



Software update guide

MiniMed™ 780G system

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Note: This guide uses app screens from iOS® devices. Screens and pop-ups may vary for other operating systems, or between phone models.

Software update process



Software update process

Best practices



- Complete the update early in the day.
- Downloading and installing the software will take 2-3 hours so put aside enough time to complete the entire process.
- Make sure your phone is fully charged and your pump shows a green battery icon. Have a spare new battery with you in case your pump tells to change the battery during the process.
- Turn off automatic operating system updates on your phone.

This is a two-step process:

1. Software is first added to the app on your phone.
2. Then, it's installed on your pump.



Your pump software updates are managed in the MiniMed Mobile app. If you are already using the MiniMed Mobile app, check you are using the latest version available in your app store. If you are not using it yet, this guide will walk you through the steps.



Step 1: Get ready



5-15 minutes

1. Record your insulin delivery and sensor alert settings.
2. Download the MiniMed™ Mobile app if needed.
3. Login or set up CareLink™ Personal.
4. Sync to CareLink (can take several minutes).

Step 2: Download the update



45-90 minutes, depending on internet speed.

1. Use pump and phone like you normally do but don't force close the MiniMed™ Mobile app.
2. App will check your pump for software update.
 - Takes up to 10 minutes.
3. Download update to your phone.

Step 3: Install the update

During this step, there will be no sensor glucose values or notifications sent to your pump or your care partners.



10-20 minutes

1. Disconnect from your pump, as prompted.
2. Install the new software on your pump.
3. Reconnect to your pump, as prompted.
4. Un-pair and then re-pair paired devices (e.g. phone and pump).

Step 4: Complete the checklist



15-20 minutes

1. Complete the Post-install checklist.
2. Ensure your personal pump settings transferred over correctly.

Note: Once the update is complete, there is a 5-hour SmartGuard™ technology warm-up.



Important reminder:

Throughout the software update, make sure your pump and your phone are never further apart than 3 meters (10 feet).



Meter Pairing Change

In some countries, the Accu-Chek® Guide Link meter will no longer pair with your pump after this update. You can still enter BG readings manually when needed.

Get ready



Get ready

- ☐ Write down your current settings (pages 11-12) so that you can confirm your settings have been transferred over correctly at the end of the update.
- ☐ Do you have the MiniMed Mobile app installed?
Yes: Great! Skip to page 17. Note: If it's been a while since you've used it, we recommend updating the app to the latest version.
No: No problem. Go to page 13 and we'll walk you through how to install it.
- ☐ Sync your CareLink Personal data via the MiniMed Mobile app (page 17).

Once these items are completed, move on 4 to Download the update on page 18.



Find your settings

Tip: To prevent your pump from timing out while you find and record your settings, consider extending the **Backlight** to 3 minutes before starting. Go to **Settings > Device Settings > Display** to adjust the timer.



- Go to your Main menu and select SmartGuard.
- Down arrow and select SmartGuard settings.
- Record your target.
 - Record your Auto correction setting.
 - Back arrow to Main menu.



- From your Main menu, select Insulin.
- Down arrow and select Delivery settings.
- Record your Bolus Wizard and Basal Pattern settings.
 - Record your max basal and max bolus.
 - Back arrow to Main menu.



- From your Main menu, select Settings, and Alert Settings.
- Down arrow and select High Alert.
- Record your High settings.
 - Record your Low settings.

Record your current pump settings here:

SmartGuard feature

SmartGuard Target	5.5 6.1 6.7 mmol/L
Auto Correction	ON OFF

Bolus

Bolus Wizard		ON OFF						
Carb Ratio		Active Insulin Time		Insulin Sensitivity Factor		BG Target		
Time	g/U	Time	Hours	Time	mmol/L per U	Time	Low	High

Get ready

Record your current pump settings here (continued):

Basal

Basal 1

24-Hour Total	
Time	U/Hr

Basal 2

24-Hour Total	
Time	U/Hr

Max Basal	U/Hr
Max Bolus	U

High Alerts			ON OFF	
Start Time	High setting (mmol/L)	Alert on High	Alert Before High	Rise Alert
		ON OFF	ON OFF	ON OFF
		ON OFF	ON OFF	ON OFF

Low Alerts				ON OFF	
Start Time	Low setting (mmol/L)	Suspend	Alert on Low	Alert Before Low	Resume Basal Alert
		on low before low OFF	ON OFF	ON OFF	ON OFF
		on low before low OFF	ON OFF	ON OFF	ON OFF

Other settings you would like to record

Get ready

Set up the MiniMed Mobile app



First, download the MiniMed Mobile app from the Apple App Store or Google Play store onto your phone. Next, open the app and read the introduction screens.

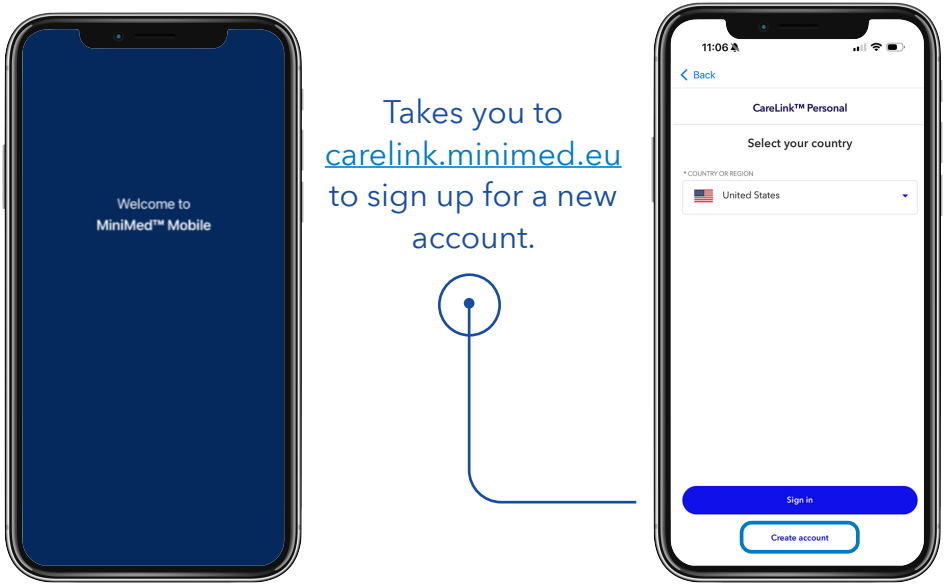


You'll need to log in to CareLink Personal software. Don't have an account? Follow the steps below to register.

If you have a CareLink Personal account but can't remember your username and password, **do not set up a second account for your update**. It is important to link that account to keep all your data together. You can request a reminder online at carelink.minimed.eu by selecting **Forgot your username/password?**

Sign up for CareLink Personal

1. Open the app and read the introduction screens.
2. Press **Next** until you get to the **Sign up for CareLink Personal** screen.
3. Tap **Create account** to register or **Sign in** if you already have an account.



App not downloading?

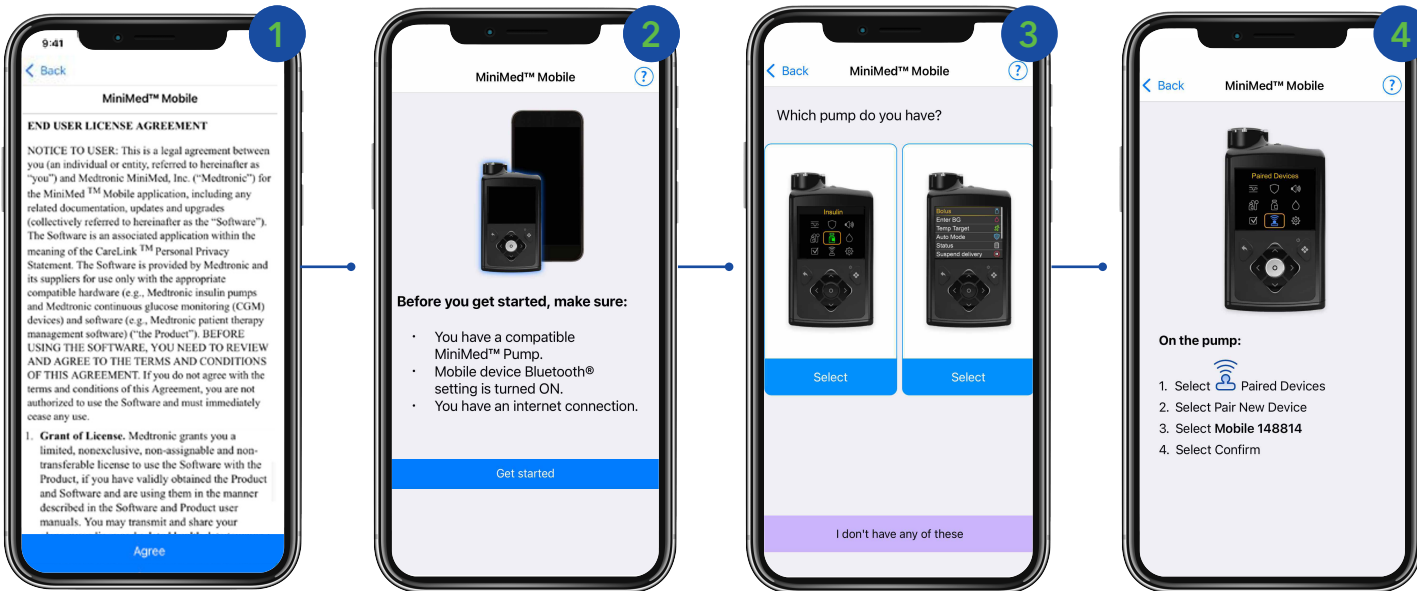
Check your phone compatibility here by scanning the QR code or visiting the link: <https://www.medtronic-diabetes.com/en-gb/check-compatibility-app>. A compatible mobile device is needed to complete the update. Don't have one? You can borrow a phone from a friend or family member just for the update process.

Get ready

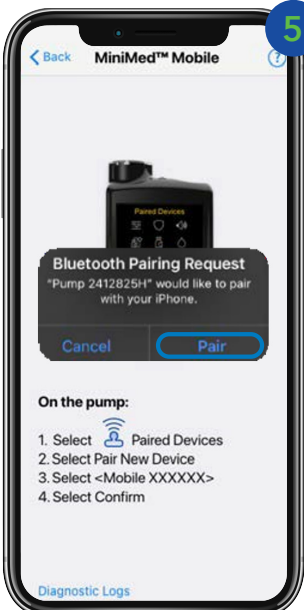
Pair the MiniMed Mobile app with your pump

After signing in, you'll need to **agree** to the End User License Agreement and acknowledge the pop-up to continue. The app will then check your pump model and guide you through the pairing process. Follow the on-screen instructions on the app.

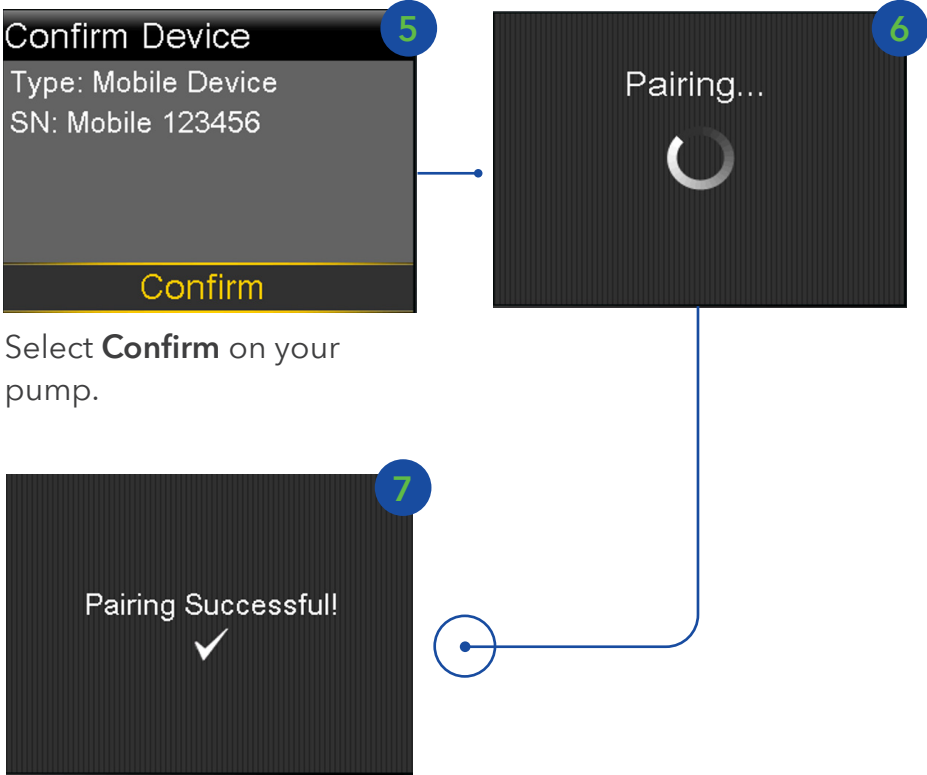
First, on your phone:



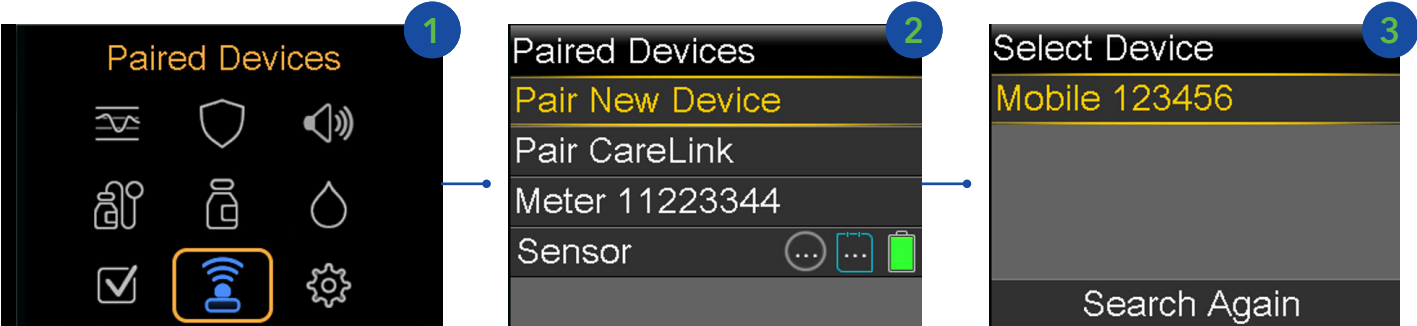
Get ready



Your phone will display the pairing screen. Tap **Allow, Agree, or Pair** on all pop-ups.



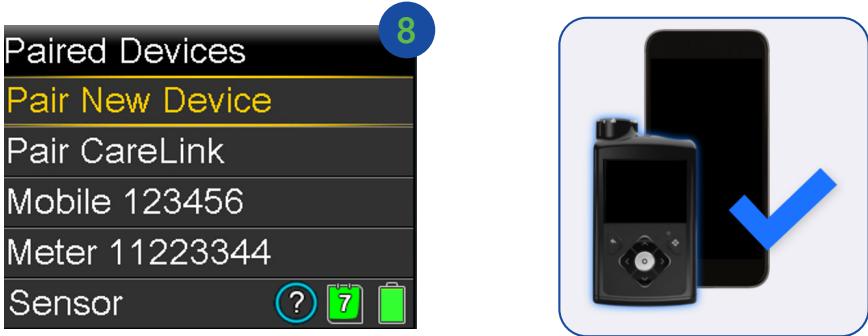
Then, on your pump:



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** and then access to **Paired Devices Menu**.

Select **Pair New Device**.

Select the **Mobile device number** that corresponds with the one listed on your app screen.



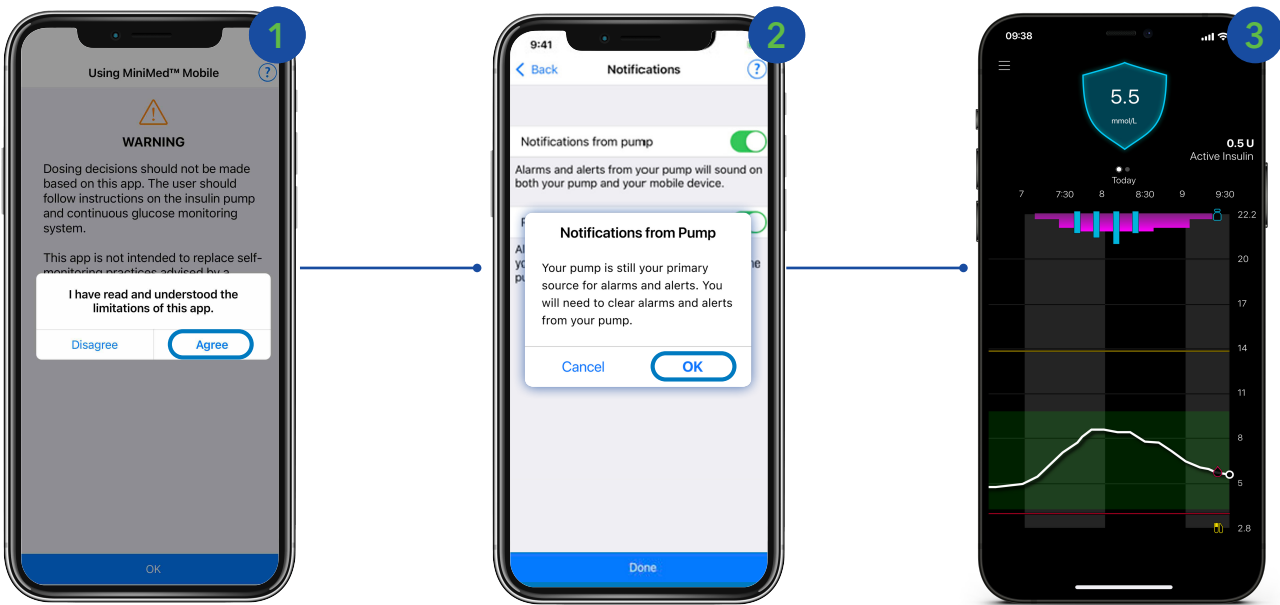
Once pairing is complete, your pump will go back to the **Paired Devices** menu and your mobile device will show a **pump and mobile phone icon with a blue check mark** as shown here.

Your phone and pump are now paired.

Get ready

Finalise setup of the MiniMed Mobile app

Go back to your phone and read the dosing-decision warning, which states not to make dosing decisions based on the MiniMed Mobile app. Tap **OK** and **Agree** on the pop-up.



Next, you will be asked to confirm your notification settings. The default is **on**. If these are turned **off**, you will only receive notifications on your pump and **NOT** your mobile phone.

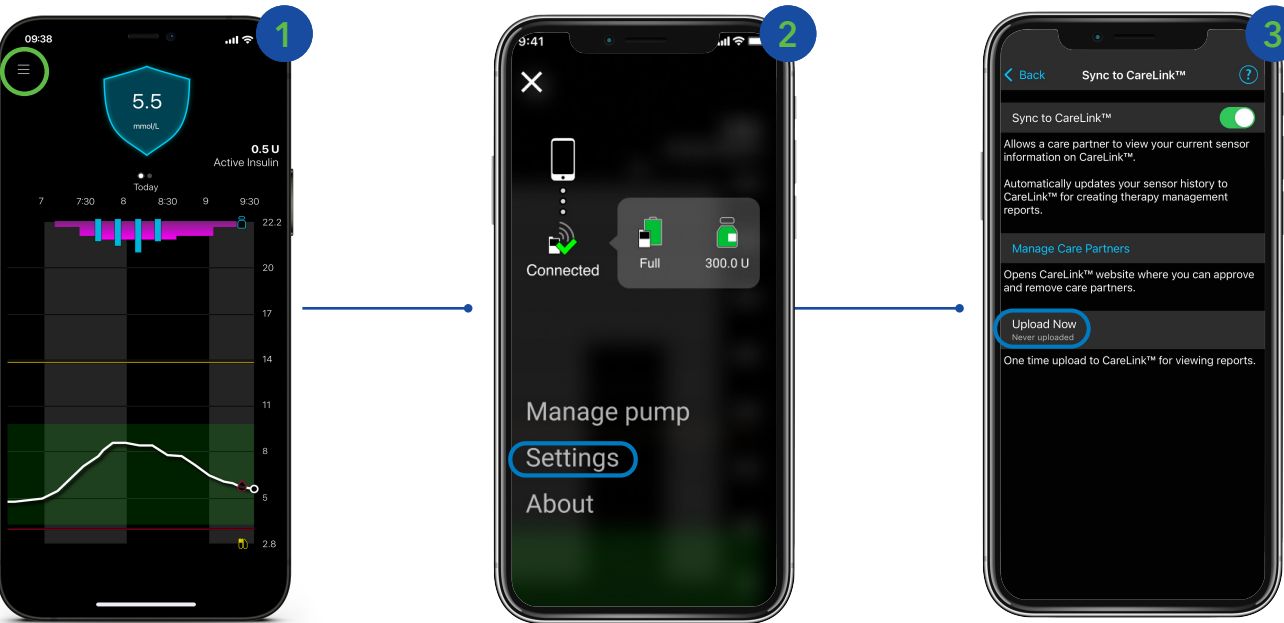
Once the MiniMed Mobile syncs, your data will appear on the Home screen. This may take a few minutes.

The MiniMed Mobile app is now set up and you can begin the update.

Get ready

Sync to CareLink Personal

As the last step, before starting your update, it is recommended to **sync 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 which is the three bars at the top left corner of the Home screen.

Tap **Settings**, followed by the **Sync to CareLink** option.

Note: The **Sync to CareLink** option may appear in the Main Menu in some software versions.

Tap **Upload Now** to sync your data with your CareLink Personal account.

This may take a few minutes. If this is your first sync to CareLink, the process may take longer.

After the data sync is complete, tap **Back** on your app to return to the **Home screen**.

Go to the next page to begin the software update.

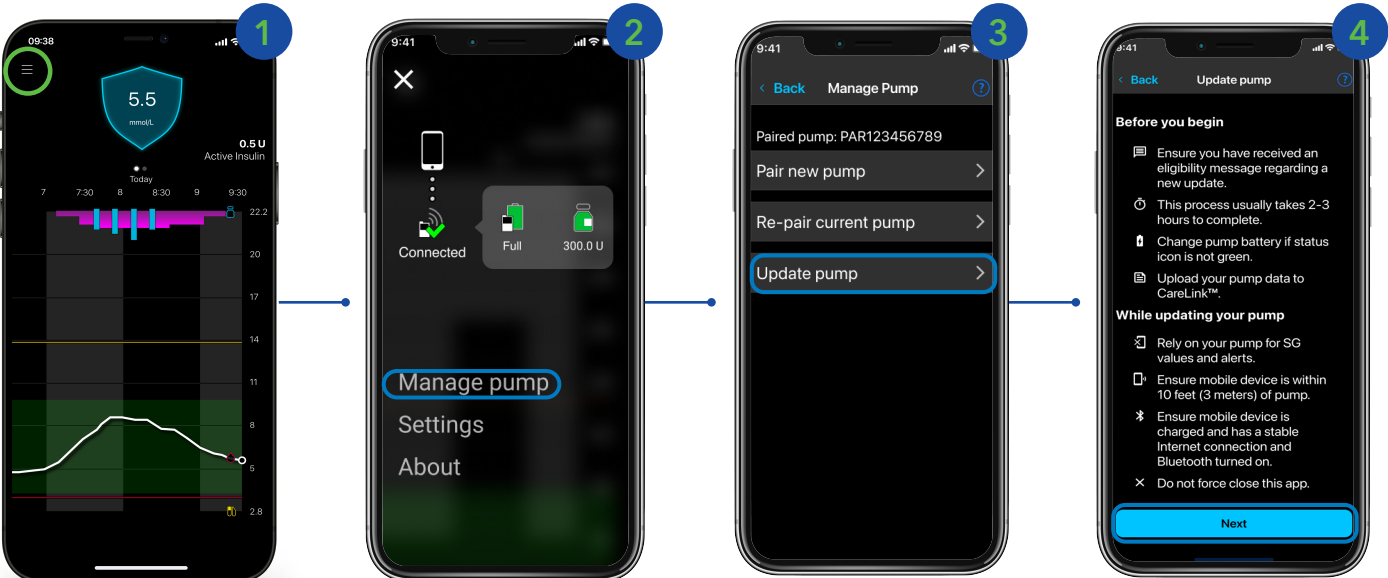
Start here

if you already have the MiniMed Mobile app set up.

Download the update



Download the update

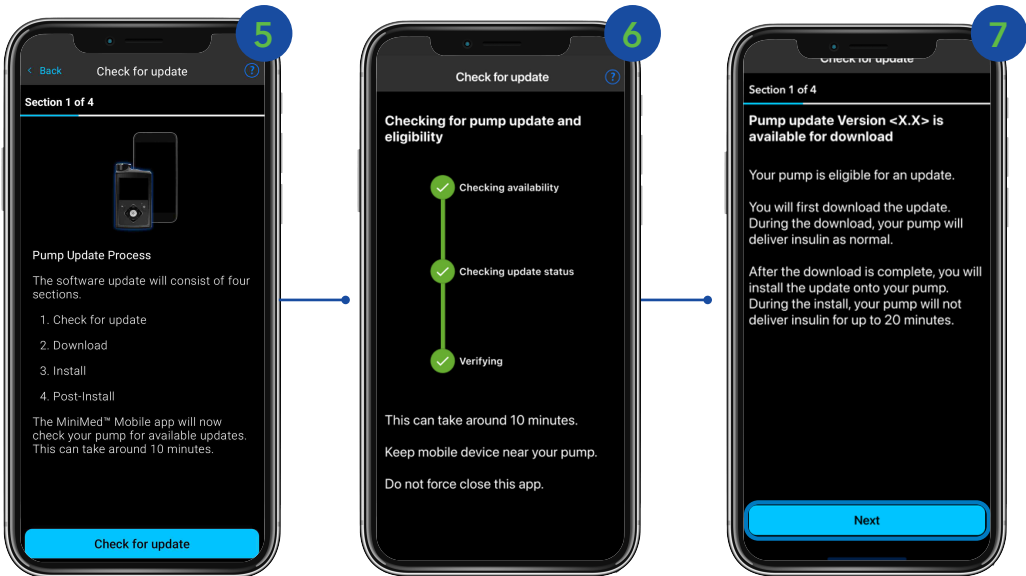


On the MiniMed Mobile app, access the **Main Menu** at the top left corner.

Tap **Manage pump**.

Tap **Update pump**. **Note:** The **Update pump** option may appear in the Main Menu in some software versions.

Read the **Before you begin** list. Tap **Next**.



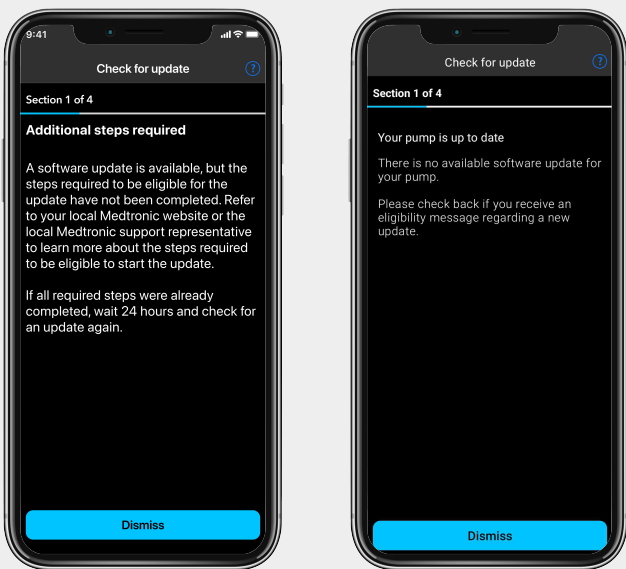
Tap **Check for update**.

Tap **Next** to begin the download process and proceed to page 21.

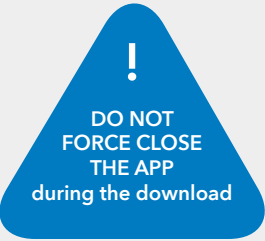
Your software version may differ from this image.

Having trouble updating?

If you see the screens below, it means a required step may have been missed, or your device may not be eligible for the update. Call Helpline at 1800 777 808 for help.

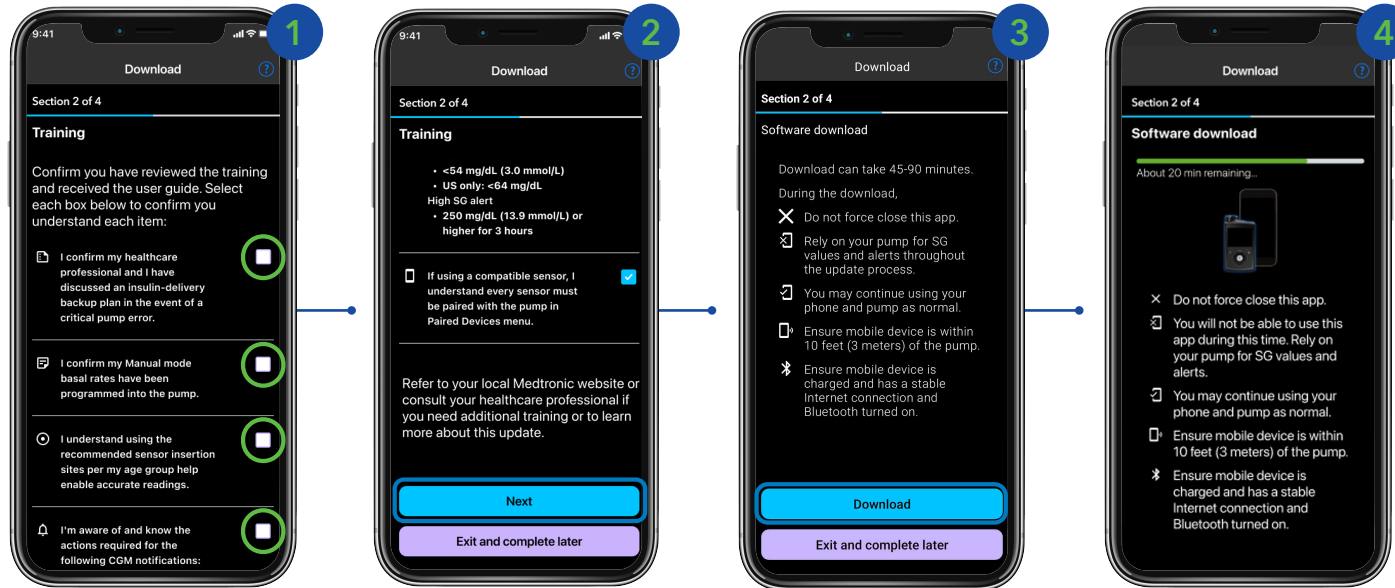


See the troubleshooting section (Appendix E) if you do not see the Update pump option.



Swiping the app window up, on iOS for example, will cancel the download. You may otherwise continue to use your phone and pump as normal, including taking calls, answering messages, and using other apps.[†]

Download the update



Review and confirm statements by tapping the boxes.

Scroll to review and confirm all items and tap **Next**.

Tap **Download**.

Follow the instructions on your app.

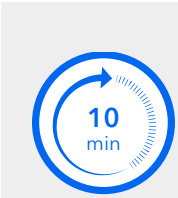


The download will take 45-90 minutes. You may see your time remaining go up or down depending on your internet connection and phone use.

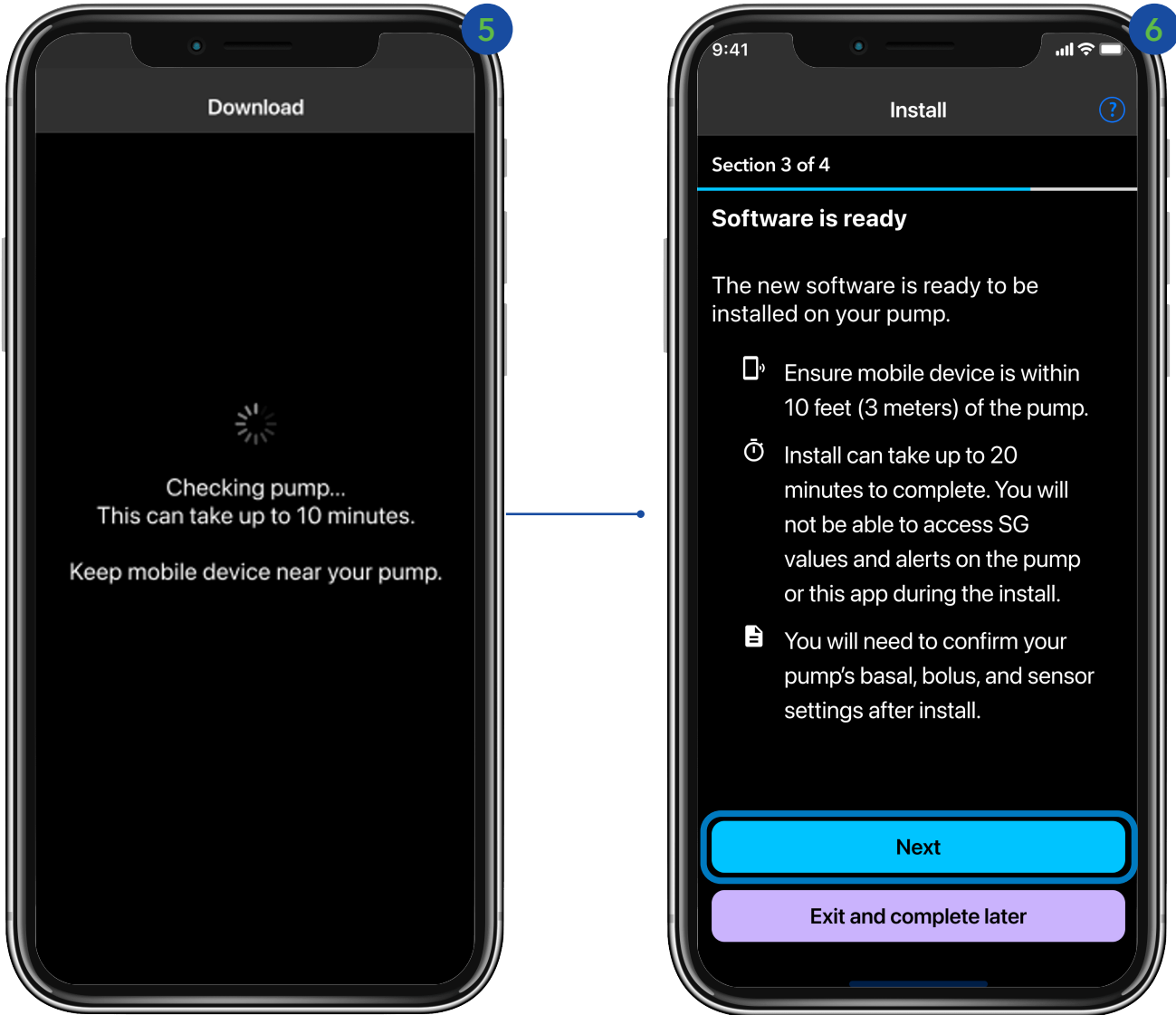
Remember: During the download process, you can continue using your insulin pump as usual.

[†] Using other apps/Bluetooth devices may slow the download speed.

Download the update



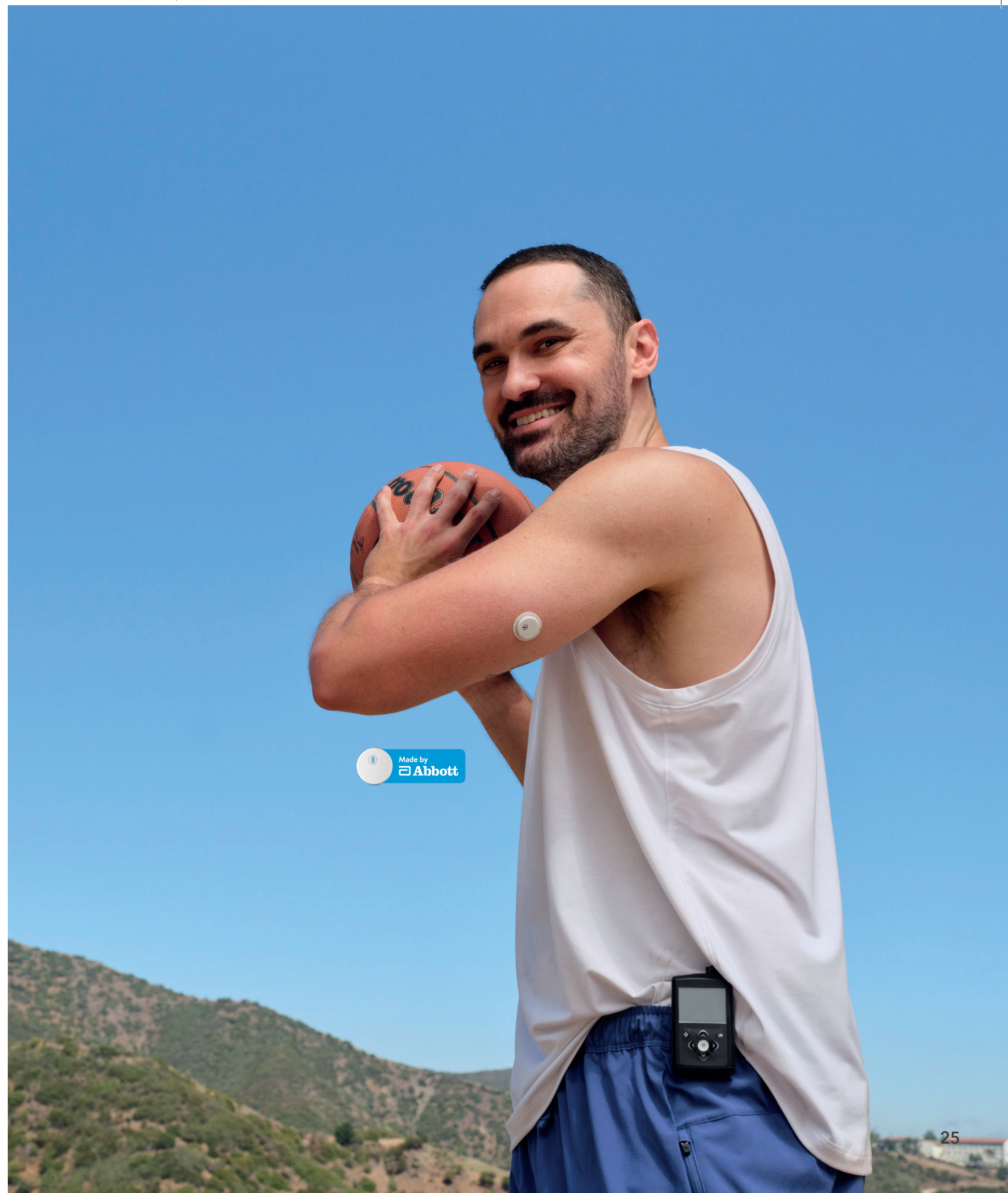
Once the software download is complete, the app will automatically start checking your pump. This may take up to **10 minutes**. If the check is unsuccessful, try again, and if that doesn't work, consult the troubleshooting section (Appendix D) at the end of this guide.



Tap **Next** to move onto the Pre-install checklist.

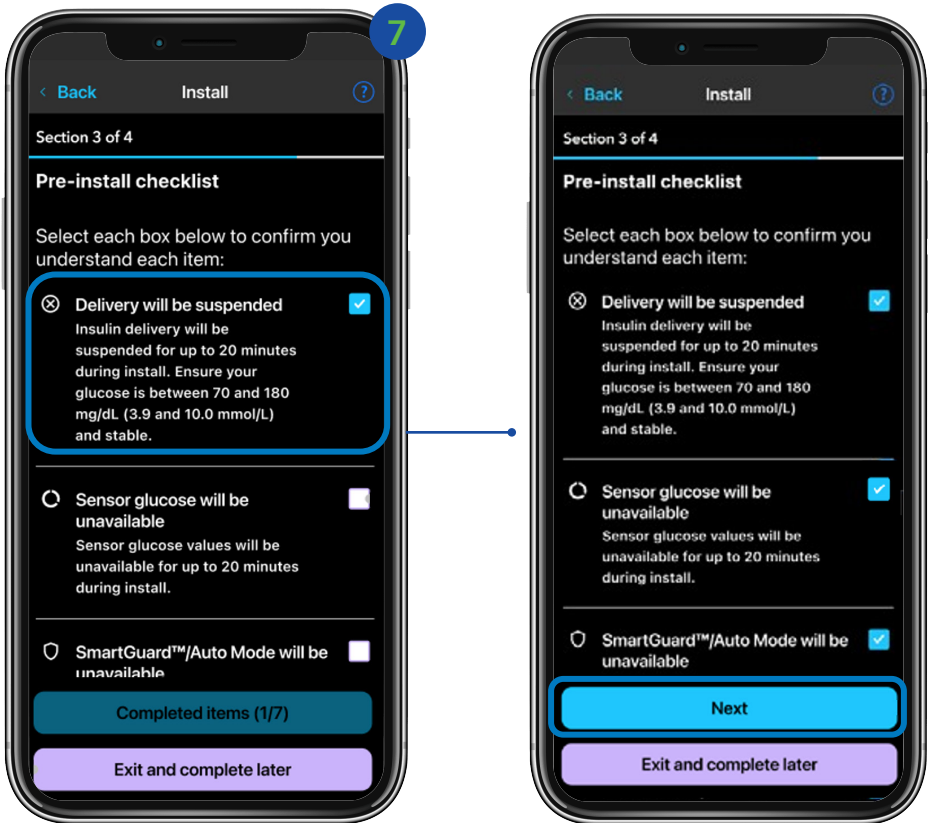


Install the update



Install the update

The MiniMed Mobile app will notify you that the software is ready to install.



Read each item and check the corresponding box to confirm.

Then tap **Next**.

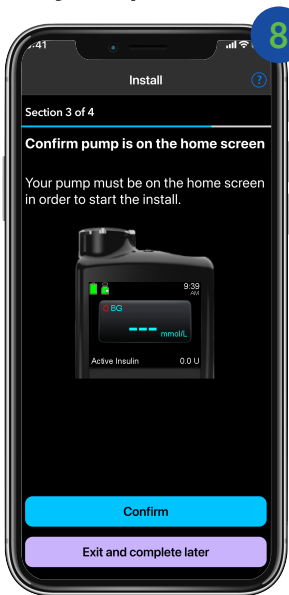
Note: This installation may take up to 20 minutes. If this isn't a convenient time, you can pause and complete it later. However, be sure to **finish it the same day as the download to avoid repeating the process**.

Tap **Exit and complete later** to continue later.

Important: Please pause here for a moment before continuing. The next steps are critical to completing your update successfully. To ensure everything goes smoothly, **make sure your pump and phone are side by side** before moving forward. You'll need to refer to both devices throughout the process. Taking a moment now to prepare will help everything go as smoothly as possible.

Your pump must be on the Home screen before starting the install.

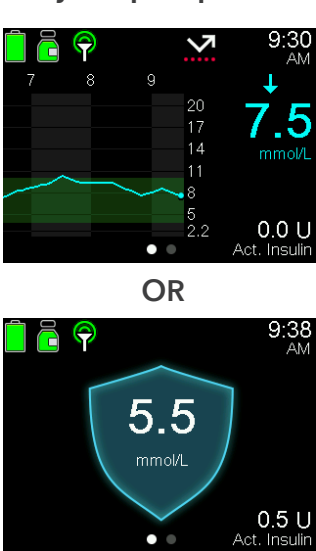
On your phone:



Put down your phone and **pick up your pump**.

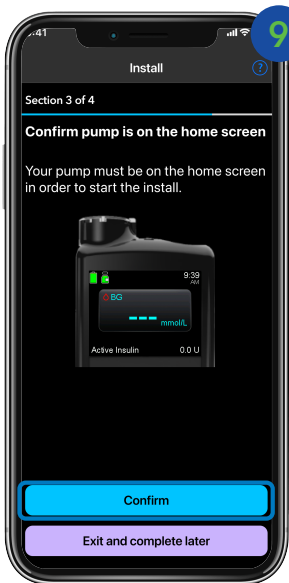
Your pump must be on the Home screen (as shown on the right) before starting the install.

On your pump:

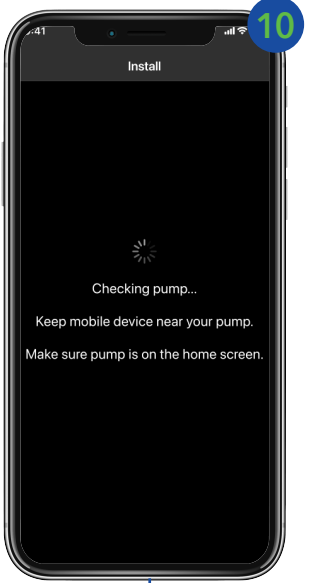


On your phone:

If you have confirmed your pump is on the Home screen, tap **Confirm** on your phone.

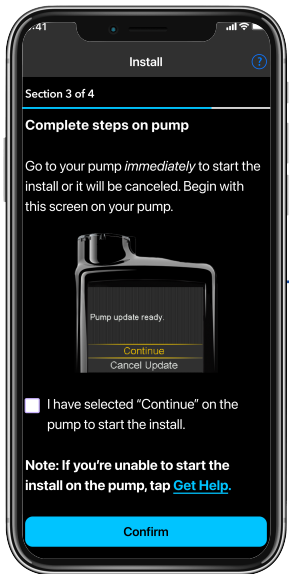


This screen appears briefly.



Put down your phone and pick up your pump.

Heads up! Once the installation is complete, you will be instructed to disconnect the infusion set from your body. Be ready for this step coming up soon.



Install the update

On your pump:

11

Pump update ready.

Continue

Cancel Update

On your phone:

Once you have selected **Continue** on your pump, tap the **I have selected "Continue"** on the pump to start the install message on your phone followed by **Confirm**.

Section 3 of 4

Complete steps on pump

Go to your pump *immediately* to start the install or it will be canceled. Begin with this screen on your pump.

Pump update ready.

Continue

Cancel Update

I have selected "Continue" on the pump to start the install.

Note: If you're unable to start the install on the pump, tap [Get Help](#).

Confirm

 **Keep going – you're almost there!**

On the next page, follow steps 12a-12f to finish installing the update on your pump.

Install the update

On your pump:

12

Finish installing the update on your pump with the following steps.

a

Pump update ready.

Continue

Cancel Update

Confirm you see this screen on your pump. Select **Continue**.

b

Pump Update

First, Suspend Delivery.

Suspend Delivery

Cancel Update

Select **Suspend Delivery**.

c

Pump Update

Disconnect infusion set from body. Confirm set is disconnected.

Confirm

Cancel Update

Disconnect from your pump. Select **Confirm**.

d

Pump Update

Start update. Update will take about 10 minutes.

Start Update

Cancel Update

Select **Start Update**.

e

Medtronic

10 min

The update will install. This may take up to 20 minutes.

If the update isn't successful, reconnect your infusion set. Your pump will continue running the original software with no data loss, and you can try again later. You can keep using the MiniMed Mobile app until you're ready to retry the update. If multiple attempts fail, refer to the troubleshooting section (Appendix E) at the end of this guide.

f

Pump update successful.

Continue

Pump update successful. Select **Continue**.

 **SmartGuard feature warm-up:**

If you were using the SmartGuard feature before the update, you will receive a warning on your pump after the update that the SmartGuard feature will take 5 hours to warm up back up before it can be used again. During this warm-up period, you will be in Manual mode. For this reason, it is recommended to turn on the Suspend on low or Suspend before low feature according to your Healthcare Professional's guidance.

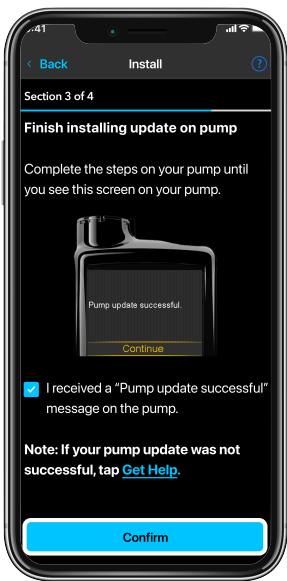
Install the update

13 Once you see the **Pump update successful** message on your pump and selected **Continue**, on your phone, tap the **I have received a "Pump update successful."** message on the **pump** message on your phone, followed by **Confirm**.

On your pump:



On your phone:

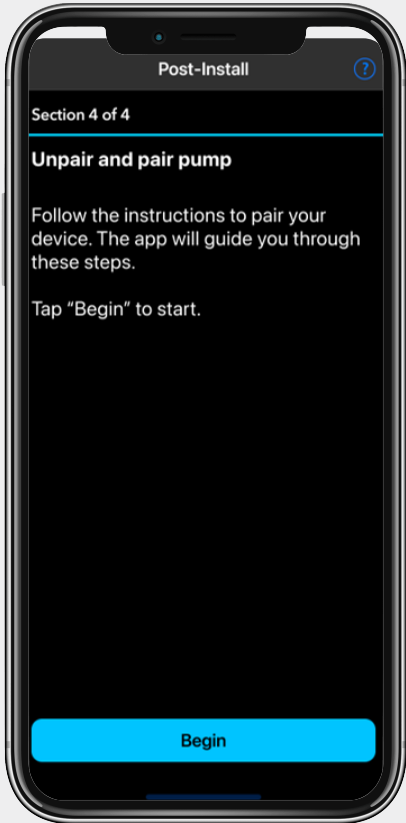


If you did not see the **Pump update successful** message on your pump, on your phone, tap **Get Help**. This will take you through some in-app troubleshooting. You can also consult the troubleshooting section (Appendix E) at the end of this guide.

Install the update

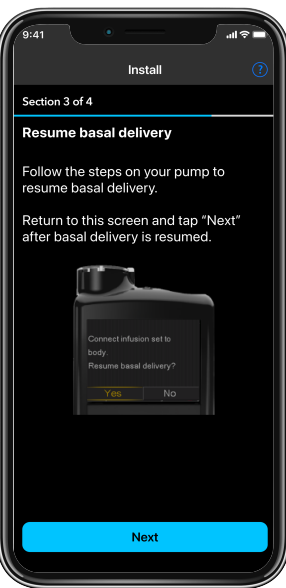
You may need to unpair and re-pair your pump and mobile device. If so, the app will guide you through the steps.

Step-by-step instructions are also available in the troubleshooting section of this guide (Appendix A).

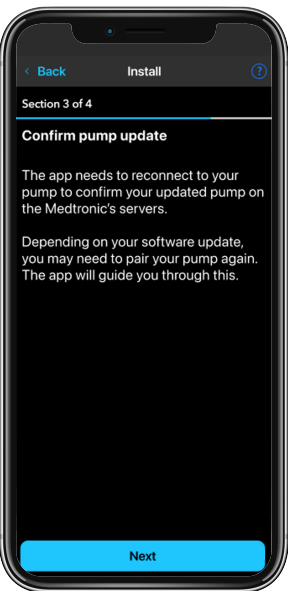
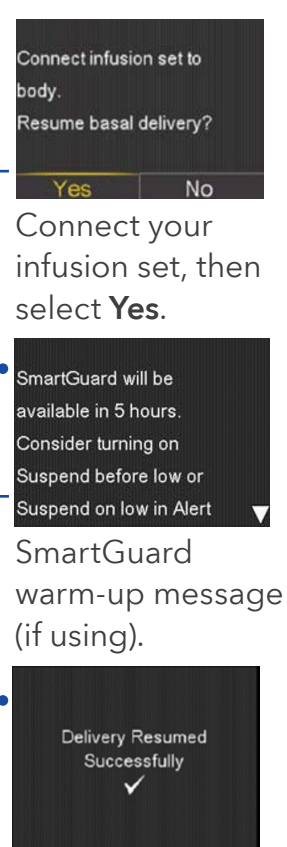


You'll be reminded to resume basal insulin delivery if you haven't already. Confirm your infusion set is reconnected and insulin delivery has resumed.

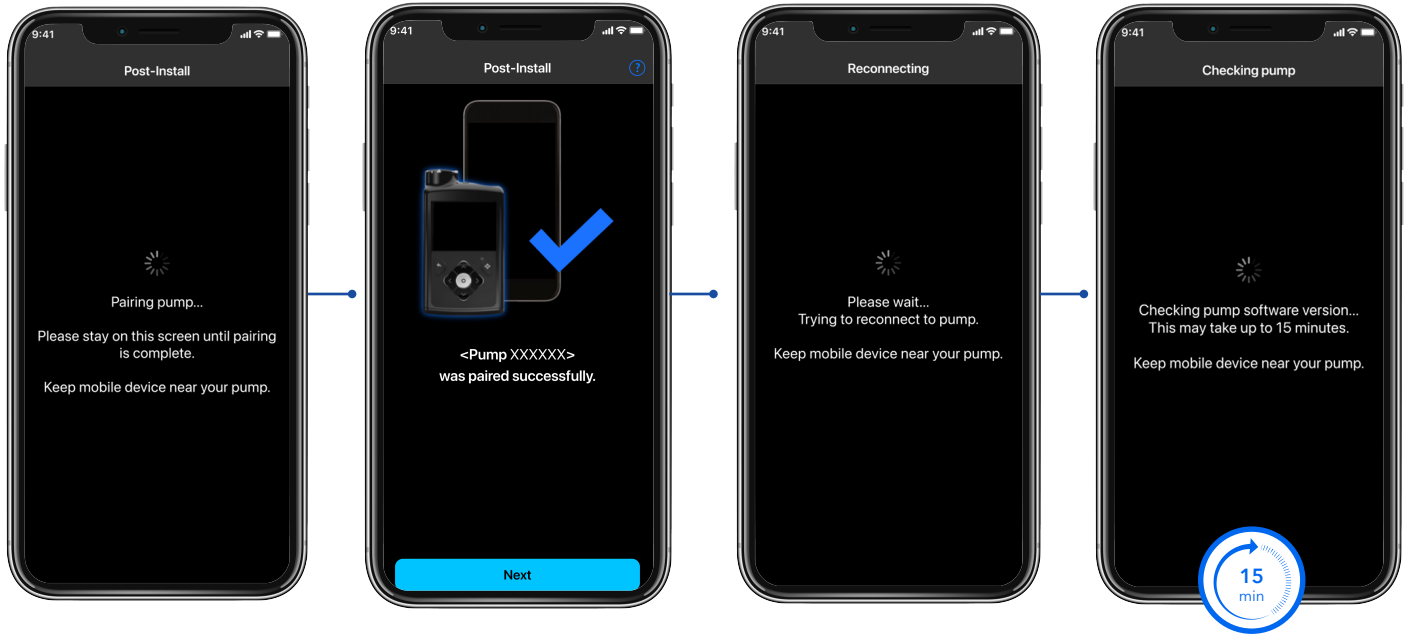
On your phone:



On your pump:



Tap **Next** again.



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

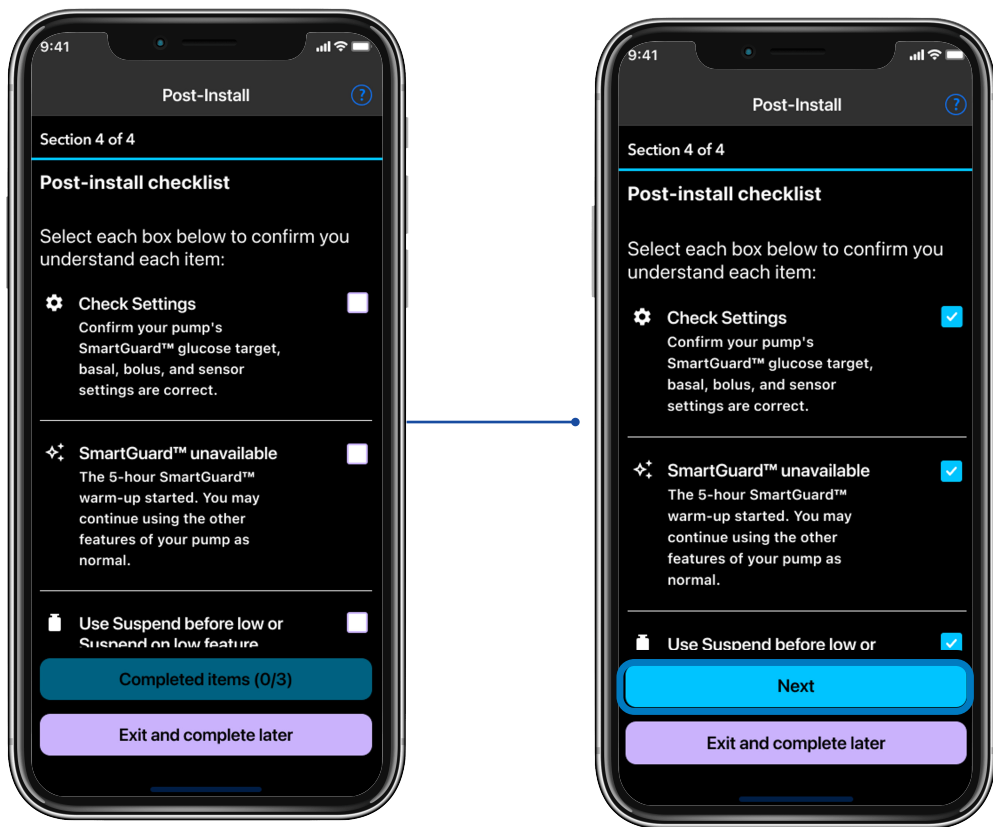
Complete the checklist



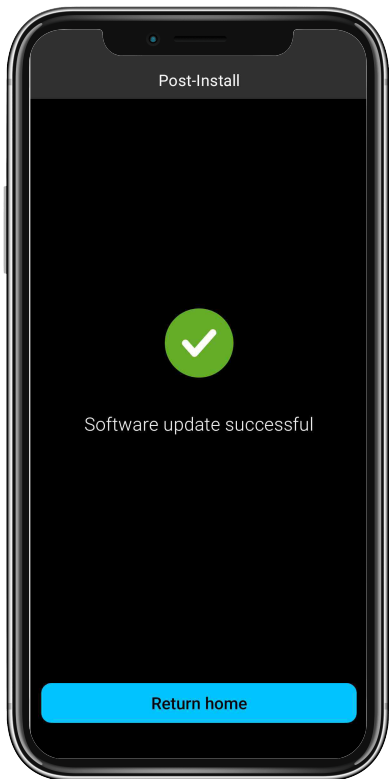
Complete the checklist

Post-install checklist

Please complete the 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. Turn to the next page for help on where to find these settings.



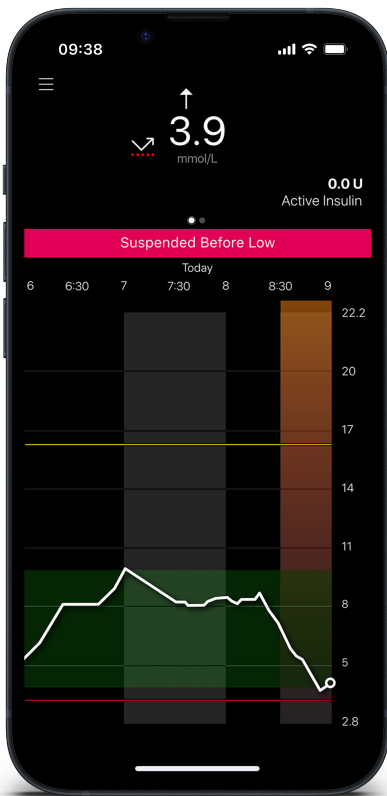
Once all items have been read and checked, tap **Next** to continue.



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 app Home screen



Confirm Settings Transferred

On your pump, find your settings from the Main menu

Check that the settings in your pump match the settings you recorded.



SmartGuard settings:

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



Delivery settings:

- Confirm Bolus Wizard and Basal Pattern settings.



Paired devices:

- Confirm all devices are still paired.



Alert settings:

- Confirm high and low alert settings.

Complete the checklist



- 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. During this warm-up period, you will be in Manual mode. For this reason, it is recommended you turn on the Suspend on low or Suspend before low feature to keep you safe until SmartGuard technology can take over.
- Follow these steps to turn on one of these features:
1. From the Home screen, press **Select** to access the **Main Menu**
 2. Select **Settings**
 3. Select **Alert Settings**
 4. Select **Low Alert**
 5. Select **Suspend on low or Suspend before low**, edit and **Save** according to your HCP's guidance.

Next steps for your sensor

If you are switching to the Instinct sensor, you can start using it as soon as your next sensor order arrives. For help getting started, see Appendix B.

If you are switching to the Simplera Sync™ sensor, you can start using it as soon as your next sensor order arrives. For help getting started, see Appendix C.

If you're currently using a Guardian™ 4 transmitter and sensor, you can continue using it after the update—just follow the usual steps when it's time to change your sensor.



Appendix

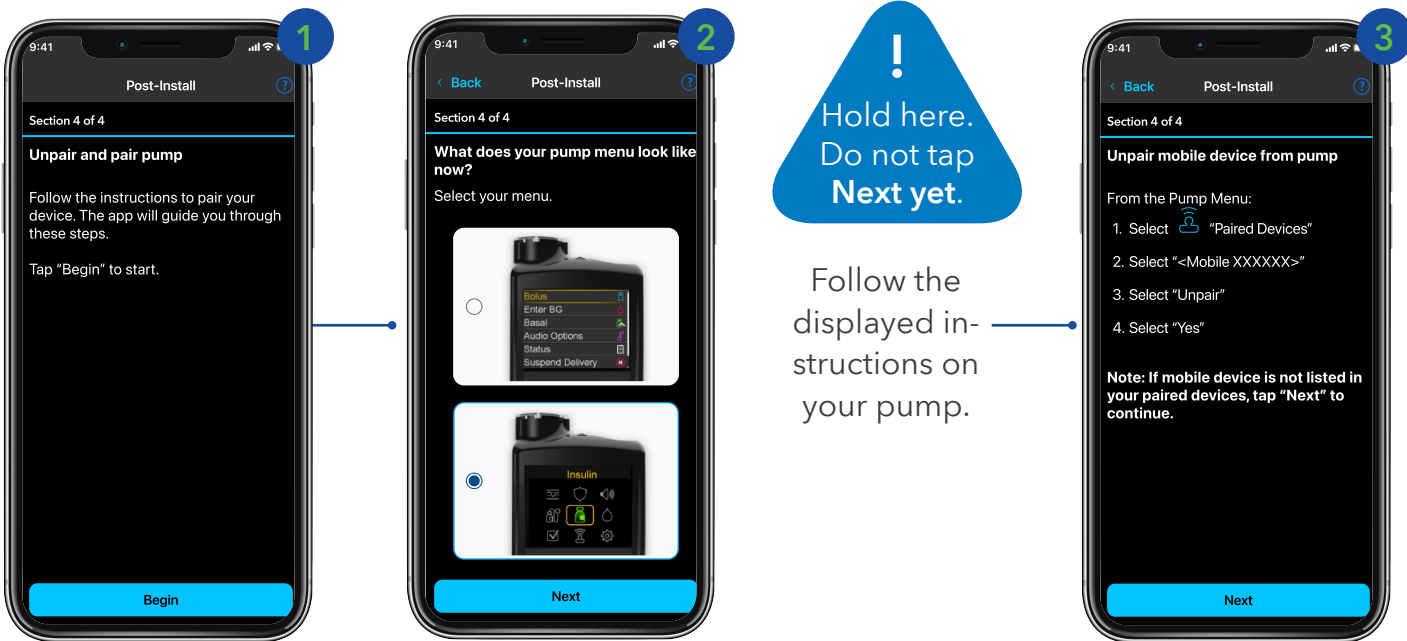


Appendix

Appendix A: Unpair and re-pair your pump and phone

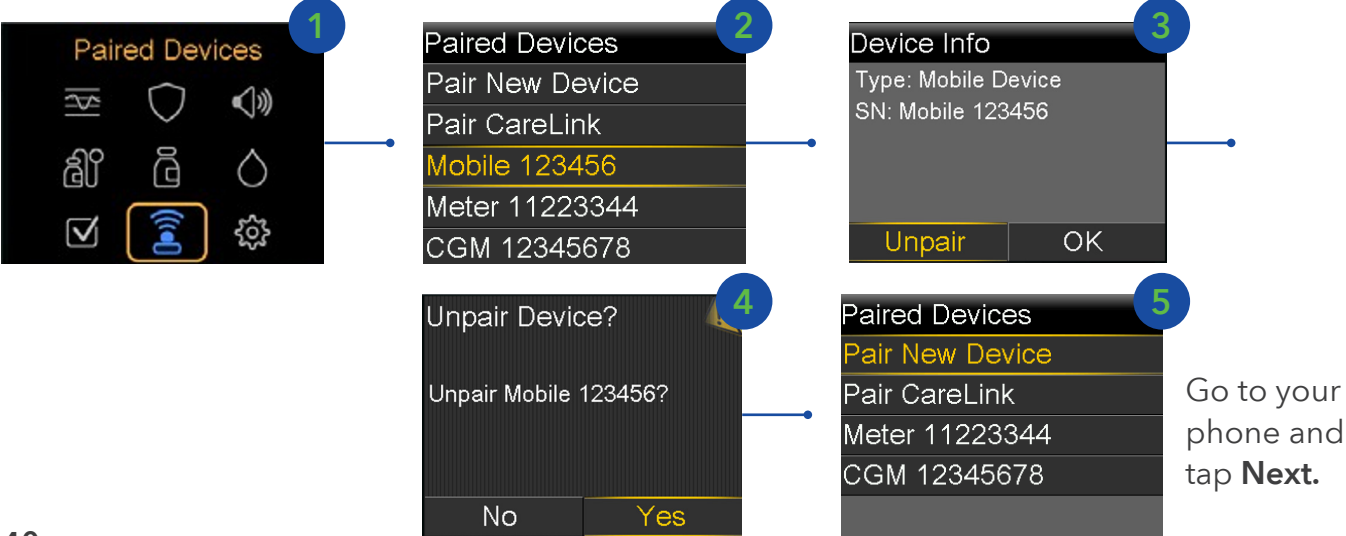
Step 1: **Unpair and re-pair your pump and phone.** You need to unpair your mobile device from your pump. Follow the instructions shown in the app screen.

On your phone:

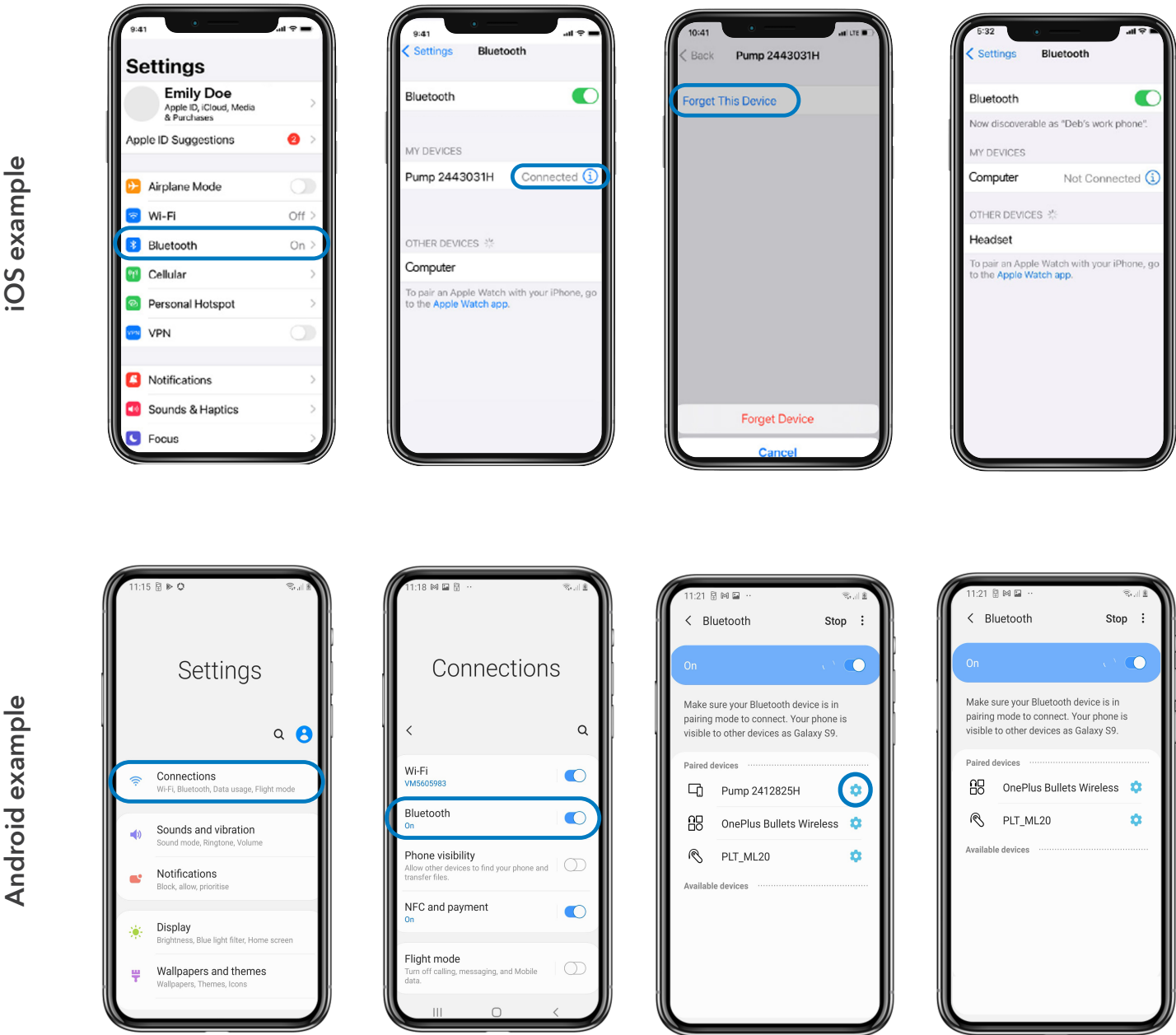


 **NOTE:** If you cannot find these screens on the MiniMed Mobile app, access the **Main Menu** at the top left corner and select **Pair Device**.

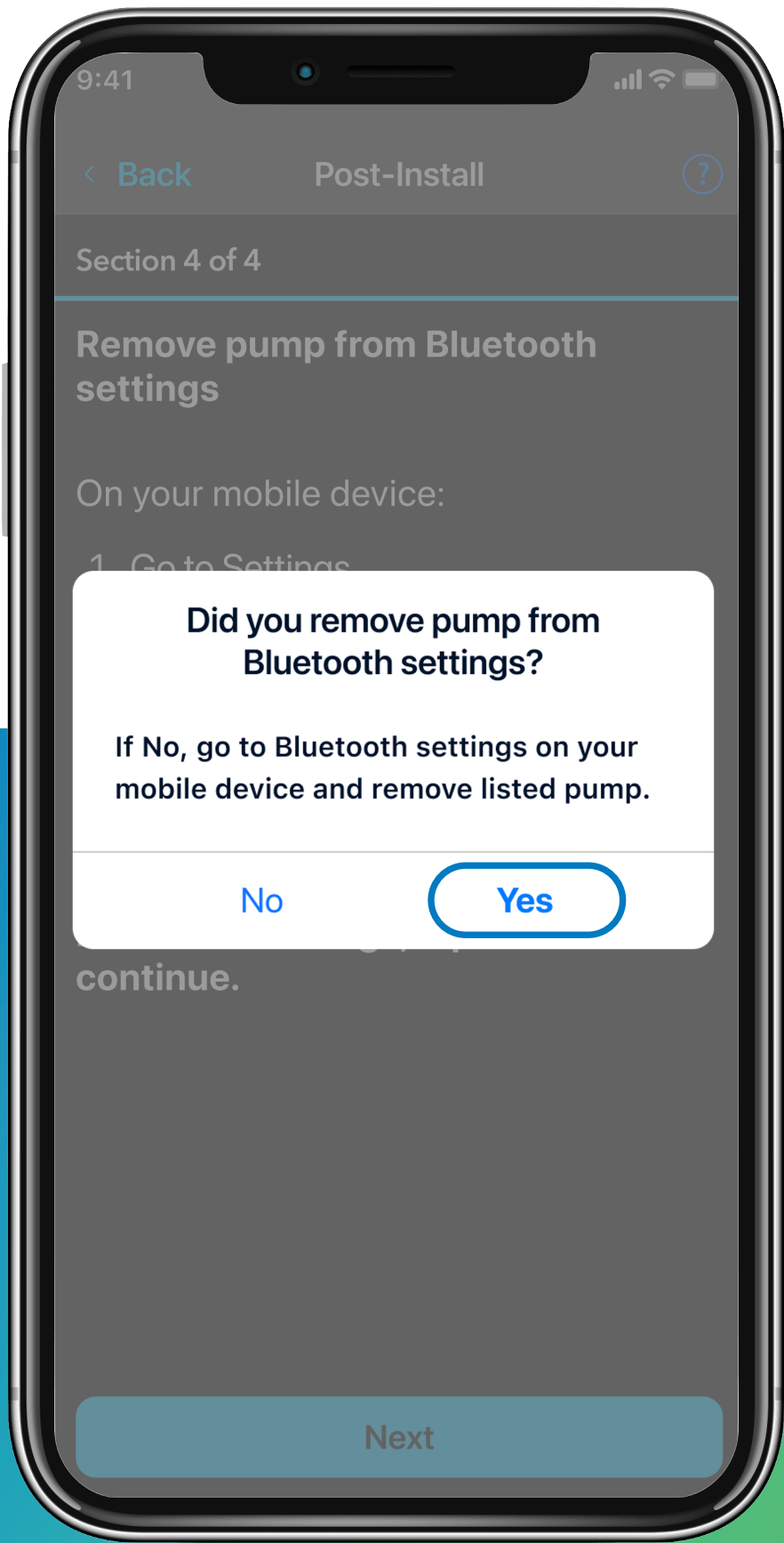
On your pump:



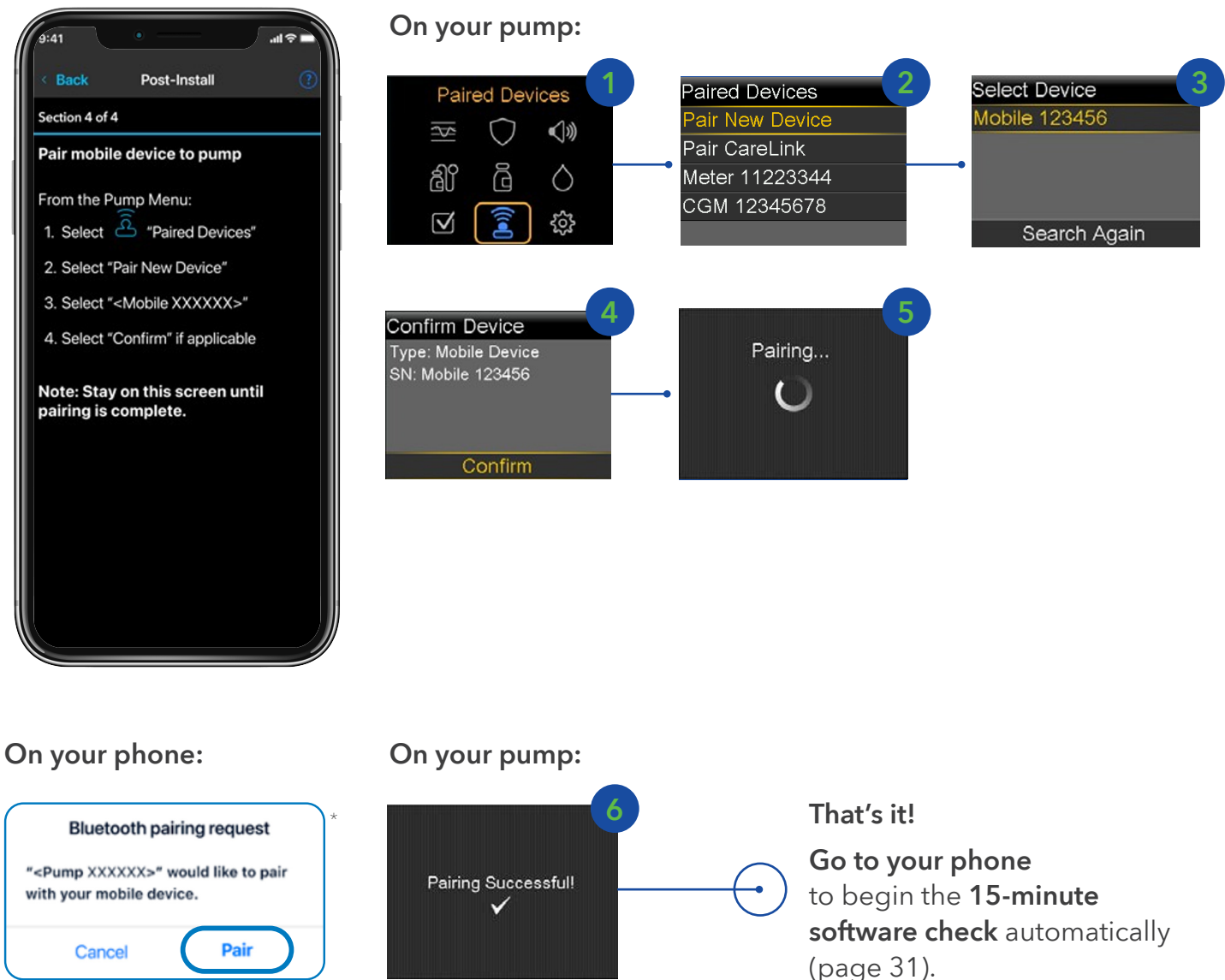
Step 2. Remove your pump from your phone. You have to switch to your phone settings and access your Bluetooth settings to remove your pump and then **come back to the MiniMed Mobile app when you are done** (iOS and Android examples shown).



Step 3. Confirm you have removed your pump from your phone, tap **Next**, and select **Yes** on the pop up



Step 4. **Re-pair your phone and pump.** Your app will display the instructions.



* Screen may vary based on phone make, model or operating system.



Scan to view
the sensor
insertion video

Starting the sensor

Step 1:

Tap the **MiniMed Mobile App** icon on your compatible mobile device.

Step 2:

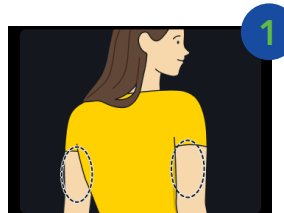
Tap the **Menu button** (three bars at the top left of the Home screen) to open the menu.

Step 3:

Tap **Start sensor**, followed by **Yes, Instinct**.

Applying the sensor

Follow the app or use the instructions below to apply the sensor. For best connection, wear your **pump** and **Instinct sensor** on the same side of your body. Your infusion set can be worn on either side.



Select site on the back of upper arm.



Wash with plain soap, dry, clean with an alcohol wipe, then let air dry.



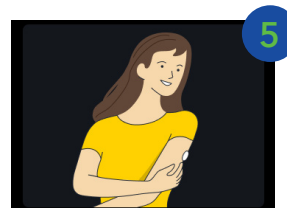
Unscrew cap from Sensor Applicator.



Place the Sensor Applicator over your site. Push down firmly to apply sensor.



Gently pull Sensor Applicator away from your body.

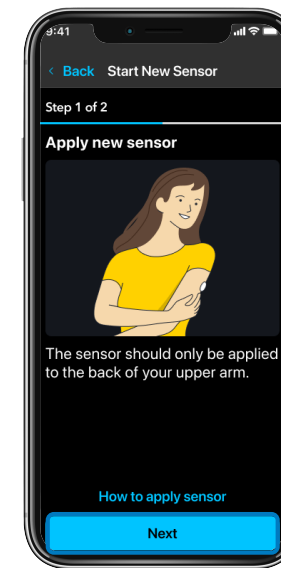


Make sure sensor is secure.

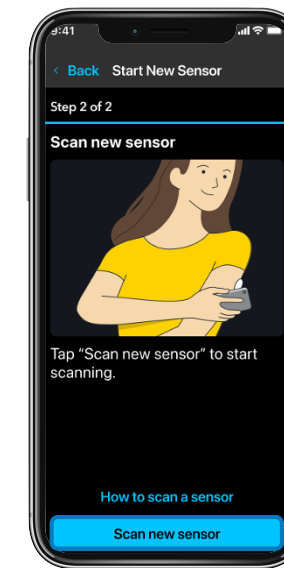
† Before starting a new sensor, pair your compatible device with your pump using the MiniMed Mobile app. Check device compatibility here: <https://www.medtronic-diabetes.com/en-gb/check-compatibility-app>. If you don't have a compatible device, call Helpline at 1800 777 808.

Scanning the sensor

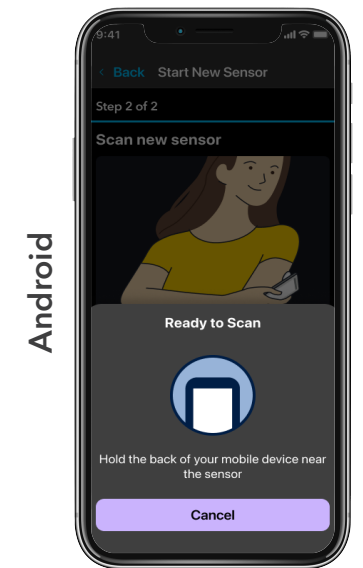
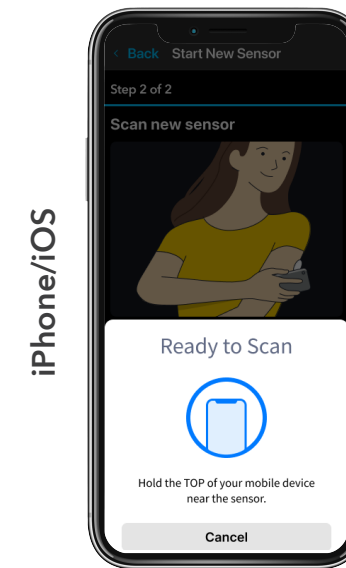
Follow the instructions on your app to scan the sensor. See steps below for reference.



1. On the app, select **Next**.



2. Select **Scan new sensor**.



3. Make sure **your pump is on the Home screen**. Hold your mobile device near the sensor until it beeps or vibrates.



Note: Keep the pump near the sensor until pairing is complete. Once your Instinct sensor is paired, the 1-hour warm-up begins.



Note: Starting an Instinct sensor will automatically unpair your previous sensor, whether it's a Guardian™, Simpler Sync™, or another Instinct sensor.

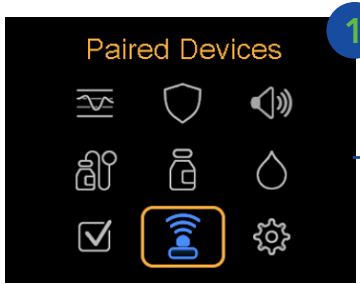


Taking more than 1000 mg of Vitamin C per day may falsely raise your sensor readings, which could cause you to miss a severe low glucose event. Vitamin C can be found in supplements including multivitamins and cold remedies. See your health care professional to understand how long Vitamin C is active in your body.

Appendix C: Connecting a Simplera Sync sensor

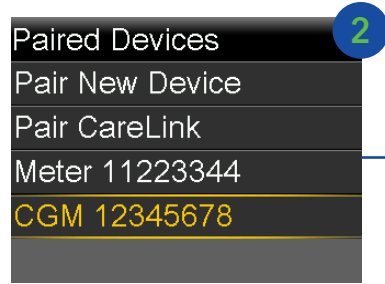
This section will explain how to connect a Simplera Sync sensor to a MiniMed 780G insulin pump and assumes a Guardian series transmitter is already in use. If not, start at step 2. All actions are taken on your pump.

Step 1: Remove your existing Guardian series transmitter.



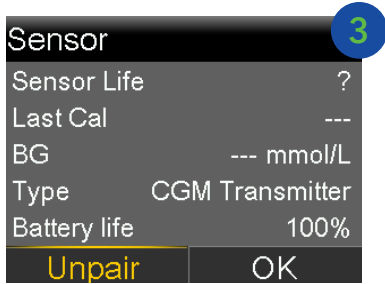
1

Go to **Paired Devices**.



2

Select your current sensor.

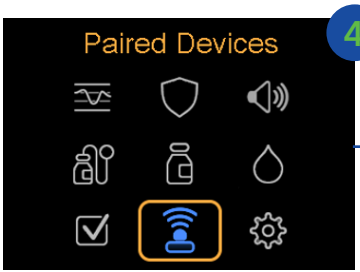


3

Select **Unpair** and then confirm by selecting **Yes** on the next screen.

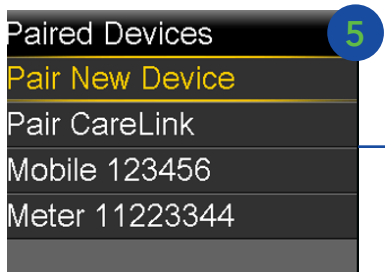
Step 2: Pair your Simplera Sync sensor.

First, insert the sensor following the steps in the System User Guide. You can also scan the QR code above to watch a short video of the process. Then, on your pump:



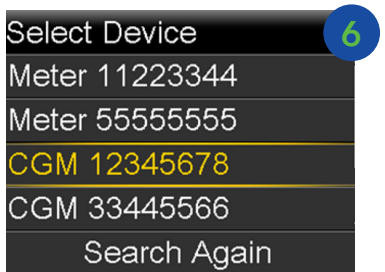
4

Go to **Paired Devices**.



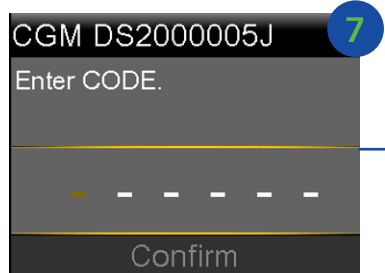
5

Select **Pair New Device**.



6

Select the **CGM device number** that matches the serial number located on the top of the inserter.



7

To enter the code found on top of the inserter, press the **Up** arrow to enter the corresponding number.



8

Select **Confirm** to pair the sensor and proceed to the next page.

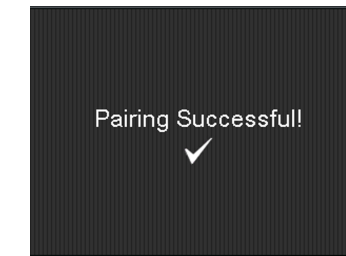
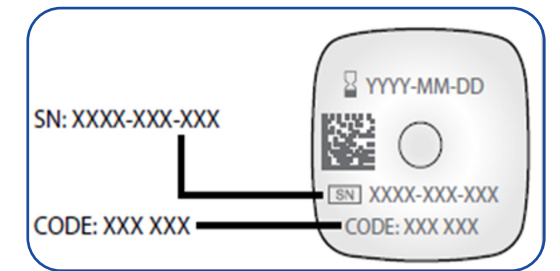
Note: If the Simplera Sync sensor is not paired with the pump within 20 minutes after the cap is removed from the inserter, follow the steps below to pair the sensor manually. Otherwise, proceed to the next page.



Scan to view the sensor insertion video



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



The Simplera Sync sensor will now pair with the pump and the 2 hour sensor warm up will begin. When the warm up ends, the pump will display sensor glucose readings.



Note: For future Simplera Sync sensor changes, simply pair your new sensor and the old one will disconnect automatically. No unpairing is required.



https://www.medtronic-diabetes.com/en-gb/resources?product_type_rest=17

Appendix D: Changing your infusion set and reservoir

Scan the QR code here to visit the infusion set support page and access educational materials tailored to your specific set.



Appendix E: Troubleshooting

My MiniMed Mobile app and phone will not pair.

Remove your phone from your pump and your pump from your phone. Restart your phone and try again. If the problem persists, call our team Helpline at 1800 777 808.

I forced 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. Call our Helpline at 1800 777 808 if you need further information.

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

Review the information in your eligibility message. Make sure all steps have been completed, then try again in 24 hours. If the problem persists, call our Helpline at 1800 777 808 .

My update failed.

Your pump has returned to its original software version. You can try the update again at a later point. If the problem persists, call our Helpline at 1800 777 808.

My update confirmation failed.

Check your internet connection and try again. If the problem persists, call our Helpline at 1800 777 808.

Issues pairing your pump

If you are having issues pairing your pump, please disable Cross-Device Services on your Android phone and try pairing your pump again. This action may help improve the connectivity with your pump. If you need additional support, please contact our Helpline team on 1800 777 808.

For Samsung phones:

- On your Samsung phone, open Settings.
- Tap Google > Devices & sharing > Cross-device services.
- Make sure "Use cross-device services" is turned off.

For Google phones:

- On your Google phone, open Settings.
- Tap Google services and preferences >
- All services > Connected devices & sharing > Cross-device services.
- Make sure "Use cross-device services" is turned off.

For Xiaomi and Motorola phones:

- On your Xiaomi phone, open Settings.
- Tap Google > In Google Services >
- All services > Cross-device services.
- Make sure "Use cross-device services" is turned off.

Important safety information

Changes in air pressure can sometimes cause unintended insulin delivery. This happens most often when you're on an airplane - you might get more insulin delivered during takeoff and landing, potentially leading to hypoglycemia, or less insulin delivered during landing, potentially leading to hyperglycaemia. You should:

- Check your glucose often when you do things like fly in airplanes, ride roller coasters, or do activities where pressure, height, or gravity changes quickly.
- Talk with your healthcare professional about how to get ready for these kinds of situations. Always carry an emergency kit with fast-acting glucose and back up insulin therapy.
- Respond to alerts and pay attention to how you feel - notice if you feel the signs of low or high glucose. Follow your healthcare professional's instructions about how to treat hypoglycaemia or hyperglycaemia

Disclaimer

Information contained herein is not medical advice and should not be used as an alternative to speaking with your healthcare professional. Discuss indications, contraindications, warnings, precautions, potential adverse events and any further information with your health care professional. Please note that the intended use of a product may vary depending on geographical approvals. Medtronic products placed on European markets comply with EU and UK legislation (if applicable) on medical devices.



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