

# ResponseCare® Services Virtual Support Tool

## Quick Start Guide

1. Make sure you have a Wi-Fi or cellular network connection.
2. Call ResponseCare Technical Services at 1-800-595-9709 and let the service agent know that you would like to use the virtual support tool.
3. Open the ResponseCare virtual support app on your mobile device using the username and password you created.
4. The technical services agent will call you via the virtual support app. Select "Answer" once the call comes through.
5. Once the call is connected, you will be able to see the agent who is on the other end of the call. The agent will then select "Give Help", and you can point the camera of your device toward the equipment in question.
6. To end the call, touch the hang up button at the bottom of the screen. 

Freeze Screen

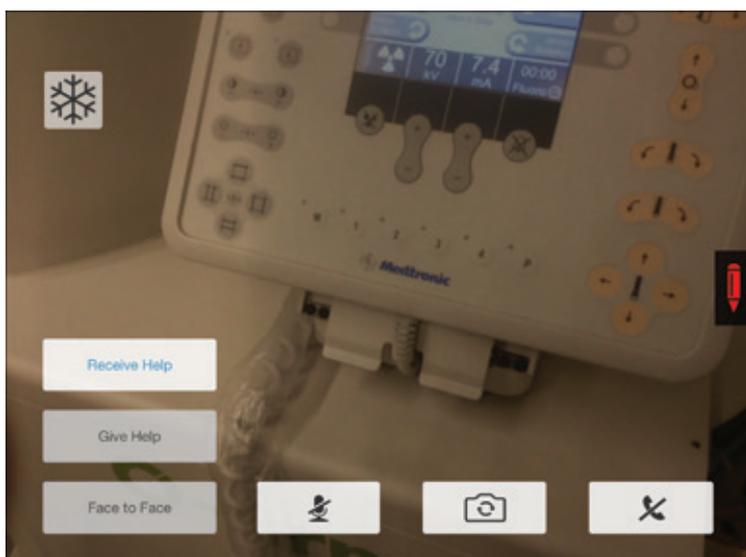


Illustration  
Tools

Mute

Reverse  
Camera

Hang Up

# Virtual Support Tool Features

## Freeze Screen

The agent will be able to see your field of view and can freeze the image. Once the image is frozen, you may move your device to a more comfortable position.



## Augmented Reality

The agent can bring his hand or a piece of equipment into your field of view to show you exactly what buttons to push or how to maneuver the equipment.



## Illustration Tools

The agent can draw on your screen or point to parts of the equipment using a virtual pencil, arrow, or laser pointer.



For technical support, please call ResponseCare Technical Services at 1-800-595-9709 [www.responsecare.medtronic.com](http://www.responsecare.medtronic.com)

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The tool's virtual connectivity is fully encrypted, and data is transmitted using a secure channel. No information is stored or recorded to ensure protection of patient privacy.

This product is not to be used to provide medical advice or participate in any way in delivering medical or surgical care to a patient.

RX only. Refer to product instruction manual/package insert for instructions, warnings, precautions, and contraindications. This therapy is not for everyone. Please consult your physician. A prescription is required. For further information, please contact Medtronic at (877) 242-9504, and/or consult Medtronic's website at [www.medtronic.com](http://www.medtronic.com). ResponseCare® is a registered trademark of Medtronic, Inc.

