

## FAQ

(Frequently Asked Questions)

**Q: What if I cannot find or did not receive an email with the connection code?**

A: Check your inbox and junk folder for an email from [support@livecor.com](mailto:support@livecor.com). If you cannot find one, contact your health care provider.

**Q: How do I troubleshoot recording issues?**

A: To resolve issues getting consistent bare-skin contact, lightly dampen the connection areas with a paper towel moistened with water.

Noisy or unreadable recordings may be caused by electrical interference, muscle noise, or body movement. Moving away from sources of interference (e.g. large computer monitors or TVs), relaxing the arms and hands, and keeping still during recordings can help.

**Q: Where can I find additional resources to help?**

A: Visit AliveCor's support site at [livecor.zendesk.com](https://livecor.zendesk.com) and search for KardiaMobile 6L for product manuals, usage information, and troubleshooting guides. Instructions for use in various languages can be found at [livecor.com/quickstart](https://livecor.com/quickstart).

**Q: How will I know when my provider's cardiac monitoring will end? Can I continue to take ECGs afterwards?**

A: When your monitoring period ends, you'll receive a pop-up message in the Kardia app. You can continue to use the app and record ECGs as long as you have a device, but ECGs will NOT be sent to your health care provider.

## Support

Visit [livecor.zendesk.com](https://livecor.zendesk.com)

Email [support@livecor.com](mailto:support@livecor.com) (English only)

[ousenquiries@livecor.com](mailto:ousenquiries@livecor.com) (Sales Support)

## Six Ways to Take an ECG with Your KardiaMobile 6L



Place index and middle fingers on the top electrodes, while placing the bottom electrode to the skin of your left ankle.



Place index and middle fingers on the top electrodes, while placing the bottom electrode to the skin above your left knee.



Place thumbs on the top electrodes, while placing the bottom electrode to the skin of your left ankle.



Place both thumbs on the top electrodes, while placing the bottom electrode to the skin above your left knee.

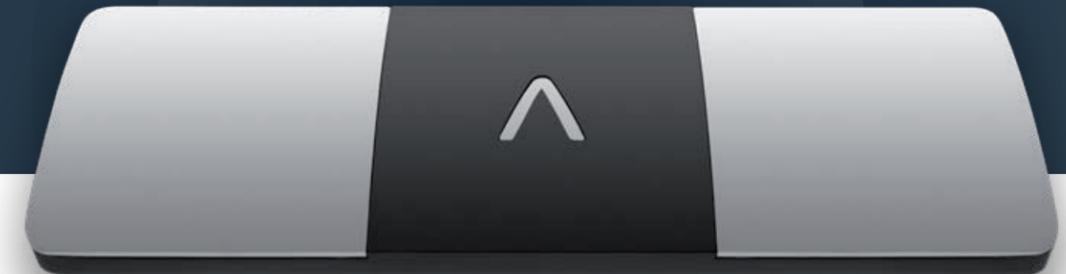


Place both index fingers on the top electrodes, while placing the bottom electrode to the skin of your left ankle.



Place both index fingers on the top electrodes, while placing the bottom electrode to the skin above your left knee.

# Cardiac Monitoring



## Getting Started with KardiaMobile 6L

ALIVECOR®

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## Introduction

Welcome! Your provider(s) have requested that you record ECGs from an AliveCor KardiaMobile 6L device. During this time, they will monitor your cardiac activity while you're at home or on-the-go.

You will receive an email from [support@alivecor.com](mailto:support@alivecor.com) with a connection code, or the connection code will be sent directly from your healthcare professional to initiate the monitoring. The email, and this brochure will guide you through the steps required to take ECGs.

## Getting Started

Before you begin, make sure you have the following items:

- Valid email address for health care professional to send an email with connection code.
- KardiaMobile 6L ECG device – if not offered by provider, purchase one from [store.alivecor.co.uk/products/kardiamobile6l](https://store.alivecor.co.uk/products/kardiamobile6l) or other retailers.
- Compatible phone with connection to Internet—see [kardia.com/compatibility](https://kardia.com/compatibility).
- Passwords to (a) unlock phone and (b) download and install the Kardia application (app).
- Kardia app installed on your mobile device – scan the appropriate QR code above to download the app.



Download on the App Store



GET IT ON Google Play

## Steps for Cardiac Monitoring

### Create a Kardia Account and Link it With Your Clinician's Practice



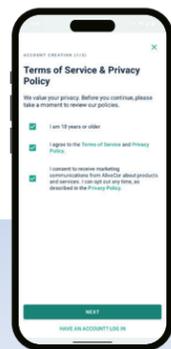
#### STEP 1

Launch the Kardia app and tap **HAVE A CODE?** At the bottom of the screen.



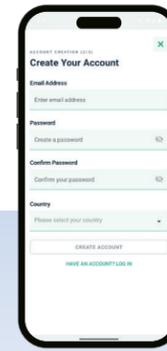
#### STEP 2

Tap the first box and enter the 12-character code that you received via email or from your clinician. Next, select **SUBMIT**.



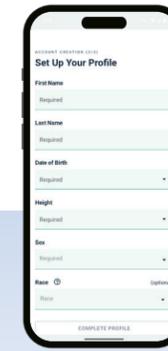
#### STEP 3

Select the checkboxes and tap on **NEXT** when it turns green.



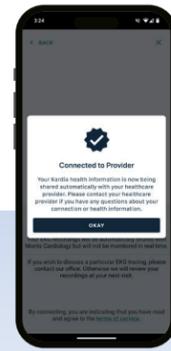
#### STEP 4

Enter information and tap **CREATE ACCOUNT**.



#### STEP 5

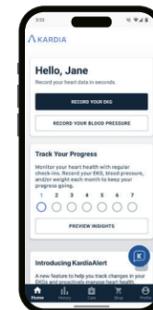
Enter information and tap **COMPLETE PROFILE**.



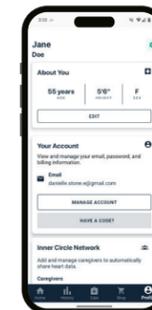
#### STEP 6

Tap **OKAY** once your Kardia account has been connected.

### Link Your Existing Kardia Account to Your Clinician's Practice



**STEP 1** – Open the Kardia app and tap the Profile button at the bottom right-hand corner of the app menu.



**STEP 2** – Tap **HAVE A CODE?** Enter the code you received via email or from your clinician.

### Record Your ECG\*

**STEP 1** – Make sure you have Bluetooth enabled on your phone.

**STEP 2** – Open the app and tap **RECORD YOUR ECG**.

**STEP 3** – Select **Six-Lead ECG**.

**STEP 4** – As shown on page 1.

**STEP 5** – With your fingers resting on the top two electrodes, place the bottom electrode of the ECG device to bare skin of your leg (inside of left ankle or above left knee). The bottom electrode should contact the skin.

**STEP 6** – Hold still as your recording smooths out. Remain still as the timer counts down from 30 seconds until your ECG recording is complete.

**STEP 7**– The ECG will be saved to your phone, and queued to send to your provider when an Internet connection is present.

\*You can also view an online tutorial in the Kardia app.