

Medtronic
MiniMed 780G
System Software



Medtronic MiniMed 780G System Software User Guide

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Medtronic

Medtronic MiniMed 780G System Software

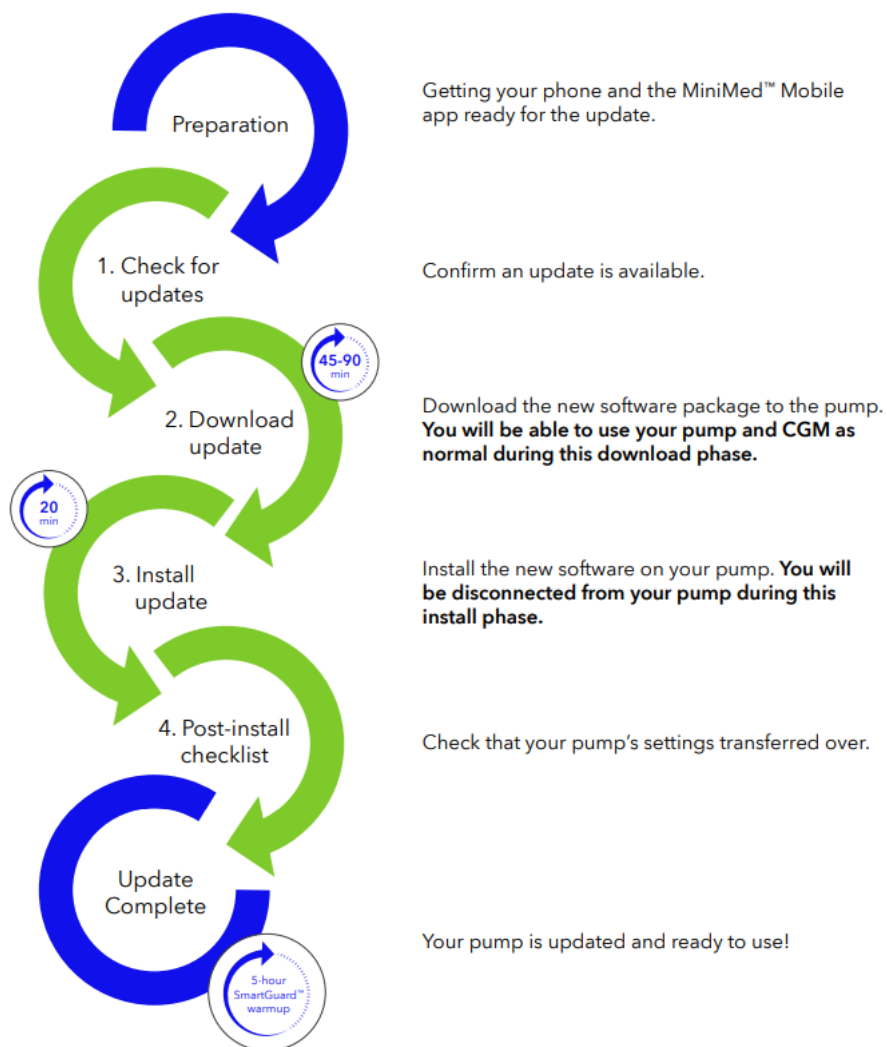


Product Specifications

- Product Name: MiniMed™ 780G system
- Manufacturer: Medtronic
- Software Update Process: 4 Steps
- SmartGuard™ Feature: 5-hour warmup
- Compatibility: Android and iOS smartphones

The software update process





There are 4 steps to the update with some preparation at the beginning. It is important to complete all 4 steps.



Getting ready

Your updates are now managed in the MiniMed™ Mobile app. If you are not yet using it, you must download it onto a compatible smartphone* to continue.

Important things to know before starting:

-  Set aside 2-3 hours for downloading and installing the update. We suggest completing the update early in the day.
-  Your pump battery should be **green**, and your phone fully charged.
-  You need a stable internet connection. Do not try to update while traveling, for example. Wi-Fi is preferred.
-  Your phone and pump should be within **3 meters (10 feet)** throughout the whole update process.

Other things to know:



Once the software update is completed, **there is a 5-hour warm up period before the SmartGuard™ feature can be used again.**



There will be **no sensor glucose (SG) or notifications** on the MiniMed™ Mobile app or sent to care partners during the installation.



You can use your mobile phone and MiniMed™ 780G system as normal during the download process.



Software download to the pump takes **45-90 minutes**. Software installation takes up to **20 minutes**.



Your infusion set tubing must be disconnected from your body during the software installation **up to 20 minutes**.



If you are not currently using the MiniMed™ Mobile app, a CareLink™ Personal account is required. You will be able to set one up in the MiniMed™ Mobile app as part of the app setup or you can visit carelink.minimed.eu

Actions required before starting

Please complete the following actions before starting your update:

- Check your blood glucose level. You should be above 70 mg/dL (3.9 mmol/L) and below 180 mg/dL (10.0 mmol/L) before continuing.
 - If you are outside of these levels, wait and check again later when you have not recently eaten or taken any bolus insulin. Contact your healthcare team if you need help achieving these levels.



- Your pump battery should be in full green, and your mobile phone fully charged.
 - If they are not, replace the pump's AA battery with a new one and/or charge your mobile device before continuing.



- Make a note of your current pump settings. Use the chart on the next page if required.



Record your current pump settings here:

Basal

[illegible]

SmartGuard™ feature and sensor settings

Sensor	On / Off
Cal. Reminder	
Cal Reminder time	

SmartGuard	On / Off
Target	
Auto Correction	

High Alerts			On/off	Snooze:
Start Time	High setting	Alert on High?	Alert before high?	Rise Alert Limit

Low Alerts				On/off	Snooze:
Start Time	Low setting	Suspend	Alert on Low?	Alert Before Low?	Resume Basal Alert

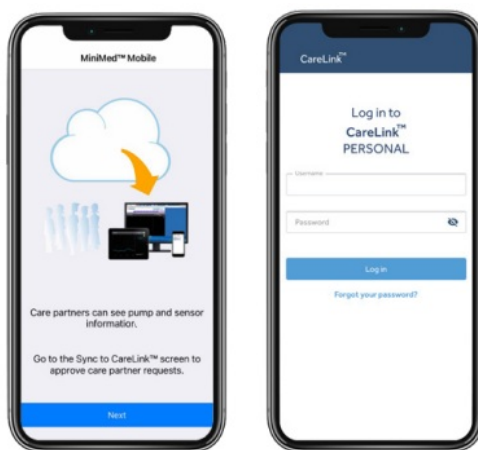
Record your current pump settings here continued:

Bolus

[illegible]

Setting up the MiniMed™ Mobile app

Open the app and read the introduction screens. Next, you will need to sign into a CareLink™ Personal account. You can sign up here, carelink.minimed.eu if you do not already have one.



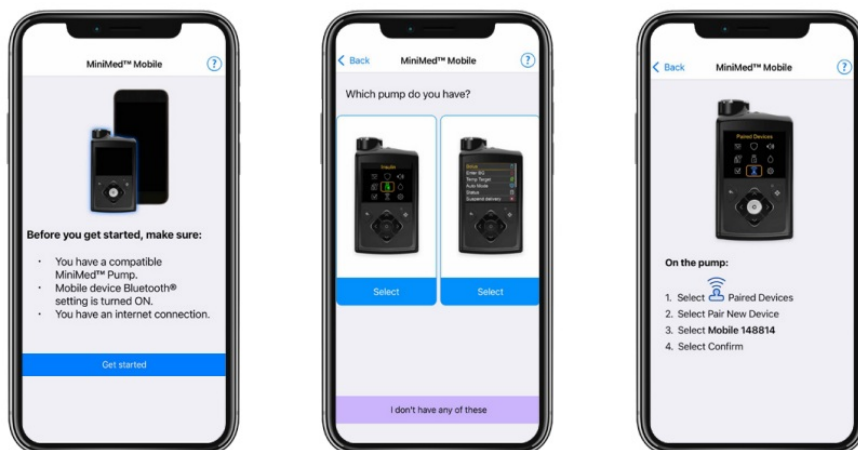
Continuing setup

Once you are signed in, you will be presented with the End User License Agreement, to which you must agree to continue.

Notes on CareLink™ Personal

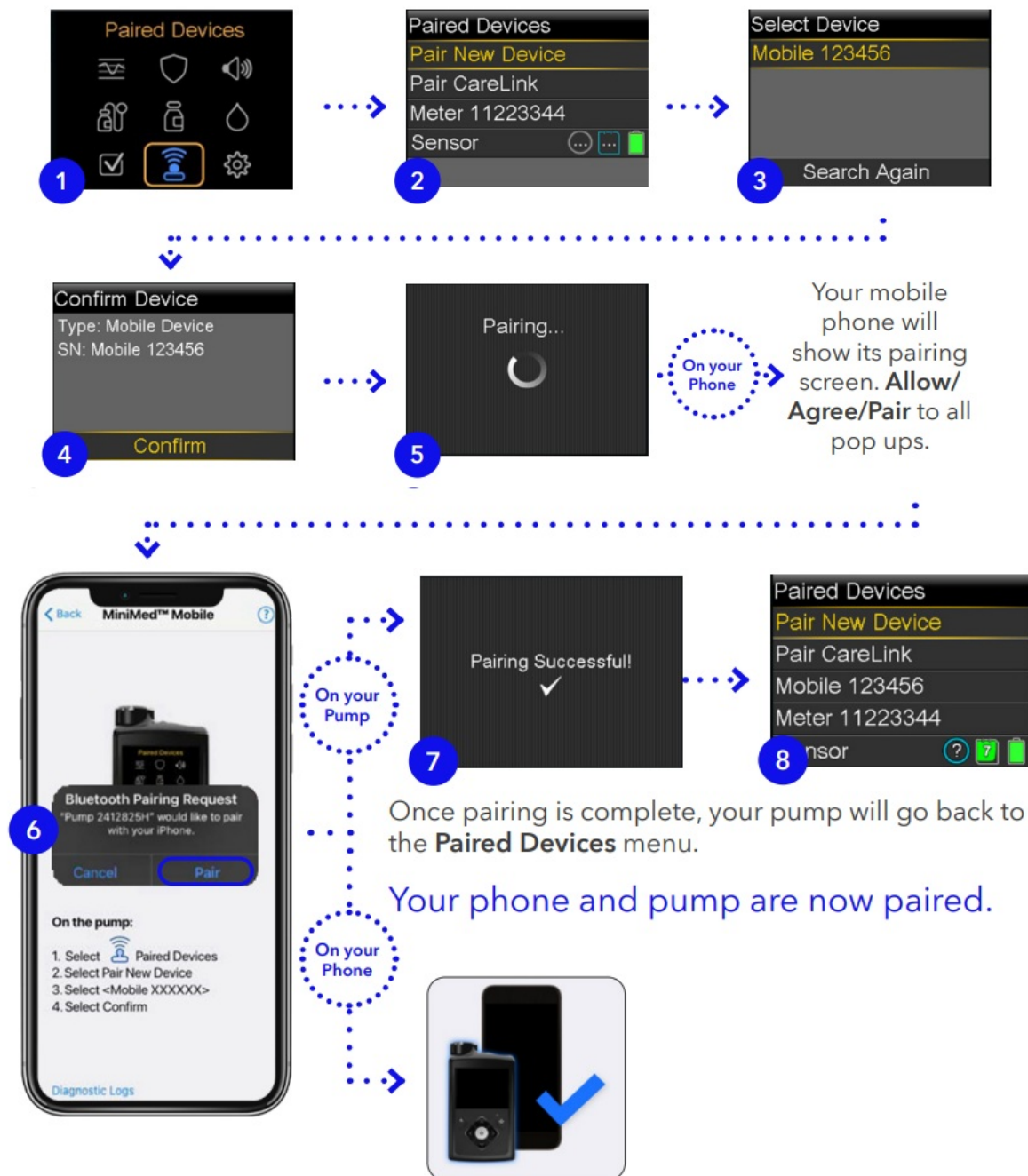
- If you have an existing CareLink™ Personal account, it is important to link that one to keep all your data together. Do not set up a second account for your update.
- You can request a password reminder online at carelink.minimed.eu. Use the Forgot your password? Link.

Next, the app will start the process of checking which pump you have and pairing them together. Follow the instructions in the app.



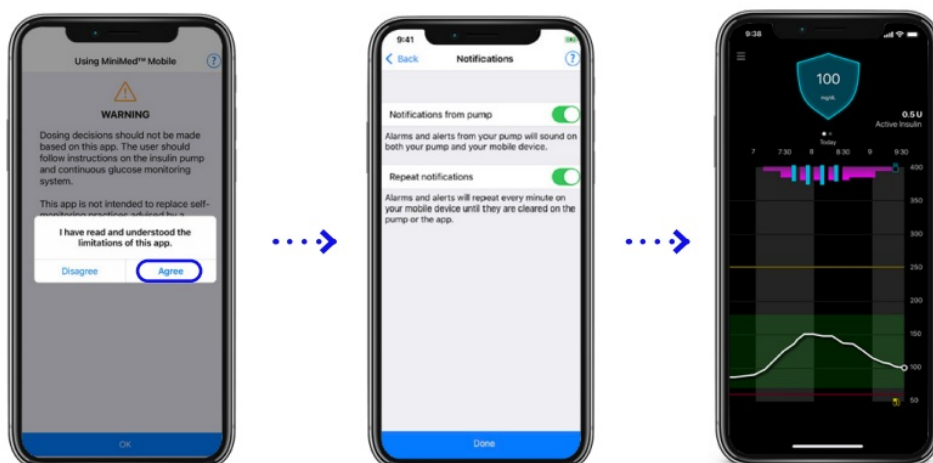
Pairing the MiniMed™ Mobile app with your pump

The pairing process is started on the pump, but you will also need to keep an eye on your phone. To start, go to your pump's main menu:



Finalising MiniMed™ Mobile app setup

Return to your phone, read the dosing decision and warning that states dosing decisions should not be made based on the MiniMed™ Mobile app. Tap OK and Agree to the pop-up.

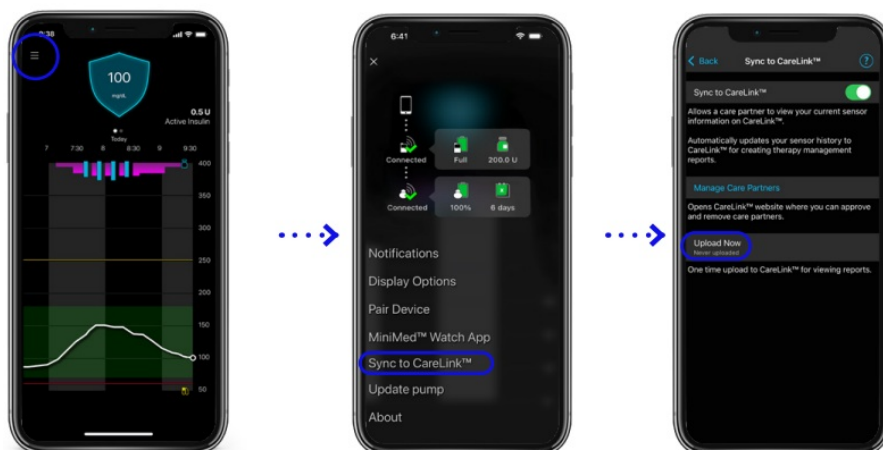


Next, you will be asked to confirm your notification settings. If these are turned off, you will NOT receive notifications on your mobile phone. Repeat notifications mean that received notifications sound for 30 seconds

every 60 seconds until viewed on the app. Once the MiniMed™ Mobile has synchronized, you will see your data on the home screen. This may take a few minutes.

Uploading to CareLink™ Personal

Before starting your update, it is recommended to upload your existing pump data to your CareLink™ Personal account. Use the MiniMed™ Mobile app to do this, following the instructions below. From the home screen, tap on the Main Menu icon and then select the Sync to CareLink option. Finally, tap Upload Now to sync all your data with your CareLink™ Personal account. This may take up to 30 minutes if you have not uploaded recently.

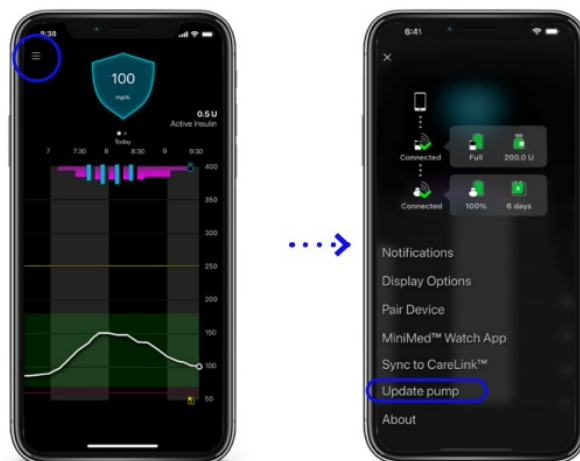


Tap the Back button to return to the Main Menu once the sync is complete and begin the update on the next page.

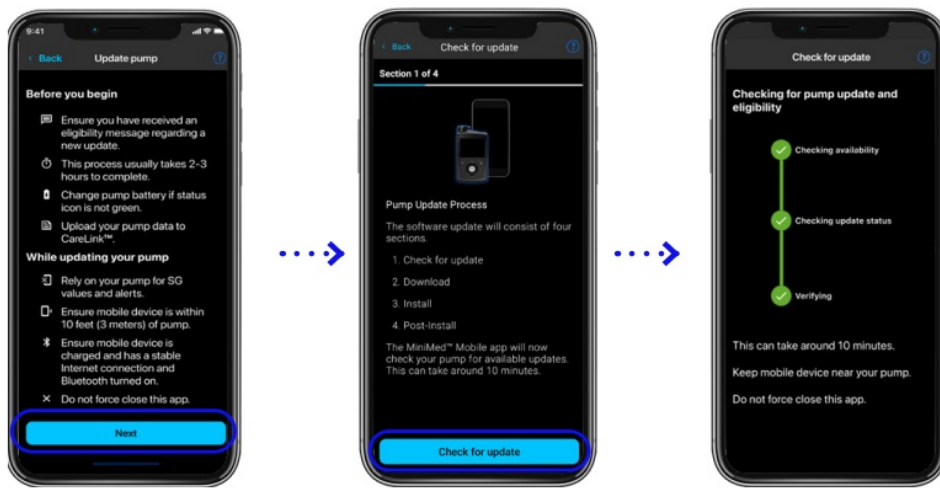
Let's Start the Software Update

Section 1: Check for update

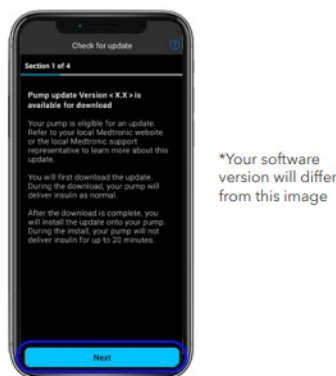
In the MiniMed™ Mobile app, access the main menu again and tap the Update Pump option.



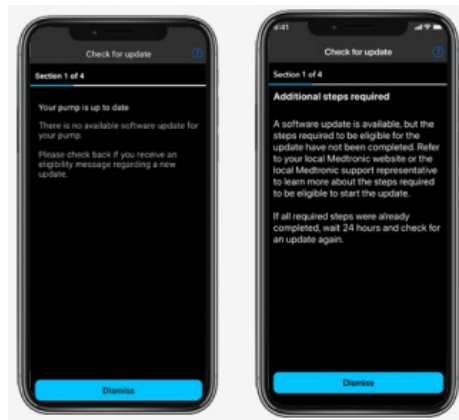
You will now see the Before you begin the list. Read the information on the screen.



Tap Next and you will see the 4 sections needed to complete this update, starting with Check for update. Tap Check for an update to continue. If an update is available, the app will notify you.* Tap Next to proceed to download the update.

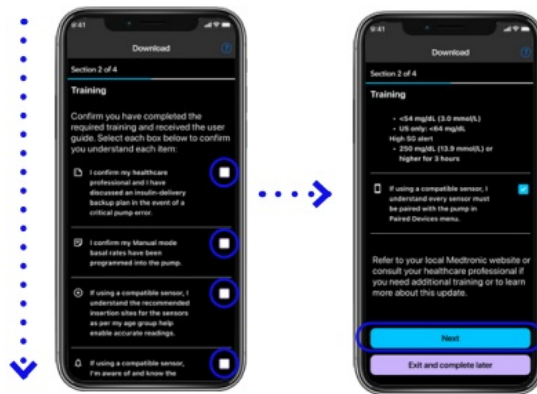


If there is no update available, the below screen will show. Check you have received your confirmation of an available update.

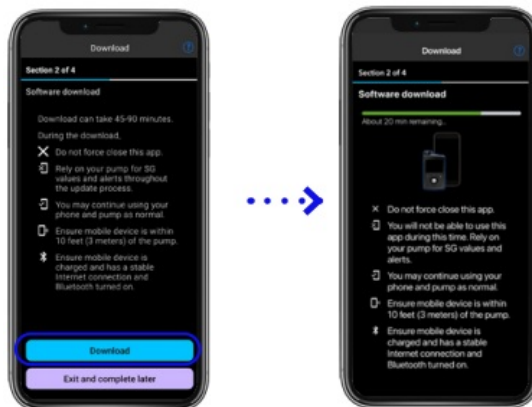


Section 2: Download update

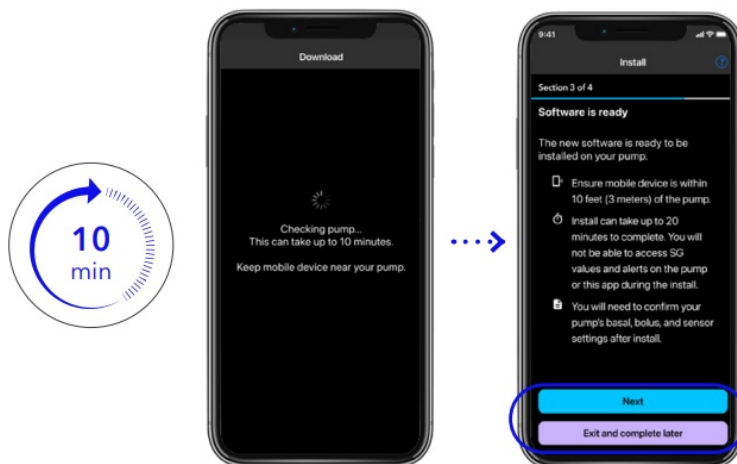
You will be asked to confirm some statements about your training and preparation. Read and understand each statement and tap the box to confirm. Scroll to see all items and tap Next to continue.



Follow the instructions on your app. The download will take 45–90 minutes. You may see your time remaining go up or down depending on your internet connection or phone use.

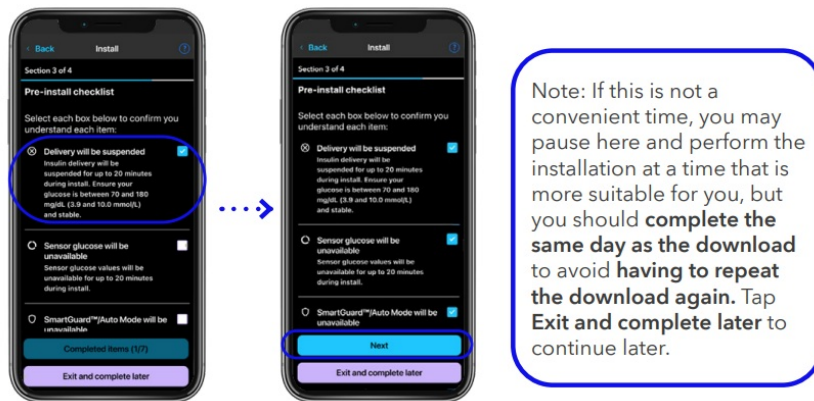


Tap on Download to continue. Once the download is complete, the app will automatically start checking your pump. This may take up to 10 minutes. If the check is unsuccessful, try again, and if that doesn't work, consult the troubleshooting section at the end of this guide.



Section 3: Install update

Once the pump is checked, the MiniMed™ Mobile app will notify you that the software is ready. Tap Next to move onto the Pre-Install checklist. Read each item, check the box to confirm, and then tap Next.

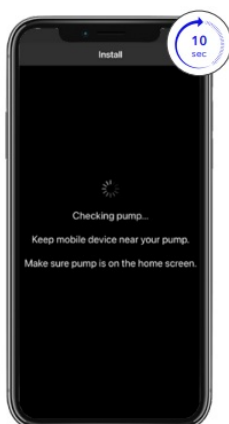
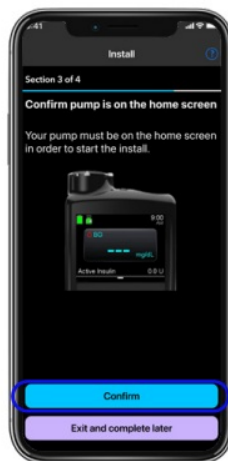


Important information for the installation.

1. Your infusion set tubing must be disconnected from your body during the installation.
2. Your pump must be on the home screen (as shown) before starting the installation:



3. Tap Confirm, you may notice the screen on the left below pop up for about 10 seconds, pause to read instructions shown on the phone carefully.



Do not tap Next yet!

Leave your phone and complete the install on your pump. The whole process will take about 20 minutes.



Note: If the update cannot be completed, your pump will go back to its old software. No data will be lost, and you can try again later. If multiple attempts fail, see the troubleshooting guide at the end of this guide.

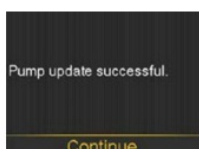
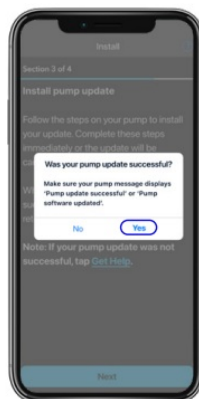


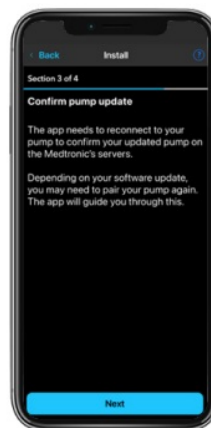
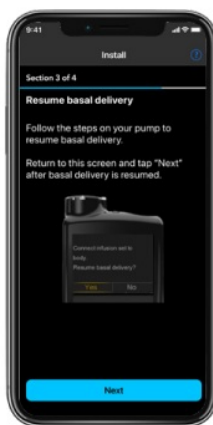
If the update is not successful, reconnect your infusion set and, your pump will continue with the original software. You can keep using the MiniMed™ Mobile app until you are ready to try the software update again.

Did you see the Pump update successful screen?

Yes — On your phone, tap Yes to continue with the update. You will be reminded to resume your basal delivery if you have not already done so.

No — On your phone, tap No to be taken through some in-app troubleshooting. You can also consult the troubleshooting section at the end of this guide.





Confirm pump update

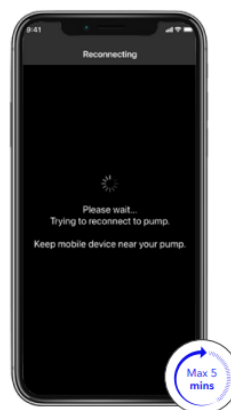
You may need to unpair and pair your devices to proceed. Tap Next to continue



• If you see the screen on the left, **tap Begin to proceed to Section 4a: Unpair and pair your pump and phone** below.

• If you see the **Reconnecting** screen on the right, **wait 5 minutes**. If the next screen shown is the one on the left, **proceed to Section 4a: Unpair and pair your pump and phone** or:

• If you see **Checking Pump**, **go to page 21 for the Post-install checklist**.

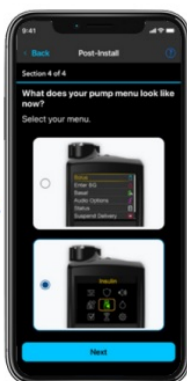


Section 4a: Unpair and pair your pump and phone

Step 1: Unpair and pair your pump and phone. You need to unpair your mobile device from your pump. Follow the instructions, shown on the app screen.



Tap **Begin**



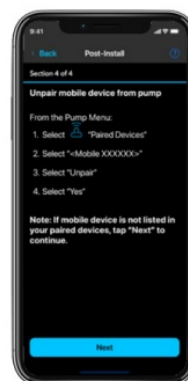
Confirm bottom option and tap **Next**

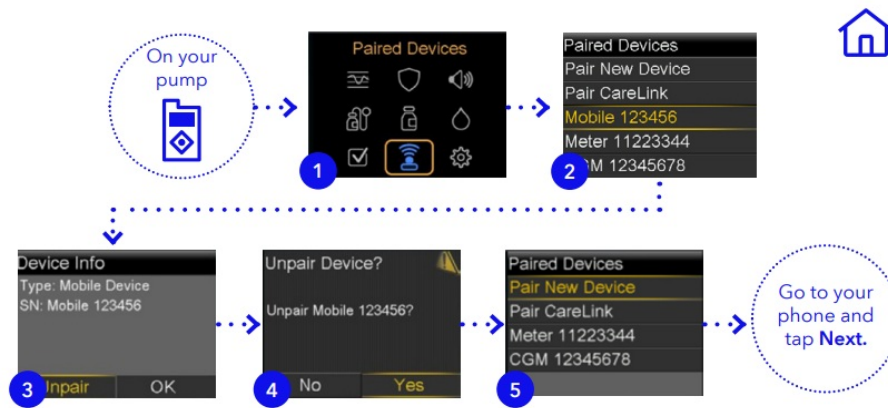


Hold here.
Do not tap
Next yet.



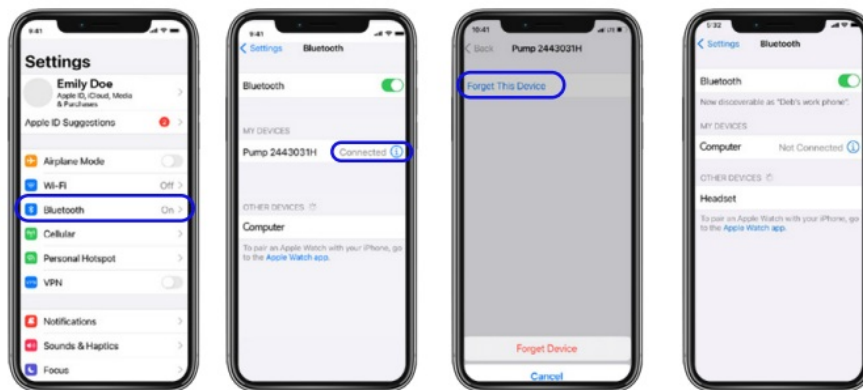
Follow the
displayed
instructions on
your pump.



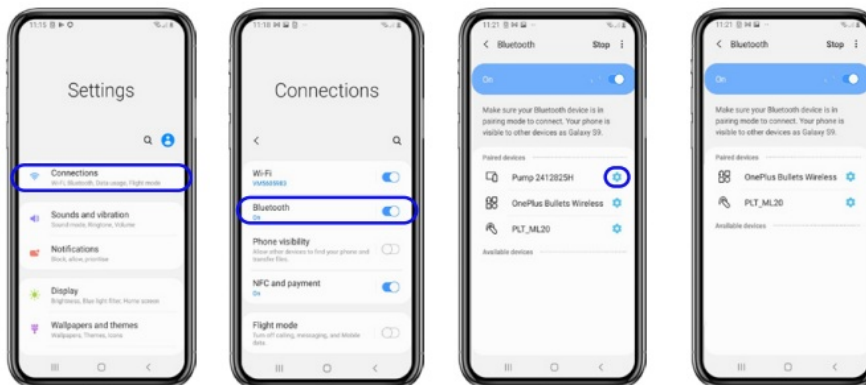


Step 2: Remove your pump from your phone. You have to switch to your phone settings and then come back to the MiniMed™ Mobile app when you are done (iOS and Android examples shown)

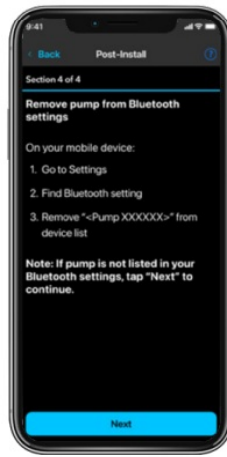
iOS example.



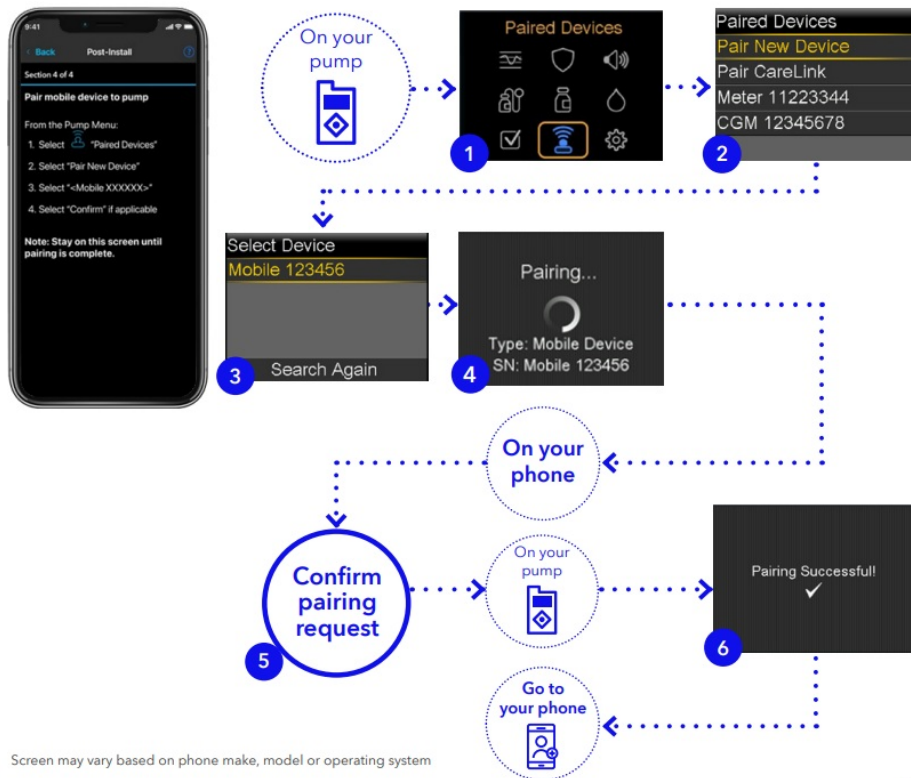
Android example



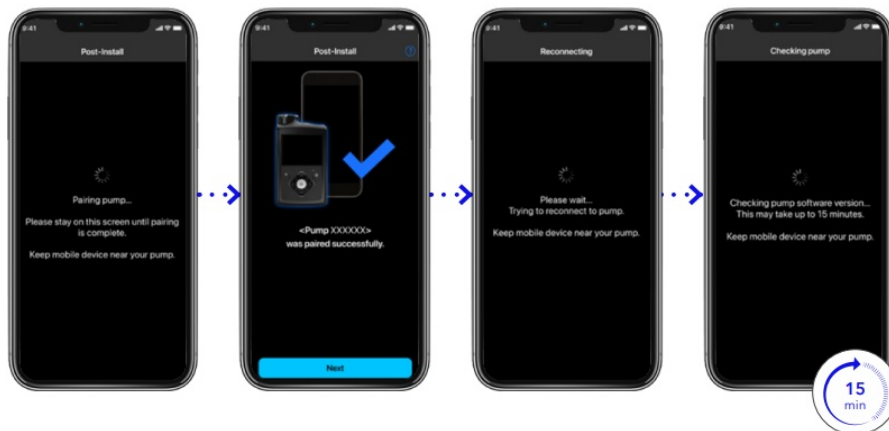
Step 3: Close the phone settings and return to the MiniMed™ Mobile app. Confirm you have removed your pump from your phone and tap Next.



Step 4: Pair your phone and pump. Your app will display the instructions.



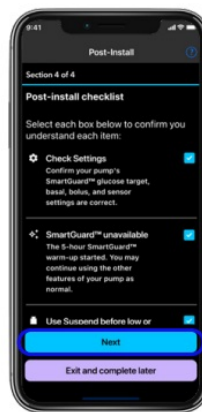
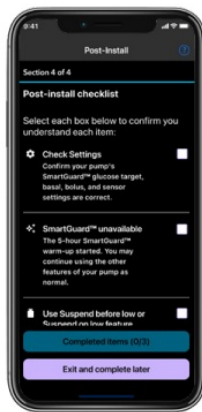
21



Your phone will reconnect to your pump after pairing, and when successful, it will begin a 15-minute software check automatically.

Section 4b: Post-install checklist

The Post-install checklist will be shown after checking the pump software version. It requires each item to be read, any actions taken, and then the box checked by tapping on it.



Once all items have been ready and checked, tap **Next** to continue.

Take a look at the image below if you need a reminder of where to find the Settings.

Finding my settings: Main menu

SmartGuard™ settings:

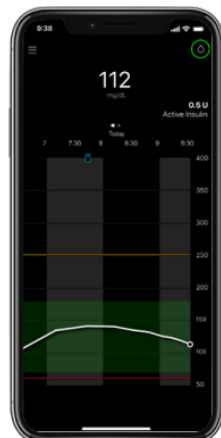
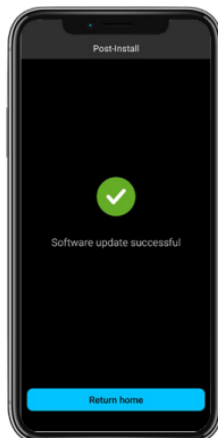
- Confirm your SmartGuard™ target.
- Confirm Auto Correction setting.

Insulin settings :

- Confirm basal and bolus settings.

Paired devices:

- Confirm all devices are still paired.



Once the checklist is complete, you will see **Software update successful**.

Congratulations! Your pump is now updated.

Tap **Return home** to exit the update and return to the MiniMed™ Mobile home screen.



Your SmartGuard™ target and Auto Correction setting will **remain at the value set before the update**.

The SmartGuard™ feature will take **5 hours to warm up** before it can be used.

It is recommended to turn **on** the **Suspend before low** feature. Check with your healthcare team if you need help with the values to enter.

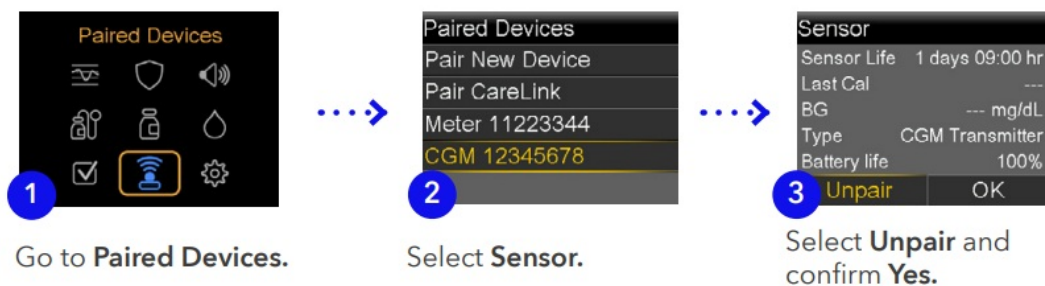
If you were using a Guardian™ transmitter and sensor, it will continue to work following the update. If you are also upgrading to the Simpler Sync™ sensor, please refer to Appendix A for more guidance.

Appendix

Connecting a Simplera Sync™ sensor

This section will explain how to connect a Simplera Sync™ to a MiniMed™ 780G insulin pump. This assumes a Guardian™ sensor/CGM is already in use. If not, start at Step 2.

Step 1: Remove your existing Guardian™ series transmitter.

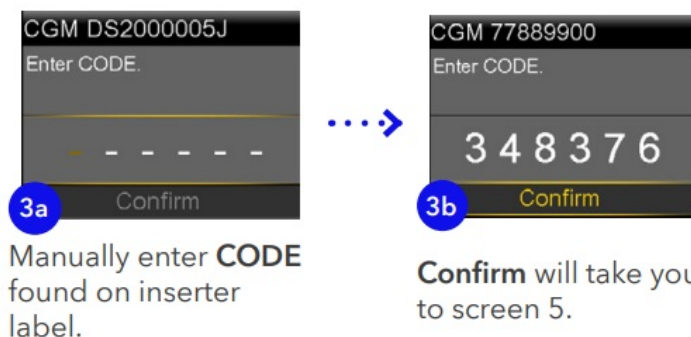


Step 2: Pair your Simplera Sync™ sensor.

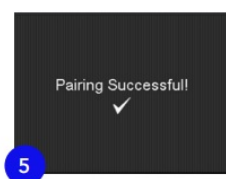
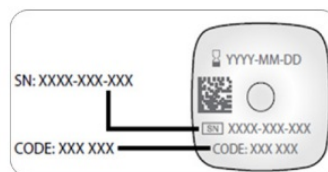
First, insert the sensor using the instructions provided. Then, go to your pump:



If it has been more than 20 minutes since you opened the sensor, follow the screen here. If not, turn to the next page and continue from there.



The **Confirm CODE** screen appears. Confirm the code on the screen matches the code on the top of the inserter label



The Simplera Sync™ sensor will now pair with the pump and you will see screen 5 once complete.

NOTE: Step 1 is only required when using a Guardian™ sensor/ transmitter. You do not need to unpair anything when starting your next Simplera Sync™ sensor; just pair your new one and the old one is disconnected automatically.

Troubleshooting

My MiniMed™ Mobile app and phone will not pair.

Delete your phone from your pump and your pump from your phone. Restart your phone and try again. If the problem persists, call your local Medtronic Helpline.

I was forced to close the app during my download. How do I restart?

If you closed the app while the download was occurring, you will need to restart the download from the beginning. To do so, go to the menu on the top left of the home screen, then tap on Update Pump to re-enter the software update process.

The Update Pump menu option is not in my app.

This means your region does not have the ability to update MiniMed™ 700 series devices via the MiniMed™ Mobile app at this time. Call your local Medtronic Helpline if you need further information.

The MiniMed™ Mobile app says my pump is up to date.

Review the information in your confirmation email. Make sure all steps have been completed, then try again in 24 hours. If the problem persists, call your local Medtronic Helpline.

My update failed.

Your pump has returned to its original software version. You can try the upgrade again at a later point. If the problem persists, call your local Medtronic Helpline.

My update confirmation failed.

Check your internet connection and try again. If the problem persists, call your local Medtronic Helpline.

I don't have a compatible smartphone – what should I do?

You can only do the software upgrade via the MiniMed™ Mobile app on a compatible phone that is connected to the pump. If you have a caregiver that has a compatible phone you could consider asking permission to use their phone for the purpose of the update only.

Can I revert to an older software version if I want?

No, once you have made the software update you cannot go back to the previous one.

What do I do if I have forgotten my CareLink™ Personal password?

You can request a password reminder online at carelink.minimed.eu. Use the “Forgot your password?” link.

FAQs

Q: How long does the software update process take?

A: The update process can take around 3 hours to complete, including downloading and installing the update.

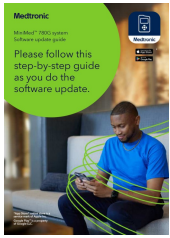
Q: Can I update the software while traveling?

A: It is recommended not to update while traveling. Ensure you have a stable internet connection, preferably Wi-Fi, and keep your phone and pump within proximity during the update.

Q: What should I do if the update fails?

A: If the update fails, ensure your internet connection is stable and try restarting the update process. Contact customer support if issues persist.

Documents / Resources



[Medtronic MiniMed 780G System Software](#) [pdf] User Guide

MiniMed 780G System Software, 780G System Software, System Software, Software

References

- [🌐 Global Healthcare Technology Leader | Medtronic](#)
- [M Medtronic App Compatibility | Medtronic Diabetes](#)
- [User Manual](#)

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