

t:slim X2 Pump Software Update Process Guide

Step-by-Step Instructions

Important! Please be sure you follow ALL steps and finish both updates for your software! You'll need to type in your 'Update ID' two times. If you skip the 2nd, your pump may not work properly



STEP 1

Login to Tandem Source

Go to:

source.tandemdiabetes.com

Enter your Email and Password

TANDEM
Diabetes Care

Account Login

Please use your Tandem Diabetes Care Account to log in.

Email

[Forgot your email?](#)

Password

[Forgot your password?](#)

Log In Click here

Create Account

If you forgot your **email**, click **“Forgot your email?”** and enter your Pump Serial Number and Birthdate

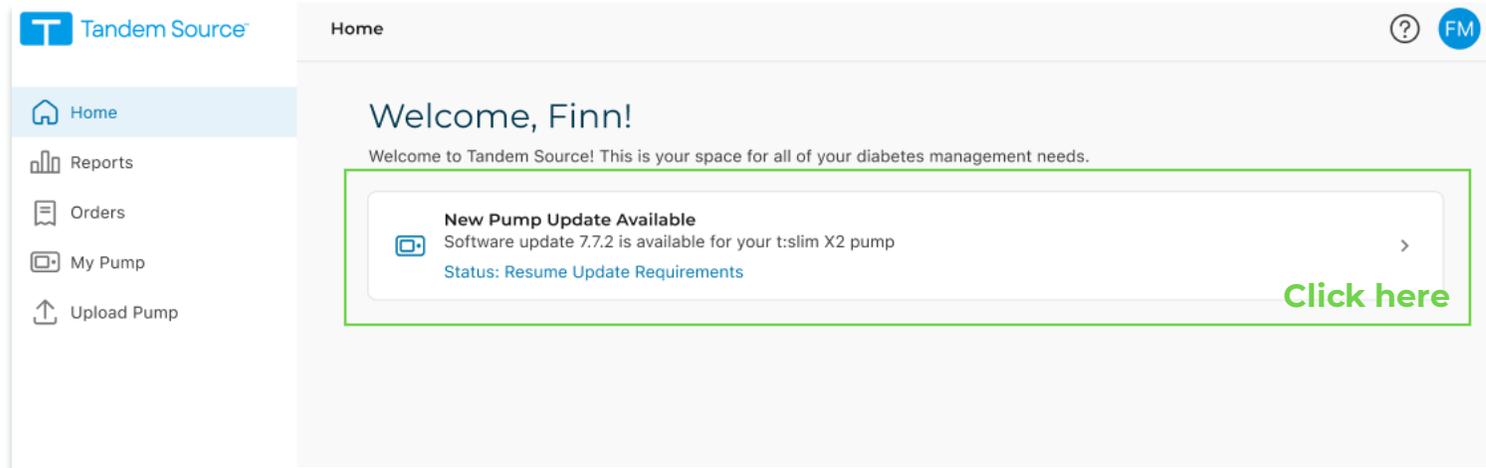
If you forgot your **password**, click **“Forgot your password?”** and enter your email to reset your password

If you do not have a Tandem Source account, click **“Create Account”**

STEP 2

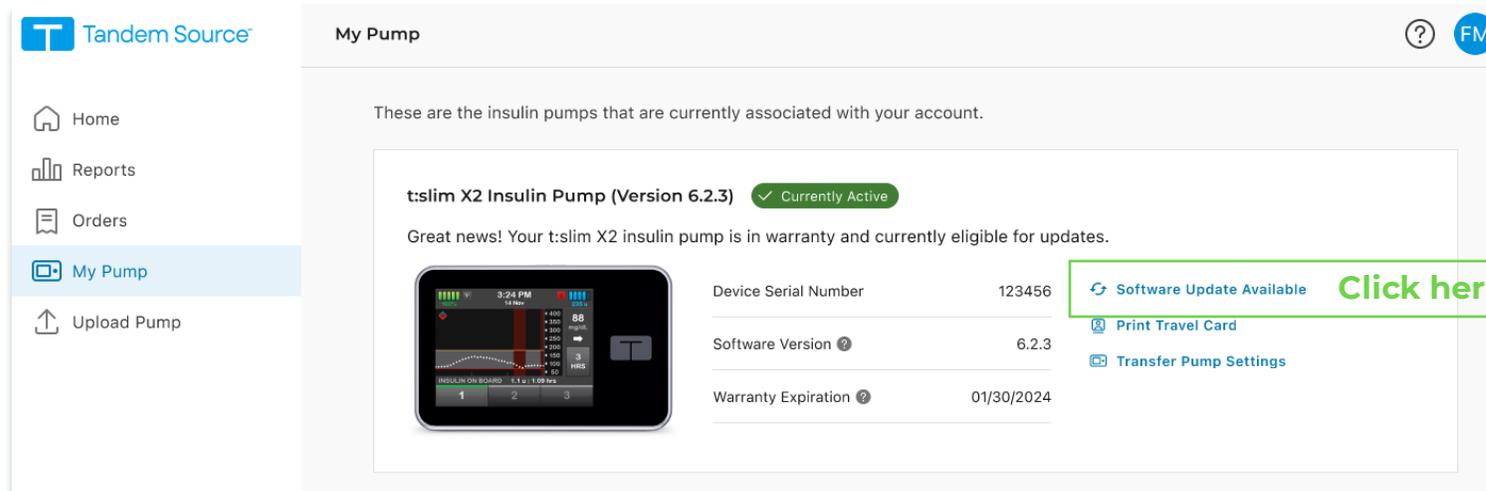
Find the available software update (2 paths)

Navigate to "Home"



The screenshot shows the Tandem Source Home page. The left sidebar contains navigation options: Home, Reports, Orders, My Pump, and Upload Pump. The main content area displays a welcome message for 'Finn' and a notification box titled 'New Pump Update Available'. The notification text reads: 'Software update 7.7.2 is available for your t:slim X2 pump' and 'Status: Resume Update Requirements'. A green box highlights the notification, and a green arrow points to the text 'Click here' on the right side of the notification box.

Or navigate to "My Pump"



The screenshot shows the Tandem Source My Pump page. The left sidebar contains navigation options: Home, Reports, Orders, My Pump, and Upload Pump. The main content area displays the text 'These are the insulin pumps that are currently associated with your account.' Below this, there is a section for 't:slim X2 Insulin Pump (Version 6.2.3)' with a 'Currently Active' status. A green box highlights a notification that says 'Great news! Your t:slim X2 insulin pump is in warranty and currently eligible for updates.' To the right of this notification, a green box highlights the text 'Click here' next to the 'Software Update Available' link. Below the notification, there is a table of pump details and a list of actions.

Device Serial Number	123456
Software Version	6.2.3
Warranty Expiration	01/30/2024

- Software Update Available
- Print Travel Card
- Transfer Pump Settings



STEP 3

Review process pre-requisites

Tandem Source Software Update Available

Choose the software update option that best meets your needs. Please note once the software update has been installed on your t:slim X2 insulin pump, you cannot revert to previously installed software versions.

Software update Control-IQ #.#.#. is available
[Read more about this update](#)

Requirements & Process Overview

- Review software compatible CGMs**
To ensure you can take advantage of the latest software update please review a list of compatible CGM devices.
- Tandem will request an updated prescription from your healthcare provider**
We'll send you an email when we've received your healthcare provider's signed prescription, or you can log into Tandem Source any time to check the status.
The request may take up to 14 days to process.
- Complete your assigned training material**
You've been assigned # training modules estimated to take N minutes to complete.

Once you've completed all requirements, we'll display a unique Update ID number which you'll use with the Tandem Device Updater application.

Start Requirements **Click here**

Questions?
View the complete [Software Update Guide](#) to learn more about:
• The Before You Begin Checklist
• The Tandem Device Updater
• How to Update and Resume Therapy

t:slim X2 Insulin Pump
Device Serial Number **123456**
Current Version **6.2.3**
Warranty Expiration **01/30/2024**

Additional Info on software features

Link to process overview support resources



STEP 4

Confirm Have Right CGM

Tandem Source Software Update Available

Review CGM Compatibility

In order to use Control-IQ® technology on your t:slim X2™ insulin pump, you will need to have a compatible continuous glucose monitoring (CGM) system.

Dexcom G6
All Dexcom G6 sensors are compatible

Dexcom G7
Please check all your Dexcom G7 sensors boxes. Your Dexcom G7 sensor is compatible if the side of the box has a white line below the LBL number, as per the image below. Please note, the numbers on your sensor box will be different than the one shown in the example.

If you have sensor boxes without that line, they are incompatible. Go to tandemdiabetes.com/G7support to learn about options available to you.

FreeStyle Libre 2 Plus
Tandem t:slim X2 insulin pump is compatible with FreeStyle Libre 2 Plus sensor only. At this time, FreeStyle Libre 2 Plus sensor can only be purchased through select DME distributors. Please ensure you have the correct prescription and sensor, as the system is not compatible with FreeStyle Libre 2 sensor, FreeStyle Libre 3 sensor, or FreeStyle Libre 14 Day sensor. If you have an incompatible sensor, please call Abbott Customer service at 1-888-963-8038.

For more information, review [Smartphone Compatibility](#) and [Safety Information](#)

Continue **Click here**

Confirm that you are using a compatible CGM that will pair with your pump

Additional Safety and Smartphone Compatibility resources



STEP 5

Complete All Training Modules

Start training video by clicking here

Make sure you watch and complete ALL training modules



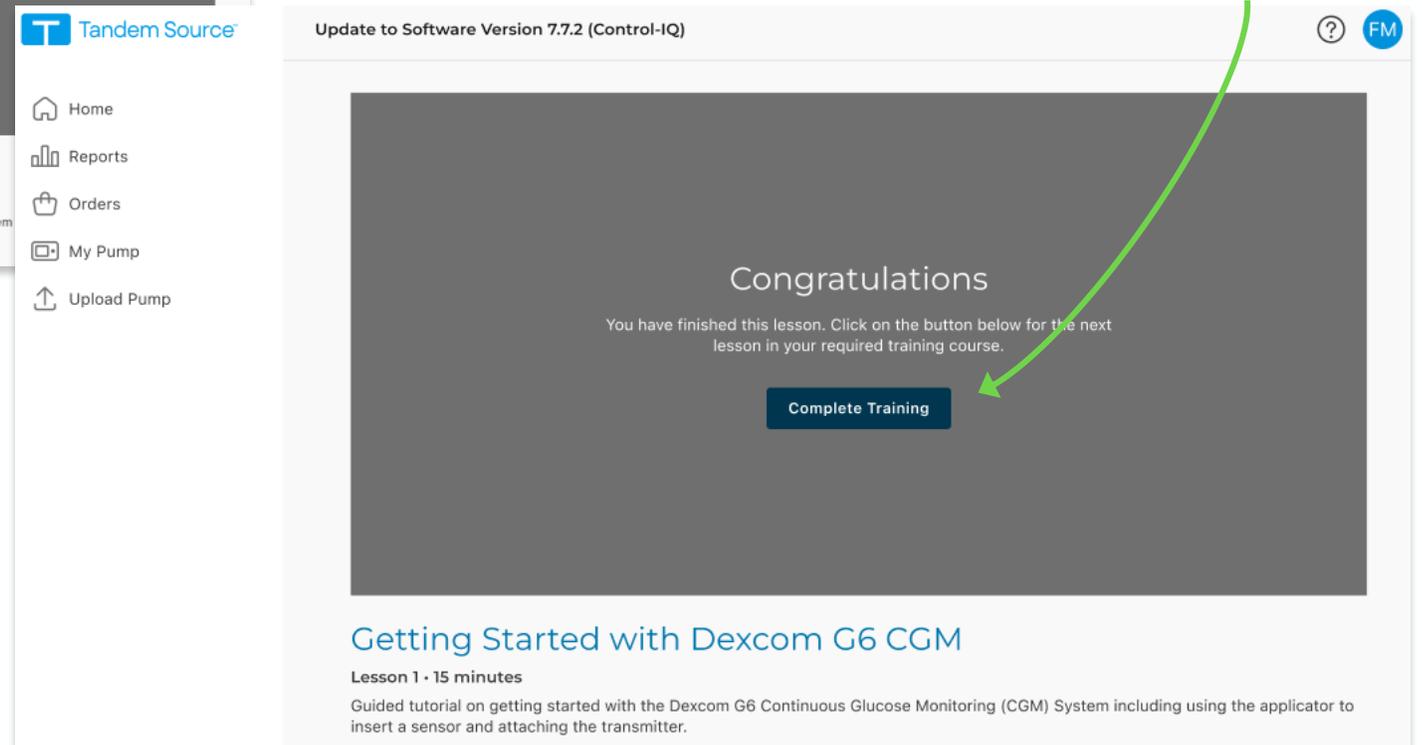
STEP 5 (CONTINUED)

Watch videos, take quizzes, complete training



Start training video by clicking here

AFTER video is complete and knowledge quiz is passed, EXIT training module by clicking "Complete Training"



STEP 6

Write Down your “Update ID Number”

T Tandem Source

Software Update Available

You are ready to update your pump software.

Update ID Number: 0954712

You'll be prompted to use this number during the update process.

The Update ID number will remain accessible here in your account until successful completion of the software update process.

Next Steps

- 1 Before You Begin Checklist
- 2 Download the Tandem Device Updater
- 3 How to Update and Resume Therapy

Continue [Click here](#)

t:slim X2 Insulin Pump

Device Serial Number **123456**

Current Version **6.2.3**

Warranty Expiration **01/30/2024**

You will leave Tandem Source and be taken to Tandem's corporate website



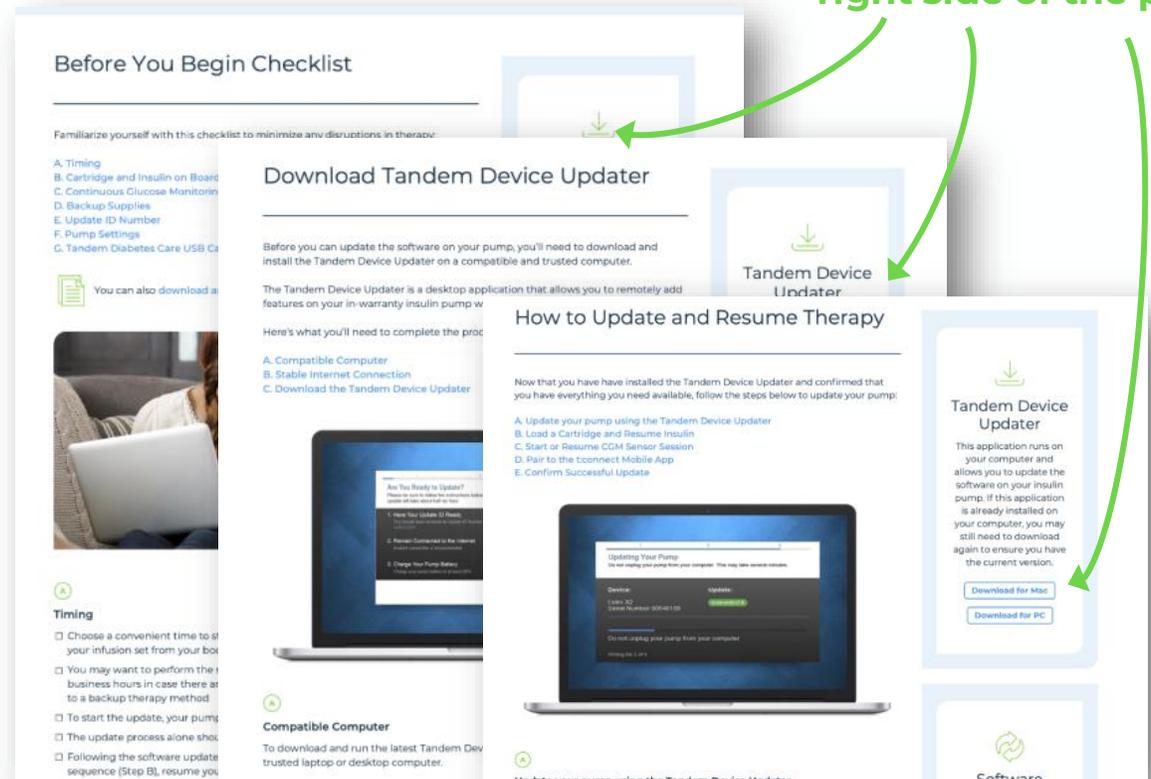
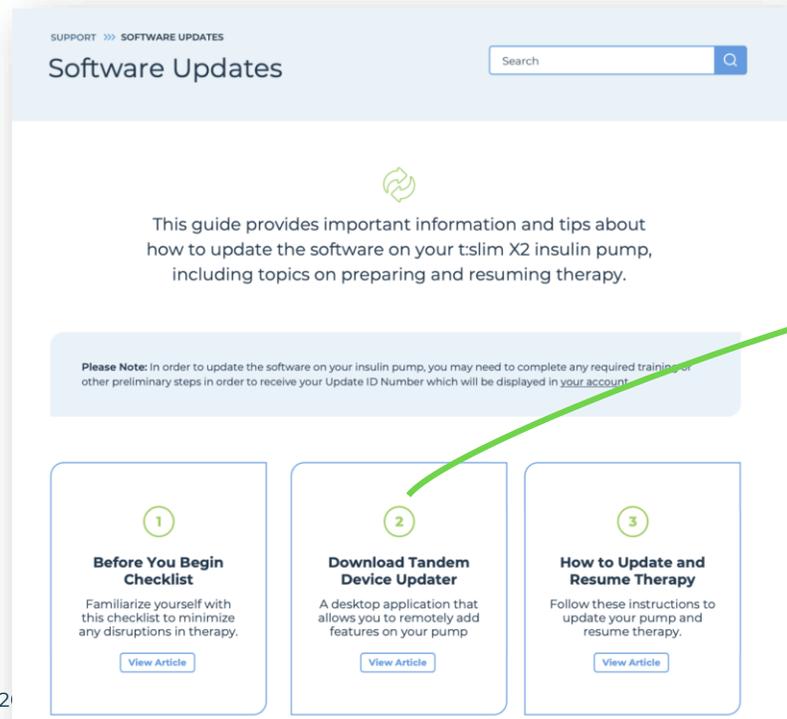
STEP 7

Download the Tandem Device Updater (TDU)

The Tandem webpage you are viewing contains:

- + An overview of the process,
- + Access to **download TDU for Mac & Windows**,
- + Make sure you are **on a computer, NOT mobile**

Link to TDU download is accessible on the right side of the page



STEP 7 (CONTINUED)

Choose Mac or Windows and Download Device Updater

Important!
Make sure you are
on a computer,
NOT your mobile
phone

Download Tandem Device Updater

Before you can update the software on your pump, you'll need to download and install the Tandem Device Updater on a compatible and trusted computer.

The Tandem Device Updater is a desktop application that allows you to remotely add features on your in-warranty insulin pump without having to purchase a new device.

Here's what you'll need to complete the process:

- A. Compatible Computer
- B. Stable Internet Connection
- C. Download the Tandem Device Updater

1. Have Your Update(s) Ready
2. Remain Connected to the Internet
3. Charge Your Pump Battery

Tandem Device Updater

This application runs on your computer and allows you to update the software on your insulin pump. If this application is already installed on your computer, you may still need to download again to ensure you have the current version.

[Download for Mac](#)

[Download for PC](#)

Software Updates

This guide provides important information and tips about how to update the software on

Click to download the correct version of TDU based on your computer's operating system, Mac or PC



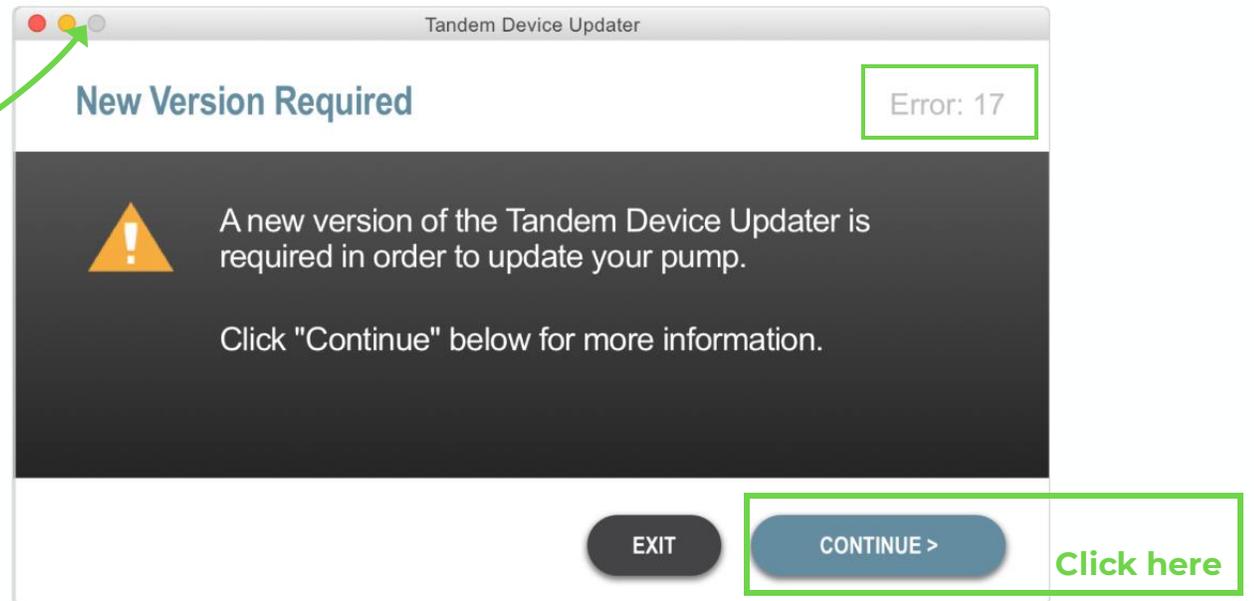
STEP 8

Open the Downloaded TDU Application

- + Check your download folder on your computer, or wherever you save your downloads
- + The file name is "Tandem_Device_Updater.exe"
- + Open this file and allow it to run

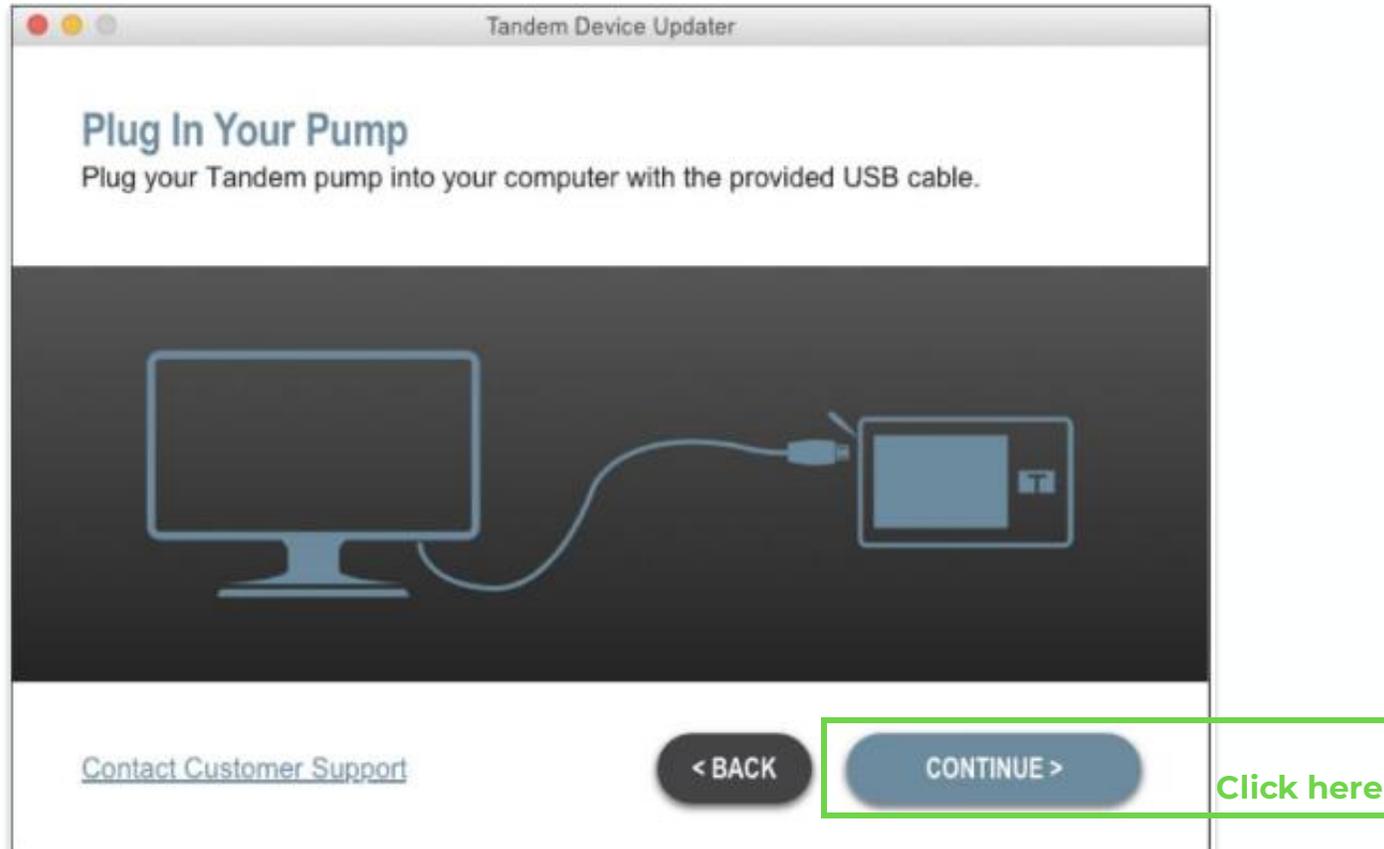
If you receive Error 17, go back and make sure you downloaded the latest version of the Tandem Device Updater available.

If no error message, click "Continue."



STEP 9

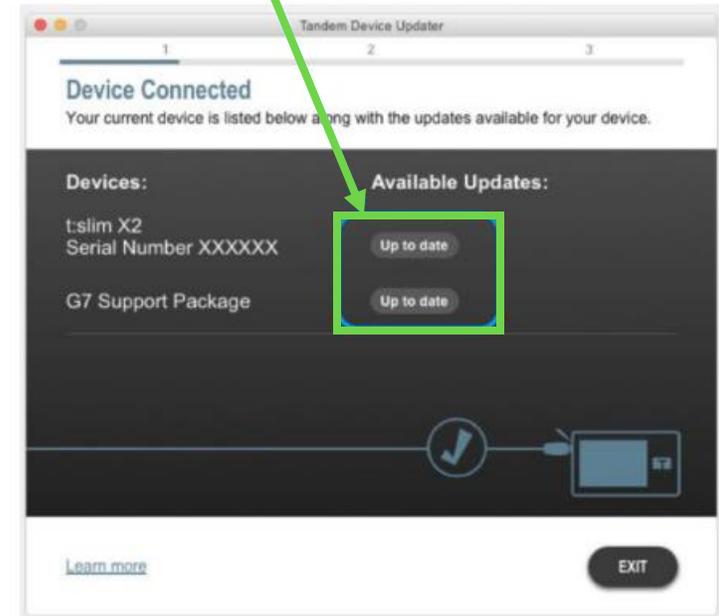
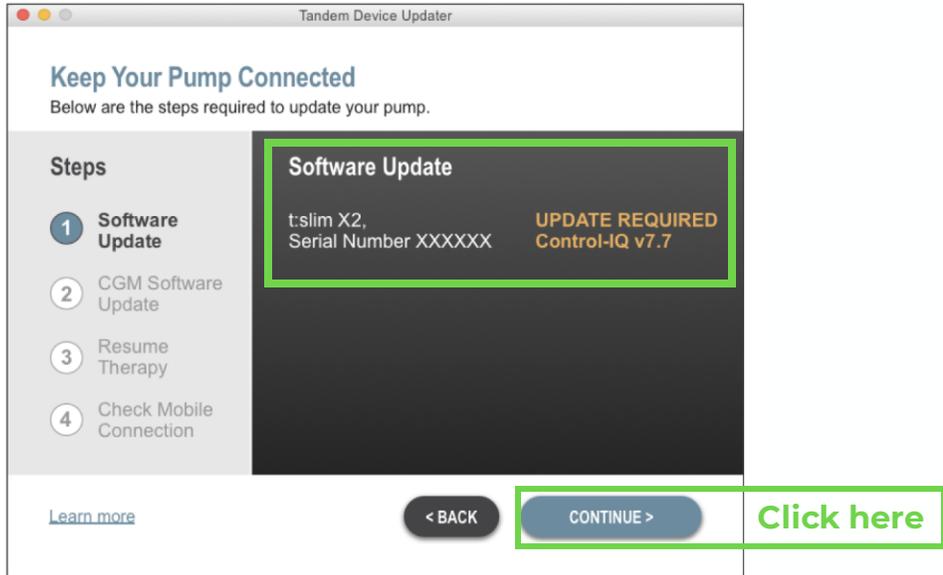
Plug pump into computer with Tandem USB cable provided with your pump



STEP 10

Click "Continue" to view available software version

If your software is up to date, you will see that noted here



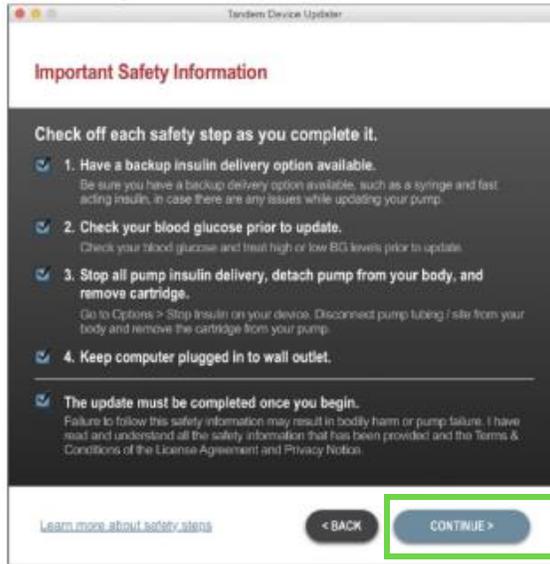
Could be due to:

- Pump software is up to date
- Have not completed training in Portal



STEP 11 & 12

Review Safety Info, then follow prompts



Check off each step when completed

Click here



Click here



STEP 13

Enter Update ID to initiate installation



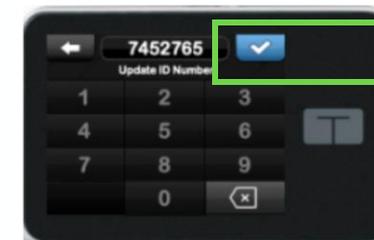
Go back to Tandem Source
(source.tandemdiabetes.com) to retrieve
Update ID if not available during update



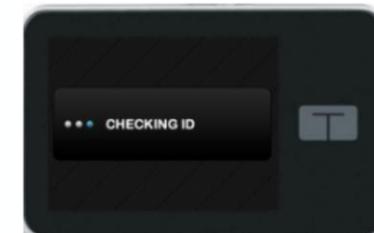
Click here



Enter Update ID



Click here

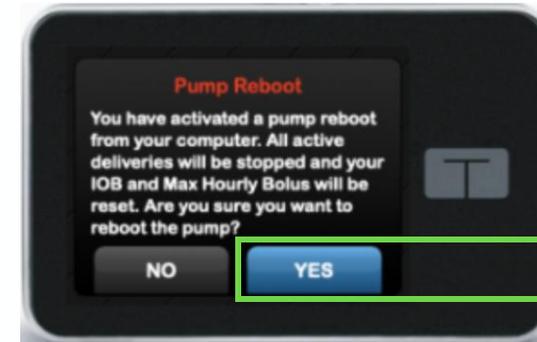
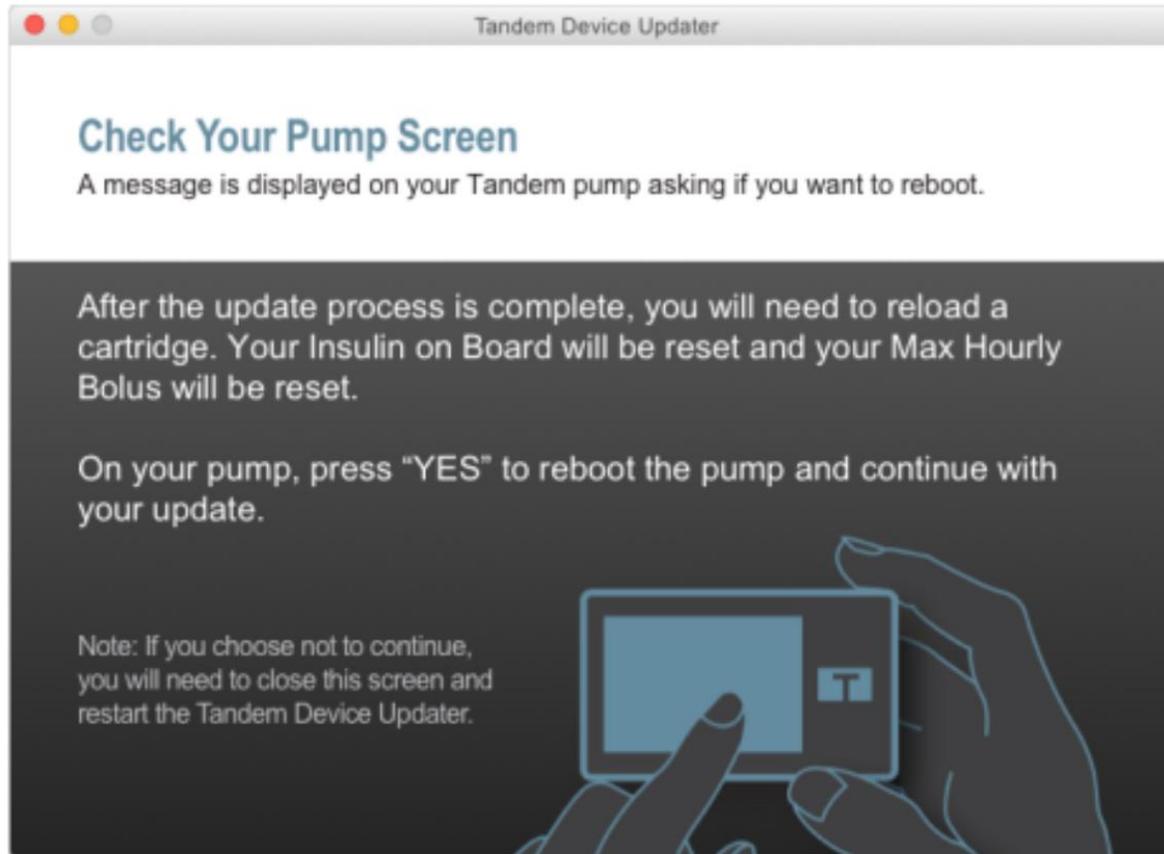


Wait...

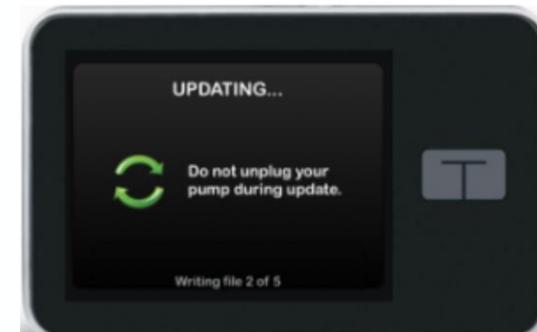


STEP 14

Allow Pump to reboot, click “Yes”



Click here



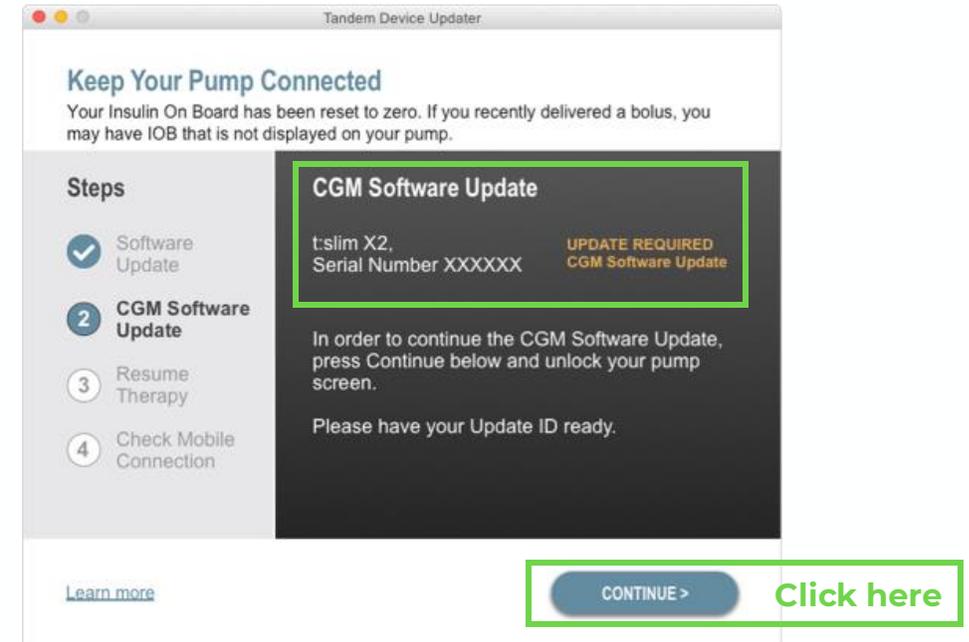
Wait...



STEP 15

Install CGM Software

Leave pump plugged in, do not disconnect

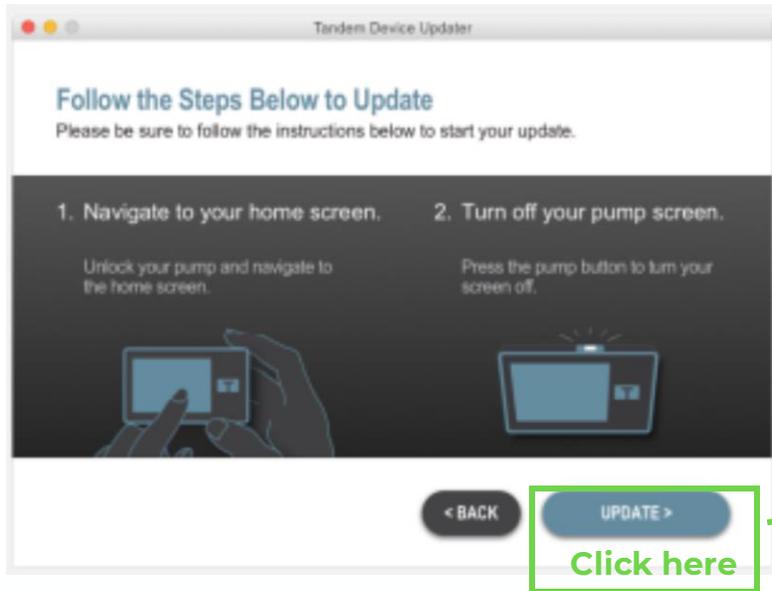


Once the first update is complete, next screen prompts the CGM Software Update

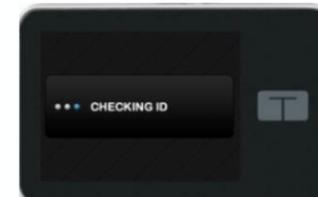
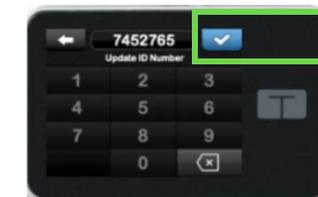


STEP 16

Follow the same prompts for the 2nd time to update pump CGM software



Screen will display again
(this is not an error)

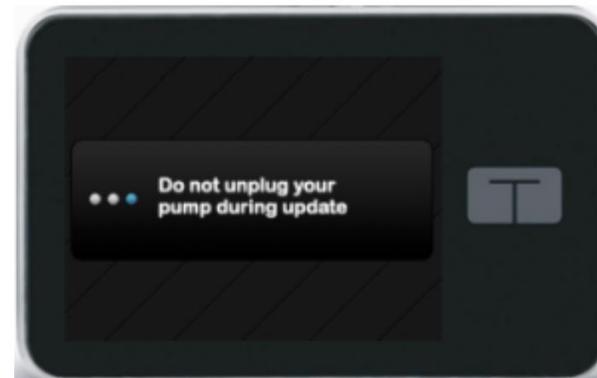


STEP 16 (CONTINUED)

Installing CGM software on pump

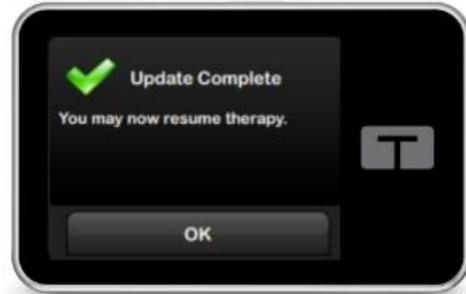
Screen indicates the installation for CGM Software (Pump Software updated in Step 13)

This is not an error. Please wait and allow this installation to be completed.

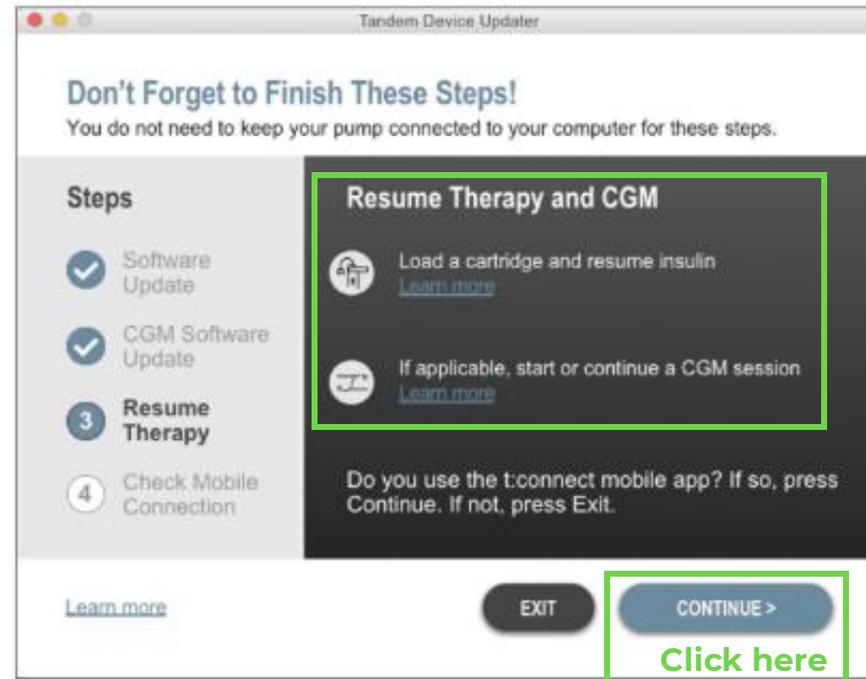


STEP 17

Update Complete: Resume Therapy



Pump will show
"Update Complete"



STEP 17 (CONTINUED)

Resume Therapy

+ After update complete, you will need to:

- Load a cartridge and resume insulin
- Start or resume CGM sensor session
- Pair to t:connect Mobile App

Support materials are available for reference, including the step-by-step guide to resume therapy.
<https://support.tandemdiabetes.com/hc/en-us/sections/15647637946263-Software-Updates>



TANDEM
Diabetes Care

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SUPPORT >>> SOFTWARE UPDATES

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How to Update and Resume Therapy

Now that you have installed the Tandem Device Updater and confirmed that you have everything you need available, follow the steps below to update your pump.

- Update your pump using the Tandem Device Updater
- Load a Cartridge and Resume Insulin
- Start or Resume CGM Sensor Session
- Pair to the t:connect Mobile App
- Confirm Successful Update

Tandem Device Updater

This application runs on your computer and allows you to update the software on your insulin pump. If this application is already installed on your computer, you may still need to download again to ensure you have the current version.

Download for Mac
Download for PC

Update your pump using the Tandem Device Updater

Follow the instructions on the Tandem Device Updater application to update your t:connect insulin pump. The update should take approximately 10 minutes.

Make sure to follow all security precautions and instructions provided to you in the Tandem Device Updater user guide. If you have trouble connecting your pump or starting an update, consult the Troubleshooting section of the user guide.

Download the Tandem Device Updater user guide.

Software Updates

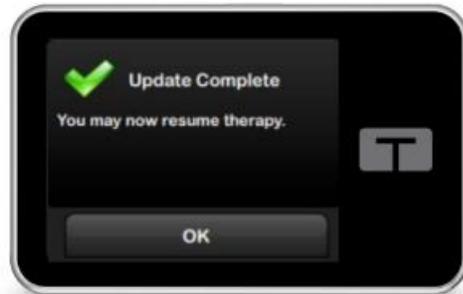
This guide provides important information and tips about how to update the software on your insulin pump.

- Before You Begin Checklist
- Download Tandem Device Updater

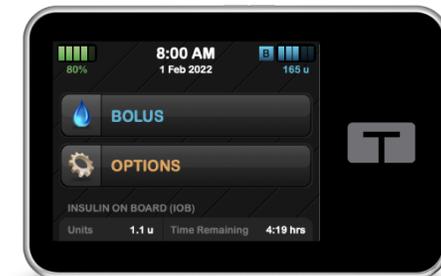
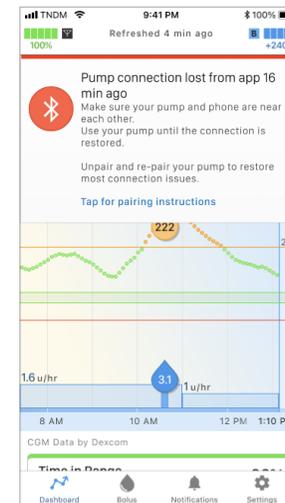
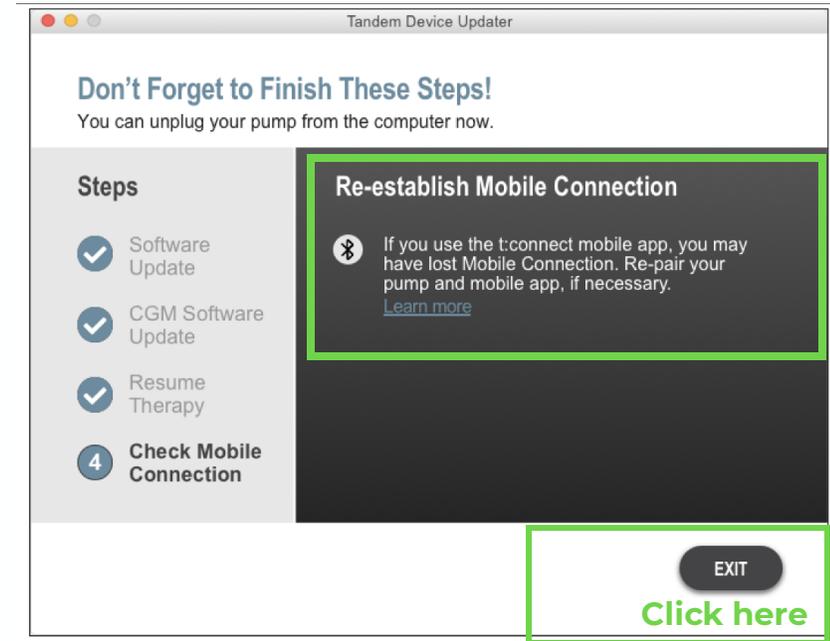


STEP 18

Update complete: Re-connect Mobile App



Pump will show
"Update Complete"



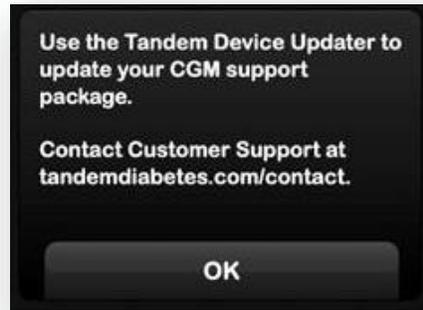


Troubleshooting

TROUBLESHOOTING

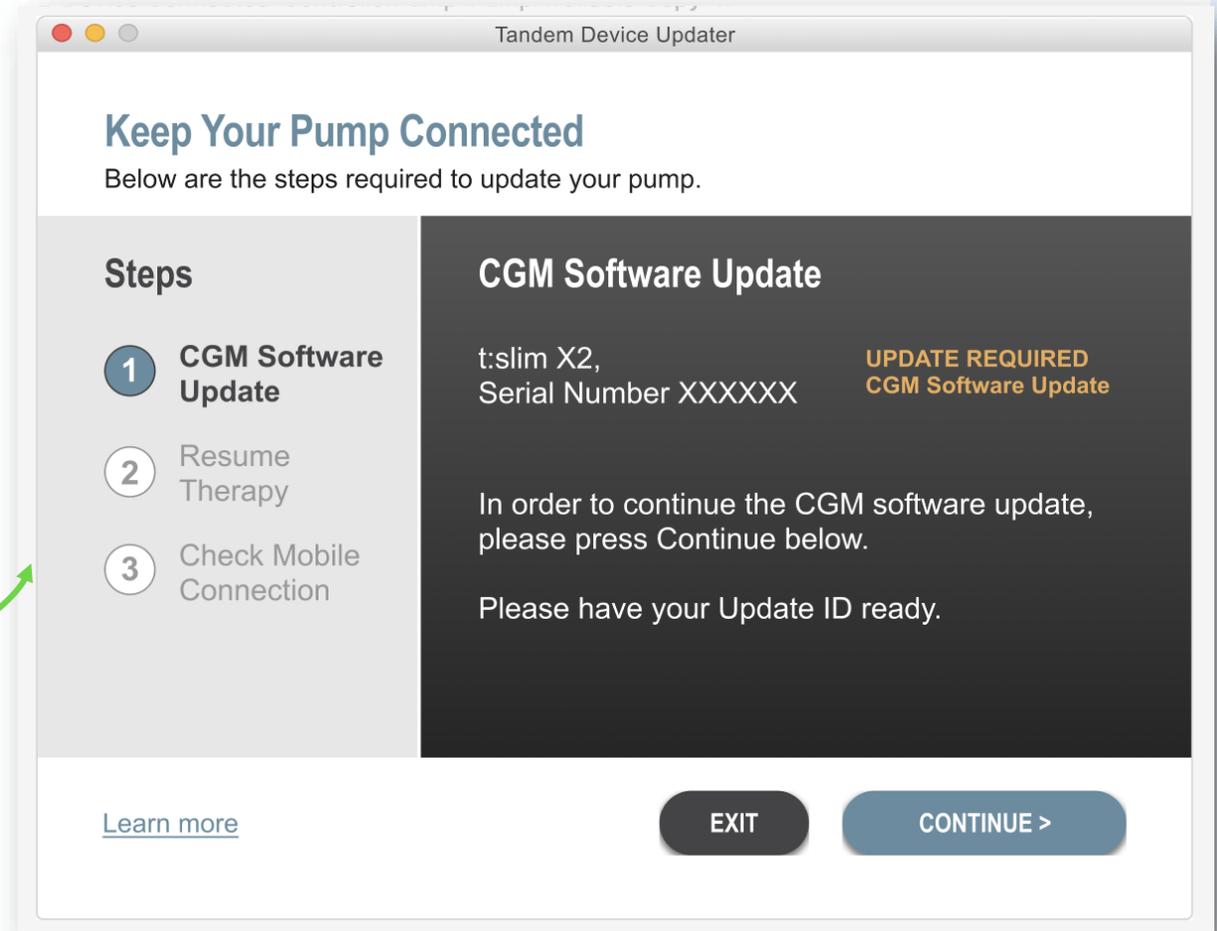
If the 2nd Software Update for CGM is not installed

On pump, if trying to pair to CGM, you will see this error:



Go back to Tandem Device Updater Step 13 and 15 to ensure completed both Pump and CGM software update installations

When connecting to Tandem Device Updater:



Control-IQ technology does not prevent all highs and lows. Users must still bolus for meals and actively manage their diabetes. Visit tandemdiabetes.com/safetyinfo for additional important safety information.

Important Safety Information: RX ONLY. The t:slim X2 pump and Control-IQ technology are intended for single patient use. The t:slim X2 pump and Control-IQ technology are indicated for use with U-100 insulin only. t:slim X2 insulin pump: The t:slim X2 insulin pump with interoperable technology is an alternate controller enabled (ACE) pump that is intended for the subcutaneous delivery of insulin, at set and variable rates, for the management of diabetes mellitus in people requiring insulin. The pump is able to reliably and securely communicate with compatible, digitally connected devices, including automated insulin dosing software, to receive, execute, and confirm commands from these devices. The t:slim X2 pump is indicated for use in individuals six years of age and greater. Control-IQ technology: Control-IQ technology is intended for use with a compatible integrated continuous glucose monitor (iCGM, sold separately) and ACE pump to automatically increase, decrease, and suspend delivery of basal insulin based on iCGM readings and predicted glucose values. It can also deliver correction boluses when the glucose value is predicted to exceed a predefined threshold. Control-IQ technology is intended for the management of Type 1 diabetes mellitus in persons six years of age and greater.

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.

WARNING: Control-IQ technology should not be used by anyone under the age of six years old. It should also not be used in patients who require less than 10 units of insulin per day or who weigh less than 55 pounds.

Control-IQ technology is not indicated for use in pregnant women, people on dialysis, or critically ill patients. Do not use Control-IQ technology if using hydroxyurea. Users of the t:slim X2 pump and Control-IQ technology must: 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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