# Important tips when using the CareLink<sup>™</sup> Connect App MINIMED<sup>™</sup> 780G



# Medtronic

#### Receiving notifications and data

For CareLink™ Connect to receive notifications and data:

#### The MiniMed<sup>™</sup> Mobile app must:

- be within 6 metres of the pump
- have an internet connection
- be logged into CareLink™ Personal
- have Sync to CareLink™ turned on

#### The CareLink<sup>™</sup> Connect app must:

- have an internet connection
- be logged into CareLink™ Personal

#### NOTE:

The MiniMed<sup>™</sup> Mobile app will display pump data if there is no internet connection, but no data will appear on the CareLink<sup>™</sup> Connect app.

### Getting logged out of CareLink™ Personal

△ You will be unable to receive data or notifications if your MiniMed<sup>™</sup> Mobile app user is logged out of CareLink<sup>™</sup> Personal.

## CareLink™ Connect app user

- If you are logged out of CareLink™ Personal in the app: • you will not see pump
- and CGM data
- you will receive notifications while the app is in the background.

ACTION:

| CareLink™Connect  |  |
|---|--|
| the Country/Region:   | CareLink <sup>™</sup>                          |
| d Kingdom 🤝 👻   |  |
| nly follow a person<br>d on CareLink™ with the<br>ntry of residence.        | Log in to<br>CareLink <sup>™</sup><br>PERSONAL |
| a Care Partner account:   | Username                                       |
| Create New Account  | Password 🗞                                     |
| ady have a Care Partner<br>/ou can log in.                                  | Login  |
| unt is different from the<br><sup>M</sup> Patient account that you<br>Ilow. | Forgot your password?                          |
| Proceed to Login  |  |

MiniMed<sup>™</sup> Mobile app user If your MiniMed<sup>™</sup> Mobile app user is logged out of CareLink<sup>™</sup> Personal in the app:

- you will not be able to see their data
- you will not receive notifications
- their HCP will not be able to access data/reports

The user will see the screens shown here if they have been logged out.



ACTION: If your MiniMed<sup>™</sup> Mobile app user sees this screen they should tap Continue and log back into Carelink<sup>™</sup> Personal

#### Carelink<sup>™</sup> connect app banners "No data from..."

#### A "No data from..." banner appears in the Carelink<sup>™</sup> Connect app when the MiniMed<sup>™</sup> Mobile app:

- is too far away from the pump
- has no internet connection
- is logged out of CareLink™ Personal
- has the Sync to CareLink<sup>™</sup> feature off

#### You may briefly see "No data from..." banner when data is being refreshed





**Current data** 

appears for 15mins

If you see this screen, tap Proceed to Login

and log back into CareLink™ Personal.



After 15 minutes, data fields are dashed

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No data message

≥24 hours

#### ACTION: Check that the MiniMed<sup>™</sup> Mobile app user:

- is within 6 metres of the pump
- is connected to the internet (wi-fi or mobile data)
- is logged in and is connected to CareLink™ Personal
- has the Sync to CareLink™ feature on
- **'Send <Name> a message'** can be used to contact MiniMed<sup>™</sup> Mobile app user

#### CareLink<sup>™</sup> Connect app banners No internet connection

## A "No Internet Connection" banner appears when the CareLink™ Connect app:

• has no internet connection

ACTION: To address this, Restore internet access on the CareLink™ Connect app



After 5 minutes, data fields are dashed or greyed out.

#### CareLink<sup>™</sup> connect app banners No CareLink<sup>™</sup> connection

A "No Carelink™ Connection" banner appears when the CareLink™ Connect app:

- is unable to communicate with CareLink™ Personal
- the CareLink™ server experiences technical difficulties

## ACTION:

- Wait for the connection to the CareLink™ server to be restored • this should be rare
- contact the helpline to report



Current data appears for 5 min After 5 minutes, data fields are dashed or greyed out.

#### Dashes with no banner

The Carelink<sup>™</sup> Connect app displays what the pump or MiniMed<sup>™</sup> Mobile app is displaying:

## You will see '---' when the pump is displaying dashes

- This may occur when updated SG data cannot be sent to the pump, e.g. water or obstacles/ thick walls are between the pump and transmitter.
- If you see dashes on the Carelink™ Connect app but the pump user says the pump is displaying an SG, then the SG will populate the app within 15 minutes.



### Data refresh

**Current data** 

appears for 5 min

- The Carelink<sup>™</sup> Connect app does not refresh data while in the background (the app is not on the front screen)
- The CareLink<sup>™</sup> Connect app will refresh when brought to the foreground (as shown here)
- May take up to 20 seconds to auto refresh

You may briefly see a "No data from..." banner when data is being refreshed.



# Notifications

 Notifications should occur when the app is in the foreground or background



## ACTION:

If notifications are not received by the care partner:

- ensure the app is open (not force closed)
- ensure notifications are set up correctly in the app
- check phone settings to ensure notifications for the app are turned on
- choose which notifications to receive and whether a delay is desired:

- tap Edit

- tap alert category to see individual alerts
- tap \neq to customise each notification

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https://www.medtronic-diabetes.com.au/

#### Data is uploaded to: <u>carelink.minimed.eu/app/login</u>

Always read the instructions for use.

For detailed information regarding the instructions for use, indications, contraindications, warnings, precautions, and potential adverse events, please consult the device manual. For further information, contact your local Medtronic representative. © 2021 Medtronic Australasia Pty Ltd. All Rights Reserved. Please note: In contacting the Diabetes Toll Free, your personal and health information may be disclosed to an operator located outside Australia. 10595-122021

