



Update: Cardiac Device Remote Monitoring Activation Capability Restored

Sept 8, 2026

Reference: Cardiac Rhythm Management (CRM) devices including Cardiac Implantable Electronic Devices (CIEDs) such as CRT-Ds, ICDs, CRT-Ps, PMs, S-ICDs, ICMs as well as remote monitoring and programming systems.¹

The network disruption impact to remote monitoring activations (reference [Aug 25, 2026, cybersecurity incident](#)) has been resolved and activation capability has been restored. Remote monitoring activations for cardiac device implant communicators and ICM remote monitoring can now resume.

The network disruption did not impact implantable device function, the ability for programmer communication with implanted devices, nor monitoring capabilities for cardiac devices enrolled in remote monitoring prior to the disruption. However, capability for new remote monitoring activations was impacted. Healthcare professionals may now resume cardiac device activation and pairing.

For remote monitoring activations since Aug 25, 2026, follow the Instructions for Use, summarized as follows:

CIED Communicator activations (other than ICM)

- Enroll the patient in LATITUDE NXT.
- Assign a Communicator to the patient.
- Request the patient press and hold the Status Button on the back of the Communicator for more than 3 seconds to verify a connection to LATITUDE NXT.

Note: If all 3 sending waves are solid green, the connection was a success. If the Communicator has software updates to complete, it will flash the Yellow status indicator under the word LATITUDE while the update is in progress.

- Request the patient press and release the Heart Button. Once successful, the Communicator will display Blue and Green lights/icons on both sides of the Heart Button.
- If any Yellow lights illuminate on either side of the Heart Button, contact RhythmCARE Patient Services at 1-866-484-3268, Option 4.

Available episode data recorded by the implanted device will be transmitted to LATITUDE NXT once the Communicator is activated.

¹CRT-Ds: Cardiac Resynchronization Therapy Defibrillators; ICDs: Implantable Cardioverter Defibrillators; CRT-Ps: Cardiac Resynchronization Therapy Pacemakers; PM: Pacemakers; S-ICDs: Subcutaneous Implantable Cardioverter Defibrillators; ICM: Insertable Cardiac Monitor.

ICM remote monitoring activations

- Enroll the patient in LATITUDE Clarity.
- Program and activate the ICM using the Clinic Assistant app.
- Request the patient setup/pair the Patient App with the patient's ICM per the patient's Quick Start Guide.
- Confirm activation/connectivity via LATITUDE Clarity.
- If setup is not successful, contact RhythmCARE Patient Services 1-866-484-3268, Option 5.

Available episode data recorded by the ICM will be transmitted to LATITUDE Clarity once the ICM is paired to the Patient App.

Thank you for your patience and understanding.

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