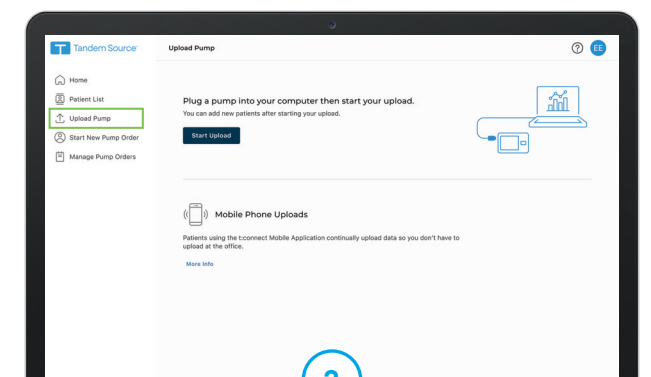




Visit [source.tandemdiabetes.com](https://source.tandemdiabetes.com) and log in with your current Tandem Source platform email address and password. Follow the easy steps on this page to upload data from a t:slim X2 insulin pump.

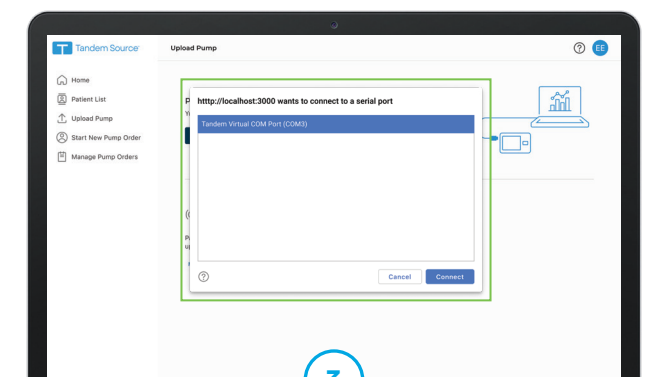


Plug the pump into the computer using the USB cable provided with the t:slim X2 pump

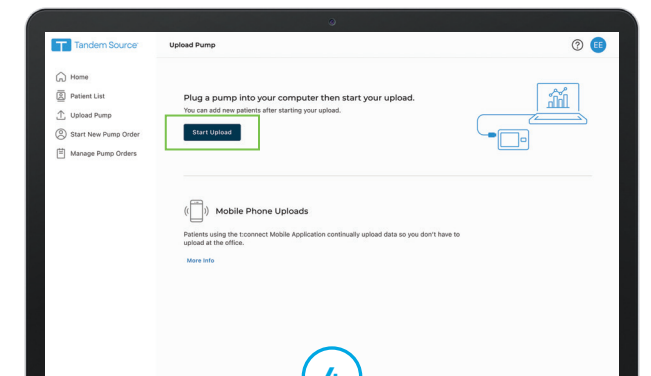


Click **Upload Pump** in the main menu

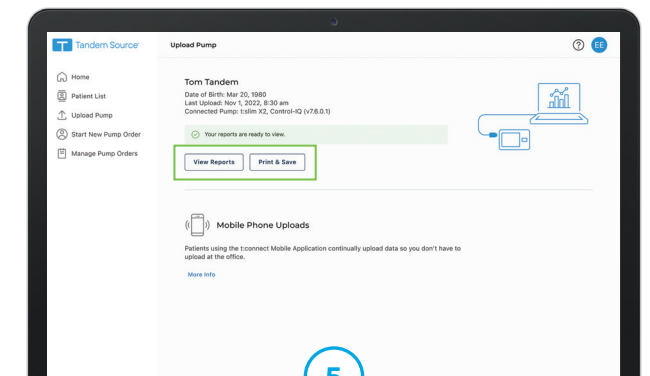
**Note:** You may need to expand the main menu by clicking on the menu icon [≡].



Click on **Tandem Virtual COM Port** to highlight in blue and click **Connect**



Click **Start Upload** to begin the data upload



Click **View Reports** or **Print & Save** to view, print, or save reports

## Try the Steps Below if You Have Any Issues

- ✓ Close any other browser tabs or sessions currently using Tandem Source on the computer
- ✓ Close other applications that sync with the pump (e.g., Glooko, Diasend, Tidepool)
- ✓ Make sure you are using the cable that came with the insulin pump (it's black with the white Tandem Diabetes Care logo on the micro-USB end)
- ✓ Try plugging the cable into a different USB port on your computer
- ✓ Select **Try Again**. If your browser displays a message to connect to a serial port, select **Tandem Virtual COM Port, Connect**, and then try uploading again.
- ✓ Check your browser settings at <about://settings/content/serialPorts>. Select **Sites can ask to connect to serial ports**, then try uploading again.
- ✓ Try restarting your computer



For additional assistance,  
please contact  
Customer Support at  
(877) 801-6901.

Visit [tandemdiabetes.com/support](https://tandemdiabetes.com/support) for additional resources.

These instructions are provided as a reference tool for individuals who are already familiar with the use of a Tandem Diabetes Care insulin pump. Not all screens are shown. For more detailed information on the operation of the t:slim X2 insulin pump, please refer to its user guide.

**Important Safety Information:** RX ONLY. The t:slim X2 insulin pump with Control-IQ technology is intended for the management of type 1 diabetes mellitus in individuals 6 years of age and greater. Visit [tandemdiabetes.com/safetyinfo](https://tandemdiabetes.com/safetyinfo) for additional important safety information.

**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.

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.

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