Boston
Scientific

OPERATOR'S MANUAL

Heart Connect™ System

REF 3932, 3300, 3935, 3936, 3937

Table of Contents

INTRODUCTION

This manual contains information about setting up and using the Heart Connect™ System. For activation and Heart Connect System access, contact a Boston Scientific representative or Boston Scientific using the information on the back cover of this manual.

The following figure provides an overview of the components of the Heart Connect System and how they are connected.
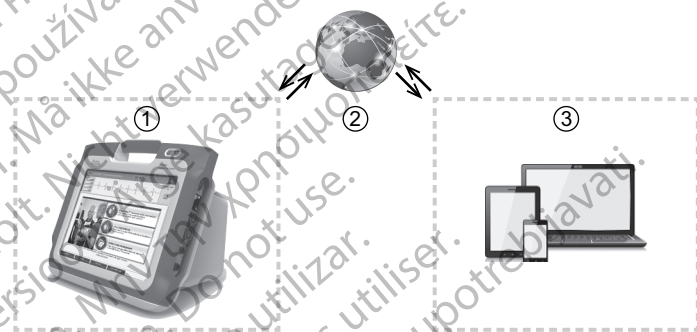
[1] LATITUDE™ Programming System, Model 3300 [2] Internet [3] Remote User compatible computing devices (not provided) using Heart Connect Remote Software

Figure 1. Components of the Heart Connect System

The Heart Connect System consists of the Local User and one or more Remote Users.

- The Local User components consist of the Model 3300 Programmer, the Heart Connect software application (Model 3932), and an Internet connection

- The Remote User components consist of a compatible computing device (iOS, Android, or Windows operating systems) with the Remote Connect Software installed and an Internet connection.

NOTE: Boston Scientific maintains licensing to install the Heart Connect Application ("the Application") on a BSC Programming System ("Programmer"). Boston Scientific may transfer the license from a Programmer at its sole discretion, as a non-limiting example, in the event of limited or non-use of the Application.

NOTE: This manual and the Model 3300 LATITUDE™ Programming System Operator's Manuals are available online at www.bostonscientific-elabeling.com.

Trademark Statements

Heart Connect and LATITUDE are trademarks of Boston Scientific Corporation.

Trademark statements for third-party trademarks referenced within this manual are listed below:

- Internet Explorer and Windows are trademarks of Microsoft Corporation.

- iOS is a trademark of Cisco licensed to Apple Inc.

- iPhone and iPad are trademarks of Apple Inc.

1

- Android is a trademark of Google Inc.

Intended Use

The Heart Connect System is an optional data-sharing system intended to display and share physiological and/or other medical data from the Model 3300 Programmer. The Heart Connect System provides health care providers and Boston Scientific personnel with the means to establish an online meeting and share the display of the Model 3300 Programmer with individuals in a remote location. For clinical benefits of the System, see the instructions for use provided with the Model 3300 Programmer.

Intended Audience

This literature is intended for use by health care providers and Boston Scientific personnel using the Heart Connect System.

Contraindications

The Heart Connect System is contraindicated for use with medical equipment that is not compatible with system characteristics as defined in this manual.

Warnings

Refer to the LATITUDE Programming System Operator's Manual, Model 3300 for all Warnings.

Precautions

Refer to the LATITUDE Programming System Operator's Manual, Model 3300 for additional Precautions.

- **Access to patient data.** The Heart Connect System transmits display content that may include patient data that are protected health information. Patient data should only be accessed by authorized health care providers and Boston Scientific personnel.

For information about protecting patient data and system security refer to "Security" on page 3.

Adverse Effects

Refer to the LATITUDE Programming System Operator's Manual, Model 3300 for Adverse Effects.

How the Heart Connect System Works

The Heart Connect System is utilized by the Local User to establish an online meeting with one or more Remote Users. The Local User uses the Heart Connect application to initiate the meeting and share the Model 3300 Programmer display. Remote Users utilize Heart Connect Remote Software on their own computing device (not provided) to view and communicate with the Local User.

The Local User collaborates and/or shares information with Remote Users as needed.

An external USB audio device (microphone) must be used by the Local User to enable the meeting audio.

Options:

2

- If not using the meeting audio, a telephone may be used by the Local User to communicate with the Remote User(s).

- A USB video device (camera) may be used to provide video of the Local User to the Remote User(s).

- A USB audio device (speaker) may be used to enhance the audio of the Remote User (s) to the Local User.

Security

The Heart Connect System incorporates security measures for protection of patient data and system integrity. These security measures support general security policies and practices. The online meeting, including any images being transmitted, is encrypted to ensure patient information and device data are protected.

Refer to the *Patient Data Management Operator's Manual (Model 3931)* for additional patient data security information.

Refer to the *Network and Connectivity Operator's Manual (Model 3924)* for additional networking and connectivity security information.

User Roles

IMPORTANT:

- The Local User must know how to use the LATITUDE™ Programming System correctly because delays or loss of network communication can occur at any time. If the Local User is too reliant on a Remote User, lost or delayed network communication could result in harm to the patient.

- The Local User should meet the expected level of proficiency for use of the LATITUDE™ Programming System for its intended purpose. Refer to the Model 3300 LATITUDE™ Programming System Operator's Manual for operation and use of the Model 3300 Programmer.

- Meeting Participants should have clear expectations about the patient care responsibilities of the Local User versus Remote Users during an online meeting. Situations could arise with respect to patients and the connected medical equipment that require a timely response by the Local User. The Local User must be prepared to respond to such situations.

Local User

- Capable of using the Model 3300 Programmer correctly and meeting the expected level of proficiency for its intended purpose.

- Initiates the online meeting which will share the display of the Model 3300 Programmer.

- Physically located near the patient and the Model 3300 Programmer that is running the Heart Connect application.

- Determines use of audio (telephone or USB connected microphone) and video using optional USB camera.

3

Remote User(s)

- Anyone who is participating in an online meeting and is not the Local User. Remote Users are typically located remote from the Local User.

- Able to participate in an online meeting but cannot initiate an online meeting with the Heart Connect System.

Meeting Participant

- Anyone who is included in an online meeting, including Local and Remote Users.

Components

For a visual representation of the components of the Heart Connect System, refer to Figure 1 Components of the Heart Connect System on page 1.

Heart Connect Local System

The Heart Connect Local System includes the Model 3300 Programmer with the Model 3932 Heart Connect Application installed.

- The Model 3300 Programmer connects to the Internet to establish online meetings with Remote Users.

- The Model 3300 Programmer contains an integrated speaker[1] to provide audio from the Remote User in online meetings. An external USB connected microphone provides audio for the Local User's voice.

NOTE: A video camera may be used by the Local User to provide video of the Local User to Remote Users.

- The Heart Connect Application enables the Local User to establish online meetings with Remote Users to share the display of the Model 3300 Programmer.

Heart Connect Remote Software

The Remote User uses Heart Connect Remote Software to participate in online meetings. The Heart Connect Remote Software consists of the following applications:

- Model 3935 iOS Remote Software

- Model 3936 Android Remote Software

- Model 3937 Desktop Remote Software

The Heart Connect Remote Software:

- Allows Remote Users to participate in online meetings when invited by the Local User or other Remote Users.

- Allows Remote Users to view the shared video display of the connected medical equipment.

- Is installed by Remote Users on compatible computing devices (not provided).

System Limitations and Considerations

- **Model 3300 Programmer.** This Heart Connect Application is designed to share the display output of Model 3300 Programmer with Meeting Participants in an online

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1. Additionally, an external USB connected speaker may be used by the Local User.

4

meeting. The Local User has control over the functions of the Model 3300 Programmer during the entire Heart Connect session.

- **Internal and external factors.** There are many internal and external factors that can hinder, delay, or prevent the sharing of the Model 3300 Programmer display with Meeting Participants and audio/video communication of the Heart Connect System. These factors include:

  - **Internet.** Variations in the quality of Internet infrastructure and Internet service providers can affect the quality and responsiveness of audio, video, and Model 3300 Programmer display information shared in an online meeting.

    Important: A low connection quality may result in the information from the shared video display, as seen by a Remote User, to be out of synchrony with the medical equipment display. In addition, if there is a loss of video/audio communication between the Local User and the Remote User, there can be approximately a 30 second delay before the loss is indicated. If low connection quality persists, contact your local IT department or Boston Scientific.

  - **Local network.** Variations in location and quality of local network access points and related network infrastructure (e.g., signal strength of an active Internet) or the presence of a firewall can affect the quality and responsiveness of audio, video, and Model 3300 Programmer display information shared in an online meeting.

  - **Cellular Connection.** Heart Connect meetings using cellular connectivity should have a 3G or higher cellular connection.

  - **Electrical outlet access.** To ensure the Model 3300 Programmer is able to function as intended, access to an electrical outlet is recommended to prevent the battery from depleting.

  - **Equipment.** Audio, video, and Model 3300 Programmer display information shared in an online meeting can be delayed or prevented due to the following:

    - The Model 3300 Programmer cannot establish a reliable connection to the Internet infrastructure.

    - The computing devices of the Remote Users may not perform adequately to support online meeting communication.

    - To provide audio of the Local User using the Model 3300 Programmer, an external microphone must be connected to an available USB port on the Programmer.

- **Network and data security.** The Heart Connect System uses industry-accepted protocols for authenticating users and encrypting transmitted data. It is considered good practice to connect to only managed, secure networks. Refer to the *Network and Connectivity Operator's Manual (Model 3924)* for additional networking and connectivity security information.

LOCAL USER: SETTING UP AND UTILIZING THE HEART CONNECT SYSTEM

The following instructions are provided for the Local User to connect the components of the Heart Connect System and configure the system to a network with Internet access. For

5

assistance, contact Boston Scientific using information from the back cover of this manual, or contact a local Boston Scientific representative.

Configuring a Connection to the Internet

The Heart Connect System uses the Model 3300 Programmer to connect to the Internet. Work with your system administrator to ensure that the Heart Connect System is approved for use in your network environment.

NOTE: To configure an Internet connection, refer to the Model 3924 Networking and Connectivity Operator's manual for instructions.

When the Heart Connect application is selected from the Utilities menu of the Model 3300 Programmer, if it successfully connects to a previously configured network and can access the Internet, the Meet Now button in the Heart Connect application will open the Manage Meeting window.

If there is no internet connection active on the Model 3300 Programmer when you press the Meet Now button, "Please check your network" displays in the Connection Error pop-up.

Basic instructions are provided below for using the Heart Connect Application to initiate an online meeting.

Heart Connect System Contacts

Boston Scientific Contacts

The Heart Connect System can be used to connect to Boston Scientific for technical support. These contacts can be configured for the specific Model 3300 Programmer.

There are two types of Boston Scientific contacts:

- **Individual Contacts.** Specific individuals, such as local Boston Scientific representatives, could be included in this list. Connecting to an individual contact calls that individual directly.

- **Group Contacts.** Connecting to a contact group results in calling individuals assigned to the selected contact group, with one member of the group responding to the call.

    To request changes to the Boston Scientific Group Contacts for the Heart Connect System, contact Boston Scientific using information on the back cover of this manual or contact a local Boston Scientific representative.

Other Contacts

The Heart Connect System can be used to connect to individuals other than Boston Scientific personnel.

Adding Contacts

Boston Scientific individuals and other contacts are created and managed in the Heart Connect application on the Local User's Model 3300 Programmer and cannot be managed remotely by Boston Scientific.

To add contacts:

1. From the Model 3300 Programmer **Utilities** menu, press the **Heart Connect** tab to display the main **Heart Connect** window.

2. Press the **Meet Now** button to display the **Manage Meeting** window.

6

3. Press the Edit button to display the **Edit Contacts** window.

4. Press the button next to Add Contact Email Address to display the **Add Contact** window.

5. Press the button area next to Email to display the keyboard window.

6. Type the email address of a contact, then press the **Accept Changes** button to display the **Add Contact** window.

7. Press the **Add** button to send a contact invitation to that e-mail address.

8. Repeat steps 4 through 7 for each contact to be added.

9. In the **Edit Contacts** window, press the **Close** button.

10. In the **Manage Meeting** window, press the **Close** button.

NOTE: Each contact receives an email invitation and must accept the request in order to be included in the Contacts list. For information about accepting contact invitations, refer to "Accepting Contact Invitations" on page 13.

To remove contacts:

1. From the Model 3300 Programmer **Utilities** menu, press the **Heart Connect** tab to display the main **Heart Connect** window.

2. Press the **Meet Now** button to display the **Manage Meeting** window.

3. Press the Edit button to display the **Edit Contacts** window.

4. Select the check box next to the person you wish to remove, then press the **Remove selected contacts** button.

5. When the **Remove Contacts** confirmation window displays, press the **Remove** button to remove the contact(s).

6. In the **Edit Contacts** window, press the **Close** button.

7. In the **Manage Meeting** window, press the **Close** button.

Starting an Online Meeting

NOTE: Ensure that the Model 3300 Programmer is either plugged into an electrical outlet or has a sufficient battery charge (50% or more) to conduct online meetings.

Before starting a Heart Connect online meeting, interrogate the patient's device and begin a session with the patient. If the patient session is ended, the Heart Connect online meeting will also end. The Pacing System Analyzer (PSA) application can be initiated after Heart Connect meeting has started.

NOTE: If a Heart Connect meeting is in progress, and the Local User starts or ends a patient session, the online meeting ends, and the Local User must start a new Heart Connect meeting.

NOTE: Be sure to end a Heart Connect meeting before using functions[2] that remove access from the top bar of the programmer screen. When these functions are active, a Heart Connect meeting continues but cannot be ended.

2. Functions such as Electrocautery, MRI Mode, and PSA STAT Shock.

NOTE: *An external USB audio device (microphone) must be connected to the Programmer to enable the meeting audio of the Local User.*

Online meetings can be started using one of two methods—with contacts or without contacts.

With Contacts

To start an online meeting with contacts:

1. From the Heart Connect main screen, press the **Meet Now** button.

2. Select the intended contacts.[3] Contacts may be selected from both lists.

3. Press the desired audio button – **Use Programmer audio**. For international users, only Programmer audio is available. However, personal telephones can be used to communicate outside of the Heart Connect meeting.

4. Press the **Call** button to start the meeting.

5. Read the Terms of Service in the pop-up window and press **I Agree** to continue.

The screen indicates that the contacts are being called. Contacts that accept the meeting invitation display under the Current Meeting within the **Manage Meeting** window as well as on the Heart Connect main screen. Contacts that decline the meeting invitation display under Current Meeting as "Call Declined". If there is no response by an invited contact for approximately one minute, the invitation is cancelled for that contact. If no contacts accept the meeting, the Heart Connect application automatically ends the meeting.

NOTE: *When inviting a Technical Services contact group, the response may take longer if some individuals in the group are not available.*

NOTE: *Multiple Remote Users in an online meeting may slow the performance of the meeting. One to a maximum of four participants can display on the Heart Connect screen.*

NOTE: *One to a maximum of four participants can display in the Gallery Video Layout of the Heart Connect screen.*

Without Contacts

An online meeting can be initiated without selecting contacts by pressing the **Meet Now** button from the Heart Connect home screen. Participants can be added to the meeting by pressing the **Manage Meeting** button from the Heart Connect main screen, selecting the participants then pressing the **Add a Participant** button. A Remote User can also join an existing meeting by entering the Meeting ID supplied by the Local User. The meeting ID displays in the lower right of the Manage Meeting screen. Refer to "Conducting an Online Meeting" on page 8 for additional details.

Conducting an Online Meeting

Accessing Meeting Items

To access Meeting items once the screen is shared, press the **Utilities** button and then press the **Heart Connect** tab. See Figure 2 Model 3300 Programmer – Heart Connect window on page 9.

3. The Heart Connect Remote software must be active on the person's remote device to be able to select them.
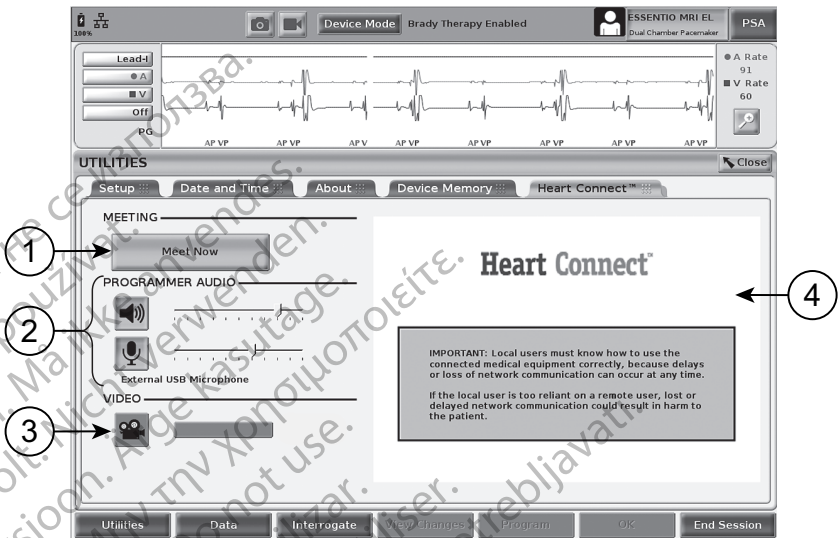
[1] Displays Meet Now to start a meeting and displays Manage Meeting when meeting is in progress [2] Local User Audio controls: volume and USB external microphone [3] Local User Video layout control (gallery or active speaker) [4] Video window, which initially shows the Heart Connect Logo and important user information

Figure 2. Model 3300 Programmer — Heart Connect window

Adding Remote Users to an Online Meeting

Remote Users can be added to an existing online meeting in two ways:

- Add a participant or
- Provide the Meeting ID to the Remote User

Add a participant:

1. From the Heart Connect screen, press the **Manage Meeting** button to display the **Manage Meeting** screen.
2. Select the intended contact(s) from the list. Contacts may be selected from both lists.
3. Press the **Add a participant** button to initiate a call to the selected Remote User(s).
4. The selected contact(s) will receive a call from their installed Heart Connect Remote Software if they are logged into the Heart Connect System. Refer to "Receiving Online Meeting Calls" on page 14.

Provide Meeting ID to Remote User:

1. From the Heart Connect screen, press the **Manage Meeting** button to display the **Manage Meeting** screen.
2. The Meeting ID is located in the lower right of the Manage Meeting screen.
3. Provide this Meeting ID to the Remote User(s).

9
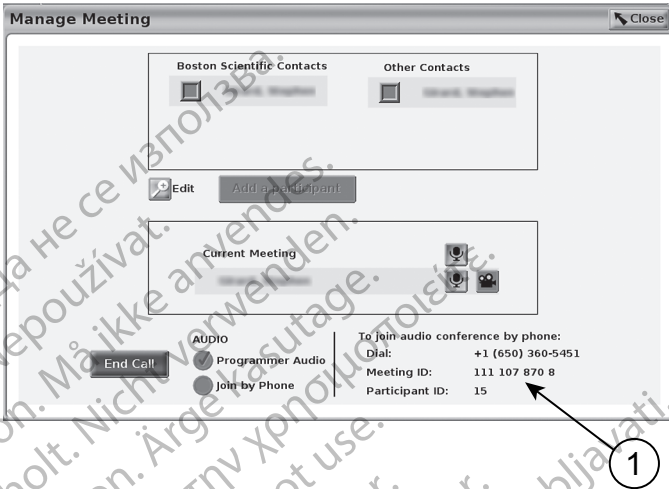
[1] Meeting ID, Participant ID, and phone number (phone number displays only for calls in the USA)

Figure 3.   Meeting ID

Once a meeting has started, two icons display at the top of the screen. Refer to Figure 4 Heart Connect Meeting In Progress on page 11.

- The double arrow blinks to indicate you are sharing the screen.
- The pen icon displays, and when pressed allows an annotation arrow to be placed anywhere on the Model 3300 Programmer screen.

10

[1] Meeting in progress — Double arrow blinks to indicate screen is being shared [2] Pencil annotation tool

Figure 4. Heart Connect Meeting In Progress

Accessing Audio Communication

The Local User can adjust the volume and mute the audio from the Heart Connect application main menu using the **Audio** buttons for speaker and microphone.

The Remote User (if not already connected) may choose to use the audio of their computer device. The Audio controls are located on the Remote User's computer device screen. On the computer device, move the cursor to view the pop-up audio/video menu bar. In addition, personal telephones can be used to communicate outside of the Heart Connect meeting.

Enabling Video Communication

The Model 3300 Programmer does not have a built-in video camera; however, an external USB video camera can be used if desired. If video communication is used, it can be turned off or on by selecting the **Video** button on the Heart Connect main screen.

Video from each Remote User in the meeting can display on the Heart Connect main screen. The Local User may choose the active speaker's video or gallery video, which displays thumbnail videos of Remote Users who have their video active.

IMPORTANT: A low connection quality may result in the information from the shared video display, as seen by a Remote User, to be out of synchrony with the medical equipment display. In addition, if there is a loss of video/audio communication between the Local User and the Remote User, there can be approximately a 30 second delay before the loss is

11

indicated. If low connection quality persists, contact your local IT department or Boston Scientific.

Managing Participants

The Local User can manage the items listed below with respect to Remote Users in an online meeting. These can be accessed by using the **Manage Meeting** button on the Heart Connect main screen.

- Add a Remote User to the meeting.

- Mute and unmute the audio of a Remote User.

- Turn on and turn off the video of a Remote User.

Ending the Meeting

There are three ways to end a meeting:

1. Press the **Meeting in progress** (blinking arrows) button and press **Confirm** to end the meeting.

2. From the Heart Connect main screen, press the **Manage Meeting** button, press the **End Call** button, then press **Confirm** to end the meeting.

3. If you are sharing your screen during a patient session, press the **End Session** button, then press **End Session** in the End Session Confirmation pop up window.

NOTE: *If the last Remote User leaves the meeting, the meeting will end for the Local User as well.*

Maintaining Heart Connect Local Software

Heart Connect Local Software Updates

Software updates to the Heart Connect Application are delivered online via the Internet. Refer to the *LATITUDE™ Programming System Operator's Manual* for instructions on installing software updates[4] or contact Boston Scientific using the information on the back cover of this manual.

REMOTE USER: SETTING UP AND UTILIZING THE HEART CONNECT SYSTEM

Remote Users connect to the Heart Connect System meetings using the Heart Connect Remote Software and their own iOS, Android, or Windows computing device. The Heart Connect Remote Software application allows users to receive invitations from the Local User to join a meeting or to join a meeting via a Meeting ID.

The meeting invitation contains instructions on how to download and install the Heart Connect Remote Software. This download and install need only be performed once.

Creating a User Account

A user account is needed in order to connect with the Heart Connect System and be available to receive meeting calls and to join existing meetings.

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4. Your local Boston Scientific representative can provide software updates to the Heart Connect Application using a USB pen drive.

To create a user account:

1. Go to http://heartconnect.bostonscientific.com.

2. Choose the option to sign up for a new account, entering the required information. A confirmation message will be sent to the email address provided.

3. Confirm the account activation using the link in the email message.

4. Enter the required account information to complete the account setup.

   NOTE: This required information helps provide a way to contact users of the Heart Connect System, if necessary.

5. Install the associated application by referring to "Installing Heart Connect Remote Software" on page 13.

Installing Heart Connect Remote Software

System Requirements

The Heart Connect Remote Software is designed for the following operating systems:

- Windows™ operating system (desktop)

- iOS™ mobile operating system (iPhone™/iPad™ mobile digital devices)

- Android™ mobile operating system (mobile digital device)

Installing the Software

To install the Heart Connect Remote Software:

1. Go to http://heartconnect.bostonscientific.com/download.

2. Select the download option for the applicable operating system platform.

   NOTE: The applications for the mobile device platforms are located at the respective mobile application stores. For iOS users, the application name is Heart Connect Remote Software. For Android users, the application name is Heart Connect.

3. Initiate the installation by downloading the installation file and running it (for the desktop application) or selecting to install from within the application store (for the mobile application).

4. When the installation is complete, launch the application and log in using the user account created per "Creating a User Account" on page 12.

IMPORTANT: To receive online meeting calls from the Local User, ensure the application is running and you are logged in.

Accepting Contact Invitations

A Local User using the Heart Connect System can add Remote Users to a list of contacts for the purpose of connecting with Remote Users in online meetings. When a Remote User is invited, an email is sent to the Remote User requesting acceptance of the invitation.

To accept the contact invitation:

1. Select the link provided in the email message. This will open a web page for the Heart Connect System.

2. Log in using the user account created per "Creating a User Account" on page 12. An indication will be given that the invitation was accepted.

13

NOTE: *If a user account has not yet been created, select the option to sign up for a new account and follow the instructions in "Creating a User Account" on page 12 to create the account. Follow the instructions in "Installing Heart Connect Remote Software" on page 13 to install the associated application.* **After a user account is created, return to the contact invitation email and follow steps 1 and 2 above.**

Receiving Online Meeting Calls

IMPORTANT:

- The Local User must know how to use the connected medical equipment correctly because delays or loss of network communication can occur at any time. If the Local User is too reliant on a Remote User, lost or delayed network communication could result in harm to the patient.

- The Local User should meet the expected level of proficiency for use of the connected medical equipment for its intended purpose.

- Meeting Participants should have clear expectations about the patient care responsibilities of the Local User versus Remote Users during an online meeting. Situations could arise with respect to patients and the connected medical equipment that require a timely response by the Local User. The Local User must be prepared to respond to such situations.

- To receive online meeting calls from the Local User, ensure the application is running and you are logged in.

When a Local User initiates an online meeting with a contact, the institution name (if configured on the About screen) and optionally the location are displayed to the remote user with option buttons to accept or decline the invitation. To join the meeting, click or press the **Accept** option.

Joining Online Meetings

Online meetings that are in progress can be joined using the Meeting ID provided by the Local User. Click or tap the option to join a meeting on the Heart Connect Remote Software and enter the Meeting ID. Click or tap the join meeting button to be included in the meeting.

Participating in Online Meetings

Viewing the Local User Shared Screen

A Remote User can view the Model 3300 Programmer screen after accepting the Heart Connect call.

IMPORTANT: A low connection quality may result in the information from the shared video display, as seen by a Remote User, to be out of synchrony with the medical equipment display. In addition, if there is a loss of video/audio communication between the Local User and the Remote User, there can be approximately a 30 second delay before the loss is indicated. If low connection quality persists, contact your local IT department or Boston Scientific.

14

Accessing Menu Items When Viewing the Local User Shared Screen

Most menu items are available to the Remote User by hovering over or tapping on the screen. Menu items such as **Annotate** can be accessed on the desktop application by hovering over or selecting the **More** or **View Options** menu at the top of the screen.

NOTE: *The **More** menu may only be available during full-screen mode.*

NOTE: *The **Annotate** feature is accessed in a mobile application by tapping the pencil icon.*

Adding Other Remote Users to an Online Meeting

Remote Users can invite other Remote Users to an existing online meeting using one of two methods—by invitation or a Meeting ID.

To add other Remote Users by invitation (desktop application):

1. Tap or click the **Invite** menu item.

2. Tap or click to send an e-mail invitation.

3. Enter the desired e-mail addresses, and send the email.

4. The recipient receives the e-mail which includes the Meeting ID and the connection methods (URL and phone) available so that they can join the meeting.

To add other Remote Users by invitation (mobile application):

1. Tap or click the **Participants** menu item.

2. Tap or click the **Invite** menu item.

3. Tap or click the application for the desired service from the list provided (e.g., e-mail, text message).

4. Enter the recipient information, and send the invitation using the chosen service.

5. A link will be sent to the recipients with the Meeting ID so that they can join the meeting.

To add other Remote Users by using Meeting ID (desktop application):

1. Tap or click the invite menu item to open the invite screen. The Meeting ID will be displayed at the top of the screen.

2. Provide the Meeting ID to the recipients to allow them to join the meeting as Remote Users. Refer to "Joining Online Meetings" on page 14.

To add other Remote Users by using Meeting ID (mobile application):

1. Click or tap anywhere on the screen to view the menu options. The Meeting ID will be displayed at the top of the screen.

2. Provide the Meeting ID to the recipients to allow them to join the meeting as Remote Users. Refer to "Joining Online Meetings" on page 14.

Audio Communication

There are two possible ways to join audio communication in an online meeting—computer audio and telephone audio.

Computer audio occurs over the Internet connection to other Meeting Participants. For computer audio in the meeting:

1. To enable audio for the meeting:

15

For remote users using computers—

- Select **Join Audio**, then select **Computer Audio**, then select **Join Audio Conference by Computer**.

For remote users using mobile devices —

- Tap and select **Audio/Join Audio** on the screen then select **Call Using Internet Audio/Call via Device Audio**

2. Once computer audio is enabled, it can be muted via the menu items on the screen, and volume can be adjusted with the available controls on the desktop or mobile device.

3. To disable audio for the meeting:

For remote users using computers—

- Tap or click **Leave Computer Audio** from the **Audio** menu.

For remote users using mobile devices —

- Tap or click **Disconnect Audio** from the **More** menu.

Telephone audio occurs by connecting to the meeting via telephone. For telephone audio in the meeting:

1. From the audio menu, tap or click **Phone Call**. (For mobile applications, tap or click **Dial in** from the audio menu.)

2. Dial one of the listed phone numbers, and follow the instructions over the phone to enter the Meeting ID and Participant ID. (For mobile applications, Heart Connect will automatically dial and include the meeting ID and participant ID.)

NOTE: *Meeting phone numbers are not available in all countries.*

Video Communication

The video is initially disabled when a Remote User joins an online meeting. The video can be turned on or off by selecting the video menu items on screen.

Accessing Audio and Video Settings

For PC users, additional audio and video settings are available by tapping/clicking the carat icon (^) to the right of the Video icon in the lower left of the screen. This will display the **Video Settings** menu item.

For mobile users, additional audio and video settings are available by tapping the **Video Settings** in the lower left of the screen.

Remote User Annotate capability

A Remote User can annotate with an arrow by tapping/clicking the **Annotate** selection from the **View Options** menu.

When using the desktop application, additional menu items are available by tapping/clicking the **View Options** menu located at the top of the screen.

NOTE: *The **Annotate** feature is accessed in a mobile application by tapping the pencil icon.*

Leaving a Meeting

A Remote User can leave an online meeting by tapping/clicking the **Leave Meeting** text in the lower right corner of the screen.

NOTE: If the last Remote User leaves the meeting, the meeting will end for the Local User as well.

Maintaining Heart Connect Remote Software

Heart Connect Remote Software Updates

When a Heart Connect Remote Software update becomes available, the remote user is notified via e-mail and has the option to download and install the update. Apply updates as soon as practical to ensure that any important changes are implemented.

ADDITIONAL INFORMATION

European Union Importer

EU Importer: Boston Scientific International B.V., Vestastraat 6, 6468 EX Kerkrade, Nederland

17

![Manufacturer symbol]

Boston Scientific Corporation
4100 Hamline Avenue North
St. Paul, MN 55112-5798 USA

| EC | REP |

Guidant Europe NV/SA; Boston Scientific
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1831 Diegem, Belgium

| AUS |

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