

Medtronic

Software Update Guide



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Getting ready.



Wait for the email to confirm pump software eligibility before downloading the Medtronic Diabetes Updater app. This guide will cover updating the software version of your existing pump that will not change the functions of pump that you have.

Important things to know before starting:

- You will be asked to unpair and pair your phone and pump several times during the update.

Note: Android users may be asked to pair multiple times for the same connection Please agree to all pairing requests.

- Once the software update is complete, **you need to put in a new sensor as your current one will be ended by the update.** Try to complete the update when you are nearing the end of a sensor or are between sensors
- If you were using SmartGuard™ feature, there is a 5 hour warm up period before it can be used following your update. See your healthcare professional for setting a suspend before low/suspend on low feature until SmartGuard™ feature is active. Your existing SmartGuard™ feature target will kept
- The MiniMed™ Mobile app will not function during the update. This means you will not receive notifications on your phone during the update, and your care partners will not receive alerts or notifications in CareLink™ Connect app
- If you are completing this update on the MiniMed™ pump of a person you care for, use the mobile phone that they have the MiniMed™ Mobile app currently installed on. If they are not using the MiniMed™ Mobile app then any compatible* mobile phone may be used

Click below for a list of compatible mobile devices:

<https://www.medtronic-diabetes.com/en-gb/insulin-pump-therapy/minimed-780g-system>

Getting ready.

What you need:

Your CareLink™ Personal username & password to sign into the Diabetes Updater app

- If you do not have an account, you can sign up in the Diabetes Updater app
- We recommend that you upload your pump data to CareLink™ Personal software before starting the update

Stable internet and Bluetooth®* connection

All devices fully charged or with new batteries

A new sensor

Phone within 10 feet (3 meters) of pump throughout the update

Time - About 2 hours total:

- Software download to the pump: Up to 90 minutes
- Software install: Up to 20 minutes

Note: Installation of the new software does not have to be completed immediately following downloading. You can install whenever is convenient to you, up to 12 hours following the download completion (must keep the app open on phone).**



Best practices

- Complete your update early in the day
- Set aside 2 hours for downloading & installing the update
- Make sure all your battery icons are green before beginning the install

*The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Medtronic is under license.

**Otherwise you may be required to re-download the software

Let's get started!

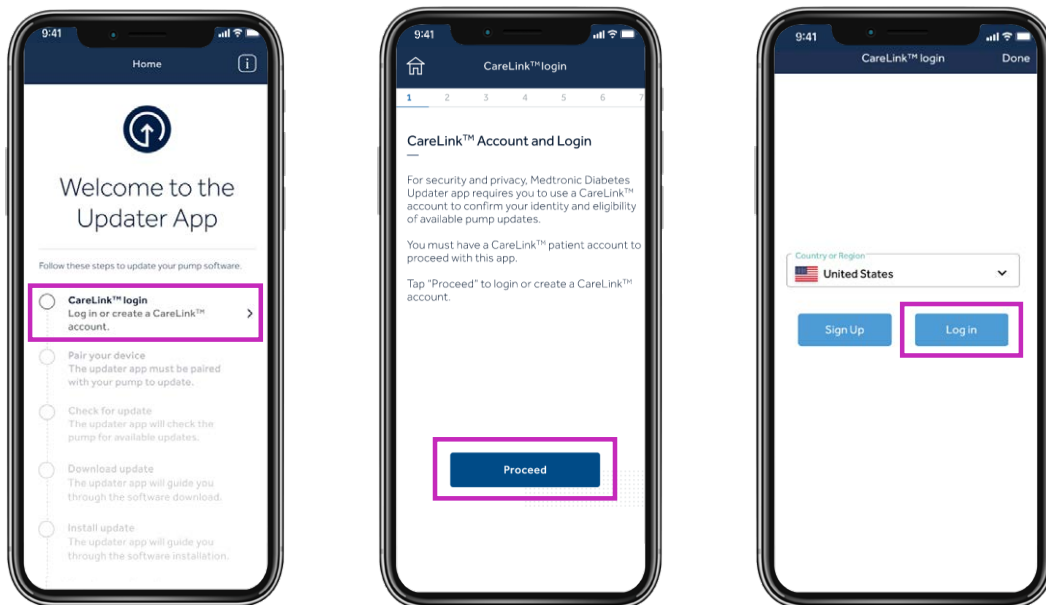
Note: If you are a carer for a MiniMed™ pump user, you should use the phone that is currently connected to the pump to perform the update. If no phone is in use, then you may use any compatible mobile device.



Download the Medtronic Diabetes Updater app from the Apple App Store® or Google Play™ store.

Step 1:

Select your country, tap **Log in** and enter your CareLink™ Personal username and password.



Note: If you don't already have a CareLink™ Personal account, select Sign Up on the screen above to create an account.



Next, delete the MiniMed™ Mobile app from your phone.

- Your data will not be visible on your phone or sent to care partners while updating your pump

Click below for a list of compatible mobile devices:

<https://www.medtronic-diabetes.com/en-gb/insulin-pump-therapy/minimed-780g-system>

Step 2:

During this process, you must complete several unpairing and pairing steps, as outlined below.

Unpair phone from pump

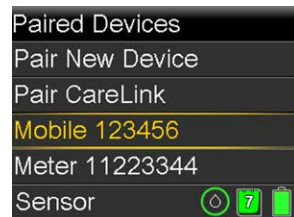


On your phone, tap the bottom screen which matches the main menu on your MiniMed™ 780G pump (press **Select** on your pump to see your main menu).

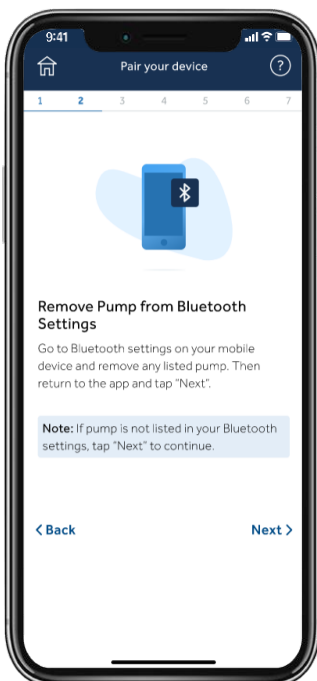


Then, on your pump:

1. Select **Mobile xxxxxx**
2. Select **Unpair**
3. Select **Yes**



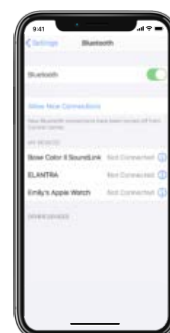
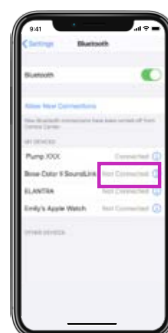
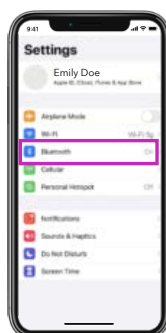
Unpair currently linked devices



Next, you will remove your pump from your phone.

Note: If you have not previously paired your pump to your phone, it will not appear in the phone's Bluetooth® menu. You can return to the Updater app and continue to the next step.

IOS: example screens:





Tip

If the instructions on your mobile screen do not match your pump menu, you may have selected the wrong pump in the app. Just go **back** in the Updater app to select the right device.

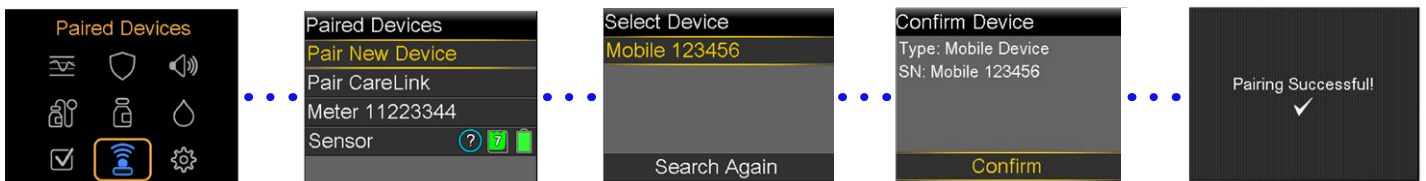
Pair pump to updater app

Keep the Updater app open on your phone screen while pairing pump.



Then, on your pump:

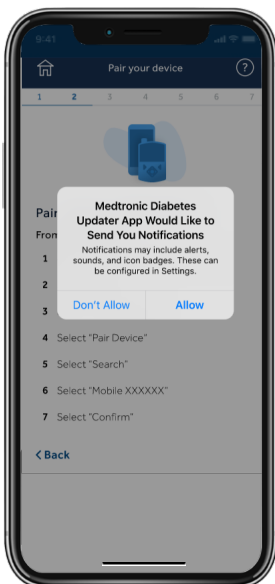
1. Select **Paired Devices**
2. Select **Pair New Device**
3. Select **Mobile XXXXXX**
4. Select **Confirm**



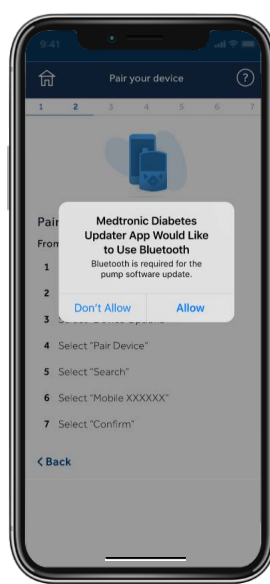
On your phone, allow all requests from the Updater app:

Keep the Updater app open on your phone screen while pairing pump.

Allow Notifications (iOS only)



Allow Bluetooth



Allow Android® nearby devices*



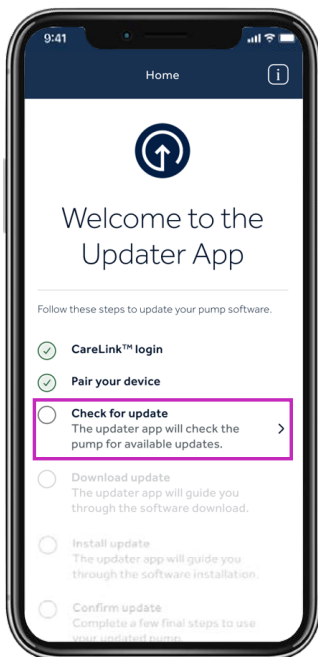
*Android® 13 and above only

Step 3:

Check for update

Reminder: Keep your pump within 10 feet (3 meters) of your phone for the remainder of the update. You will see a blue spinner while the app checks for an available update. This step may take up to 15 minutes.

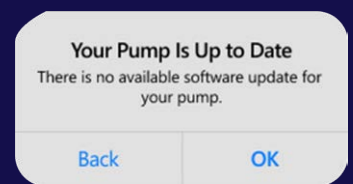
Note: If your update isn't available, consider re-installing the MiniMed™ Mobile App while you wait for the update to become available.



Tip

If the update isn't available, a message will display 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 any required steps for the update are completed. Then, you'll need to wait 24 hours and check for an update again
3. Call your local Medtronic Helpline if you are still unable to update



Step 4:

Download update

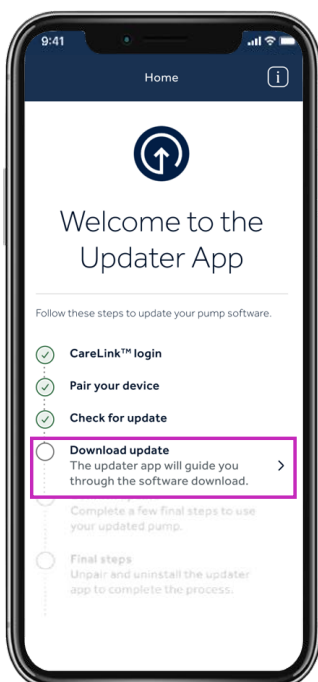
Reminder:

Keep your pump within 10 feet (3 meters) of your phone for the remainder of the update.

The software download will take 45-90 minutes, depending upon your connection speed.

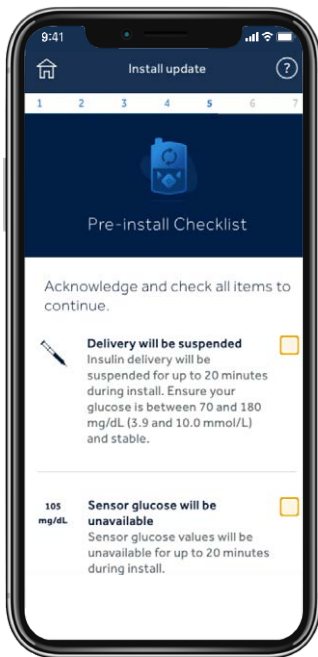
You may continue using your pump, CGM, and phone as usual while the software downloads. However, **do not close the Updater app.**

You may notice the time remaining fluctuate. This is normal. Your mobile phone could also spend several minutes on the screen shown on the right following the download completion.



Step 5:

Install update



Before you install the update on your pump, you'll need to acknowledge the Install Checklist by tapping the corresponding box on the right of each item.

Please note: you will need to scroll down through the list in order to acknowledge all of the necessary items.

The pump cannot deliver insulin during the install

- **Disconnect the infusion set from the body during the install**

Sensor glucose will not be available during the install

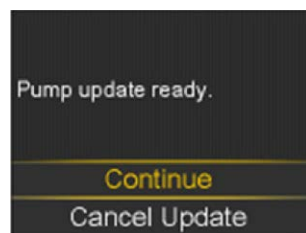
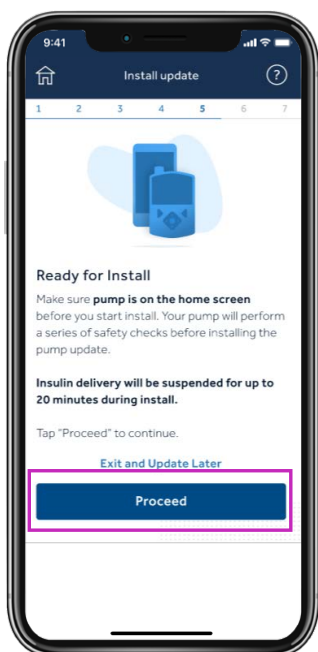
The Install will take 10 - 20 minutes.

Make sure your pump is on the home screen to begin.

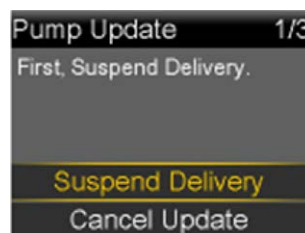


Remember, you do not have to immediately apply the update if it is an inconvenient time. Just tap **Exit and Update Later***

Tap **Proceed** on your app, then go to your pump and follow the prompts:



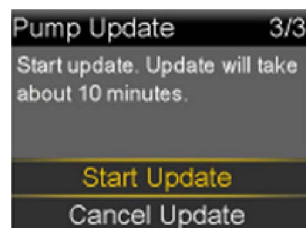
1. Select Continue



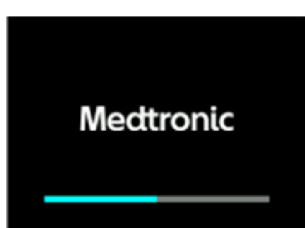
2. Suspend Delivery



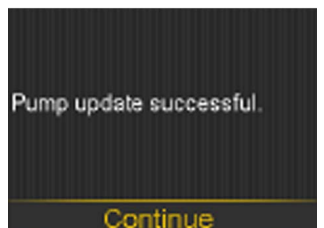
3. Confirm after you have disconnected your infusion set



4. Start Update

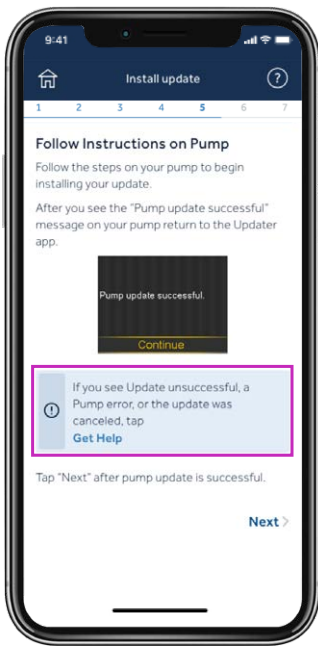


5. After the install is complete, the pump will restart.



6. Select Continue. If SmartGuard™ was active, you will be warned of the 5 hour SmartGuard™ warm up

*Do not fully close the updater app. Recommend installation within 12hrs of download. Open the updater app again to resume.



Important: When the install is complete, on your pump, make sure your insulin delivery is resumed, reconnect your infusion set and then go back to the Updater app.

If you saw the **Pump update successful** screen, tap **Next**.

If the pump update was unsuccessful, tap **Get Help** and follow the screen directions provided.

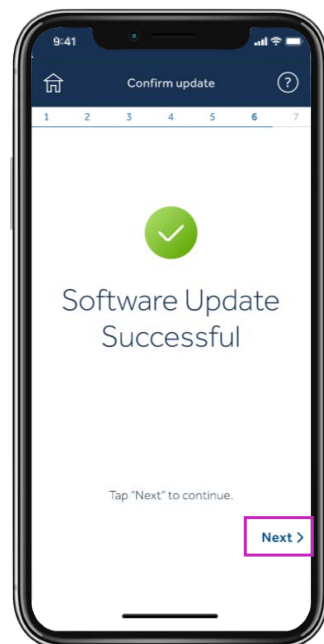
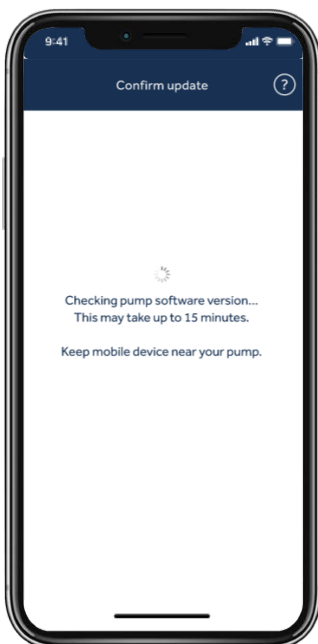
If the update is unsuccessful, your pump will revert back to the original MiniMed™ 780G software version and can be used as normal until you can try the update again.

In the event of a unsuccessful update, you can also re-install, set up and use the MiniMed™ Mobile app until you are ready to retry the update again but you will have to delete it before trying to update again.

Step 6:

Confirm update

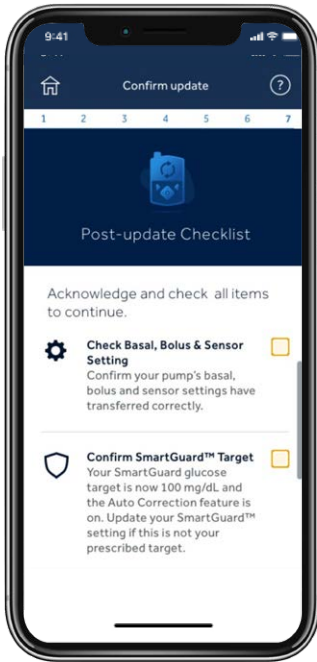
Even though your pump is now updated, it is very important to complete these final steps. If you do not, **your device may not be eligible for future updates.**



Once the update is complete, Updater app will check the software version and confirm with Medtronic that the update has been successfully completed. This step will take up to 15minutes. Please tap **Next** to proceed.

Step 7:

Confirm your settings



Complete the Post-update Checklist and tap **Complete Update**.

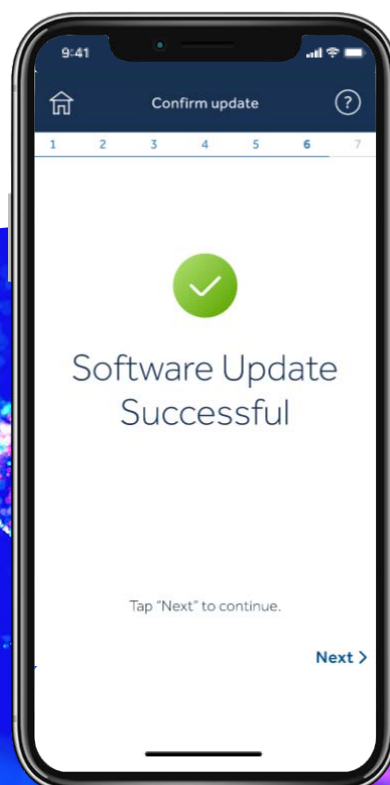
Confirm your transmitter and BG meter are still paired

Confirm your Smart Guard™ target and Autocorrection setting

Confirm that your basal, bolus, and sensor settings have transferred.



If you are using the SmartGuard™ feature, your setting will be kept. The options remain **5.5 mmol/L, 6.1 mmol/L or 6.7mmol/L**. Auto Correction setting will also be kept **On** or **Off** as set before the update. The SmartGuard™ feature will take 5 hours to warm up before it can be used. Consider setting suspend before/on low until it is ready.



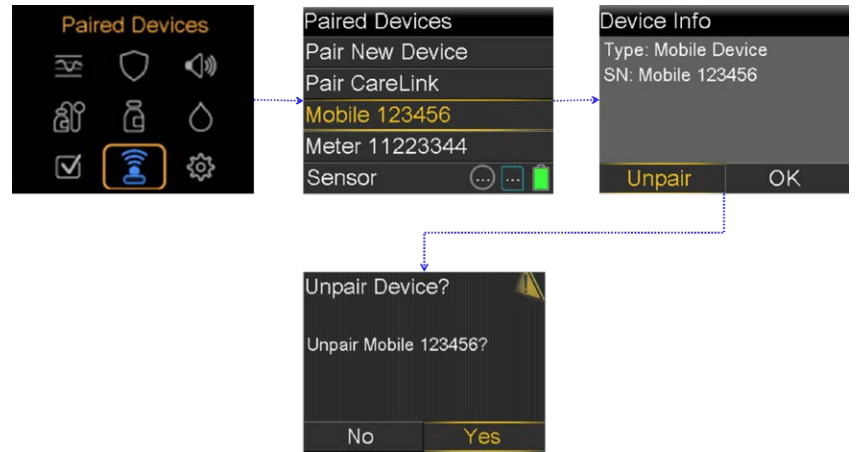
Step 7:

Unpair phone from pump

On your pump:

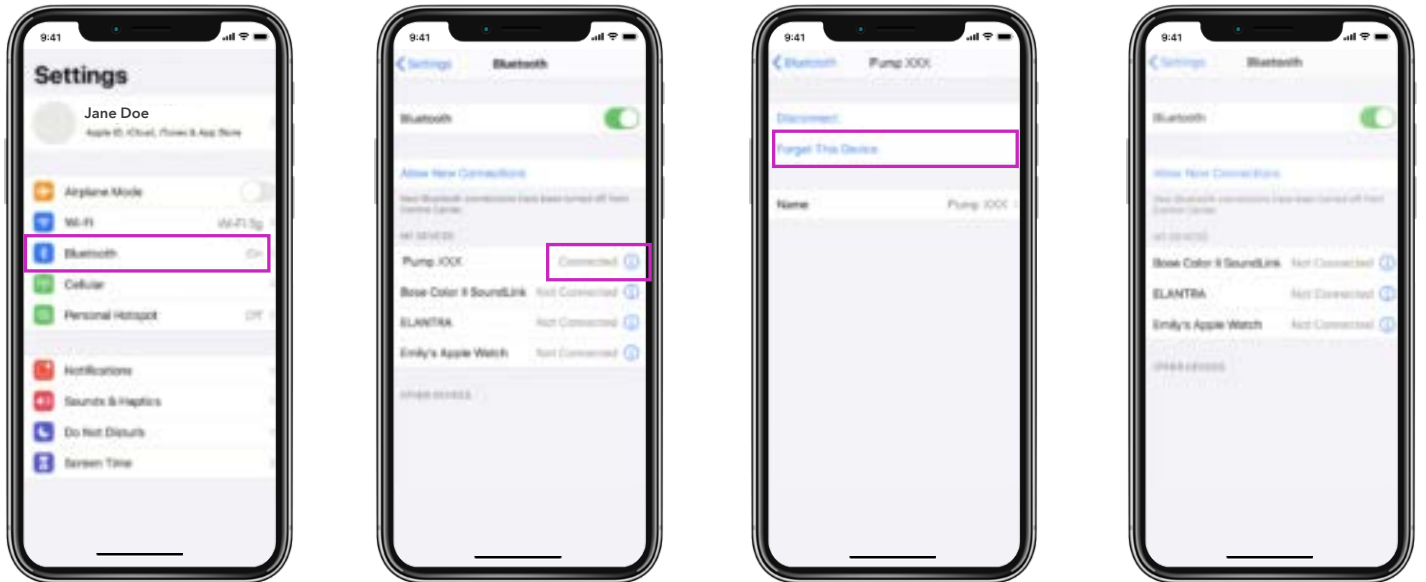
Press **Select** to go to the main menu:

1. Select **Paired Devices**
2. Select **MobileXXXXXX**
3. Select **Unpair**
4. Select **Yes**



Unpair currently linked devices in your phone

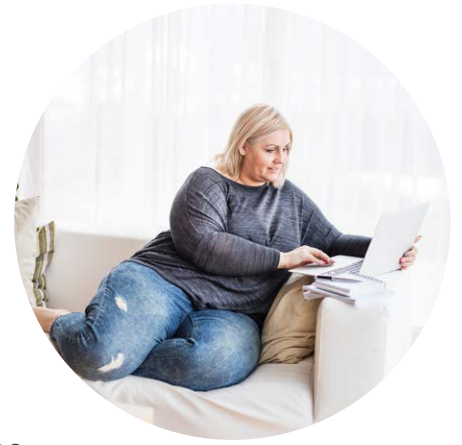
iOS:



Delete Updater app from your phone and reinstall the MiniMed™ Mobile app, if using.

Congratulations!

You have successfully updated your pump software!



Final reminders



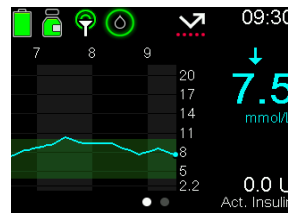
You may now install the MiniMed™ Mobile App on your phone.

- You will need to start a new sensor.
- Check your settings and that insulin delivery has resumed

Remember! If using, your system will require a 5-hour warm-up period in Manual Mode before starting the SmartGuard™ feature. You will be asked to enter a blood glucose (BG) following the warm-up completion. Turn on Suspend before low or Suspend on low during the warm-up, according to your healthcare provider's instructions.



Check your settings to make sure they transferred correctly.



Confirm that your insulin delivery has been resumed.

Tip You can use shortcuts to deliver a bolus or suspend delivery.



Press the **down** arrow for shortcut to the Bolus Wizard™ feature



While pump is delivering a bolus press the **up** arrow for the shortcut to suspend delivery.



Information contained here is not medical advice and should not be used as an alternative to speaking with your doctor. Discuss indications, contraindications, warnings, precautions, potential adverse events and any further information with your health care professional.

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