



## TANDEM T:SLIM MOBILE APP Configuration Tips



The mobile app requires a compatible smartphone model and operating system. Go to [tandemdiabetes.com/compatibility](https://tandemdiabetes.com/compatibility) to make sure the device is compatible.

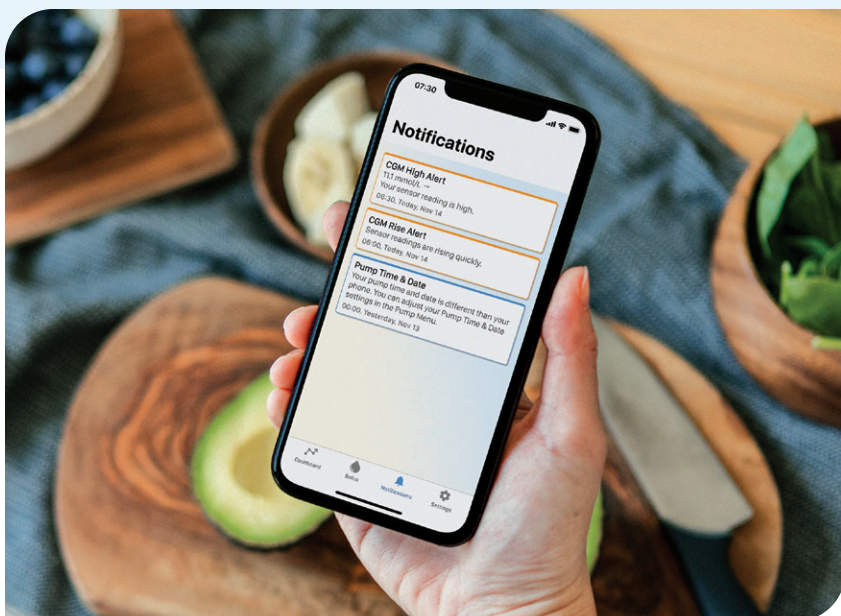


**Note:** These instructions are provided as a reference tool for pump users and caregivers who are already familiar with the use of an insulin pump and with insulin therapy in general. Not all screens are shown. For more detailed information on the operation of Tandem Diabetes Care products, please refer to user guides.



The first wireless upload of pump data from the mobile app to the Tandem Source platform can take anywhere from a few minutes to many hours.

We highly recommend using the USB cable from Tandem Diabetes Care to download the pump data to a computer first. This will expedite future wireless data uploads.



## Smartphone Setup

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**Disable zoom mode** when using the Tandem t:slim mobile app. This can be found within the smartphone's Accessibility settings.



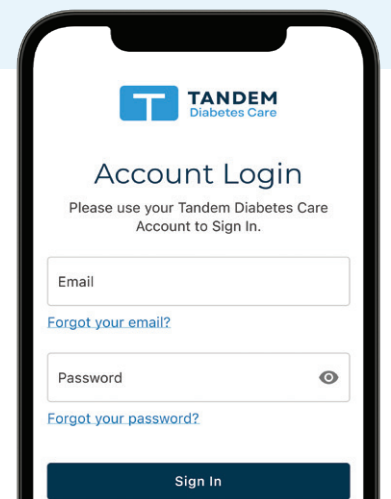
**Disable automatic updates** so that the user can confirm the app is compatible with the new OS software version before manually updating.



**Enable smartphone security** (e.g., screen lock, passcode, face recognition) before adjusting insulin delivery and programming the pump.

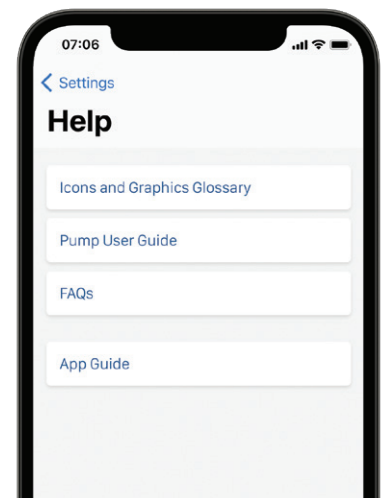


**Enable notifications, disable Low Power Mode,** and allow all permission requests to receive pump alerts and alarms.



If the user already has a Tandem Source account, sign in with the existing email address and password.

New users can create either Parent/Guardian or Personal accounts.



Easily decode the Dashboard screen with the built-in Icons and Graphics Glossary.

Located in the Help menu within Settings, this glossary provides descriptions for each element on the screen.



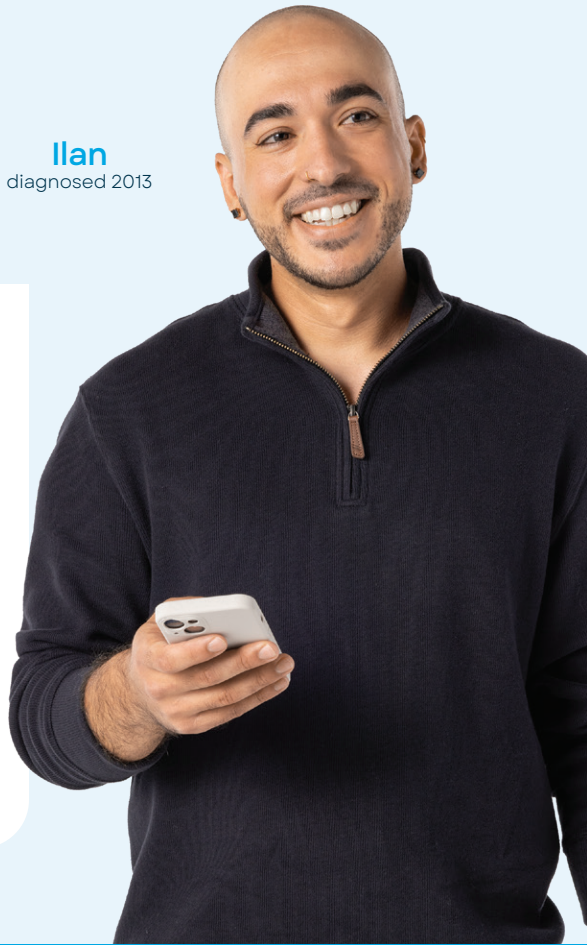
**Ready to get started?** Use the Pairing the Mobile App Quick Reference Guide to connect the mobile app to the t:slim X2 insulin pump.

**Ilan**  
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### Lost Connection

Check the *Bluetooth®* menu on your smartphone to confirm the pump is connected. If not, tap the pump name within the list to reconnect.



### Connection Issues

If the user experiences issues or difficulty connecting the pump with the mobile app, force stop or close the current session, and then tap the app icon to restart the mobile app.

## Tips and Troubleshooting

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This section provides helpful tips and instructions to help fix any issues the user may be experiencing while using the mobile app.



### **1.5-Meters Distance**

The smartphone needs to be within 1.5 meters of the t:slim X2 insulin pump for the app to remain connected to the pump and able to upload pump data.



### **Do Not Close**

The mobile app must run in the background in order to receive and transmit data to and from the insulin pump and to ensure the user can receive notifications.



### **Password**

Never share the password or authorize any other person to access the smartphone to avoid unintentional changes in delivery.



### **Damaged Phone**

Discontinue use of the mobile app if the smartphone is significantly damaged. Use an alternate insulin delivery plan until it can be replaced.



For additional information on smartphone setup, reference the App Guide located in the Help menu within Settings.

This product may not be right for you. Always read and follow the label.

**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 6 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 NovoRapid, Admelog, Trurapi, or Humalog U-100 insulin. The System is intended for the management of type 1 diabetes.

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.

**WARNING:** Control-IQ technology should not be used by anyone under the age of 6 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.

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. If your CGM readings do not match your symptoms or expectations, use a blood glucose meter to make diabetes management decisions. The t:slim X2 pump must be removed before MRI, CT, or diathermy treatment. Visit [tandemdiabetes.com/safetyinfo](https://tandemdiabetes.com/safetyinfo) for additional important safety information.

This product may not be right for you. Always read and follow the label. Tandem t:slim mobile app: The feature set available within the Tandem t:slim mobile app is dependent on the pump software version and the compatible smartphone's model and operating system (OS).

- The **Display and Data Upload** feature set provides a secondary display of pump and continuous glucose monitoring (CGM) information, including display of your pump alerts and alarms, and enables wireless uploading of pump and CGM data to the Tandem cloud through an internet or wireless data connection. Standard carrier data rates may apply.
- The **Bolus Delivery plus Display and Data Upload** feature set additionally allows users to request, stop, and cancel a bolus on the pump from the Tandem t:slim mobile app. At least one smartphone security setting must be enabled to utilize the Bolus Delivery feature of the Tandem t:slim mobile app.
- **WARNING:** Always rely on your pump to make therapy decisions when using a smartphone that is incompatible with the Bolus Delivery feature.
- **PRECAUTIONS:** Always rely on your pump to make therapy decisions if using a smartphone that is incompatible, the smartphone is lost or damaged, or the smartphone loses *Bluetooth®* connectivity with your pump. Important pump alerts and alarms are only received as app notifications when enabled and the app is either active or running in the background.

The Tandem Source platform is intended for use by individuals with diabetes mellitus who use Tandem Diabetes Care insulin pumps, their caregivers, and their healthcare providers in home and clinical settings. The Tandem Source platform supports diabetes management through the display and analysis of information uploaded from Tandem insulin pumps. Tandem Source is authorized for sale by Health Canada.

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Diabetes Care

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CANADA ONLY

