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.

Note:

- *Always update your app as soon as possible for the best experience and updates.*
- *If using your own mobile phone, please turn on Auto App Updates in your phone's Google Play‡ or Apple App Store‡ settings to automatically install new app updates.*
- *If using an Abbott-provided mobile transmitter, app updates will occur automatically and no action is needed.*

myMerlinPulse Mobile App Update Process:

If auto-update is enabled, the update process will be completed automatically.

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.
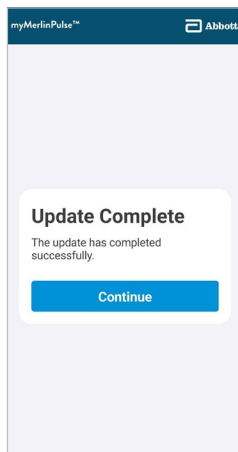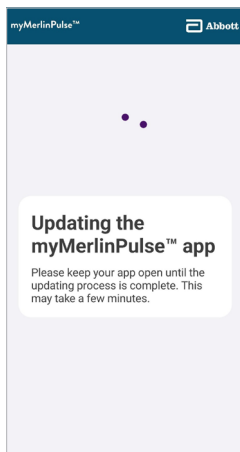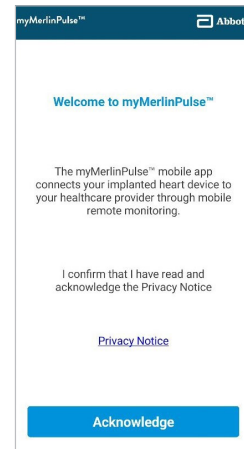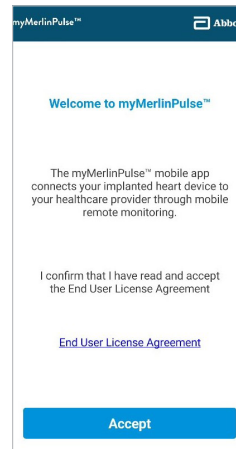
App Store‡   **myMerlinPulse™**   Google Play‡

Updating the myMerlinPulse™ app

Please keep your app open until the updating process is complete. This may take a few minutes.

Update Complete

The update has completed successfully.

Continue

Once the update is complete, please open the app to carefully read and accept the End User License Agreement (EULA) and Privacy Notice.

Welcome to myMerlinPulse™

The myMerlinPulse™ mobile app connects your implanted heart device to your healthcare provider through mobile remote monitoring.

I confirm that I have read and accept the End User License Agreement

End User License Agreement

Accept

Welcome to myMerlinPulse™

The myMerlinPulse™ mobile app connects your implanted heart device to your healthcare provider through mobile remote monitoring.

I confirm that I have read and acknowledge the Privacy Notice

Privacy Notice

Acknowledge

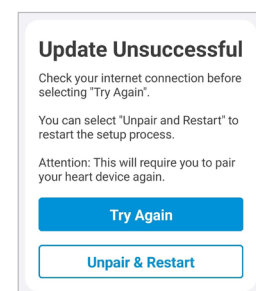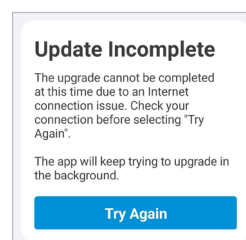Now you are ready to use the latest version of the myMerlinPulse Mobile App.

For Android‡ 8 OS Users:

If you are using your own Android‡ mobile phone with operating system (OS) 8 or below, you will need to upgrade to Android‡ OS 9 or higher. To upgrade your phone's operating system, connect to Wi-Fi, navigate to the phone Settings app, tap System > System Update. Follow any on-screen instructions to download and install the update. If your mobile phone does not show an update option, it may not support OS 9 or higher. In that case, please contact Abbott Remote Care Technical Support Team.

Troubleshooting:

If you experience a problem after attempting to upgrade your app, ensure you have a strong cellular or Wi-Fi connection on your mobile phone. Then tap 'Try Again' to attempt the update process again.

If the problem persists, you will be prompted to 'Try Again' or 'Unpair & Restart'. Tapping 'Unpair & Restart' will restart the app set-up process and requires that you take action to re-pair your heart device to the myMerlinPulse app. If you see the "Update Unsuccessful" screen and need support, please contact the **Abbott Remote Care Technical Support Team** designated for your country or region to help complete the update. Please find contact info of your local **Remote Care Technical Support Team** on the next page or discuss with your clinic.

Update Incomplete

The upgrade cannot be completed at this time due to an Internet connection issue. Check your connection before selecting "Try Again".

The app will keep trying to upgrade in the background.

Try Again

Update Unsuccessful

Check your internet connection before selecting "Try Again".

You can select "Unpair and Restart" to restart the setup process.

Attention: This will require you to pair your heart device again.

Try Again

Unpair & Restart

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

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