



myMerlinPulse™ Mobile App Software Update Process

It's time to update your myMerlinPulse Mobile App to the latest version. Please reference the app update process below.

Rest assured the app update will not affect how your heart device monitors your heart rhythm.

We hope you enjoy the new myMerlinPulse Mobile App experience—only from Abbott.

myMerlinPulse Mobile App Update Process:

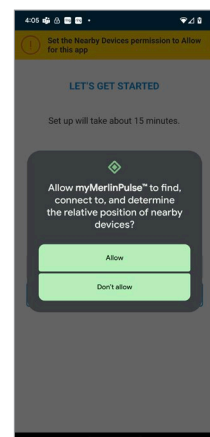
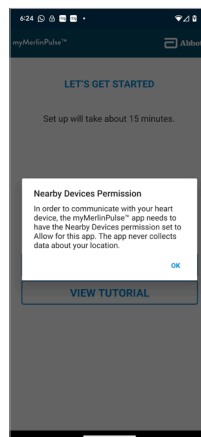
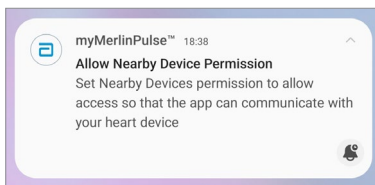
If auto-update is enabled, the update process will be completed automatically. If you have an Android⁺ 12 or greater mobile phone, to ensure Bluetooth communication see section below “For Android⁺ 12+ users.”

If auto-update is not enabled, you can update your app by visiting the Apple App Store⁺ or Google Play⁺ and search for “myMerlinPulse.” Tap the update bar and open the myMerlinPulse Mobile App to complete the update process.



For Android⁺ 12+ Users:

After the update is complete, you will receive a notification and will be prompted to allow permission for Bluetooth[®] communication. This is called “Nearby Device Permission.” Click “Allow.”



Now you are ready to use the latest version of the myMerlinPulse Mobile App.

Troubleshooting:

If you experience a problem, attempt the update process again.

If this problem persists, please contact the **Abbott Remote Care Technical Support Team** designated for your country or region. Please find contact info of your local **Remote Care Technical Support Team** below.

Americas:

United States and Canada

- Clinician myMerlin@abbott.com 1-877-696-3754
Mon- Fri 8am-8pm ET
- Mobile App Patients myMerlin@abbott.com 1-877-756-4873
Mon- Fri 8am-8pm ET

International Support:

EMEA	Remote.monitoring@abbott.com	+46 847 44 756
Austria	CRMTechnischerSupport@abbott.com	+43 800 090 020
Belgium	merlinsupportbenelux@abbott.com	+32 800 1 22 33
France	telecardiologie@abbott.com	+33 800 000 565
Germany	CRMTechnischerSupport@abbott.com	+49 6196 77 11 111
Ireland	ukiesyncup@abbott.com	+353 1800 719 893
Italy	supportomerlin@abbott.com	+39 02 3596 1070
Luxembourg	merlinsupportbenelux@abbott.com	+32 800 1 22 33
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Spain	soporte.merlin@abbott.com	+34 900 94 32 39
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Taiwan	remotecareapac.techsupport@abbott.com	+88 6287522241
Thailand	remotecareapac.techsupport@abbott.com	+66 27966500

For Japan:

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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.

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