



Remote Care Technical Insight

Merlin@home™ Transmitter with MerlinOnDemand™ Capability

The Merlin@home™ Transmitter with MerlinOnDemand™ Capability is part of Abbott's Connectivity suite of solutions designed to streamline your workflow, support informed clinical decisions, and deliver comprehensive care.

The step-by-step instructions below will guide you through operation and troubleshooting of the Merlin@home Transmitter with MerlinOnDemand capability.



1. Telemetry Wand
2. Speaker
3. MerlinOnDemand Capability Sticker
4. Read Icon
5. Tower Icon
6. Stars Icon
7. Power Light
8. Progress Lights
9. Start Button
10. USB Port

Transmitter color and icons may differ from the image above.

TRANSMITTER OPERATION

PREPARING FOR USE

1. **Secure the connectivity method** to the USB Port or Landline Port (located on the back of the Transmitter).
2. **Connect the Transmitter's power cable to an electrical outlet.** If using a cellular adaptor, connect the Transmitter in an area with strong cellular signal (data transmission may not be successful if the cellular signal is poor).
 - Progress Lights will scroll during the boot-up process.
 - Proceed to Step 3 when only the green Power Light is lit.

Note: If the Transmitter boots up to the Tower Icon, previously collected data is pending upload. Allow the Transmitter to complete the connection before attempting Step 3.

INTERROGATING THE DEVICE AND TRANSMITTING DATA

3. **Place the Telemetry Wand over the implanted device** with the colored side toward the patient. Ensure the Telemetry Wand is no more than 2.5 cm (3 inches) from the implanted device; a telemetry read error may occur if the Telemetry Wand is not positioned correctly or the device is not supported by the Transmitter.

Note: The Transmitter does not support Epic™ and Atlas™ implantable cardiac devices (ICD) and cardiac resynchronization therapy devices (CRT-D), older pacemakers such as Victory™ and Zephyr™ pacemakers, Abbott insertable cardiac monitor (ICM) devices and AVEIR™ leadless pacemakers, or devices from other manufacturers.

4. **Press and release the Start button;** Transmitter will beep and the Stars Icon will illuminate.
5. **Press and release the Start button again;** Transmitter will beep. When the Read Icon illuminates and the Progress Lights scroll sequentially, the Transmitter is interrogating and gathering data from the implanted device.
6. **When the Tower Icon illuminates, the Transmitter is sending the data** gathered from the implanted device; the Progress Lights will scroll sequentially. Remove the Telemetry Wand from the patient. The patient may move away from the Transmitter after Step 6. The data transmission process may take up to 15 minutes.
7. **When the Stars Icon illuminates, the information has successfully been transmitted.** You will receive the device interrogation report via fax or email.* The Stars Icon will remain lit for about one minute. Consult an Abbott Representative for interpretation of the device interrogation report, if needed.

Repeat Steps 3-7 if you do not receive the device interrogation report within 30 minutes.

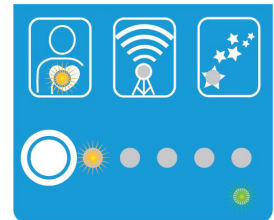
TRANSMITTER TROUBLESHOOTING

TELEMETRY READ ERROR

Read Icon solid and first Progress Light flashing:

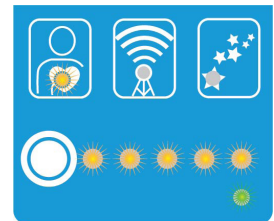
The Transmitter has attempted to interrogate an unsupported implanted device.

Do not attempt to interrogate the implanted device again. Confirm the implanted device manufacturer with the patient and contact an Abbott Representative if the patient has an Abbott implantable device.



Read Icon solid and all Progress Lights flashing:

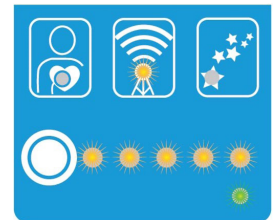
The Transmitter has not found a supported implanted device in range of the Telemetry Wand. Reposition the Telemetry Wand and repeat Steps 4-7 above.



DATA TRANSMISSION ERROR

Tower Icon solid and all Progress Light flashing:

The Transmitter is having difficulty sending the device interrogation report. Follow the applicable guidance below based on the Transmitter's connectivity method.



Model EX1151 Cellular Adaptor

1. **Disconnect and reconnect** the USB connections, and/or
2. **Move the Transmitter** to an area with adequate cellular signal (e.g., a window or outside-facing wall).
3. **Reconnect the Transmitter's power cable** if it was disconnected from the electrical outlet during Step 2.
4. **Press the Start button twice** to reattempt the connection after the Transmitter has completed the boot-up process.

Landline Connection

1. **Disconnect and reconnect** both ends of the telephone cord.
2. **Verify that the phone jack is active** by checking for dial tone using a telephone.
3. If using a splitter, **remove the splitter from the telephone cord** and connect the Transmitter's telephone cord directly to the active phone jack.
4. **Reconnect the Transmitter's power cable** if the Transmitter was disconnected from the electrical outlet so it could be moved to an active phone jack.
5. **Press the Start button twice** to reattempt the connection after the Transmitter has completed the boot-up process.

SUPPORT

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*Delivery of the device interrogation report to the account can be impacted by factors outside of Abbott's control, such as local network connectivity issues that impact fax or email receipt at the account.

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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.

™ Indicates a trademark of the Abbott group of companies.
‡ Indicates a third-party trademark, which is property of its respective owner.

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MAT-2410460 v1.0 | Item approved for global use.

