

t:slim X2 Insulin Pump with Control-IQ™ Technology – FAQ for Consumers

Software Update

1. When will the Control-IQ technology software update be available?

The Control-IQ technology software update will be available to all eligible t:slim X2 users from Monday 4th of April 2022.

2. Who is eligible for a software update on their t:slim X2 insulin pump?

Software updates will be available to customers whose t:slim X2 insulin pump is within the 4-year manufacturer's warranty. If wanting to confirm pump warranty, please contact diabetes@nzms.co.nz with pump user's full name, email, phone number and pump serial number.

3. Will I need to pay to update my t:slim X2 insulin pump to the Control-IQ technology?

No, the Control-IQ software update is free of charge for pump users within their 4-year manufacturer's warranty.

4. Is it mandatory for me to update my pump to the t:slim X2 with Control-IQ technology?

No, it is your choice to update your pump. As we are dedicated to providing choice for our customers, Basal-IQ technology will remain available to t:slim X2 insulin pump users. We do however recommend all pumpers upgrade to SW version 6.6. This provides benefits of the new software upgrade.

5. I want to update my pump however I don't own a computer. What do I do?

Please contact your local NZMS Diabetes representative to assist.

6. Can the update be reversed?

No, once a t:slim X2 insulin pump is updated with Control-IQ technology software, it cannot be reversed.

7. How can I update my pump?

Step 1 – You will need to speak to your HCP to see if Control-IQ is right for you, A Control IQ update form needs to be completed, signed by an HCP and returned to tandemupdate@nzms.co.nz

Step 2 – You will need to complete the Control IQ online training module supplied by NZMS. An automatic notification will be sent to NZMS on completion of the training.

Step 3 – You will receive a personal update ID from NZMS Diabetes after the 4th of April, and once steps 1 and 2 have been completed.

Step 4 – You can complete the software update remotely from your personal computer.

The order of completion of Step 1 and Step 2 is not important however an update ID will not be provided until both steps have been completed.

For more assistance with this process, please contact your local NZMS Diabetes representative.

8. Why do I need to have a form signed by my healthcare professional to access the Control-IQ software update?

Your healthcare professional plays an important role in assisting you with managing your diabetes. Control-IQ technology is a new update and your healthcare professional needs to ensure that this update is suitable for your diabetes management.

9. How can I access the link for the Control-IQ online training module?

NZMS Diabetes will email you the link directly, you do not need to contact your healthcare professional for this step.

As there are multiple versions of software currently operating in the market, it's important that you use the link NZMS Diabetes sends you to avoid any confusion.

10. When can I begin the update process?

NZMS Diabetes will email you with more information on how to begin this process however you can start now! Step 1 and 2 for the Control-IQ technology update process can be undertaken immediately. Steps 3 and 4 will commence from the 4th of April onwards.

11. I think I am eligible for the update, but I haven't received the training modules. What should I do?

Email diabetes@nzms.co.nz with pump user's full name, email, phone number and pump serial number. We will contact you to confirm if you are eligible and send the training modules to you.

12. How long does the Control-IQ technology training module take to complete?

The training module takes approximately 50-60 minutes to complete.

13. How long does the update take to complete?

The update should take 15-30 minutes depending on the internet connection speed.

14. Can I pay to update my out-of-warranty t:slim X2 insulin pump to Control-IQ technology?

No. You cannot update an out of warranty pump. There is no charge for the Control-IQ technology update, however the software update is only available to in-warranty t:slim X2 insulin pump users. This is individuals whose pump is still covered under the 4-year manufacturer's warranty.

Ordering and Availability

15. Can I get a new t:slim X2 insulin pump with Control-IQ technology already installed?

All pumps dispatched will have the Basal IQ software. If you want to use Control IQ you will need to update the pump by following the upgrade process outlined in question 7.

16. Is there a difference between a t:slim X2 insulin pump with Basal-IQ technology and a t:slim X2 insulin pump with Control-IQ technology?

There is no difference in the *hardware* between the two versions, the only difference is the software version the pump is operating.

If the t:slim X2 insulin pump is operating Basal-IQ technology, it can be updated to Control-IQ technology from the 4th of April, 2022. To do so, you would need to follow the steps outlined in question 7 of this document.

If you would like to discuss this further, please contact your local NZMS Diabetes representative.

17. I want use Control IQ but am not currently using a Tandem Pump.

If you are new to pumping please talk to your healthcare professional and your local NZMS Diabetes representative for more information and a pump demo.

18. Can I start on Control IQ at my pump start?

We recommend you start the pump on Basal IQ. Once you and the HCP are happy with the personal profile settings you can update your pump to Control IQ as outlined in Question 7.

19. Can I still order the t:slim X2 insulin pump with Basal-IQ technology?

Yes, this pump version can still be purchased. We will continue to provide choice to our customers and offer either the t:slim X2 insulin pump with Basal-IQ technology or Control-IQ technology. Pumps operating Basal-IQ technology can be updated later if the users wish.

General

20. How can I reconnect my current CGM session after updating their pump software?

Once the software update is complete, you need to navigate to Options > My CGM > Start Sensor > Skip (sensor code) > Select blue tick.

Please allow up to 30 minutes for your existing CGM session to reconnect.

21. Can I try Control-IQ technology on a t:slim X2 loan pump prior to purchasing?

NZMS do not have loan pumps to trial Control IQ.



22. How can I access additional training on Control-IQ technology?

Please contact your local NZMS Diabetes representative for more information.