

# MINIMED™ MOBILE APP

USER GUIDE



Medtronic



**Contacts:****Africa:**

Medtronic South Africa and Southern Africa  
Office Reception Tel:  
+27(0) 11 260 9300  
Diabetes: 24/7 Helpline:  
0800 633 7867  
Sub-Sahara 24/7 Helpline:  
+27(0) 11 260 9490

**Albania:**

Net Electronics Albania  
Tel: +355 697070121

**Argentina:**

Corpomedica S.A.  
Tel: +(11) 4 814 1333  
Medtronic Directo 24/7:  
+0800 333 0752

**Armenia:**

Exiol LLC  
Tel: +374 98 92 00 11  
or +374 94 38 38 52

**Australia:**

Medtronic Australasia Pty. Ltd.  
Tel: 1800 668 670

**Bangladesh:**

Sonargaon Healthcare Pvt Ltd.  
Mobile: (+91)-9903995417  
or (+880)-1714217131

**Belarus:**

Zarga Medica  
Tel: +375 29 625 07 77  
or: +375 44 733 30 99  
Helpline: +74995830400

**België/Belgique:**

N.V. Medtronic Belgium S.A.  
Tel: 0800-90805

**Bosnia and Herzegovina:**

Novopharm d.o.o. Sarajevo  
Tel: +387 33 476 444  
Helpline: 0800 222 33  
Epsilon Research Intern. d.o.o.  
Tel: +387 51 251 037  
Helpline: 0800 222 33

**Brasil:**

Medtronic Comercial Ltda.  
Tel: +(11) 2182-9200  
Medtronic Directo 24/7:  
+0800 773 9200

**Bulgaria:**

RSR EOOD  
Tel: +359 888993083  
Helpline: +359 884504344

**Canada:**

Medtronic Canada ULC  
Tel: 1-800-284-4416 (toll free/sans frais)

**Chile:**

Medtronic Chile  
Tel: +(9) 66 29 7126  
Medtronic Directo 24/7:  
+1 230 020 9750  
Medtronic Directo 24/7 (From Santiago):  
+(2) 595 2942

**China:**

Medtronic (Shanghai) Management Co.,  
Ltd.  
Landline: +86 800-820-1981  
Mobile Phone: +86 400-820-1981  
Calling from outside China:  
+86 400-820-1981

**Colombia:**

Medtronic Latin America Inc. Sucursal  
Colombia  
Tel: +(1) 742 7300  
Medtronic Directo 24/7 (Landline):  
+01 800 710 2170  
Medtronic Directo 24/7  
(Cellular): +1 381 4902

**Croatia:**

Mediligo d.o.o.  
Tel: +385 1 6454 295  
Helpline: +385 1 4881144  
Medtronic Adriatic d.o.o.  
Helpline: +385 1 4881120

**Česká republika:**

Medtronic Czechia s.r.o.  
Tel: +420 233 059 111  
Non-Stop Helpline (24/7):  
+420 233 059 059  
Zákaznický servis (8:00 - 17:00):  
+420 233 059 950

**Danmark:**

Medtronic Danmark A/S  
Tel: +45 32 48 18 00

**Deutschland:**

Medtronic GmbH  
Geschäftsbereich Diabetes  
Telefon: +49 2159 8149-370  
24-Stdn-Hotline: 0800 6464633

**Eire:**

Accu-Science Ltd.  
Tel: +353 45 433000

**España:**

Medtronic Ibérica S.A.  
Tel: +34 91 625 05 42  
24 horas: +34 900 120 330

**Estonia:**

AB Medical Group Estonia Ltd  
Tel: +372 6552310  
Helpline: +372 5140694

**Europe:**

Medtronic Europe S.A. Europe,  
Middle East and Africa HQ  
Tel: +41 (0) 21-802-7000

**France:**

Medtronic France S.A.S.  
Tel: +33 (0) 1 55 38 17 00

**Hellas:**

Medtronic Hellas S.A.  
Tel: +30 210677-9099

**Hong Kong:**

Medtronic International Ltd.  
Tel: +852 2919-1300  
To order supplies: +852 2919-1322  
24-hour helpline: +852 2919-6441

**India:**

India Medtronic Pvt. Ltd.  
Tel: (+91)-80-22112245 / 32972359  
Mobile: (+91)-9611633007  
Patient Care Helpline: 1800 209 6777

**Indonesia:**

Medtronic International Ltd.  
Tel: +65 6436 5090 or +65 6436 5000

**Israel:**

Medtronic  
Tel (orders): +9729972440, option 3 + option 1  
Tel (product support): +9729972440, option 2  
Helpline: (17:00 – 08:00 daily/weekends –  
Israel time): 1-800-611-888

**Italia:**

Medtronic Italia S.p.A.  
Tel: +39 02 24137 261  
Servizio assistenza tecnica:  
N° verde: 800 60 11 22

**Japan:**

24 Hr. Support Line: +81-3-6776-0019

**Kazakhstan:**

Medtronic BV in Kazakhstan  
Tel: +7 727 311 05 80 (Almaty)  
+7 717 224 48 11 (Astana)  
Круглосуточная линия поддержки:  
8 800 080 5001

**Kosovo:**

Yess Pharma  
Tel: +377 44 999 900  
Helpline: +37745888388

**Latin America:**

Medtronic, Inc.  
Tel: 1(305) 500-9328

**Latvija:**

RAL SIA  
Tel: +371 67316372  
Helpline (9am to 6pm): +371 29611419

**Lithuania:**

Monameda UAB  
Tel: +370 68405322  
Helpline: +370 68494254

**Macedonia:**

Alkaloid Kons Doel  
Tel: +389 23204438

**Magyarország:**

Medtronic Hungária Kft.  
Tel: +36 1 889 0688

**Malaysia:**

Medtronic International Ltd.  
Tel: +603 7946 9000

**México:**

Medtronic Servicios S. de R. L. de C.V.  
Tel (México DF): +(11) 029 058  
Tel (Interior): +01 800 000 7867  
Medtronic Directo 24/7 (from México DF):  
+(55) 36 869 787  
Medtronic Directo 24/7:  
+01 800 681 1845

**Middle East and North Africa:**

Regional Office  
Tel: +961-1-370 670

**Montenegro:**

Glosarij d.o.o.  
Tel: +382 20642495

**Nederland, Luxembourg:**

Medtronic B.V.  
Tel: +31 (0) 45-566-8291  
Gratis: 0800-3422338

**New Zealand:**

Medica Pacifica  
Phone: 64 9 414 0318  
Free Phone: 0800 106 100

**Norge:**

Medtronic Norge A/S  
Tel: +47 67 10 32 00

**Philippines:**

Medtronic International Ltd.  
Tel: +65 6436 5090 or +65 6436 5000

**Россия:**

ООО «Медтроник»  
Tel: +7 495 580 73 77  
Круглосуточная линия поддержки:  
8 800 200 76 36

**Polska:**

Medtronic Poland Sp. z o.o.  
Tel: +48 22 465 6934

**Portugal:**

Medtronic Portugal Lda  
Tel: +351 21 7245100

**Puerto Rico:**

Medtronic Puerto Rico  
Tel: 787-753-5270

**Republic of Korea:**

Medtronic Korea, Co., Ltd.  
Tel: +82.2.3404.3600

**Romania:**

Medtronic Romania S.R.L.  
Tel: +40372188017  
Helpline: +40 726677171

**Schweiz:**

Medtronic (Schweiz) AG  
Tel.: + 41 (0) 31 868 0160  
24-Stunden-Hotline: 0800 633333

**Serbia:**

Epsilon Research International d.o.o.  
Tel: +381 113115554

Medtronic Serbia D.o.o.  
Helpline: +381 112095900

**Singapore:**

Medtronic International Ltd.  
Tel: +65 6436 5090 or +65 6436 5000

**Slovenija:**

Zaloker & Zaloker d.o.o.  
Tel.: +386 1 542 51 11  
24-urna tehnična pomoč:  
+386 51316560

**Slovenská republika:**

Medtronic Slovakia, s.r.o.  
Tel: +421 26820 6942  
HelpLine: +421 26820 6986

**Sri Lanka:**

Swiss Biogenics Ltd.  
Mobile: (+91)-9003077499  
or (+94)-777256760

**Suomi:**

Medtronic Finland Oy  
Tel: +358 20 7281 200  
Help line: +358 400 100 313

**Sverige:**

Medtronic AB  
Tel: +46 8 568 585 20

**Taiwan:**

Medtronic (Taiwan) Ltd.  
Tel: 02-21836000  
Toll Free: +886-800-005285

**Thailand:**

Medtronic (Thailand) Ltd.  
Tel: +662 232 7400

**Türkiye:**

Medtronic Medikal Teknoloji  
Ticaret Ltd. Sirketi.  
Tel: +90 216 4694330

**Ukraine:**

Med Ek Service TOV  
Tel: +380 50 3311898  
or: +380 50 4344346  
Лінія цілодобової підтримки:  
0 800 508 300

**USA:**

Medtronic Diabetes Global  
Headquarters  
24-Hour Technical Support:  
+1-800-646-4633  
To order supplies: +1-800-843-6687

**United Kingdom:**

Medtronic Ltd.  
Tel: +44 1923-205167

**Österreich:**

Medtronic Österreich GmbH  
Tel: +43 (0) 1 240 44-0  
24 – Stunden – Hotline: 0820 820 190

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## Introduction

### Overview

The MiniMed™ Mobile app is an accessory for your compatible MiniMed™ insulin pump system. The app provides a secondary display of data from your insulin pump on a compatible mobile device. The app is available for Android™\* (MMT-6101) and for iOS™\* (MMT-6102) operating systems.

The app pairs with only one pump at a time. The app receives data from your insulin pump and automatically sends data to your CareLink™ Personal account. You can turn off the Sync to CareLink™ feature as needed. You can also use the Upload Now option to manually send the data at any time. The app shows up to 24 hours of data received from your pump on a graph.

**Note:** The app does not show data if it cannot communicate with the pump.

The app also receives and shows alarms, alerts, messages, and reminders from the insulin pump system on your compatible mobile device.

**Note:** The app sends and receives data only when the app is running on the compatible mobile device. The app does not receive data from the pump if you force the app to close. Keep the app open or running in the background.

### Compatible MiniMed™ insulin pump systems

The MiniMed™ Mobile app is compatible with the following MiniMed™ insulin pumps with smart device connectivity:

- MiniMed™ 700 insulin pump
- MiniMed™ 720G insulin pump
- MiniMed™ 740G insulin pump
- MiniMed™ 770G insulin pump
- MiniMed™ 780G insulin pump

**Note:** Not all compatible insulin pump systems are available in all regions.

### Compatible mobile devices

The MiniMed™ Mobile app should only be used with supported mobile devices. Refer to your local Medtronic website for information about compatible mobile devices and operating systems.

## User safety

### Indications

The MiniMed™ Mobile app is intended to provide a secondary display for a compatible MiniMed™ insulin pump system on a suitable consumer electronic device for passive monitoring and to sync data to CareLink™.

The MiniMed™ Mobile app is not intended to replace the real-time display of continuous glucose monitoring or insulin pump data on the primary display device (i.e., the insulin pump). All therapy decisions should be based on the primary display device.

The MiniMed™ Mobile app is not intended to analyze or modify the continuous glucose monitor data or insulin pump data that it receives. Nor is it intended to control any function of the connected continuous glucose monitoring system or insulin pump. The MiniMed™ Mobile app is not intended to receive information directly from the sensor or transmitter of a continuous glucose monitoring system.

## Contraindications

The MiniMed™ Mobile app is not recommended for people whose vision or hearing does not allow recognition of pump signals and alarms.

## Warnings

Do not make any configuration changes to the MiniMed™ Mobile app not expressly approved by Medtronic Diabetes. Any unapproved change could interfere with your ability to operate the equipment or may cause injury.

Dosing decisions should not be made based on this device. The user should follow instructions on the insulin pump and continuous glucose monitoring (CGM) system.

Do not rely solely on the notifications from the MiniMed™ Mobile app. Notifications on your compatible mobile device and notifications sent to care partners may not occur as expected. Notifications may not always be noticeable on the app. Always rely on your pump for the notifications.

## Precautions

This device is not intended to replace self-monitoring practices as advised by a physician.

This MiniMed™ Mobile App User Guide does not list all precautions related to using the MiniMed™ insulin pump systems. Refer to the MiniMed™ System User Guide.

The MiniMed™ Mobile app requires a compatible, functioning mobile device with a compatible iOS™\* or Android™\* operating system.

**Note:** Using the app with your pump can affect the life of your insulin pump battery. For more information on how to avoid excessive battery drain, see *The MiniMed™ Mobile app drains my battery, page 24*.

## Security precautions

The MiniMed™ insulin pump system with smart device connectivity has been designed with security features to help keep the system and its data secure. However, there are important steps to take to ensure the compatible mobile device used with the MiniMed™ Mobile app is also secure.

To help keep the compatible mobile device secure, follow these instructions:

- Do not leave the compatible mobile device unattended.
- Enable a security lock on the compatible mobile device.
- When the compatible mobile device is not in use, lock it in a way that requires a PIN or biometric ID to be entered in order to use it.
- Do not remove or interfere with the security features on the compatible mobile device.
- Do not attempt to modify the operating system, jailbreak or root the device.
- Keep the compatible mobile device operating system up to date, unless otherwise recommended by Medtronic, and choose settings that let mobile applications automatically update.
- Use only the official application store, such as the Apple™\* App Store™\* or the Google Play™\* store to get all mobile applications used with the compatible mobile device.
- Do not click on links from email messages, web pages, or text messages received from an unknown or untrusted source.
- Disable wireless functions such as Near Field Communication (NFC) and ANT+ when not in use.
- Avoid the use of unknown Wi-Fi™\* networks or public Wi-Fi™\* hotspots.

- Enable security protection, such as the use of a password and encryption, on your home Wi-Fi™ network that the compatible mobile device connects to regularly.

## Assistance

Contact information for assistance can be found in the MiniMed™ Mobile App User Guide and at [www.medtronicdiabetes.com/customer-support/international-contacts](http://www.medtronicdiabetes.com/customer-support/international-contacts).

## How to use this guide

This user guide helps you understand the setup and operation of the MiniMed™ Mobile app. For information about using the compatible MiniMed™ insulin pump system or CareLink™ software, always refer to the corresponding user guide.

To access the MiniMed™ Mobile App User Guide during the app setup, tap ⓘ on the screen. To access while in the app, tap the Menu icon in the top left corner of the Home screen. In the Menu screen tap **About**, and then **User Guide**.

The following table describes terms and conventions used in this guide.

**Table 1.** Terms and conventions

Convention	Description
<b>Bold text</b>	To indicate screen items and buttons. For example, "Tap <b>Search</b> to continue."
Double-tap	Tap the screen or button twice in rapid succession.
Pinch	Touch the screen with two fingers and slide them toward each other.
Scroll	Place one finger at or near the top or bottom edge of the screen and slide the finger vertically across the screen without lifting the finger.
Stretch	Touch the screen with two fingers and slide them away from each other.
Swipe	Place one finger at or near the edge of the screen and quickly slide the finger across the screen without lifting the finger.
Tap	Tap your finger on an option on your device screen to select or activate it.
<b>Note:</b>	Provides additional helpful information.

## MiniMed™ Mobile app setup

### Downloading the MiniMed™ Mobile app

Search the Apple™ App Store™ or the Google Play™ store on your mobile device for the MiniMed™ Mobile app. Download the app. This product should only be used with supported mobile devices. Refer to your local Medtronic website for information about supported devices and operating systems.

### Opening the MiniMed™ Mobile app for the first time

1. Tap the **MiniMed™ Mobile app** icon on your compatible mobile device.



2. The next several screens show information about how the app works. Tap **Next** after you read each page.

## Log in to CareLink™ software

A CareLink™ account Log in screen appears.

The compatible mobile device must be connected to the Internet and have the Bluetooth™\* feature turned on to sync with a CareLink™ account.

### If you have a CareLink™ account:

1. Select your country.
2. Tap **Log in**.
3. Enter your CareLink™ account username and password.
4. Tap **Log in**.

### If you do not have a CareLink™ account:

1. Select your country.
2. Tap **Create an Account**. A window opens and shows instructions to sign up for a CareLink™ account.
3. Follow the instructions and sign up for a CareLink™ account.
4. Enter your CareLink™ account username and password.
5. Tap **Log in**.

## Setting up the MiniMed™ Mobile app

1. Read the End User License Agreement when it appears.
2. Tap **Agree**. A confirmation message appears on the screen.
3. Tap **Agree** to confirm that you agree to the End User License Agreement.

A screen appears and shows what you need to set up the app. Tap **Get started** at the bottom of the screen to set up the app.

## Pump compatibility

1. Check for the  symbol on the front of your pump. Only MiniMed™ insulin pumps with the  symbol have smart device connectivity.
2. If your pump has smart device connectivity, tap **Yes, my pump has the symbol**.  
If your pump does not have smart device connectivity, tap **No, the symbol is not on my pump**. A pump without smart device connectivity is not compatible with the MiniMed™ Mobile app.

## Pair the MiniMed™ insulin pump with the compatible mobile device during initial setup

1. Select the MiniMed™ pump model that you are using.

**Note:** If you are using an iOS™\* operating system, a message may appear and ask permission to send you notifications. See *Notification settings, page 9* for more information. If you do not let notifications to be sent, a second message may appear to remind you that notifications must be turned on in the operating system settings to successfully pair the pump with the compatible mobile device.

**Note:** If a message that the compatible mobile device is unable to connect to the servers appears, check your Internet connection and tap **Retry**. If a connection still cannot be made, try again later. For more information, see *First steps, page 20*.

**Note:** If you are using an iOS™\* operating system, a message may appear and ask you to let the MiniMed™ Mobile app make data available to compatible devices when the app runs in the background. This is necessary to keep the app updated with information from your pump.

If you do not let the app make data available to compatible devices, a second message may appear to remind you that you must turn on Bluetooth™\* for the app and the pump to communicate in the background. Bluetooth™\* can be turned on in the compatible mobile device Settings.

2. Follow the instructions shown on the screen to put the MiniMed™ insulin pump into pairing mode.

**Note:** On some compatible mobile devices, you will receive a Bluetooth™\* Pairing Request. Tap **Pair** to continue.

3. It takes a few moments to complete the pairing process, during which the app shows: Pairing....
4. When pairing is complete, the app shows a screen that confirms that pairing was successful. Tap **Next**.

**Note:** If pairing fails, a message appears with instructions to follow before you try the pairing process again. Follow these instructions and tap **OK** to try again.

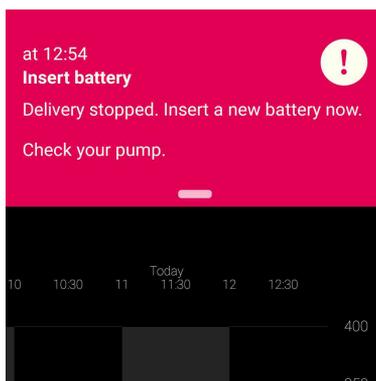
5. The app shows a warning that dosing decisions should not be made based on this app. Read the warning and then tap **OK**.
6. Tap **Agree** to confirm that you have read and understood the limitations of the app.

The Notifications screen appears.

## Notification settings

Notifications are alarms, alerts, messages, and reminders from the MiniMed™ insulin pump that may require your immediate attention.

Notifications appear at the top of the Home screen:



When the app is not open on your screen, notifications will appear in the same way that your compatible mobile device shows notifications from other apps. A notification shown while your compatible mobile device is locked will look similar to this:



There are two notification settings you can control from the Notifications screen:

- **Notifications from pump:** When this setting is turned on, alarms, alerts, messages, and reminders from your pump will appear on both your pump and your compatible mobile device. Your compatible mobile device must also have notifications from the MiniMed™ Mobile app turned on. If either setting is turned off, the notifications will appear on your pump only.
- **Repeat notifications:** When this setting is turned on, notifications repeat every minute on your compatible mobile device until they are cleared on the pump or dismissed in the app. If this setting is turned off, notifications will not repeat on the compatible mobile device.

### To turn notifications on or off:

1. Tap the toggle buttons to turn desired notifications on or off.

**Toggle on**



**Toggle off**



2. Tap **Done** at the bottom of the screen.
3. If you have turned on Notifications, a message appears to remind you that alerts and alarms must always be cleared on the pump. Tap **OK**.

You have now completed the initial setup of the app.

**Note:** Settings on compatible mobile devices and in the app affect notifications from the pump. It is strongly recommended that you choose the following settings to receive notifications:

- Allow notifications from the app in the compatible mobile device settings.
- Turn off Do Not Disturb in the compatible mobile device settings. You will not hear a notification sound if Do Not Disturb is turned on.
- Turn on notifications in the app settings.

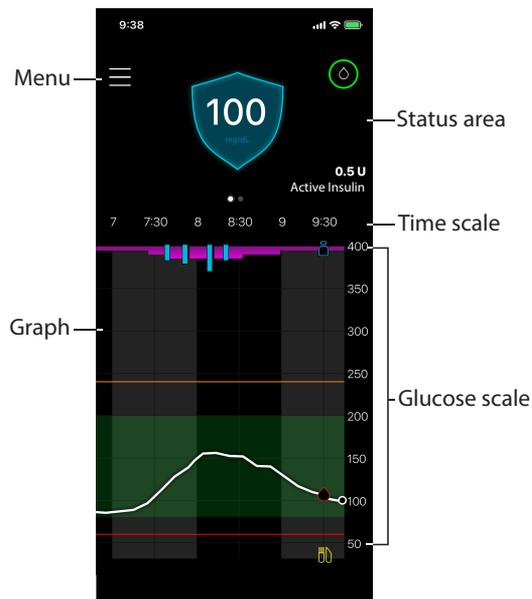
**Warning:** Do not rely solely on the notifications from the MiniMed™ Mobile app. Notifications on your compatible mobile device and notifications sent to care partners may not occur as expected. Notifications may not always be noticeable on the app. Always rely on your pump for the notifications.

## Using the MiniMed™ Mobile app

### Home screen

The Home screen shows an overview of data received from the pump. The Home screen is divided into two main areas: the status area and the graph. There is also a Menu button  in the top left corner of the Home screen.

**Figure 1.** Home screen



**Note:** The display may vary based on your compatible mobile device and insulin pump model.

**Note:** If the MiniMed™ Mobile app has not been continuously running in the background on your compatible mobile device, it may take a few seconds for information to appear when you open the app.

### Status area

The status area shows the most current data that the pump has sent to the MiniMed™ Mobile app and status messages that may require your attention. It shows your current SG value, trend arrows, active insulin, status icons, and basal rate. The current data and status messages also appear on the Lock screen of your compatible mobile device.

### Status messages

Status messages are shown in the status area. Most status messages are messages from the pump. For information about these messages, always refer to the MiniMed™ System User Guide.

Other messages refer specifically to the status of the app itself. For a list of those messages and how to respond, see *MiniMed™ Mobile app status messages*, page 23.

### Active insulin

The Active Insulin is shown in the Status area. Active insulin is bolus insulin that has been delivered by the pump and is still working to lower your BG levels. For more information about active insulin, see the MiniMed™ System User Guide.

### SG value

If you use CGM, the status area shows the most recent SG value received from the insulin pump. If the sensor is turned off on the pump, the MiniMed™ Mobile app shows the current active insulin amount where the SG value is usually shown.

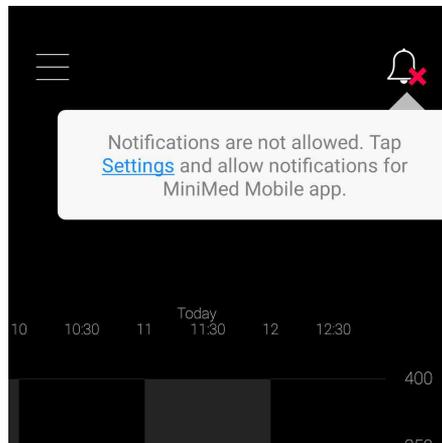
If a transmitter is paired with the pump, but an SG value cannot be shown in the app, a status message appears in the status area instead.

## Trend arrows

If you use CGM and the SG value is rising or falling, one, two, or three arrows appear on the Home screen. The more arrows that are shown, the faster the SG value is rising or falling. For more information about the trend arrows, see the MiniMed™ System User Guide.

## Status icons on the Home screen

Icons may appear in the status area to inform you about the status of the MiniMed™ Mobile app or the paired pump. You can tap on any status icon to see a message bubble that shows what the icon means. To close the message bubble, tap on your screen anywhere other than the message bubble.



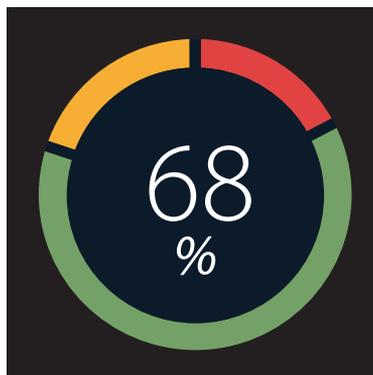
For more information about the app status icons, see *MiniMed™ Mobile app status icons, page 15*.

For more information about Status icons from the paired MiniMed™ insulin pump system, see *Pump system status icons, page 16*.

## Banners

The banners shown in the status area correspond with the banners shown on your pump. For more information about the banner messages, refer to the MiniMed™ System User Guide.

## Time in range



If you use CGM, you can access the Time in range graph by swiping left in the Status area on the Home screen. The Time in range graph shows the percentage of time you spent in and out of a set SG range. This SG range is preset in the MiniMed™ Mobile app and cannot be changed.

If you use mg/dL, the preset SG range is 70 to 180 mg/dL.

If you use mmol/L, the preset SG range is 3.9 to 10 mmol/L.

The **orange** section shows the percent of time that you spent above 180 mg/dL or 10 mmol/L during the past 24 hours.

The **green** section shows the percent of time that you spent between 70 and 180 mg/dL or 3.9 and 10 mmol/L during the past 24 hours.

The **red** section shows the percent of time that you spent below 70 mg/dL or 3.9 mmol/L during the past 24 hours.

Your average SG reading is shown at the bottom of the screen.

A Not enough data message is shown if there is no sensor data for the past 24 hours.

## Graph

The graph shows glucose values and event markers based on the data the app receives from the paired pump.

To navigate the graph:

- Swipe left or right over the graph to navigate through past and current data.
- Stretch and pinch to zoom in and out from the 1-hour view to a 24-hour view.
- Double-tap the graph to cycle through the various graph zoom levels (24 hr, 12 hr, 6 hr, 3 hr).
- Tap  to show your BG reading at that time.
- Tap  to show your BG reading at that time. This BG reading was not sent for sensor calibration.
- Tap  to show the carb count for the meal you entered.
- Tap  to show the amount of bolus insulin delivered and which type of bolus was used.
- Tap anywhere on the screen to close the event details.

## Glucose scale

The Glucose scale shows the range of glucose values. It appears along the right side of the graph. Double-tap the **Glucose scale** to return to the current time.

## Time scale

The Time scale shows the time for the selected period on the graph. The scale appears along the top of the graph.

- If the time on your compatible mobile device does not match the time on the pump, the following icon appears at the top of the graph with the message: Check pump time.



**Note:** The graph in the MiniMed™ Mobile app always shows pump data with the time displayed on the pump.

- Tap the **Time scale** on the graph to select a specific time. Information appears above the graph and shows an event detail.

- If you change the time on your pump, a white dashed line is shown on the graph and the following icon appears at the top of the graph.



### **SG trend**

If you use CGM, the graph in the MiniMed™ Mobile app will show the SG trend that the SG graph on your pump shows. The SG trend displays your past and present SG readings.

- Tap any point on the SG trend to see SG information. A vertical cursor appears on the graph where you tap.
- A graph information box appears. The graph information box shows the SG value and the time. If the graph information box shows information from a different day than the current day, the box also shows the day. The information in the box changes as you drag your finger along the graph.
- If no SG value is present for the selected time, the graph information box shows a message that indicates why there is no SG value.

**Note:** The graph only shows data for the last 24 hours.

### **High and low SG limits**

If you turn on high and low SG limits on the pump, the limits appear on the graph. The high limit line appears in orange, and the low limit line appears in red.

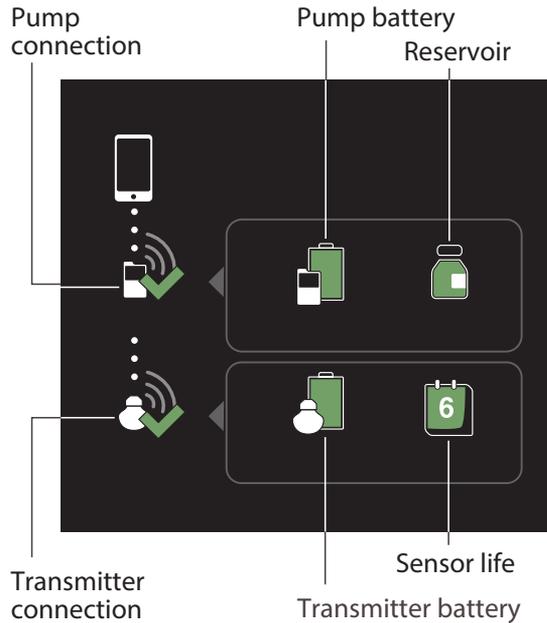
**Note:** If the high and low SG limits are set on the pump, the high limit line and low limit line appear on the MiniMed™ Mobile app. The high and low limit lines do not indicate that the High SG and Low SG alerts are turned on.

The SG target range of 70 to 180 mg/dL or 3.9 to 10 mmol/L appears as a green band across the graph.

For more information about high and low SG limits, refer to the MiniMed™ System User Guide.

## Menu

Figure 2. Menu screen



Tap  on the Home screen to go to the Menu screen. The Menu screen shows the status of the insulin pump system and paired devices. The Menu screen also gives you access to the Notifications settings, Display Options, Pair Device function, Sync to CareLink™ feature, and the About screen.

In the About screen, you will find information about the MiniMed™ Mobile app and a link to open this user guide in the app. See *Notifications*, page 18; *Display options*, page 18; *Pair device*, page 19; and *Sync to CareLink™ feature*, page 19 for more information about those screens and features.

**Note:** The app may show information differently depending on the compatible mobile device and operating system you use.

### System status icons

The system status icons on the Menu screen show you the status of your pump and any additional paired devices. The status icon appears on the Home screen, if any status needs attention.

**Note:** Although very similar, you may notice small differences between the icons shown on the pump and the icons shown in the app, depending on your pump model. Refer to the MiniMed™ System User Guide for more information.

### MiniMed™ Mobile app status icons

#### Blocked notifications



The bell icon appears on the Home screen if the notifications setting is turned off in the MiniMed™ Mobile app, or if the notifications setting is turned off in the operating system of the compatible mobile device. The bell

icon does not appear if notifications are turned on, even if the Ringtone Volume on your compatible mobile device is set to silent.

1. Tap the icon to display a message bubble that describes the issue.
2. Tap the blue link in the message bubble to navigate to the screen where you can update the appropriate settings and allow notifications.

## Pump connection



The pump connection icon appears with a green check mark when the pump and the MiniMed™ Mobile app are paired and successfully communicating. If communication between the app and the paired pump is lost, the icon appears with a red X.

The pump connection icon appears on the Home screen if the app has lost communication with the pump.

For more information about what to do if the app has lost communication with the pump, see *MiniMed™ Mobile app status messages, page 23*.

## Pump system status icons

**Note:** Pump icons that are shown on the MiniMed™ Mobile app may appear slightly different than they appear on your insulin pump screen.

### Calibration



If you use CGM, the MiniMed™ Mobile app shows the calibration icon on the Home screen. The color and the appearance of the icon change as the time for the next required calibration approaches.

Tap the calibration icon to see when the next calibration is due.

The calibration icon with a question mark appears when the time until your next calibration is unavailable. The calibration icon with the three dots appears when the system is not ready for a calibration.

### Transmitter connection



If you use CGM, the transmitter connection icon appears in the Menu screen. The transmitter connection icon appears with a green check mark when the sensor feature is on and your transmitter is successfully communicating with your pump.

If the sensor feature is turned on but the transmitter has lost communication with the pump, the transmitter connection icon appears with a red X and also appears on the Home screen.

The transmitter connection icon appears with a question mark when the transmitter-to-pump communication status is unknown. This icon appears if the pump has lost communication with the MiniMed™ Mobile app or if the app is trying to receive sensor data from the pump.

## Pump battery



The pump battery icon indicates the charge level of your pump battery. The icons look similar to what is on the pump.

The pump battery icon appears on the Home screen when the battery charge is approximately 25% or less. The icon is outlined in red when the pump battery is empty. The icon shows a battery outlined in blue and with a question mark when the charge level of the pump battery is unavailable. This icon appears when the MiniMed™ Mobile app and the pump have lost communication.

## Transmitter battery



If you use CGM, the transmitter battery icon indicates the charge level of your transmitter battery. The icons look similar to what is on the pump.

The transmitter battery icon appears on the Home screen when the battery charge is approximately 25% or less. The icon is outlined in red when the transmitter battery is empty. The icon is outlined in blue with a question mark when the charge level of the transmitter battery is unavailable. This icon appears if the pump has lost communication with the MiniMed™ Mobile app or if the pump cannot communicate with the transmitter.

## Reservoir



The reservoir icon shows the approximate amount of insulin left in your reservoir. The icons look similar to what is on the pump.

The reservoir icon appears on the Home screen when the reservoir has approximately 25% or less insulin remaining. The icon is outlined in red when the reservoir is empty. The icon is outlined in blue with a question mark when the amount of insulin left in your reservoir is unknown. This icon appears when the MiniMed™ Mobile app and the pump have lost communication.

## Sensor life



If you use CGM, the sensor life icon indicates the number of days until the sensor expires. The icons look similar to what is on the pump.

The sensor life icon appears on the Home screen when the sensor expires in less than 24 hours. The icon is red when the sensor expires in 24 hours or less. When the sensor expires, the icon is outlined in red with a white X. Tap on the icon to see how much time remains until the sensor expires.

The icon is outlined in blue with three dots when the time until the sensor expires is unknown. If the MiniMed™ Mobile app and the pump have lost communication, the icon is outlined in blue with a question mark.

## Suspend by sensor



When using the Suspend before low or Suspend on low features, the suspend by sensor icon appears on the MiniMed™ Mobile app screen. When the pump is suspended by the sensor, this icon flashes. When the Suspend before low or Suspend on low feature is unavailable, this icon appears with a red X.

## More information about pump system icons

For more information about status icons from the paired pump and how to respond to them, refer to the MiniMed™ System User Guide.

## Notifications

The MiniMed™ Mobile app lets you receive alarms, alerts, reminders, and messages from your pump on your compatible mobile device. For information about how to set your notification preferences in the app, see *Notification settings, page 9*.

**Warning:** Do not rely solely on the notifications from the MiniMed™ Mobile app. Notifications on your compatible mobile device and notifications sent to care partners may not occur as expected. Notifications may not always be noticeable on the app. Always rely on your pump for the notifications.

All notifications from the pump appear at the top of the Home screen.

**Table 2.** Notification appearance

Notification	Background color
Alarm	red
Alert	yellow
Message	blue
Reminder	gray

**Note:** Always clear notifications on your pump. Dismissing a notification in the app does not clear it on the pump. It is important that you promptly respond to all notifications that appear on your pump.

Always refer to the MiniMed™ System User Guide for information about specific alarms, alerts, reminders, and messages and how to respond to them.

## Display options

When you first set up the MiniMed™ Mobile app, your pump and the app may not have the same carb unit setting. To set the carb unit in the app, tap  on the Home screen and then tap **Display Options**. On the Display Options screen, tap on the carb unit that you want to use. A blue check mark appears next to the carb unit that is currently shown in the app.

For information about the carb unit displayed on the paired pump, always refer to the MiniMed™ System User Guide.

**Note:** It is strongly recommended that you use the same carb unit setting on your pump and in the app.

## Pair device

You may need to pair your pump with your compatible mobile device after the initial MiniMed™ Mobile app setup, for example if you get a new pump.

### To pair your pump with the compatible mobile device after initial setup:

1. On the Menu screen, tap **Pair Device**.
2. A screen appears with options to pair the pump. Do one of the following:
  - Tap **Pair new pump** if you are pairing a new pump.
  - Tap **Re-pair current pump** if you are pairing a pump that was previously paired with the compatible mobile device.
3. A screen appears and asks if the compatible mobile device was paired with a pump before. Do one of the following:
  - If yes, tap **Go to Settings** and remove the pump from the device list. After removing the pump from the device list, return to the app. Tap **Next**.
  - If no, tap **Next**.
4. A screen appears and asks if the pump was paired with a compatible mobile device before. Do one of the following:
  - If yes, follow the instructions on the MiniMed™ Mobile app screen to remove the compatible mobile device from your pump, and then tap **Next**.
  - If no, tap **Next**.
5. A message appears and reminds you that your pump must be compatible. You must have the Bluetooth™\* wireless technology setting on your compatible mobile device turned on. Do one of the following:
  - If it is turned on, tap **Next**.
  - If it is turned off, go to your compatible mobile device settings and turn it on. Then tap **Next**.
6. Select the MiniMed™ pump model that you are using.
7. A message may appear on the app screen and ask permission to pair the pump with your compatible mobile device. If this message appears, pair the pump.
8. When the pump and the compatible mobile device are paired, a message appears on the app screen. Tap **Done**.

## Sync to CareLink™ feature

The MiniMed™ Mobile app can sync data to CareLink™ software automatically or manually.

The **Upload Now** option lets you send data to your CareLink™ account to generate reports. This can be helpful before you visit with your healthcare professional to ensure that the most current information is available during your visit with them.

The automatic Sync to CareLink™ feature sends data from the app to your CareLink™ account approximately every five minutes. This feature also automatically sends data used to create CareLink™ reports approximately every 24 hours. The information can be viewed online by you or a care partner on the CareLink™ website at <http://carelink.minimed.com>.

**Note:** Your compatible mobile device must be connected to the Internet to send data to your CareLink™ account. If you use a cellular connection, your cellular provider data rates may apply.

**Note:** The app uploads data to CareLink™ only when the app is running on the compatible mobile device. The app does not upload data to CareLink™ if you force the app to close. Keep the app open or running in the background.

The Sync to CareLink™ feature default setting is set to on when you set up the app. If the Sync to CareLink™ feature is turned off, the app no longer automatically sends data to your CareLink™ account.

## Giving a care partner access to your CareLink™ account

You can invite a family member, friend, or care partner to monitor your diabetes information in your CareLink™ account. For more information about how to use the Manage Care Partners feature to give another person access to your information, see the CareLink™ User Guide.

**Note:** CareLink™ only sends notifications to care partners if CareLink™ receives data from the MiniMed™ Mobile app. The app does not upload data to CareLink™ if you force the app to close. Keep the app open or running in the background.

## Troubleshooting

### First steps

The MiniMed™ Mobile app is a secondary display system only. For information on pump and sensor alarms, alerts, messages and reminders, see the MiniMed™ System or Sensor User Guide.

Always keep in mind that the information on the app may look different from user to user depending on which compatible mobile device is paired.

If you are unable to resolve an issue after you follow the steps in the tables below, force the app to close and then restart the app. If you still encounter an issue, restart your compatible mobile device and restart the app. If you are using an Android™\* operating system, you may need to try one or more of the following solutions:

- Set the correct date and time on the compatible mobile device.
- Enable Google™\* services.
- Clear cache and data from Google™\* services.
- Clear cache and data from the Google Play™\* store.
- Update Google™\* services.
- Install any pending operating system updates.

The following is a table of app messages. These messages are generated by the app itself, not the paired pump or other system devices.

### MiniMed™ Mobile app error messages

**Table 3.** MiniMed™ Mobile app error messages and instructions

Error message	Instructions
<p><b>No Internet Connection</b> An Internet connection is needed to open the app. Please retry when an Internet connection is available.</p>	<p>This message occurs during the initial setup of the app. The mobile device must be connected to the Internet to open the app for the first time. Connect the compatible mobile device to the Internet using a wireless connection or enable cellular data for the app in the cellular data settings on your compatible mobile device. For information on how to manage cellular data settings on your compatible mobile device, refer to the user guide for that device.</p>

**Table 3.** MiniMed™ Mobile app error messages and instructions (continued)

Error message	Instructions
	If your compatible mobile device is connected to the Internet, the CareLink™ system may be down. Before you contact 24-Hour Technical Support or the local Medtronic support representative, try restarting your compatible mobile device and opening the app again. If that does not work, contact 24-Hour Technical Support or the local Medtronic support representative.
<p><b>App Reset Required</b> An error has occurred. The app must reset to continue. You will have to pair your pump again.</p>	<p>Before you attempt to pair the app again, remove the compatible mobile device from the list of paired devices on the pump. You must also remove the pump from the list of paired devices on the compatible mobile device. Tap <b>OK</b> to begin the setup process. The startup sequence that you saw the first time you opened the app begins. Follow the instructions to set up the app. See <i>Pair the MiniMed™ insulin pump with the compatible mobile device during initial setup, page 8.</i></p>
<p><b>Unsupported Android or iOS Device</b> Unfortunately the app does not work with your mobile device.</p>	<p>The app cannot be used on the mobile device it was downloaded to. A list of compatible mobile devices and operating systems is available on your local Medtronic website.</p>
<p><b>Unsupported Android or iOS Version</b> Unfortunately the app does not work with the current Android or iOS version on your mobile device.</p>	<p>The app cannot be used with the current operating system on the mobile device it was downloaded to. A list of compatible operating systems and versions is available on your local Medtronic website.</p>
<p><b>New Android or iOS Version</b> You can still use the app! However, the app has not been tested with the current Android or iOS version on your mobile device. Information may display differently than intended.</p>	<p>You can still use the app but information may not appear as intended. Tap <b>Continue</b> to open the app.</p>
<p><b>Pump Communication Error</b> An error has occurred in communication with the pump. Try turning Bluetooth™ off and back on. Alternatively, try restarting your mobile device.</p>	<p>Tap <b>Continue</b>. First turn Bluetooth™* off and back on. You may need to restart your compatible mobile device.</p>
<p><b>App Cannot Be Used</b> In order for the MiniMed™ Mobile app to work properly, we do not allow the app to run on a device with modified operating system (rooted device).</p>	<p>Tap <b>Close The App</b> to close the app. Use a compatible mobile device that does not have a modified operating system.</p>
<p><b>App Cannot Be Used</b> In order for the MiniMed™ Mobile app to work properly, we do not allow the</p>	<p>Tap <b>Close The App</b> to close the app. Use a compatible mobile device that does not have a modified operating system.</p>

**Table 3.** MiniMed™ Mobile app error messages and instructions (continued)

Error message	Instructions
app to run on a device with modified operating system (jailbroken device).	
<p><b>Developer Options Enabled</b>            In order for the MiniMed™ Mobile app to work properly, we do not allow the app to run on a device with Developer Options enabled.            To use the app, disable Developer Options.</p>	<p>Tap <b>Settings</b> to access your compatible mobile device operating system settings. Disable Developer Options in the Settings on your compatible mobile device.</p>
<p><b>Oops, something went wrong</b>            Unable to connect to our servers, check your Internet connection. If Internet connection is working, our servers may be temporarily not responding.            Please try again later.</p>	<p>Tap <b>Retry</b> to try to connect again. Tap <b>Cancel</b> to try again later.</p>
<p><b>App cannot be used</b>            To continue setup, app notifications are required to be enabled. Please allow notifications in settings.</p>	<p>Tap <b>Settings</b> and allow notifications from the app.</p>
<p><b>Secure Screen Lock Needed</b>            For your security, MiniMed™ Mobile app requires you to lock your mobile device with a PIN, pattern, biometric or password.</p>	<p>Add a secure authentication method for unlocking your personal mobile device, such as a PIN, pattern, biometric ID, or password.</p>
<p><b>Pairing Failed</b>            Make sure your new pump is near your mobile device.            Make sure you've deleted all pumps listed under the Bluetooth menu on the mobile device.            Make sure you have the latest version of the app installed.            Retry pairing on pump. If problem persists, see user guide.</p>	<p>Any of the following actions may help resolve the issue.</p> <ul style="list-style-type: none"> <li>• Confirm that you have removed any previously paired pumps from Bluetooth™* settings menu on your compatible mobile device.</li> <li>• Confirm that you have removed any previously paired compatible mobile devices from the Paired Devices menu on the pump.</li> <li>• Turn the Bluetooth™* setting off and then on again on your compatible mobile device.</li> <li>• Close and then reopen the MiniMed™ Mobile app.</li> <li>• Restart your compatible mobile device.</li> </ul>

**Note:** If the app is locked or unresponsive, close and restart the app.

## MiniMed™ Mobile app status messages

**Table 4.** MiniMed™ Mobile app status messages and instructions

App message	Instructions
Bluetooth™ off	Turn on the Bluetooth™* wireless feature on your compatible mobile device to see your current sensor information.
Pump pairing lost	There were no data exchanges with the pump for several minutes. Pair the compatible mobile device with the pump again. Before you attempt to pair the app again, remove the compatible mobile device from the list of paired devices on the pump. You must also remove the pump from the list of paired devices on the compatible mobile device. See <i>Pair device, page 19</i> .
Updating... This may take a few minutes	The app is receiving and processing new sensor data. This may take a few minutes and then the app shows the data received.
Reconnecting to pump...	Move the pump closer to the compatible mobile device. Keep the pump and the compatible mobile device within 20 feet or 6 meters of each other without obstacles.

**Note:** If the app is locked or unresponsive, close and restart the app.

## CareLink™ manual upload failed messages

**Table 5.** CareLink™ manual upload error messages and instructions

Error message	Instructions
<b>CareLink™ Upload Failed.</b> CareLink™ might be temporarily not responding. Please try again later. If this problem persists, call Helpline.	Try again later. If this problem persists, contact 24-Hour Technical Support or the local Medtronic support representative.
<b>Pump Out of Range</b> Pump is out of range. Move pump closer to connected mobile device and try again.	Move your pump closer to the connected mobile device and try again.
<b>Server Upload Failed</b> The server might be temporarily unavailable. Please try again later. If this problem persists, call Helpline.	Try again later. If this problem persists, contact the 24-Hour Technical Support or the local Medtronic support representative.
<b>Pump Communication Error</b> An error has occurred in communication with the pump. Try turning Bluetooth™ off and back on. Alternatively, try restarting your mobile device.	First turn Bluetooth™* off and back on. You may need to restart your compatible mobile device.
<b>Pump not Paired</b> The upload could not be performed since the pump is not paired with the mobile device.	Pair the pump with your compatible mobile device. See <i>Pair device, page 19</i> .
<b>Check Internet Connection</b>	Check your Internet connection and try again later.

**Table 5.** CareLink™ manual upload error messages and instructions (continued)

<b>Error message</b>	<b>Instructions</b>
Check Internet connection and please try again later.	

### **The MiniMed™ Mobile app drains my battery**

If the pump and the MiniMed™ Mobile app lose communication frequently, you may experience battery drain on both the pump and the compatible mobile device when you use the app.

To minimize battery drain, always make sure the compatible mobile device and the pump are within 20 feet or 6 meters of each other without obstacles.

### **No SG value in the status area**

If the sensor feature is turned off on your pump, the MiniMed™ Mobile app displays the current active insulin value where the SG value is usually displayed in the Status area. If the sensor feature is turned on in the pump settings, the app will display a status message if it is unable to display the current SG value.

### **The MiniMed™ Mobile app does not sync with my CareLink™ account**

**Table 6.** MiniMed™ Mobile app sync issues and possible solutions

<b>Issue</b>	<b>Possible solution</b>
You have no Internet connection.	Return to an area where you can connect your compatible mobile device to the Internet.
The CareLink™ server is down.	Try again later.
The app is not running on the compatible mobile device. The MiniMed™ Mobile app is forced to close and cannot run in the background.	The compatible mobile device settings must let the app run in the background for the app to continue to sync to CareLink™ and receive data from the pump. Since this setting cannot be managed in the app, refer to your compatible mobile device instructions to find out how to manage this setting.
The compatible mobile device is applying a battery saving feature to the app, and this is preventing the app from syncing with your CareLink™ account.	Turn off the battery saving feature on your compatible mobile device for the app. Since this setting cannot be managed in the app, refer to your compatible mobile device instructions to find out how to manage this setting.
Sync to CareLink™ is disabled.	From the Menu, tap <b>Sync to CareLink™</b> . Tap the toggle at the top of the screen so that the switch turns green. You have enabled the automatic Sync to CareLink™ feature. You can also perform a manual upload to your CareLink™ account by using the Upload Now feature. For more information about the Upload Now feature, see <i>Sync to CareLink™ feature, page 19</i> .
The app is not receiving data from the pump.	Check the app for any status messages or icons that tell you why communication between the pump and the app was lost. For information about status messages or icons in the app, see <i>Status messages, page 11</i> ; <i>System status icons, page 15</i> ; <i>MiniMed™ Mobile app status icons, page 15</i> ; and <i>Pump system status icons, page 16</i> . For infor-

**Table 6.** MiniMed™ Mobile app sync issues and possible solutions (continued)

Issue	Possible solution
	mation about status messages or icons on the insulin pump, refer to the MiniMed™ System User Guide.
There are no reports available in my CareLink™ account even though the app is synced with the CareLink™ account, and other data appears in the CareLink™ account.	The Sync to CareLink™ feature has been enabled for less than 24 hours, either because the app has just been set up, or because the connection between the app and your CareLink™ account has not been functional for other reasons. The data history that CareLink™ needs to generate reports has not been uploaded to your CareLink™ account. Use the Upload Now feature to send data from the app to your CareLink™ account. For more information about this feature, see <i>Sync to CareLink™ feature, page 19</i> .

## Icon table

**Table 7.** Icon descriptions

Description	Icon
Catalogue number	
Manufacturer	
Authorized representative in the European community	

 MMT-6101, MMT-6102

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CareLink™, MiniMed™









# Medtronic



**Medtronic MiniMed**  
18000 Devonshire Street  
Northridge, CA 91325 USA  
1800 646 4633  
+1818 576 5555

**EC REP**

Medtronic B.V.  
Earl Bakkenstraat 10  
6422 PJ Heerlen  
The Netherlands

**REF** MMT-6101  
MMT-6102

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