

## We are here for you

At Rubin Medical, we want users like you to feel safe and satisfied with your insulin pump system.

On our website, you will find answers to frequently asked questions about our products, user stories, tips, and information about type 1 diabetes. There is also the option to submit **any queries or complaints about sensors online.**



If you have any questions, please call our customer support service or send us an e-mail at **info@rubinmedical.se**. Our customer support service is now also available in the evenings on Tuesdays and Wednesdays to help answer your questions about our diabetes aids. Of course, you can still contact our technical pump support service at any time.

We are here whenever you need us.

To keep up to date with the latest news, join our community at

**facebook.com/rubinmedical**  
**instagram.com/rubin.medical**



Customer support:

Tuesdays and Wednesdays, 8:00 a.m. to 7:00 p.m.

Other weekdays: 8:00 a.m. to 4:00 p.m.

**040-15 54 80**



Technical pump support (for all other times):

**044-330 220**

**www.rubinmedical.se**

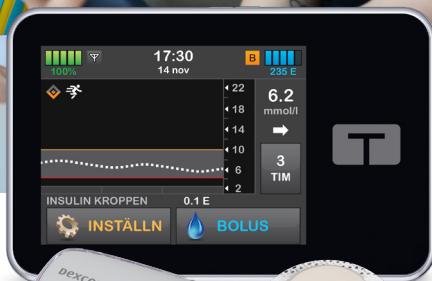
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**Dexcom**

**t:slim X2**  
Insulin Pump

# Before and after you start using your pump



Tandem t:slim X2™ insulin pump with Dexcom CGM  
and Tandem t:slim mobile app™

# Congratulations on getting your new insulin pump system

When you start using your insulin pump system, it is important that you feel safe and comfortable using it and have a basic understanding of how to use it correctly. There is a lot of information to take in when you start using a pump, so we strongly recommend that you read this guide and watch the instructional videos we suggest to help you prepare.

## What you need to start using your pump

When you start using your pump, you will need to have a complete set of all the items you will use in your treatment:

- Your insulin pump
  - Infusion set
  - Cartridge
  - Insulin
  - Refill syringe
  - Case with accessories
  - Fully charged cell phone
- 
- Dexcom CGM if this is included in your treatment



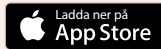
- › *These items are usually provided in advance, but you may also be given them at the clinic when you start using your pump. Contact your clinic if you are unsure or if you want to order any additional accessories.*

## How to prepare

1. It is important to register as a user so that Rubin Medical can provide you with essential information. The easiest way to do this is by scanning the QR code on the right or by clicking [here](#).



2. Download the free **t:simulator™ demo app** to familiarize yourself with the features of your new insulin pump. In the app, you can see how both the Control-IQ™ technology and Basal-IQ™ technology work.



Select "Function tips" to get an overview of the features and menu options. Once you have taken a look at this, we recommend that you disable "Function tips". To unlock the screen in the t:simulator, you need to click on 1, 2, and 3.



## Glossary

It can be useful to know the common terminology used in insulin pump treatment to help you follow the instructions when you start using your pump.

### **AutoBolus**

AutoBolus is a feature in the Tandem t:slim X2™ that provides an extra bolus (single dose) of insulin if your blood sugar level is predicted to rise above 10.0 mmol/L in 30 minutes. This is designed to automatically adjust your blood sugar to 6.1 mmol/L and prevent it from rising too high. This feature can be turned on once an hour and used alongside the dynamic basal dosing, which is adjusted every five minutes.

### **Basal**

Basal dosing provides insulin slowly and continuously, which keeps your blood sugar levels stable between meals and while you sleep. It is measured in units of insulin per hour.

### **BG**

BG stands for blood glucose (blood sugar), which is the level of glucose in your blood. It is measured in mmol/L.

### **Bolus**

A bolus is a single dose of fast-acting insulin that is usually delivered to help you process food or to adjust a high blood sugar level.

### **Carbohydrates**

Carbohydrates are sugars and starches that your body breaks down into glucose and uses as an energy source. They are measured in grams.

### **Correction bolus**

A correction bolus is given to correct a high blood sugar level.

### **Correction factor**

The correction factor is how much your blood sugar will be reduced by 1 unit of insulin. This is also called the insulin sensitivity factor (ISF).

### **Extended bolus**

An extended bolus is a bolus (dose) provided over a longer period of time. It is often used to help process food that takes a long time to digest. When an extended bolus is delivered with the pump, you select DELIVER NOW to dose out some of the insulin immediately and the remaining amount over a longer period of time.

### **Gram**

Gram is the measurement unit for carbohydrates.

### **Insulin duration**

Insulin duration is the period of time during when insulin remains active and available in your body after a bolus has been delivered. This affects the Insulin on Board (IOB) calculation.

### **Insulin on Board (IOB)**

IOB is the insulin that is still active in your body (and therefore the ability to continue lowering your blood sugar level) after a bolus has been delivered.

### **Insulin-to-carbohydrate ratio**

The carbo ratio is the number of grams of carbohydrates covered by 1 unit of insulin. This is also called the ICR.

### **Loading**

Loading refers to the process of taking out the cartridge and filling and inserting a new one, along with applying a new infusion set.

### **Needle**

The needle is the part of the infusion set. It is inserted under the skin to deliver insulin.

### **Personal profile**

Your personal profile is a setting that determines the basal and bolus insulin doses delivered within specified time segments over a 24-hour period.

### **Quick bolus**

This is a feature that allows you to deliver a bolus dose by simply pressing a button on top of the insulin pump.

### **Target BG**

Target BG is a set target BG (blood sugar) level – an exact number, not a range. When a BG value is entered in the pump, the calculated insulin dose is adjusted up or down to reach the target level of 6.1 mmol/L.

### **Units**

Units are the measurement units for determining the amount of insulin.

## **Learn how to use your aids**

Under [Training & Information](#) on the Rubin Medical website, you will find materials such as **quick guides** to the Tandem t:slim X2™ insulin pump system with Control-IQ™ technology or Basal-IQ™ technology and Dexcom CGM and instructions on how to get started with the Tandem t:slim mobile app™ on your smartphone. You will also find **instructional videos** on how to apply infusion sets and CGM and how to fill cartridges.



**Instructional videos to help you get started:**

Loading a new cartridge



Applying the AutoSoft™ 90 infusion set



Applying the AutoSoft™ 30 infusion set



Applying the VariSoft™ infusion set



Applying the TruSteel™ infusion set



Applying the Dexcom G6 CGM



Applying the Dexcom G7 CGM on your upper arm



Applying the Dexcom G7 CGM on your abdomen



Delivering a bolus dose



Delivery an extended bolus dose



Information about the Tandem t:slim mobile app



Online training for the Tandem t:slim mobile app



*Scan the QR codes with your cell phone camera.*

## Common error messages:

Here's what to do when the pump alarm sounds.

### Out of range alert (14C)

**Cause:** The sensor and the pump are not communicating.

**What to do:** Place the pump closer to the sensor and the connection will be restored automatically.

### CGM not available (48T)

--- is shown on the pump display where you normally see the sensor values.

**Cause:** The sensor wire is currently unable to read the glucose level.

**What to do:** It may help to drink water/fluids and secure the sensor with tape to stop it coming loose. This can happen at night if you are lying on the sensor, for example, as this disrupts the circulation around the sensor wire. You can see that the GCM has not been available on the trend curve in the display when there are missing dots in the curve. If none of the above suggestions helps and there are no sensor values for three hours, please contact our customer support during the day for further troubleshooting.



### Control-IQ high alert

Two vibrations, then two vibrations/beeps every five minutes until you confirm or your BG value drops below the alert level, then every other hour if the problem persists.

**Cause:** Your latest sensor glucose reading is at 11.1 mmol/L or higher and the system predicts that the readings will not decrease in the next 30 minutes.

**What to do:** Check the cartridge, the tubing, and the infusion site and test your BG. Treat your high BG level as needed. Press  to confirm.

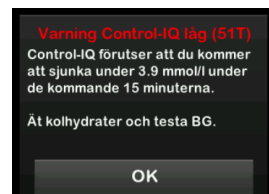


### Control-IQ low alert

Two vibrations, then two vibrations/beeps every five minutes until you confirm or your BG level rises above the alert level.






**Cause:** The system predicts that your sensor glucose reading will drop below 3.9 mmol/L, or below 4.4 mmol/L if the "Exercise Activity" setting is enabled, in the next 15 minutes.

**What to do:** Eat carbohydrates and test your BG. Press  to confirm.



## Icons on the insulin pump and mobile app home screen

The color of the diamond icon on the insulin pump and mobile app display shows what correction or adjustment of the insulin dose the system is currently making. Every five minutes, your Tandem t:slim X2™ insulin pump with Control-IQ™ technology makes a new decision about whether to deliver a dose and how.

Icons:	Explanation:
 <b>Dosing</b>	<b>AutoBolus</b> (an automatic bolus dose) is given if the sensor value is predicted to be 10.0 mmol/L or higher in 30 minutes (not in "Sleep Activity" mode)
 <b>B Increasing</b>	<b>The basal dose increases</b> if the sensor value is predicted to reach or exceed 8.9mmol/L in 30 minutes
 <b>B Maintaining</b>	<b>Programmed basal dosing</b> is delivered when the sensor value is NOT predicted to drop below 6.25 mmol/L or rise above 8.9 mmol/L in 30 minutes
 <b>B Decreasing</b>	<b>The basal dose decreases</b> if the sensor value is predicted to drop to 6.25 mmol/L or lower in 30 minutes
 <b>0 Pausing</b>	<b>The basal dose is paused</b> if the sensor value is predicted to drop to 3.9 mmol/L or lower in 30 minutes

### Tip:

Ask your nurse how to order new sensors and other supplies and write this down as a reminder:

Please sign here to confirm that you have read the brochure and watched the videos on the website and show it to your diabetes nurse when you start using your pump.

Date:

Signature:

## Good to know

**1. New!** The Tandem t:slim mobile app™ is now available – a cell phone application that you can use to turn on bolus doses directly from your phone.\* This means you can deliver doses easily and discreetly, without having to take out your insulin pump. The app gives you a clear overview of your basal and bolus doses, active insulin, carbohydrates, pump settings, and CGM data – all in one place on your mobile device. This makes it easier to keep track of your treatment and gives you more freedom in your everyday life. All therapy data is uploaded automatically and wirelessly to Tandem Source™, a cloud-based service where you can analyze your data using easy-to-read reports.



**2.** Would you like to see your glucose values on your smartwatch? Track your CGM values in real time on your smartwatch via **Dexcom G7** app, depending on which sensor you are using. You will also be able to see your values in the app on your smartphone. If a caregiver or relative also wants to keep an eye on your values, they can do so by downloading the **Dexcom Follow app** on their phone. This makes it possible for your CGM values to be shared automatically by the Dexcom app to the Follow app.

**3. T1D** is an app with easily accessible information about type 1 diabetes and an excellent tool for getting started with diabetes management methods like carbohydrate counting.

**4.** If you do not want to use the Tandem t:slim mobile app and Tandem Source, or if it is not possible for you to share data with your clinic via Tandem Source, you can use **Glooko** instead. This software gives you a clear overview of how the pump works and what your treatment looks like. You can use a cable to connect the pump to a computer to access myglooko.com and it is easy to share your data with your care team from there. The information is presented as an easy-to-read summary, which you can also view in the Glooko app.

## The best way to charge up your pump

Ideally, the battery in the insulin pump should be charged in short bursts. Do not charge the pump overnight while you are sleeping. We recommend charging the battery for 10–15 minutes per day. Charging up the battery every day means you won't need to charge it for long periods at a time and it also reduces the risk of the battery running out. One tip is to take the opportunity to charge your pump while you're in the shower, driving, or sitting in front of the TV or computer.



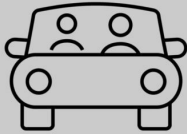
The best way to charge up your pump.



Charge for 15 minutes every day during daytime.



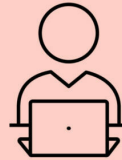
Take the opportunity to have a shower.



Charge while you are driving.



Charge while you are watching TV.



Charge while you are sitting at your computer.

## How do you want to wear your pump?

There are several convenient ways to carry your insulin pump. You can choose to attach it with a belt clip, for example, or keep it in a small waist bag. Find out more about the different options and how to order items at [rubinmedical.se/produkt/barsystem/](https://rubinmedical.se/produkt/barsystem/)



*\*Bolus dosing from the Tandem t:slim mobile app requires a compatible smartphone model and compatible operating system. A software update will also need to be carried out on the Tandem t:slim X2 insulin pump.*

**Important safety information:** The t:slim X2 insulin pump is intended for subcutaneous delivery of insulin, at set and variable rates, for managing diabetes in people who require insulin. The pump is able to communicate reliably and securely with compatible, digitally connected devices.

**Control-IQ technology** is intended for use with a compatible continuous glucose monitor (CGM) and the t:slim X2 insulin pump to automatically increase, decrease, and suspend delivery of basal insulin based on CGM readings and predicted glucose values. It can also deliver correction boluses when the glucose value is predicted to exceed a predefined threshold. The pump is indicated for use in persons six years of age and greater who require a total daily insulin dose of at least 10 units and who weigh at least 25 kilograms. The pump is intended for single patient use. Refer to the User Guide for a list of compatible insulins.

**WARNING:** Control-IQ technology should not be used by anyone under the age of 6 years old. It should also not be used in users who require less than 10 units of insulin per day or who weigh less than 25 kilograms.

The system is not indicated for use in pregnant women, people on dialysis, or critically ill users. Do not use the system if using hydroxyurea. Users of the pump and the system must: be willing and able to 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. If CGM readings do not match your symptoms or expectations, check your blood sugar with a blood glucose meter to make decisions about managing your diabetes. The t:slim X2 pump must be removed before MRI, CT, or diathermy treatment. Visit [tandemdiabetes.com/safetyinfo](https://tandemdiabetes.com/safetyinfo) for additional important safety information.

The information on the screen in the Tandem t:slim mobile app does not necessarily have to match the information on the pump screen. Wireless uploads from the Tandem t:slim mobile app to the cloud-based Tandem Source platform require a compatible smartphone and a wireless data or network connection. Healthcare personnel should not use uploads to the Tandem Source platform for remote monitoring as the uploads do not happen in real time. Your cell phone network operator's standard data charges may apply.

**Tandem t:slim X2 mobile app:** The Tandem t:slim mobile app is designed to provide a second screen that mirrors the Tandem t:slim X2 insulin pump and can upload pump data to the Tandem Source platform wirelessly. The Tandem t:slim app is not intended to be used to control an insulin pump or to replace the information displayed on the insulin pump. Dosing decisions should not be made based on the app screen information. The user should follow the instructions on the CGM and insulin pump. The second screen provided by the app is not intended to replace self-monitoring and self-care as recommended by a doctor.