

Medtronic

Software Update Guide



Getting ready.



Wait for email to confirm pump software eligibility before downloading the Medtronic Diabetes Updater app.

Important things to know before starting:

- You must be **disconnected from your pump during the installation step.**
- You will be asked to unpair and pair your phone and pump several times during the update.
- If you are doing a model update, such as updating from the MiniMed™ 770G to the MiniMed™ 780G system, you will need to:
 - **Change your sensor** after the update.
 - **Rewind your pump and change your reservoir & infusion set.**
 - **Re-pair your meter, transmitter, and MiniMed™ mobile app** after your pump software has been updated. **There is a 5-hour SmartGuard™ warm-up after the update is installed.**
- The MiniMed™ Mobile and CareLink™ Connect 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.

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

What you need:

- Your CareLink™ Personal username & password.
 - Upload your pump data to CareLink™ Personal software before starting the update.
- Stable internet and Bluetooth®* connection.
- Phone within 10 feet (3 meters) of pump throughout the update.
- Time:
 - Software download to the pump: Up to 90 minutes.
 - Software install: Up to 20 minutes.



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.

Let's get started!

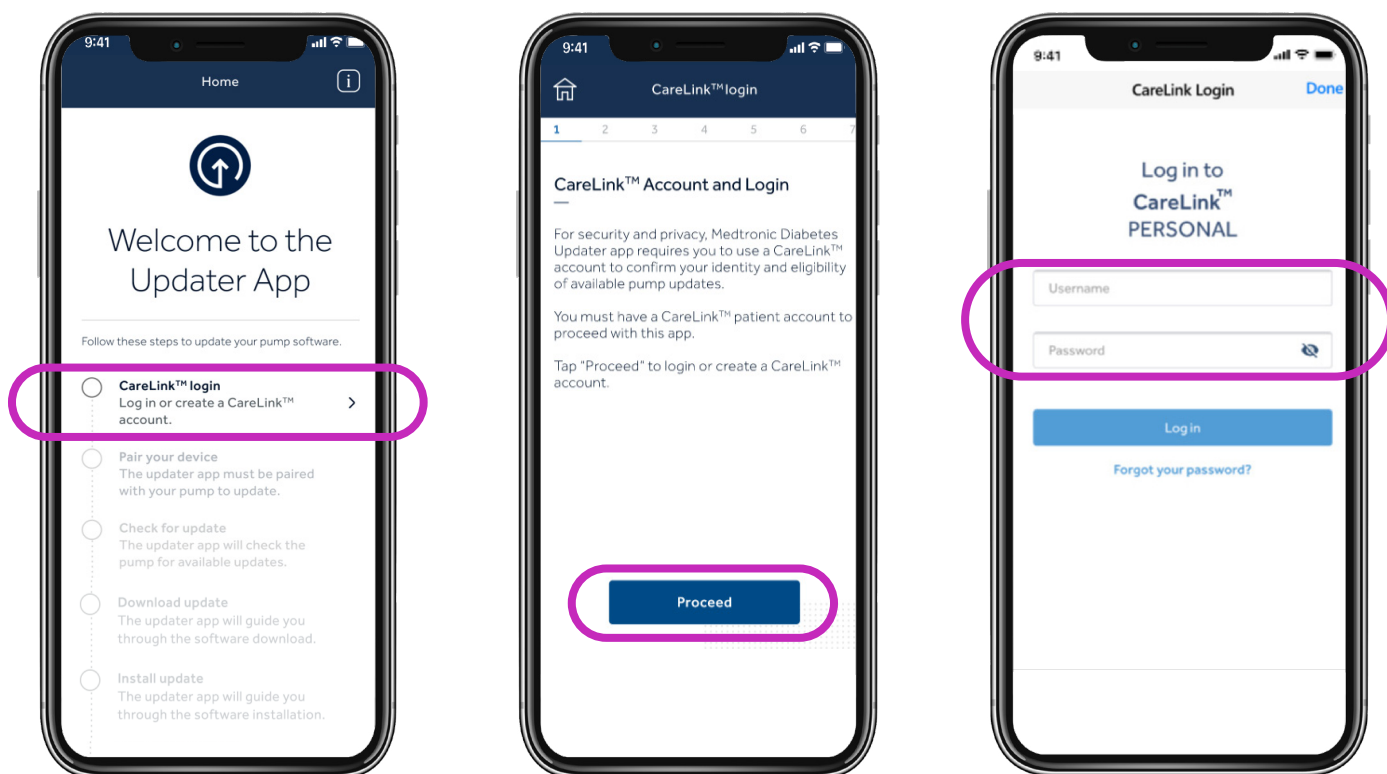
Note: If you are a carer for a MiniMed™ pump user, you should use the phone that is currently connected to the pump to perform the update. If no phone is in use, then you may use any compatible mobile device.



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

Step 1:

Select your country, 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.

Step 2:

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



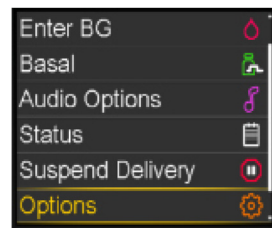
Unpair phone from pump

Tap the screen that matches the Main Menu on your pump (Press the Select button on your pump to view the Main Menu).



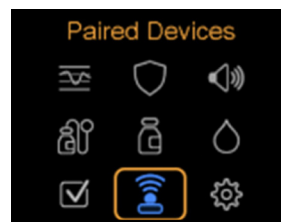
On your pump:

MiniMed™ 770G:



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

MiniMed™ 780G System:



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



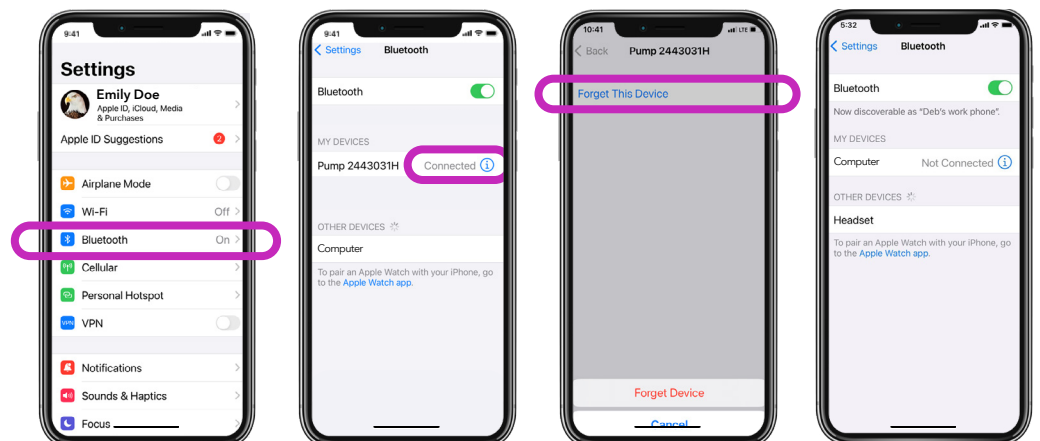
Unpair currently linked devices



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





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.

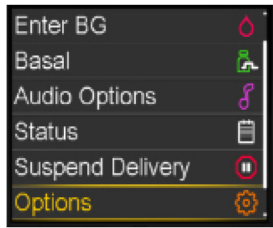


Pair pump to updater app

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

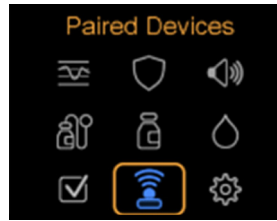
On your pump:

MiniMed™ 770G:



1. Select Options
2. Utilities
3. Device Options
4. Pair Device
5. Search
6. Mobile XXXXXX
7. Confirm

MiniMed™ 780G System:



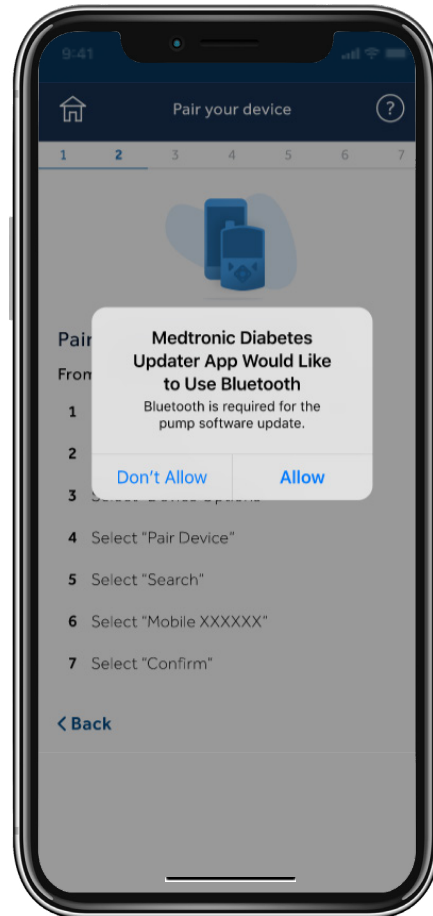
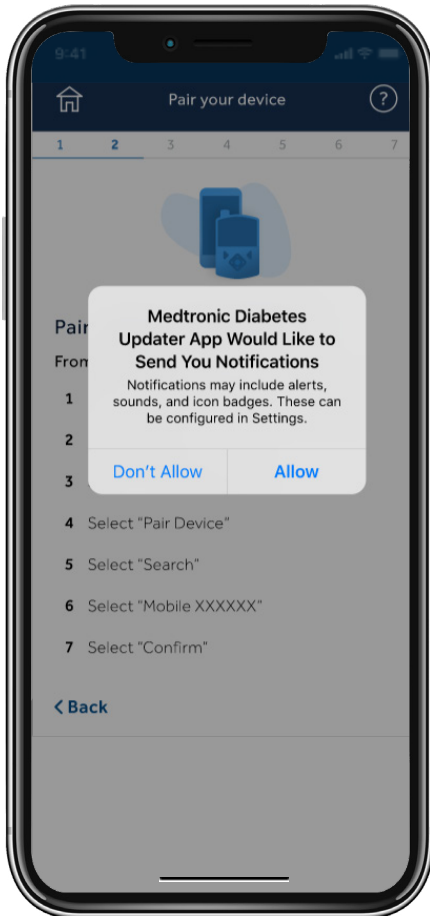
1. Select Paired Devices
2. Pair New Device
3. Mobile XXXXXX
4. Confirm



On your phone:

Allow Notifications (iOS only)

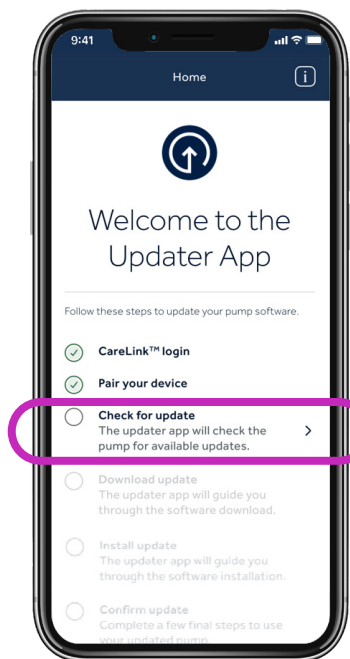
Allow Bluetooth



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.

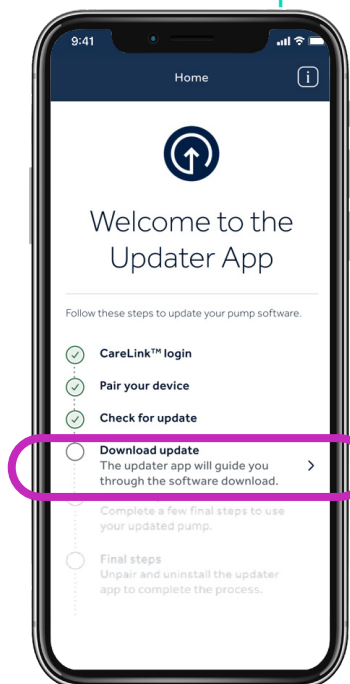


Tip

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 24-hour Technical Support if you are still unable to update (1-800-284-4416).

Step 4: Download update



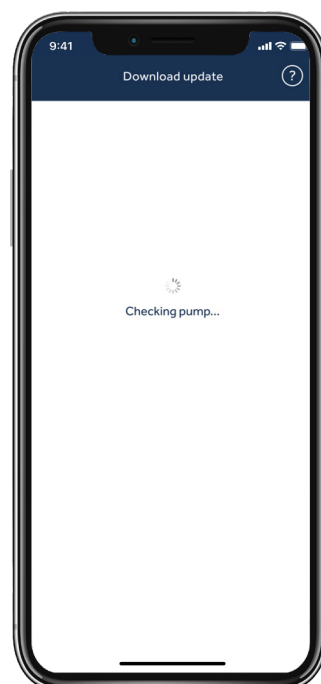
Reminder:

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

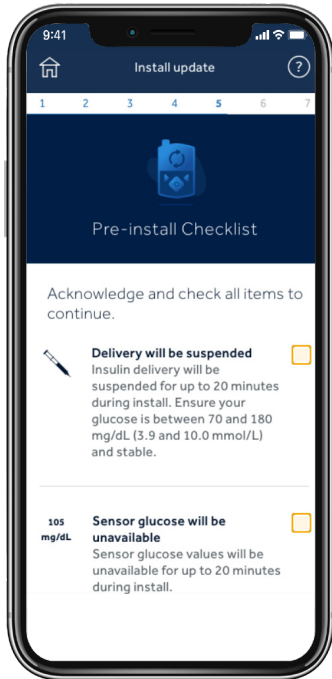
The software download will take 45-90 minutes, depending upon your connection speed.

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 download.



Step 5: Install update

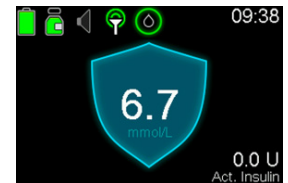


Before you install the update on your pump, you'll need to acknowledge the Install Checklist by tapping the corresponding box on the right of each item.

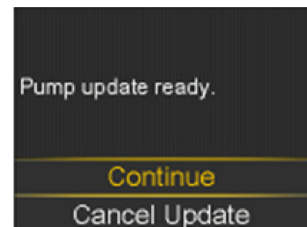
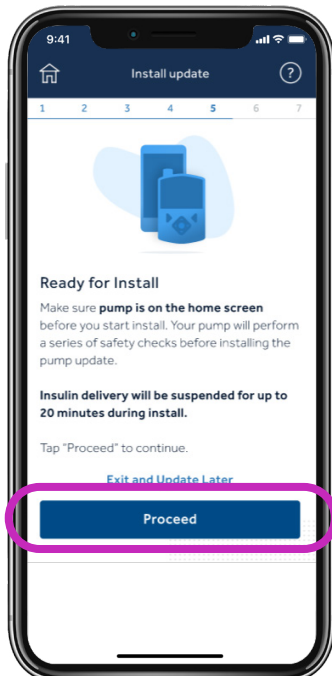
Please note: you will need to scroll down through the list in order to acknowledge all of the necessary items.

- 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.
 - If you completed a model update, a sensor change and 2-hour sensor warm-up will be required after the install.

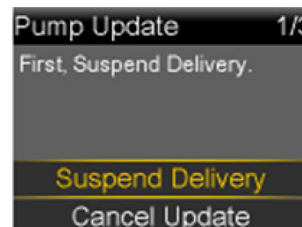
The Install will take 10 - 20 minutes.
Make sure your pump is on the home screen to begin.



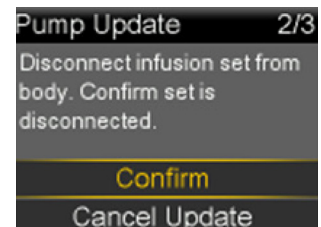
Tap Proceed on your app, then go to your pump and follow the prompts:



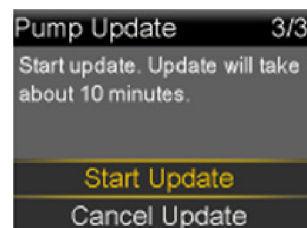
1. Select Continue



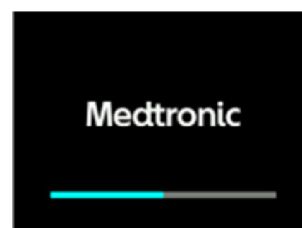
2. Suspend Delivery



3. Confirm after you have disconnected your infusion set

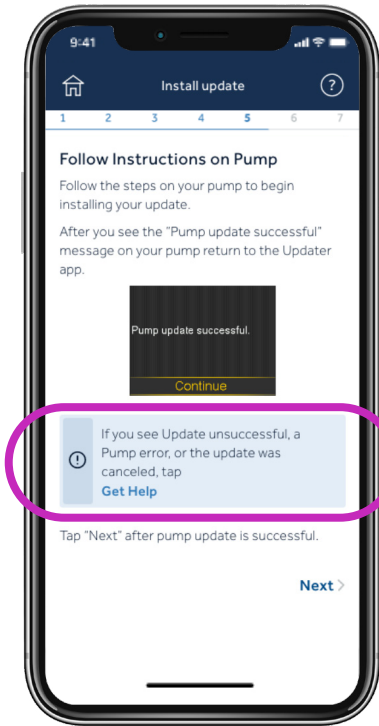


4. Start Update



5. After the install is complete, the pump will restart. You may need to set up the time/date again.





Tip

If you completed a model update, you will need to change your reservoir and infusion set in order to resume insulin delivery.

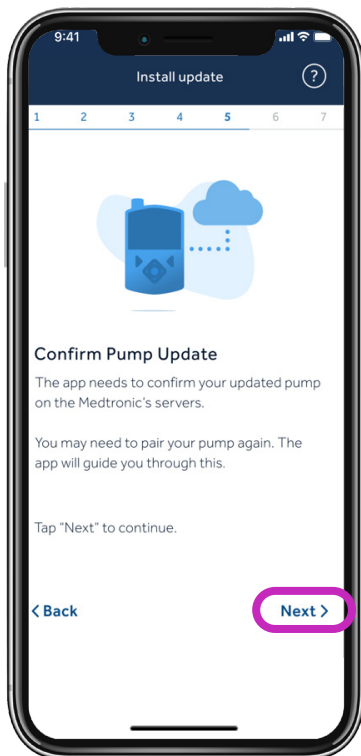
The pump home screen will prompt you to go to Reservoir & Set.

Important: When the install is complete on your pump and your insulin delivery is resumed, go back to the Updater app.

Tap Next.

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

Step 6: Confirm update



To complete the update, you will need to confirm a successful installation and then unpair and pair your devices a few times. This may only be required if you completed a model update.

Important

This step updates our records to show that you are using new software.

If you skip this step, you will not be able to use the MiniMed™ Mobile app, and Medtronic will not be able to provide you with future software updates.

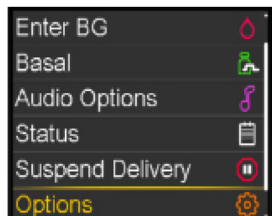
Unpair phone from pump



This step may not be needed, depending on the update you completed. If your phone is not listed in your pump, move to the next step. Tap the screen that matches the Main Menu on your pump (Press the Select button on your pump to view the Main Menu).

On your pump:

MiniMed™ 770G:



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

MiniMed™ 780G System:

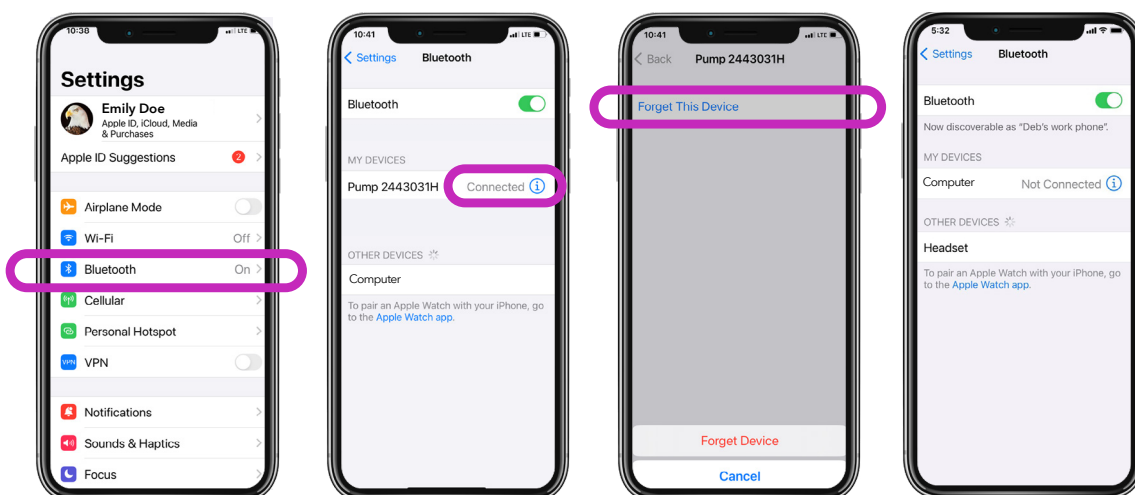


1. Select Paired Devices
2. Mobile XXXXXX
3. Unpair
4. Yes

Unpair currently linked devices



iOS



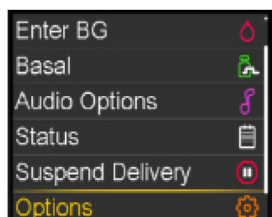
Pair pump to updater app



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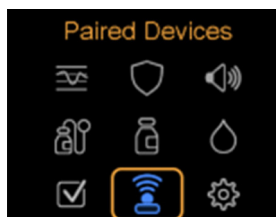
On your pump:

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1. Select Options
2. Utilities
3. Device Options
4. Pair Device
5. Search
6. Mobile XXXXXX
7. Confirm

MiniMed™ 780G System:



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

Tip

If you receive an error while pairing, try the following steps:

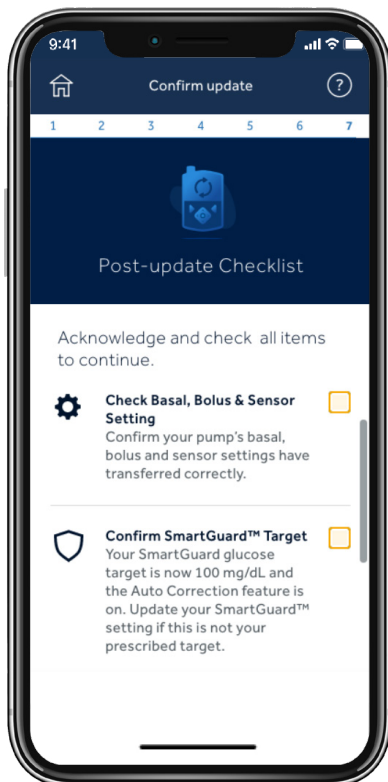
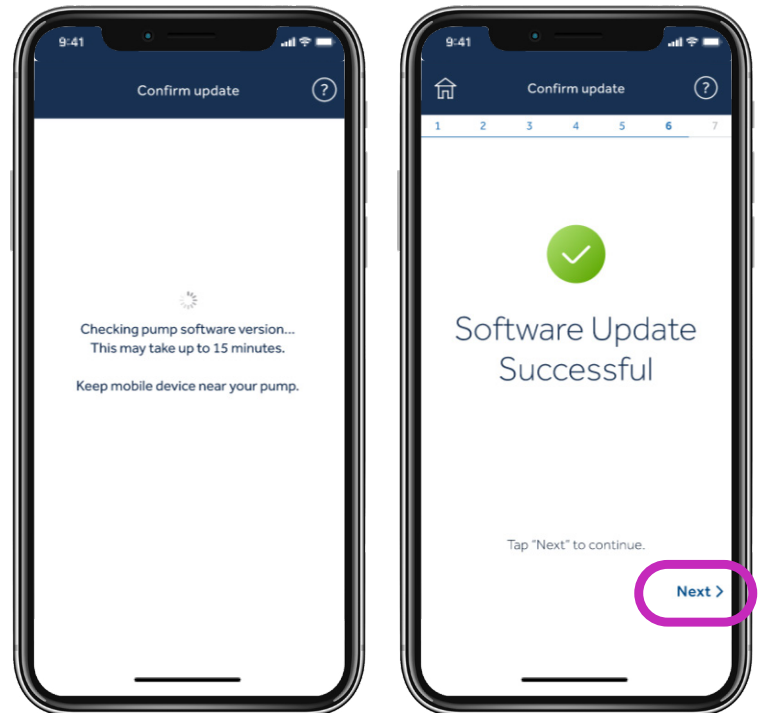
1. Go to the Bluetooth® setting on your phone. Turn Bluetooth® OFF, and then turn it back ON. Return to the Updater app and attempt to pair pump.
2. If step 1 does not work, reboot your phone, return to the Updater app and attempt to pair pump.

Check update

Updater app will check the software version and confirm the update has been completed successfully. If the update was not successful, the app will walk you through steps to try the software update again.

This step will take up to 15 minutes.

Please tap Next to proceed.



1. All Updates:

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

2. Model Update Only:

Re-pair your transmitter and meter to pump.

3. Model Update only:

Confirm your SmartGuard™ target (The default is 5.5 mmol/L). Auto correction is "on" and consider turning on Suspend feature during warm-up (Alert Settings > Low Alerts).



Step 7: Final steps

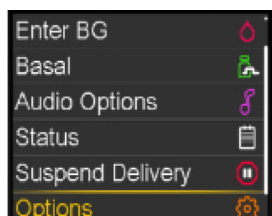
Unpair phone from pump



Tap the screen that matches the Main Menu on your pump (Press the Select button on your pump to view the Main Menu).

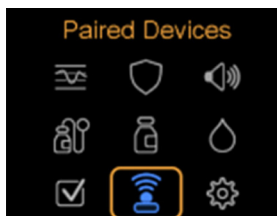
On your pump:

MiniMed™ 770G:



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

MiniMed™ 780G System:

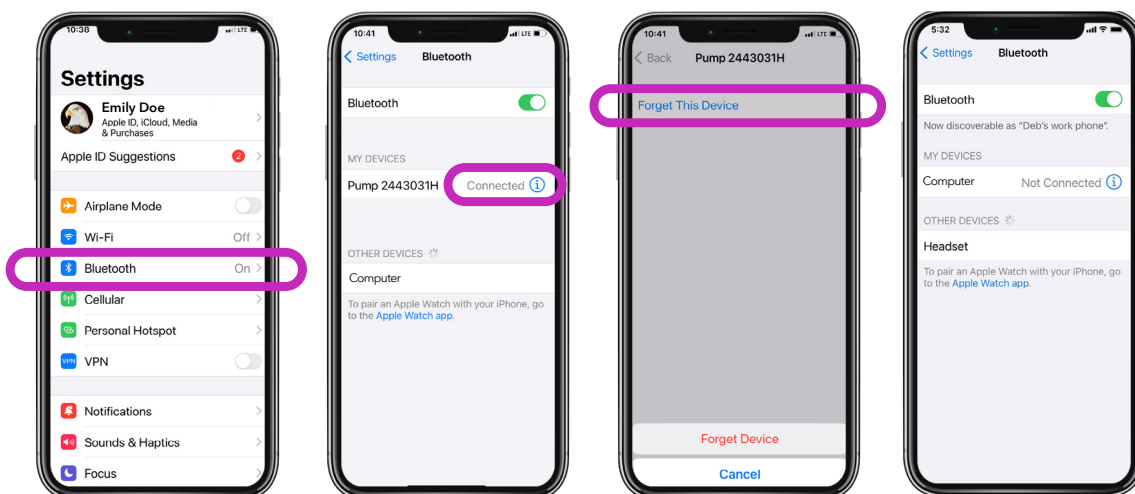


1. Select Paired Devices
2. Mobile XXXXXX
3. Unpair
4. Yes

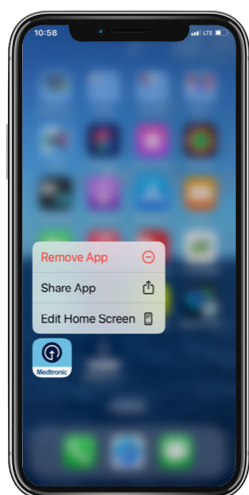
Unpair currently linked devices



iOS



Delete Updater app from phone



Important

Deleting the Diabetes Updater app from your phone is the final required step for you to proceed. You will not be able to re-pair your MiniMed™ Mobile app without completing this step.



Congratulations!

You have successfully updated your pump software!

Final reminders



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

If you completed a model update, you will need to:

- Re-pair your glucose meter and transmitter. See user guide for instructions, please note your BG meter will need to have the pump removed before it can be re-paired
- Insert and start a new sensor
- Change your reservoir and infusion set

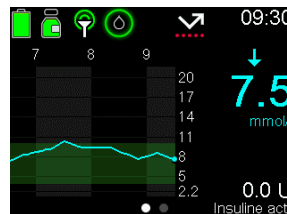
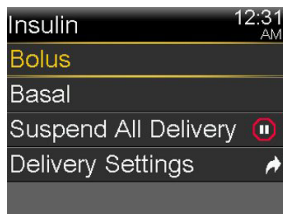
Remember

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.

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.

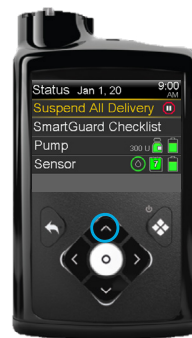


Confirm that your insulin delivery has been resumed.

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.



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