

t:connect Mobile App Tips and Troubleshooting



The updated t:connect mobile app frees you to deliver a bolus with your smartphone* without having to touch your t:slim X2 insulin pump. Here are a few tips to get started.

Tips

- ✔ **Make sure your phone is compatible**
Please visit tandemdiabetes.com/mobilesupport for the most up-to-date compatibility list.
- ✔ **Smartphone setup**
For additional information on the use and setup of your smartphone, please reference the App Guide in the t:connect mobile app (Settings »» Help »» App Guide). This App Guide covers important topics like Supported Devices, Smartphone Settings, and Troubleshooting Materials.
- ✔ **Disable automatic updates**
DO NOT update your operating system prior to confirming that it is compatible with the Bolus Delivery plus Display and Data Upload features of the t:connect mobile app. Reference the compatibility section in the App Guide for detailed instructions to disable automatic updates.
- ✔ **Remember to pair the app with a pump**
Download the t:connect mobile app and enable the *Bluetooth*® wireless connection on your smartphone and insulin pump. Then pair the t:connect mobile app with your pump. Be sure to reference the Quick Reference Pairing Guide at tandemdiabetes.com/mobileguide for help.
Note: We recommend uploading pump data to the t:connect web application with the USB cable included with your pump before pairing it with the mobile app for the first time as it may take several hours to transfer historical pump data.
- ✔ **Understand the icons**
An icon glossary is accessible at tandemdiabetes.com/mobileglossary or within the t:connect mobile app (Settings »» Help »» Icons and Graphics Glossary).



t:connect
Mobile App



Troubleshooting

Account linking error

Sign into the t:connect mobile app using the same email address used to view pump data on the t:connect web application. Tap **Forgot My Email Address** from the sign-in page on the t:connect mobile app if you're unsure.

Connectivity

Distance: The pump and smartphone need to be within five feet of each other for the devices to remain connected. If they lose connection, the mobile app won't be able to upload pump data to the t:connect web application.

Bluetooth Wireless Connection: Check the Bluetooth menu on your phone to see if the pump is "Connected." If not, tap on the pump in the menu to get the devices to reconnect.

Note: The "Pump Connection Lost" notification banner replaces the current pump status until you re-establish the Bluetooth connection. ALWAYS rely on your pump for therapy decisions when your smartphone loses Bluetooth connectivity with your pump.

Uploading

Oldest Data Uploads First: The first upload of the pump's historical data to the t:connect web application with the t:connect mobile app can take anywhere from a few minutes to up to three days depending on how long it has

been since the last time pump data was uploaded. Wait until the mobile app is finished uploading, or connect the pump to a computer and upload with the USB cable included with your pump before trying to access t:connect reports.

If you are pairing your pump to the t:connect mobile app for the first time, or it has been awhile since you have used the t:connect mobile app, we highly recommend using your USB cable to download your pump data to your computer first. This will expedite future wireless data uploads.

Other errors

Many issues are resolved by force quitting and restarting the t:connect mobile app. Be sure to restart the mobile app in order to receive notifications.

iOS Devices: Double tap the Home button or swipe up from the bottom and hold. Find the app and swipe up to close.

Android Devices: Open Settings and tap Application Manager. Select **t:connect mobile** from the list and tap **Force Stop**.

* Bolus delivery from the t:connect mobile app requires a compatible smartphone model and operating system, an app update, a remote software update on the t:slim X2 insulin pump, and additional training. Only available to customers who reside in the United States and who are in warranty at the time they update their pump.

Note: Uploads to the t:connect web application do not take place in real time and should not be relied upon by healthcare providers or caregivers for remote patient monitoring. Standard carrier data rates may apply. Smartphone sold separately.

Important Safety Information: RX ONLY. 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 pump is indicated for use in individuals six years of age and greater. The pump is intended for single patient, home use and requires a prescription. The pump is indicated for use with NovoLog or Humalog U-100 insulin. Users of the pump must: be willing and able to use the insulin pump 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. 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.

t:connect mobile app:

The feature set available within the t:connect 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 t:connect mobile app. At least one smartphone security setting must be enabled to utilize the Bolus Delivery feature of the t:connect 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.

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