

omnipod View App User Guide

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Omnipod View App User Guide





Omnipod VIEW™App

User Guide



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Introduction

Welcome to the Omnipod VIEWTM app, an application to help you, the parents, caregivers, or friends of a Podder[™], monitor the Podder[™] glucose and insulin history on your mobile phone. The term "Podder[™]" refers to people who use the Omnipod DASH® Insulin Management System to manage their daily insulin needs and will be used throughout this User Guide.

Indications for Use

The Omnipod VIEWTM app is intended to allow you to:

- Glance at your phone to see data from a Podder's™ Personal Diabetes Manager (PDM), including:
 - Alarm and notification messages
 - Bolus and basal insulin delivery information, including insulin on board (IOB)
 - Blood glucose and carbohydrate history

- Pod expiration date and amount of insulin remaining in the Pod
- PDM battery charge level
- View PDM data from multiple Podders™

Warnings:

Insulin dosing decisions should not be made based on data displayed on the Omnipod VIEWTM app. The Podder™ should always follow the instructions in the User Guide that came with the PDM. The Omnipod VIEWTM app is not intended to replace self-monitoring practices as recommended by a healthcare provider.

What the Omnipod VIEWTM App Does Not Do

The Omnipod VIEWTM app does not control a PDM or Pod in any way. In other words, you cannot use the Omnipod VIEWTM app to deliver a bolus, change basal insulin delivery, or change a Pod.

System Requirements

The requirements for using the Omnipod VIEWTM app are:

- Apple iPhone with iOS 11.3 or newer iOS operating system
- Internet connection via Wi-Fi or a mobile data plan

About Mobile Phone Types

This app's user experience was tested and optimized for devices running iOS 11.3 and newer.

For More Information

For information about terminology, icons, and conventions, see the User Guide that came with the Podder's PDM. The User Guides are periodically updated and are found at Omnipod.com See also Insulet Corporation's Terms of Use, Privacy Policy, HIPAA Privacy Notice and End User License Agreement by navigating to Settings > Help > About Us > Legal Information or at Omnipod.com To find contact information for Customer Care, see the second page of this User Guide.

Getting Started

To use the Omnipod VIEWTM app, download the app to your phone and set it up.

Download the Omnipod VIEWTM App

To download the Omnipod VIEWTM app from the App Store:

- 1. Make sure your phone has an internet connection, either Wi-Fi or mobile data
- 2. Open the App Store from your phone
- 3. Tap the App Store's search icon and search for "Omnipod VIEW"
- 4. Select the Omnipod VIEWTM app, and tap Get 5. Enter your App Store account information if requested

Connect the Omnipod VIEWTM App to a Podder™

Before you can connect, you need an email invitation from the Podder™. Once you have received your invitation,

you can set up the Omnipod VIEWTM app as follows:

- 1. On your phone, open your email app to access the Podder's email invitation.
- 2. Tap the Accept Invite link in the Podder's™ email invitation.

The Omnipod VIEWTM app opens

Note: You must accept this invitation on your phone (not from a laptop or other device). To see the "Accept Invite" button in the email, you must allow email images to be displayed. Alternatively, tap the Omnipod VIEWTM icon on your phone's Home screen to launch the VIEWTM app.



- 3. Tap Get Started
- 4. Read the warning, then tap OK.
- 5. Read the security information, then tap OK.

Note: To keep the Podder's[™] data secure, follow your phone's instructions to enable Touch ID, Face ID, or a PIN.

- 6. Read the terms and conditions, then tap I Agree.
- 7. If prompted, enter the 6-digit code from the email invitation you received from the Podder™, then tap Done.

 The "Connect with Podder" screen appears
- 8. Tap Connect. The Omnipod VIEWTM app creates a connection to the Podder's™ data.

Note: If a connection is not made, the screen explains the most likely reasons for the failure to connect. Tap OK and try again. If necessary, request a new invitation from the PodderTM.

Create a Profile for the Podder™

The next step is to create a profile for the Podder[™]. If you will view data from multiple Podders[™], this profile helps you quickly find a Podder[™] within the Podder[™] list. To create the Podder[™] profile:

- 1. Tap Create Podder Profile
- Tap Podder™ Name and enter a name for the Podder™ (up to 17 characters).
 Tap Done.
- 3. Optional: Tap Podder™ Relationship, and enter your relationship to the Podder™ or another identifying comment. Tap Done.
- Tap Add Image to add a photo or icon to help identify the Podder™. Then do one of the following:
 - To use your phone's camera to take a photo of the Podder™, tap Take Photo.

Take the photo and tap Use Photo.

Note: If this is your first Podder™, you will need to allow access to your photos and camera.

- To select a photo from your phone's photo library, tap Photo Library.
- Then tap the photo that you would like to use. To select an icon instead of a photo, tap Select Icon. Select the icon and tap Save.
- 5. Tap Save Profile
- 6. Tap Allow (recommended) for the Notifications setting. This allows your phone to alert you whenever it receives Omnipod® alarms or notifications. Selecting Don't Allow prevents your phone from showing Omnipod® alarms and notifications as on-screen messages, even when the Omnipod VIEWTM app is running. You can change this Notification setting at a later date through your phone's settings. Note: To see these messages, the

- Omnipod VIEWTM app's Alerts setting must also be enabled. This setting is enabled by default (see "Alerts Setting" on page 12).
- 7. Tap OK when setup is complete. The Home screen appears. For an explanation of the Home screens, see "Checking a Podder's Data with the App" on page 8 and "About the Home Screen Tabs" on page 16. The icon for launching the Omnipod VIEW™ app is found on your phone's Home screen.



Viewing Alerts



The Omnipod VIEWTM app can automatically show Alerts from the Omnipod DASH® System on your phone whenever the Omnipod VIEWTM app is active or running in the background.

- After reading an Alert, you can clear the message from your screen in one of the following ways:
 - Tap the message. After you unlock your phone, the Omnipod VIEWTM app appears, displaying the Alerts screen. This removes all Omnipod® messages from the Lock screen.
 - Swipe from right to left on the message, and tap CLEAR to remove only that message.
 - Unlock the phone. This dismisses all Omnipod® message(s).

See "Check Alarms and Notifications History" on page 10 for a description of the Alerts icons. Note: Two settings must be enabled in order for you to see Alerts: the iOS Notifications setting and the Omnipod VIEWTM Alerts setting. If either of the settings is disabled, you will not see any Alerts (see "Alerts Setting" on page 12).

Checking a Podder's™ Data with the Widget



The Omnipod VIEWTM widget provides a quick way to check for recent Omnipod DASH® System activity without opening the Omnipod VIEWTM app.

- 1. Add the Omnipod VIEWTM widget according to your phone's instructions.
- 2. To view the Omnipod VIEWTM widget, swipe right from your phone's Lock screen or Home screen. You may need to scroll down if you use many widgets.
 - Tap Show More or Show Less on the top right corner of the widget to expand or reduce the amount of information shown.
 - To open the Omnipod VIEWTM app itself, tap the widget.

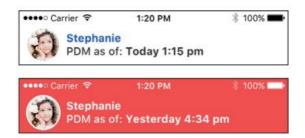
The widget updates whenever the Omnipod VIEWTM app updates, which can occur whenever the app is active or running in the background.

Omnipod VIEW™ Widget	Show Less	Show More	Comments	
Podder image	√	√	If you have multiple Podders, the widget shows data for the currently selected Podder™	
Podder name		/	Name of the currently selected Podder	
PDM as of	√	✓	Date and time of the most recent PDM update to the Omnipod® Cloud	
Insulin on Board (IOB)	✓	/	IOB as of the last PDM update	
Pod Expires	√	✓	Date and time of Pod expiration. If no Pod is active, the widget says No Active Pod .	
PDM Battery		✓	Percent of PDM battery charge as of the last PDM update	
Left in Reservoir		✓	Amount of insulin in the Pod as of the last PDM update. Text turns red when insulin level is low. If no Pod is active, the widget says No Active Pod .	
Basal insulin status		✓	Details about the active Basal Program or temp basal as of the last PDM update. The basal rate is shown in bold if basal insulin was being delivered at the last update. If insulin was suspended or there was no active Pod, then the name of the most recently used Basal Program is shown and the basal rate is shown in regular text.	

Checking a Podder's™ Data with the App

The Omnipod VIEWTM app provides more detailed information than the widget.

Refresh Data with a Sync



The header bar in the Omnipod VIEWTM app lists the date and time that the displayed data was sent by the Podder's PDM. The header bar is red if the displayed data is over 30 minutes old. Note: If the Omnipod VIEWTM app receives an update from the PDM but the PDM data has not changed, the time in the app's header bar changes to the time of the update while the displayed data does not change.

Automatic syncs

When the Omnipod® Cloud receives new data from the PDM, the Cloud automatically transfers the data to the Omnipod VIEWTM app in a process called "syncing." If you are not receiving PDM updates, check the data connectivity settings on the PDM, the Podder's phone with the DISPLAYTM app, and your phone (see page 19). Syncs do not occur if the Omnipod VIEWTM app is turned off.

You can check for new data at any time by doing a manual sync.

- To request an update (a manual sync), pull down from the top of Omnipod VIEWTM screen or navigate to the setting menu and tap sync now.
 - If a sync to the Cloud is successful, the manual sync icon () in the settings menu is briefly replaced by a checkmark (✓). The time in the header reflects the last time the Omnipod® Cloud received PDM information.
 In other words, the time in the header only changes if the Cloud has received a new update.
 - If a sync to the Cloud is not successful, a connection error message appears. Tap OK. Then ensure that the Wi-Fi or mobile data is turned on, and try again. Note: A manual sync causes your phone to sync to the Omnipod® Cloud, but does not trigger a new update from the PDM to the Cloud.

Check Insulin and System Status

The app's Home screen has three tabs, located just below the header, that show recent PDM and Pod data from the last update: the Dashboard tab, the Basal or Temp Basal tab, and the System Status tab.



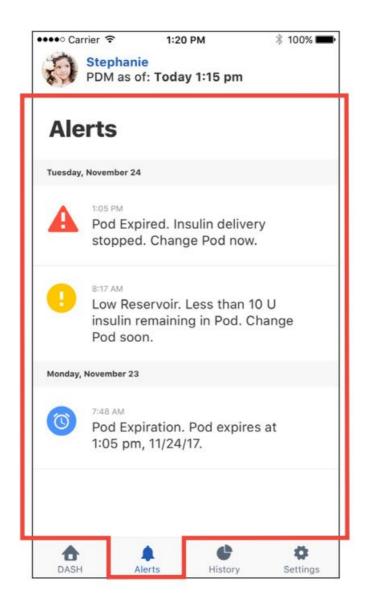
To see the Home screen data:

- 1. If the Home screen is not showing, tap the DASH tab (at the bottom of the screen.

 The Home screen appears with the Dashboard tab visible. The Dashboard tab displays the insulin on board (IOB), last bolus, and last blood glucose (BG) reading.
- 2. Tap the Basal (or Temp Basal) tab or System Status tab to see information about basal insulin, Pod status, and PDM battery charge.

Tip: You can also swipe across the screen to display a different Home screen tab.

For a detailed description of these tabs, see "About the Home Screen Tabs" on page 16.



The Alerts screen shows a list of alarms and notifications generated by the PDM and Pod over the past seven days.

- To view the list of Alerts, navigate to the Alerts screen using one of the following methods:
 - Open the Omnipod VIEWTM app, and tap the Alerts tab (or P) at the bottom of the screen.
 - Tap an Omnipod® Alert when it appears on your phone's screen.

The most recent messages are displayed at the top of the screen. Scroll down to see older messages. The message type is identified by an icon:



Hazard alarms: Check PDM now



Advisory alarms: Check PDM soon



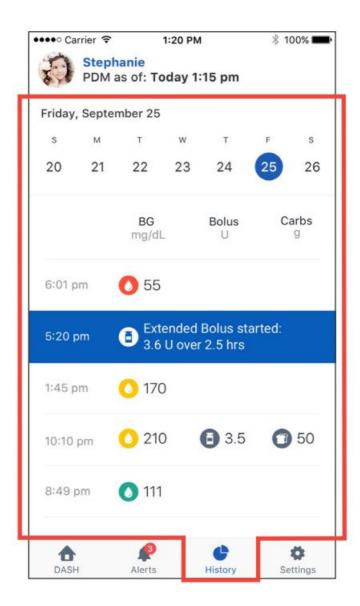
Notifications: Reminders and informational

If the Alerts tab has a red circle with a number (), the number indicates the number of unread messages. The red circle and number disappear when you leave the Alerts screen (), indicating that you have seen all of the messages.

If the Podder™ views an alarm or notification message on the PDM before you see it on the Omnipod VIEWTM

app, the Alerts tab icon does not indicate a new message (), but the message can be seen on the Alerts screen's list.

Check Insulin and Blood Glucose History



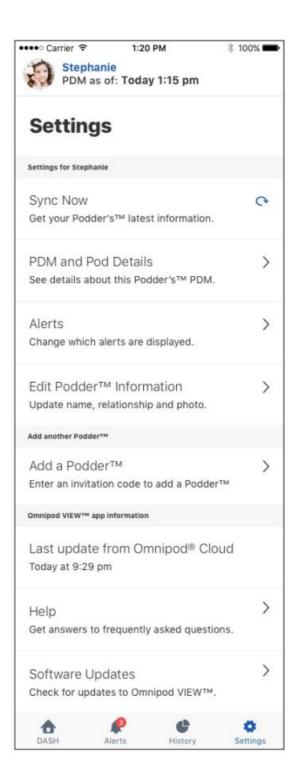
The Omnipod VIEWTM History screen displays seven days of PDM records, including:

- Blood glucose (BG) readings, insulin bolus amounts, and any carbohydrates used in the PDM's bolus calculations.
- Pod changes, extended boluses, PDM time or date changes, insulin suspensions, and basal rate changes. These are indicated by a colored banner.

To view PDM history records:

- 1. Tap the History tab () at the bottom of
- To view data from a different date, tap the desired date in the row of dates near the top of the screen.A blue circle indicates which day is being displayed.
- 3. Scroll down as needed to see additional data from earlier in the day.

Settings Screen



The Settings screen lets you:

- Look up information about the PDM, Pod, and Omnipod VIEW™ app, such as version numbers and the time of recent updates.
- · Change your Alerts settings
- Enter an invitation code to add a Podder™
- Access the help menu · Access information about software updates To access the Settings screens:
- 1. Tap the Settings tab () at the bottom of the screen. Note: You may need to scroll down to see all of the

options.

- 2. Tap any entry that includes an arrow (>) to bring up the related screen.
- 3. Tap the back arrow (<) found in the upper left corner of some Settings screens to return to the previous screen.

If you have multiple Podders[™], the settings and details are for the current Podder[™] only. To view details for a different Podder[™], see "Switch to a Different Podder[™]" on page 16.

Sync Now

In addition to using the pull down to sync from the top of the header, you can also trigger a manual sync from the Settings screens:

- 1. Navigate to: Settings tab (♣) > PDM Settings
- 2. Tap Sync Now. The Omnipod VIEWTM app performs a manual sync with the Omnipod® Cloud.

PDM and Pod Details



To check the timing of recent communications or to see PDM and Pod version numbers:

Navigate to: Settings tab () > PDM and Pod Details

A screen appears that lists:

- The last time the Omnipod® Cloud received a PDM update.
- This is the time that is listed in the header of many screens.
- The time of the PDM's last communication with the Pod
- The PDM's serial number
- The PDM operating system version (PDM Device Information)

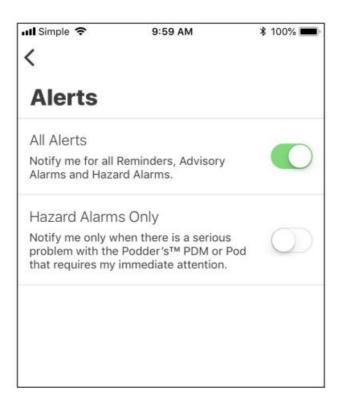
The Pod's software version (Pod Main Version)

Alerts Setting

You control which Alerts you see as on-screen messages using the Alerts setting, combined with your phone's Notifications setting. As shown in the following table, both the iOS Notifications and the app's Alerts settings must be enabled to see the Alerts; however, only one of these needs to be disabled to prevent seeing Alerts.

To See Alerts:	To Prevent Alerts:
Allow	Don't Allow
and	or
All Alerts or Hazard Alarms Only	Toggle off both Alerts settings
	Allow and All Alerts or

To change the Alerts settings for a Podder™:



- 1. Navigate to: Settings tab () > Alerts
- 2. Tap the toggle next to the desired Alerts setting to turn the setting on () or off ():
 - Turn on All Alerts to see all hazard alarms, advisory alarms, and notifications. By default, All Alerts is on.
 - Turn on Hazard Alarms Only to see only PDM hazard alarms. Advisory alarms or notifications are not shown.
 - Turn off both settings if you do not want to see any on-screen messages for alarms or notifications.

These settings do not affect the Alerts screen; every alarm and notification message always appears on the Alerts screen.

Note: The term "Notification" has two meanings. The PDM's "Notifications" refers to informational messages that are not alarms. The iOS "Notifications" refers to a setting that determines whether Omnipod® Alerts appear as onscreen messages when you are using your phone.

Multiple Podders™

If you are viewing data from multiple PoddersTM, you must set each Podder'sTM Alerts setting separately (see "Switch to a Different PodderTM" on page 16). If you have accepted invitations to view data from multiple PoddersTM, you will see Alerts messages for any PoddersTM whose Alerts settings are turned on, whether they are the currently selected PodderTM or not.

Last Update From Omnipod® Cloud

This entry shows the last time the Omnipod VIEWTM app connected to the Omnipod® Cloud. This time is not necessarily the last time that the PDM connected to the Omnipod® Cloud (which is what is shown in the header bar). Therefore, if you do a manual sync (see "Refresh Data with a Sync" on page 8) but the PDM has not connected to the Cloud recently, the time shown for this entry is more recent than the time shown in the header bar. To check the last time that the Omnipod VIEWTM app communicated with the Omnipod® Cloud:

- 1. Navigate to: Settings tab () > Last update from Omnipod® Cloud
- 2. If the last communication did not happen recently, pull down at the top of Omnipod VIEWTM screen to initiate a manual update. If you cannot connect to the Cloud, check your phone's Wi-Fi or mobile data connection. For more information, see "Indications for Use" on page 4.

Help Screen

The Help screen provides a list of frequently asked questions (FAQ) and legal information. To access the Help screen features:

- 1. Navigate to: Settings tab () > Help
- 2. Select the desired action from the following table:

To do this:	Tap this:	
See the list of frequently asked questions	FAQ	
View the Omnipod® website	About Us > then tap the website link	
View the warranty, privacy policy, and other terms and conditions for the Omnipod VIEW™ app	About Us > Legal Information, then tap the option of interest	
View this User Guide	User Guide	

Software Updates

If you have enabled automatic updates on your phone, any software updates for the Omnipod VIEWTM app will be automatically installed. If you have not enabled automatic updates, you can check for available Omnipod VIEWTM app updates as follows:

- 1. Navigate to: Settings tab () > Software Update
- 2. Tap the link to go to the VIEW app in the App Store
- 3. If an update is shown, download it

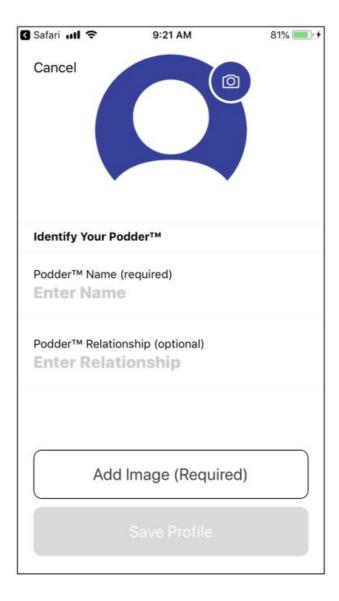
Managing the Podder™ List

This section tells you how to:

- Add or remove Podders[™] from your Podder[™] list
- Edit the name, relationship, or image of a Podder™
- Switch between Podders[™] if you have multiple Podders[™] on your list

Note: If you are viewing data from multiple Podders[™], the most recently viewed Podders[™] are listed first. **Note:** If a Podder[™] removes your name from their Omnipod DISPLAYTM app list of Viewers, you will receive a notice the next time you open the Omnipod VIEWTM app and the Podder[™] is automatically removed from your list of Podders[™].

Add Another Podder™



You can add a maximum of 12 Podders[™] to your Podders[™] list. You must receive a separate email invitation from each Podder[™]. To add a Podder[™] to your list:

- 1. Ask the Podder™ to send you an invitation from the Omnipod DISPLAYTM app.
- 2. Tap the Accept Invite link in the invitation email.

Note: You must accept this invitation from your phone, not from a laptop or other device.

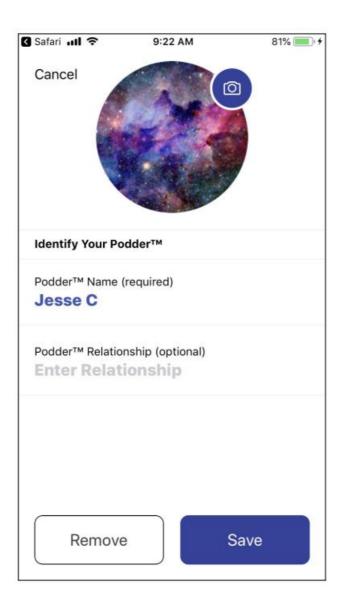
Note: If the "Accept Invite" link doesn't work from the email app you use, then try from your email on your phone's web browser.

- 3. If prompted, enter the 6-digit code from the email invitation you received from the Podder, then tap Done.
- 4. Tap Connect The Podder™ is added to your Podder™ list
- 5. Tap Create Podder Profile
- 6. Tap Podder™ Name and enter a name for this Podder™ (up to 17 characters). Tap Done.
- 7. Optional: Tap Podder™ Relationship, and enter your relationship to the Podder™ or another identifying comment. Tap Done.
- 8. Tap Add Image to add a photo or icon to help identify the Podder™. Then do one of the following:
 - To use your phone's camera to take a photo of the Podder[™], tap Take Photo. Take the photo and tap Use Photo.

Note: If you have not previously done so, you will need to allow access to your photos and camera.

- To select a photo from your phone's photo library, tap Photo Library. Then tap the photo that you would like to use. To select an icon instead of a photo, tap Select Icon. Select the icon and tap Save. Note: You can use the same icon for more than one Podder™.
- 9. Tap Save Profile. The Home screen appears showing the Podder's™ data.
- 10. Tap OK when you have finished creating the profile.

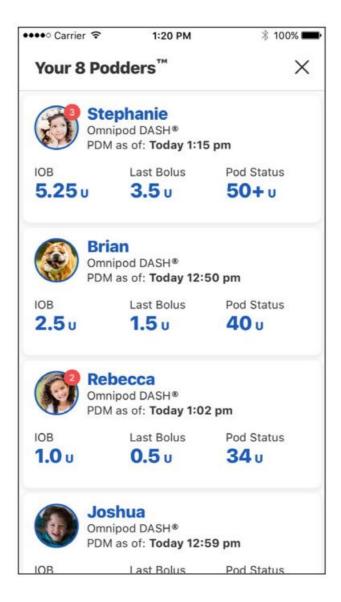
Edit a Podder's™ Details



Note: You can only edit the details of the current Podder[™]. To change who is the current Podder[™], see "Switch to a Different Podder[™]" on page 16. To edit a Podder's[™] image, name, or relationship:

- Tap the Podder's™ name in the header bar of any screen.
 A screen appears with the current Podder's™ image or icon in the middle of the screen.
- 2. Tap the pencil icon () in the upper right of the Podder's image.
- 3. To edit the name, tap Podder™ Name and enter the changes. Then tap Done.
- 4. To edit the relationship, tap Podder™ Relationship and enter the changes. Then tap Done.
- 5. Tap the camera icon to change the Podder's™ photo or icon. Then:
 - To use your phone's camera to take a photo of the Podder™, tap Take Photo. Take a photo and tap Use Photo.
 - To select a photo from your phone's photo library, tap Photo Library. Then tap the photo that you would like to use.
 - To select an icon instead of a photo, tap Select Icon. Select the icon and tap Save. Note: If you have not previously done so, you will need to allow access to your photos and camera.
- 6. Tap Save The Podder's™ details are updated on the Home screen.

Switch to a Different Podder™



The Omnipod VIEWTM app allows you to switch to a different Podder's™ PDM data via the Podder™ Dashboard. To view PDM data from a different Podder™:

1. Tap the name of the Podder™ you would like to view, scrolling down as necessary.

 Tap OK to confirm the switch to the new Podder[™]. The Home screen appears showing the data for the newly selected Podder[™].

Note: If a Podder[™] removes you from their list of Viewers, you will receive a message and their name will not appear on your Podder[™] list.

Remove a Podder™

If you remove a Podder[™] from your list, you will no longer be able to view that Podder's [™] PDM data. Note: You can only remove the current Podder[™]. To change who is the current Podder[™], see "Switch to a Different Podder[™]" in the previous section. To remove a Podder[™]:

- Tap the current Podder's[™] name in the header bar of any screen.
 A screen appears with the current Podder's[™] image or icon in the middle of the screen.
- 2. Tap the pencil icon () in the upper right of the current Podder's™ image.
- 3. Tap Remove, then tap Remove again. The Podder™ is removed from your list and your name is marked as "Disabled" on the Podder's™ Omnipod DISPLAYTM app list of Viewers. If you accidentally remove a Podder™, you must ask the Podder™ to send you another invitation.

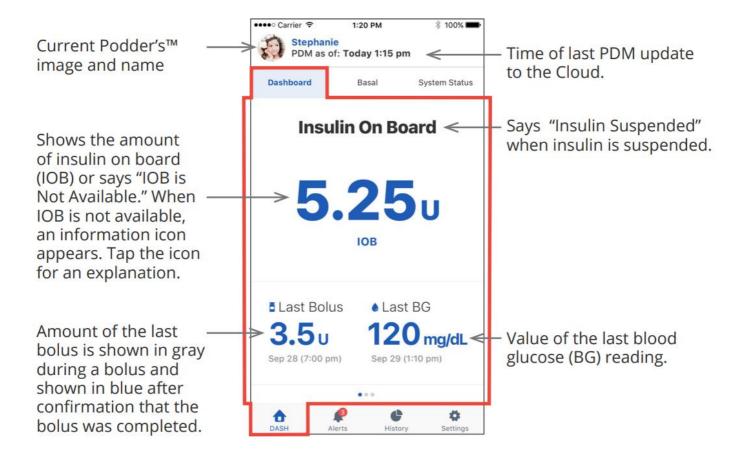
About the Omnipod VIEW™ App

This section provides additional details about the Omnipod VIEWTM screens and the process of sending PDM data to the Omnipod VIEWTM app.

About the Home Screen Tabs

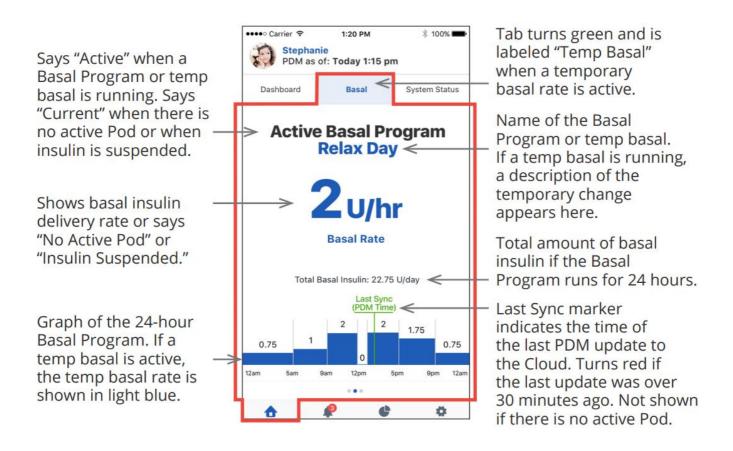
Dashboard tab

The Dashboard tab displays the insulin on board (IOB), bolus, and blood glucose (BG) information from the most recent PDM update. Insulin on board (IOB) is the estimated amount of insulin remaining in the Podder's™ body from all recent boluses.



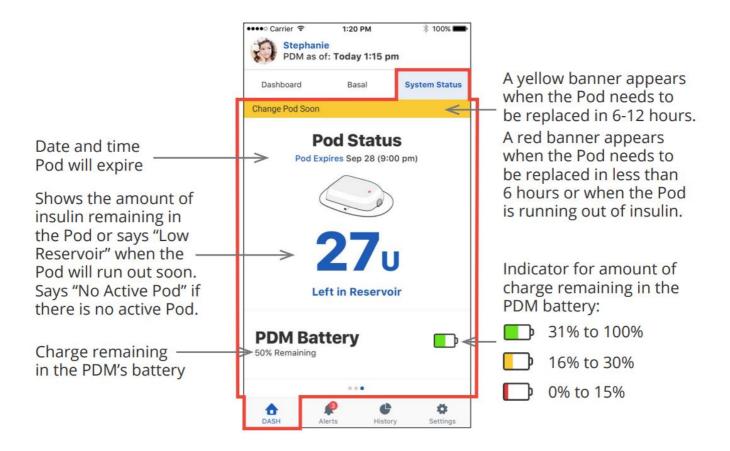
Basal or Temp Basal tab

The Basal tab shows the status of the basal insulin delivery as of the last PDM update. The tab label changes to "Temp Basal" and is colored green if a temporary basal rate is running.



System Status Tab

The System Status tab displays the Pod status and the remaining charge in the PDM's battery.



Time and Time Zones

If you see a mismatch between the Omnipod VIEWTM app time and the PDM time, check the current time and time zone of your phone and the Podder's PDM.

If the Podder's™ PDM and your phone's clock have different times but the same time zone, the Omnipod VIEWTM app:

- Uses the phone's time for the last PDM update in the header
- Uses the PDM's time for the PDM data on the screens If the Podder's™ PDM and your phone have different time zones, the Omnipod VIEWTM app:
- Converts almost all times to the phone's time zone, including the time of the last PDM update and the times listed for the PDM data
- Exception: The times in the Basal Program graph on the Basal tab always use PDM time Note: Note that your phone may automatically adjust its time zone when you travel, while a PDM never automatically adjusts its time zone.

How Omnipod VIEWTM App Receives Updates

After the Omnipod® Cloud receives an update from a Podder's™ PDM, the Cloud automatically sends the update to the Omnipod VIEWTM app on your phone. The Omnipod® Cloud can receive PDM updates in the following ways:

- The Podder's™ PDM can transmit PDM and Pod data directly to the Cloud.
- The Podder's™ Omnipod DISPLAYTM app can relay data from the PDM to the Cloud. This relay can occur when the Omnipod DISPLAYTM app is active or running in the background.



Documents / Resources



Manuals+, home privacy