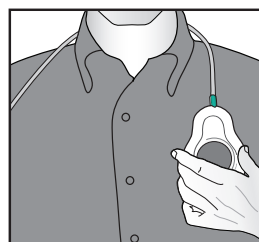# MerlinOnDemand™ capability with Merlin@home™ Transmitter Model EX1100 Quick Start Guide

Note. This transmitter with MerlinOnDemand™ capability retrieves full follow up data. It is configured for multiple patient use.

Send Patient Information

1

Place the wand, green side towards the patient, over the implant.

2

Quickly press and release the Start button. The Stars icon lights up.

3

Quickly press and release the Start button again.

4

Read
The Read icon flashes when the transmitter searches for the implant. It will stop flashing but remains lit while the transmitter reads the implant and the progress lights will move left to right.

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5

Send

When the Tower icon lights up, you can remove the wand. The transmitter dials out and sends information about the implant. This process may take several minutes. Depending on your connectivity this can be between 5-15 minutes. Do not use the phone line while the Tower icon is lit.

6

Done

When the Stars icon lights up, the information is successfully sent. The Stars icon remains lit for one minute.

7

Fax/email

You will receive a fax and/or email(s) based on your enrollment settings showing the patient's device information.
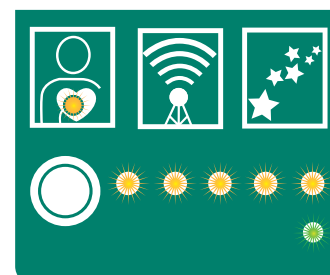
Troubleshooting

For Technical Support, contact your local St. Jude Medical representative.

Progress Lights

An error has occurred if all progress lights are lit or one or all are blinking. See below for error details.
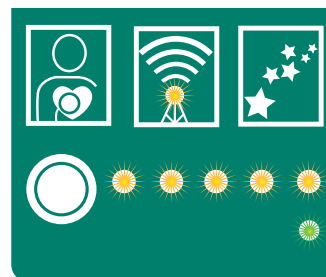
Can't read information
1. Press the Start button to stop the beeping.
2. Reposition the wand over the implant.
3. Press the Start button to continue.
4. After 3 tries, check the Merlin.net manual to see if implant is supported.
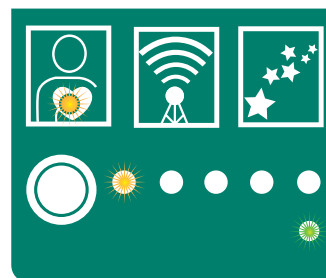
Can't send information

1. Press the Start button to stop the beeping.
2. Check your wall jack and phone connector.
3. Turn off any fax, computer, or TV that shares your phone line.
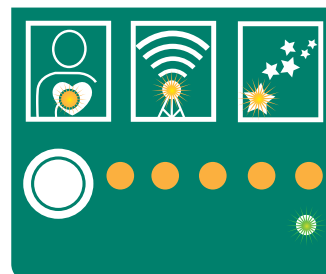4. Press the Start button to continue.

Unsupported implant detected

1. Press the Start button to stop the beeping.
2. Do not try to read the implant again. The transmitter cannot communicate with the implant.

Call Technical Support

1. If all five progress lights are lit, call Technical Support.

For additional information, see the accompanying manual.