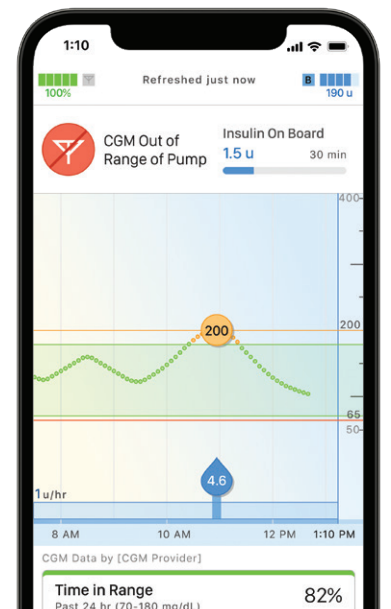




Here are some steps to take if the continuous glucose monitoring (CGM) sensor,* Tandem Mobi insulin pump, or Tandem Mobi mobile app are unable to communicate with each other.



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 the Tandem Mobi system, please refer to its user guide.



If the sensor becomes disconnected from the pump, the Out of Range Alert will display on the mobile app.

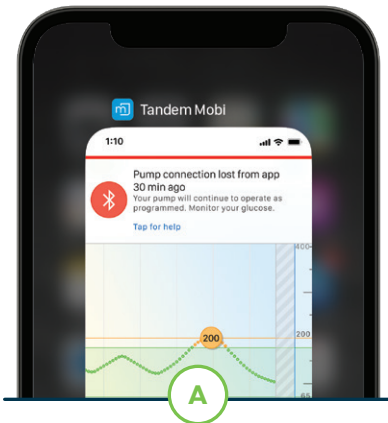
To reconnect, move the pump closer to the sensor and make sure the pump and sensor are on the same side of the user's body and within line of sight of one another.

Note: Until the sensor can be reconnected, users should use a blood glucose meter and test strips in order to make treatment decisions.

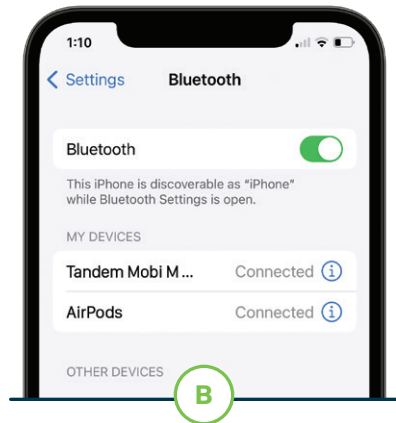


If the pump becomes disconnected from the mobile app, a notification banner will display on the app.

To reconnect, make sure *Bluetooth*[®] is still enabled and the pump and smartphone are within five feet and in line of sight of one another.



If connection is not restored within five minutes, close or force stop the mobile app and then open it again.



If still not restored, turn the Bluetooth connection off and on again. If still experiencing issues, select **Tap for Help** on the banner.

Impact of a Connection Loss

Insulin Delivery

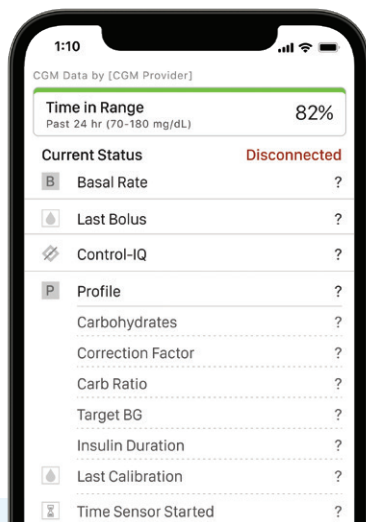
- ✓ The pump will continue to deliver basal rates based on Personal Profile settings. If a Temp Rate was programmed, it will continue based on the duration timer.
- ✓ Bolus delivery can be requested through the Quick Bolus button on the pump, if it has been turned on in the mobile app. Any active bolus programmed prior to connection loss will continue.
- ✓ The pump will continue to receive CGM values, and if Control-IQ technology is enabled, adjust insulin delivery
- ✓ To stop delivery, disconnect tubing from the infusion site

LED Status Indicators

- ✓ The pump will continue to provide notifications on alerts, alarms, and pump status
- ✓ Alarms will stop insulin delivery. To resume delivery, the connection must be established again.
- ✓ Alerts and alarms cannot be dismissed from the pump. If the Snooze function is enabled, users can silence them for a set period of time by quickly pressing and releasing the Pump button three times.

Mobile App Display

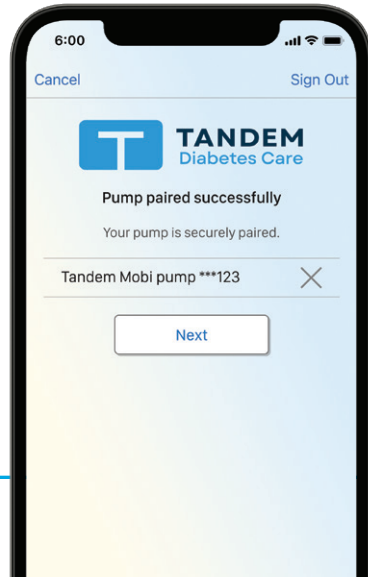
- ✓ Some pump information may no longer be displayed in the mobile app (e.g., Battery or insulin levels, insulin on board, pump history)
- ✓ Since data cannot be displayed on the app during a connection loss, a gray shaded area will appear on the CGM trend graph





Pump Tip

The pump only accepts communications from a known linked device such as a compatible CGM sensor or personal smartphone. You must pair each device with your pump. The pump wireless communications are protected with encryption and authentication.



* CGM sold separately.

Important Safety Information: RX ONLY. **Indications for Use:** Tandem Mobi insulin pump with interoperable technology: The Tandem Mobi insulin pump with interoperable technology (the pump) is intended for the subcutaneous delivery of insulin, at set and variable rates, for the management of diabetes mellitus in persons 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 intended for single patient, home use and requires a prescription. The pump is indicated for use in individuals 6 years of age and greater. Control-IQ technology: Control-IQ technology is intended for use with a compatible 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 6 years of age and greater. Control-IQ technology is intended for single patient use. Control-IQ technology is indicated for use with NovoLog or Humalog U-100 insulin.

WARNING: Control-IQ technology should not be used by anyone under the age of 6 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 a Tandem insulin 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 Tandem 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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