

# Medtronic

MiniMed™ 780G system

# CareLink™ Connect app



Version 3.0 and higher

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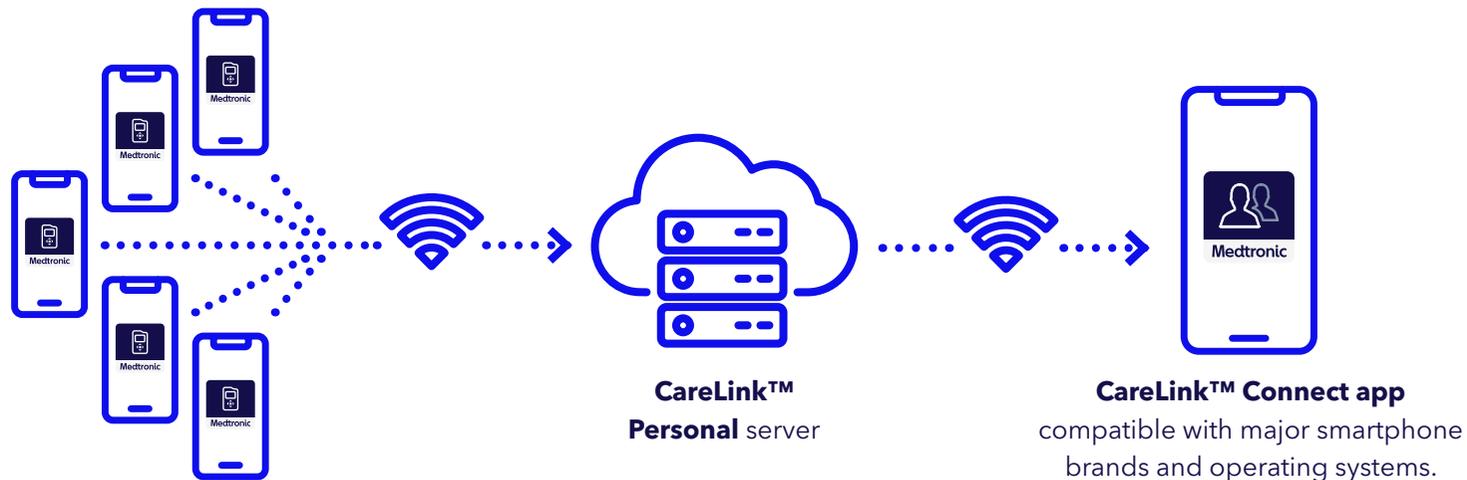
# CareLink™ Connect app

Overview

# CareLink™ Connect app

## Overview

The CareLink™ Connect app gives care partners remote access to their loved one's pump and continuous glucose monitoring (CGM) data right on their smartphone\*. Up to 5 MiniMed™ 780G pump users\*\* can be followed.



# CareLink™ Connect app

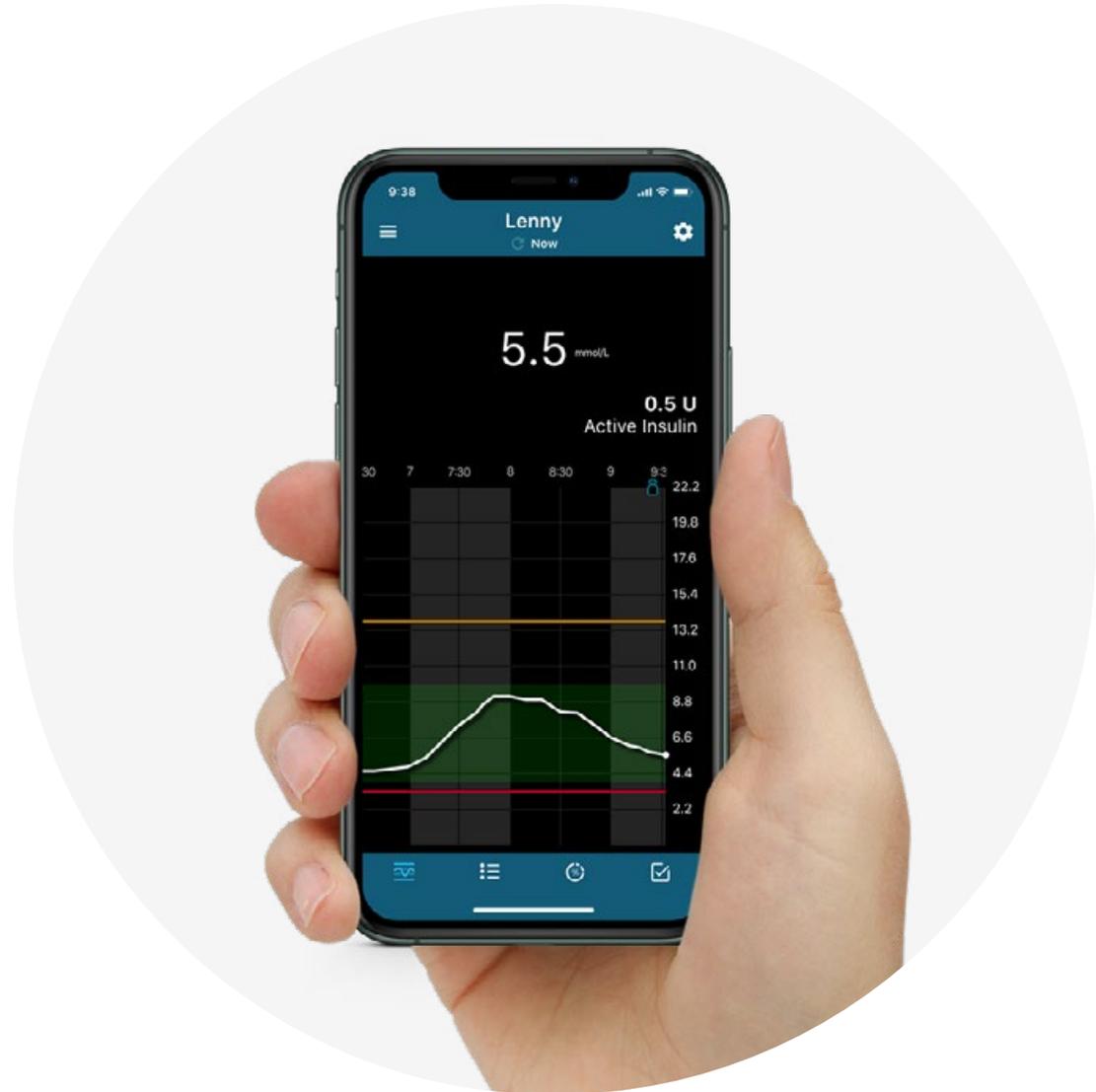
## Overview

### For pump users

- Can be followed by **up to five** care partners to view data and receive alerts.
- User needs to manually provide CareLink™ Personal username to care partners.
- Must accept care partner request to follow. It will appear in CareLink™ Personal account once care partner sets up app and can be acknowledged via the MiniMed™ Mobile app.

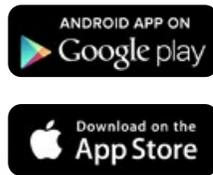
### For care partners

- Can follow **up to five** pump users
- Securely view glucose levels, graphs, trends, and high or low glucose alerts anywhere, for greater peace of mind.\*
- Ability to view pump data.
- Informed of alerts and notifications.
- Available for both iOS and Android™ platforms.\*\*

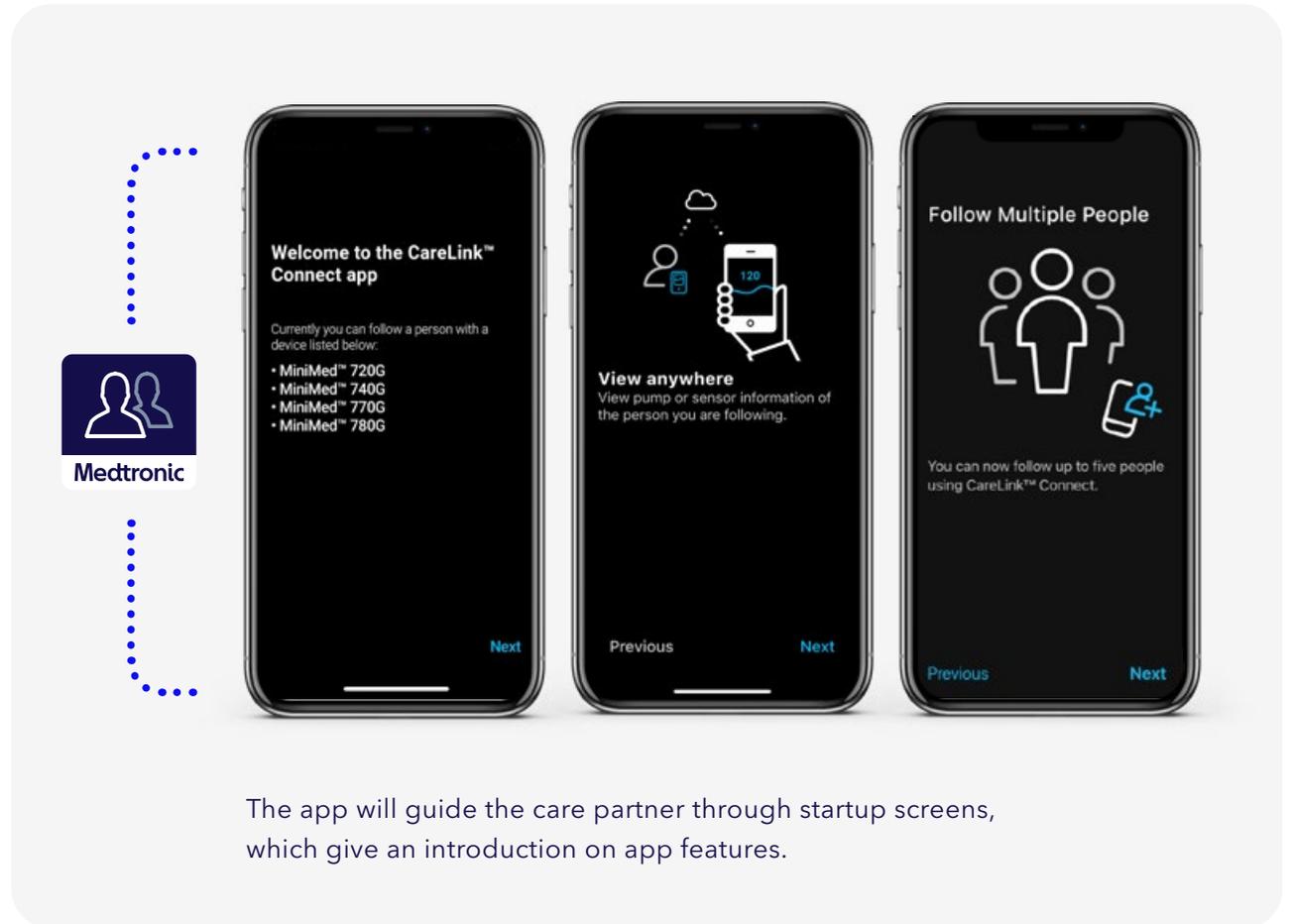


# CareLink™ Connect app

## Start up



Care partner downloads CareLink™ Connect app from the Apple App Store® or Google Play™ store.



The app will guide the care partner through startup screens, which give an introduction on app features.

# CareLink™ Connect app

## Start up

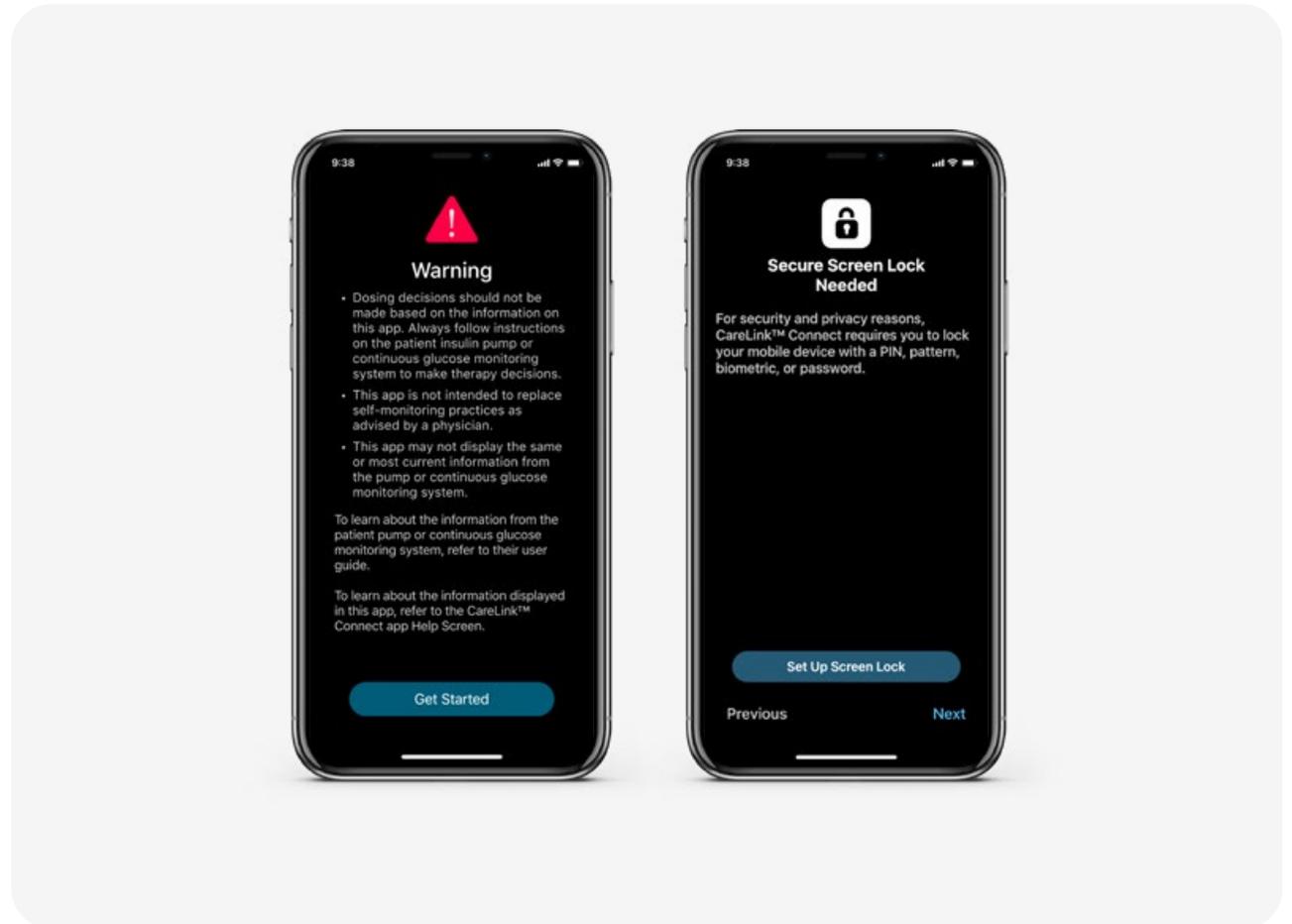
A dosing disclaimer warning must be acknowledged and a Secure Screen lock must be set up during initial App start up.



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



For patient privacy, care partner's phone must have the screen lock feature enabled. If this is already enabled, this screen will be skipped.



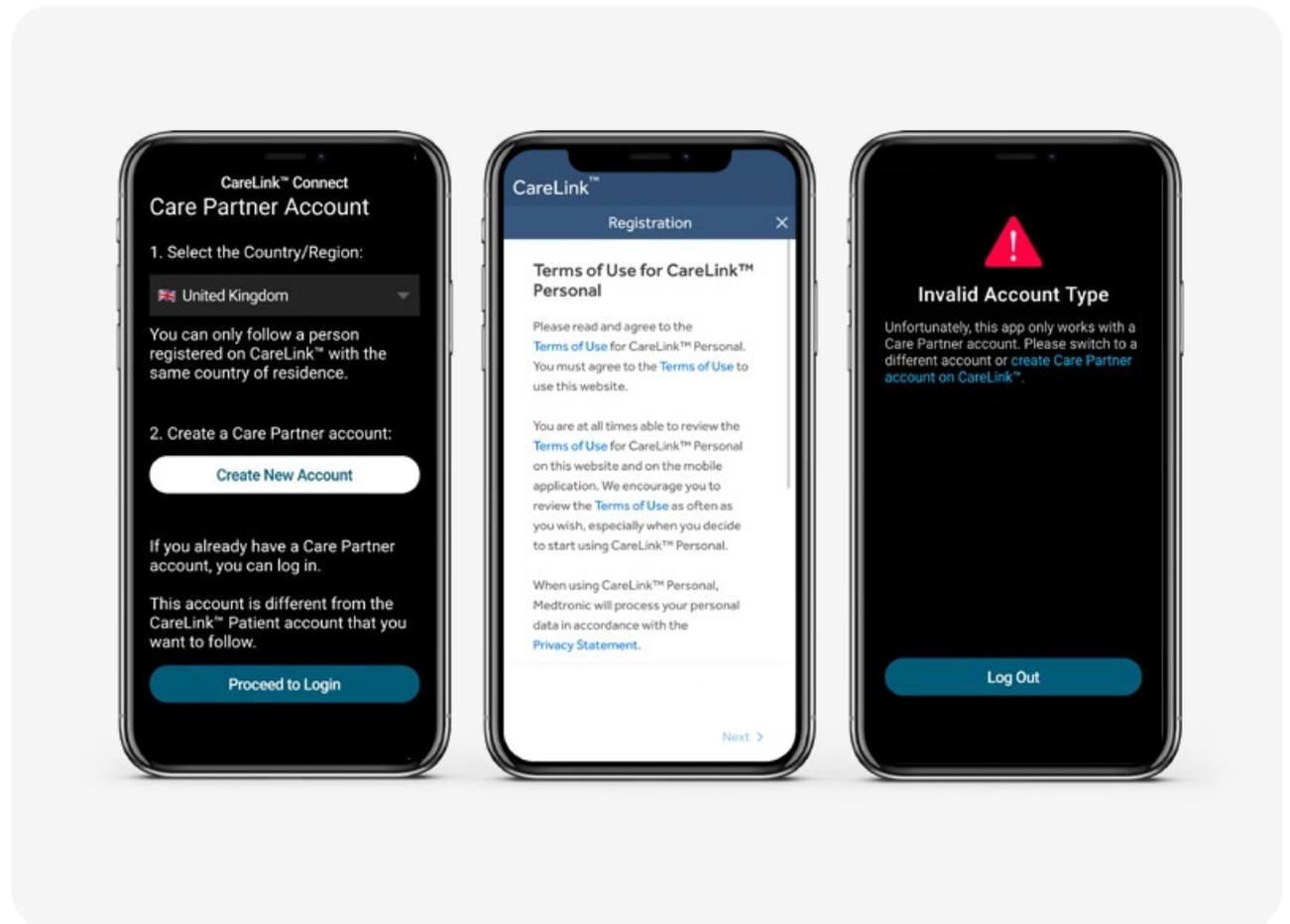
# CareLink™ Connect app

## Create/log into care partner CareLink™ Personal account

In order to use the CareLink™ Connect app it must be logged into a care partner CareLink™ Personal account. You will be prompted to log into an existing one or sign up for a new one.

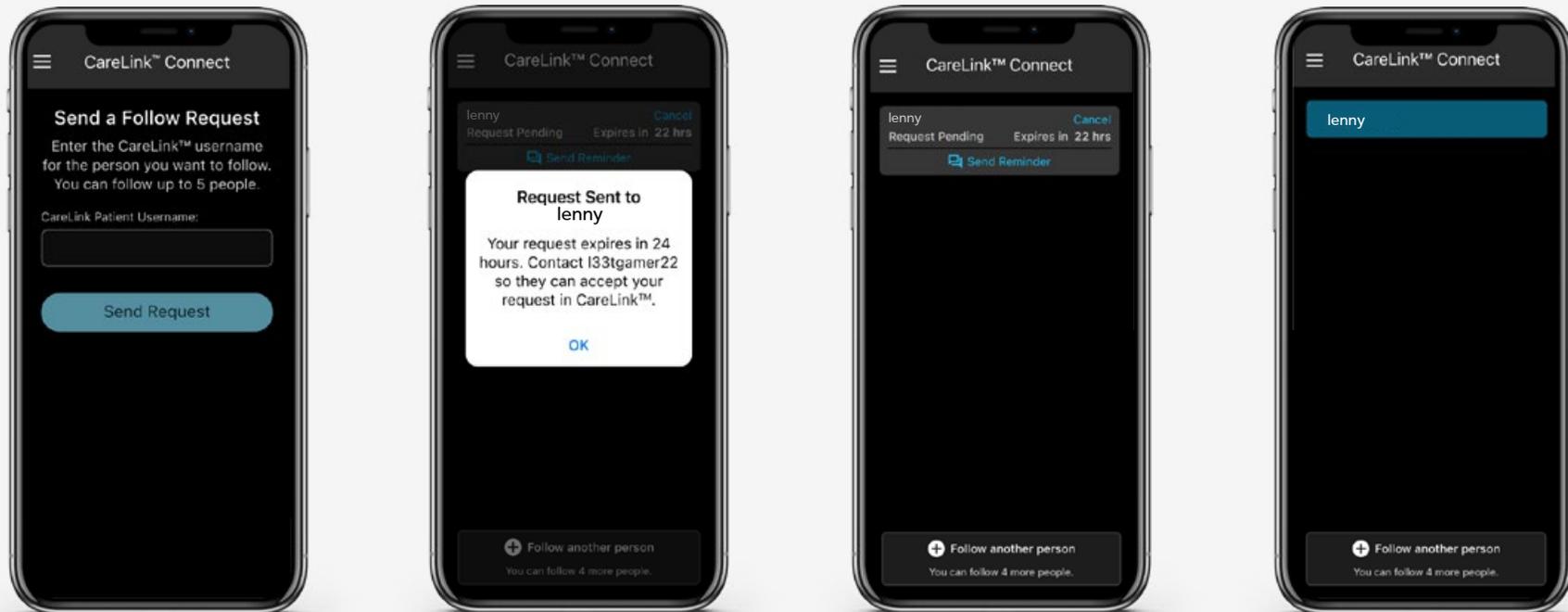


**Note** It must be a “care partner” CareLink™ Personal account. If a “patient” account is used, the user will be informed it is invalid and prompted to log out as per the third screen.



# CareLink™ Connect app

## Care partner follow request



Next, the care partner must send a follow request by inputting the username of the CareLink™ Personal account (provided by patient). The pump user must accept this request within 24 hours in their CareLink™ Personal account.

# Patient: MiniMed™ Mobile app

## Follow request

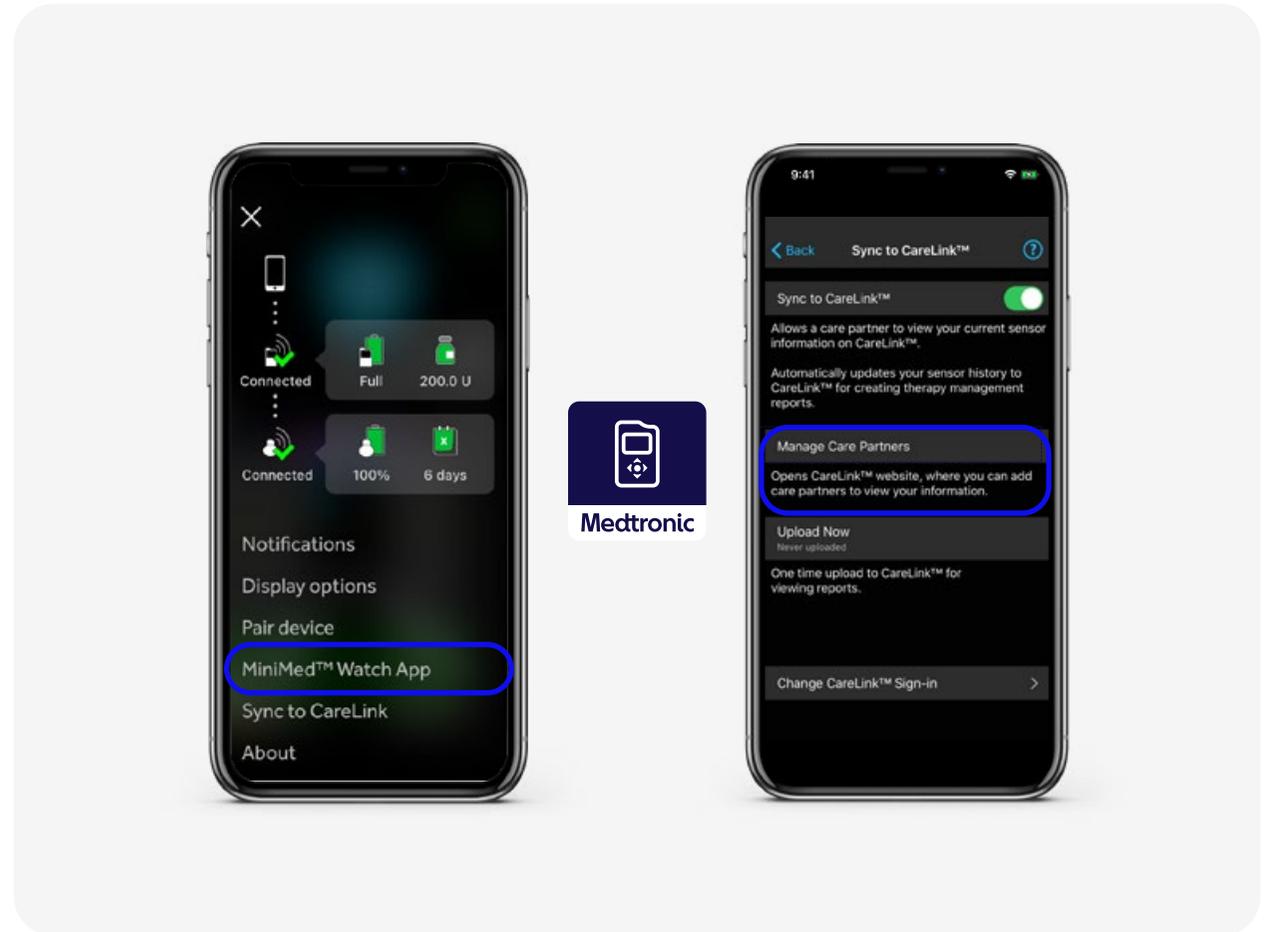
## Manage care partners

The pump user can give or remove access to care partners directly from the app.

Pump user can approve the follow request via their CareLink™ Personal account, which can be accessed through a link in their MiniMed™ Mobile app (shown above). **Follow requests must be approved within 24 hours.**

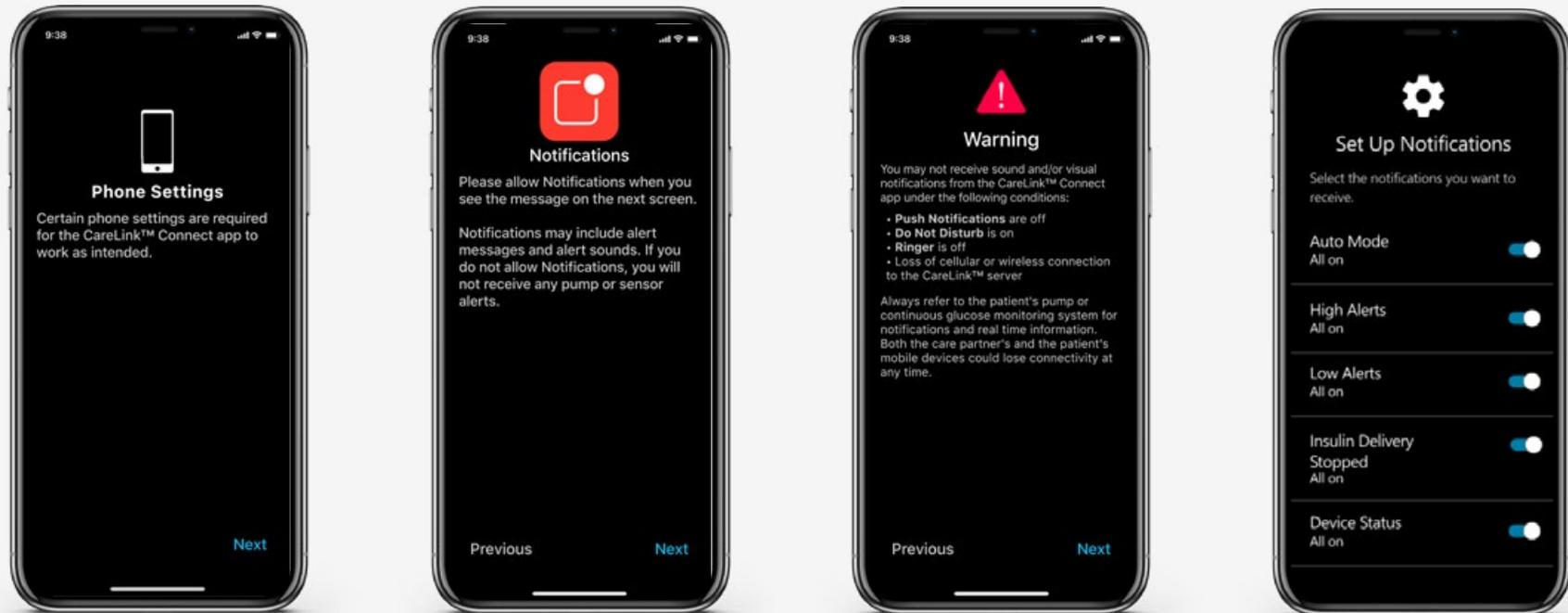


Mobile device must be connected to the internet (Wi-Fi/data) to send data to CareLink™ Personal.



# CareLink™ Connect app

## Notification set-up



The CareLink™ Connect app offers in-app notifications. Screens above will prompt the care partner to allow notifications and set them up (choosing which to receive and whether a delay is desired). More advanced settings are available later in the Patient Settings Menu.

# CareLink™ Connect app

## Notifications

What pump user sees

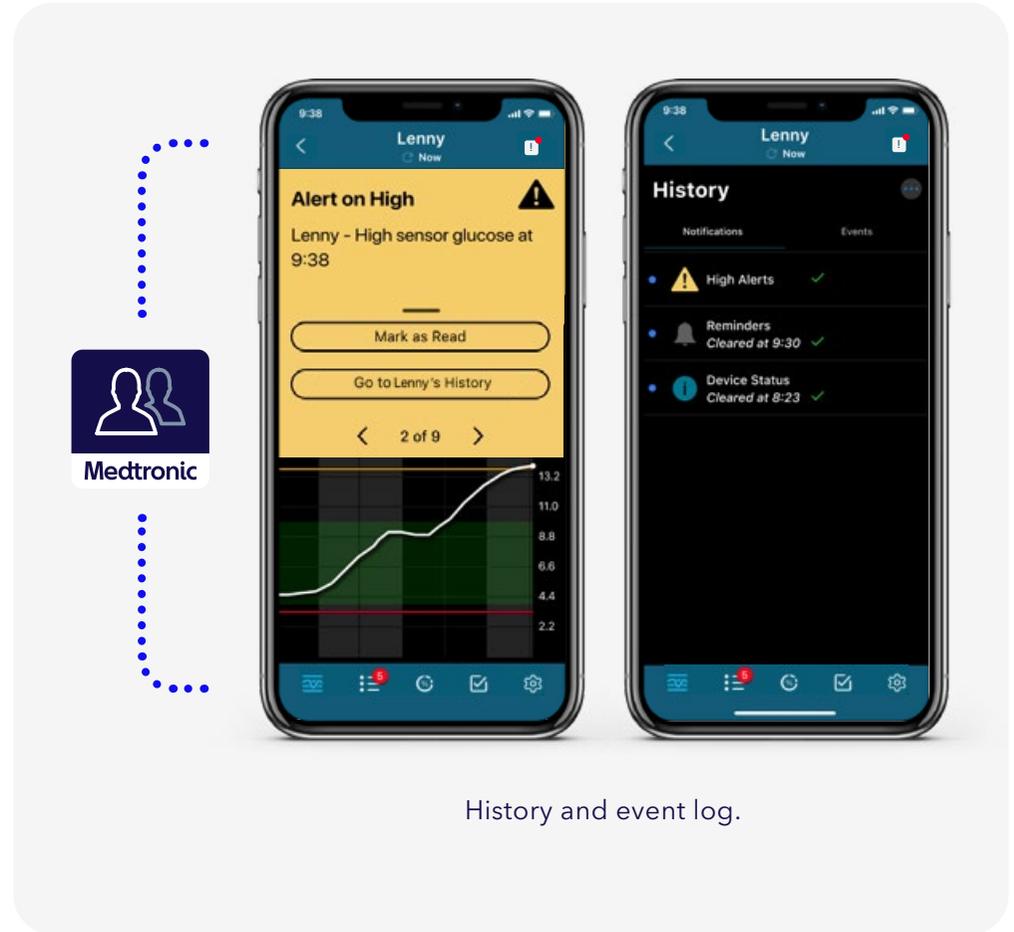
What care partner sees



Pump user phone alert.



Tap push notification to see pump user data in app.



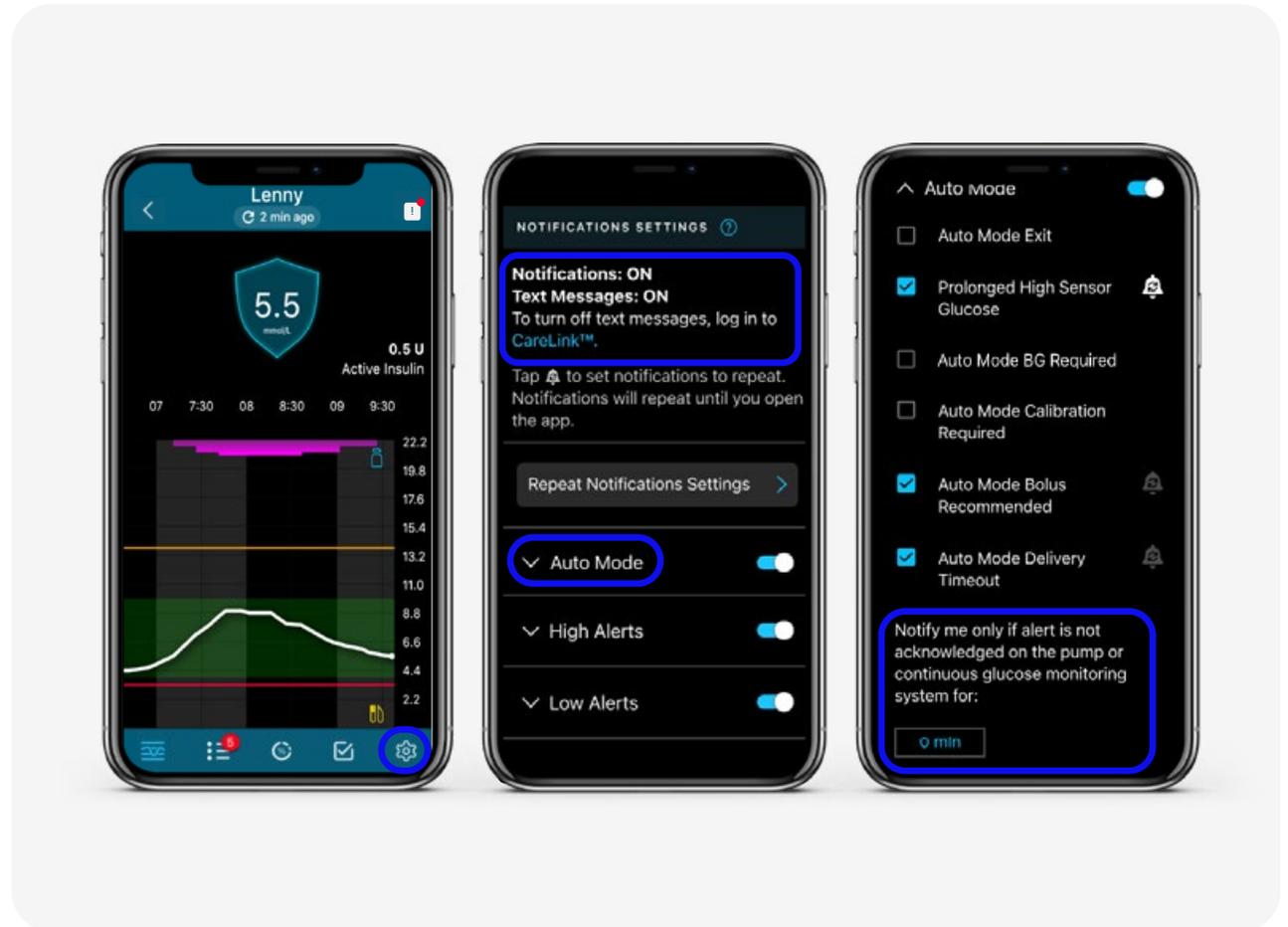
History and event log.

11 \*Note: Pump user will receive an email notification stating they have a follow request pending.

# CareLink™ Connect app

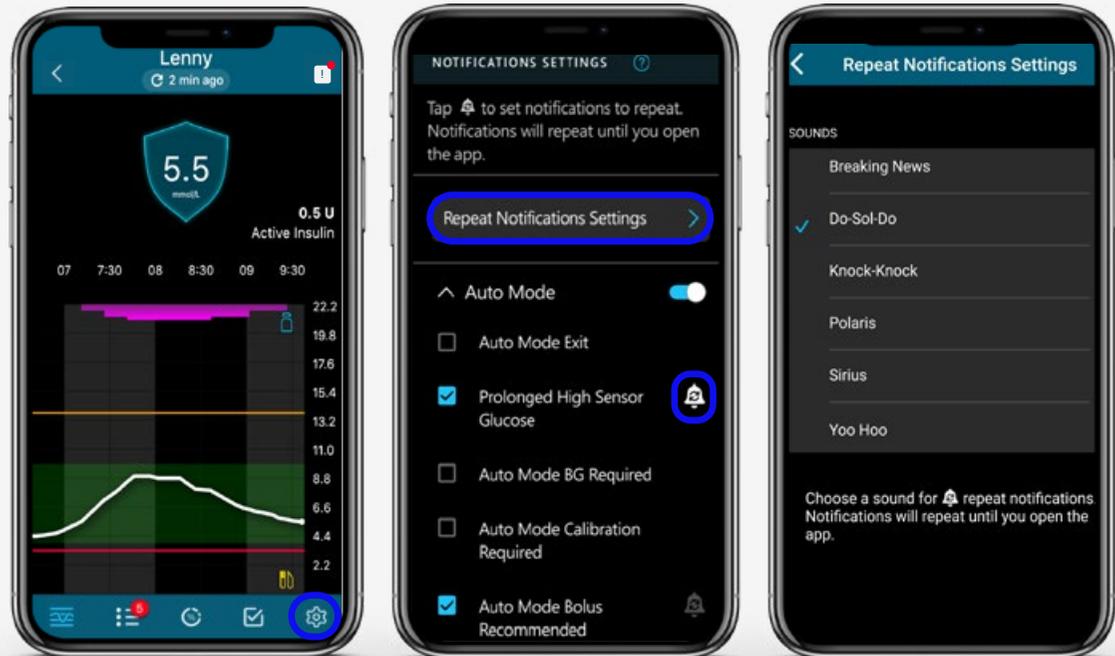
## Notifications

- Notifications occur when app is in foreground or background.
- If notifications are not received by care partner:
  - Ensure app is open (not force closed).
  - Ensure notifications are set up correctly in app.
    - Tap Edit.
    - Tap the alert category.
    - Chose which to receive and whether a delay is desired.
  - Check phone setting to ensure notifications for the app are turned on.



# CareLink™ Connect app

## Repeat Notifications



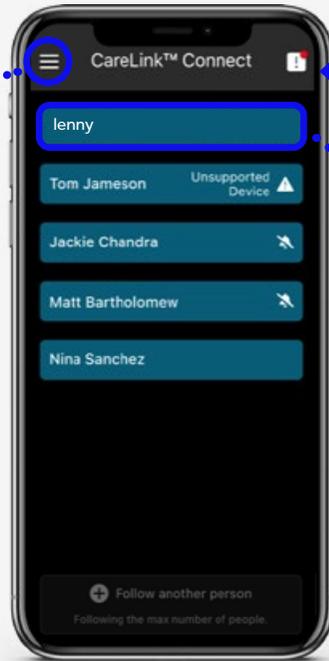
Notifications will sound for **30 seconds** and **repeat every 60 seconds** when set to repeat.

# CareLink™ Connect app

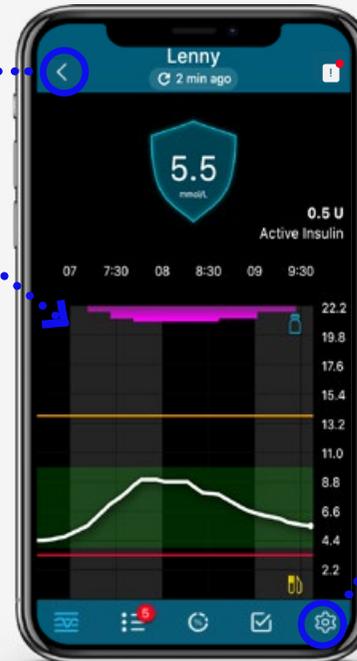
## Menu, navigation and notification settings



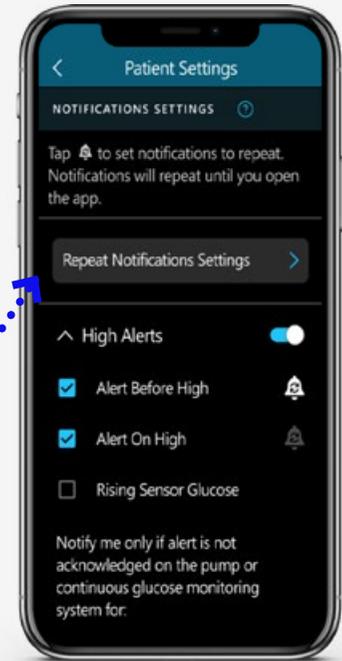
Menu



Home screen



Data screen



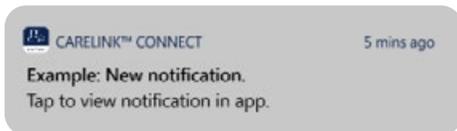
Notification settings

# CareLink™ Connect app

## Notification privacy settings

CareLink™ Connect app can apply an extra privacy option.

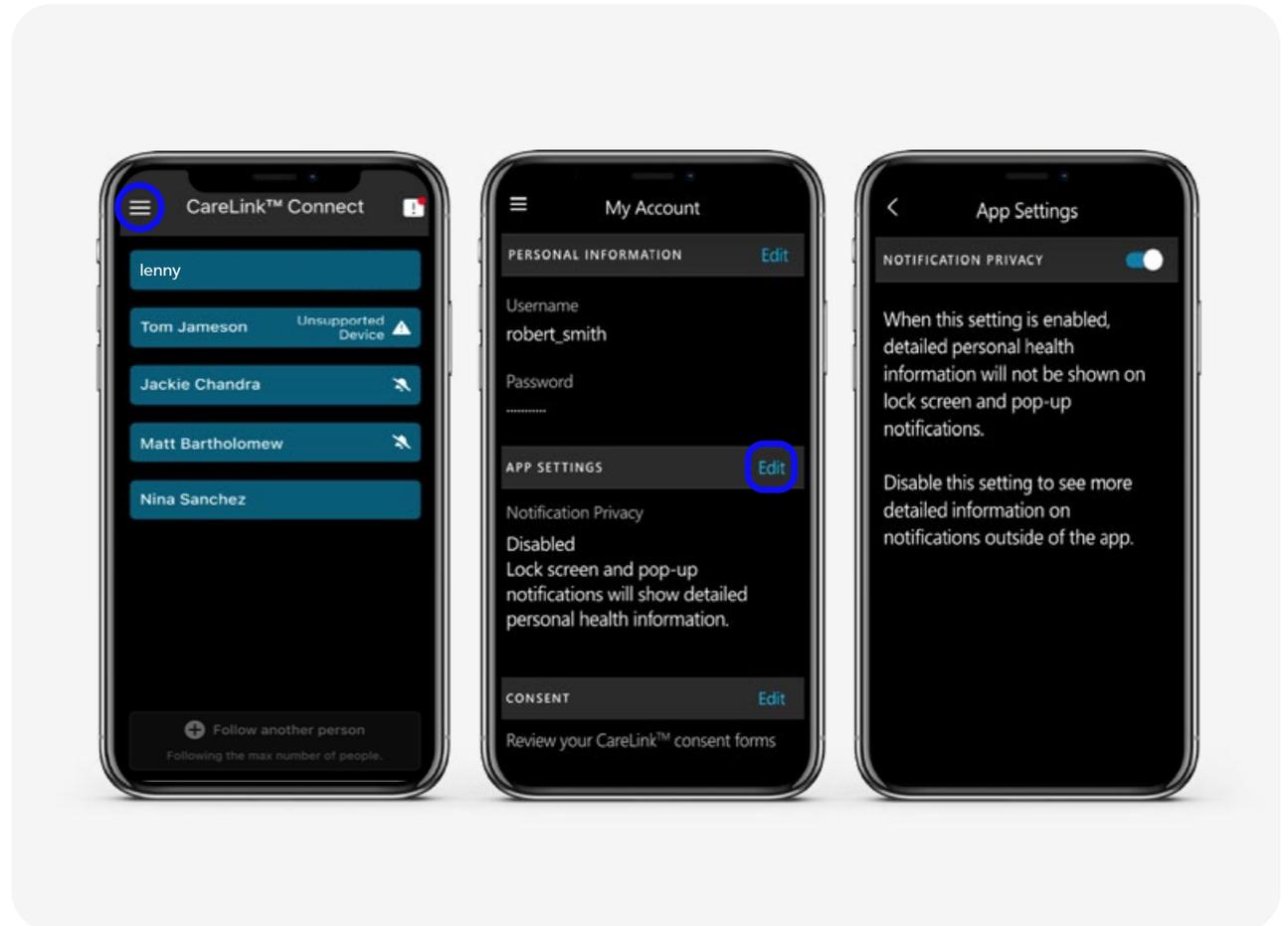
When enabled, notifications outside of the app will not show detailed information unless prompted:



If not activated:

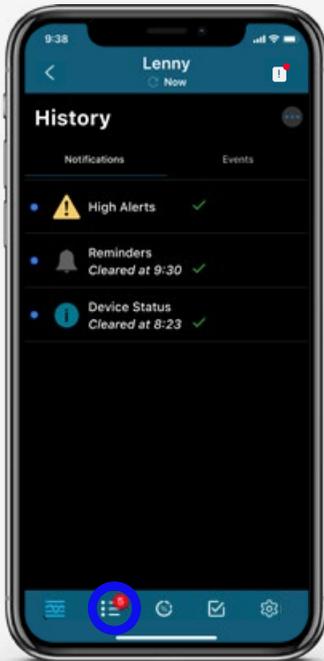


**Note** "Example" will be replaced by the nickname set for the MiniMed™ app user you are following.



# CareLink™ Connect app

## Other screens



History



Time in range



Device status

# CareLink™ Connect app

## Important information

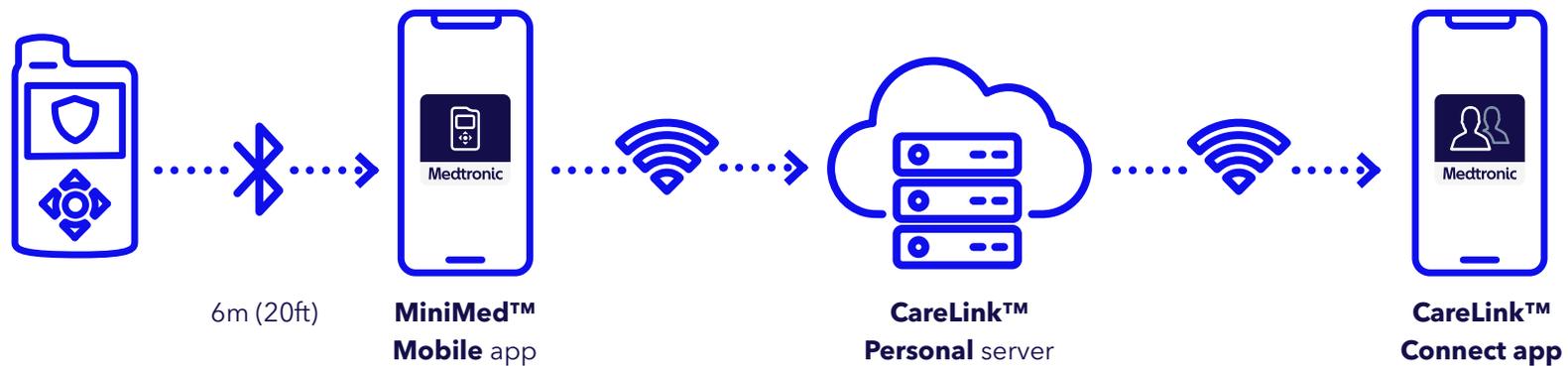
### For the CareLink™ Connect app to receive notifications and data:

- The MiniMed™ Mobile app must:
  - be within 6 meters (20 feet) of the pump
  - have internet connection
  - be logged into CareLink™ Personal
  - have Sync to CareLink™ turned on
- The CareLink™ Connect app must:
  - have internet connection
  - be logged into CareLink™ Personal



**Note** The MiniMed™ Mobile app will display pump data if there is no internet connection, but

- no data will go to CareLink™ Personal for reports
- no data will appear on the CareLink™ Connect app



# CareLink™ Connect app

## Getting logged out of CareLink™ Personal

### CareLink™ Connect app user

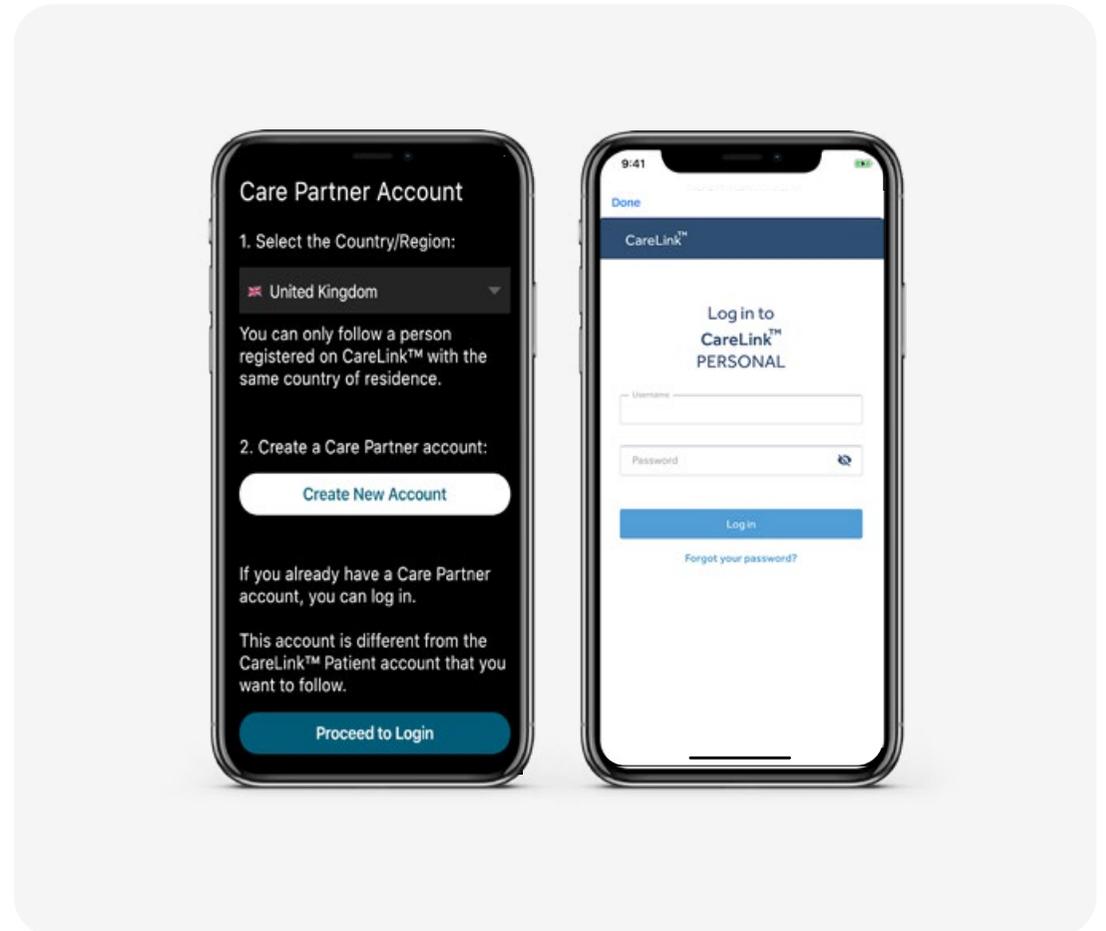
If you are logged out of CareLink™ Personal in the app:

- You cannot see your care partner's data
- You will not receive notifications

You will see the screens shown here if you have been logged out.



**Action** If you see this screen, tap **Proceed to Login** and log back into CareLink™ Personal.

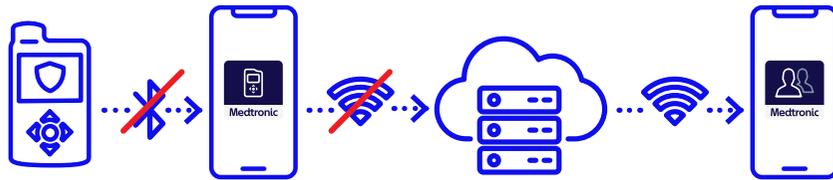


# CareLink™ Connect app banners

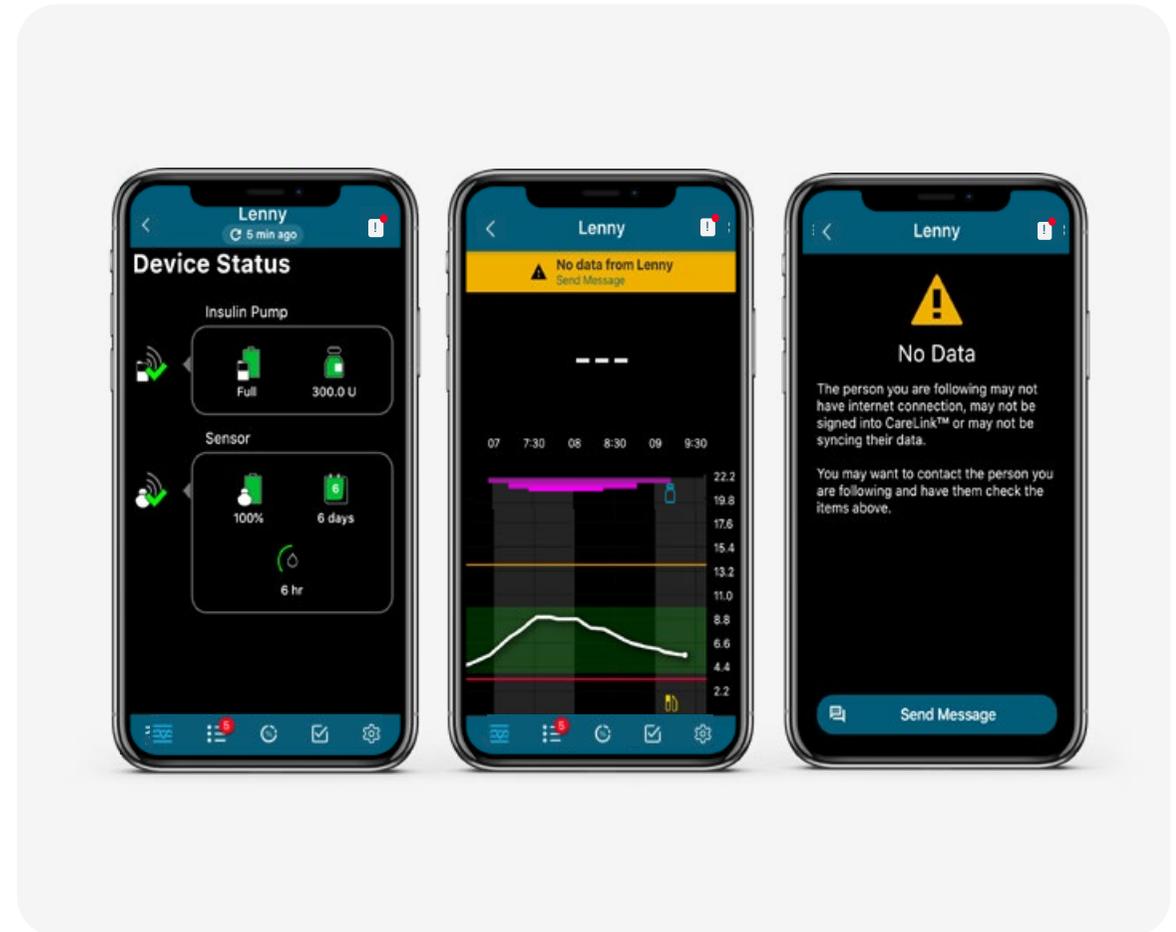
## No data from...

### Appears with the MiniMed™ Mobile app:

- is too far away from pump
- has no internet connection
- is logged out of CareLink™ Personal
- has the Sync to CareLink™ feature off



You may briefly see “no data banner” when data is being refreshed. Send Message prepares a message to send to the MiniMed™ Mobile user.

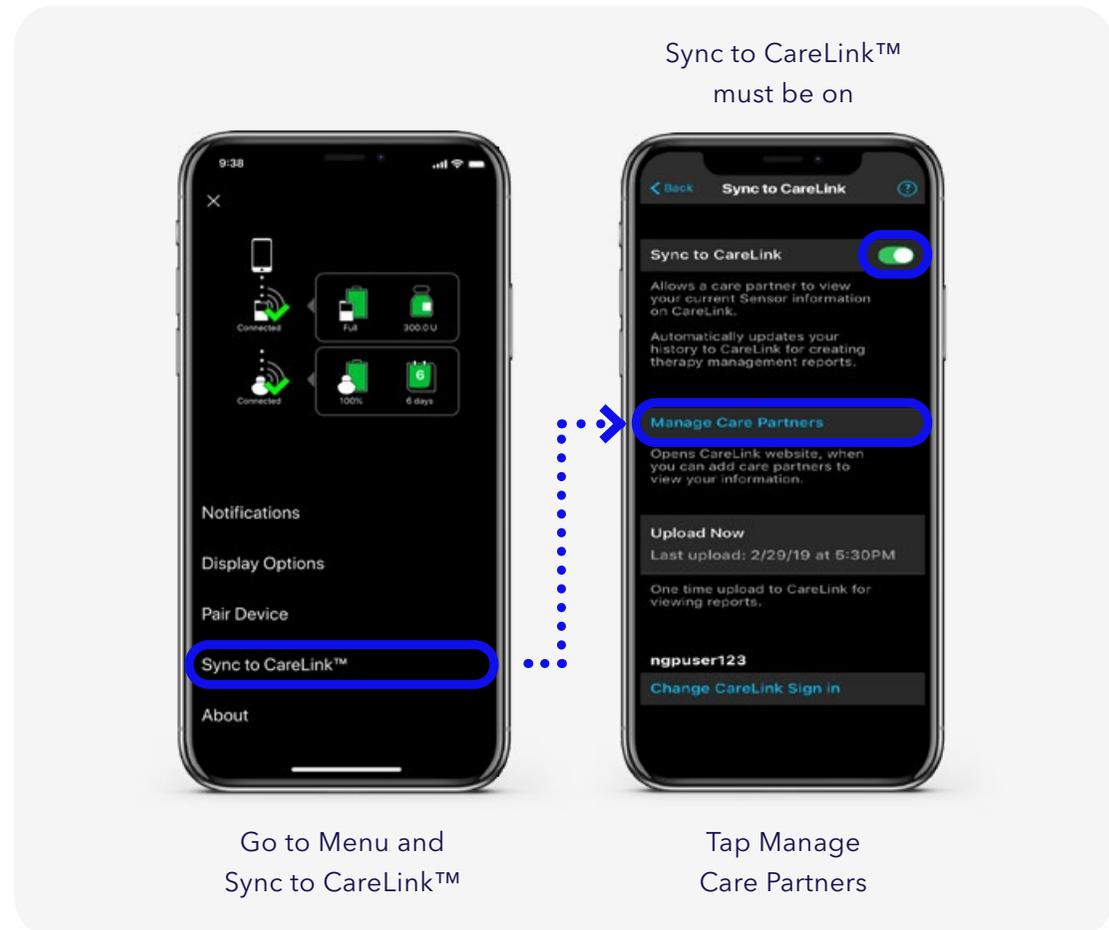
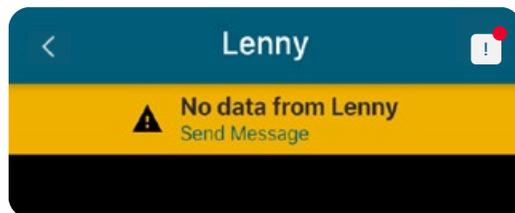


# CareLink™ Connect app banners

No data from...

To address a 'No data from...' banner, make sure your pump user's **MiniMed™ Mobile app**:

- Is within 20 feet (6 meters) of the pump
- Is connected to the internet (Wi-Fi or mobile data)
- Is logged in and is connected to CareLink™  
Personal
  - To check CareLink™ Personal connection, go to Menu > Sync to CareLink™ > Manage Care Partners
  - Will be asked to log in if not logged in
- The Sync to CareLink™ feature is On
- **'Send a message'** can be used to contact MiniMed™ Mobile user



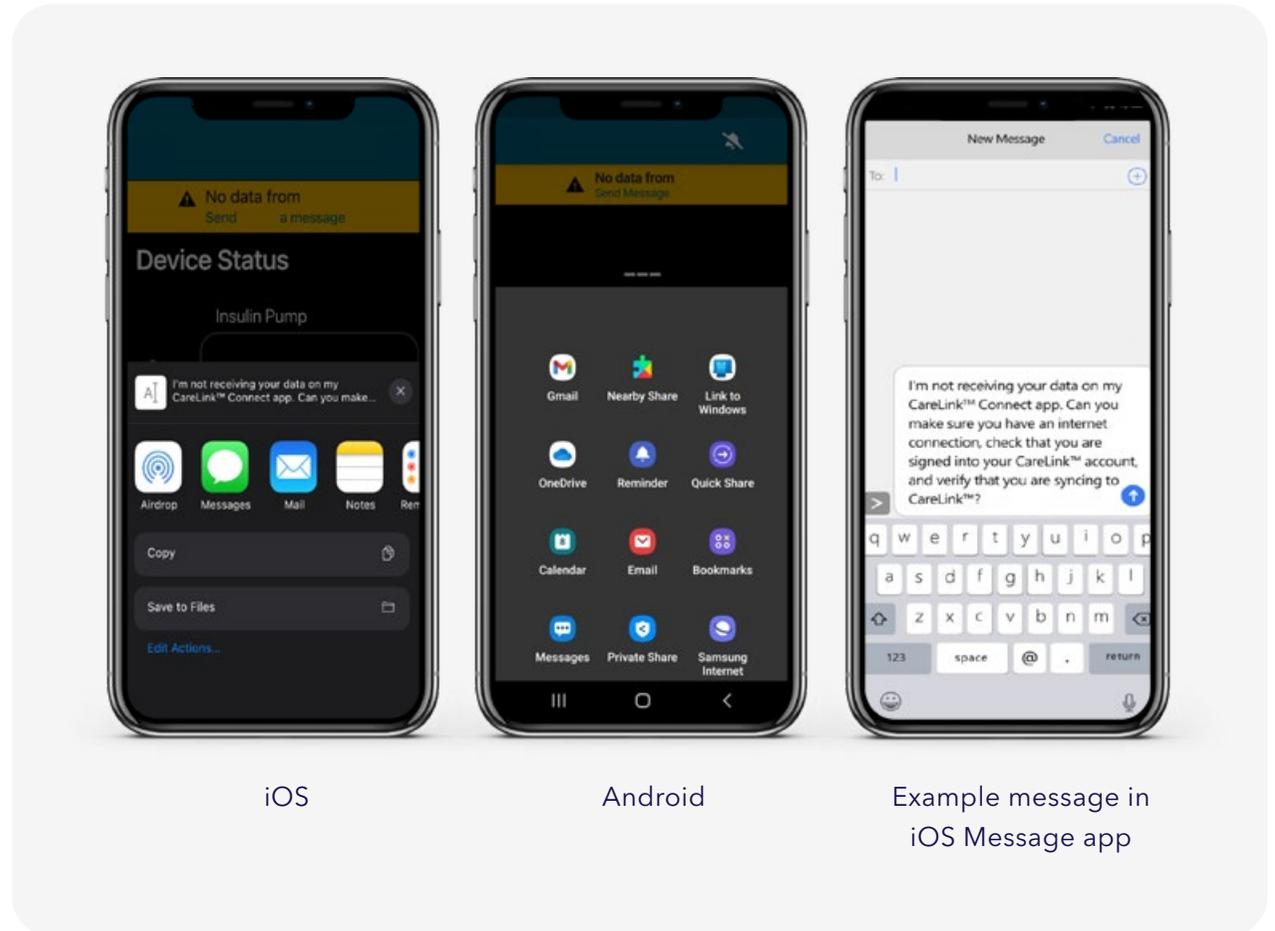
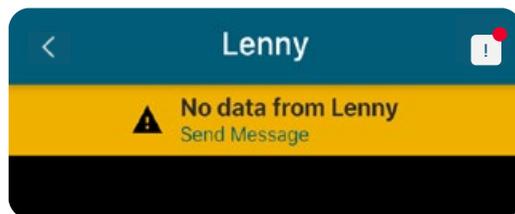
# CareLink™ Connect app banners

## Send message

If Send Message is tapped on the banner, the phone will open the menu to select an app. Choose one and the message will be pre-populated for you. It can also be edited.



**Note** The contact is not pre-populated and needs to be entered either manually or from the phone memory.



iOS

Android

Example message in iOS Message app

# CareLink™ Connect app banners

No internet connection

Appears when the CareLink™ Connect app:

- has no internet connection



CareLink™  
Connect app

To address, restore internet access  
to the CareLink™ Connect app



Go to Menu and  
Sync to CareLink™



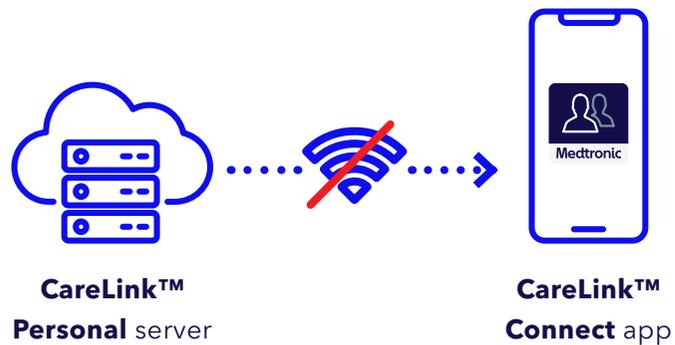
Tap Manage  
Care Partners

# CareLink™ Connect app banners

## No CareLink™ Personal connection

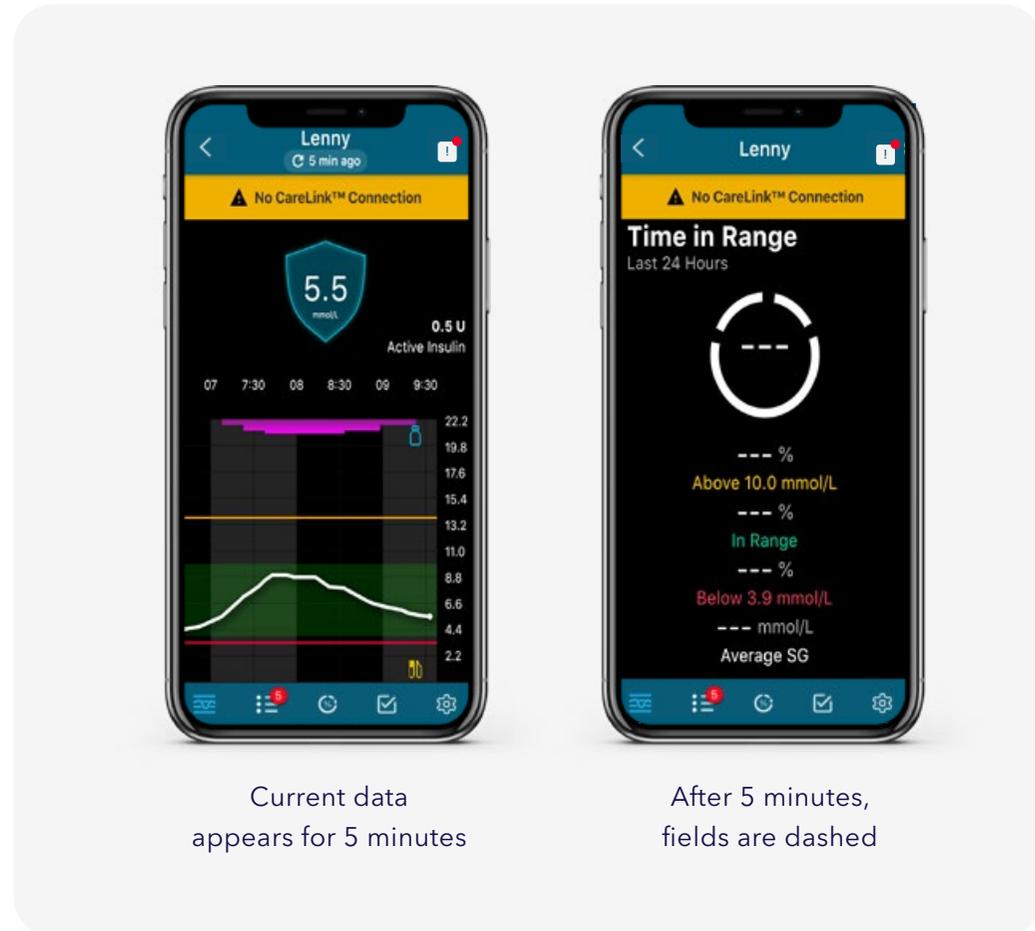
### Appears when the CareLink™ Connect app:

- is unable to communicate with the CareLink™ Personal server
- the CareLink™ Personal server is down



### To address, wait for CareLink™ Personal connection to be restored

- These will be rare banners
- Contact 24-Hour Technical Support
- Emails are sent out if CareLink™ Personal goes offline for more than 30 min and will also be sent out when it's back online



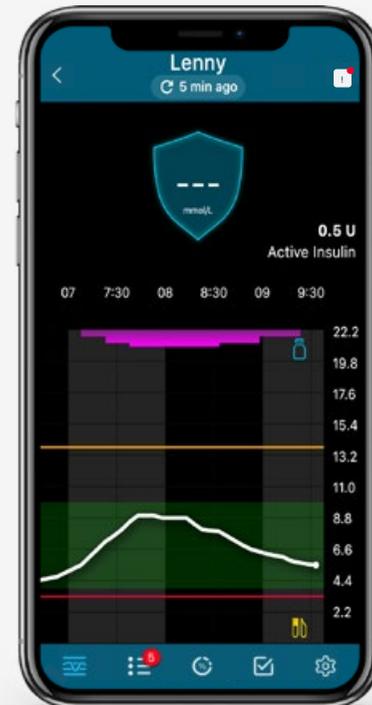
# CareLink™ Connect app

## Dashes with no banner

- CareLink™ Connect app mirrors what pump/MiniMed™ Mobile app is displaying.
- You will see '- - -' when the pump you are following is displaying dashes, which may be because:
  - Transmitter and pump are not communicating well.\*
  - Updated SG cannot be sent to pump.
- If you see dashes when pump displays an SG:
  - SG will populate within 15 minutes.



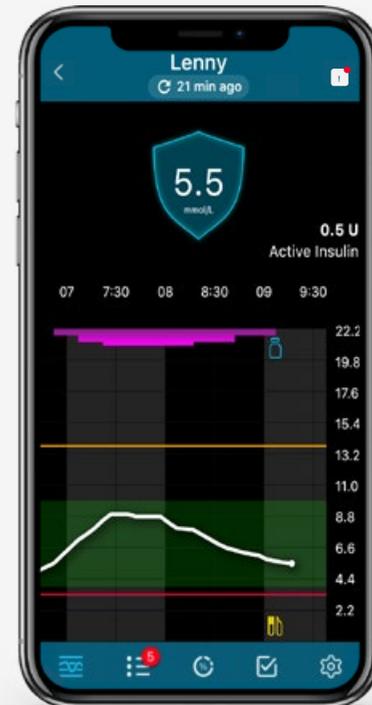
**Note** when a banner is displayed, dashes may also appear if the CareLink™ Connect app is not receiving data from the MiniMed™ Mobile app.



# CareLink™ Connect app banners

## Data refresh

- App does not refresh data while in background.
- CareLink™ Connect app will refresh when brought to foreground.
  - May take up to 20 seconds to auto refresh.
  - You may briefly see “no data banner” when data is being refreshed.



# Appendix

# SMS (Text) Notifications

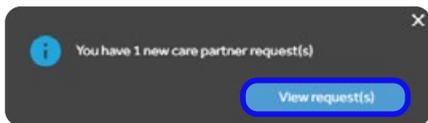
## For care partners who cannot use the CareLink™ Connect app

If, for any reason, you have a care partner who cannot use the CareLink™ Connect mobile app, there is a way for them to set and receive SMS (Text message) notifications from your MiniMed™ 780G system.

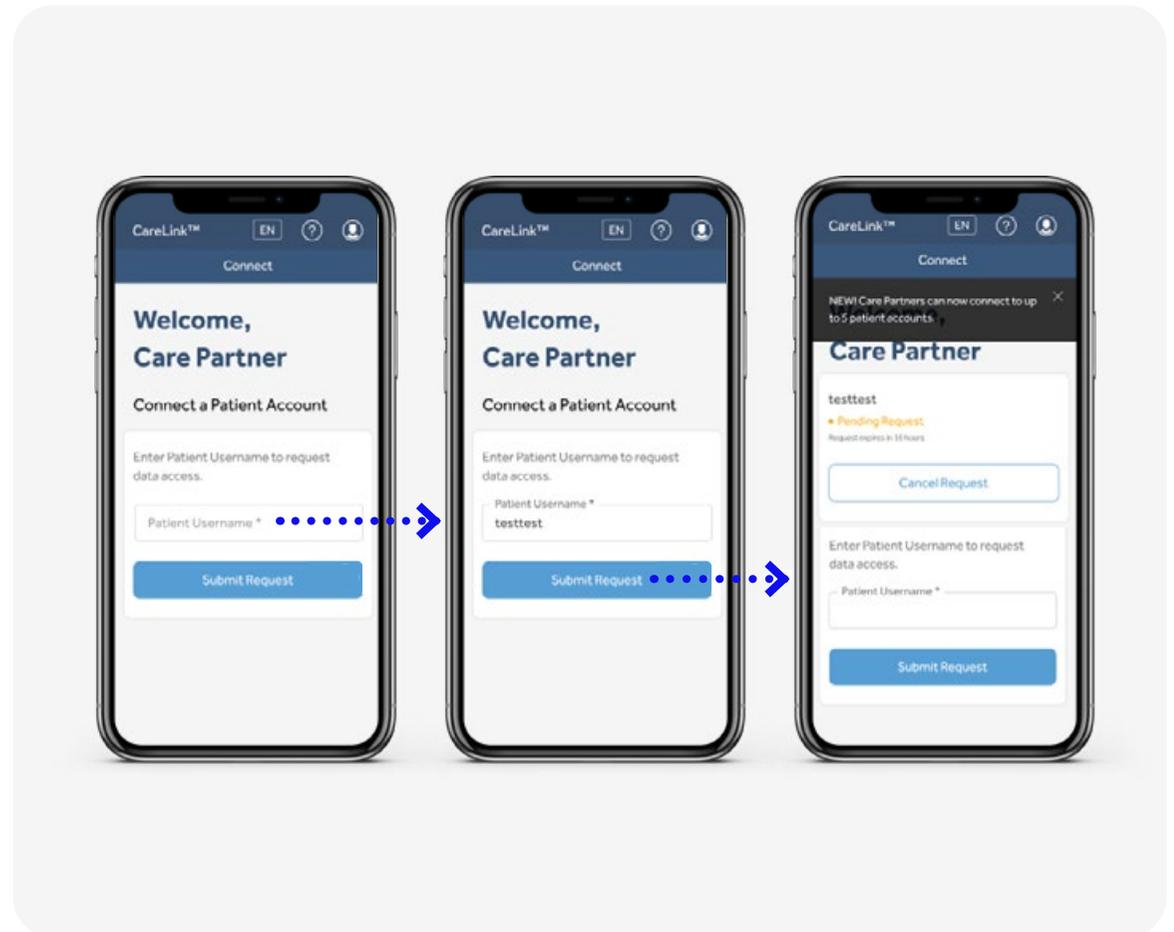
First, they need to go [Carelink.minimed.com/Carelink.minimed.eu](http://Carelink.minimed.com/Carelink.minimed.eu) and sign up for a care partner account (if they do not already have one). Once set up, they request to follow you using your CareLink™ Personal username just like in the CareLink™ Connect app.



Next, you must access the CareLink™ Personal account that you gave your care partner the username for. There should be a notification that you have a request to link.

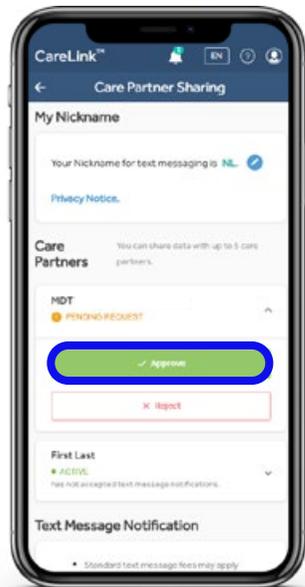


Click in the bell icon and then View request(s) in the pop up that appears.

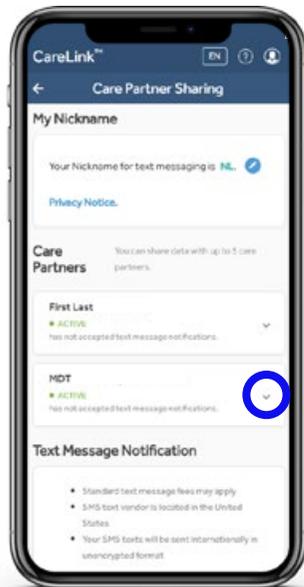


# SMS (Text) Notifications

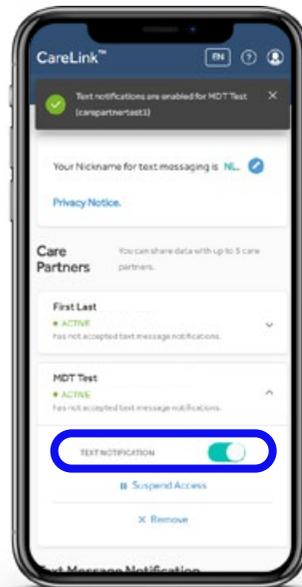
For care partners who cannot use the CareLink™ Connect app



You will see the pending request, tap **Approve** to complete the link.



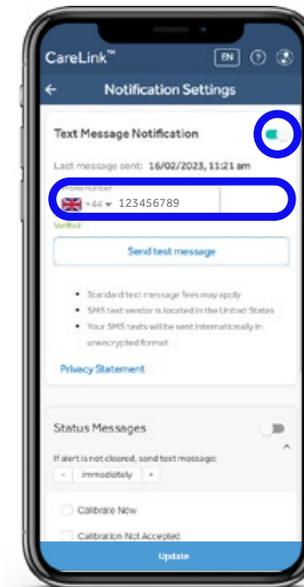
Tap on the down arrow to the left of the newly approved request to access more options.



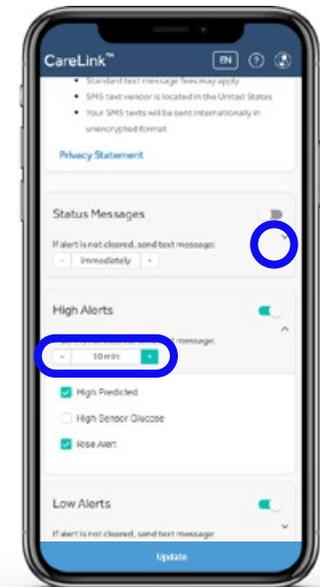
Tap on the **Text Notification** slider to activate text message notifications from your account.



Once the final step is complete, care partners can access their CareLink™ Personal accounts to set up which SMS notifications they would like to receive



Enter the number to receive SMS, verify and the enable **Text Message Notification**.



Select notifications and how long a delay for the event before SMS are sent.

# Smart phone connectivity

## FAQ

### CareLink™ Connect app (for care partners)

What powers the app?	Cellular data or Wi-Fi connectivity required
Frequency of device data uploads to CareLink™ software?	Live, continual updates every 5 minutes
What if there is no internet?	If internet is lost, app will not sync with CareLink™ Personal. Patient must have a smartphone with MiniMed™ Mobile app working and WiFi connection/mobile data (or connected to internet) for information to be received
What if no smartphone?	If patient doesn't have smartphone, the care partner will not receive information in the app
How to close app?	iOS – swipe up to close Android – “force stop”

# CareLink™ Connect app

## Getting started

### Ensuring device and operating system compatibility



We fully test the CareLink™ connect app with new devices and operating systems as they are released. However, it may take us some time to do this. Consult the local Medtronic website before using the CareLink™ Connect app on a new phone or upgrading your operating system. App may not function as designed on an untested operating system.



# CareLink™ Connect app

## Turning off “Automatic Updates” on your phone

Turning off “Automatic Updates” on your mobile device may help avoid unintended updates to an operating system that is not confirmed as compatible with the CareLink™ Connect app.

### To disable & manually update on Android™\*

- Go to Settings > Software Update
- Toggle “Download updates automatically” to off position
- Choose “Download updates manually” to update software only after checking Medtronic website to ensure compatibility with the CareLink™ Connect app

### To disable & manually update on iOS

- Go to Settings > General > Software Updates
- Tap Automatic Updates
- Turn toggle to the “off” position
- Check Medtronic website to ensure compatibility with the MiniMed™ Mobile app
- Go to Settings > Software Update
- Tap Download and Install

### ALWAYS FOLLOW THE DIRECTIONS FOR USE

(IFU) For detailed information regarding indications, contraindications, warnings, precautions, and potential adverse effects, please consult the IFU. Always consult a Health Care Professional before making treatment decisions, and to see if this product is suitable for you.

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YouTube: Medtronic Diabetes ANZ