



How to Share your Diabetes Technology with AE: TANDEM T-slim Insulin Pumps

T:connect Mobile App

Patients must download the app on their phone and then pair the app with their insulin pump. Here are the steps to follow:

- **Download Free Mobile App** - Visit [Google Play](#) or the [App Store](#), search for “Tandem Diabetes” and select “t:connect mobile” from the results.

- **Turn on Mobile Connection** - Unlock the pump, tap OPTIONS, Device Settings, and then select Bluetooth® Settings. Tap the toggle to turn on the Mobile Connection and enable Bluetooth.
- **Login to Mobile App** -- Use a t:connect web application username and password (or create a login and password in the t:connect mobile app).
- **Pair Insulin Pump to Mobile App** -- Follow the prompts to pair the pump with a phone. For detailed pairing instructions, visit our [Quick Reference](#) guide. Only one device can be paired with the t:connect mobile app at a time.
- **NOTE:** We strongly suggest patients upload pump data to the t:connect web application via USB cable before pairing their phone. After they've synced their pump to the app, the data will upload to their t:connect account. This can take minutes, hours or days depending on when the patient last uploaded and how much data is stored on their pump.

Patient instructions for remote uploading via T:connect via Computer

I. Obtain the t:connect uploader software.

1. Go to <http://tconnect.tandemdiabetes.com/GettingStarted>
2. Click the box that says **download t:connect**. (you will be asked to login first)
3. Follow all the prompts to install the drivers needed for your computer to recognize your pump

II. Use the uploader software.

1. Open the t:connect program
2. When prompted, connect the t:slim USB cable that you use to charge your pump to your t:slim pump and the other end to your computer
3. The t:connect Uploader will detect your pump by its Serial Number
4. Click the **START UPLOAD** button
5. Once the UPLOAD is completed the reports are available for your doctor to see, as long as you have given them access. If you are not sure if they have access yet, ask your doctor to send you a t:connect invitation.



III. More help

- Video on how to install and set up t:connect: <https://www.youtube.com/watch?v=az5EvcTz2MI>
- If you need personal assistance, call the 24hr Tandem Customer Support: 1-877-801-6901