

Tandem Device Updater with ID Number

You will need an Update ID Number from Tandem Diabetes Care in order to update your pump. If you don't yet have an Update ID Number, you can request one at portal.tandemdiabetes.com > My Devices > Update My Software.

Follow these steps to update your pump once you have your Update ID Number:

BEFORE YOU BEGIN

- + Choose a convenient time to stop all insulin delivery, detach your infusion set, and remove your cartridge. This update will take approximately 15 to 30 minutes.
- + Make a note of your insulin on board (IOB). After the update your IOB and max hourly bolus will be reset to zero, so you will need to keep this in mind when making insulin therapy decisions for the next several hours.
- + Have your unique Update ID Number ready, which you should receive by email once we have received your prescription (if required) and you've completed your online training. This number expires in 60 days from email being sent.
- + Make sure your pump serial number matches with the serial number provided in the email
- + Have supplies to load a new cartridge. We recommend performing the update when you are ready for a new cartridge. Otherwise, you will need at least 80 units of insulin remaining in your existing cartridge before performing the update.
- + Start or restart a continuous glucose monitoring (CGM) sensor session after updating. You do not need to wait until your sensor session has ended.
- + Use a computer with an internet connection. A wired ethernet connection is preferred.
- + Have a backup insulin delivery option available, such as a syringe and long-acting insulin in case there are any issues updating your pump
- + Have a blood glucose meter so that you can check your blood glucose prior to starting the update

INSTALL THE TANDEM DEVICE UPDATER

- + [Download for Mac](#)
- + [Download for Windows](#)

UPDATE YOUR DEVICE

The Tandem Device Updater should automatically start after you install it on your computer. Follow the prompts to update your t:slim X2 insulin pump. The process should take fewer than 10 minutes to complete.

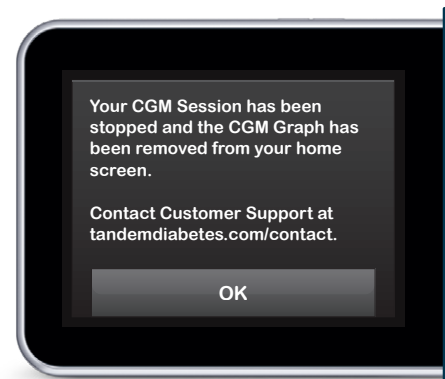
Note: When updating your t:slim X2 pump software, always follow all security precautions and instructions provided to you in the [Tandem Device Updater User Guide](#) for the Tandem Device Updater.

You will see an error message on your computer screen if the Updater encounters a condition that will not allow you to continue. Follow the on-screen instructions to resolve the error and continue with your update.

If you have trouble connecting your pump or starting an update, consult the Troubleshooting section of the [Tandem Device Updater User Guide](#).

AFTER A SUCCESSFUL UPDATE

- + Your pump settings won't be erased during the update process. Check your settings to confirm.
- + You will need to start or restart your CGM sensor session after updating. You do not need to wait until your sensor session has ended. If you had an active CGM session when you started the update process, you can start your current session again on your pump once the update is complete. The update process will not stop the session.
- + You may see a pump screen stating that your CGM session has been stopped after your pump comes back on. Despite this message, you may restart your current sensor session once the update is complete.



- + Tap Options > My CGM > Start Sensor. When prompted to enter a Sensor Code, tap Skip. After a few minutes, your pump will reconnect to your existing sensor session and your CGM readings will appear.
- + Your IOB and max hourly bolus have been reset
- + Load a cartridge and resume insulin. If your current cartridge has more than 80 units, you can keep the existing cartridge on during the load sequence. Always disconnect tubing from the site on your body before going through the load sequence.
- + If you are using Control-IQ technology, confirm that your Control-IQ technology setting is on

If you need assistance during the update process or have questions about updating your pump, please call the Tandem specialized Software Support Team seven days a week, 6 am to 6 pm (PT) at (833) 509-3598.

Important Safety Information: The t:slim X2 insulin pump with Control-IQ technology (the System) consists of the t:slim X2 insulin pump, which contains Control-IQ technology, and a compatible continuous glucose monitor (CGM, sold separately). The t:slim X2 insulin pump is intended for the subcutaneous delivery of insulin, at set and variable rates, for the management of diabetes mellitus in people requiring insulin. The t:slim X2 insulin pump can be used solely for continuous insulin delivery and as part of the System. When used with a compatible CGM, the System can be used to automatically increase, decrease, and suspend delivery of basal insulin based on CGM sensor readings and predicted glucose values. The System can also deliver correction boluses when the glucose value is predicted to exceed a predefined threshold. The pump and the System are indicated for use in individuals six years of age and greater. The pump and the System are intended for single user use. The pump and the System are indicated for use with U-100 insulin only. The System is intended for the management of Type 1 diabetes.

WARNING: Control-IQ technology should not be used by anyone under the age of six years old. It should also not be used in users who require less than 10 units of insulin per day or who weigh less than 25 kilograms.

The System is not indicated for use in pregnant women, people on dialysis, or critically ill users. Do not use the System if using hydroxyurea. Users of the pump and the System must: be willing and able to use the insulin pump, CGM, and all other system components in accordance with their respective instructions for use; test blood glucose levels as recommended by their healthcare provider; demonstrate adequate carb-counting skills; maintain sufficient diabetes self-care skills; see healthcare provider(s) regularly; and have adequate vision and/or hearing to recognize all functions of the pump, including alerts, alarms, and reminders. The t:slim X2 pump and the CGM transmitter and sensor must be removed before MRI, CT, or diathermy treatment. Visit tandemdiabetes.com/safetyinfo for additional important safety information.

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