



The Merlin box enables you to send information from your device at home to the device clinic at the hospital using a secure system which only we can access.

### You will receive a Merlin Home Monitoring Box –

this is the white box used to send information from your device to our clinic at the hospital. It requires mobile phone signal to send the data to us, the box will alert you if it does not have signal. Ideally this box should be kept in your bedroom, within two metres of where you sleep. The box wirelessly checks your device regularly for any recordings and sends these to us automatically, on a daily basis.

**Please keep your monitor plugged in at all times.**



Information will be sent for your appointments automatically by the device. Occasionally we may ask for more information or if you are worried you can send the data by doing a manual download. Press the button once to wake the Merlin box and a second time to start the download. You will see the box go through with a series of lights; once you get a light on the stars, the download is complete.

We will only contact you if we need to ask questions about your symptoms or if we have seen something that requires further action. If you don't hear anything, all is well.

If you are worried about your device (pacemaker or ICD) or you think you have had a shock to your heart (ICD), please perform a full download as above and contact the clinic at the hospital you normally attend.

Queen Elizabeth Hospital Birmingham

**0121 371 2545**

Good Hope Hospital **0121 424 9675**

Solihull Hospital **0121 424 4358**

Heartlands Hospital **0121 424 3736**

**(Mon–Fri, 09:00–15:00)**

Stating the reason for your download. A physiologist will check the download based on the information you give us. Urgent calls will be prioritised. The clinic will then contact you to advise the result and the best course of action.

### Technical Issues

If you subsequently have any technical problems with the monitor, please phone the Abbott helpline number on **0800 389 2714**.