

# mySugr Pump Control User Manual

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## 1 Indications for use

### 1.1 Intended use

The mySugr Pump Control software is intended to be used as an aid in diabetes therapy. It is intended to remotely control a compatible insulin pump used by people with diabetes. The mySugr Pump Control software uses wireless communication to communicate with connected pumps, to read data, make changes to the pump's settings, and to manage insulin delivery based on your input.

### 1.2 Who is the mySugr pump control for?

mySugr Pump Control is designed for users:

- diagnosed with insulin-dependent diabetes
- aged 18 years and above
- undergoing insulin pump therapy
- who have been trained on their insulin pump
- under the guidance of a doctor or other healthcare professional
- who are physically and mentally able to independently manage their diabetes therapy
- who are able to proficiently use a smartphone

### 1.3 Environment for use

As a mobile application, mySugr Pump Control can be used in any environment where you would typically and safely use a smartphone.

## 2 Contraindications

For mySugr Pump Control as a Software product there are no specific Contraindications, however the Contraindications stated in the label of connected insulin pump apply.

## 3 Warnings



### 3.1 Medical advice

The mySugr Pump Control is used to support the treatment of diabetes, however it cannot replace regular visits to a doctor/diabetes care team. You still require professional and regular review of long-term blood glucose values (HbA1c). You are responsible for continued self-management of blood glucose, independent of the use of the mySugr Pump Control.

### 3.2 Inputting the correct data

The mySugr Pump Control depends on the accuracy of the information entered. You are always responsible for verifying settings and insulin doses. If incorrect information is used for administering insulin doses, there is a risk of severe worsening of your health and even death.

### **3.3 Recommended updates**

To ensure safe and optimized running of mySugr Pump Control, it is recommended that you install software updates as soon as they are available.

### **3.4 Glucose monitoring**

Monitoring of glucose results should be conducted using a glucose monitoring device that is compatible with insulin pump therapy. You can manually input data or import data via bluetooth functionality.

### **3.5 Smartphone security and maintenance**

To enhance security when using mySugr Pump Control and to ensure that you are the only one with access, it is required that you have an authentication method (unlock mechanism) installed on your smartphone. Only choose a strong password or other strong authentication method and do not share your password with unauthorized parties.

Allow only trusted applications to have permission to system services, such as Android Accessibility Services.

To ensure correct usability of the mySugr Pump Control, do not use the application on a smartphone with a cracked or damaged screen.

### **3.6 Potential malicious messages**

mySugr will never send you instructions relating to insulin delivery or pump control outside of the mySugr app. If you feel unsure about any message you have received, contact mySugr customer support.

## **4 Installation**

The mySugr Pump Control is an extension of the mySugr Logbook (mySugr app). Just download the mySugr app from the Google Play Store. For more detailed instructions on installation and usage of the mySugr app, please check out the mySugr app user manual.

## **5 Connecting and disconnecting your pump**

### **5.1 A few things to know before connecting your pump**

If a remote control, e.g., an Accu-Chek Insight diabetes manager, is connected to your pump, disconnect it first. To keep you safe, your pump cannot be connected to the mySugr app and to a remote control at the same time.

The mySugr Bolus Calculator will be deactivated after you connect your pump. It is not compatible with the pump yet.

## 5.2 Connecting your pump

To connect your pump with the mySugr app turn on Bluetooth on your smartphone.

In the mySugr app, select “Connections” from the side menu in the upper left corner.

Select your pump, e.g., “Accu-Chek Insight”, from the list.

Tap “Connect”.

Then, follow the instructions on the mySugr app.

After you have connected your pump, go back to the mySugr app home screen, where the “My pump” widget is displayed.

## 5.3 Disconnecting your pump

To disconnect your pump, select “Connections” from the side menu in the upper left corner.

Select your pump from the list.

Tap “Disconnect”.

Tap “Confirm”.

The “My pump” widget disappears from the mySugr app home screen.

## 6 My pump widget

The “My pump” widget on the home screen is the starting point for controlling your pump using the mySugr app.

The widget also displays the last time there was a connection to the pump and when pump data was imported into the mySugr app (1).

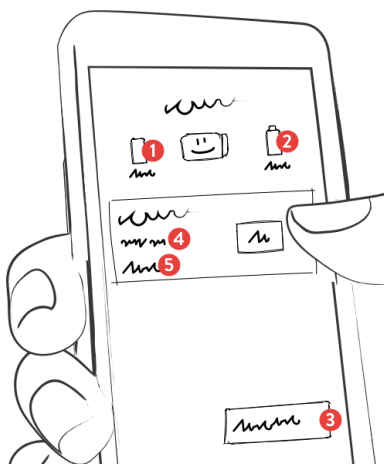
Tap on “Control pump” (2) to access the “My pump” home screen.



## 7 My pump home screen

On the “My pump” home screen, you can:

- Check the insulin (1) and battery (2) status
- Deliver a bolus (3)
- Check (4) or cancel (5) an ongoing bolus



The bolus icon looks like this:



The icons for the insulin and battery status are colored in gray. If the insulin level or battery status is low, only the respective icon turns orange. If the insulin or the battery is almost empty, the icon is colored in red (see below).

Insulin icons:



Battery icons:



## 8 Delivering a bolus

For now, you can only deliver a standard bolus. No extended or multiwave boluses can be delivered.

To deliver a bolus, tap on “Control pump” on the “My pump” widget. Once you’re on the “My pump” home screen, tap on “Deliver bolus”.

**IMPORTANT:** In case you have not set up an unlock mechanism on your smartphone yet, you will be asked to do so. This is crucial so that only you and no one else can control your pump with your smartphone. Tap on “Open phone settings” and set up your preferred option, e.g. your fingerprint. Afterwards go back from the phone settings to the mySugr app.

Enter the insulin amount and tap “Confirm”.

You must authorize the bolus delivery. To do so, tap “Authorize” and use the unlock mechanism you have set up.

The bolus is sent to the pump and the “Bolus” widget is displayed on the “My pump” home screen. It shows the progress of the bolus delivery on the left and the total bolus amount on the right.

Whilst the bolus is being delivered, it is not possible to deliver another bolus.

To cancel the bolus delivery, tap on “Cancel bolus” on the “Bolus” widget. Once the bolus delivery has been stopped, you can see how much insulin has already been delivered.

## 9 Importing data from your pump

### 9.1 Imported data

For now, only standard boluses and quick boluses (no extended or multiwave boluses) are imported from your pump into the mySugr app.

### 9.2 Data visualisation

You can see the imported data in the list of entries on the home screen of the mySugr app.

For each imported bolus, there is a new “Insulin (bolus)” entry with the date, time and the number of units delivered. The number of units are shown within a tile as shown below.



Once imported, the bolus entry can neither be edited nor deleted.

## 10 Error messages

The values in the following error messages are only examples. You will see different numbers in your error message, depending on your personal data.

### 10.1 During connecting

#### **Oh no, you connected your pump outside the mySugr app**

On your phone: Please unpair your pump in the bluetooth settings.

On your pump: Remove your phone from the “Communication” tab in the Settings.

Once you are ready, please try again.

→ Go to Bluetooth settings

#### **Connection lost during pairing**

Maybe the battery is weak, or your pump is far away. Please move it closer and try connecting again.

→ Try again

#### **Location services are disabled**

You need to enable location services to find your pump. Once your pump is paired, you can disable them again.

→ Enable location services

#### **Bluetooth is disabled**

It seems that Bluetooth got disabled while scanning. You need to have Bluetooth enabled to find your pump

→ Enable Bluetooth

### **Oh no, your remote is still paired**

To keep you safe, your pump can only pair to one device at a time. Please unpair your remote and connect again with mySugr app

→ Try again

### **Oh no, we can't pair to this pump**

Unfortunately, this version of the pump doesn't work with the mySugr app. We would advise to get a newer version.

→ Contact support / Return to connections

### **Oh no, verification code is wrong**

Are you sure that you are pairing to your own pump? Please try to do it again and double-check the code.

→ Try again

### **Connection error**

Oh no! Pairing with your device failed. Please try again or contact support.

→ Contact support / Try again

## **10.2 When delivering a bolus**

### **The bolus can't be delivered because the limit was exceeded**

22 U is above the 20 U limit set on your pump. **Change your bolus amount or the setting on your pump.**

→ Change bolus amount / Cancel

### **The bolus can't be delivered because your pump can't be reached**

We have tried our best, but still couldn't reach your pump. **Make sure that your pump is nearby and that its display is turned off.**

→ Try again / Cancel

### **The bolus can't be delivered because your pump is stopped**

To deliver the bolus, **start your pump** and try again.

→ Try again / Cancel

### **The bolus can't be delivered because your pump is paused**

To deliver the bolus, **start your pump** and try again.

→ Got it

### **The bolus can't be delivered completely because your pump was paused**

Your pump was paused after delivering **1.2 U of 2 U**. To deliver the **remaining 0.8 U, start your pump within 15 minutes**. After 15 minutes, your pump will be stopped and the bolus dismissed.

→ Got it

### **The bolus can't be delivered completely because your pump was stopped**

Your pump was stopped after delivering **1.2 U of 2 U**. The **remaining 0.8 U** will not be delivered.

→ Got it

### **The bolus can't be delivered because another bolus is running**

Only 1 bolus can run at a time. **Wait a moment until the first bolus is finished** and try again.

→ Try again / Cancel

### **The bolus can't be delivered because the pump and phone time/date are different**

You can only deliver a bolus from your phone when the time and date are the same.

1 Make sure the time/date of your phone are correct.

2 On your pump, go to "Settings" → "Time and date". Change the time and date to match your phone.

3 Wait for the pump display to turn off.

4 Try to send the bolus again:

→ Try again / Cancel

### **The bolus can't be delivered**

Oh no, something went wrong. To find out more, **check your pump**.

→ Got it

### **The bolus progress can't be checked because the connection with your pump was lost**

The connection to your pump was lost during the bolus delivery.

To see if the bolus was delivered correctly, **check your pump**.

→ Got it

## **10.3 When importing boluses**

### **The bolus can't be imported because the pump and phone time/date are different**

Adjust the time/date on your pump and phone, so that mySugr correctly understands when a bolus happened:

1 Make sure the time/date of your phone are correct.

2 On your pump, go to "Settings" → "Time and date". Change the time and date to match your phone.

3 Wait for the pump display to turn off.

4 Try to import again:

→ Try again / Cancel

### **Some boluses can't be imported**

4 boluses can't be imported, because they happened while your pump and phone time/date were different. We don't know exactly when these boluses happened, so it's not safe to import them.

The good news: Time/date are in sync now, so future boluses will be imported correctly!

Tip: Keep your phone and pump time/date in sync to avoid this problem in the future!

Why did this happen? The time/date mismatch between phone and pump can happen, for example, when you travel between time zones, or when daylight savings time changes your phone's time.

→ Got it / Learn more

## 10.4 When communicating with the pump

### The pump can't be reached because Bluetooth is off

To connect to the pump, turn on Bluetooth in your phone settings.

→ Try again / Cancel

## 11 Deinstallation

To deinstall the mySugr app, please check out the mySugr app user manual.

## 12 Data security

Your data is safe with us – this is very important to us (we're users of mySugr too). The mySugr Pump Control is a registered medical device (Medical Devices Directive 93/42/EEC) and carries the CE mark. As such, it is required to meet the highest data security and reliability standards.

For more information, please refer to our privacy notice within our [Terms Of Service](#).

## 13 Troubleshooting and support

### 13.1 Troubleshooting

We care about you. That's why we have people with diabetes to take care of your questions, worries and concerns.

For quick troubleshooting, visit our [FAQs page](#).

### 13.2 Support

If you have questions about mySugr, need help with the mySugr Pump Control or the mySugr app, or have noticed a mistake or problem, please contact us immediately at [support@mysugr.com](mailto:support@mysugr.com).

You can also call us on:

+ 1 (855) 337-7847 (US toll-free)

+ 44 800-011-9897 (UK toll-free)

+ 43 720 884555 (Austria)

+ 49 511 874 26938 (Germany)

In the event of any serious incidents occurring in relation to usage of this medical device, please contact mySugr customer support and your local competent authority.

## 14 Manufacturer



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