

TANDEM Pairing the Mobile App



# TANDEM Pairing the Mobile App User Guide

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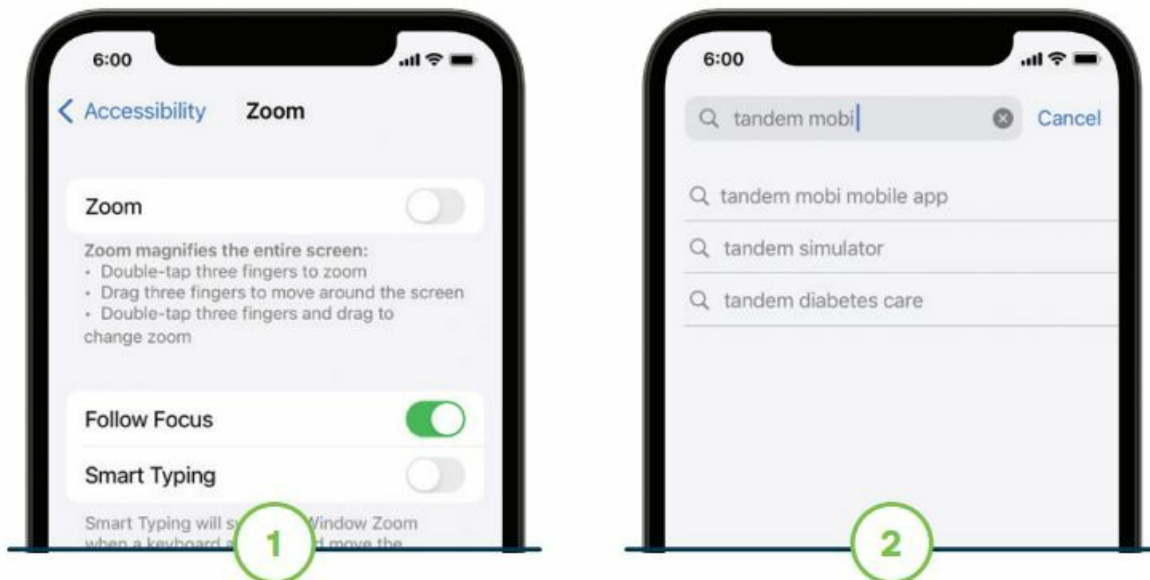
## TANDEM Pairing the Mobile App



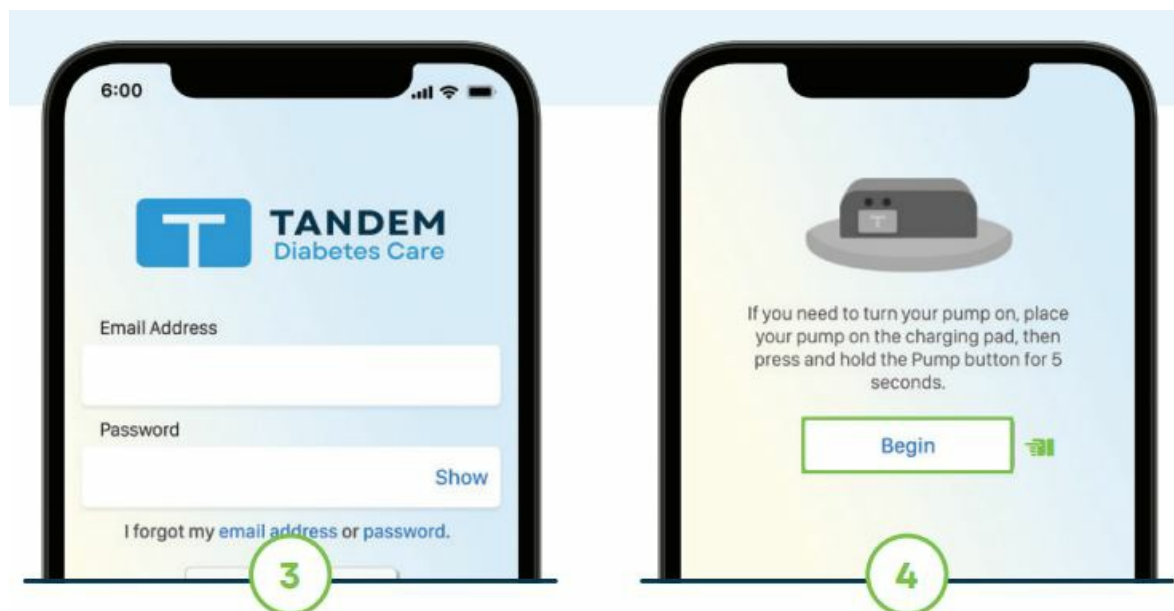
In order to program the Tandem Mobi insulin pump, it must first be paired with the Tandem Mobi mobile app. Ensure that the pump is on, nearby, and not already connected to another smartphone.

**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 its user guide.

## HOW TO USE

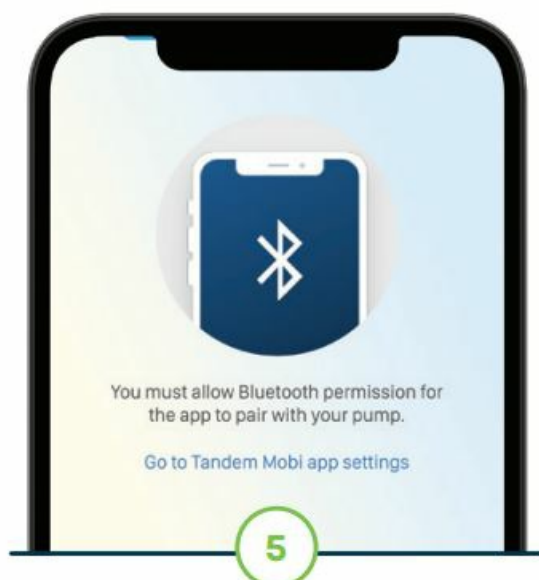


1. Certain iOS settings will need to be adjusted to ensure the mobile app is functioning safely. Flip to the back for specific details.
2. In the App Store on the user's smartphone, search for "Tandem Mobi" and install the Tandem Mobi mobile app.



3. Open the Tandem Mobi mobile app and sign in with existing credentials or create an account.
4. Place the pump on the center of the inductive charging pad and tap Begin.

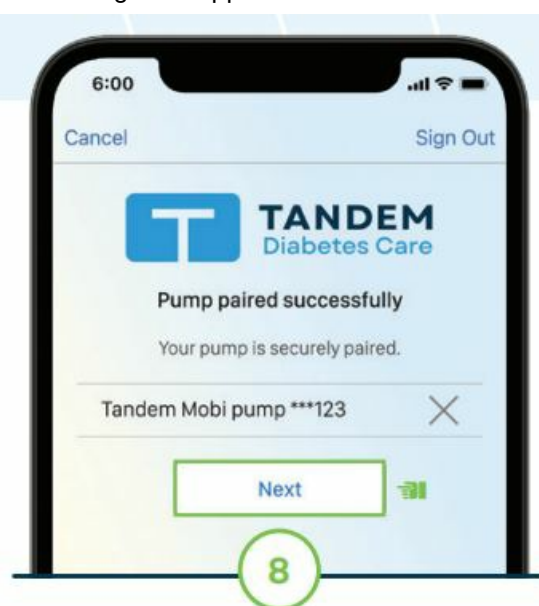
**Note:** Ensure that the pump is turned on by pressing the Pump button and seeing if the LED Status Indicators light up.



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.

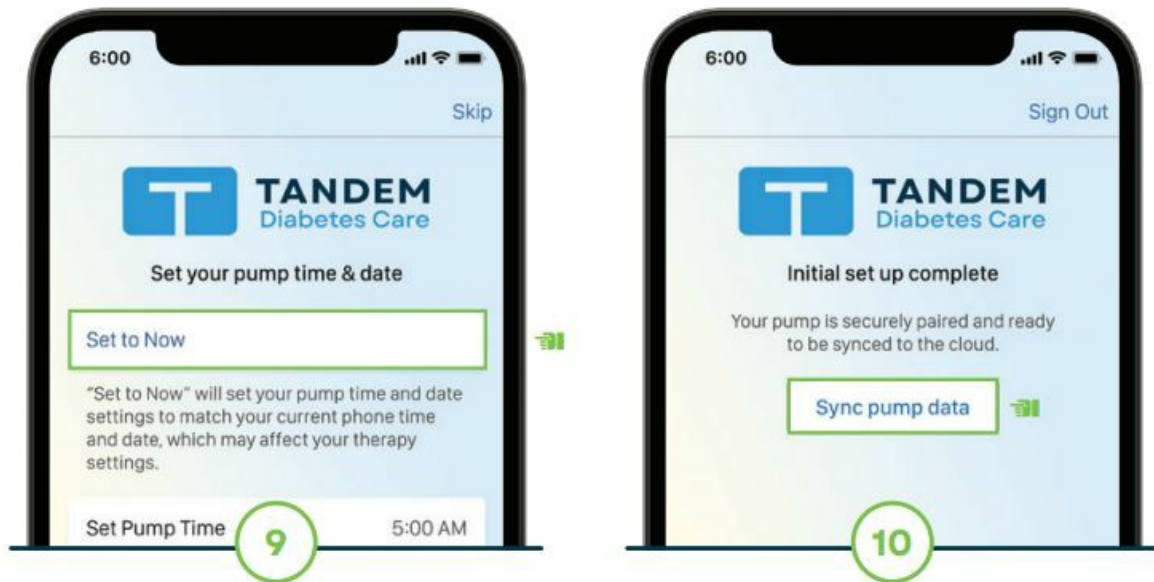
**Note:** If not completed within 120 seconds, a Pump Timeout message will appear.



7. Using the keyboard, enter the six-digit pairing code that is found near the barcode behind the cartridge.

**Note:** ALWAYS disconnect the infusion set before removing the cartridge.

8. Tap Pair with pump. Once the paired successfully message displays, tap Next.



9. To sync the time and date of the pump to the current smartphone 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**, which can be found within the smartphone's Accessibility settings, when using the Tandem Mobi mobile app.
- **Disable automatic updates**. Before manually updating the iOS, confirm that the mobile app is compatible with the new iOS software version. Open to continue →

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 insulin pump with interoperable technology: 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 can 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 a compatible iCGM (sold separately) and ACE pump 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 used in patients who require less than 10 units of insulin per day or who weigh less than 55 pounds.

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 under 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 the CGM transmitter (when applicable) and the sensor must be removed before MRI, CT, or diathermy treatment. Visit [tandemdiabetes.com/safetyinfo](https://tandemdiabetes.com/safetyinfo) for additional important safety information. © 2023 Tandem Diabetes Care, Inc. All rights reserved. Tandem Diabetes Care, the Tandem logo, Control-IQ, and Tandem Mobi are either registered trademarks or trademarks of Tandem Diabetes Care, Inc. in the United States and/or other countries. The Bluetooth® wordmark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Tandem Diabetes Care, Inc. is under license. App Store is a service mark of Apple Inc. ML-1012733\_A

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

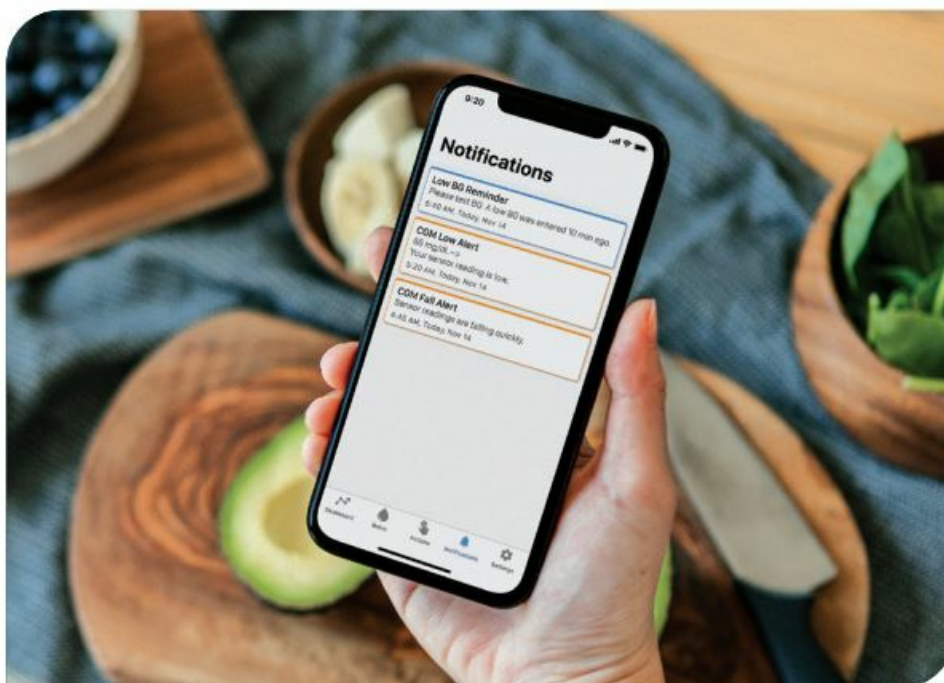
**Mobile App Tip:** Visit [tandemdiabetes.com/mobilesupport](https://tandemdiabetes.com/mobilesupport) for additional setup information, including a list of compatible devices and operating systems.

- 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.



- **Note:** Never share the security PIN/password or authorize any other person to access the smartphone to avoid unintentional changes in delivery of insulin.
- **Note:** The mobile app must run in the background to receive and transmit data to and from the pump and to ensure the user can receive alerts and alarms.

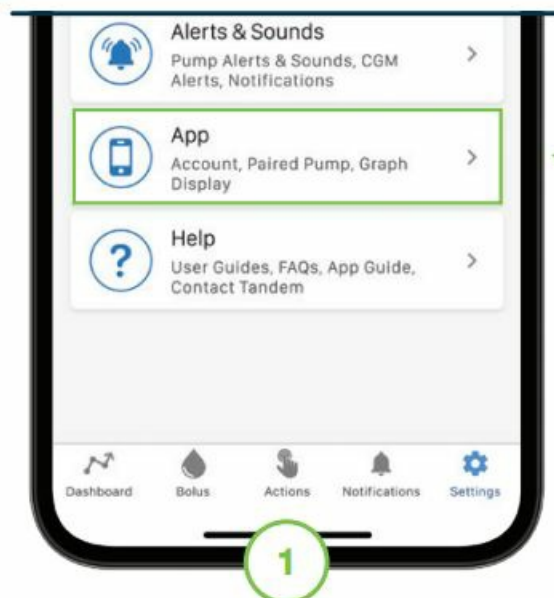
After implementing these security configurations and smartphone settings, please flip to the other side and continue with Step 2.



If the Tandem Mobi insulin pump or paired smartphone is ever replaced, follow these instructions to unpair the two devices before a new one can be paired.

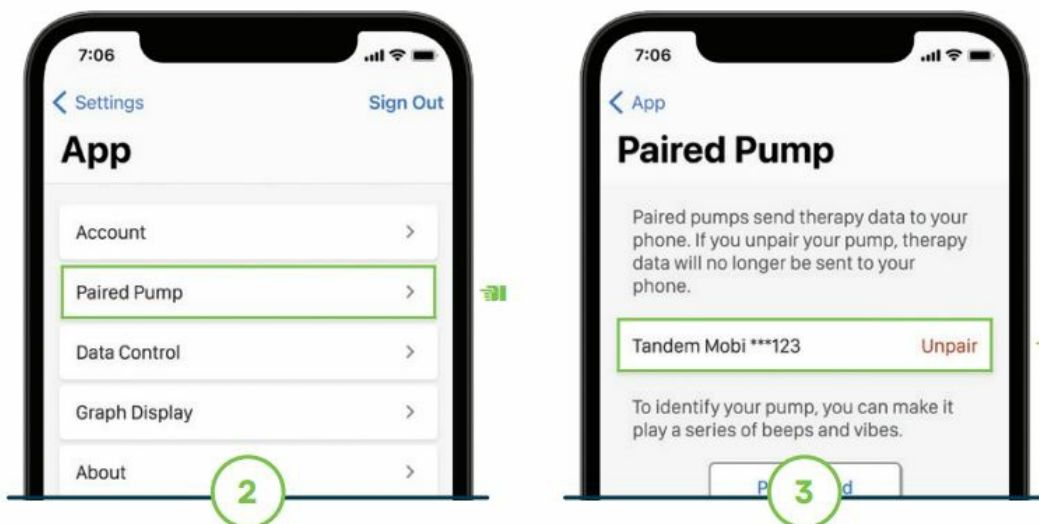


1. Tap Settings from the Navigation bar and then App.



2. Tap Paired Pump.

3. Tap Unpair. Confirmation prompts will appear. The pairing screen will display once unpairing is complete.



## Documents / Resources

	<p><a href="#">TANDEM Pairing the Mobile App</a> [pdf] User Guide Pairing the Mobile App, Mobile App</p>
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## References

- [📄 Diabetes Management | Insulin Pumps | Tandem Diabetes Care](#)
- [User Manual](#)

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