled"		
Error 5	Wi-Fi Error	Previously established Wi-Fi connection has been lost **and** Relay cannot connect to Cellular backup. One mode of connectivity needs to be re-established.		
Error 6	Transmission Error	This tone plays If the transmission starts, but is not able to complete		

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BRIEF STATEMENT
CARELINK

Medtronic CareLink™, MyCareLink™, MyCareLink Smart™ Patient Monitors, MyCareLink Smart™ Application, Medtronic CareLink™ Network, CareLink™ Mobile Application, and Medtronic MyCareLink Connect™ Patient Website

Intended Use: The Medtronic CareLink, MyCareLink, MyCareLink Smart patient monitors, MyCareLink Smart application, CareLink network and the CareLink mobile application are indicated for use in the transfer of patient data from some Medtronic implantable cardiac devices to the Medtronic CareLink network based on physician instructions and as described in the product manual. Medtronic CareAlert™ notifications are not intended to be used as the sole basis for making decisions about patient medical care. These products are not a substitute for appropriate medical attention in the event of an emergency and should only be used as directed by a physician. The CareLink mobile application is intended to provide current CareLink network customers access to CareLink network data via a mobile device for their convenience. The CareLink mobile application is not replacing the full workstation, but can be used to review patient data when a physician does not have access to a workstation.

The CareLink mobile application and the MyCareLink Smart mobile application have minimum requirements for the mobile device and operating system. The minimum requirements for the mobile device and operating system are expected to change over time. Periodically, the patient may need to update their mobile device's operating system, or replace their mobile device to continue to use the app to transfer data to the CareLink network.

The MyCareLink Connect patient site is intended to provide patients, their friends/family, and caregivers messages regarding transmission status of patient device diagnostic data to the CareLink Network. The MyCareLink Connect patient website is dependent on certain browser software, and that software is expected to change over time. Patients that are experiencing technical issues with the MyCareLink Connect patient website should contact Medtronic Patient Services at the number below.

Data availability, alert notifications and patient messages are subject to Internet connectivity, access, and service availability. The CareLink and MyCareLink patient monitors and the MyCareLink Smart reader must be on and in range of the device. The MyCareLink Smart reader must also be within range of the patient's mobile device. The CareLink network and mobile device accessibility to the CareLink network may be unavailable at times due to maintenance or updates, or due to coverage being unavailable in your area. Mobile device access to the internet is required for the CareLink mobile app and the MyCareLink Smart monitoring system and subject to coverage availability. Standard data and text message rates apply. Message frequency depends on account settings and clinic scheduling.

Contraindications: There are no known contraindications.

Warnings and Precautions: The CareLink, MyCareLink and MyCareLink Smart patient monitors must only be used for interrogating compatible Medtronic implantable devices. While using the CareLink or MyCareLink patient monitor, do not use a cellular phone while the antenna is positioned over the implanted device. The CareLink and MyCareLink monitors are intended for use within the prescribing country. The MyCareLink Smart patient monitors may be used internationally. Standard mobile device availability and rates apply.

See the device manuals for detailed information regarding the instructions for use, indications or intended uses, contraindications, warnings, precautions, and potential complications/adverse events. For further information, please call Medtronic at 1-800-929-4043 and/or consult the Medtronic website at www.medtronic.com.

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

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