

# Medtronic

Engineering the extraordinary

Getting started with

# Medtronic Diabetes updater app training



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“CAUTION: Investigational device. Limited by Federal (U.S.) law to investigational use. Not approved by FDA and not for sale in the U.S.”

# What we will do today

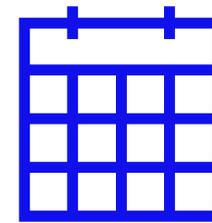
## Training agenda



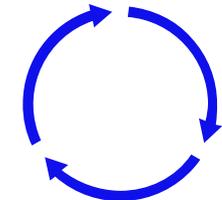
Review your  
device  
training



Get to know  
the update  
process



A day in  
the life



Discuss  
important  
next steps

# MiniMed™ 780G System

## System highlights

### What's the same

MiniMed™ 700 series insulin pump

ACCU-CHEK® Guide Link meter

CGM components:

- Guardian™ Link 3 transmitter
- Guardian™ Sensor 3

Mobile apps:

- MiniMed™ Mobile app
- CareLink™ Connect app

### What it means

- ✓ You'll continue to use the same pump and meter
- ✓ CGM components remain the same
- ✓ You'll continue to use the same mobile apps



# What we will do today

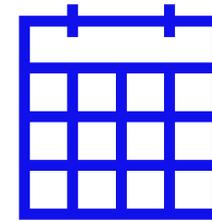
## Training agenda



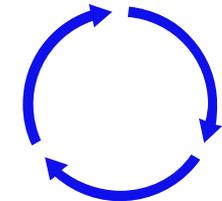
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# What to expect

## During update

### What you need to know

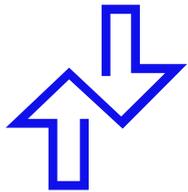


**CareLink™ Personal account** is required

- No account? Updater app will prompt you to sign up



Stable **internet (WIFI recommended) and Bluetooth®** connection



Mobile device within **10 feet (3 meters)** of pump throughout update

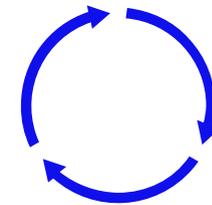


Multiple unpairing & pairing steps

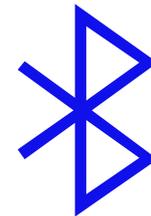


### Time

- Software download to pump: 45-90 minutes
- Software install: 20 minutes - **No Insulin delivery** during this period, **disconnect from the pump.**



5-hour **SmartGuard™ warm-up** after software install



MiniMed™ Mobile app not available during update. CareLink™ Connect app will not receive data.

# Best practices

Schedule update  
early in the day  
to prevent  
overnight BG  
request

Set aside 2  
hours for  
downloading  
and installing  
update

Care partners will  
not receive data or  
alerts while  
MiniMed™ Mobile  
is uninstalled

Upload to  
CareLink™  
Personal before  
starting update  
process

# Software update using the diabetes updater app

1. Download the Medtronic Diabetes Updater app
2. Log-in to CareLink™ Personal through the Updater app
3. Unpair all linked Medtronic devices from your mobile device
4. Pair your pump with the updater app
5. Check for updates
6. Download update
7. Install update
8. Confirm update
9. Final steps

# Step 1: Download the Medtronic Diabetes Updater app

## Part 1:

Download the Medtronic Diabetes Updater app

- Available on Apple App Store® or Google Play™ store



## Part 2:

Uninstall MiniMed™ Mobile app

Data will not be visible on your mobile device or sent to care partners while updating your pump

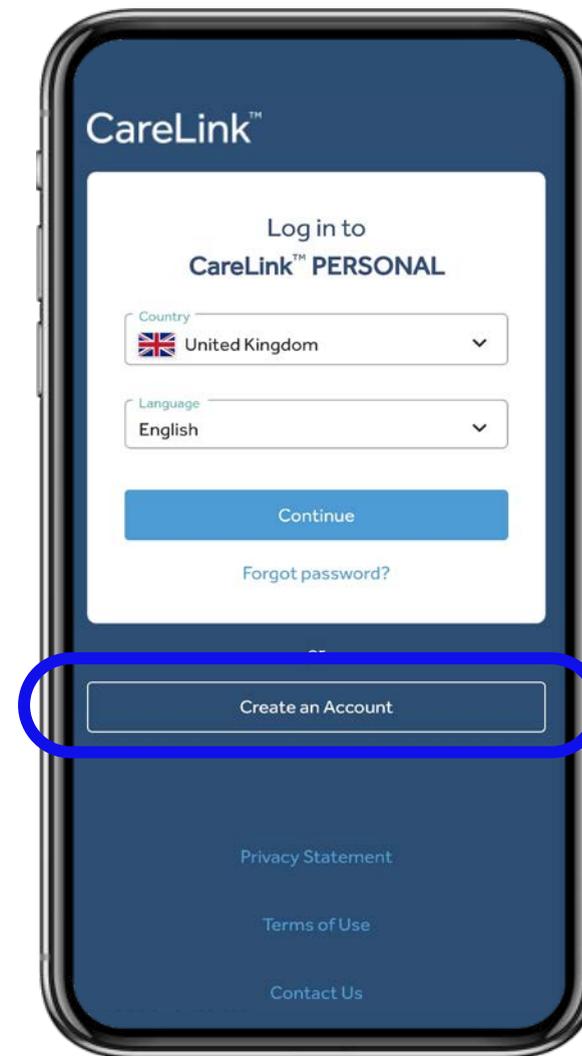
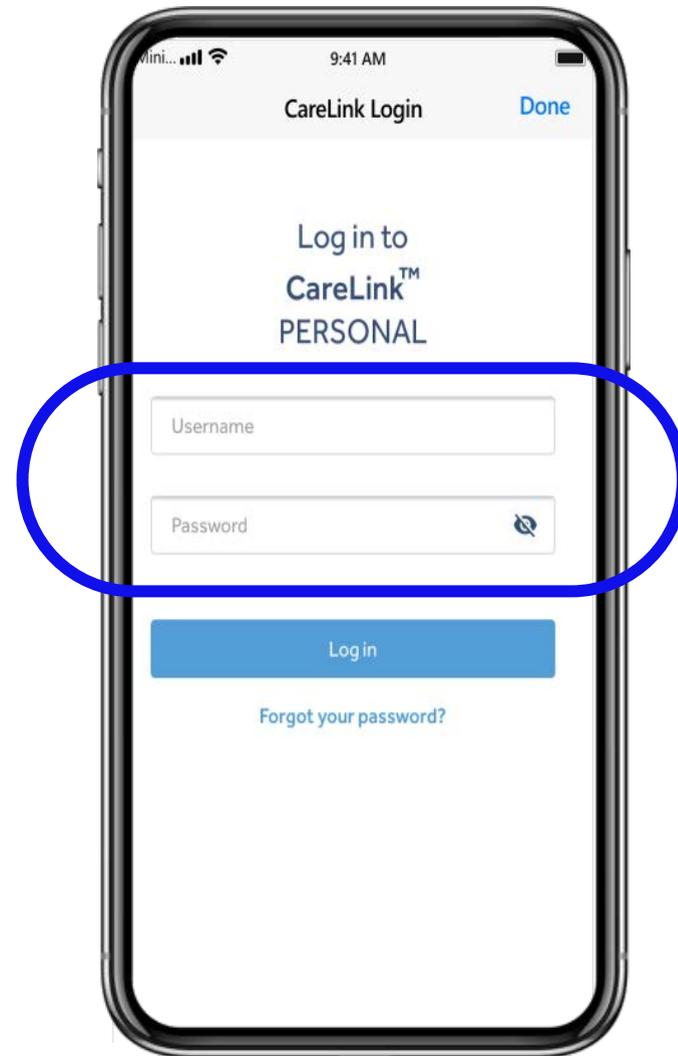
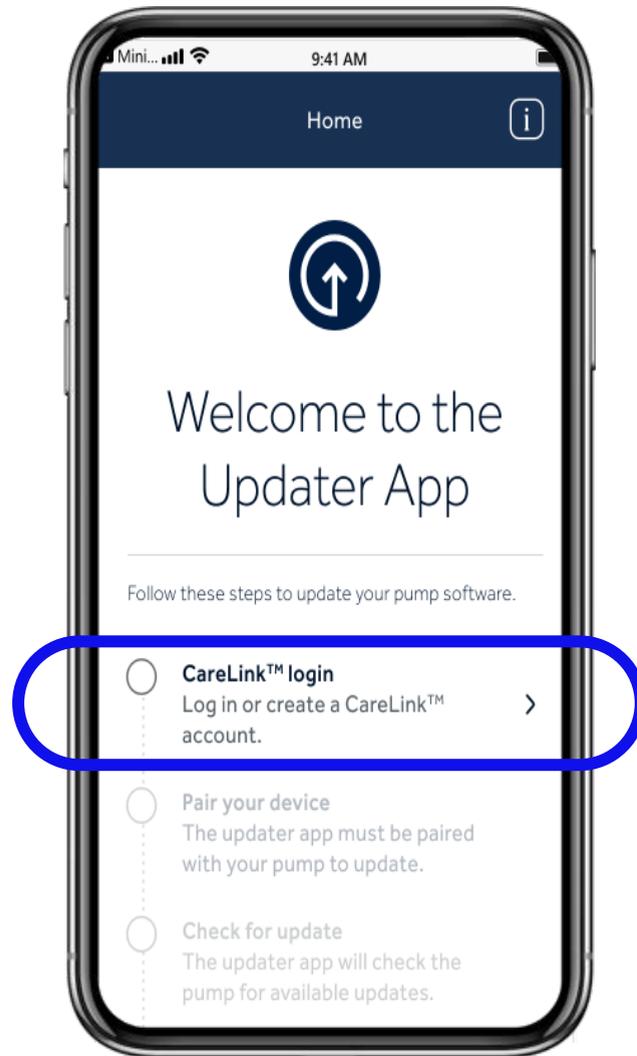


# Step 2: Log-in to CareLink™ Personal

## Open the Diabetes Updater App

Enter your CareLink™ Personal username and password

If you don't already have a CareLink™ Personal account, you will be able to create one



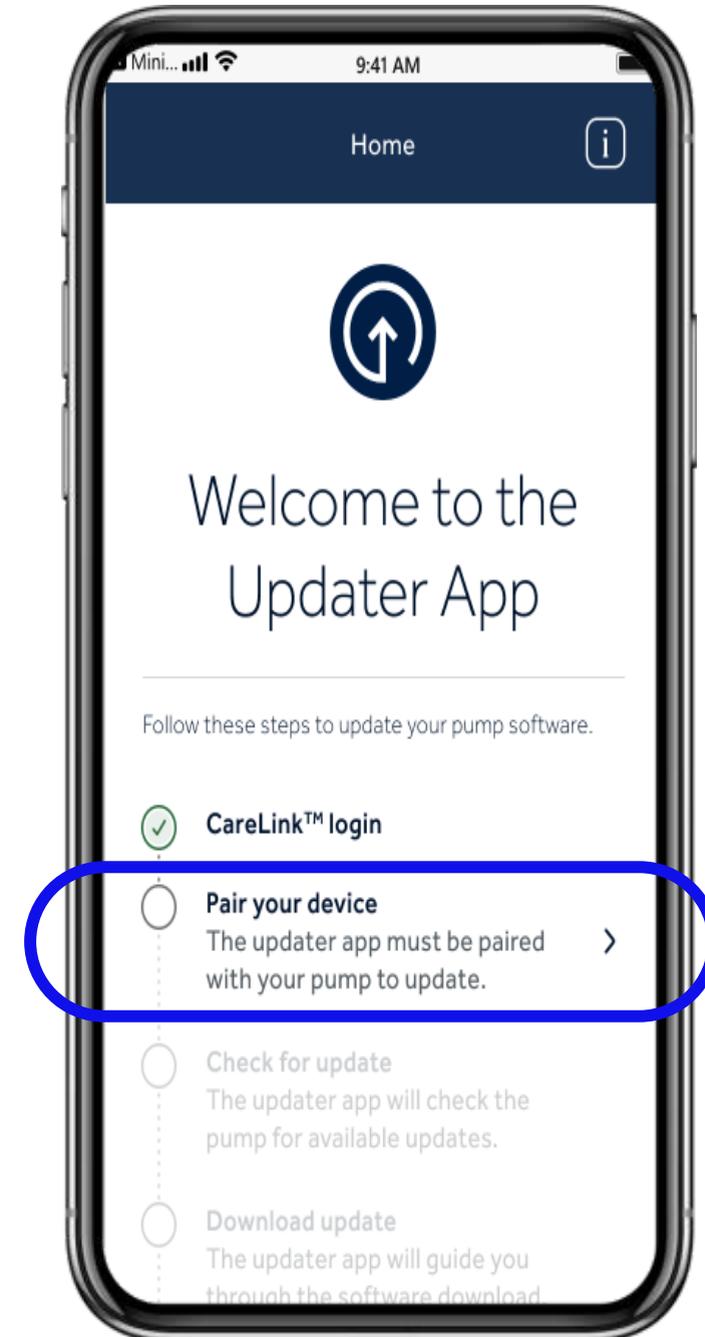
## Step 3: Pair your device

There are several steps to pairing your device to the Updater App, through your Bluetooth® settings:

First, you will unpair your mobile device from your pump

Then, you will unpair your pump from your mobile device (Skip if you have not previously paired a pump)

Finally, you will pair your pump to the Updater App



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# Unpair mobile device from pump

Select the pump model you are currently using based on the main menu in the Pump.

## For example:

If you are completing a software only update on your MiniMed™ 780G pump, you'll select the bottom option. If you are updating from a MiniMed™ 770G pump to a MiniMed™ 780G pump, you would select the top option



# Unpair mobile device from pump

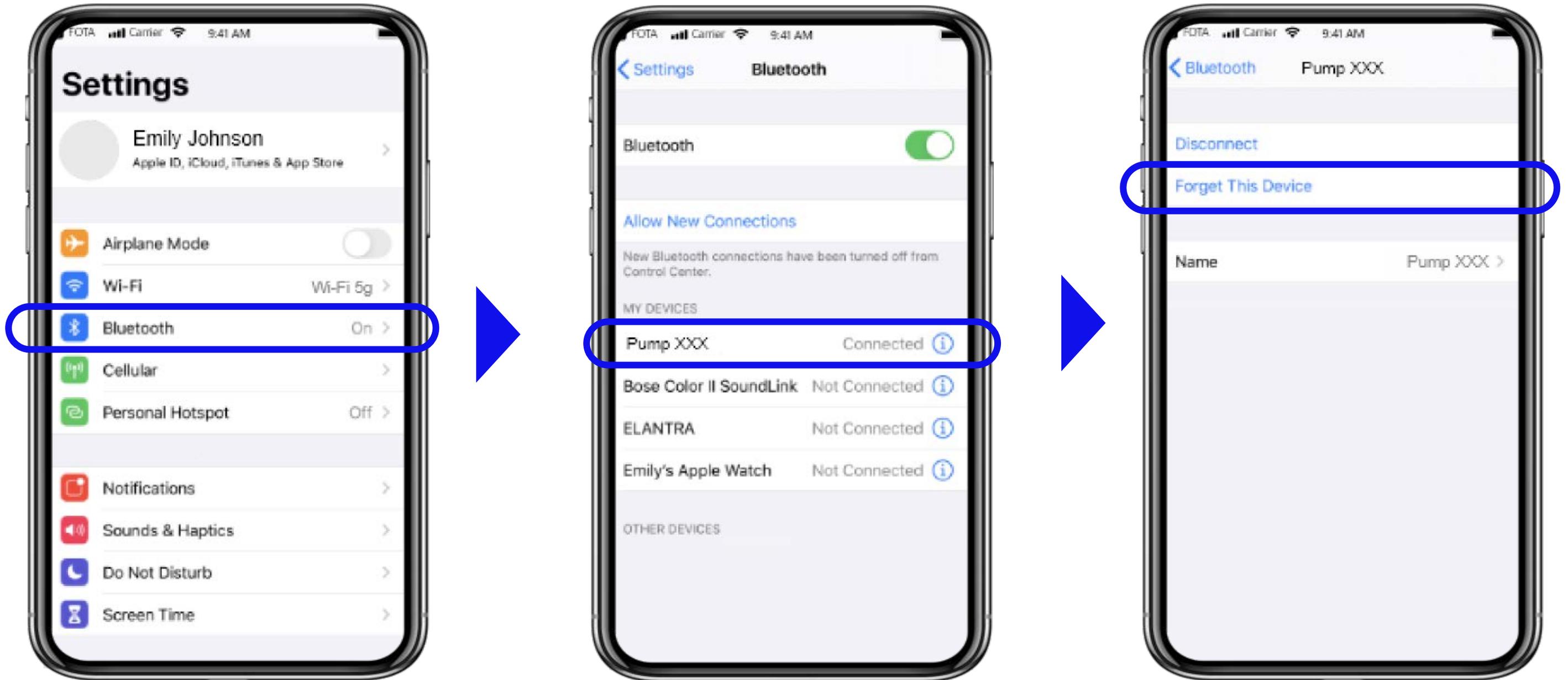


1. Select Paired Devices
2. Mobile XXXXXX
3. Unpair
4. Yes



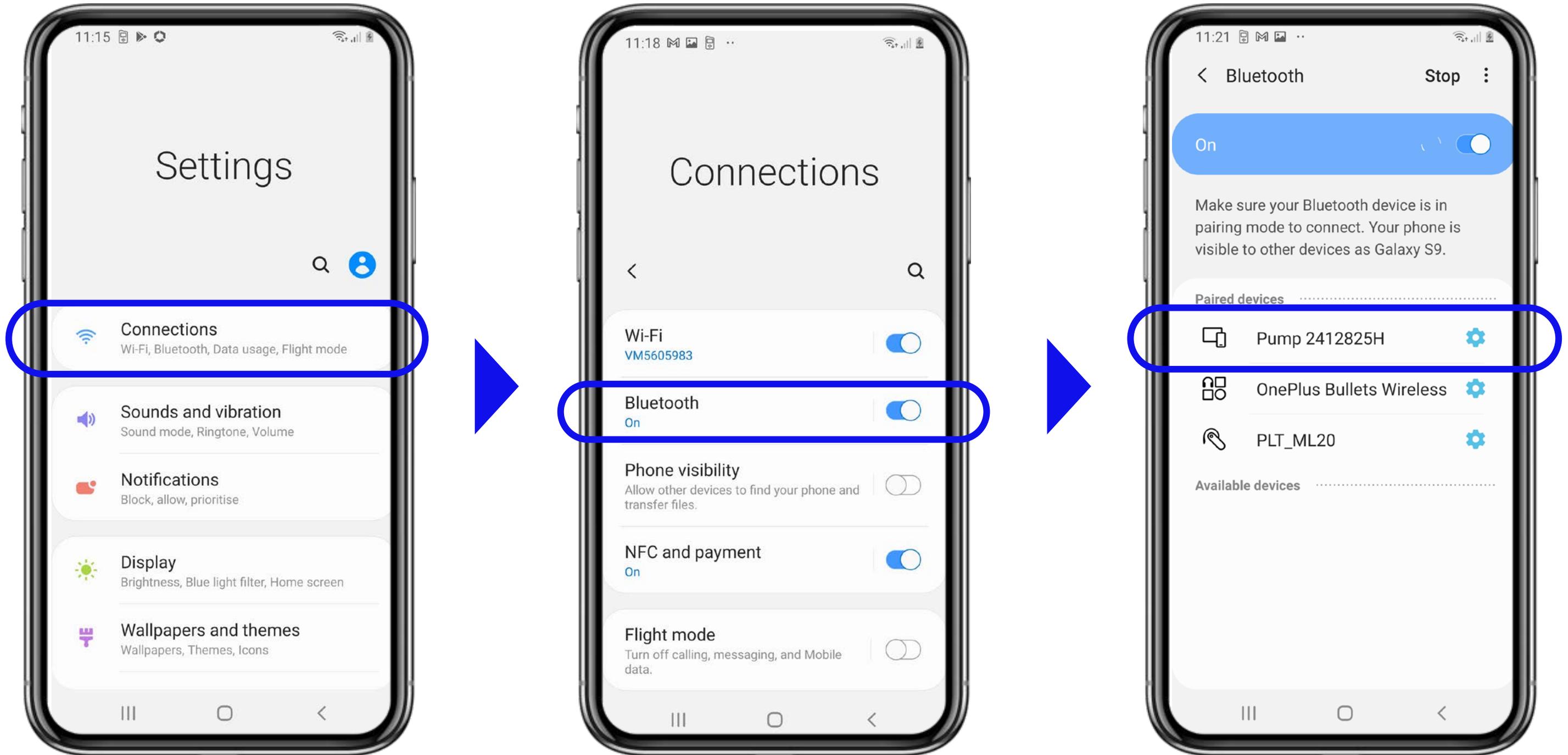
1. Select Options
2. Utilities
3. Device Options
4. Manage Devices
5. Mobile XXXXXX
6. Delete

# Unpair pump from mobile device -iOS



Android is a trademark of Google LLC.

# Unpair pump from mobile device - Android (Samsung)



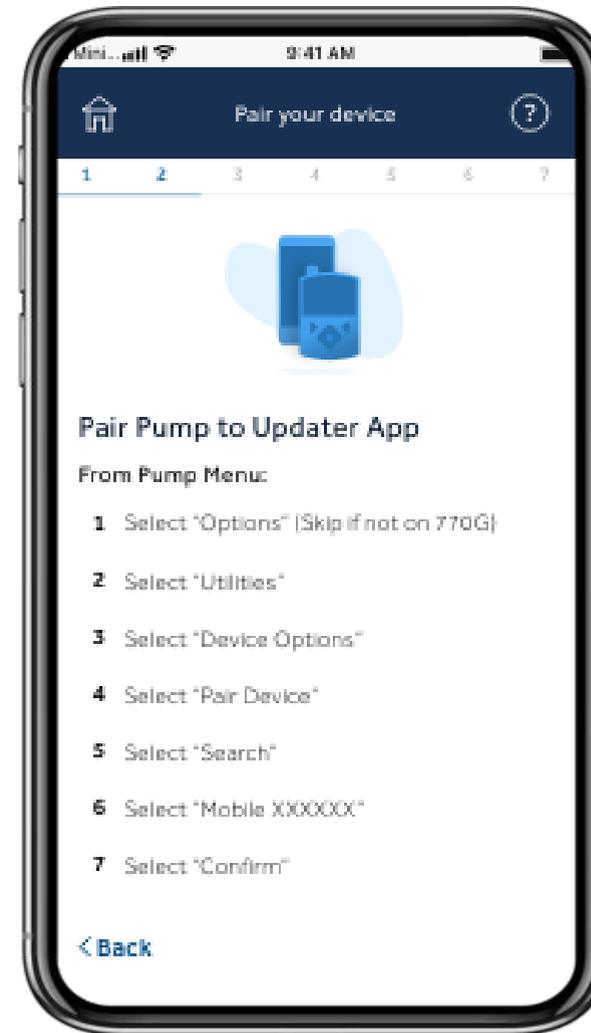
# Pair pump to updater app

Notification prompt – must select “Allow”

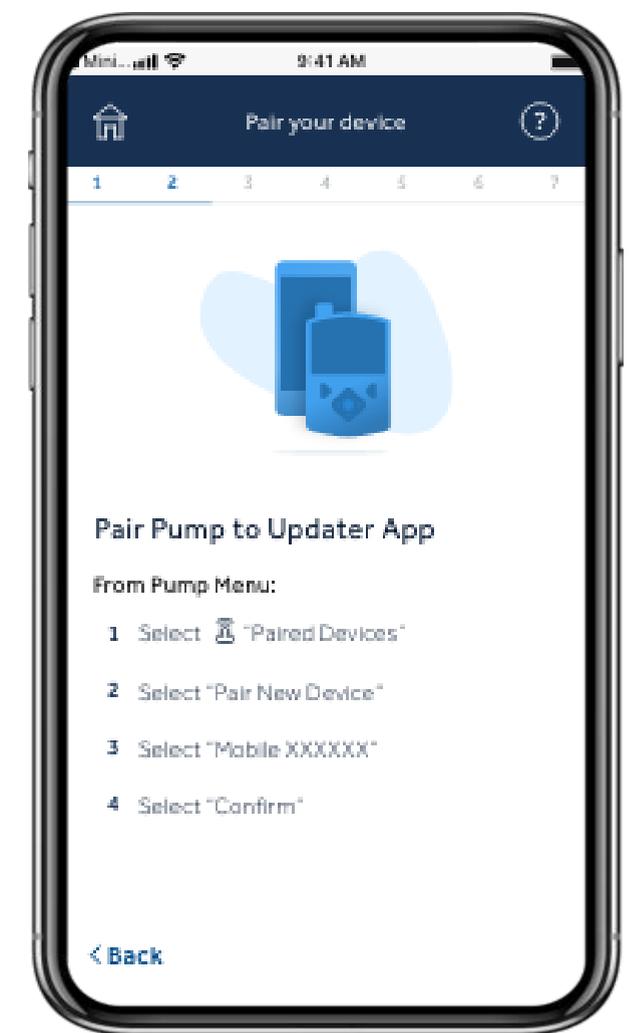
Bluetooth – must select “Allow”

Note: if these instructions do not match the options on your pump, you might have selected the wrong pump in the previous step. Select “**BACK**” on the Updater app to correct.

MiniMed™ 780G



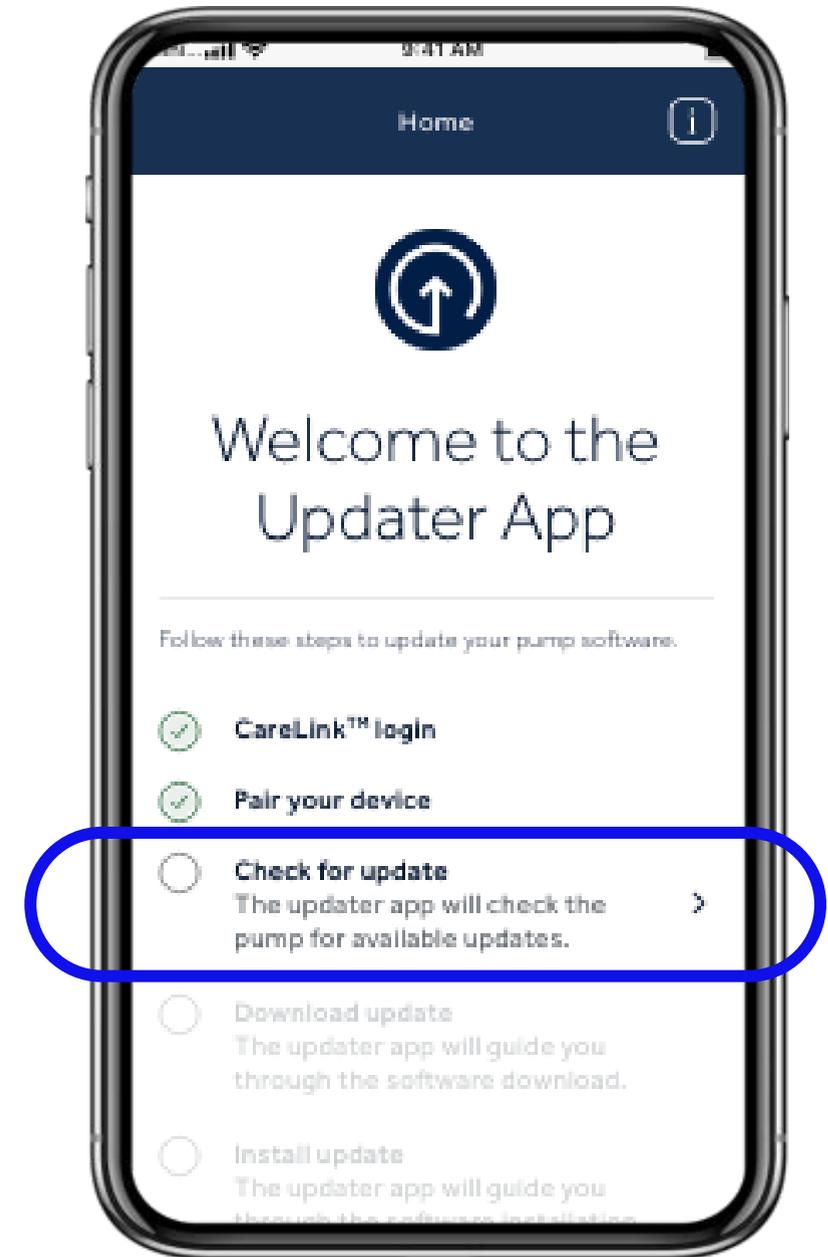
MiniMed™ 770G



## Step 4: check for update

You should have already received an email stating that your update is ready

Keep pump within 10 feet/3 meters of mobile device for the entire update and do not close the app window

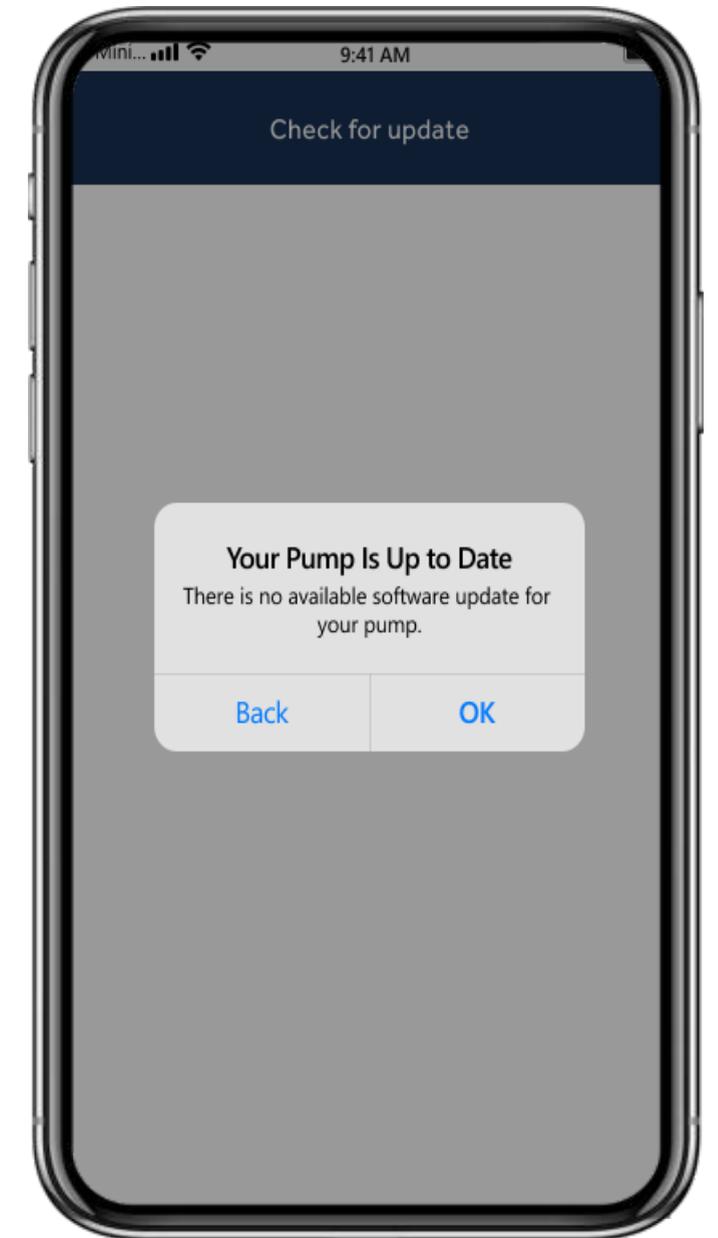


# Update not available

If update isn't available, message will read that “your pump is up to date”

1. Check your post-training email – you will need to wait 48 hours for the update to be available.
2. Review the eligibility information to confirm that all required steps for the update are completed. If the required steps are completed, wait 24 hours and check for an update again.
3. Call 24-Technical Support line if you are still unable to update.

Note: If your update isn't available, consider re-installing the MiniMed™ Mobile App while you wait for the update to become available.



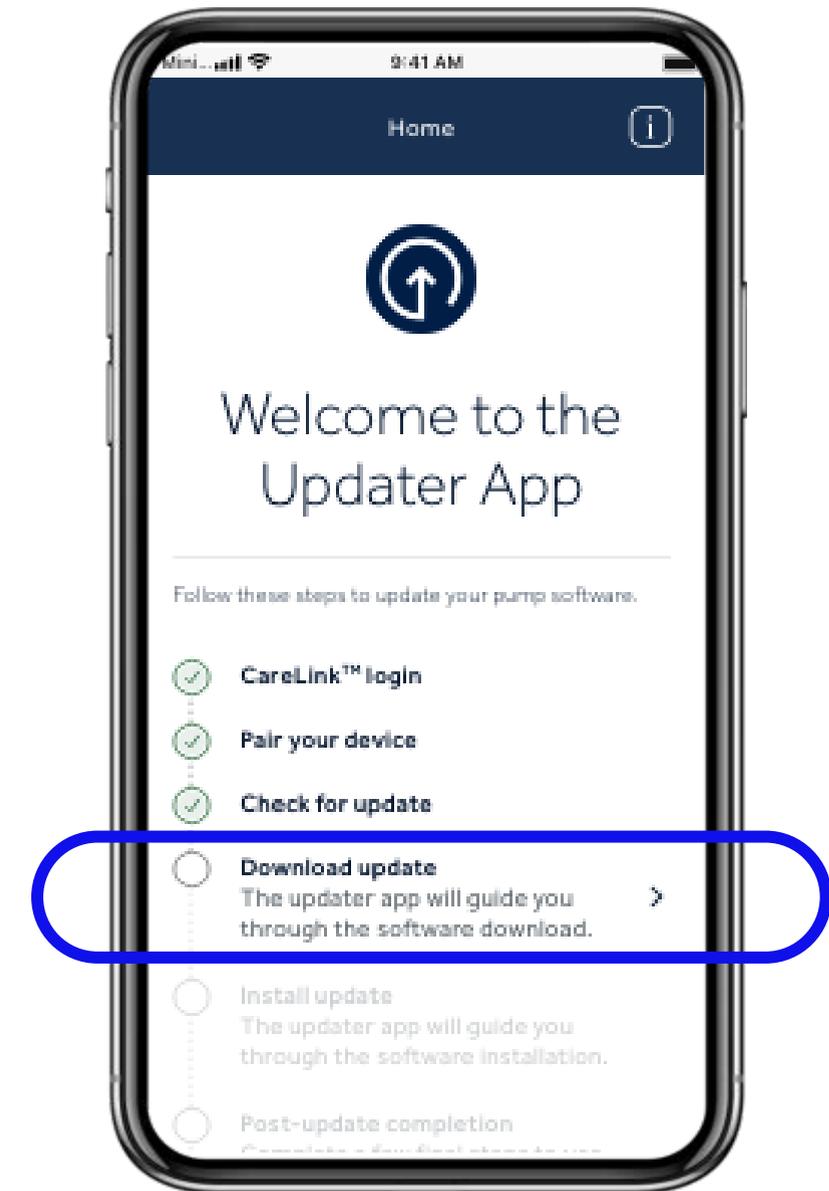
## Step 5: Download update (45-90 Minutes)

### Reminders:

Pump should be within 10 feet/3 meters of mobile device for the entire update

Download will take 45-90 minutes, depending upon your connection speed.

During this step, you can continue using your pump and mobile device as usual



## Step 6: Install update (**10 -20 minutes**)

After download has been completed.

### **Part 1:** Acknowledge **Install Checklist**

#### **Pump cannot deliver insulin during the install**

- Disconnect infusion set from body during install

Sensor glucose will not be available during the install

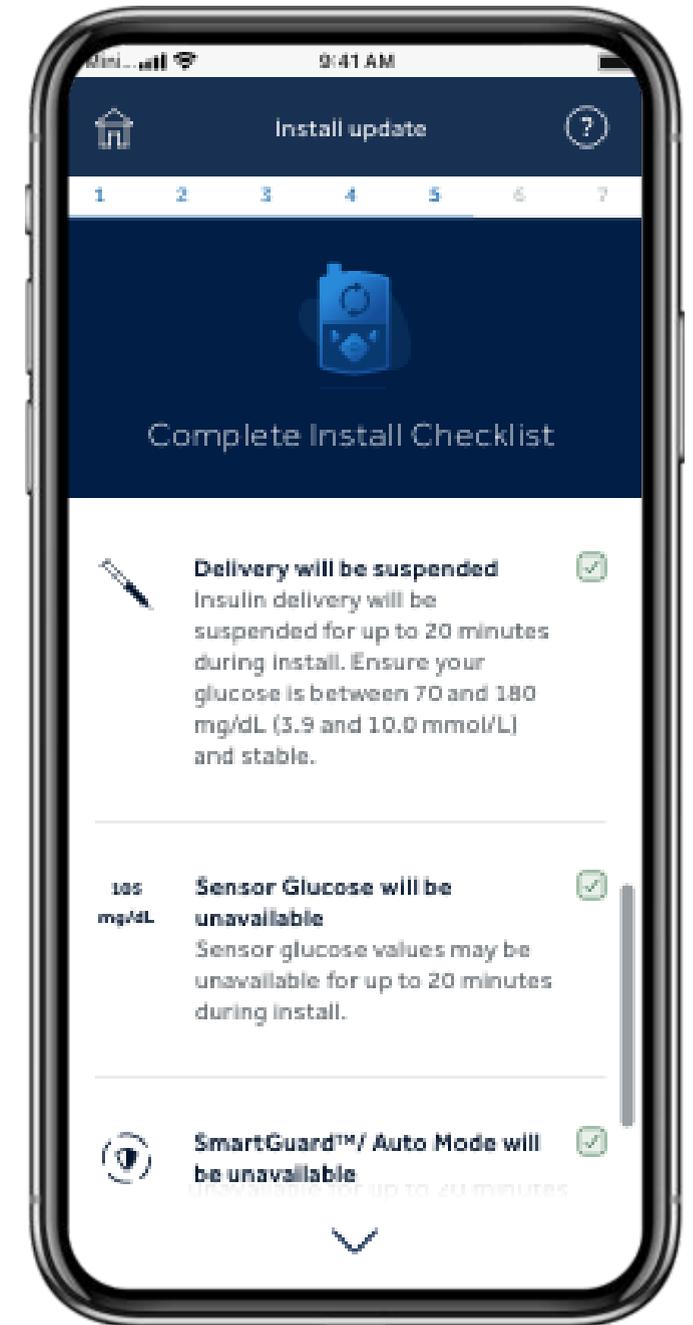
- Sensor change and 2-hour sensor warm-up will be required after install (model update)

Make sure your pump is on its home screen.

Install Update can happen at any time after the software download.

Example: If you are ready to install, but realize that it's time to eat a meal, you can bolus, eat your meal, and come back to the install later.

Remember that MiniMed™ Mobile app is not available and CareLink™ Connect app will not be receiving data.



# Step 6: Install update

**Part 2: Start Install** on mobile device, then follow prompts on pump

**Part 3:** When install is completed, go back to mobile device and follow prompts



# Step 7: Post-update completion

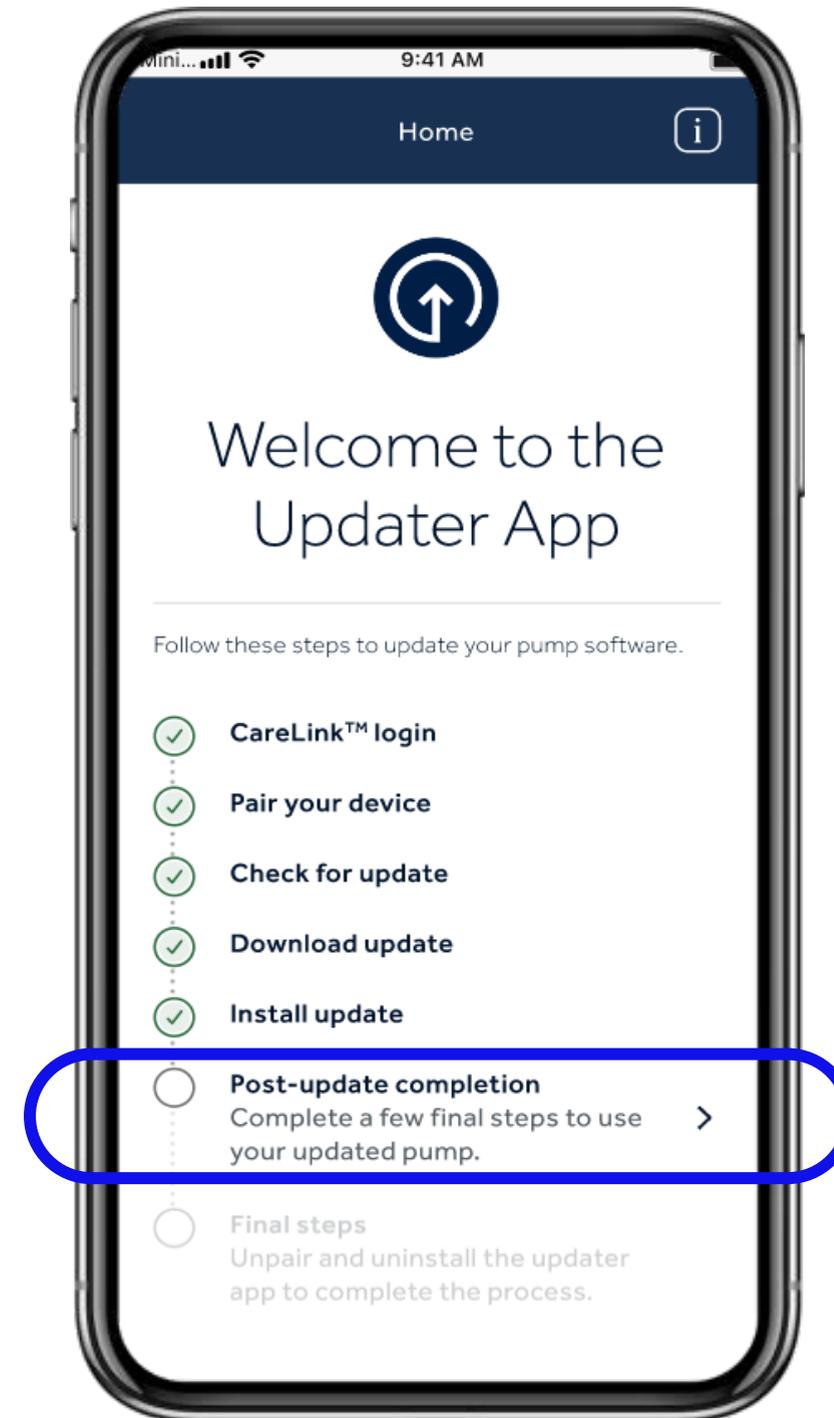
## Why do this?

- Updates the records to show your new pump
  - Allows eligibility for future updates
- Allows you to install MiniMed™ Mobile app

## What if I skip this step?

- Medtronic will not be able to provide software updates

Several pair/unpair steps may be needed depending upon what type of update you completed

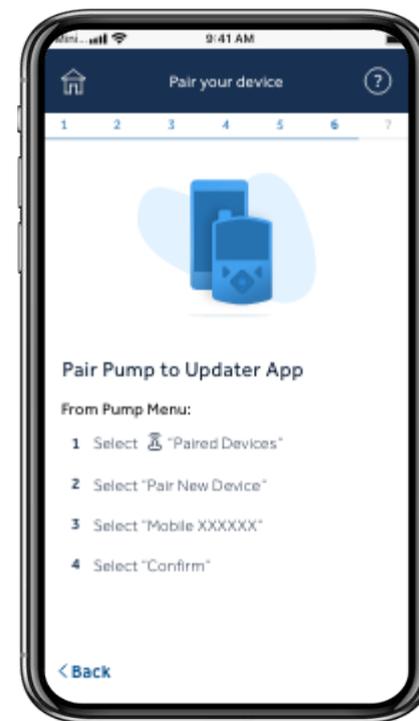
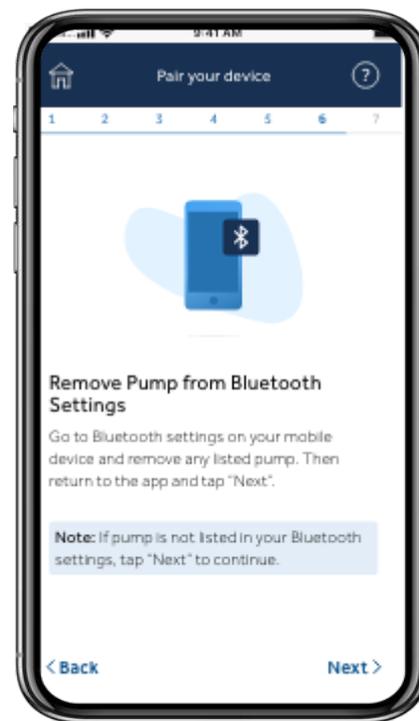
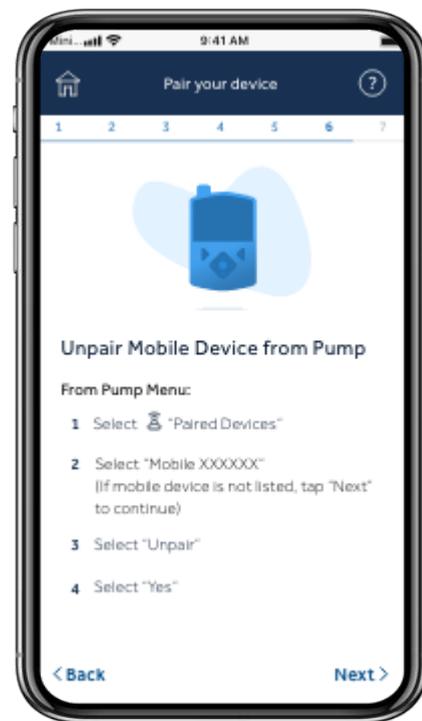
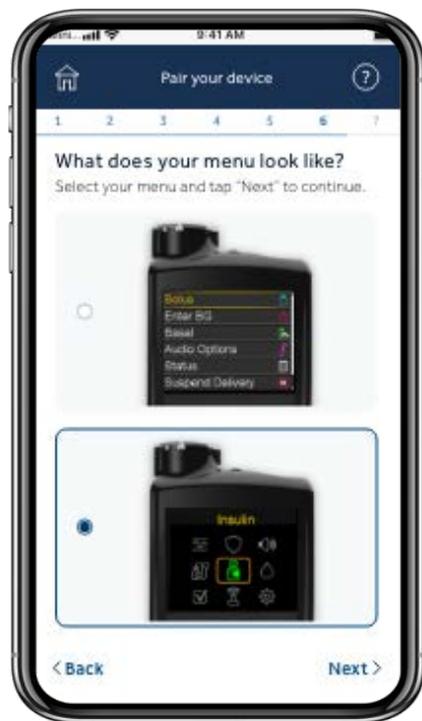


## Step 7: Post-update completion - [Model update only](#)

**Part 1:** Select current pump model based on the pump menu that you see now

**Part 2:** Unpair the mobile device from you pump and then unpair your pump from your mobile device

**Part 3:** Pair the Updater app on your mobile device with the pump again



**NOTE:** Please allow all pairing requests on your mobile device during this process

## Step 7: Post-update completion - All updates

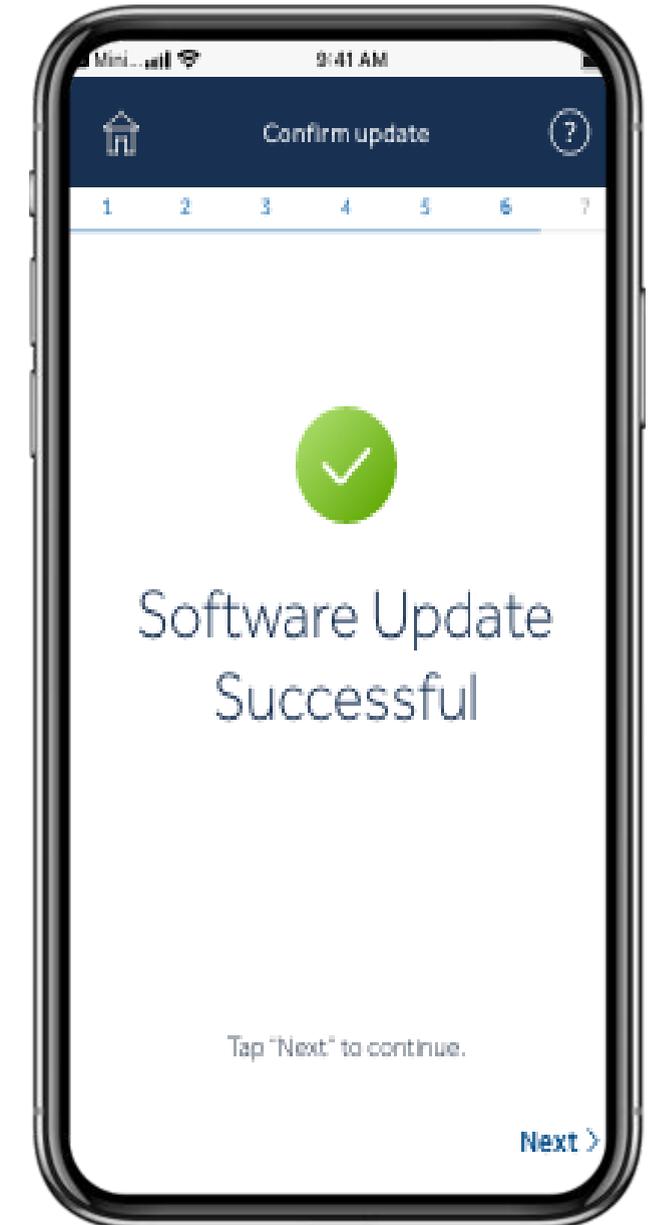
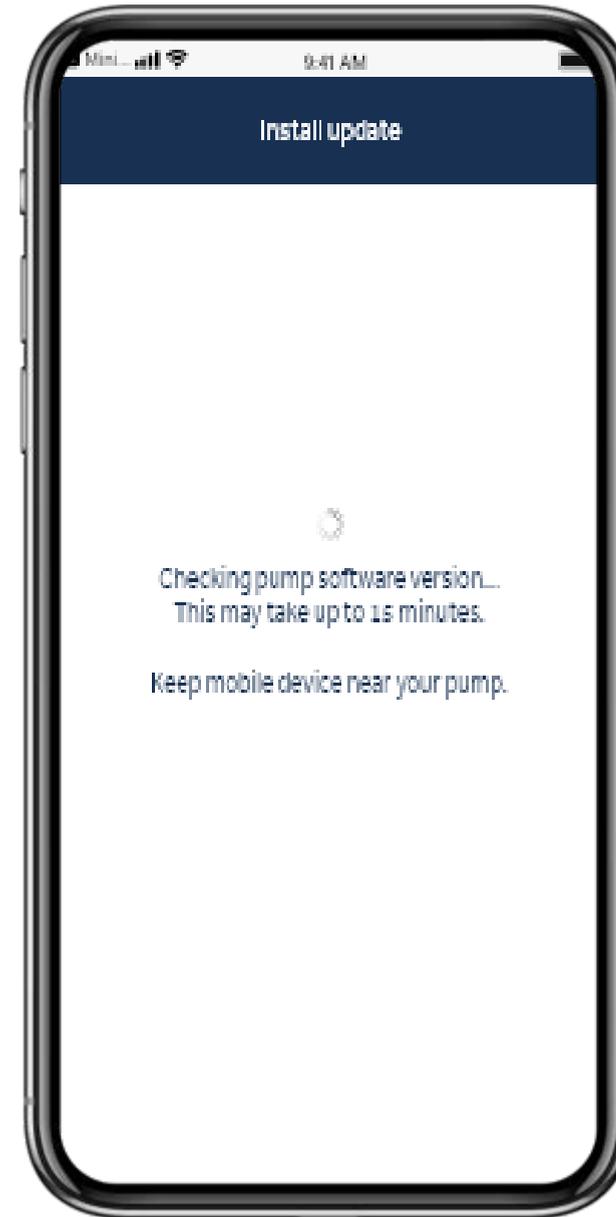
Updater app will check software version and confirm successful update

This may take up to 15 minutes

Please tap '**Next**' to proceed to the final steps.

### Important

These final steps must be completed in order to use the MiniMed™ Mobile App and be eligible for future Updates.



## Step 8: Final steps

Unpair Updater App from pump

Uninstall Updater App from mobile device

**NOTE:** The MiniMed™ Mobile app will not pair with your pump until these steps are completed

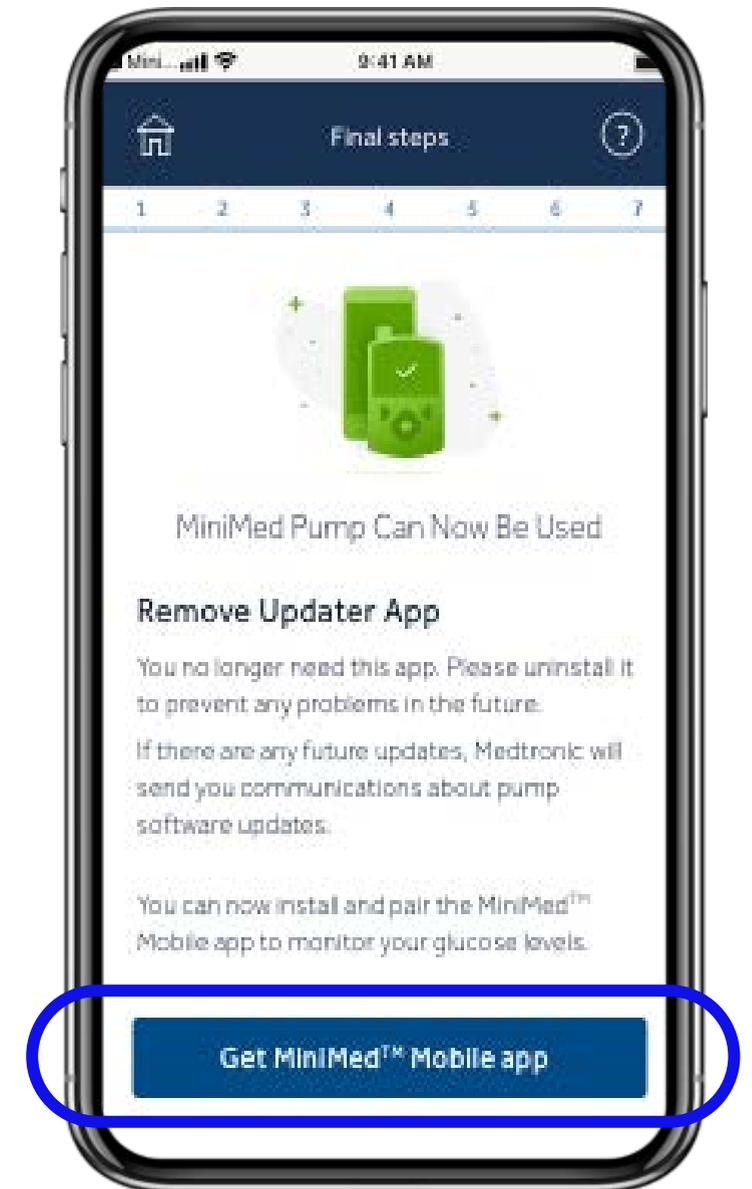
Pump is now functional!

If the SmartGuard™ feature was on in your previous pump, the warm-up will automatically start (New sensor required on model update)

SmartGuard target is defaulted to 100mg/dL or 5.5mmol/L (Model Update)\*

Auto Correction default is ON (Model Update)

You will be prompted to download the MiniMed™ Mobile app again



\*Please confirm this setting with your Healthcare provider

# Step 8: Final steps

## Pump and Insulin

All of your pump Data and Settings have been copied over but please note: Your 1 day statistics on your pump will show most fields as incomplete as they are reset for the day of update.

You will need to change your sensor and reservoir if you performed a model update.

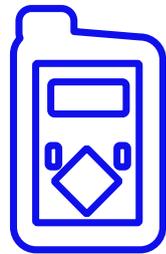
## Previously Paired Devices (Model update only)

All devices that you previously had paired with your pump have been removed. You will need to pair them all again.



# What we will do today

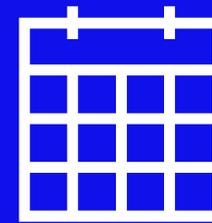
## Training agenda



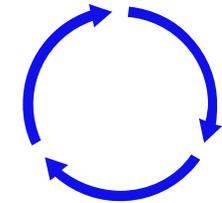
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## When can you begin the SmartGuard™ feature?



When can you begin the SmartGuard™ feature?

The MiniMed™ 780G system requires a **5 hour warm-up period in Manual Mode** before starting the SmartGuard™ feature when updating from a MiniMed™ 770G system.

**Consider turning on Suspend before low or Suspend on low** during the 5-hour warm-up period while in Manual Mode.

Follow all healthcare provider instructions.

# Best practices

Schedule update  
early in the day  
to prevent  
overnight BG  
request

Set aside 2  
hours for  
downloading  
and installing  
update

Care partners will  
not receive data or  
alerts while  
MiniMed™ Mobile  
app is uninstalled

Upload to  
CareLink™  
Personal before  
starting update  
process

# Thank you

For completing this training



Medtronic

## **ALWAYS READ THE INSTRUCTIONS FOR USE (IFU)**

**For detailed information regarding indications, contraindications, warnings, precautions, and potential adverse effects, please consult the IFU. Always consult a Health Care Professional before making treatment decisions, and to see if this product is suitable for you.**

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