

Medtronic

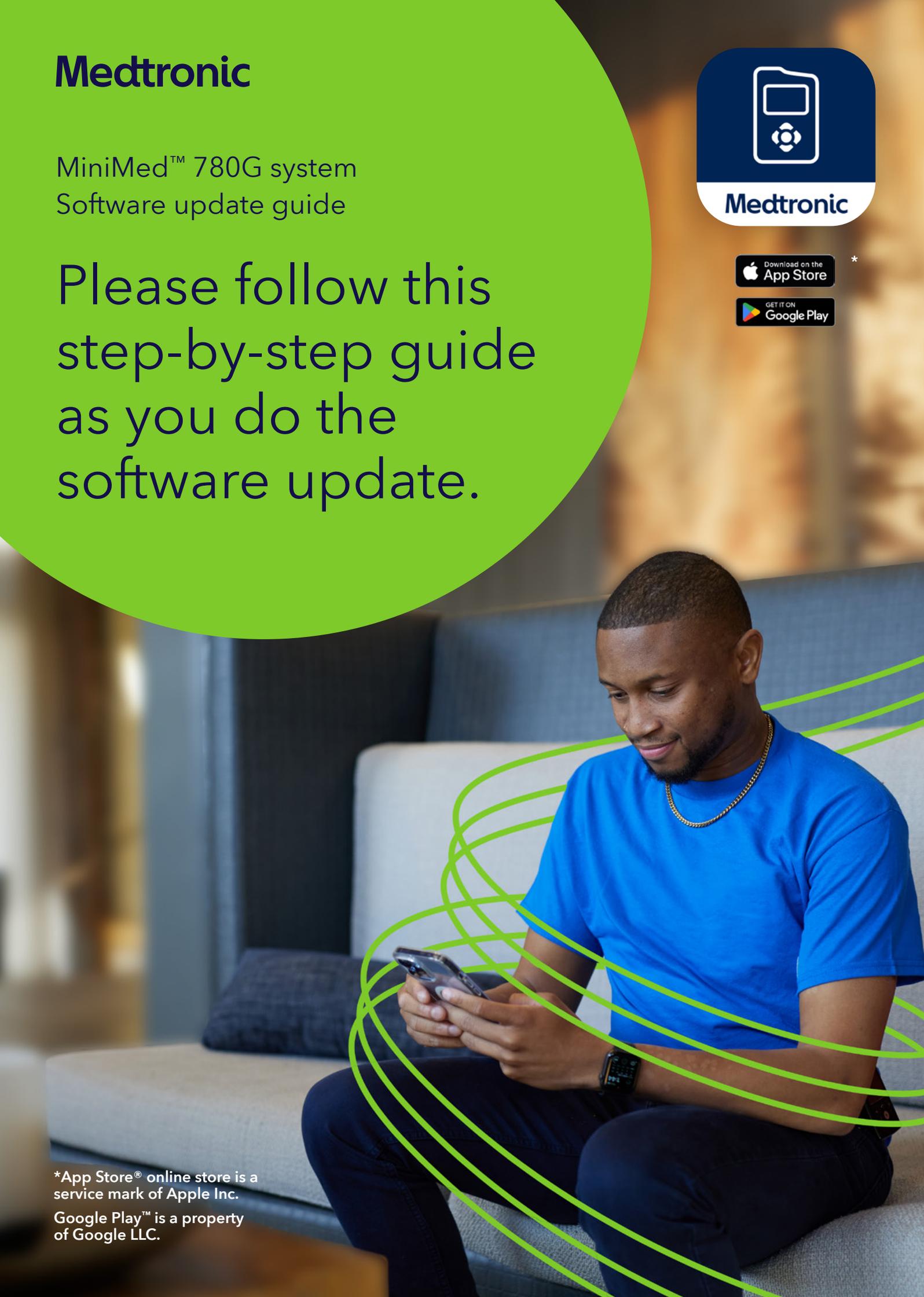
MiniMed™ 780G system
Software update guide

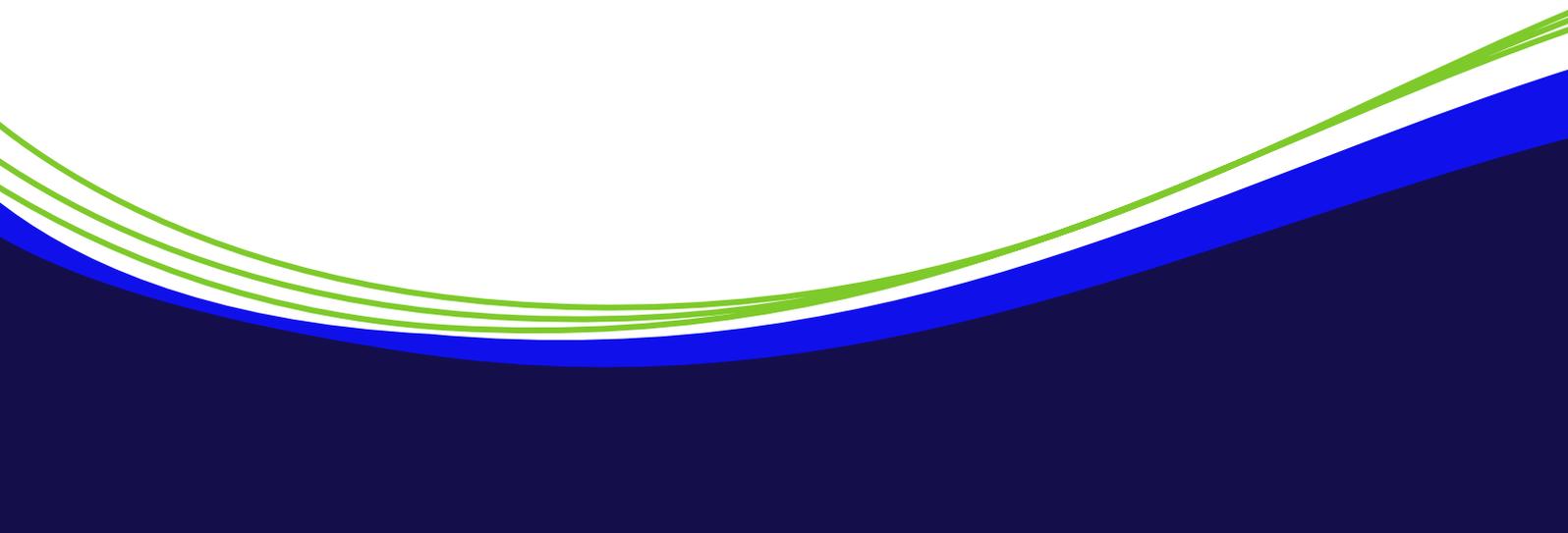
Please follow this
step-by-step guide
as you do the
software update.



*App Store® online store is a service mark of Apple Inc.

Google Play™ is a property of Google LLC.

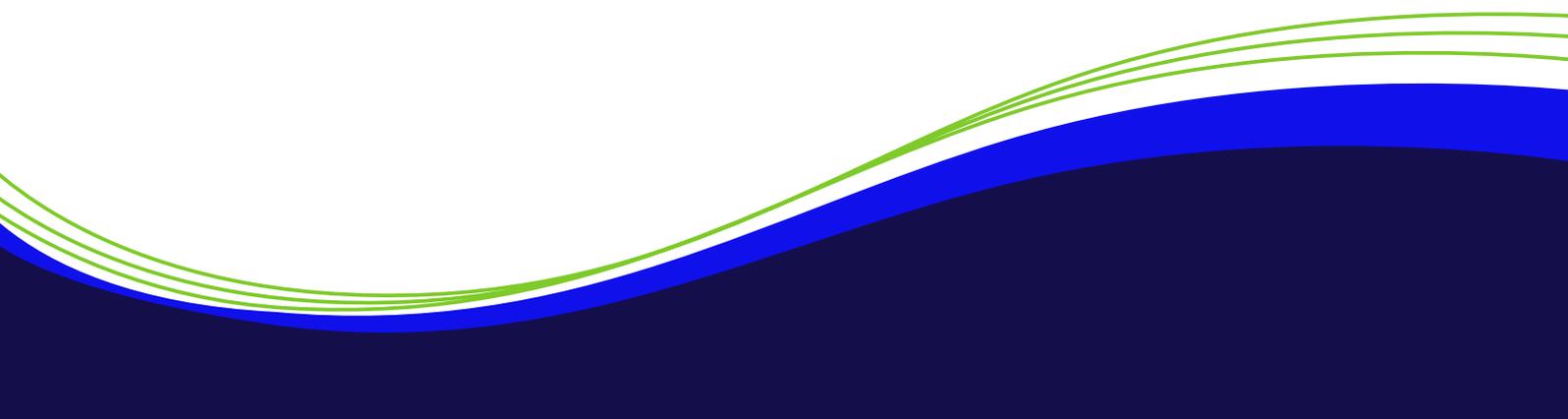




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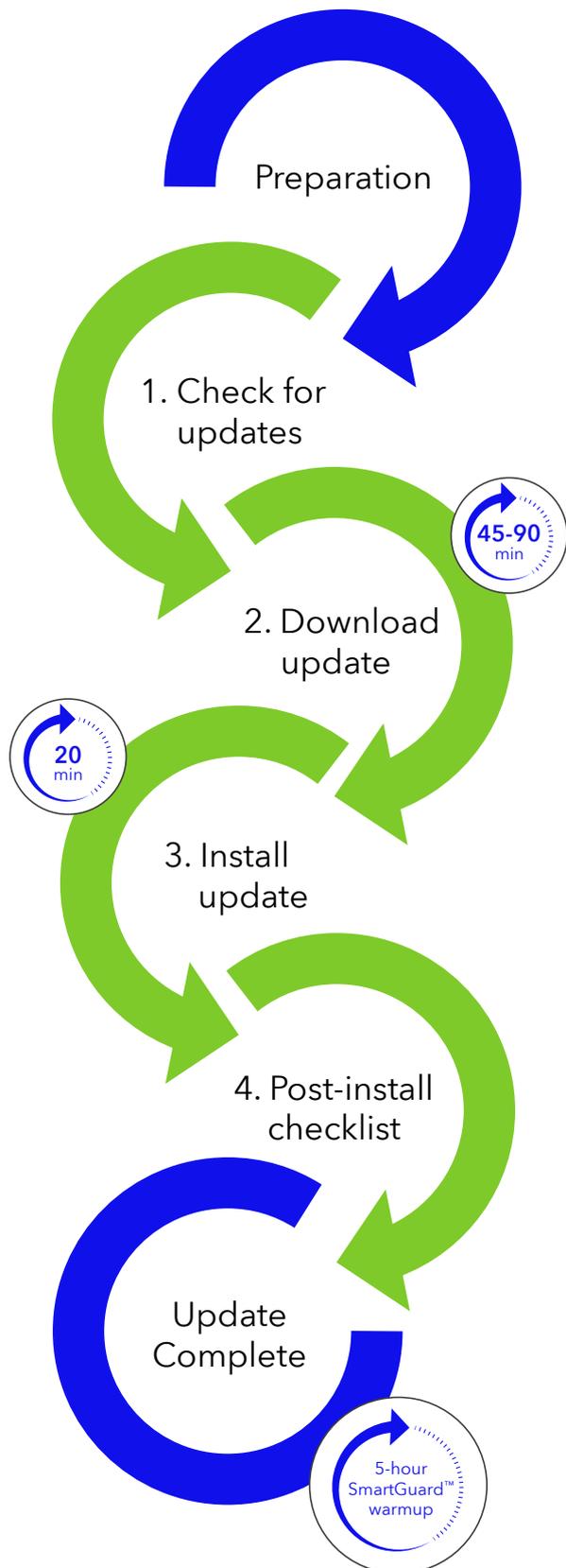
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Note: this guide uses app screens from iOS® devices. Screens and pop-ups may vary for other operating systems, or between phone models.



The software update process

There are **4 steps** to the update with some preparation at the beginning.
It is important to complete all 4 steps.



Getting your phone and the MiniMed™ Mobile app ready for the update.

Confirm an update is available.

Download the new software package to the pump. **You will be able to use your pump and CGM as normal during this download phase.**

Install the new software on your pump. **You will be disconnected from your pump during this install phase.**

Check that your pump's settings transferred over.

Your pump is updated and ready to use!

Getting ready



Your updates are now managed in the **MiniMed™ Mobile app**. If you are not yet using it, you must download it onto a compatible smartphone* to continue.



Important things to know before starting:



Set aside 2-3 hours for downloading and installing the update. We suggest completing the update early in the day.



Your pump battery should be **green**, and your phone fully charged.



You need a stable internet connection. Do not try to update while traveling, for example. Wi-Fi is preferred.



Your phone and pump should be within **3 meters (10 feet)** throughout the whole update process.

Other things to know:



Once the software update is completed, **there is a 5-hour warm up period before the SmartGuard™ feature can be used again.**



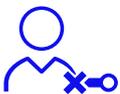
There will be **no sensor glucose (SG) or notifications** on the MiniMed™ Mobile app or sent to care partners during the installation.



You can use your mobile phone and MiniMed™ 780G system as normal during the download process.



Software download to the pump takes **45-90 minutes**. Software installation takes up to **20 minutes**.



Your infusion set tubing must be disconnected from your body during the software installation **up to 20 minutes**.



If you are not currently using the MiniMed™ Mobile app, a CareLink™ Personal account is required. You will be able to set one up in the MiniMed™ Mobile app as part of the app setup or you can visit carelink.minimed.eu

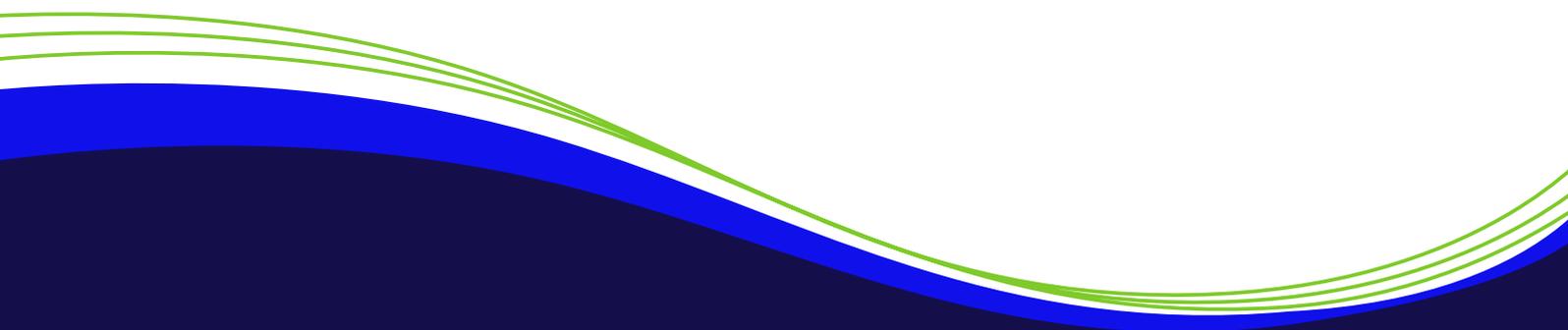
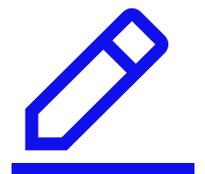
Actions required before starting:

Please complete the following actions before starting your update:

- Check your blood glucose level. You should be above **70 mg/dL (3.9 mmol/L)** and below **180 mg/dL (10.0 mmol/L)** before continuing.
 - If you are outside of these levels, wait and check again later when you have not recently eaten or taken any bolus insulin. Contact your healthcare team if you need help achieving these levels.

- Your pump battery should be on **full green**, and your mobile phone fully charged.
 - If they are not, replace the pump's AA battery for a new one and/or charge your mobile device before continuing.

- Make a note of your current pump settings. Use the chart on the next page if required.



Record your current pump settings here

continued:

Bolus

Bolus Wizard
Units
Active Insulin Time (h:mm)
Maximum Bolus

Easy Bolus
Bolus Increment
Bolus Speed
Dual/Square

Carbohydrate Ratio	
Time	Ex/Ratio

Insulin Sensitivity	
Time	Sensitivity

Blood Glucose Target		
Time	Low	High

Let's get started!

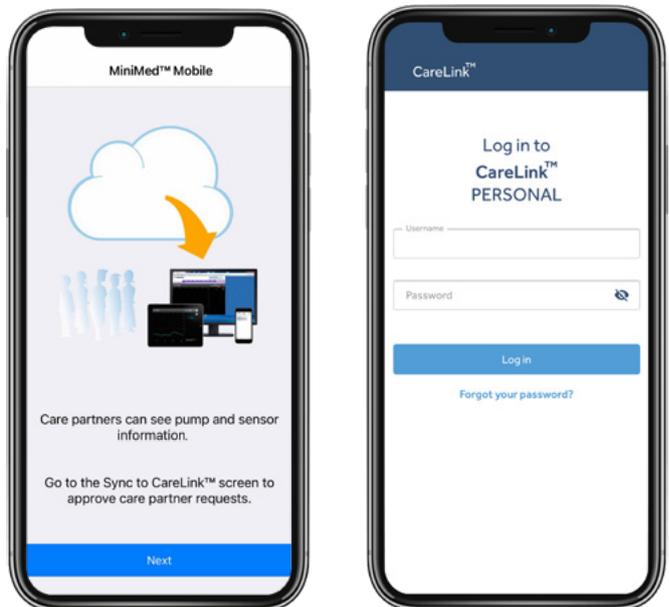
If you are already using the MiniMed™ Mobile app, go to page 11 now.



If you are not yet using the MiniMed™ Mobile app, download it from the app store on your Android or iOS mobile phone.*

Setting up the MiniMed™ Mobile app

Open the app and read the introduction screens. Next, you will need to sign into a CareLink™ Personal account. You can sign up here, carelink.minimed.eu if you do not already have one.



Continuing setup

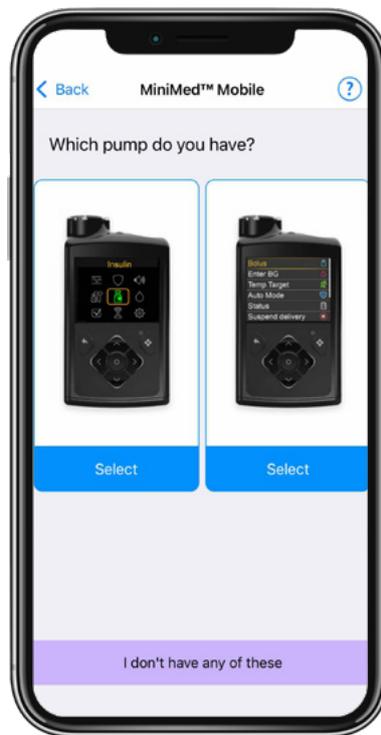
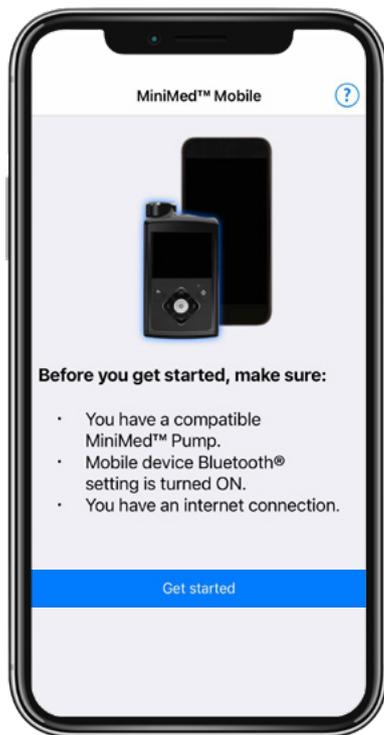
Once you are signed in, you will be presented with the End User License Agreement, to which you **must agree** to continue.

Notes on CareLink™ Personal

- If you have an existing CareLink™ Personal account, it is important to link that one to keep all your data together. **Do not set up a second account for your update.**
- You can request a password reminder online at carelink.minimed.eu. Use the **Forgot your password?** link.

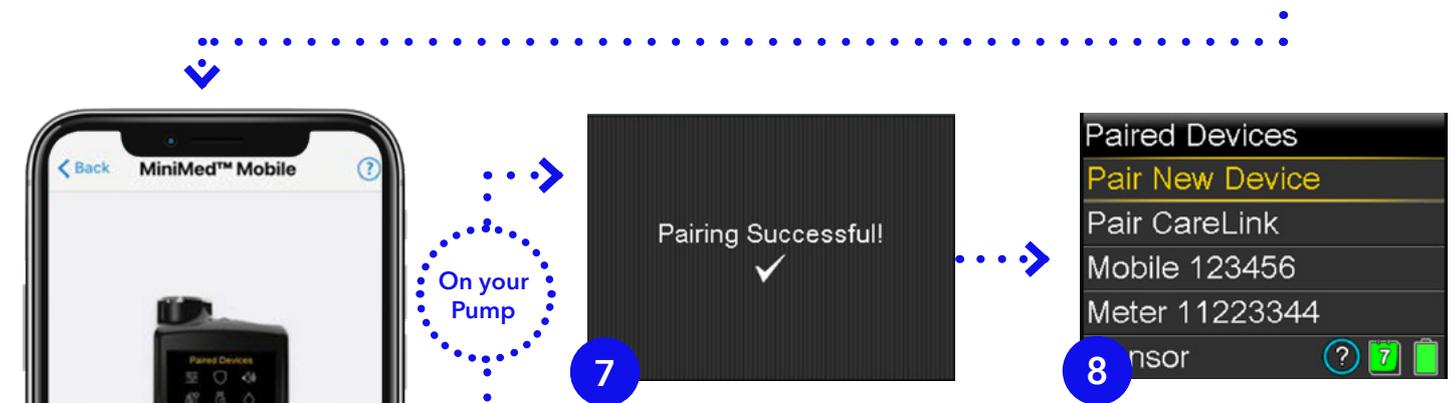
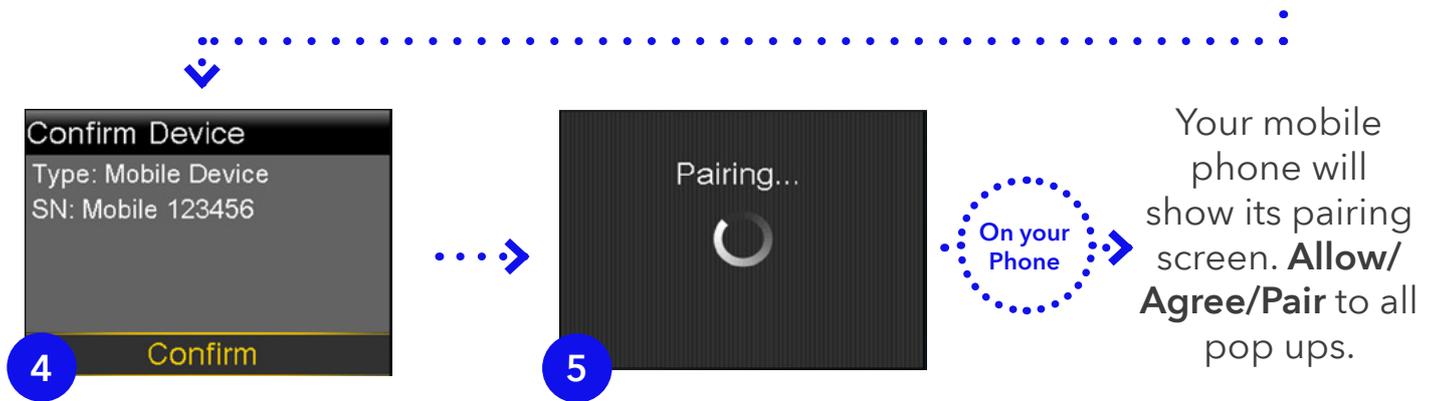
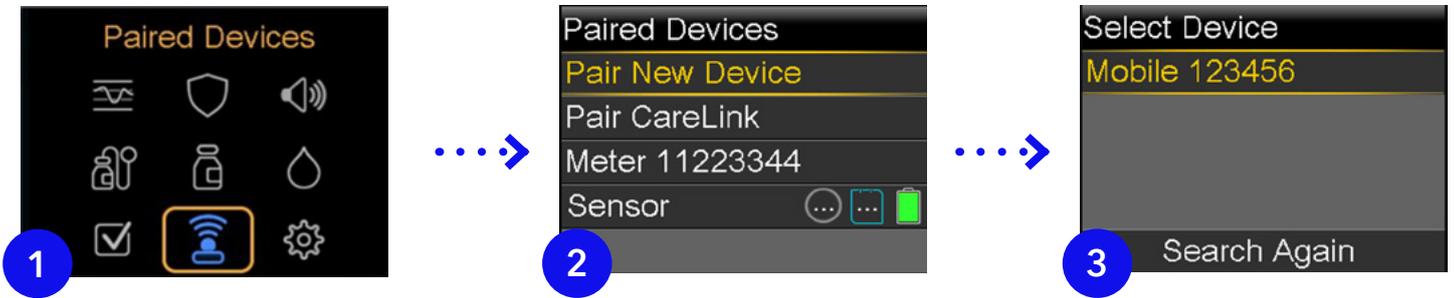
*www.medtronic-diabetes.com/en-gb/check-compatibility-app for a list of compatible mobile phones

Next, the app will start the process of checking which pump you have and pairing them together. Follow the instructions in the app.



Pairing the MiniMed™ Mobile app with your pump

The pairing process is started on the pump, but you will also need to keep an eye on your phone. To start, go to your pump's main menu:



Once pairing is complete, your pump will go back to the **Paired Devices** menu.

Your phone and pump are now paired.



Finalising MiniMed™ Mobile app set up

Return to your phone, read the dosing-decision and warning that states dosing decisions should not be made based on the MiniMed™ Mobile app. Tap **OK** and **Agree** to the pop up.



Next, you will be asked to confirm your notification settings. **If these are turned off, you will NOT receive notifications on your mobile phone.**

Repeat notifications mean that received notifications sound for 30 seconds every 60 seconds until viewed on the app.

Once the MiniMed™ Mobile has synchronised, you will see your data on the **home screen**. This may take a few minutes.

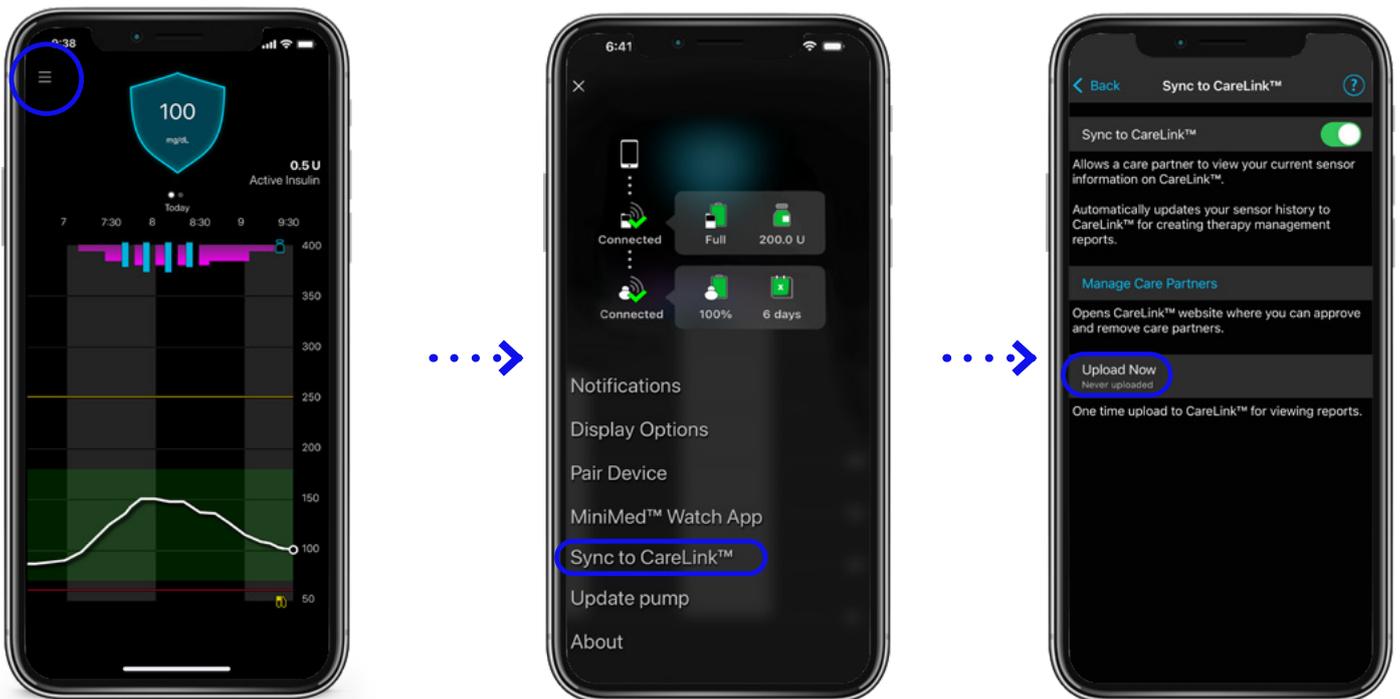
The MiniMed™ Mobile app is now set up and you can proceed to begin your update.

Uploading to CareLink™ Personal

Before starting your update, it is recommended to **upload your existing pump data** to your CareLink™ Personal account. Use the MiniMed™ Mobile app to do this, following the instructions below.

Start here
if you already
have MiniMed™
Mobile app
installed.

From the home screen, tap on the **Main Menu** icon and then select the **Sync to CareLink** option. Finally, tap **Upload Now** to sync all your data with your CareLink™ Personal account. This may take up to 30 minutes if you have not uploaded recently.

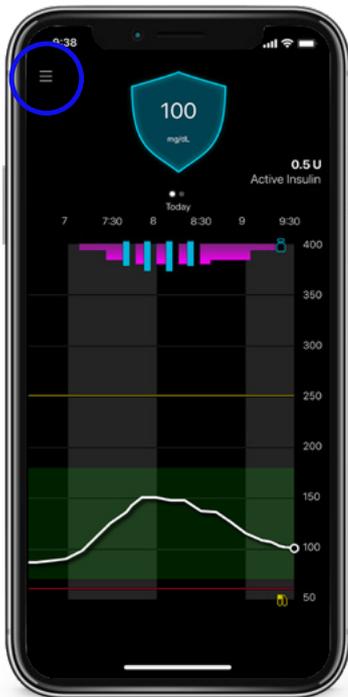


Tap the **Back** button to return to the **Main Menu** once the sync is complete and begin the update on the next page.

Let's Start the Software Update

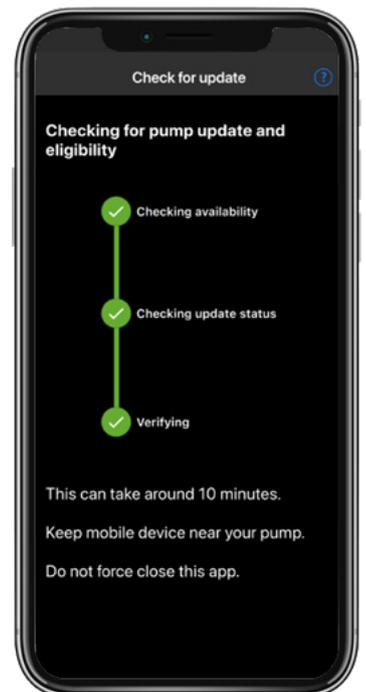
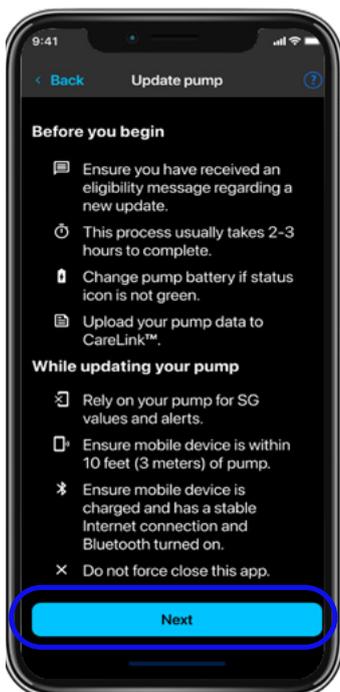
Section 1: Check for update

In the MiniMed™ Mobile app, access the main menu again and tap the **Update Pump** option.



See the troubleshooting section (Appendix B) if you do not see the **Update pump** option.

You will now see the **Before you begin** list. Read the information on the screen.



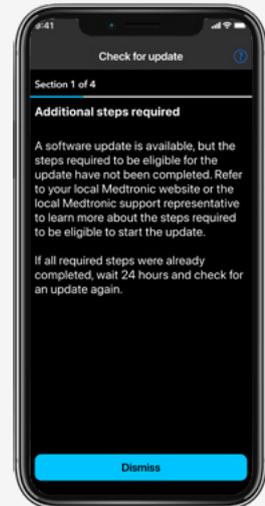
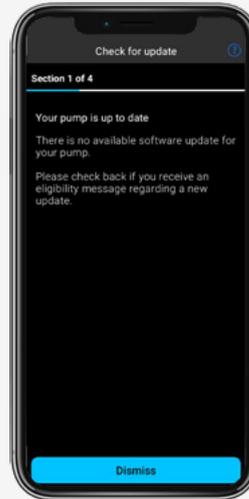
Tap **Next** and you will see the **4 sections** needed to complete this update, starting with **Check for update**. Tap **Check for update** to continue.

If an update is available, the app will notify you.* Tap **Next** to proceed to download the update.



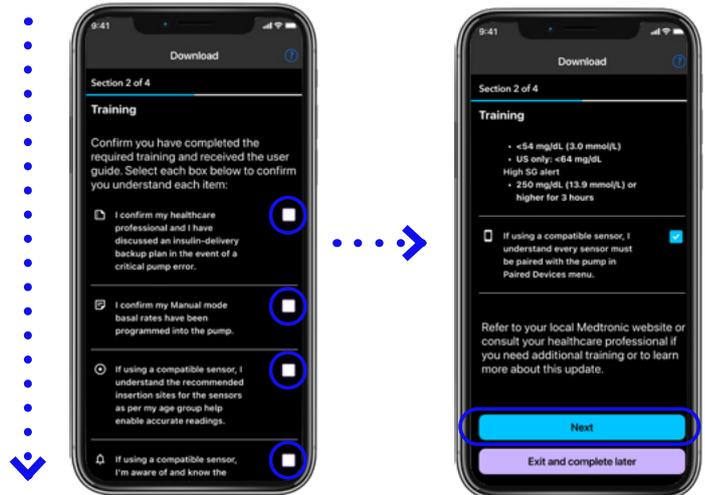
*Your software version will differ from this image

If there is no update available, the below screen will show. Check you have received your confirmation of an available update.



Section 2: Download update

You will be asked to confirm some statements around your training and preparation. Read and understand each statement and tap the box to confirm. Scroll to see all items and tap **Next** to continue.



Follow the instructions on your app. The download will take **45-90 minutes**. You may see your time remaining go up or down depending on your internet connection or phone use.



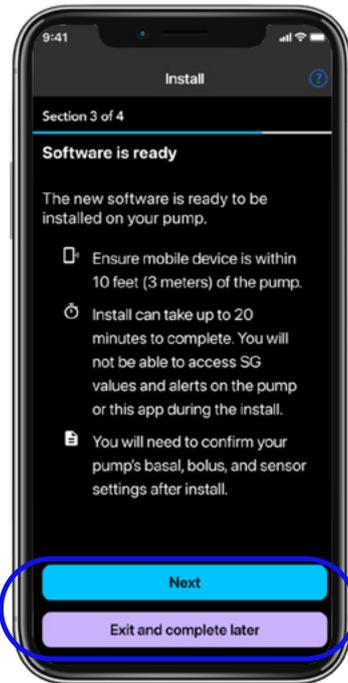
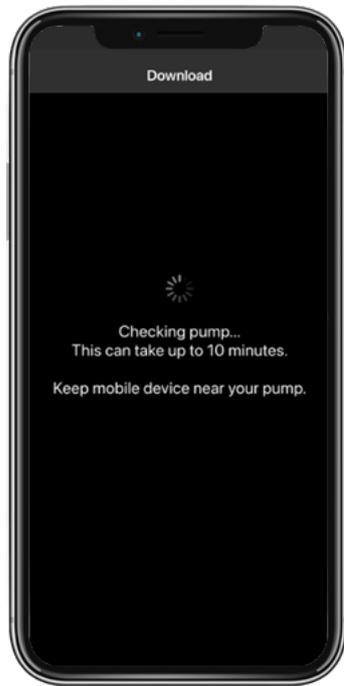
Tap on **Download** to continue.





Swiping the app window up, on iOS for example, will cancel the download. **You may otherwise continue to use your phone and pump as normal, including taking calls, answering messages, and using other apps.***

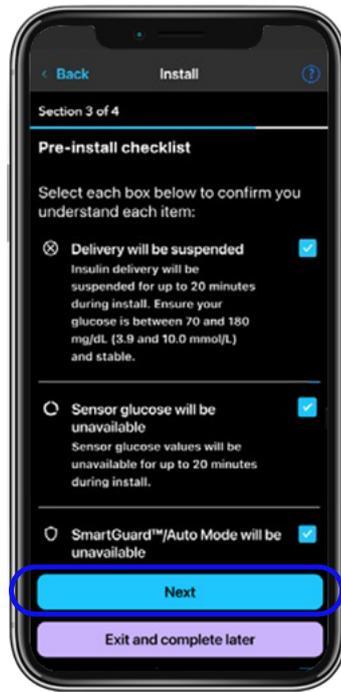
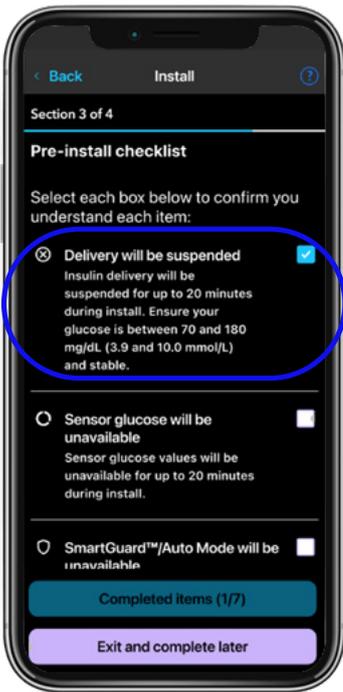
Once the download is complete, the app will automatically start checking your pump. This may take up to **10 minutes**. If the check is unsuccessful, try again, and if that doesn't work, consult the troubleshooting section at the end of this guide.



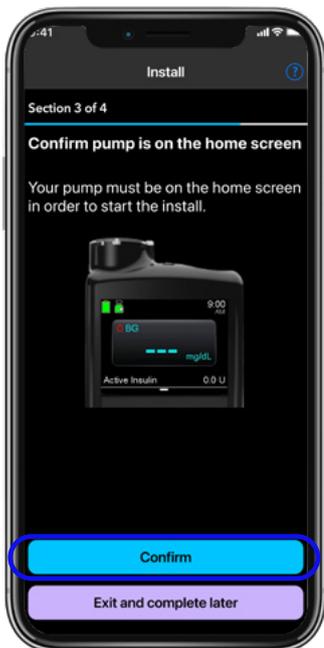
Section 3: Install update

Once the pump is checked, the MiniMed™ Mobile app will notify you that the software is ready.

Tap **Next** to move onto the **Pre-Install checklist**. Read each item, check the box to confirm and then tap **Next**.

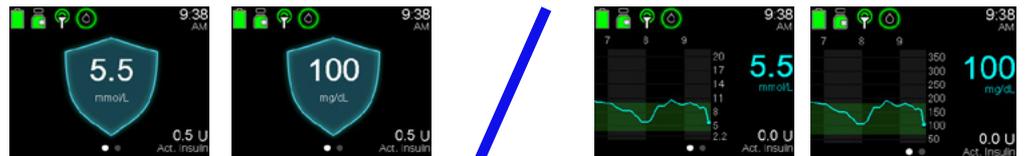


Note: If this is not a convenient time, you may pause here and perform the installation at a time that is more suitable for you, but you should **complete the same day as the download** to avoid **having to repeat the download again**. Tap **Exit and complete later** to continue later.

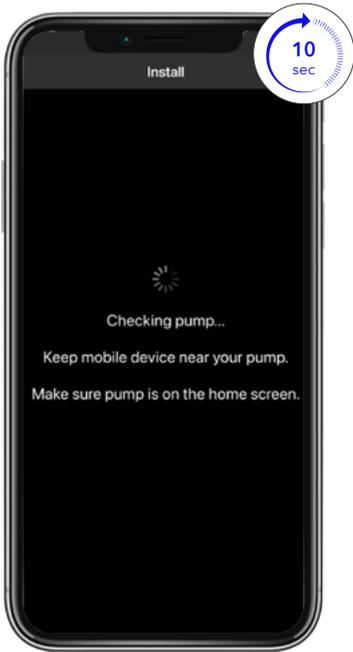


Important information for the installation.

1. Your infusion set tubing must be disconnected from your **body** during the install.
2. Your pump must be on the **home screen** (as shown) before starting the install:

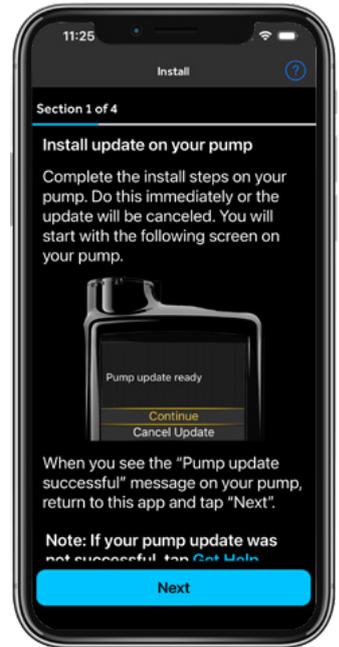
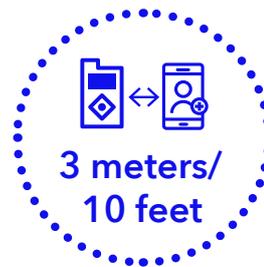


3. Tap **Confirm**, you may notice the screen on the left below pop up for about 10 seconds, pause to read instructions shown on phone after carefully.



 **Do not tap Next yet!**

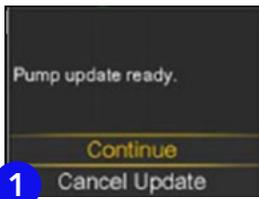
Leave your phone and complete the install on your pump. The whole process will take about 20 minutes.



SmartGuard™ feature:

If you were using SmartGuard™ feature before the update, you will receive a warning on your pump after the update that the SmartGuard™ feature will take **5 hours to warm back up before they can be used again.**

Note: If the update cannot complete, your pump will go back to its old software. No data will be lost, and you can try again later. If multiple attempts fail, see the troubleshooting guide at the end of this guide.



1

Select **Continue**.



2

Suspend Delivery.



3

Confirm you have disconnected.



4

Start Update.



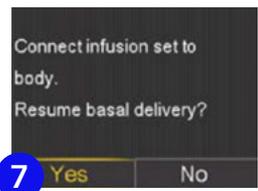
5

The update will install and the pump will restart.



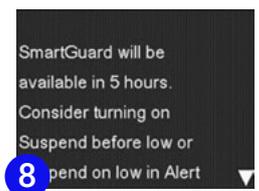
6

Pump update successful. Select **Continue**.



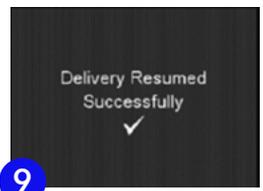
7

Reconnect your infusion set, then select **Yes**.

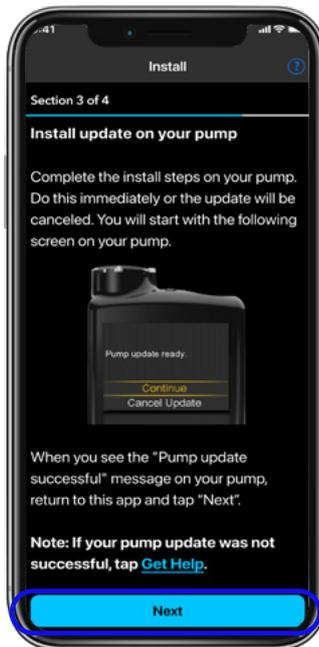


8

SmartGuard™ warm up notice (if using).



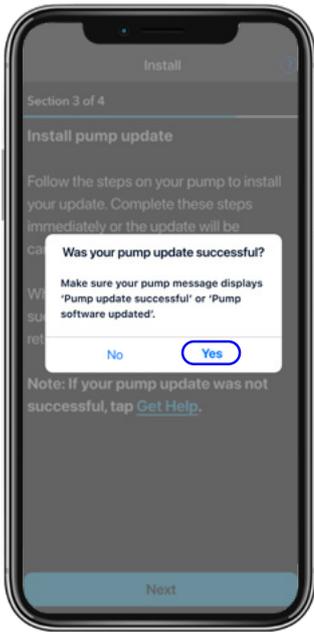
9



Go back to your phone and tap **Next**.

*If the update is not successful, reconnect your infusion set and, your pump will continue with the original software. You can keep using the MiniMed™ Mobile app until you are ready to try the software update again.

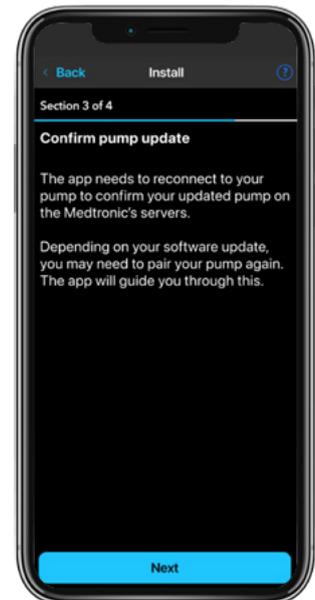
Did you see the Pump update successful screen?



Yes – On your phone, tap **Yes** to continue with update. You will be **reminded to resume your basal delivery** if you have not already done so.



No – On your phone, tap **No** to be taken through some in-app troubleshooting. You can also consult the troubleshooting section at the end of this guide.

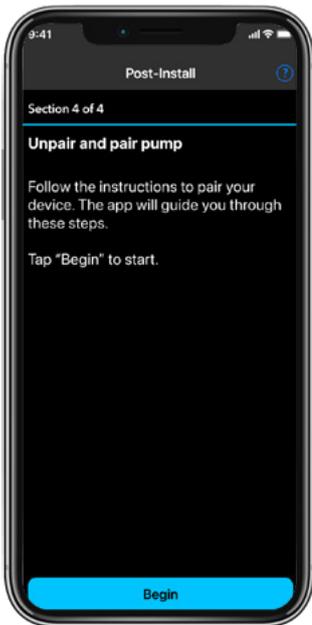


Confirm pump update

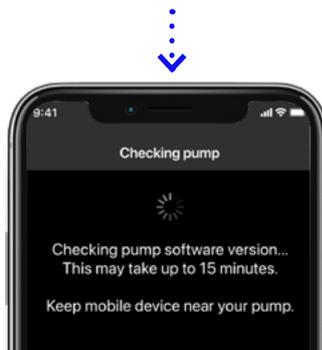
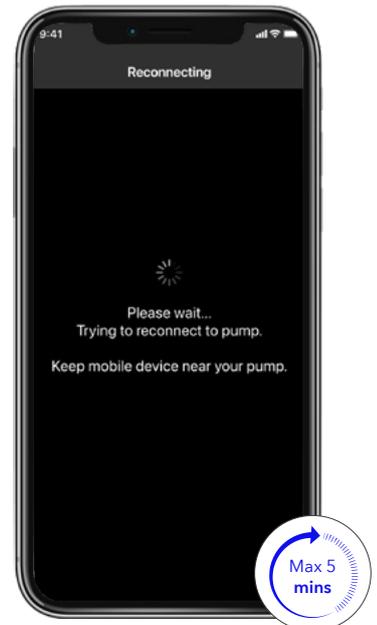
IMPORTANT!

All sections of the update must be completed, or **you may not be eligible for future updates and MiniMed™ Mobile app features may not work.**

You may need to unpair and pair your devices to proceed. Tap **Next** to continue.



- If you see the screen on the left, tap **Begin** to proceed to **Section 4a: Unpair and pair your pump and phone** below.
- If you see the **Reconnecting** screen on the right, **wait 5 minutes**. If the next screen shown is the one on the left, **proceed to Section 4a: Unpair and pair your pump and phone** or:
- If you see **Checking Pump**, go to page 21 for the **Post-install checklist**.

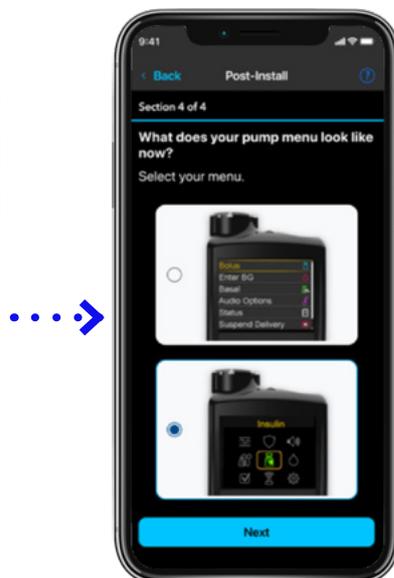


Section 4a: Unpair and pair your pump and phone

Step 1: Unpair and pair your pump and phone. You need to unpair your mobile device from your pump. Follow the instructions, shown in the app screen.



Tap **Begin**

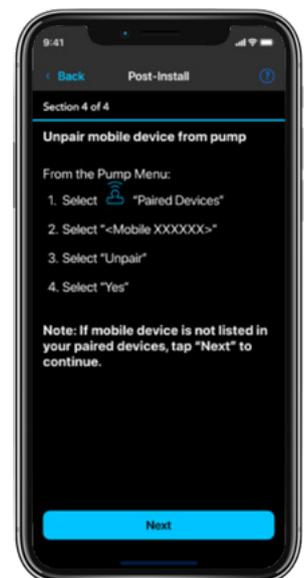


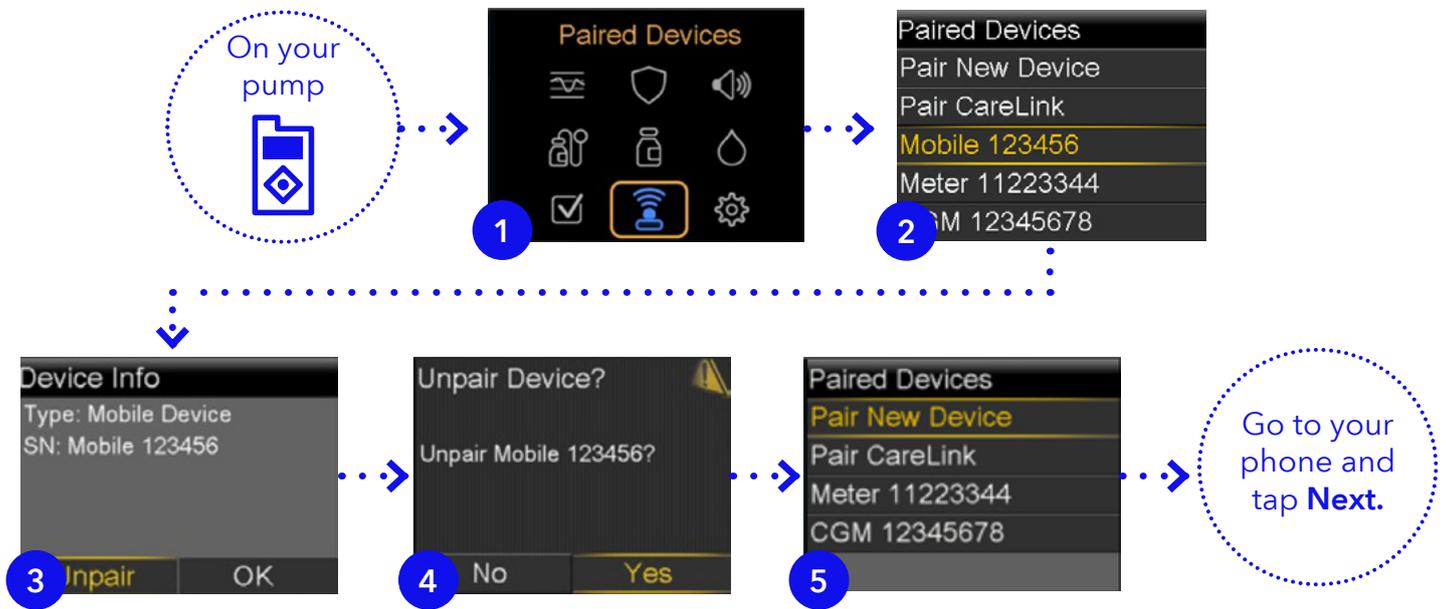
Confirm bottom option and tap **Next**



Hold here.
Do not tap **Next** yet.

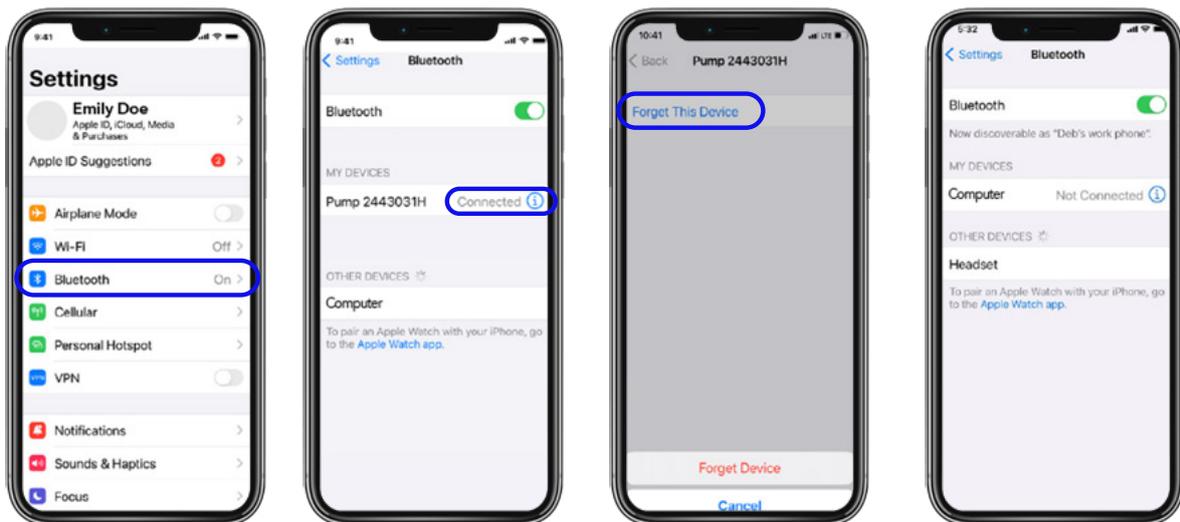
Follow the displayed instructions on your pump.



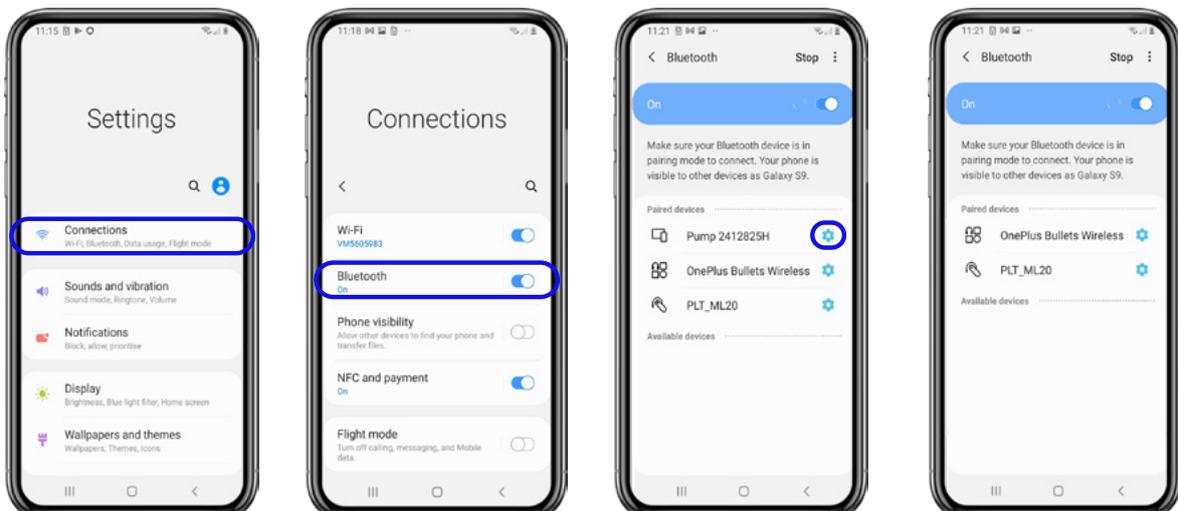


Step 2: Remove your pump from your phone. You have to switch to your phone settings and then **come back to the MiniMed™ Mobile app** when you are done (iOS and Android examples shown)

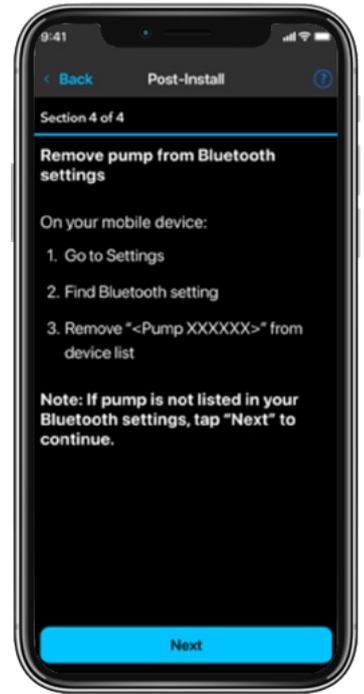
iOS example.



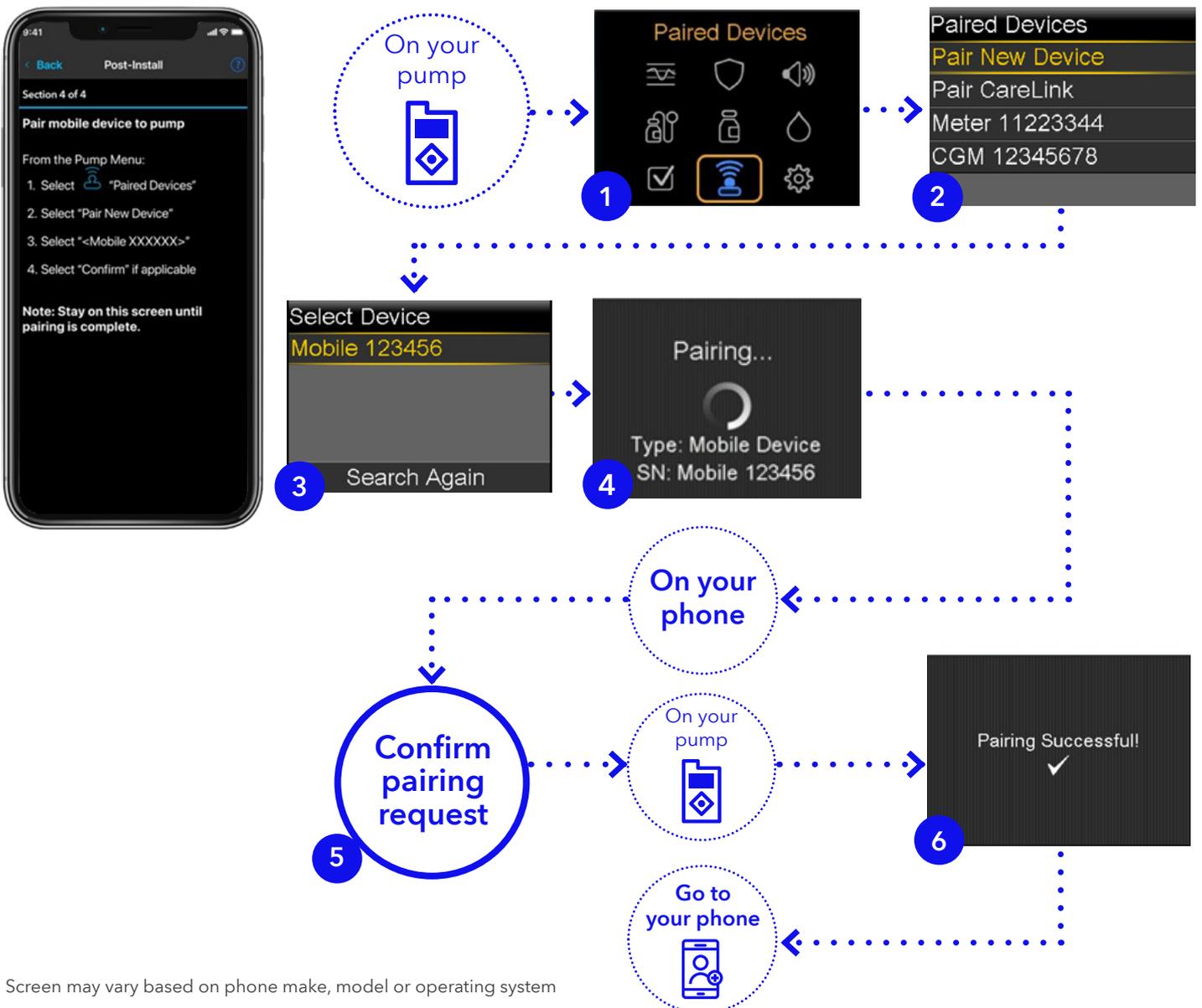
Android example.



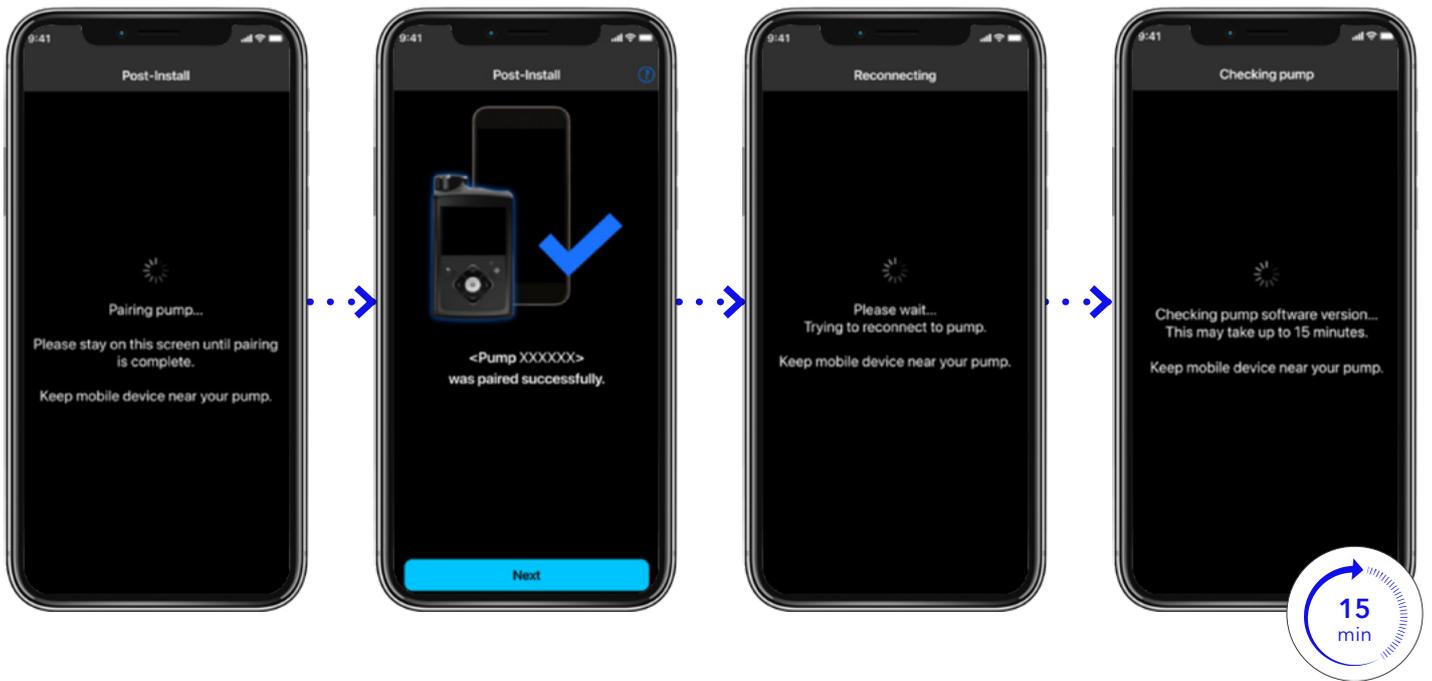
Step 3: Close the phone settings and return to the MiniMed™ Mobile app. Confirm you have removed your pump from your phone and tap **Next**.



Step 4: Pair your phone and pump. Your app will display the instructions.



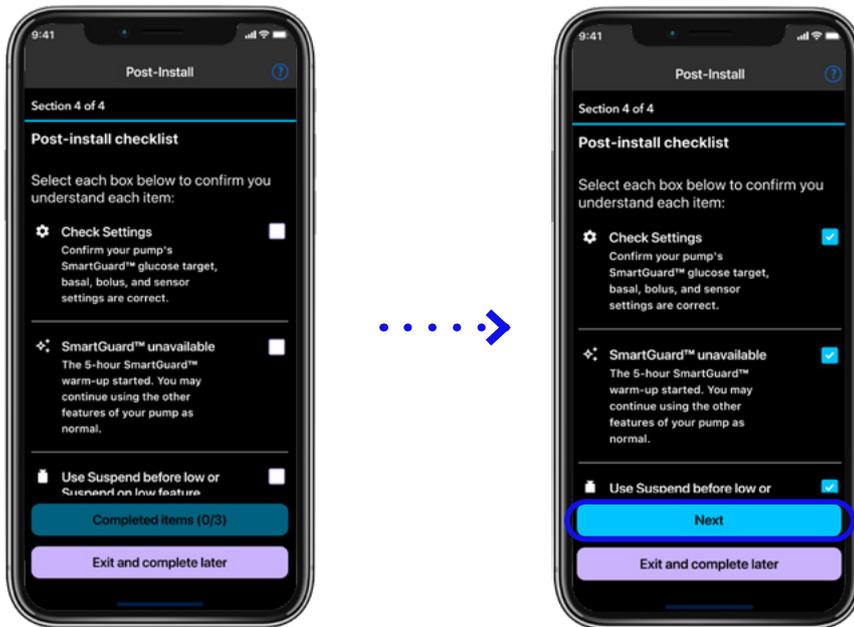
Screen may vary based on phone make, model or operating system



Your phone will reconnect to your pump after pairing, and when successful, it will begin a **15 min software check** automatically.

Section 4b: Post-install checklist

The **Post-install checklist** will be shown after checking the pump software version. It requires each item to be read, any actions taken, and then the box checked by tapping on it.



Once all items have been ready and checked, tap **Next** to continue.

Take a look at the image below if you need a reminder of where to find the Settings.

Finding my settings: Main menu

SmartGuard™ settings:

- Confirm your SmartGuard™ target.
- Confirm Auto Correction setting.

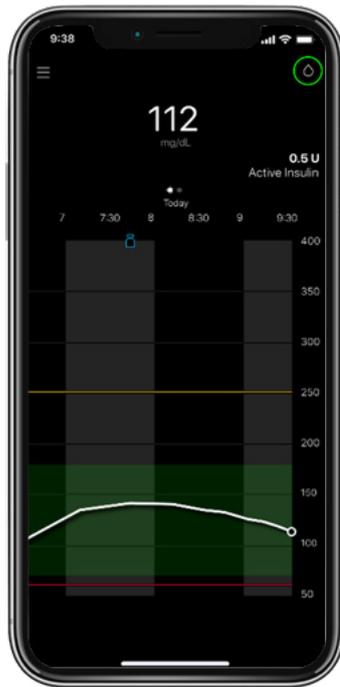
Insulin settings :

- Confirm basal and bolus settings.

Paired devices:

- Confirm all devices are still paired.





Once the checklist is complete, you will see **Software update successful**.

Congratulations!
Your pump is now updated.

Tap **Return home** to exit the update and return to the MiniMed™ Mobile home screen.



Your SmartGuard™ target and Auto Correction setting will **remain at the value set before the update**.

The SmartGuard™ feature will take **5 hours to warm up** before it can be used.

It is recommended to turn **on** the **Suspend before low** feature. Check with your healthcare team if you need help with the values to enter.

If you were using a Guardian™ transmitter and sensor, it will continue to work following the update.

If you are also upgrading to Simplera Sync™ sensor, please refer to Appendix A for more guidance.

Appendix A: Connecting a Simplera Sync™ sensor

This section will explain how to connect a Simplera Sync™ to a MiniMed™ 780G insulin pump. This assumes a Guardian™ sensor/CGM is already in use. If not, start at Step 2.

Step 1: Remove your existing Guardian™ series transmitter.



1 Go to **Paired Devices**.

2 Select **Sensor**.

3 Select **Unpair** and confirm **Yes**.

Step 2: Pair your Simplera Sync™ sensor.

First, insert the sensor using the instructions provided. Then, go to your pump:

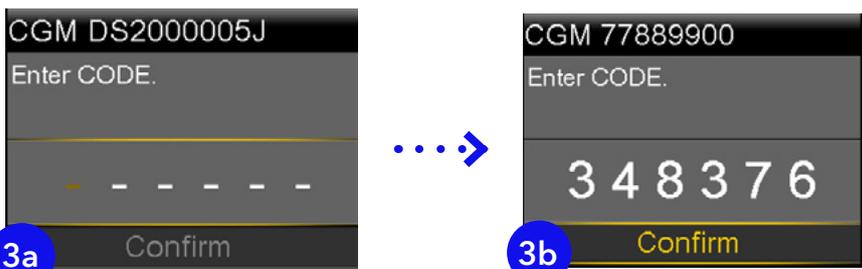


1 Go to **Paired Devices**.

2 Select **Pair New Device**.

3 Select the **matching serial** number on top of the inserter.

If it has been more than 20 minutes since you opened the sensor, follow the screen here. If not, turn to the next page and continue from there.



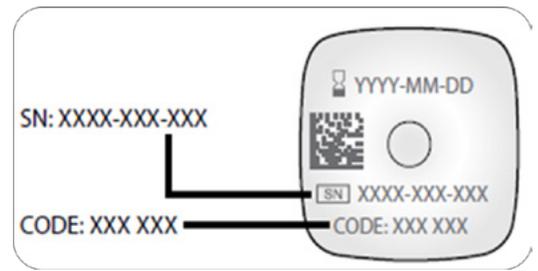
3a Manually enter **CODE** found on inserter label.

3b **Confirm** will take you to screen 5.



4

The **Confirm CODE** screen appears. Confirm the code on the screen matches the code on the top of the inserter label



5

The Simplera Sync™ sensor will now pair with the pump and you will see screen 5 once complete.

NOTE: Step 1 is only required when using a Guardian™ sensor/transmitter. You do not need to unpair anything when starting your next Simplera Sync™ sensor; just pair your new one and the old one is disconnected automatically.

Appendix B: Troubleshooting

My MiniMed™ Mobile app and phone will not pair.

Delete your phone from your pump and your pump from your phone. Restart your phone and try again. If the problem persists, call your local Medtronic Helpline.

I forced closed the app during my download. How do I restart?

If you closed the app while the download was occurring, you will need to restart the download from the beginning. To do so, go to the menu on the top left of the home screen, then tap on Update Pump to re-enter the software update process.

The Update Pump menu option is not in my app.

This means your region does not have the ability to update MiniMed™ 700 series devices via the MiniMed™ Mobile app at this time. Call your local Medtronic Helpline if you need further information.

The MiniMed™ Mobile app says my pump is up to date.

Review the information in your confirmation email. Make sure all steps have been completed, then try again in 24 hours. If the problem persists, call your local Medtronic Helpline.

My update failed.

Your pump has returned to its original software version. You can try the upgrade again at a later point. If the problem persists, call your local Medtronic Helpline.

My update confirmation failed.

Check your internet connection and try again. If the problem persists, call your local Medtronic Helpline.

I don't have a compatible smartphone - what should I do?

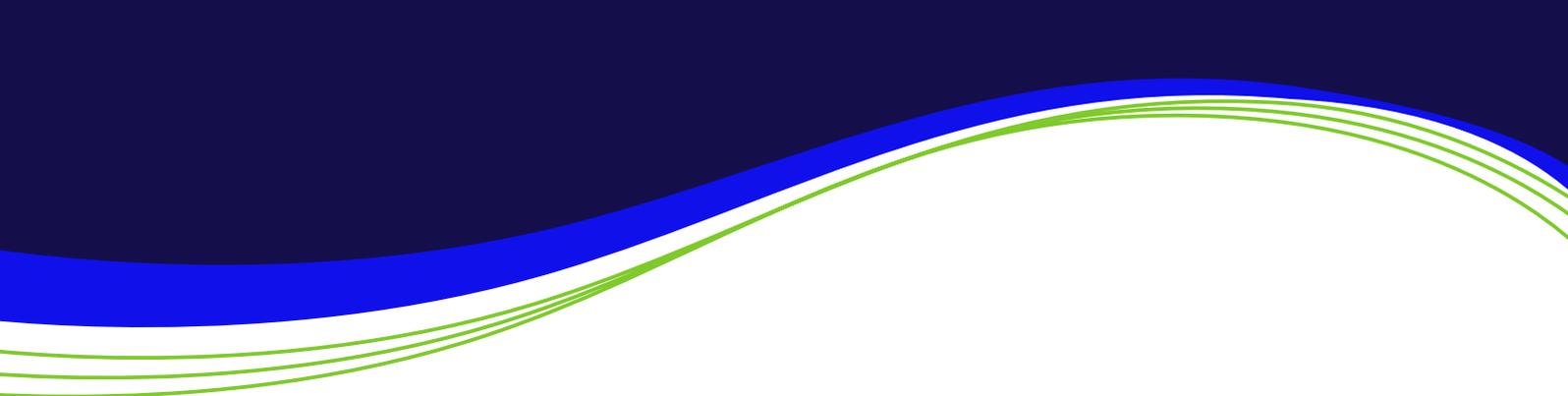
You can only do the software upgrade via the MiniMed™ Mobile app on a compatible phone that is connected to the pump. If you have a caregiver that has a compatible phone you could consider asking permission to use their phone for the purpose of the update only.

Can I revert back to an older software version if I want?

No, once you have made the software update you cannot go back to the previous one.

What do I do if I have forgotten my CareLink™ Personal password?

You can request a password reminder online at carelink.minimed.eu. Use the "Forgot your password?" link.



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