

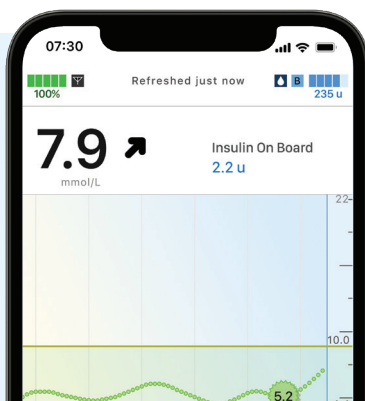


TANDEM T:SLIM MOBILE APP Configuration Tips



The mobile app requires a compatible smartphone model and operating system.

Go to nzmsdiabetes.co.nz/mobile-compatibility to make sure the device is compatible.

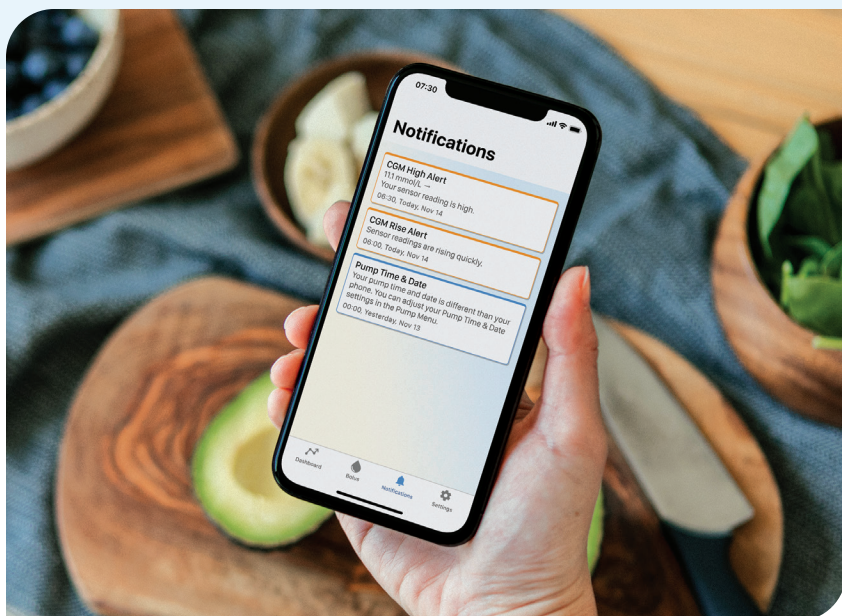


Note: These instructions are provided as a reference tool for pump users and caregivers who are already familiar with the use of an insulin pump and with insulin therapy in general. Not all screens are shown. For more detailed information on the operation of Tandem Diabetes Care products, please refer to user guides.



The first wireless upload of pump data from the mobile app to the Tandem Source platform can take anywhere from a few minutes to many hours.

We highly recommend using the USB cable from Tandem Diabetes Care to download the pump data to a computer first. This will expedite future wireless data uploads.



Smartphone Setup



Disable zoom mode when using the Tandem t:slim mobile app. This can be found within the smartphone's Accessibility settings.



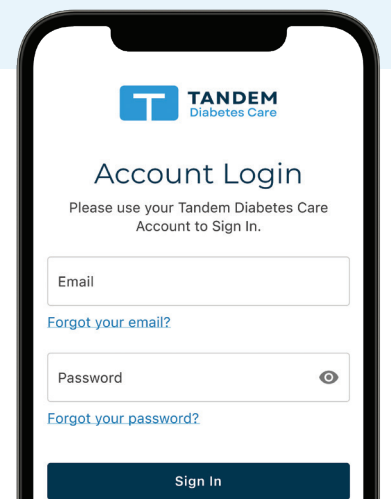
Disable automatic updates so that the user can confirm the app is compatible with the new OS software version before manually updating.



Enable smartphone security (e.g., screen lock, passcode, face recognition) before adjusting insulin delivery and programming the pump.

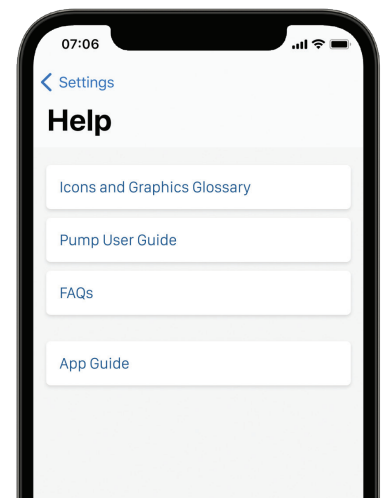


Enable notifications, disable Low Power Mode, and allow all permission requests to receive pump alerts and alarms.



If the user already has a Tandem Source account, sign in with the existing email address and password.

New users can create either Parent/Guardian or Personal accounts.



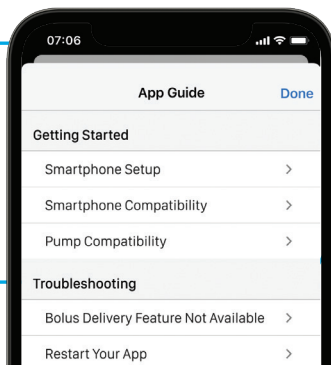
Easily decode the Dashboard screen with the built-in Icons and Graphics Glossary.

Located in the Help menu within Settings, this glossary provides descriptions for each element on the screen.



Ready to get started? Use the Pairing the Mobile App Quick Reference Guide to connect the mobile app to the t:slim X2 insulin pump available at nzmsdiabetes.co.nz/resources.

For additional information on smartphone setup, reference the App Guide located in the Help menu within Settings.



The information on the Tandem t:slim mobile app display may not be identical to the current status of your pump. Wireless uploads from the Tandem t:slim mobile app to the cloud-based Tandem Source platform require a compatible phone and an internet or wireless data connection. Uploads to the Tandem Source platform 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.

Important Safety Information: The t:slim X2 insulin 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. Control-IQ technology is intended for use with a compatible continuous glucose monitor (CGM) and the t:slim X2 insulin pump to automatically increase, decrease, and suspend delivery of basal insulin based on CGM readings and predicted glucose values. It can also deliver correction boluses when the glucose value is predicted to exceed a predefined threshold. The pump is indicated for use in persons six years of age and greater who require a total daily insulin dose of at least 10 units and who weigh at least 25 kilograms. The pump is intended for single patient use. Refer to the User Guide for a list of compatible insulins.

The System is not indicated for use in pregnant women, people on dialysis, or critically ill users. Do not use the System if using hydroxyurea.

WARNING: Control-IQ technology should not be used by anyone under the age of 6 years old. It should also not be used in users who require less than 10 units of insulin per day or who weigh less than 25 kilograms.

Users of the pump and the System must: be willing and able to 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 must be removed before MRI, CT, or diathermy treatment. Visit tandemdiabetes.com/safetyinfo for additional important safety information.

Tandem t:slim mobile app: The Tandem t:slim mobile app is intended to be a secondary display for compatible Tandem Diabetes Care insulin pumps and is capable of wirelessly uploading pump data it receives into the Tandem Source platform. The Tandem t:slim mobile app is not intended to control an insulin pump and is not intended to be a replacement for the information displayed on your insulin pump. Dosing decisions should not be made based on the secondary display device. The user should follow instructions on the continuous glucose monitoring system and insulin pump. This secondary display device is not intended to replace self-monitoring practices as advised by a physician.

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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TANDEM
Diabetes Care



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Tips and Troubleshooting

This section provides helpful tips and instructions to help fix any issues the user may be experiencing while using the mobile app.



1.5-Metres Distance

The smartphone needs to be within 1.5 metres of the t:slim X2 insulin pump for the app to remain connected to the pump and able to upload pump data.



Do Not Close

The mobile app must run in the background in order to receive and transmit data to and from the insulin pump and to ensure the user can receive notifications.



Password

Never share the password or authorise any other person to access the smartphone to avoid unintentional changes in delivery.



Damaged Phone

Discontinue use of the mobile app if the smartphone is significantly damaged. Use an alternate insulin delivery plan until it can be replaced.



Lost Connection

Check the Bluetooth® menu on your smartphone to confirm the pump is connected. If not, tap the pump name within the list to reconnect.



Connection Issues

If the user experiences issues or difficulty connecting the pump with the mobile app, force stop or close the current session, and then tap the app icon to restart the mobile app.