



## **t:slim X2 Insulin Pump with Control-IQ™ Technology – Launch FAQ for Consumers**

### **Software Update**

#### **1. When will the Control-IQ technology software update be available?**

The Control-IQ technology software update will be available to all eligible t:slim X2 users from Monday 4<sup>th</sup> of April 2022.

#### **2. Who is eligible for a software update on their t:slim X2 insulin pump?**

Software updates will be available to customers whose t:slim X2 insulin pump is within the 4-year manufacturer's warranty. If wanting to confirm pump warranty, please contact [diabetes@amsl.com.au](mailto:diabetes@amsl.com.au) with pump user's full name, email, phone number and pump serial number.

#### **3. Will I need to pay to update my t:slim X2 insulin pump to the Control-IQ technology?**

No, the Control-IQ software update is free of charge for pump users within their 4-year manufacturer's warranty.

#### **4. Is it mandatory for me to update my pump to the t:slim X2 with Control-IQ technology?**

No, it is your choice to update your pump. As we are dedicated to providing choice for our customers, Basal-IQ technology will remain available to t:slim X2 insulin pump users.

#### **5. I want to update my pump however I don't own a computer. What do I do?**

Please contact your local AMSL Diabetes representative to assist.

#### **6. Can the update be reversed?**

No, once a t:slim X2 insulin pump is updated with Control-IQ technology software, it cannot be reversed.

#### **7. How can I update my pump?**

Step 1 – You will need to speak to your HCP to see if Control-IQ is right for you, then complete the Control-IQ training module that will be sent by AMSL Diabetes

Step 2 – You will need to complete the Software Update Form. This form must be signed off by your healthcare professional

Step 3 – You will receive a personal update ID from AMSL Diabetes after the 4th of April, and once steps 1 and 2 have been completed

Step 4 – You can complete the software update remotely from your personal computer



The order of completion of Step 1 and Step 2 is not important however an update ID will not be provided until both steps have been completed.

For more assistance with this process, please contact your local AMSL Diabetes representative.

**8. Why do I need to have a form signed by my healthcare professional to access the Control-IQ software update?**

Your healthcare professional plays an important role in assisting you with managing your diabetes. Control-IQ technology is a new update and your healthcare professional needs to ensure that this update is suitable for your diabetes management.

**9. How can I access the link for the Control-IQ online training module?**

AMSL Diabetes will email you the link directly, you do not need to contact your healthcare professional for this step.

As there are multiple versions of software currently operating in the market, it's important that you use the link AMSL Diabetes sends you to avoid any confusion.

**10. When can I begin the update process?**

AMSL Diabetes will email you with more information on how to begin this process however you can start now! Step 1 and 2 for the Control-IQ technology update process can be undertaken immediately. Steps 3 and 4 will commence from the 4<sup>th</sup> of April onwards.

**11. I think I am eligible for the update, but I haven't received the training modules. What should I do?**

Email [diabetes@amsl.com.au](mailto:diabetes@amsl.com.au) with pump user's full name, email, phone number and pump serial number. We will contact you to confirm if you are eligible and send the training modules to you.

**12. How long does the Control-IQ technology training module take to complete?**

The training module takes approximately 50-60 minutes to complete.

**13. How long does the update take to complete?**

The update should take 15-30 minutes depending on the internet connection speed.

**14. Can I pay to update my out-of-warranty t:slim X2 insulin pump to Control-IQ technology?**

There is no charge for the Control-IQ technology update, however the software update is only available to in-warranty t:slim X2 insulin pump users. This is individuals whose pump is still covered under the 4-year manufacturer's warranty.

## **Ordering and Availability**

### **15. When will I be able to purchase a new t:slim X2 insulin pump with Control-IQ technology already installed?**

We anticipate product will be available to dispatch from the 26<sup>th</sup> of April, 2022.

### **16. Can I order the t:slim X2 with Control-IQ technology insulin pump now? Where can I find the order form?**

Yes, you can submit the Tandem Order Form with the Control-IQ option selected now. AMSL Diabetes will contact the relevant health fund to get the process started. However, please note we anticipate t:slim X2 insulin pumps with Control-IQ technology installed will be available to dispatch from the 26<sup>th</sup> of April, 2022.

The Tandem Order Form will be available on our website soon. AMSL Diabetes will email you with more information soon on how to get this process started.

### **17. Is there a difference between a t:slim X2 insulin pump with Basal-IQ technology and a t:slim X2 insulin pump with Control-IQ technology?**

There is no difference in the *hardware* between the two versions, the only difference is the software version the pump is operating.

If the t:slim X2 insulin pump is operating Basal-IQ technology, it can be updated to Control-IQ technology from the 4<sup>th</sup> of April, 2022. To do so, you would need to follow the steps outlined in question 7 of this document.

If you would like to discuss this further, please contact your local AMSL Diabetes representative.

### **18. Should I wait to submit an order for a t:slim X2 insulin pump with Control-IQ technology?**

You have the option to submit an order for a new t:slim X2 insulin pump with Basal-IQ technology and come the 4<sup>th</sup> of April, you have the opportunity to update your pump software. To do so, you would need to follow the steps outlined in question 7 of this document.

Alternatively, you can submit an order form for a t:slim X2 insulin pump with Control-IQ technology and AMSL Diabetes will commence the order process. However, please note that t:slim X2 insulin pumps with Control-IQ technology installed will not be available for dispatch until the 26<sup>th</sup> of April, 2022.

### **19. I have placed an order for a t:slim X2 insulin pump with Basal-IQ technology, but haven't received it yet. Can I change this to a t:slim X2 insulin pump with Control-IQ technology?**

If the pump has been shipped, the pump cannot be changed. However you (with the help of your healthcare professional) can complete the software update form to commence the update process in preparation for your pump start.

If the pump has not yet been dispatched and you would like to swap, you will need to submit a new Tandem order form and select Control-IQ technology. AMSL Diabetes will seek



approval from the relevant health fund. However, please be aware that product will not be available to be dispatched until the 26<sup>th</sup> of April, 2022.

### **20. Can I still order the t:slim X2 insulin pump with Basal-IQ technology?**

Yes, this pump version can still be purchased. We will continue to provide choice to our customers and offer either the t:slim X2 insulin pump with Basal-IQ technology or Control-IQ technology. Pumps operating Basal-IQ technology can be updated later if the users wish.

### **General**

### **21. How can I reconnect my current CGM session after updating their pump software?**

Once the software update is complete, you need to navigate to Options > My CGM > Start Sensor > Skip (sensor code) > Select blue tick.

Please allow up to 30 minutes for your existing CGM session to reconnect.

### **22. Can I try Control-IQ technology on a t:slim X2 loan pump prior to purchasing?**

If you meet the loan pump criteria, you will be given a choice of a Basal-IQ or Control-IQ loan pump. Please see Loan form for eligibility criteria.

### **23. I am currently on a t:slim X2 loan pump. Am I able to update the software to Control-IQ?**

Loan pump customers will be able to update their loan to the t:slim X2 insulin pump with Control-IQ technology if they have more than 1 month left on their loan period. AMSL Diabetes will retain a portion of pumps with the Basal-IQ technology so if you are nearing completion of their loan pump period, you may not be offered the Control-IQ update.

### **24. How can I access additional training on Control-IQ technology?**

You can register for one of AMSL Diabetes' training events. To see upcoming events, please head to <https://amsldiabetes.com.au/events/>

Alternatively, please contact your local AMSL Diabetes representative for more assistance.