



# Mediana HeartOn A15 AED SD Card Event Review Guide

How to download an event from the SD card,  
review it, and save the report as a PDF

This guide explains, step by step, how to remove the SD card from your Mediana HeartOn A15 AED, install the manufacturer's HeartOn AED Event Review Software, load and review a recorded event, and save the event report as a PDF.

SECTION

1

## Before You Start - System Requirements

| Requirement           | Details                                                                                                                       |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Computer              | A Windows PC. The HeartOn AED Event Review Software is Windows-only (it does not run on macOS or Chromebooks).                |
| SD card reader        | A built-in or USB SD card reader.                                                                                             |
| SD card               | Removed from the AED (see Section 2).                                                                                         |
| Event Review Software | HeartOn AED Event Review Software, downloaded from the Hayes First Aid website (see Section 3).                               |
| Web browser           | Microsoft Edge or Google Chrome - used to display and save the Incident Log report.                                           |
| PDF printer           | "Microsoft Print to PDF" (built into Windows 10 and 11) or another PDF printer driver, used to save the report as a PDF file. |
| AED serial number     | Printed on the bottom of the AED unit - needed when loading data in the software.                                             |

SECTION

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## Remove the SD Card from the AED

- 1 Make sure the AED is switched off - close the cover fully.
- 2 Open the SD card port cover, located on the right-hand side panel of the AED.
- 3 Remove the SD card from the SD card port.
- 4 Close the SD card port cover.

SECTION

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## Install the HeartOn AED Event Review Software

If the software is already installed on your PC, skip to Section 4.

- 1 On your PC, open a web browser and go to our [Mediana HeartOn A15 AED product page](#).
- 2 Download the HeartOn AED Event Review Software (the Windows file ending .exe.zip).
- 3 Locate the downloaded .zip file (usually in Downloads), right-click it and choose "Extract All...".
- 4 Open the extracted folder and double-click "HeartOn AED Event Review Software.exe".
- 5 Follow the prompts. If Windows shows "Windows protected your PC", click "More info" then "Run anyway".

**Tip:** The software is also available from the [Mediana UK distributor](#) (which also has the Event Review Software User Guide PDF).

SECTION

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## Load the Event Data from the SD Card

- 1 Insert the SD card into your computer's SD card reader.
- 2 Open the HeartOn AED Event Review Software. The "Open..." window appears, as shown below.
- 3 Set "International Date Line" to your location so the event times shown match your local time. For Ireland, select "**Dublin (Ireland) UTC(WET)**" from the dropdown list (see below). Tick "Daylight Saving Time" if it currently applies.
- 4 In the "Load MIF File" panel, click the "..." button to the right of "MIF File Path".
- 5 In the browse window, select the SD card drive (e.g. E:\), then open the "A15 Operating Data" folder, then the numbered folder for your AED unit, then the numbered folder for the event you want to review (for example, 1\99). Select it and click OK.
- 6 Enter the AED serial number (printed on the bottom of the AED) into "HeartOn AED Serial Number".
- 7 Click "Load MIF File".
- 8 A window appears asking where to save the data as a ".aed" file. Choose a folder, give the file a name, and click "Save".
- 9 A notice confirms that the MIF files have been erased from the SD card once loading is complete - this is expected behaviour.

### Loading a MIF file deletes it from the SD card.

Make sure the ".aed" file is saved to a folder you can find again - it cannot be recovered from the SD card afterwards.

**Note:** The "Load AED File" button at the top of the "Open..." window is for re-opening a previously-saved ".aed" file. Use "Load MIF File" (steps above) the first time you load data from the SD card.

The "Open..." window - set the International Date Line and Daylight Saving Time, then click the "..." button next to MIF File Path (highlighted):

The screenshot shows the "Open..." window of the HeartOn AED Event Review Software. The window has a title bar with the text "Open..." and a close button "X". Inside the window, there are two main sections. The top section contains a label "International Date Line" next to a dropdown menu showing "Accra(Ghana) UTC(GMT)". Below this is a label "Daylight Saving Time" next to an unchecked checkbox. A large button labeled "Load AED File" is positioned below these options. The bottom section is titled "Load MIF File" and contains a label "MIF File Path" next to a text box showing "E:\A15 Operating Data\1\99". To the right of the text box is a highlighted button with three dots "...". Below this is a label "HeartOn AED Serial Number" next to an empty text box.

Recreation of the HeartOn AED Event Review Software "Open..." window, for illustration. Field values shown (e.g. the file path) are examples only.

**International Date Line dropdown, expanded** - select “Dublin (Ireland) UTC(WET)” for Ireland:

| International Date Line | Dublin (Ireland) UTC(WET) ▼      |
|-------------------------|----------------------------------|
|                         | Dakar(Senegal) UTC(GMT)          |
|                         | <b>Dublin (Ireland) UTC(WET)</b> |
|                         | Dushanbe(Tajikistan) UTC+05:00   |
|                         | Freetown(Sierra Leone) UTC(GMT)  |
|                         | Gaborone(Botswana) UTC+02:00     |
|                         | Guatemala City UTC-06:00         |
|                         | Hanoi UTC+07:00                  |
|                         | Harare UTC+02:00                 |
|                         | Helsinki UTC+02:00               |
|                         | Hong Kong UTC+08:00              |

*Recreation of the International Date Line dropdown list. The list is alphabetical and scrollable - scroll to find the entry for your location.*

SECTION

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## Review the Event

Once loading is complete, the software displays the event data in several views:

**Event Tree** - Lists all cases/events stored in the loaded file, arranged by date or unit ID. Right-click a case to add an annotation or mark it as viewed.

**General** - Shows and lets you enter additional information about the case, the AED, and the patient.

**Entire ECG** - Shows the full ECG recording (2 minutes 30 seconds) with event points marked.

**Enlarged ECG** - Shows a detailed, time-expanded view of the ECG and event log, with Play/Stop controls and 2, 6 or 8-second display options.

SECTION

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## Save the Report as a PDF

### Option A: Save the Incident Log as a PDF

- 1 With the relevant case selected, open the Incident Log. This opens the report in your default web browser.
- 2 In the browser, press Ctrl+P (or use the browser menu) to open the Print dialog.
- 3 Under “Printer” / “Destination”, select “Microsoft Print to PDF” (or “Save as PDF”).
- 4 Click “Print” / “Save”.
- 5 Choose a file name and folder location, then click “Save”.

### Option B: Print an ECG Strip as a PDF

- 1 From the Enlarged ECG view, select the segment you want to print.
- 2 Select “Print”.
- 3 In the Print dialog, choose “Microsoft Print to PDF” as the printer.

- 4 Set the printing resolution to 600dpi (the manufacturer states that printing at the wrong resolution causes abnormal printouts).
- 5 Click “Print”, then choose a file name and folder location, and click “Save”.

### Important Notes

**The SD card stops recording new events once it reaches 200 stored events, with no warning shown on the AED.**

Mediana recommends uploading the data to a PC and resetting the card regularly.

**Note:** If the AED has no SD card fitted, or the card is unreadable, corrupted or damaged, the AED stores up to 60 minutes of event data in its internal memory instead.

**Note:** After using the AED on a patient, Mediana's recommended first step is to use the HeartOn AED Event Review Software to download and store the event data before doing anything else with the unit.

### Need Help?

If you get stuck at any step, or you don't have the HeartOn AED Event Review Software, contact MacroMed Healthcare Limited t/a Hayes First Aid for assistance.

Email: [sales@hayesfirstaid.com](mailto:sales@hayesfirstaid.com) | Phone: +353 (0)69 66006 | [www.hayesfirstaid.com](http://www.hayesfirstaid.com)

## A Addendum A — Field Notes & Troubleshooting (added 11 June 2026 by Hayes First Aid)

These notes were checked against Sections 1 and 4 of this guide during a live event-download session on AED unit A15-2253 (event folder 1\1, file A15 ECG Data.MIF), 11 June 2026.

### 1. AED Serial Number prompt — confirmed correct

When loading a MIF file (Section 4, Steps 4–7), the “Open...” window requires the “HeartOn AED Serial Number” field to be completed before “Load MIF File” can proceed. **Have the AED serial number (printed on the underside of the unit) to hand before you start.** This matches Section 1 (System Requirements table, “AED serial number” row) and Section 4, Step 6.

### 2. Automatic save as “.aed” and automatic deletion from the SD card — confirmed correct

After the MIF file is selected and “Load MIF File” is clicked, a Save dialog opens defaulting to “Mediana AED Data File (\*.aed)”. Once saved, the software confirms it has converted the MIF files into the .aed file and “Automatically erased” the MIF files from the SD card. This matches Section 4, Steps 8–9 and the warning box on page 3: “Loading a MIF file deletes it from the SD card... it cannot be recovered from the SD card afterwards.”

### 3. New troubleshooting note: “AED Serial Number cannot be confirmed”

If “Load MIF File” is clicked while the Serial Number field is blank, or contains a serial number that does not match the unit the SD card came from, the software shows the error: **“AED Serial Number cannot be confirmed.”** The file is **not** loaded and the MIF data remains safely on the SD card.

**To resolve:** re-check the serial number printed on the underside of the AED unit, re-enter it exactly (including any leading zeros or letters), and click “Load MIF File” again.

***Status of this note:** Field-observed by Hayes First Aid staff on 11 June 2026; not yet cross-checked against Mediana's official HeartOn AED Event Review Software user guide. If this error appears with a serial number you have confirmed is correct, do not retry repeatedly — contact the Mediana UK distributor ([medianadefib.co.uk](mailto:medianadefib.co.uk)) or Hayes First Aid ([sales@hayesfirstaid.com](mailto:sales@hayesfirstaid.com) / +353 (0)69 66006) before proceeding, as the MIF files are deleted from the SD card only on a successful load.*