



TANDEM SOURCE

Upload Pump Data: Troubleshooting

PROFESSIONAL

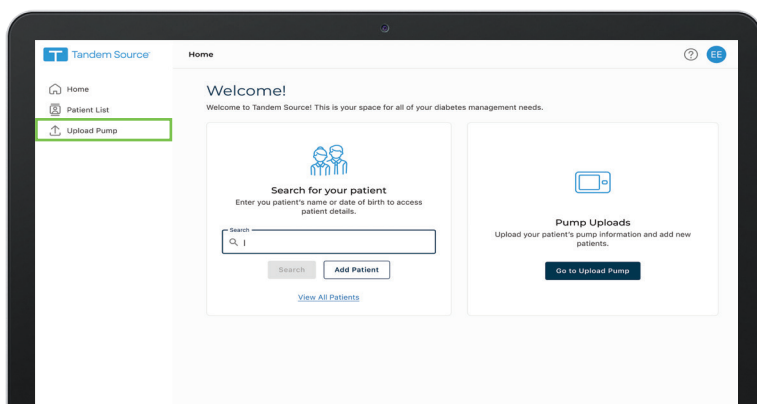


Visit **source.tandemdiabetes.com** and log in with your Tandem email address and password. Follow the easy steps below to upload data from a t:slim X2 pump.



1

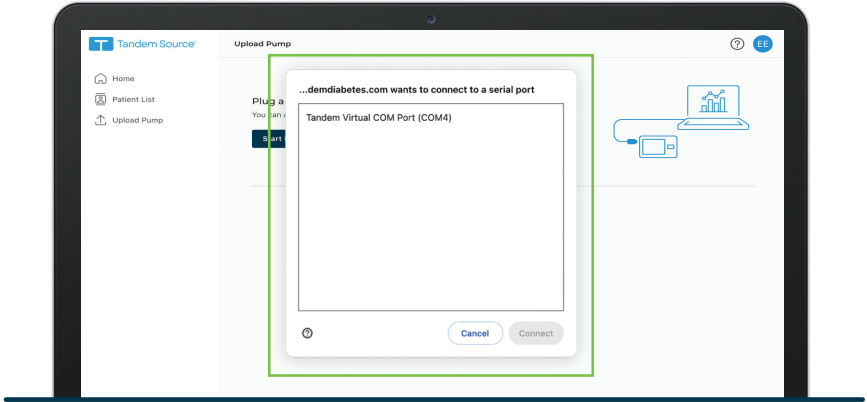
Plug the pump into the computer using the USB cable provided with the t:slim X2 pump



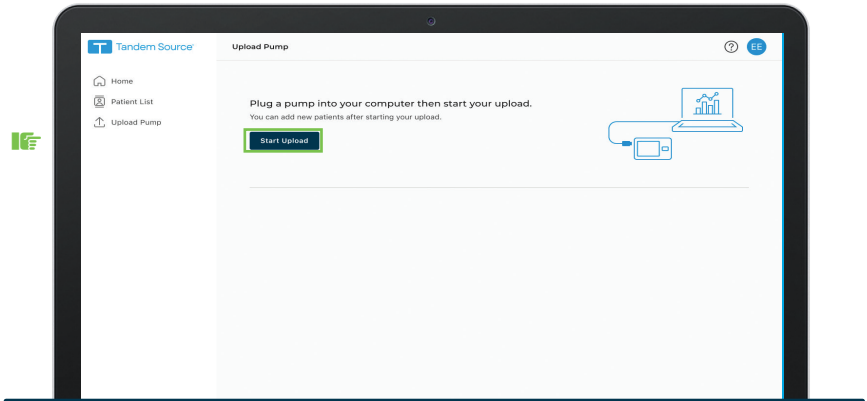
2

Click **Upload Pump** in the main menu

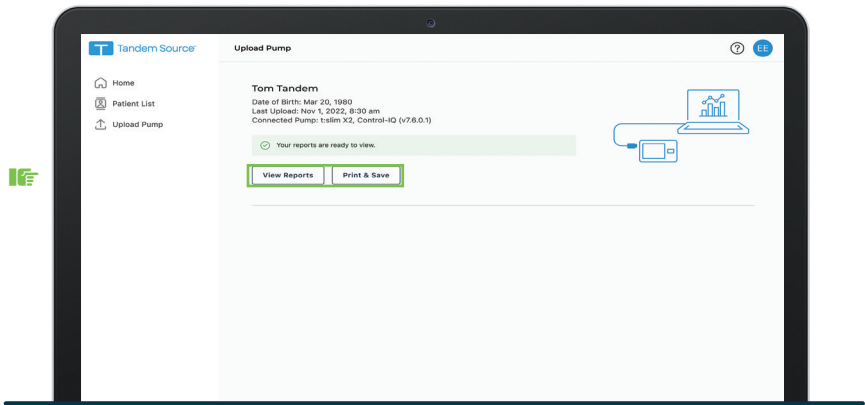
■ **Note:** You may need to expand the main menu by clicking on the menu icon [≡].



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



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



5

Click **View Reports** or **Print & Save** to review pump data as desired

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 uploader, Diasend uploader, or Tidepool uploader)
- ✓ Make sure you are using the cable that came with the insulin pump (it's black with the white Tandem 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
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Always read the label and follow the directions for use. Read the warnings available on nzmsdiabetes.co.nz/resources before purchasing. Consult your healthcare professional to see which product is right for you. The Tandem Source platform is intended for patients who use Tandem Diabetes Care insulin pumps, their caregivers, and their healthcare providers in home and clinical settings. The Tandem Source platform supports glucose management through the display and analysis of information uploaded from Tandem insulin pumps. © 2025 Tandem Diabetes Care, Inc. All rights reserved. Tandem Diabetes Care, Basal-IQ, and t:slim X2 are registered trademarks or trademarks of Tandem Diabetes Care, Inc. New Zealand Medical & Scientific Limited is a Dexcom company. 2A Fisher Crescent, Mount Wellington, Auckland 1060. NZDI_TAN_174 April 2025



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