

# CareLink™ Connect App

User Guide

**Medtronic**



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## Contacts:

### Africa:

Medtronic South Africa and Southern Africa  
Office Reception Tel:  
+27(0) 11 260 9300  
Diabetes: 24/7 Helpline:  
0800 633 7867  
Sub-Sahara 24/7 Helpline:  
+27(0) 11 260 9490

### Albania / Shqipëria:

O.E.S. Distrimed sh.p.k.  
Tel.: +355 402270660

### Argentina:

Corpomedica S.A.  
Tel.: +(11) 4 814 1333  
Medtronic Directo 24/7:  
+0800 333 0752

### Armenia (AM):

Exiol LLC  
Tel.: +374 98 92 00 11  
or +374 94 38 38 52

### Australia:

Medtronic Australasia Pty. Ltd.  
Tel.: 1800 668 670

### Austria / Österreich:

Medtronic Österreich GmbH  
Tel.: +43 (0) 1 240 44-0  
24 – Stunden – Hotline:  
0820 820 190

### Bangladesh (BD):

Sonargaon Healthcare Pvt Ltd.  
Mobile: (+91)-9903995417  
or (+880)-1714217131

### Belarus (BY):

Zarga Medica  
Tel.: +37517 336 97 00  
+37529 613 08 08  
+37517 215 02 89  
Helpline: +74995830400

### Belgium / Belgique / België:

N.V. Medtronic Belgium S.A.  
Tel.: 0800-90805

### Bosnia and Herzegovina / Bosna i Hercegovina:

"Novopharm" d.o.o. Sarajevo  
Tel.: +387 33 476 444  
Helpline: 0800 222 33  
Epsilon Research Intern. d.o.o.  
Tel.: +387 51 251 037  
Helpline: 0800 222 33

### Brazil / Brasil:

Medtronic Comercial Ltda.  
Tel.: +55 (11) 2182-9200  
Atendimento Diabetes 24/7:  
0800 773 9200

### Bulgaria / България:

RSR EOOD  
Tel.: +359 888993083  
Helpline: +359 884504344

### Canada:

Medtronic Canada ULC  
Tel.: 1-800-284-4416 (toll free/sans frais)

### Chile:

Medtronic Chile  
Tel.: +(9) 66 29 7126  
Medtronic Directo 24/7:  
+1 230 020 9750  
Medtronic Directo 24/7 (From Santiago):  
+(2) 595 2942

### China / 中国:

Medtronic (Shanghai) Management Co., Ltd.  
Landline: +86 800-820-1981  
Mobile Phone: +86 400-820-1981  
Calling from outside China:  
+86 400-820-1981

### Colombia:

Medtronic Latin America Inc. Sucursal Colombia  
Tel.: +(1) 742 7300  
Medtronic Directo 24/7 (Landline):  
+01 800 710 2170  
Medtronic Directo 24/7 (Cellular):  
+1 381 4902

### Croatia / Hrvatska:

Mediligo d.o.o.  
Tel.: +385 1 6454 295  
Helpline: +385 1 4881144  
Medtronic Adriatic d.o.o.  
Helpline: +385 1 4881120

### Czech Republic / Česká republika:

Medtronic Czechia s.r.o.  
Tel.: +420 233 059 111  
Non-Stop Helpline (24/7):  
+420 233 059 059  
Zákaznický servis (8:00 - 17:00):  
+420 233 059 950

### Denmark / Danmark:

Medtronic Danmark A/S  
Tel.: +45 32 48 18 00

### Estonia / Eesti:

AB Medical Group Estonia Ltd  
Tel.: +372 6552310  
Helpline: +372 5140694

### Europe:

Medtronic Europe S.A. Europe,  
Middle East and Africa HQ  
Tel.: +41 (0) 21-802-7000

### Finland / Suomi:

Medtronic Finland Oy  
Tel.: +358 20 7281 200  
Help line: +358 800 164 064

### France:

Medtronic France S.A.S.  
Tel.: +33 (0) 1 55 38 17 00

### Germany / Deutschland:

Medtronic GmbH  
Geschäftsbereich Diabetes  
Telefon: +49 2159 8149-370  
Telefax: +49 2159 8149-110  
24-Stdn-Hotline: 0800 6464633

### Greece / Ελλάδα:

Medtronic Hellas S.A.  
Tel.: +30 210677-9099

### Hong Kong / 香港:

Medtronic Hong Kong Medical Ltd.  
Tel.: +852 2919-1300  
To order supplies: +852 2919-1322  
24-hour helpline: +852 2919-6441

### Hungary / Magyarország:

Medtronic Hungária Kft.  
Tel.: +36 1 889 0688

### Iceland:

AZ Medica ehf  
Tel.: +354 564 5055

### India:

India Medtronic Pvt. Ltd.  
Tel.: (+91)-22-48810700; 48810701  
Patient Care Helpline: 1800 209 6777

### Indonesia:

Medtronic International Ltd.  
Tel.: +65 6436 5090 or +65 6436 5000

### Ireland / Éire:

Accu-Science LTD.  
Tel.: +353 45 433000

### Israel / ישראל:

Medtronic Trading Ltd.  
Tel.: +972-9-9724400  
Tel.: (product support –  
8:00-17:00): +972-9-9724489  
Helpline (weekends & holidays):  
1-800-611-888

### Italy / Italia:

Medtronic Italia S.p.A.  
Tel.: +39 02 24137 261  
Fax: +39 02 24138 210  
Servizio assistenza tecnica:  
N° verde: 800 60 11 22

### Japan / 日本:

Medtronic Japan Co. Ltd.  
24 Hr. Support Line: 0120-56-32-56  
日本メドトロニック株式会社  
24 時間サポートライン :  
0120-56-32-56

### Kazakhstan / Қазақстан / Казахстан:

TOO "Медтроник Казахстан"  
Tel.: +7 727 321 13 30 (Almaty)  
Круглосуточная линия поддержки:  
8 800 080 5001

### Kosovo / Kosova:

Yess Pharma  
Tel.: +377 44 999 900  
Helpline: +3774588388

**Latin America / América Latina:**

Medtronic, Inc.

Tel.: 1(305) 500-9328

Fax: 1(786) 709-4244

**Latvia / Latvija:**

RAL SIA

Tel.: +371 67316372

Helpline (9am to 6pm):

+371 29611419

**Lithuania / Lietuva:**

Monameda UAB

Tel.: +370 68405322

Helpline: +370 68494254

**Macedonia / Македонија:**

Alkaloid Kons Dooel

Tel.: +389 23204438

**Malaysia:**

Medtronic International Ltd.

Tel.: +603 7946 9000

**Mexico / México:**

Medtronic Servicios S. de R. L. de C.V.

Tel. (México DF): +(11) 029 058

Tel. (Interior): +01 800 000 7867

Medtronic Directo 24/7 (from México

DF):

+(55) 36 869 787

Medtronic Directo 24/7:

+01 800 681 1845

**Middle East and North Africa:**

Regional Office

Tel.: +961-1-370 670

**Montenegro / Crna Gora/Црна**

**Gopa:**

Urion d.o.o.

Tel.: +382 20 290520

**Netherlands, Luxembourg /**

**Nederland, Luxemburg / Holland,**

**Lëtzebuerg:**

Medtronic B.V.

Tel.: +31 (0) 45-566-8291

Gratis: 0800-3422338

**New Zealand:**

Medica Pacifica

Phone: 64 9 414 0318

Free Phone: 0800 106 100

**Norway / Norge:**

Medtronic Norge A/S

Tel.: +47 67 10 32 00

Fax: +47 67 10 32 10

**Philippines / Pilipinas:**

Medtronic International Ltd.

Tel.: +65 6436 5090

or +65 6436 5000

**Poland / Polska:**

Medtronic Poland Sp. z o.o.

Tel.: +48 22 465 6934

**Portugal:**

Medtronic Portugal Lda

Tel.: +351 21 7245100

Fax: +351 21 7245199

**Puerto Rico:**

Medtronic Puerto Rico

Tel.: 787-753-5270

**Republic of Korea / 대한민국:**

Medtronic Korea, Co., Ltd.

Tel.: +82.2.3404.3600

**Romania / România:**

Medtronic Romania S.R.L.

Tel.: +40 372188017

Helpline: +40 372188010

**Russia / Россия:**

ООО «Медтроник»

Tel.: +7 495 580 73 77

Круглосуточная линия поддержки:

8 800 200 76 36

**Serbia / Srbija:**

Medtronic Serbia D.o.o.

Helpline: +381 112095900

**Singapore:**

Medtronic International Ltd.

Tel.: +65 6436 5090

or +65 6436 5000

**Slovakia / Slovenská republika:**

Medtronic Slovakia, s.r.o.

Tel.: +421 26820 6942

Helpline: +421 26820 6986

**Slovenia / Slovenija:**

Zaloker & Zaloker d.o.o.

Tel.: +386 1 542 51 11

24-urna tehnična pomoč:

+386 51316560

**Spain / España:**

Medtronic Ibérica S.A.

Tel.: +34 91 625 05 42

Fax: +34 91 625 03 90

24 horas: +34 900 120 330

**Sri Lanka (LK):**

Swiss Biogenics Ltd.

Mobile: (+91)-9003077499

or (+94)-777256760

**Sweden / Sverige:**

Medtronic AB

Tel.: +46 8 568 585 20

Fax: +46 8 568 585 11

**Switzerland / Schweiz / Suisse /**

**Svizzera:**

Medtronic (Schweiz) AG

Tel.: + 41 (0) 31 868 0160

24-Stunden-Hotline: 0800 633333

Fax Allgemein: +41 (0)318680199

**Taiwan / 台灣:**

Medtronic (Taiwan) Ltd.

Tel.: 02-21836000

Toll Free: +886-800-005285

**Thailand / ประเทศไทย:**

Medtronic (Thailand) Ltd.

Tel.: +662 232 7400

**Turkey / Türkiye:**

Medtronic Medikal Teknoloji

Ticaret Ltd. Şirketi.

Tel.: +90 216 4694330

**Ukraine / Україна:**

ТОВ «Медтронік Україна»,

Лінія цілодобової підтримки:

Тел.: 0 800 508 300

**United Kingdom:**

Medtronic Ltd.

Tel.: +44 1923-205167

**USA:**

Medtronic Diabetes Global

Headquarters

24-Hour Technical

Support: +1-800-646-4633

To order supplies: +1-800-843-6687

**Vietnam / Việt Nam:**









Medtronic Vietnam

Tel.: +84 283 926 2000



Icon table

The following icons and symbols may appear in the software. For definitions, go to [www.medtronicdiabetes.com/symbol-definitions](http://www.medtronicdiabetes.com/symbol-definitions).

	Consult instructions for use or electronic instructions for use
	Caution: consult instructions for use for important warnings or precautions not found on the label
	Importer
	Unique Device Identifier
	Manufacturer
	Catalogue number
	Conformité Européenne (European Conformity). Device fully complies with applicable European Union Acts.
	Authorized representative in the European Community/European Union

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## CareLink Connect app

**Note:** This document may show sample images of the app. The images of the actual app may be slightly different. Not all products or features listed in this user guide are approved or available in all regions.

The CareLink Connect app is a mobile application that works with CareLink software. It has many key features:

- It allows care partners to view up-to-date patient therapy data.
- It allows care partners to be notified of selected patient alerts.

**Note:** The full features of the CareLink Connect app are only available for select insulin pumps or continuous glucose monitoring (CGM) devices. The CareLink Connect app should only be used with supported mobile devices. Go to the local Medtronic website to access the list of supported mobile devices. The CareLink Connect app may not be available in all regions.

**Note:** The CareLink Connect app can also be used for clinical research. To get started with using the app, consult the clinical research study team for more information, including how to create a clinical research account in CareLink.

## Getting started

Download the CareLink Connect app from the Apple™ App Store™ or the Google Play™ store on the supported mobile device.

Open the CareLink Connect app and follow the instructions on the screen to set up a Care Partner account.

**Note:** A Care Partner account in CareLink is required to use the CareLink Connect app. A Care Partner account is different from the CareLink Patient account.

An internet connection and a username and password are required to log in to the CareLink Connect app.

A Care Partner account may also be set up through the CareLink website. Go to the CareLink website and follow the instructions on the screen to set up an account.

An internet connection to CareLink software is required to receive alerts and therapy data.

Select **Help** from  in the CareLink Connect app to access more instructions and information.

## Indications for use

CareLink Connect app is intended to provide a secondary display of insulin pump and CGM data on a supported mobile device.

CareLink Connect app is not intended to replace the real-time display of insulin pump or CGM data on the primary display device. All therapy decisions should be based on the primary display device.

CareLink Connect app is not intended to analyze or modify the insulin pump and CGM data that it receives, nor is it intended to control any function of the insulin pump or CGM system to which it is connected.

CareLink Connect app is not intended to receive information directly from the insulin pump or CGM system.

## Contraindications

None known.

## Clinical benefits

The CareLink Connect app does not provide any direct therapy or treatment but is an optional tool that can be used by care partners to review information uploaded from compatible devices.

## User safety

### Warnings

- CareLink Connect app should only be used with supported devices and operating systems. Refer to the local Medtronic website for information about supported devices and operating systems.
- Dosing decisions should not be made based on the information on this app. Always follow instructions on the insulin pump or CGM system to make therapy decisions.
- Do not rely on the notifications from the CareLink Connect app. Notifications on the compatible mobile device may not occur as expected. Notifications may not always be noticeable on the app. Always rely on the primary device for notifications.
- Always allow notifications for the CareLink Connect app. If notifications are turned off, the app will not send any alerts.
- Do not use the CareLink Connect app without understanding how the mobile device settings work. If the mobile device settings are not set up correctly, the app may not send notifications.
- Do not use the CareLink Connect app if the mobile device screen or speakers are damaged. If the mobile device is damaged, the app may not send notifications and information may not be shown correctly.
- Alerts for the CareLink Connect app will sound through headphones when headphones are connected. If headphones are connected but not in use, alerts may not be heard.
- Check the CareLink Connect app routinely to remain logged in and to make sure it is running. If the app is not used regularly, the mobile device operating system may prioritize other processes which can interfere with notification delivery. The app will also log out a user due to prolonged inactivity, and will not send notifications.
- Do not let the mobile device shut down due to low battery, or the app will not send notifications. Use of the app may deplete the mobile device battery more quickly. Have a charger available to charge the battery if needed.
- Always make sure to open the app after the mobile device restarts to ensure the app sends notifications.
- Turn off **Do Not Disturb** in the compatible mobile device settings, or include the CareLink Connect app in the exceptions of the feature, if possible. If this feature is enabled, the CareLink Connect app will not send notifications.
- Turn off the **Digital Wellbeing** feature in Android™\* or **Screen Time** feature in iOS operating systems, or include the CareLink Connect app in the exceptions of the feature, if possible. If this feature is enabled, the CareLink Connect app will not send notifications.

- Allow the CareLink Connect app to deliver notifications when the **Focus** feature is turned on in iOS settings. If the CareLink Connect app is not added, the app will not send an alert when a notification occurs.
- Do not include the CareLink Connect app in the **Notification Summary** feature in iOS settings. If the CareLink Connect app is included, the app will not send an alert when a notification occurs.
- If a serious incident related to the device occurs, immediately report the incident to a healthcare professional. For healthcare professionals, immediately report any serious incident to the applicable competent authority.

## Precautions

This app is not intended to replace self-monitoring practices advised by a physician.

## Technical specifications

### Data security

Access to CareLink Connect app is secure. It requires the use of a security lock on the supported mobile device and a unique username and password. To keep information private, do not share the username and password.

The app uses secure data transfer protocols that ensure a secure link between CareLink software and the CareLink Connect app.

CareLink Connect app also has a two-factor authentication procedure for an additional layer of data security. The two-factor authentication procedure is not available in all regions.

### User security

The CareLink Connect app has been designed with security features to help keep the app and its data secure. However, there are important steps to take to ensure the supported mobile device used with the CareLink Connect app is also secure. To help keep the supported mobile device secure, follow these instructions:

- The industry responds to newly discovered security issues with updates. Keep the app up to date with the most current version.
- Use a strong password. CareLink software provides a password strength meter. Avoid common spellings and short length of words. Some password vaults offer the ability to create very strong passwords and provide them on demand.
- Never share the password.
- 24-Hour Technical Support or the local Medtronic support representative never asks for the password. If a request to disclose the password is received by email, please contact 24-Hour Technical Support or the local Medtronic support representative immediately and do not reply to the email.
- If 24-Hour Technical Support or any local Medtronic support representative asks for the password, refuse to provide it and ask to speak to a manager immediately.
- Change the password immediately if it is suspected of being compromised.
- It is good practice to change the password every 3-6 months.
- Contact 24-Hour Technical Support or the local Medtronic support representative if someone is suspected of accessing the account without authorization.
- Do not leave the supported mobile device unattended.

- Enable a security lock on the supported mobile device. When the supported mobile device is not in use, lock it in a way that requires the password to be entered in order to use it.
- Do not remove or interfere with the security features on the supported mobile device.
- Do not attempt to modify the operating system, jailbreak, or root the device.
- Keep the supported mobile device operating system up to date, unless otherwise recommended by Medtronic, and choose settings that let mobile applications automatically update.
- Use only the official application store, such as the Apple App Store or the Google Play store to get all mobile applications used with the supported mobile device.
- Do not click on links from email messages, web pages, or text messages received from an unknown or untrusted source.
- Disable wireless functions such as Near Field Communication (NFC) and ANT+ when not in use.
- Avoid the use of unknown Wi-Fi<sup>™\*</sup> networks or public Wi-Fi hotspots.
- Enable security protection, such as the use of a password and encryption, on the Wi-Fi network that the supported mobile device connects to regularly.







# Medtronic



**Medtronic MiniMed**

18000 Devonshire Street  
Northridge, CA 91325  
USA  
1 800 646 4633  
+1 818 576 5555  
www.medtronicdiabetes.com



Medtronic B.V.  
Earl Bakkenstraat 10  
6422 PJ Heerlen  
The Netherlands



Medtronic Limited  
Building 9, Croxley Park  
Watford WD18 8WW  
United Kingdom



MMT-6111, MMT-6112

C €0459

