

TANDEM-Mobi-System-Pairing-the-Mobile-App



TANDEM Mobi System Pairing the Mobile App User Guide

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TANDEM Mobi System Pairing the Mobile App



Specifications:

- **Product Name:** Tandem Mobi System
- **Compatibility:** iOS smartphones
- **Function:** Insulin pump programming

Product Usage Instructions

Pairing the Mobile App:

1. Ensure the Tandem Mobi insulin pump is turned on, nearby, and not connected to another smartphone.
2. Adjust iOS settings as needed for safe app functioning.
3. Download and install the Tandem Mobi mobile app from the App Store.

4. Open the app, sign in or create an account.
5. Place the pump on the charging pad and tap Begin in the app after ensuring the pump is turned on.
6. Press the Pump button on the pump twice within 120 seconds.
7. Enter the six-digit pairing PIN found near the QR code behind the cartridge and tap Done.
8. Tap Pair with pump, then Pair, and proceed with syncing time and date.
9. Tap Sync pump data to complete the pairing process.

Smartphone Setup:

To ensure safe app functioning, adjust smartphone settings as follows:

- Disable zoom mode in Accessibility settings.
- Disable automatic updates for manual compatibility checks.
- Enable smartphone security features (screen lock, passcode, face recognition).
- Enable notifications, disable Low Power Mode, and allow all permission requests for pump alerts.

Tips and Troubleshooting:

User Account:

If you have an existing Tandem account, sign in with your email and password. New users can create either Parent/Guardian or Personal accounts.

Keep App Open:

Ensure the mobile app runs in the background to transmit data and receive notifications from the insulin pump.

Protect Password:

Avoid sharing security passwords to prevent unauthorized access and unintentional changes in delivery settings.

FAQ:

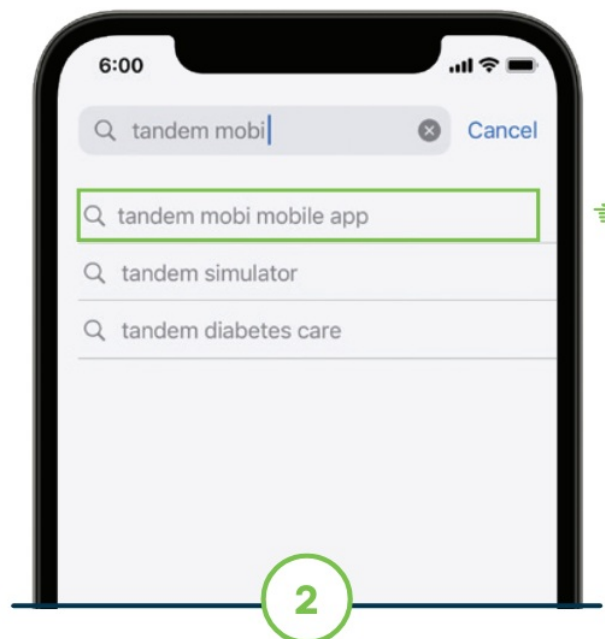
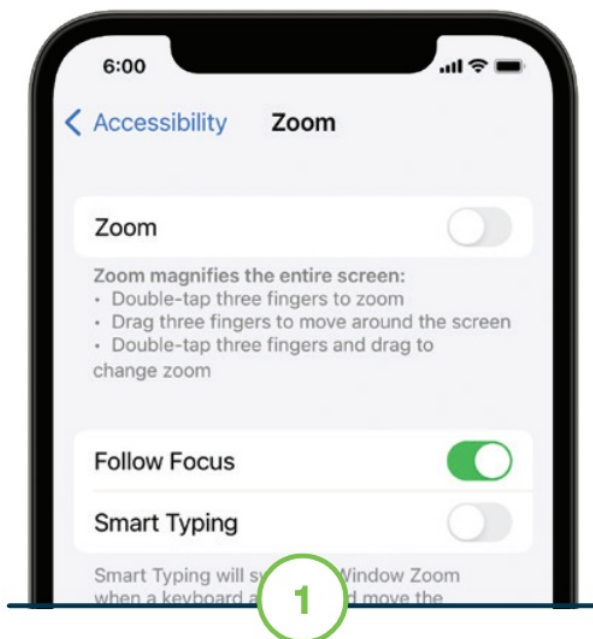
- **Q: What should I do if I encounter a Pump Timeout message during pairing?**
 - **A:** If you see a Pump Timeout message, restart the pairing process by pressing the Pump button twice within 120 seconds and re-entering the pairing PIN.

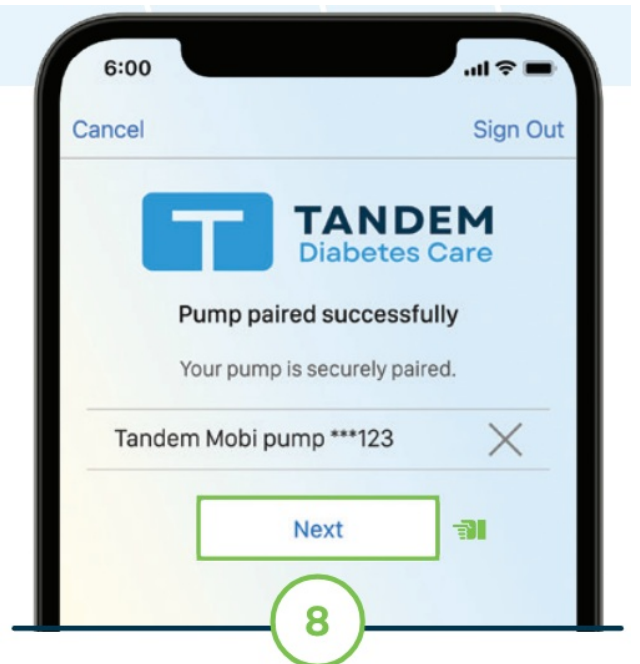
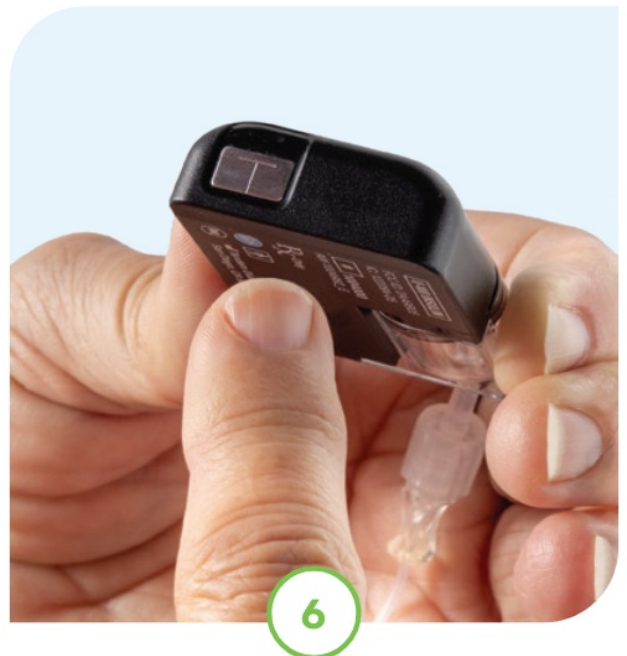
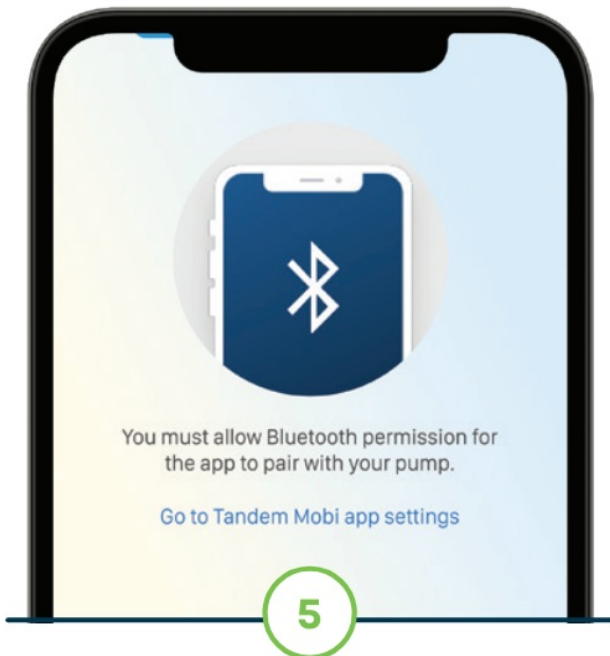
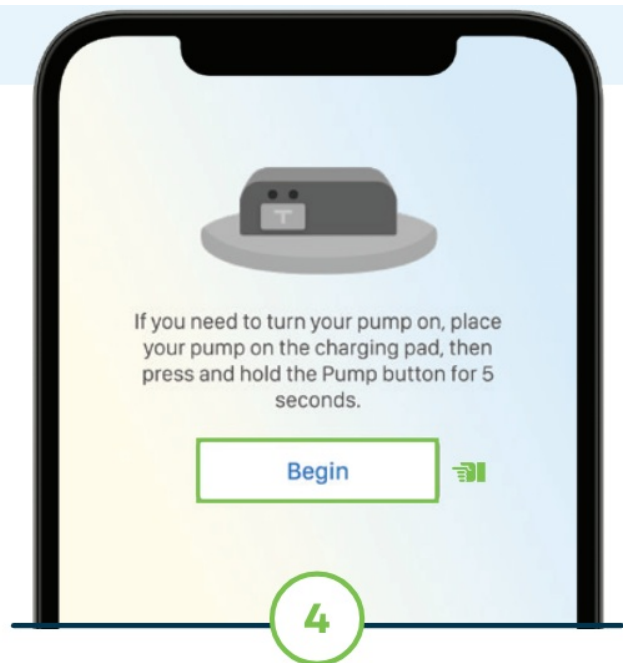
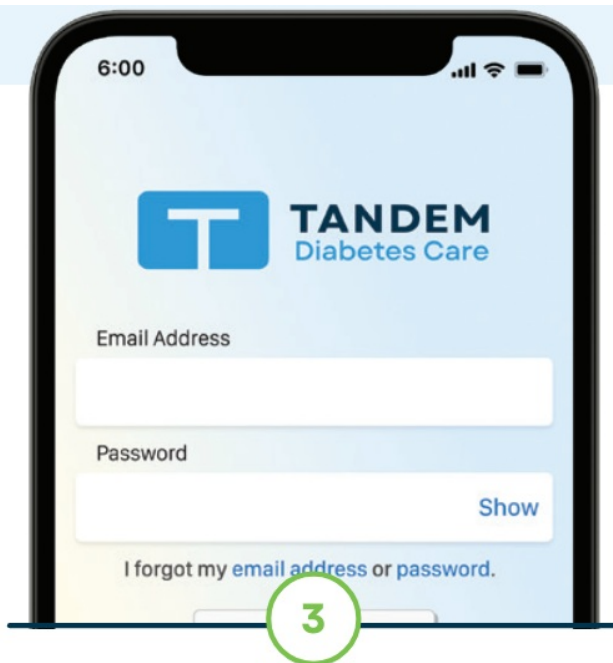
In order to program the Tandem Mobi insulin pump, it must first be paired with the Tandem Mobi mobile app. Ensure that the pump is turned on, nearby, and not already connected to another smartphone.

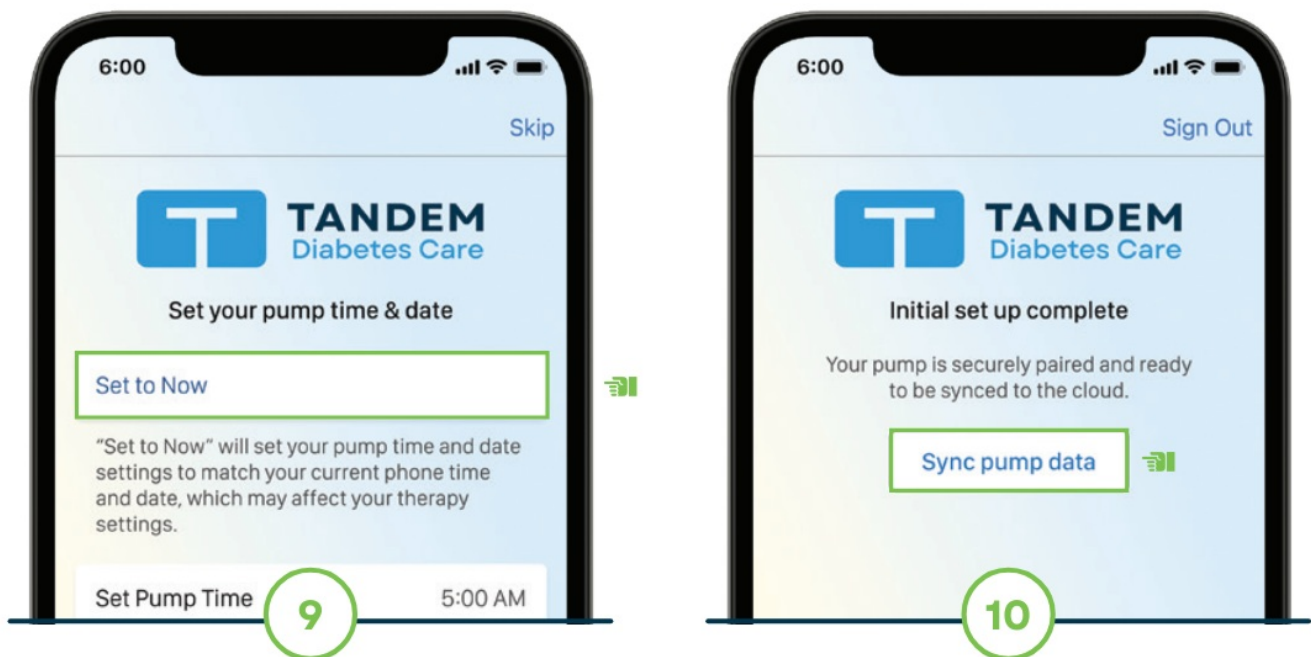


Note: These instructions are provided as a reference tool for pump users and caregivers who are already familiar with the use of an insulin pump and with insulin therapy in general. Not all screens are shown. For more detailed information on the operation of the Tandem Mobi system, please refer to the user guide.

1. Certain iOS settings will need to be adjusted to ensure the app is functioning safely. For details, open guide to the Smartphone Setup section.







2. In the App Store on the user's smartphone, search for "Tandem Mobi" and install the Tandem Mobi mobile app.
3. Open the Tandem Mobi mobile app and sign in with existing credentials or create an account.
4. Place the pump on the inductive charging pad and tap Begin in the mobile app.
 - **Note:** Ensure that the pump is turned on by pressing the Pump button and seeing if the LED Status Indicators light up.
5. If Bluetooth® is turned off, the mobile app will provide instructions to enable it. Skip to the next step if Bluetooth is already enabled.
6. Pick up the pump and press the Pump button two times.
 - **Note:** If not completed within 120 seconds, a Pump Timeout message will appear.
7. Enter the six-digit pairing PIN that is found near the QR code behind the cartridge and then tap Done.
 - **Note:** ALWAYS disconnect the infusion set before removing the cartridge.
8. Tap Pair with pump and then tap Pair. Once the Pump is paired successfully message displays, tap Next.
9. To sync the time and date of the pump to the current iOS settings, tap Set to Now and then tap Save.
10. Tap Sync pump data. The Dashboard screen of the mobile app will display

Smartphone Setup

To ensure that the Tandem Mobi mobile app is safely functioning, please enable or disable the following smartphone settings:



Disable zoom mode

when using the Tandem Mobi mobile app. This can be found within the smartphone's Accessibility settings.



Disable automatic updates

so that the user can confirm the app is compatible with the new iOS software version before manually updating.



Enable smartphone security

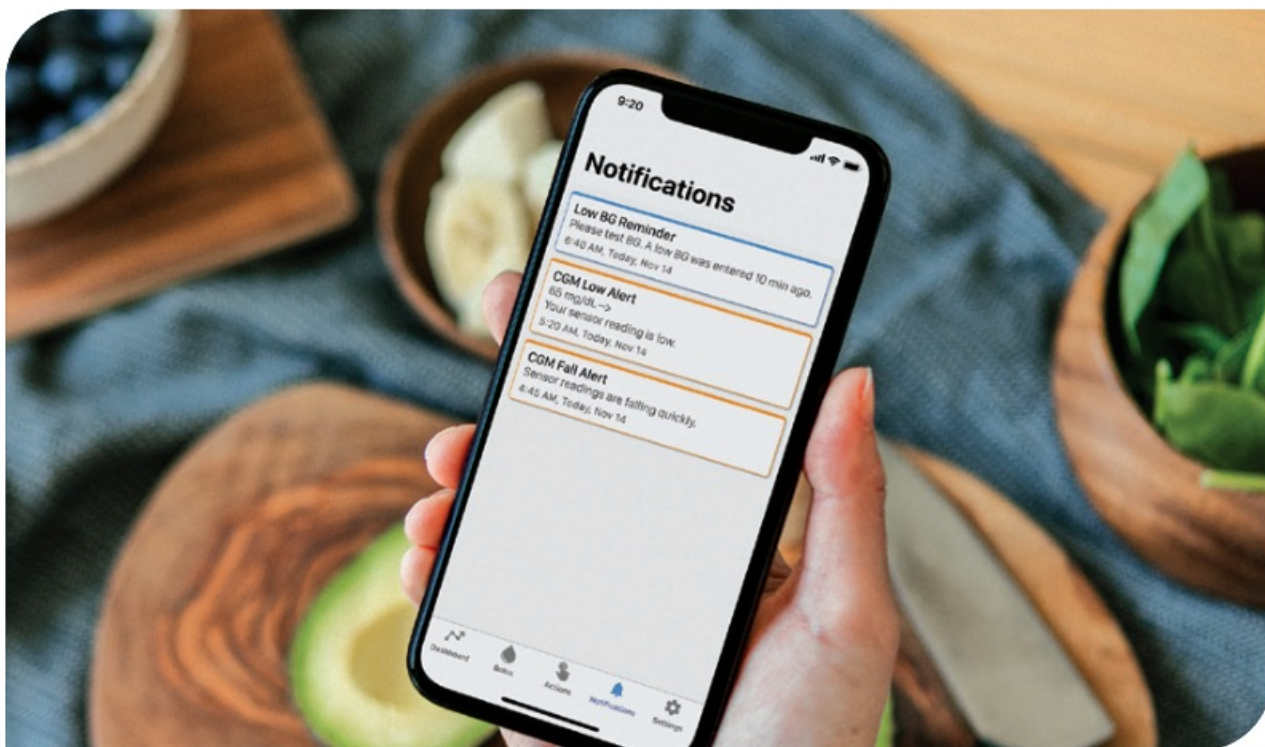
(e.g., screen lock, passcode, face recognition) before adjusting insulin delivery and programming the pump.



Enable notifications,

disable Low Power Mode, and allow all permission requests to receive pump alerts, alarms, and notifications

After implementing these security configurations and smartphone settings, please go back to the cover and continue with Step 2.



Tips and Troubleshooting

This section provides helpful tips and instructions to help fix any issues the user may be experiencing while using the mobile app.



User Account

If the user already has a Tandem account, please sign in with the existing email address and password. New users can create either Parent/Guardian or Personal accounts.



Keep App Open

The mobile app must run in the background in order to receive and transmit data to and from the Tandem Mobi insulin pump and to ensure the user can receive notifications.



Protect Password

Never share the security password or authorize any other person to access the smartphone via their biometric information to avoid unintentional changes in delivery



Find the Pump

If the pump is misplaced, the mobile app can be used to send a signal via the Paired Pump screen. This signal causes the insulin pump to beep and vibrate three times.

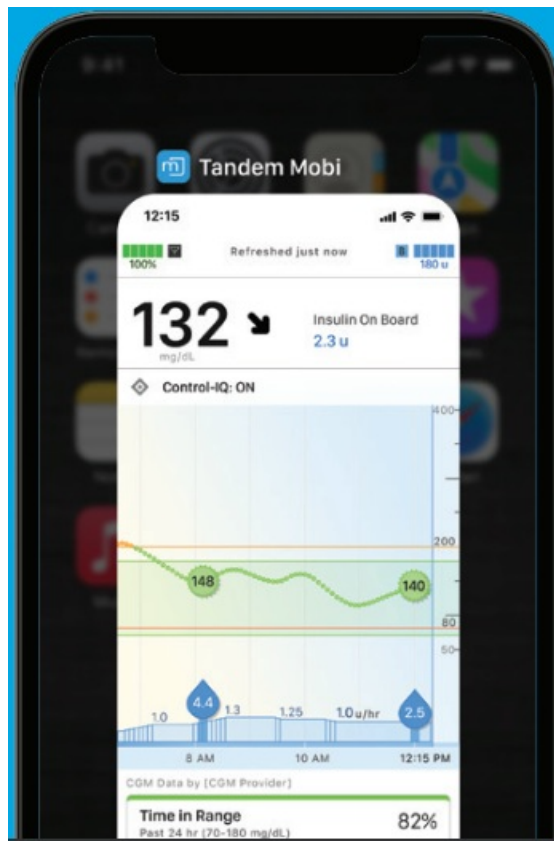
Ilan
diagnosed 2013



Damaged Phone

Discontinue use of the app if the smartphone or a significant portion of the display is damaged. Until the device can be replaced, use an alternate insulin delivery plan.

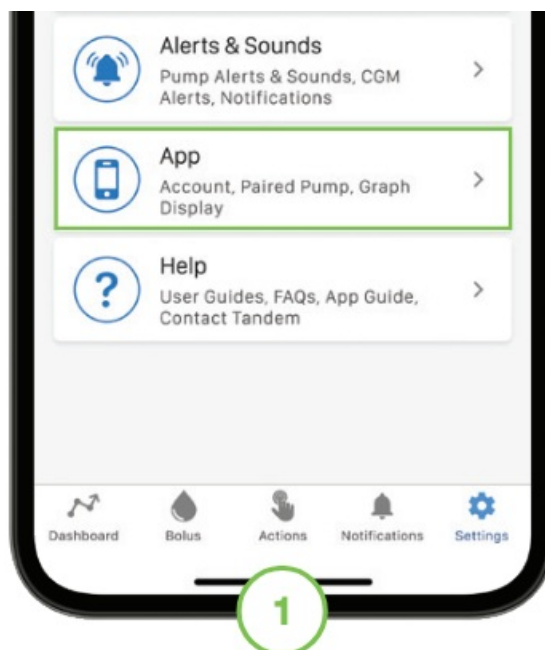
Connection Issues



If the user experiences issues or difficulty connecting the pump with the Tandem Mobi mobile app, force stop or close the current session, and then tap the app icon to restart the mobile app.

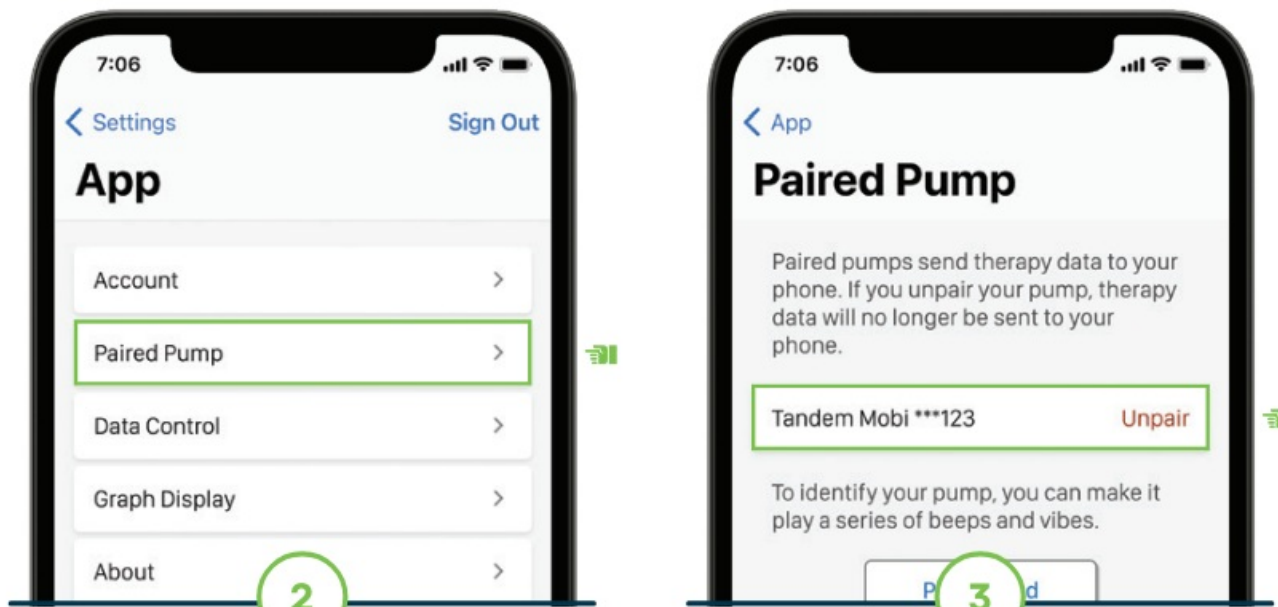
Unpair the Smartphone

If the Tandem Mobi insulin pump is ever replaced or if the user experiences persistent issues with the app, follow these instructions to unpair the pump from the app before pairing again.




- 1. Tap Settings from the Navigation bar and then App.

Note: Pump alerts, alarms, reminders, and malfunctions will annunciate on the pump even when it is disconnected from the smartphone.




- 2. Tap Paired Pump.
- 3. Tap Unpair. Confirmation prompts will appear.
 - **Note:** Use the steps at the start of this guide to repeat the pairing process or pair a new device.

SCAN CODE



Need help? We have an extensive library of educational and self-help materials to help you with your pump.



- The Tandem Mobi insulin pump may only be paired with one Tandem Mobi mobile app at a time. Pairing the pump with a new mobile app will remove the connection to previously connected devices.

Important Safety Information: RX ONLY. Indications for Use: Tandem Mobi system: The Tandem Mobi insulin pump with interoperable technology (the pump) is intended for the subcutaneous delivery of insulin, at set and variable rates, for the management of diabetes mellitus in persons requiring insulin. The pump is able to reliably and

securely communicate with compatible, digitally connected devices, including automated insulin dosing software, to receive, execute, and confirm commands from these devices. The pump is intended for single patient, home use and requires a prescription. The pump is indicated for use in individuals 6 years of age and greater. Control-IQ technology: Control-IQ technology is intended for use with compatible integrated continuous glucose monitors (iCGM, sold separately) and alternate controller-enabled (ACE) pumps to automatically increase, decrease, and suspend delivery of basal insulin based on iCGM readings and predicted glucose values. It can also deliver correction boluses when the glucose value is predicted to exceed a predefined threshold. Control-IQ technology is intended for the management of Type 1 diabetes mellitus in persons 6 years of age and greater. Control-IQ technology is intended for single-patient use. Control-IQ technology is indicated for use with NovoLog or Humalog U-100 insulin.

WARNING: Control-IQ technology should not be used by anyone under the age of 6 years old. It should also not be


Control-IQ technology is not indicated for use in pregnant women, people on dialysis, or critically ill patients. Do not use Control-IQ technology if using hydroxyurea. Users of a Tandem insulin pump and Control-IQ technology must use the insulin pump, CGM, and all other system components in accordance with their respective instructions for use; test blood glucose levels as recommended by their healthcare provider; demonstrate adequate carb-counting skills; maintain sufficient diabetes self-care skills; see healthcare provider(s) regularly; and have adequate vision and/or hearing to recognize all functions of the pump, including alerts, alarms, and reminders. The Tandem pump and the CGM transmitter and sensor must be removed before MRI, CT, or diathermy treatment. Visit tandemdiabetes.com/safetyinfo for additional important safety information.

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- [877-801-6901](tel:877-801-6901)
- tandemdiabetes.com

FOR USE IN THE UNITED STATES ONLY

Documents / Resources

	<p>TANDEM Mobi System Pairing the Mobile App [pdf] User Guide Mobi System Pairing the Mobile App, Mobi System, Pairing the Mobile App, Mobile App, App</p>
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References

- [Diabetes Management | Insulin Pumps | Tandem Diabetes Care](#)
- [Important Safety Information - Tandem Insulin Pumps](#)
- [User Manual](#)

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