

Important tips when using the CareLink™ Connect App MINIMED™ 780G



Medtronic

Receiving notifications and data

For CareLink™ Connect to receive notifications and data:

The MiniMed™ Mobile app must:

- be within 6 metres of the pump
- have an internet connection
- be logged into CareLink™ Personal
- have Sync to CareLink™ turned on

The CareLink™ Connect app must:

- have an 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 appear on the CareLink™ Connect app.

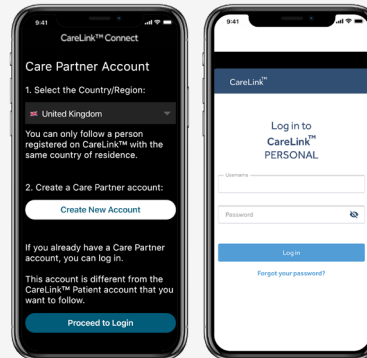
Getting logged out of CareLink™ Personal

⚠ You will be unable to receive data or notifications if your MiniMed™ Mobile app user is logged out of CareLink™ Personal.

CareLink™ Connect app user

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

- you will not see pump and CGM data
- you will receive notifications while the app is in the background.



ACTION:

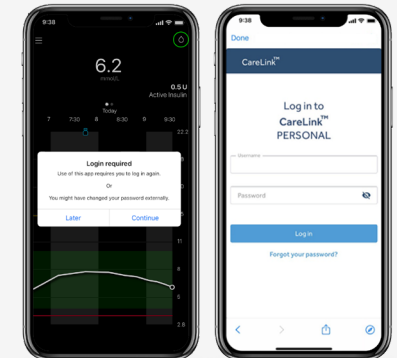
If you see this screen, tap **Proceed to Login** and log back into CareLink™ Personal.

MiniMed™ Mobile app user

If your MiniMed™ Mobile app user is logged out of CareLink™ Personal in the app:

- you will not be able to see their data
- you will not receive notifications
- their HCP will not be able to access data/reports

The user will see the screens shown here if they have been logged out.



ACTION:

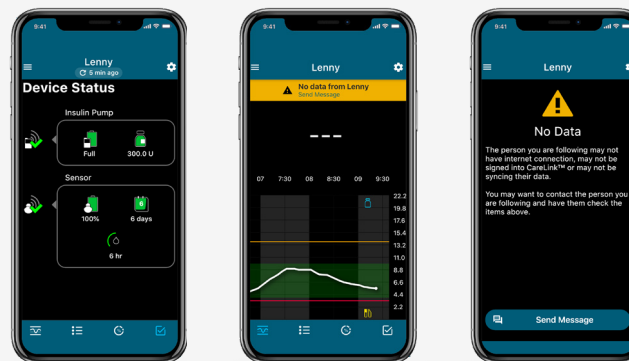
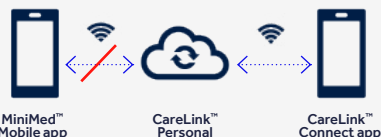
If your MiniMed™ Mobile app user sees this screen they should tap **Continue** and log back into CareLink™ Personal

Carelink™ connect app banners "No data from..."

A "No data from..." banner appears in the Carelink™ Connect app when the MiniMed™ Mobile app:

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

You may briefly see "No data from..." banner when data is being refreshed



Current data
appears for 15mins

After 15 minutes, data
fields are dashed

No data message
≥24 hours



ACTION:

Check that the MiniMed™ Mobile app user:

- is within 6 metres of the pump
- is connected to the internet (wi-fi or mobile data)
- is logged in and is connected to CareLink™ Personal
- has the Sync to CareLink™ feature on
- 'Send <Name> a message' can be used to contact MiniMed™ Mobile app user

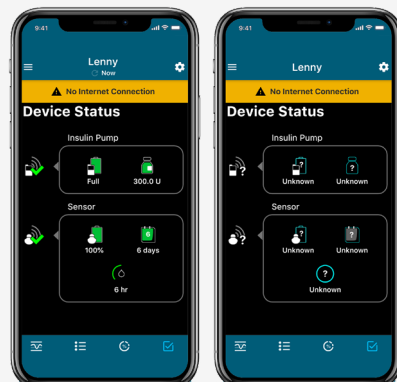
CareLink™ Connect app banners No internet connection

A “No Internet Connection” banner appears when the CareLink™ Connect app:

- has no internet connection



ACTION:
To address this,
Restore internet access on the
CareLink™ Connect app



**Current data
appears for 5 min**

**After 5 minutes,
data fields are dashed
or greyed out.**

CareLink™ connect app banners No CareLink™ connection

A “No Carelink™ Connection” banner appears when the CareLink™ Connect app:

- is unable to communicate with CareLink™ Personal
- the CareLink™ server experiences technical difficulties



ACTION:
Wait for the connection to the
CareLink™ server to be restored

- this should be rare
- contact the helpline to report



**Current data
appears for 5 min**

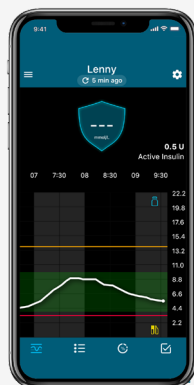
**After 5 minutes,
data fields are dashed
or greyed out.**

Dashes with no banner

The Carelink™ Connect app displays what the pump or MiniMed™ Mobile app is displaying:

You will see ‘- - -’ when the pump is displaying dashes

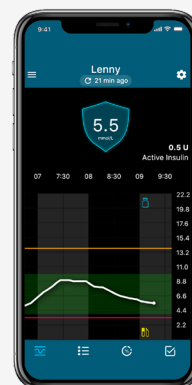
- This may occur when updated SG data cannot be sent to the pump, e.g. water or obstacles/thick walls are between the pump and transmitter.
- If you see dashes on the Carelink™ Connect app but the pump user says the pump is displaying an SG, then the SG will populate the app within 15 minutes.



Data refresh

- The Carelink™ Connect app does not refresh data while in the background (the app is not on the front screen)
- The CareLink™ Connect app will refresh when brought to the foreground (as shown here)
- May take up to 20 seconds to auto refresh

You may briefly see a “No data from...” banner when data is being refreshed.



Notifications

- Notifications should occur when the app is in the foreground or background



ACTION:

If notifications are not received by the care partner:

- ensure the app is open (not force closed)
- ensure notifications are set up correctly in the app
- check phone settings to ensure notifications for the app are turned on
- choose which notifications to receive and whether a delay is desired:
 - tap Edit
 - tap alert category to see individual alerts
 - tap v to customise each notification