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# MiniMed™ Mobile support guide

Setting up and troubleshooting  
the MiniMed™ Mobile app



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## Who is this guide for?

This guide is intended for users and healthcare professionals, helps to guide the users of MiniMed™ Mobile application through the installation requirements and troubleshooting.

The MiniMed™ Mobile application is a key component of the data management between Bluetooth connected Medtronic insulin pumps and CareLink™ system software solution used by your hospital's diabetes team to view the data.

## Setting up the MiniMed™ Mobile app

Device: MiniMed™ 780G insulin pump

Begin by searching the [Apple™ App Store™](#) or the [Google Play™ store](#) on your mobile device for the “MiniMed™ Mobile app” and download onto your device.

This product should only be used with supported mobile devices.

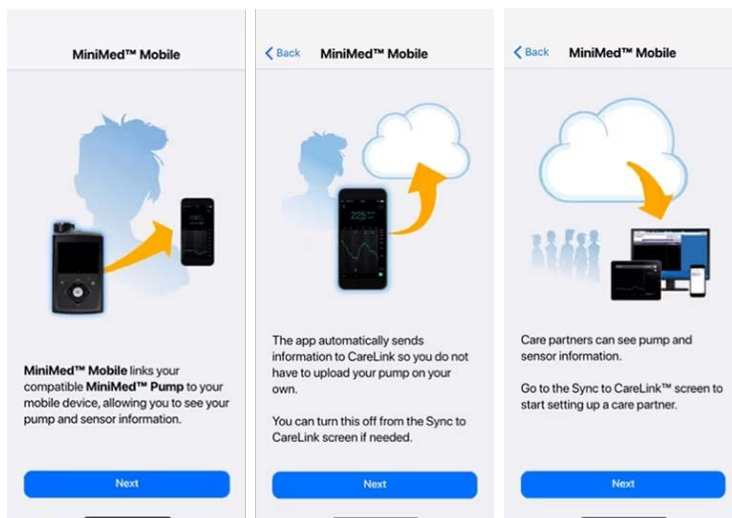
**Note:** All screenshots represent iOS screens (app available for iPhone 7 and above). There will be small, nuanced differences on Android™ devices.

### Getting Started

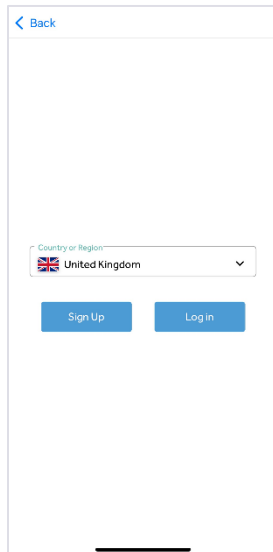
1. Tap the MiniMed™ Mobile app icon on your compatible mobile device.



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



A CareLink™ Personal account Log in screen appears.



If you have a CareLink™ Personal account:

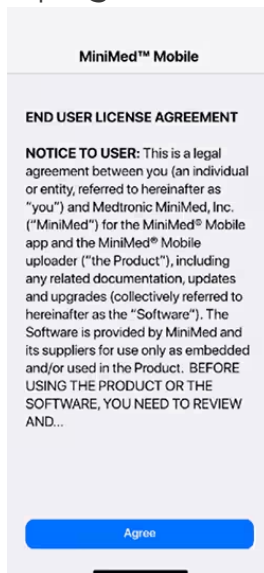
1. Select your country.
2. Tap **Log in**.
3. Enter your CareLink™ account username and password.
4. Tap **Log in**.

If you do not have a CareLink™ Personal account:

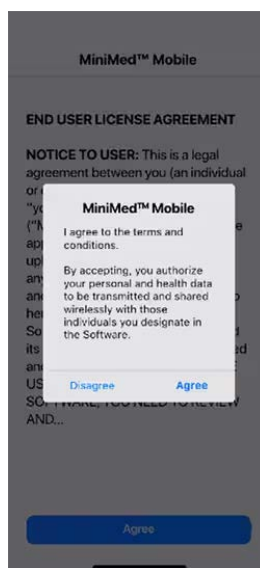
1. Select your country.
2. Tap **Create an Account**. A window opens and shows instructions to sign up for a CareLink™ Personal account.
3. Follow the instructions and sign up for a CareLink™ Personal account.
4. Enter your CareLink™ Personal account username and password.
5. Tap **Log in**.

## 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.

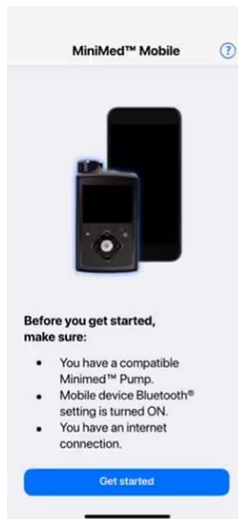


3. Tap **Agree** to confirm that you agree to the End User License Agreement.





A screen appears and shows what you need to set up the app.

4. Tap **Get started** at the bottom of the screen to set up the app.



## Pump Compatibility

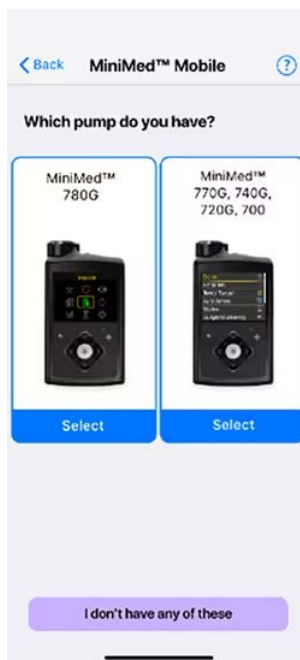
1. Check for the  symbol on the front of your pump. Only MiniMed™ insulin pumps with the  symbol have smart device connectivity.
2. If your pump has smart device connectivity, tap **Yes**, my pump has the symbol. Otherwise, if your pump does not have smart device connectivity, tap **No, the symbol is not on my pump.**



A pump without smart device connectivity is not compatible with the MiniMed™ Mobile app.

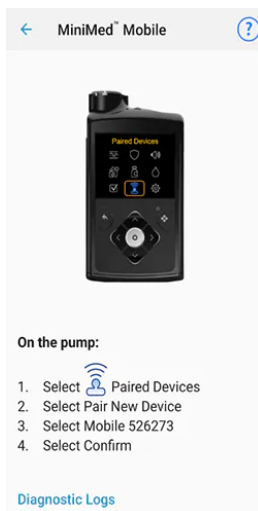
## Pairing the MiniMed™ Insulin Pump with a mobile device

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



- **iOS™ operating system:** A message may appear and ask permission to send you notifications. If you do not enable 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.
- **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.

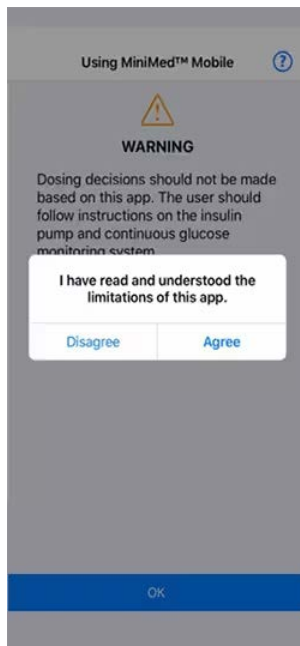
2. Follow the instructions shown on the screen to put the MiniMed™ insulin pump into pairing mode.



3. On some compatible mobile devices, you will receive a Bluetooth™ Pairing Request. Tap **Pair** to continue.
4. It takes a few moments to complete the pairing process, during which the app shows: Pairing....
5. When pairing is complete, the app shows a screen that confirms that pairing was successful. Tap **Next**.



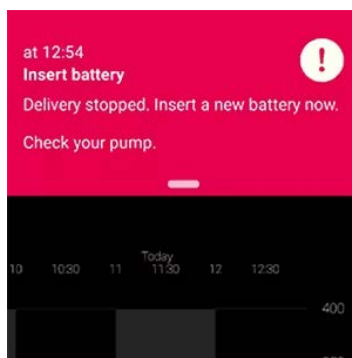
6. The app shows a warning that dosing decisions should not be made based on this app. Read the warning and then tap **OK**.
7. Tap **Agree** to confirm that you have read and understood the limitations of the app.



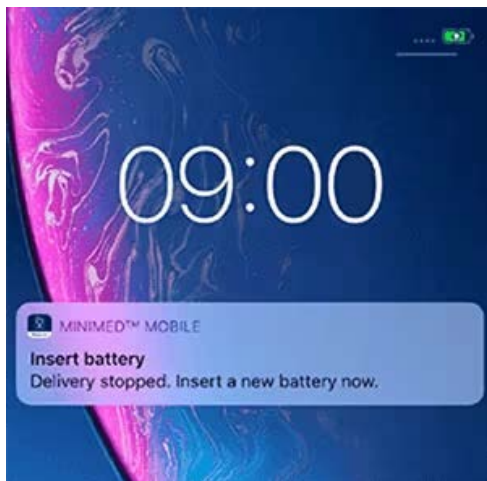
The Notifications screen appears.

## 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:

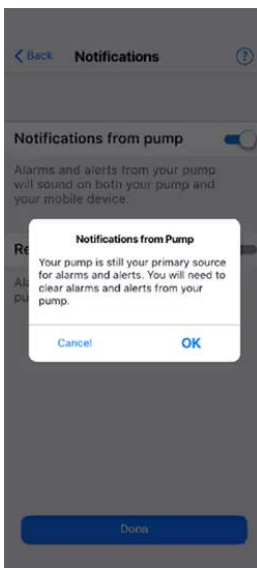
1. Tap the toggle buttons to turn desired notifications on or off.



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.

## Troubleshooting the MiniMed™ Mobile app

Device: MiniMed™ 780G insulin pump

### First steps:

The MiniMed™ Mobile app is a secondary display system only. 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.

### MiniMed™ Mobile app error messages

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

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

Error message	Instructions
<p>No Internet Connection 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.</p> <p>For information on how to manage cellular data settings on your compatible mobile device, refer to the user guide for that device. 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>
<p>App Reset Required 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.</p>
<p>Unsupported Android or iOS Device 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.</p>
<p>Unsupported Android or iOS Version 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.</p>

<p>New Android or iOS Version 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>Pump Communication Error 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>App Cannot Be Used 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>App Cannot Be Used 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 (jailbroken 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>Developer Options Enabled 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>Oops, something went wrong Unable to connect to our servers, check your</p>	<p>Tap <b>Retry</b> to try to connect again. Tap Cancel to try again later.</p>

Internet connection. If Internet connection is working, our servers may be temporarily not responding. Please try again later.	
App cannot be used To continue setup, app notifications are required to be enabled. Please allow notifications in settings.	Tap <b>Settings</b> and allow notifications from the app.
Secure Screen Lock Needed For your security, MiniMed™ Mobile app requires you to lock your mobile device with a PIN, pattern, biometric or password.	Add a secure authentication method for unlocking your personal mobile device, such as a PIN, pattern, biometric ID, or password.

### MiniMed™ Mobile app status messages

The following is a table of app status messages.

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

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.
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.
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### CareLink™ manual upload failed messages

Error message	Instructions
CareLink™ Upload Failed. 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.
Pump Out of Range 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.
Server Upload Failed The server might be temporarily unavailable. 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.
Pump Communication Error 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.
Pump not Paired The upload could not be performed since the pump is not paired with the mobile device.	Pair the pump with your compatible mobile device.
Check Internet Connection Check Internet connection and please try again later.	Check your internet connection and 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 minimise 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 pump does not pair with the MiniMed™ Mobile app

If the pump does not pair with the MiniMed™ Mobile app on your compatible mobile device, any of the following actions may help resolve the issue.

- Confirm that you have removed any previously paired pumps from Bluetooth™\* settings menu on your compatible mobile device.
- Confirm that you have removed any previously paired compatible mobile devices from the Paired Devices menu on the pump.
- Turn the Bluetooth™\* setting off and then on again on your compatible mobile device.
- Close and then reopen the MiniMed™ Mobile app.
- Restart your compatible mobile device.

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

Issue	Possible solution
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 Sync to CareLink™. 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.
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.
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.

## Further Support

For further support, please contact your local Medtronic Product Support (WeCare) team via:

Email: [rs.ukdiabetesproductsupport@medtronic.com](mailto:rs.ukdiabetesproductsupport@medtronic.com)

Telephone: +44 (0)1923 205167 (UK)  
+353 (0)15111444 (Ireland)

\* Please refer to FAQ's available at <https://www.medtronic-diabetes.com/en-gb/check-compatibility-app> for the latest list of compatible Medtronic devices.