

Frequently Asked Questions

Q: How do I know if my home communicator is working?

A. As long as you see a green light ring on the face of the communicator, it is working. If you turn off the lights in the room or the room is dark, the light sensor turns off the lights on the communicator. The communicator is still working.

Q: How much will I be charged for a transmission?

A. When your clinic reviews data transmitted from your communicator, it is similar to going in for a device checkup. Depending on your health insurance coverage, you may incur a charge for this remote device check. For more information, contact your health insurance provider or clinic.

Q: Why is the bottom of the light ring flashing green?

A. If you press the button and the bottom of the light ring flashes green 3 times with a tone playing, the communicator is busy. Wait and try again later. For more information, see the troubleshooting section in the patient manual.

Q: What is my schedule for sending transmissions? How do I know the communicator is transmitting?

A. The communicator wirelessly connects with your device and transmits according to the schedule set by your clinic. For more information on your transmission schedule, contact your clinic or go to www.mycarelinkconnect.com.

Q: Where do I place the communicator?

A. For optimal performance, the communicator should be within 10 feet (3 m) of where you sleep. Do not place it under your bed.

Q: Can I place other electronic devices near my communicator?

A. Other electronic devices can be near the communicator (for example, on the same night stand), but they should be kept a short distance apart from the communicator.

Q: What happens if I lose power?

A. The communicator needs power to work. However, losing power does not affect your implanted heart device or your device data. When power is restored, the communicator will resume operating.

Q: I'm going on vacation. Do I need to take my communicator with me?

A. It depends on the length of time you'll be away. Talk to your doctor to determine whether to bring your communicator with you. It is safe to take it in both carry-on and checked luggage.

Q: Whom do I call if I have a question or need assistance?

A. If you have any questions or need assistance with your communicator, call the Medtronic Patient Services number found on the back of these instructions.

www.medtronic.com

Medtronic, Inc.

710 Medtronic Parkway
Minneapolis, MN 55432
USA

+1 800 929 4043

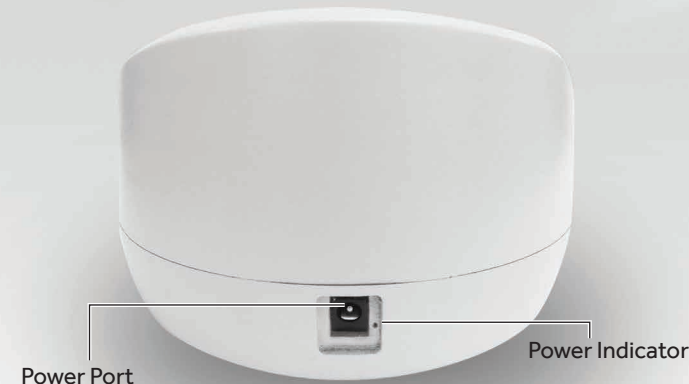
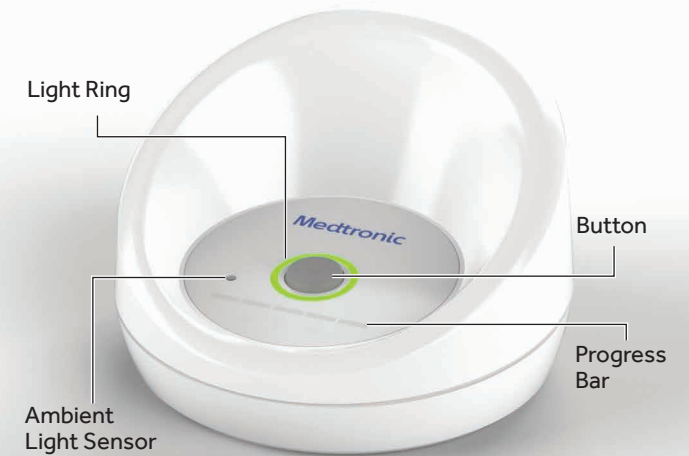
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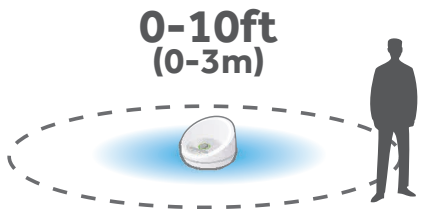


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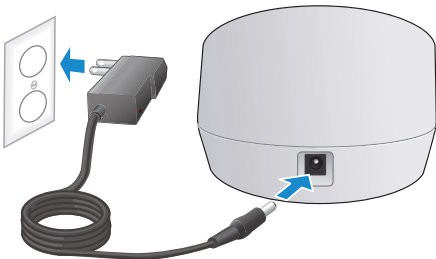
MyCareLink Relay Home Communicator QUICK START GUIDE



1. Place the communicator within 10 feet of where you sleep.



2. Plug the power adapter into the communicator and a power outlet.



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Normal Use

Setup

The light ring spins while the system starts up. Stay near the communicator to ensure it can connect to your implanted heart device. This usually takes less than 12 minutes.

Upon completion, a tone plays and the light ring is solid green.

Setup is complete!

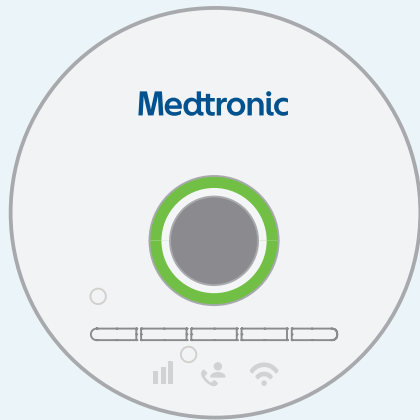


System Working

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

The communicator is on and working.

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



Sending a Clinician Requested Transmission

1. Press and hold the button for 2 seconds.

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



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

This usually takes less than 6 minutes.
A tone plays upon completion.



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

Your implanted heart device data will be available to the clinician shortly.



Troubleshooting

Cellular Problem

Move your communicator to a different location where there is better cellular reception.

If the problem persists, see the troubleshooting section in the patient manual.

System Problem

Unplug the communicator and then plug it back in.

If the problem persists, call the number found on the back of these instructions.

