

BIOTRONIK Patient App

FAQ — Troubleshooting for app users

Introduction

The BIOTRONIK Patient App supports you with your BIOTRONIK cardiac device while being monitored by your care team via the BIOTRONIK Home Monitoring system. The App provides you with information about your device and gives you the option to keep a symptom diary. You can also check the transmission status of your Home Monitoring data from home.

If you have any questions while using the Patient App, you can check our frequently asked questions in this guide.

1 Download from the App Store or Google Play Store

1.1 Why can I not find the Patient App in the App Store or Google Play Store?

Operating system:

The Patient App only works on smartphones running on operating systems "Android 8.1" or "iOS 12" or higher. The Patient App is not displayed in the App Store or Google Play Store if the smartphone is running on an operating system older than "Android 8.1" or "iOS 12".

Device:

Tablets and smartwatches are not supported. The Patient App is not displayed in the App Store or Google Play Store for those devices.

1.2 How can I check my smartphone's operating system?

iOS:

1. Locate and open the "Settings" app
2. Tap „General“
3. Tap „About“
4. Check the current iOS version listed in "Software Version".

Android:

1. Locate and open the "Settings" app
2. Tap "About phone" or "About the device"
3. Check the current Android version listed in "Software Information" or "Android Version"

1.3 What are the requirements for downloading the Patient App from the App Store or Google Play Store?

Generally, the rules of the corresponding app stores apply. Depending on the smartphone used, you will need an Apple ID or a Google account. A credit card or other payment method is not required, as the app is provided free of charge.

2 Registration

2.1 Which BIOTRONIK device models are supported by the Patient App and how can I find information on my device model?

The following implantable device models are supported:

- Edora, Eluna, Enitra, Enticos, Epyra, Etrinsa, Eivity
- Acticor, Rivacor
- Ilivia, Ilivia Neo, Inlexa, Intica, Intica Neo, Inventra, Iperia, Itrevia
- BIOMONITOR III, BIOMONITOR IIIIm

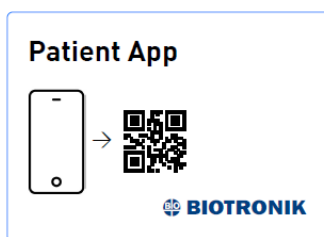
You can find the name of your implanted device on your patient ID/international implant card. You need to have BIOTRONIK Home Monitoring to take full advantage of the functionalities of the app. Please click [here](#) to learn about BIOTRONIK Home Monitoring or ask your doctor to find out the advantages that BIOTRONIK Home Monitoring can provide to you.

2.2 I do not have a patient ID card. What should I do?

Contact your doctor or health care staff. In most cases, you will receive an ID card shortly after the implant procedure, while you are still at the hospital.

2.3 I cannot find the QR code for the Patient App. What should I do?

Please check if you can find the Patient App QR code on your patient ID card. The QR code looks like this:



Patient App QR code

If the patient ID card does not contain the QR code sticker or you did not receive a patient ID card in the first place, you can ask your healthcare team for more information. You can also check out the next questions as an alternative.

2.4 What can I do if the code cannot be scanned or I cannot find the QR code on my patient ID card?

In these cases, you can enter the information manually. The following information is required:

- Serial number of your implanted device: please see your patient ID card
- Serial number of your CardioMessenger: please see the back of your CardioMessenger
- Date of production of your CardioMessenger: please see the back of your CardioMessenger

Note: Your CardioMessenger must have been connected for at least one week. This time is needed for the Home Monitoring system to recognize the CardioMessenger and allow registration.

2.5 I get the following error message during the registration process. What should I do?

Something went wrong.

Please try the following:

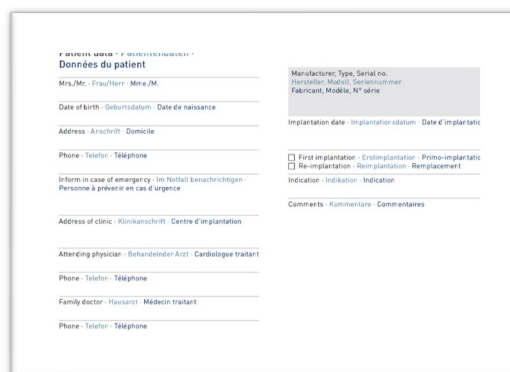
1. *Check if you have entered the correct device serial number (from Patient ID Card and your CardioMessenger information (from the back of the CardioMessenger)*
2. *If it still does not work, wait one week before trying again. Your CardioMessenger may still be in the process of confirming the connection to Home Monitoring.*

There could be several reasons why this error message is being displayed. Please go through the following steps:

1. Make sure that you entered the serial numbers of the devices correctly. The serial number of the implanted device is on the patient ID card and the CardioMessenger information at the back of the CardioMessenger
The patient ID card may look like this:



Patient ID card



The CardioMessenger is this transmitter:

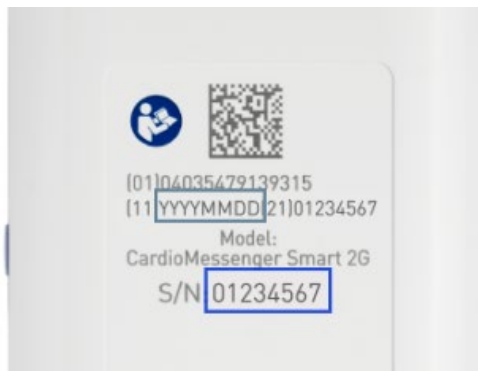


CardioMessenger

2. Check the serial numbers you entered for typos
3. Make sure that there is no other CardioMessenger close by
4. If you have entered the CardioMessenger information manually, make sure that you have entered the production date in the right format:

CardioMessenger production date (Y=year, M=month, D=day)

CardioMessenger serial number



Serial number and production date of the CardioMessenger

If it still does not work, this may be due to technical limitations:

5. The Patient App only supports the following implanted devices:
 - Edora, Eluna, Enitra, Enticos, Epyra, Etrinsa, Evity
 - Ilivia, Ilivia Neo, Inlexa, Intica, Intica Neo, Inventra, Iperia, Itrevia
 - Acticor, Rivacor
 - BIOMONITORIII, BIOMONITOR IIIm

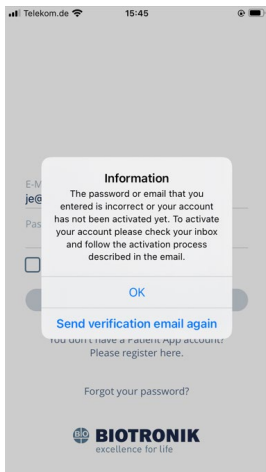
Please check your device model on your patient ID card.

6. If you have just received your CardioMessenger, please wait one week before trying again. Your CardioMessenger may still be in the process of confirming its connection to Home Monitoring.

In case it still does not work, please contact us via this [contact form](#).

2.6 I have submitted my registration but cannot log in to the Patient App. What can I do?

If you tried to log in and received the following error message (see below), it may be because you have not yet verified the email address after successfully submitting the registration. You need to confirm the verification email before you can log in. Please check your inbox of the email address you specified when you registered. If your verification email has expired, which is the case after two days, you can request a new verification email by clicking "Send verification email again".



Pop-up: Verification request

3 Features

3.1 Why can I not use or see some app features such as the battery status of my implanted device?

It might be because you are not using Home Monitoring, or your healthcare team has not provided your Patient App access to the Home Monitoring data.

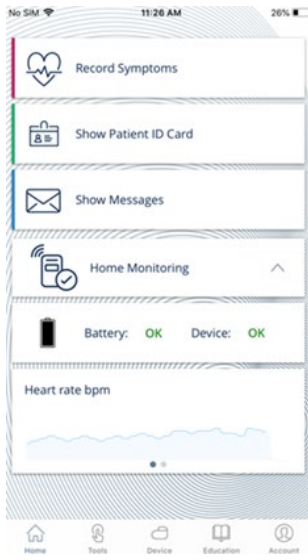
We recommend that you sign up to BIOTRONIK Home Monitoring. If you are not using Home Monitoring, contact your doctor about its advantages. If you are already using Home Monitoring, ask your healthcare team to give your Patient App access to the Home Monitoring data.

3.2 How do I know if I have access to the full functionalities of the Patient App?

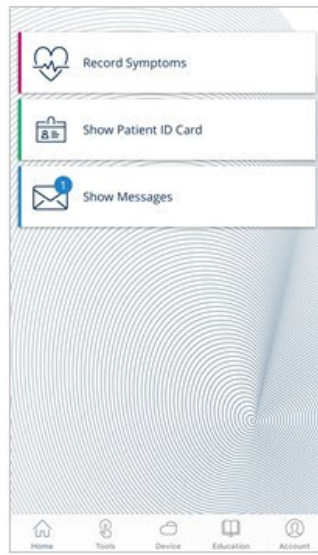
The following app functionalities will not be available without Home Monitoring:

- Your symptoms will not be automatically shared with your healthcare team in the Home Monitoring Service Center
- You will not be able to receive a contact request from your healthcare team
- Your patient ID card will not be automatically populated with Home Monitoring data
- You will not see any information on the status of your implanted device (e.g. no transmission, battery or device status)
- You will not see heart rate information collected by your implanted device

The App is connected to the HMSC



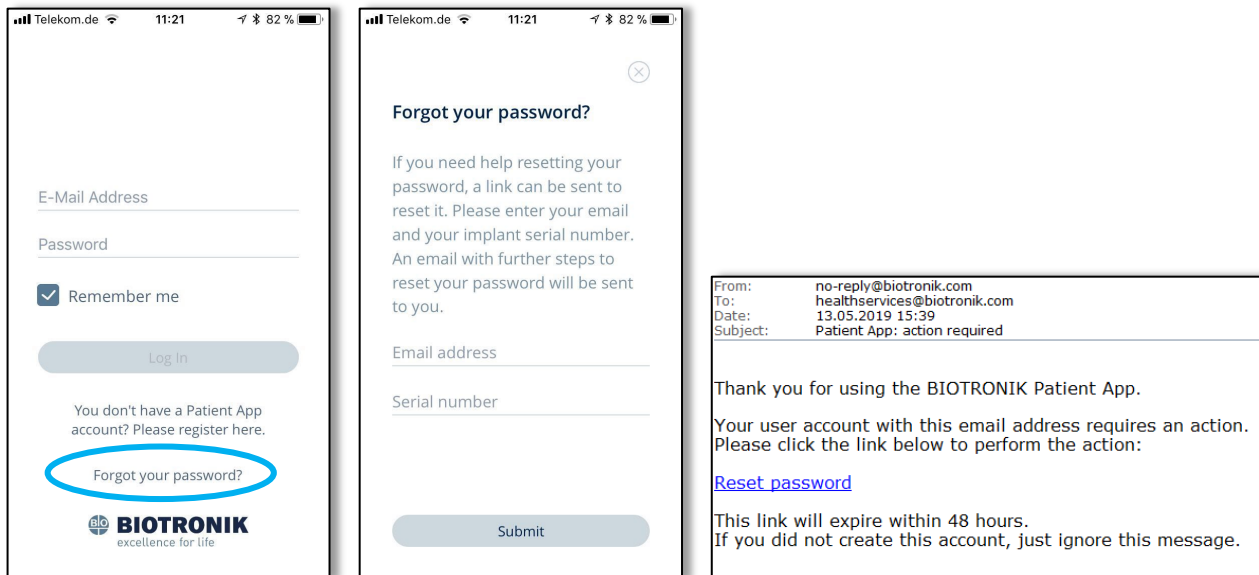
The App is NOT connected to the HMSC



4 Account Recovery

4.1 I forgot my password for the Patient App. How can I reset it?

On the login screen, you can click on "Forgot your password?". You will then receive an email to create a new password.



4.2 What if I receive a new implantable device, how does that work in the app?

You will need to delete your existing Patient App account and then create new login credentials.

This is how you delete your Patient App account:

1. Open the Patient App
2. Go to "Account"
3. Select "Account Settings"
4. Select "Delete Account"

Afterwards you will need to register again with your new device information.

4.3 I no longer have access to my email address. Is there any way to recover the account?

If you cannot access your email address which was used for the Patient App account, please contact our customer support:

<https://www.biotronik.com/en-de/patients/patientapp/support>